Access and Flow

Measure - Dimension: Timely

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of new patients/clients/enrolments	O	Number / PC patients/clients	EMR/Chart Review / Most recent consecutive 12-month period	88.00	500.00		

Change Ideas

Change Idea #1 New Client Intake Process

Methods	Process measures	Target for process measure	Comments
Development of workflow for new client intakes	New Client Intake Survey	90% of New Clients rate intake process as "excellent" or "very good"	

Measure - Dimension: Timely

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Patient/client perception of timely access to care: percentage of patients/clients who report that the last time they were sick or had a health problem, they got an appointment on the date they wanted	O	% / PC organization population (surveyed sample)	In-house survey / Most recent consecutive 12-month period	90.00	95.00		

Change Ideas

Change Idea #1 Monitor third next available appointment data

Methods	Process measures	Target for process measure	Comments
Weekly spreadsheet	Third next available appointment	Less than 48 hours	

Change Idea #2 Monitor online booking usage

Methods	Process measures	Target for process measure	Comments
Utilization of available report in Ocean	% of total appointments booked online	20% of total appointments are booked online	

Equity

Measure - Dimension: Equitable

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Completion of sociodemographic data collection	O	% / Patients	EMR/Chart Review / Most recent consecutive 12-month period	44.00	75.00		

Change Ideas

Change Idea #1 All SP referrals will have demographic information compleleted

Methods	Process measures	Target for process measure	Comments
Report to be developed to track the completion of sociodemographic information for all Social Prescribing referrals	% of Social Prescribing encounters with completed sociodemographic information	75% of clients with a Social Prescribing encounter have completed sociodemographic information	

Measure - Dimension: Equitable

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	O	% / Staff	Local data collection / Most recent consecutive 12-month period	0.00	4.00		

Change Ideas

Change Idea #1   Completion of Alliance for Healthier Communities: Health Equity Training Modules, Tools and Resources

Methods	Process measures	Target for process measure	Comments
Online Training for Leadership Team	Added to Leadership Team agenda to ensure training has been completed	100% of Leadership Team has completed the training	

Change Idea #2   EDI training for employees & volunteers

Methods	Process measures	Target for process measure	Comments
Utilize the HR system (HRdownloads) to distribute training materials to employees & volunteers	% of employees who have completed the EDI training % of volunteers who have completed the EDI training	Employees - 100% Volunteers - 75%	

Experience

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment	O	% / PC organization population (surveyed sample)	In-house survey / Most recent consecutive 12-month period	98.79	100.00		

Change Ideas

Change Idea #1   Chart audit process updated to include question around involvement of client in decision making process

Methods	Process measures	Target for process measure	Comments
Chart audit process	% of charts that have documentation around client involvement in the decision making process	Collecting baseline data	Total Surveys Initiated: 165