

Adults who receive a same-day response by telephone

Resource for Indicator Standards (RIS)
Health Analytics Branch, Ministry of Health and Long-Term Care

Indicator description

RIS indicator name

Adults who receive a same-day response by telephone

Other names for this indicator

Percentage of adults who receive a same-day response when they phone their provider's office during office hours

Indicator description

Proportion of adults that receive a response on the same day they called their provider's office during office hours.

Accountability agreement(s) or ministry initiative(s) the indicator supports

- The Quarterly

Numerator

Data source

Health Care Experience Survey (HCES), MOHLTC

Inclusion/exclusion criteria

Includes:

1. Adults, 16 years and older;
2. Records where the respondent answered 'Always' or 'Often' to: How often did your provider or someone else in their office speak to you when you called or get back to you the same day?

Excludes:

N/A

Calculation

Steps:

1. Select the access_2 field;
2. Calculate (sum) the number of respondents answering 'Always' or 'Often';
3. Weight the results to be representative of the Ontario population.

Denominator

Data source

Health Care Experience Survey (HCES), MOHLTC

Inclusion/exclusion criteria

Includes:

1. Adults, 16 years and older;
2. Records where the respondent answered 'Always', 'Often', 'Sometimes', 'Rarely', or 'Never' to: How often did your provider or someone else in their office speak to you when you called or get back to you the same day?

Excludes:

1. Respondents who answered 'depends on what they called for';
2. Respondents who answered 'don't know' or 'refused'.

Calculation

Steps:

1. Select the access_2 field;
2. Calculate (sum) the number of respondents answering 'Always', 'Often', 'Sometimes', 'Rarely', or 'Never';
3. Weight the results to be representative of the Ontario population.

Timing and geography

Timing/frequency of release

How often and when data are being released (e.g., be as specific as possible...data are released annually in mid-May)

Data are available 4-6 weeks after the end of the quarter.

Trending

Years available for trending

Data are available as of the 2012/13 fiscal year.

Levels of comparability

Levels of geography for comparison

Data are available at LHIN level.

Additional information

Limitations

Specific limitations

N/A

Comments

Additional information regarding the calculation, interpretation, data source, etc.

N/A

References

Provide URLs of any key references (e.g., Diabetes in Canada, [http:// ...](#))

1. [The Health Care Experience Survey](#)

Contact information

For more information about this indicator, please contact RIS@ontario.ca.

Date RIS document created (YYYY-MM-DD)

2017-08-20

Date last reviewed (YYYY-MM-DD)

2017-08-20