

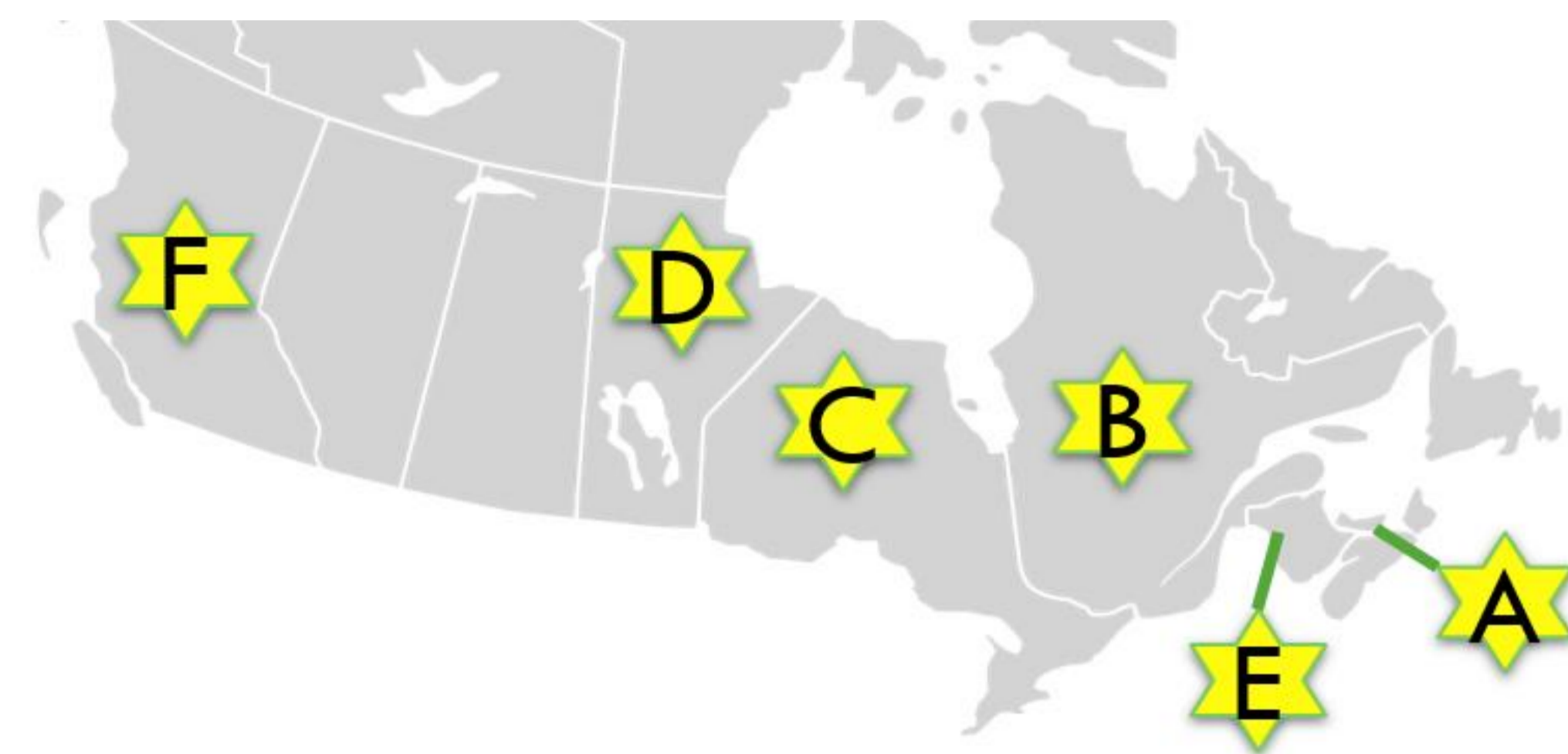
HELPING PATIENTS FIND A PRIMARY CARE PROVIDER ACROSS CANADA

A Comparative Analysis of Centralized Waiting Lists for Patients without a Primary Care Provider Implemented in Six Canadian Provinces

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BACKGROUND

- 15% of Canadians do not have a regular primary care provider.¹
- Patients without a regular primary care provider suffer negative health impacts from unmet needs and are often high users of other more costly health services.
- Many jurisdictions in Canada are working to reduce the number of patients who lack access to a primary care provider: one strategy are centralized waiting lists (CWL).
- Details of these programs vary considerably between provinces.



