



**Patients Canada**

**Patients Canada & AFHTO Partnership:**

# Measuring what really matters to patients

Make your  
experience  
count

Presented by

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# Presenter disclosure

## Presenters:

- Alies Maybee – no relationship with commercial interests
- Brian Clark – no relationship with commercial interests
- Puja Ahluwalia – no relationship with commercial interests

## Disclosure of commercial support:

- This program has not received financial support or in kind support
- There are no potential conflicts of interest.

There is no mitigating potential bias

## Goal of the project

To understand which primary care indicators are important to patients

- Comprehensive primary care = foundation of a quality health system
- **Data to Decisions** - AFHTO's method of using manageable - meaningful - measurement (3Ms) to measure quality
- Understand from patients what they feel is important in patient-doctor partnership



# Setting up the partnership



## Why Patients Canada?

- Knowledge
  - **Key Performance Targets (KPTs)** – for primary care
- Experience
- Audience reach

## Doing the work

- Initial meeting to review draft questionnaire

### STUMBLING BLOCK!

- Understanding roles
- Understanding the 2 tier survey



“A stumbling block to the pessimist is a stepping stone to the optimist.”

*Eleanor Roosevelt*

# Not your simple survey

It is a patient survey to find out:

- a) Which measures of primary care performance matter to patients?

And then for each of these measures...

- b) What aspects of the patient-doctor partnership do these measures reflect?



# Making it work

Uniting around the mission

Clarifying – goals and roles

Simplifying – structure and language



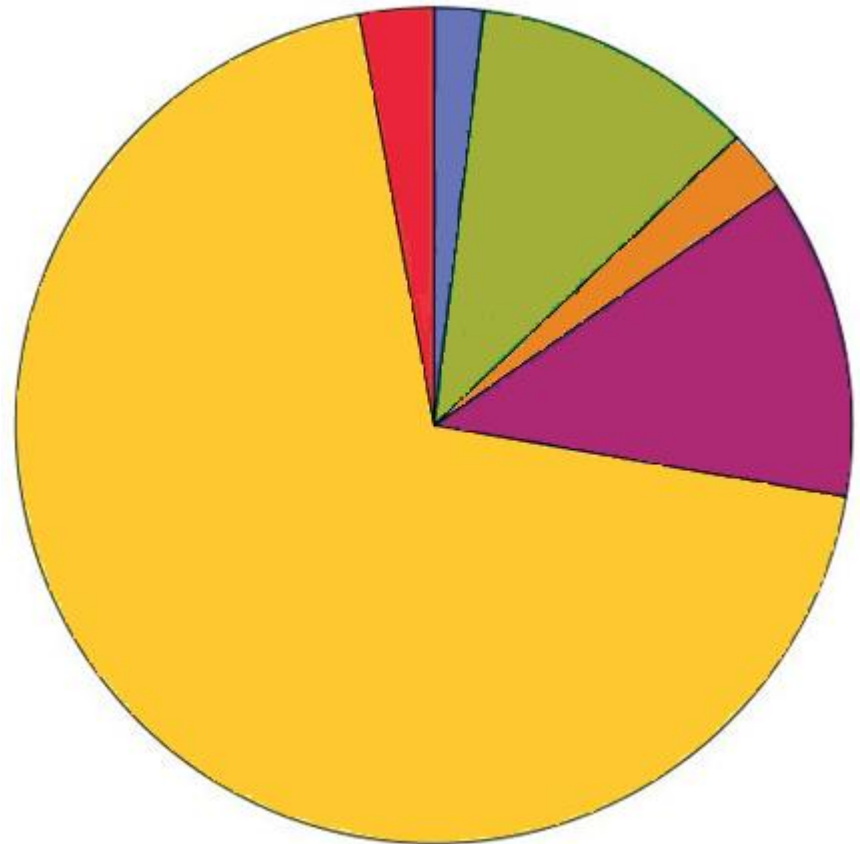
# Sending out the survey

Patients Canada's reach 

Greater results possibly because:

- Respondents knew of the partnership – wanted to contribute
- 3<sup>rd</sup> party source may yield better results

