Module 8: Access to Health Services

Part 4: Timeliness
Timeliness

- Major factor in morbidity or mortality
  - Car accident, stroke in evolution - minutes matter
  - Lumps benign or malignant?, abnormal labs
  - % on waiting list
- Length of time
  - from appt to visit?
  - from diagnosis to treatment to rehabilitation?
- % who use ER for care
Wait Times of > 4 Months for Elective Surgery by Country

Source: Commonwealth Fund International Health Policy Survey
Waiting Times of >4 Weeks for a Specialist Appointment

OECD Health at a Glance, 2011
Wait Times for New Adult Patient Appointments
City Health Centers: 2007-2010

Average wait time for new adult patient appointment (days)
City Health Centers, 2007-2010

Source: Philadelphia Department of Public Health, Ambulatory Health Services
HP2020: Reduce the proportion who are unable or delayed obtaining necessary care

Baseline 2007 - 10%
Target 2020 - 9%

Additional developmental goals:
Reduce the proportion of hospital ER visits where the wait time exceeds the recommended timeframe
Triage of ER Patients, US, 2010

Natl Hospital Ambulatory Medical Care Survey, 2010