

QUALICO-PC in Canada, Australia, & New Zealand

Recruitment, Responses, and Initial Cross Country Comparison

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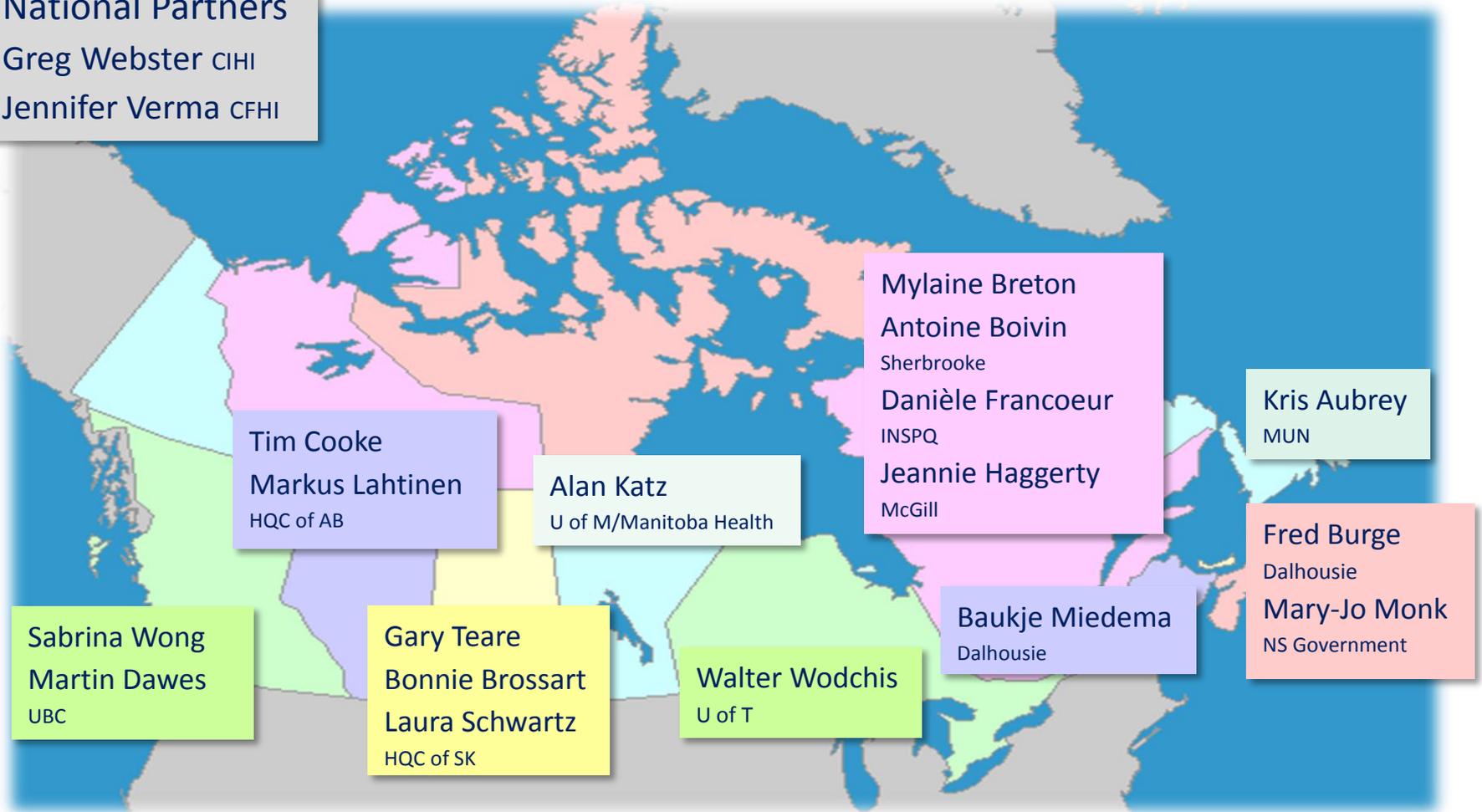
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Canadian Arm Provincial Teams and Coordination

National Partners

Greg Webster CIHI

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Other Provincial Partners

BC	College of Family Physicians
AB	Health Quality Council; Medical Association; College of Family Physicians
SK	Health Quality Council; Medical Association
MB	Manitoba Health
ON	College of Family Physicians; Health System Performance Research Network (MOHLTC)
QC	Institut national de santé publique, Ministère de la Santé et Services sociaux du Québec; Fédération des médecins omnipraticiens du Québec; Commissaire à la santé et au bien-être; Collège des médecins du Québec; Collège québécois des médecins de famille
NB	Department of Health
PE	Health PEI
NS	Government of Nova Scotia

What will we talk about?

