

## Why is After-Hours Care Important?

- Accessible care is one of the **pillars** of the **Patient's Medical Home**, where patients can access medical advice and information on accessing care 24 hours a day, 7 days a week<sup>1</sup>



- When existing clinics offer **extended hours**, there can be a **reduction in Emergency Department** utilization<sup>2</sup>

- When patients receive **primary care after-hours**, there is a **reduction in Emergency Department** use for non-urgent conditions, as well as **improved patient outcomes**<sup>3</sup>

## Objectives

1. Determine **what kind of after-hours care** and after-hours care **information** family medicine clinics in Saskatoon provide
2. **Map** the collected data on a map of Saskatoon health networks
3. Compare the **accessibility** and **number** of family medicine clinics in each network

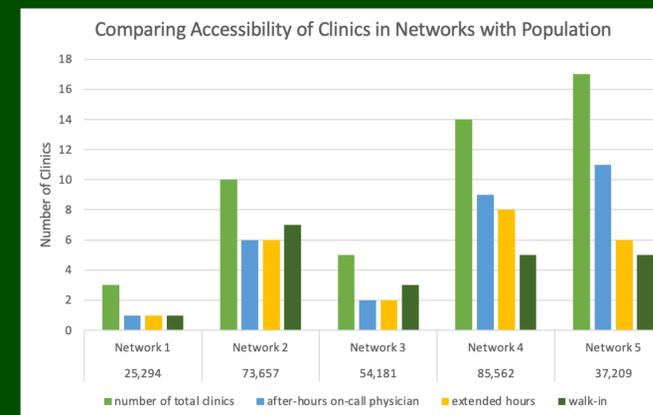
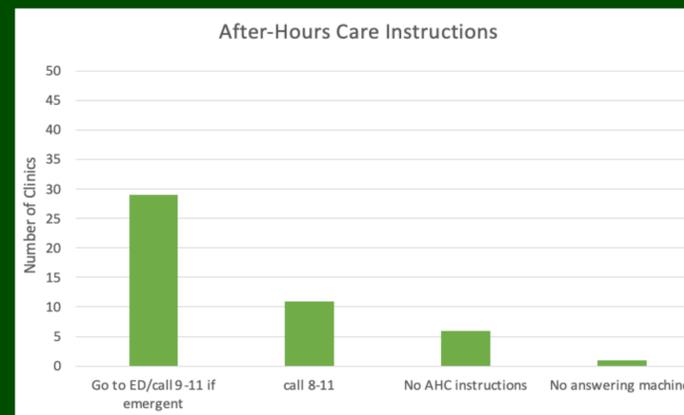
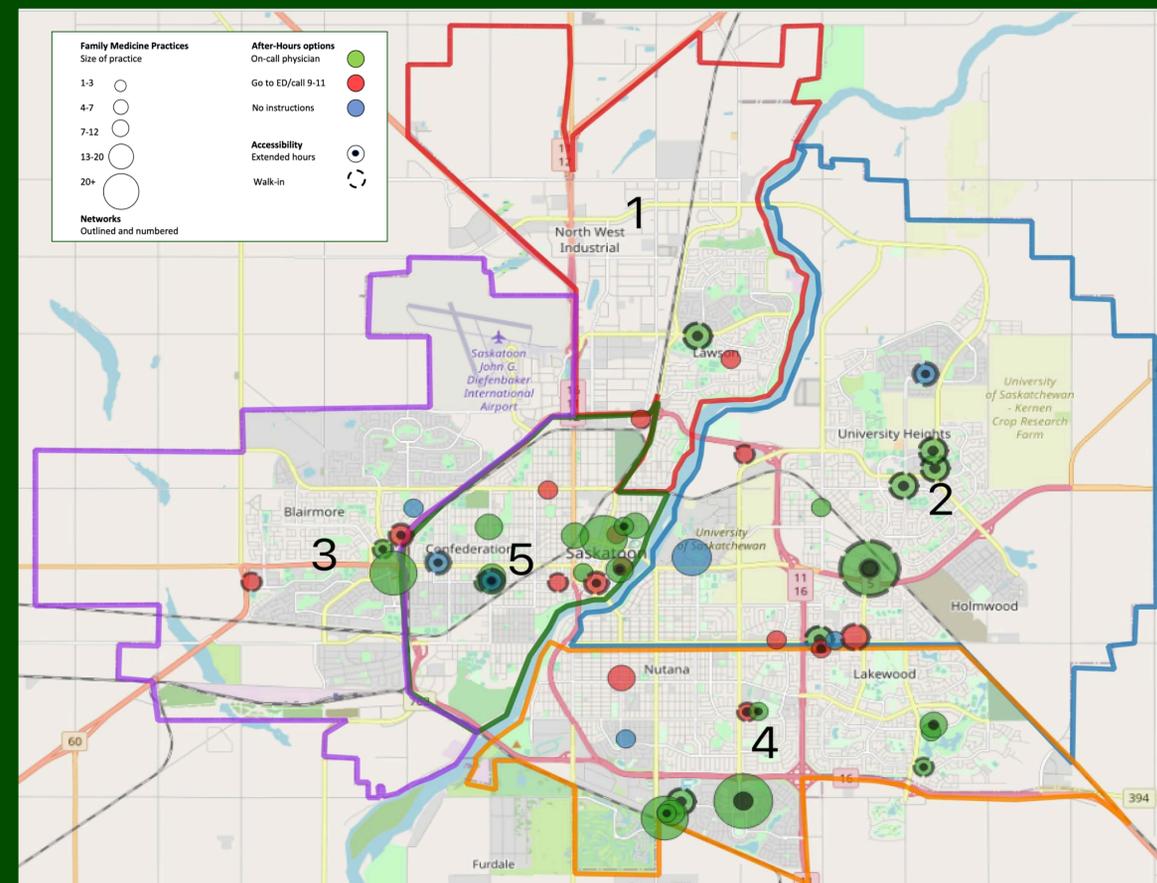
## Methods

