

Performance Indicators for Interprofessional Primary Care Teams: Measures of Collaboration

Catherine Donnelly^{1,2}, Rachelle Ashcroft³, Carol Mulder⁴, Nicole Bobbette^{1,2}, Amanda Mofina²

1. Department of Family Medicine, 2. School of Rehabilitation Therapy, Queen's University, 3. University of Toronto, 4. Association of Family Health Teams of Ontario (AFHTO)



Background

Despite the increasing emphasis on interprofessional primary care (IPC) models across Canada there is relatively little evidence as to whether or not the intended outcomes of IPC teams have been achieved¹. To date, little is known about performance indicators of the collaborative process in IPC teams^{1,2}. Part of the challenge is determining how to measure the value of interprofessional collaboration³.

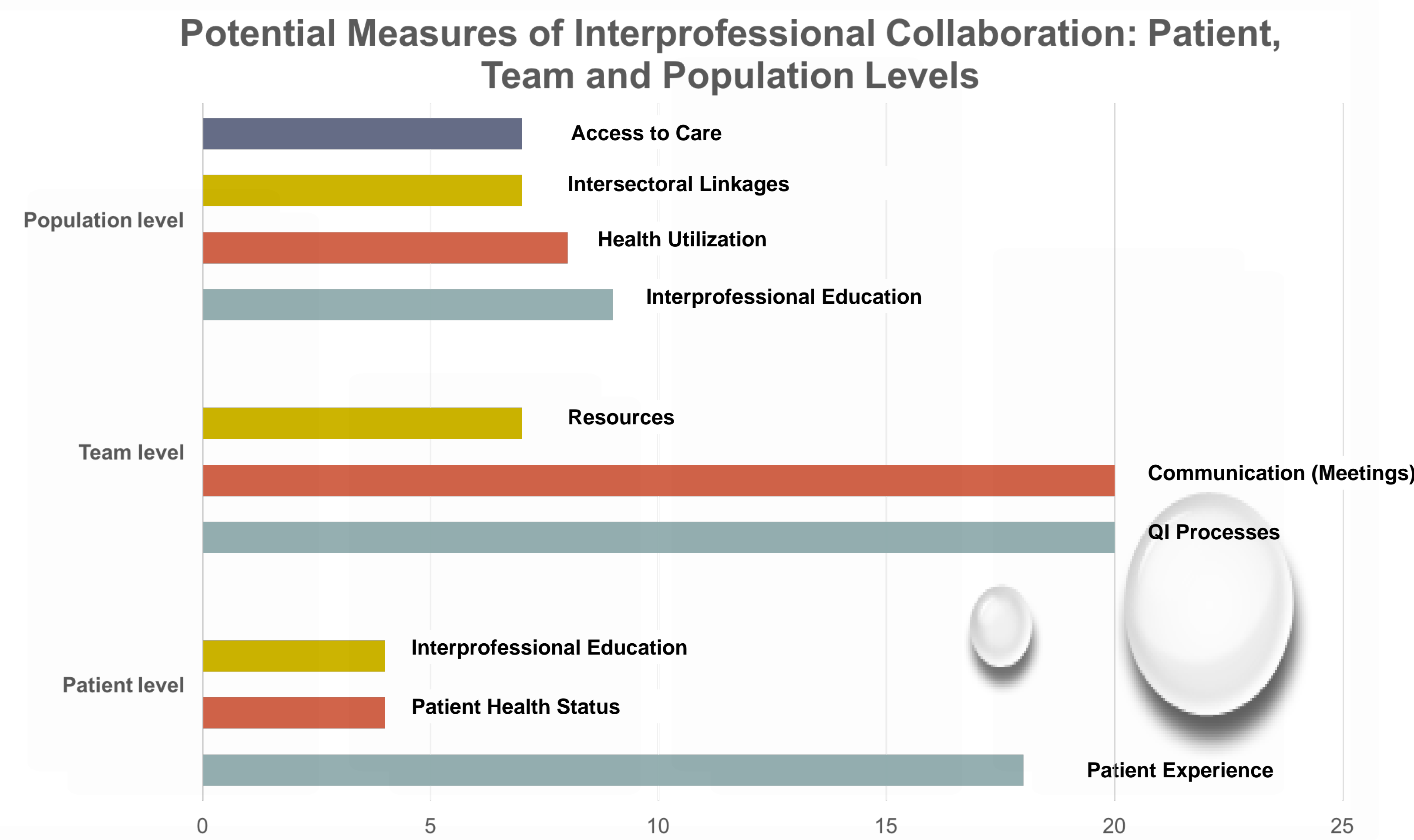
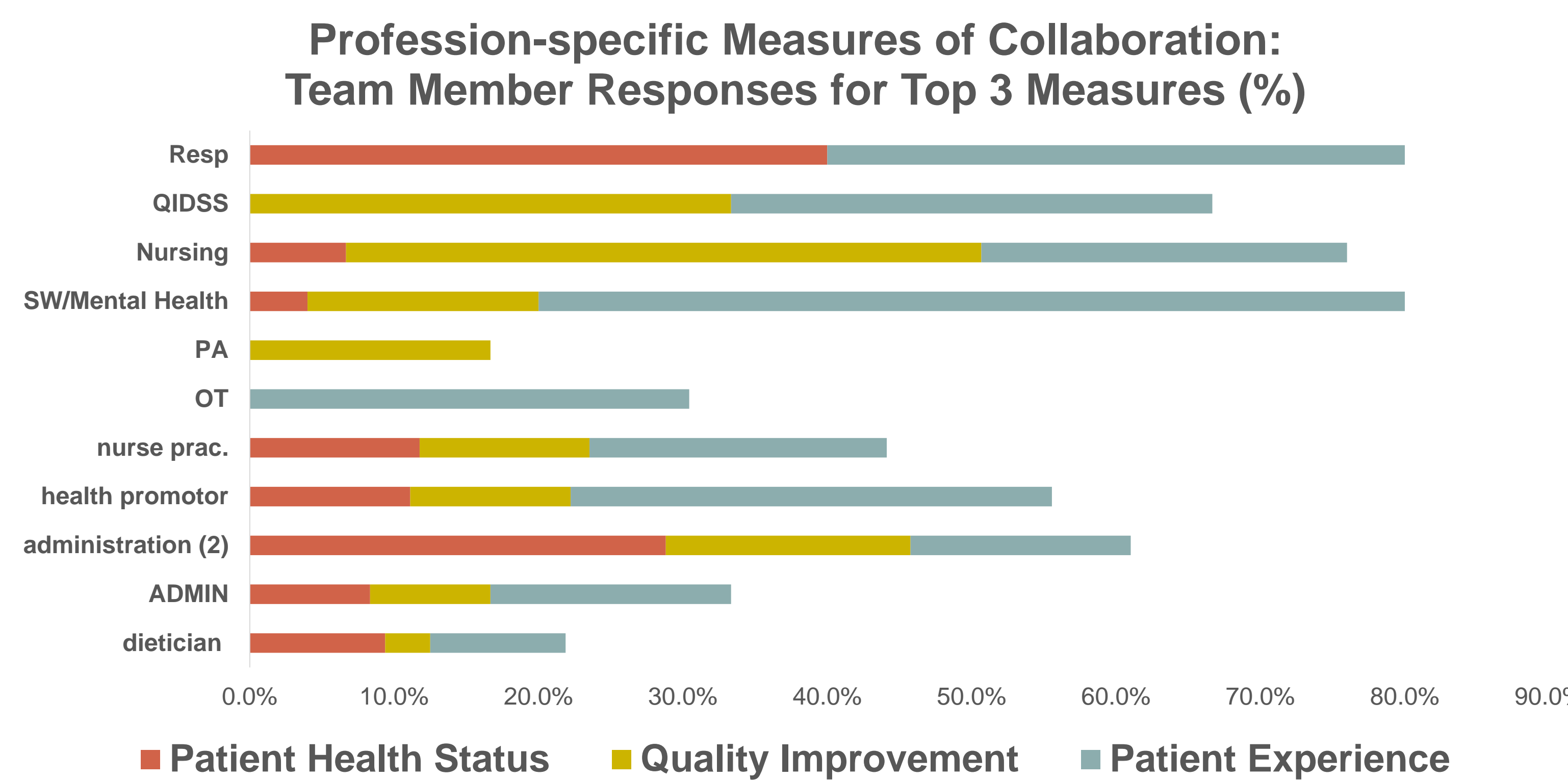
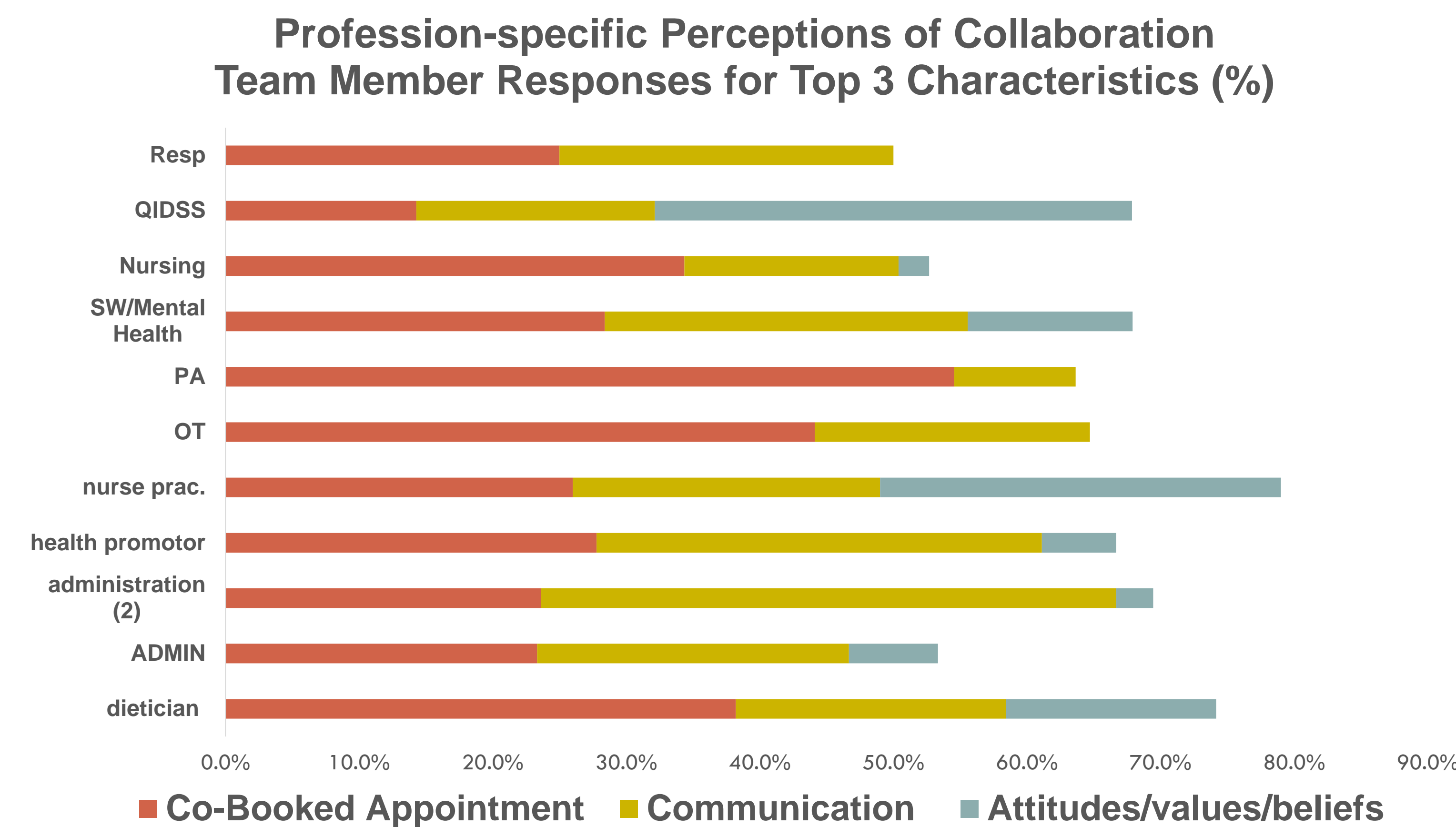
Objective

