

## Access and Flow

### Measure - Dimension: Timely

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of new patients/clients/enrolments	O	Number / PC patients/clients  all patients including pediatric, and seniors	EMR/Chart Review / Most recent consecutive 12-month period	CB	50.00	Increasing number of patients largely depends on the need in our small community. We currently see the majority of our local population.	

### Change Ideas

#### Change Idea #1 Anticipate and predict patient need

Methods	Process measures	Target for process measure	Comments
1. Weekly huddles to case conference and daily planning 2. Align expertise of care team members with patient need. 3. Optimize rooms, staff and equipment 4. Expand clinic hours to accomodate patient need. 5. Develop an on call weekend protocol 6. Explore providing outreach services to some of the smaller rural communities	# of new patients	50 new patients	

## 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 13 +	EMR/Chart Review / Most recent consecutive 12-month period	37.00	40.00	Each area in the demographic data is at a different percentage level. Our aim is to increase all of the areas so that they are equal	Alliance for Healthier Communities

### Change Ideas

#### Change Idea #1 Increase rates of client completion of sociodemographic data

Methods	Process measures	Target for process measure	Comments
1. Set reminders in patient chart to update sociodemographic data. 2. Implement the Health Equity Questionnaire custom form for PS Suite 3. Educate patients/clients on sociodemographic data collection 4. Develop a new process with medical records for all new client data collection	Percentage of clients	50% of clients will have updated sociodemographic data	

## Measure - Dimension: Equitable

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	O	% / Staff all staff	Local data collection / Most recent consecutive 12-month period	85.71	100.00	This will be mandatory training for all existing employees as well as new hires	

## Change Ideas

Change Idea #1 100 % of staff have received relevant equity, diversity and inclusion training

Methods	Process measures	Target for process measure	Comments
1. Utilize surge learning modules 2. Reception and medical records staff learn how to ask sociodemographic questions using relative resources.	Percentage of staff who have received education	100% of staff will have received diversity training	

## Experience

### 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 13 +	In-house survey / Most recent consecutive 12-month period	97.00	98.00	We consistently achieve high percentage in this area	

### Change Ideas

Change Idea #1 Ensure that staff and providers complete cultural safety training

Methods	Process measures	Target for process measure	Comments
1. Explore different opportunities for cultural training 2. Provide health information in the language of the patient's choice, where possible 3. Utilize translation devices or apps when provider does not speak the patient language	Percentage of clients/patients stating they feel comfortable and welcome at the health centre	98 % of clients will state they feel comfortable and welcome at the health centre	We achieve high rates in this area. Our goal is to continue to sustain