

Year to Date  
Performance

**87%**

Island Health  
Target

**Greater than or equal to  
95%**

Performance  
Assessment



**Yellow**

Performance is outside acceptable range; monitor and take action as appropriate.

### What do we measure and why?

Wait time is defined as the time from when the hospital receives a request for surgery until when the surgery is carried out. This measures the percentage of cases performed that have waited less than or equal to the wait time benchmark.

Most heart surgeries and corneal transplant surgeries are excluded from this measure.

### What is the target?

The target for 2019/20 is that 95% or more of non-emergency surgeries are completed within 26 weeks from the time the booking card is received by the hospital.

The Ministry of Health reports this measure quarterly.

### How are we doing?

As of January 2020, Island Health was not meeting the target.

Although this measure focuses on newly booked elective patients receiving timely surgery, we also continue to monitor the details around longer-waiting surgical patients.

### What actions are we taking?

In alignment with the Ministry of Health Provincial Surgery Strategy, Island Health is implementing four strategic initiatives to improve the patient experience, reduce wait times, and increase access to surgery:

1. "Catch Up & Keep Up" - reduce wait times for total joints and dental by performing additional procedures;
2. Optimize operating room efficiencies by reducing seasonal closures;
3. Improve patient experience through coordinated scheduling of surgical procedures and improving communication with patients; and,
4. Completing the implementation of three Hip and Knee Centres (Victoria, Nanaimo and North Island) in order to improve integration and coordination of services for patients undergoing total hip and knee joint replacements.