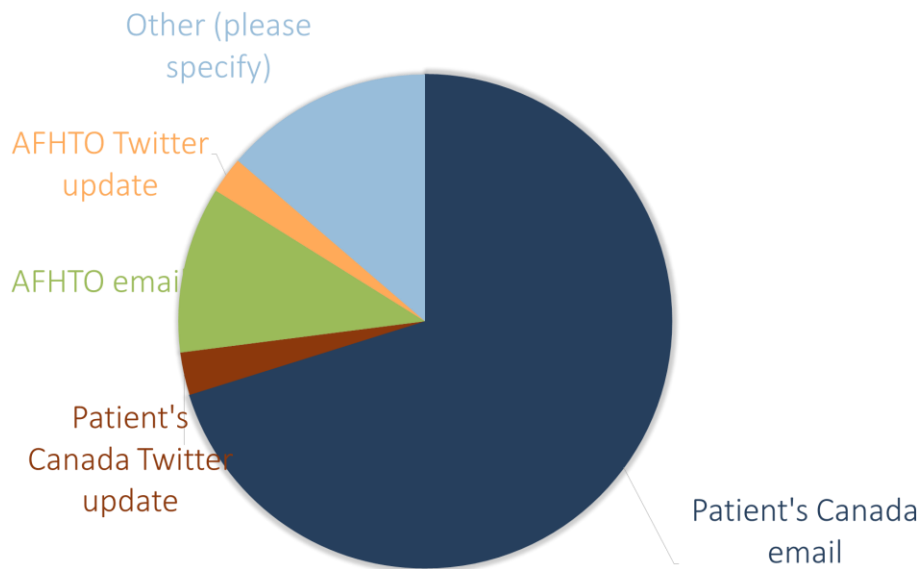


Background: Ontario’s primary care sector is moving towards a more comprehensive, patient-centered approach to quality health care delivery. To fully understand whether primary care has reached this goal of quality, there needs to be a way to measure both the comprehensiveness and patient-centered aspects of care.

Objective: The main objective of this project was to determine which indicators are most important to patients and in what way. This information would then be incorporated into a composite quality “roll-up” indicator, based on performance on common indicators weighted according to their relative priority to patients. The resulting indicator would better reflect the comprehensiveness and patient-centeredness of care.

Process: We developed this survey in collaboration with volunteer patient representatives from Patients Canada, incorporating discussions with a broader group of representatives.

The collaboration with Patients Canada in all aspects of development, enabled them to put their full support behind the project and encourage their networks to participate. We had over 200 participants in the survey, which we considered a huge success. Figure 1 shows the distribution of where the participants heard about the survey.



“Over half of the participants indicated that they want an equal partnership with their doctor when it comes to decision-making around their care.”

Figure 1: Responses to “Where did you hear about this survey?”

Results: An important, and almost incidental finding of the survey was that over half of the participants indicated a desire for an equal partnership with their doctor when it comes to decision-making around their care. This validates the original premise that it was important to ask patients what is important to them and further emphasizes the need to incorporate patient input concretely into measurement of quality in primary care

The results of the survey show that patients do consider certain indicators more important than others. The most important indicators to patients were those related to their experience of being heard and involved in their care. Based on these data, weights were derived to calculate a composite measure of quality which was included in AFHTO’s membership wide performance measurement report, Data to Decisions (D2D) 2.0.

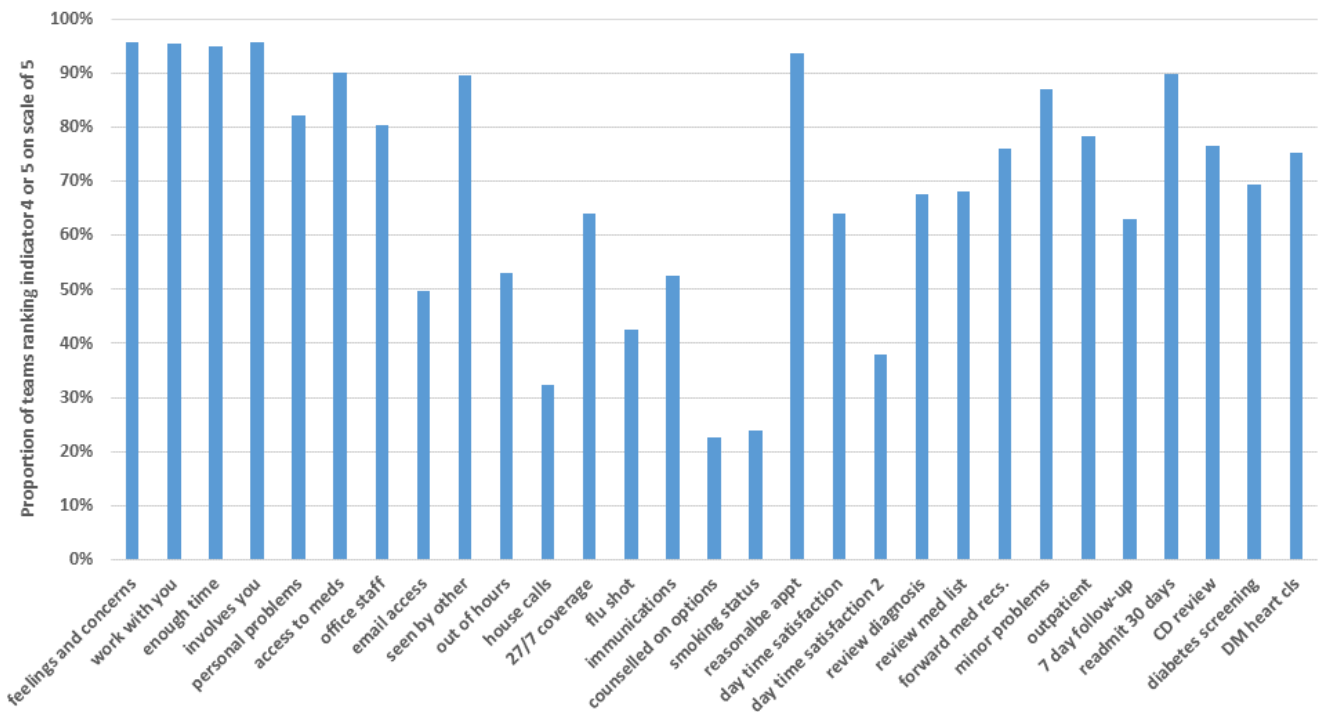


Figure 2: Importance of indicators to patients

Conclusion: Overall, this collaborative project was successful in determining what is important to patients and how it is important. The partnership between Patients Canada and AFHTO is continuing through joint submissions to conferences. Future inquiries into patients’ values regarding their care should similarly involve collaboration with patients throughout the entire development and implementation process.

WHAT'S NEXT?

AFHTO is continuing work on measurement in primary care with the next iteration of D2D which will include an updated quality “roll-up” indicator with input from patients and doctors.