



Alliance for Healthier Communities Alliance pour des communautés en santé

CHC QIP Summary Report | 2024-2025

This report contains data from the annual Quality Improvement Plans (QIPs) that were submitted to Ontario Health for the 2024-25 fiscal year by the 74 Community Health Centre (CHC) members of the Alliance for healthier communities. This data is publicly accessible through Ontario Health's [Query QIPs](#) tool. We are presenting it here and in the accompanying spreadsheet so Alliance members can learn from one another and so we can showcase how the sector is progressing towards our shared quality improvement goals.

This handout is focused on four of the Alliance's five common QIP indicators: Completion of sociodemographic data, client involvement in decisions about their care and treatment, client perception of timely access to care, and client feeling comfortable and welcome at the centre.

The accompanying spreadsheet contains a complete list of measures in the CHCs' 2024-25 QIPs, along with current and target performance, change ideas, process measures, and goals.

Sociodemographic Data Completeness

In 2020, Alliance members unanimously passed a resolution to focus on the first common QIP indicator and strive towards 75% completeness in 5 sociodemographic (SD) indicators across our sector. The QIP submissions for 2024-25 reflect their determination to meet that target.

- **64 (86%)** of the Alliance CHCs described how they are working to improve their SD data completeness.
- **55** CHCs reported current (baseline) performance data ranging from **12% to 75%**, with an average of **60%**.
- **9** CHCs were just starting their improvement journey and simply reported that they were collecting baseline data.
- Target performance ranged from **40% to 100%**, with an average of **73%**.
- Overall, QIPs from Alliance CHCs described a commitment to increasing their SD data completeness by **13%** in 2024-25!

Client Experience Indicators

Three of the Alliance's common QIP indicators come from the client experience survey. These indicators reflect the client-centredness and accessibility of the programs and services provided by the CHC.

Feeling Involved in Decisions about Care

- **53 (71%)** of the Alliance CHCs reported on the following indicator:
Percentage 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.
- The average current (baseline) performance was **89%**.

Perception of Timely Access to Care

- **50 (68%)** of the Alliance CHCs reported on the following indicator:
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.
- The average current (baseline) performance was **73%**.

Feeling Comfortable and Welcome at the Centre

- 48 (65%) of the Alliance CHCs reported on the following indicator:
Percentage of patients/clients who feel comfortable and welcome at the CHC.
- The average current (baseline) performance was **93%**

Helping Members Meet their Improvement Goals

Every client, community, and CHC is unique. The Alliance is here to support you on your unique journey of learning and improvement, no matter where you are starting.

Your QIP should reflect the improvement work you are already undertaking and the goals you have set for the coming year. When choosing your goals, consider starting with the sector's five Common QIP indicators. You may also wish to include one or more of Ontario Health's recommended QIP indicators, but remember that you can select and tailor them according to your organization's and community's priorities.

The Alliance is committed to helping our members provide the best possible care for the clients and communities they serve. Together, we are building a learning health system that includes tailored performance reports, support for EMR and related technology use, quality improvement training and coaching, learning collaboratives, communities of practice, virtual and in-person learning events, and much more. To learn more, reach out to us at QI@AllianceON.org.