

# Cross-Country Check-Up

A Snapshot from Newfoundland & Labrador

Taming of the Queue III

March 30, 2006

Ottawa, Ontario

# Overview

- Review the launch process in NL to build success for wait time management.



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# Overview of health services

- 4 Regional Integrated Health Authorities (RIHAs)
  - Formed April 1, 2005
  - Provide a full continuum of health care services including community, long-term care and hospital care
  - One tertiary care centre

# Milestones

2005 - 2006

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# Milestone 1 – April 2005

- 4 new RIHAs became legal entities
- Without common definitions and mechanisms
- Without a reporting process
  - To the DOHSC
  - To the Public
- Strong momentum from stakeholders

# Milestone 2 – May to June 2005

- Through lead of P/T working group we were able to assess provincial landscape
  - Definitions, process, systems
- Useful exercise to determine our future focus

# Milestone 3 – September 2005

- Established definitions, data collection elements, and reporting templates
- Completed pilot testing of method and tools
- Primarily a manual collection process
- Learned the diversity & challenges ahead

Yes, in the absence of sophisticated information systems



- Hundreds of charts were audited along the way



# Critical success factors

- Joint endeavor
- Physician commitment
- Eastern Health – largest new region
  - 18 months into centralized surgical wait list registry system
  - Engaged patients
- Other regions developed local solutions

# Milestone 4 – December 2005

- Out the gate
- Minister & Deputy Minister met with RIHA CEOs, and senior executives
  - Shared commitment
  - Develop a path forward
- Reported to the Public on the benchmarks
  - A reflection of the commitment of all

# Work ahead

- Proud of our accomplishments
- Greatest needs are:
  - Ensuring access
  - Defining appropriateness and priority ratings
  - Information systems
  - Broad spectrum across services
- Recognize that there is a great deal work to do



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Thank-you

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