

# Measuring Patient and Provider Experience: Completing the Quadruple Aim

## HSPN OHT Webinar

May 25, 2021

# Welcome & thank you for joining us!

Please let us know who you are by introducing yourself (name & OHT or other org)



to **all panelists and attendees**

in the chat box

# Land acknowledgement

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.

**Still  
NEW!**

# You Asked !

## Missed questions from last chat on patient and provider experience:

1. “Are there model questions that cover the 4 areas of patient experience?” + “Where is outcome measurement?”
2. “How can there be commitment from all OHTs and partners to the collection of Sociodemographic and race-based data in order to have this data from provider to regional levels?”
3. “How do you interpret experience results in light of unusual events (e.g., the pandemic) which could skew results at a particular time?”

# You Asked !

1. “Are there model questions that cover the 4 areas of patient experience?” + “Where is outcome measurement?”
- **This webinar will summarize key questions to cover the 4 areas of patient experience + transitions + outcomes**

# You Asked !

2. “How can there be commitment from all OHTs and partners to the collection of Sociodemographic and race-based data in order to have this data from provider to regional levels?”
- **Our survey measures include race/ethnicity hybrid question + socio-demographic data from patients. It’s a start to accumulate and report on these measures.**

# You Asked !

3. “How do you interpret experience results in light of unusual events (e.g. the pandemic) which could skew results at a particular time?”
  - **This is a most vexing question ... best is to provide context to the questions and results and continue to monitor over time. There is no way to extract the effects of the pandemic on any responses.**

# Poll 1

Have you joined us for an HSPN webinar previously?

- Yes
- No. This is my first event.

# Today's event

## Patient and Provider Experience

Host



Dr. Walter Wodchis  
Principal Investigator  
HSPN

Presenters



Chloe Gallagher  
Patient Advisor  
Burlington OHT



Sarah Treadwell  
Social Worker  
LOFT Community  
Services



Emilie Lam, MD  
Primary Care Lead  
East York Region &  
North Durham OHT



Dr Ruth Hall  
Co-lead  
OHT Evaluation  
HSPN



Nusrat S Nessa  
Research Assistant  
HSPN

# **Developing a Provider Experience Survey to Measure the Fourth Quadrant of the Quadruple Aim**

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# Experiences of 2 providers



Sarah Treadwell  
**Social Worker**  
LOFT Community Services



Emilie Lam MD  
**Primary Care Lead**  
East York Region &  
North Durham OHT

# Measuring Provider Experience

## Current Measures of Provider Satisfaction

- Physicians and nurses
- Measure burnout

## Our Aims

- Capture provider experience domain of the quadruple aim
- Applicable to all provider groups
  - Encompass multiple dimensions of care provision experience, autonomy and well-being
  - Developed in context of Ontario Health Teams

# Survey Development

## Non-systematic Rapid Literature Review

### Categorized broad categories and created an Inventory of Items

- How has the construct of provider experience been operationalized in the literature?
- 5 Domains
- What existing measures have been developed to assess provider experience?

## Modified Delphi

### Domain and item selection

- Use of the RAND survey, Gittel et Relational Coordination
- Inventory of Items ~90 items
- HSPN Modified Delphi with 3 rounds to select 39 items

## Validation

### Pilot Testing

- 6 Focus groups (GPs/NPs, Specialists, nursing, allied health, community mental health workers, PSWs)
- Reviewed survey and refined based on feedback
- Cognitive Testing

# Provider Survey

## Five domains:



- Care coordination
- Workplace culture
- Autonomy
- Burnout/satisfaction
- Digital/virtual care

# Care Coordination

## Example questions

### Experience with care coordination across providers that your patients/clients receive care from

- How often do you know about all the visits that your patients/clients make to other health care providers (including physicians & other care providers)?
- How often is patient/client care well-coordinated with community resources?
- When clinically appropriate, how easy to obtain a ("curbside") consult from peers or other providers in lieu of referring the patient?

# Workplace Culture

## Example questions

To what degree does the following statement reflect the conditions in your work/care setting?

