

## **MEDIA RELEASE:**

For Immediate Release

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November 24, 2017

### **NGH Improves ED Wait Times**

Norfolk General Hospital is excited to report that we have met or surpassed our own Emergency Wait Time targets during the month of November. NGH has set very ambitious ED wait time targets, and that is why the hospital is so pleased to share these positive metrics.

Our target from arrival to the emergency department (ED) to the time the patient is admitted to the inpatient unit is 14 hours. So far for the month of November, NGH has hit that 14 hour target. This compares to 24.5 hours for hospitals across Ontario (June 2017), and the latest September data for hospitals in the Hamilton Niagara Haldimand and Brant LHIN of 46.3 hours.

More good news for ED patients who require emergent or urgent care; NGH has consistently come in below the target of 8 hours for Length of Stay from Triage to left ED (non-admitted patients) The ED has been averaging 7.8 hours.

Finally, the time from when the physician decides to admit the patient to when the patient is actually transferred to an inpatient bed has averaged 5.3 hours for November. This is a significant difference from our target of 8 hours, and compares to 37 hours for hospitals in the HNHB LHIN (September 30). Much of this is as a result of the inpatient units working diligently to get patients into an inpatient bed.

“It is important to know that our sickest patients are being seen and getting to where they need to be in a timely manner which improves patient outcomes” said Kim Mullins NGH Director of ED, “We also rank very well in comparison to other hospitals throughout Ontario. Our own targets are more aspirational and that is why we are so pleased with these achievements.” Mullins continued saying “We also know that flu season is upon us, encouraging us to continue to work very hard on reducing wait times and improving access to care.”

The community can help by washing hands and getting the flu shot. When visiting NGH hand washing stations are available throughout the hospital. If you are not feeling well you may consider postponing that visit to loved ones to help reduce the risk of spreading illness to vulnerable patients.



365 West Street, Simcoe, Ontario N3Y 1T7  
www.ngh.on.ca  
519-426-0130 Ext.6977

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Gerry Hamill  
Communication Specialist  
519-426-0130 ext. 2454  
[ghamill@ngh.on.ca](mailto:ghamill@ngh.on.ca)

*“Our mission is to relieve illness and suffering, and help people live healthier lives.”*

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