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WHERE ARE PATIENTS MOST LIKELY TO GIVE UP AND GO HOME? 2020 Ranking of ER Overcrowding in Quebec

By Patrick Déry, with the collaboration of Daniel Dufort

Last year, nearly 380,000 Quebecers—or over 1,000 patients a day—left a hospital emergency room without having been attended to by a doctor, and without having been redirected, according to the data from Quebec’s Department of Health. In all, more than one in ten patients who visited an emergency room gave up on receiving care. Even worse, one fifth of these patients had been classified as “very urgent” or “urgent” during triage (Priority 2 or 3), which indicates that their condition could put their life in danger.1 However, there is significant variance within the province, and even from hospital to hospital, as we shall see.

THE SNAPSHOT AND THE LONGER VIEW

The overcrowding of Quebec emergency rooms can be quantified in two ways. The first is to take a static picture or “snapshot” of the current situation: What proportion of patients, in a given hospital or region, return home without having seen a doctor after having gone through triage? The second is to measure its evolution: How has this percentage varied over the past five years? Has it risen, remained stable, or fallen?

Looking at these two kinds of data provides a more complete picture of the situation. Certain regions, and certain hospitals, can fare somewhat better in terms of the proportion of patients who turn back, but their situation has deteriorated over the past five years and so is trending downward. Conversely, in other places, important progress may have been made, even if significant challenges remain.

Table 1 – Proportion of patients having left an emergency room before seeing a doctor, 2019-2020\*

Table with 4 columns: RANK, CISSS/CIUSSS/CHU, %, FRACTION. Lists 25 hospitals and regional aggregates with their respective percentages and fractions.

\* Data for the first ten periods out of 13, namely from April 1st, 2019 to January 4, 2020. \*\* Combined data for CHUM and hospitals that used to be a part of it. Source: Request for access to information, Quebec Department of Health and Social Services, March 2020.



This ranking was prepared by Patrick Déry, Senior Associate Analyst at the MEI, in collaboration with Daniel Dufort, Senior Director of External Relations, Communications and Development at the MEI. The MEI’s Health Policy Series aims to examine the extent to which freedom of choice and entrepreneurship lead to improvements in the quality and efficiency of health care services for all patients.

The MEI is an independent public policy think tank based in Montreal. Through its publications, media appearances, and advisory services to policy-makers, the MEI stimulates public policy debate and reforms based on sound economics and entrepreneurship. It neither solicits nor accepts any government funding.

Which emergency rooms do the best job of meeting the demand for care? Where are patients most likely to give up and go home? And how has the situation evolved over the past five years? The current ranking presents a picture of ER overcrowding in Quebec, grouped in three ways: first, a regional ranking, which compares the general situation in each of Quebec's Integrated Health and Social Services Centres (CISSS and CIUSSS) and University Hospital Centres (CHU); next, a detailed ranking of each of the 117 emergency rooms listed by Quebec's Department of Health and Social Services; and finally, a second ranking of hospitals, this time grouped by the region served.

The general situation leaves much to be desired: No emergency room in Quebec manages to respond to patients' demand for care. Yet the picture is far from uniform: Some hospitals see fewer than 5% of their patients turn around and go home, while for others, it's nearly one in four who give up on receiving care, notably in the Outaouais and Laurentian regions. If we look instead at the change over the past five years, the situation improved significantly for certain hospitals located in the Mauricie region and in the Lower St. Lawrence region.

The regional picture shows, for its part, that the portion of the province located north or east of Quebec City generally fares better than the western part of the province, except for the North Shore. Quebec City, Greater Montreal, and the Outaouais—basically, the urban regions—are the places where patients are most likely to give up and go home. The dynamic picture accentuates these trends: A part of eastern Quebec has improved over the past five years, as has the Lanaudière region, and—surprisingly—the northern part of the Island of Montreal. However, many Montreal emergency rooms, in particular those located close to downtown, are increasingly overcrowded.

Taken individually, the data must be contextualized. Certain very efficient hospitals—notably Montreal's Jewish General Hospital and the Centre Paul-Gilbert on the south shore of Quebec City—remain very highly ranked, even if their performance has slipped somewhat over the past five years; by itself, the variation in the proportion of patients who left their ERs does not paint a fair picture of their situation. The same is true for a certain number of small emergency rooms.

It is important to note that the current ranking is in no way meant to criticize the staff that cares for the patients in the province's health care facilities. The challenges are enormous, and growing, and they are combined with a shortage of staff while the population is aging and its needs are ever greater.

The ways to alleviate these chronic problems are known: a reduction of professional and regulatory barriers, a better alignment of incentives with patients'

**Table 2 – Variation in the proportion of patients having left an emergency room before seeing a doctor, 2014-15 to 2019-20\* %**

RANK	CISSS/CIUSSS/CHU	VARIATION	2014-15	2019-20*
1	04-Mauricie et du Centre-du-Québec	-32.2%	11.8%	8.0%
2	06-Nord-de-l'Île-de-Montréal	-26.3%	11.4%	8.4%
3	14-Lanaudière	-19.4%	15.5%	12.5%
4	02-Saguenay - Lac-Saint-Jean	-17.4%	9.2%	7.6%
5	11-Gaspésie	-16.5%	10.3%	8.6%
6	01-Bas-Saint-Laurent	-13.2%	10.6%	9.2%
7	13-Laval	-9.7%	11.3%	10.2%
8	03-Capitale-Nationale	-7.1%	14.1%	13.1%
9	16-Montérégie-Est	-4.2%	11.8%	11.3%
10	05-Estrie	-4.1%	12.1%	11.6%
	<b>03-QUEBEC CITY - OVERALL</b>	<b>+0.9%</b>	11.1%	11.2%
11	16-Montérégie-Ouest	+3.6%	13.9%	14.4%
12	12-Chaudière-Appalaches	+5.1%	3.9%	4.1%
	<b>PROVINCE OF QUEBEC</b>	<b>+5.8%</b>	10.3%	10.9%
13	09-Côte-Nord	+6.8%	13.3%	14.2%
14	15-Laurentides	+10.4%	16.3%	18.0%
15	03-CHU (Québec)	+12.4%	9.7%	10.9%
	<b>16-MONTÉRÉGIE - OVERALL</b>	<b>+18.2%</b>	12.1%	14.3%
16	07-Outaouais	+22.5%	12.9%	15.8%
17	06-Ouest-de-l'Île-de-Montréal	+29.9%	7.7%	10.0%
	<b>06-MONTREAL - OVERALL</b>	<b>+34.2%</b>	7.6%	10.2%
18	08-Abitibi-Témiscamingue	+37.7%	6.9%	9.5%
19	06-Est-de-l'Île-de-Montréal	+45.6%	7.9%	11.5%
20	11-Des Îles	+49.4%	8.3%	12.4%
21	16-Montérégie-Centre	+54.1%	11.1%	17.1%
22	06-Centre-Sud-de-l'Île-de-Montréal	+66.7%	7.8%	13.0%
23	06-CUSM	+67.7%	6.5%	10.9%
24	06-Centre-Ouest-de-l'Île-de-Montréal	+74.2%	3.1%	5.4%
25	06-CHUM**	+81.1%	9.0%	16.3%

