

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

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

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

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

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Number of respondents who registered a response to this question.

Adjustment (risk, age/sex standardization)- generalized

None

Data Source

Local data collection

Data provided to HQO by

Local data collection

OTHER RELEVANT INFORMATION

Caveats and Limitations

Self-reported survey data

Comments Summary

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. This indicator aligns with other reporting at HQO such as Public reporting.

TAGS

TAGS*

Primary Care

Outcome

Access

Timely

Local data collection

PUBLISH

PUBLISH DATETIME*

20/12/2019 15:29:00

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care provider