

Emergency Care - Minor Treatment Flow

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The Emergency Task force has recommended that each WRHA Emergency Department should institute a minor treatment system, "fast-track," at each Emergency Department to reduce wait times for less urgent patients. The rationale is according to queuing theory, serving the client whose expected service is the shortest in a separate process can minimize the waiting time for services traditionally provided in a single stream. Designating a specific process to deal with patients requiring 'minor' treatment quickly has been shown to improve patient flow in the Emergency Department. Health Sciences Center has initiated a pilot project to implement a fast track process using a nurse practitioner. This model will be evaluated to determine applicability to other EDs in the WRHA. Misericordia Urgent Care has initiated a pilot minor treatment/fast track process by restructuring their current staffing model.