

ON THE MARK: AN ISLAND PERSPECTIVE



Presentation for
Taming of the Queue III
Anne Whalen
Prince Edward island

ON THE MARK: AN ISLAND PERSPECTIVE

- ◆ An Island Perspective

- ◆ Measurement

- ◆ Access Management

- ◆ Results

- ◆ Challenges & Lessons Learned



ON THE MARK: AN ISLAND PERSPECTIVE

- ✦ Population size
- ✦ Recent restructuring within Health
- ✦ Technological challenges
- ✦ Facility redevelopment project



ON THE MARK: MEASUREMENT

◆ The Paper Chase

- Definitions

◆ Futuristic Technology

- Clinical Information System
- Website

◆ Wait List Initiative: Need and Impact Analysis

◆ Outcome Focused

ON THE MARK: ACCESS MANAGEMENT

- ◆ Collaboration
 - Task groups
 - Provincial perspective
- ◆ Queuing theory
- ◆ Process improvements
- ◆ Real time access



ON THE MARK: RESULTS

◆ In the starting block

- Joint Replacement
- Sight Restoration
- Radiation Oncology
- Diagnostic Imaging

◆ Multi-year plan

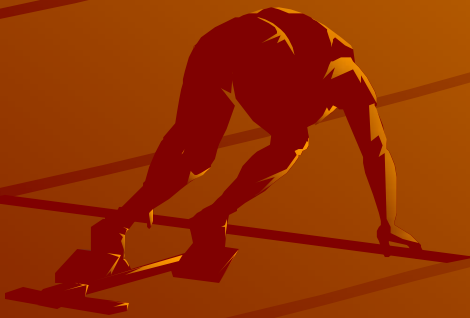
◆ Facility redevelopment

ON THE MARK: CHALLENGES & LESSONS LEARNED

- ◆ Change fatigue
- ◆ Collateral damage
 - ED Saturation Policy
 - Holding Unit
 - Transition Unit
 - Inpatients awaiting beds (IABs)
- ◆ Inclusive processes
- ◆ Funding

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Questions?



Thank You!