

Equity

Measure - Dimension: Equitable

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of recommended clients who received or were offered a Pap test in the most recent 3-year period, stratified by income and stratified by racial/ethnic group	C	% / PC organization population eligible for screening % / PC organization population eligible for screening	EMR/Chart Review / 3 years	67.78	70.00	Timely access to cervical cancer screening leads to early identification of precancerous and cancer cells which leads to early treatment and better health outcomes. Screening rates vary by income, race and ethnicity. These discrepancies can be addressed with targeted initiatives.	Collaborating with partners in our OHT including East Toronto CHC Network

Change Ideas

Change Idea #1 1) Monitor results monthly. 2) Collect socio-economics/demographic data to facilitate stratification of cancer screening rates. 3) Explore targeted approaches to reach clients who have declined or not followed through with screening.

Methods	Process measures	Target for process measure	Comments
<p>1) Continue to utilize CHC standardized way of analyzing this information in order to compare results and share strategies. 2) Continue to produce quarterly reports to identify clients due for screening. 3) Continue to involve administrative team in contacting clients due for screening to offer/book PAP appointments. 4) Produce reports to identify clients who have declined or not followed through with screening, stratified by racial/ethnic group and by income. 5) Continue to involve clinical providers in targeted approaches to educate clients who have declined or not followed through with screening. Targeted approaches will have a health equity focus with the goal of increasing screening rates in client populations with the lowest screening rates.</p>	<p>Percentage of screen eligible clinical clients who received or have been offered a Pap test in the previous three years.</p>	<p>Target by March 31, 2025 is to offer cancer screening to 86% of eligible clinical clients.</p>	

Measure - Dimension: Equitable

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Completion of sociodemographic data collection for individuals 13+	C	% / All patients EMR/Chart Review / Most recent consecutive 12-month period	EMR/Chart Review / 12-month period	75.70	76.00	By tracking socio-demographic data, populations that experience barriers to service can be identified and methods put in place to ensure better access which leads to better health outcomes and less burden on the health care system.	East Toronto CHCs

Change Ideas

Change Idea #1 Flag clients coming in for appointments that are due to have socio-demographic data updated every two years.

Methods	Process measures	Target for process measure	Comments
<p>Continue to create lists of clients who don't have updated sociodemographic information. Clients with an upcoming appointment who are on the due list are flagged in appointment schedule. Receptionists asks client to complete the socio-demo form when they arrive for their appointment and requests support for client to complete form when needed. Office staff enter in completed socio-demo forms and identify any fields in the form that were not completed. These clients are flagged again in upcoming appointments.</p>	<p>Percentage of clients who had updated sociodemographic information entered into their chart.</p>	<p>Target by March 31, 2025 is to have updated sociodemographic information on at least 90% of clients who had an appointment in period between April 1, 2024 and March 31, 2025</p>	<p>Transition to a new socio-demographic data collection tool piloted in 2023 and implemented in January 2024 had short term impacts but has now been fully implemented</p>

Safety

Measure - Dimension: Effective

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Do patients/clients feel comfortable and welcome at their primary care office?	C	% / PC organization population (surveyed sample) % / PC organization population (surveyed sample)	In-house survey / 12-month	93.00	95.00	Clients who feel welcome and comfortable at the CHC are more likely to access services in a timely manner which leads to better health outcomes.	ETHP

Change Ideas

Change Idea #1 Monitor results compare with peers. Share Client Experience Survey results with staff.

Methods	Process measures	Target for process measure	Comments
Client experience surveys administered regularly. Results shared with staff annually or more often if indicator results drop.	Percentage of clients completing Client Experience Survey who responded "yes" to the question asking if they feel welcome and comfortable at the CHC.	Will collect client experience surveys for the equivalent of 10% of clients accessing clinical services	

Measure - Dimension: Effective

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	C	% / PC organization population (surveyed sample)	In-house survey / 12-Month period	81.00	90.00	Patient involvement in their health care improves health outcomes by helping ensure appropriate and timely services are accessed and patients are involved in monitoring their own care.	ETHP

Change Ideas

Change Idea #1 Monitor results and compare with peers. Share Client Experience Survey results with staff.

Methods	Process measures	Target for process measure	Comments
Client experience surveys administered regularly. Results shared with staff annually or more often if indicator results drop.	Percentage of clients completing Client Experience Survey who responded "often" or "always" to survey question about involvement in decisions about their care.	Will collect client experience surveys for the equivalent of 10% of clients accessing clinical services	