

## **Helping Patients Access Quality Care**

### **Abstract**

The Cardiac Care Network of Ontario (CCN) is dedicated to improving quality, efficiency, access, and equity in the delivery of cardiac services at its 18 member hospitals. It is an advisory body to the Ontario Ministry of Health and Long-Term Care. CCN's 10 Point Plan for Action focuses on reducing regional disparities in wait times. One of the strategies is to inform health care providers, stakeholders and Ontarians about the options that exist for accessing services. Patients have options about where to get treatment and physicians have a role in discussing options for accessing quality cardiac care, including connecting with a Regional Cardiac Care Coordinator and the CCN website. To ensure patients are appropriately prioritized, it is essential that physicians accurately complete the CCN referral form, which is also used as research data and in provincial report card development by ICES.

## Helping Cardiac Patients Obtain Quality Care Cardiac Care Network of Ontario

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Chief Executive Officer, CCN

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Location: 5<sup>th</sup> Annual Cardiovascular Summit, Toronto



## Agenda

- 📄 Introduction
- 📄 Wait Time Strategy
- 📄 Patient & Physician Survey Results
- 📄 Role of Physician
- 📄 Role of the Regional Cardiac Care Coordinator
- 📄 Summary



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## CCN - Who we are

- ❑ Founded 1990 in response to a crisis in cardiac surgery
- ❑ Largest population-based cardiac registry in North America
- ❑ Expert advisory body on adult cardiac services
- ❑ 18 member hospitals



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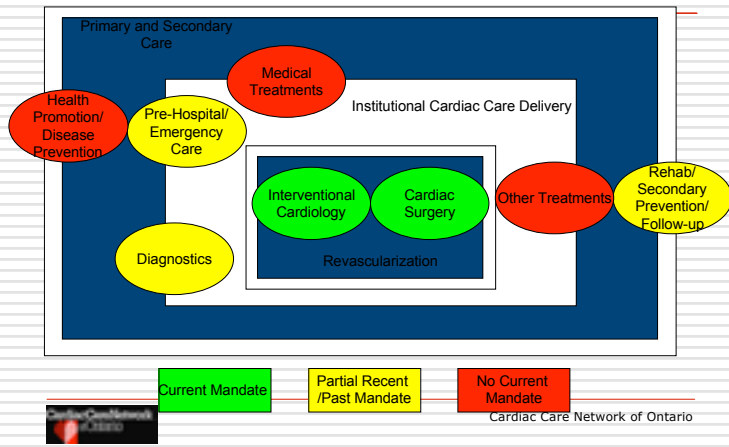
## CCN - What we do

- ❑ **Access** - Prioritization, monitoring, facilitation
- ❑ **Advise** - Consensus/advisory panels
- ❑ **Forum** for providers, Ministry, members
- ❑ **Communications** - public reporting [www.ccn.on.ca](http://www.ccn.on.ca)
- ❑ **Recognition** - National / International for wait-list management, data quality and advisory work



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## Continuum of Cardiac Care Services Wait List Management for Ontario



## Ontario Wait Time Strategy

- Accountability
- Access Management
- Capacity
- Evaluation
- Communication

## CCN's 10 Point Plan for Action

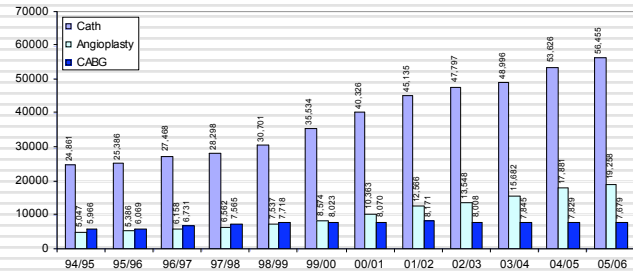
Opportunity to:

- Increase equity in access and care
- Standardize care through best practices
- Improve operational efficiencies
- Present timely data reports for accountability and decision making
- Improve communications

## Managing Access – Key Strategies

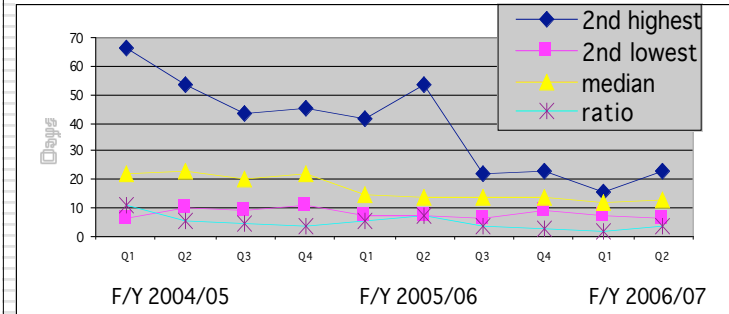
1. Provide accurate and timely information to patients and providers
2. Optimize matching of need with available capacity
3. Efficiency and Standardization
4. Address broader system factors
5. Accountability in a LHIN environment

**Cath, Angioplasty and Isolated CABG Cases Completed**  
(1994/95 to 2005/06)



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**Cath: Changes in Wait Time Variation**  
(2004/05 to September 2006)

