

A Comprehensive Assessment of Primary Care Performance: What does it tell us? Relationship Between Performance Dimensions

Simone Dahrouge
William Hogg

sdahrouge@bruyere.org

whogg@uottawa.ca

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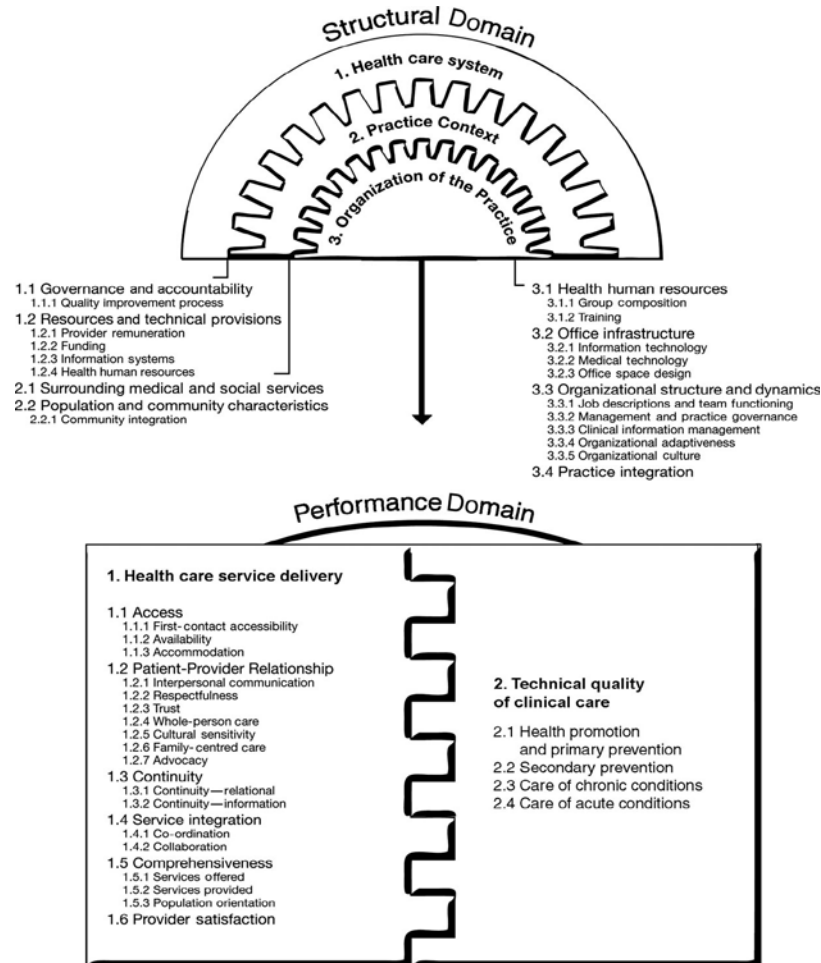
- **Investigators:**

- Dr. William Hogg
- Louise Ogilvie
- Doug Angus, PhD
- Betsy Kristjansson, PhD
- Dr. Doug Manuel
- Dr. Laura Muldoon
- Rose Anne Devlin, PhD
- Dr. Laura Muldoon

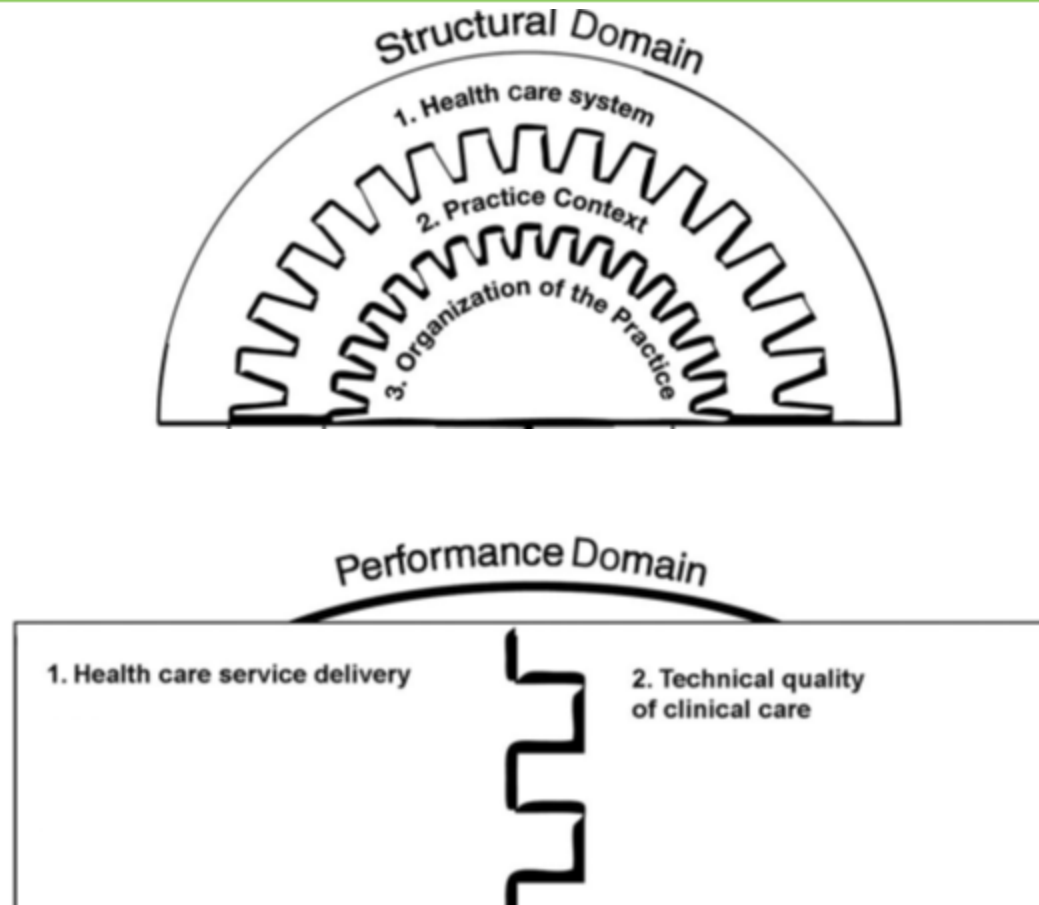
- **Senior Project Members:**

- Simone Dahrouge, PhD
- Meltem Tuna, PhD
- Melissa Dust, MSc
- Susan Efler, MSc
- Victoria Barham, PhD
- Olga Milliken, PhD
- Dr. Grant Russell
- Robert Geneau, PhD
- Dr. Sharon Johnston