Introduction to QUALICO-PC Walter Wodchis

Primary care practices Alan Katz

Patient experiences Sabrina Wong

Clinician view Fred Burge

Decision-maker view Gary Teare

Questions?

Overall objective

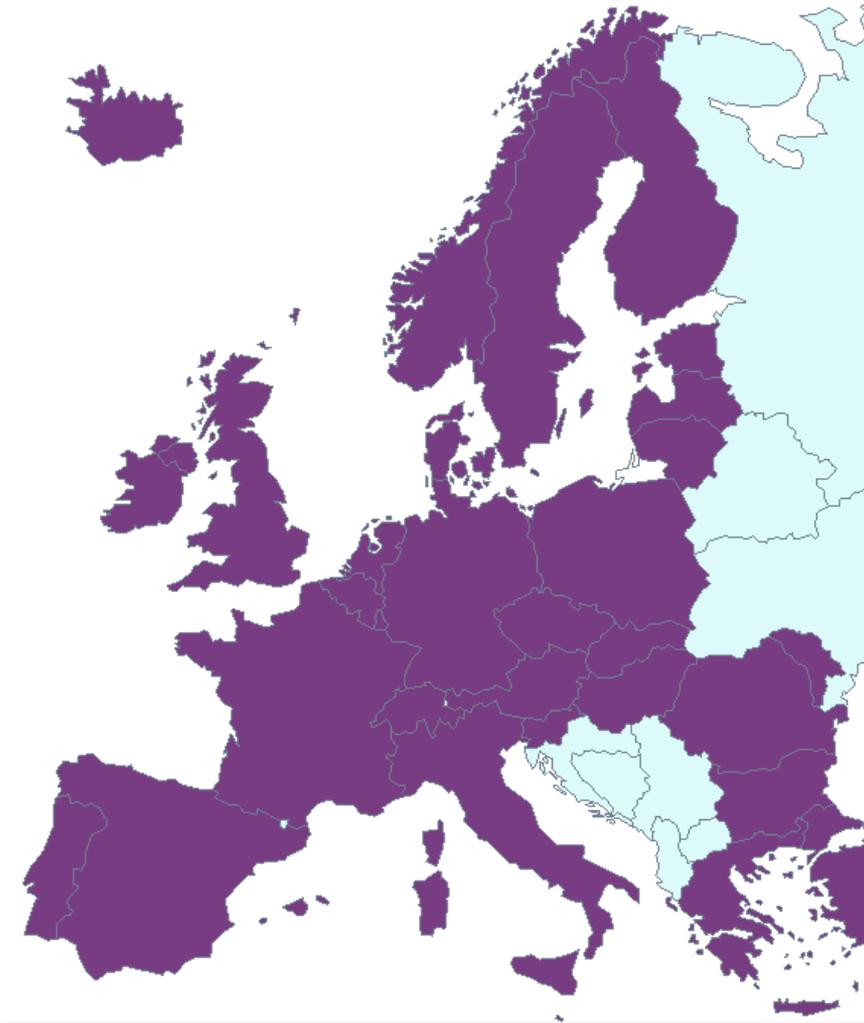
To evaluate primary care systems on quality, equity and costs

Specific objectives

To relate the way primary care is organized in a country to:

- How patients perceive the quality of primary care
- How providers deliver services (e.g. coordination, community orientation)
- Overall health care outcomes (quality, equity and costs)