\* For the 2019-2020 year, data for the first ten periods out of 13, namely from April 1<sup>st</sup>, 2019 to January 4, 2020.

\*\* Combined data for CHUM and hospitals that used to be a part of it.

Source: Request for access to information, Quebec Department of Health and Social Services, March 2020.

needs, and a general improvement of the performance and the efficiency of our health care system all while maintaining its universality,<sup>2</sup> so that everyone can be treated when the need arises. To paraphrase a former Supreme Court judge's famous quotation, access to a waiting room is not access to health care.<sup>3</sup> Having to return home untreated when one is ill is even less so.

## REFERENCES

1. Patrick Déry, "Emergency Rooms: When Patients Leave Untreated," Viewpoint, MEI, January 29, 2020.
2. See among others Patrick Déry, "It's Time to End Med School Quotas," Viewpoint, MEI, March 15, 2018; Patrick Déry, "Quebec Hospitals Require Entrepreneurship," Viewpoint, MEI, July 12, 2018; Patrick Déry, "Should Super Nurses Be Allowed to Make Diagnoses?" Viewpoint, MEI, February 28, 2019; Patrick Déry, *Health Care Entrepreneurship – How to Encourage the Deployment of Telemedicine in Canada*, Research Paper, MEI, September 19, 2019; Patrick Déry, "Does Entrepreneurship Make a Difference in Health Care? The Case of Private Funded CHSLDs," Viewpoint, MEI, October 3, 2019.
3. Former Chief Justice Beverley McLachlin, in the Chaoulli case, famously noted that "Access to a waiting list is not access to health care." *Chaoulli v. Quebec (Attorney General)*, [2005] 1 S.C.R. 791, 2005 SCC 35.

