

Brock Community Health Centre

Quality Improvement Plan : 2022/2023 Indicators

		Interprofessional Care	2022-2023
Theme 1: Timely and Efficient Transitions			
A high-quality health system manages transitions well, providing people with the care they need, when and where they need it.			
Efficient	Target		
Timely	78.7%	Percentage of screening eligible patients up to date with Papanicolaou (Pap) tests	*
	72%	Percentage of screen-eligible patients up to date with a mammogram	*
	62%	Percentage of screen-eligible patients up-to-date with colorectal screening	*
	75%	Percentage of hospital discharges where the client was seen by a primary care provider within 7 days. (CHC specific data)	Practice Profile
Theme 2: Service Excellence			
Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.			
Patient Centred	Target	Percentage of clients who respond positively to the question: Do patients feel involved in decisions about their care?	*
	98%		Alliance for Healthier Communities Indicator
	Target	Percentage of clients who respond positively to the question: Do you feel comfortable and welcome at the CHC?	Alliance for Healthier Communities Indicator
	90%		
	Target	Percentage of clients who respond positively to the client survey question: "Would you recommend this organization to a family or friend?"	Client Experience Survey Durham OHT Date / CQIP

Theme 3: Safe and Effective Care			
A high-quality health system works together to ensure that people have access to the best care for their condition and that their care is delivered in a way that is safe and effective.			
Safe Effective	Target 4.2%	Percentage of non-palliative care patients newly dispensed an opioid (excluding opioid agonist therapy) within a 6-month reporting period.	* Information from the Alliance Practice Profile March 14, 2022 (2021 practice profile)
	Target 85%	Percentage of primary care providers who follow the standard quality care elements in a peer chart audit review.	Quality of Care Chart Audit (new)
	Target 85%	Percentage of clients who report that the last time they were sick or had a health problem, they got an appointment of the date they wanted. (client satisfaction question)	Client Experience Survey
Theme 4: Health Equity			
(Alliance for Healthier Communities Indicators) <i>Completion of Social Demographic data collection.</i>			
	Target 65%	Percentage of active individual clients who had an encounter with the CHC within most recent year and who responded to at least one of the following four socio-demographic data questions: racial/ethnic group, disability, gender identity or sexual orientation.	Alliance for Healthier Communities Indicator EMR data
	Target Difference is <10%	Cervical Cancer Screening rate stratified by income and stratified by ethnic group. Percentage of recommended clients who received or were offered a pap smear in the most recent 3 year period stratified by income and stratified by racial/ethnic group. (Difference between highest and lowest group is ,10%)	Alliance for Healthier Communities Indicator EMR data

* Mandatory indicators for Ontario Health QIP Submission 2022-2023

MSAA Indicators

Indicator	Target	Current Performance
Access to primary care (panel size)		64.8%
Breast Cancer Screening Rate		72%
Colorectal Screening Rate		62%
Cervical Cancer Screening Rate		78.7%
Influenza Vaccination Rate		46%
Interprofessional Diabetes Care Rate		99%
Retention Rate NP/Physicians		70%