Performance Measurement and Feedback in Family Health Teams

Ministry of Health and Long Term Care Primary Care Research Network Rounds
Jan 28, 2010

Introduction

BEYOND FINANCIAL AND WORK SATISFACTION: IMPROVING MEASURES FOR EVALUATION IN PRIMARY HEALTH CARE

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UNDERSTANDING THE PERFORMANCE FEEDBACK NEEDS OF MULTIDISCIPLINARY TEAMS

PIs: Dr. Michael Green and Dr. Sharon Johnston

Research Team

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Tools Used

- Patient Surveys

- Practice Surveys

- Provider Surveys

- Chart Abstractions

- Administrative Billing Data (ICES)

- All linked at the individual level (ie. Same patients, patients with their providers)

Sample Size
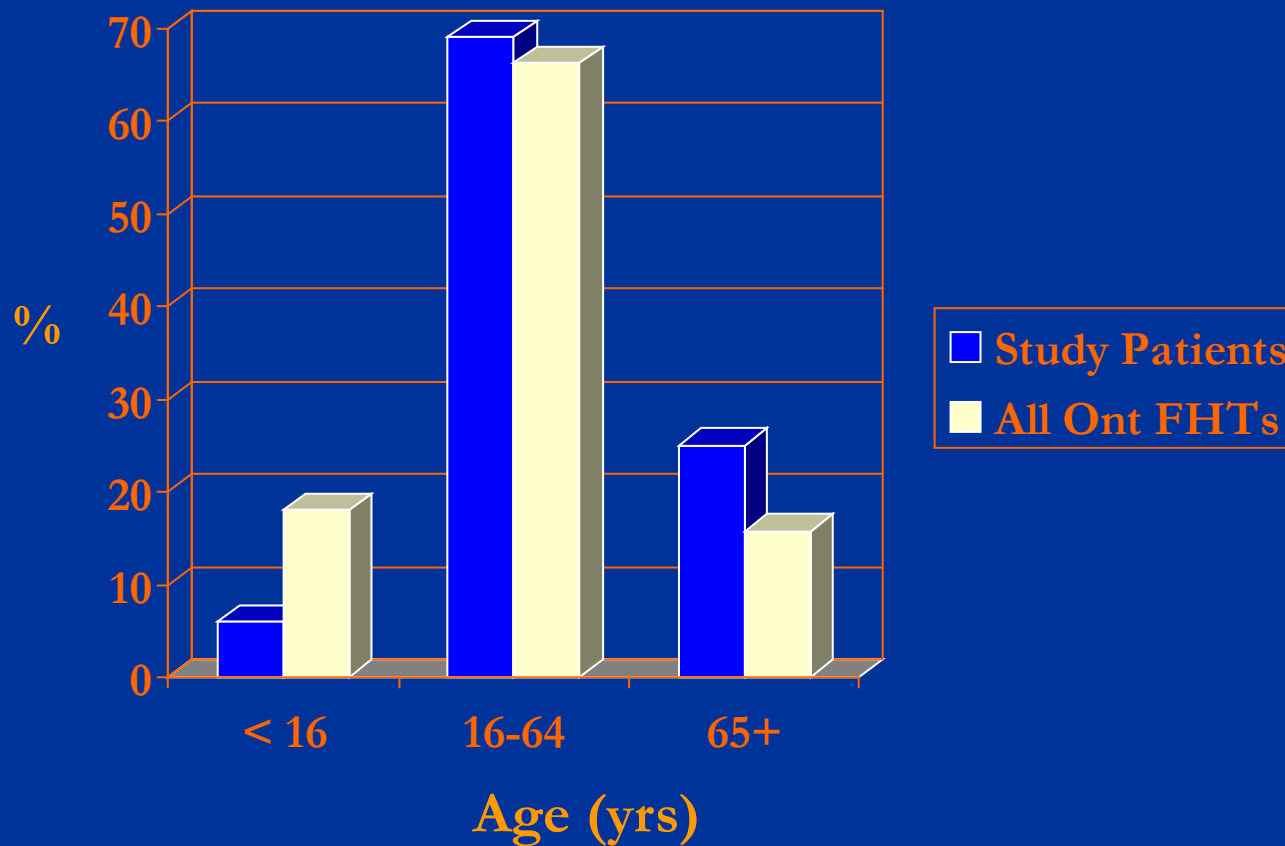
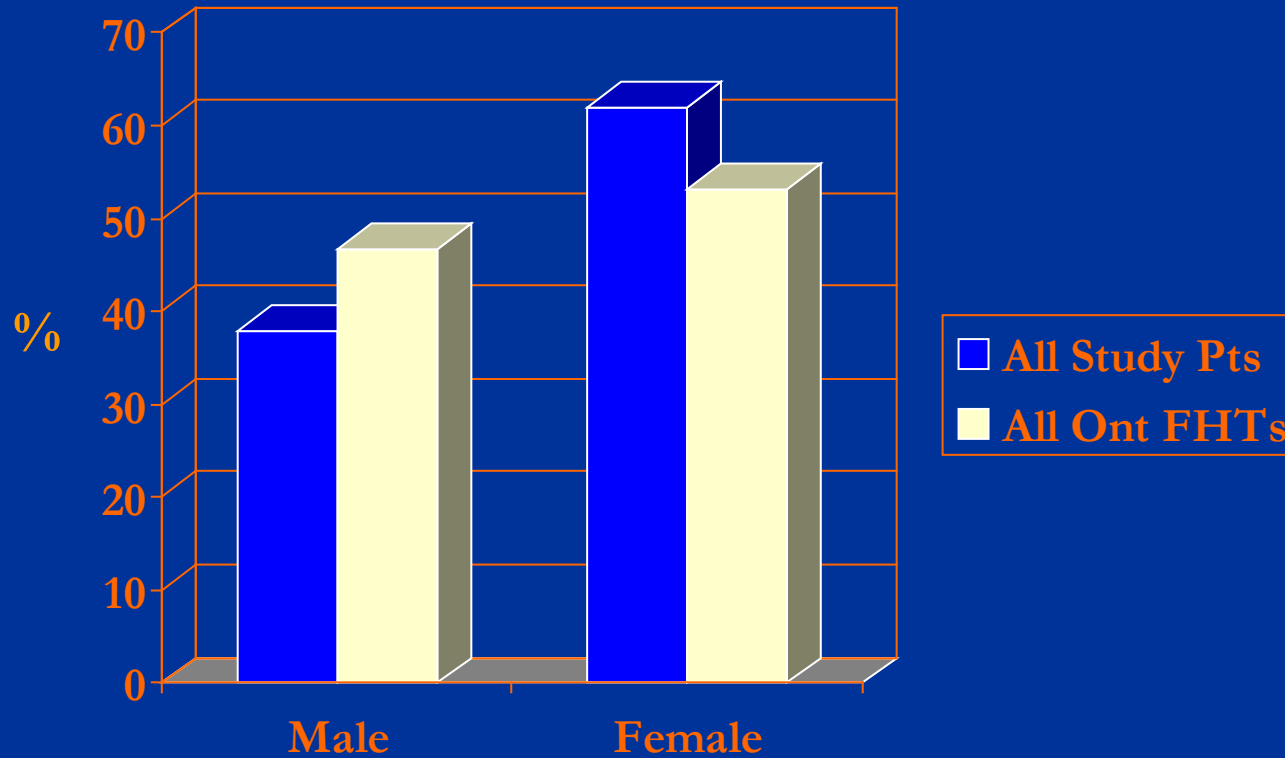|	All 7 FHTs	●
# Charts Abstracted	997 (99.9%)	A
# Patient Surveys	813 (81%)	S
# Patients ICES Data	30,039(study MDs) 891,831(all Ont)	

