

EDMONTON ZONE MEDICAL STAFF ASSOCIATION

Patient Access Survey Summary 2019

**President, Edmonton Zone Medical Staff Association
EZMSA Office
c/o Misericordia Medical Staff Office
16940 - 87 Avenue
Edmonton, Alberta
T5R 2H5**

**phone: 780.735.2924
email: laurie.wear@covenanthealth.ca**

Changes this year:

This year, the following questions about referrals were added to the surveys: Family Physicians were asked – “What is the most difficult aspect of referring to specialists?”, “Where would you like to see change?”, “Do you have any experience using centralized referral systems?” and a sub-question of whether or not using a centralized referral system was effective if they answered “yes” they have experience using a centralized referral system. Medical Specialists and Surgeons were asked – “Does your discipline use a centralized referral system?” and if answered “yes” they were asked if the system is effective for them and if answered “no”, do they see a need for a centralized referral system.

General Questions:

Overall job satisfaction (83% satisfied or highly satisfied) and plans for retirement (18%) have remained stable.

44.7% of respondents indicated that they had experienced unsafe patient care due to lack of resources.

Family Physician Scope of Practice:

19.8% accepting new patients without any restrictions, 49% with restrictions and 32% were not accepting new patients.

72.1% provided prenatal care to their patients.

4.2% delivered babies.

27.4% provide care for patients in a continuing care institution.

53.5% made home visits.

64% manage palliative care patients.

82.8% were able to accommodate same day appointments.

67.7% feel supported by their Primary Care Network and/or AHS.

87% have after hour access arrangements for their patients.

58% feel the quality of communication between the medical staff and leadership is sufficient.

47% feel satisfied with the transitions of care and services.

Family Physicians Referring to Specialists: the overall percentage of Family Physicians having difficulty has been decreasing since 2010. 78% of respondents this year indicated they had experienced difficulty finding physicians accepting referrals, while 98% had reported difficulties in 2010. This year, Orthopedics was most frequently mentioned, followed by Psychiatry, Gastroenterology and Urology.

Family physicians working in acute care hospitals:

42% of respondents had hospital privileges.

8.5% of respondents had resigned their privileges.

49.6% of respondents stated they did not have privileges.

Family physician job satisfaction:

84.8% indicated that they were satisfied or highly satisfied.

9.8% of respondents felt they were neutral.

6.3% found their work unsatisfying or highly unsatisfying.

Family Physician Identified At-risk patient populations:

The top 3 most mentioned responses were: Patients with mental illness or needing psychiatric care, Patients with chronic pain, back pain or requiring surgery, and Low Income, Inner City, Working Poor or Poor and Homeless patients.

Family Physician Communication Questions:

Family physicians felt they were informed by the treating physician when your patient is treated in an Emergency Department or Urgent Care Facility most of the time (54%) and some never being informed (5%).

Family physicians felt they were informed by the treating physician/team when their patient is discharged from hospital most of the time (60%) and some reported never being informed (4%).

58% feel the quality of communication with Home Care is adequate.

65% feel the quality of communication with Long Term Care facilities is adequate.

Surgeon identified top three problems delivering patient care:

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

Specialist referral wait times: average referral wait times as reported by family physicians has remained stable.

Diagnostic Wait Times: physicians reporting delays for CT scans have increased to 65% from 40% the year before. 70% felt they were experiencing delays with MRI bookings as well, up from 64% the year before.

Medical Specialist identified top three problems delivering patient care:

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

Medical specialists reported 15.5% felt that the number of patients/complexity of their patients was unsafe.

Referral Process for Medical Specialists:

47% felt they were receiving inappropriate referrals.

83% reported their discipline as using a centralized referral system and find the system to be useful.

76% of respondents whose discipline does not use a centralized referral system felt it was not needed.

Referral Process for Surgical Specialists:

71% stated they do restrict their booking referrals.

84% stated they do complete an audit of their referrals.

65% stated they would consider changing their referral process.

49% said their specialty uses a centralized referral system, of those: 90% found it to be effective.