

March 11, 2025

Penny Smith, Warden, Municipality of Shelburne
Clay Kenney, Mayor, Town of Clark's Harbour
Shaun Hatfield, Warden, Municipality of Barrington
Derek Amalfa, Mayor, Town of Lockeport
Stanley Jacklin, Mayor, Town of Shelburne

Re: Request for Meeting to Address Roseway Hospital Emergency Department Crisis

Dear Leaders of Shelburne County,

I am writing in response to your inquiries addressed to Nova Scotia Health CEO Karen Oldfield, and in anticipation of your meeting on March 13th, 2025.

First, in a letter (Feb. 14, 2025), you raised concerns regarding Emergency Department closures and increasing wait times. These same concerns were also discussed during an in-person consultation between CEO Oldfield and the staff and leadership of Roseway Hospital.

As a result of these discussions, we identified an error in the Emergency Departments Accountability Report regarding the Time to Physician (T2P) wait time for Roseway Hospital. The initial report incorrectly stated a T2P wait time of **13.68 hours**, whereas the correct figure is **2.45 hours**. This discrepancy was due to a missed data quality filter, which inadvertently inflated the reported wait time. The error has since been corrected with the Department of Health and Wellness, and an updated version of the report is now available online: [emergency-departments-accountability-report-2023-24.pdf](#)

Second, in an email you asked additional questions regarding data practices. Specifically, questions were raised on the calculation of Emergency Department closures and wait times. Closure hours and wait times are calculated consistently across all Nova Scotia Health sites. Data quality filters are used at sites where data quality issues arise and are not applied subjectively. Examples of a data quality issue are incorrect date/time entries which can result in negative values and Time to Physician wait times exceeding 12 hours. For example, the primary issue with Roseway Hospital's Time to Physician data stemmed from a single erroneous entry indicating a wait time of over two years. This resulted in the need for a retraction and correction of the 2024 ED Accountability Report.

As the Chief Data Officer, I sincerely apologize for this mistake and take full responsibility for the oversight. At Nova Scotia Health, we are committed to the highest standards of data accuracy and transparency. We have conducted a thorough review of our reporting process to ensure that such an error does not occur again. I recognize that concerns regarding Emergency Department

services at Roseway Hospital are significant, and I deeply regret any additional stress or confusion this reporting error may have caused.

Thank you for bringing this matter to our attention, and I appreciate your continued collaboration in addressing the healthcare needs of your communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Matt Murphy", with a large, sweeping flourish at the end.

Matt Murphy, Chief Data Officer