

# MEASURING ACCESS TO CARE

We asked 1,390 HFHT patients about how well they could access the services they need. Here's what they had to say:

 **76.9%**

of patients were offered an appointment on the same day that they called, or the next day.



**80.4%**

of patients surveyed felt that the time they had to wait between booking an appointment and seeing their doctor was "extremely reasonable" or "very reasonable."



**75%**

of patients surveyed felt that the time they spent waiting in the waiting room for their scheduled appointment was "extremely reasonable" or "very reasonable."

## Other Key Data on Patient Access

 **50%**

Over 50% of HFHT practice teams have looked at ways to improve the timeliness of care for their patients, for example improving telephone access, looking at different ways of scheduling appointments, exploring technological options, and promoting a team-based approach.

### MHCs

Our Mental Health Councilors (MHCs) will attend case conferences and school meetings as needed.

 **OVER HALF**

In 2016, over half of mental health patients with urgent mental health needs were seen by a mental health counsellor within 7 days.

 **75%**

In 2016, over 75% of patients with non-urgent needs were seen by an MHC within a month.

 **92%**

In 2016, in 92% of practices, our Registered Dietitians (RDs) saw patients within a month (note: our RDs work in many practices and, in some cases, are only in a practice twice a month).

### PAs

Our Physician Assistants also make visits to primary care patients who have been hospitalized.