

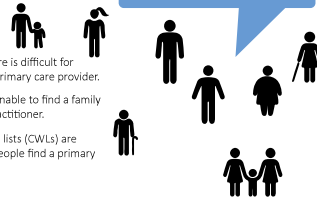
HELPING CANADIANS ACCESS PRIMARY CARE: CENTRALIZED WAITING LISTS

"I am not the first to report frustration when trying to find a family physician and access to primary care is one of the most well-known healthcare issues across Canada."

Letter from J.R. Graham, Ontario patient

There are **4.6 MILLION CANADIANS** who do not have a primary care provider.

- Access to healthcare is difficult for people without a primary care provider.
- Many people are unable to find a family doctor or nurse practitioner.
- Centralized waiting lists (CWLs) are intended to help people find a primary care provider.



LESSONS LEARNED FROM CENTRALIZED WAITING LISTS IN 7 PROVINCES



Characteristics of Centralized Wait Lists in Canada

	BC	MB	ON	QC	NB	PEI	NS
Collect health information from people	•	•	•	•	•	•	•
Ask people about their preferences	•	•	•	•	•	•	•
Ad-hoc prioritization for certain people (e.g. people with a recent hospitalization)	•	•	•	•	•	•	•
Systematic prioritization of a certain population (e.g. people with complex needs)	•	•	•	•	•	•	•
Care connectors help introduce to providers	•	•	•	•	•	•	•
People can be connected to nurse practitioners	•	•	•	•	•	•	•
Family physicians receive financial incentives to add people to their rosters from the centralized waiting list	•	•	•	•	•	•	•
Certain providers are required to add people to their rosters from the centralized waiting list	•	•	•	•	•	•	•
Only people without a primary care provider can register on centralized waiting list	•	•	•	•	•	•	•

Wait-time management strategy, typically used for airlines and bank call centers.



MESSAGES TO STAKEHOLDERS

Primary Care Providers

Contact your province's centralized waiting list to find out how they can support you to add people to your roster.

Centralized waiting lists need your help: improving access to primary care requires collective action!



Policy-Makers

When implementing waiting lists in your province it is important to know that:

Adding people with complex needs to primary care provider rosters is difficult, but important: prioritize their connection to a provider;

Providing transitional care is necessary while people wait;

Empowering care connectors to help people find a provider is key;

Providing incentives to care providers who add people from the waiting list is strongly encouraged;

Monitoring the waiting list is recommended.



Patients

Your province's centralized waiting list can help you find a primary care provider, but it can be long!

While waiting, inform the centralized waiting list of changes in your health and contact information.

Once you get assigned to a provider, be sure not to miss your first appointment – or you might be sent back to the waiting list.

In the meantime, you may still continue to search for a provider while you wait.



IMPACTS OF THE STUDY

Brought together stakeholders from across Canada to discuss the design of their centralized waiting lists for the first time – creating new linkages across provinces.

Informed policy discussions in British Columbia to scale up from three initial regions to across the province.

Nova Scotia, not originally in the study, funded additional data collection to help inform the implementation of their new centralized waiting list.



NEXT STEPS

To compare centralized waiting lists in Ontario, Quebec and Nova Scotia to better understand how they impact the health care system (Canadian Unattached Patient Study – Marshall, Green, Breton, CIHR 2019-2022)

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