**Table 3 – Proportion of patients having left an emergency room before seeing a doctor, 2019-2020\***

RANK	EMERGENCY ROOM	REGION	%	FRACTION	RANK	EMERGENCY ROOM	REGION	%	FRACTION
1	Albert-Prévost Hospital	06	0.5%	1/200	59	Wakefield Memorial Hospital	07	10.1%	1/10
2	CLSC de Murdochville	11	1.3%	1/77	61	Hôpital du Saint-Sacrement	03	10.2%	1/10
3	Point de service de Temiscaming-et-de-Kipawa	08	1.7%	1/59	61	Hôpital Cité de la Santé	13	10.2%	1/10
4	Montreal Heart Institute	06	1.8%	1/56	61	Hôtel-Dieu de Sorel	16	10.2%	1/10
5	CLSC de Fortierville	04	1.9%	1/53	64	Montreal Children's Hospital	06	10.3%	1/10
5	CLSC de Fort-Coulonge	07	1.9%	1/53	64	Barrie Memorial Hospital	16	10.3%	1/10
7	Montmagny Hospital	12	2.4%	1/42	66	Pavillon Escoumins	09	10.5%	1/10
8	Hotel Dieu Hospital of Lévis	12	2.8%	1/36	67	Hôpital de Chandler	11	10.6%	1/9
9	CSSS de la Basse-Côte-Nord	09	3.2%	1/31	68	Hôpital Le Royer	09	10.9%	1/9
10	Centre hospitalier Hôtel-Dieu d'Amos	08	3.7%	1/27	69	Le Centre hospitalier de l'Université Laval	03	11.1%	1/9
10	Centre Paul-Gilbert - Centre d'hébergement de Charny	12	3.7%	1/27	70	Portneuf Regional Hospital	03	11.3%	1/9
12	CLSC, Centre d'hébergement et Hôpital Cloutier-du-Rivage	04	3.9%	1/26	70	Lakeshore General Hospital	06	11.3%	1/9
13	University Institute of Cardiology and Respirology of Quebec	03	4.0%	1/25	72	Hôpital de Mont-Laurier	15	11.6%	1/9
14	Arthabaska Hotel-Dieu Hospital	04	4.7%	1/21	73	CSSS du Granit	05	11.7%	1/9
14	Institut universitaire en santé mentale de Montréal	06	4.7%	1/21	74	Fleury Hospital	06	11.9%	1/8
14	Thetford Mines Hospital	12	4.7%	1/21	75	Hôpital de Maniwaki	07	12.0%	1/8
17	Hôpital, CLSC et Centre d'hébergement de Roberval	02	4.8%	1/21	76	Lachine Hospital	06	12.2%	1/8
18	St. Mary's Hospital	06	5.0%	1/20	77	Hôpital et Centre de réadaptation de Jonquière	02	12.3%	1/8
19	Centre multiservices de santé et services sociaux Christ-Roi	04	5.2%	1/19	77	CLSC Saint-Marc-des-Carrières	03	12.3%	1/8
20	Sir Mortimer B. Davis – Jewish General Hospital	06	5.4%	1/19	79	Hôpital de l'Archipel	11	12.4%	1/8
20	CLSC et Centre d'hébergement la Petite-Nation	07	5.4%	1/19	79	Suroît Regional Hospital	16	12.4%	1/8
20	Centre hospitalier La Sarre	08	5.4%	1/19	81	Hôpital Chauveau	03	12.5%	1/8
23	Centre hospitalier d'Amqui	01	5.8%	1/17	81	Royal Victoria Hospital	06	12.5%	1/8
23	CSSS du Haut-Saint-Maurice	04	5.8%	1/17	83	Hôpital de Sainte-Anne-de-Beaupré	03	12.7%	1/8
25	Hôpital Notre-Dame-de-Fatima	01	5.9%	1/17	84	Jeffrey Hale - St Brigid's Hospital	03	13.3%	1/8
25	Hôpital de Chicoutimi	02	5.9%	1/17	85	Hôpital de La Malbaie	03	13.6%	1/7
27	Hôpital Fleurimont	05	6.1%	1/16	86	Maisonneuve-Rosemont Hospital	06	13.7%	1/7
27	Hôpital de Sainte-Anne-des-Monts	11	6.1%	1/16	86	Hôpital de Papineau	07	13.7%	1/7
29	Résidence Avellin-Dalcourt	04	6.2%	1/16	88	Hôpital Sainte-Croix	04	13.9%	1/7
30	Hôpital de Dolbeau-Mistassini	02	6.9%	1/14	88	Hôpital et CLSC de Val-d'Or	08	13.9%	1/7
30	Pontiac Hospital	07	6.9%	1/14	90	Pavillon Forestville	09	14.1%	1/7
32	CLSC de Paspébiac	11	7.0%	1/14	90	CSSS de Port-Cartier	09	14.1%	1/7
33	Pavillon Sainte-Famille	08	7.4%	1/14	90	Hôpital du Haut-Richelieu	16	14.1%	1/7
34	Hôpital du Sacré-Coeur de Montréal	06	7.5%	1/13	93	Centre hospitalier de Rouyn-Noranda	08	14.3%	1/7
35	Hôpital de Matane	01	7.6%	1/13	94	Centre hospitalier de Granby	05	14.4%	1/7
35	Hôpital Hôtel-Dieu (Gaspé)	11	7.6%	1/13	95	Hôpital Saint-François-d'Assise	03	14.7%	1/7
35	Centre de services de Rivière-Rouge	15	7.6%	1/13	95	Hôpital, CLSC et Centre d'hébergement d'Asbestos	05	14.7%	1/7
38	Centre hospitalier régional du Grand-Portage	01	7.7%	1/13	97	Rimouski Regional Hospital	01	14.8%	1/7
38	Jean Talon Hospital	06	7.7%	1/13	98	Hôpital Laurentien	15	15.1%	1/7
40	CLSC de Pohenegamook	01	7.8%	1/13	99	LaSalle Hospital	06	15.3%	1/7
41	Hôpital de Saint-Georges	12	7.9%	1/13	100	Hôpital Honoré-Mercier	16	15.5%	1/6
42	María Hospital	11	8.0%	1/13	101	Hôpital Pierre-Le Gardeur	14	15.7%	1/6
43	Hôpital de Notre-Dame-du-Lac	01	8.1%	1/12	102	CSSS de Memphrémagog	05	15.9%	1/6
43	Santa Cabrini Hospital	06	8.1%	1/12	103	Hôpital et Centre d'hébergement de Sept-Îles	09	16.0%	1/6
45	Douglas Mental Health University Institute	06	8.3%	1/12	104	CHUM**	06	16.3%	1/6
46	Hôpital de La Baie	02	8.4%	1/12	105	CSSS d'Argenteuil	15	17.2%	1/6
47	Hôpital du Centre-de-la-Mauricie	04	8.5%	1/12	106	Notre Dame Hospital	06	17.4%	1/6
48	Hôpital de l'Enfant-Jésus	03	8.6%	1/12	107	Hôpital Brome-Missisquoi-Perkins	05	17.8%	1/6
49	Hôpital de Verdun	06	8.8%	1/11	108	CLSC de Grande-Vallée	11	18.0%	1/6
49	Hôpital Pierre-Boucher	16	8.8%	1/11	109	Hôpital de Baie-Saint-Paul	03	18.1%	1/6
51	Hôtel-Dieu de Sherbrooke	05	8.9%	1/11	110	Anna-Laberge Hospital	16	18.4%	1/6
52	CHU Sainte-Justine	06	8.9%	1/11	111	Hôpital Charles Lemoyne	16	19.5%	1/6
53	Hôpital d'Alma	02	9.0%	1/11	112	Hôpital régional de Saint-Jérôme	15	19.7%	1/5
54	CSSS de la MRC-de Coaticook	05	9.1%	1/11	113	CSSS de la Minganie	09	20.1%	1/5
55	Montreal General Hospital	06	9.2%	1/11	114	CSSS de l'Hématite	09	22.3%	1/4
55	Centre hospitalier régional de Lanaudière	14	9.2%	1/11	115	Hôpital de Gatineau	07	23.3%	1/4
57	Centre hospitalier Trois-Pistoles	01	9.3%	1/11	116	Hôpital de Saint-Eustache	15	24.3%	1/4
58	L'Hôtel-Dieu de Québec	03	9.8%	1/10	117	Hull Hospital	07	24.8%	1/4
59	Centre hospitalier régional de Trois-Rivières	04	10.1%	1/10					

 \* Data for the first ten periods out of 13, namely from April 1<sup>st</sup>, 2019 to January 4, 2020.

\*\* Combined data for CHUM and hospitals that used to be a part of it.

Source: Request for access to information, Quebec Department of Health and Social Services, March 2020.