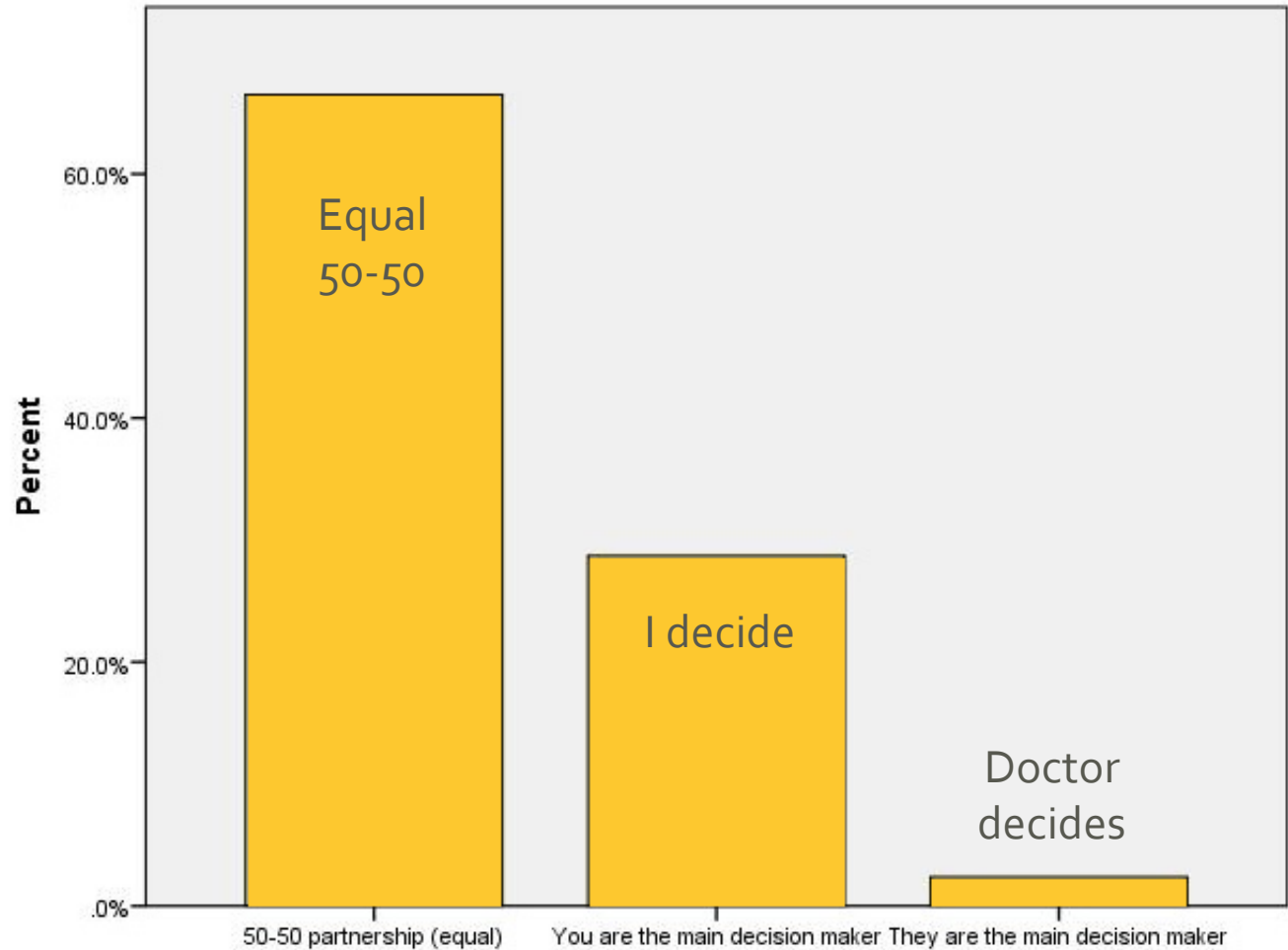
AFHTO's reach 





## Results: The key question for patients

