

## ACCESS AND FLOW

## TIMELY

Number of new patients/clients/enrolments

## Last Year's Performance (LY)

2023/24

Target

## Current Year's Performance (CY)

CB

2024/25

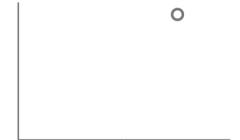
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Target

↑ Higher is better

○ Target



## TIMELY

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

## Last Year's Performance (LY)

2023/24

Target

## Current Year's Performance (CY)

100.0

2024/25

100.0

Target

↑ Higher is better

○ Target



## EQUITY

## EQUITABLE

Completion of sociodemographic data collection

## Last Year's Performance (LY)

2023/24

Target

## Current Year's Performance (CY)

2024/25

Target

↑ Higher is better

○ Target

## EQUITABLE

Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education

## Last Year's Performance (LY)

2023/24

Target

## Current Year's Performance (CY)

2024/25

Target

CB

13.0

○ Target

○

**EXPERIENCE**

**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)**

**97.0**

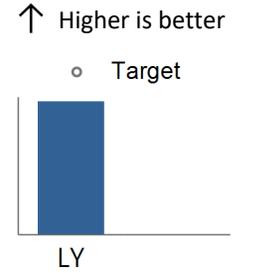
**2023/24**

**Target**

**Current Year's Performance (CY)**

**2024/25**

**Target**



**PATIENT-CENTRED**

Do patients/clients feel comfortable and welcome at their primary care office?

**Last Year's Performance (LY)**

**2023/24**

**Target**

**Current Year's Performance (CY)**

**2024/25**

**Target**



## SAFETY

## EFFECTIVE

Percentage of screening eligible patients up-to-date with colorectal cancer screening (Retired)

## Last Year's Performance (LY)

2023/24

Target

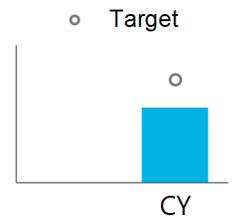
## Current Year's Performance (CY)

43.5

2024/25

60.0

Target



## EFFECTIVE

Percentage of screening eligible patients up-to-date with cervical cancer screening QIP (Retired)

## Last Year's Performance (LY)

2023/24

Target

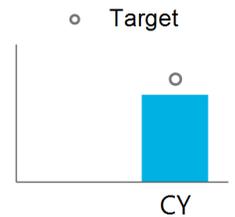
## Current Year's Performance (CY)

50.6

2024/25

60.0

Target



## EFFECTIVE

Percentage of screening eligible patients up-to-date with a mammogram

## Last Year's Performance (LY)

2023/24

Target

## Current Year's Performance (CY)

47.0

2024/25

60.0

Target



