

University Health Network Wait Time Report

Wait Time Summary

June 2004

ADVANCED MEDICINE & SURGERY

Advanced Medicine & Surgery Overall	Red	Emergency and procedure wait times are consistently above target and in some cases extreme. Clinic wait times are within reason, but are manually tracked and require further development.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Emergency Wait Times – Decision to Admit to Transfer to Inpatient Bed	Red	Advanced Medicine & Surgery – 60% within 4 hours Digestive Diseases – 53% within 4 hours Kidney Diseases – 22.2% within 4 hours Three fifths of Advanced Medicine & Surgery emergency cases are meeting the benchmark. Some patients were not admitted at all within 4 hours in the past year, particularly patients from the Nephrology and Gastrointestinal Programs that have long wait times.	90% within 4 hours (National Health Service)	UHN Clinical Desktop (UHN Source System)
Wait Time for Procedures	Yellow	Central Venous Catheter (CVC) – 2.3 days Surgery – 4.9 hours Endoscopy – 40.7 hours The wait time for central venous catheter is longer than the benchmark, but is trending down. Wait times for emergent surgery and endoscopy fluctuate widely.	CVC – 2 days (Internal UHN) Surgery/endoscopy – no benchmark identified	CVC – Quality team (manually tracked) Surgery/endoscopy – Operating Room Scheduling Office System (ORSOS), UHN Clinical Desktop (UHN Source System)
Clinic Wait Times	Yellow	Immunodeficiency Clinic, elective – 14-28 days Tropical Disease Clinic, elective – 14-21 days Tuberculosis Clinic, elective – 3-7 days Responsiveness to urgent and emergent cases is good. Wait times for elective cases may be up to 3 times the benchmark.	Internal benchmarks for elective cases range from 7 to 21 days.	Quality team (manually tracked)



University Health Network Wait Time Report

Wait Time Summary

June 2004

COMMUNITY & POPULATION HEALTH

Community & Population Health Overall	Yellow	Emergency wait times for Internal Medicine are consistently well above benchmark. Wait times for admission to the Eating Disorders program are very high. Emergency wait times for Mental Health & Addictions, and other wait times tracked by the Community & Population Health team, are within or close to benchmarks.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Emergency Wait Times – Decision to Admit to Transfer to Inpatient Bed	Red	Community & Population Health – 45.7% within 4 hours Internal Medicine – 32.6% within 4 hours Mental Health & Addictions – 87% within 4 hours Less than half of Community & Population Health emergency cases are meeting the benchmark. Internal Medicine has particularly long wait times. Mental Health & Addictions is consistently meeting the benchmark for the past year.	90% within 4 hours (National Health Service)	UHN Clinical Desktop (UHN Source System)
Eating Disorders, Wait Time for Inpatient Admission	Red	Wait time for admission – 6 – 8 months Wait times for admission to the inpatient Eating Disorders program have been climbing for several years, with 21 people currently on the wait list. There are no other significant resources for these patients in Ontario.	No benchmark identified	Quality team (manually tracked)
Pneumonia, Wait Time for Blood Culture	Green	Wait time for blood culture – 94.7% within 24 hours Almost all pneumonia patients are meeting the 24-hour wait time benchmark for having a blood culture taken upon admission to hospital.	100% within 24 hours (US hospitals)	UHN Clinical Desktop, Coding Department Database (UHN Source System)
Psychiatry Crisis Team Response Time to Emergency Room	Green	Response time – 85% within 4 hours The Psychiatry Crisis Team is consistently meeting its benchmark for response time to patients in the Emergency Room requiring psychiatric consults.	80% within 4 hours (Internal UHN)	Quality team, Emergency Psychiatry database



