

**MEDIA RELEASE:**

For Immediate Release

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**NGH Beating Provincial Averages.**

When talking health care, it is inevitable that “wait times” at the local Emergency Department will be the central topic. Everyone has a story of how long they waited for the doctor to see them or the long hours before being admitted. Norfolk General Hospital wants to share some very good news about wait times that NGH is quite proud of. NGH has some of the lowest ED wait times in the province.

Based on recent numbers from the Ministry of Health and Long Term Care, from the time a patient is triaged to the arrival in bed for an admitted patient at NGH is 15 hours. That seems like a lot until compared to the provincial average of just over 25 hours. The wait from admit time to inpatient bed is less than 5 hours while the provincial average is around 18 hours. These times are calculated at the 90<sup>th</sup> percentile, meaning 9 out of 10 patients will wait less than or equal to this time. Other wait times at NGH ED are close to or below our own targets and about the provincial average including the time to be seen by a physician at 3 hours!

Now, all of this has happened despite a 5% overall increase in visits to the ED 2014 to 2015. Summer is traditionally the busiest time of the year for the ED. NGH projects in excess of 30,000 visits for this year.

Kim Mullins, NGH ED Director: “the numbers tell the story; our staff is caring for more people while they decrease the wait time. We are always looking at ways to improve patient flow and quality of care and I am proud to say our staff does just that.”



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