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Waiting times for primary and specialists care:

The views of patients

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Taming of the Queue

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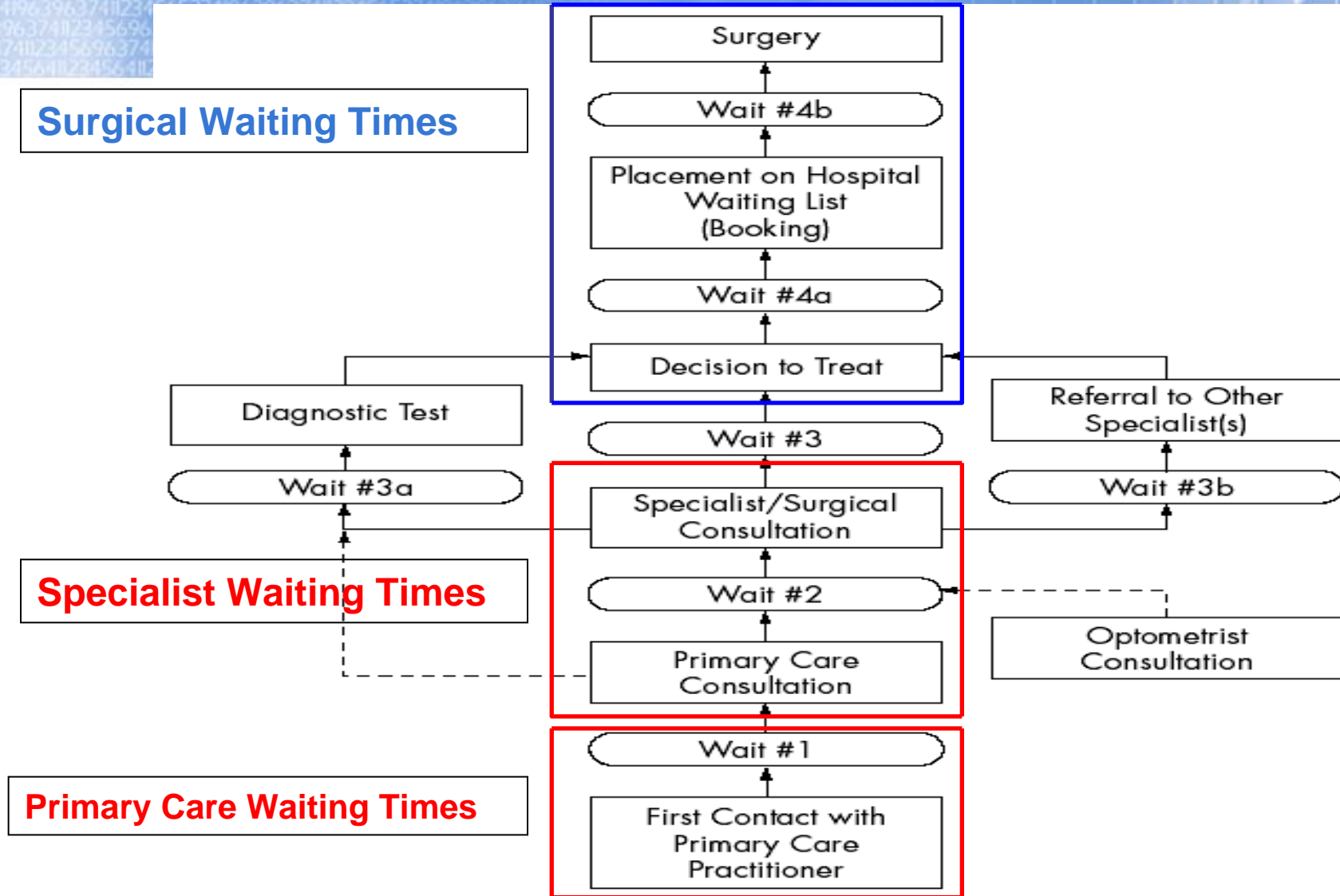


Presentation outline

- Primary care waiting times
 - Define primary care waiting times
 - Introduce new source of information on primary care
 - Results on waiting times

- Specialist waiting times
 - Updates from the Canadian Community Health Survey

Defining Waiting Times



Defining wait times

- Primary Care Wait Time Partnership (PCWTP) identified three main patient-physician intersects:
 - i) Finding a family doctor
 - ii) Getting an appointment with a family doctor
 - iii) Being referred, when needed, by the family doctor for more highly specialized investigations

(Source: CFPC and CMA. ...and still waiting. Exploring Primary Care Wait Times in Canada)

Defining wait times

- Wait Times Expert Panel (Ontario) identified several waiting times in the patient journey:
 - Wait #1: Wait for appointment with GP/FP
 - Wait # 2: Wait time for test results
 - Wait #3: Wait time with specialists/centre

(Source: Wait Time Expert Panel. Primary care-Family Practice. Ontario. 2007)

Defining wait times – complexities of measurement

- Complexity of care
 - differentiated versus undifferentiated cases and timing of diagnosis
- Diversity of Care
 - one care encounter versus ongoing care required for chronic conditions
- Urgency of Care
 - urgent versus immediate versus planned visits

(Source: Maxted J. Wait times in Primary Care. Presentation. T of Q, 2007)



Primary care waiting times

Canadian Survey of Experiences with
Primary Health Care

Canadian Survey Experiences with Primary Health Care (CSE-PHC) (2007/2008)

- Sponsors:
 - Health Council of Canada (2007/08)
 - CIHI (2008)
- Objectives:
 - To provide a picture of access and utilization of primary health care services;
 - To collect data on issues relating to patient experiences with primary health care;
 - To provide information for the development of effective policies and strategies to help improve health care for all Canadians.