University Health Network Wait Time Report

Wait Time Summary

June 2004

HEART & CIRCULATION

Heart & Circulation Overall	Red	Emergency wait times are consistently above benchmark. All wait times tracked by the Cardiac Care Network are longer than the Ontario Hospital average.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Emergency Wait Times – Decision to Admit to Transfer to Inpatient Bed	Red	Heart & Circulation – 53.3% within 4 hours Just over half of Heart & Circulation emergency cases are meeting the benchmark. For the past year, between 30% to 65% of emergency cases waited within 4 hours.	90% within 4 hours (National Health Service)	UHN Clinical Desktop (UHN Source System)
Wait Time for Angioplasty	Red	Wait time for angioplasty – 13 days The wait time for angioplasty at UHN is over twice the benchmark, and has been consistently above benchmark for the past year.	6 days (Ontario Hospital Average)	Cardiac Care Network (www.ccn.on.ca)
Wait Time for Cardiac Catheterization	Yellow	Urgent & Emergent cases – 89% within RMWT* Semi-urgent cases – 36% within RMWT* Elective cases – 91% within RMWT* *RMWT: Recommended Maximum Wait Time Response to urgent, emergent, and elective cases is good compared with the benchmark. More than one third of semi-urgent cases meet the recommended maximum wait time, but this is in line with the benchmark.	Urgent & Emergent – 71% within RMWT Semi-Urgent – 47% within RMWT Elective – 73% within RMWT (Ontario Hospitals average)	Cardiac Care Network (www.ccn.on.ca)
Wait Time for Open Heart Surgery	Yellow	Urgent & Emergent cases – 97% within RMWT* Semi-urgent cases – 67% within RMWT* Elective cases – 72% within RMWT* *RMWT: Recommended Maximum Wait Time Wait times are in line with benchmark. However, 3% to 33% of patients do not have surgery performed within their recommended maximum wait time.	Urgent & Emergent – 78% within RMWT Semi-Urgent – 78% within RMWT Elective – 78% within RMWT (Ontario Hospitals average)	Cardiac Care Network (www.ccn.on.ca)

University Health Network Wait Time Report

Wait Time Summary

June 2004

MUSCULOSKELETAL HEALTH & ARTHRITIS

Musculoskeletal Health & Arthritis Overall	Yellow	Emergency wait times are above benchmark; however Musculoskeletal Health & Arthritis is performing better relative to other UHN Programs. Wait times for hip fracture are not meeting the benchmark. Arthroscopy and joint replacement measures require further development.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Emergency Wait Times – Decision to Admit to Transfer to Inpatient Bed	Yellow	Musculoskeletal Health & Arthritis – 76.9% within 4 hours Over three quarters of Musculoskeletal Health & Arthritis emergency cases are meeting the benchmark. Musculoskeletal Health & Arthritis has been fairly consistent in having approximately two thirds of cases meeting the benchmark.	90% within 4 hours (National Health Service)	UHN Clinical Desktop (UHN Source System)
Wait Time for Emergent Hip Fracture Patients in the Emergency Room	Red	Emergency Registration to Inpatient Admission – 12.3 hours Emergency Registration to Surgery – 22.2% within 24 hours The wait time from admission has been decreasing for the past 6 months and is approaching the benchmark. The wait time for surgery is currently not meeting the benchmark, and has not done so consistently in the past.	Registration to Admission – 8 hours Registration to Surgery – 50% within 24 hours (Internal UHN)	UHN Clinical Desktop, Operating Room Scheduling Office System (ORSOS) (UHN Source System)
Wait Time for Arthroscopy and Joint Replacement	Yellow	Urgent Arthroscopy – 1-7 weeks Elective Arthroscopy – 8-36 weeks Urgent Joint Replacement – 1-7 weeks Elective Joint Replacement – 8-36 weeks Wait times for arthroscopy and joint replacement fluctuate widely and are often above the defined benchmarks.	Urgent cases – No benchmarks defined Elective Arthroscopy – 19 weeks Elective Joint Replacement – 24 weeks (The Fraser Institute)	Quality Team (manually tracked)



