

## MEDIA RELEASE

### **Timmins and District Hospital Makes Great Gains in Patient Care *More Patients Move Through ER and Less Wait Times for Hip and Knee Surgery***

**Tuesday, February 15, 2011** – Timmins and District Hospital has been recognized for leading the way with two patient-focused initiatives – reducing emergency room wait times and wait times for hip and knee surgery.

Through the provincial government's Pay-for-Results program, the hospital has received \$162,800 to treat more patients than last year within provincial targets. Already, 90 per cent of patients at the hospital are being seen within provincial timeline targets. This funding is in addition to the \$137,800 that the hospital has previously received to treat more patients within the provincial targets. The hospital was able to make ER wait time through such innovations as:

- Implementing *patient flow navigator nurses* who streamline the flow of patients through the ER department into the inpatient units and onto discharge.
- Developing an ER *length-of-stay* electronic alert system to keep managers apprised of patient activity and lengths of stay at all times.
- Adding resources to the ER to better meet the needs of patients, including: a lab assistant to improve turnaround times for ER patients awaiting lab results; a personal support worker to support admitted patients who need personal care; and a pharmacy technician which has allowed nurses more time to provide patient care
- Providing transportation services to enhance timely discharges.

The new North East Hip and Knee Replacement Program, is also underway at the hospital thanks to the commitment of its orthopaedic surgeon, Dr. Robert Lafontaine, and hospital leadership. The new Joint Assessment Centre which provides a central point of intake for patients suffering from hip and knee issues has started booking patients. The hospital is aiming to bring down the average wait for hip and knee surgery, which currently can be several years for knee surgery and up to six months for hip surgery. The assessment centre is staffed by one orthopaedic surgeon and an advanced practice physiotherapist.

#### **QUOTES**

"Timmins and District Hospital continues to prove itself as a leader. Their innovative approaches to both the Pay-for-Results program and the North East Hip and Knee Replacement Program, give them the distinction of being "a hospital to watch" to improve timely patient care." Louise Paquette, CEO, North East Local Health Integration Network

"We commend our staff, physicians and community partners for working together and developing creative strategies to ensure we reduce wait times for patients." Roger Walker, CEO, Timmins and District Hospital

"The Joint Assessment Centre will greatly enhance our ability to address the continued challenges in providing access to timely joint replacement surgery while ensuring the sustainability of orthopedic services within our district." Dr. Robert Lafontaine, Orthopedic Surgeon, Timmins and District Hospital

## 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.
- Through the Pay for Results program, Timmins and District Hospital has seen a reduction in ER wait times of 50% (see backgrounder).
- The NE LHIN facilitated Joint Assessment Centres enable: lower wait times for hip and knee replacement assessments and surgery; timely identification and management of patients who are not surgical candidates; better patient education regarding appropriate community resources; improved quality of care; and less need for patients to travel outside of the North East for surgery.
- 18 orthopaedic surgeons across five hospitals are participating in the North East LHIN's Hip and Knee Replacement Program (Sudbury, Timmins, Parry Sound, Sault Ste. Marie and North Bay).
- The redeveloped [Health Care Options](#) web site provides people with a way to access and learn about health care options –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](#). Learn more about Hips and Knee Wait Time in Northeastern Ontario.

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Wait Times