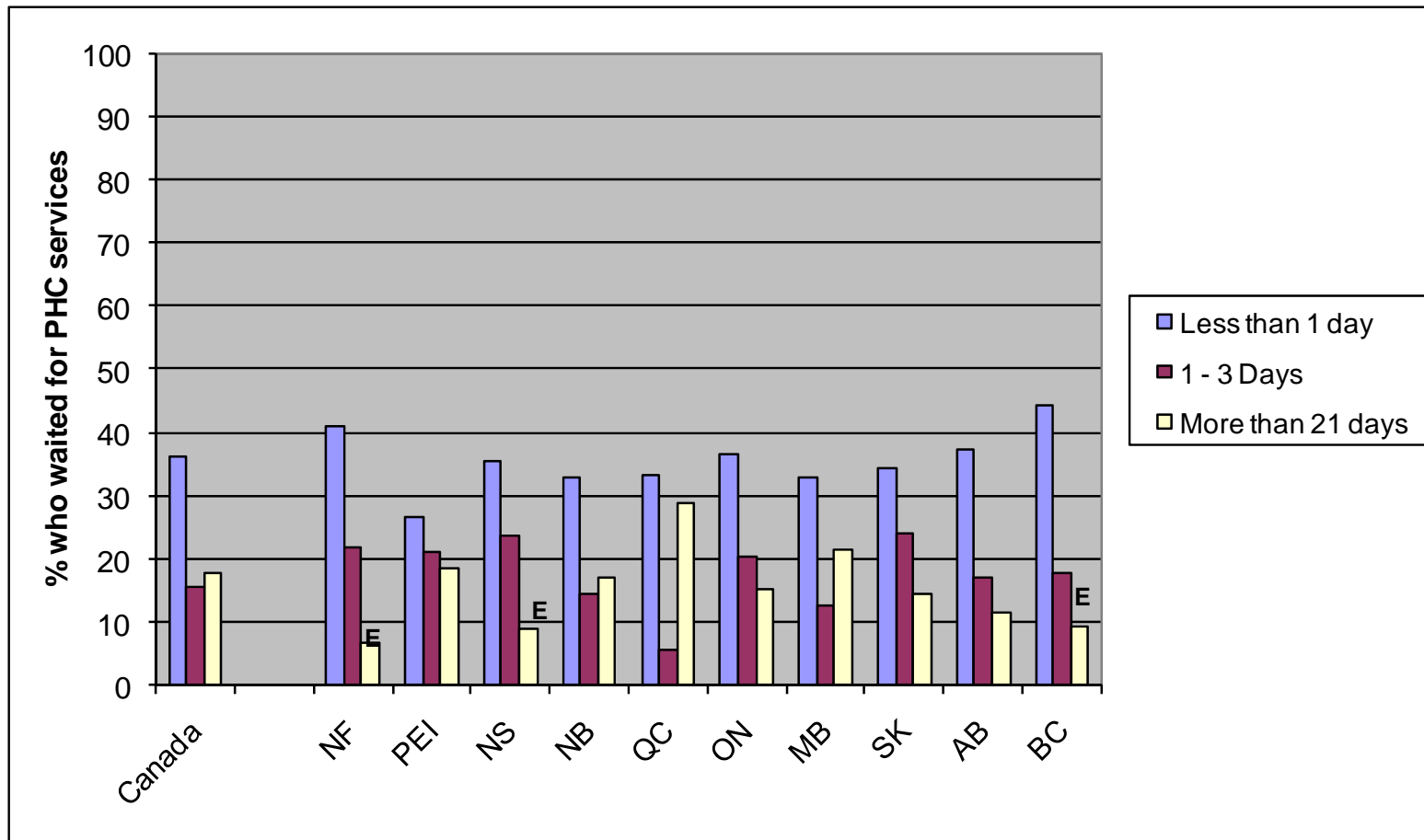
2007/2008 CSE-PHC

	2007	2008
Frame	CCHS 3.1 (2005)18yrs +	CCHS 4.1 (2007)18yrs +
Sample	3,800 targeted respondents (national)	16,482 targeted respondents (national / provincial)
Collection Method	Paper/ telephone collection (Ottawa)	CATI application collection (3 regions)
Collection Period	January 15 to February 21, 2007 (6 weeks)	April 14 to June 30, 2008 (11 weeks)
Response	Final rate = 58%	Final rate = 71%
Linkage	Permission to link to CCHS	Permission to link to CCHS and admin data

Primary Health Care (PHC) Waiting Times

- Comparable waiting time information for primary care services
 - Routine or ongoing care – « *how long did you have to wait between when you needed care and when you received care?* »
 - Immediate care for a minor health problem
- Patients' views on waiting times
- Compare waiting times by patient types and different features of primary care delivery

