

EDMONTON ZONE MEDICAL STAFF ASSOCIATION

Patient Access Survey 2017

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Introduction:

The Edmonton Zone Medical Staff Association (EZMSA) carries out an annual survey of physicians in the region with office practices. There are three separate surveys, one for Family Physicians, one for Surgeons (including Obstetrics and Gynecology) and one for non-surgical Specialists (Medicine, Pediatrics and Psychiatry). The survey was sent to all physicians in active practice with whom we had a valid email address/fax number for. This year, 253 responses were received from Family Physicians in the region, 89 from surgical specialists, and 259 from non-surgical specialists. This makes for a total of 615 respondents across all specialties surveyed.

The survey was carried out from June to October 2017. Surveys were emailed in June & September and faxed to physician's offices in October. Physicians are asked to provide their names when completing the survey for purposes of avoiding duplicate responses from the same individual. Responses are recorded electronically and names are withheld at this stage. The original questionnaires are destroyed.

Survey Continuity:

The Survey has been carried out annually since 1997. Physicians have been asked the same questions about wait times since the survey began in 1997. Over the years, a number of new questions have been added. From 1999, Family Physicians have been asked whether they deliver babies, work in continuing care institutions and provide home visits.

Beginning in 2002, Family Physicians have been asked whether they hold hospital privileges. In 2003, the question regarding age of Family Physicians was changed from asking their exact age to identifying a range (i.e. 40-44, 45-50). New questions were added asking if respondents work full or part time, whether they manage palliative care patients and the number of walk-in patients in their practice. In 2003, a question was added to the specialist surveys asking respondents to identify the top three problems they experienced in their practice – this year this has been changed to identify a category instead of an exact response. All surveys had additional questions added in 2003 regarding plans for retirement or a significant reduction of clinical practice, job satisfaction and whether they had personally experienced a situation in the preceding year where limited resources compromised patient care.

In 2006, we added a question to the questionnaire for Family Physicians concerning which patient populations they consider 'at risk' and have difficulty finding appropriate services for. The format was changed to identify a category instead of an exact population. The question "Are you accepting new patients" was extended to all physicians, where in the past only family practitioners were asked. In 2007, Obstetricians and Gynecologists were asked about wait times from consultation to surgery for urgent and non-urgent cases.

In 2013, we extended the question "are you experiencing delays in booking diagnostic tests" to Family Physicians.

In 2015, the survey format was changed to an online survey - changing the way we ask some questions. For example, the question to Family Physicians to identify average wait times for specialist referral has been changed to identifying an average wait time range. The question "How frequently do you encounter system details or deficiencies such that patients remain in hospital longer than necessary?" was added to the Medical Specialist questionnaire for those who said "yes" to having hospital privileges. We also added the question "How frequently are ORs cancelled due to system issues such as lack of beds or changes in OR policy?" to the Surgical Specialist questionnaire. The question "Do you sometimes feel the number/complexity of patients you manage is unsafe?" was added to Medical and Surgical Specialist questionnaires. Surgical Specialists were asked about their referral process.

This year, we added the question "What survey questions would you like asked if not included in this Patient Access Survey?" to each group. We added 3 questions to the Family Physician questionnaire. We added the question "Do you feel the quality of communication between the medical staff and leadership is sufficient?" and "Are you satisfied with the transitions of care and services?" as well as a 3-part question asking whether or not Family Physicians manage palliative care patients and if so, a statement selection questions to best describe

their practice as well as the question of “If asked, would you be willing to provide palliative care to one of your patients, right until the time of death?” – if yes, what are some frustrations and if no, why not? The question “do you belong to a Primary Care Network” was removed.

Survey results for 1997-2016 are available from EZMSA on request.

General Questions:

Job Satisfaction: This year 86.2% of physicians in all specialties indicated that they are either satisfied or highly satisfied with their work.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
86%	86%	85%	87%	86%	87%	87%	83%	85%	83%	82%	83%	82%	81%

Retirement / Reduction of Clinical Practice: Physicians were asked, in two separate questions, when they planned to retire, as well as whether they planned to substantially reduce the amount of time spent on clinical practice within the next five years. Considering all specialties as a whole, this year 14.8% of physicians plan to retire within the next 5 years.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
15%	17%	13%	15%	16%	16%	16%	11%	14%	13%	14%	12%	12%	9%

A further 28.4% plan to substantially reduce time spent on clinical practice within the next five years. Thus 21.6% of physicians will either retire or substantially reduce the time they spend on clinical practice within the next five years.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
28%	29%	18.6%	22%	30%	23%	27%	23%	16%	21%	22%	19%	19%	16%

An additional 23.8% of physicians plan to retire in five to ten years.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
24%	22%	24%	25%	27%	23%	24%	24%	20%	23%	21%	21%	21%	19%

And 14.8% of physicians plan to retire in ten to fifteen years.

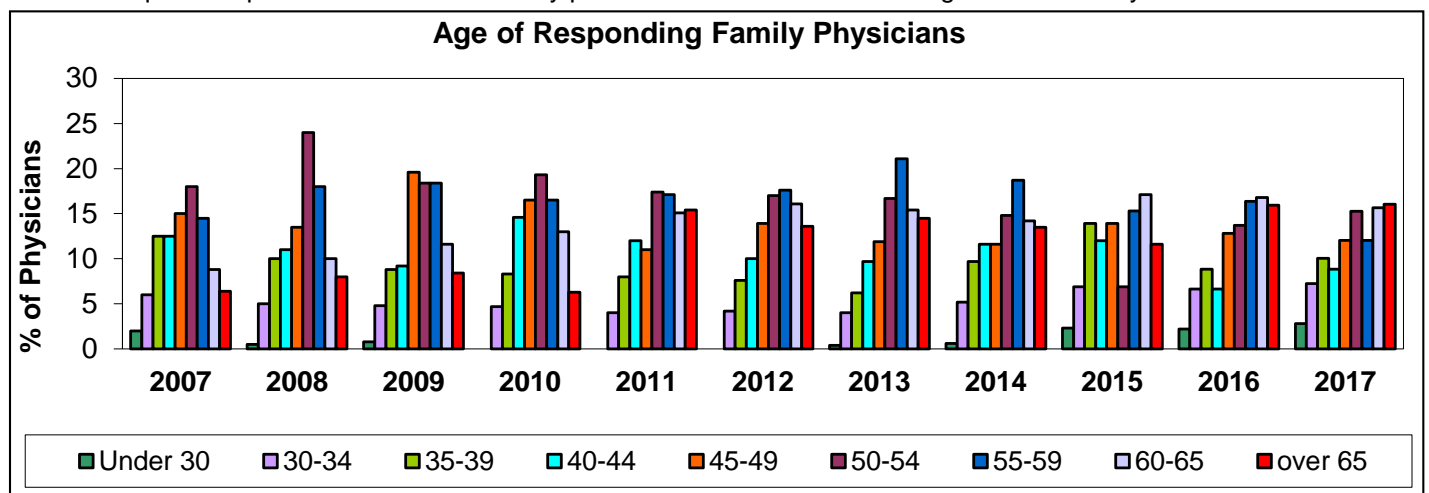
2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
15%	15%	15%	18%	23%	25%	20%	24%	25%	23%	24%	21%	22%	23%

Safety of Patient Care: All physicians were asked if they had been personally been involved during the past year in one or more situations where they considered that patient care was unsafe due to lack of resources. This year 48.3% of respondents indicated that they had experienced unsafe patient care due to lack of resources.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
48%	53%	48%	52%	47%	47%	43%	52%	57%	57%	48%	51%	44%	50%

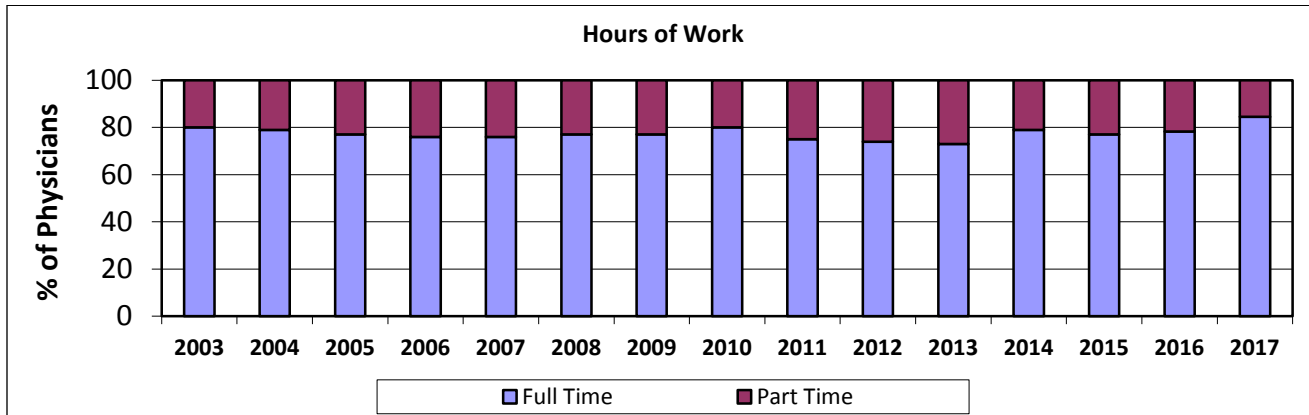
Primary Care:

The most frequent response in 2017 when family practitioners were asked their age was 60 – 65 years.



In 2017, 84.5% of respondents described their practice as full-time.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
85%	78%	77%	79%	73%	74%	75%	80%	77%	75%	76%	75%	76%	79%



In 2017, 4.1% of respondents worked in walk-in clinics (defined as taking at least 90% of patients on a walk-in basis).

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
4%	5%	5%	3%	4%	5%	4%	5%	7%	8%	8%	8%	8%	9%

This year, 85.7% of respondents reported that 10% or less of their daily caseload consisted of walk-in patients.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
86%	82%	85%	82%	74%	80%	79%	75%	66%	80%	80%	76%	77%	77%

Are you accepting new patients?

This year the number of family practitioners accepting new patients without any restrictions was 18.6%.