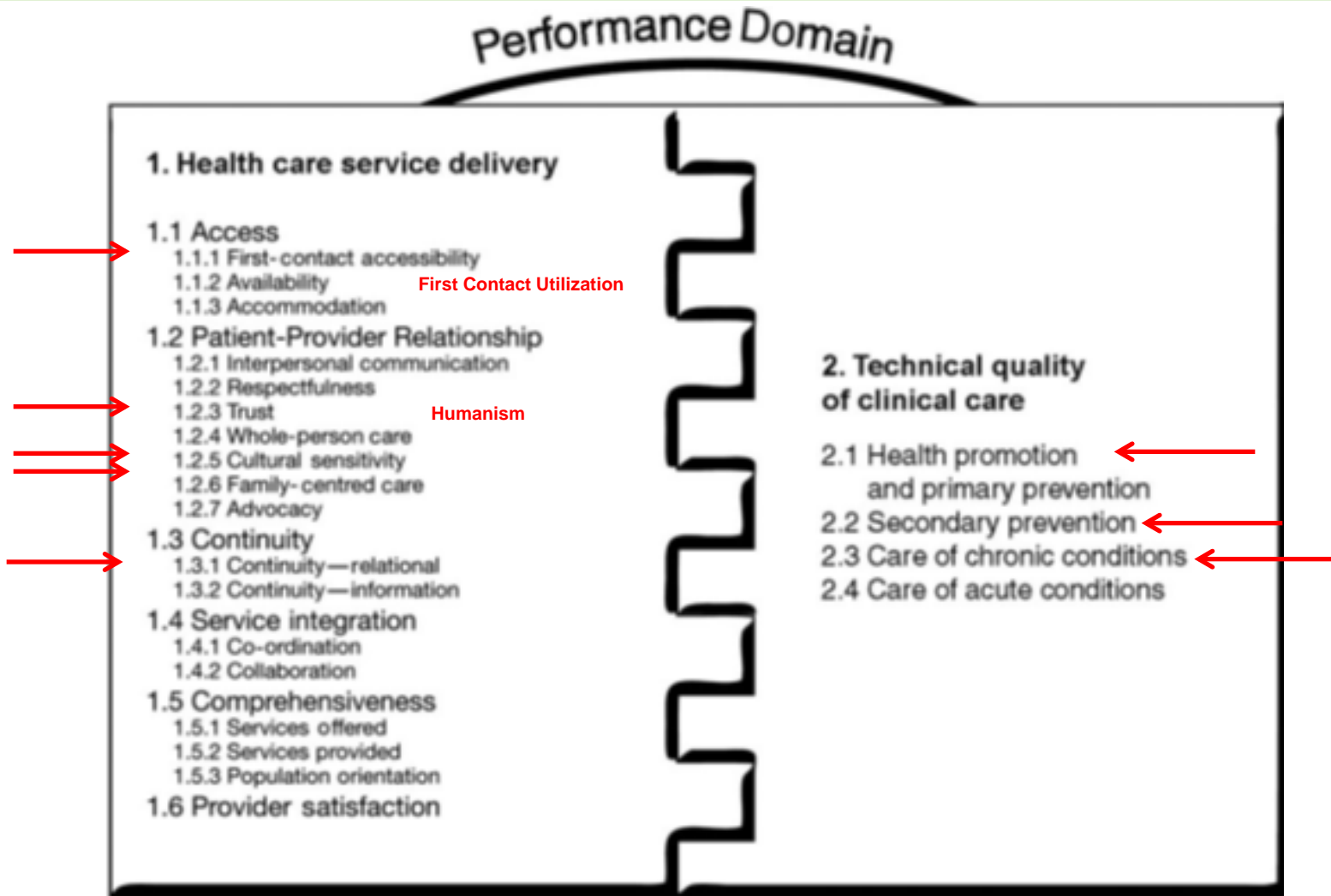
Conceptualizing Primary Care



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Conceptualizing Primary Care



Health Service Delivery

First-Contact Accessibility Access

The ability to obtain patient- or client-initiated needed care (including advice and support) from the provider of choice within a time frame appropriate to the urgency of the problem.

First-Contact Utilization Access

The extent to which the individual's usual patterns of care-seeking involves the provider

Continuity – Relational Continuity

A therapeutic relationship between a patient or client and one or more identified providers that spans separate health care episodes and delivers care that is consistent with the patient's or client's biopsychosocial needs

Health Service Delivery

Cultural Sensitivity Patient-Provider relationship

The extent to which providers integrate cultural considerations into communication, assessment, diagnosis and treatment planning

Trust Patient-Provider relationship

The degree to which patients or clients believe that their provider will care for patients' or clients' best interests.

Humanism Patient-Provider relationship

Respects viewpoints/consider opinions, attends to psychological well being, regards patient as a unique individual, treats patients in family and social context, possesses good communication and listening skills, engenders trust and confidence, demonstrates warmth and compassion, is empathic

Health Service Delivery

Family-Centred Care **Patient-Provider relationship**

The extent to which providers consider the family (in all its expressions), understand its influence on a person's health and engage it as a partner in ongoing health care.

Relevance

	Outcomes
Accessibility	All care related outcomes
Continuity	Quality of Care (ER, Hospitalization)
Humanism/Trust	Health behaviour, experience of illness
Family Centered Care	Care related outcomes and experience
Cultural sensitivity	Satisfaction, Health behaviour

Technical Quality of Care

Health Promotion & Primary Prevention

Health promotion is the process of enabling people to increase control over, and to improve, their health. Primary prevention is directed towards preventing the initial occurrence of a disorder

Secondary Prevention

Early detection of disease and treatment that may accompany screening

Care of Chronic Conditions

Care for a condition or conditions that are of a chronic nature

Tools for Quantitative Data

	Patient Characteristics	Technical Quality of Care	Health Service Delivery
Survey	Socio-demographic	Counselling	Access Coordination Patient-Provider Continuity
Medical Records	Health	Medication Tests	Coordination?
Health Administrative Database	Socio-demographic* Health	Medication* Tests*	Continuity Pattern of care

Trade offs?



Methods

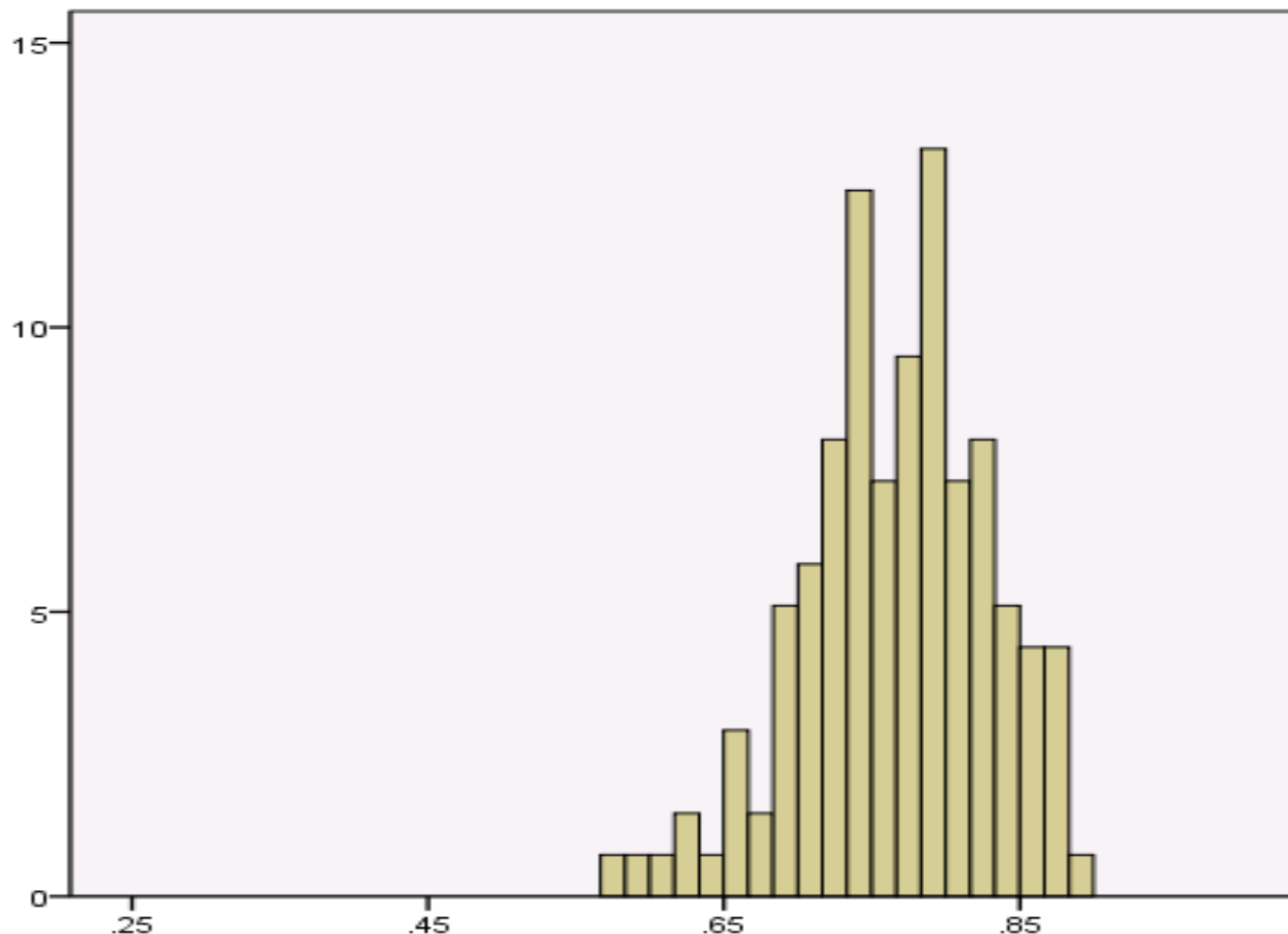
Data Collection

- Data from the Comparison of Models study (Ontario)
 - 137 practices (35 FFS, 35 FHN, 35 CHC, 32 HSO).
- 5,361 patient surveys (PCAT)
 - Health Service Delivery & Health Promotion
- 4,601 chart reviews
 - Prevention and Chronic Disease management

Analyses

- Assessed the relationship between 10 different dimensions of care using bi-variate correlations
- Practice scores averages
- Bi-dimensional Correlations
- Output:
 - Correlation coefficient (+ or -)
 - P value
 - Coefficient of determination (R^2) (0% to 100%)

