

# Emergency Department Wait Times



Tracking our Emergency Department (ED) Wait Times is an important way to measure our patients' access to care. We compare these wait times to our targets, which are set to ensure that patients are seen and treated in a timeframe appropriate to the urgency of their needs. The chart below shows our progress meeting wait time targets for patients who are not admitted and who present with minor or uncomplicated conditions. This is the patient population on which we chose to focus our quality improvement efforts for 2017/18 as outlined in our Quality Improvement Plan. The wait times are measured at the 90th percentile, which means the chart shows the maximum amount of time (in hours) in which 9 out of 10 patients completed their ED visit (i.e. 9 out of 10 had a shorter wait time and 1 had a longer wait).

## Emergency Department Wait Times for Non-Admitted Patients with Minor/Uncomplicated Conditions

90th Percentile - Time from triage to time patient left ED

