



Factors affecting patient priorities for measurement in primary care

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On behalf of and with thanks to the members of the
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And TUTOR-PHC alumni fellowship

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Disclosure

- Presenters: Carol Mulder and Sarah Burrows
- No relationships with commercial interests
- No commercial support
- No conflict of interest

“Patients are smart people --they know if you are faking it”

Purpose

- Starfield: Relationship between patients and providers is most important aspect of quality in primary care
- Building this relationship into measurement of quality is difficult.
- AFHTO's response: ask patients what their priorities are and weight quality measurement accordingly
- Survey 1: Feb 2015
- Survey 2: May 2017
 - Refresh data
 - Describe impact of demographics, health and socioeconomic status

METHODOLOGY

- Population-based online patient survey designed with patients
- Setting: 184 interdisciplinary primary care teams that belong to the Association of Family Health Teams of Ontario (AFHTO) serving approximately 25% of Ontario
- Recruitment: email invitations & social media from primary care teams & patients
- Outcome measure: importance of indicator to relationship between patient and primary care provider
- Contributing factors:
 - Patient perception of performance on the indicator
 - Health status of patient
 - Socioeconomic status of patient
 - Demographics of patient

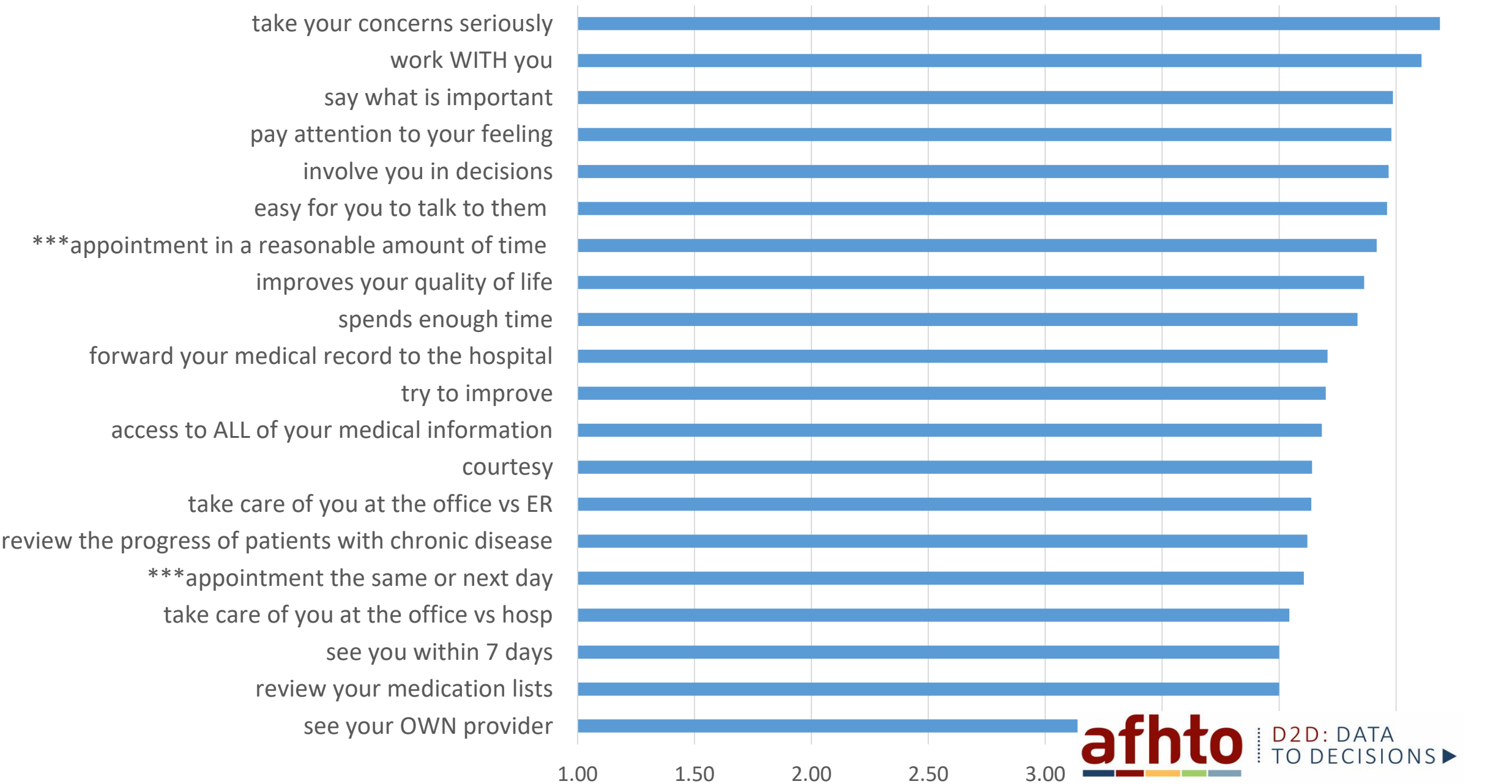
Results: sample characteristics

- 218 respondents
- Demographics:
 - Nearly 80% were female
 - 55% were 35 to 64 years
- Socioeconomic status
 - 62% have employment income
 - Nearly 50% have undergraduate or graduate degrees
- Health status
 - Just over 20% had Emergency Department visit in past year
 - Nearly 50% have good health or better

