



NEWS RELEASE

For Immediate Release

Feb. 20, 2014

Physician Services - Value for Taxpayers Unclear

VICTORIA – Auditor General Russ Jones has published a new report, *Oversight of Physician Services*.

The report shows that Government cannot demonstrate that physician services are high quality or that compensation for those services offers the best value for taxpayers.

The audit findings show that the way physicians are paid may not be linked to the best patient outcomes or achieving value for money. Fee-For-Service, the main way physicians are paid, is based on the type of service and the number of patients seen.

Government needs to pay the right price for the right service. For example, fees for services that significantly improve a patient's quality of life are not necessarily higher than fees that do not. Fee-For-Service also restricts physicians from working in teams with other health care professionals, which has been shown to improve patient satisfaction and access.

Physicians are very important, yet their performance is not evaluated consistently. As a result, we don't know if British Columbians receive quality care from their physicians.

“To make informed choices with limited healthcare dollars, Government needs to know whether the services provided by physicians offer the best value and highest quality for the money spent,” said Auditor General Russ Jones.

The report contains six recommendations to improve the oversight of physician services including clarifying the roles and accountabilities of the entities involved with physician services and rebuilding the physician compensation model so that it aligns with the delivery of high-quality, cost effective physician services. Although Government has taken some steps to address the issues, significant work is still required.

The oversight of physician services is a complex issue involving multiple entities including the Ministry of Health, six provincial health authorities, the Medical Services Commission, the College of Physicians and Surgeons of BC and the British Columbia Medical Association.

“The solutions need agreement on who is doing what to address gaps in oversight of physician services,” explains Jones. “Collaboration and cooperation is required to implement the recommendations in my report. Physician services are too valuable and the potential impacts too great to not address the issues.”



OFFICE OF THE
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of British Columbia

The full report is available on the Office of the Auditor General website at [Oversight of Physician Services](#). Auditor General Russ Jones will answer questions pertaining to the report via a news conference and in-person should a visual be required after the news conference.

News Conference Date: Thursday, February 20, 2014

Time: 1 p.m. (Pacific time)

Dial-in Information:

From Vancouver: 604 681-0260

From elsewhere in Canada and the USA: 1 877 353-9184

Participant Pass Code: 44848#

During question and answer period, to ask a question: Press 01

During question and answer period, to exit the question queue: Press #

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