- Our administrative decision-making process can be described as consensus building.
- We regularly take time to consider ways to improve how we do things.
- In my practice/care setting differences of opinion can be voiced and heard.
- Leadership promotes an environment that makes the work I do enjoyable.

# Autonomy

## Example questions

In your work/care setting, to what extent do you have input into the following?

- The allotment of additional time for difficult-to-help patients/clients
- The way things are done in daily work

# Burnout/ Satisfaction

## Example questions

Using your own definition of "burnout", please select the statement that best describes your situation at work:

- I receive useful information about the quality of care I deliver
- Overall, I am satisfied with my current job

# Digital/ Virtual Care

## Example questions

Please indicate your agreement with the following questions about digital and virtual care:

- We rely on electronic information systems (e.g., Meditech) to share patient information with other providers
- Our electronic health record improves my job satisfaction
- The use of digital methods (e.g., video call, telephone, SMS, email, etc.) to communicate with a patient improves the quality of care

# Survey Administration

**Who should complete the survey?**

**When should I start ?**

**How often should I administer the survey?**

# Discussion Question & Engagement

What are your thoughts on implementing a provider survey amongst those providers involved in implementing your new OHT models of care?



Use the chat to all panelists and attendees to respond to this and ask questions.

# Poll 2

How many providers do you expect to be involved this year (by December 2021) in delivering care using new approaches developed by the OHT ?

- 1 – 9
- 10 – 24
- 25 – 49
- 50 +
- Unsure

# **Developing a Patient Experience Survey to Measure the Third Quadrant of the Quadruple Aim**

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# A Patient's Experience

What is important to me?



