

Equity | Equitable | Custom Indicator

Indicator #3	Last Year		This Year	
	Performance (2019/20)	Target (2019/20)	Performance (2020/21)	Target (2020/21)
Percentage of patients with diabetes, aged 40 or over, with two or more glycated hemoglobin (HbA1C) tests within the past 12 months (Community Care City of Kawartha Lakes)	81.70	86	79.30	--

Change Idea #1

Conduct HbA1c labs in our office for diabetic clients.

Target for process measure

- Completing lab work for our diabetic clients in our office is a new process that will be implemented in March 2019. We do not have a specific target set, but will gain further insight in to the scope of the need for this internal service.

Lessons Learned

In March 2019, a lab tech provided in house lab services on one day per week, specifically for diabetics. The service was well received, but needed to be available on more days. It was increase to 2 days per week in September 2019 and expanded to all clients, to ensure the lab tech was fully booked. Due to an increase in the volume of clients utilizing this in house service we plan to further expand it to 2.5 days each week.

Theme I: Timely and Efficient Transitions | Timely | Priority Indicator

Indicator #2

Percentage of patients and clients able to see a doctor or nurse practitioner on the same day or next day, when needed.
(Community Care City of Kawartha Lakes)

Last Year

57.62Performance
(2019/20)**65**Target
(2019/20)

This Year

23.13Performance
(2020/21)**50**Target
(2020/21)**Change Idea #1**

Implement Same Day Appointment carve out in our schedule and extend our hours.

Target for process measure

- 95% of clients requesting same day or next day appointments will be accommodated.

Lessons Learned

We implemented the carve outs in our schedule for urgent care appointments, which provided consistent available openings for clients with immediate needs. Two providers offer a half day of "same day" openings (Tue) and one provider offers a full day of "same day" openings (Wed).

Change Idea #2

Promote our extended hours of service and designated same day appointment time to ensure that clients are aware of their increase options for access to Primary Care.

Target for process measure

- 95% of clients asked will indicate that they are aware of clinic appointment hours and options.

Lessons Learned

Extended hours were well received by clients and we have expanded them now to 3 days per week. (8:30 AM to 7:00 PM - Mon, Wed & Thu). Also, one provider has switched their schedule to ten (10) hour days, four (4) days per week (Mon-Thu).

Theme I: Timely and Efficient Transitions | Efficient | Priority Indicator

Indicator #4

Percentage of those hospital discharges (any condition) where timely (within 48 hours) notification was received, for which follow-up was done (by any mode, any clinician) within 7 days of discharge. (Community Care City of Kawartha Lakes)

Last Year

81.30

Performance
(2019/20)

89.50

Target
(2019/20)

This Year

78.40

Performance
(2020/21)

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Target
(2020/21)

Change Idea #1

Nursing staff to call clients once notification of discharge is received.

Target for process measure

- 90% of all discharged clients that we receive timely notification for will successfully be contacted by phone within 7 days of discharge.

Lessons Learned

We initially had some difficulty with documenting for this indicator, when we changed our process. We addressed the issues, once they were identified and since then the rate has increased.

Theme III: Safe and Effective Care | Effective | Priority Indicator

Last Year

CB

Performance
(2019/20)

CB

Target
(2019/20)

This Year

CB

Performance
(2020/21)

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Target
(2020/21)**Indicator #5**

Proportion of patients with a progressive, life-limiting illness who were identified to benefit from palliative care who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment. (Community Care City of Kawartha Lakes)

Change Idea #1

Determine a standardized method for tracking clients in the numerator and denominator within our EMR (NOD).

Target for process measure

- This is a new indicator and we will start collecting data in the fiscal 2019-2020, no target at this time.

Lessons Learned

We developed a method to track clients of the target population for this indicator for the Nightingale on Demand (NOD) EMR. We transitioned to PS Suite in December 2019 and have not developed a process for the new system as of yet.

Change Idea #2

Develop a process that will ensure that identified clients have their palliative care needs assessed and, where appropriate, are referred to Hospice services and programs within our organization.

Target for process measure

- We are collecting base line data for this indicator and have no historical data. No target for this process measure at this time.

Lessons Learned

We partnered with our Hospice program and developed a process for referral of appropriate clients to their services, after assessment by Primary Care.

Theme III: Safe and Effective Care | Safe | Custom Indicator

Indicator #1	Last Year		This Year	
	Performance (2019/20)	Target (2019/20)	Performance (2020/21)	Target (2020/21)
Percentage of clients aged 65 and over with three or more active medications who have a completed medication reconciliation in the past 12 months (Community Care City of Kawartha Lakes)	24.30	50	39	--

Change Idea #1

Each quarter a listing of the target population that do not have a completed med rec documented in the past 12 months will be generated.

Target for process measure

- We will collect additional data on where med recs are completed in order to gain further insight into the most efficient and effective process for ensuring clients in the target population have them completed.

Lessons Learned

The listing of clients in the target population without med recs was generated and the nursing staff followed up with clients' pharmacy to confirm if they had completed one. If the pharmacy had not completed a med rec, we would either call the client to book one, or have the pharmacy contact the client to book one. We have increased our partnership with a number of local pharmacies by putting this process in place.