Taming the Queue – Tracking and Managing Health Care Wait Times

Wednesday, May 26, 2004 – CPRN's Health Network recently helped organize a colloquium on wait times for the Canadian Medical Association, the Association of Canadian Academic Healthcare Organizations, the Institute of Health Services and Policy Research, the Canadian Institutes of Health Research, and the Canadian Institute for Health Information.

The colloquium brought together those involved in wait list measurement, monitoring and management:

- To explore the underlying factors that drive waiting times for health services;
- To share research and experiences with wait time measurement/management among a broad cross-section of stakeholders;
- To identify the policy implications of improved wait time measurement/management from the perspective of payers, providers and patients.

Some 80 participants spent two days reviewing Canadian and international initiatives and discussing what needs to happen next in Canada. ***The Taming of the Queue: Wait Time Measurement, Monitoring and Management,*** a report by the Director of CPRN's Health Network, Cathy Fooks, summarizes the information and key messages from those discussions. It concludes with a summary of proposals for best practice.

To access or download a copy of her report click here.

Colloquium Presentations

The following colloquium presentations are also available on the CPRN Web site:

Davies, M. (2004), ***Taming of the Queue: Perspectives from a Health District***. Click here.

Dunbar, M. (2004), ***QE II Orthopaedic Surgery Wait List Project***. Click here.

Glasgow, K. (2004), ***Driven by Data, Consensus & Concern***. Click here.

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Glynn, P. (2004), ***Toward Timely and Appropriate Surgical Care***. Click here.

Hurst, J. (2004), ***OECD Project on Waiting Times For Elective Surgery***. Click here.

Marshall, J. and J. Lott (2004), ***Waiting from the Hospital Perspective. A Successful Approach to Understanding and Addressing the Problem***. Click here.

McGowan, T. (2004), ***Improving Access to Cancer Care in Ontario: A Four-Point Strategy***. Click here.

McPhail, M. and M. Colledge (2004), ***A Canadian Medical Association International Stakeholder Study***. Click here.

Noseworthy, T. (2004), ***Improving Management of Waiting Times in Western Canada. Priority Setting and Maximum Acceptable Waiting Times***. Click here.

Ries, N. (2004), ***What's Law Got To Do With It? Legal Mechanisms and Accountability in Health Care***. Click here.

Sanmartin, C. (2004), ***Waiting for Health Care Services: The Views and Experiences of Canadian Patients***. Click here.

Stewart, M. (2004), ***Wait List Management of Diabetes in Capital Health.*** Click here.

Webster, G. (2004), ***Towards Standardized Definitions of Wait Times and Measurements Considerations***. Click here.

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