**Chloe Gallagher**  
Patient Advisor  
Burlington OHT

# Measuring Patient Experience

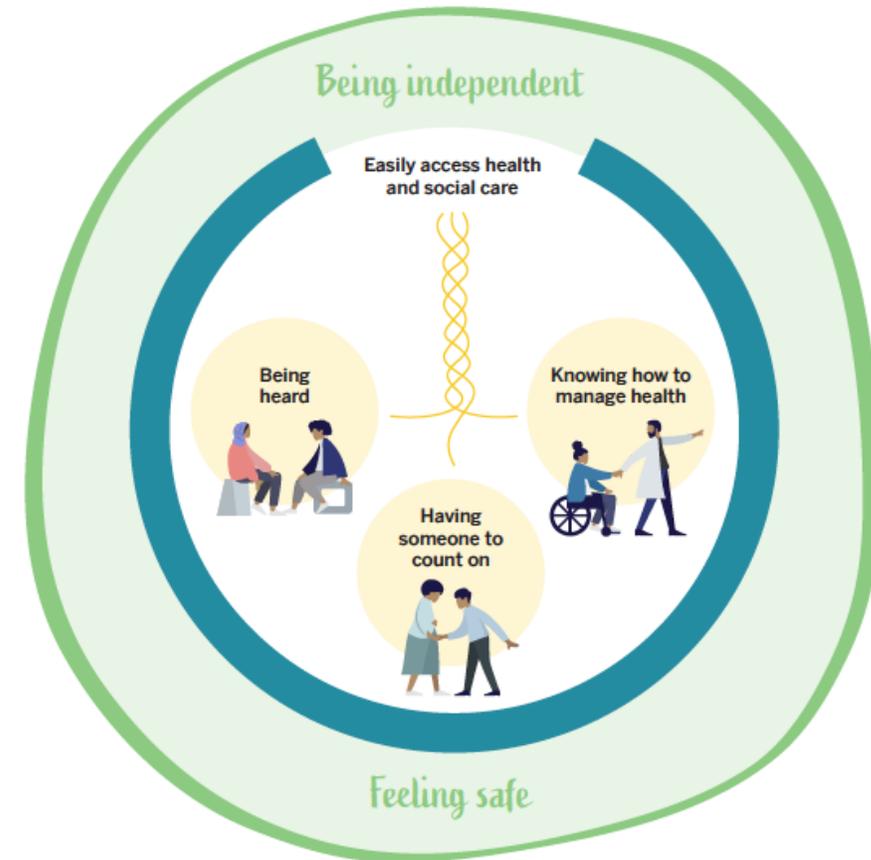
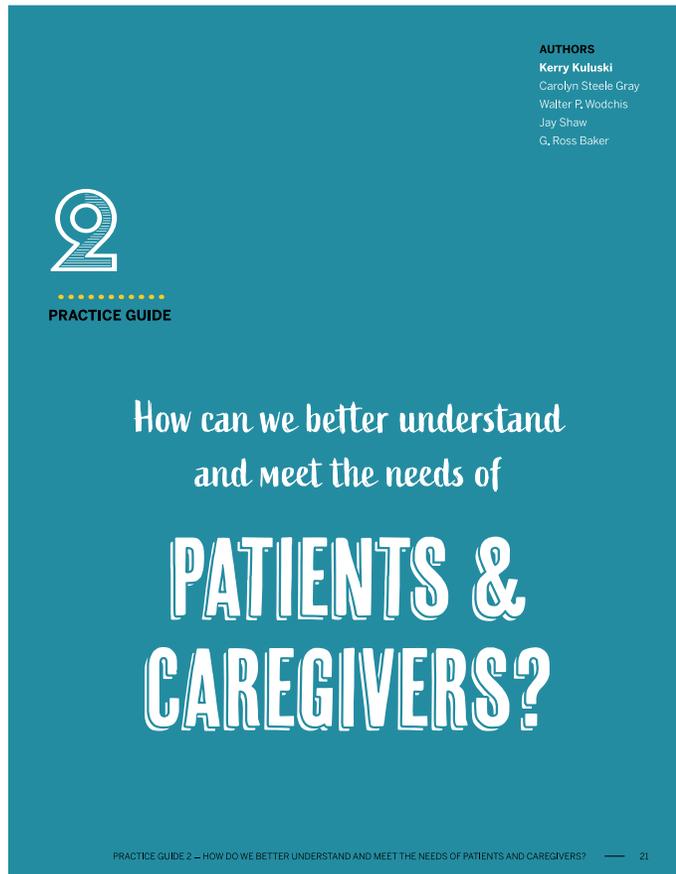
## Current Measures of Patient Satisfaction

- Hospital Surveys
- Primary Care Surveys
- Home Care Surveys
- Health Care Experience Survey

