

Theme I: Timely and Efficient Transitions

Measure Dimension: Timely

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of screening eligible patients up to date with Pap tests	C	% / PC organization population eligible for screening	Other / January 2023 to December 2023	70.90	72.90	Targets have been set to align with existing resources and capacity while continuing to add stretch.	

Change Ideas

Change Idea #1 Focused provider reminder during specific cancer awareness months

Methods	Process measures	Target for process measure	Comments
Focused provider reminders during specific cancer awareness months - At appointments with clients, providers will make a point of reminding eligible clients to get screened during cervical cancer awareness month (January)	Percentage of screening eligible clients with up to date chart information on cervical cancer screening	72.9% of screening eligible clients will have up to date chart documentation on cervical cancer screening by the end of December 2023.	

Change Idea #2 TV display reminders

Methods	Process measures	Target for process measure	Comments
Screening reminders on TV display in clinic waiting areas	Percentage of screening eligible clients with up to date chart documentation on cervical cancer screening	72.9% of screening eligible clients will have up to date chart documentation on cervical cancer screening by the end of December 2023.	

Change Idea #3 Implement cervical screening days during the year, including January (cervical cancer awareness month)

Methods	Process measures	Target for process measure	Comments
At least two Pap days during the year, including January (cervical cancer awareness month)	Percentage of screening eligible clients with up to date chart documentation on cervical screening.	72.9% of screening eligible clients will have up to date chart documentation on cervical cancer screening by the end of December 2023	

Measure **Dimension:** Timely

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of screen-eligible patients up to date with a Mammogram	C	% / PC organization population eligible for screening	Other / January 2023 to December 2023	75.20	77.20	Targets have been set to align with existing resources and capacity while continuing to add stretch.	

Change Ideas

Change Idea #1 Focused provider reminder during specific cancer awareness months

Methods	Process measures	Target for process measure	Comments
Focused provider reminders during specific cancer awareness months - Providers will make a point of reminding clients to get screened during the awareness month	Percentage of screening eligible clients up to date with breast cancer screening	77.2% of screening eligible clients will be up to date with breast cancer screening by the end of December 2023.	

Change Idea #2 TV display reminders

Methods	Process measures	Target for process measure	Comments
Screening reminders on TV display in clinic waiting areas	Percentage of screening eligible patients up to date with breast cancer screening	77.2% of screening eligible clients will be up to date with breast cancer screening by the end of December 2023	

Measure Dimension: Timely

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of screen-eligible patients up to date with colorectal screening	C	% / PC organization population eligible for screening	Other / January 2023 to December 2023	69.30	71.30	Targets have been set to align with existing resources and capacity while continuing to add stretch.	

Change Ideas

Change Idea #1 Focused provider reminder during specific cancer awareness months

Methods	Process measures	Target for process measure	Comments
Focused provider reminders during specific cancer awareness months - During patient appointments, providers will make a point of reminding eligible clients to get screened during the colorectal cancer awareness month (March)	Percentage of screening eligible clients up to date with colorectal cancer screening	71.3% of screening eligible clients will be up to date with colorectal cancer screening by the end of December 2023.	

Change Idea #2 TV display reminders

Methods	Process measures	Target for process measure	Comments
Screening reminders on TV display in clinic waiting areas	Percentage of screening eligible patients with up to date chart documentation on colorectal cancer screening	71.3% of screening eligible clients will have up to date chart documentation on colorectal cancer screening by the end of December 2023	

Theme II: Service Excellence

Measure Dimension: Patient-centred

Indicator #4	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	P	% / PC organization population (surveyed sample)	In-house survey / April 2022 - March 2023	89.00	89.39		

Change Ideas

Change Idea #1 Continue current process of involving clients in decisions about their care.

Methods	Process measures	Target for process measure	Comments
Providers will discuss care options with clients in ways they would understand and work together to achieve consensus on treatment plans.	Percentage of clients that feel involved in decisions about their care	Between April 2023 and March 2024, greater than 89% of surveyed clients agree that they always or often feel involved in decisions about their care.	Total Surveys Initiated: 100

Equity

Measure Dimension: Equitable

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of clients with race/ethnicity identified in socio-demographic data	C	% / Patients	EMR/Chart Review / January 2023 - December 2023	30.90	35.90	Targets have been set to align with existing resources and capacity while continuing to add stretch.	

Change Ideas

Change Idea #1 Add Socio-demographic data form link to appointment reminders

Methods	Process measures	Target for process measure	Comments
Socio-demographic data form link will be added to appointment reminders sent to clients through the Ocean platform.	Percentage of clients with race/ethnicity identified in electronic chart	35.9% of clients will have race/ethnicity data documents in their chart by December 2023.	