LETTER OF INFORMATION REGARDING:
Patient Reported Indicators Survey (PaRIS) – Ontario Pilot for OECD: Provider Survey

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Funded by: Ontario Strategy for Patient Oriented Research Support Unit (OSSU)

INTRODUCTION
You are being invited to participate in a research study. This study is being conducted by Canada's Strategy for Patient Oriented Research (SPOR) Primary Care Research Network (PCRN) on behalf of Health Canada. It is part of an international study led by the Organisation for Economic Co-operation and Development (OECD). The survey aims to understand how your practice manages patients with chronic conditions. It is also being conducted in other countries across the OECD area and will be used to compare how different healthcare systems work.

WHAT DO I HAVE TO DO?
There are two steps to taking part in this survey:

For step one, we are asking you to complete a 20-minute survey. If you wish to participate, please complete the survey by clicking the on the link provided in the email. You will be asked questions about what resources you have available, as well as how you manage and support patients with chronic conditions. All questions refer to the practice you work in and when answering the questions, you should keep the general routine processes of your practice in mind. The use of the term ‘‘your practice” refers to the solo practice or a health center or other facility or the primary healthcare medical team to which you belong, or to yourself, if you are the only primary health care provider at the practice/clinic. Answers should reflect as much as possible the views and practices of the entire primary health care team.

For step two, we are asking you or someone from your practice to identify all eligible patients that you have seen in the past 6 months and invite them to take part in the patient survey. You will communicate the number of eligible patients to the principal investigator to determine the sample size.

Inclusion criteria for patients are: a) aged 45 years or older at the time of sampling; b) living in a private household in the community (i.e. not in a Long Term Care facility, healthcare or other residential institution); c) having had at least one registered contact with a PC provider - either face-to-face, by telephone or online -, for any medical or administrative reason, during the six months preceding the selection procedure; d) be able to answer a written survey in English; e) be a patient of a physician who has consented to participate in the study.

WILL I BENEFIT FROM THIS SURVEY?
There is no compensation for your participation. There may not be direct benefits to you from participating in this study, however, the results from the survey will be compared nationally and internationally. We will also share site specific findings as well as other Ontario and other Canadian practice participants with your clinic for quality improvement. This will help you as a provider, and your

clinic, learn more about patient experiences with their care. Results from this survey may help others, such as primary care providers, staff, and policy makers improve practices.

WHAT ARE THE RISKS?
Your participation in this evaluation is voluntary. If you choose to participate there are no reasonably foreseeable risks to you.

WILL MY DATA BE KEPT CONFIDENTIAL?
Yes. The information you enter into this survey will remain confidential. Your name will not be attributed to or attached to your survey responses. Instead, you will receive an individualized link for your practice. The research team will store the ID linked to your name on their secure network, separate from study responses. When patients complete their surveys, they will use an individualized link that connects their response to your practice. These steps are necessary to link patient responses with participating providers for the sake of the research project, and quality improvement. The linkage of provider with patients will enable us to provide you with information on patient experience but will not be used as study data.

Deidentified data will be transferred from the provincial research team to the centralized Canadian institution, The Institute of Health, Policy, Management and Evaluation at the University of Toronto. The centralized institution will also transfer data to Ipsos MORI (UK, London) who will store the data and the Nivel (The Netherlands, Utrecht) where the data will be analyzed. Ipsos MORI is an accredited data center based in the UK and de-identified data will be stored there. Only authorized consortium and country staff will have access to study data through a secure on-line portal. After the project is completed, the OECD will receive and store an anonymous dataset on their secure server in Paris and various reports and (scientific) articles will be published.

It will not be possible to identify you, or your practice or any individual patients in any publications that result from this study.

CAN I CHANGE MY MIND AFTER I'VE CONSENTED TO PARTICIPATE?
Your participation is voluntary; you have the right to choose to not participate, or to stop participating in this evaluation without having to provide a reason and without any consequence by exiting the survey link. If you wish to withdraw after having completed the survey, please contact the Principal Investigator of this study, Dr. Walter Wodchis, Institute of Health Policy, Management and Evaluation (IHPME), University of Toronto at 416-946-7387 or walter.wodchis@utoronto.ca. You can only withdraw from the evaluation prior to the sharing of data with the OECD consortium (expected September 2022).

WHOM CAN I CONTACT FOR MORE INFORMATION?
If you have questions at any time about the study or the procedures, you may contact the Principal Investigator of this study, Dr. Walter Wodchis, Institute of Health Policy, Management and Evaluation (IHPME), University of Toronto at 416-946-7387 or walter.wodchis@utoronto.ca.

You waive no legal rights by participating in this research and confidentiality can only be guaranteed to the extent permitted by law. If you have questions about your rights as a participant, contact the Office of Research Ethics at the University of Toronto at ethics.review@utoronto.ca or 416-946-3273.

HOW DO I PROVIDE CONSENT?
By completing the survey, you are providing consent to participate in this evaluation.

Yours sincerely,

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