

Emergency & Urgent Care Operations Update

August 2022

August Health System Performance: Waiting to be Seen

- Median and 90th percentile waits remain well above pre-pandemic levels.
- Staffing challenges continue to impact patient flow at Winnipeg hospitals.
- This is causing patients to wait longer in emergency and urgent care.
- ED staff observing high number of patients who are very sick and requiring greater level of care.

Wait Times (hours)

	MEDIAN (hours)			90 th PERCENTILE (hours)		
	Last Month	Month Before	Last Year	Last Month	Month Before	Last Year
	Aug-22	Jul-22	Aug-21	Aug-22	Jul-22	Aug-21
Winnipeg (all hospitals)	3.23	2.87	2.57	8.02	7.53	7.07
Concordia Urgent Care	4.38	3.83	2.84	8.12	7.68	6.17
Grace ED	3.53	3.22	3.20	7.70	7.00	7.05
HSC – Adult ED	3.17	3.12	2.72	11.11	10.83	9.33
HSC – Children’s ED	2.25	1.97	1.22	5.08	4.41	3.32
Seven Oaks Urgent Care	3.64	3.07	2.83	8.11	7.60	6.37
St. Boniface ED	3.82	3.12	3.17	8.82	8.53	8.22
Victoria Urgent Care	3.05	2.95	2.98	6.70	6.18	6.88

August Health System Performance: Daily Patient Traffic

- Number of patient visits to ED/UC have gradually increased since the spring.
- Daily average is slightly above last year.
- Staff vacancy rate has grown in past year, making challenge more acute for ED/UCs.

Site	ED/UC visits (daily average)		
	Aug 2021	July 2022	Aug 2022
Concordia	81.5	84	79.5
Grace	104.2	88.1	91.2
HSC-adult	151.4	149.1	154.6
HSC-pediatric	121.7	142.8	142.8
St. Boniface	122.7	113.4	115.6
Seven Oaks	102.6	109.5	106.3
Victoria	117.9	115.8	117
Overall	802.1	802.5	807

August Health System Performance: ED/UC Median Length of Stay

- The median length of stay for patients in ED/UC requiring admission to hospital across Winnipeg sites was virtually unchanged in August from the previous month.
- The needs of patients are prioritized, meaning higher acuity patients will generally be moved more quickly than those with lower acuity concerns.
- **Reminder:** This is a median time. Some patients will wait longer in ED/UC for an inpatient bed due to patient flow issues, the complexity of their needs, etc.

Site	ED/UC admitted length of stay (median)		
	Aug 2021	July 2022	Aug 2022
Concordia	25.45	19.76	23.1
Grace	20.62	29.45	24.43
HSC-adult	19.99	19.83	18.38
HSC-pediatric	7.38	7.08	7.95
St. Boniface	21.78	24.72	25.75
Seven Oaks	29.52	23.32	24.78
Victoria	28.38	27.28	27.65
Overall	19.87 hours	20.39 hours	20.38 hours

August Health System Performance: Left Without Being Seen Rate

- The overall rate of patients who left without being seen (LWBS) in August was unchanged from the previous month.
- HSC Winnipeg's adult ED has historically had highest LWBS rate of any of the city's hospitals. Rate slightly improved month-over-month but remains high.

	Left without being seen (% of visits)		
Site	Aug 2021	July 2022	Aug 2022
Concordia	12.4%	16.3%	16.5%
Grace	7.7%	9.7%	9.7%
HSC-adult	24.3%	30.2%	29.9%
St. Boniface	11.9%	13.5%	13.4%
Seven Oaks	10.1%	13.6%	14.2%
Victoria	13.9%	9.7%	10%
Overall	14.2%	16.5%	16.5%

