

[**The Taming of the Queue III - Wait Time Measurement, Monitoring and Management: Where the Rubber Meets the Road**](#) by Tom McIntosh, Director and Renée Torgerson, Researcher with CPRN's Health Network, is the report on the conference. It provides a complete summary of the speakers' presentations, and a broad assessment of the progress across the country in wait time measurement and management.

Conference Presentations:

The following conference presentations are also available on the CPRN Web site.

[*Canadian Wait Times Project*](#), Brian Postl

[*Cross-Country Check Up: A Snapshot from Newfoundland & Labrador*](#), Janice Sanger

[*On the Mark: An Island Perspective*](#), Anne Whalen

[*IT Solutions for Wait Lists*](#), Michael Dunbar

[*Ontario's Wait Time Strategy: Improving System Efficiency*](#), Rachel Solomon

[*Improving Flow in Saskatchewan*](#), Ben Chan

[*Waiting for Health Care in Canada: What We Know and What We Don't Know*](#), Glenda Yeates

[*Waiting for care in Canada: Results from 2005 HSAS and beyond..*](#), Claudia Sanmartin

[*Inputs From the Western Canada Waiting List Project to Waiting Time Benchmarks*](#), Claudia Sanmartin and Tom Noseworthy

[*Setting Standards for Access to Radiotherapy*](#), William Mackillop

[*A Systematic Review of Cataract Waiting Times*](#), William Hodge

[*Maîtriser les files d'attente au Centre hospitalier universitaire de Québec*](#), Carl Taillon

[*Bone and Joint Decade of Canada*](#), Cy Frank

[*Regional Innovations in Improving Access and Reducing Waits: The BC Experience*](#), Brian Schmidt

[*Ontario's Wait Time Information Strategy: Supporting Better Access to Care*](#), Sarah Kramer

[*Update from Nova Scotia: Orthopaedic Blitz*](#), Michael Dunbar

[*IT - In Service of Improved Access*](#), Kathleen Ness

[*Ensuring Appropriate Access to Diagnostic Imaging*](#), Normand Laberge

[*Taming the Queue - What can we learn from European experiences?*](#), Marit Vaagen

[*Improving Queue Management Through Operational Research and System Redesign*](#), Richard Steyn

[*System Re-Design in Primary Care*](#), Bruce Harries and Jeff Harries

[*Taming of the Queue III: Physician Roles*](#), Chris Carruthers

[*Towards a Service Based Model of Patient Access: The Role of the Providers*](#), Valerie Zellermeier

[*Prospects for Improving Wait Times in a Post Chaoulli World*](#), Michael Rachlis

[*Timely and Appropriate Access to Health Care: The Way Forward*](#), Peter Glynn

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Un groupe de 150 personnes a participé à la rencontre - qui comprenait des représentants gouvernementaux, des analystes de la politique de la santé et des professionnels de la santé - afin de faire le point sur les progrès accomplis au pays et de déterminer les défis qui se profilent à l'horizon.

Le rapport de la conférence, [*Maîtriser les files d'attente III - Mesure, surveillance et gestion des temps d'attente : la réalité*](#), fut rédigé par Tom McIntosh, directeur du Réseau de la santé, et par Renée Torgerson, chercheure au sein du même Réseau. Il contient un résumé complet des présentations des orateurs, ainsi qu'une évaluation générale des progrès accomplis au pays concernant la mesure et la gestion des temps d'attente.

Présentations faites lors de la conférence :

Les présentations suivantes faites lors de la conférence sont aussi accessibles depuis le site Web des RCRPP :

[*Canadian Wait Times Project*](#), Brian Postl

[*Cross-Country Check Up: A Snapshot from Newfoundland & Labrador*](#), Janice Sanger

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