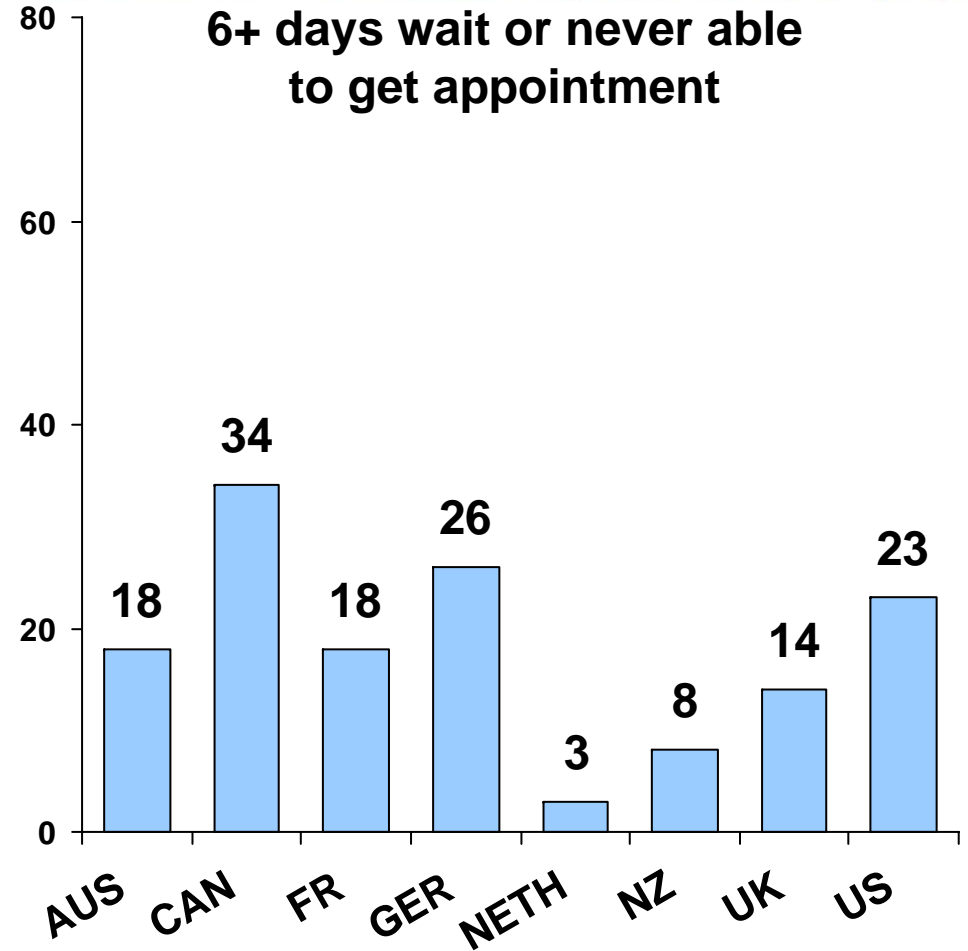
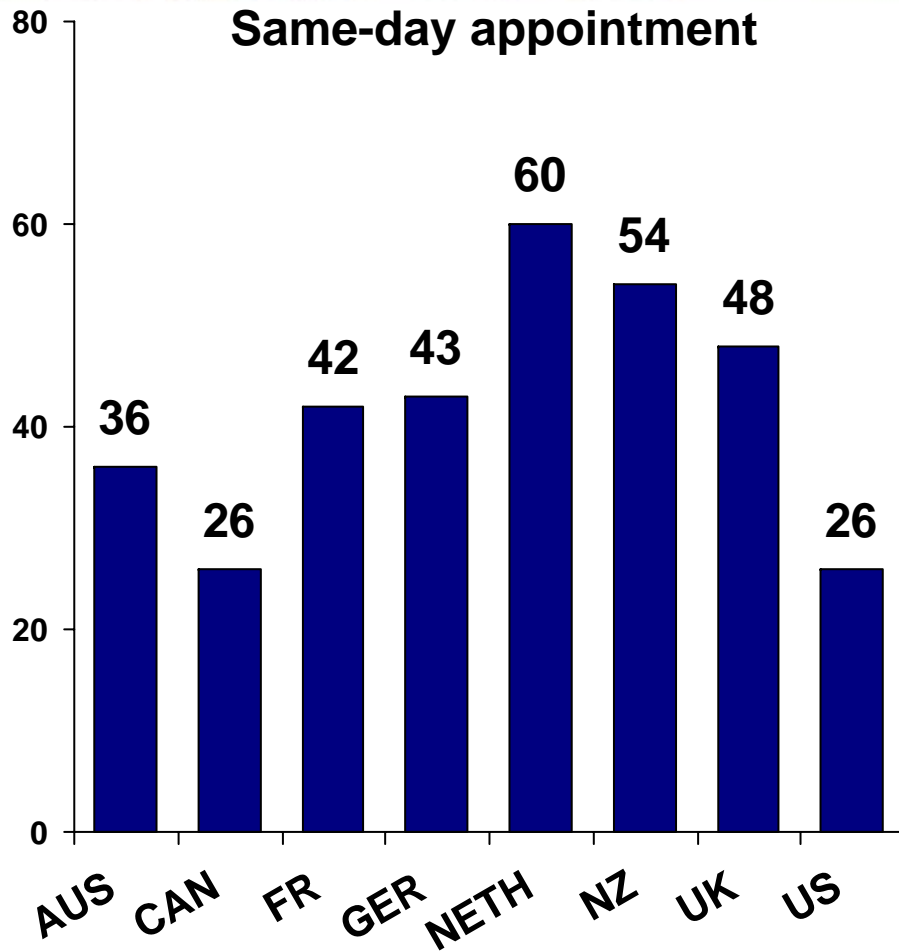
Over 30% of Canadians who required routine/ on-going care reported waiting less than 1 day



