



REZA MORIDI, MPP  
Richmond Hill



## Press Release

January 31, 2011

### NEWS

## York Region Hospital ER's Seeing More Patients Sooner *McGuinty Government Helping Reduce ER Wait Times*

**RICHMOND HILL** – Ontario is improving patient care at York Central Hospital, Southlake Regional Health Centre and Markham Stouffville Hospital by helping lower emergency room (ER) wait times.

Through the Pay-for-Results program, the province is ensuring that more patients are admitted or discharged within the provincial wait time targets and helping hospitals reduce the total time patients spend in the ER.

Ontario is providing the following funding amounts to the hospitals for treating more patients than last year within provincial targets:

**York Central Hospital** - \$131,500 with 86 per cent of patients being seen within provincial targets while there has also been a 16 per cent reduction in the total time patients are spending in the ER since April 2008. This funding is in addition to the \$66,100 received to date for treating more patients within the provincial targets.

**Southlake Regional Health Centre** - \$403,400 with 87 per cent of patients being seen within provincial targets while there has also been a 7 per cent reduction in the total time patients are spending in the ER since April 2008. This funding is in addition to the \$130,800 received to date for treating more patients within the provincial targets.

**Markham Stouffville Hospital** - \$115,300 with 88 per cent of patients being seen within provincial targets while there has also been a 14 per cent reduction in the total time patients are spending in the ER since April 2008. This funding is in addition to the \$87,000 received to date for treating more patients within the provincial targets.

Hospitals have been able to achieve these improvements by implementing initiatives such as:

- Expanding ER teams with additional nursing staff, bed flow coordinators, Nurse Practitioners and Physician Assistants.
- Creating rapid assessment zones to expedite assessment and treatment.
- Working closely with inpatient staff to improve patient transfer processes from ER to inpatient units.
- Processes that improve bed turn-around times and discharges from inpatient beds for quicker ER patient transfers. Reducing ER wait times is part of the government's [Open Ontario Plan](#) to provide more access to health care services while improving quality and accountability for patients.

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### QUOTES

“York Central Hospital has clearly shown itself to be a leader in taking innovative steps to provide timely, high quality emergency care for its patients. The Pay-for-Results program is encouraging new, ground-breaking approaches to improving patient care in the ER.”

- Reza Moridi, MPP Richmond Hill

“Richmond Hill residents are getting in and out of York Central Hospital’s emergency room more quickly, thanks to initiatives like Pay for Results. Our hospitals are working hard to bring wait times down and I want to congratulate them for making encouraging progress.”

- Deb Matthews, Minister of Health and Long-Term Care

“In spite of high acuity, volume and increasing number of patients, the ER team at York Central is doing very well in three of the four P4R indicators. For lower acuity patients, we consistently meet or exceed our performance target to have them seen, assessed, treated and discharged in under four hours. For non admitted patients with higher acuity, we consistently meet or exceed the target for their ER stay to be completed in less than eight hours. For patients waiting for an initial assessment by an ER physician, we consistently meet or exceed the target of less than four hours. The hospital continues to work hard to address the issue of moving admitted patients from the ER to inpatient areas and will be developing new strategies to improve our patients’ access to inpatient care.”

- Altaf Stationwala, President and CEO, York Central Hospital.

“Our government continues to make steady progress to rebuild our health care system. We are committed to strategic investments in key patient services, like reducing ER wait times, where Markham Stouffville Hospital initiatives consistently yield rewards for achieving provincial targets.”

- Michael Chan, MPP Markham-Unionville

“The Pay-for-Results Program will ensure that even more Ontarians get swift access to emergency care. Thanks to this program Ontarians will have better access to treatment in their time of need.”

- Dr. Helena Jaczek, MPP Oak Ridges-Markham

"Our government’s goal is to improve patient satisfaction and enhance confidence in Ontario’s health care system. By providing faster, high quality service through the ERs and increasing the capacity of alternative levels of care within the community, the people of Ontario will have a better patient experience and access when they need it most."

- Greg Sorbara, MPP Vaughan

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### QUICK FACTS

- The provincial ER wait times target is four hours for patients with non-complex conditions and eight hours for patients with complex or serious conditions. This represents the total time patients spend in ERs, including time to be seen, treated and discharged or admitted
- Across the province, 85 per cent of all Ontario patients who visit emergency rooms are being seen within the provincial targets and there has been a 10 per cent reduction in length of stay.
- There are 71 emergency rooms participating in the Pay-for-Results program.
- The redeveloped [Health Care Options](#) web site is giving Ontarians a brand new way to access and learn about the many health care options – things like family health teams and nurse practitioner-led clinics – in their communities.

### LEARN MORE

Find out more about the [reporting of time spent in hospital ERs](#).

Learn about the [alternatives to a hospital ER](#).

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