

Project

Addressing family physicians' administrative burden

Using patient-reported data to improve efficiencies to primary care processes and practices

Why?

The relevance of patient-reported data regarding their health outcomes (PROMs) and care experience (PREMs) is known to help improve health care processes and practices, but is currently underutilized.

And yet, they would make it possible to :

- Provide care that is better suited to and focused on the patient perspective
- Make processes more effective
- Reduce the administrative burden on family physicians who do work to organize their clinic's services



Objectives

Train Canadian front-line teams to collect, analyze and use patient-reported data related to health and care experience.

✓ Service optimization

✓ Improved professional practices

✓ Increased patient engagement



Increased process efficiency and operational decision-making

to reduce the administrative burden on family physicians.

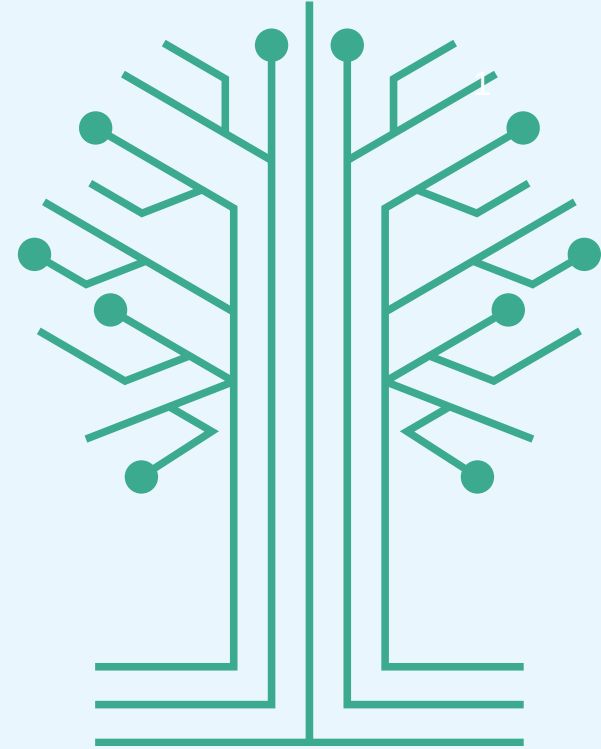
How?

Year 1

DEVELOPING

A digital learning environment and a platform for data collection, analysis and visualization of PROMs and PREMs data.

- Train front-line teams to collect, analyze and use data to improve the efficiency of healthcare processes and practices
- Make a free digital platform available



Year 2

SUPPORT

Canadian primary care clinics in the use of the data collection and visualization platform

- Offer tools and support to front-line teams
- Evaluate the effects on the efficiency on day-to-day processes and practices



What we aim for

For family physicians and interprofessional teams

- Better understanding of patients' true needs and expectations
- Aid in decision-making, prioritizing and identifying of health care goals
- Improve wellness, communication and treatment response tracking
- Provide direct feedback about patient's care experience
- Improve the quality of care and services offered in the clinic
- Reduce the administrative burden by improving organizational efficiency and team well-being

For patients

- Offer services and an overall health care approach that is better suited and focused on their needs
- Improve communication and coordination within the clinic
- Enhance the professional practices of the care team
- Increase patient satisfaction and experience, with a potential positive impact on their overall health

Interested in this initiative? Contact Pre Marie-Eve Poitras for more details!

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Key Partners: The Canadian Medical Association (CMA), together with MD Financial Management Inc. (MD) and Scotiabank, are committed to driving change by providing our team with \$920,298 in funding for the project that will be led by Professor Marie-Eve Poitras of the Université de Sherbrooke and her team in the CRMUS Research Chair in Optimal Professional Practices in Primary Care.

Collaborators include: Marie-Dominique Poirier (patient partner), Prof. Annie Leblanc (Université Laval, researcher at the VITAM research centre), Prof. Géraldine Layani (Université de Montréal, researcher at the CHUM Research Centre), Prof. Sabrina Wong (University of British Columbia, researcher at the Centre for Health Services and Policy Research) and Dr. Antoine Groulx (professor at Université Laval, Scientific Comanager of the LHS Support Unit).