

Access and Flow

Measure - Dimension: Timely

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of new patients/clients/enrolments	O	Number / PC patients/clients All Primary Care Clients	EMR/Chart Review / Most recent consecutive 12-month period	2917.00	3200.00	Team targets 300 intakes of new clients per fiscal year	

Change Ideas

Change Idea #1 Will continue to review and refine client intake process

Methods	Process measures	Target for process measure	Comments
Explore feasibility of directing clients on wait list to other programs and services in the Centre	Complete reminder calls to reduce no-shows for intake appointments	Number of new client intakes	Have not historically tracked number of separations of clients leaving the Centre, so do not have a baseline for this. May impact on number of new new primary care clients.

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) All Primary Care Clients	In-house survey / Most recent consecutive 12-month period	64.00	64.00	The Centre is not planning on undertaking a Client Satisfaction in 24/25 as one was undertaken in 23/24. It is increasingly difficult to take on this additional workload and the client participation rate has been stagnant.	

Change Ideas

Change Idea #1 Review processes for protecting same day and next day appointments with administrative staff

Methods	Process measures	Target for process measure	Comments
Work with decision support specialist to develop reports that better track same day and next day appointment volumes and usage	Review reports with clinical and admin teams to identify possible changes to same day and next day appointment booking process	Number of available same day and next day appointments	Reaching this target has proven to be challenging in the past due to staff turnover and leaves

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 Primary Care population age 13 plus	EMR/Chart Review / Most recent consecutive 12-month period	68.40	75.00	This is the target identified by the Alliance for Healthier Communities.	

Change Ideas

Change Idea #1 The Alliance for Healthier Communities is deploying a new demographic template in 2024. the Centre will work with this new tool in an effort to increase these numbers and achieve the 75% target.

Methods	Process measures	Target for process measure	Comments
The administrative team will continue to ask clients to complete their demographic forms as required when they present for appointments.	Number of clients with entries in the sociodemographic areas of the chart	75% of the clients with appointments will have completed one of the sociodemographic areas	This collection of data can be challenging in a rural environment with limited diversity

Measure - Dimension: Equitable

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
% of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education	C	% / PC patients/clients Screen all clients	In house data collection / Apr 24 - Mar 25	CB	CB	The Centre will update the Orientation process for new employees to incorporate relevant equity, diversity, inclusion, and antiracism education.	

Change Ideas

No Data Available
