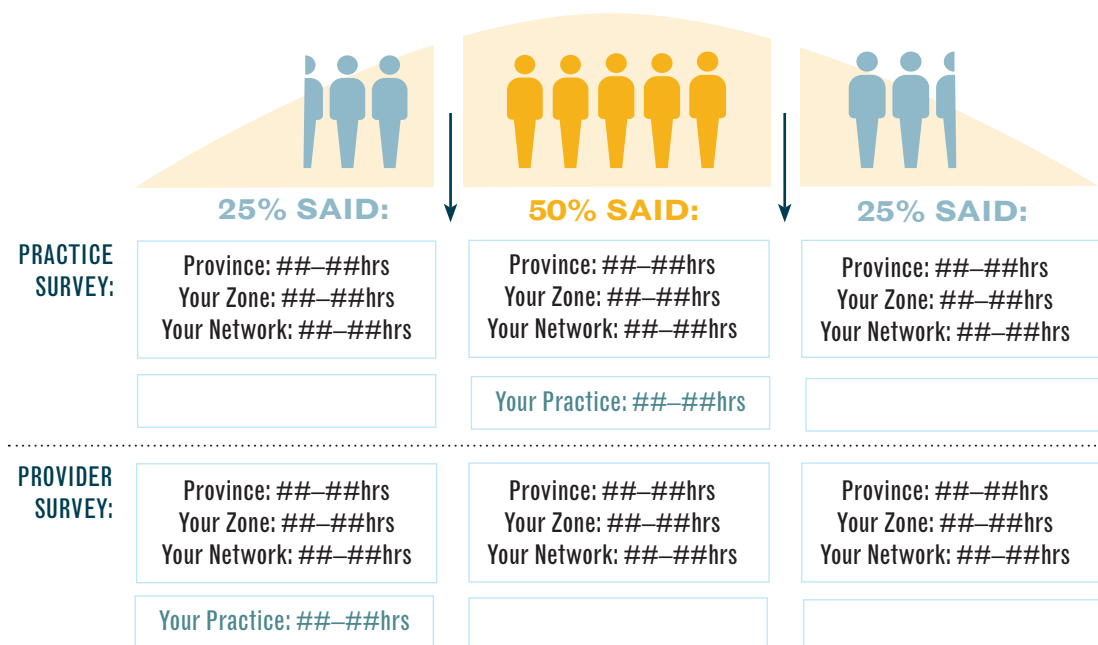
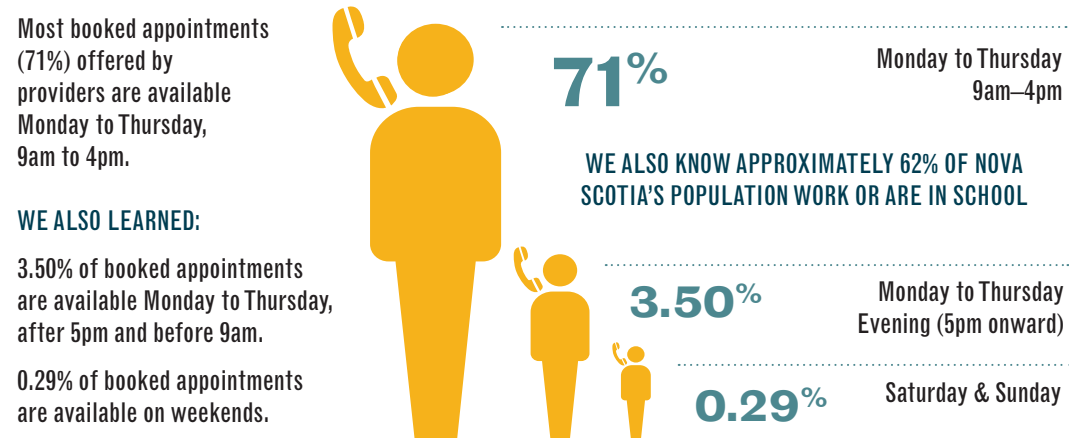


HOURS PER WEEK  
HOW MANY  
HOURS PER  
WEEK ARE NS  
PROVIDERS  
AVAILABLE TO  
SEE PATIENTS?



TIME & DAY  
PERCENTAGE  
OF PROVIDER  
APPOINTMENTS  
OFFERED BY  
TIME/DAY



**FAST FACT**

Patients whose providers do NOT offer extended hours (pre-7am or post-6pm) make significantly more ED visits than patients of providers who do.

