

Utilising the Canadian Practice Information Network (CPIN) for Continuing Professional Development

Presenter: Maddie Venables, PhD

BACKGROUND:

- Patient reported experience measures (PREMs) are increasingly used to evaluate aspects of healthcare system performance
- Identifying and evaluating patient and primary care provider (PCP) co-determined measures of assessing communication skills through patient feedback may help learners improve their communication skills
- Automated survey systems may be used to anonymize and aggregate PREMS

INTRODUCING THE CANADIAN PRACTICE INFORMATION NETWORK (CPIN):

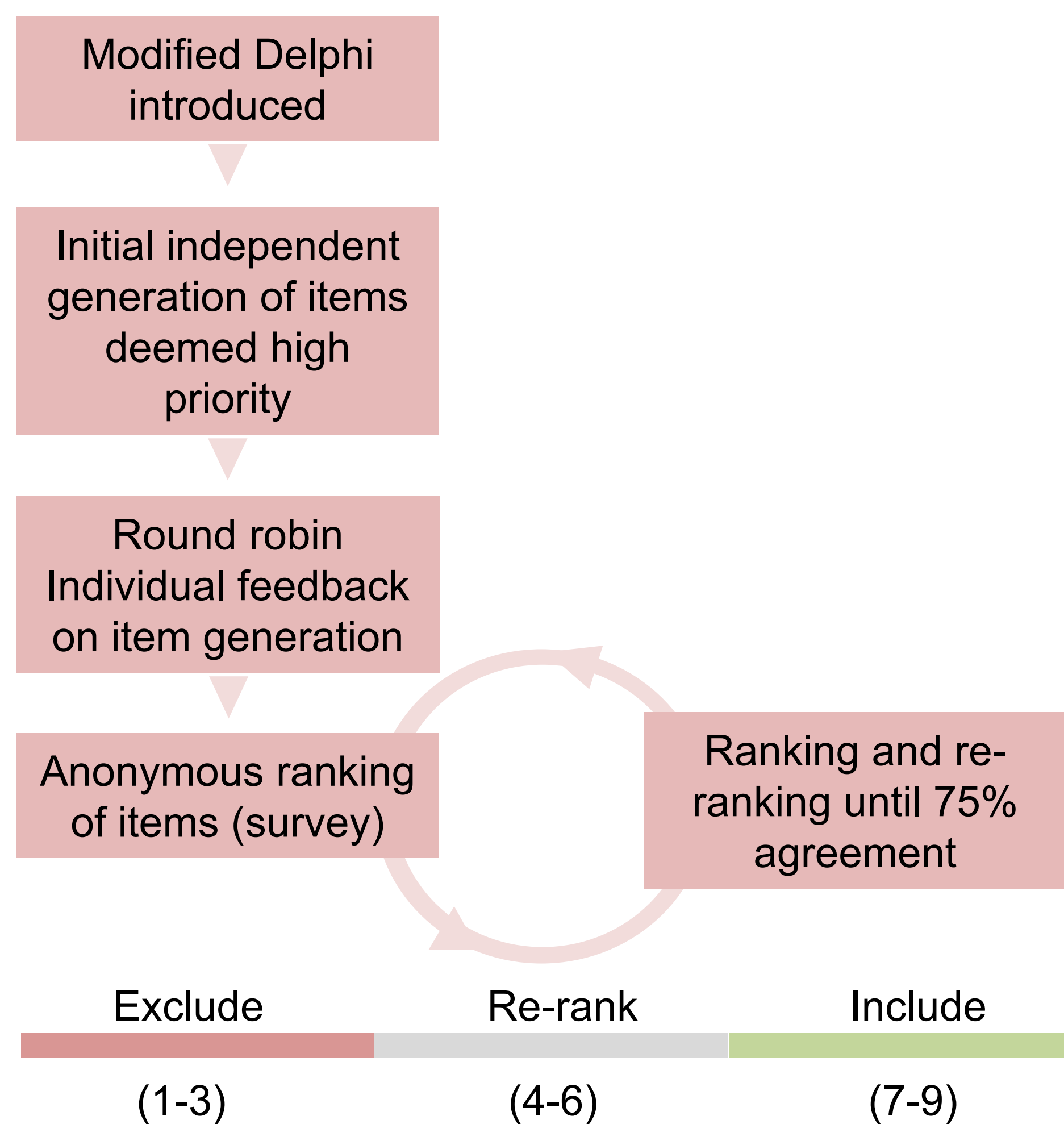
- CPIN is a primary care practice tool that addresses the pressing need for infrastructure and mechanisms to engage patients across small independent primary care practices

PURPOSE:

To identify patient and physician co-determined priority PREMs to use for an automated primary care practice patient survey system to provide patient feedback to learners about their communication skills.

