IDENTIFYING INFORMATION	
Name:	**Patient emergency department total length of stay (LOS)**
Calculation:	Patients' total length of emergency department stay = (Emergency department last contact time) - (Triage time) Metric: Median and 90th percentile time in hours
Description:	**Triage time:** The patient's first contact with a healthcare provider (triage nurse), regardless of whether or not the registration time is recorded prior to triage.[6] **Emergency department last contact time:** The last time there is a recorded emergency department entry in a patient's chart.
Data source:	National Ambulatory Care Reporting System (NACRS)
Assumptions:	The emergency department last contact time is when the patient no longer requires emergency department care.
Exclusions:	1. Patients are excluded if either time stamp in the calculation is missing. 2. Patients are excluded if their total length of emergency department stay is greater than 168 hours (7 days) or a recognized data entry error occurred.[7]
Limitations:	1. Some patients might leave the emergency department before assessment or treatment by a physician occurs, without notifying staff they are leaving. The last contact time for these patients is recorded when staff notice they have left or at the end of the staff's shift, and therefore might not accurately reflect the duration of patients' emergency department stay. 2. Patients might leave before the last contact time is recorded or stay in the emergency department for a variable amount of time after the emergency department last contact time. These times would not be captured.

Alberta Health Services, Analytics. "Alberta Emergency Department (Urban) Operational & Performance Dashboard." (2024) [Dashboard showing median and 90th percentile results for patients' total emergency department length of stay, by facility, month, quarter, and discharge disposition (admitted, discharged, all patients)]. *AHS Tableau Reporting Platform.* Retrieved from https://tableau.ahs.ca

*For more information regarding definitions, exclusions, etc., please visit the NACRS Abstracting Manual, 2023-2024 Edition.[8]

[6] This is the standard for both Alberta and CIHI.
[7] E.g., if the patient's total emergency department length of stay is less than 0 hours.
[8] Canadian Institute for Health Information. NACRS Abstracting Manual, 2023-2024 Edition. Ottawa, ON: CIHI; 2024.