

Quality Improvement Plan Scorecard 2013/2014

Quality Dimension	Lead	Indicator	Reporting Frequency	Current Performance	Q1	Q2	Q3	Q4	Target	Commentary
ACCESS	Julie	Timely access to primary care, when needed: Percent of patients/clients able to see a doctor or nurse practitioner on the same day or next day, when needed.	Q3 months	Time to next appointment = 0	MAD – 0 MAR – 1+			FHT Avg. 0 -1	0	Overall the average is 0 -1 day. On occasion it may be 3+ for individual doctors. Scheduled days off and vacation time are not counted as wait days.
		Timely access to primary care, when needed: Percent of patients/clients able to see a doctor or nurse practitioner on their day of choice.	Q3 months	Unknown	N/A	67.5%	58.5%	78.6%	Baseline	June – surveys just beginning to be handed out Oct - % seen same day or next day 3 <sup>rd</sup> Quarter review- physician vacations, sick time and Christmas holidays
	Julie	Timely access to primary care, when needed: Percent of patients who feel that the appointment offered was within a reasonable amount of time.	Q3 Months	88%	N/A	91.8%	92.9%	95.9%	95%	June – surveys just beginning to be handed out
INTEGRATION		Primary care visit post discharge: Percent of patients who see their primary care provider within 7 days after discharge from hospital for selected conditions.	Q3 Months	41%	N/A	N/A	N/A	48%	44%	June – external process being developed to aid in tracking Oct – tracking in our EMR needs to be developed 3 <sup>rd</sup> quarter- will be reported end of next quarter based on MoH database Target met.
PATIENT-CENTRED	Julie	Patient/client engagement: How often are you involved to the extent that you want to be in decisions related to your care?	Q3 Months	Unknown	N/A	85.8%	84.3%	95%	Baseline	June – surveys just beginning to be handed out

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	Julie	Opportunity to ask questions: When you see your doctor or nurse practitioner, how often do they or someone else in the office encourage you to ask questions?	Q3 Months	Unknown	N/A	91.5%	83.8%	98%	Baseline	June – surveys just beginning to be handed out
	Julie	Having enough time: When you see your doctor or nurse practitioner, how often do they or someone else in the office spend enough time with you?	Q3 Months	Unknown	N/A	90.1%	82.2%	95%	Baseline	June – surveys just beginning to be handed out
OPTIONAL INDICATOR: QUALITY PATIENT CARE	Adam	Care is patient centered, driven by outcomes and based on evidence: Percent of DM patients with A1C in last six months.	Q3 Months	90%	93 %	94%	93%	92%	95%	Varies month to month. Snowbirds are just returning
	Adam	Care is patient centered, driven by outcomes and based on evidence: Percent of DM patients to target.	Q3	54%	50%	56% 76% of individualizing sample	55%	55%	60%	June – ongoing review Oct – beginning to individualize targets – sample 189 pts. 3 <sup>rd</sup> quarter – 58% of patients now on individualized target
	Adam	Care is patient centered, driven by outcomes and based on evidence: Clinic average A1C.	Q3	.073	0.073	0.072	0.072	0.072	0.07	Oct – note that we are now tracking individualized targets
	Adam	Care is patient centered, driven by outcomes and based on evidence: Percent of DM patients with LDL to target	Q3	57%	57%	58%	58%	57%	60%	

Progress Legend	Continue to Monitor	Review Required	Action Required