



February 27, 2014

## LUCKY 13 CELEBRATED AT PRHC

### *Patients Benefit from Dramatic Leap in Emergency Department Ranking*

#### **Regional Centre moves from 48<sup>th</sup> to 13<sup>th</sup> position in Ontario, 2<sup>nd</sup> in the Central East behind Ross Memorial Hospital**

**(Peterborough, ON)** Ken Tremblay, President and CEO of the Peterborough Regional Health Centre is delighted to announce that PRHC’s provincial ranking for ED performance has improved to 13<sup>th</sup> out of a total of 74 designated sites in Ontario.

*“For all hospitals, the ED is like the canary in the coal mine – it is a barometer of how well the hospital and the rest of the health system are performing. Moving from middle of the pack into the top quartile is a testament to efforts made by everyone that works at PRHC,”* said Mr. Tremblay. *“In healthcare, a mark of excellence today is tomorrow’s baseline ~ we must constantly improve our performance at every opportunity to ensure our patients continue to get the very best from their hospital.”*

The Emergency Department “Pay for Results Program” ranking is based on five (5) performance benchmarks\*:

ED Length of Stay (LOS) for admitted patients	ED LOS for non-admitted complex patients
ED LOS for non-admitted minor patients	Time to Physician Initial Assessment (PIA)
Time to Inpatient Bed	*January to December, 2013

In 2012, PRHC ranked 48<sup>th</sup> out of 74 facilities in the group. For 2013, PRHC moved to 13<sup>th</sup> position ~ the result of teamwork and the efforts of the entire organization. Congratulations to all staff, physicians, and volunteers for their ongoing commitment and dedication to improve the quality of care and patient experience at PRHC.

The Regional Centre was second only to the Ross Memorial Hospital in Lindsay for hospitals in the Central East LHIN. RMH ranked 9<sup>th</sup> in Ontario for 2013, a great step up from its ranking of 17 in 2012, and a significant improvement from 2008 when it ranked 50<sup>th</sup> out of 74 hospitals.

*“Our results indicate that hospitals in Peterborough and the Kawarthas can be among the best in Ontario. All of us at PRHC congratulate our colleagues at the Ross in Lindsay. Our work is never really done as we strive for continuously improve in our wait times,”* said Dr Nancy White, Chief and Medical Director of the Emergency Department. *“Our friends at the Ross need to watch for us in 2014. Friendly rivalries and the drive to do our best is a win-win for everyone. All improvements to healthcare delivery ultimately benefit the patients and patient care,”* stated Tremblay.

*“We’re happy to congratulate the PRHC team on its significant wait time improvement. And we’re even happier that patients are experiencing better access to care at our local emergency departments,”* said Carol Smith Romeril, VP Patient Care at RMH. *“The ED team welcomes the friendly challenge from PRHC and looks forward to defending its “best in LHIN” title.”*

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