% WEEKDAY/DAYTIME APPOINTMENTS:	% EVENING APPOINTMENTS:	% WEEKEND APPOINTMENTS:
Your Zone: ###%	Your Zone: ###%	Your Zone: ###%
Your Network: ###%	Your Network: ###%	Your Network: ###%
Your Practice: ###%	Your Practice: ###%	Your Practice: ###%

**THANKS**

Many of you responded to our last survey and we appreciate your participation. Currently, we're processing what we heard and will be sharing back these findings in future Practice Profiles.

We know the data represented on this page do not take into account providers' work in other sites, such as Emergency Departments or in the provision of on-call services. We know our information may be incomplete regarding how many hours you work. Please help us understand the gaps in our data by completing the attached survey sheets (2) and faxing it back to 902.473.4760.

Thanks in advance,



NAME GOESHERE  
123 First Ave, PO Box 1235  
Halifax NS B3N 1E3 Canada

Month, Day, Year

Dear Dr. Last Name (or First Name Last Name)

We are very pleased to be in touch again with the second Practice Profile sharing data from the Models and Access Atlas of Primary Care – Nova Scotia (MAAP-NS) study. The first round of Practice Profiles was sent out at the end of June 2017 and contained information about provider accessibility – at the provincial, Management Zone, Community Health Network, and individual level, personalized to each recipient. Thanks to you, we consider the first round a tremendous success. We distributed 593 Practice Profiles to family physicians and nurse practitioners who responded to the original MAAP-NS surveys and we have received back 122 questionnaires to date, with more arriving daily. We also had some respondents offer to have their names provided to Nova Scotia Health Authority to be able to accept new patients from the Need a Family Practice registry. We are so pleased with these responses and your continued support. Thank you. We will be sharing back these findings in future Practice Profiles.

Here, you will find the second Practice Profile. In it you will find the results of your responses to several questions about provider availability, along with the rates of these responses in your Community Health Network, Management Zone, and the entire province of Nova Scotia.

As a reminder, funding to create these Practice Profiles was provided by the Nova Scotia Health Research Foundation, the Canadian Institutes of Health Research (CIHR) plus some additional funds from Nova Scotia Health Authority. **We have not shared individual level information about you or your practice with anyone outside of the MAAP Study team. No one from NSHA or DHW has, or will, see your data. This document is just for you!**

This is also a wonderful opportunity for us to learn from you. As with the first Practice Profile, we have included a new short survey where you can tell us about your experience. We want to capture this data as accurately as possible. Please take a moment to give us your feedback. We plan to collect MAAP data again over time and we want to make the best use of your time while ensuring that we are collecting the most appropriate and accurate data. A panel of family doctors and a nurse practitioner provided feedback on these to ensure relevance.

Receiving the future Practice Profiles is not dependent on answering any of the questions in the feedback form. We would be delighted for you to complete it and send it back to us by fax at 902.473.4760.

If you have further thoughts, or, if you do not want to receive any future Practice Profiles, please contact me, Emily Gard Marshall, the Principal Investigator for MAAP by email at Emily.Marshall@dal.ca or by phone 902.473.4155.

With gratitude,

Emily Gard Marshall, PhD  
Associate Professor | Primary Care Research Unit | Dalhousie Family Medicine

FACULTY OF MEDICINE | Department of Family Medicine, Primary Care Research Unit  
Abbie J. Lane Building, 8th Floor | 5909 Veterans Memorial Lane | Halifax NS B3H 2E2 Canada  
Tel: 902.473.4747 | Toll Free: 1.866.729.4400 | Fax: 902.473.4760 | emily.marshall@dal.ca | family.medicine.dal.ca

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#tracking

HELP US  
UNDERSTAND  
THE DATA  
BETTER



## Primary Health Care Provider & Practice Surveys

### PROGRAM OVERVIEW

We conducted two surveys in 2014 and 2015:

1. Telephone survey of all primary health care practices in Nova Scotia.  
*If your practice completed this survey, it was likely completed by your receptionist or practice manager.*
2. Fax survey that family physicians and nurse practitioners completed directly.

Practices and Providers in Nova Scotia were surveyed to ascertain measures of:

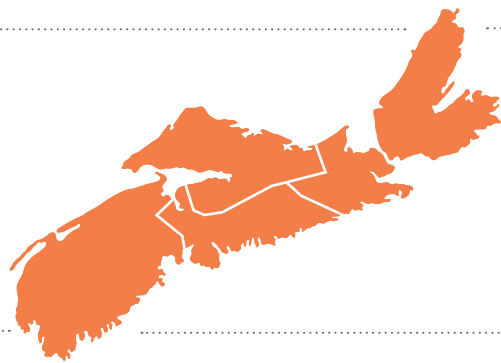
- + provider accessibility
- + provider availability
- + comprehensiveness of services
- + organization of practice

We invite you to complete the enclosed 2-page survey.