**Table 4 – Variation in the proportion of patients having left an emergency room before seeing a doctor, 2014-2015 to 2019-2020\* %**

RANK	EMERGENCY ROOM	REGION	VARIATION	2014-15	2019-20*	RANK	EMERGENCY ROOM	REGION	VARIATION	2014-15	2019-20*
1	CLSC de Forterville	04	-74.7%	7.5%	1.9%	60	Hôpital de Notre-Dame-du-Lac	01	+6.6%	7.6%	8.1%
2	Résidence Avellin-Dalcourt	04	-63.5%	17.0%	6.2%	61	Barrie Memorial Hospital	16	+7.3%	9.6%	10.3%
3	CSSS du Haut-Saint-Maurice	04	-60.8%	14.8%	5.8%	62	Pontiac Hospital	07	+7.8%	6.4%	6.9%
4	Portneuf Regional Hospital	03	-57.2%	26.4%	11.3%	63	Hôpital Hôtel-Dieu (Gaspé)	11	+8.6%	7.0%	7.6%
5	Hôpital du Centre-de-la-Mauricie	04	-50.9%	17.3%	8.5%	64	Hôpital de Baie-Saint-Paul	03	+9.0%	16.6%	18.1%
6	Arthabaska Hotel-Dieu Hospital	04	-49.5%	9.3%	4.7%	65	Anna-Laberge Hospital	16	+9.5%	16.8%	18.4%
7	Centre multiservices de santé et services sociaux Christ-Roi	04	-48.5%	10.1%	5.2%	66	Hôpital. CLSC et Centre d'hébergement d'Asbestos	05	+10.5%	13.3%	14.7%
8	Hôpital d'Alma	02	-43.4%	15.9%	9.0%	67	Hôpital de Saint-Eustache	15	+11.0%	21.9%	24.3%
9	CLSC de Fort-Coulonge	07	-42.4%	3.3%	1.9%	68	Hôpital de Verdun	06	+12.8%	7.8%	8.8%
10	Hôpital Notre-Dame-de-Fatima	01	-41.0%	10.0%	5.9%	69	Hôpital Honoré-Mercier	16	+14.0%	13.6%	15.5%
11	CLSC Saint-Marc-des-Carrières	03	-40.9%	20.8%	12.3%	70	CSSS de Memphrémagog	05	+14.4%	13.9%	15.9%
12	CLSC.Centre d'hébergement et Hôpital Cloutier-du-Rivage	04	-39.1%	6.4%	3.9%	71	Lakeshore General Hospital	06	+17.7%	9.6%	11.3%
13	Jean Talon Hospital	06	-38.4%	12.5%	7.7%	72	CLSC de Murdochville	11	+18.2%	1.1%	1.3%
14	Hôpital de Sainte-Anne-des-Monts	11	-35.8%	9.5%	6.1%	73	Hôpital Sainte-Croix	04	+18.8%	11.7%	13.9%
15	Hôpital Pierre-Boucher	16	-34.3%	13.4%	8.8%	74	L'Hôtel-Dieu de Québec	03	+19.5%	8.2%	9.8%
16	Hôpital de Saint-Georges	12	-34.2%	12.0%	7.9%	75	Lachine Hospital	06	+19.6%	10.2%	12.2%
17	Institut universitaire en santé mentale de Montréal	06	-33.8%	7.1%	4.7%	76	Montmagny Hospital	12	+20.0%	2.0%	2.4%
18	Centre hospitalier régional du Grand-Portage	01	-32.5%	11.4%	7.7%	77	CHU Sainte-Justine	06	+20.3%	7.4%	8.9%
19	Hôpital de Dolbeau-Mistassini	02	-32.4%	10.2%	6.9%	78	Hôpital Le Royer	09	+21.1%	9.0%	10.9%
20	CLSC de Paspébiac	11	-27.8%	9.7%	7.0%	79	Montreal General Hospital	06	+22.7%	7.5%	9.2%
21	Hôpital du Sacré-Coeur de Montréal	06	-25.7%	10.1%	7.5%	80	Centre hospitalier de Rouyn-Noranda	08	+23.3%	11.6%	14.3%
22	Hôpital Pierre-Le Gardeur	14	-24.9%	20.9%	15.7%	81	Hôpital de La Baie	02	+23.5%	6.8%	8.4%
23	Centre hospitalier de Granby	05	-24.2%	19.0%	14.4%	82	Albert-Prévost Hospital	06	+25.0%	0.4%	0.5%
24	Hôtel-Dieu de Sherbrooke	05	-22.6%	11.5%	8.9%	83	Hôpital de Mont-Laurier	15	+26.1%	9.2%	11.6%
25	CSSS de la Minganie	09	-22.1%	25.8%	20.1%	84	Hôpital et Centre d'hébergement de Sept-Iles	09	+27.0%	12.6%	16.0%
26	Rimouski Regional Hospital	01	-21.7%	18.9%	14.8%	85	CLSC et Centre d'hébergement la Petite-Nation	07	+28.6%	4.2%	5.4%
27	Centre hospitalier d'Amqui	01	-20.5%	7.3%	5.8%	86	Hull Hospital	07	+29.8%	19.1%	24.8%
27	Pavillon Escoumins	09	-20.5%	13.2%	10.5%	87	Hôpital du Saint-Sacrement	03	+30.8%	7.8%	10.2%