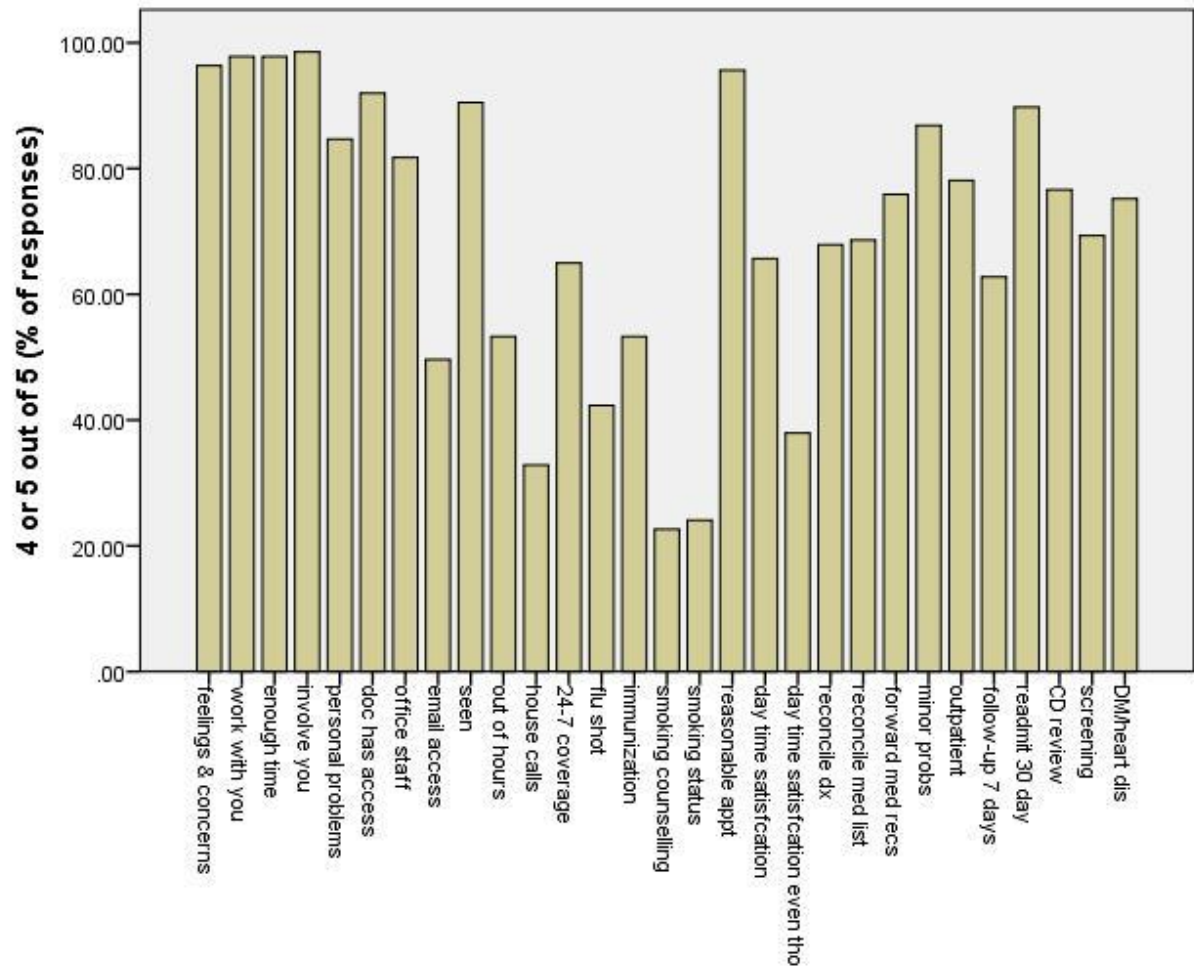
What type of partnership do you want with your family doctor?