Access to Doctor When Sick or Needed Care

Base: Adults with any chronic condition

Percent

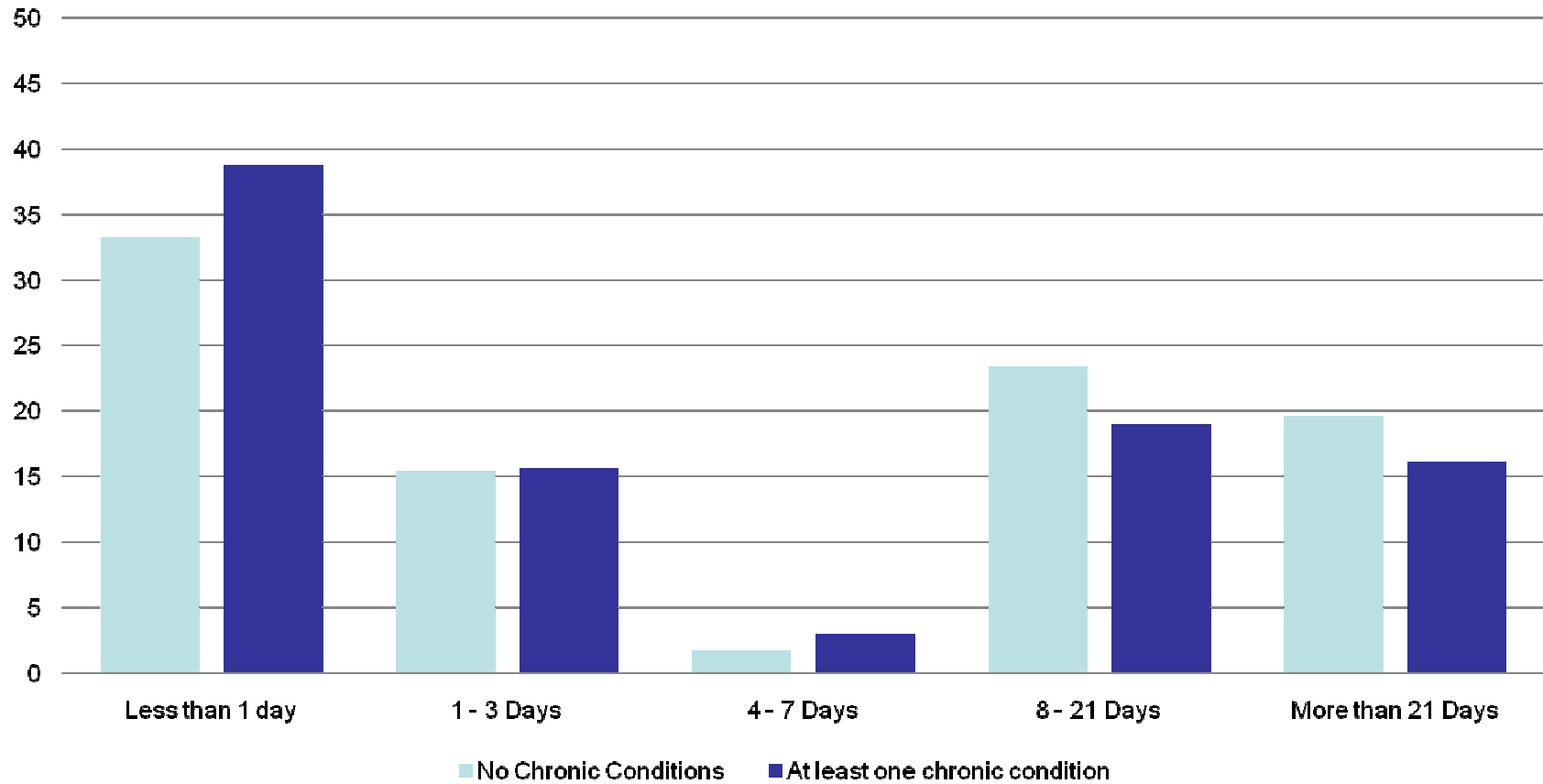


Data collection: Harris Interactive, Inc.

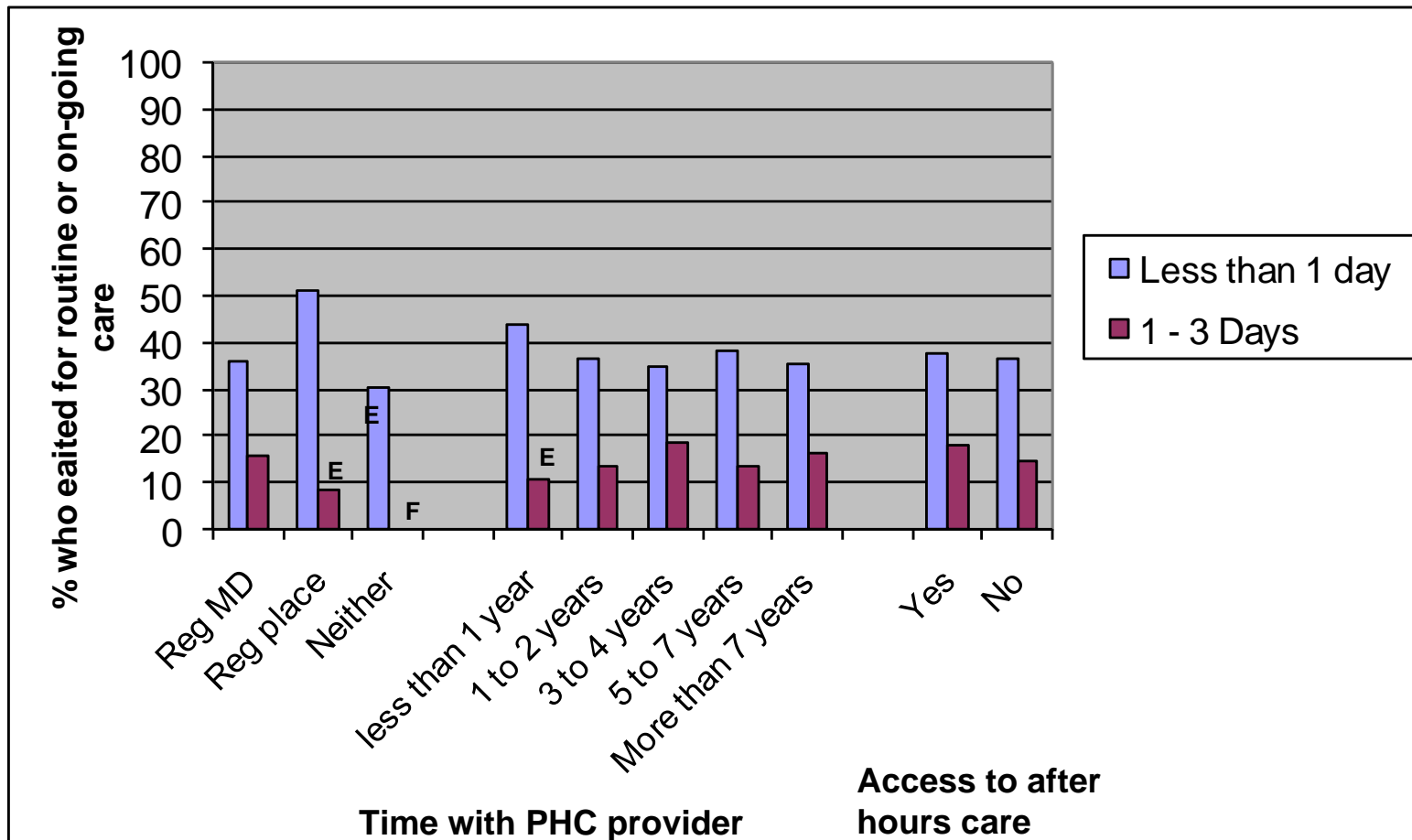
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