● Source: A= Abstraction S=Survey

Socio-Demographics
Sex

Socio-Demographics

	All 7 FHTs	●
Highest level of education	**Frequency (Range)**	**S**
None	0% (0-1%)	
Elementary School (some or all)	2% (0-4%)	
Some High School	6% (2-11%)	
Completed High School	13% (5-18%)	
Some College/University	16% (11-20%)	
Completed College/Trade	24% (19-30%)	
Completed University/Graduate School	39% (23-52%)	
Do not wish to answer	1% (0-2%)	

● **Source: A=Abstraction S=Survey**

Socio-Demographics

Income Quintiles	Study Pts Frequency	All Ontario FHTs Frequency	● S
Q1 (lowest)	13.9%	16.4%	
Q2	19.3%	19.1%	
Q3(average)	19.6%	20.1%	
Q4	22.6%	22%	
Q5(highest)	24.1%	22%	

● **Source: ICES – Census Data by Postal Code**

Comorbidity

RUB	All Study Pts	All FHTs
Mean	2.7	2.1
Median	3	2
SD	1.0	1.2
IQR	1	2
ADGs		
1	83.3%	87.9%
2	21%	10.7%
3+	4%	1.3%

● **Source: ICES**

Relationship with Practice

	All 7 FHTs	●
Who is Regular Provider	**Frequency**	**S**
MD	93%	
NP	2%	
No Regular Provider	6%	
#Visits 1 year (Mean/Range)	8(6-10)	A
5 or more years at practice*	65%	S

● **Source: A=Abstraction S=Survey * P<0.0001**

Relationship with Practice

Total Visits by Provider Past 12 mo	All 7 FHTs Frequency (Range)	● A
Family Physician	99% (99-100%)	
Specialist Physician	0% (0-1%)	
Nurse Practitioner	19% (0-37%)	
Nurse	77% (54-99%)	
Social Worker	7% (1-14%)	
Pharmacist	3% (0-9%)	
Dietician/Nutritionist	7% (1-14%)	
Psychiatrist	1% (0-3%)	
Psychologist	1% (0-2%)	

● Source: A=Abstraction S=Survey

Visit Type

	All 7 FHTs	●
Type of Visit	**Frequency**	**S**
Office	93%	
Phone	7%	
Email	0%	
Home	0%	

● **Source: A=Abstraction S=Survey**

Access

	All 7 FHTs	●
Rating: Regular FHT hours	**Frequency**	**S**
Poor	2%	
Fair	9%	
Good	51%	
Excellent	38%	

● **Source: A=Abstraction S=Survey**

Access

	All 7 FHTs	●
Ability to Get Routine Care	**Frequency**	**S**
Same Day	4%	
Next Working Day	4%	
Within 3 Working Days	15%	
Within 4 Working Days	14%	
Within ≥ 5 Working Days	63%	

Rating: **Ability to Get Routine Care**	**Frequency**	**S**
Poor	12%	
Fair	29%	
Good	43%	
Excellent	16%	

● **Source: A=Abstraction S=Survey**

Access

Index Visit Provider Time (Min.)	All 7 FHTs	
	Mean (Range)	S
MD Physical Visits	30 (23-41)	
MD Non-Physical Visits	20 (16-24)	
NP Non-Physical Visits	23 (15-30)	

Rating: Care After Hours (Urgent)	Frequency	S
Very Easy	7%	
Easy	21%	
A bit difficult	28%	
Very difficult	45%	

● Source: A=Abstraction S=Survey

Access

	All 7 FHTs	●
3rd Next Available Appt (Days)	**Mean (Range)**	**A**
Each Provider*	19 (6-32)	
Any Provider	3 (0-7)	

● **Source: A=Abstraction S=Survey *P<0.01**

Continuity and Coordination

	All 7 FHTs	●
How often usual provider is seen*	**Frequency**	**S**
Always	24%	
Almost always	36%	
A lot of time	23%	
Almost never	15%	
Never	2%	

Rating: **Frequency seeing usual provider***	**Frequency**	**S**
Poor	7%	
Fair	17%	
Good	37%	
Excellent	39%	

● **Source: A=Abstraction S=Survey   P<0.0001**

Patient Centeredness

	All 7 FHTs	●
Satisfaction with Discussion (PPPC)	**Frequency**	**S**
Very Satisfied	68%	
Satisfied	26%	
Somewhat Satisfied	5%	
Not Satisfied	1%	

● **Source: A=Abstraction S=Survey**

Health Status

	All 7 FHTs	●
Smoking Status	**% (Range)**	**S**
Smokers Currently Smoking	24% (17-35%)	
Smokers provided info/advice	51% (46-53%)	

● **Source: A=Abstraction S=Survey**

Health Prevention

	All 7 FHTs	●
	% (Range)	S
Ever asked about regular activity	90% (81-96%)	
Ever asked about diet	62% (50-77%)	
Ever explained new meds side effects	87% (82-94%)	

● Source: A=Abstraction S=Survey

Health Prevention

	All 7 FHTs	●
	% (Range)	A
Blood Pressure taken ≤ 2 yrs (≥ 18yrs)	93% (87-98%)	
Fasting blood sugar ≤ 2 yrs (≥ 50yrs)	77% (72-81%)	

● **Source: A=Abstraction S=Survey**

Health Prevention

	ICES	All 7 FHTs	●
Colorectal Cancer (≥ 50yrs)	**%**	**% (Range)**	
Screening ≤ 2 yrs	37.3%	56% (43-74%)	**A**
Women	**%**	**% (Range)**	
Mammogram ≤ 2 yrs (50-69yrs)	81.2%	84% (70-96%)	**A**
PAP ≤ 2 yrs (18-69yrs)	58.1%	83% (77-90%)	**A**