- A. **Prince-Edward-Island:** Patient Registry Program, since 1998
- B. **Quebec:** Guichets d'accès à un médecin de famille, since 2008
- C. **Ontario:** Health Care Connect, since 2009
- D. **Manitoba:** Family Doctor Finder, since 2013
- E. **New-Brunswick:** Patient Connect NB, since 2013
- F. **British-Columbia:** A GP for Me, since 2015

Figure 1. Provinces that have implemented a centralized waiting list for patients without a regular primary care provider

OBJECTIVE

To compare the different models of centralized waiting lists for unattached patients implemented in six Canadian provinces.²

APPROACH

Step 1. Describe centralized waiting lists in each province

Interviews with key stakeholders, thematic analysis, build logic models

Step 2. Develop a conceptual framework of the optimal centralized waiting lists

Realist review of literature on key CWL themes (management, incentives, patient needs)

Step 3. Compare the CWLs to the conceptual framework to make recommendations

Forum with pan Canadian stakeholders & investigators

STAKEHOLDER ENGAGEMENT

- Stakeholders from each participating province are engaged throughout the project.
- Opportunities for feedback at key milestones during the research process.
- One day face-to-face forum to bring together researchers and stakeholders to discuss the implications of the study for practice and policy.



MAIN RESULTS

INPUTS

Governance structure

| | NB | PEI | QC | ON | MB | BC |
|------------|----|-----|----|----|----|----|
| Provincial | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Regional | | | ✓ | ✓ | ✓ | ✓ |

Financial Incentives and Policy

| | | | | | | |
|--------------------------|---|---|---|---|--|--|
| CWL Financial incentives | ✓ | ✓ | ✓ | ✓ | | |
| Mandatory participation | ✓ | ✓ | | | | |

REGISTRATION PROCESS

Eligibility criteria

| | | | | | | |
|--------------------------|--|---|---|---|--|---|
| Only unattached patients | | ✓ | ✓ | ✓ | | ✓ |
|--------------------------|--|---|---|---|--|---|

PRIORITIZATION PROCESS

Type of prioritization

| | | | | | | |
|------------------------|------|------|---|---|---|---|
| First-come first-serve | ✓ | ✓ | | | | |
| Prioritization | | | ✓ | ✓ | ✓ | ✓ |
| Categorization | n.a. | n.a. | ✓ | | ✓ | ✓ |
| Scoring | | | | ✓ | | |

Alternative or transitional services

| | | | | | | |
|----------------------------------|---|---|---|---|---|---|
| Transitional care (during wait) | ✓ | | | | | ✓ |
| Information on existing programs | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

ATTACHMENT PROCESS

| | | | | | | |
|-------------------------------------|---|---|---|---|---|---|
| Geographic distance / Region | | | ✓ | ✓ | ✓ | ✓ |
| Family attachment | | ✓ | | | | ✓ |
| Medical needs (priority/complexity) | | | ✓ | ✓ | ✓ | ✓ |
| Patients' preferences for provider | ✓ | ✓ | | | ✓ | |
| Providers' preferences for patients | | | | ✓ | | |

KEY FINDINGS

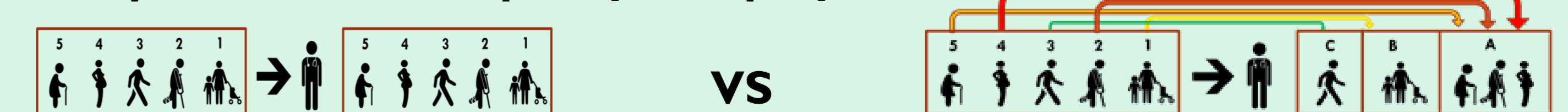
1. CWLs require management on both demand and supply of providers

- Supply fragility across provinces
 - Capacity fluctuated (over time, regions).
 - Depends of retirement or arrival of new providers.

2. Facilitating the attachment through CWL

- Presence of a staff member closely involved in the community (ex; BC)
- Transitional clinical practice for complex patients

3. First come first serve vs prioritization / equality vs equity



REFERENCES:

- Statistics Canada. Access to a regular medical doctor - Canadian Community Health Survey 2013. Ottawa: Statistics Canada; 2014.
- Breton, M., Green, M., Kreindler, S., Sutherland, J., Jbilou, J., Wong, S. T., ... & Brousselle, A. (2017). A comparative analysis of centralized waiting lists for patients without a primary care provider implemented in six Canadian provinces: study protocol. *BMC health services research*, 17(1), 60.

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