Frequency, determinants, and impact of overcrowding in emergency departments in Canada: a national survey of emergency department directors
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Record Status
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Citation

Authors' objectives
The main objective of this study was to describe the frequency, determinants, and impact of emergency department (ED) overcrowding in Canada. Secondary objectives were to explore the views and perceptions of ED directors about their facility's state of overcrowding; to determine whether there are differences in frequency, determinants, and impact of overcrowding in EDs in Canada; and to explore the potential association between overcrowding and site characteristics.

Authors' conclusions
The results of this study suggest that ED overcrowding is a significant and frequent problem across Canada. It is not limited to large urban centres, nor is it limited to academic and teaching hospitals. Most ED directors perceive access block or an insufficient number of in-patient beds to be the main cause of overcrowding. They perceive that overcrowding lowers the quality and accessibility of emergency care, and increases the stress levels and turnover of ED staff. These perspectives on the problem reinforce the need for more research regarding effective policies and interventions to reduce ED overcrowding.

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