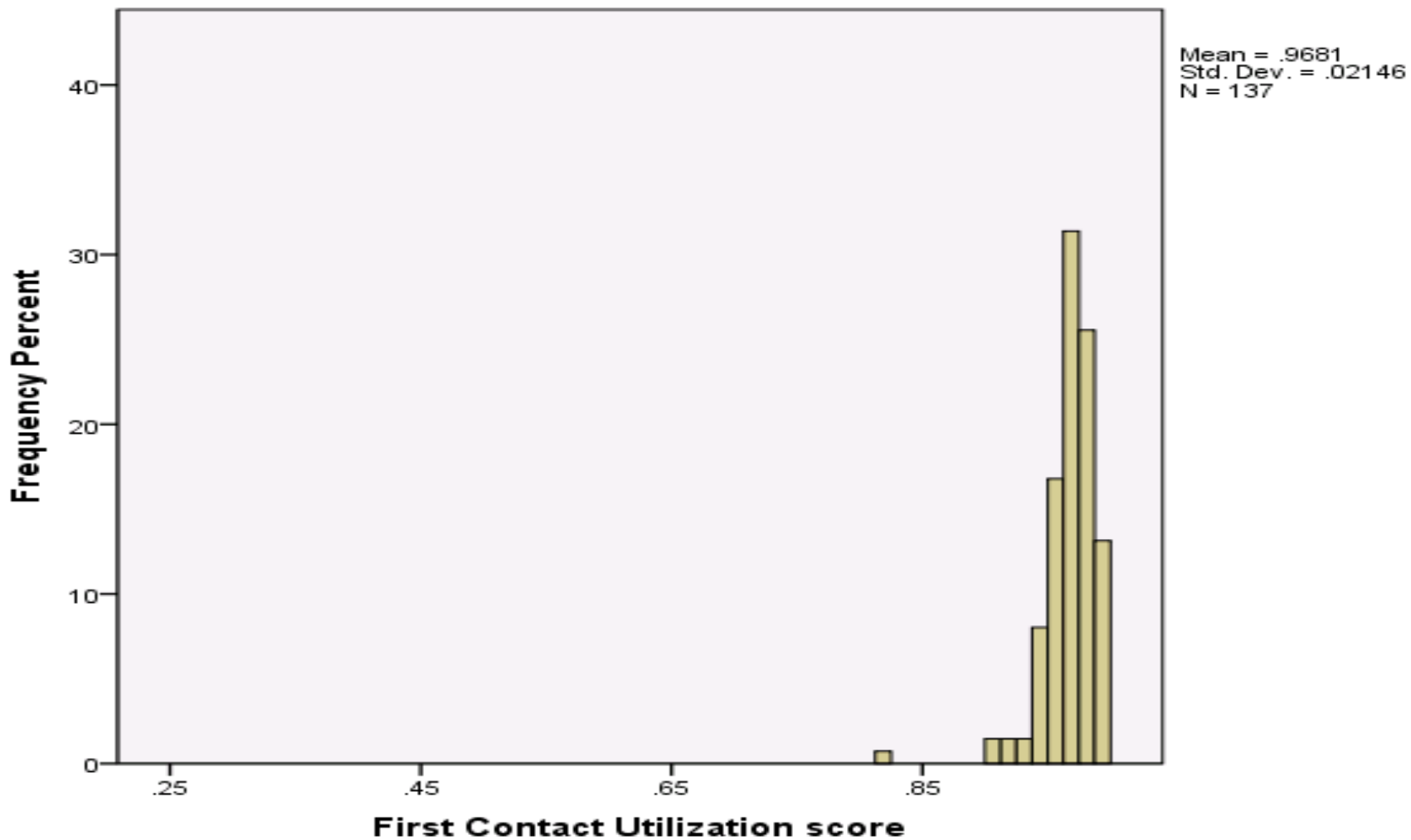
Frequency Percent

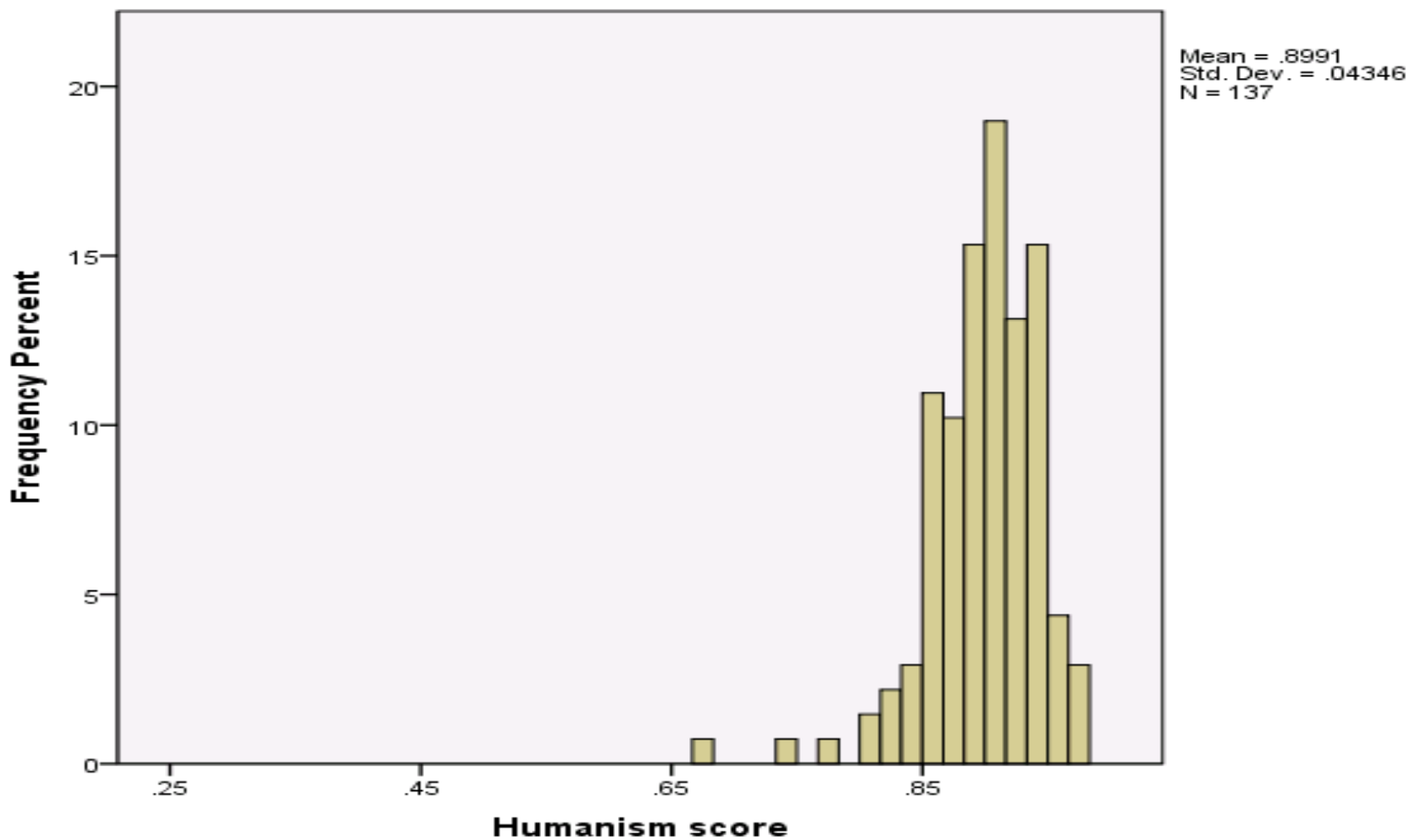


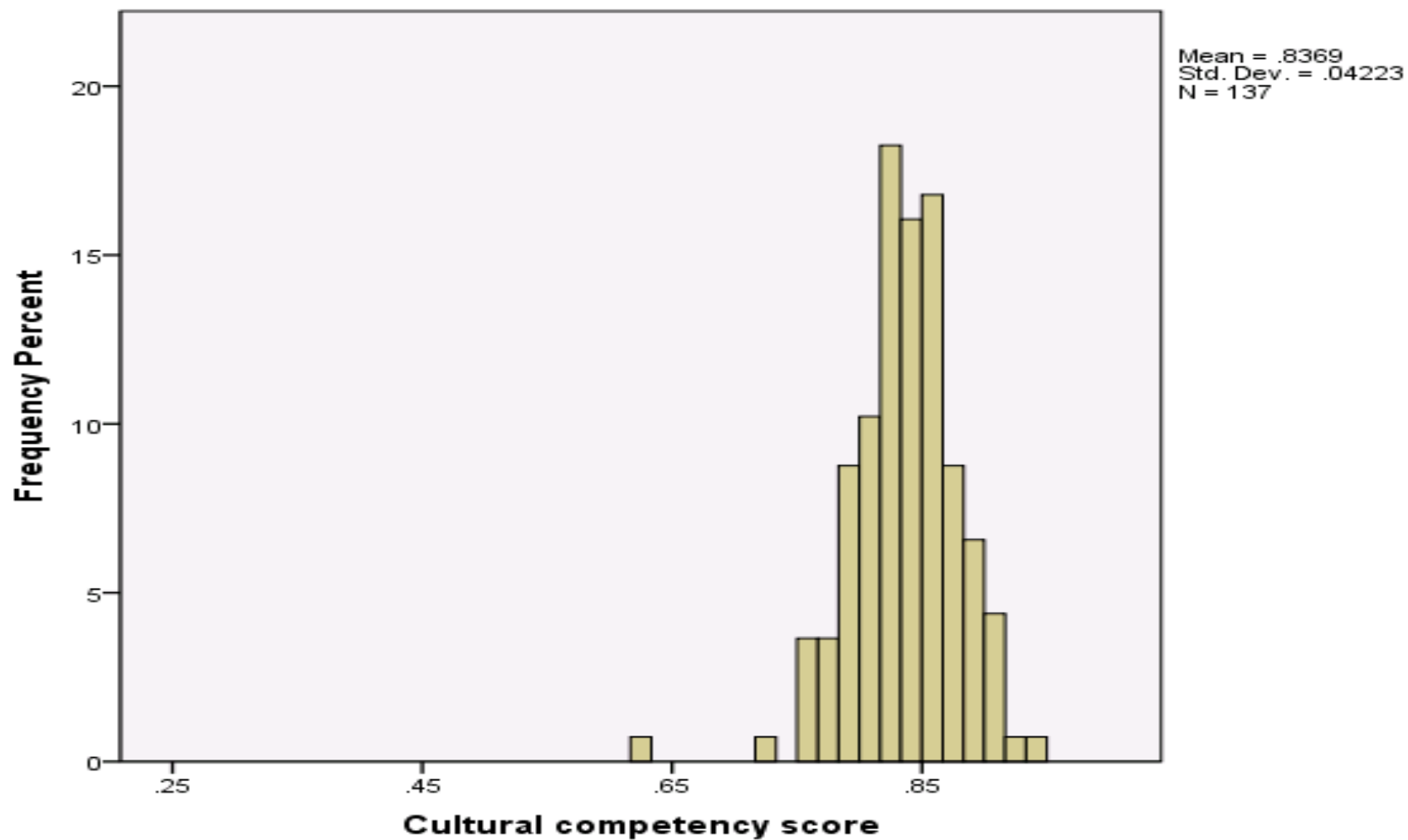
Mean = .7665
Std. Dev. = .06288
N = 137

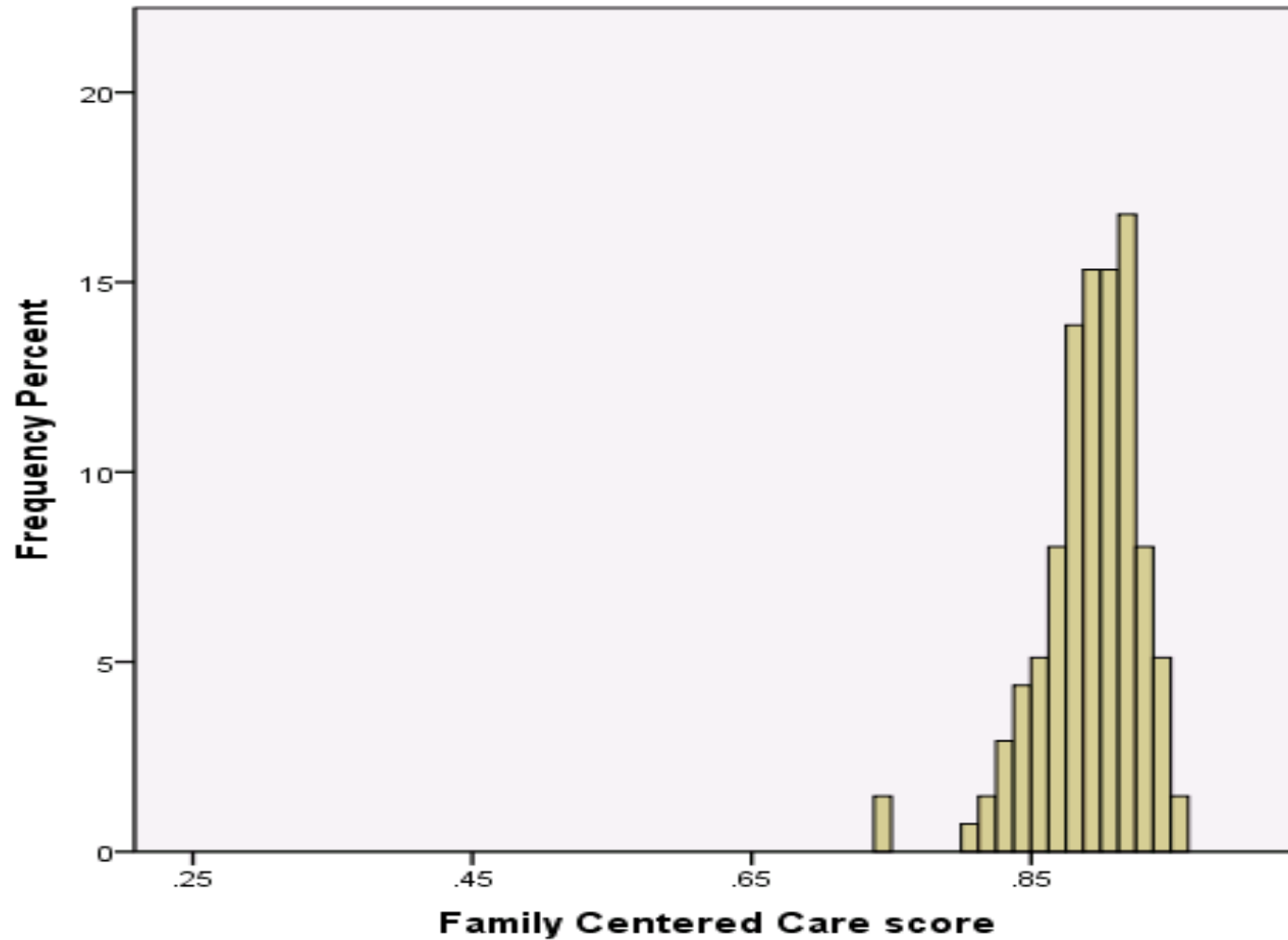
First Contact Accessibility Score

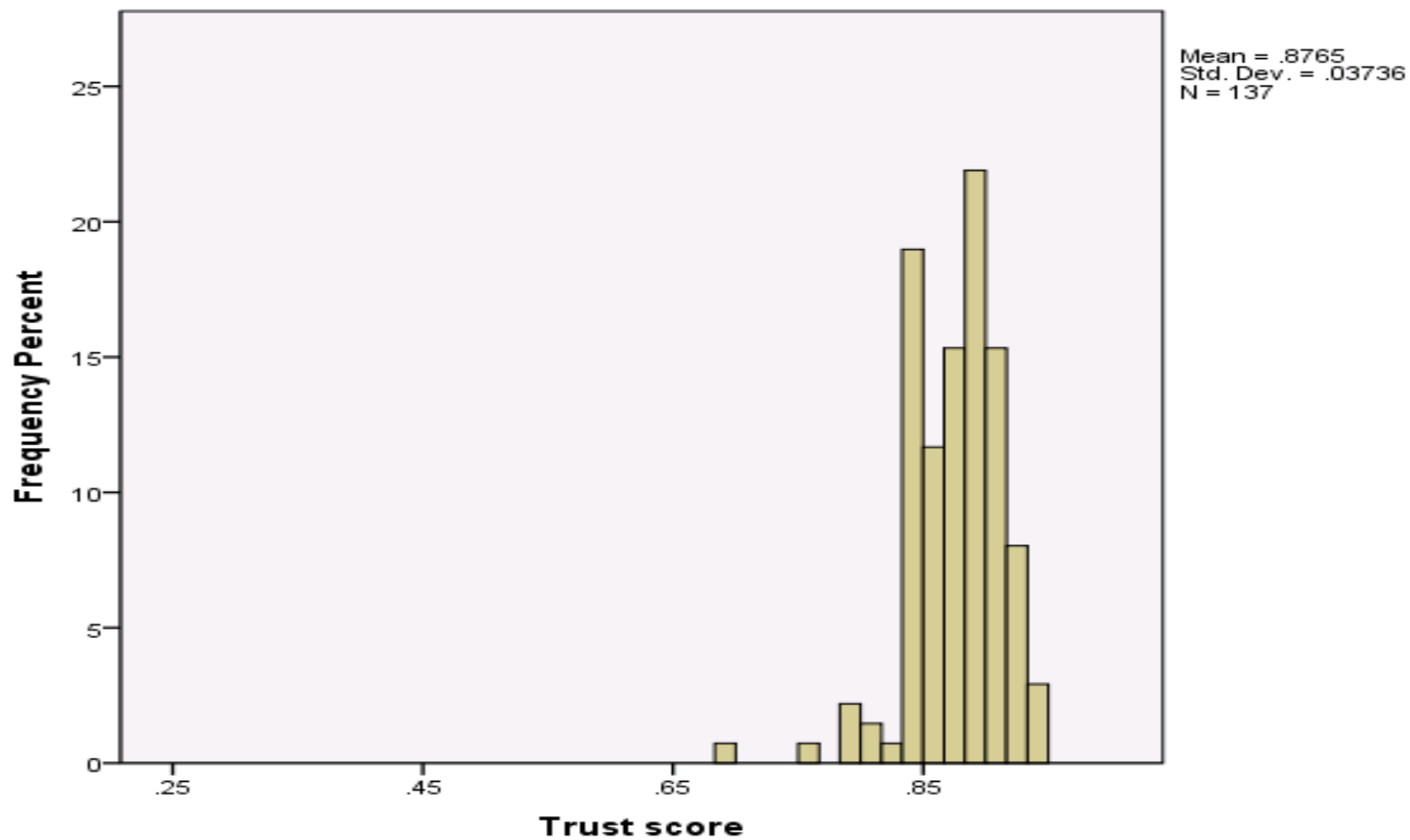


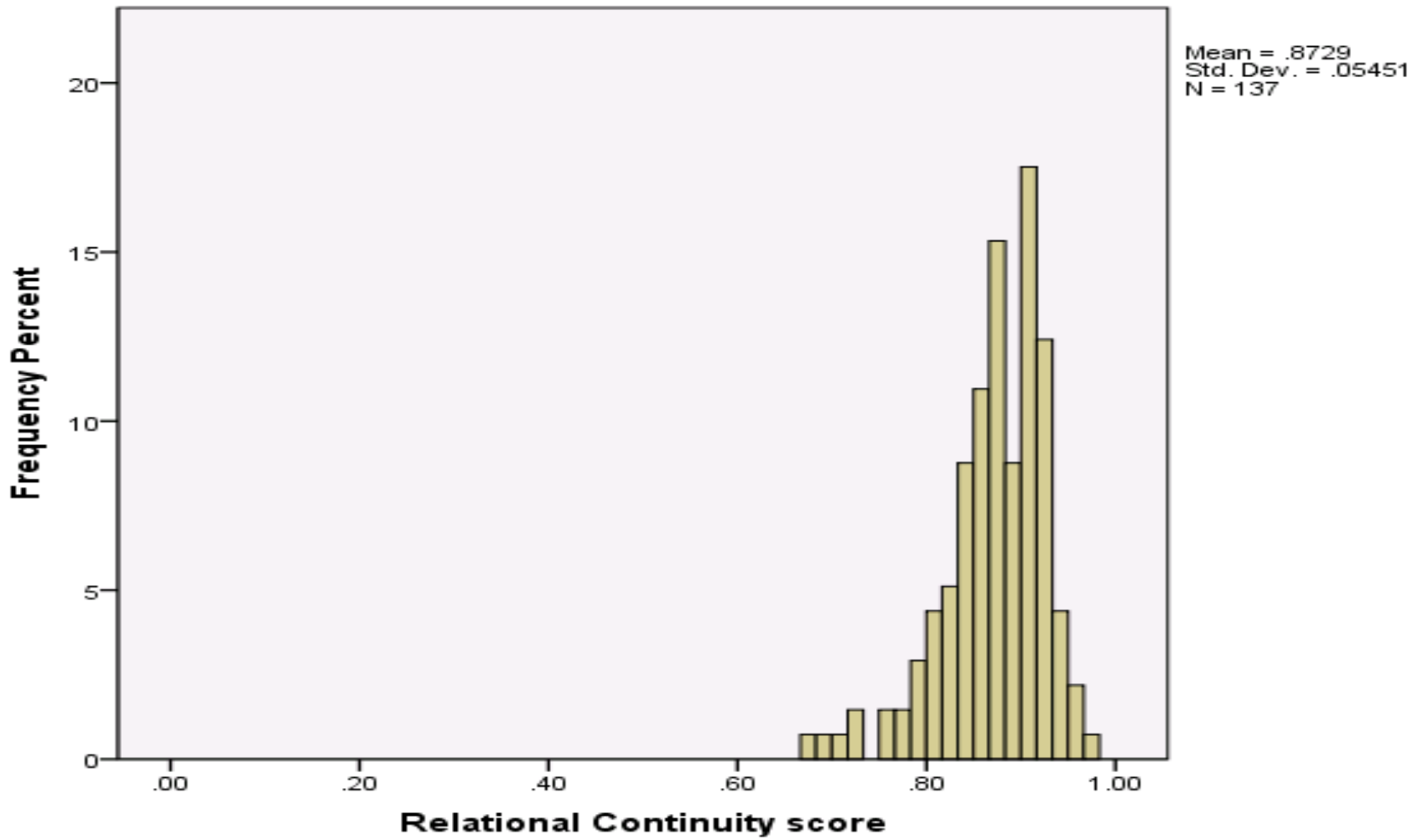


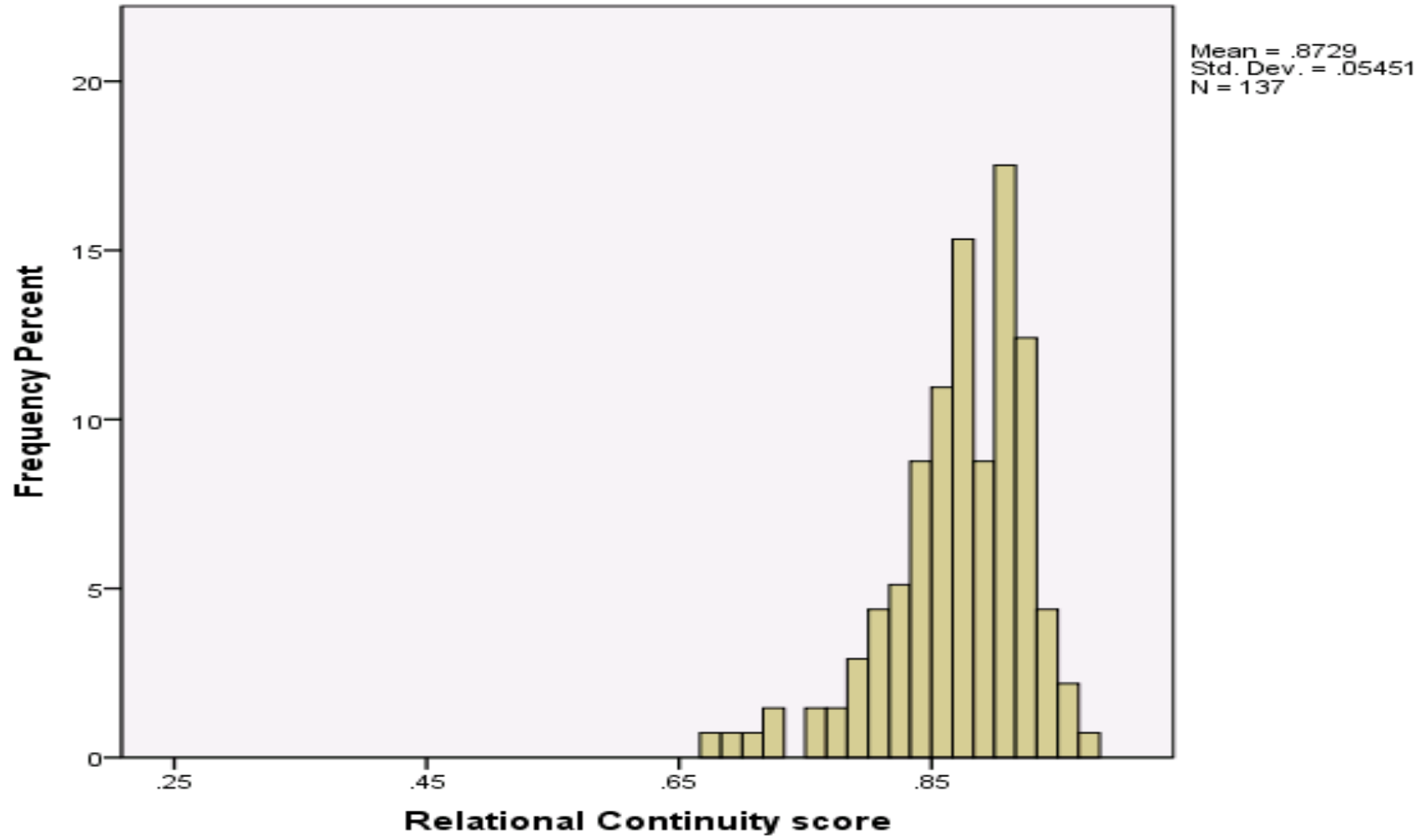


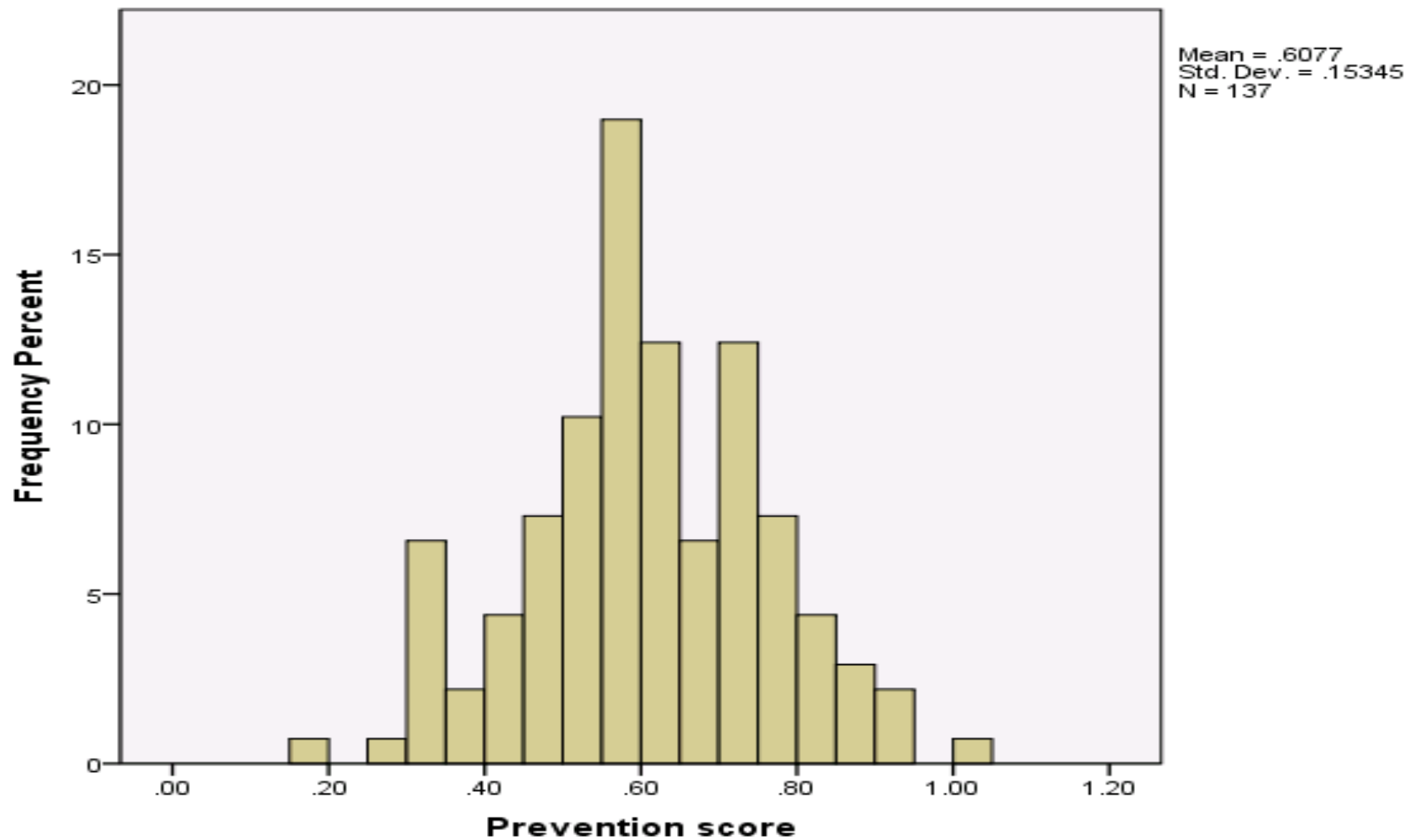