METHODS:

MODIFIED DELPHI (Virtual)



CPIN-LEAP: The Canadian Practice Information Network - LEarner And Patient Partnership: Empowering Learners and Patients to shape the future of Primary Care through feedback

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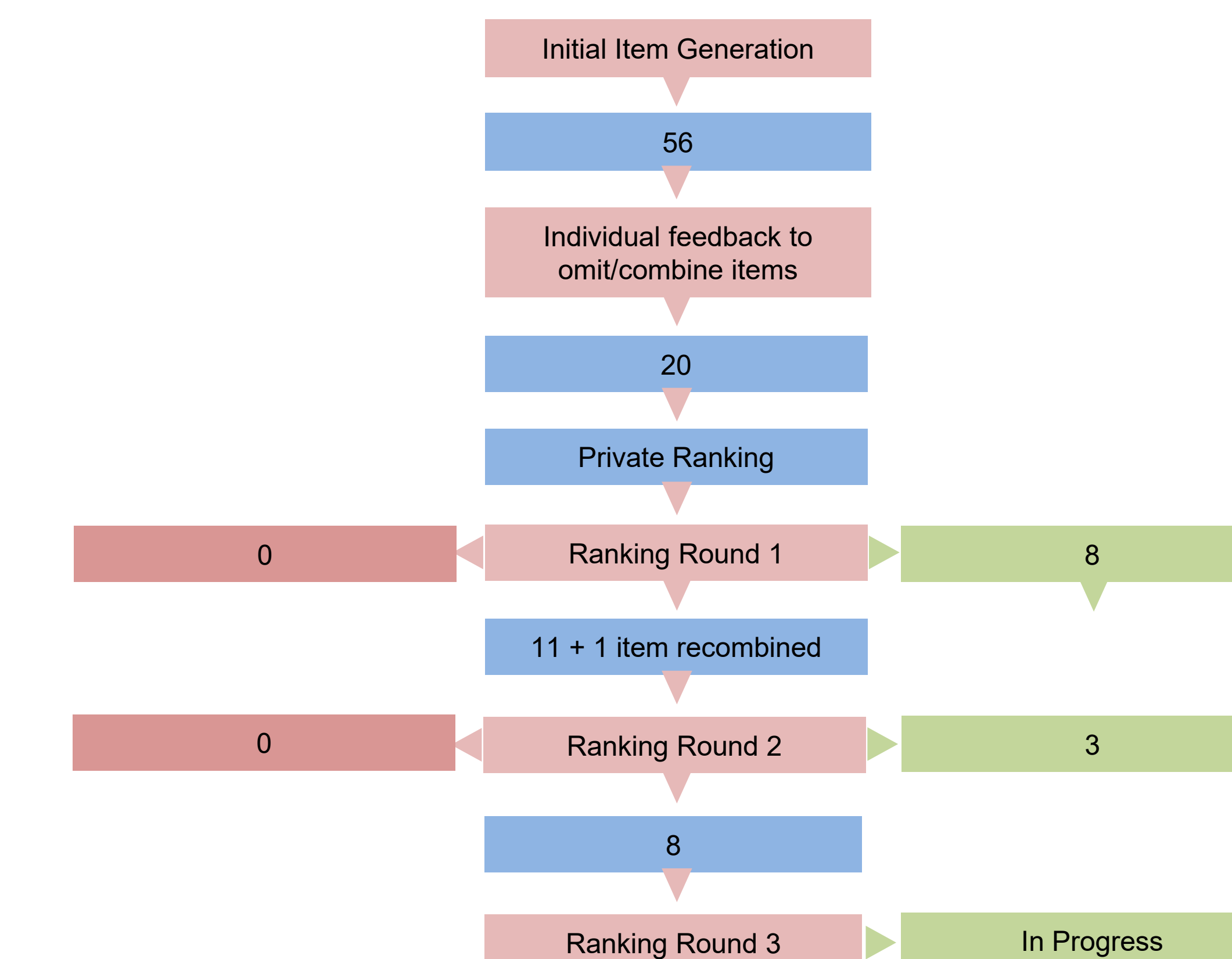
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Table 1. Patient and physician co-determined communication assessment items (in progress)

PREMs Items Patient Communication Survey	
1	Showed interest in my ideas about my health, listened carefully
2	Understood my main health concerns and met my goals/expectations during the visit
3	Talked in terms I could understand and in a language that I understand
4	Checked to be sure I understood everything
5	Discussed next steps, including any follow-up plans and appointments
6	Showed care, concern and support, or offered and accommodated additional support that I needed
7	Conducted the visit in a way that made me comfortable and safe
8	Clearly explained the management and/or treatment plan
9	Encouraged me to ask questions
10	Spent the right amount of time with me, I did not feel rushed
11	Would you be comfortable seeing this doctor again?