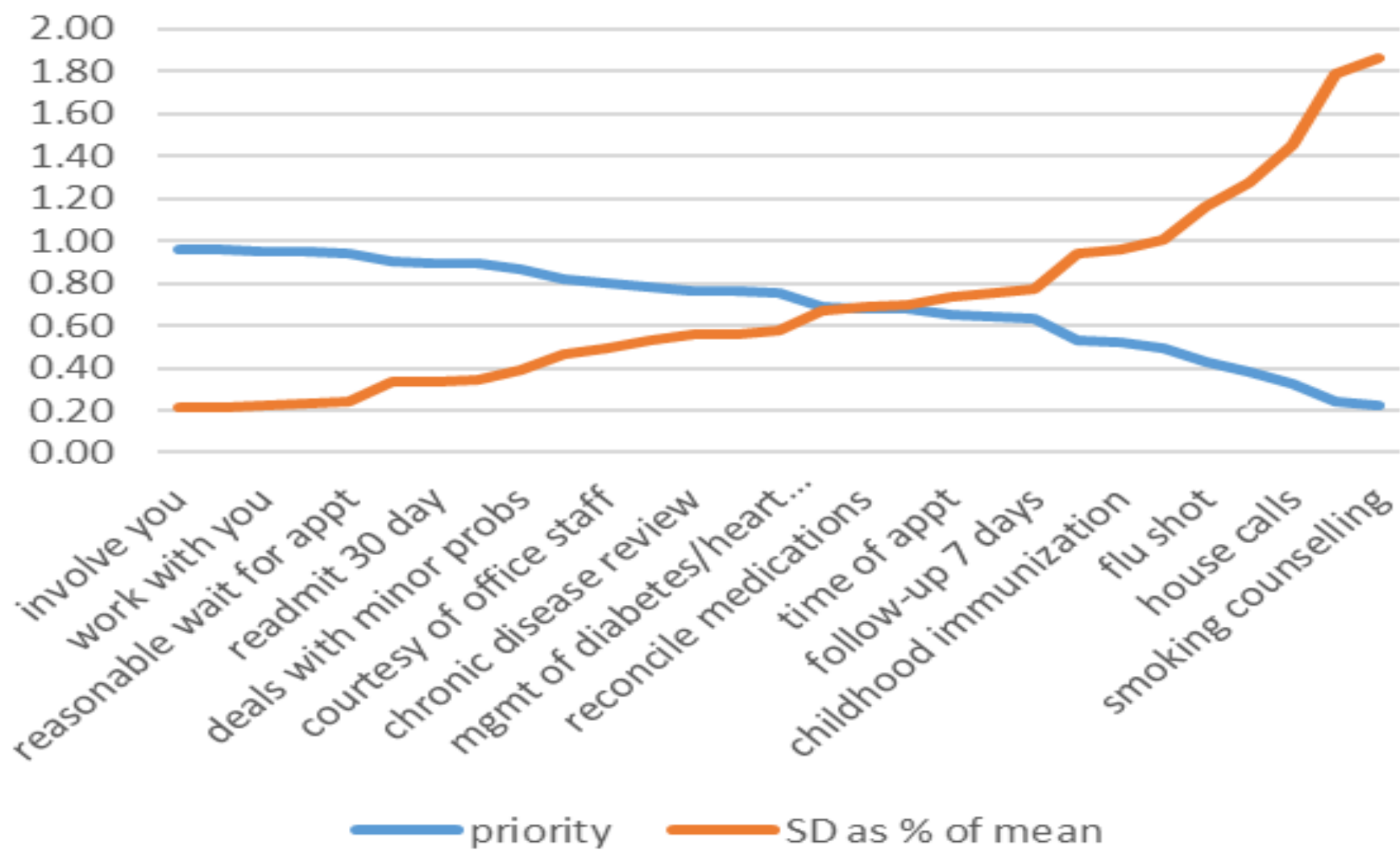


Results

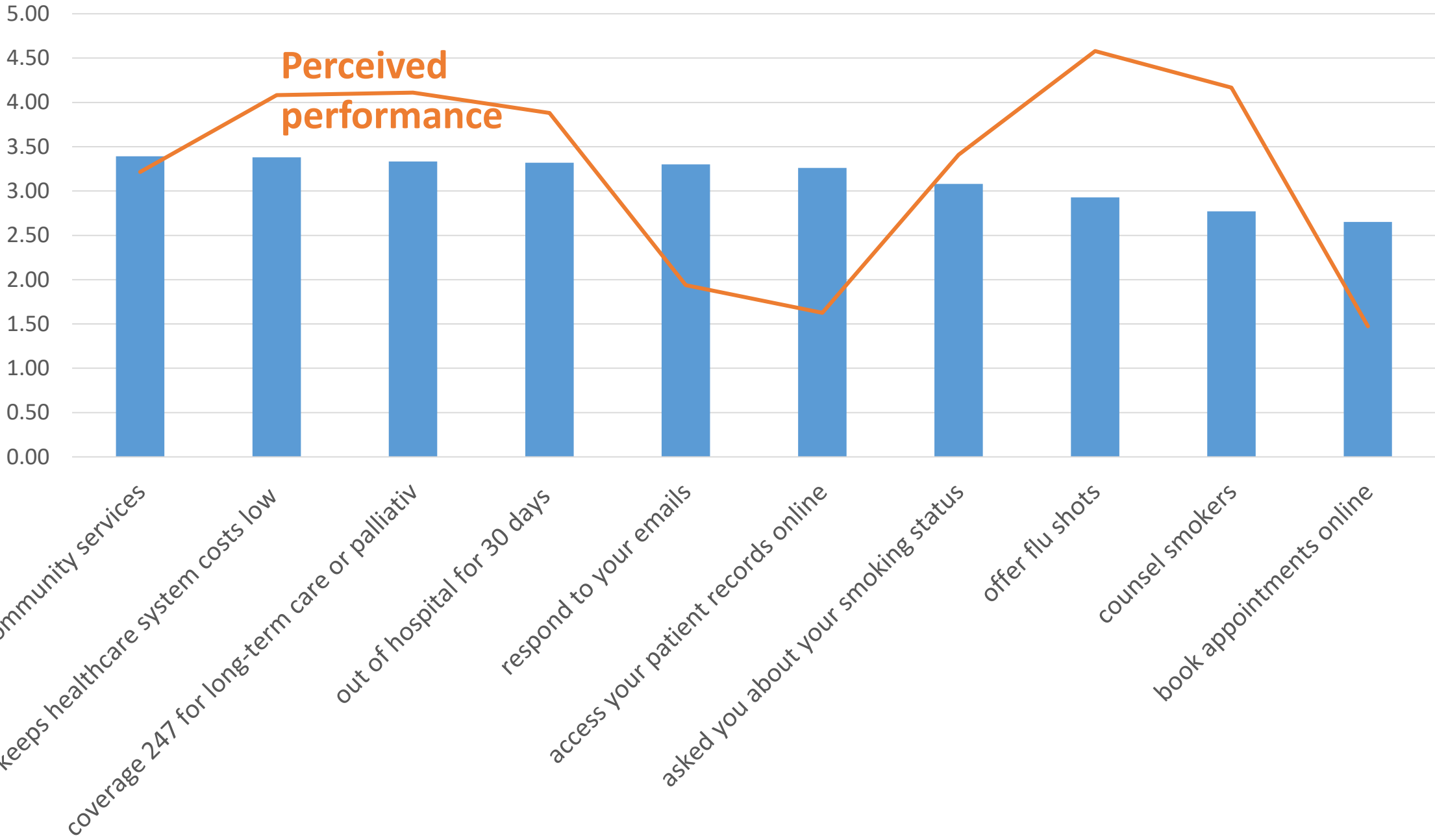
Top 20 patient priorities for primary care measurement (II)



