

# Wait Time for Scheduled Surgery

## A Complex Patient Experience

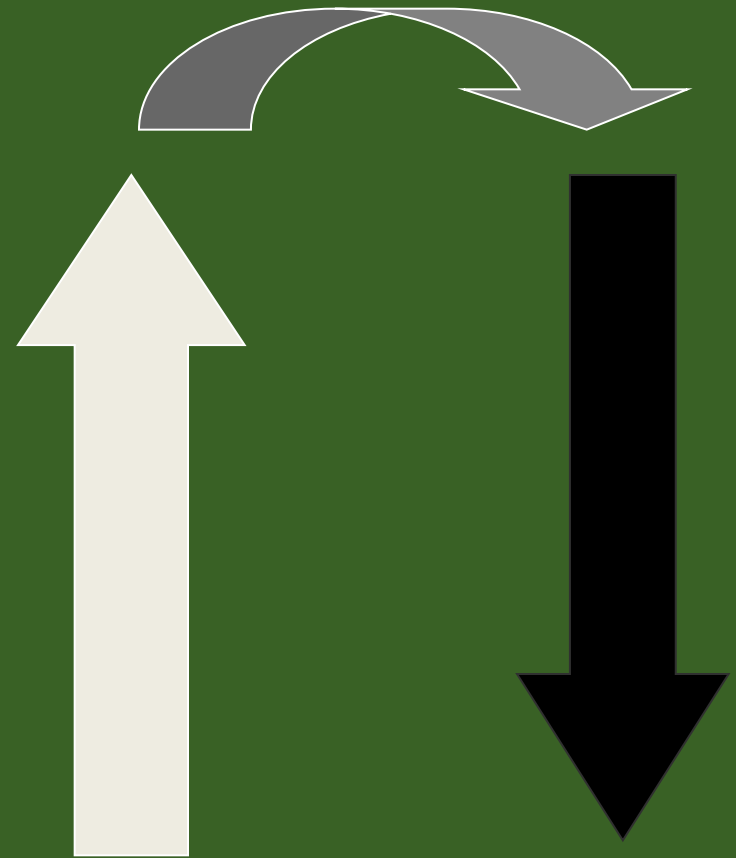
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# Wait Time Experience



Wait Time

Quality of life

# Is wait time a linear experience?

- Qualitative research suggests more complex relationships

Wait time is not  
necessarily  
Sisyphean time

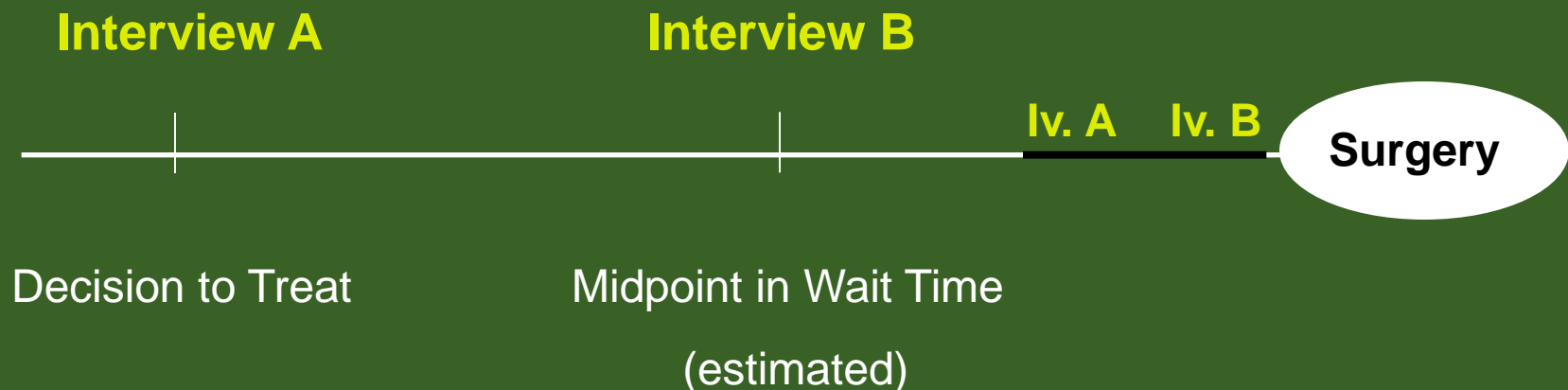


# Objective

- To explore lived experiences of patients awaiting consultation and scheduled surgery

# Methods

- Comparative design – 3 patient groups
- Data collection – Fall '09 to Fall '10
  - Serial qualitative interviews



# Findings

# Restriction...



*Not working, not doing things that I used to be able to do. Feeling that at 60 years old I'm "retired due to health". Doing less housework, being able to do less housework, so feeling that I am not doing an adequate job of the only job I have left. Um...anger, just anger at the pain.*

**Mary, hip surgery, age 60**

# Uncertainty...

*I would like to get it over with so I, then they could find out what I could do. Can I go back to [the same work]? Maybe I won't have the strength.*

Peter, shoulder surgery, age 52





# Resignation...

*I don't think [waiting] has affected me at all. I could understand that the doctors are busy and that so, you know, you just got to learn and do the best you can, so that is what I done. Hillary, cardiac surgery, age 77*



# Coping...

*But don't dwell on waiting,  
you know, keep yourself  
busy, keep your mind  
going, otherwise you are  
going to end up a  
vegetable and cause you  
forced it all upon yourself.*

Rolland, cardiac surgery, age 78



# Opportunity...

*Normally you have a full day to be able to do stuff if you feel well enough to do them – why not visit with people and go do some reading or do things that you can't do when you are in the work world.*

Lee, cardiac surgery, age 43





Cazenovia Republican



# Policy Implications

- Increase transparency of wait time experience for patients
- Devote resources to allaying restrictions
- Evaluate efficacy of reducing absolute wait times



