

Improving Access to Health Care: New Brunswick's Approach

New  Nouveau
Brunswick

The Taming of the Queue I I

Ottawa, ON

March 31, 2005

he New Brunswick Context



New Brunswick is a rural province with a geographically dispersed population

We are required by law to offer health services in two official languages

Tertiary services are concentrated in NB's 3 largest cities: Moncton, Saint John & Fredericton

he New Brunswick Context



Like other jurisdictions, NB is facing challenges providing timely access to health services, including surgery and diagnostic tests

Recent figures show that wait times for surgery and specialist visits are above the national average

Wait times for diagnostic tests are below the national average

he New Brunswick Context



In the past year, wait times for a number of specialty services have been reduced

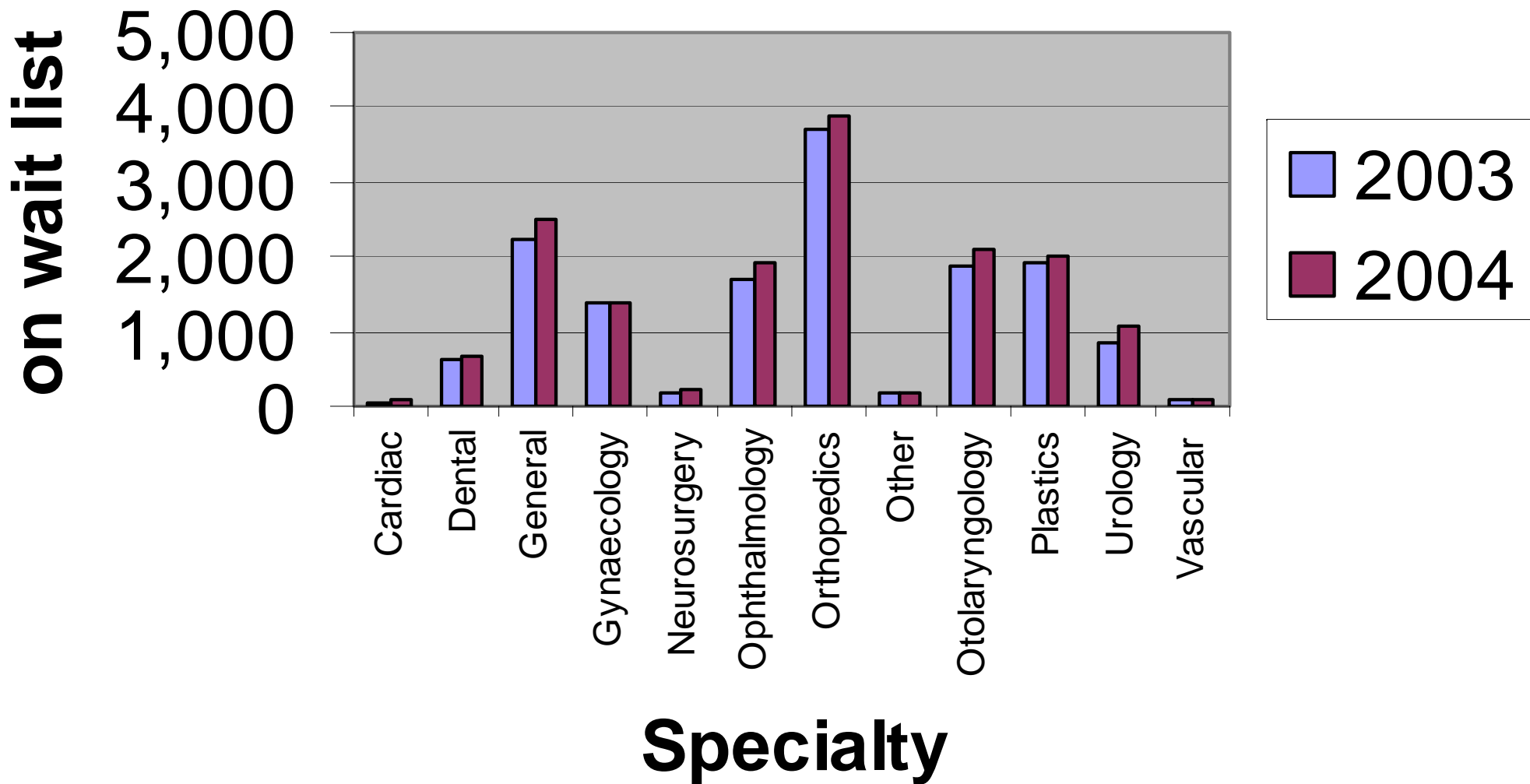
But the demand for surgical services has increased, increasing both the number of people waiting and the average length of wait times

