Left Emergency Without Being Seen

island health

Year to Date Performance	**5.1%**	**Performance Assessment**	🔴 **Red**
Island Health Target	**Less than or equal to 2.0%**	Performance is significantly outside acceptable range; take action and monitor progress.	

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 2023/24 is less than or equal to 2%.

Lower rates are better.

How are we doing?

Island Health is not currently meeting the target for this measure.

Increased Emergency arrivals and inpatients being held in an Emergency location contribute to crowding and longer wait times to see a physician. When Emergency visits and crowding increase, the rate worsens (increases).

What actions are we taking?

Island Health is working to improve care and wait times in Emergency Departments. 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.

Island Health works to prevent unnecessary ED visits through health promotion, increased access to primary care, and access to health care information such as HealthLink BC (8-1-1).

At many sites, care teams call patients that left without being seen to conduct a wellness check and to ensure patients have been connected to appropriate care in their community.