

“We Can’t Wait Forever!” Improving Access to the Specialized Senior’s Clinic

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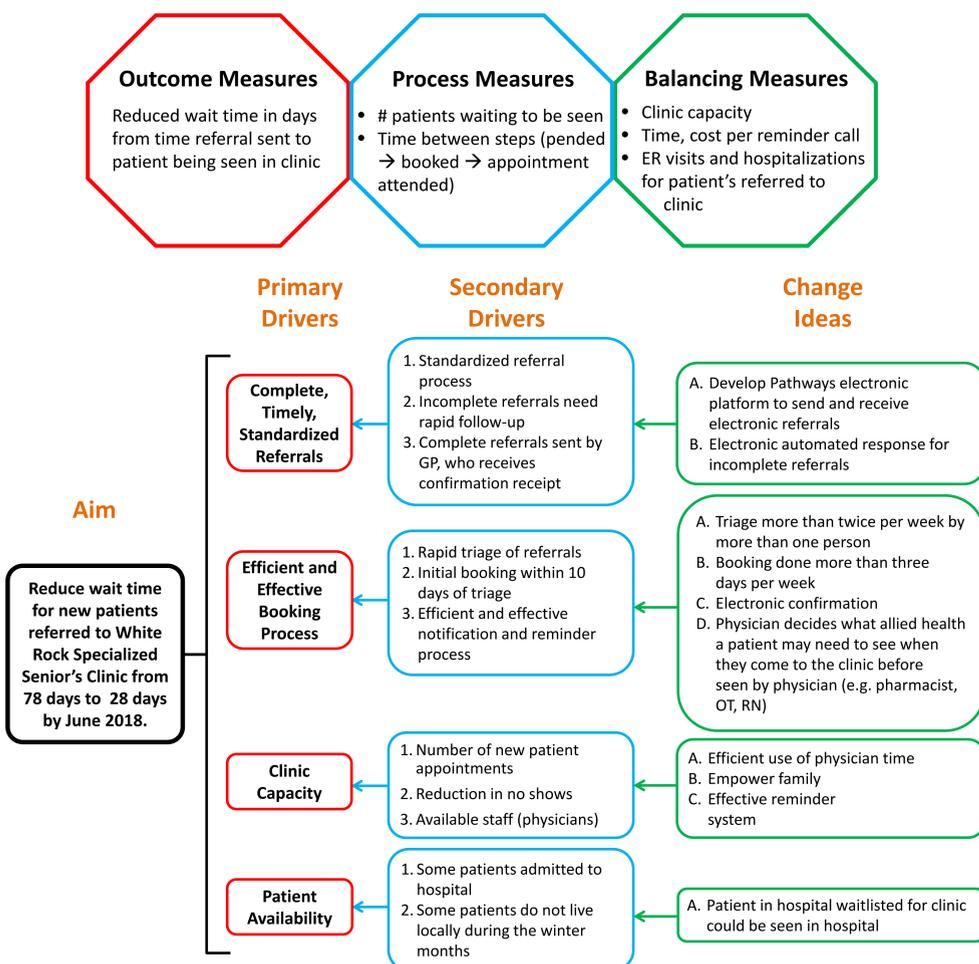
BACKGROUND

Although accessibility and universality are core principles in the Canada Health Act, long wait times continue to plague the Canadian health care system for patients seeking care at both the primary and speciality levels. As the baby boomer generation continues to age, Canada’s rapid demographic transition is resulting in a growing senior population. Fraser Health currently contains over 250,000 senior citizens, the most of any health authority in the province. This number is expected to increase to over 520,000 by 2034. Given the increasing number of frail seniors, the timely delivery of specialized health care services is essential to patient health outcomes.

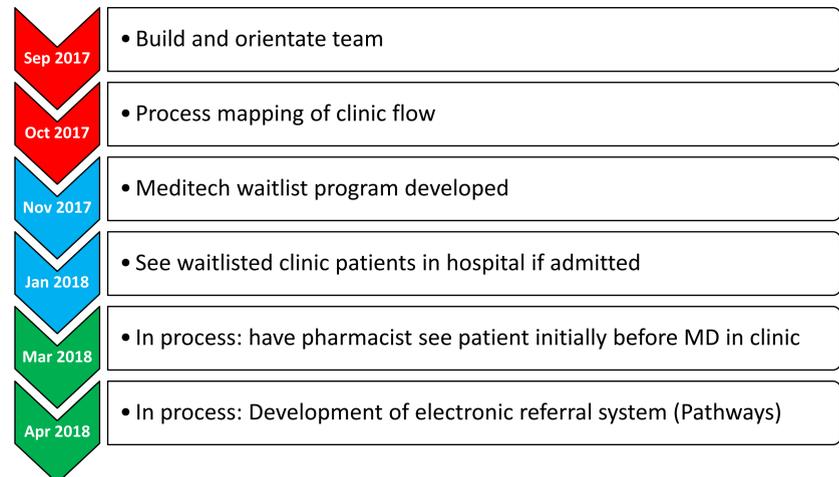
AIM

Reduce the wait time for new patients referred to the White Rock Specialized Senior’s Clinic from 78 days to 28 days by June 2018.

