

# HQCA & Primary Care Measurement

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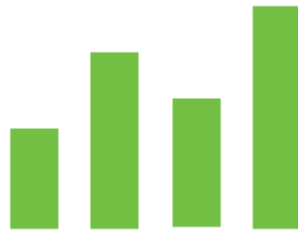
# HQCA Primary Healthcare Panel Reports

# Primary Healthcare Patient Panel Reports

- Started this work in 2011
- Currently reporting to ~900 family physicians and 42 Primary Care Networks (PCNs)
- Available to **all** practicing family physicians (~4,000)

# Changes

- The HQCA and Alberta Health put together a reference committee to guide the contents and layout of the reports
- Three working groups:
  - report design
  - subject area
  - education (2018)
- Informed by annual evaluation survey



Updated measures are useful and actionable



New dashboard to help identify successes and areas for improvement



New format for easier reading and  
interpretation

# Sections of the report

- Practice characteristics
- Panel characteristics
- Preventative care and imaging
- Chronic conditions and frequent diagnoses
- Pharmaceuticals
- Utilization



# Types of reports

- Physician Proxy Panel Report
- Physician Confirmed Panel Report
- Clinic Report
- PCN Report





# Primary Care Patient Experience Survey

# Development

## Incorporate stakeholder feedback and needs

### ■ Patients

- Does survey content resonate?
- Is it easy to understand?

### ■ Physicians

- Are results actionable?
- Can they inform practice improvement?

### ■ PCNs

- Does the content help inform needs?
- Inclusion of Schedule B measures

### ■ Email: Rapid & low cost



# Access

Could you get today's appointment when you wanted?



# Communication

How would you rate the way this doctor listened to you?



## **Coordination of care/team-based care**

How often did your healthcare team seem to effectively coordinate your care?



## **Treatment plans and care priorities**

How often were members of your healthcare team consistent in what they told you about your treatment plan?



## **EQ-5D-5L**

patient reported outcome measures





# Demographics

E.g., age, gender, income



# Overall ratings

Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?

- Physician
- Visit today

# Schedule B Indicators

- Patient satisfaction indicator
  - Overall, how would you rate the care you received in your visit today?
- Patient-reported quality of life
  - EQ-5D-5L
- Self-management supports (?)
  - Multiple questions on survey

# Primary Care Patient Experience Survey

Website:

[www.hqca.ca/phcsurvey](http://www.hqca.ca/phcsurvey)

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# Questions