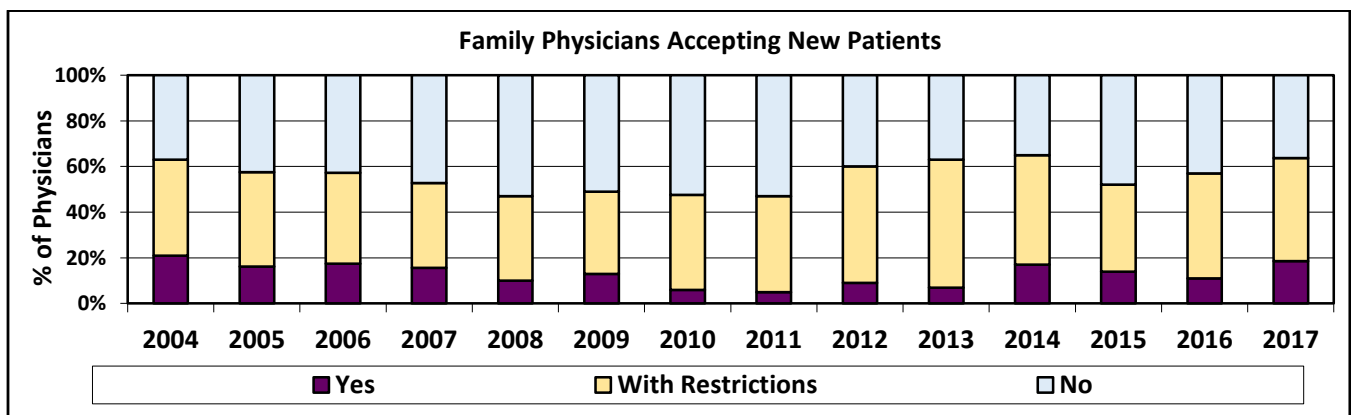
2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
19%	11%	14%	17%	7%	9%	5%	6%	13%	10%	16%	17%	17%	21%

In 2017, 36.4% of family practitioners surveyed were not accepting any new patients.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
36%	43%	38%	35%	56%	51%	53%	53%	51%	53%	47%	42%	42%	37%

This year, 45.1% of family practitioners were accepting new patients with restrictions. The majority of those restricting patients accept new patients by association.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
45%	46%	48%	48%	37%	40%	42%	42%	36%	37%	37%	40%	41%	42%

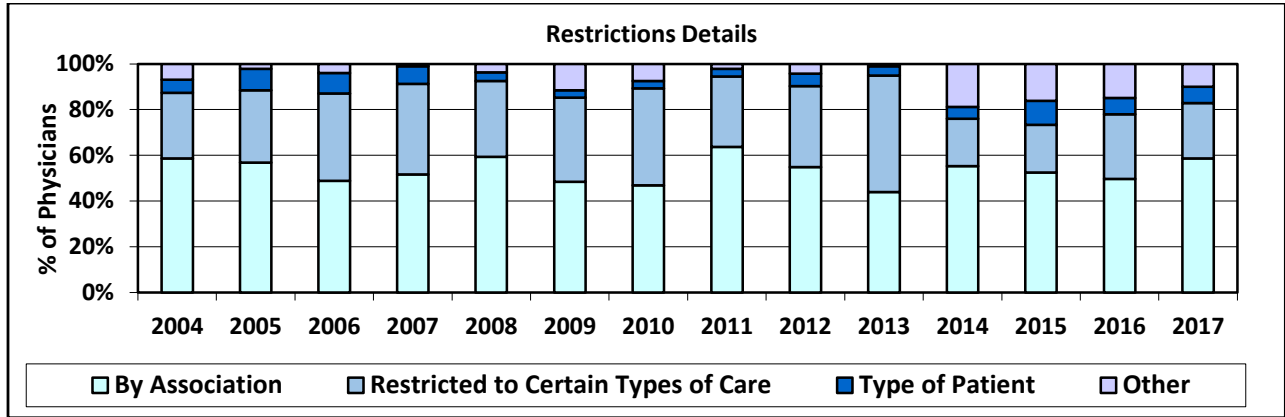


Details on restrictions:

By association: 71.3% of respondents with restrictions on accepting new patients accepted patients by association. This included family and friends of existing patients and referrals (e.g. referrals from other physicians or the emergency department).

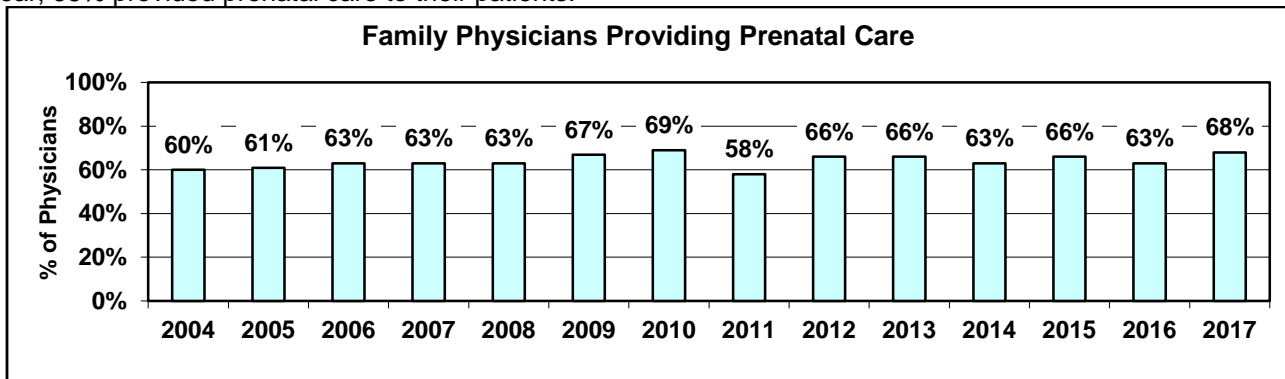
Restricted to certain types of care: 29.6% of physicians restricting their practice indicated they accepted new patients for certain types of care, including: prenatal care, sports medicine, cancer, HIV positive patients, geriatric consults, and psychotherapy). These physicians may also have other conditions in which they accept a new patient, such as the family members of existing patients.

Type of patient: 8.7% of physicians restricted their practice to certain segments of society. They may work with an alternate funding plan or on salary to look after the health needs of a specific population, (e.g. university staff and medical students).

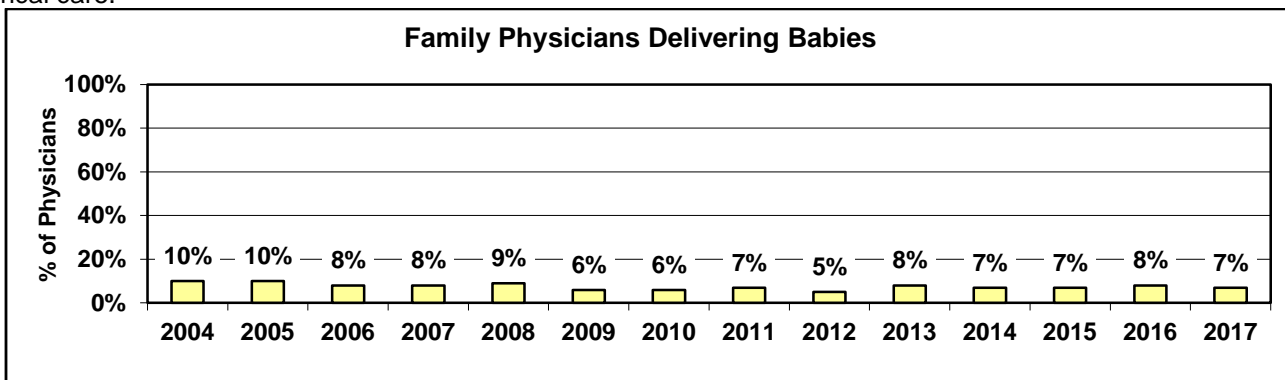


Scope of Practice:

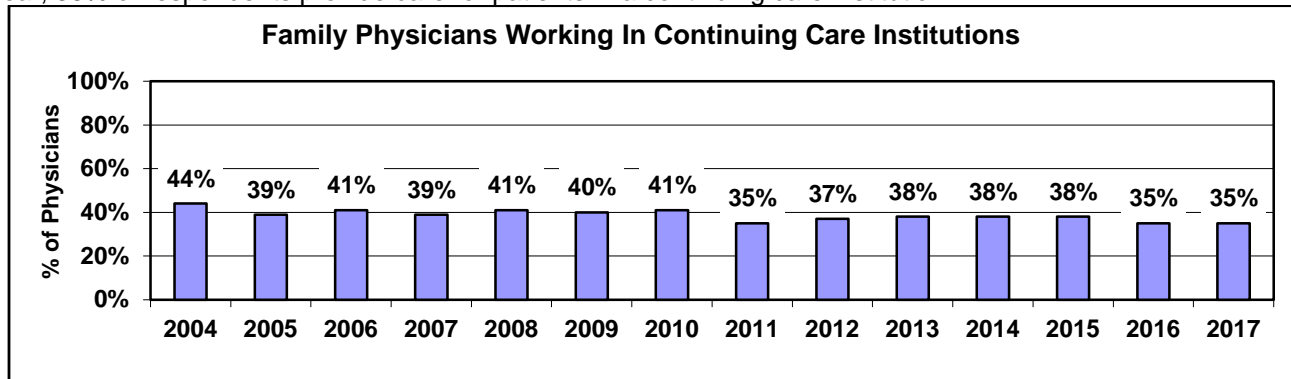
This year, 68% provided prenatal care to their patients.



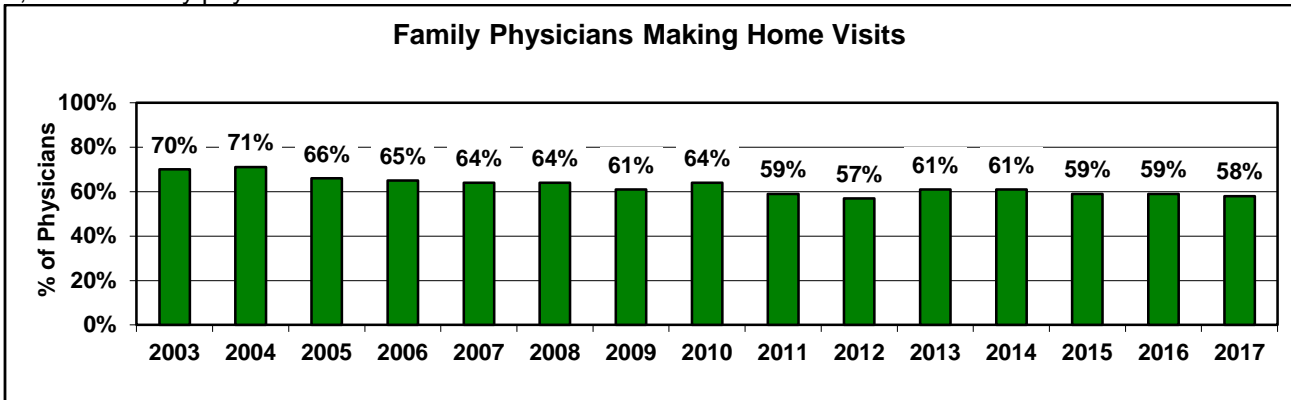
In 2017, 7% of family physicians delivered babies with some family physicians devoting their practice exclusively to obstetrical care.



This year, 35% of respondents provide care for patients in a continuing care institution.

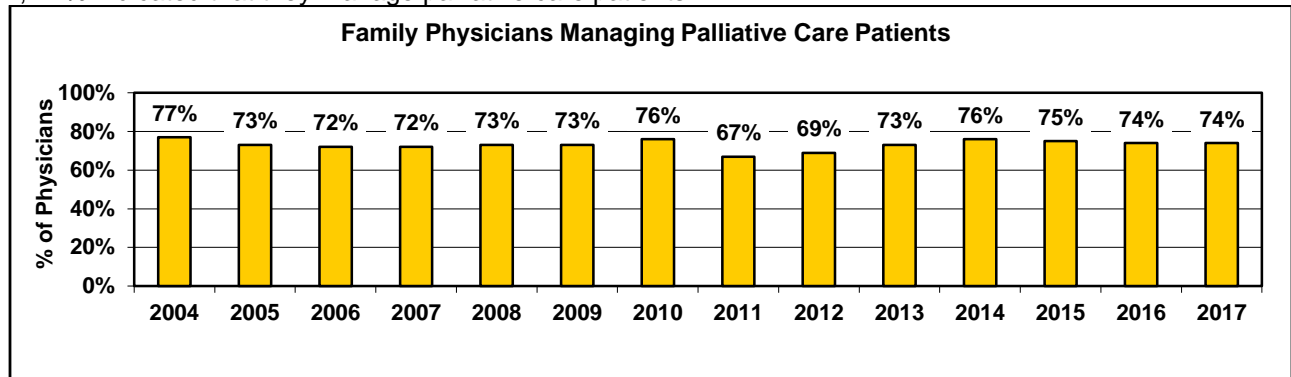


In 2017, 58% of family physicians made home visits.



