


Year to Date Performance	50%	Performance Assessment	 Red
Island Health Target	Greater or equal to 70%	Performance is significantly outside acceptable range; take action and monitor progress.	

### What do we measure and why?

Patients treated at Emergency Departments (ED) sometimes require further care and are admitted to the hospital. If an inpatient hospital bed is not available, the patient waits in the ED for one.

This measure reflects how long patients wait in the Emergency Department for an inpatient bed. It indicates the proportion of patients who waited less than 10 hours, from the time they were triaged in the ED, until they were transferred to an inpatient unit or to another facility. Patients who die or leave the hospital against medical advice within the 10 hours are included in the measure.

To ensure that ED services are available for seriously ill and injured people, patients who no longer require emergency care should be transferred to an inpatient unit as soon as possible. Transfer to an inpatient unit ensures patients receive appropriate and timely care.

### What is the target?

The target for 2018/19 is for 70% or more of patients to wait less than 10 hours in the ED before transfer to an inpatient unit.

If less than 60% of patients are transferred out of the ED within 10 hours, it is considered to be significantly outside the acceptable range and action is required.

### How are we doing?

In 2018/19, Island Health did not meet the 70% target. Only 50% of encounters admitted via Emergency left the ED within 10 hours of triage, which is lower (worse) than the performance in the two previous years.

### What actions are we taking?

Major objectives highlighted in Island Health's strategic priorities are improved access to services and patient flow. Monitoring patient flow through the Emergency Departments aligns directly with these strategic goals.

Work is underway to improve care in the community, prevent avoidable admissions to hospital and identify alternatives to hospital care through alignment of community physician, allied health, case management, seniors and intake resources.

In-hospital initiatives aim to reduce hospital inpatient length of stay and Alternate Level of Care days.