


Year to Date Performance	3.4%	Performance Assessment	 Yellow
Island Health Target	Less than or equal to 2.0%	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

Occasionally, people who seek care at Emergency Departments are registered and receive a triage assessment from a nurse, but then they leave the Emergency Department before seeing a physician.

This measure reports the people who receive a triage assessment at an Emergency Department but left before being seen by a physician, as a percentage of the total number of people who receive a triage assessment at an Emergency Department.

Island Health strives for excellence in quality and safety and exemplary patient experience. If a person sought care at an Emergency Department, but left before seeing a physician, it is possible they did not receive the care they needed.

What is the target?

The target for 2019/20 is less than or equal to 2%.

How are we doing?

Island Health did not meet the target in 2019/20. The last two weeks of March 2020 were affected by changes associated with COVID-19, including significantly reduced emergency department visits across Island Health.

What actions are we taking?

Island Health is working to improve processes for providing care in Emergency Departments (ED) to shorten wait time. One strategy is to improve wait times for diagnostic services in the ED (laboratory tests, x-rays, CT scans, etc.), so physicians receive the information required to begin appropriate care as soon as possible. Methods to predict when the ED will be busiest, and to ensure adequate staffing levels, are improving.

Island Health works to prevent unnecessary ED visits through health promotion, increased access to primary care (family physicians, clinics, home support), and access to health care information and decision support such as HealthLink BC (8-1-1), a 24/7 health information and advice phone line. The new Urgent Primary Care Centres are expected to help improve this rate.