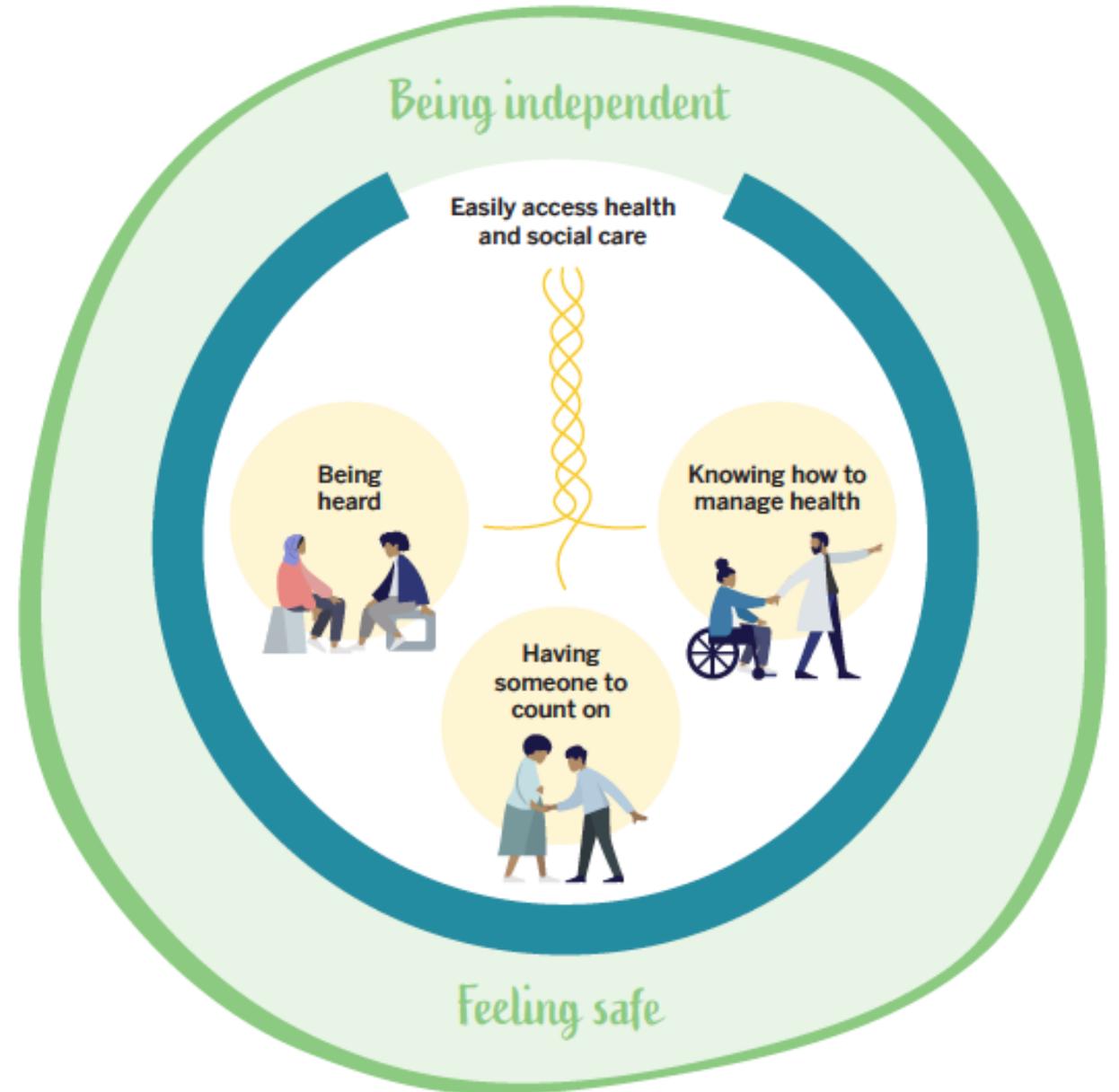
## Our Aims

- Capture patient experience domain of the quadruple aim **reflective of coordination/integration of care**
- Applicable to all patient groups
  - Encompass multiple dimensions of care experience across providers
  - Developed in context of integrated care
  - Applied to context of Ontario Health Teams

# What is important to patients & caregivers ?



# Measuring Patient Experience



# Patient Survey

## Eight domains:

- Easily access health & social care
- Having someone to count on
- Being heard
- Knowing how to manage health
- Independence & Well-being
- Feeling safe
- Transitions
- Overall Health
- + Sociodemographics

# Easily access health & social care

## Example questions

### Experience with care coordination across providers

- When you consider how you and your health care providers help you take care of your health, how coordinated would you say your overall health care is?
  - Very coordinated
  - Somewhat coordinated
  - Not coordinated

# Have someone to count on

## Example questions

### Experience with follow-up care from your health care professionals

- In general, how confident are you that your usual provider of care or other health care professional checks to make sure that you receive the health care you need?
  - Very confident
  - Somewhat confident
  - Not very confident
  - Not confident at all

# Being heard

## Example questions

### Experience with health care providers

- When you see your usual provider of care or someone else in their office, how often do they involve you as much as you want to be in decisions about your care and treatment?
  - Always
  - Often
  - Sometimes
  - Rarely
  - Never

# Knowing how to manage health

## Example questions

### Experience in being supported to manage your care

- In the past 12 months was there ever a time when you received conflicting information about your health care from different providers such as your family doctor, specialists or other health care providers including nurses, dieticians, staff at clinics and so on?
  - Yes
  - No

# Independence and well-being

## Example questions

- Do your health conditions make it difficult to work or do activities or hobbies that you enjoy?
  - Never
  - Rarely
  - Sometimes
  - Often
  - Always

# Feeling safe

## Example questions

### Experience of safety in navigating

- Are you able to move around your home and neighborhood without fear of falling?
  - Yes
  - No

# Transitions

## Example questions

### IF treated in an emergency department:

- When you left the emergency department, how confident were you that you had the information you needed to care for and manage the health problem for which you went to the emergency?