Waiting times for routine/on-going care by patient characteristics

% waiting for routine/on going care

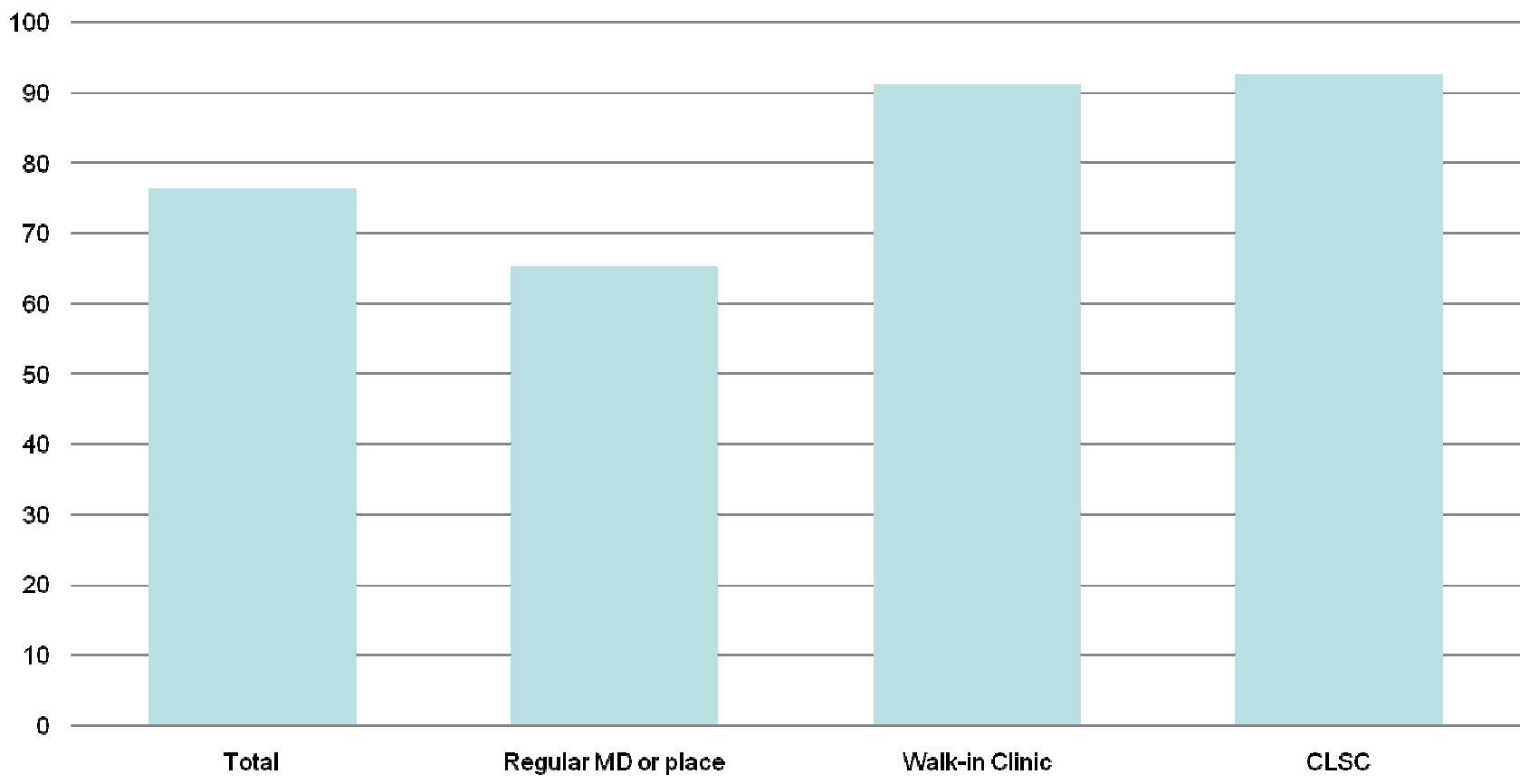


Waiting times for routine/on-going care by characteristics of primary care



Waiting times for immediate care by type of primary care provider

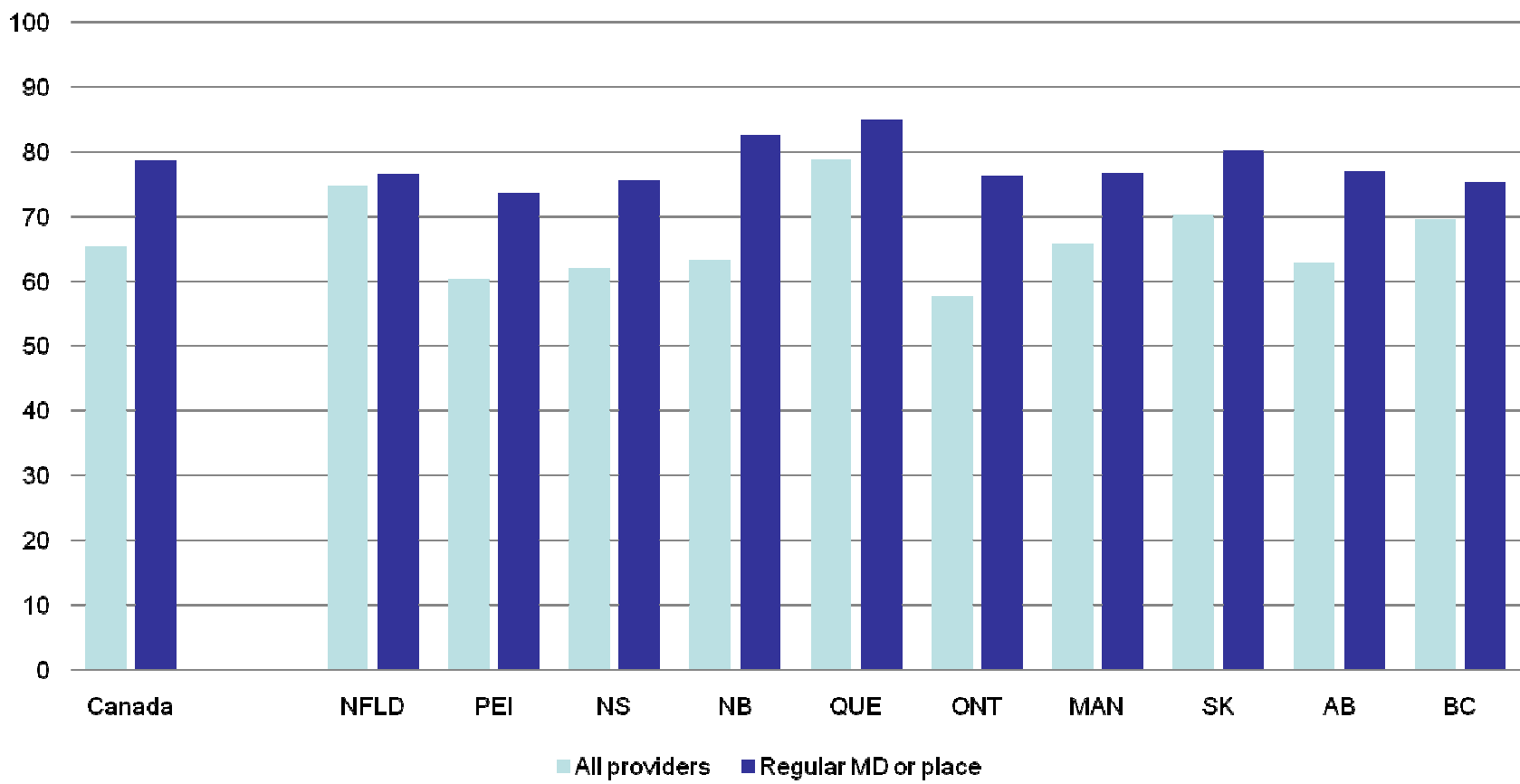
