


Year to Date Performance	5%	Performance Assessment	 Green
Island Health Target	Less than or equal to 5%	Performance is within the acceptable range; continue to monitor.	

What do we measure and why?

'Dental Surgeries Waiting > 26 Weeks' reports the percentage of dental surgery patients waiting more than 26 weeks. Receiving surgery promptly is important to patient wellbeing. The reduction of wait times and waitlists is an Island Health priority.

'Wait time' is elapsed time between the hospital receiving a request from a surgeon for surgery, and the surgery being performed. If wait time was extended because the patient was unavailable, that extra wait time is not included in the measure.

The percentage of cases waiting longer than the 26-week benchmark is calculated based on those dates less any patient unavailable time.

Surgical services are provided at eight hospitals across Island Health. In addition, Island Health contracts with two private surgical facilities in Victoria and Nanaimo to provide publicly-funded day surgery procedures.

What is the target?

The Island Health target for 2018/19 is that no more than 5% of the dental surgery cases have been waiting longer than 26 weeks (as measured at the end of each fiscal period in the year). Rates above 5% are assessed as red, requiring action.

How are we doing?

As of March 2019, Island Health met the target. This is a significant improvement compared to the prior year.

What actions are we taking?

In alignment with the Ministry of Health Provincial Surgery Strategy, Island Health is implementing strategic initiatives to improve the patient experience, reduce wait times, and increase access to surgery:

1. "Catch Up & Keep Up" - reduce wait times for total joints and dental by performing additional procedures and maintain all other surgical volumes & wait times;
2. Establish "Hip and Knee Centres" - opened one centre at Royal Jubilee Hospital in Victoria in January 2018, with other centres planned by March 2019;
3. Improve operating room efficiencies by reducing seasonal closures;
4. Improve patient experience through coordinated scheduling of surgical procedures and improving communication with patients; and,
5. Implement a more active waitlist process by providing a contact with the health authority and working more closely with physicians on scheduling priorities.