New Brunswick's approach will emphasize better management of all health care resources

The New Brunswick Context

Provincial Average Surgical Wait List March 31

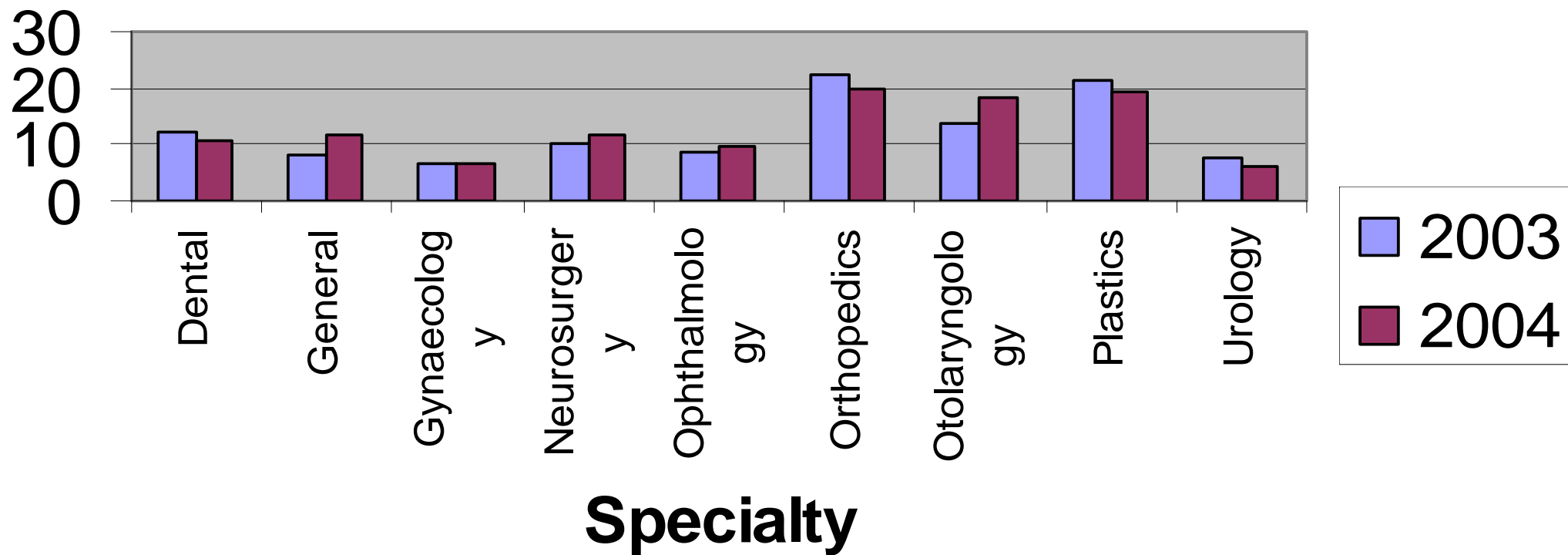
Number of patients
on wait list





Provincial Average Surgical Wait in Weeks

wait in weeks



The Provincial Health Plan

To provide safe and efficient services to our diverse population requires a planned, rational approach

Healthy Futures, NB's Provincial Health Plan, sets a course to meet our current and future health needs

Addressing wait times is an integral aspect of the PHP

The Provincial Health Plan

The PHP is based on the concept of a patient-focused and community-based, integrated provincial health care system

NB's approach to wait times and access will be based on this approach: putting the patient first and ensuring appropriate access to the entire spectrum of health services

