Performance assessments provide us with the opportunity to pinpoint and analyze areas of improvement, to serve you better. The WCH Family Practice Heath Centre’s QIP performance remains in range of targets set out by Ontario Health.

**QIP Category: Timely and Efficient Transitions**

- **Can our patients access urgent care on the same or next day?**
  - **Current Performance**: 60%
  - ***Benchmark**: 55%
  - **Target**: 65%

  What is being done to help improve rates?
  - Allocating appointment slots for daytime urgent care
  - Adding additional time hours to the Afterhours Urgent Care Clinic

- **Are we monitoring diabetic patients who are over 40 years old?**
  - **Current Performance**: 53%
  - ***Benchmark**: 43%
  - **Target**: 60%

  What is being done to help improve rates?
  - Routinely reviewing Patient Experience Survey data to understand how to boost this indicator
  - Creating a diabetes working group that will commit to improving diabetes care
  - Implementing a diabetes management flow sheet which will easily track HbA1C completion

**QIP Category: Service Excellence**

- **Do our patients feel involved in decisions about their care?**
  - **Current Performance**: 87%
  - ***Benchmark**: 83%
  - **Target**: 90%

  What is being done to help improve rates?
  - Routinely reviewing Patient Experience Survey data to understand how to boost this indicator

**QIP Category: Safe and Effective Care**

- **Are we monitoring diabetic patients who are over 40 years old?**
  - **Current Performance**: 53%
  - ***Benchmark**: 43%
  - **Target**: 58%

  What is being done to help improve rates?
  - Allocating appointment slots for daytime urgent care
  - Adding additional time hours to the Afterhours Urgent Care Clinic

- **Can our patients access urgent care on the same or next day?**
  - **Current Performance**: 74%
  - ***Benchmark**: 71%
  - **Target**: 73%

  What is being done to help improve rates?
  - We are above benchmark and will continue with the current process to maintain performance

- **Are we effectively screening our patients for Breast Cancer?**
  - **Current Performance**: 71%
  - ***Benchmark**: 55%
  - **Target**: 65%

  What is being done to help improve rates?
  - We are above benchmark and will continue with the current process to maintain performance

**QIP Category: Safe and Effective Care**

- **Do we patients feel involved in decisions about their care?**
  - **Current Performance**: 87%
  - ***Benchmark**: 83%
  - **Target**: 90%

  What is being done to help improve rates?
  - Routinely reviewing Patient Experience Survey data to understand how to boost this indicator

**QIP Category: Timely And Efficient Transitions**

- **How would you rate your overall experience when booking an appointment over the phone?**
  - **Current Performance**: 56%
  - ***Benchmark**: 60%
  - **Target**: 60%

  What is being done to help improve rates?
  - Piloting online appointment booking
  - Implementing self-check-in kiosks to build secretary capacity

- **Are we effectively screening our patients for Colorectal Cancer?**
  - **Current Performance**: 74%
  - ***Benchmark**: 65%
  - **Target**: 76%

  What is being done to help improve rates?
  - We are above benchmark and will continue with current process to maintain performance

- **Are we effectively screening our patients for Cervical Cancer?**
  - **Current Performance**: 60%
  - ***Benchmark**: 54%
  - **Target**: 65%

  What is being done to help improve rates?
  - We are above benchmark and will continue with current process to maintain performance

**QIP Category: Service Excellence**

- **Do our patients feel involved in decisions about their care?**
  - **Current Performance**: 87%
  - ***Benchmark**: 83%
  - **Target**: 90%

  What is being done to help improve rates?
  - Routinely reviewing Patient Experience Survey data to understand how to boost this indicator

**QIP Category: Safe and Effective Care**

- **Are we monitoring diabetic patients who are over 40 years old?**
  - **Current Performance**: 53%
  - ***Benchmark**: 43%
  - **Target**: 58%

  What is being done to help improve rates?
  - Allocating appointment slots for daytime urgent care
  - Adding additional time hours to the Afterhours Urgent Care Clinic

- **Can our patients access urgent care on the same or next day?**
  - **Current Performance**: 60%
  - ***Benchmark**: 65%
  - **Target**: 60%

  What is being done to help improve rates?
  - Piloting online appointment booking
  - Implementing self-check-in kiosks to build secretary capacity

**QIP Category: Safe and Effective Care**

- **Do we patients feel involved in decisions about their care?**
  - **Current Performance**: 87%
  - ***Benchmark**: 83%
  - **Target**: 90%

  What is being done to help improve rates?
  - Routinely reviewing Patient Experience Survey data to understand how to boost this indicator

**QIP Category: Safe and Effective Care**

- **Are we monitoring diabetic patients who are over 40 years old?**
  - **Current Performance**: 53%
  - ***Benchmark**: 43%
  - **Target**: 58%

  What is being done to help improve rates?
  - Allocating appointment slots for daytime urgent care
  - Adding additional time hours to the Afterhours Urgent Care Clinic

- **Can our patients access urgent care on the same or next day?**
  - **Current Performance**: 60%
  - ***Benchmark**: 65%
  - **Target**: 60%

  What is being done to help improve rates?
  - Piloting online appointment booking
  - Implementing self-check-in kiosks to build secretary capacity

**QIP Category: Safe and Effective Care**

- **Are we monitoring diabetic patients who are over 40 years old?**
  - **Current Performance**: 53%
  - ***Benchmark**: 43%
  - **Target**: 58%

  What is being done to help improve rates?
  - Allocating appointment slots for daytime urgent care
  - Adding additional time hours to the Afterhours Urgent Care Clinic

- **Can our patients access urgent care on the same or next day?**
  - **Current Performance**: 60%
  - ***Benchmark**: 65%
  - **Target**: 60%

  What is being done to help improve rates?
  - Piloting online appointment booking
  - Implementing self-check-in kiosks to build secretary capacity

* Benchmarks are calculated using the University of Toronto’s Department of Family & Community Medicine (DFCM) averages (based on 14 academic teaching sites), or the Toronto Central Local Health Integration Network average.