KEY FINDINGS:

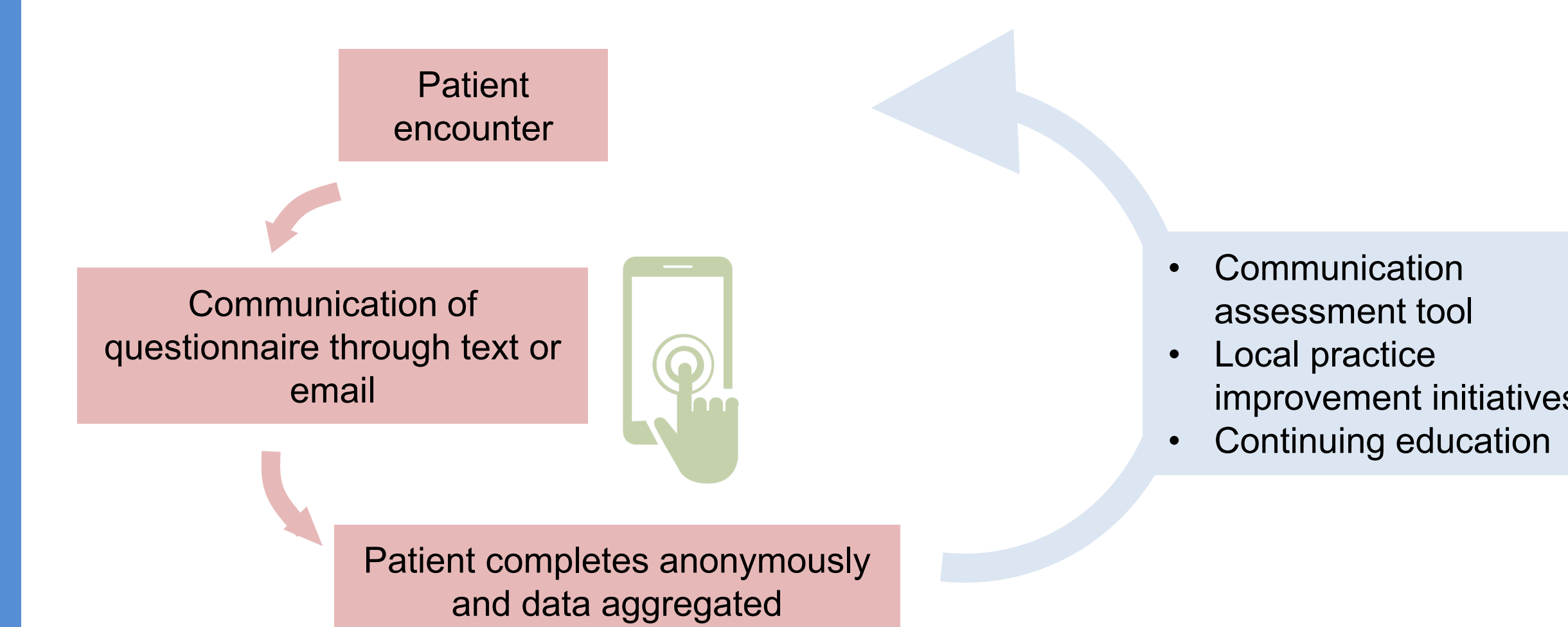
Figure 1. Flow diagram of item generation using modified Delphi



DISCUSSION:

- Although patients and physicians have varying definitions of high-quality communication, consensus was achieved on 11 priority items after discussion, individual feedback and ranking; 8 items remain to be discussed and ranked (Ranking Round 3)
- Common priority communication measurements most often related to co-design of care plan, listening, and ensuring information was conveyed clearly to the patient.

Figure 2. Question deployment in CPIN



NEXT STEPS:

- Finalize patient and primary care provider co-design of communication survey (i.e., Ranking Round 3)
- Pilot collection of patient feedback on communication skills of learners by sending patient communication surveys through CPIN
- Assess the value of patient feedback to identify gaps in patient-provider communication competencies and provide a plan for improvement

FUNDING: Institut du Savoir Montfort, Ottawa