Access and Flow in Interprofessional Primary Care: Analysis of the 2025/26 QIP Submissions

This summary shares insights from the **Access and Flow** section of the 302 **Quality Improvement Plans (QIPs)** submitted by interprofessional primary care teams for 2025/26.

Progress Report

Most common **successes or enablers**:

- Improved access to urgent care
- Better schedule management for providers
- Use of digital tools for efficiencies

Most common **challenges or barriers**:

- Staff shortages, turnover, and workload challenges
- Costs of using and implementing technology

Common change ideas: screening indicators

- Use EMR searches to determine those overdue for screening
- Follow up with overdue patients (via secure message, phone, or email)
- Educate patients on the importance of screening
- Improve access to screening (e.g., medical directives, unattached patient clinics, scope of practice)

Workplan Performance

Indicator progress

Returning indicators:

825 new patients or clients **enrolled** per team **(↑31 from last year)**

75% of patients or clients felt they received **timely access** to care **(↑ 2% from last year)**

New indicators:

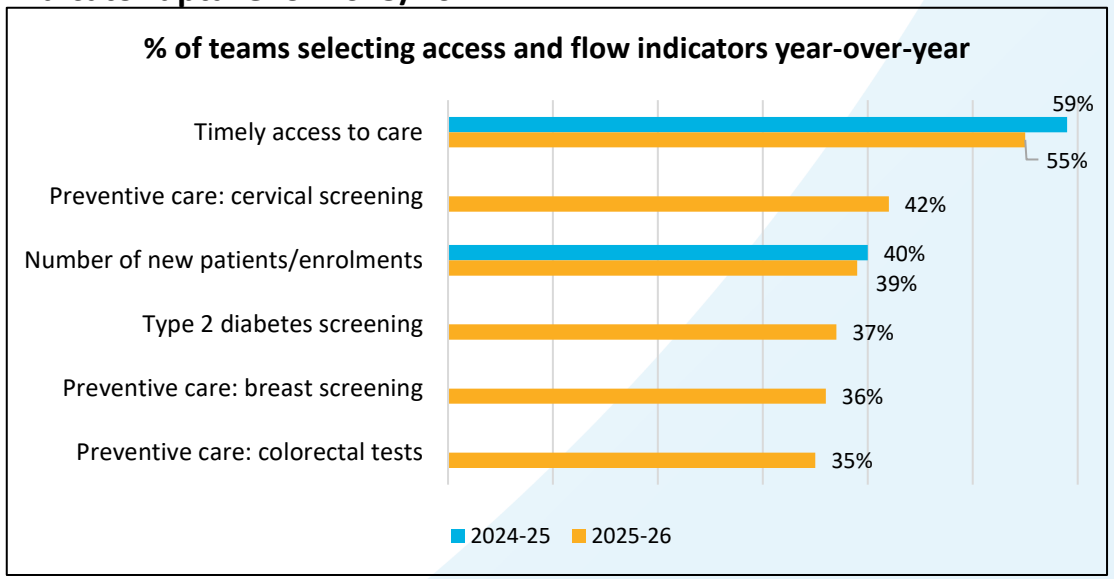
69% of patients or clients with **type 2 diabetes** are up to date with HbA1c monitoring

69% of screen-eligible people are up to date with **cervical screening**

68% of screen-eligible people are up to date with **colorectal tests**

66% of screen-eligible people are up to date with **breast screening**

Indicator uptake for 2025/26



Common change ideas: access and attachment

- Use various **types of appointments** to increase access (e.g., same day/next day, virtual, after hours)
- **Increase appointment availability** (e.g., calculate supply and demand, determine wait times, schedule optimization)
- **Create efficiencies** in the clinic to roster additional patients (e.g., streamline intakes, determine panel size, improve workflows)
- **Advertise with local referral pathways** to reach unattached patients

Narrative Report Themes

- Community partnerships for chronic disease, mental health, and social services
- Outreach to unattached patients and marginalized populations
- Integration with OHTs to align with regional health priorities

To review the data and learn more about the QIPs submitted across the province, visit Query QIPs.

Abbreviations: EMR, electronic medical record; OHT, Ontario Health Team.

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