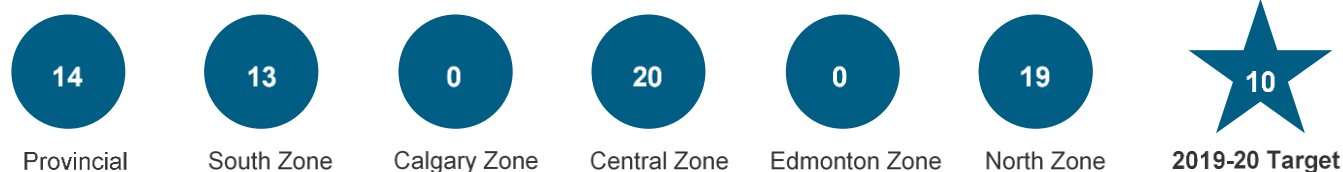


WAIT TIME FOR ADDICTION OUTPATIENT TREATMENT

DEFINITION: The time it takes to access adult addiction outpatient treatment services, expressed as the number of days that nine out of 10 clients have attended their first appointment since referral or first contact. This measure excludes opioid dependency programs.

WHY THIS IS IMPORTANT: Getting clients the care they need in a timely manner is critical to improving our services. The lower the number the better, as it demonstrates people are waiting for a shorter time to receive adult addiction outpatient services.

Addiction Outpatient Treatment Wait Time (in days), Q3YTD 2019-20



Addiction Outpatient Treatment Wait Time by Zone (90th Percentile, in days)

Wait Time Grouping	Zone Name	2014-15	2015-16	2016-17	2017-18	2018-19	Q3YTD 2018-19	Q3YTD 2019-20	2019-20 Target
Provincial	Provincial	15	13	15	13	14	14	14	10
Urban									
	Calgary Zone	9	5	6	0	0	0	0	10
	Edmonton Zone	14	0	0	0	0	0	0	10
Rural									
	South Zone	20	21	26	21	21	22	13	10
	Central Zone	16	14	15	14	16	16	20	10
	North Zone	16	19	27	24	21	22	19	10

Addiction Outpatient Treatment Wait Time by Zone (Average, in days)

Wait Time Grouping	Zone Name	2014-15	2015-16	2016-17	2017-18	2018-19	Q3YTD 2018-19	Q3YTD 2019-20
Provincial	Provincial	6.5	5.7	7.3	6.2	5.6	5.8	5.8
Urban								
	Calgary Zone	7.4	7.8	11.4	9.1	6.4	6.9	6.5
	Edmonton Zone	5.1	1.2	0.9	0.4	0.3	0.4	0.0
Rural								
	South Zone	7.8	7.8	8.7	7.5	7.5	8.3	4.7
	Central Zone	6.2	6.0	6.2	5.7	6.9	6.7	7.5
	North Zone	7.3	8.2	11.1	10.5	8.7	9.0	7.9

Total Enrollments

Zone	2015-16	2016-17	2017-18	2018-19	Q3YTD 2018-19	Q3YTD 2019-20
Provincial	18,330	18,034	18,028	17,548	12,934	11,872
South Zone	1,760	1,818	1,742	1,761	1,236	1,450
Calgary Zone	4,617	4,455	4,385	3,942	2,896	2,601
Central Zone	3,467	3,560	3,829	4,145	3,108	3,088
Edmonton Zone	4,957	4,665	4,629	4,195	3,160	1,959
North Zone	3,529	3,536	3,443	3,505	2,534	2,774

Sources: 1.) Addiction System for Information and Service Tracking (ASIST) Data Research View for Treatment Service, Standard Data Product; 2.) Clinical Activity Reporting Application (CARA) for results since April 1, 2013; 3.) Geriatric Mental Health Information System (GMHIS) for results since April 1, 2013; 4.) eClinician for results since June 22, 2015 (ASE program) and April 20, 2015 (YASE program) as of April 24, 2020.

Notes:

- The results are reported a quarter later due to requirements to follow-up with patients after end of reporting quarter.
- Average wait time is also provided to provide further context for the interpretation of the wait time performance measure.
- Results may change due to data updates in the source information system or revisions to the measure inclusion and exclusion criteria.
- Enrollments have decreased due to higher client acuity and longer program stays resulting in less capacity.
- Edmonton Zone is currently transitioning to a new system. As such, Q3 data was not reported for this zone due to potential inconsistencies in data collection.