August Health System Performance: The Takeaways

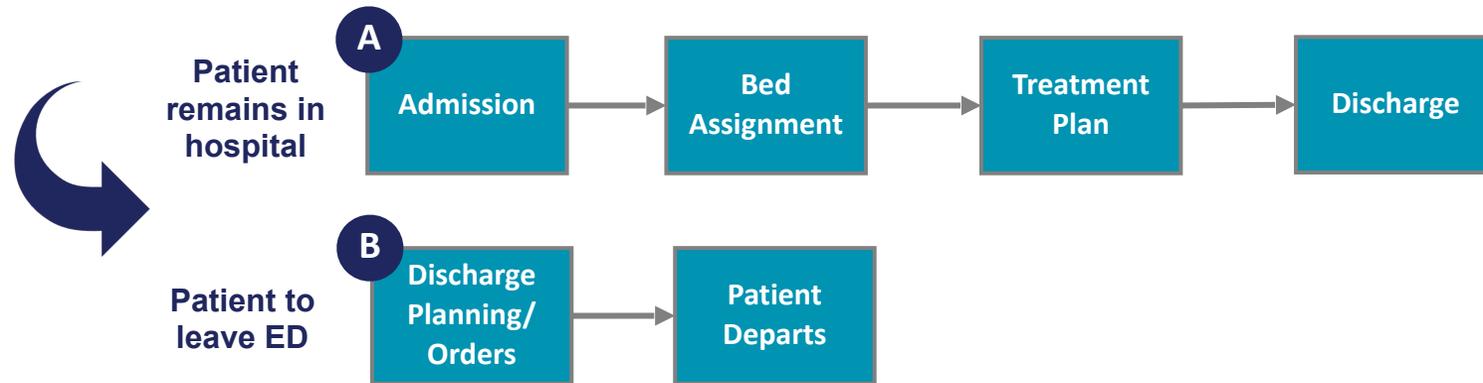
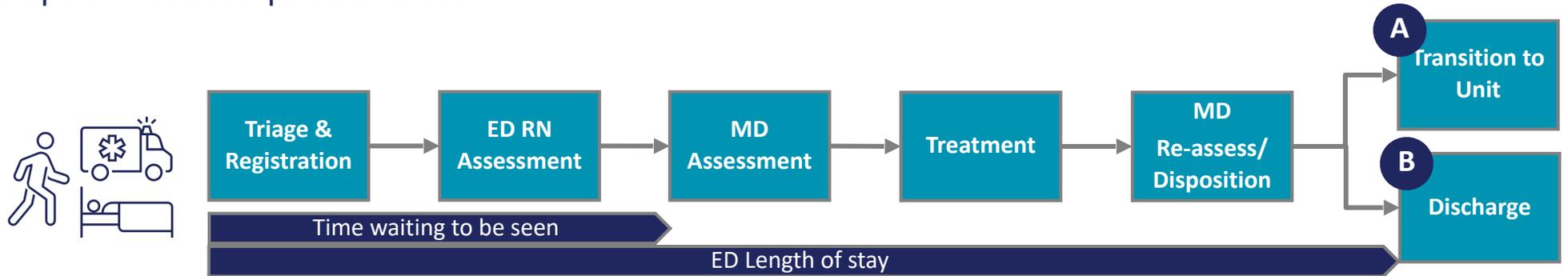
- Our health-care system continues to experience many of the same challenges seen elsewhere in Canada and North America.
- Patient flow challenges are causing high wait times across a number of metrics.
- Causes significantly longer wait times for many lower-acuity patients seeking care.
- Also causes sub-optimum care settings for patients remaining in emergency or urgent care.
- Places enormous demands on our staff and contributes to vacancy challenges.

ED/UC Performance: A Symptom of System Flow

While emergency and urgent care length of stay and time waiting to be seen are measured in those departments, they are impacted by flow in the broader system. A typical patient follows the journey from triage to disposition, usually moving through the steps below in sequential order.

Patient enters ED/UC via multiple avenues with varying degrees of healthcare needs including:

- From home
- Home care services
- Primary care services
- Long-term care services



Admitted Patients Median Wait for Bed

- This is time to move to a bed from ED/UC once a decision has been made to admit.
- A 38% reduction from April through August.
- More space sooner in ED/UC allows for greater patient flow and less wait.

Admitted Patients in ED/UC median wait for bed	
Month	# of Patients
April	8.1
May	6.3
June	6.5
July	5.8
August	5

Average Daily ALC (alternative level of care) Patients

- Patients ready for discharge but need appropriate community-based care.
- A 20% reduction from April through August.
- These are often long-stay patients, over time this will save thousands of in-patient days.

Average daily ALC Patients	
Month	# of Patients
April	152
May	124
June	125
July	127
August	122

Placement of paneled patients from community

- Recent metrics show we are placing 30% of paneled patients from community vs. hospital.
- Reduction in number of patients waiting in community weekly to 257
- Challenges with care in community continue, but have been able to place safely into first choice home from community vs. hospital.

Avg. number waiting for PCH placement	2020	2021	2022
In community	357	347	257

Presentation of Urgent/Emergency Level Care Needs

- Patients with urgent and serious care needs continues to increase.
- Rates are now above pre-pandemic levels.
- These patients are prioritized for care ahead of those with less urgent and non-urgent care needs.

	19/20	May-22	June-22	July-22	August-22
SOH	50%	57%	55%	54%	51%
VGH	49%	58%	53%	55%	53%
COH	46%	60%	60%	58%	61%
SBGH	78%	84%	82%	81%	83%
GH	59%	60%	59%	59%	61%
HSC-A	63%	72%	72%	71%	72%

Daily ED / UC Average Presentations

- Average of 800 presentations per day.
- Approximately 300 of those could receive the care they need through clinic or doctor, often times sooner.
- These people wait (by far) the longest.
- Not a good experience for them, very distressing for physicians and care teams, can impact care of those with more serious care needs.

800

Average daily visits to ED/UC

300

Approximate daily number of those visits that could receive care they need elsewhere

myrightcare.ca

Information to help make decision on where best to go, waits times for Walk-In Connected Care, UCs and EDs.

medimap.ca

Wait times, hours and information for most Winnipeg Walk-In Clinics.