University Health Network Wait Time Report

Wait Time Summary

June 2004

KREMBIL NEUROSCIENCE PROGRAM

Krembil Neuroscience Program Overall	Yellow	Emergency wait times are approaching benchmark and are the lowest compared with other UHN Programs. Ophthalmology and Clinic wait times are both above benchmark.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Emergency Wait Times – Decision to Admit to Transfer to Inpatient Bed	Green	Krembil Neuroscience Program – 94.4% within 4 hours Almost all of the Krembil Neuroscience Program emergency cases are meeting the benchmark. Krembil Neuroscience.	90% within 4 hours (National Health Service)	UHN Clinical Desktop (UHN Source System)
Ophthalmology, Wait Times for Eye Surgery	Yellow	Wait time for various eye surgeries – 2.5 – 15 months Wait times for all surgeries are above benchmarks. This data comes from a one-time study; trended data is not available.	0.92 – 5.65 months (dependent on type of surgery – The Fraser Institute)	Clinical Study, Dept of Ophthalmology, University of Toronto, 2004
Clinic Wait Times – Swallowing Clinic	Red	Referral to consult, Swallowing Clinic – 12.3 weeks Wait times for consult for the Swallowing Clinic have been consistently two to four times longer than the benchmark.	4 weeks (Internal UHN)	Quality Team (manually tracked)



University Health Network Wait Time Report

Wait Time Summary

June 2004

ONCOLOGY & BLOOD DISORDERS

Oncology & Blood Disorders Overall	Yellow	Emergency and surgical oncology wait times are longer than benchmarks. All other wait times tracked by Oncology & Blood Disorders are within or approaching benchmarks.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Emergency Wait Times – Decision to Admit to Transfer to Inpatient Bed	Red	Oncology & Blood Disorders – 50% within 4 hours Approximately one half of Oncology & Blood Disorders emergency cases are meeting the benchmark, which is consistent what was reported for the past year.	90% within 4 hours (National Health Service)	UHN Clinical Desktop (UHN Source System)
Medical Oncology Wait Times, Referral to Consult	Green	Various Site Groups – 5 – 46 days Wait times for all referrals have been consistently within, or close to the benchmark; however, in June 2004 Medical Oncology, Myeloma reported a wait time of 46 days.	21 days (Internal UHN)	Princess Margaret Hospital Referral Centre
Oncology Surgery Wait Times	Yellow	Referral to Surgery – 28 – 85 days Decision to Treat to Surgery – 22 – 45 days Prior to one-time funding from Ministry of Health, wait times for surgery were consistently above benchmark. Recent improvements have been noted in specific site groups, such as breast.	Referral to Surgery – 28 days (Internal UHN) Decision to Treat to Surgery – 14 days (Canadian Society of Surgical Oncology)	Surgical Oncology Database
Pathology Specimen Turnaround Times	Yellow	Medical Oncology – 3 days Surgical Oncology – 8 days Pathology turnaround times for Surgical Oncology have been consistently slightly above the benchmark for the past two years.	8 days (Internal UHN)	CoPath (Pathology Information System) and Coding Department Database
Radiation Medicine Wait Times	Green	Referral to Consult – 0.57 – 2 weeks Referral to Treatment – 1.14 – 5 weeks Wait times for consult and for treatment with a radiation oncologist have been consistently within, or close to, the benchmarks for the past year.	Referral to Consult – 2 weeks Referral to Treatment – 4 weeks (Canadian Association of Radiation Oncologists)	Quality Team (manually tracked)
Solid Tumour Unit, Wait Time to Admission	Green	Emergent cases – <1 day Urgent cases – 2 days Elective cases – 12 days	Emergent cases – 1 days Urgent cases – 2 days Elective cases – 14 days	Quality Team (manually tracked)

University Health Network Wait Time Report

Wait Time Summary

June 2004

		Wait times for admission to the Solid Tumour Unit have been consistently within or close to, the benchmarks for the past year.		
--	--	--	--	--

