

The Taming of the Queue IV

April 26, 2007 – Political promises and rhetoric aside, the struggle to cut wait times for medical procedures is underway in every province and territory across the country. Successes are many, but there is still a lot of work to be done to bring timely care to all Canadians. Each spring *The Taming of the Queue* conference is convened in Ottawa to exchange information on how different jurisdictions are doing in their efforts to cut wait times and to exchange best practices. This year the conference was entitled: ***New Frontiers of Wait Time Measurement, Monitoring and Management***. It drew health care professionals, government representatives, health economists and health policy analysts from across Canada and from around the world. In the coming weeks, CPRN will release the report from this year's conference. But today, we are featuring the presentations delivered at *The Taming of the Queue IV*. Click on the titles to read them.

[***Addressing Surgical Wait Times for Canada's Children and Youth – A Pan-Canadian Approach***](#), James Wright, Health Canada.

[***Canadian Discussant for New Zealand***](#), Colleen Flood, CIHR Institute for Health Services and Policy Research.

[***Contextual and Local Success Factors in the Management of Wait Times for Scheduled Care***](#), Marie-Pascale Pomey, Université de Montréal.

[***Emergency Access and Wait Times***](#), Mary-Lynn Watson, President, Canadian Association of Emergency Physicians, Department of Emergency Medicine, QEIIHSC, Halifax.

[***Inter-Jurisdictional Patient Mobility as a Solution to Excessive Waits – Panacea or Pandora's Box?***](#) Helena Legido-Quigley, London School of Hygiene and Tropical Medicine, United Kingdom.

[***Making Difficult Choices in Elective Services in New Zealand***](#), Ray Naden, Ministry of Health, New Zealand.

[***Managing Wait Times in a Mixed Public-Private System – The Experience from Down Under***](#), Stephen Duckett, Executive Director, Reform and Development Division, Queensland Health, Australia.

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[**Mental Health Treatments for Children**](#), Patrick McGrath, IWK Health Centre, Dalhousie University, Halifax.

[**No Delays Programme – Achieving the 18-Week Wait**](#), Julia Taylor, National Program Director, Institute for Innovation and Improvement, National Health Service England.

[**Panel on Meeting Expectations for Timely Health Care: A Community Hospital Perspective**](#), Janice Skot, Royal Victoria Hospital, Barrie, ON.

[**Panel on Meeting Expectations for Timely Health Care: Taming the Surgical Queue**](#), Susan Scrivens, Regional Surgical Executive Council, Vancouver Coastal Health.

[**Panel on Meeting Expectations for Timely Health Care: Wait Time Alliance – The View from the Trenches**](#), Lorne Bellan, Canadian Ophthalmological Society.

[**Reducing Wait Times in Five “Priority” Areas: Challenges and Opportunities**](#), Brian Postl, President and CEO, Winnipeg Regional Health Authority.

[**Sweden’s 0-7-90-90 Care Guarantee – Where Simplicity Meets Pragmatism?**](#) Johan Calltorp, Professor of Health Policy and Management, Project Director of the National Care Guarantee Project (Sweden) 2004-2006.

[**Wait Times in Primary Care**](#), John Maxted, The College of Family Physicians of Canada.



Canadian Policy Research Networks (CPRN) / Réseaux canadiens de recherche en politiques publiques (RCRPP)

Maîtriser les files d'attente IV

Le 26 avril 2007 – Au-delà de la rhétorique et des promesses des politiciens, des efforts en vue de réduire les temps d'attente pour des interventions médicales sont déployés dans chacune des provinces et des territoires partout au pays. On observe une multitude de réussites, mais il y a encore beaucoup de travail à faire pour offrir des soins en temps opportun à tous les Canadiens. Chaque printemps, la conférence ***Maîtriser les files d'attente*** est convoquée à Ottawa pour partager des renseignements sur la façon dont les diverses instances législatives déploient leurs efforts en vue de réduire les temps d'attente et pour échanger sur l'emploi de pratiques exemplaires. La conférence de cette année avait pour titre ***Nouvelles frontières pour la mesure, la surveillance et la gestion des temps d'attente***. Elle a attiré des professionnels de la santé, des représentants gouvernementaux, des économistes de la santé et des analystes des politiques de la santé provenant de partout au pays et de l'étranger. Dans les prochaines semaines, les RCRPP publieront le rapport de la conférence de cette année. Mais, aujourd'hui, nous mettons à votre disposition les présentations qui furent faites pendant la conférence *Maîtriser les files d'attente IV*. Il suffit de cliquer sur les titres pour en prendre connaissance.

[***Addressing Surgical Wait Times for Canada's Children and Youth – A Pan-Canadian Approach***](#), James Wright, Santé Canada.

[***Canadian Discussant for New Zealand***](#), Colleen Flood, Institut des services et des politiques de la santé des IRSC.

[***Contextual and Local Success Factors in the Management of Wait Times for Scheduled Care***](#), Marie-Pascale Pomey, Université de Montréal.

[***Emergency Access and Wait Times***](#), Mary-Lynn Watson, présidente, Association canadienne des médecins d'urgence, Department of Emergency Medicine, QEIIHSC, Halifax.

[***Inter-Jurisdictional Patient Mobility as a Solution to Excessive Waits – Panacea or Pandora's Box?***](#), Helena Legido-Quigley, London School of Hygiene and Tropical Medicine, Royaume-Uni.

[***Making Difficult Choices in Elective Services in New Zealand***](#), Ray Naden, Ministry of Health de la Nouvelle-Zélande.

[***Managing Wait Times in a Mixed Public-Private System – The Experience from Down Under***](#), Stephen Duckett, directeur exécutif, Reform and Development Division, Queensland Health, Australie.

[***Mental Health Treatments for Children***](#), Patrick McGrath, IWK Health Centre, Université Dalhousie, Halifax.

[***No Delays Programme – Achieving the 18-Week Wait***](#), Julia Taylor, directrice du

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Programme national, Institute for Innovation and Improvement, National Health Service, Angleterre.

[Panel on Meeting Expectations for Timely Health Care: A Community Hospital Perspective](#), Janice Skot, Royal Victoria Hospital, Barrie (Ontario).

[Panel on Meeting Expectations for Timely Health Care: Taming the Surgical Queue](#), Susan Scrivens, Regional Surgical Executive Council, Vancouver Coastal Health.

[Panel on Meeting Expectations for Timely Health Care: Wait Time Alliance – The View from the Trenches](#), Lorne Bellan, Société canadienne d'ophtalmologie.

[Reducing Wait Times in Five “Priority” Areas: Challenges and Opportunities](#), Brian Postl, président et chef de la direction, Office régional de la santé de Winnipeg.

[Sweden’s 0-7-90-90 Care Guarantee – Where Simplicity Meets Pragmatism?](#), Johan Calltorp, professeure de politique et de gestion de la santé, directrice de projet, National Care Guarantee Project (Suède), 2004-2006.

[Wait Times in Primary Care](#), John Maxted, Le Collège des médecins de famille du Canada.