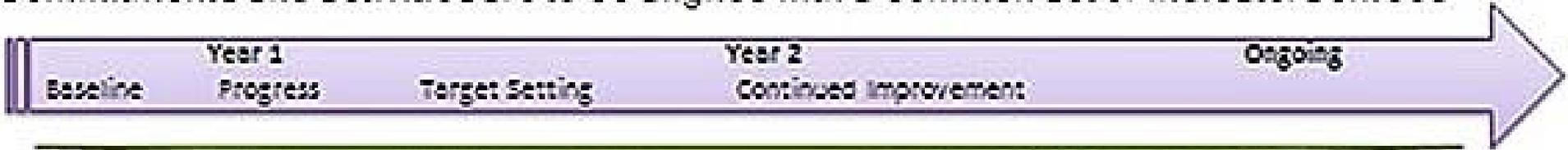


Indicators

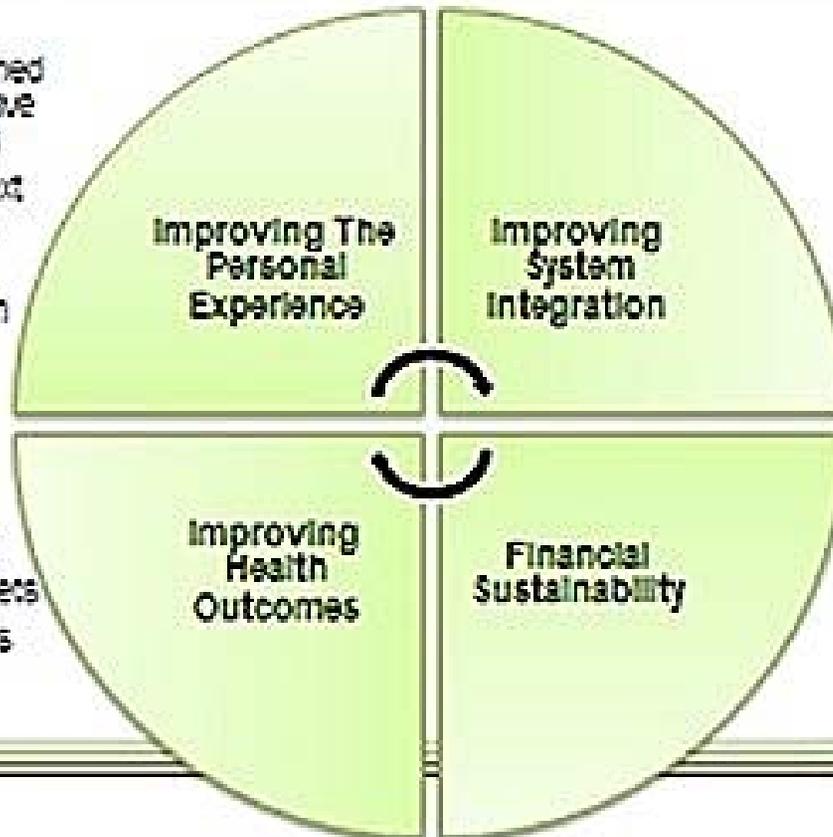
Commitments and activities are to be aligned with a common set of indicators embed



Goal

To improve the delivery and coordination of care for a defined patient population while reducing costs

- All complex patients will be attached to a primary care provider and have coordinated care plans developed
- All patients will have same-day/next day access to their primary care provider, when appropriate
- Increase self-reported satisfaction with primary care



- Reduce time from primary care referral to specialist appointment
- Reduce time from referral to home care visit
- Primary care follow-up within 7 days of discharge from an acute care setting
- Reduce avoidable ED visits for conditions best managed elsewhere
- Reduce ALC rate to 9% or less

- Reduce 30 day readmissions to hospital to evidence based targets
- Reduce unnecessary admissions (e.g. ambulatory sensitive conditions)

- Reduce average cost per high user patient

