

Instructions for Reporting Engagement Metrics with Primary Care Providers in the TC LHIN

Please complete the following table for Primary Care Physician (PCP) engagement of individual PCPs in your sub-region. Refer to the PCP Classification Guide to help you characterize each PCP's highest level of engagement attained with the TC LHIN for this quarter.

Total # of PCPs	Pre-engaged		Inform		Consult		Involve		Collaborate		Empower	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
Mid-East 215												
North 219												
West 187												
Mid-West 523												
East 292												
Total 1,436												

C-UHS Recommendations

1. Report by individual PCP experience/relationship with the LHIN, *not* by sub-region event or activity. Consider whether or not each PCP has a role in the design, delivery, and attendance of engagement initiatives such as newsletters, workshops, educational sessions, meetings, etc.
2. Each PCP should only be counted once. If the PCP can belong to 2 or more stages of engagement based on the PCP Classification Guide, please report the highest level of engagement attained for that PCP.
 - E.g. if the PCP received an E-blast (Inform) but also attended a workshop (Involve), the PCP would be counted once in the 'Involve' column.
 - This will help reduce the probability of missing or under-representing PCPs who are not engaged at all.
 - Note: If a PCP from your sub-region attended an event that another sub-region hosted, *you* include that encounter within *your* report.
3. Refer to the Engagement Pyramid or Hill for guidance on targets within each stage. Results can be used to inform targets of the next quarter and adjust ongoing strategies. Each previous quarter can be used as a baseline for comparison to see if there was any improvement.
4. The new 'Pre-engaged' column represents PCPs who do not belong to any stage of the continuum for various reasons (e.g. they are not interested, unable to reach/outdated contact information, political climate).
5. The sum of PCPs in the 6 categories should equal the total number of PCPs in your sub-region.
6. Calculate the Pre-engaged column by subtracting the sum of PCPs categorized in the other 5 categories from the total PCPs in the sub-region.
 - # of Pre-engaged = Total PCPs in sub-region – (# Inform + # Consult + # Involve + # Collaborate + # Empower)