

ACCESS AND FLOW

TIMELY	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	2023/24	Target	2024/25	Target	
Number of new patients/clients/enrolments					
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			CB	85.0	

EQUITY

EQUITABLE Completion of sociodemographic data collection	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	2023/24	Target	2024/25	Target	
			CB	50.0	

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)		Current Year's Performance (CY)		○ Target
	2023/24	Target	2024/25	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)

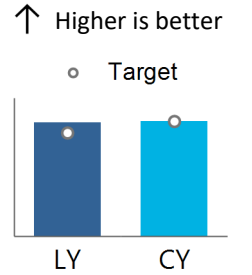
98.8
2023/24

90.0
Target

Current Year's Performance (CY)

100.0
2024/25

100.0
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)

CB
2024/25

100.0
Target

