

## Access and Flow

### Measure - Dimension: Timely

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of funding eligible patients with at least 1 documented pneumococcal vaccine.	C	% / Eligible patients age 65-70 for participating physicians	EMR/Chart Review / April 2026-March 2027	51.00	65.00	Focusing on one practice will allow us understand more about how to best scale the project	

### Change Ideas

#### Change Idea #1 Improve patient awareness of vaccine coverage eligibility

Methods	Process measures	Target for process measure	Comments
Patient education re: eligibility for patients aging out of program for participating practice	% of eligible patients notified.	100% of patients	Eligible patients will need time to complete 2 course vaccine when notified.

#### Change Idea #2 Improve patient access to Shingrix

Methods	Process measures	Target for process measure	Comments
Pilot vaccination strategy with participating physicians	# of physician practices with strategy piloted	1 physician practices with strategy piloted	We will start with one practice in the hopes of scaling further after a PSDA cycle.

## Change Idea #3 Improve patient access to Shingrix

Methods	Process measures	Target for process measure	Comments
Pilot vaccination strategy with participating physicians	# of physician practices with strategy piloted	1 physician practices with strategy piloted	We will start with one practice in the hopes of scaling further after a PSDA cycle.

**Measure - Dimension: Timely**

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of physicians “always” or “usually” aware of status of FHT referral	C	% / Staff	In-house survey / April 2026-March 2027	41.00	75.00	We are striving for a significant improvement in this area.	

**Change Ideas**

## Change Idea #1 Understand possible solutions to improve awareness of status of FHT referral

Methods	Process measures	Target for process measure	Comments
Explore digital solutions and map workflow.	# solutions explored	3 solutions explored	

## Change Idea #2 Improve physician awareness of status of FHT referral through use of a digital solution.

Methods	Process measures	Target for process measure	Comments
Test a solution	# solutions tested	1 solution tested	

## Equity

### Measure - Dimension: Equitable

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percent of patients who stated that they had experienced or observed oppression while at UGFHT/FHO clinics.	C	% / PC organization population (surveyed sample)	In-house survey / April 2026-March 2027	1.20	0.00	We set our target at 0% as a reminder to us and our organization that no experiences of oppression or racism are acceptable.	

### Change Ideas

#### Change Idea #1 Improve staff education around EDI competency

Methods	Process measures	Target for process measure	Comments
A) Encourage Staff to prioritize EDI training by protecting % of all staff's education allocation to be used for EDI training B) Thoughtful selection of recommended quarterly EDI focused education	A) % of staff participating in EDI training B) # of trainings recommended	A) 100% of staff B) 4 Trainings sent	This work will sit with our EDI committee who meet monthly

#### Change Idea #2 Improve staff knowledge about traditional teaching, healing, or ceremony resources available to our patient population. Specifically, increase knowledge and awareness of Indigenous service referral pathway

Methods	Process measures	Target for process measure	Comments
Organize education opportunities	# education sessions	2 education sessions	We are excited to build on the work of our last QIP of establishing a referral pathway to help our providers learn more about available services.

## Experience

### Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of patients who reported intake to Mental Health Therapy was easy to navigate.	C	% / PC organization population (surveyed sample)	In-house survey / April 2026-March 2027	83.00	90.00	We are continuing our previous work, aiming for continued improvement in patient experience.	

### Change Ideas

#### Change Idea #1 Revise mental health intake based on feedback

Methods	Process measures	Target for process measure	Comments
Review feedback and refine mental health intake	# of revisions completed	1 revision (with more if required based on feedback)	

#### Change Idea #2 Explore digital solutions to increase ease of booking first appointment

Methods	Process measures	Target for process measure	Comments
Trial online booking	# appointments booked online	20 appointments booked online	

## Safety

### Measure - Dimension: Safe

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
AI Scribe: Percentage of clinicians in the primary care practice utilizing this provincial digital solution	O	% / Staff	Local data collection / Most recent information available	CB	CB	While we have number of clinicians with a log-in, we would like to collect baseline related to usage to better understand barriers to AI Scribe use and future opportunities.	

### Change Ideas

#### Change Idea #1 Understand usage and barriers to use AI Scribe

Methods	Process measures	Target for process measure	Comments
Survey our providers.	Number of surveys administered	1 survey administered	

#### Change Idea #2 Identify and implement solution to address barrier(s) to AI scribe use

Methods	Process measures	Target for process measure	Comments
Implement solution to address barrier(s)	Number of solutions implemented	1 solution implemented	