

Continued improvement seen in priority areas



Improving EMS Response Times

Teams within EMS and across AHS are reducing response times, creating capacity, and ensuring that emergency response is there when Albertans need help.

- **EMS response times are improving**, despite call volume fluctuations of up to 30 per cent at times. Since November 2022, EMS response times for the most urgent calls are shorter.
- The EMS Return to Service initiative is now active in five areas of the province. The time paramedics spend in the safe hand over of patient care to emergency department (ED) staff in these areas decreased from 3.6 hours in November, to **1.2 hours** in April.
- Red alerts are coming down. In April, Edmonton has spent about **10** minutes in red alert, compared to 295 minutes in November. Calgary has spent **four** minutes in red alert in April, compared to 254 minutes in November.
- A new inter-facility transfer program will introduce **10** new ambulances in Central Zone to transfer low-acuity patients, keeping EMS resources for emergencies.
- Approximately **180 contractors** will provide non-critical transfers for Albertans requiring transportation home after discharge from both ED and hospital stays.

Response times in metro and urban areas are improving

21.8 minutes
November 2022

➔

12.0 minutes
April 2023

44 per cent improvement

2,500 people

who called 911 for EMS were transferred to Health Link and were directed to care that did not require an ambulance. This keeps more ambulances available for emergency calls.



Decreasing Emergency Department Wait Times

We are addressing current health system capacity challenges that tend to be most acutely reflected in emergency department wait times.

From November 2022 to March 2023:

- The total time spent in the emergency department for admitted patients has been reduced by **26 per cent**, from 42 hours to **31 hours**.
- The total time spent in the emergency department for discharged patients has been reduced by **seven per cent**, from 11.9 hours to **11.1 hours**.

Average provincial wait time to see a doctor in an emergency department

7.1 hours
November 2022

➔

5.9 hours
March 2023

17 per cent reduction



Reducing Wait Times for Surgeries

AHS is reducing surgical wait lists and ensuring Albertans have their required surgeries within clinically appropriate timelines.

- **11,190 fewer patients** waiting longer than clinically recommended compared to this time last year.
- In the 2022-23 fiscal year, AHS completed about **22,100 cancer surgeries**, compared to about 20,040 pre-pandemic, a **10 per cent increase**.

Patients waiting within the clinically recommended surgical target

75% of pediatric patients

86% of Cardiac patients



Improving Patient Flow Throughout the Healthcare Continuum

AHS is improving access to acute and community care through effective management of system capacity, deployment of community care and strategies to safely reduce acute care length of stay.

- AHS opened **1,250 new continuing care spaces** in 2022/2023, and another **250** are expected before June 30, 2023.
- The Bridge Healing Transitional Accommodation Program in Edmonton began accepting patients in March to help provide transitional care for people experiencing homelessness or other housing insecurity who have been discharged from EDs.

Albertans waiting at the 14 largest hospitals for continuing care placement

299
September 2022

➔

240
March 2023

20 per cent reduction

For more information visit [AHS.ca/priorities](https://www.alberta.ca/priorities)

April 2023