### IF visited a specialist physician/provider:

- After you saw the specialist, did your usual health care provider seem informed and up-to-date about the care you got from the specialist?

# Overall Health

## EuroQol 5 Dimension 5 Level

### Mobility

- No problems...Unable to walk about

### Self-care

- No problems...Unable to wash/dress myself

### Usual Activities

- No problems...Unable to do usual act.

### Pain/Discomfort

- No pain...Extreme pain/Discomfort

### Anxiety/Depression

- None...Extremely anxious/depressed

# Socio- demographics

## Patient characteristics

- Age
- Sex
- Race (ethnicity)
- Socioeconomics (income, food, housing security; social isolation/loneliness)

# Discussion Question & Engagement

What are your thoughts on implementing a routine patient survey amongst those individuals receiving new OHT models of care?



Use the chat to all panelists and attendees to respond to this and ask questions.

# Poll 3

How many patients do you expect to receive care using new approaches developed by the OHT this year (by December 2021)?

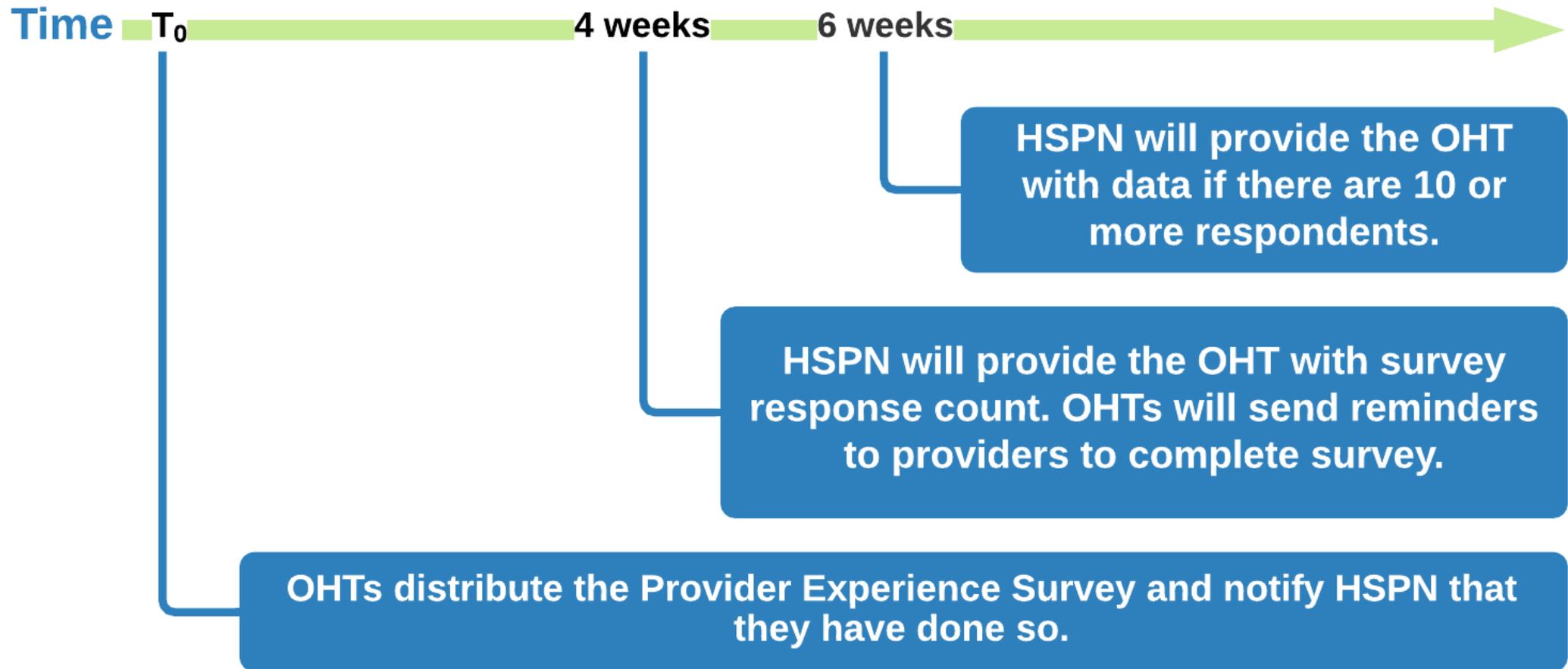
- 1 – 9
- 10 – 24
- 25 – 49
- 50 – 99
- 100+
- Unsure