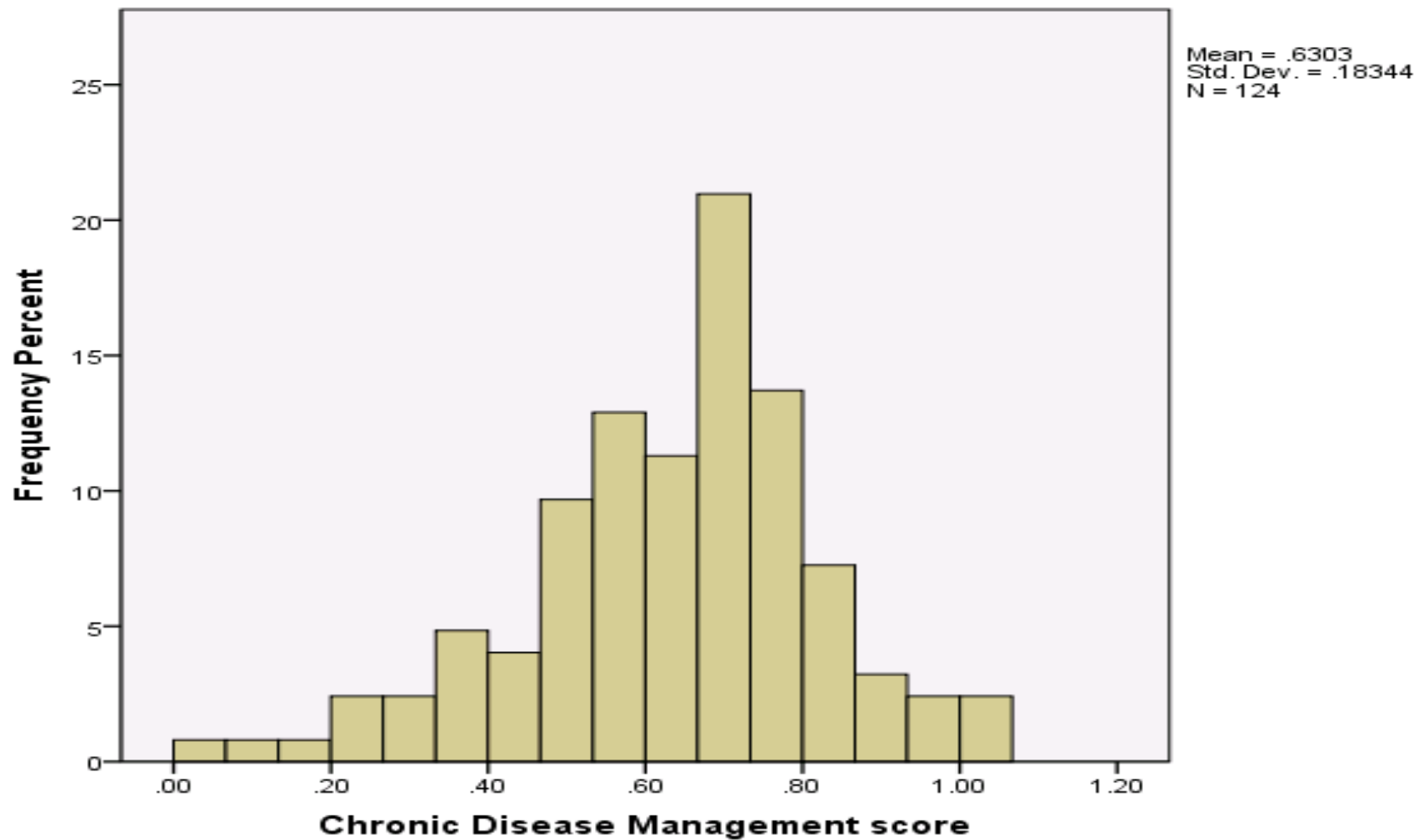


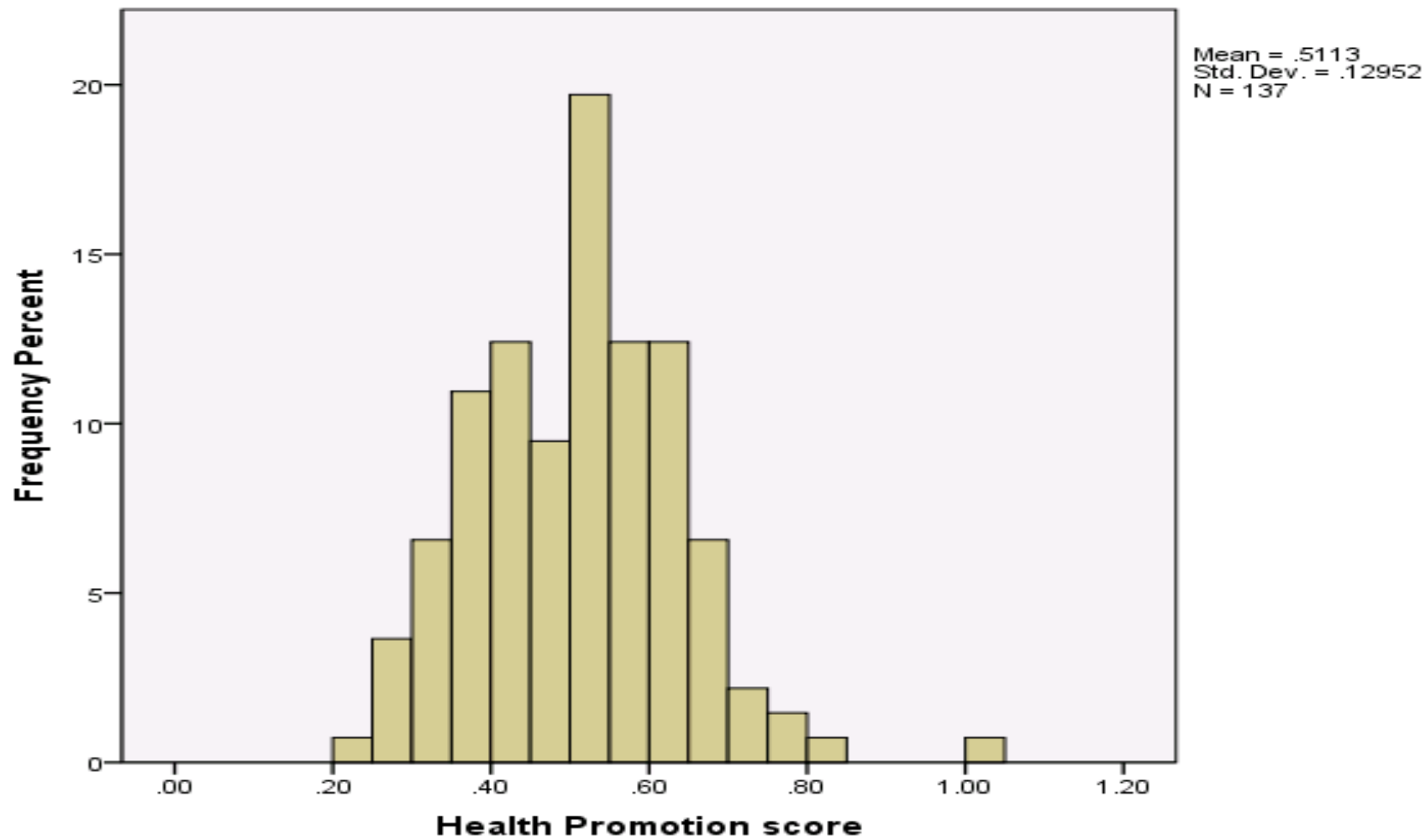




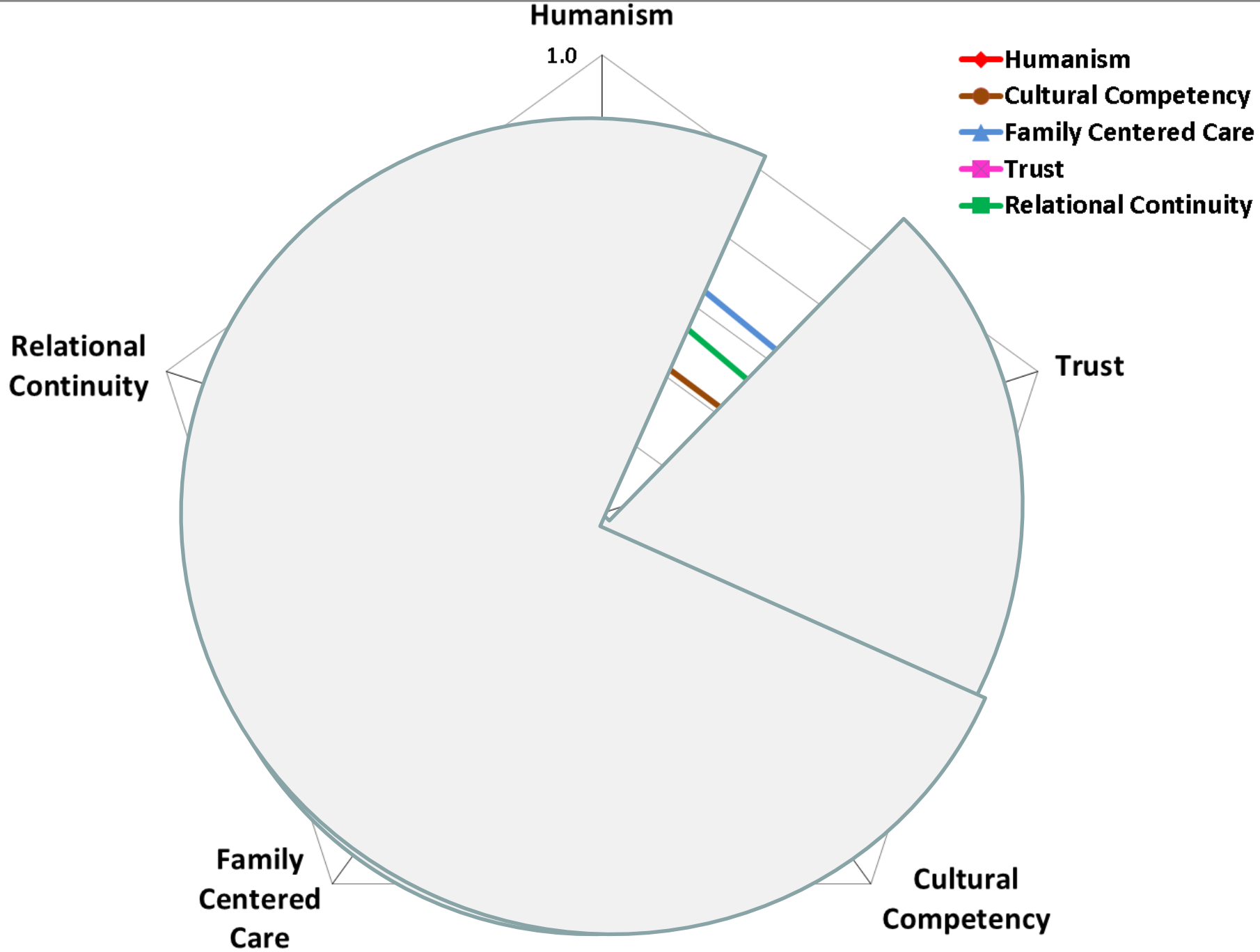


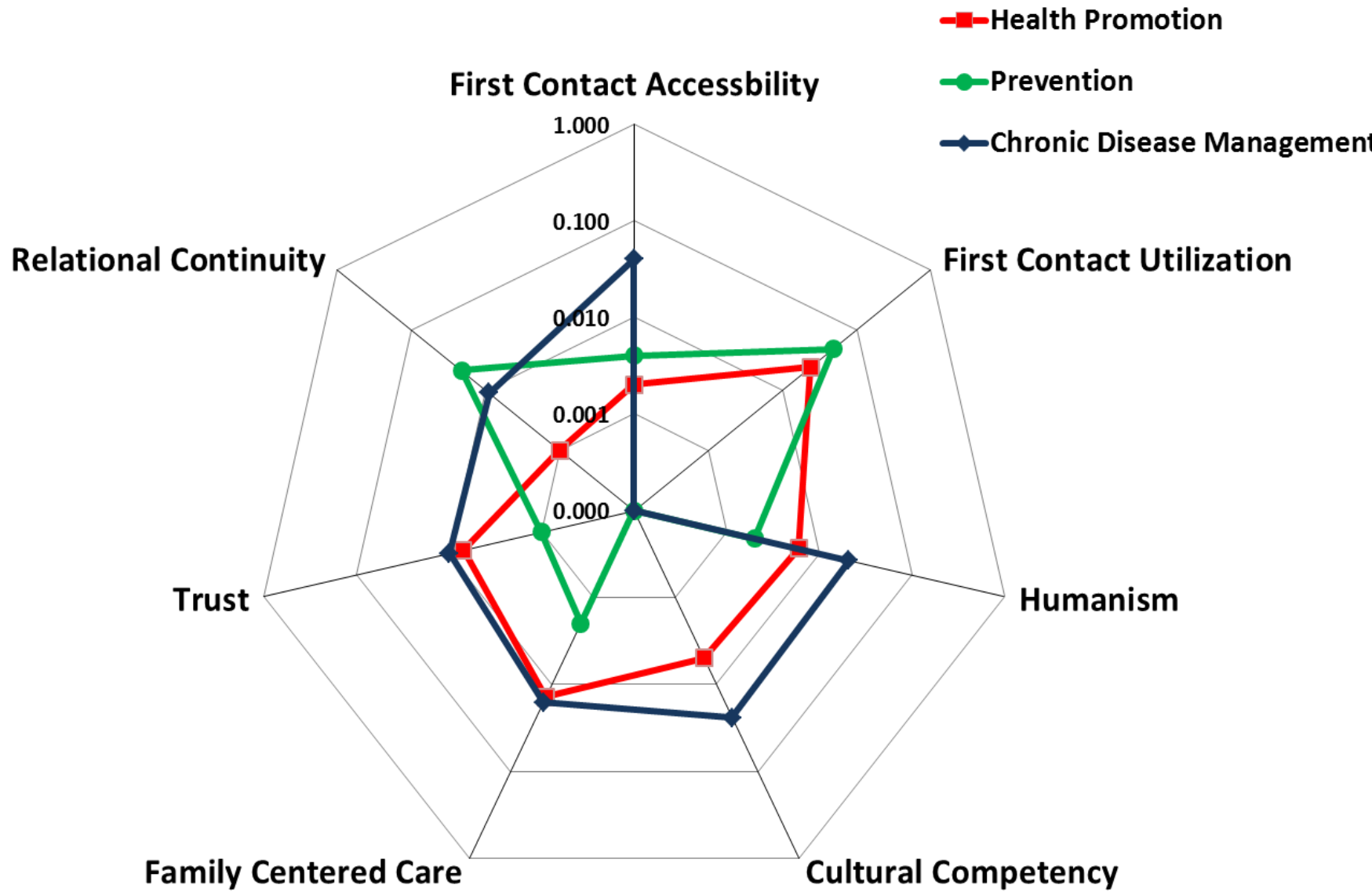




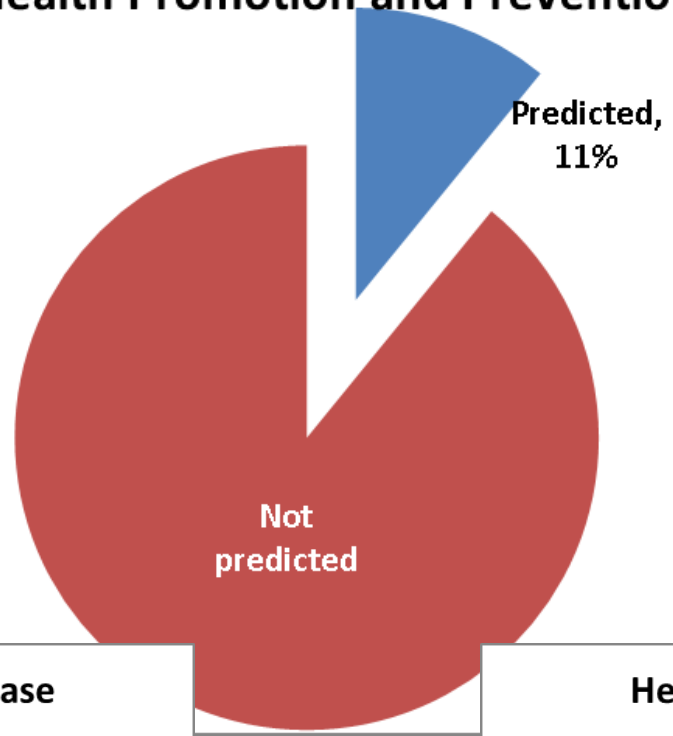


Results

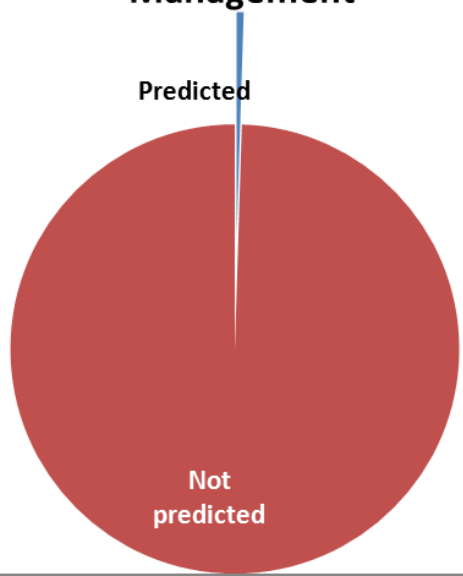




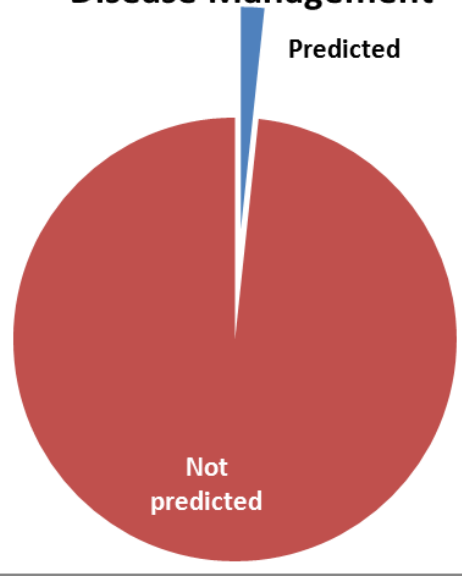
Health Promotion and Prevention



Prevention and Chronic Disease Management



Health Promotion and Chronic Disease Management



