

ACCESS AND FLOW

<div>TIMELY</div> <div>Number of new patients/clients/enrolments</div>	<div>Last Year's Performance (LY)</div> <div>2023/24Target</div>	<div>Current Year's Performance (CY)</div> <div>2024/25Target</div>	<div>↑ Higher is better</div> <div>○ Target</div> <div></div>
<div>TIMELY</div> <div>Patient/client perception of timely access to care: percentage of patients/clients who report that the last time they were sick or had a health problem, they got an appointment on the date they wanted</div>	<div>Last Year's Performance (LY)</div> <div>2023/24Target</div>	<div>Current Year's Performance (CY)</div> <div>2024/25Target</div>	<div>↑ Higher is better</div> <div>○ Target</div> <div></div>
<div>EFFICIENT</div> <div>In the last 12 months, patients that were sick and urgently needed care at Southlake Academic Family Health Team, describe the length of time it took between making the urgent care appointment and receiving care as satisfactory.</div>	<div>Last Year's Performance (LY)</div> <div>2023/24Target</div>	<div>Current Year's Performance (CY)</div> <div>55.060.0</div> <div>2024/25Target</div>	<div>○ Target</div> <div><div></div><div>CY</div></div>
Collaborators: Northern York South Simcoe Ontario Health Team (NYSS OHT)			

EFFICIENT

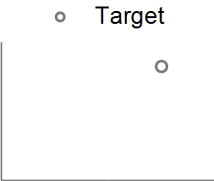
Current and former smokers (that quit less than 15 years ago) ages 55 to 74, who have a smoking history of 30 or more pack-years, that are screened for lung cancer by a primary care provider.

Last Year's Performance (LY)

2023/24 Target

Current Year's Performance (CY)

X 66.1
2024/25 Target



EQUITY

EQUITABLE Completion of sociodemographic data collection	Last Year's Performance (LY)		Current Year's Performance (CY)		<div>↑ Higher is better</div> <div>○ Target</div> <div></div>
	2023/24	Target	2024/25	Target	
EQUITABLE Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	Last Year's Performance (LY)		Current Year's Performance (CY)		<div>○ Target</div> <div></div>
	2023/24	Target	2024/25	Target	
EQUITABLE Percentage of patients that use social assistance with standardized documentation of income status within the electronic medical system (EMR).	Last Year's Performance (LY)		Current Year's Performance (CY)		<div>○ Target</div> <div></div>
	2023/24	Target	2024/25	Target	
			CB	CB	

EXPERIENCE

<div><div>PATIENT-CENTRED</div><div>Percent of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment</div></div>	<div>Last Year's Performance (LY)</div> <div>2023/24Target</div>	<div>Current Year's Performance (CY)</div> <div>2024/25Target</div>	<div>↑ Higher is better</div> <div>○ Target</div> <div></div>
<div><div>PATIENT-CENTRED</div><div>Do patients/clients feel comfortable and welcome at their primary care office?</div></div>	<div>Last Year's Performance (LY)</div> <div>2023/24Target</div>	<div>Current Year's Performance (CY)</div> <div>2024/25Target</div>	<div>↑ Higher is better</div> <div>○ Target</div> <div></div>
<div><div>PATIENT-CENTRED</div><div>Percentage of allied health professionals that state they are aware of all FHT programs and services (including group programs), and know how to refer to each program.</div></div>	<div>Last Year's Performance (LY)</div> <div>2023/24Target</div>	<div>Current Year's Performance (CY)</div> <div>2024/25CB90.0Target</div>	<div>○ Target</div> <div>○</div> <div></div>

SAFETY

EFFECTIVE	Last Year's Performance (LY)		Current Year's Performance (CY)		
Percentage of people with Heart Failure (HF) with reduced ejection fraction (HFrEF) and New York Heart Association (NYHA) class II to IV symptoms who are prescribed quadruple therapy	2023/24	Target	2024/25	Target	○ Target
			CB	CB	
Collaborators: Northern York South Simcoe OHT					
EFFECTIVE	Last Year's Performance (LY)		Current Year's Performance (CY)		
Percentage of people living with dementia who have an individualized care plan that guides their care	2023/24	Target	2024/25	Target	○ Target
			X	50.0	○

