

# A CLOSER LOOK: D2D 6.0 BY THE NUMBERS

D2D measurement reflects the four **Cs** of primary care identified by Barbara Starfield: **C**ontinuity, **C**oordination, **F**irst **C**ontact, and **C**omprehensiveness.

These are the principles that guide AFHTO.

**89.9%**

Patients involved\*

**Patients who say they're as involved in decisions about their care as they want to be.**  
*Why it matters: Two-thirds of patients say they want to be equal partners, at least, with their physician when making decisions about their care (AFHTO/Patients Canada 2015).*

**77.2%**

Reasonable wait\*

**Patients who say they can book an appointment within a reasonable time.**  
*Why it matters: Timely access to care is important to patients, but it does not necessarily, or only, mean same-day or next-day appointments.*

**5.8%**

Readmission\*

**Patients readmitted to hospital within 30 days of discharge.**  
*Why it matters: Readmission is a measure of overall system integration and coordination of care across hospitals, community services and primary care providers.*

**70.1%**

Continuity of care\*

**Visits by patients with their own primary care provider.**  
*Why it matters: This indicator demonstrates continuity of care with a primary care physician, which enhances patient-provider relationships. It is one of the indicators that matters most to patients.*

**68.1-70.1%**

Cancer screening\*

**Eligible patients screened for cervical and colorectal cancer.**  
*Why it matters: Early detection of cancer can save lives.*

**88.2%**

Courtesy of office staff\*

**Patients who say they're satisfied with the courtesy of office staff.**  
*Why it matters: Courtesy of office staff is a driver of high-quality primary care. (Conference Board of Canada, 2014).*

**67.2%**

Diabetes care

**Diabetes care composite indicator – average score.**  
*Why it matters: Managing chronic conditions like diabetes involves tracking more than one process or outcome of care. This composite indicator includes regular blood-sugar testing, appropriate blood-sugar levels, and the appropriate use of medication to manage cholesterol.*

**64.9%**

Childhood immunization\*

**Eligible children immunized according to public health recommendations.**  
*Why it matters: Immunization is essential to population health and is particularly important for infants and young children, who are most susceptible to vaccine-preventable diseases.*

**\$2490**

Cost per patient

**Total health-care system cost per patient.**  
*Why it matters: High quality comprehensive primary care is the foundation of a sustainable health-care system (Starfield). D2D data show this link between high quality care and lower per-capita health-care cost.*

\*Indicator is part of the Primary Care Performance Measurement Framework (PCPMF). Data as of October 2, 2018.

The indicators are ranked according to their importance to patients, as determined through patient surveys and focus groups.

[To help you put these numbers into context, we've compiled a list of province-wide comparative rates and their sources for each of the indicators, along with their highest, lowest, and mean values in each iteration of D2D.](#)

Want to know how primary care teams are doing in your region? [Check out our LHIN-specific summary.](#)

[Learn more about the 4Cs.](#)

Questions? Contact us at [improve@afhto.ca](mailto:improve@afhto.ca)