# Our Process for Administering Surveys

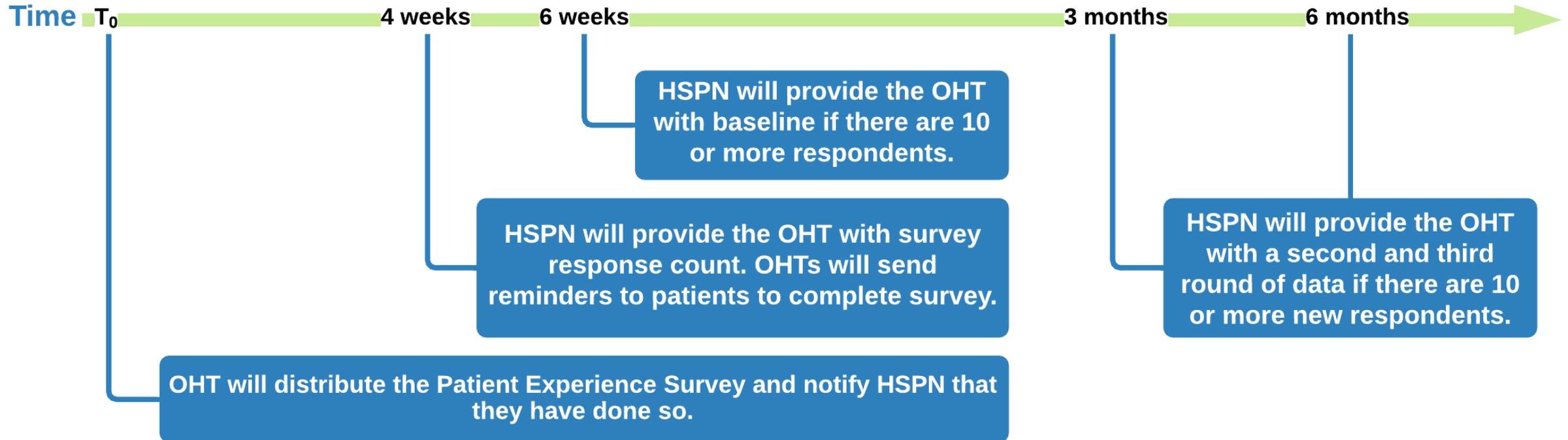
## Survey package from the HSPN OHT Evaluation Team:

- a general user link to the Provider Experience Survey;
- a DOCX file with suggested wording for the survey invitation email to providers;
- a PDF of the information letter for informed consent of research participants;
- a PDF document of the steps and procedures to follow.

# Provider Experience Survey



# Patient Experience Survey



# HSPN



Resize font:  
+ | -

[Returning?](#)

Enable speech

Have you read and understood the *Letter of Information Regarding: Developmental Evaluation of Ontario Health Teams - Provider Survey* attached to the survey invitation email? **\*Required**

Yes  No

[reset](#)

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Save & Return Later

# OHT PROVIDER EXPERIENCE SURVEY

Welcome to the *HSPN OHT Provider Experience Survey*. The survey uses a combination of existing and adapted items to assess the dimensions of autonomy, satisfaction, care coordination, and workplace culture identified as relevant to capturing provider experience in their work/care setting.