29	Fleury Hospital	06	-17.9%	14.5%	11.9%	88	Centre de services de Rivière-Rouge	15	+31.0%	5.8%	7.6%
29	Wakefield Memorial Hospital	07	-17.9%	12.3%	10.1%	89	Hôpital du Haut-Richelieu	16	+31.8%	10.7%	14.1%
31	Hôpital Fleurimont	05	-17.6%	7.4%	6.1%	90	Hôpital Saint-François-d'Assise	03	+32.4%	11.1%	14.7%
32	CLSC de Pohenegamook	01	-17.0%	9.4%	7.8%	91	Hôpital de Gatineau	07	+33.9%	17.4%	23.3%
33	Centre hospitalier régional de Trois-Rivières	04	-16.5%	12.1%	10.1%	92	LaSalle Hospital	06	+36.6%	11.2%	15.3%
34	Hôpital de Papineau	07	-15.4%	16.2%	13.7%	93	St. Mary's Hospital	06	+38.9%	3.6%	5.0%
35	CLSC de Grande-Vallée	11	-14.7%	21.1%	18.0%	94	Hôpital de La Malbaie	03	+41.7%	9.6%	13.6%
36	Hôpital de Chandler	11	-14.5%	12.4%	10.6%	95	CSSS d'Argenteuil	15	+42.1%	12.1%	17.2%
37	Montreal Heart Institute	06	-14.3%	2.1%	1.8%	96	Hôpital Brome-Missisquoi-Perkins	05	+43.5%	12.4%	17.8%
38	Maria Hospital	11	-11.1%	9.0%	8.0%	97	Hôtel-Dieu de Sorel	16	+43.7%	7.1%	10.2%
39	Hôpital de Sainte-Anne-de-Beaupré	03	-10.6%	14.2%	12.7%	98	Hôpital de l'Archipel	11	+49.4%	8.3%	12.4%
40	Hôpital Cité de la Santé	13	-9.7%	11.3%	10.2%	99	Hôpital de Maniwaki	07	+50.0%	8.0%	12.0%
41	University Institute of Cardiology and Respirology of Quebec	03	-9.1%	4.4%	4.0%	99	CSSS du Granit	05	+50.0%	7.8%	11.7%
42	Centre hospitalier Hôtel-Dieu d'Amos	08	-7.5%	4.0%	3.7%	101	Hotel Dieu Hospital of Lévis	12	+55.6%	1.8%	2.8%
43	Hôpital de Matane	01	-7.3%	8.2%	7.6%	102	Centre Paul-Gilbert - Centre d'hébergement de Charny	12	+68.2%	2.2%	3.7%
44	Hôpital régional de Saint-Jérôme	15	-6.6%	21.1%	19.7%	103	Jeffrey Hale - St Brigid's Hospital	03	+70.5%	7.8%	13.3%
45	Hôpital de Chicoutimi	02	-6.3%	6.3%	5.9%	104	Hôpital Charles Lemoyné	16	+71.1%	11.4%	19.5%
46	Centre hospitalier La Sarre	08	-5.3%	5.7%	5.4%	105	Maisonnette-Rosemont Hospital	06	+73.4%	7.9%	13.7%
47	CSSS de la MRC-de Coaticook	05	-4.2%	9.5%	9.1%	106	Sir Mortimer B. Davis - Jewish General Hospital	06	+74.2%	3.1%	5.4%
48	Hôpital. CLSC et Centre d'hébergement de Roberval	02	-4.0%	5.0%	4.8%	107	Douglas Mental Health University Institute	06	+80.4%	4.6%	8.3%
49	Suroît Regional Hospital	16	-3.9%	12.9%	12.4%	108	Montreal Children's Hospital	06	+80.7%	5.7%	10.3%
50	Hôpital et Centre de réadaptation de Jonquière	02	-3.1%	12.7%	12.3%	109	CHUM**	06	+81.1%	9.0%	16.3%
51	CSSS de Port-Cartier	09	-2.1%	14.4%	14.1%	110	Hôpital Chauveau	03	+81.2%	6.9%	12.5%
52	Le Centre hospitalier de l'Université Laval	03	-1.8%	11.3%	11.1%	111	CSSS de l'Hématite	09	+82.8%	12.2%	22.3%
53	Thetford Mines Hospital	12	+0%	4.7%	4.7%	112	Hôpital et CLSC de Val-d'Or	08	+93.1%	7.2%	13.9%
53	Pavillon Sainte-Famille	08	+0%	7.4%	7.4%	113	Notre Dame Hospital	06	+107.1%	8.4%	17.4%
55	Centre hospitalier régional de Lanaudière	14	+2.2%	9.0%	9.2%	114	Point de service de Temiscaming-et-de-Kipawa	08	+112.5%	0.8%	1.7%
56	Santa Cabrini Hospital	06	+2.5%	7.9%	8.1%	115	Centre hospitalier Trois-Pistoles	01	+126.8%	4.1%	9.3%
57	Hôpital Laurentien	15	+5.6%	14.3%	15.1%	116	Royal Victoria Hospital	06	+145.1%	5.1%	12.5%
58	Pavillon Forestville	09	+6.0%	13.3%	14.1%	117	CSSS de la Basse-Côte-Nord	09	+190.9%	1.1%	3.2%
59	Hôpital de l'Enfant-Jésus	03	+6.2%	8.1%	8.6%						