The purpose: 1) identify current practices supporting and measuring the impact of collaboration in IPC teams, and 2) identify IPC performance indicators from an interprofessional health provider (IHP) perspective.

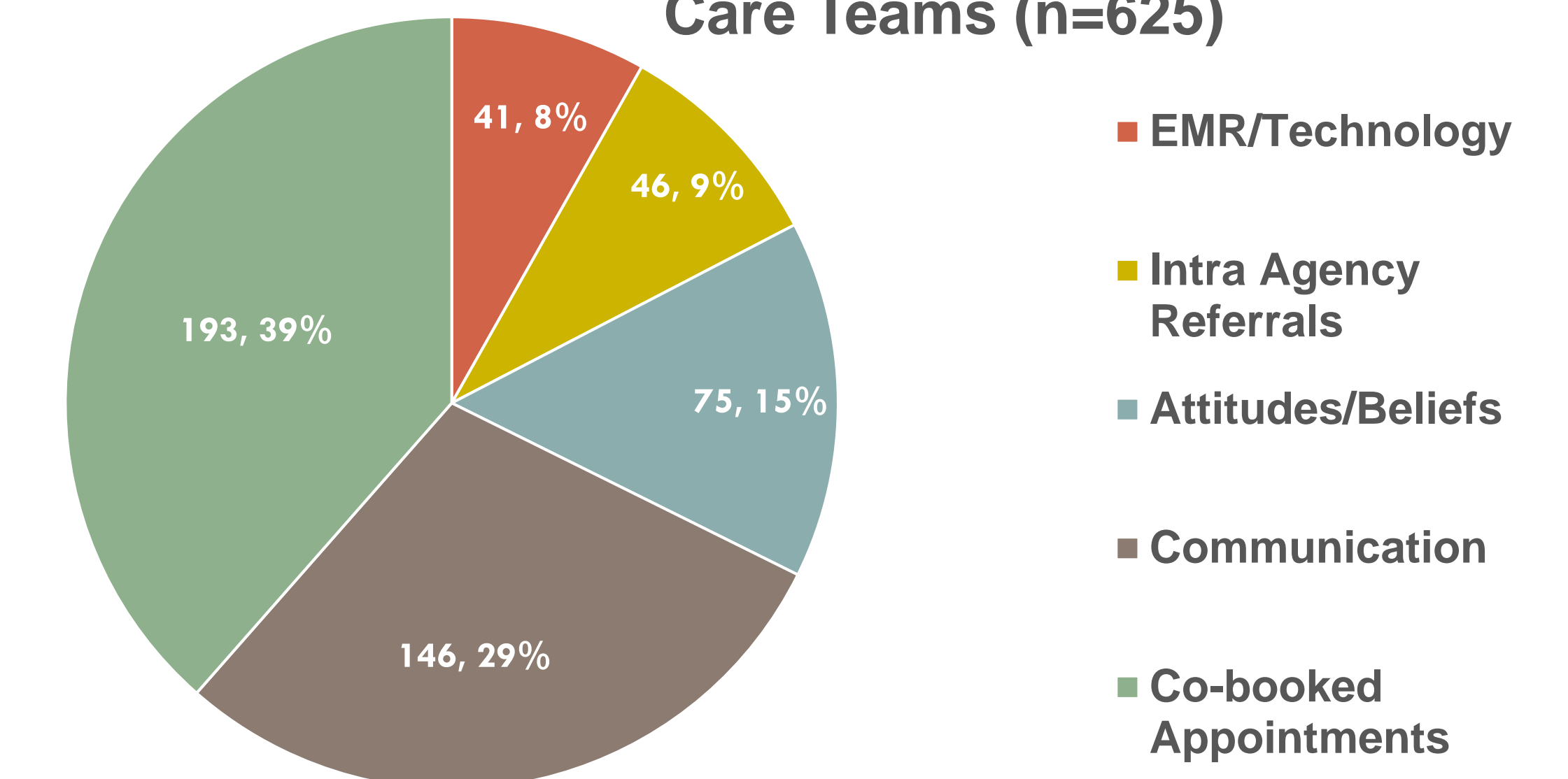
Methods

A qualitative study; part of a larger mixed methods developmental evaluation to examine performance measurement in IPC teams. Focus groups were held at the Association of Family Health Teams of Ontario Annual Meeting. A total of 283 interprofessional health providers from fourteen health professions working in IPC teams participated. Six questions on IPC performance indicators guided the focus groups.

