

The Taming of the Queue V

April 24, 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. 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 V*. Click on the titles to read them.

[**A System-Wide Approach to Reducing Emergency Department Wait Times – Emergency Services and System Capacity**](#)

Susan Mumme, Capital Health Edmonton

[**A Systems-Wide Approach to Reducing Emergency Department Waiting Times: Reforming Emergency Care – The English Experience**](#)

Carole Heatly, Kingston Hospital NHS Trust

[**Depression: Innovative Approaches to Treating the “Elephant in the Room”**](#)

Nick Kates, Dept. of Psychiatry, McMaster University

[**Emergency Department Wait Times**](#)

Greg Webster, Canadian Institute for Health Information

[**Improving Wait Times for Mental Health Services**](#)

Alain Lesage, Centre de recherche Fernand-Seguin, Hôpital Louis-H. Lafontaine

[**Innovations in ED Overcrowding**](#)

Grant Innes, Emergency Medicine/Surgery, UBC

[**"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

▶ **FRANÇAIS**

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u n s u b s c r i b e

[Ontario Wait Time Strategy](#)

Alan R. Hudson, Ministry of Health and Long-Term Care

[Primary Care Wait Times – Managing the Interface](#)

Tom Bailey, The College of Family Physicians of Canada

[Psychiatric Wait Times in the Emergency Department](#)

Phil Upshall, Mood Disorders Society of Canada

[Stemming the Disease Epidemic: A Population Health Approach](#)

Senator Wilbert J. Keon, The Senate of Canada

[Taming of the Interventional Cardiology Queue; The New Brunswick Heart Centre Experience](#)

Dora Nicinski, Atlantic Health Sciences Corporation

[Taming of the Queue V – A Patient Perspective](#)

Denis Morrice, Bone and Joint Decade Canada

[The Taming of the Queue](#)

Luis Oppenheimer, Winnipeg Regional Health Authority and Province of Manitoba

[Vancouver Island Early Psychosis Intervention Program Standards](#)

Richard Williams and Jan Kiraly, Canadian Psychiatric Association

[Waiting for Waitlists: Five Years Later – A National Overview from the Health Council of Canada](#)

Les Vertesi, Health Council of Canada

[Waiting Times in Cancer – Finding Success in the Waiting Times Game](#)

Colleen Savage, Cancer Advocacy Coalition of Canada



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Maîtriser les files d'attente V

Le 24 avril 2008 – Les efforts se poursuivent à la grandeur du pays en vue de réduire les temps d'attente pour des interventions médicales. 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 délais d'attente et pour échanger sur l'utilisation de pratiques exemplaires. La conférence de cette année, ***À la recherche de l'excellence***, comprenait des présentations sur les réalisations accomplies depuis l'Accord de 2004 des premiers ministres sur les soins de santé et sur les défis qu'il reste à relever, en accordant une attention spéciale à la question de l'amélioration des temps d'attente pour les services de santé mentale. Les participants à la conférence comprenaient des professionnels de la santé, des représentants gouvernementaux et des analystes des politiques de la santé provenant de partout au pays. Pendant 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 V*. Veuillez cliquer sur les titres pour en prendre connaissance.

[***A System-Wide Approach to Reducing Emergency Department Wait Times – Emergency Services and System Capacity***](#)

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Nick Kates, Département de psychiatrie, Université McMaster

[***Emergency Department Wait Times***](#)

Greg Webster, Institut canadien d'information sur la santé

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Alain Lesage, Centre de recherche Fernand-Seguin, Hôpital Louis-H. Lafontaine

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[***“It’s about access and outcomes in child and youth mental health”***](#)

Simon Davidson et Ian Manion, Centre d'excellence provincial au CHEO en santé mentale des enfants et des ados

[***Ontario Wait Time Strategy***](#)

Alan R. Hudson, Ministère de la Santé et des Soins de longue durée

[***Primary Care Wait Times – Managing the Interface***](#)

Tom Bailey, Collège des médecins de famille du Canada

► ENGLISH

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d é s a b o n n e r

[Psychiatric Wait Times in the Emergency Department](#)

Phil Upshall, Société pour les troubles d'humeur du Canada

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Dora Nicinski, Corporation des sciences de la santé de l'Atlantique

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Denis Morrice, Décennie des os et des articulations Canada

[The Taming of the Queue](#)

Luis Oppenheimer, Office régional de la santé de Winnipeg et province du Manitoba

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Richard Williams et Jan Kiraly, Association des psychiatres du Canada

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