

St. Joseph's Health Centre Tops GTA Hospitals for Ambulance Off Load Times

September 4, 2007: St. Joseph's Health Centre Toronto has the highest performing Emergency Department in the Greater Toronto Area for ambulance off load times. On Thursday, August 30, the hospital's Emergency Department team was presented with a special gift to acknowledge their hard work and dedication to patient care.

Toronto EMS thanked the entire organization from the CEO to the front line staff for a great team effort in caring for the community and allowing Toronto EMS personnel to continue responding to community emergencies in a timely manner.

"Our paramedics get back out onto the road quickly and they can finish their shift and get home on time when they come to St. Joseph's," said Norm Lambert, Deputy Chief and Director Central Ambulance Communications Centre, Toronto EMS.

This recognition comes at a time when the hospital's Emergency Department visits continue to grow significantly to an expected 86,000 visits this year. Access to services, and the seamless and timely movement among those services are crucial to high quality patient care. St. Joseph's credits a number of initiatives that have contributed to the hospital's status as a GTA leader in ambulance off load times. Reducing the amount of time patients spend waiting, improving the way we care for patients during their hospital stay and improving processes and systems to support our staff in providing quality patient care are priorities:

- For the last two years, St. Joseph's has been working to improve access and flow across the organization from the Emergency Department to critical patient care linkage points in the hospital system.
- This fall, the Health Centre will launch a state-of-the-art Tele-Tracking system that will allow the Health Centre to plan, prepare and manage the entire patient flow continuum. Described as a patient GPS system, Tele-Tracking will electronically manage the flow of patients from the admission process to discharge, increasing patient safety and providing patients with the right level of care and safe and effective treatment.
- The re-design of the Health Centre's Emergency Department introduced five separate treatment areas that have greatly helped to reduce wait times overall in the department and get patients off ambulance stretchers and receiving care faster.

"St. Joseph's Health Centre is a community of exceptional people committed to one Mission of providing high quality patient care. This award from Toronto EMS really speaks to the hard work that has been done hospital-wide to reduce wait times, and enhance the care experience for our patients and their families. We are committed to finding new ways to continue meeting the needs of our communities we serve and those who serve with us," said Carolyn Baker, President and CEO of St. Joseph's Health Centre.

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