Palliate Care: This year, we asked an additional 3 questions to Family Physicians who provide palliative care.

In 2017, 74% indicated that they manage palliative care patients.



We added the question “**Which statement best describes your primary practice**” for those who indicated that they manage palliative care patients. This year, 183 Family Physicians responded with the following:

Description	2017	Respondents
Family Practice NOT including palliative care as part of primary practice	12.6%	23
Family practice including palliative care as part of primary practice	83.1%	152
Focused practice	6.6%	12

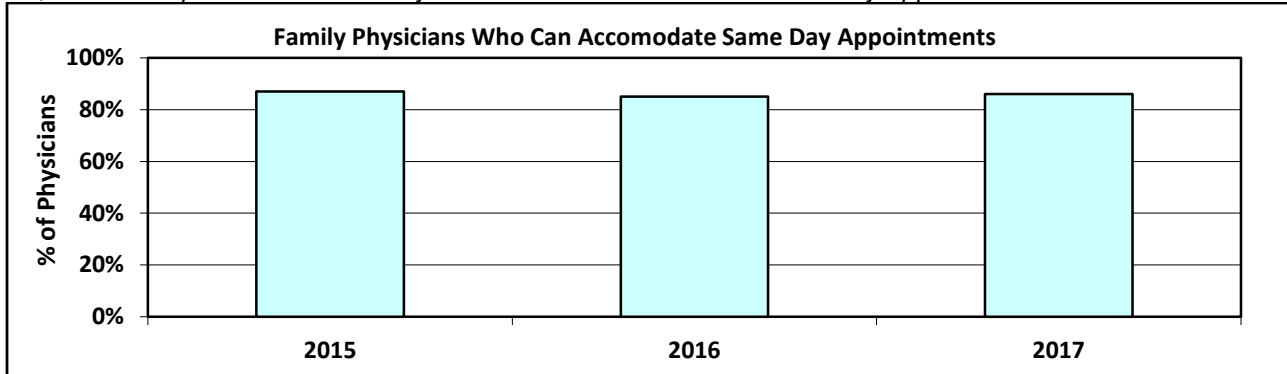
We asked those who indicated they manage palliative care patients if they **would be willing to provide palliative care right until the time of death**. This year, 88.5% of Family Physicians responded with yes and 11.5% responded with no. We then asked those who responded yes to share some frustrations with this if they had any, as well as, we asked those who responded no, as to why not.

The most frequently mentioned frustrations with providing palliative care right until the time of death were: Lack of time, lack of remuneration, providing home visits, lack of resources for palliative and home care, away coverage, medication availability and coverage, and palliative/hospice beds.

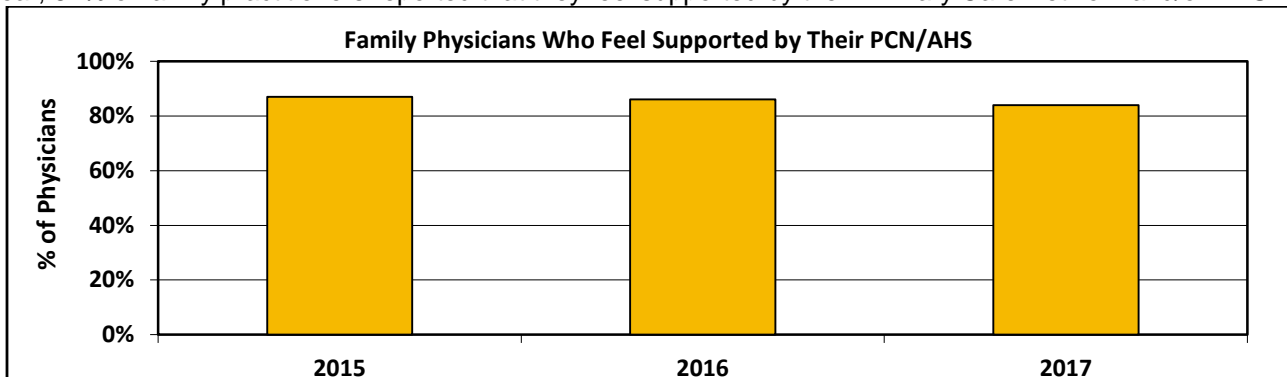
The most frequently mentioned reasons for not providing palliative care right until the time of death were: providing home visits, medication issues, time, remuneration and that we have an excellent Palliative Care Team and Home Care Team for this already.

Starting in 2015, we asked family practitioners if they could **accommodate same day appointments**, as well as whether or not they feel **supported by their Primary Care Network** and if they have **after hours access arrangements for their patients**. In 2017, we changed the question “Do you feel supported by your Primary Care Network” to “Do you feel supported by a PCN and/or AHS”.

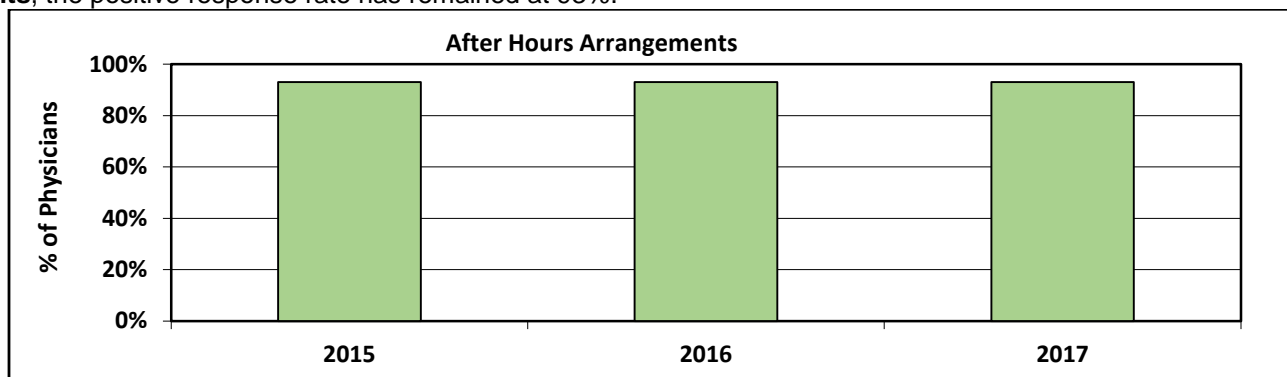
This year, 85% of respondents stated they were able to accommodate same day appointments



This year, 84% of family practitioners reported that they feel supported by their Primary Care Network and/or AHS.



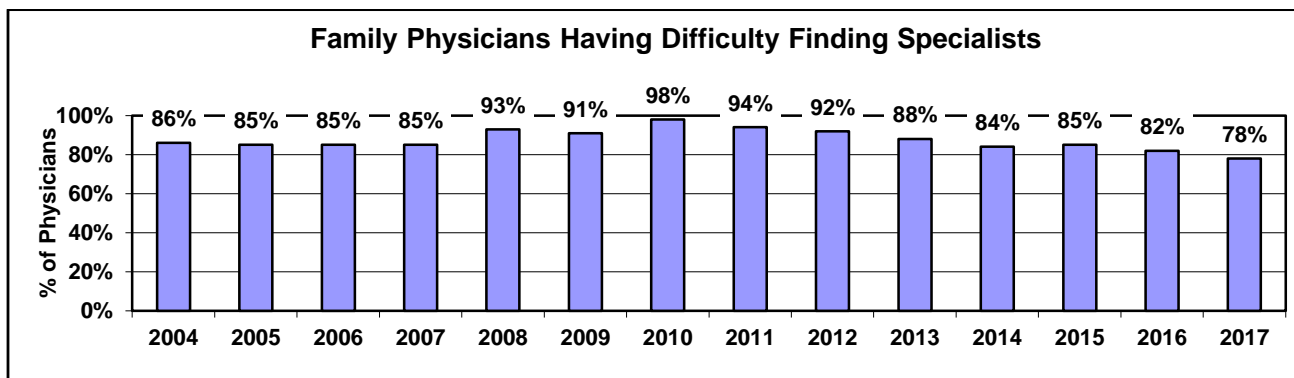
Since we began asking in 2015, **whether or not Family Physicians have after hours access arrangements for their patients**, the positive response rate has remained at 93%.



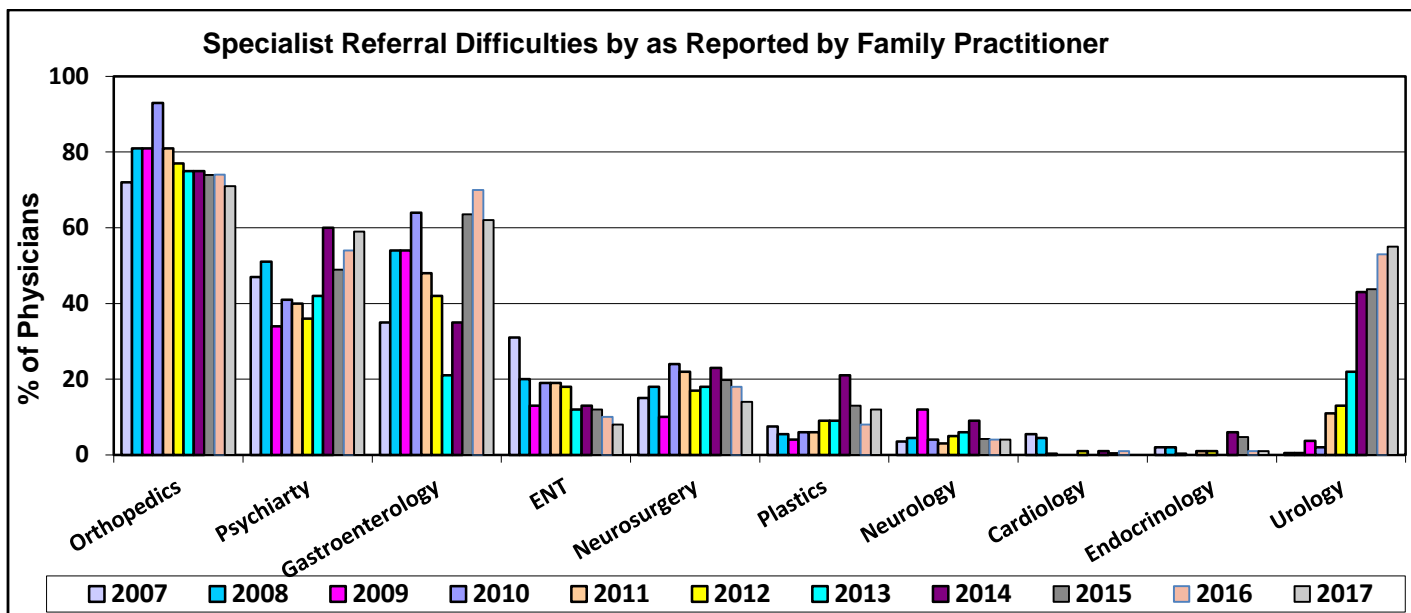
This year, we began asking Family Physicians if they **feel the quality of communication between the medical staff and leadership is sufficient** and whether or not they are **satisfied with the transitions of care and services**. 63% of Family Physicians felt that the quality of communication between the medical staff and leadership is sufficient, while 37% felt that it was not. Only 44% of Family Physicians felt satisfied with the transitions of care and services; the majority (56%) were not satisfied with the transitions of care and services.

