

# Timely access to a primary care provider (patient perception)

## Alternate Name\*

Timely access to a primary care provider (patient perception)

## INDICATOR DESCRIPTION

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### Description\*

Percentage of patients and clients able to see a doctor or nurse practitioner on the same day or next day, when needed

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Timely

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

The percentage is calculated as: numerator divided by denominator times 100.

### Numerator (short description i.e. not inclusions/exclusions)\*

The number of respondents who responded "same day" and "next day" using the exact wording of the following patient and client survey question: The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?

- Same day
- Next day
- 2 - 19 days (enter number of days: \_\_\_\_\_)
- 20 or more days
- Not applicable (don't know/refused).

### Denominator (short description i.e. not inclusions/exclusions)\*

The number of respondents who registered an answer using the exact wording of the following patient and client survey question: The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?

- Same day
- Next day
- 2 - 19 days (enter number of days: \_\_\_\_\_)
- 20 or more days
- Not applicable (don't know/refused)

#### **Adjustment (risk, age/sex standardization)- generalized**

None

#### **Data Source**

In-house data collection

#### **Data provided to HQO by**

In-house data collection

## **OTHER RELEVANT INFORMATION**

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#### **Caveats and Limitations**

Self-reported survey data

#### **Comments Summary**

This is a QIP priority indicator for 2017/18. QIP Current performance: Reporting period April - March the following year (or most recent 12-month period available). How to access data: These data should be accessed from within your own organization. This indicator aligns with other reporting at HQO such as Public reporting.

## **TAGS**

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#### **TAGS\***

Primary Care

Outcome

Access

Timely

In-house data collection

## PUBLISH

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### PUBLISH DATETIME\*

27/10/2016 13:21:00