% who waited less than 1 day



Source: Canadian Survey of Experiences with Primary care. 2008

Waiting for immediate care by province

% who waited less than 1 day





Specialist care waiting times

Canadian Community Health Survey
(2007)

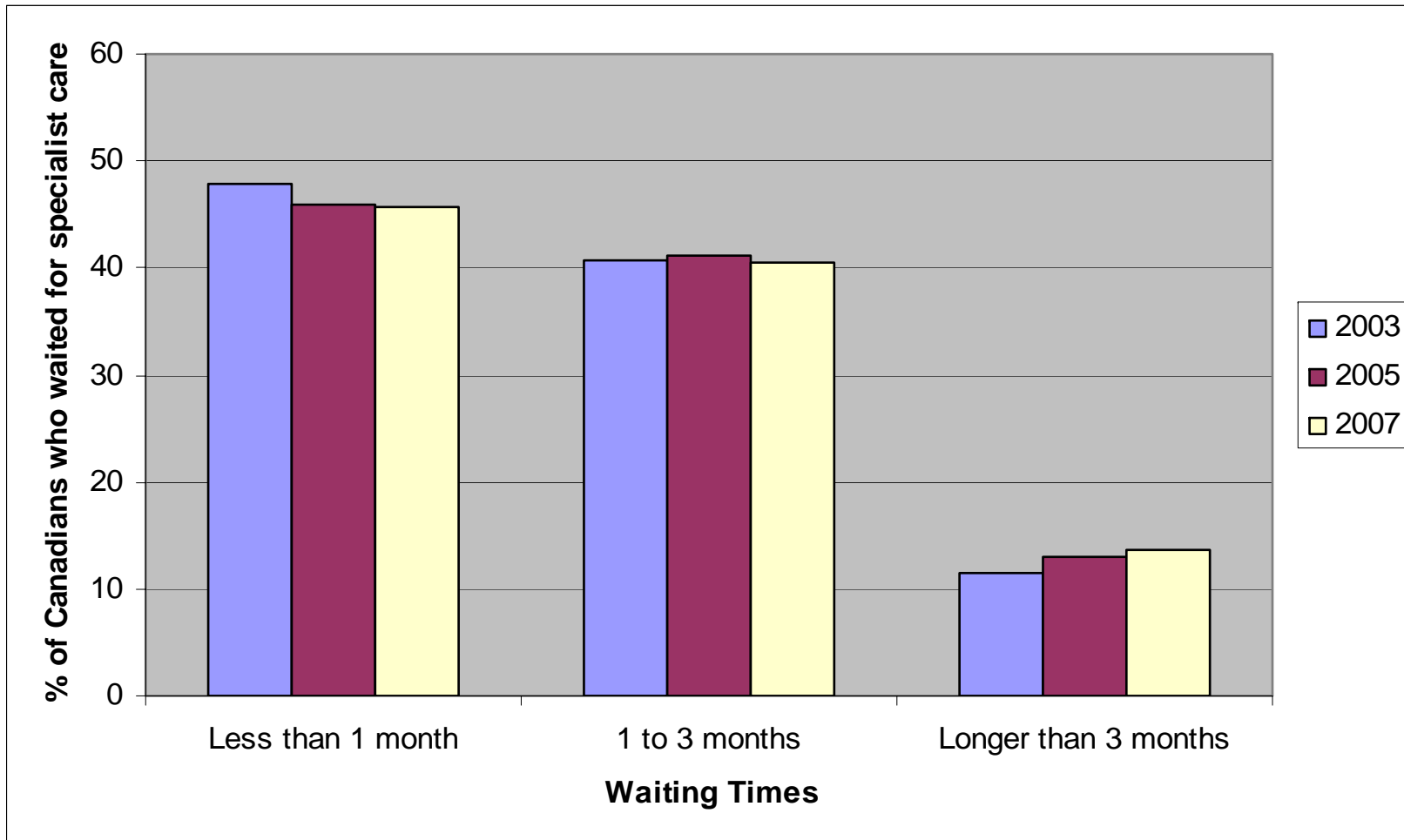
Waiting times remains #1 barrier to care – specialist care

