

Access and Flow | Efficient | Custom Indicator

	Last Year		This Year	
Indicator #6	64.60	66	67.78	NA
Percentage of screen eligible patients up to date with Papanicolaou (Pap) test (Flemingdon Health Centre)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

1) Continue process to identify and invite clients due for screening. 2) Explore targeted approaches to reach priority populations with the lowest screening rates.

Process measure

- Number of clients in selected priority population who were invited to screen in their preferred language.

Target for process measure

- 120 clients in selected priority populations are invited to screen in their preferred language.

Lessons Learned

No lessons learned entered

Change Idea #2 Implemented Not Implemented

Our community health initiative prioritizes neighborhood-specific outreach, language-specific engagement, and promoting cancer screening and preventive health measures. Collaborating closely with partners from the East Toronto Ontario Health Team, we've developed a comprehensive blueprint that applies to all cancer screening. Our strategy involves deploying Community Health Ambassadors as an integrated part of the multidisciplinary team, to engage with the community and seamlessly integrate screening discussions into conversations in various outreach events and activities. They also assist clients in health education and literacy on the importance of screening, as well as overcoming barriers such as time constraints to schedule convenient appointments, all with the aim of enhancing community health. Leveraging technology, we utilize a pop-up booth from the e-Health Centre of Excellence to automate cancer screening client list generation. This customizable tool enhances our effectiveness in promoting screening and preventive measures.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

No lessons learned entered

	Last Year		This Year	
Indicator #7	62.48	64	63.11	NA
Percentage of screen-eligible patients up to date with a mammogram (Flemingdon Health Centre)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

1) Continue process to identify and invite clients due for screening. 2) Explore targeted approaches to reach priority populations with the lowest screening rates.

Process measure

- Number of clients in selected priority population who were invited to screen in their preferred language.

Target for process measure

- 30 clients in selected priority populations are invited to screen in their preferred language.

Lessons Learned

No lessons learned entered

Change Idea #2 Implemented Not Implemented

Our community health initiative prioritizes neighborhood-specific outreach, language-specific engagement, and promoting cancer screening and preventive health measures. Collaborating closely with partners from the East Toronto Ontario Health Team, we've developed a comprehensive blueprint that applies to all cancer screening. Our strategy involves deploying Community Health Ambassadors as an integrated part of the multidisciplinary team, to engage with the community and seamlessly integrate screening discussions into conversations in various outreach events and activities. They also assist clients in health education and literacy on the importance of screening, as well as overcoming barriers such as time constraints to schedule convenient appointments, all with the aim of enhancing community health. Leveraging technology, we utilize a pop-up booth from the e-Health Centre of Excellence to automate cancer screening client list generation. This customizable tool enhances our effectiveness in promoting screening and preventive measures.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

No lessons learned entered

	Last Year		This Year	
Indicator #8	69.23	70	64.16	NA
Percentage of screen-eligible patients up to date with colorectal screening (Flemingdon Health Centre)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

1) Continue process to identify and invite clients due for screening. 2) Explore targeted approaches to reach priority populations with the lowest screening rates.

Process measure

- Number of clients in selected priority population who were invited to screen in their preferred language.

Target for process measure

- 50 clients in selected priority populations are invited to screen in their preferred language.

Lessons Learned

No lessons learned entered

Change Idea #2 Implemented Not Implemented

Our community health initiative prioritizes neighborhood-specific outreach, language-specific engagement, and promoting cancer screening and preventive health measures. Collaborating closely with partners from the East Toronto Ontario Health Team, we've developed a comprehensive blueprint that applies to all cancer screening. Our strategy involves deploying Community Health Ambassadors as an integrated part of the multidisciplinary team, to engage with the community and seamlessly integrate screening discussions into conversations in various outreach events and activities. They also assist clients in health education and literacy on the importance of screening, as well as overcoming barriers such as time constraints to schedule convenient appointments, all with the aim of enhancing community health. Leveraging technology, we utilize a pop-up booth from the e-Health Centre of Excellence to automate cancer screening client list generation. This customizable tool enhances our effectiveness in promoting screening and preventive measures.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

No lessons learned entered

Access and Flow | Timely | Custom Indicator

	Last Year		This Year	
Indicator #3	84.50	86	72.50	NA
Client perception of timely access to care (percentage of clients who report that the last time they were sick or had a health problem, they got an appointment on the date they wanted) (Flemingdon Health Centre)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Engage staff and clients to analyze and monitor results to sustain performance.

