

ACCESS AND FLOW

TIMELY

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

Last Year's Performance (LY)

87.0

2025/26

100.0

Target

Current Year's Performance (CY)

83.6

2026/27

100.0

Target

↑ Higher is better

○ Target



TIMELY

Percentage of screen-eligible people who are up to date with colorectal tests

Last Year's Performance (LY)

80.1

2025/26

80.1

Target

Current Year's Performance (CY)

79.4

2026/27

80.0

Target

↑ Higher is better

○ Target



TIMELY

Percentage of screen-eligible people who are up to date with cervical screening

Last Year's Performance (LY)

74.7

2025/26

78.0

Target

Current Year's Performance (CY)

71.3

2026/27

75.0

Target

↑ Higher is better

○ Target



TIMELY

Percentage of screen-eligible people who are up to date with breast screening

Last Year's Performance (LY)

76.4

2025/26

76.4

Target

Current Year's Performance (CY)

76.4

2026/27

76.4

Target

↑ Higher is better

○ Target



EFFICIENT

Number of new patients/clients/enrolments

Last Year's Performance (LY)

10.0

2025/26

10.0

Target

Current Year's Performance (CY)

0.0

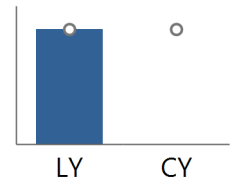
2026/27

10.0

Target

↑ Higher is better

○ Target



EFFICIENT

Percentage of clients with type 2 diabetes mellitus who are up to date with HbA1c (glycated hemoglobin) blood glucose monitoring

Last Year's Performance (LY)

82.0

2025/26

82.0

Target

Current Year's Performance (CY)

82.0

2026/27

82.0

Target

↑ Higher is better

○ Target



EQUITY

EQUITABLE

Completion of sociodemographic data collection

Last Year's Performance (LY)

20.4

2025/26

25.0

Target

Current Year's Performance (CY)

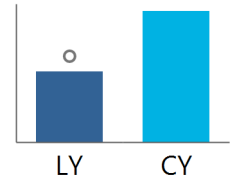
38.1

2026/27

Target

↑ Higher is better

○ 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)

95.2

2025/26

100.0

Target

Current Year's Performance (CY)

100.0

2026/27

100.0

Target

↑ Higher is better

○ Target



EQUITABLE

Percentage of clients actively receiving mental health care from a traditional provider

Last Year's Performance (LY)

2025/26

Target

Current Year's Performance (CY)

2026/27

Target

↑ Higher is better

○ Target



EQUITABLE	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	2025/26	Target	2026/27	Target	
	Number of events and participants for traditional teaching, healing, or ceremony				

EXPERIENCE

PATIENT-CENTRED

Do patients/clients feel comfortable and welcome at their primary care office?

Last Year's Performance (LY)

97.8

2025/26

100.0

Target

Current Year's Performance (CY)

97.9

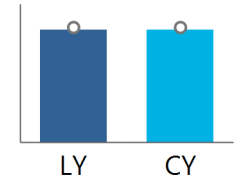
2026/27

100.0

Target

↑ Higher is better

○ Target



LY

CY

SAFETY

SAFE

Number of faxes sent per 1,000 rostered patients

Last Year's Performance (LY)

CB

2025/26

CB

Target

Current Year's Performance (CY)

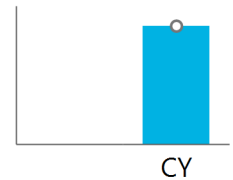
1,201.0 1,201.0

2026/27

Target

↓ Lower is better

○ Target



SAFE

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

Last Year's Performance (LY)

100.0

2025/26

100.0

Target

Current Year's Performance (CY)

100.0

2026/27

100.0

Target

↑ Higher is better

○ Target



SAFE

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

Last Year's Performance (LY)

100.0

2025/26

100.0

Target

Current Year's Performance (CY)

100.0

2026/27

100.0

Target

↑ Higher is better

○ Target



SAFE

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

Last Year's Performance (LY)

100.0

2025/26

100.0

Target

Current Year's Performance (CY)

100.0

2026/27

100.0

Target

↑ Higher is better

○ Target



SAFE

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

Last Year's Performance (LY)

100.0

2025/26

100.0

Target

Current Year's Performance (CY)

100.0

2026/27

100.0

Target

↑ Higher is better

○ Target



SAFE

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

Last Year's Performance (LY)

100.0

2025/26

100.0

Target

Current Year's Performance (CY)

100.0

2026/27

100.0

Target

↑ Higher is better

○ Target



SAFE

Online Appointment Booking: Percentage of clinicians within the primary care practice utilizing this provincial digital solution

Last Year's Performance (LY)

90.9

2025/26

90.9

Target

Current Year's Performance (CY)

100.0

2026/27

100.0

Target

↑ Higher is better

○ Target



SAFE

AI Scribe: Percentage of clinicians in the primary care practice utilizing this provincial digital solution

Last Year's Performance (LY)

2025/26

Target

Current Year's Performance (CY)

63.0

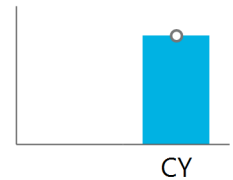
2026/27

63.0

Target

↑ Higher is better

○ Target



CY