QUALICO-PC Study: 34 countries



26 EU countries plus

Iceland
Norway
Switzerland
Turkey
FYRO Macedonia

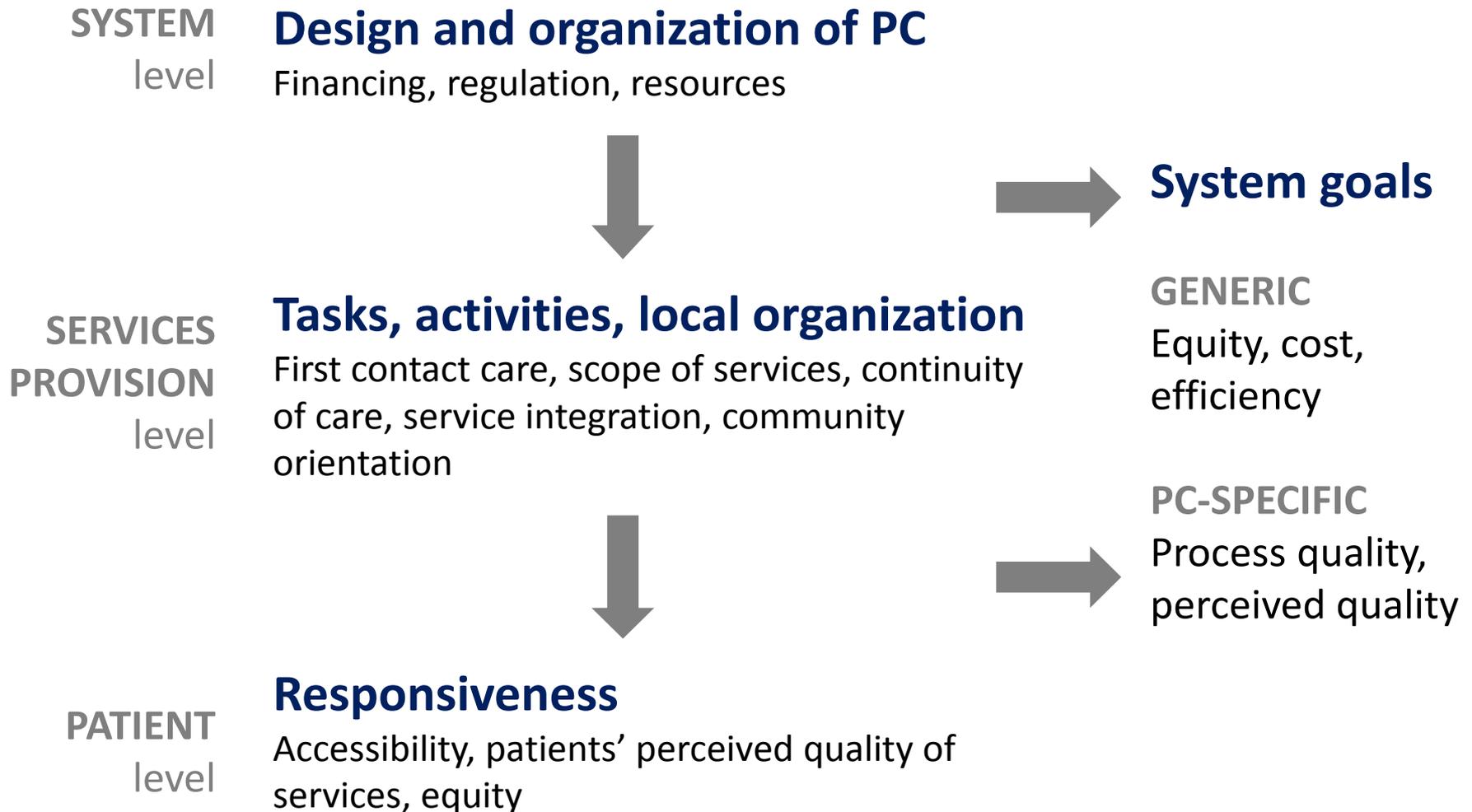
Outside of Europe



Australia
New Zealand
Canada



Study Framework



Three Surveys

General Practitioners (around 220 per country)

Patients visiting GP practices (10 per practice)

(a) Patients' experiences

(b) Patients' values

Result: Database on 7,000 GPs and 70,000 patients

- Also a short questionnaire on practice facilities

Recruitment in Canada

Physicians who received letter, email, fax (via College, Medical Association)

N= 480-11,000

Frequency of letters/emails/faxes sent

N= 2-5

Contact attempts

N= 3-20

Response rate (practices who were sent surveys/practices who received recruitment letter, email, fax)

