

# Left Emergency Without Being Seen

Year to Date Performance	7.8%	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 (ED) before seeing a physician.

This measure reports the people who receive a triage assessment at an ED but left before being seen by a physician, as a percentage of the total number of people who receive a triage assessment at an ED.

Island Health strives for excellence in quality and safety and exemplary patient experience. If a person sought care at an ED, but left before seeing a physician, it is possible they did not receive the care they needed.

## What is the target?

Island Health's target is less than or equal to 2%.

Lower rates are better.

## How are we doing?

As of March 2025, Island Health was not meeting the target for this measure.

Increased ED arrivals and inpatients being held in an Emergency location contribute to crowding and longer wait times to see a physician. When Emergency crowding increases, more people leave before seeing a physician increases.

## What actions are we taking?

Island Health continues work to improve care and wait times in EDs. Providing care in an ambulatory section of the ED as well as nurse-initiated orders both help to improve timely access to care. Estimated wait times are displayed at many sites and now also available online.

Island Health also works to support people choosing the best care option through health promotion, increased access to primary care, and access to health care information such as HealthLink BC (8-1-1).