		2003	2005	2007
Type of specialized service accessed		Estimate %	Estimate %	Estimate %
Specialist visits for new illness or condition	Waited too long for an appointment	67.8	67.8	65.3
	Difficulty getting an appointment	24.5	32.2	30.8
Non-emergency surgery	Waited too long for surgery	61.7	65.6	70.1
	Difficulty getting an appointment	23.6 ^E	22.9	23.8
Diagnostic tests	Waited too long to get appointment	55.0	58.5	65.1
	Waited too long for test	33.5	36.2	30.9
	Difficulty getting an appointment	21.8 ^E	17.8 ^E	17.9

Specialist waiting times fairly consistent across provinces - 4.3 weeks

Province	2007 Estimate (weeks)
Newfoundland and Labrador	4.3 ^E
Prince Edward Island	4.3
Nova Scotia	4.0
New Brunswick	4.3
Quebec	3.0 ^{E †}
Ontario	4.3
Manitoba	4.3
Saskatchewan	4.3
Alberta	4.3
British Columbia	4.3*
Canada	4.3

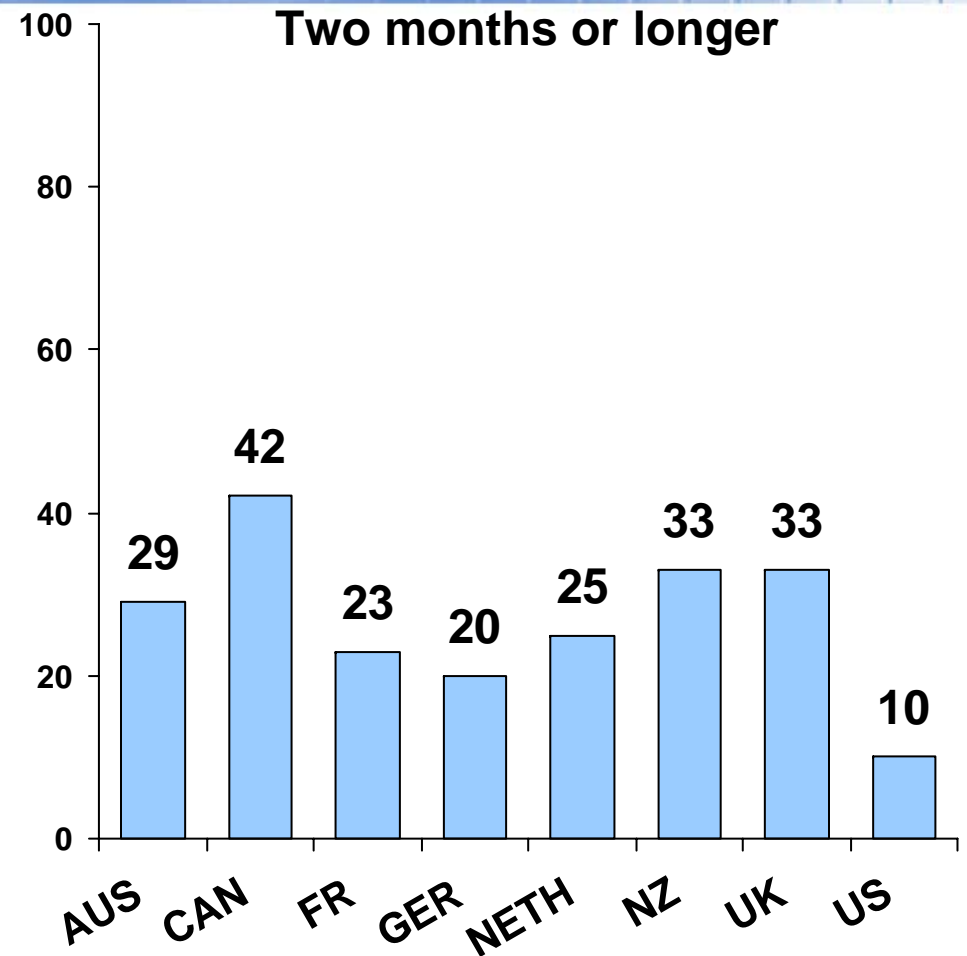
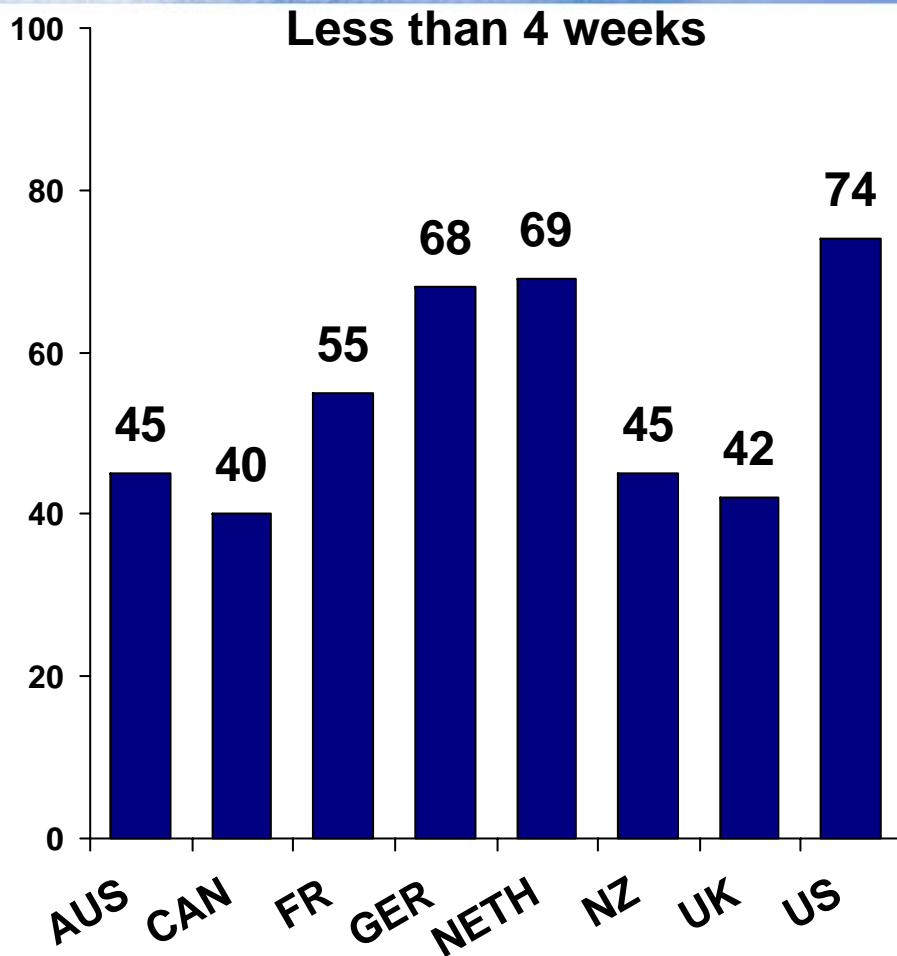
Overall, specialist waiting times have remained stable over time (2003- 2007)