\* For the 2019-2020 year, data for the first ten periods out of 13, namely from April 1<sup>st</sup>, 2019 to January 4, 2020.

\*\* Combined data for CHUM and hospitals that used to be a part of it.

Source: Request for access to information, Quebec Department of Health and Social Services, March 2020.

**Table 5 – Proportion of patients having left an emergency room before seeing a doctor, 2019-2020\***

RANK	EMERGENCY ROOM	%	FRACTION	RANK	EMERGENCY ROOM	%	FRACTION
<b>01 - LOWER ST. LAWRENCE</b>				<b>07 - OUTAOUAIS</b>			
		9.2%	1/11			15.8%	1/6
1	Centre hospitalier d'Amqui	5.8%	1/17	1	CLSC de Fort-Coulonge	1.9%	1/53
2	Hôpital Notre-Dame-de-Fatima	5.9%	1/17	2	CLSC et Centre d'hébergement la Petite-Nation	5.4%	1/19
3	Hôpital de Matane	7.6%	1/13	3	Pontiac Hospital	6.9%	1/14
4	Centre hospitalier régional du Grand-Portage	7.7%	1/13	4	Wakefield Memorial Hospital	10.1%	1/10
5	CLSC de Pohénegamook	7.8%	1/13	5	Hôpital de Maniwaki	12.0%	1/8
6	Hôpital de Notre-Dame-du-Lac	8.1%	1/12	6	Hôpital de Papineau	13.7%	1/7
7	Centre hospitalier Trois-Pistoles	9.3%	1/11	7	Hôpital de Gatineau	23.3%	1/4
8	Rimouski Regional Hospital	14.8%	1/7	8	Hull Hospital	24.8%	1/4
<b>02 - SAGUENAY-LAC-SAINT-JEAN</b>				<b>08 - ABITIBI-TÉMISCAMINGUE</b>			
		7.6%	1/13			9.5%	1/11
1	Hôpital, CLSC et Centre d'hébergement de Roberval	4.8%	1/21	1	Point de service de Temiscaming-et-de-Kipawa	1.7%	1/59
2	Hôpital de Chicoutimi	5.9%	1/17	2	Centre hospitalier Hôtel-Dieu d'Amos	3.7%	1/27
3	Hôpital de Dolbeau-Mistassini	6.9%	1/14	3	Centre hospitalier La Sarre	5.4%	1/19
4	Hôpital de La Baie	8.4%	1/12	4	Pavillon Sainte-Famille	7.4%	1/14
5	Hôpital d'Alma	9.0%	1/11	5	Hôpital et CLSC de Val-d'Or	13.9%	1/7
6	Hôpital et Centre de réadaptation de Jonquières	12.3%	1/8	6	Centre hospitalier de Rouyn-Noranda	14.3%	1/7
<b>03 - QUEBEC CITY</b>				<b>09 - NORTH SHORE</b>			
		11.2%	1/9			14.2%	1/7
1	University Institute of Cardiology and Respiratory of Quebec	4.0%	1/25	1	CSSS de la Basse-Côte-Nord	3.2%	1/31
2	Hôpital de l'Enfant-Jésus	8.6%	1/12	2	Pavillon Escoumins	10.5%	1/10
3	L'Hôtel-Dieu de Québec	9.8%	1/10	3	Hôpital Le Royer	10.9%	1/9
4	Hôpital du Saint-Sacrement	10.2%	1/10	4	Pavillon Forestville	14.1%	1/7
5	Le Centre hospitalier de l'Université Laval	11.1%	1/9	4	CSSS de Port-Cartier	14.1%	1/7
6	Portneuf Regional Hospital	11.3%	1/9	6	Hôpital et Centre d'hébergement de Sept-Îles	16.0%	1/6
7	CLSC Saint-Marc-des-Carrières	12.3%	1/8	7	CSSS de la Minganie	20.1%	1/5
8	Hôpital Chauveau	12.5%	1/8	8	CSSS de l'Hématite	22.3%	1/4
9	Hôpital de Sainte-Anne-de-Beaupré	12.7%	1/8	<b>11-1 - GASPÉ PENINSULA</b>			
10	Jeffrey Hale - St Brigid's Hospital	13.3%	1/8			8.6%	1/12
11	Hôpital de La Malbaie	13.6%	1/7	1	CLSC de Murdochville	1.3%	1/77
12	Hôpital Saint-François-d'Assise	14.7%	1/7	2	Hôpital de Sainte-Anne-des-Monts	6.1%	1/16
13	Hôpital de Baie-Saint-Paul	18.1%	1/6	3	CLSC de Paspébiac	7.0%	1/14
<b>04 - MAURICIE AND CENTRAL QUEBEC</b>				<b>11-2 - MAGDALEN ISLANDS</b>			
		8.0%	1/13			12.4%	1/8
1	CLSC de Fortierville	1.9%	1/53	1	Hôpital de l'Archipel	12.4%	1/8
2	CLSC, Centre d'hébergement et Hôpital Cloutier-du-Rivage	3.9%	1/26	<b>12 - CHAUDIÈRE-APPALACHES</b>			
3	Arthabaska Hotel-Dieu Hospital	4.7%	1/21			4.1%	1/24
4	Centre multiservices de santé et services sociaux Christ-Roi	5.2%	1/19	1	Montmagny Hospital	2.4%	1/42
5	CSSS du Haut-Saint-Maurice	5.8%	1/17	2	Hotel Dieu Hospital of Lévis	2.8%	1/36
6	Résidence Avellan-Dalcourt	6.2%	1/16	3	Centre Paul-Gilbert - Centre d'hébergement de Charny	3.7%	1/27
7	Hôpital du Centre-de-la-Mauricie	8.5%	1/12	4	Theftord Mines Hospital	4.7%	1/21
8	Centre hospitalier régional de Trois-Rivières	10.1%	1/10	5	Hôpital de Saint-Georges	7.9%	1/13
9	Hôpital Sainte-Croix	13.3%	1/7	<b>13 - LAVAL</b>			
<b>05 - EASTERN TOWNSHIPS</b>						10.2%	1/10
		11.6%	1/9	1	Hôpital Cité de la Santé	10.2%	1/10
1	Hôpital Fleurimont	6.1%	1/16	<b>14 - LANAUDIÈRE</b>			
2	Hôtel-Dieu de Sherbrooke	8.9%	1/11			12.8%	1/8
3	CSSS de la MRC-de Coaticook	9.1%	1/11	1	Centre hospitalier régional de Lanaudière	9.2%	1/11
4	CSSS du Granit	11.7%	1/9	2	Hôpital Pierre-Le Gardeur	15.7%	1/6
5	Centre hospitalier de Granby	14.4%	1/7	<b>15 - LAURENTIANS</b>			
6	Hôpital, CLSC et Centre d'hébergement d'Asbestos	14.7%	1/7			18.0%	1/6
7	CSSS de Memphrémagog	15.9%	1/6	1	Centre de services de Rivière-Rouge	7.6%	1/13
8	Hôpital Brome-Missisquoi-Perkins	17.8%	1/6	2	Hôpital de Mont-Laurier	11.6%	1/9
<b>06 - MONTREAL</b>						15.1%	1/7
		10.2%	1/10	4	CSSS d'Argenteuil	17.2%	1/6
1	Albert-Prévost Hospital	0.5%	1/200	5	Hôpital régional de Saint-Jérôme	19.7%	1/5
2	Montreal Heart Institute	1.8%	1/56	6	Hôpital de Saint-Eustache	24.3%	1/4
3	Institut universitaire en santé mentale de Montréal	4.7%	1/21	<b>16 - MONTRÉGIE</b>			
4	St. Mary's Hospital	5.0%	1/20			14.3%	1/7
5	Sir Mortimer B. Davis – Jewish General Hospital	5.4%	1/19	1	Hôpital Pierre-Boucher	8.8%	1/11
6	Hôpital du Sacré-Coeur de Montréal	7.5%	1/13	2	Hôtel-Dieu de Sorel	10.2%	1/10
7	Jean Talon Hospital	7.7%	1/13	3	Barrie Memorial Hospital	10.3%	1/10
8	Santa Cabrini Hospital	8.1%	1/12	4	Suroît Regional Hospital	12.4%	1/8
9	Douglas Mental Health University Institute	8.3%	1/12	5	Hôpital du Haut-Richelieu	14.1%	1/7
10	Hôpital de Verdun	8.8%	1/11	6	Hôpital Honoré-Mercier	15.5%	1/6
11	CHU Sainte-Justine	8.9%	1/11	7	Anna-Laberge Hospital	18.4%	1/5
12	Montreal General Hospital	9.2%	1/11	8	Hôpital Charles Lemoine	19.5%	1/5
13	Montreal Children's Hospital	10.3%	1/10				
14	Lakeshore General Hospital	11.3%	1/9				
15	Fleury Hospital	11.9%	1/8				
16	Lachine Hospital	12.2%	1/8				
17	Royal Victoria Hospital	12.5%	1/8				
18	Maisonneuve-Rosemont Hospital	13.7%	1/7				
19	LaSalle Hospital	15.3%	1/7				
20	CHUM**	16.3%	1/6				
21	Notre Dame Hospital	17.4%	1/6				

