

Timely access to a primary care provider

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

Indicator Status*

Active

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.

Organizations are expected to measure progress on this indicator using the *exact* wording of the following patient and client survey question as in [Primary Care Patient Experience Survey \(PCPES\)](#).

"Q6b. 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)."

To calculate the indicator result, add the number of respondents who responded "Same day" or "Next day", divide by the number of respondents who registered an answer for this question (do not include non-respondents or respondents who answered "Not applicable(don't know/refused)").

Numerator including inclusion/exclusion*

Number of respondents who responded "Same day" or "Next day" to this survey question

Denominator including inclusion/exclusion*

Number of respondents who registered a response to this question.

Exclusions:

- Non-respondents;
- Respondents who answered “Not applicable(don’t know/refused)”

Data Source

Local data collection

Data provided to HQO by

Local data collection

OTHER RELEVANT INFORMATION

Caveats and Limitations

Self-reported survey data

Comments Detailed

This is a QIP priority indicator for 2020/21. QIP Current performance: Reporting period April 2019 - March 2020 (or most recent 12-month period available). How to access data: These data should be accessed from within your own organization. Use of the Primary Care Patient Experience Survey (PCPES) is encouraged, as it includes all priority indicator survey questions and more. Developed by Health Quality Ontario in collaboration with the Association of Family Health Teams of Ontario (AFHTO), the Association of Ontario Health Centres (AOHC), the Ontario College of Family Physicians, and the Ontario Medical Association, the survey is designed to be administered by practices and can be rolled up to the organizational level to support their quality improvement efforts. The PCPES captures patients' experiences in two ways: very specific aspects of their most recent primary care visit and their ongoing experience with the care received. To access the PCPES as well as a comprehensive Survey Support Guide on how to implement it, [click here](#). To access an alternate version of the survey for community health centres (CHCs) and Aboriginal Health Access Centres (AHACs), [click here](#). Consider using “third next available visit”, measures from scheduling software or asking additional questions, such as “Did you get an appointment on the date you wanted?” as process indicators to the indicator above. Organizations can choose to add these questions as other indicators. While the “third next available visit” is tracked at the provider level, this QIP indicator should be tracked at the organization level.

TAGS

TAGS*

Primary Care

Outcome

Access

Timely

Local data collection

PUBLISH

PUBLISH DATETIME*

20/12/2019 15:29:00