

Access and Flow

Measure - Dimension: Efficient

Indicator #1	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	3089.00	3389.00	Previously agreed upon intake with primary care team. Expected to increase with new Nurse Practitioner and with retirement of physician in the community on May 31 25	

Change Ideas

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

Methods	Process measures	Target for process measure	Comments
Implement two stream approach to primary care client wait list as of April 1 25	Number of new primary care client intakes living in historical catchment area (West Elgin, Dutton-Dunwich).	% of new primary care client intakes from historical catchment area as percentage of total new primary care client intakes	The % should be high as we prioritize primary care client intakes from West Elgin and Dutton- Dunwich.

Measure - Dimension: Efficient

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of clients with type 2 diabetes mellitus who are up to date with HbA1c (glycated hemoglobin) blood glucose monitoring	O	% / PC patients/clients	EMR/Chart Review / Most recent consecutive 12-month period	CB	CB	The Centre currently collects data for primary care clients with diabetes. This will expand to all clients with diabetes served by the diabetes tem.	

Change Ideas

Change Idea #1 Currently collecting data for primary care clients, will do the same for diabetes clients.

Methods	Process measures	Target for process measure	Comments
Data will be extracted from Telus PS Suite EMR.	% of clients with an up-to-date HbA1C result divided by the total number of clients with diabetes	% Primary Care Clients with up-to-date HbA1C	Collecting baseline for this year

Equity

Measure - Dimension: Equitable

Indicator #3	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	70.80	75.00	This is in line with the target set by the Alliance for Healthier Communities	

Change Ideas

Change Idea #1 The Centre will use the Alliance for Healthier Communities quarterly Data Quality Placemat to monitor improvement of this indicator

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 will have completed one of the sociodemographic areas	This collection of data can be challenging in a rural environment with limited diversity.

Safety

Measure - Dimension: Safe

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Online Appointment Booking: Percentage of clinicians within the primary care practice utilizing this provincial digital solution	O	% / Staff	Local data collection / Most recent information available	CB	CB	Collecting baseline	

Change Ideas

Change Idea #1 Improve communication to clients on the availability of Online Appointment Booking

Methods	Process measures	Target for process measure	Comments
Use website and social media to promote use of online appointment booking	# of appointments booked online	Increase # of appointments booked online	Most of our providers use Online Appointment Booking