\* Data for the first ten periods out of 13, namely from April 1<sup>st</sup>, 2019 to January 4, 2020.

\*\* Combined data for CHUM and hospitals that used to be a part of it.

Source: Request for access to information, Quebec Department of Health and Social Services, March 2020.

**Table 6 – Variation in the proportion of patients having left an emergency room before seeing a doctor, 2014-2015 to 2019-2020\* %**

RANK	EMERGENCY ROOM	VARIATION	2014-15	2019-20*	RANK	EMERGENCY ROOM	VARIATION	2014-15	2019-20*
<b>01 - LOWER ST. LAWRENCE</b>					<b>07 - OUTAOUAIS</b>				
1	Hôpital Notre-Dame-de-Fatima	-41.0%	10.6%	9.2%	1	CLSC de Fort-Coulonge	-42.4%	3.3%	1.9%
2	Centre hospitalier régional du Grand-Portage	-32.5%	11.4%	7.7%	2	Wakefield Memorial Hospital	-17.9%	12.3%	10.1%
3	Rimouski Regional Hospital	-21.7%	18.9%	14.8%	3	Hôpital de Papineau	-15.4%	16.2%	13.7%
4	Centre hospitalier d'Amqui	-20.5%	7.3%	5.8%	4	Pontiac Hospital	+7.8%	6.4%	6.9%
5	CLSC de Pohenegamook	-17.0%	9.4%	7.8%	5	CLSC et Centre d'hébergement la Petite-Nation	+28.6%	4.2%	5.4%
6	Hôpital de Matane	-7.3%	8.2%	7.6%	6	Hull Hospital	+29.6%	19.1%	24.8%
7	Hôpital de Notre-Dame-du-Lac	+6.6%	7.6%	8.1%	7	Hôpital de Gatineau	+33.9%	17.4%	23.3%
8	Centre hospitalier Trois-Pistoles	+126.8%	4.1%	9.3%	8	Hôpital de Maniwaki	+50.0%	8.0%	12.0%
<b>02 - SAGUENAY-LAC-SAINT-JEAN</b>					<b>08 - ABITIBI-TÉMISCAMINGUE</b>				
1	Hôpital d'Alma	-43.4%	15.9%	9.0%	1	Centre hospitalier Hôtel-Dieu d'Amos	-7.5%	4.0%	3.7%
2	Hôpital de Dolbeau-Mistassini	-32.4%	10.2%	6.9%	1	Centre hospitalier La Sarre	-5.3%	5.7%	5.4%
3	Hôpital de Chicoutimi	-6.3%	6.3%	5.9%	1	Pavillon Sainte-Famille	+0%	7.4%	7.4%
4	Hôpital. CLSC et Centre d'hébergement de Roberval	-4.0%	5.0%	4.8%	1	Centre hospitalier de Rouyn-Noranda	+23.3%	11.6%	14.3%
5	Hôpital et Centre de réadaptation de Jonquières	-3.1%	12.7%	12.3%	1	Hôpital et CLSC de Val-d'Or	+93.1%	7.2%	13.9%
6	Hôpital de La Baie	+23.5%	6.8%	8.4%	1	Point de service de Temiscaming-et-de-Kipawa	+112.5%	0.8%	1.7%
<b>03 - QUEBEC CITY</b>					<b>09 - NORTH SHORE</b>				
1	Portneuf Regional Hospital	-57.2%	26.4%	11.3%	1	CSSS de la Minganie	-22.1%	25.8%	20.1%
2	CLSC Saint-Marc-des-Carrières	-40.9%	20.8%	12.3%	2	Pavillon Escoumins	-20.5%	13.2%	10.5%
3	Hôpital de Sainte-Anne-de-Beaupré	-10.6%	14.2%	12.7%	3	CSSS de Port-Cartier	-2.1%	14.4%	14.1%
4	University Institute of Cardiology and Respiriology of Quebec	-9.1%	4.4%	4.0%	4	Pavillon Forestville	+6.0%	13.3%	14.1%
5	Le Centre hospitalier de l'Université Laval	-1.8%	11.3%	11.1%	5	Hôpital Le Royer	+21.1%	9.0%	10.9%
6	Hôpital de l'Enfant-Jésus	+6.2%	8.1%	8.6%	6	Hôpital et Centre d'hébergement de Sept-Iles	+27.0%	12.6%	16.0%
7	Hôpital de Baie-Saint-Paul	+9.0%	16.6%	18.1%	7	CSSS de l'Hémathite	+82.8%	12.2%	22.3%
8	L'Hôtel-Dieu de Québec	+19.5%	8.2%	9.8%	8	CSSS de la Basse-Côte-Nord	+190.9%	1.1%	3.2%
9	Hôpital du Saint-Sacrement	+30.8%	7.8%	10.2%	<b>11-1 - GASPÉ PENINSULA</b>				
10	Hôpital Saint-François-d'Assise	+32.4%	11.1%	14.7%	1	Hôpital de Sainte-Anne-des-Monts	-35.8%	9.5%	6.1%
11	Hôpital de La Malbaie	+41.7%	9.6%	13.6%	2	CLSC de Paspébiac	-27.8%	9.7%	7.0%
12	Jeffrey Hale - St Brigid's Hospital	+70.5%	7.8%	13.3%	3	CLSC de Grande-Vallée	-14.7%	21.1%	18.0%
13	Hôpital Chauveau	+81.2%	6.9%	12.5%	4	Hôpital de Chandler	-14.5%	12.4%	10.6%
<b>04 - MAURICIE AND CENTRAL QUEBEC</b>					<b>11-2 - MAGDALEN ISLANDS</b>				
1	CLSC de Fortierville	-74.7%	7.5%	1.9%	1	Hôpital de l'Archipel	+49.4%	8.3%	12.4%
