

Emergency Department Length of Stay for Admitted Patients

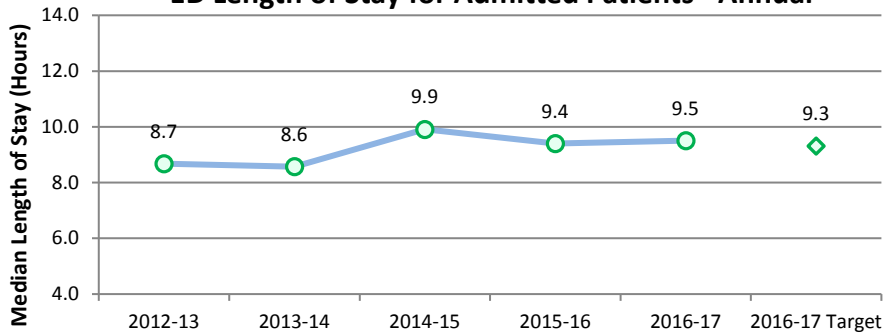
Measure Definition

The average patient's length of time (hours) in the emergency department before being admitted to a hospital bed at the busiest emergency departments. This is calculated as the median length of stay which means that 50 per cent of patients stay in the emergency department this length of time or less, before being admitted. This measure is the time between when a patient is assessed by a nurse in the emergency department until the time they are admitted.

Understanding this Measure

This measure reflects the performance of the entire system. It is influenced by our ability to manage complex patients in primary care, efficiencies in the emergency department, efficiencies and capacity in the acute care (when staying in hospital), better quality of care and integration with community services in reducing unplanned readmissions, timely placement of patients into continuing care (e.g., long-term care) and linking patients to the appropriate services in the community after a stay in hospital.

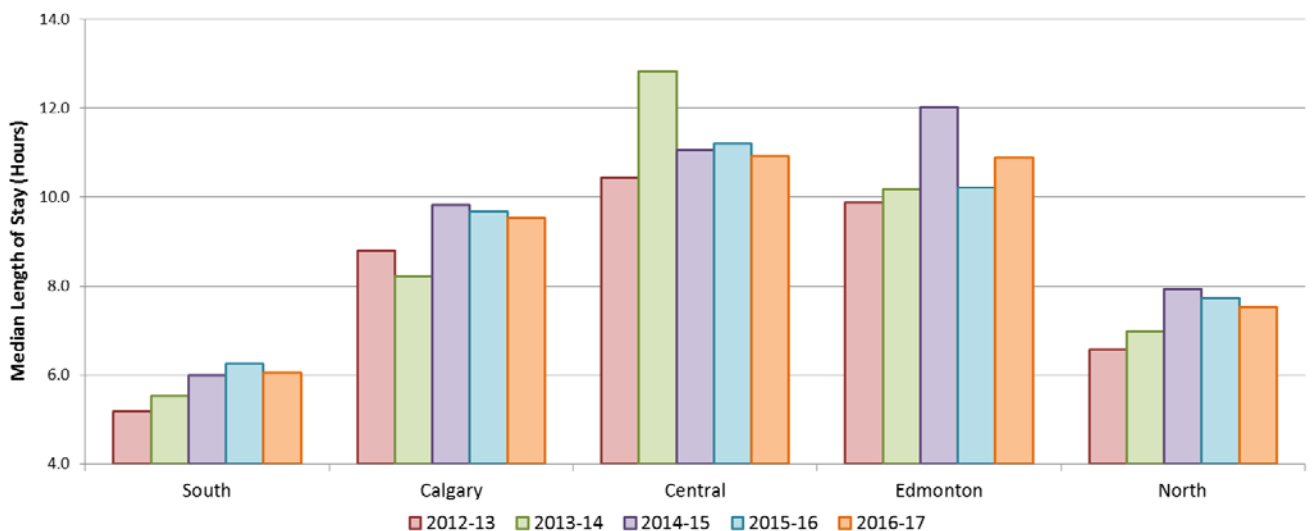
ED Length of Stay for Admitted Patients - Annual



How Do We Compare?

Alberta ranked 2nd best nationally out of five provinces in 2015-16.

ED Length of Stay for Admitted Patients - Zone



ED Length of Stay for Admitted Patients

HIGHLIGHTS

Increases in occupancy, average length of stay, demand in emergency and percentage of patients requiring alternate levels of care have all contributed to wait times for patients who are ultimately discharged from emergency departments. Combined, these factors reduce the ability to transfer patients who need to be admitted into the hospital from the emergency departments to inpatient units, and reduce the spaces available to treat patients quickly.

AHS has created care units in some of its urban hospitals – called the Rapid Transfer Unit in Edmonton and the Rapid Access Unit in Calgary. These units are located next to the emergency department (ED) and allow care providers to observe patients receiving treatments for a longer period of time, with the goal of being able to send them home rather than admit them to hospital.