Accessing specialists:

Family physicians continued to report difficulty in arranging referrals with specialists; however, the overall percentage of Family Physicians having difficulty has been slowly decreasing since 2010. 78% of respondents this year indicated they had experienced difficulty finding physicians accepting referrals, while 98% had reported difficulties in 2010.

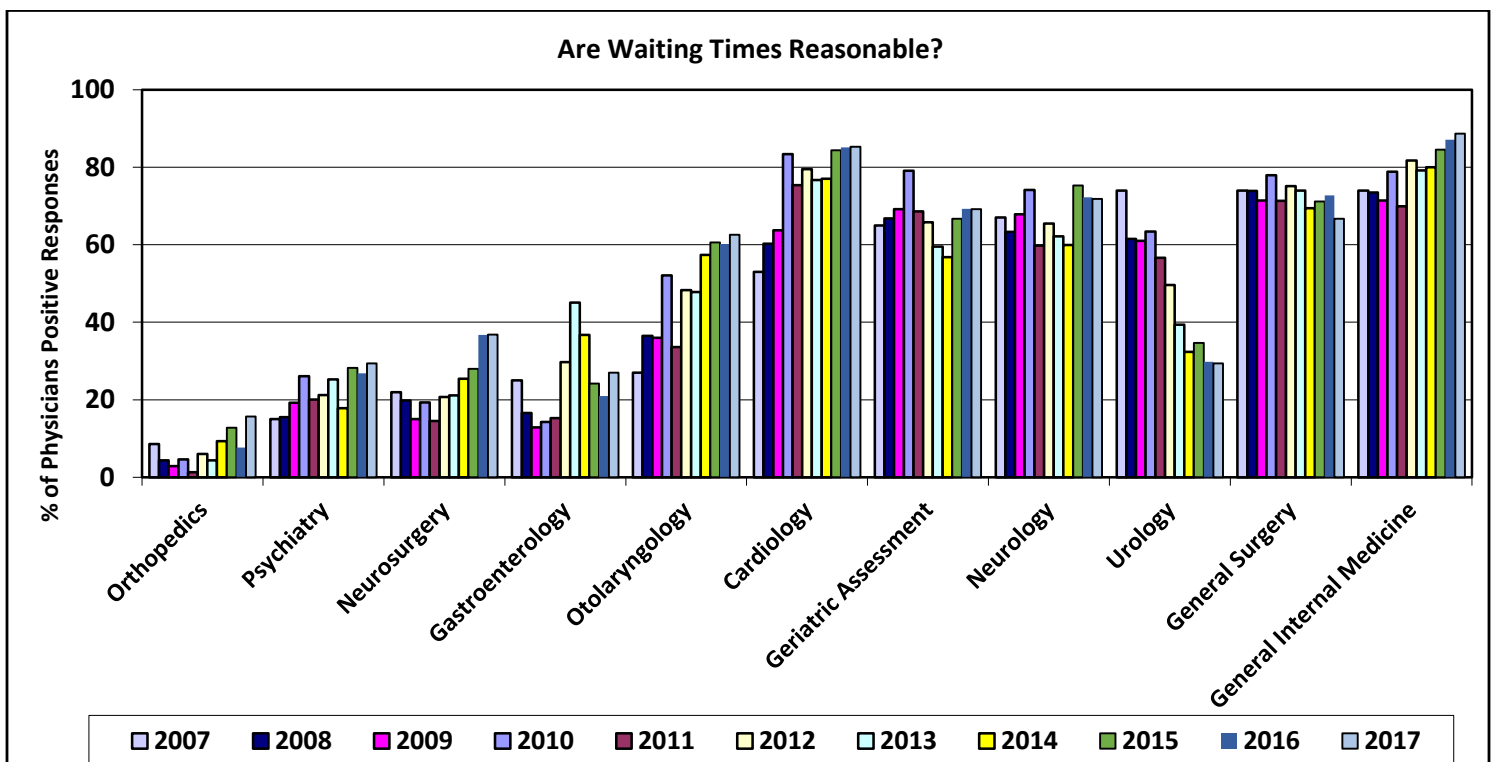


Family Physicians were asked to identify the three specialities where they experienced the most difficulties finding specialists accepting referrals. This year, Orthopedics was most frequently mentioned (118 responses), followed by Gastroenterology (104 responses) then Psychiatry (98 responses), followed by Urology (92 responses). Some Family Physicians identified that they are unable to find Urologists that were accepting patients this year.



The table below indicates that a majority of respondents consider waiting times for referral to Orthopedics, Gastroenterology, Psychiatry, Urology and Neurosurgery to be unacceptable. Wait times for Cardiology, Geriatric Assessment, Neurology, General Surgery and Otolaryngology General Internal Medicine were considered acceptable by a majority of respondents.

Percentage of Family Physicians who consider wait times for referral acceptable. (Numbers in percentage %)												
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Orthopedics	15.7	7.7	12.8	9.3	4.4	6.0	1.3	4.6	2.9	4.4	8.6	6.3
Psychiatry	29.4	26.8	28.2	17.8	25.3	21.2	20.1	26.1	19.2	15.5	15	12.3
Neurosurgery	36.8	36.7	28.0	25.4	21.1	20.7	14.5	19.3	15.0	19.8	22	23.9
Gastroenterology	27.0	21.0	24.2	36.7	45.1	29.7	15.3	14.3	12.9	16.6	25	31.5
Otolaryngology	62.6	60.2	60.6	57.4	47.8	48.3	33.6	52.1	36.0	36.5	27	36.4
Cardiology	85.3	85.1	84.4	77.0	76.7	79.5	75.4	83.4	63.7	60.3	53	57.3
Geriatric Assess.	69.2	69.3	66.7	56.8	59.5	65.8	68.6	79.1	69.2	66.8	65	66.8
Neurology	71.8	72.2	75.3	59.9	62.2	65.5	59.8	74.1	67.9	63.3	67	65.6
Urology	29.4	29.8	34.7	32.4	39.4	49.6	56.6	63.4	61.0	61.5	74	75.3
General Surgery	66.7	72.7	71.2	69.4	74.0	75.1	71.3	77.9	71.4	73.9	74	76.6
General Internal Medicine	88.7	87.1	84.5	80.0	79.2	81.7	69.9	78.8	71.4	73.5	74	76.6



Family physicians working in acute care hospitals:

Family physicians care for patients in acute care hospitals in several capacities. They may care for their own patients when admitted to the hospital at which they have privileges, and/or they may care for patients who are admitted who do not have a community family physician or whose family physician does not admit to that hospital. Some family physicians work as hospitalists or in designated family medicine units; some assist at surgery, and some of the respondents do obstetrical deliveries. Some office-based family physicians also work part-time in emergency departments.

This year 44.9% of respondents had hospital privileges.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
45%	50%	56%	56%	46%	44%	47%	48%	51%	49%	49%	45%	47%	49%

This year 8.3% of respondents had resigned their privileges.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
8%	10%	4%	6%	7%	6%	5%	7%	6%	9%	9%	11%	9%	12%

This year 46.1% of respondents stated they did not have privileges.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
46%	40%	39%	38%	47%	50%	47%	45%	43%	42%	42%	44%	43%	39%

Family physician job satisfaction:

This year 87% of family physicians who responded to the question about job satisfaction indicated that they were satisfied or highly satisfied.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
87%	88%	88%	91%	88%	87%	87%	82%	83%	76%	75%	75%	75%	70%

This year, 7.5% of respondents felt they were neutral.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
8%	8%	9%	7%	8%	10%	11%	15%	13%	18%	16%	19%	18%	24%

This year, 5.5% found their work unsatisfying or highly unsatisfying.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
6%	4%	3%	3%	4%	3%	2%	4%	4%	6%	9%	6%	7%	6%

At-risk patient populations:

Family Physicians were asked the following question: "What two patient populations do you consider to be at greatest risk and for whom you have difficulty providing care or finding appropriate services?" This year, 237 physicians responded to this question. Of these, 222 identified two populations, and 15 identified only one population.

Responses have been placed into broad categories and the most frequent responses are listed below as a percentage of physicians who chose that answer. These categories include more limited patient populations within them.

Patients with mental illness or needing psychiatric care: In 2017, there were 154 responses or 65%.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
65%	54%	31%	32%	28%	24%	25%	23%	22%	43%	50%	30%

Elderly: In 2017, there were 70 responses or 30%.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
30%	26%	12%	19%	21%	24%	22%	18%	24%	56%	48%	24%

Patients needing specialist referral: In 2017, there were 59 responses or 25%.

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
25%	54%	23%	18%	15%	16%	16%	21%	19%	13%	17%	12%

Patients with chronic pain, back pain or requiring surgery: In 2017, there were 89 responses or 38% (Number of responses until 2016).

2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
38%	40%	60	43	15	19	21	12	10	14	24	26

Other frequently mentioned populations	% of Responses (Number of Responses until 2016)										
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Low Income, Inner City, Working Poor or Poor and Homeless patients	11%	26	27	16	20	24	26	21	16	12	11
Patients of Aboriginal ethnicity	3%	4	6	4	9	11	9	10	5	7	6
Immigrants	1%	4	6	6	2	7	8	8			
Patients with addictions	22%	32	9	21	14	25	12	14			

Specialist Services

Number of responses to medical specialists survey, by specialty

Specialty	Number of Responses		
Cardiology	13	Nephrology	6
Critical Care	9	Neurology	8
Dermatology	7	Oncology	7
Endocrinology and Metabolism	8	Pediatrics	26
Gastroenterology	11	Physical Medicine and Rehabilitation	4
General Internal Medicine	25	Psychiatry	39
Geriatric Medicine	4	Respiratory Medicine	12
Infectious Diseases	9	Rheumatology	4
		Other	55

Number of responses to surgical specialists survey, by specialty:

Surgical Specialty	Number of Responses		
Cardiovascular	0	Otolaryngology	3
General Surgery	12	Plastic Surgery	2
Neurosurgery	8	Thoracic	3
Obstetrics and Gynecology	16	Urology	8
Ophthalmology	8	Vascular Surgery	2
Orthopedics	20	Other	5

Surgical Specialists

Starting in 2006, specialists have been asked if they are accepting new patients. This year, 85 surgeons responded to the question.

