

## 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)	In-house survey / Most recent consecutive 12-month period	CB	85.00	uncertain baseline	

### Change Ideas

#### Change Idea #1 Third Next Available

Methods	Process measures	Target for process measure	Comments
measure on a random date once a month - time to third-next available appointment for each provider. Export the numbers for each provider to excel and monitor over time.	Third next available	Less than 2 days.	

## 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  All patients booked for visits will be offered tablets to complete patient survey including sociodemographic data.	EMR/Chart Review / Most recent consecutive 12-month period	CB	50.00	We are uncertain of patients' willingness of patients to provide such data but are hopeful to get uptake over time as providers explain its importance.	

### Change Ideas

Change Idea #1 All HRH staff physicians were required to complete an anti-Black racism educational module to maintain their privileges, and all HR FHO physicians must be on staff. We therefore expect all providers to have this education but would like to see if this can be offered to entire staff complement of IHPs and administrative / executive personnel.

Methods	Process measures	Target for process measure	Comments
Liaise with HRH for access to the module or otherwise identify another module and monitor completion in bamboo ./ HR software.	We will measure the completion rate by all staff by the end of the year.	100% completion will be expected by all staff before the end of the year.	

## 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)  All patients presenting for visits will be offered a tablet for post-visit survey completion. We will add this question to the survey.	In-house survey / Most recent consecutive 12-month period	100.00	100.00	We hope to maintain excellence in this regard and use the survey to obtain feedback for continuous identification of gaps/barriers.	

### Change Ideas

Change Idea #1 Add question to the post-visit survey "When you see the doctor or nurse practitioner, do they involve you as much as you want to be in the decisions around your care and treatment?" This will be to gain further insight into the patient's experience of care and how we are doing in terms of providing patient-centred care.

Methods	Process measures	Target for process measure	Comments
Add question to the post-visit survey "When you see the doctor or nurse practitioner, do they involve you as much as you want to be in the decisions around your care and treatment?" The question will be added to our existing google form with a link provided on tablets. The tablets will be offered by MDs, office administrative staff, and IHPs so that patients may voluntarily submit feedback after their visits at each site. Tablet policy as available upon request and they will be distributed to each site by our administrative staff.	We will provide options such as always / sometimes / neutral / rarely / never	We aim for 100% of patients to answer always but may also look to a composite of always / sometimes.	Total Surveys Initiated: 45

**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)  All patients presenting for visits will be offered tablets to facilitate completion of the post-visit survey. This question will be added for all patients.	In-house survey / Most recent consecutive 12-month period	CB	100.00	Everyone should feel comfortable and welcome in their primary care office. Barriers and gaps in this must be identified and addressed if present. This question will prompt patients to provide feedback here.	

**Change Ideas**

Change Idea #1 Add question to the post-visit survey "Do you feel comfortable and welcome at your primary care office?" This will be to gain further insight into the patient's experience of care and how we are doing in terms of providing equitable care.

Methods	Process measures	Target for process measure	Comments
Add question to the post-visit survey "Do you feel comfortable and welcome at your primary care office?" The question will be added to our existing google form with a link provided on tablets. The tablets will be offered by MDs, office administrative staff, and IHPs so that patients may voluntarily submit feedback after their visits at each site. Tablet policy as available upon request and they will be distributed to each site by our administrative staff.	We will provide options such as very comfortable / somewhat comfortable / neutral / somewhat uncomfortable / very uncomfortable	We aim for 100% of patients to feel comfortable and will offer a comment section to permit to solicitation of reasons why patients may feel uncomfortable.	