

The Taming of the Queue V **April 15-16, 2008**

Efforts continue across the country to reduce wait times for medical procedures. 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's conference, *In Search of Excellence*, included presentations on accomplishments since the 2004 First Ministers' Health Accord and on the challenges that remain, with special attention to the issue of improving wait times for mental health services. Participants in the conference included health care professionals, government representatives, and health policy analysts from across Canada. Following are the presentations, delivered at *The Taming of the Queue V* conference, in alphabetical order.

A System-Wide Approach to Reducing Emergency Department Wait Times – Emergency Services and System Capacity

Susan Mumme, Capital Health Edmonton
www.cprn.org/doc.cfm?doc=1878&l=en

A Systems-Wide Approach to Reducing Emergency Department Waiting Times: Reforming Emergency Care – The English Experience

Carole Heatly, Kingston Hospital NHS Trust
www.cprn.org/doc.cfm?doc=1886&l=en

Depression: Innovative Approaches to Treating the “Elephant in the Room”

Nick Kates, Dept. of Psychiatry, McMaster University
www.cprn.org/doc.cfm?doc=1873&l=en

Emergency Department Wait Times

Greg Webster, Canadian Institute for Health Information
www.cprn.org/doc.cfm?doc=1881&l=en

Improving Wait Times for Mental Health Services

Alain Lesage, Centre de recherche Fernand-Seguin, Hôpital Louis-H. Lafontaine
www.cprn.org/doc.cfm?doc=1883&l=en

Innovations in ED Overcrowding

Grant Innes, Emergency Medicine/Surgery, UBC
www.cprn.org/doc.cfm?doc=1871&l=en

“It’s about access and outcomes in child and youth mental health”

Simon Davidson and Ian Manion, The Provincial Centre of Excellence for Child and Youth Mental Health at the Children’s Hospital of Eastern Ontario
www.cprn.org/doc.cfm?doc=1877&l=en

Ontario Wait Time Strategy

Alan R. Hudson, Ministry of Health and Long-Term Care
www.cprn.org/doc.cfm?doc=1884&l=en

Primary Care Wait Times – Managing the Interface

Tom Bailey, The College of Family Physicians of Canada
www.cprn.org/doc.cfm?doc=1879&l=en

Psychiatric Wait Times in the Emergency Department

Phil Upshall, Mood Disorders Society of Canada

www.cprn.org/doc.cfm?doc=1874&l=en

Stemming the Disease Epidemic: A Population Health Approach

Senator Wilbert J. Keon, The Senate of Canada

www.cprn.org/doc.cfm?doc=1876&l=en

Taming of the Interventional Cardiology Queue; The New Brunswick Heart Centre Experience

Dora Nicinski, Atlantic Health Sciences Corporation

www.cprn.org/doc.cfm?doc=1882&l=en

Taming of the Queue V – A Patient Perspective

Denis Morrice, Bone and Joint Decade Canada

www.cprn.org/doc.cfm?doc=1870&l=en

The Taming of the Queue

Luis Oppenheimer, Winnipeg Regional Health Authority and Province of Manitoba

www.cprn.org/doc.cfm?doc=1872&l=en

Vancouver Island Early Psychosis Intervention Program Standards

Richard Williams and Jan Kiraly, Canadian Psychiatric Association

www.cprn.org/doc.cfm?doc=1875&l=en

Waiting for Waitlists: Five Years Later – A National Overview from the Health Council of Canada

Les Vertesi, Health Council of Canada

www.cprn.org/doc.cfm?doc=1880&l=en

Waiting Times in Cancer – Finding Success in the Waiting Times Game

Colleen Savage, Cancer Advocacy Coalition of Canada

www.cprn.org/doc.cfm?doc=1885&l=en