

CareCanvas+ summary of quality indicators, by source

CareCanvas Section	DFCM Patient Experience Survey	ICES	EMR UTOPIAN Data
PRACTICE OVERVIEW			
Population	<ul style="list-style-type: none"> All patients at the site who have had a birthday in the last 6 months (prior to the survey distribution date) and for whom the site has the required digital contact information and consent as appropriate. The site defines who they want to include as "patients" (e.g., only rostered patients, rostered and/or active patients etc.). 	<ul style="list-style-type: none"> Rostered patients only Aggregated based on DFCM site indicator DFCM overall Ontario (all residents) 	<ul style="list-style-type: none"> Rostered patients only Aggregated to a site using "group" in UTOPIAN (a "group" is the FHT, FHO, FHG, or CHC. If there are multiple FHOs in the FHT, then the Group is the FHT. If a physician is not in one of these models, then the Group are the practitioners who share a physical office location with the physician.)
Demographics	<ul style="list-style-type: none"> Age Gender Education Immigration status Self reported health status Postal code 	<ul style="list-style-type: none"> Age Sex Income quintile Rurality (RIO score) Recent registration (OHIP registration within last 10 years) Co-morbidity (ADG) Morbidity (RUB: measure of health care utilization) Mental health disorders Standardized Adjusted Clinical Group Morbidity Index Score (SAMI: measure of complexity) Patient geographic distribution 	<ul style="list-style-type: none"> Age Sex Income quintile Number of rostered and/or active patients Patient geographic distribution Chronic conditions
Participating Family Medicine Teaching Units (FMTU)	<ul style="list-style-type: none"> Markham Stouffville Hospital Mount Sinai Hospital North York General Hospital Royal Victoria Regional Health Centre 	<ul style="list-style-type: none"> Markham Stouffville Hospital Mount Sinai Hospital North York General Hospital Royal Victoria Regional Health Centre 	<ul style="list-style-type: none"> Markham Stouffville Hospital Mount Sinai Hospital North York General Hospital Royal Victoria Regional Health Centre

	<ul style="list-style-type: none"> • Scarborough Health Network • Southlake Regional Health Centre • St. Michael's Hospital • St. Joseph's Health Centre • Sunnybrook Health Sciences Centre • Toronto East Health Network • Trillium Health Partners - Credit Valley Hospital • Trillium Health Partners - Summerville • UHN - Toronto Western Hospital Women's College Hospital 	<ul style="list-style-type: none"> • Scarborough Health Network • Southlake Regional Health Centre • St. Michael's Hospital • St. Joseph's Health Centre • Sunnybrook Health Sciences Centre • Toronto East Health Network • Trillium Health Partners - Credit Valley Hospital • Trillium Health Partners - Summerville • UHN - Toronto Western Hospital • Women's College Hospital 	<ul style="list-style-type: none"> • Scarborough Health Network • Southlake Regional Health Centre • St. Michael's Hospital • St. Joseph's Health Centre • Sunnybrook Health Sciences Centre • Trillium Health Partners - Credit Valley Hospital • Trillium Health Partners - Summerville
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COMMON INDICATORS - A collection of indicators that are commonly used for reporting

	<p><u>Care experience</u></p> <ul style="list-style-type: none"> • % who feel always/often involved in decisions about their care <p><u>Same/next day access</u></p> <ul style="list-style-type: none"> • % able to see a doctor or nurse practitioner on the same day or next day, when needed 	<p><u>Diabetes</u></p> <ul style="list-style-type: none"> • % age 66+ prescribed statins in last 12 months <p><u>Cancer screening</u></p> <ul style="list-style-type: none"> • Colorectal cancer screening • Breast cancer screening <p><u>High-risk prescribing</u></p> <ul style="list-style-type: none"> • % newly prescribed an opioid in last 6 months 	<p><u>Diabetes</u></p> <ul style="list-style-type: none"> • % with A1c in last six months <p><u>Hypertension</u></p> <ul style="list-style-type: none"> • Hypertension prevalence • % with BP reading in last 12 months <p><u>Smoking</u></p> <ul style="list-style-type: none"> • Smoking status, all patients • Smoking status, patients with chronic obstructive pulmonary disease (COPD)
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CLINICAL QUALITY OF CARE

<p>Diabetes</p>		<p><u>Diabetes</u></p> <ul style="list-style-type: none"> • Retinopathy screening • % age 66+ prescribed statins in last 12 months • % with in-person visit in last 12 months 	<p><u>Diabetes</u></p> <ul style="list-style-type: none"> • % with A1c below 8.5 • % with A1c in last 6 months • % with in-person visit in last 12 months • % with BP reading in last 12 months • % with either of last two BP readings below 135/85 • % age 40+ who have been prescribed statins
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			<ul style="list-style-type: none"> Smoking status, patients with diabetes % patients with diabetes who smoke that received a recent cessation intervention
Hypertension		<u>Hypertension</u> <ul style="list-style-type: none"> % with in-person visit to the group in last 12 months 	<u>Hypertension</u> <ul style="list-style-type: none"> % with in-person visit in last 12 months % with BP reading in last 12 months % with either of last two BP readings below 145/95 Smoking status, patients with hypertension % patients with hypertension who smoke that received a recent cessation intervention
Opioids		<u>High-risk prescribing</u> <ul style="list-style-type: none"> % prescribed an opioid in last 6 months % newly prescribed an opioid in last 6 months % prescribed an opioid and benzodiazepine or Z-drug in last 6 months % patients on at least one high-dose opioid (>90 mg MEQ) 	<u>High-risk prescribing</u> <ul style="list-style-type: none"> % prescribed an opioid in last 6 months % prescribed an opioid and benzodiazepine or z-drug in last 6 months % prescribed an opioid agonist treatment
Other Prescribing		<ul style="list-style-type: none"> % age 66+ prescribed a benzodiazepine or z-drugs in the last 6 months 	<ul style="list-style-type: none"> % age 66+ prescribed a benzodiazepine or z-drugs in the last 6 months Antibiotic prescribing (oral antibiotics in last six months) Polypharmacy in age 50+ (5+ prescribed medications in last 12 months)

Immunization			<u>Infant and childhood immunization status</u> <ul style="list-style-type: none"> • % age 2-4 with all recommended 18 month immunizations • % age 6-7 with all recommended 6 year immunizations <u>Immunization status for age 65+</u> <ul style="list-style-type: none"> • % 65+ with one pneumococcal-23 immunization • % age 65+ with at least one shingles immunization
Cancer screening		<u>Cancer screening</u> <ul style="list-style-type: none"> • Colorectal cancer screening • Breast cancer screening 	
HEALTH SYSTEM USE AND PATIENT EXPERIENCES			
Attachment & Continuity		<u>Capacity</u> <ul style="list-style-type: none"> • New patient enrolments in last 6 months <u>Continuity</u> <ul style="list-style-type: none"> • Rostering physician • Rostering group <u>Mental health access</u> <ul style="list-style-type: none"> • First contact for a mental health problem was in an emergency department 	
Health System Use		<u>Health system use</u> <ul style="list-style-type: none"> • Emergency department visit rate (adjusted) • Hospital re-admissions within 30 days (adjusted) 	
Patient Experiences	<u>Urgent Access</u> <ul style="list-style-type: none"> • Days to see primary care physician (PCP) for urgent issue 		

- Ease of after-hours advice
- Regular Access
- Booking appointment in reasonable time
 - Received care in reasonable time
- Mode of access
- Booking appointment method
 - Type of care (email, video, phone, in person)
- Patient-centredness
- Patient receives care from preferred provider
 - Provider spends enough time
 - Provider involves patient in decision making