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Media Release

York Central Hospital's Emergency Department Wait Times among Best in Province

Richmond Hill, ON: York Central Hospital is proud of the hard work and dedication that our staff and physicians offer to our patients every day, ensuring the best possible care is received in as timely a fashion as possible. With this in mind, the hospital was extremely pleased to learn that York Central Hospital is one of only two hospitals in the province to have met all the performance targets for the Ministry of Health and Long-Term Care's Wait Time strategy.

"We are pleased to acknowledge York Central Hospital's success as one of only two hospitals in the entire province to have met all the performance targets of the Pay for Results initiative for 2008/2009," says Kim Baker, Chief Executive Officer of the Central LHIN. "York Central has demonstrated leadership in reducing emergency department wait times for patients through this program. We are confident they will continue to strive for positive results for their community."

The hospital credits much of this success to the expansion of its new Emergency Department. With the opening of the new unit, the hospital was able to create specific areas for diagnosis and treatment of patients appropriate to their injury or illness. The highlights include the creation of:

- a new **Green Zone**/fast track area for patients who do not require extensive testing and includes such medical problems as broken bones, minor injuries and stitches;
- the **Red Zone** for patients with non-urgent medical attention that require some kind of test, to determine a diagnosis;
- the **Blue Zone** for treatment of patients who may require hospitalization or on-going monitoring; and
- the **new Yellow Zone**, for patients who are requiring admittance to hospital and close medical supervision.

"The emergency departments has been able to provide our community with improved wait times despite the challenges of serving one of Canada's fastest growing communities," says Mary Neill, the hospital's Operations Director for the Emergency Medicine Program. "York Central Hospital is proud of having one of the lowest wait times in the province."

Among the achievements are:

- the hospital's ability to not exceed 24-hour wait for patients requiring admission to an inpatient bed for a maximum of 2% of the Emergency Departments' total patient volume
- and improvement in the time spent waiting in the Emergency Department for patients with non-critical illnesses and injuries.

“The reduction in wait times is a testament not only to the leadership within the emergency department, but first and foremost to the front-line staff who have worked very hard at ensuring we see out patients as quickly and safely as possible,” say Dr. Indy Ghosh, the hospital's Chief of the Emergency Medicine Program.

York Central Hospital opened the first stage of its new Nick and Roseanne Cortellucci Family Emergency Department in July of 2008, and the opening of the full Emergency Department expansion in June of 2009. Since that time, the hospital has seen a 10 percent increase in patient volumes and is tracking for an additional 5 percent increase by the end of March 2010.

“We are extremely proud of the efforts made by the Emergency Department in the last year to bring down the wait time for Emergency patients,” says Jo-anne Marr, the hospital's Acting President and CEO. “The efforts of the entire hospital to bring down wait times across the organization are phenomenal. The pressure on our team to perform quickly and accurately is tremendous and they have really risen to the challenge set forth by the Ministry. The hospital credits its success to the hard work and commitment of its staff across the hospital in providing expert and compassionate care in the most timely and efficient manner possible.

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York Central Hospital (www.yorkcentral.on.ca) is a large, 472-bed full-service community hospital tracking to serve more than 75,000 patient visits annually to its Emergency Department, serving a population of over 400,000 in Southwest York Region and beyond. Located in one of Canada's fastest growing communities, the hospital is on a Capacity Building Journey that focuses on using the best available practices, the newest technologies and innovative models of service to provide superior patient care. For more information visit us at: www.yorkcentral.on.ca

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