Process measure

- Change in number of appointment slots made to the schedule.

Target for process measure

- 0 or more appointment slots added to the schedule.

Lessons Learned

No lessons learned entered

Comment

227 said they got an appointment on the day that they wanted
 314 responded to this question

Equity | Equitable | **Custom Indicator**

	Last Year		This Year	
Indicator #4	72.20	75	75.70	NA
Completion of sociodemographic data collection (Flemingdon Health Centre)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Flag clients with upcoming appointments that are due to have socio-demographic data updated every three years and ask clients to complete the socio-demographic form when they arrive for their appointment.

Process measure

- Percentage of clients who had an appointment during the reporting period who had updated sociodemographic information entered into their chart.

Target for process measure

- 75% of clients have updated sociodemographic information

Lessons Learned

No lessons learned entered

Indicator #1	Last Year		This Year	
	Cervical cancer screening rate stratified by income and stratified by racial/ethnic group (Flemingdon Health Centre)	73.40 Performance (2023/24)	75 Target (2023/24)	78.61 Performance (2024/25)

Change Idea #1 Implemented Not Implemented

1) Continue process to identify and invite clients due for screening. 2) Explore targeted approaches to reach priority populations with the lowest screening rates.

Process measure

- Number of clients in selected priority population who were invited to screen in their preferred language.

Target for process measure

- 120 clients in selected priority populations invited to screen in their preferred language.

Lessons Learned

Success:

One success of our approach was the seamless integration of technology with the utilization of the poppy boot. This customizable tool significantly enhanced our ability to generate cancer screening client lists efficiently and effectively. By automating this process, we streamlined administrative tasks, allowing our team to focus more on engaging with the community and delivering health education.

Change Idea #2 Implemented Not Implemented

Our community health initiative prioritizes neighborhood-specific outreach, language-specific engagement, and promoting cancer screening and preventive health measures. Collaborating closely with partners from the East Toronto Ontario Health Team, we've developed a comprehensive blueprint that applies to all cancer screening. Our strategy involves deploying Community Health Ambassadors as an integrated part of the multidisciplinary team, to engage with the community and seamlessly integrate screening discussions into conversations in various outreach events and activities. They also assist clients in health education and literacy on the importance of screening, as well as overcoming barriers such as time constraints to schedule convenient appointments, all with the aim of enhancing community health. Leveraging technology, we utilize a pop-up booth from the e-Health Centre of Excellence to automate cancer screening client list generation. This customizable tool enhances our effectiveness in promoting screening and preventive measures.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

No lessons learned entered

	Last Year		This Year	
Indicator #5	81.42	82	100	NA
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 (Flemingdon Health Centre)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Engage staff and clients to analyze and monitor results to sustain performance.

Process measure

- Number of client-centred recommendations implemented.

Target for process measure

- At least one client-centred recommendation implemented.

Lessons Learned

No lessons learned entered

Comment

227 said they got an appointment on the day that they wanted
314 responded to this question
Formular has an error

Experience | Patient-centred | **Custom Indicator**

	Last Year		This Year	
Indicator #2	96.10	97	93	NA
Client feeling comfortable and welcome at CHC (percentage of clients who report feeling comfortable and welcome at the CHC) (Flemingdon Health Centre)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Engage staff and clients to analyze and monitor results to sustain performance.

Process measure

- Number of client-centred recommendations implemented.

Target for process measure

- At least one client-centred recommendation implemented.

Lessons Learned

No lessons learned entered

Comment

326 always feel comfortable at the centre
 Number of people who responded to the question: 353