

Access and Flow | Timely | Optional Indicator

Indicator #3	Last Year		This Year		
	Patient/client perception of timely access to care: percentage of patients/clients who report that the last time they were sick or had a health problem, they got an appointment on the date they wanted (Community Care City of Kawartha Lakes)	75.88	85	80.83	6.52%
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

Ensure that clients are seen promptly, at the time they require when they have medical or health concerns.

Process measure

- Collect data on typical provider demand for appointments over a time range to determine if each Provider has sufficient appointment time slots available to meet the demand.

Target for process measure

- To balance each Providers schedule to align with their clients demand for appoints on a daily, monthly and annual basis.

Lessons Learned

Implementation of Online Appointment Booking(OAB) assisted with opening appointment times for urgent issues and pre-bookable appointment types like driving physicals.

Comment

OAB provided a good opportunity to increase access to care for all provider types. AI Scribe also decreases administration burden to open up more appointments for clients to access.

Equity | Equitable | Optional Indicator

Indicator #1	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
Completion of sociodemographic data collection (Community Care City of Kawartha Lakes)	CB	75	68.23	--	90

Change Idea #1 Implemented Not Implemented

Implement a plain language glossary and script to provide information to clients on why we ask the questions that we do, what we do with the information, why it's important and who we share the the information.

Process measure

- All staff members use standard script when calling clients to update the demographic questions and all clients are provided with a plain language glossary of terms when they are filling out the demographic form.

Target for process measure

- Staff will utilize the standard script for demographic update call 90% of the time and a plain language glossary will be provided to clients when filling out the extended demographic data 100% of the time.

Lessons Learned

More clarification was implemented at Group Intakes (in person) to explain what the sociodemographic were and why we needed to gather this information.

Change Idea #2 Implemented Not Implemented

Develop an information brochure that helps clients to understand how collecting detailed client demographic information can assist us to meet the needs of the community.

Process measure

- Percentage of new client intakes that include the plain language brochure and percentage of clients to receive the information when asked to update their demographic information.

Target for process measure

- 100% of new intake package with the brochure included and 80% of all client demographic updates.

Lessons Learned

This will be an implementation for the upcoming year as the Group Intake process and presentation were developed this last year and verbal explanation was provided for new intake clients.

Change Idea #3 Implemented Not Implemented

Implement the new extended sociodemographic data collection form and provide all health care providers with training on it's us and the tools available to assist with collecting complete data on the clients that we serve.

Process measure

- Percentage of CHC staff that have received training and the information and resources to assist with updating our client information

Target for process measure

- 90% of CHC staff to receive training on the use of the extended demographic form and the tools and resources available to assist with the task of gathering the data.

Lessons Learned

We had a DMC vacancy that has stalled the implementation of the new custom form with the extended sociodemographic data. This will be implemented in the next 3 months to assist with gathering more sociodemographic information.

Change Idea #4 Implemented Not Implemented

Add a reminder to PS Suite to notify providers when the most recent sociodemographic form is more than 24 months old. This will ensure that data that may change, like household income or marital status, food security and shelter etc. have changed.

Process measure

- Clients each day are checked for this reminder and that there is a plan for either admin, CHC staff or the provider to review the information with them

Target for process measure

- All providers are aware to check that clients in their calendar have updated their Sociodemographic information.

Lessons Learned

Due to having a DMC vacancy this did not get implemented, but is planned for the upcoming fiscal year.

Comment

We have extended this QI for the next fiscal as we had a DMC vacancy that hindered our progress in implementing the extended sociodemographic custom form. Our new DMC will assist our CHC with implementation of the custom form and the change ideas already identified.

Experience | Patient-centred | **Optional Indicator**

Indicator #2	Last Year		This Year		
	Do patients/clients feel comfortable and welcome at their primary care office? (Community Care City of Kawartha Lakes)	96.65 Performance (2024/25)	98 Target (2024/25)	95.31 Performance (2025/26)	-1.39% Percentage Improvement (2025/26)

Change Idea #1 Implemented Not Implemented

Continue to provide a welcoming, inclusive environment for our clients.

Process measure

- Minimal complaints from our clients regarding the comfort and welcoming environment, confirmation that all issues that were reported were addressed and ensure that all feedback from clients, both positive and negative are shared with staff members so that they are aware of the praise for our staff and concerns of our clients

Target for process measure

- The aim will be to ensure that all complaints are reviewed and addressed and that this information is shared with staff members. Results from the annual survey will be shared with staff including all the qualitative comments that clients shared.

Lessons Learned

This was our first full year in a new building. Overall clients feel comfortable, but there are small improvements to be made, for example, more accessibility buttons for interior doors.

Comment

To ensure clients feel comfortable at our CHC, we will continue to prioritize creating a welcoming and inclusive environment by enhancing staff training in cultural sensitivity and anti-stigma education. Additionally, we will improve client engagement through regular feedback opportunities, ensuring their voices are heard and their needs are met with respect and empathy.

Indicator #4	Last Year		This Year		
	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 (Community Care City of Kawartha Lakes)	93.19 Performance (2024/25)	95 Target (2024/25)	93.22 Performance (2025/26)	0.03% Percentage Improvement (2025/26)

Change Idea #1 Implemented Not Implemented

Continue to ensure that health care professionals engage clients in the decisions about their care and treatment

Process measure

- On a weekly basis at huddles, discuss with providers the barriers that exist to engaging with clients fully in the decisions about their treatment and get a count of those remembering to take the time to do so.

Target for process measure

- All providers will indicate that they are actively including clients in their care decisions and that identified barriers to do so have been resolved.

Lessons Learned

All of our providers have been invested in including their clients and families in the decisions about their care - evidenced in an uptrend of clients stating that their provider includes them as a care partner.

Comment

Our client advisory committee is expanding with the possibility of increasing their engagement in providing feedback directly linked to primary care initiatives.