

Operationalizing Patient-Centered Integrated Care: The Gap Between Discourse and Action In Ontario's Health Links

Reham Abdelhalim, MD, MSc, PhD Student at University of Toronto

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Study Team

- Agnes Grudniewicz PhD¹, Jennifer Gutberg MSc², Sobia Khan MPH², Jenna Evans PhD³, Walter Wodchis PhD²,

Affiliations:

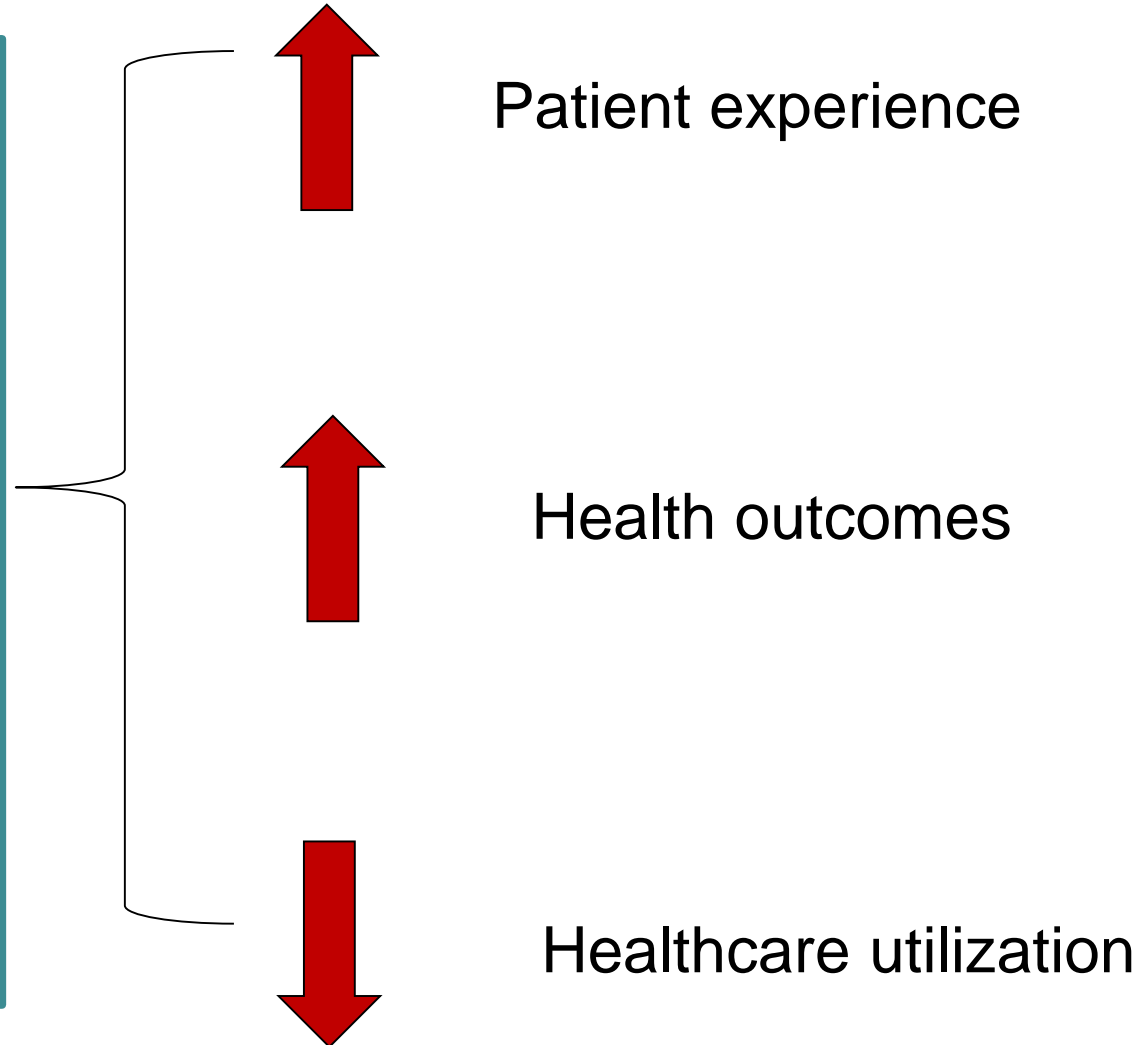
- ¹Telfer School of Management, University of Ottawa, Canada
- ²Institute of Health Policy, Management, and Evaluation, University of Toronto, Canada
- ³Cancer Care Ontario, Canada

