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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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
<table>
<thead>
<tr>
<th>Priority</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>take your concerns seriously</td>
<td>1</td>
</tr>
<tr>
<td>work WITH you</td>
<td>2</td>
</tr>
<tr>
<td>say what is important</td>
<td>3</td>
</tr>
<tr>
<td>pay attention to your feeling</td>
<td>4</td>
</tr>
<tr>
<td>involve you in decisions</td>
<td>5</td>
</tr>
<tr>
<td>easy for you to talk to them</td>
<td>6</td>
</tr>
<tr>
<td>***appointment in a reasonable amount of time</td>
<td>7</td>
</tr>
<tr>
<td>improves your quality of life</td>
<td>8</td>
</tr>
<tr>
<td>spends enough time</td>
<td>9</td>
</tr>
<tr>
<td>forward your medical record to the hospital</td>
<td>10</td>
</tr>
<tr>
<td>try to improve</td>
<td>11</td>
</tr>
<tr>
<td>access to ALL of your medical information</td>
<td>12</td>
</tr>
<tr>
<td>courtesy</td>
<td>13</td>
</tr>
<tr>
<td>take care of you at the office vs ER</td>
<td>14</td>
</tr>
<tr>
<td>review the progress of patients with chronic disease</td>
<td>15</td>
</tr>
<tr>
<td>***appointment the same or next day</td>
<td>16</td>
</tr>
<tr>
<td>take care of you at the office vs hosp</td>
<td>17</td>
</tr>
<tr>
<td>see you within 7 days</td>
<td>18</td>
</tr>
<tr>
<td>review your medication lists</td>
<td>19</td>
</tr>
<tr>
<td>see your OWN provider</td>
<td>20</td>
</tr>
</tbody>
</table>
Variation in responses according to priority

- involve you
- work with you
- reasonable wait for appt
- deal with minor probs
- courtesy of office staff
- chronic disease/heart
- mgmt of diabetes/heart...
- reconcile medications
- time of appt
- follow-up 7 days
- childhood immunization
- flu shot
- house calls
- smoking counselling

- priority
- SD as % of mean
Perceived performance and importance to patients (lowest 10 priorities)

- advises you of relevant community services
- keeps healthcare system costs low
- keeps you out of hospital for 30 days
- respond to your emails
- access your patient records online
- asked you about your smoking status
- offer flu shots
- counsel smokers
- book appointments online
Priorities of patients with high vs lower health status/SES challenges

- Top 10 priority appearances (max of 6)
- Higher challenge
- Lower challenge

- Take your concerns seriously
- Work with you
- Say what is important
- Pay attention to your feeling
- Involve you in decisions
- Improve your quality of life
- Spend enough time
- Access outside of normal business hours
- Forward your medical record to...
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
On behalf of and with thanks to the members of the Association of Family Health Teams of Ontario

Thank you

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Appendix