2	Résidence Avellin-Dalcourt	-63.5%	17.0%	6.2%	<b>12 - CHAUDIÈRE-APPALACHES</b>				
3	CSSS du Haut-Saint-Maurice	-60.8%	14.8%	5.8%	1	Hôpital de Saint-Georges	-34.2%	12.0%	7.9%
4	Hôpital du Centre-de-la-Mauricie	-50.9%	17.3%	8.5%	2	Theftord Mines Hospital	+0%	4.7%	4.7%
5	Arthabaska Hotel-Dieu Hospital	-49.5%	9.3%	4.7%	3	Montmagny Hospital	+20.0%	2.0%	2.4%
6	Centre multiservices de santé et services sociaux Christ-Roi	-48.5%	10.1%	5.2%	4	Hotel Dieu Hospital de Lévis	+55.6%	1.8%	2.8%
7	CLSC. Centre d'hébergement et Hôpital Cloutier-du-Rivage	-39.1%	6.4%	3.9%	5	Centre Paul-Gilbert - Centre d'hébergement de Charny	+68.2%	2.2%	3.7%
8	Centre hospitalier régional de Trois-Rivières	-16.5%	12.1%	10.1%	<b>13 - LAVAL</b>				
9	Hôpital Sainte-Croix	+18.8%	11.7%	13.9%	1	Hôpital Cité de la Santé	-9.7%	11.3%	10.2%
<b>05 - EASTERN TOWNSHIPS</b>					<b>14 - LANAUDIÈRE</b>				
1	Centre hospitalier de Granby	-24.2%	19.0%	14.4%	1	Hôpital Pierre-Le Gardeur	-24.9%	20.9%	15.7%
2	Hôtel-Dieu de Sherbrooke	-22.6%	11.5%	8.9%	2	Centre hospitalier régional de Lanaudière	+2.2%	9.0%	9.2%
3	Hôpital Fleurimont	-17.6%	7.4%	6.1%	<b>15 - LAURENTIANS</b>				
4	CSSS de la MRC-de Coaticook	-4.2%	9.5%	9.1%	1	Hôpital régional de Saint-Jérôme	-6.6%	21.1%	19.7%
5	Hôpital. CLSC et Centre d'hébergement d'Asbestos	+10.5%	13.3%	14.7%	2	Hôpital Laurentien	+5.6%	14.3%	15.1%
6	CSSS de Memphrémagog	+14.4%	13.9%	15.9%	3	Hôpital de Saint-Eustache	+11.0%	21.9%	24.3%
7	Hôpital Brome-Missisquoi-Perkins	+43.5%	12.4%	17.8%	4	Hôpital de Mont-Laurier	+26.1%	9.2%	11.6%
8	CSSS du Granit	+50.0%	7.8%	11.7%	5	Centre de services de Rivière-Rouge	+31.0%	5.8%	7.6%
<b>06 - MONTREAL</b>					<b>16 - MONTRÉGIE</b>				
1	Jean Talon Hospital	-38.4%	12.5%	7.7%	1	Hôpital Pierre-Boucher	-34.3%	13.4%	8.8%
2	Institut universitaire en santé mentale de Montréal	-33.8%	7.1%	4.7%	2	Suroit Regional Hospital	-3.9%	12.9%	12.4%
3	Hôpital du Sacré-Coeur de Montréal	-25.7%	10.1%	7.5%	3	Barrie Memorial Hospital	+7.3%	9.6%	10.3%
4	Fleury Hospital	-17.9%	14.5%	11.9%	4	Anna-Laberge Hospital	+9.5%	16.8%	18.4%
5	Montreal Heart Institute	-14.3%	2.1%	1.8%	5	Hôpital Honoré-Mercier	+14.0%	13.6%	15.5%
6	Santa Cabrini Hospital	+2.5%	7.9%	8.1%	6	Hôpital du Haut-Richelieu	+31.8%	10.7%	14.1%
7	Hôpital de Verdun	+12.8%	7.8%	8.8%	7	Hôtel-Dieu de Sorel	+43.7%	7.1%	10.2%
8	Lakeshore General Hospital	+17.7%	9.6%	11.3%	8	Hôpital Charles Lemoyne	+71.1%	11.4%	19.5%
9	Lachine Hospital	+19.6%	10.2%	12.2%					
10	CHU Sainte-Justine	+25.3%	7.4%	8.9%					
11	Montreal General Hospital	+22.7%	7.5%	9.2%					
12	Albert-Prévost Hospital	+25.0%	0.4%	0.5%					
13	LaSalle Hospital	+36.6%	11.2%	15.3%					
14	St. Mary's Hospital	+38.9%	3.6%	5.0%					
15	Maisonnette-Rosemont Hospital	+73.4%	7.9%	13.7%					
16	Sir Mortimer B. Davis - Jewish General Hospital	+74.2%	3.1%	5.4%					
17	Douglas Mental Health University Institute	+80.4%	4.6%	8.3%					
18	Montreal Children's Hospital	+80.7%	5.7%	10.3%					
19	CHUM**	+81.1%	9.0%	16.3%					
20	Notre Dame Hospital	+107.1%	8.4%	17.4%					
21	Royal Victoria Hospital	+145.1%	5.1%	12.5%					

\* For the 2019-2020 year, data for the first ten periods out of 13, namely from April 1<sup>st</sup>, 2019 to January 4, 2020.

\*\* Combined data for CHUM and hospitals that used to be a part of it.

Source: Request for access to information, Quebec Department of Health and Social Services, March 2020.