Background

- Increasing complexity & system strain
- Chronic conditions affect 81% of Ontario adults
 - 56% of which have more than 1 condition
- Long-term management of chronic conditions
- Integrated care may help this problem
- Key success factor is: **Patient-Centeredness & Engagement**

Why Patient-Centeredness & Engagement?

Patient-centered initiatives with highly engaged patients



How?

Philosophy

Patient-centeredness

Mechanism

Patient and Family Engagement

Stages

Design

Delivery of
Care

Evaluation

Context: Health Links Ontario

- Launched in 2012
- Patient-centered Initiative
- Better care coordination
- Individualized care plans
- Tailored to the needs and preferences



Rationale/Objective

Documents

- Shows a clear vision of Patient-centeredness
- Many strategies for patient and caregiver engagement

Aim of the Study

- Explore if patient-centeredness and engagement was operationalized in the same way it was planned

Methodology

- Three evaluative case studies for HL in the same Local Health Integration Network.
 - Developmental evaluation
 - The data was collected via interviews and document analysis
 - We compared data from both sources



Planned
View

Vs

Operationalizing
View



Results: General Findings

Patient-Centeredness

- **Document Data:**
 - Patient-centeredness was viewed as a dominant philosophy in all HLs documents
 - Coordination of care viewed as
 - an individualized process of care
 - Should be tailored to specific needs of patients
- **Interview Data:**
 - Same view

Patient-Engagement

- **Document Data:**
 - Patient & caregiver engagement highlighted in documents
 - Three stages at which patient & caregiver engagement is crucial:
 - a) design, b) delivery and c) evaluation.
- **Interview Data:**
 - Patients should play vital role
 - However, issues trying to engage patients and their families

Results: Patient-centeredness

“Our approach recognizes, first and foremost, the need for an individualized care strategy for each and every patient, one that takes the very specific needs of each patient/client into careful consideration.”

Business Plan

*“Patient-centeredness again another key element. There's no point developing all of these care plans if it's not focused on what your patient wants. It is the backbone of our model.” **Leader***

Results: PE in Design

*“We will actively seek patient/client and family member advice and input into all design elements through interviews and patient/client surveys.” **Business plan***

*“What we didn’t have was patients at the table. There was some involvement but they weren’t part of the governance structure.” **Provider***
*“We invited 100 active Health Link’s patients to come to a forum, and we got four.” **Leader***

Results: PE in Delivery of Care

“Core to our approach will be an individual and comprehensive integrated care plan for each patient. Led by the care coordinator and developed and updated through close consultation with the patient, their family.”

