

TIMELY CARE

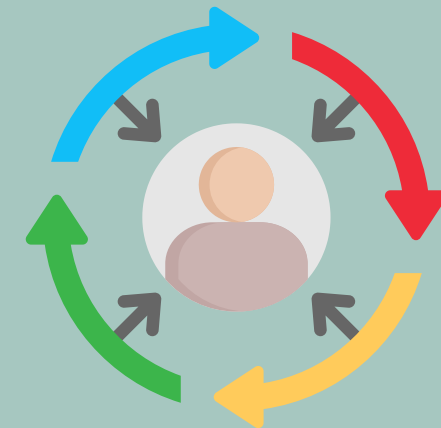


EQUITABLE CARE

**OUR
COMMITMENT
TO YOU**



SAFE CARE



PATIENT CENTRED CARE

ACCESS AND FLOW

<p>TIMELY Percentage of screen-eligible people who are up to date with colorectal tests</p>	<p>Last Year's Performance (LY)</p> <p>75.4 2025/26</p> <p>80.0 Target</p>	<p>Current Year's Performance (CY)</p> <p>74.8 2026/27</p> <p>76.0 Target</p>	<p>↑ Higher is better</p> <p>○ Target</p> <p>LY CY</p>
<p>TIMELY Percentage of screen-eligible people who are up to date with cervical screening</p>	<p>Last Year's Performance (LY)</p> <p>71.5 2025/26</p> <p>75.0 Target</p>	<p>Current Year's Performance (CY)</p> <p>66.9 2026/27</p> <p>68.0 Target</p>	<p>↑ Higher is better</p> <p>○ Target</p> <p>LY CY</p>
<p>TIMELY Percentage of screen-eligible people who are up to date with breast screening</p>	<p>Last Year's Performance (LY)</p> <p>69.7 2025/26</p> <p>73.0 Target</p>	<p>Current Year's Performance (CY)</p> <p>68.8 2026/27</p> <p>70.0 Target</p>	<p>↑ Higher is better</p> <p>○ Target</p> <p>LY CY</p>

Collaborators: Central Regional Cancer Program, Southlake Regional Health Centre

EFFICIENT

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.

Last Year's Performance (LY)

Current Year's Performance (CY)

2025/26

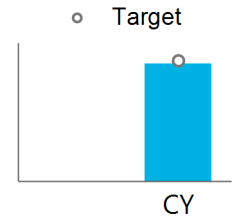
Target

68.2

2026/27

70.0

Target

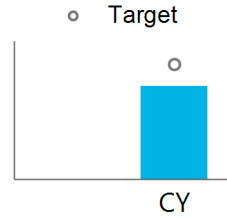


Patient Feedback: Patient Experience Survey Results 2024-2025

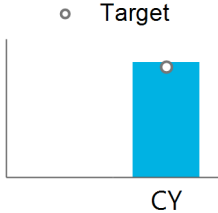
We appreciate the feedback provided through our patient experience surveys, which has been essential in guiding improvements to our phone system. In response to this input, we prioritized enhancing access to urgent care and strengthening overall phone accessibility. We focused on improving the way we collect and analyze the data available within our existing system. This work has given us clearer insight into call patterns, including the approximately 425 calls received each weekday at our main site. With a better understanding of peak demand, we implemented a call overflow process that enables additional staff to support the call centre during periods of high volume. This data will support ongoing efforts to reduce wait times and improve timely access to care.

EQUITY

EQUITABLE	Last Year's Performance (LY)		Current Year's Performance (CY)		
	2025/26	Target	2026/27	Target	
Percentage of patients that use social assistance with standardized documentation of income status within the electronic medical system (EMR). (Southlake FHT)			40.6	50.0	



EXPERIENCE

PATIENT-CENTRED	Last Year's Performance (LY)		Current Year's Performance (CY)		
	2025/26	Target	2026/27	Target	
Average time from referral to first appointment in the Mental Health Program			50.0	48.0	

SAFETY

SAFE

eConsult: Percentage of clinicians within the primary care practice utilizing this provincial digital solution

Last Year's Performance (LY)

2025/26

Target

Current Year's Performance (CY)

37.5

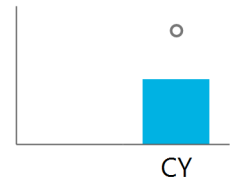
2026/27

66.0

Target

↑ Higher is better

○ Target



SAFE

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

Last Year's Performance (LY)

2025/26

Target

Current Year's Performance (CY)

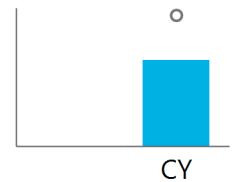
25.0

2026/27

38.0

Target

○ Target



Collaborators: Southlake Regional Health Centre