# Importance of indicators

## Survey Order

NO survey fatigue  
in terms of scores  
– this is good

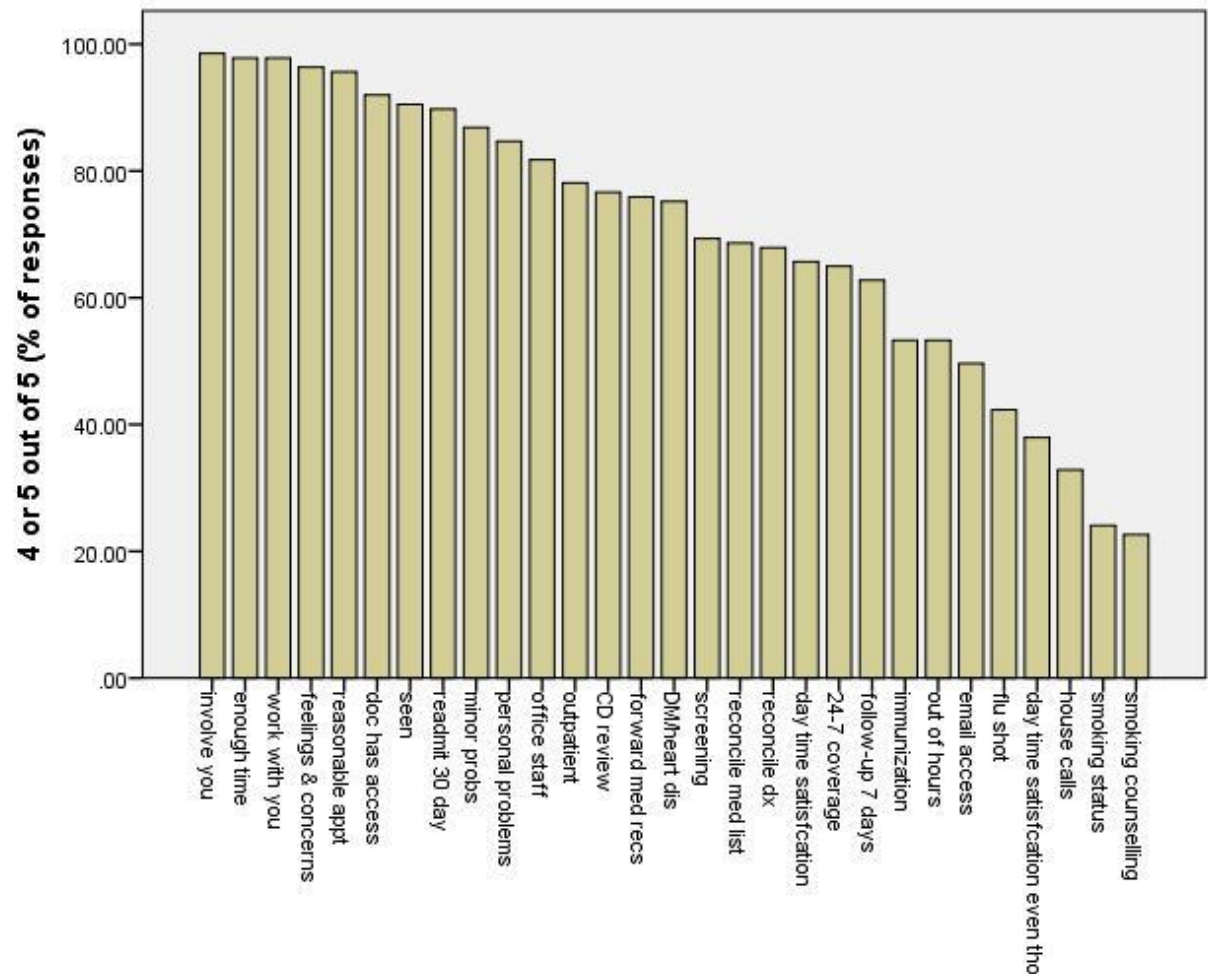


# Importance of indicators

## Decreasing Importance

Many have the same score

(First 5 are pretty close to identical and 100% -- ie: correlated)



# Learning from the process

Partnering with Patients Canada was necessary

- Allowed us to work with patients on an equal level instead of a top down approach
- Helped us strengthen our resolve to further the goal of including patients in how we measure quality in primary care
- Helped us attain a high response rate from patients
- Successful collaboration between patients and non-patients is possible by ensuring that both parties are:
  - Ready for an iterative process
  - Open to learning, and available to listen and try various ideas

# Value of the partnership

## For AFHTO

### Better project outcomes

- Measuring what matters to patients
- Survey structure that patients can work with
- More robust results

## For patients

### Making our experience count

- Questions that matter to us
- Impacting change based on our experiences
- Lived experience respected and used in a practical way

## For both

A valued partnership and  
the enjoyment of working together  
for common cause

Thank you



**Patients Canada**  
Make your experience count