● **Source: A=Abstraction S=Survey**

Health Prevention

	ICES*	All 7 FHTs	●
Seniors ≥ 65		**% (Range)**	**A**
Flu shot ≤ 2 yrs	34.8%	70% (39-90%)	
Bone Mineral Density ≤ 2 yrs	51.1%	50% (37-67%)	
Male	NA	21% (11-36%)	
Female	NA	75% (57-92%)	

● **Source: A=Abstraction S=Survey   ICES BMD is for 5 year lookback**

Chronic Disease Patients
(CAD, HTN, DM)

	CA -All Study Pts	ICES – All Study Patients	All Ontario FHT Pts
CAD	88(9.4%)	16(1.6%)	12,059(1.4%)
CHF	NA	25(2.5%)	17,584(2.0%)
DM	131(14%)	138(14%)	64,027(7.2%)
HTN*	338(36.1%)	362(36.3%)	183,126(20.5%)
Any*	404(43.2%)	NA	NA

● **Source: Study Pts: Abstraction, All Pts: ICES – for ICES CAD=Previous MI**
*P<0.001

Chronic Disease Patients
(CAD, HTN, DM)

	All 7 FHTs	●
	% (Range)	A
Waist Measurement $\leq$ 2yrs	20% (7-58%)	
Dyslipidemia Screen $\leq$ 2yrs*	85% (75-93%)	

● Source: A=Abstraction S=Survey *p=0.02

Chronic Disease

	All 7 FHTs	●
High Risk Chronic Pts:	**% (Range)**	
BP Controlled (< 130/80)	49% (21-64%)	**A**
Patient believes cholesterol "Under Control"	93% (80-100%)	**S**
Controlled Lipids * (LDL<2.5 & Total Chol:HDL<4.0)	42% (20-100%)	**A**
Low Risk Chronic Pts:	**% (Range)**	
BP Controlled (< 140/90)	65% (57-77%)	**A**

● Source: A=Abstraction S=Survey   ***P<.01**

Chronic Disease

Total Pts ≤ 2yrs given : **Self Management Advice** **(help groups/pamphlets/books/videos etc)**	All 7 FHTs	●
	% (Range)	**S**
CAD	69% (25-100%)	
Diabetes	96% (83-100%)	
Hypertension	86% (74-94%)	

● **Source: A=Abstraction S=Survey**   ***=n< 30**

Chronic Disease

	All 7 FHTs	●
	% (Range)	A
Diabetes		
Microalbuminuria/albumin/ creatinine ≤ 2yrs	74% (46-92%)	
HBA1C test ≤ 2yrs	94% (89-100%)	
Most Recent HBA1C Under Control (<0.07)	64% (54-75%)	
CAD		
MEDS: Aspirin (ASA)	66% (56-100%)	

Provider Information

	All 7 FHTs	●
	Mean (Range)	**S**
# Active pts: Half day direct pt care (4hrs)	189 (155-260)	

Note: Guidelines under discussion are 150-200 pts enrolled per half day

Team Function

	All 7 FHTs	●
Team Climate Inventory (1-5)	**Mean (Range)**	**S**
Overall 13 item score	3.5 (3.2-3.8)	

Feedback Project

- 1 hour facilitated face to face session

- Written report

- Mixed methods evaluation – survey and key informant interviews

- Analysis focused on the perceptions of various team members on receiving feedback on performance of the team

Participants

- All sites had written reports go to ED/Lead MD
- Feedback Sessions attended by a total of 159 staff
- Survey completed by 134/159 attendees (84%)
- In depth interviews: 34 interviews total, 24 early on , 10 later, mix of providers/support staff.

Survey Findings: Indicators to improve individual performance.

Indicator (1=low 5=high)	MDs	Nursing/NP	Allied Health	Administative
# patients seen	3.7	3.3	3.0	3.1
Patient satisfaction	**4.6**	**4.2**	**4.6**	**3.8**
Team satisfaction	**4.5**	**4.3**	**4.5**	**4.0**
# patients refered	2.4	3.2	3.6	2.1
Preventive health	**4.7**	**3.6**	**3.1**	**3.4**
Time to next appt	**4.0**	**3.6**	2.9	2.8

Survey: Indicator Types 2

Indicator (1=low 5= high)	MDs	Nursing/NPs	Allied Health	Administrative
Process Description	**3.8**	**3.9**	2.4	2.8
Outcome Description	**4.1**	**3.9**	3.2	2.8
Process Comparison	3.5	3.7	2.7	2.5
Outcome Comparison	3.6	3.7	2.7	2.6

