



When will I be seen?

The PROFESSIONAL ETHICS IN REHABILITATION
NETWORK (PERN) has some tips to help you

BETTER MANAGE YOUR REHABILITATION WAIT LIST.

Have a look. You're sure to find a few solutions that apply
to your situation.

You know the reality only too well...

- The population is aging, and the demand for rehabilitation services is steadily increasing.
- In many healthcare settings, resources have either levelled off or are declining, which can lengthen wait lists and create unacceptable delays.
- Rehabilitation wait lists tend to be managed by prioritizing the cases considered most urgent, based on a range of criteria. This is common practice, but it leaves many patients with problems that are seriously debilitating, albeit less urgent, without the services they require.
- For example, patients suffering from chronic pain are often pushed back on wait lists and do not have access to the care and follow-up they need.

It's also a fact that some organizational decisions are **beyond your control**.

You want to do more, but you don't know where to start.

We have a few suggestions to help you improve this situation!

What is PERN?

PERN — the *Professional Ethics in Rehabilitation Network* — is a group of researchers and students interested in various aspects of ethics in rehabilitation. We are affiliated with three Quebec universities and three research centres.

Today, we're sharing the findings of years of research on access to physiotherapy and occupational therapy services in Quebec.

We hope this information will be helpful in guiding your reflection and efforts.

Why not try a different approach?

A number of strategies can be considered to:

IMPROVE THE MANAGEMENT OF YOUR WAIT LIST

Check them out! You may find solutions that apply to your situation.

Here are a few examples of the strategies you'll find in our toolbox, available online at www.facebook.com/PERN.ca

Upon receiving the REFERRAL



Before placing a patient on the wait list, conduct an in-person screening and initial intervention

During the WAITING PERIOD



Provide patients with information or education

To improve PATIENT FLOW



Dedicate resources to the patients who have been waiting the longest

Strategies to PRIORITIZE referrals



Apply maximum wait time targets for each priority category

During CLINICAL INTERVENTION



Include some group interventions

Broader STRATEGIES



Continue to advocate for patient needs and increased resources

Our **TOOLBOX** is inspired by the PERN's research findings on access to public physiotherapy and occupational therapy services in Quebec. The strategies it contains are only suggestions and they may or may not apply to your setting. Each strategy has advantages and disadvantages. Professional judgment should always prevail when choosing and applying these strategies.



See you soon!

FOR MORE INFORMATION:

info.pern@gmail.com



A complete version of the toolbox is available online at www.facebook.com/PERN.ca

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Professional
Ethics in
Rehabilitation
Network
Réseau sur
l'éthique
professionnelle
en réadaptation