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Accepting New Patients Without Restrictions	69%	62%	65%	67%	71%	76%	75%	65%	70%	71%	76%	64%
Restrictions on Practice	26%	31%	30%	28%	25%	33%	25%	34%	27%	25%	23%	34%
Not Accepting New Patients	5%	7%	5%	5%	3%	1.5%	0%	1.6%	2.3%	4%	1.4%	2.6%

Specialists Accepting New Patients

Specialty	% of Specialists accepting new patients without any restrictions									
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008
Cardiology	53	73	69	57	100	92	100	100	100	95
Cardiovascular and Thoracic	100	100	75	100	100	100	100	100	100	100
Dermatology	71	100	60	60	100	100	100	88	100	100
Endocrinology and Metabolism	71	100	80	67	50	100	100	100	100	57
Gastroenterology	36	69	22	60	67	71	31	46	40	56
General Internal Medicine	61	50	67	61	100	100	100	100	75	33
General Surgery	82	89	67	33	92	90	100	86	100	94
Infectious Diseases	25	43	50	50	60	100	83	75	83	82
Nephrology	83	38	80	100	100	100	100	80	75	91
Neurology	50	56	65	53	75	79	92	81	67	79
Neurosurgery	71	75	100	100	100	56	75	86	67	67
Obstetrics & Gynecology	88	60	90	68	75	84	90	66	64	85
Ophthalmology	88	56	60	62	75	62	62	86	74	57
Orthopedics	60	30	47	61	39	53	44	24	48	39
Otolaryngology	100	67	75	100	100	100	100	100	75	78
Pediatrics	44	55	43	50	71	51	60	58	66	58
Physical Medicine & Rehab.	50	50	100	100	100	100	0	67	100	63
Plastic Surgery	50	100	75	86	67	75	100	50	86	70
Psychiatry	11	14	38	24	41	49	38	28	31	35
Respiratory Medicine	64	77	57	55	100	86	63	50	56	53
Rheumatology	67	100	83	83	100	80	100	83	100	63
Urology	88	80	100	63	63	60	67	50	80	83
Vascular Surgery	100	75	67	67	0	100	100	50	100	100

Specialty	% of Specialists accepting new patients with restrictions									
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008
Cardiology	47	27	31	14	0	8	0	0	0	0
Cardiovascular and Thoracic	0	0	25	0	0	0	0	0	0	0
Dermatology	29	0	20	40	0	0	0	12	0	0
Endocrinology and Metabolism	14	0	20	33	50	0	0	0	0	43
Gastroenterology	55	23	67	20	22	14	44	36	20	25
General Internal Medicine	17	29	22	28	0	0	0	0	25	67
General Surgery	18	0	17	22	8	10	0	14	0	6
Infectious Diseases	50	57	50	25	40	0	17	25	17	18
Nephrology	0	38	20	0	0	0	0	20	25	9
Neurology	38	38	35	37	19	21	8	19	33	21
Neurosurgery	14	25	35	0	0	44	25	14	33	33
Obstetrics & Gynecology	13	30	0	32	25	16	10	34	32	15
Ophthalmology	13	33	40	38	25	31	38	14	26	33

Orthopedics	35	65	47	33	50	47	56	71	52	52
Otolaryngology	0	33	25	0	0	0	0	0	25	22
Pediatrics	52	45	50	40	29	41	38	31	27	35
Physical Medicine & Rehab.	50	50	0	0	0	0	0	33	0	38
Plastic Surgery	50	0	25	14	33	25	0	33	14	30
Psychiatry	59	57	43	58	44	39	41	52	44	52
Respiratory Medicine	36	23	43	36	0	14	25	50	44	41
Rheumatology	33	0	17	0	0	0	0	17	0	38
Urology	13	20	0	38	25	30	33	42	20	17
Vascular Surgery	0	25	33	33	100	0	0	50	0	0

Specialty	% of Specialists who are not currently accepting new patients									
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008
Cardiology	0	0	0	29	0	0	0	0	0	5
Cardiovascular and Thoracic	0	0	0	0	0	0	0	0	0	0
Dermatology	0	0	20	0	0	0	0	0	0	0
Endocrinology and Metabolism	14	0	0	0	0	0	0	0	0	0
Gastroenterology	9	8	11	20	11	14	25	18	40	19
General Internal Medicine	22	21	11	11	0	0	0	0	0	0
General Surgery	0	11	0	44	0	0	0	0	0	0
Infectious Diseases	25	0	0	25	0	0	0	0	0	0
Nephrology	17	25	0	0	0	0	0	0	0	0
Neurology	13	6	0	11	6	0	0	0	0	0
Neurosurgery	14	0	0	0	0	0	0	0	0	0
Obstetrics & Gynecology	0	10	10	0	0	0	0	0	4	0
Ophthalmology	0	11	0	0	0	8	0	0	0	10
Orthopedics	5	5	6	6	11	0	0	6	0	9
Otolaryngology	0	0	0	0	0	0	0	0	0	0
Pediatrics	7	0	7	10	0	8	2	11	6	8
Physical Medicine & Rehab.	0	0	0	0	0	0	100	0	0	0
Plastic Surgery	0	0	0	0	0	0	0	17	0	0
Psychiatry	30	29	19	18	16	12	22	21	25	13
Respiratory Medicine	0	0	0	9	0	14	13	0	0	6
Rheumatology	0	0	0	17	0	20	0	0	0	0
Urology	0	0	0	0	13	10	0	17	0	0
Vascular Surgery	0	0	0	0	0	0	0	0	0	0

Surgeons were asked to identify the top three problems that they experienced in delivering patient care. Some respondents provided only one or two problems. According to the responses this year, the "top three" problems were:

1. Insufficient Time in OR/Endo/Cardiac Cath
2. Workload/Patient Acuity
3. Wait Times (including outpatient procedures)

"Top 3" problems Identified by Surgeons

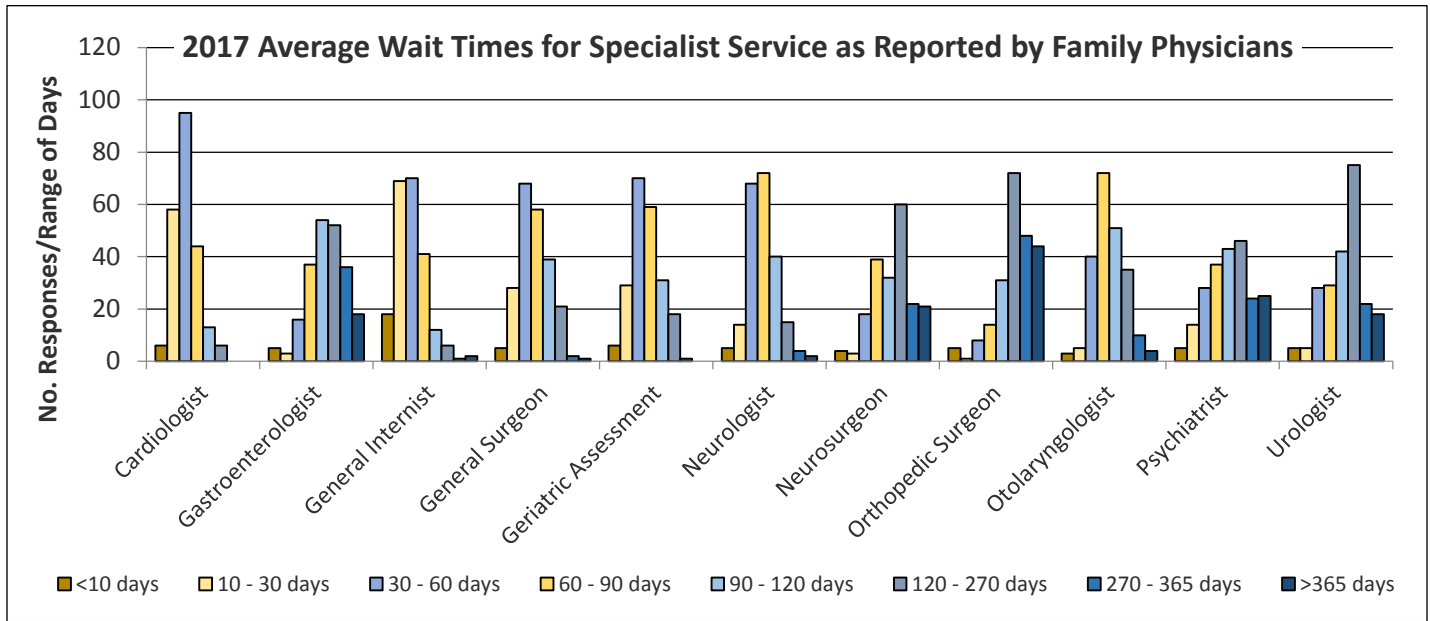
Problem	Responses											
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
OR/Endo/Cardiac Cath Lab Time	48	54	46	46	57	55	84	57	41	68	58	93
Bed Shortages: Acute, Sub-Acute, ALC	21	32	27	31	13	13	39	19	25	44	24	54
Diagnostics: Delays/Unavailable	22	10	14	12	23	31	24	38	39	23	32	52
Physician Workload, Patient Acuity	30	25	22	27	26	41	47	39	40	37	39	42
System Problems and Inefficiencies	20	27	16	15	14	16	14	6	10	8	14	22
Nursing, Allied Professions and Support Staff Shortages	14	20	16	22	7	20	19	15	12	20	20	20
Consultation with other Specialists/Referrals	7	11	5	9	8	16	14	12	20	18	10	13
Clinics/Outpatient Resources	4	11	14	17	13	9	11	8	9	12	7	13
Lack of program Resources	15	16	2	2	7	12	12	16	14	1	0	5
Inadequate OR Facilities/Equipment	8	7	14	17	3	8	11	13	5	2	5	5
Lack of Primary Health Care Providers	5	4	11	12	1	1	6	4	4	1	4	5
Wait Times Including Outpatient Procedures	26	25	21	25	-	-	-	-	-	-	-	-
Other: Lack of Health Care Coverage, Patients Not Keeping Appointments, Patient Expectations	9	2	9	13	14	16	16	13	17	18	14	12

Specialist referral wait times

Average wait time (in days) for specialist services following Family Practitioner Referral as reported by Family Physicians.