Feedback Process

Feedback Method (1=low 5=high)	MDs	Nursing/NPs	Allied Health	Administrative
Informal verbal	3.3	3.0	2.9	3.3
FHT level report	**4.0**	**4.0**	**3.9**	**3.9**
Provider level report	3.2	3.1	2.6	3.6
Team meeting to discuss results	**3.9**	**4.0**	**4.2**	**4.0**
Meet with other FHTs to discuss	2.7	2.9	3.1	3.1
Public reporting	2.5	2.8	2.6	2.6

Frequency of Reporting/Feedback

Timing of Feedback
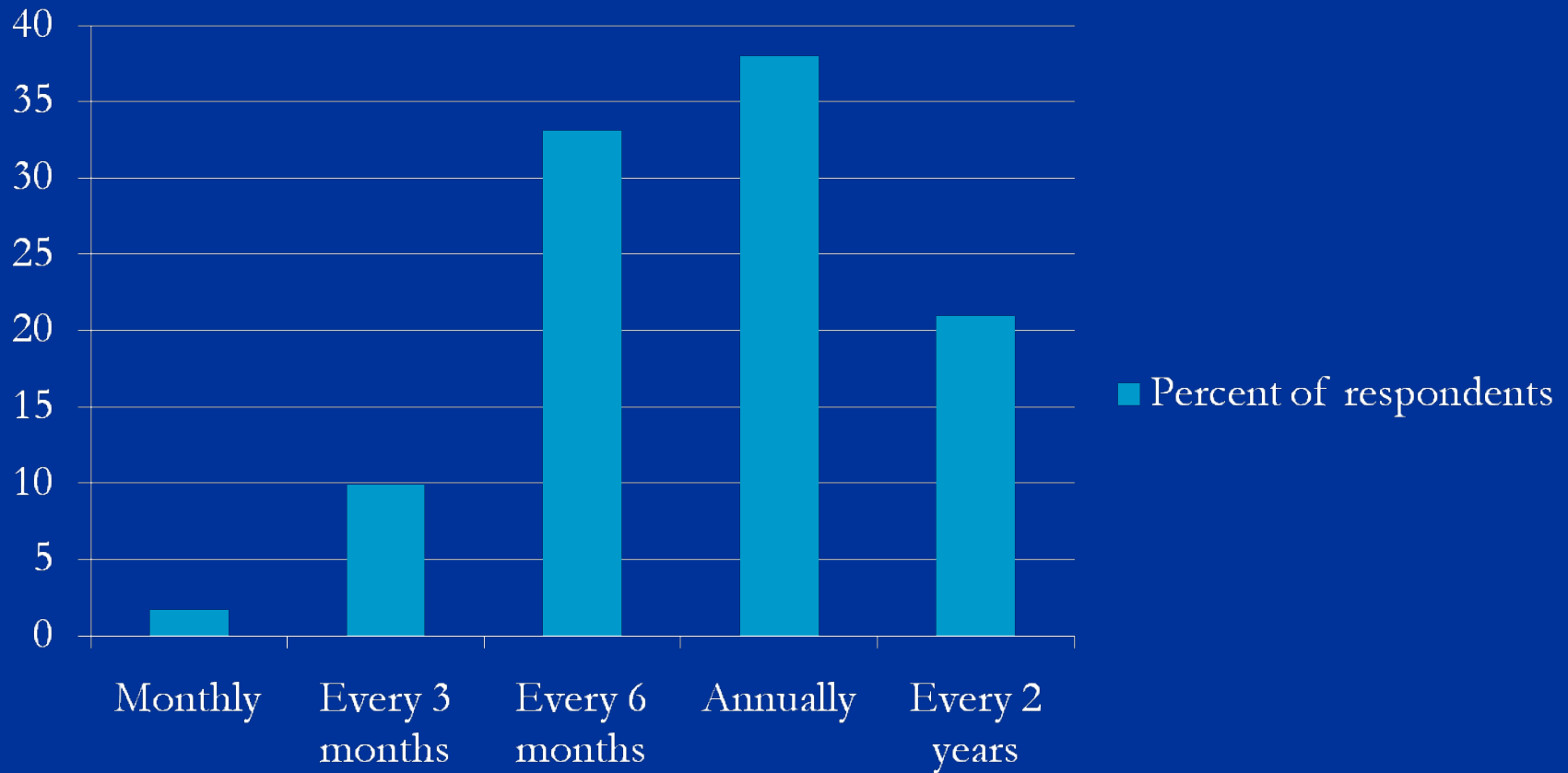
Interview Findings

- Desire for feedback directed to smaller functional groups (practice sites, professional, disease focused)

- Need for new indicators for some groups: particularly allied health providers working in mental health.

- Little immediate change from feedback. Perception that this needs to be ongoing and takes time.