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MEDIA RELEASE:

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NGH ED Beating Ministry Wait Time Target

Patients receiving treatment for cuts, fractures and sprains, coughs and runny noses should be in and out of Norfolk General Hospital’s Emergency room in less than 4 hours, according to the latest Wait Time data from Health Quality Ontario (November 2018). On average, patients with non-urgent symptoms who are not admitted to hospital stayed 3.2 hours before heading home. The Ministry of Health and Long-Term care target for these patients is 4 hours. In comparison, the average length of stay for low-urgency patients not admitted to hospital in the Hamilton Niagara Haldimand Brant Local Health Integrated Network for the same time period was 5.38 hours.

What does this mean to you and your family?

Scenario: Your daughter is tripped up while playing hockey and hurts her wrist. The NGH ED doctor confirms her wrist is broken, puts on a cast and sends her home. Data from your daughter’s visit would be recorded as:

- Length of stay in the emergency department for low-urgency patients not admitted to hospital – the **entire time they were in the emergency department** from when the triage nurse’s assessment until the doctor sent them home. This includes the time it took for her to: be examined by the doctor, get an x-ray, and see the doctor again to get the results of the x-ray and a cast. On average, 3.2 hours at NGH.

“The ED staff and doctors work very hard at providing the best care as timely and effectively as possible” stated Ben Speers Director NGH ED, “We are always seeking more efficiencies to further reduce the wait time for patients to be treated before going home.”



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