The table below indicates the individual responses for 2017

2017	<10 days	10 - 30 days	30 - 60 days	60 - 90 days	90 - 120 days	120 - 270 days	270 - 365 days	>365 days
Cardiologist	6	58	95	44	13	6	0	0
Gastroenterologist	5	3	16	37	54	52	36	18
General Internist	18	69	70	41	12	6	1	2
General Surgeon	5	28	68	58	39	21	2	1
Geriatric Assessment	6	29	70	59	31	18	1	0
Neurologist	5	14	68	72	40	15	4	2
Neurosurgeon	4	3	18	39	32	60	22	21
Orthopedic Surgeon	5	1	8	14	31	72	48	44
Otolaryngologist	3	5	40	72	51	35	10	4
Psychiatrist	5	14	28	37	43	46	24	25
Urologist	5	5	28	29	42	75	22	18



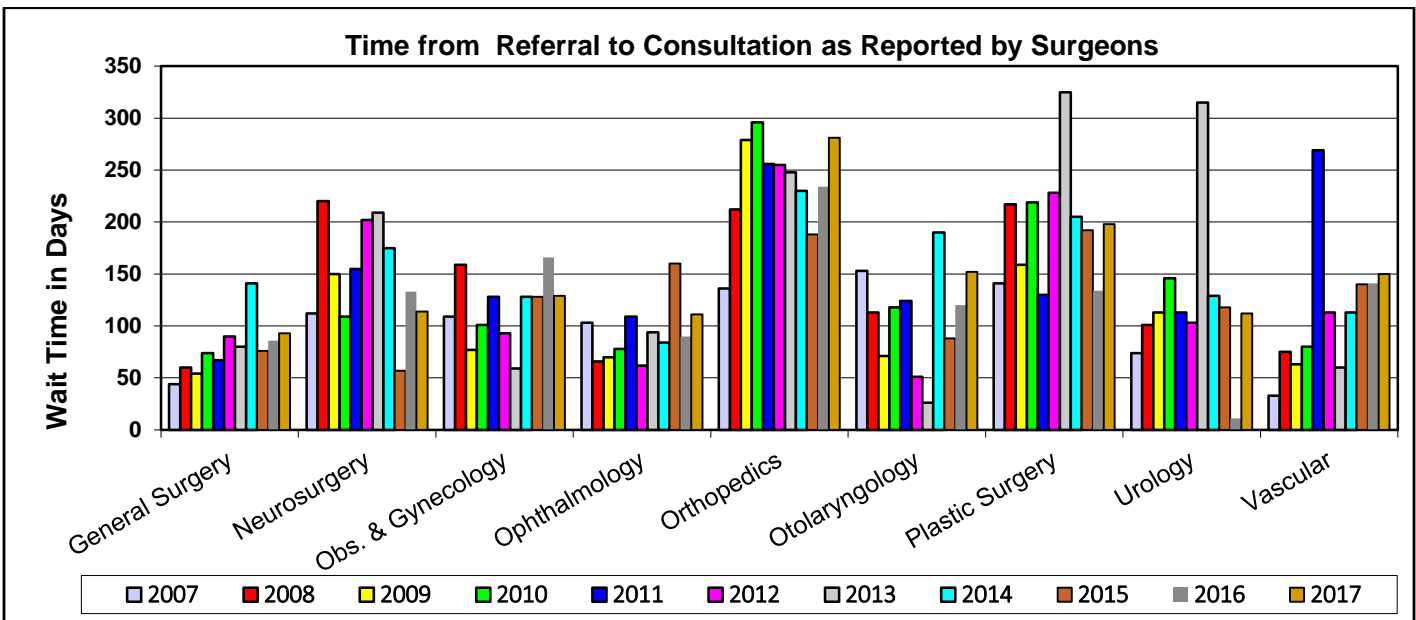
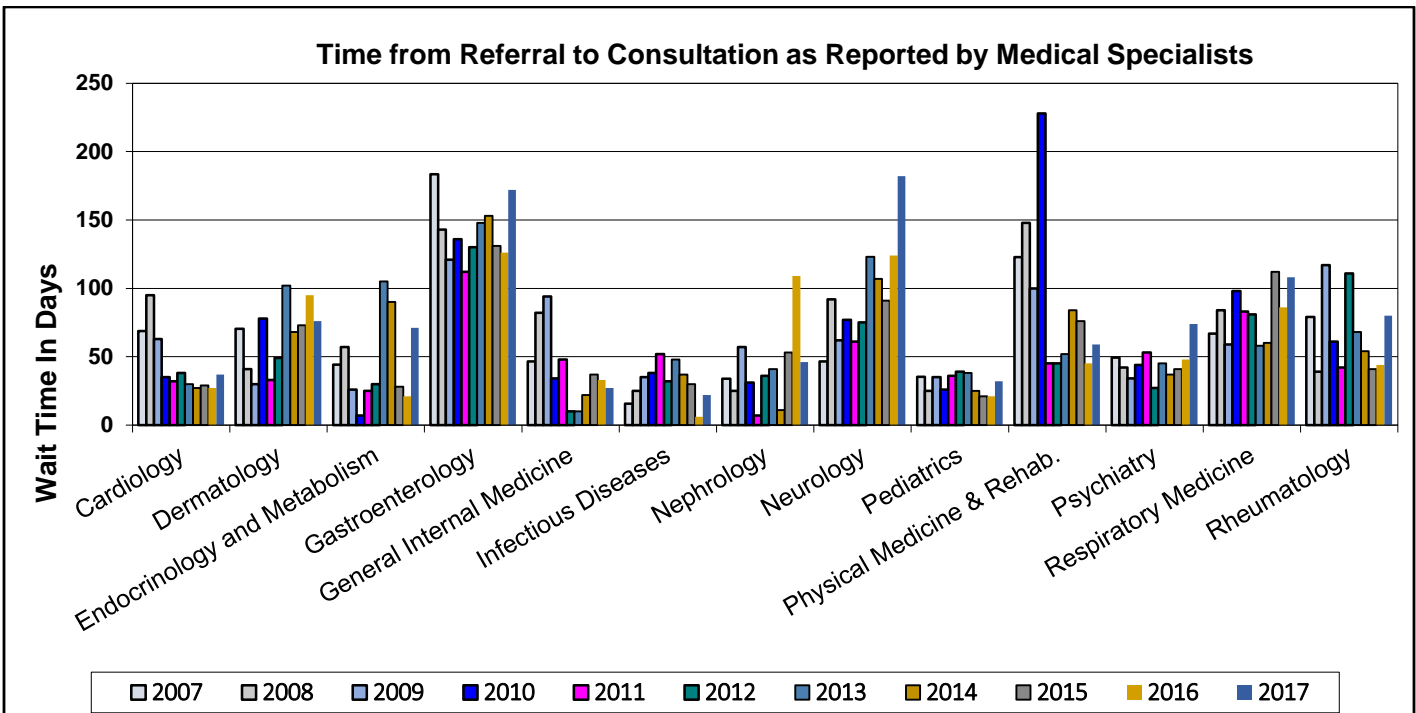
The table below indicates the average number of days from 2005 – 2017 with the addition of new data shown in the highest number of responses for the range of days for each specialist as reported by Family Physicians.

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Cardiology	30-60	30-60	30-60	30-60	59	59	65	52	61	73	74	73	74
Gastroenterology	90-120	120-270	120-270	90-120	112	153	169	181	176	115	133	115	113
General Internal Medicine	30-60	10-30	30-60	30-60	54	53	70	56	55	54	54	54	47
General Surgery	30-60	60-90	30-60	60-90	72	68	80	64	63	51	59	51	48
Geriatric Assessment	30-60	30-60	60-90	30-60	77	72	63	57	54	64	63	64	58
Neurology	60-90	30-60	30-60	30-60	92	88	89	74	66	72	70	72	68
Neurosurgery	120-270	120-270	90-120	270-365	194	185	223	229	198	180	175	180	180
Orthopedics	120-270	270-365	120-270	>365	285	282	320	296	274	218	239	218	211
Otolaryngology	60-90	60-90	90-120	90-120	114	126	149	118	133	122	145	122	109
Psychiatry	120-270	120-270	120-270	120-270	151	146	150	138	125	136	150	154	141
Urology	120-270	90-120	90-120	90-120	112	101	100	77	72	66	67	62	66

Average Wait Time (in days) from Family Physician Referral to Consultation, as reported by Specialists

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Cardiology	37	27	29	27	30	38	32	35	63	95	69	74	74
Dermatology	76	95	73	68	102	49	33	78	30	41	70	35	49
Endocrinology & Metabolism	71	21	28	90	105	30	25	7	26	57	44	66	113
Gastroenterology	172	128	131	153	148	130	112	136	121	143	183	138	98
General Internal Medicine	27	33	37	22	10	10	48	34	94	82	46	43	28
General Surgery	93	86	76	141	80	90	67	74	54	60	44	43	58
Infectious Diseases	22	6	30	37	48	32	52	38	35	25	16	54	49
Nephrology	46	109	53	11	41	36	7	31	57	25	39	49	41
Neurology	182	124	91	107	123	75	61	77	62	92	47	59	55
Neurosurgery	114	133	57	175	209	202	155	109	150	220	112	145	186
Obstetrics & Gynecology	129	166	128	128	59	93	128	101	77	159	109	116	47
Ophthalmology	111	90	160	84	94	62	109	78	70	66	103	85	99

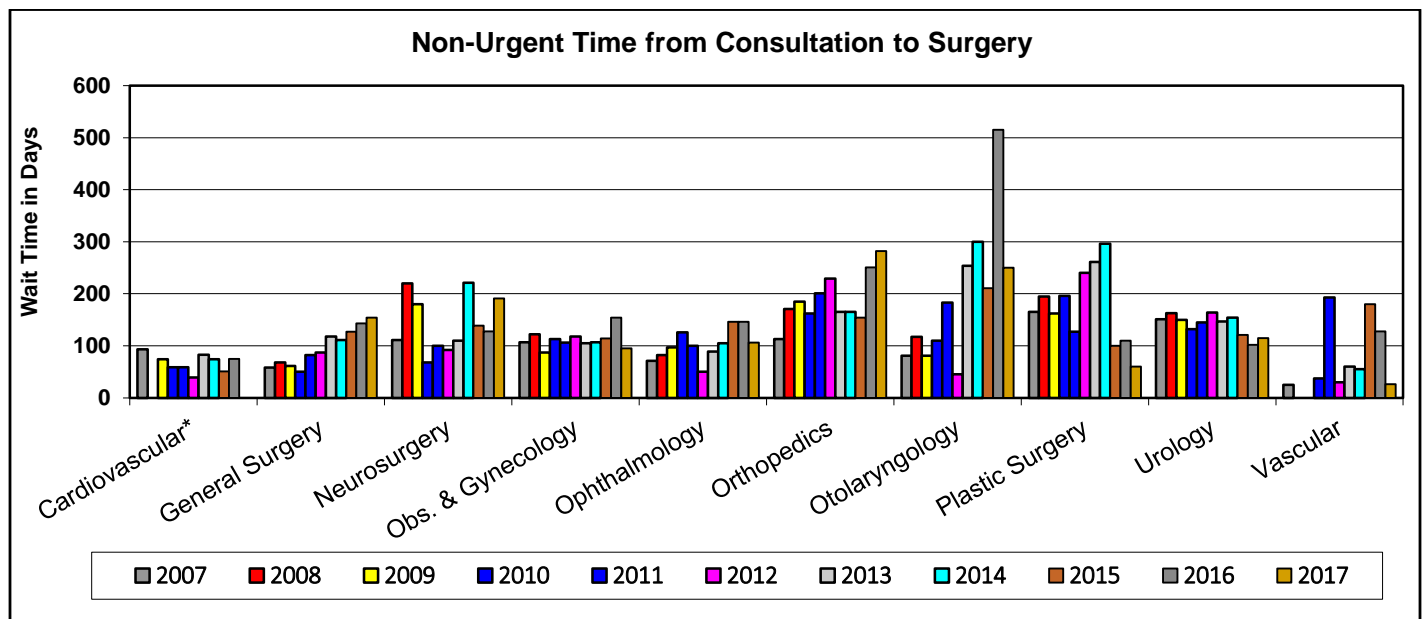
Orthopedics	281	234	188	230	248	255	256	281	279	212	136	180	174
Otolaryngology	152	120	88	190	26	51	124	50	71	113	153	93	88
Pediatrics	32	21	21	25	38	39	36	26	35	25	35	34	50
Physical Medicine & Rehab.	59	45	76	84	52	45	45	228	100	148	123	83	75
Plastic Surgery	198	134	192	205	325	228	130	219	159	217	141	121	118
Psychiatry	74	48	41	37	45	27	53	44	34	42	49	44	49
Respiratory Medicine	108	86	112	60	58	81	83	98	59	84	67	85	78
Rheumatology	80	44	41	54	68	111	42	61	117	39	79	91	71
Urology	112	111	118	129	315	103	113	146	113	101	74	63	70
Vascular Surgery	150	141	140	113	60	113	269	80	63	75	33	45	23