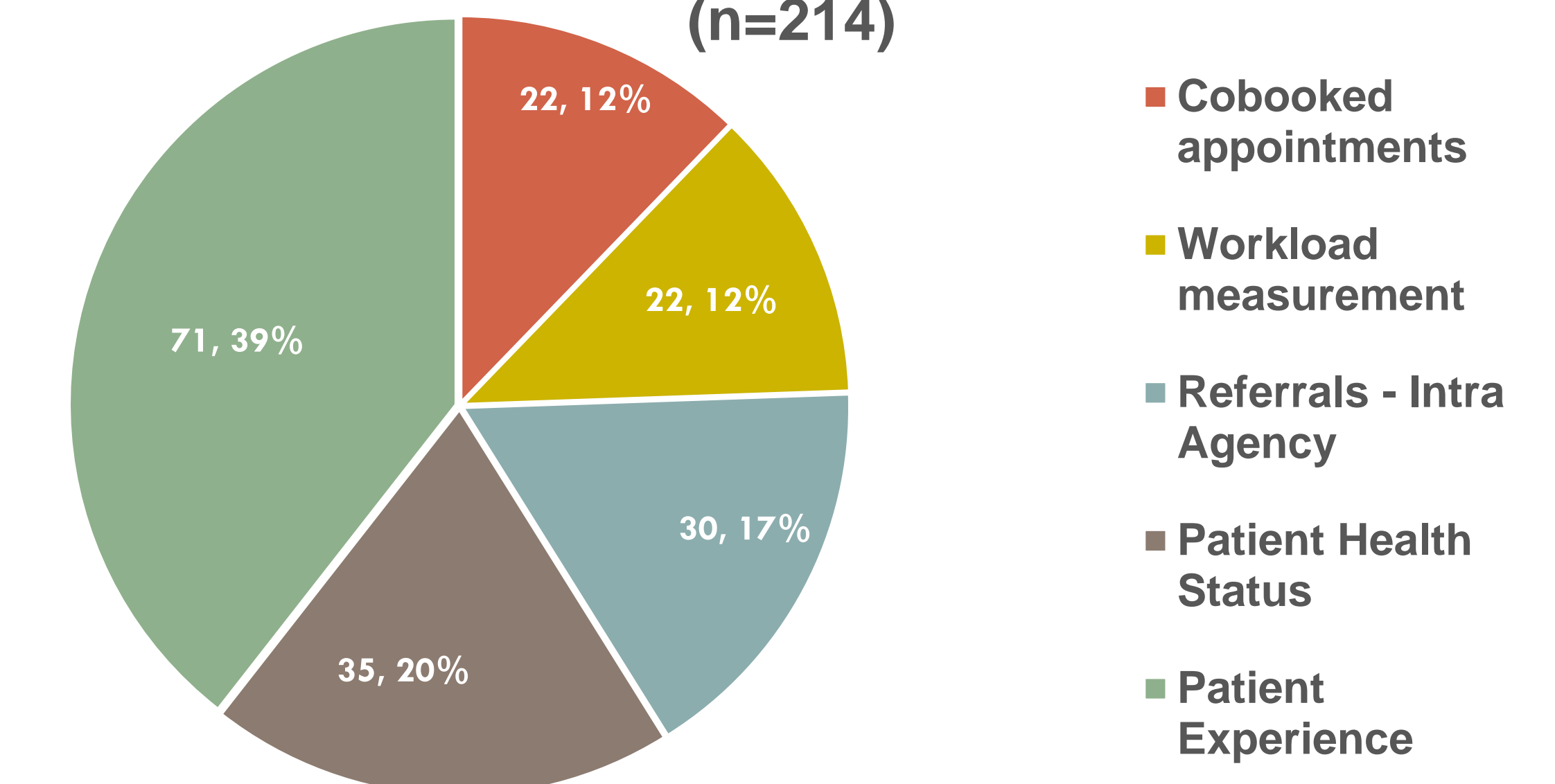
Participant responses were documented on worksheets and flip charts. All responses were collected and entered verbatim into a word document. Each question was individually reviewed and categories that best represented the responses were created. Response frequencies for each category were determined.



Top 5 Characteristics of Collaboration in Primary Care Teams (n=625)



Top 5 Measures of Collaboration in Primary Care Teams (n=214)



Key Messages

1. Participants were able to identify what supports collaboration but had more difficulty identifying performance indicators to measure impact of IP collaboration on the team or population.
2. Ongoing challenges exist in determining performance indicators for IPC collaboration.
3. Understanding the interprofessional provider perspective is critical to ensuring performance indicators are meaningful to practitioners and relevant to IPC practice.

References/Contact

1. The Conference Board of Canada (2014). An external review of the Family Health Team Initiative. Ottawa: The Conference Board of Canada.
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 3. Ashcroft, R. (2014). Inadequate Performance Measures Affecting Practices, Organizations and Outcomes of Ontario's Family Health Teams. Healthcare Policy, 10(1), 86.

Catherine Donnelly: catherine.donnelly@queensu.ca 613-533-6385
 Carol Mulder carol.mulder@afhto.ca 416-522-3103
 Rachelle Ashcroft rachell.ashcroft@utoronto.ca 416-978-3842