



REDUCTION AND INCREASED EFFECTIVENESS OF PSYCHIATRY REFERRAL WAITLIST

• Location: Terrace • Contact: Dr. Joseph Goody • Date: Oct 2025

▶ AIM STATEMENT

To decrease the number of adult patients on the psychiatric assessment waitlist at the Terrace Health unit in Terrace BC by 50% by June 30, 2025.

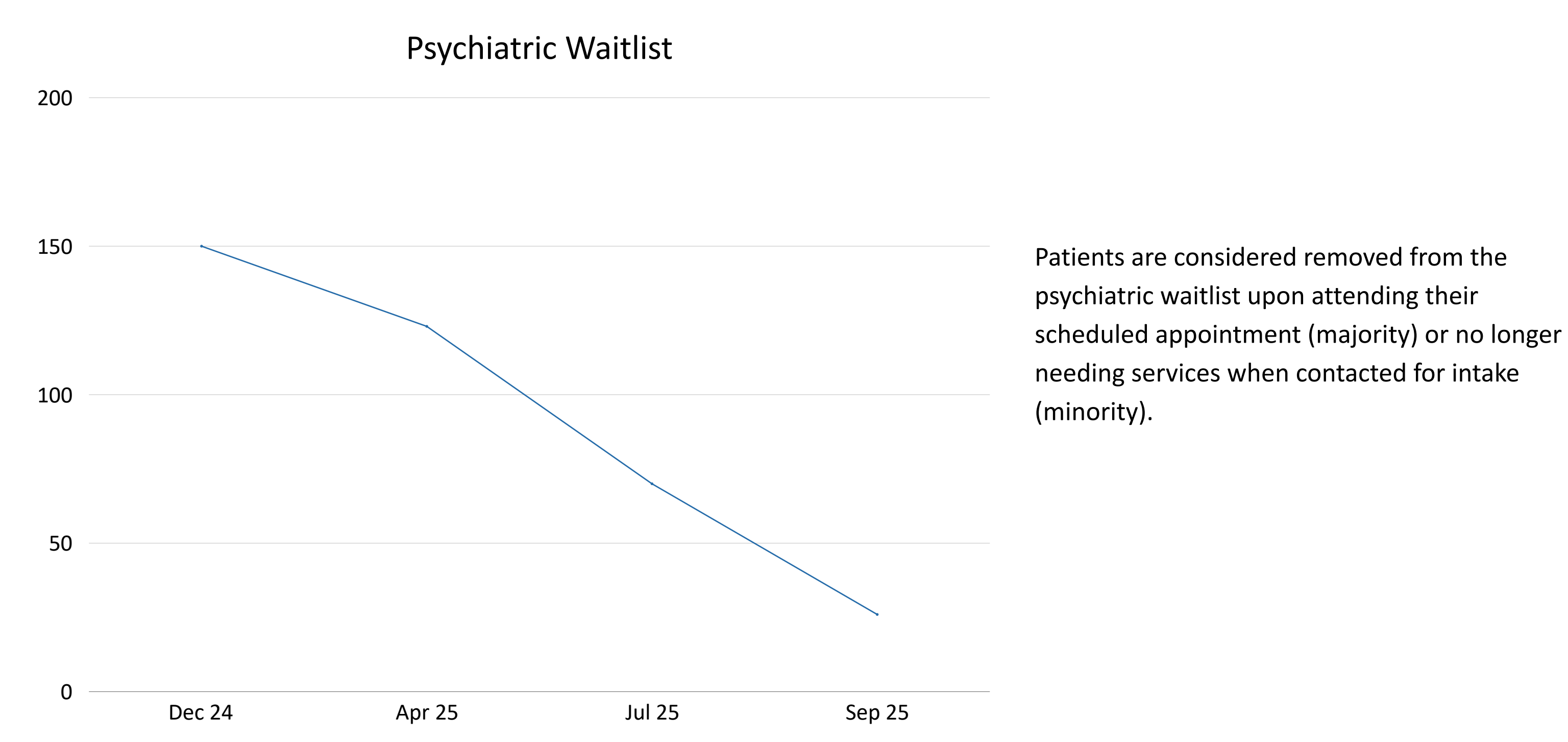
▶ BACKGROUND/PROBLEM

Currently there is a 2-year waitlist with over 150 patients referred to Terrace Health Unit for urgent or semi-urgent psychiatric assessments. Currently there are only two psychiatrists seeing new patients, about five new assessments per week. Five new referrals are received per week, the waitlist has grown stagnant, and we have been unable to decrease waiting times. Waiting 2 years is unacceptable and represents poor quality care for mental health in the pacific northwest.

