

Access and Flow

Measure - Dimension: Timely

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of new patients/clients/enrolments	O	Number / PC patients/clients	EMR/Chart Review / Most recent consecutive 12-month period	300.00	900.00	New physicians joining the Family Health Team	Program partnerships with the High Priorities Communities Strategy Program and Ontario Health Teams for patient identification

Change Ideas

Change Idea #1 We plan to contact patients to attach them to new physicians in the Family Health Team.

Methods	Process measures	Target for process measure	Comments
We would be Emailing, using forms, and calling patients from the Carefirst Family Health Team wait list.	Process measure would be calculating the number of patients who were emailed and called by Carefirst Family Health Team staff.	We plan to reach out to 900 patients through email and calling regarding possible enrollment with the Carefirst Family Health Team.	We would be monitoring the progress of the change idea, method and the process measures closely.

Change Idea #2 Contacting potential patients who are unattached to check for possible enrollment with the Carefirst Family Health Team.

Methods	Process measures	Target for process measure	Comments
Together with our partners in the community/OHT, we would identify specific programs and target population that do not have access to primary care	Number of programs where unattached patients were identified	We plan to identify 2 programs in our community to check for unattached patients if they have any, for possible enrollment at the Carefirst Family Health Team.	We would be monitoring the progress of the change idea, method and the process measures closely.

Equity

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	Local data collection / Most recent consecutive 12-month period	33.33	100.00	This is a critical training that needs to be completed for all our staff.	

Change Ideas

Change Idea #1 Providing all our staff at Carefirst FHT with Workplace Diversity and Inclusion Training training module for completion.

Methods	Process measures	Target for process measure	Comments
The Human Resources department would be sending training link for all our new staff upon hiring.	We would be counting the number of new hires who have completed the training sent to them by Human Resources.	We intend to have 100% completion of the training by all our new hires at the Carefirst Family Health Team.	We would be monitoring the progress of this indicator closely.

Change Idea #2 Providing all our staff at Carefirst FHT with Workplace Diversity and Inclusion Training

Methods	Process measures	Target for process measure	Comments
The Human Resources department would be pulling out the list of all the current staff who have not completed the Diversity and Inclusion Training and would follow up with those staff members.	Percentage of current staff who have not completed the Diversity and Inclusion Training that have been contacted.	We intend to reach out and follow up with 100% of our current staff who have not completed the Diversity and Inclusion Training.	We would be monitoring the progress of this indicator closely.

Experience

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Wait time for patients requiring a Montreal Cognitive Assessment test to screen for dementia	C	Days / Patients with complex conditions	EMR/Chart Review / April 1 2024 to March 31 2025	14.00	7.00	With additional IHPs involved in administering this test we believe one week is reasonable; it will also depend on patient's availability.	Organizations offering training/education for providers on conducting the MoCA.

Change Ideas

Change Idea #1 Using both the nursing staff along with the social work staff to administer Montreal Cognitive Assessment test to patients.

Methods	Process measures	Target for process measure	Comments
We intend to get our nurses certified and trained in administering the Montreal Cognitive Assessment test to patients.	We would calculate the number of nurses who have been trained and become certified to administer the Montreal Cognitive Assessment test.	We intend to have 4 of our nurses at the Carefirst Family Health Team trained and certified for administering the Montreal Cognitive Assessment test.	We would be monitoring the progress of this indicator closely.

Change Idea #2 Administration of the Montreal Cognitive Assessment test by social workers and nurses to patients at Carefirst Family Health Team.

Methods	Process measures	Target for process measure	Comments
We would be updating the internal referral slip so that the referrals can be directly sent to the nursing team.	Updating of the Carefirst internal referral slip by the IT department of the Carefirst Family Health Team.	We intend to fully (100%) update the Carefirst internal referral slip for the referrals to be directed to the nursing team.	We would be monitoring the progress of this indicator closely.

Change Idea #3 Creating awareness regarding the administration of the Montreal Cognitive Assessment test by the social workers and nurses with the physician team.

Methods	Process measures	Target for process measure	Comments
We would be discussing this initiative with the physician team during the monthly meetings to create awareness.	Percentage of physicians at the Carefirst Family Health Team who have been made aware of the initiative regarding the administration of Montreal Cognitive Assessment test to screen for dementia.	We intend to create awareness about this initiative with 100% of our physicians at Carefirst Family Health Team.	We would be monitoring the progress of this indicator closely.

Measure - Dimension: Patient-centred

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of patient who have booked an appointment online to see a nurse at Carefirst FHT.	C	Count / All patients	EMR/Chart Review / April 1 2024 - March 31 2025	CB	50.00	This is a new initiative, so we are being conservative in our target.	

Change Ideas

Change Idea #1 Expand the Ocean online booking platform to include nurses and enable appointment reminders to reduce no-shows.

Methods	Process measures	Target for process measure	Comments
We plan to setup the Ocean platform for the nurses at the Carefirst FHT in order for the patients to book appointments online to see them.	Then number of Ocean accounts to be set up for the nurses at Carefirst FHT.	We are looking to create at least 2 accounts for the nursing staff on the Ocean Booking Platform for the patients to book their appointments online.	We would be monitoring the progress of the change idea, method and the process measures closely.

Change Idea #2 Educate the Staff at the Carefirst FHT about the Ocean Booking platform available for nurses in order to promote with our patients.

Methods	Process measures	Target for process measure	Comments
We intend to discuss this opportunity to educate our staff at the Carefirst Family Health Team during the staff meetings to ensure promotion is appropriate.	The number of staff who have been provided with the information regarding the use of Ocean Booking platform for our nurses.	We intend to reach out to 100% of our staff to educate them about the opportunity that Ocean Booking Platform offers for our patients.	We would be monitoring the progress of the change idea, method and the process measures closely.

Change Idea #3 Utilization of the online booking with nurses by providing QR codes to the patients.

Methods	Process measures	Target for process measure	Comments
Creating cards with QR codes to be handed out to the patients to easily scan to book online with a nurse at the Carefirst Family Health Team.	We will keep track of the number of cards containing the QR codes that were handed out to the patients at Carefirst Family Health Team.	We intend to hand out 100 cards containing the QR codes to the patients in order to facilitate online booking.	We would be monitoring the progress of the change idea, method and the process measures closely.

Safety

Measure - Dimension: Effective

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of screen eligible female patients aged 40 to 74 years who had a mammogram within the past two years.	C	% / All patients	EMR/Chart Review / April 1, 2024 - March 31, 2025	31.00	40.00	Since the screening guidelines will have just been amended in the Fall 2024, the initial target will be lower than future years. It would need time for communication to occur and patients to respond.	

Change Ideas

Change Idea #1 Sending out screening reminders to patients at the Carefirst Family Team who are due for their mammograms as part of the Breast Cancer Awareness Month in October.

Methods	Process measures	Target for process measure	Comments
The method would involve EMR data extraction for patients due for breast cancer screening at Carefirst Family Team followed by email or phone call follow up to remind them.	Percentage of patients at Carefirst Family Health Team who are due and have been contacted for breast cancer screening.	We intend to reach out to 80% of our patients who are due for their breast cancer screening at Carefirst Family Health Team.	We would be monitoring the progress of this indicator closely.