

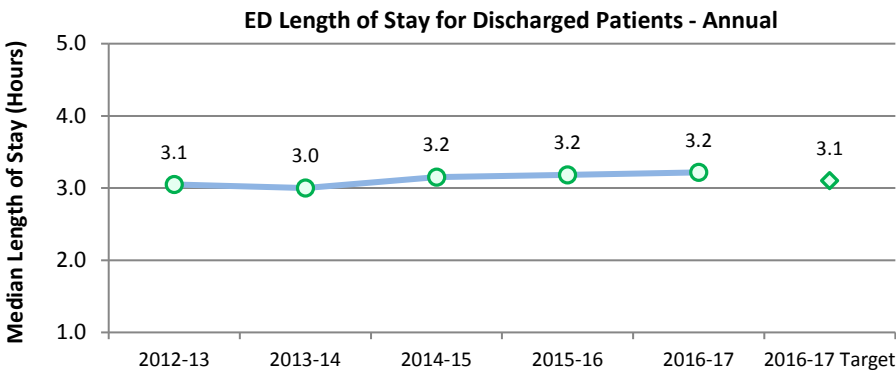
## Emergency Department Length of Stay for Discharged Patients

### Measure Definition

The average patient's length of time (hours) in the ED from the time a patient is assessed by a nurse until the time they are discharged at the busiest 17 EDs. This is calculated as the median length of stay which means that 50 per cent of patients stay in the ED this length of time or less.

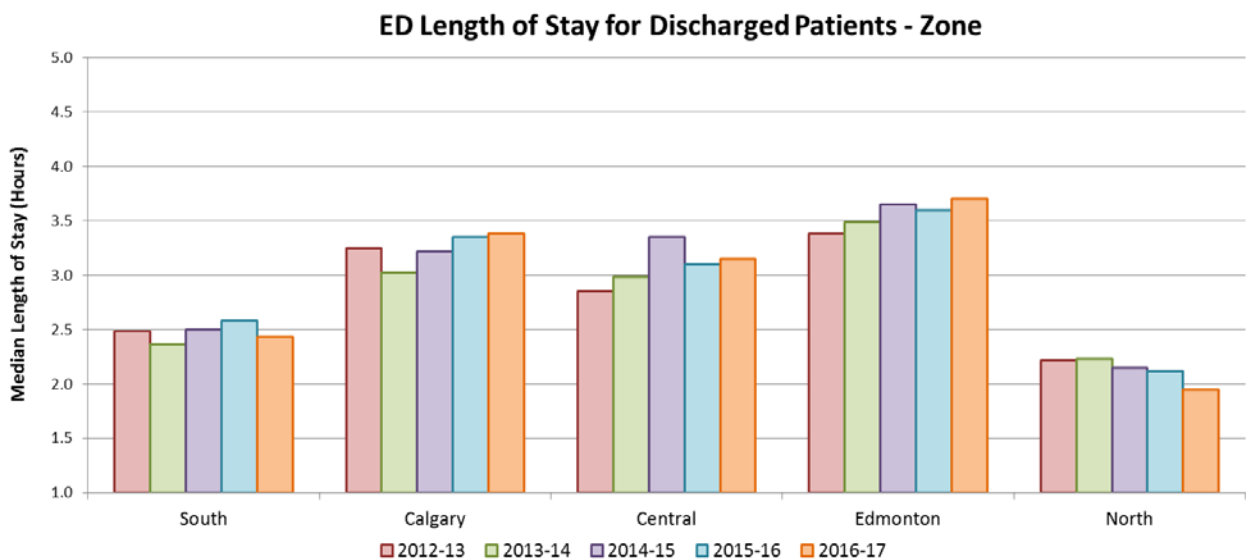
### Understanding this Measure

Patients treated in an emergency department should be assessed and treated in a timely fashion. This measure focuses on the total time these patients are in the ED before being discharged home. Many patients seen in the emergency department do not require admission to hospital. The length of stay in an ED is used to assess the timeliness of care delivery, overall efficiency and accessibility of health services throughout the system.



### How Do We Compare?

Alberta ranked 4<sup>th</sup> nationally out of five provinces in 2015-16.



## ED Length of Stay for Discharged Patients

### **HIGHLIGHTS**

AHS is taking steps to improve patient flow in its emergency departments by opening additional continuing care beds, which in turn reduces capacity pressures.

Work is underway to expedite the transfer of patients who no longer requiring acute care services. AHS Transition Services is matching all acute care patients currently waiting for a continuing care space in the community to an available and appropriate temporary vacant space in the community. The intent is to have patients/residents in their facility of choice as soon as that space is available.

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 emergency department (ED) flow. Real-time Emergency Department Patient Access & Co-ordination (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.