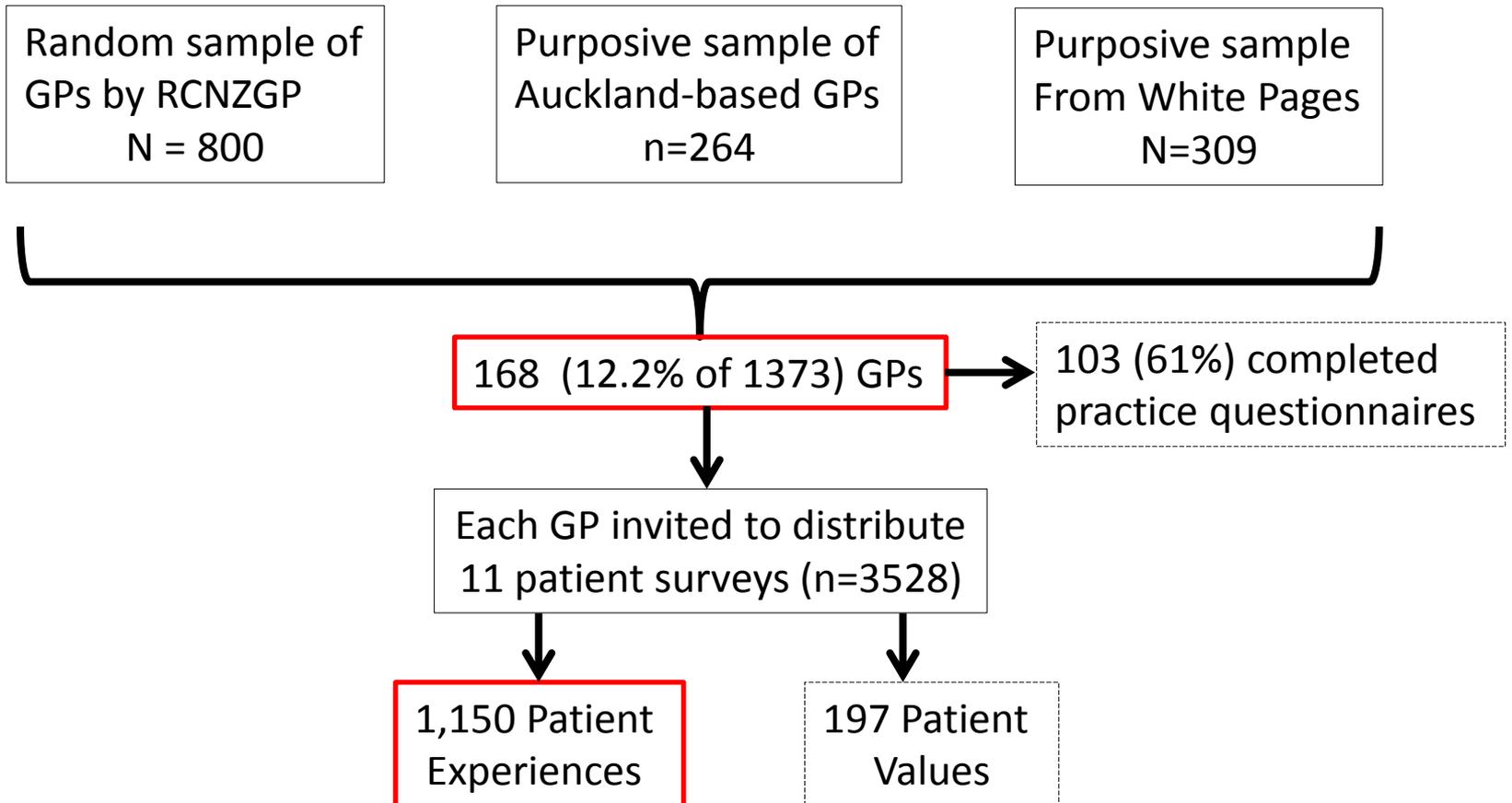
Range: 2%-16%

Cooperation rate (practices completing the survey/practices who were sent survey)

