

# Satisfaction with time to appointment when sick

## Alternate Name\*

Percentages of people aged 16 and older who said that the amount of time they waited to an appointment with their health care provider when sick was either “about right,” “somewhat long,” or “much too long.”

## INDICATOR DESCRIPTION

---

### Description\*

Percentages of people aged 16 and older who said that the length of time they waited to an appointment with their health care provider when sick was either “about right,” “somewhat long,” or “much too long.”

### HQO Reporting tool/product

Public reporting

### Dimension\*

Timely

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

---

### Unit of Measurement\*

Percentage

### Calculation Methods\*

Numerator divided by denominator times 100

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

Weighted number of survey respondents who reported that the length of time they waited to an appointment with their health care provider when they were sick was either “about right,” “somewhat long,” or “much too long.”

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

Weighted number of survey respondents who stated that they saw their primary care provider or someone else in the office when they were sick or were concerned that had a health problem

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

None

---

Satisfaction with time to appointment when sick

## Data Source

Health Care Experience Survey (HCES)

## Data provided to HQO by

Ministry of Health and Long-Term Care (MOHLTC)

## Reported Levels of comparability /stratifications (defined)

Immigration

Language

Age

Income

Education

Rurality

Region

Sex

## OTHER RELEVANT INFORMATION

---

### Caveats and Limitations

Only people aged 16 years and older can complete the survey. People living in institutions, in households without telephones, and those with invalid/missing household addresses in the Registered Persons Database (RPDB) are excluded. Respondents who were unable to speak English or French or were not healthy enough (physically or mentally) to complete the interview were not surveyed. Respondents that were away; had non-residential numbers; out-of-service numbers were not included as well.

### Comments Summary

The results are weighted to account for the design characteristics of the survey and post-stratified by age and sex to reflect the Ontario population. After the regional and community weighting is applied. In the Measuring Up report the international and provincial comparisons are reported as well. The education stratification analysis is done among those aged 25 and older. Urban/rural status is defined using Statistics Canada's Statistical Area Classification. Household income analysis does not consider the household composition.

## TAGS

---

### TAGS\*

Primary Care

Outcome

Patient Reported Measures

Timely

Health Care Experience Survey (HCES)

## PUBLISH

---

### PUBLISH DATETIME\*

20/11/2018 15:27:00