Consultation to surgery, Non-Urgent, as reported by Surgeons

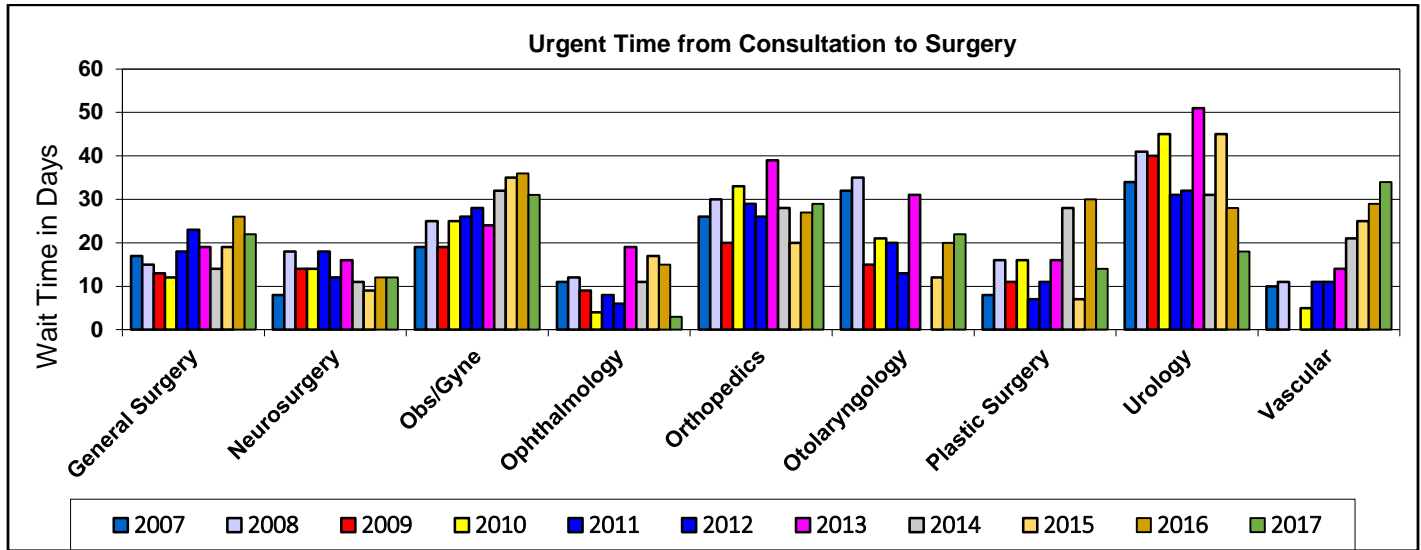
Subspecialty	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Cardiovascular	-	75	51	74	83	30	59	59	74	-	93	65	28
General Surgery	154	143	127	111	118	87	82	50	61	68	58	43	76
Neurosurgery	191	128	139	221	110	92	100	68	180	220	111	84	116
Obstetrics	95	154	114	107	105	118	106	113	87	122	107	94	-
Ophthalmology	106	146	146	105	89	50	100	126	97	82	71	78	81
Orthopedics	282	251	154	165	165	229	201	162	185	171	113	160	217
Otolaryngology	250	515	211	300	254	45	183	110	81	117	81	91	152
Plastic Surgery	60	110	100	296	261	240	127	196	162	195	165	135	169
Thoracic*	26	56	39	180	-	50	-	-	-	-	-	-	-
Urology	115	102	121	31	147	164	145	132	150	163	151	111	116
Vascular	26	128	180	21	60	30	193	37	-	-	25	29	27

* Previously included with Cardiovascular



Waiting times from Consultation to Surgery, Urgent, as reported by Surgeons

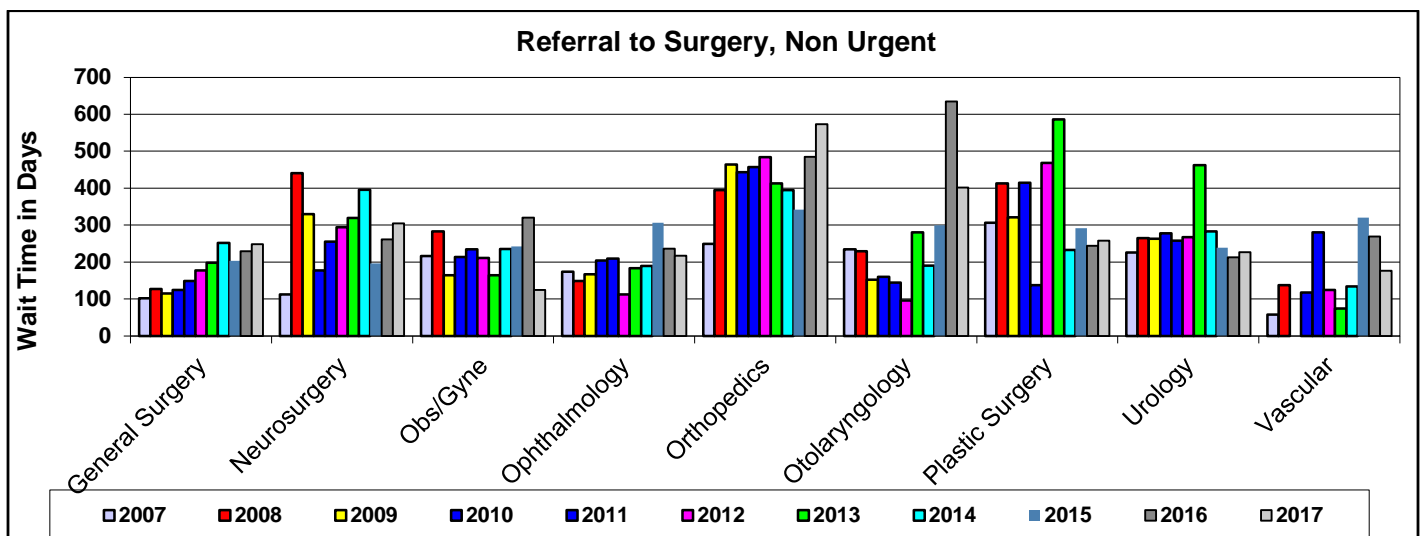
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Cardiovascular	-	6	3	8	3	4	-	-	-	-	-	-	-
General Surgery	22	26	19	14	19	23	18	12	13	15	17	11	15
Neurosurgery	12	12	9	11	16	12	18	14	14	18	8	13	25
Obstetrics & Gynecology	31	36	35	32	24	28	26	25	19	25	19	11	-
Ophthalmology	3	15	17	11	19	6	8	4	9	12	11	7	7
Orthopedics	29	27	20	28	39	26	29	33	20	30	26	31	28
Otolaryngology	22	20	12	-	31	13	20	21	15	35	32	20	26
Plastic Surgery	14	30	7	28	16	11	7	16	11	16	8	10	12
Thoracic	9	42	18	42	-	8	-	-	-	-	-	-	-
Urology	18	28	45	31	51	32	31	45	40	41	34	33	34
Vascular	34	29	25	21	14	11	11	5	-	11	10	13	7



Total Wait from Referral to Surgery (Non-Urgent) in days, as reported by Surgeons

Total wait from referral to surgery provides the best picture of the impact on the patient who may be in pain or facing significant restrictions on their ability to work or carry on a normal life.

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Cardiovascular	-	95	61	90	113	68	-	-	-	-	-	-	-
General Surgery	248	229	203	252	198	177	149	124	115	127	102	86	133
Neurosurgery	305	261	196	396	319	294	255	177	330	441	223	229	301
Obstetrics & Gynecology	124	320	242	235	164	211	234	214	164	283	216	210	-
Ophthalmology	217	236	306	189	183	112	209	204	167	149	174	164	180
Orthopedics	573	485	342	395	413	484	457	443	464	395	249	340	392
Otolaryngology	402	635	299	190	280	96	144	160	152	229	234	184	240
Plastics	258	244	292	233	586	468	137	415	321	413	306	256	287
Urology	227	213	239	283	462	267	258	278	263	265	226	174	185
Vascular	176	269	320	134	74	124	280	117	-	137	58	73	50



Diagnostic Wait Times

In response to the question "are you experiencing delays" in booking the following tests, respondents experiencing delays were indicated as follows:

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
CT	39%	40%	39%	31%	24%	24%	20%	18%	32%	28%	28%	39%	47%
EMG	33%	32%	60%	41%	62%	27%	53%	22%	48%	52%	52%	56%	62%
MRI	64%	65%	79%	61%	71%	53%	44%	49%	59%	58%	64%	66%	61%
Ultrasound	17%	21%	24%	25%	12%	16%	22%	30%	55%	33%	29%	33%	21%
Pathology	18%	20%	40%	-	-	-	-	-	-	-	-	-	-

Some physicians indicated they were experiencing delays booking EEGs, Sleep Studies, Renal Scans, Holter Monitoring, Nuclear Medicine, Fluoroscopy and PET scans as well.

"Top Three" Problems Identified by Medical Specialists: Medical Specialists were asked to identify the "Top Three" problems that they experienced in delivering patient care. Some respondents provided only one or two problems. According to the responses this year, the "top three" problems were:

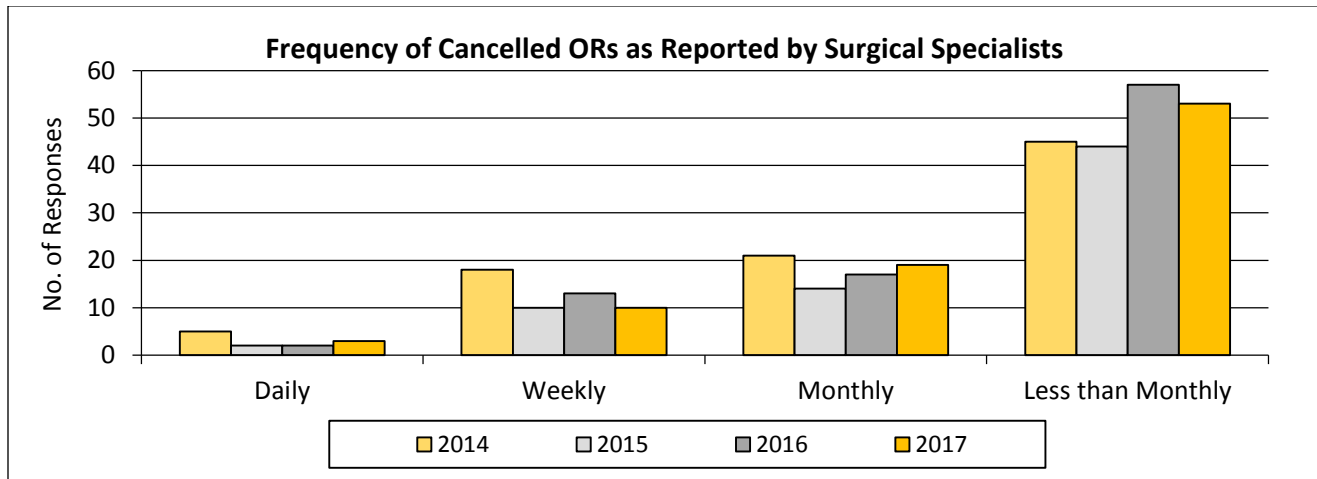
1. Lack of Beds,
2. Community Resources,
3. Lack of Nursing, Allied Health, and Support Staff.