The survey asks a few questions about you and your experience working within your work/care setting.

Your experiences and opinions will remain anonymous. Your name will not be attached in any way to the responses you give.

OHTs will be provided with aggregated results from providers in their team and summative responses across OHTs will be shared publicly with an aim to identify dimensions of the provider experience where Ontario and OHTs can make improvements.

The survey will take approximately **15 minutes** to complete.

*Thank you for taking the time to complete this questionnaire.*

**1. Which OHT are you a part of? \*Required**

If you are unsure which OHT you are a part of, please refer to your survey invitation email.

If you are a part of more than one OHT, select the one you are most involved with. You can provide your experience using this survey again for another OHT.

**2. Please enter your email address. \*Required**

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## SECTION A: YOUR ROLE

1. Which of the following best describes your current role? **\*Required**

- Physician / Surgeon
- Nurse Practitioner
- Registered Nurse
- Registered Practical Nurse
- Allied Health Professional (Physiotherapist, Occupational, Speech-Language or Respiratory Therapist)
- Social Worker
- Personal Support Worker-Health Care Aide
- Community support worker
- Other

Please select only one.

reset

Please specify your current role. **\*Required**

2. Which of the following describes your employment status? **\*Required**

- Full time
- Part-time
- Temporary Contract

reset

# SECTION B: CARE COORDINATION EXPERIENCE

The following questions concern your experience with care coordination across providers (i.e., other organizations, practices, agencies) that your patients/clients receive care from.

	Never	Rarely	Sometimes	Often	Always	Don't Know / Not Applicable
<b>1. When your patients/clients have an Emergency Room visit, how often do you know the reason for the visit?</b> *Required	<input type="radio"/>					
						<a href="#">reset</a>
<b>2. When your patients/clients are admitted to the hospital, how often do you know the reason for the admission?</b> *Required	<input type="radio"/>					
						<a href="#">reset</a>
<b>3. How often do you know about all the visits that your patients/clients make to other health care providers (including physicians and other care providers)?</b> *Required	<input type="radio"/>					
						<a href="#">reset</a>
<b>4. For the patients/clients referred to you by another provider, how often do you receive the information you need?</b> *Required	<input type="radio"/>					
						<a href="#">reset</a>

# What you will receive

	A	B	C	D	E	F	G
1	ID	Which OHT are you a part of? *Required If you are a part of more than one OHT, select the one you are most involved with. You can provide your experience using this survey again for another OHT.&nbsp;	Which of the following best describes your current role? *Required	Please specify your current role. *Required	Which of the following describes your employment status? *Required	Which of the following describes your work/care setting within your OHT? *Required (choice=Primary health care practice)	Which of the following describes your work/care setting within your OHT? *Required (choice=Acute Care Inpatient hospital)
2	1	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse		Part-time	Unchecked	Unchecked
3	2	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse		Temporary Contract	Unchecked	Unchecked
4	3	Connected for Care -Lanark, Leeds and Grenville OHT	Nurse Practitioner		Part-time	Unchecked	Unchecked
5	4	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse		Full time	Unchecked	Unchecked
6	5	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse			Unchecked	Unchecked
7	6	Connected for Care -Lanark, Leeds and Grenville OHT	Other		Part-time	Unchecked	Checked
8	7	Connected for Care -Lanark, Leeds and Grenville OHT	Other		Temporary Contract	Unchecked	Unchecked
9	8	Connected for Care -Lanark, Leeds and Grenville OHT	Other	professor	Full time	Unchecked	Unchecked
10	9	Connected for Care -Lanark, Leeds and Grenville OHT	Nurse Practitioner		Part-time	Unchecked	Unchecked
11	10	Connected for Care -Lanark, Leeds and Grenville OHT	Community support worker		Part-time	Unchecked	Unchecked
12	11	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse		Part-time	Unchecked	Unchecked
13	12	Connected for Care -Lanark, Leeds and Grenville OHT	Allied Health Professional (Physiotherapist, Occupational, Speech-Language or Respiratory Therapist)		Part-time	Unchecked	Unchecked
14	13	Connected for Care -Lanark, Leeds and Grenville OHT	Personal Support Worker-Health Care Aide		Temporary Contract	Unchecked	Unchecked
15	14	Connected for Care -Lanark, Leeds and Grenville OHT	Other		Part-time	Unchecked	Unchecked

