

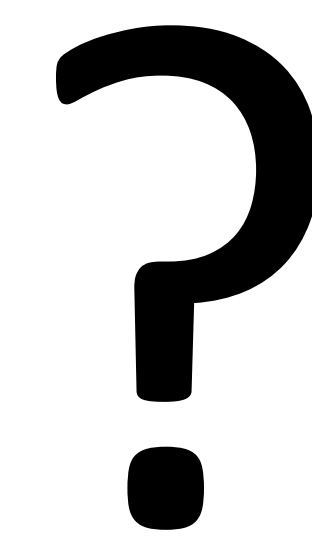


Key messages

- Patient-centeredness is important
- Measurement is important
- Measuring in a patient-centered way is not easy
- Ontario's primary care teams are working on it anyway
- **We could use your advice!**

The composite – so far...

- Part of Data to Decisions (D2D), a voluntary performance measurement report for primary care teams in Ontario, Canada
- Introduced in 2014
- Intended to balance patient, provider & system perspectives
- Generated from 14 component indicators from patient survey, EMR, and administrative data
- Also intended to reflect what matters to patients
- Weighted according to the importance of each component in the patient-provider relationship
- **Weights based on patient survey**



Outstanding question

Does using patient-generated weights make the composite measure patient-centered? **Enough?**

Study outline

Design: Cross-sectional observational study comparing patient-centeredness scale results with composite quality scores

Participants: Teams with consistently high or low quality scores that agreed, when submitting D2D data, to be contacted to facilitate peer-to-peer learning and improvement

Instrument: The Patient Perception of Patient-centeredness (PPPC)* questionnaire, administered to patients of self-selecting teams

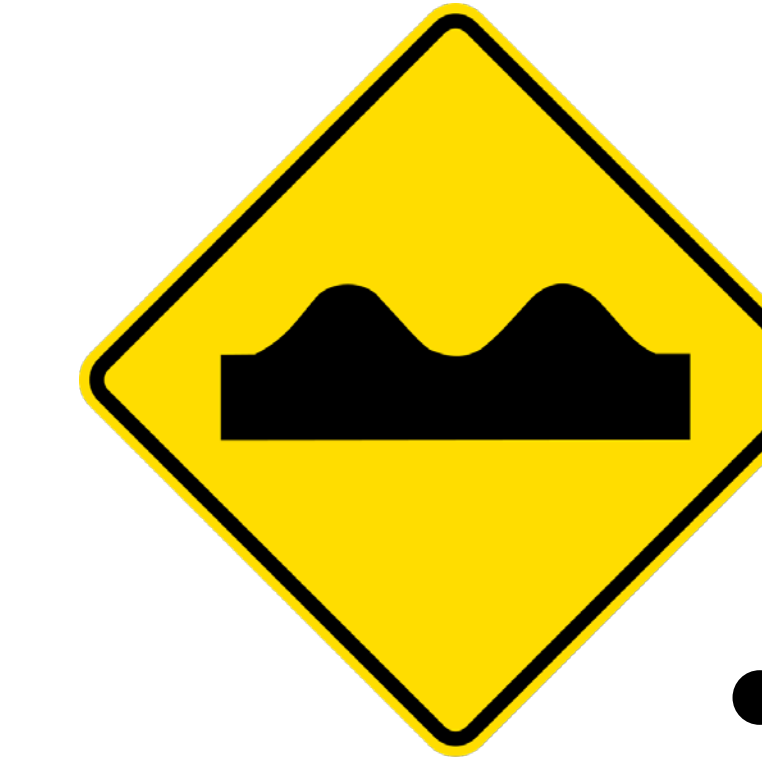
Measures: Team-level PPPC and composite quality scores from D2D and (secondary measure) team and patient acceptance of PPPC survey



Progress so far...

- Composite quality scores from approximately 120 teams over 6 iterations of D2D (2014-2017)
- Classification of participating teams into 3 groups according to trends over time in quality score: increasers, decreasers and middle of the pack
- Invitations issued to teams to launch PPPC survey

*Stewart, M., Meredith, L., Ryan, B.L. and Brown, J.B. (2004) "THE PATIENT PERCEPTION OF PATIENT-CENTEREDNESS QUESTIONNAIRE (PPPC)", Working paper series, Centre for Studies in Family Medicine, University of Western Ontario, London, Canada, #04-1)



Finding and meeting challenges

- Low appetite for ANOTHER survey
 - Trust the relationships and momentum for measurement built over 6 iterations of D2D and adjust the timeline accordingly
- High affinity for "normal" indicators
 - Focus on teams with increasing and decreasing performance
- Low perceived need for patient-centered measurement
 - Couple PPPC with other activities of more potential interest



What is your advice?

- What suggestions do you have for measuring performance in primary care in a way that
- Reflects what matters to patients AND providers on equal footing
 - Contributes to the sustainability of healthcare system
 - Is possible for providers to do as part of the day, not as work-after-work

