25-26 HPA-OHT Strategic Plan Key Performance Indicators (KPI's)

Purpose: To provide an overview of the key performance indicators (KPI's) that HPA-OHT will be measuring to assess progress towards achieving 23-26 HPA-OHT strategic plan outcomes.

Strategic Direction	Strategic Priority	Outcome	25-26 KPI
Optimize Access and Integrated Care	Optimize access and movement through the healthcare system to achieve the right care, at the right time, by the right provider	Increased access to primary care and community care services	Primary Care: Number of unique patients seen by Unattached Care Clinic in FY25-26 and number of unique patients newly enrolled to primary care
			Community Care Services: Number of new patients enrolled in Ontario Structured Psychotherapy (OSP)
		Integrated and simplified access (across sectors)	Number of instances of eReferral used across/between sectors
		Increased digital tools for improved access for citizens and providers	Percent of sectors onboarded and using Hypercare and number of Hypercare users
Reimagine Community Based Care	Emphasize and support health promotion, prevention and patient self management and deliver robust and integrated early healthcare interventions, at home and in the community for citizens	Improved population health	Percentage increase in preventative cancer screenings. Mobile Crisis Rapid Response Team (MCRT) diversion rates. Emergency department visits per 100 heart failure patients
		Resources are shifted	Number of projects funded with resources from member contributions (for example, through Impact and Investment Framework) and dollar amount
		Increased capacity to share, integrate and respond as a system	Number of organizations/sectors onboarded to IDS. Percentage of member organizations participating in HPA-OHT led continuous improvement initiatives (Accreditation)

Revitalize the HPA-OHT Workforce	Ignite recruitment, retention and well being strategies of healthcare staff as well as advance leadership and workforce integration	Increased workforce through enhanced recruitment and retention	Percentage increase in clinical trainees within HPA-OHT
		Increased equity across sectors	Number of participants that have registered for HPA-OHT EIDA-R educational campaign / training program
Advance the HPA-OHT Model	Advance collaboration through a strong HPA-OHT structure, systems and processes	A strong HPA-OHT non-profit incorporated structure with an effective governance in place	Strategically on Hold
		Increased cross sector integration	Percent of member organizations that have adopted or aligned with HPA-OHT joint policies
			Number of organizations who are accredited
			Number of clinicians involved in Clinical Leadership Council and type