



Domain #1: Client Experience

Satisfaction with Healthcare Service

Clients' appraisals of the methods and conditions in which their healthcare is delivered.

Perceptions of Person-Centred Care

Clients' views of their positionality in their therapeutic relationship with the healthcare team, inclusive of clients' sense of power, priority, and engagement.

Confidence in the Healthcare Team

The actions, practices, and characteristics of healthcare providers that foster clients' sense of trust in their care team.



Domain #2: Health of Communities

Impact on Physical Health

Empiric and narrative evidence of clients' physical health and well-being, as individuals and communities.

Impact on Psychological Health

Empiric and narrative evidence of clients' psychological health and well-being, as individuals and communities.

Impact on Social Determinants of Health

Empiric and narrative evidence of clients' social health conditions and well-being, as individuals and communities.

Impact on Health Capacity

Empiric and narrative evidence of the knowledge, skills, commitment, structures, systems and leadership for enabling effective health promotion, within individuals and communities.

HAP Evaluation Domains & Subthemes



Domain #3: Systems of Care Delivery

Community Partnerships

Nature and strength of alliances, collaborations, and relationships with community agencies and resources, government services, academic institutions, and/or alternative service providers.

Clinic Effectiveness and Efficiency

Empiric and narrative evidence of clinic processes, policies and features that impact the provision of clinic services.

Equity in Accessing Care

Clinic structures, processes and strategies that target social, economic, and environmental barriers to clients' access to healthcare.

Clinic Sustainability

Structures and strategies that influence clinic operations and quality assurance over time, inclusive of cost-benefit analysis and evidence of planning, monitoring, and innovating for sustainability.



Domain #4: Provider Experience

Motivation for Practice

Reasons and incentives for providers' involvement in the clinic, inclusive of personal values and interests.

Opportunity to Maximize Scope of Practice

Ability to develop and broaden skill sets to full scope of practice.

Collaboration and Teamwork

Providers working together and engaging in shared decision-making on an intraprofessional or interprofessional level.

Structure and Culture of the Work Environment

Attributes of the clinical environment that influence work-life for healthcare providers.