Pre-Intervention Environmental Scan
1st MOA data-entry cycle measures Waiting Time to see a nephrologist in BC: (n=43/52 Nephrologists)
- Did Not Participate (N = 9)
- Declined, no reason (5)
- No private office (1)
- Uncomfortable with audit of private office (1)
- MOA workload (2).

Post-Intervention Assessment
2nd MOA data-entry cycle: (n=46/57 Nephrologists)
- Did Not Participate (N= 11)
- Declined, no reason (5)
- Uncomfortable with audit of private office (3)
- MOA quit (1)
- Vacation (2).

Benchmarks approved by BCPRA Medical Advisory Committee

2010
1. Family Physician survey to assess referring physicians expectations re: wait time for specific nephrology conditions.
2. Nephrologist survey to assess expert opinion re: wait time for specific nephrology conditions.

2011
Referring physicians’, Nephrologists’, and patients’ perspectives weighed to develop Waiting Time Benchmarks

2012
Intervention
1. Waiting Time Benchmarks distributed to all BC nephrologists.
2. Central Triage encouraged.