

**PHC Services Meeting Client's/Patient's Needs  
(Indicator Set: Primary Health Care Providers)**

<b>Descriptive Definition</b>	Percentage of patient population, age 18 and older, who reported that the current services offered by the place they go to for primary health care (PHC) meet their needs.	
<b>Method of Calculation</b>	<b>Numerator</b>	<p>Number of individuals in the denominator who reported that the current services offered by the place they go to for PHC met their needs to manage their health concerns over the past 12 months.</p> <p><b>Inclusions</b></p> <ul style="list-style-type: none"> <li>• Individual is in the denominator</li> <li>• Individual reported that the place he or she goes to for PHC provided everything he or she needed to manage his or her health concern over the past 12 months</li> </ul> <p><b>Exclusions</b></p> <p>None</p>
	<b>Denominator</b>	<p>Number of PHC clients/patients age 18 and older.</p> <p><b>Inclusions</b></p> <ul style="list-style-type: none"> <li>• PHC client/patient</li> <li>• Age of individual is at least 18 years</li> </ul> <p><b>Exclusions</b></p> <ul style="list-style-type: none"> <li>• Individual reported that support for health concerns was not needed</li> </ul>
<b>Data Source</b>	Canadian Practice-Based Primary Health Care Survey Tools: Patient Component <sup>1</sup>	
<b>Notes</b>	<p><b>Definitions of Terms</b></p> <ul style="list-style-type: none"> <li>• A PHC client/patient is an individual who has had contact with the provider at least once in the past year and has a record with the provider dating back at least two years.</li> <li>• An individual's needs are considered met if the patient responds "yes" to a question of whether the place the patient goes to for PHC provided everything that he or she needed to help manage his or her health concerns over the past year.</li> </ul>	
<b>Interpretation</b>	<ul style="list-style-type: none"> <li>• A high rate for this indicator can be interpreted as a positive result.</li> </ul>	



PHC Services Meeting Client's/Patient's Needs  
(Indicator Set: Primary Health Care Providers) (cont'd)

<p><b>Indicator Rationale</b></p>	<p>Health Canada's 2010 report on comparable health indicators listed several benefits of being satisfied with health care services, including an increased adherence to treatment and provider recommendations, increased likelihood of seeking care in the future and improved psychological well-being.<sup>2</sup> In 2009, 81% of Canadians who received health care services reported being satisfied with the services they received, while 10% reported being dissatisfied with these services.<sup>2</sup></p> <p>For most Canadians, the first point of contact for medical care is their PHC provider or family doctor. Primary health care can include routine or ongoing care with a regular provider, urgent care for a minor health problem or accident, maternity and child care, mental health care, referrals for home care, health promotion services and end-of-life care. A 2009 survey found the following factors to be important to Canadians in their interactions with PHC: PHC access, comprehensiveness and coordination of care, interpersonal communication, patient-centred care and continuity of care.<sup>3</sup> The same survey indicated that 76% of adult Canadians who visited a regular doctor in the previous year described their care as "excellent" or "very good," displaying a high degree of satisfaction with the PHC system. More than a quarter of respondents reported that nurses were regularly involved with their care, and 16% of respondents reported involvement of other health professionals.<sup>3</sup></p> <p>This indicator measures the satisfaction of patients with the range of PHC services available to them at their place of PHC and can track changing characteristics of the PHC system, including the increased implementation of interdisciplinary teams. These teams can provide specialized services suited to the particular health needs of a community.<sup>4</sup></p>
<p><b>References</b></p>	<ol style="list-style-type: none"> <li>1. Canadian Institute for Health Information. Primary Health Care: Pan-Canadian Primary Health Care Survey Questions and Tools. <a href="http://www.cihi.ca/CIHI-ext-portal/internet/EN/TabbedContent/types+of+care/primary+health/cihi006583">http://www.cihi.ca/CIHI-ext-portal/internet/EN/TabbedContent/types+of+care/primary+health/cihi006583</a>. Updated 2011. Accessed September 5, 2012.</li> <li>2. Health Canada. <i>Healthy Canadians-A Federal Report on Comparable Health Indicators 2010</i>. Ottawa, Ontario: Health Canada; 2011. <a href="http://www.hc-sc.gc.ca/hcs-sss/pubs/system-regime/index-eng.php">http://www.hc-sc.gc.ca/hcs-sss/pubs/system-regime/index-eng.php</a>. Accessed September 4, 2012.</li> <li>3. Canadian Institute for Health Information. <i>Experiences With Primary Health Care in Canada</i>. Ottawa, Ontario: CIHI; 2009.</li> <li>4. Nolte J. <i>Enhancing Interdisciplinary Collaboration in Primary Health Care in Canada</i>. Ottawa, Ontario: The Conference Board of Canada; 2005.</li> </ol>

For more information on the PHC indicators, data sources and reporting initiatives, visit CIHI's website at [www.cihi.ca/phc](http://www.cihi.ca/phc) or send us an email at [phc@cihi.ca](mailto:phc@cihi.ca).