

## Access and Flow

### Measure - Dimension: Timely

Indicator #4	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)  patient population 16+	In-house survey / Most recent consecutive 12-month period	81.00	82.00	This measure has been a difficult one for us to achieve, with notably low measures over the past	

### Change Ideas

Change Idea #1 Ensure safeguarded urgent care appointments each day. Specialized appointment times built into day to allow for same day and urgent appointments as well as urgent care appointments all afternoon with NP or MD.

Methods	Process measures	Target for process measure	Comments
Monthly audit via scheduling for unfilled urgent care appointments	Number of unfilled urgent care appointments	collecting baseline	

## 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 patient population 18+ rostered to CHC provider	EMR/Chart Review / Most recent consecutive 12-month period	36.00	56.00	We are targeting 56% for absolute target of response rate. However, this only tells part of the story. Response rate can be captured if only 1 of the questions is answered, so the rate of useable data each of the main indicators is arguably a more accurate measure and one that we track through our organizational data quality placemat.	

### Change Ideas

Change Idea #1 Interprofessional team to meet and review data collection process.

Methods	Process measures	Target for process measure	Comments
Interprofessional team and QI coach to meet quarterly to review data collection process	# of meetings held	4	

Change Idea #2 Integrate new/revised SD form into PS and print form to distribute widely

Methods	Process measures	Target for process measure	Comments
attend information webinar about new form; launch new form online and communicate to team; revise old form via designer and print.	track number of completions/refusals/useable data in comparison to old form and review in collaborative working group.		tracking number of clients who refuse or report difficulty completing new form

## Experience

### Measure - Dimension: Patient-centred

Indicator #2	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)  Patient population 16+	In-house survey / Most recent consecutive 12-month period	88.24	90.00	We have been working to get a larger sample size and expect our performance will return to regular pre-covid measure of 90.	

### Change Ideas

#### Change Idea #1 Pilot distribution of Primary Care Patient Experience Survey

Methods	Process measures	Target for process measure	Comments
track survey distribution	number of surveys distributed	5 surveys distributed monthly	Total Surveys Initiated: 375  roll up survey data with patient satisfaction data for quarterly report out.

**Measure - Dimension: Patient-centred**

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Do patients/clients feel comfortable and welcome at their primary care office?	O	% / PC organization population (surveyed sample)  patient population 16+	In-house survey / Most recent consecutive 12-month period	90.00	90.00	The SEGCHC will work to maintain the quality work that was done to achieve this target.	

**Change Ideas**

Change Idea #1 Planned improvement idea is to maintain the work that was done around patient engagement, accessibility and inclusivity to ensure patients feel welcome in their primary care office.

Methods	Process measures	Target for process measure	Comments
One method to maintain is to increase use of translation services. Using sociodemographic information and in discussion with patients, establish if translation services is required or helpful.	Include translation services overview at all-staff meeting	Number of staff members receiving education and resources on how to access translation services	Cannot pull reliable data from EMR on translation services, however will do qualitative check-ins around total number of clients