

## **MEDIA RELEASE:**

For Immediate Release

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**January 30, 2018**

### **NGH Wait Times Continue to Improve**

Emergency Department patients waiting for a bed at Norfolk General Hospital are waiting fewer hours. On average, the Length of Stay in Emergency for all patients from the time they are triaged to when they are admitted to a bed is 9.8 hours. This is well below the provincial average of 16.1 hours according to latest data on the Health Quality Ontario website. (October 2017, [www.hqo.ca](http://www.hqo.ca))

“It’s definitely a team approach” notes Kim Mullins Director of ED “We look for the most effective way to get our patients triaged and into the department zeroing in quickly on our sickest patients. From there the wait for an inpatient bed will depend on factors such as getting the results from diagnostic tests, and having an appropriate inpatient bed available.”

Mullins explains that reducing wait times comes down to patient flow: from the person that cleans the inpatient bed, to the person assessing the patient – getting vital signs, having diagnostic tests run and interpreted, pharmacy getting the right medications to patient in an effective manner and much more. NGH is very proud of how groups from front line staff representing different departments have pulled together to examine patient flow. They know the work and how to eliminate inefficiencies, those things that do not add value for patients.

“It is important that we always take our patients’ concerns to heart. If their experience has not been to their expectation we want to know right away. We want to work on not only improving our wait times but we want to let our community and patients know why they are waiting so they can make their own informed decisions.”

Through close monitoring and examination of wait times, NGH aims to get patients in a bed in a timely fashion, making sure that they are in the right place, in the right care by the right people.



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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