

MAAP

Models & Access Atlas for Primary Care

Clinic and Family Doctor Distribution in Downtown Vancouver

DID YOU KNOW?

Canada is anticipating more health care needs than ever. In BC, finding a family doctor is a growing challenge.

According to "My Health, My Community Atlas", only **67%** of people in Downtown Vancouver and the West End have a family doctor—the lowest in all of the Lower Mainland.

To better understand Vancouver's growing need for access to primary care, the Department of Family and Community Medicine conducted a cross-sectional survey measuring the actual number of family practice clinics in Downtown Vancouver. For the purpose of the study, Downtown Vancouver is defined by the following boundaries: the area west of Pacific Blvd, east of Park Ln, and south of West Waterfront Rd.



PERCEIVED PRIMARY CARE VS. ACTUAL PRIMARY CARE

Through a discovery and elimination process, only 101 clinics and 101 family doctors providing community-based primary care were identified in Downtown Vancouver out of the 274 family doctors listed by the College of Physicians and Surgeons of British Columbia (CPSBC) website and the 124 and 175 clinics listed by Google Maps and Yellow Pages online, respectively.



AVAILABILITY OF AFTER-HOURS CARE

WHAT IS AFTER-HOURS CARE?

24/7

Continuous Access



“THE PROVISION OF AFTER-HOURS COVERAGE IS A PROFESSIONAL AND LEGAL IMPERATIVE FOR ALL PHYSICIANS.”
—THE CPSBC

CLINIC AFTER-HOURS VOICE MESSAGES

The CPSBC professional standards and guidelines for after-hours coverage state: that recorded voice messages must provide contact information to an on-call doctor.¹

Recorded messages with general direction to attend an emergency department or walk-in clinic or call 911 are not acceptable.²

The MAAP study called all the clinics in downtown Vancouver and found out that:



When patients encounter difficulties seeing their family doctors, studies report that patients may turn to an emergency department with non-urgent medical issues.

This could be contributing to...



Fragmentation of Care



Emergency Department Overcrowding

SUMMARY OF FINDINGS

This study has identified 29 clinics with 101 family doctors practicing in the Downtown Vancouver, with only 15 out of 29 (51%) providing contact with an on-call doctor via after-hours voice messages.



NEXT STEPS?

Having baseline information about the state of primary care such as a comprehensive list of family doctors and the types of after-hours care provided could be the **vital first step** in understanding gaps in the provision of care and monitoring success of any policy initiatives.

FOOTNOTES

¹<https://www.myhealthmycommunity.org/>
²Upon completion, the MAAP study will be able to report more specific details on the work patterns of family doctors in downtown Vancouver.
<https://www.cpsbc.ca/files/pdf/PSG-After-Hours-Coverage.pdf>

PRINCIPAL INVESTIGATORS OF THE MAAP STUDY

Dr. Rita McCracken, Associate Head, Department of Family and Community Medicine
 Dr. Nardla Strydom, Head, Department of Family and Community Medicine

CONTACT

Melanie Catecutan
 Tel: 604-806-8444
 Fax: 604-806-8056
 Email: MCatecutan@providencehealth.bc.ca