# What you will receive

	A	B	C	S	T	U	V
1		Which OHT are you a part of? *Required If you are a part of more than one OHT, select the one you are most involved with. You can provide your experience using this survey again for another OHT.&nbsp;	Which of the following best describes your current role? *Required	When your patients/clients have an Emergency Room visit, how often do you know the reason for the visit? *Required	When your patients/clients are admitted to the hospital, how often do you know the reason for the admission? *Required	How often do you know about all the visits that your patients/clients make to other health care providers (including physicians and other care providers)? *Required	For the patients/clients referred to you by another provider, how often do you receive the information you need? *Required
2	1	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse	Rarely	Never		
3	2	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse	Rarely	Never	Never	Never
4	3	Connected for Care -Lanark, Leeds and Grenville OHT	Nurse Practitioner	Sometimes	Sometimes	Never	Sometimes
5	4	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse	Sometimes	Always		
6	5	Connected for Care -Lanark, Leeds and Grenville OHT	Nurse Practitioner	Sometimes	Always		
7	6	Connected for Care -Lanark, Leeds and Grenville OHT	Other	Sometimes	Sometimes	Sometimes	Sometimes
8	7	Connected for Care -Lanark, Leeds and Grenville OHT	Other	Don't Know / Not Applicable	Sometimes	Sometimes	Sometimes
9	8	Connected for Care -Lanark, Leeds and Grenville OHT	Other	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable
10	9	Connected for Care -Lanark, Leeds and Grenville OHT	Nurse Practitioner	Rarely	Rarely	Rarely	Rarely
11	10	Connected for Care -Lanark, Leeds and Grenville OHT	Community support worker	Rarely	Rarely	Rarely	Rarely
12	11	Connected for Care -Lanark, Leeds and Grenville OHT	Registered Practical Nurse	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable
13	12	Connected for Care -Lanark, Leeds and Grenville OHT	Allied Health Professional (Physiotherapist, Occupational, Speech-Language or Respiratory Therapist)	Sometimes	Sometimes	Often	Rarely
14	13	Connected for Care -Lanark, Leeds and Grenville OHT	Personal Support Worker-Health Care Aide	Rarely	Rarely	Rarely	Rarely
15	14	Connected for Care -Lanark, Leeds and Grenville OHT	Other	Rarely	Rarely	Rarely	Rarely

# Poll 4

How likely do you think your OHT will be to adopt the HSPN OHT patient experience survey this year (before December 2021)?

- Certainly not this year
- Unlikely
- Somewhat likely
- Very likely
- Certain/Nearly Certainly Yes

# Poll 5

How likely do you think your OHT will be to adopt the HSPN OHT provider experience survey this year (before December 2021)?

- Certainly not this year
- Unlikely
- Somewhat likely
- Very likely
- Certain/Nearly Certainly Yes

# HSPN Implementation Resources

<https://hspn.ca/evaluation/ontario-health-teams>

## Practice Guides



## Webinars



## White Papers



## OHT Evaluation Results



# Up Next:

## HSPN Webinar Series

- 4<sup>th</sup> Tuesday of the Month: 12:00 – 1:30pm

### Upcoming Topics:

- ✓ OHT Improvement Indicator Results: Overall & Population-specific
  - ✓ Provider and Patient Surveys
  - ❖ How to evaluate integrated care **\*\* Special Event \*\***
    - Population Segmentation in Ontario
- ... and more.

# Everyone is involved !



@infohspn



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The Health System Performance Network



<https://hspn.ca/evaluation/ontario-health-teams>

## Thank you!