Range: 57%-84%

\$200 honorarium for participation

Recruitment in NZ



Recruitment in Australia

Recruit source	Invites	# Valid GP responses	# GP practices completed fieldwork component	# Patient experience (PE) surveys completed	# Patient values (PV) surveys completed
Mail out 1	2,496	70	52	436	54
Mail out 2	716	103	81	727	84
Total	3,212	173	133	1190	138

Summary of valid responses

	New Zealand	Australia	Canada
General practitioners	168	173	789
Patient experiences	1,150	1,190	7,239
Patient values	197	138	1,159
Practice survey	103	133	770

Primary care practices

- Who are the providers?
- Characteristics of practices
- Disease management
- Quality improvement
- Service integration

Providers: Family physicians

		Aust n=173 %	NZ n=168 %	Canada n=789 %
Gender	<i>Female</i>	36	38	50
Age	<i>31-44</i>	16	14	34
	<i>45-64</i>	75	80	58
	<i>65+</i>	9	6	8
Born in this country?	<i>Yes</i>	51	55	72
Self-employed or salaried?	<i>Self-employed</i>	78	81	90
Average hours worked per week		38 hrs	37 hrs	41 hrs

Practice characteristics

		Aust	NZ	Canada
		%	%	%
Solo or group?	<i>Group practice</i>	87	99	81
Practice location	<i>Inner city</i>	14	16	30
	<i>Suburbs</i>	53	44	17
	<i>Small town</i>	12	17	19
	<i>Mixed urban/rural</i>	12	8	14
	<i>Rural</i>	9	15	19
Patients above national average	<i>Elderly</i>	48	48	39
	<i>Disadvantaged</i>	36	29	28
	<i>Ethnic minority</i>	21	29	20

Practice characteristics cont.

	Aust %	NZ %	Canada %
Has: <i>Practice nurse</i>	83	98	54
<i>Practice manager</i>	74	74	58
Open after 6pm (at least once a week)	50	40	55
Open weekends (at least once a month)	75	43	39
Access within practice/centre to:	42	25	30
<i>Lab facilities</i>			
<i>X-ray facilities</i>	6	14	19

Quality measures

	Aust	NZ	Canada
	%	%	%
Receive feedback:			
<i>Prescriptions or referrals</i>	60	93	12
<i>Peer review by colleagues</i>	31	72	18
<i>Patient satisfaction</i>	47	51	25
Use medical records for lists by:			
<i>Age</i>	41	64	26
<i>Diagnosis/risk factor</i>	69	92	44
<i>Medications</i>	40	63	20
<i>Reminders</i>	73	87	31

Service integration

	Aust %	NZ %	Canada %
(Almost) always received feedback from specialists	62	80	56
Receive hosp. discharge summary within 4 days	35	65	13
Meet > 1 per month			
<i>Other GPs</i>	82	87	87
<i>Hospital specialists</i>	17	9	37
<i>Pharmacists</i>	33	51	54
<i>Home care nurse</i>	12	22	23
<i>Midwife</i>	7	14	2
<i>Social workers</i>	4	8	32

Economic conditions of PC

		Aust	NZ	Canada
		%	%	%
Receive financial incentive(yes)	<i>Management of pts w/ diabetes</i>	91	63	68
	<i>Management of pts w/ hypertension</i>	26	7	22
	<i>Achieving screening targets</i>	77	66	28
	<i>Referral rates below certain level</i>	3	1	1
	<i>Disadvantaged pts in practice</i>	27	31	4
	<i>Collaboration with other providers</i>	n/a	n/a	21
Reduce financial obstacles for disadvantaged pts (yes)	<i>Not charge pt (co-pay)</i>	91	96	82
Pts delayed visits: financial costs	<i>Occasionally</i>	64	74	43

PC workforce development

(Agree/ Strongly agree)	Aust	NZ	Canada
	%	%	%
Some parts of my work do not make sense	40	46	42
Work interests me as much as it ever did	90	91	92
Overloaded w/ unnecessary administrative detail	74	80	69
Too much stress in current job	36	47	45
Good balance between effort and reward	63	70	75

Comprehensiveness of PC services

To what extent will pts in your practice contact you first? (Almost always/Usually)	Aust %	NZ %	Canada %
Child with hearing problem (8 yrs)	90	93	86
Man with chest pain (45 yrs)	76	93	72
Woman w/ deteriorating vision (60 yrs)	81	76	69
Woman w/ acute symptoms paralysis	63	82	42
Man with sprained ankle (35 yrs)	77	82	65
Anxious man (45 yrs)	86	92	93
Man with alcohol problems (52 yrs)	54	54	57



Who are the patients?