PHP Priority Areas



1. Population Health

2. Access and Delivery

3. Health Human Resources

**4. Accountability and
Evidence-Based Decision
Making**

Initiatives by Priority Area



Population Health

Wellness Strategy
Chronic Disease Management Strategies
Cancer Control Strategy
Immunization
Emergency Response

#2 Access & Delivery

1. CHC Network
2. Collaborative Practice Clinics
3. Alternate Primary Health Care
4. Hospital Based Clinical Programs
 - Provincial Programs
 - Cardiac Care Program
5. Hospital Beds
6. Ambulance Services - Enhancements
7. Catastrophic Drugs Program
8. Methadone
9. Dialysis
10. E-Health Initiatives
11. Surgical Care Network
12. Home Care Enhancement

Health Human Resources

Health Human Resource Strategy

#4 Accountability & Evidence

1. Evidence Based Decision Making
2. Accountability Framework
3. Implementing the PHP with Stakeholders
4. Health Research
5. Investments and Savings

PHP Progress To Date



Ban on public smoking through the *Smoke-Free Places Act*

Billing numbers for new physicians

New vaccines available for NB children

Methadone programs in Saint John, Moncton, Fredericton, Miramichi

PHP Progress to Date (cont'd)

10 new Nurse Practitioner positions

Removal of ambulance fees on April 1, 2005

New investments in facilities and equipment (\$95.7 million in 2005-06)

Enhancements to home care programs (post-acute & palliative care)

Six new Community Health Centres

NB Heart Centre



NB will invest \$2.45 million to equip a new cardiac catheterization lab at the NB Heart Centre in Saint John

This decision was based on an external review of cardiac surgery services in the province

This includes more specialists and improved processes

This will improve access and reduce

VB Cancer Care Network



A provincial Cancer Care Network is being established as part of the PHP

The Network will oversee a provincial cancer strategy to better manage care for cancer patients

The Network will improve integration of prevention, treatment and management of cancer in the province, resulting in better access to care

Wait Times and Access



NB will move ahead with its plan to address wait times and access to care in the 2005/06 fiscal year

We will be working closely with our medical community in developing solutions that meet New Brunswickers' needs

This will result in better care and better health outcomes for NB patients

Principles



Fairness: Objective criteria are used, based on patient's needs

Appropriateness: The time people wait must be appropriate and proportional to their condition

Certainty: New Brunswickers will have a clear understanding of how long they can expect to wait, and why

Key Initiatives



A provincewide surgical patient registry

A standardized process for patient assessment

Public reporting of results

These initiatives will be implemented through a consultative process with health professionals & RHAs

Working With Stakeholders

Mandate of the Patient Safety and Clinical Care Collaborative Committee:

- review of hospital-based clinical programs to ensure programs are safe and sustainable, and
- Develop and implement a surgical access management program that will ensure the most urgent surgical cases are treated quickly and wait times are reduced.

Working With Stakeholders

RHAs, DHW, NBMS and College of Physicians & Surgeons will be represented on this committee.

The Committee's co-chair is Dr. James O'Brien, chief of staff, Atlantic Health Sciences Corporation (Saint John)

Health providers will have a voice in the development and implementation of NB's access strategy.

Managing Our Challenges

The Provincial Health Plan recognizes that our challenges cannot be addressed in isolation

HHR planning and utilization management must be part of improving access to health care

Ensuring equitable access to provincial programs is a key aspect of meeting this challenge

Managing Our Challenges

Provincial Programs Steering Committee:

- To ensure New Brunswickers have access to specialized clinical programs by ensuring full collaboration amongst RHAs to designated provincial programs that serve all New Brunswickers no matter where they live.
- Membership: Minister, Deputy Minister representatives of each RHA.

Best Practices



New Brunswick is now embarking on a phased-in approach to addressing access issues

We are learning from the experiences of other jurisdictions, and applying their knowledge and methods to meet New Brunswickers' needs

We are working with other jurisdictions to ensure a rational and planned approach to improving

Working Together



Physicians have an important role to play in ensuring public confidence in our health care system

Improving access must focus on better outcomes for patients

NB is ready to work with physician to ensure appropriate and timely access to health services for all New Brunswickers

***Improving Access to
Health Care:
New Brunswick's
Approach***



Thank You Very Much