

Theme I: Timely and Efficient Transitions

Measure Dimension: Efficient

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of metered dose inhalers prescribed at the FHT.	C	Count / All patients	EMR/Chart Review / 2022-23	334.00	250.00	In the fiscal year 2021-22 there were 200 prescriptions for metered dose inhalers processed. We believe we can get closer to that number with our focused efforts.	

Change Ideas

Change Idea #1 Physician education regarding the use of metered dose inhalers.

Methods	Process measures	Target for process measure	Comments
Holding educational sessions for physicians on climate impact of MDI inhalers and outline prescribing habits and alternative recommendations.	Number of educational session conducted for the physicians	We intend to conduct 2 physician education sessions for the fiscal year.	

Change Idea #2 Review of physician prescription information.

Methods	Process measures	Target for process measure	Comments
Extract the prescription data for metered dose inhalers and sharing it with the individual physicians to review their prescribing habits and checking their appropriateness.	Number of prescriptions generated for metered dose inhalers	We intend to provide the prescription report twice every year to the physicians for review.	

Theme II: Service Excellence

Measure Dimension: Patient-centred

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	P	% / PC organization population (surveyed sample)	In-house survey / April 2022 - March 2023	74.43	80.00	Based on the FHT's current performance for this indicator we intend to continue to improve on this measure.	

Change Ideas

Change Idea #1 Updated patient posters to encourage patients to ask questions about their care. Incorporating the patient appointment reminders with the message to come prepared with any question for their provider.

Methods	Process measures	Target for process measure	Comments
We would be collecting the data in the In-house survey.	The number of patients who have indicated that their Health Care Provider, or other staff at the FHT have always/often involved them in decisions about their care and/or treatment.	We intend to survey at least 5% of the FHT patient population.	Total Surveys Initiated: 262

Theme III: Safe and Effective Care

Measure Dimension: Effective

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
What percentage of my FHT's patients with diabetes had two or more HbA1c tests within the past 12 months?	C	% / patients with diabetes, aged 18 or older	EMR/Chart Review / 2022-23	50.30	60.00	We were at 60% during the pre-pandemic time period. Hence we intend to achieve the set target with coordinated efforts.	

Change Ideas

Change Idea #1 Sending reminders to the patients who are not up to date with their HbA1c testing.

Methods	Process measures	Target for process measure	Comments
Send email reminders to all those patients with email addresses. Calling those patients who don't have an email address.	Percentage of patients who have been contacted through emails and phone calls.	We intend to reach 90% of our patients who are not up to date with their HbA1c testing.	

Measure **Dimension: Safe**

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of patients who have had their Medscheck done by the pharmacist.	C	Count / Other	EMR/Chart Review / 2022-23	188.00	275.00	The target is set based our current performance.	

Change Ideas

Change Idea #1 Encourage patients to undergo Medscheck at the pharmacy.

Methods	Process measures	Target for process measure	Comments
Medscheck handouts to be provided to appropriate patients by each physician.	Number of handouts given by the physician to patients regarding Medscheck.	A minimum of 80 handouts to be given out by each physician to the patients encouraging Medscheck.	

Change Idea #2 Improve Patient communication regarding Medscheck completion.

Methods	Process measures	Target for process measure	Comments
Emailing all eligible patients encouraging them to get Medscheck with instructions on where to go and benefits. Include Medscheck information in the quarterly patient newsletter.	Percentage of patients opening the email about Medscheck.	We expect at least 50% of the emailed patients to open the emails to review the Medscheck information.	