Referral Access Advice Placement Information Destination (RAAPID) is a provincial program designed to provide a single point of contact for physicians and healthcare providers to access appropriate and timely advice, referral, admission, repatriation and consultation for patients. RAAPID provides facilitation and coordination of patient consultations, referrals and transfers throughout the province and assists clinicians in accessing critical or urgent consultation with a specialist, ensuring the appropriate destination of the patient based on clinical requirements and available resources.

The Provincial Patient Repatriation Policy and Procedure was revised to facilitate proactive planning and timely transfer of patients from hospitals to healthcare facilities closer to the patient's home community.

Zones continue to implement initiatives to improve ED flow. Real-time Emergency Department Patient Access & Coordination (REPAC) was implemented in the South Zone to provide information on patient volumes, incoming EMS volumes and information on capacity to improve ED workload balance between hospitals. Calgary Zone completed a rural ED satisfaction survey and created plans to improve care and flow. Central Zone's Red Deer Regional Hospital Centre developed daily RAPID discharge rounds on inpatient units, trialed use of recliner chairs for patients waiting to be discharged, and began work on improving bed turnaround. Edmonton Zone conducted process improvements in consult times for general surgery and mental health, implemented a Rapid Transfer Unit at the University of Alberta Hospital and provided new mental health space at the Royal Alexandra Hospital. Mental health teams are working to improve community services by opening a clinic to reduce usage of the Queen Elizabeth II ED in the North Zone.

SUMMARY OF RESULTS

North Zone achieved target for Q4 YTD. South, Calgary and Central Zones demonstrated improvement from the same period as last year. Provincially, we remained stable from last fiscal year. Edmonton Zone deteriorated from the same period as last year. A deeper analysis of data (not shown) finds that Edmonton Zone met the target in Q1.

Edmonton Zone hospitals have seen an increase in site occupancy and activity in ED and in-patient units. As a result, the sites are experiencing patients waiting longer in the ED for beds. Sites are implementing more proactive surge protocols, isolation co-horting and quality initiatives related to service processes and patient experience.

ED Length of Stay for Admitted Patients

The average patient's length of time (hours) in the emergency department before being admitted to a hospital bed at the busiest emergency departments.

ED LOS Admitted - Busiest Sites	2013-14	2014-15	2015-16	Q4 YTD		Trend	2016-17 Target
				2015-16 Last Year	2016-17 Current		
Trend: ★ Target Achieved; ✓ Improving; ⇔ Stable; ✖ Performance not improving							
Provincial	8.6	9.9	9.4	9.4	9.5	⇔	9.3
South Zone Total	5.5	6.0	6.3	6.3	6.1	✓	5.9
Chinook Regional Hospital	6.0	6.0	6.2	6.2	6.6	✖	5.9
Medicine Hat Regional Hospital	5.1	5.9	6.3	6.3	5.6	★	5.9
Calgary Zone Total	8.2	9.8	9.7	9.7	9.5	✓	8.9
Alberta Children's Hospital	6.3	6.8	6.5	6.5	6.2	★	6.4
Foothills Medical Centre	8.0	8.9	8.8	8.8	9.2	✖	8.5
Peter Lougheed Centre	9.1	11.5	11.5	11.5	11.3	✓	9.9
Rockyview General Hospital	8.6	11.1	10.5	10.5	9.6	★	10.1
South Health Campus	N/A	10.2	11.5	11.5	11.4	✓	8.0
Central Zone Total	12.8	11.1	11.2	11.2	10.9	✓	10.8
Red Deer Regional Hospital Centre	12.8	11.1	11.2	11.2	10.9	✓	10.8
Edmonton Zone Total	10.2	12.0	10.2	10.2	10.9	✖	10.2
Grey Nuns Community Hospital	16.8	23.5	20.7	20.7	22.4	✖	16.0
Misericordia Community Hospital	12.5	17.0	12.5	12.5	15.0	✖	12.0
Royal Alexandra Hospital	9.9	11.5	9.8	9.8	10.2	✖	9.8
Stollery Children's Hospital	7.4	8.6	7.4	7.4	7.3	★	7.6
Sturgeon Community Hospital	20.5	28.4	18.6	18.6	19.5	✖	15.0
University of Alberta Hospital	9.1	10.4	9.0	9.0	9.8	✖	8.6
North Zone Total	7.0	7.9	7.7	7.7	7.5	★	7.8
Northern Lights Regional Health Centre	5.9	6.3	6.3	6.3	5.7	★	6.0
Queen Elizabeth II Hospital	8.6	11.0	11.4	11.4	11.0	✓	10.6

N/A: No results available. South Health Campus opened February 2013.

* "Stable" trend indicates when current period performance is ≤ 3% from the same time period as last year.

ED Admissions from ED - Busiest Sites	2013-14	2014-15	2015-16	Q4 YTD	
				2015-16 Last Year	2016-17 Current
Provincial	133,310	137,390	140,357	140,357	141,774
South Zone	11,656	11,939	11,598	11,598	12,253
Calgary Zone	54,634	56,732	58,036	58,036	59,351
Central Zone	8,815	9,254	9,730	9,730	9,657
Edmonton Zone	50,644	51,858	53,521	53,521	53,612
North Zone	7,561	7,607	7,472	7,472	6,901