



## 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 & Themes



## 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.