

Timely access to a primary care provider (patient perception)

Alternate Name*

Timely access to a primary care provider (patient perception)

INDICATOR DESCRIPTION

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

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

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

TAGS*

Primary Care

Outcome

Access

Timely

In-house data collection

PUBLISH

PUBLISH DATETIME*

27/10/2016 13:21:00