Total number of respondents: 229 with 207 of those identifying 3 issues for a total of 653 responses.

Problems Identified	Number of Responses												
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Lack of Nursing, Allied Health, and Support Staff	60	63	60	63	21	21	38	40	40	52	60	49	45
Diagnostic Delays (Access and Results)	34	40	33	28	27	52	22	41	43	56	56	84	89
Beds (Acute and LTC)	94	74	93	77	28	44	35	33	54	85	51	62	77
Referrals / Consultations	31	32	29	26	26	38	24	22	45	55	52	85	78
Community Resources & Social Services	75	65	64	69	17	15	12	21	16	13	22	31	33
Clinic Time / Resources	32	29	19	17	4	11	19	14	13	19	11	11	19
Lack of Time – OR / Endo / Cardiac Cath / Lab	13	20	18	15	11	6	9	8	6	13	11	14	15
Patient Compliance and Expectations	30	28	22	14	6	13	8	6	8	11	9	22	10
Wait Times (usually referencing times for OP procedures)	47	41	45	25	4	8	24	28	-	26	-	-	-
Administration and System Issues	54	46	46	46	14	14	31	14	11	19	30	45	38
Workload / Patient Acuity	52	48	44	28	25	24	44	21	19	-	48	87	73
Resources – Funding, Programs, Basic Equipment	27	38	35	28	21	20	26	28	15	11	17	45	37
Lack of Health Care Coverage (For Medications, Therapy)	31	31	25	15	10	9	13	5	8	-	15	17	20
Patient who need Family Physicians	46	43	46	42	5	3	10	14	9	-	9	24	13
Consistency of Care Issues - Need for Coordination between specialists	30	27	13	17	5	5	12	6	3	-	2	2	5

OR Cancellations: In 2014, the question “how frequently are ORs cancelled due to system issues such as lack of beds or changes in OR policy” was added to the Surgical Specialist survey. The following table indicates the number of positive responses by frequency.

Year	Number of Responses			
	2017	2016	2015	2014
Daily	3	2	2	5
Weekly	10	13	10	18
Monthly	19	17	14	21
Less than Monthly	53	57	44	45

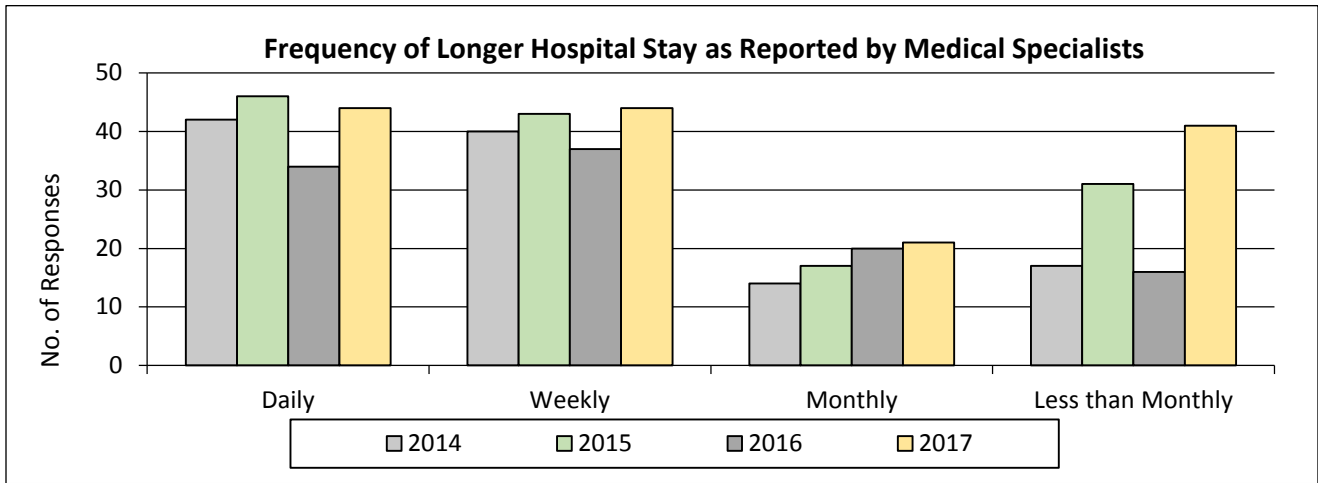


Unsafe Patient Management: In 2014, the question “Do you sometimes feel the number of patients/complexity of patients you manage is unsafe?” was added to Medical Specialist survey. This year, 34.2% of respondents felt that the number of patients/complexity of their patients was unsafe.

Unsafe levels of patient/complexity	2017	2016	2015	2014
Yes	17.3%	34.2%	34.8%	32.4%
No	82.7%	65.8%	65.2%	67.6%

Longer Hospital Stay: In 2014, the question “How frequently do you encounter system issues or deficiencies that cause patients to remain in hospital longer than necessary?” was added to the Medical Specialist survey. The following table indicates the number of positive responses by frequency.

Year	Number of Responses			
	2017	2016	2015	2014
Daily	44	34	46	42
Weekly	44	37	43	40
Monthly	21	20	17	14
Less than Monthly	41	16	31	17



Referral Process:

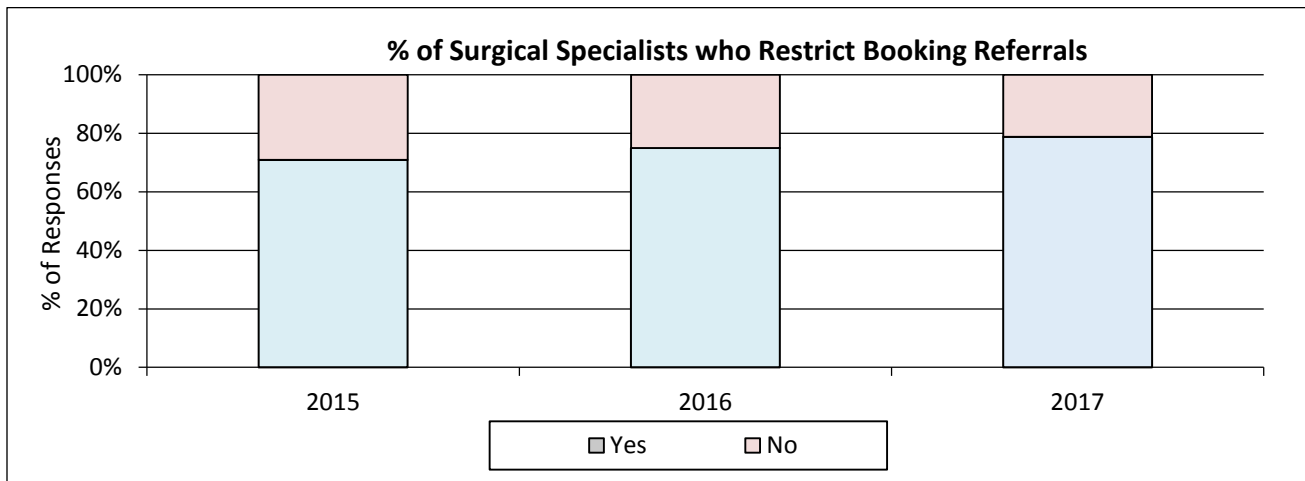
In 2015, the question “Do you feel you are receiving inappropriate referrals” was added to the Medical Specialist Survey. This year, 457% or 244 respondents felt they were receiving inappropriate responses. The following table shows the number of responses by percent of inappropriate referrals:

% of Inappropriate Referrals	Number of Responses		
	2017	2016	2015
5-10%	43%	44%	60%
11-20%	33%	39%	41%
21-30%	19%	15%	13%
50% or More	6%	3%	3%

Beginning in 2015, we asked Surgical Specialists about their referral process in the 3 following questions:

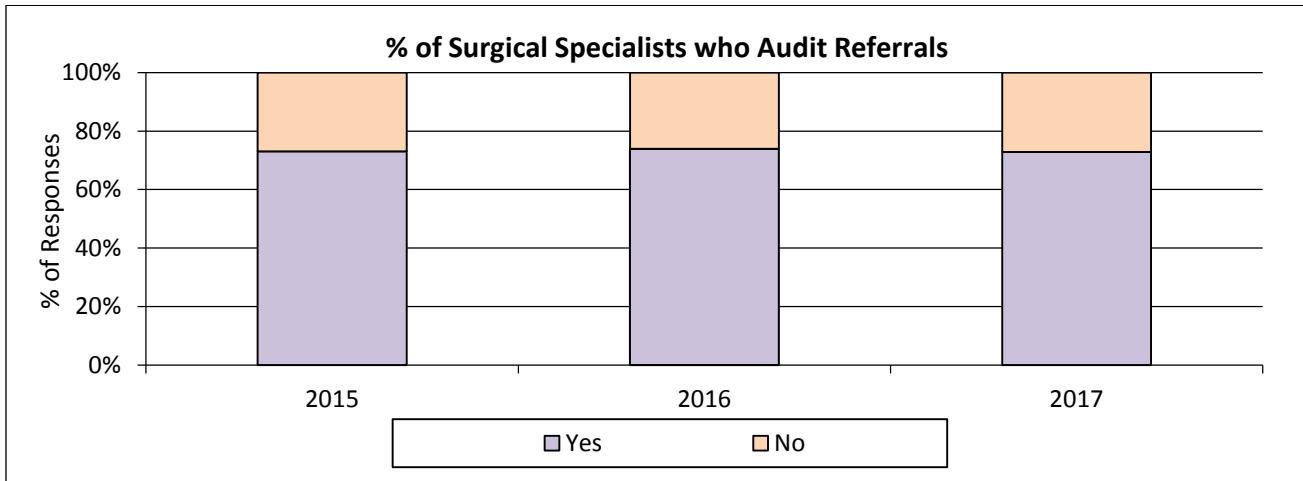
Do you restrict booking referrals: This year, 78.2% or 67 respondents stated they do restrict their booking referrals.

2017	2016	2015
78%	75%	71%



Do you audit your referrals: 72.9% or 65 respondents stated they do complete an audit of their referrals.

2017	2016	2015
73%	74%	73%



Would you consider changing your referral process: 60.0% or 51 respondents stated they would consider changing their referral process.

2017	2016	2015
60.0%	54.6%	52.6%