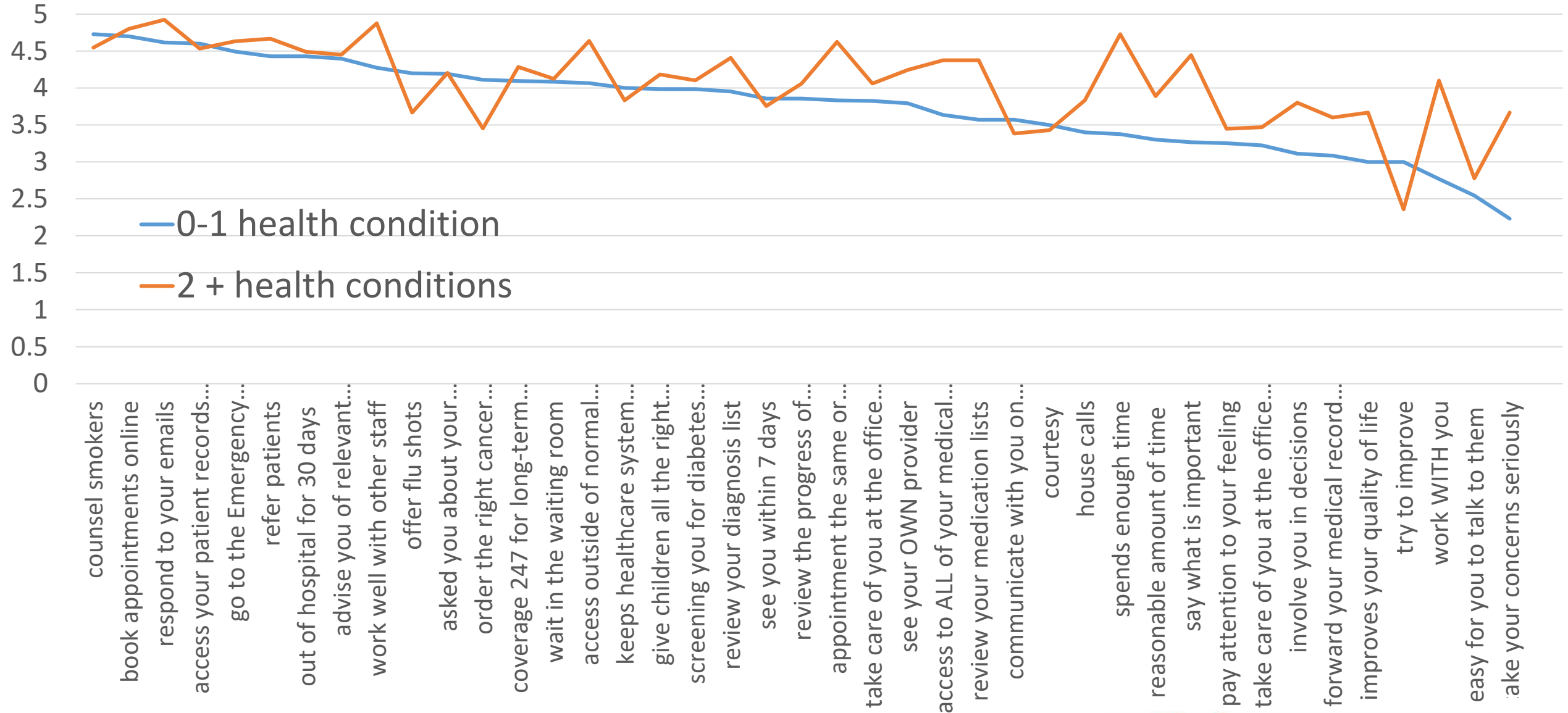
Variation in responses according to priority



