

THEME II: SERVICE EXCELLENCE

PATIENT-CENTRED

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

Last Year's Performance (LY)

2022/23

Target

Current Year's Performance (CY)

2023/24

Target

↑ Higher is better

○ Target

PATIENT-CENTRED

Improve accuracy of sociodemographic record for rostered clients in order to ensure client receives appropriate supports and help inform intentional program development.

Last Year's Performance (LY)

2022/23

Target

Current Year's Performance (CY)

55.0

2023/24

70.0

Target

○ Target

CY

PATIENT-CENTRED

Implement new philosophy of equity-oriented care.

Last Year's Performance (LY)

2022/23

Target

Current Year's Performance (CY)

CB

2023/24

CB

Target

○ Target

THEME III: SAFE AND EFFECTIVE CARE**SAFE****Last Year's Performance (LY)****Current Year's Performance (CY)**

↓ Lower is better

Percentage of non-palliative patients newly dispensed an opioid prescribed by any provider in the health care system.

○ Target

2022/23**Target****2023/24****Target**

EQUITY

EQUITABLE

Number of paps performed during the community pap clinics to non-rostered clients.

Last Year's Performance (LY)

2022/23

Target

Current Year's Performance (CY)

CB

2023/24

110.0

Target

○ Target

○

EQUITABLE

Increasing access to new model for high acuity clients (Circle of Support).

Last Year's Performance (LY)

2022/23

Target

Current Year's Performance (CY)

CB

2023/24

CB

Target

○ Target

Collaborators: CMHA Thames Valley, Home and Community Care, London Cares, LHSC