		Aust %	NZ %	Can %
Gender	<i>Female</i>	63	62	66
Age	<i>18-44</i>	33	21	33
	<i>45-64</i>	31	35	42
	<i>65+</i>	36	44	25
Health	<i>Very Good / Good</i>	68	77	74
	<i>Fair / Poor</i>	32	23	26
Chronic ill	<i>Yes</i>	58	63	55

Patients' SES & level of education



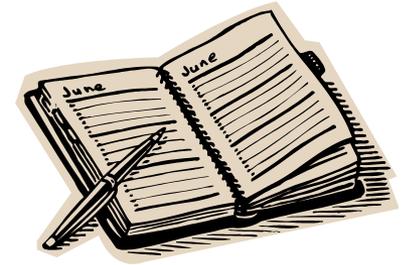
		Aust	NZ	Can
		%	%	%
Perception of household income	<i>Below average</i>	27	26	20
	<i>Average</i>	57	51	58
	<i>Above average</i>	16	24	22
Level of education	<i><grade 12</i>	9	19	10
	<i>High school (grade 12)</i>	39	31	32
	<i>Post school qualifications (incl trade)</i>	52	50	58

Why did they visit the doctor?



Reason for visit	Aust %	NZ %	Can %
Feeling unwell	26	28	20
Medical check-up	37	30	28
Repeat prescription	23	41	22
Referral	13	4	6
Medical certificate	8	7	4
Second opinion	1	2	1
Doctor requested follow-up	n/a	n/a	26
Other	23	21	17

How often do they visit a GP?



No. visits in last 6 months:	Aust	NZ	Can
	%	%	%
First time	10	13	15
Once before this visit	19	30	24
2-4 times before this visit	43	43	38
5+ before this visit	26	13	20

What does the doctor know about you?



The doctor ...	Aust	NZ	Can
	%	%	%
Knows important info about my medical background	94	95	96
Knows about my living situation	76	80	81
Can also help with personal problems and worries	69	68	65
After this visit I feel I can cope better with my health problems	89	90	87

Were you offered health advice?



	Aust	NZ	Can
	%	%	%
In the past 12 months has a GP from this practice talked to you about how to stay healthy?	71	68	73
In the past 2 years, has a GP from this practice asked about all the medications you take?	77	69	80



Is access a problem?

	Aust	NZ	Can
	%	%	%
Opening hours are too restricted	10	7	11
Too difficult to see a GP on evenings, nights and weekends	31	27	34
Too far away from where I live/work	6	5	7
<i>Travel time from home</i> < 20 mins	81	81	67
<i>20 - 40 mins</i>	15	17	26
<i>40 - 60 mins</i>	2	1	5
<i>60+ mins</i>	1	0.5	2

How long did you have to wait?



		Aust	NZ	Can
		%	%	%
Wait time for this visit	<i>0 days</i>	21	29	13
	<i>1 day</i>	20	35	11
	<i>2-7 days</i>	36	32	34
	<i>7+ days</i>	16	3	33
Wait time at practice	<i>< 15 mins</i>	48	63	52
	<i>15-30 mins</i>	36	31	30
	<i>30-60 mins</i>	12	5	13
	<i>45-60 mins</i>	4	1	3

Why did you defer an appointment?



In the past 12 months, did you defer a visit to a GP? If so, why?	Aust %	NZ %	Can %
Have you deferred a visit to a GP?	14	14	12
<i>For financial reasons</i>	16	27	4
<i>Could not physically get there</i>	23	11	19
<i>Too busy</i>	39	40	38
<i>I could not get an appointment</i>	n/a	n/a	16
<i>Other</i>	38	34	36

Effectiveness: Trust



% who agree

Aust
%

NZ
%

Can
%

**Do you believe that in general
people can be trusted?**

68

78

75

**Do you believe that in general
doctors can be trusted?**

94

99

99



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