- This project received ethics exemption from the Behavioural Research Ethics Board
- We called Saskatoon clinics after-hours and recorded what type of information each clinic offered
- We coded the data into categories
- We mapped the data using a free QGIS mapping program
- We compared the accessibility of the clinics and the populations of each network using the 2020 Neighbourhood profiles of Saskatoon document<sup>4</sup>

## Research Question

**Are there disparities in the type of after-hours care offered to different communities in Saskatoon?**

## Main Findings



## Discussion

- Network 5 has the second lowest population, yet has the highest number of clinics, after-hours on-call physicians, extended hours clinics, and walk-in clinics per population
- Network 3 has the lowest number of clinics, after-hours on-call physicians, extended hours clinics, and walk-in clinics per population
- Network 2 is the second least accessible in all areas
- Network 4 is the second most accessible in all areas apart from walk-in clinics

## Conclusion

1. **Network 5 has the best access to family medicine clinics**
2. **The West side of Saskatoon, excluding communities in Network 5 have the worst access to family medicine clinics**
3. **8-11 is a very underutilized service**
4. **Further research is needed to look at the effectiveness of after-hours care in Saskatoon**

## Limitations

- There was some subjectivity in interpreting the after-hours care offered via the telephone answering machines
- Some hours varied due to COVID and others were not clearly defined

## References

1. [https://patientsmedicalhome.ca/files/uploads/PMH2019Summary\\_ENG.pdf](https://patientsmedicalhome.ca/files/uploads/PMH2019Summary_ENG.pdf)
2. Hong M, Thind A, Zaric GS, Sarma S. The impact of improved access to after-hours primary care on emergency department and primary care utilization: A systematic review. Health Policy. 2020;124(8):812-8. doi:10.1016/j.healthpol.2020.05.015
3. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3475839/>
4. [https://www.saskatoon.ca/sites/default/files/documents/community-services/planning-development/research/neighbourhood-profiles/neighbourhood\\_profiles\\_2020.pdf](https://www.saskatoon.ca/sites/default/files/documents/community-services/planning-development/research/neighbourhood-profiles/neighbourhood_profiles_2020.pdf)

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