



At or better than target. Continue to monitor.



Within 5% of target. Monitor and take action as appropriate.



Below target by more than 5%. Take action and monitor progress.



No target identified or available.

WHAT IS BEING MEASURED?

Emergency Department (ED) Wait Times for Admitted Patients measures the time from when a patient is triaged or registered in the ED (whichever comes first) until the time that the patient leaves the ED and is admitted to an inpatient bed. This measure examines the 90th Percentile Wait Time or the point at which 90% of admitted patients have completed their ED stay and have been moved to an inpatient unit and 10% are still waiting in the ED at our Process Improvement Program (PIP) Site, which is our Sarnia Site.

WHY IS THIS IMPORTANT?

Eliminating unnecessary waits and improving access to our inpatient beds for patients needing to be admitted have been among Bluewater Health's strategic priorities over the last three years. This measure remains one of Bluewater Health's top priorities in our Quality Improvement Plan (QIP) and Strategic Plan.

WHAT IS THE TARGET?

Bluewater Health's aim is to reduce ED Wait Times for Admitted Patients to 20 Hours or less as indicated in our QIP. The Ministry of Health has other ED Performance Indicators for non-admitted patients that have lower targeted wait times.

HOW ARE WE DOING?

Bluewater Health continues to experience challenges with patient flow and bed availability due to the number of Alternate Level of Care (ALC) patients. ALC patients occupy hospital beds, but could be cared for elsewhere in the community if the appropriate services were available. As a result, ED patients wait longer for an inpatient bed and our target has not been met in recent months. For the period April to June, the 90th Percentile ED Wait Time for Admitted Patients was 25.6 hours which is a marginal increase from the previous quarter.

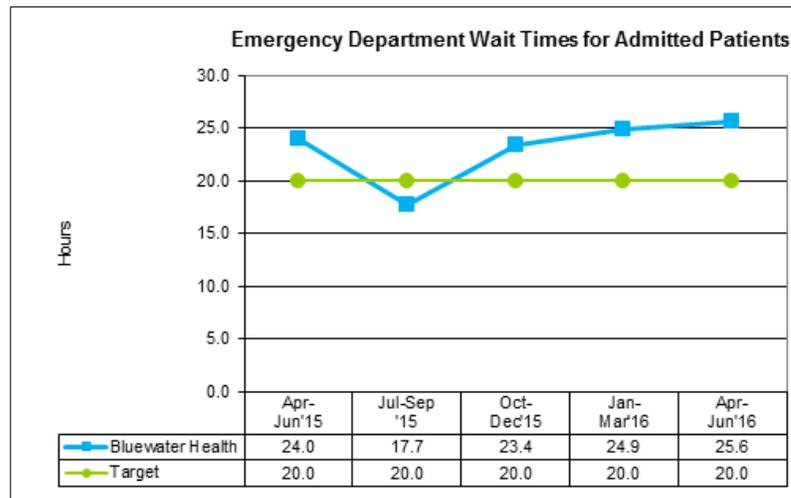
WHAT ACTIONS ARE WE TAKING?

To eliminate unnecessary waits in the ED and improve access to inpatient beds, Bluewater Health is working on the following:

- Participation in Pay For Results (P4R) and PIP to introduce changes to processes in the ED and inpatient units to reduce time spent in the ED; and
- Collaboration with community services to discharge ALC patients.
- We are analyzing all sub-components of Wait Time to determine where the largest barriers are to help improve this metric.

WHERE CAN I LEARN MORE ABOUT THIS MEASURE?

- MOHLTC [see website](#)
- [Contact us](#)



Preferred trend/direction



FREQUENCY REPORTED: Quarterly

NEXT UPDATE: December 2016