Wait Time for Specialist Appointment

Base: Adults with any chronic condition who needed to see a specialist in past 2 years

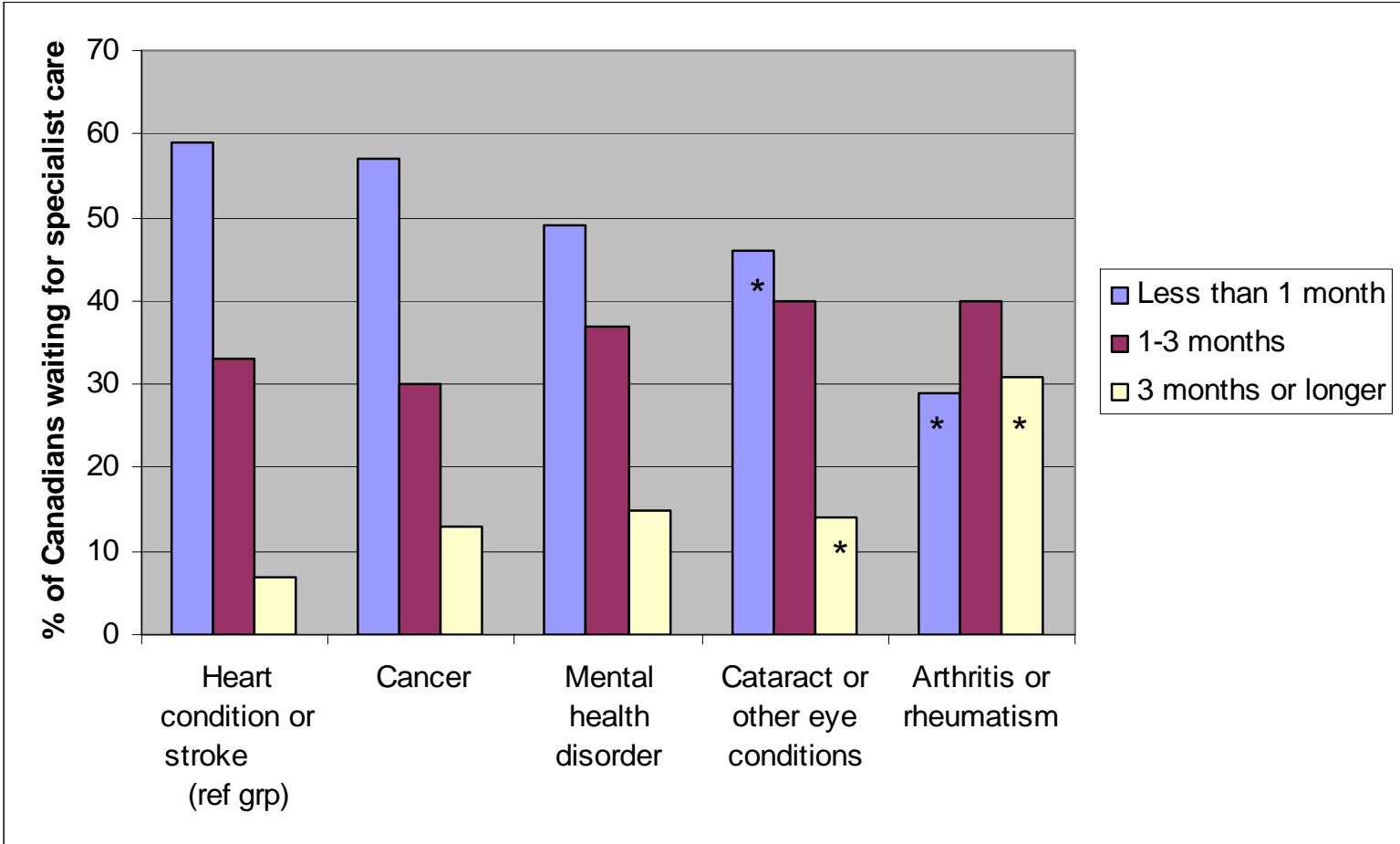
Percent



Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

As expected, waiting times vary by type of specialty area



Factors associated with specialist waiting times





Summary

- Waiting times for primary and specialist care are critical parts of the waiting experience;
- Valid and reliable data required to measure and monitor waiting times in these areas;
- Numerous proposal and options to collect waiting time information;
- Surveys can provide valuable information regarding the patient's experience waiting for care



- Thank–you !
- Contact Information:
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