



Nova Scotia Wait Time Monitoring Project: Measuring and Monitoring

Taming of the Queue II

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Background

- Your Health Matters: Working Together Towards Better Care – Minister of Health, February 2003
- Wait Time Project Steering Committee:
 - To make recommendations on the monitoring and reporting of standardized information on wait times for the province
- 1st Report (January 2004)
- Implementation Report (May 2004)
- Steering Committee fulfilled its mandate
- Wait Time Advisory Committee formed

Steering Committee

- Representation
 - Clinical and administrative
 - NSDOH
- Co-chairs
 - Dr. Mike MacKenzie, Chief of Staff, GASHA
 - Ms Mary McKeen, CIO, NSDOH
- Consultant
 - Dr. Peter Glynn, Chair, Sask. Surgical Care Network

Steering Committee Recommendations

- GP to Specialist Referrals
 - Gastroenterology
 - Medical Oncology
 - Plastic Surgery
- Diagnostics
 - MRI and CT
 - Genetic Services
- Surgery (orthopedics)
- Wait Time Advisory Committee
- Data Reporting and Website

Progress To Date

- Referrals from GP to Specialist
- Diagnostic Services
- Surgical Services
- Website Development

Referrals from GP to Specialist

- Update on Recommendations:
 - Plastic Surgery and Gastroenterology
 - Made changes to the physician billing system
 - Added a service code - no payment associated
 - Captured data in Nov/Dec 2004
 - Voluntary participation
 - Medical Oncology:
 - Provincial standard created for medical oncology: data now available; created a provincial standard for radiation oncology wait times; data being collected

Referrals from GP to Specialist

- Medical Specialties (wait times for consults)
 - Dermatology (current)
 - Neurology (current)
 - Gastroenterology (current)
 - Cardiology (spring 2005)
 - Geriatrics (spring 2005)
 - Nephrology (spring 2005)
 - Rheumatology (spring 2005)
 - Respiriology (spring 2005)
- Surgical Specialties
 - Plastic Surgery (current)
 - Ophthalmology (spring 2005)
 - ENT (spring 2005); remainder - fall 2005

Referrals from GP to Specialist

- Approach is collaborative
 - Provide each participating Specialist with their own data plus the aggregated data analysis
 - Provide the data and the information materials that will appear on the website
- Individual specialists will not be identified or identifiable on NSDOH website
- Doctors NS website for individual specialist
- Plan: Spring and Fall data captures

Diagnostic Services

- **Approach**
 - Capture the data using hospital information systems that support the business process
- **Short Term**
 - Next available appointment method
- **Long term**
 - Use electronic schedulers in hospital to capture and report the data

Diagnostic Services

- Data being submitted:
 - MRI, CT, Ultrasound, Nuclear Medicine
 - Bone Density, Upper GI studies, Barium Enemas, Diagnostic Mammography
 - Echocardiography, Genetics Services
 - Next: diagnostic GI scopes
- Need electronic schedulers to capture and analyze patient specific data; following behind Nova Scotia Hospital Information Systems Implementation (NSHIS)
- Plan: end of 05/06

Surgical Services

- **Approach**

- Capture the data using hospital information systems that support the business process
- CDHA is currently upgrading their OR management system
- NShIS – a new deployment will be needed of the Community Wide Scheduler for the surgical area
 - Beginning with St. Martha's
- Objective: by end of fiscal year 05/06 wait times on all surgery in province **but** requires OR Management software implementation in some sites

NSDOH Wait Time Website

- “Mock” Website developed for data presentation
- Focus groups conducted across the province in August 2004
- Revisions identified
- Comprehensive wait time site will include wait time data as one component
- To be launched in 05/06 after stakeholder consultation

Wait Time Advisory Committee

- Chair appointed
- First meeting March 23, 2005
- Mandate
 - To advise the Minister on:
 - Wait times issues
 - Province approach to standardized data collection and reporting
 - Publication of wait time information
 - Strategies to shorten wait times
 - Communicate with the public on wait times issues

Critical Success Factors

- The cooperation of the clinical community has been excellent
- The wait time project is dependent on the deployment of the Nova Scotia Hospital Information System
- Ability to automate data capture and reporting is key
- Website and data credibility is a must