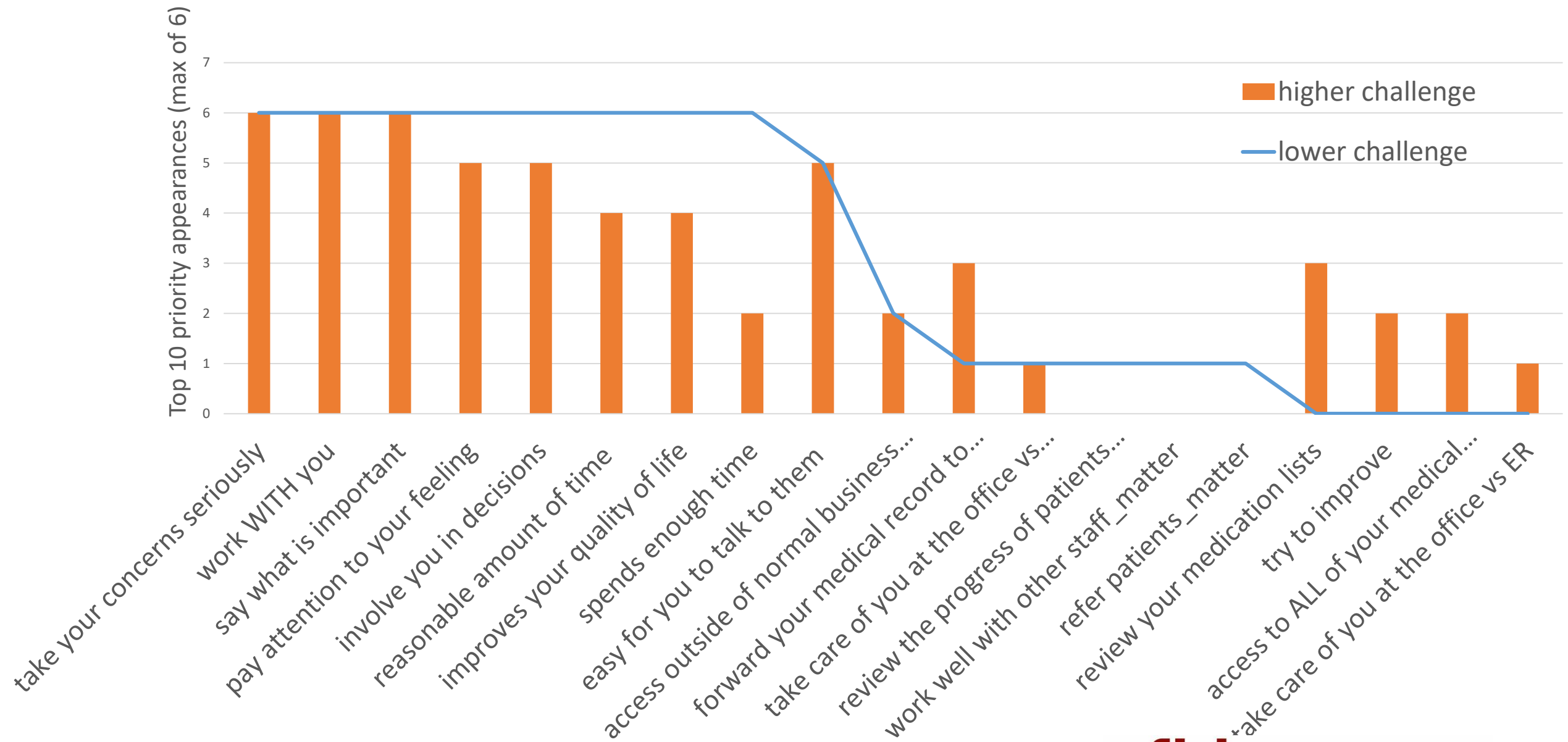
Perceived performance and importance to patients (lowest 10 priorities)



Priorities according to health status



Priorities of patients with high vs lower health status/SES challenges



Results: Bottom line

- Perceived performance
 - Mostly correlated with priorities
 - Suggests that medical/clinical measures are prioritized lower by patients because they are a lower priority, not because they assume they are “given”
- Patients with lower SES and poor health
 - Top priorities are about personal interactions, as with all patients
 - Some measures more important to patients with higher health/SES challenges
- Demographics: data were too homogenous to explore differences

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Association of Family Health Teams of Ontario

Thank you

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Appendix