TRANSPLANT

Transplant Overall	Red	Emergency wait times can be excessive, with very few patients meeting the 4-hour benchmark. Wait times for transplant vary; these are somewhat beyond the control of the program.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Emergency Wait Times – Decision to Admit to Transfer to Inpatient Bed	Red	Transplant – 11.1% within 4 hours For the past 11 months, between 9% to 27% of Transplant emergency cases waited within 4 hours. The wait times have been consistently below the benchmark for the past year.	90% within 4 hours (National Health Service)	UHN Clinical Desktop (UHN Source System)
Wait Times for Transplant	Yellow	Heart – 66 days Kidney, Living Donor – 488.7days Kidney, Cadaveric Donor – 1681.3 days Liver, Living Donor – 162.8 days Liver, Cadaveric Donor – 337 days Lung, Cadaveric Donor – 105.3 days Pancreas – 155.2 days Wait times for transplant surgeries are widely variable. Because transplant wait times are dependent on the availability of organs, no benchmarks have been identified.	No benchmarks identified	Quality Team (manually tracked)

University Health Network Wait Time Report

Wait Time Summary

June 2004

MEDICAL IMAGING

Medical Imaging Overall	Green	Medical Imaging has made significant improvements in the past year, bringing almost all the wait times currently being tracked within benchmarks.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Wait Time for CT Staging at Princess Margaret Hospital	Green	CT wait time – 5 days Since December 2002, the wait time for CT Staging at Princess Margaret Hospital has been reduced from 24 days to 5 days, and is now meeting the benchmark.	5 days (Internal UHN)	Medical Imaging Wait Time Database
Wait Time for MRI Neuro at Toronto Western Hospital	Yellow	Neuro MRI wait time – 63 days Since March 2003, the wait time for Neuro MRI at Toronto Western Hospital has been reduced from 195 days to 63 days. However, the wait time remains above benchmark.	28 days (Internal UHN)	Medical Imaging Wait Time Database
Wait Time for CT Biopsy at Toronto General Hospital	Green	CT Biopsy wait time – 3 days Since May 2003, the wait time for CT Biopsy at Toronto General Hospital has been reduced from 17 days to 3 days.	No benchmark identified	Medical Imaging Wait Time Database

University Health Network Wait Time Report

Wait Time Summary

June 2004

TORONTO MEDICAL LABORATORIES

Toronto Medical Laboratories Overall	Yellow	Toronto Medical Laboratory turnaround times vary, with some meeting and others exceeding benchmarks. In-lab times are generally good, but transportation and other out-of-lab times remain a concern.		
MEASURE	STATUS	EXAMPLES OF CURRENT SITUATION	BENCHMARK	DATA SOURCE
Microbiology Turnaround Times	Green	Fungal Stain – 84% within 24 hours Malaria – 100% within 18 hours Stool for Parasites – 100% within 10 days Gram Stain – 57-100% within 1 hour The percent compliance with expected turnaround time for all tests is at or approaching 100%.	Fungal Stain – 24 hours Malaria – 18 hours Stool for Parasites – 10 days Gram Stain – 1 hour	SOFT Laboratory Information System
Haematology/Biochemistry Turnaround Times	Yellow	AST, Core lab – 151 minutes AST, Rapid Response Lab – 75-108 minutes Complete Blood Count, In-lab time – 32 minutes Complete Blood Count, Non In-lab time – 15.5 minutes Turnaround times at the Core Lab and transportation and other out-of-lab times remain a concern.	No benchmarks identified.	Toronto Medical Laboratories Laboratory Information System
Pathology Turnaround Times	Yellow	Frozen Section Interpretations – 90.9% within 20 minutes Pathology Reviews – 66% signed out within 8 days Surgical Pathology – 73% signed out within 8 days Pathology turnaround times have been generally consistent in the past year, with between 63% and 93% meeting targets.	Frozen Sections – 90% within 20 minutes Pathology Reviews and Surgical Pathology – signed out within 8 days	CoPath Laboratory Information System