The Chinook Regional Hospital Redevelopment and Edson Health Care Centre (November 2016) are completed. Medicine Hat Regional Hospital Redevelopment was delayed due to occupancy permits for the new wing in Phase 1.

### **SUMMARY OF RESULTS**

North and South Zones achieved 2016-17 target. Provincial, Calgary Zone and Edmonton Zone remained stable from the same period as last year. Central Zone deteriorated when compared to the same period as last year. A deeper analysis of data (not shown) finds that Central Zone improved from Q4 last year (3.3 hours) in Q1 and Q2 were 3.1 hours as well as Q3 and Q4 were 3.2 hours. Central Zone experienced capacity challenges including increased occupancy. In early December, additional spaces for emergency CT scans were created to help with patient flow.

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 Discharged Patients

The average patient's length of time (hours) in the ED from the time a patient is assessed by a nurse until the time they are discharged at the busiest 17 EDs. This is calculated as the median length of stay which means that 50 per cent of patients stay in the ED this length of time or less.

ED LOS Discharged - Busiest Sites	2013-14	2014-15	2015-16	Q4 YTD		Trend	2016-17 Target
				2015-16 Last Year	2016-17 Current		
<b>Trend: ★ Target Achieved; ✓ Improving; ⇔ Stable; ✖ Performance not improving</b>							
<b>Provincial</b>	<b>3.0</b>	<b>3.2</b>	<b>3.2</b>	<b>3.2</b>	<b>3.2</b>	⇔	<b>3.1</b>
<b>South Zone Total</b>	<b>2.4</b>	<b>2.5</b>	<b>2.6</b>	<b>2.6</b>	<b>2.4</b>	★	<b>2.4</b>
Chinook Regional Hospital	2.4	2.4	2.5	2.5	2.4	✓	2.3
Medicine Hat Regional Hospital	2.3	2.7	2.8	2.8	2.5	★	2.6
<b>Calgary Zone Total</b>	<b>3.0</b>	<b>3.2</b>	<b>3.4</b>	<b>3.4</b>	<b>3.4</b>	⇔	<b>3.1</b>
Alberta Children's Hospital	2.2	2.4	2.4	2.4	2.5	✖	2.3
Foothills Medical Centre	3.7	3.8	4.1	4.1	4.0	✓	3.5
Peter Lougheed Centre	3.6	3.7	3.7	3.7	3.7	⇔	3.4
Rockyview General Hospital	3.1	3.4	3.6	3.6	3.7	⇔	3.2
South Health Campus	N/A	3.3	3.6	3.6	3.4	✓	3.0
<b>Central Zone Total</b>	<b>3.0</b>	<b>3.4</b>	<b>3.1</b>	<b>3.1</b>	<b>3.2</b>	✖	<b>3.0</b>
Red Deer Regional Hospital Centre	3.0	3.4	3.1	3.1	3.2	✖	3.0
<b>Edmonton Zone Total</b>	<b>3.5</b>	<b>3.7</b>	<b>3.6</b>	<b>3.6</b>	<b>3.7</b>	⇔	<b>3.6</b>
Grey Nuns Community Hospital	3.3	3.3	3.3	3.3	3.3	⇔	3.1
Misericordia Community Hospital	3.2	3.2	3.1	3.1	3.6	✖	3.0
Northeast Community Health Centre	3.2	3.2	3.0	3.0	3.0	★	3.0
Royal Alexandra Hospital	5.1	5.5	5.1	5.1	5.1	⇔	5.0
Stollery Children's Hospital	2.3	2.7	2.7	2.7	2.7	⇔	2.6
Sturgeon Community Hospital	2.9	3.3	3.3	3.3	3.6	✖	3.0
University of Alberta Hospital	4.9	5.7	5.5	5.5	5.7	✖	5.2
<b>North Zone Total</b>	<b>2.2</b>	<b>2.2</b>	<b>2.1</b>	<b>2.1</b>	<b>2.0</b>	★	<b>2.0</b>
Northern Lights Regional Health Centre	2.1	1.8	1.9	1.9	1.6	★	1.7
Queen Elizabeth II Hospital	2.4	2.7	2.5	2.5	2.4	★	2.5

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

ED Discharges from ED - Busiest Sites	2013-14	2014-15	2015-16	Q4 YTD	
				2015-16 Last Year	2016-17 Current
<b>Provincial</b>	<b>892,057</b>	<b>878,560</b>	<b>872,422</b>	<b>872,422</b>	<b>861,557</b>
South Zone	76,902	75,132	75,144	75,144	74,068
Calgary Zone	307,564	308,414	305,991	305,991	304,410
Central Zone	45,682	46,311	45,711	45,711	44,955
Edmonton Zone	338,229	328,131	331,564	331,564	334,875
North Zone	123,680	120,572	114,012	114,012	103,249