

*Action research: a group of people identify a problem, do something to resolve it, see how successful their efforts were, and if not satisfied, try again**

Objective

Measure performance to improve quality and demonstrate the value of primary care teams in Ontario, Canada.

Action research cycles so far

Cycle 1: Start Measuring

Action: Get started on the journey to quality thru voluntary reporting on <12 indicators covering as many of Starfield's 4C's as possible (October 2014).

Learning: High participation showed that getting started small works but 1st iteration not very "patient-centered."

Cycle 2: Composite Measure of Quality

Action: Add a composite measure of quality using the limited data available in attempt to better reflect what matters to patients (see poster 55284).

Learning: Composite measure was useful for membership-level analyses (see poster 55280) but not well understood or useful at team level. Also, reliability was hard to establish, given the limited data used to build it.

Current cycle: Action

Take advantage of extensive UK primary care data to address gaps in the process of building a composite measure.

- Extract UK practice level data from the following sources:
 - All indicators: <https://indicators.hscic.gov.uk/webview/>
 - Quality Outcomes Framework: <http://www.content.digital.nhs.uk/catalogue/PUB22266>
 - Patient survey: <https://gp-patient.co.uk/surveys-and-reports>
- Include data from components of existing composite and as many indicators as possible from Ontario's Primary Care Performance Measurement Framework.**
- Factor and scale analyses to revise composite structure.
- Compare scores of existing and revised composites.

| Ontario | UK |
|--|---|
| patients involved in decisions about their care as much as they want | Rating of GP involving you in decisions about your care |
| patients who had opportunity to ask questions | Rating of GP listening to you |
| patients who felt providers spent enough time with them | Rating of GP giving you enough time - total responses |
| patients who can book an appointment within a reasonable time | Convenience of appointment |
| patients with readmission within 30 days after hospitalization | Emergency readmissions within 30 days of discharge from hospital |
| visits made to patients' regular primary care provider team | See their preferred GP always, almost always or a lot of the time (total) |
| Emergency department visits per patient | Accident and Emergency Referrals per 1,000 population |
| Ambulatory care sensitive hospitalizations per 1000 patients | |
| eligible patients screened for colorectal cancer | Bowel screening |
| eligible patients screened for cervical cancer | Patients whose notes record that a cervical smear has been performed in the last five years |
| eligible patients screened for Breast cancer | Hospital data |
| eligible patients with Diabetic management & assessment | The practice can produce a register of all patients aged 17 years and over with diabetes mellitus, which specifies whether the patient has Type 1 or Type 2 diabetes (plus individual Diabetes processes such as blood pressure/sugar monitoring) |
| eligible children immunized according to guidelines | |
| patients able to get an appointment on the same or next day | How long until actually saw or spoke to GP / nurse - total responses |

Current cycle: Expected learning and potential actions

- 1) Change in the components of the composite could refocus data capture for Ontario primary care teams
- 2) Comparison of existing and revised composite scores could inform usefulness of existing composite if Ontario teams can't align with structure of revised composite
- 3) Comparison of Ontario and UK scores could start conversation about potential value of the composite for international comparisons of a more patient-centered view of quality

What do you think?

- How would you adjust the proposed actions?
- What else do you think we might learn from the proposed actions?

*O'Brien, R. (2001) 'An Overview of the Methodological Approach of Action Research'

<http://www.web.ca/~robrien/papers/arfinal.html>

** Health Quality Ontario

<http://www.hqontario.ca/portals/0/Documents/pr/pc-performance-measurement-report-en.pdf>