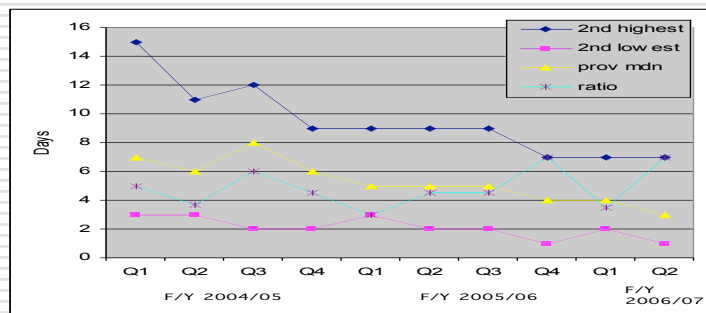


RMWT 29 - 84 days



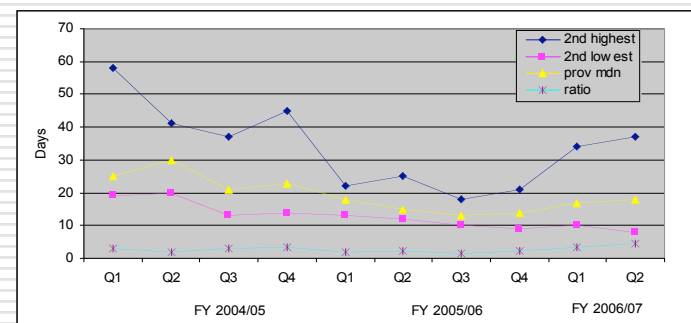
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**Scheduled Angioplasty: Changes in Wait Time Variation**  
(2004/05 to September 2006)



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**Elective CABG - Changes in Wait Time Variation**  
(2004/05 to September 2006)



RMWT 43 - 180 days



CABG = Coronary Artery Bypass Graft

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## CCN Physician & Patient Survey

- ❑ Challenged to address equity of access by MOHLTC Wait Time Strategy
- ❑ No information available on patients' opinions or willingness to travel for faster care
- ❑ Needed to understand physician practice



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## Physician Survey – Key Findings

- ❑ <4% of physicians identify wait times as the #1 reason for referring to a specific centre
- ❑ Most physicians refer their patients because they are on staff at the centre
- ❑ 67% of physicians feel that wait times are ideal or almost ideal at the centre they send their patients



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## Physician Survey – Key Findings

- ❑ Physicians feel that 22% of non-urgent patients would be willing & able to travel to a more distant centre
- ❑ Note: 21% of patients would be willing to travel to a more distant centre (patient survey)
- ❑ 50% feel that a centre's ability to schedule same-sitting procedures and greater standardization would influence their decision to refer to another centre



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## Patient Survey – Key Findings

- ❑ 54% consider their wait time reasonable
- ❑ 21% would have had procedure further from home if given the option
- ❑ Most important reason for traveling to another hospital is if the cardiac doctor said it was in their best interest



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## Patient Survey – Key Findings

- Main reasons discouraging patients from going to another hospital to have their procedure sooner:
  - Thinking they do not need to have the procedure done sooner
  - Not wanting to be in the hospital without family or friends
  - Not wanting to drive a long distance



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## Understanding Access to Care Options

- Physicians have the greatest impact on patient decision making around waiting time for care
- But wait time is not a major consideration in physician's decision on where to refer patients
- A minority of patients and providers are discussing wait times and options for care
- If patients were provided with information on options, approximately 1 in 5 (non-urgent) would consider traveling further to get care sooner



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## Physician Role

- Discuss wait time options with patients
- Review recent hospital wait time data
  - CCN & MOHLTC websites
  - Regional Cardiac Care Coordinators (RCCCs)
- Provide complete, accurate & timely data on CCN referral form to prioritize patients
- Use RCCCs as a resource



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## CCN Referral Form - Uses

- Patient prioritization
  - Accurate & timely data creates the RMWT
  - Missing information can delay priority
- ICES Provincial Report Cards for surgery & PCI
- MOHLTC planning, e.g., target setting



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**GATH REFERRAL**  
CardiacCareNetwork  
CCN100

**Referral Information**

**Referral Type**

**Referral Status**

**Referral Details**

**Referral History**

**Referral Summary**

**Referral Notes**

**Referral Date**

**Referral Time**

**Referral Location**

**Referral Provider**

**Referral Facility**

**Referral Status**

**Referral Date**

**Referral Time**

**Referral Location**

**Referral Provider**

**Referral Facility**

**Referral Status**

**Referral Date**

**Referral Time**

**Referral Location**

**Referral Provider**

**Referral Facility**

## Regional Cardiac Care Coordinators

- Facilitate patient acceptance for procedure
- Ensure more urgent patients receive care sooner
- Educate patients, provide support, and monitor changes in patients' conditions during their wait
- Maintain quality patient data in the CCN database
- Evaluate/improve quality cardiac care by applying research and best practices



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## Summary

- CCN is here to help you
  - RCCCs provide support for patients & physicians
  - Website provides accurate wait time information
  - Manage access to care through the provincial registry
  - Reducing wait times for acute cardiac services



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## Summary - Cont'd

- We need your help
  - Talk to your patients about their options for care
  - Use CCN resources to access care for your patients
  - Accurately complete the CCN referral form



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Visit - [www.ccn.on.ca](http://www.ccn.on.ca)



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