Business plan

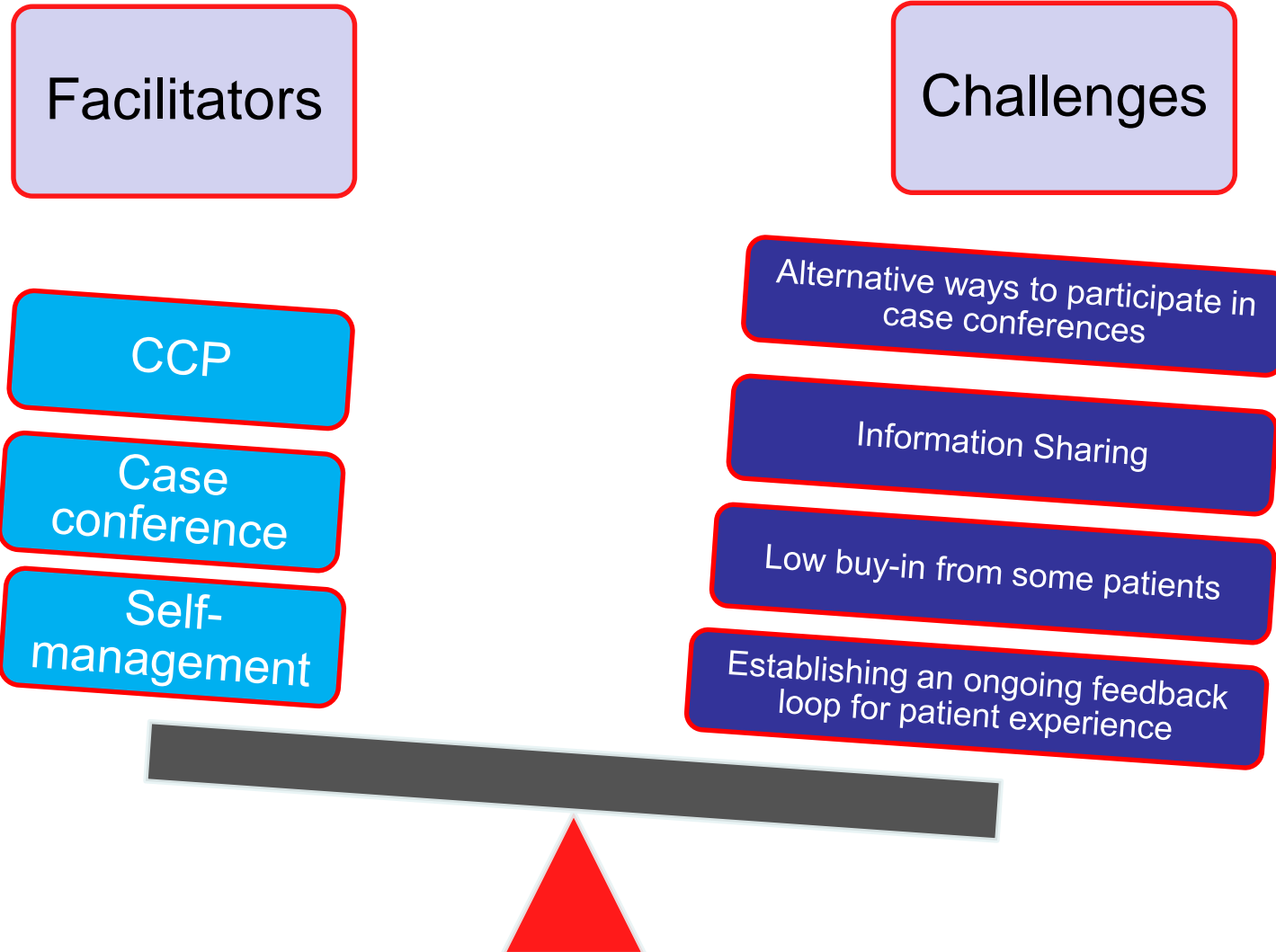
“The difficulty right now is that they only get a copy of the care plan if they request it. If they don't request it, they don't have access to it. So that's one thing that I find a bit of a drawback.” **Provider**

Results: PE in Evaluation

*“The Health Links initiative presents a unique opportunity to engage our seniors, complex clients and families in an Experience-Based Co-Design Approach.” **Business plan***

*“I don't think one person represents the whole of the patient experience...I don't think our one patient advocate, I don't think she is the only voice, nor should she have that responsibility.” **Leader***

Discussion



Lessons Learned and Impact

- Successful implementation of complex interventions like HL requires detailed clarity on the operational level alongside the policy level.
- Results can help inform decision-makers on how to better deliver patient-centered integrated care.

Limitations and Future Work

- Limited to 3 HLs in Ontario
 - However, results highlight an important gap between discourse and action
 - May be relevant for other patient-centered integrated care initiatives
- Study doesn't include patients and caregivers
- Future work can examine challenges in operationalizing a patient-centered approach and test interventions that support the engagement of complex, high-needs patients

“The good physician treats the disease; the great physician treats the patient who has the disease”

Sir William Osler (1849–1919)

Thank You