Your time and information is valuable to us and we want to make sure we are doing all we can to ask the right questions, interpret the findings accurately, and provide relevant context so that we can work together to improve the experiences of Nova Scotians and their health care providers.

Receiving the future *Practice Profiles* is not dependent on answering any of the questions in the feedback form.

Please return the survey by fax to 902.473.4760.



**WESTERN ZONE:** 3 Networks: Annapolis/Kings, Lunenburg/Queens, Yarmouth/Digby/Shelburne

**NORTHERN ZONE:** 3 Networks: Colchester/East Hants, Cumberland, Pictou

**EASTERN ZONE:** 3 Networks: Antigonish/Guysborough, Cape Breton County, Inverness/Victoria/Richmond

**CENTRAL ZONE:** 5 Networks: Bedford/Sackville, Dartmouth/Southeastern, Eastern Shore/Musquodoboit, Halifax Peninsula/Chebucto, West Hants

We have compiled the information from the survey and can now provide you with individualized, confidential **PRACTICE PROFILES** broken down by Management Zone and Network.

The response rates for these surveys were noteworthy:

- + The telephone Practice Survey had a response rate of 85%.
- + The Provider Survey was conducted by fax and the response rate was 60%.

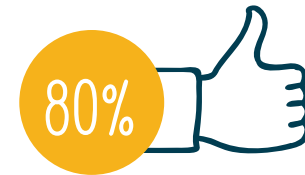
### OUR FINDINGS

Our findings are on the following pages. Enclosed is also a 2-page survey. Please fill it out and return it so we can provide more useful insights like these.

### JUST A REMINDER

Your Zone:  
NAME GOES HERE

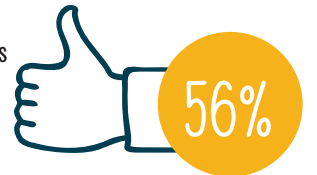
Your Network:  
NETWORK NAMES GO HERE  
(AND HERE AND HERE)



Over 80% of Primary Health Care Providers (PHCP) in Nova Scotia do NOT limit the number of issues per appointment.

### FAST FACTS

A little more than half of providers in Nova Scotia (56%) allow same day drop-in appointments for their usual patients.



### FAST FACT:

As appointment wait times increase, visits to the ED by a provider's usual patients increase too.

IF LONGER APPOINTMENT WAIT TIMES LEAD TO MORE VISITS TO THE ED...

WE ASKED WHEN ARE THE NEXT AVAILABLE APPOINTMENTS?

WHEN URGENT APPOINTMENT WAIT TIMES EXTEND FROM SAME DAY TO 1-DAY, ED VISITS IN NS INCREASE BY 2%. THAT'S AN ADDITIONAL 5,000 ED VISITS/YEAR!

URGENT (NOVA SCOTIA AVERAGE)



ROUTINE (NOVA SCOTIA AVERAGE)



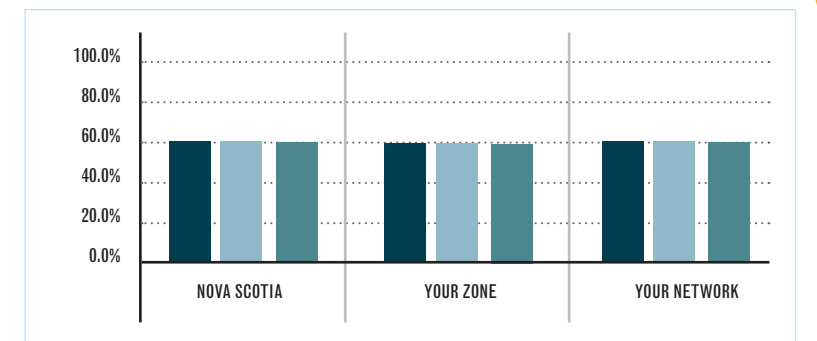
### WHEN BOOKING AN APPOINTMENT

Q: When a regular patient phones for an appointment, they can:

- A:
- a) See their own provider;
  - b) See another provider (only if theirs is sick or away);
  - c) See any provider in the practice

In 2014/15, we heard from you:

SEE ANOTHER PROVIDER (ONLY IF THEIRS IS SICK OR AWAY)



● See their own provider; ● See another provider (only if theirs is sick or away); ● See any provider

AMONG PRACTICES WHO OFFER APPOINTMENTS WITH AN ALTERNATE PROVIDER IN THE PRACTICE,

HOW DO NEXT AVAILABLE APPOINTMENT WAIT TIMES CHANGE?

URGENT (NOVA SCOTIA AVERAGE)



ROUTINE (NOVA SCOTIA AVERAGE)