▶ CHANGE IDEAS

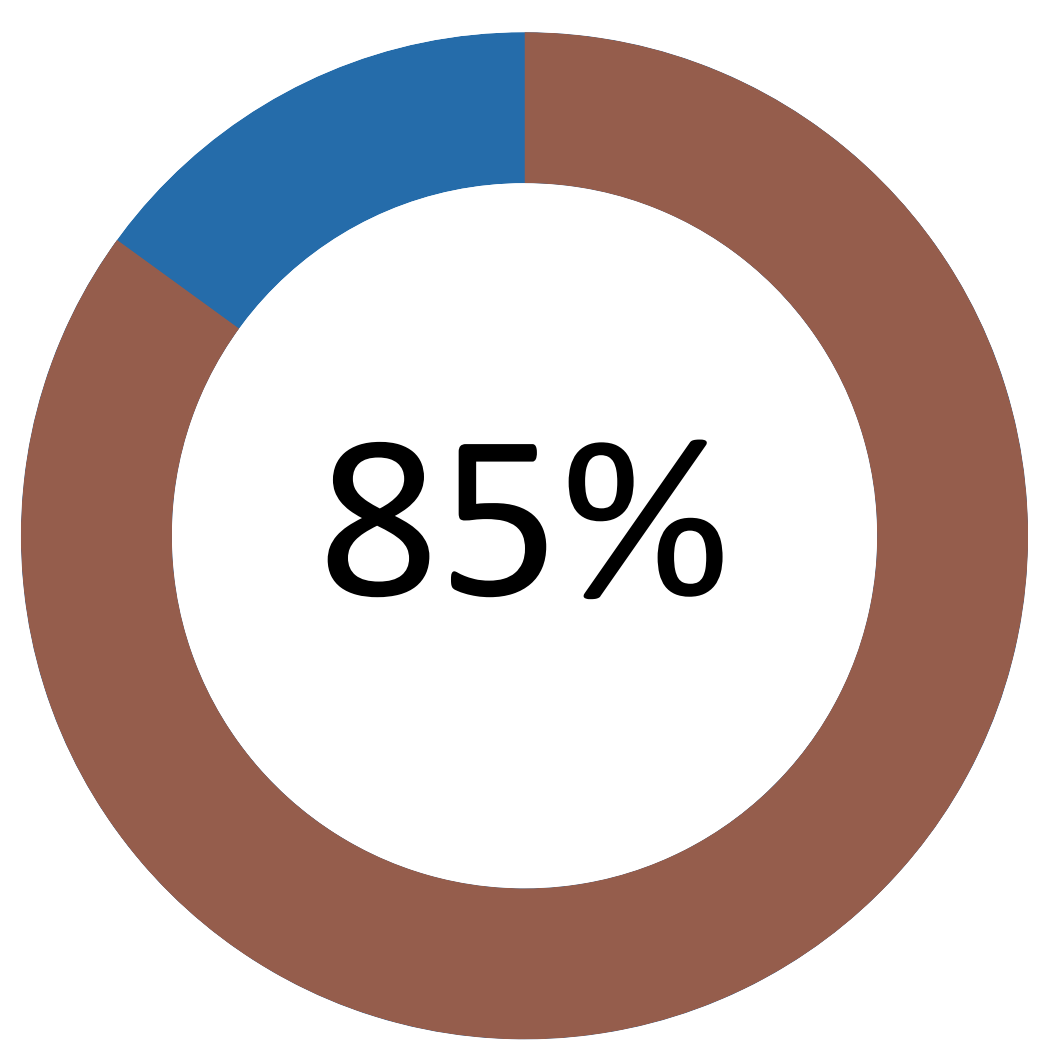
- Find alternative options for psychiatric consultation, such as locums or virtual consults
- Have intake assessments conducted by IPT primary care nurse
- Remove inappropriate or unnecessary referrals after intake
- Involve the FPs for their feedback
- Link existing waitlist patient to community support while they are waiting to be seen by psychiatry

▶ RESULTS



There are currently 26 patients on the waitlist. 22 have been scheduled but have not yet seen the psychiatrist, 4 are still waiting to be scheduled.

September 2025 Waitlist Status
85% of the current waitlist has been scheduled
15% remains to be booked



▶ MEASURES

- OUTCOME MEASURE**
Number of clients removed from waitlist due to being seen
- PROCESS MEASURE**
Percentage of intake assessments done on referred clients
- BALANCING MEASURE**
Increased staff time & workflow lead to staff dissatisfaction

▶ NEXT STEPS

- Family physician (FP) education is an important component of maintaining a viable waitlist
- The existing FP referral form will be reviewed and improved to create a more streamlined & user-friendly process for the referring FPs
- The revised referral form will be vetted by the intake nurse, then trialed with one FP

▶ IMPACTS

- Strengthen care models and pathways
- Workforce sustainability
- Coordinated services
- Quality care
- Healthy people in healthy communities
- Accessible services

ACKNOWLEDGEMENTS

PRIMARY EMAIL CONTACT:
joseph.goody@northernhealth.ca

SECONDARY EMAIL CONTACT:
physicianqi@northernhealth.ca

TEAM MEMBERS:
Mitch Griffith, Karen Lucas, Amber Brown, Rai Reed, Danielle Plummer, Sabrina O'Connor, Lizelle Sears, Dr. Lydia van der Walt, Megan Leach, Deanna Juch, Lee Cameron