Discussion

- **Practice level** performance can be optimized across dimensions - Structural? Cultural?
- All patient-provider relationship scales correlate highly
- Health Promotion and Prevention are slightly correlated, but not Chronic Disease Management...?

Correlation coefficients

	Health Service Delivery						Technical quality of care			
	FCA	FCU	Hum	CC	FCC	Tru	RC	HP	Prev	CDM
FCA		1.179	0.456	0.258	0.615	0.631	0.526	0.023	-0.025	0.070
FCU	1.179		0.233	0.167	0.244	0.272	0.195	-0.025	-0.031	0.002
Hum	0.456	0.233		0.671	0.990	1.053	0.597	0.026	-0.013	0.034
CC	0.258	0.167	0.671		0.765	0.720	0.396	0.023	0.003	0.036
FCC	0.615	0.244	0.990	0.765		0.753	0.471	0.033	0.010	0.025
Tru	0.631	0.272	1.053	0.720	0.753		0.486	0.024	-0.009	0.021
RC	0.526	0.195	0.597	0.396	0.471	0.486		-0.010	-0.051	0.027
HP	0.023	-0.025	0.026	0.023	0.033	0.024	-0.010		0.278	0.093
Prev	-0.025	-0.031	-0.013	0.003	0.010	-0.009	-0.051	0.278		0.058
CDM	0.070	0.002	0.034	0.036	0.025	0.021	0.027	0.093	0.058	

P values

	Health Service Delivery							Technical quality of care		
	FCA	FCU	Hum	CC	FCC	Tru	RC	HP	Prev	CDM
FCA		<0.001	<0.001	0.043	<0.001	<0.001	<0.001	0.585	0.486	0.026
FCU	<0.001		<0.001	<0.001	<0.001	<0.001	<0.001	0.073	0.010	0.822
Hum	<0.001	<0.001		<0.001	<0.001	<0.001	<0.001	0.360	0.601	0.109
CC	0.043	<0.001	<0.001		<0.001	<0.001	<0.001	0.415	0.915	0.088
FCC	<0.001	<0.001	<0.001	<0.001		<0.001	<0.001	0.166	0.634	0.156
Tru	<0.001	<0.001	<0.001	<0.001	<0.001		<0.001	0.328	0.662	0.263
RC	<0.001	<0.001	<0.001	<0.001	<0.001	<0.001		0.792	0.093	0.307
HP	0.585	0.073	0.360	0.415	0.166	0.328	0.792		<0.001	0.153
Prev	0.486	0.010	0.601	0.915	0.634	0.662	0.093	<0.001		0.424
CDM	0.026	0.822	0.109	0.088	0.156	0.263	0.307	0.153	0.424	