PROJECT DESIGN & STRATEGY



CHANGES MADE



RESULTS

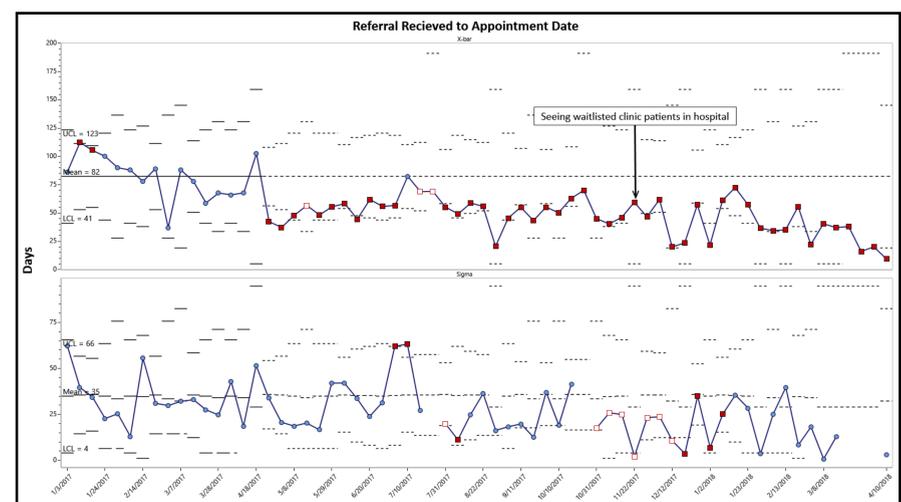


Figure 1: Outcome Measure shows duration from time of referral received to appointment date

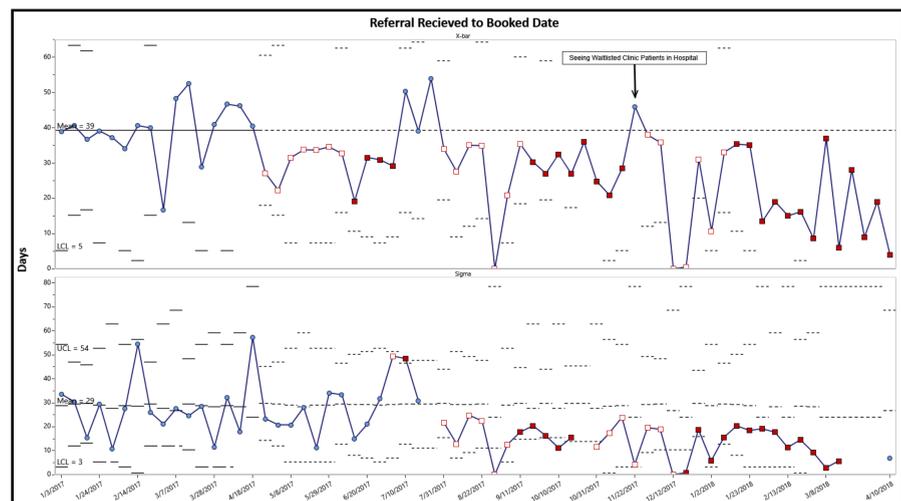


Figure 2: Process Measure shows duration from time of referral received to appointment made date

TEAM

Dr. Ashdin Tavaría – Project Lead
 Dr. Pamela Thornton – Sponsor
 Jennette Coates – Sponsor
 Varsha Palad – Student Volunteer
 Angela Conte – MOA
 Marcie Longshaw – MOA
 Brenda Wood – MOA

Donna Horahan – PCC
 James Lawson – Patient
 Arlene and Howard Cadinha – Patient
 Dr. Manraj Johal – Mentor
 Jennifer Atchison, Bev Saumer, Janice Eng – Physician Quality Improvement Team

Contact Information

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LESSONS LEARNED

We can always improve our efficiency to better serve our patients. A lot of time was spent meeting with all people affected by the changes. This was essential to have team buy-in and active participation. We also had positive meetings with Senior Leadership at the Hospital and our Geriatric Regional Medical Director, which was very important to move our project forward.

Our next steps will include having our clinic pharmacist see patients before the initial physician evaluation. This change will allow for an increased focus on medical issues during the initial intake. Additionally, we are working with the Pathways group to develop an electronic referral platform that will increase the efficiency of the referral process; this will allow referrals and wait times to be tracked in real time.