

# Modifying Primary Care PREMs\* based on Cognitive Interviewing

\*PATIENT REPORTED EXPERIENCE MEASURES

Jeanette Jackson PhD, Maeve O'Beirne MD, Vlad Degtiarev, Roland Simon MA



## 3 KEY FINDINGS

### 1. ACCESS

#### Appointments

##### QUESTION THAT RESONATES

Could you get an appointment when you wanted one? (Yes or No)  
If no, how acceptable was the wait?

##### QUESTION THAT DID NOT RESONATE

How often can you book same day appointments with your family doctor?

#### Availability

##### QUESTIONS THAT RESONATE

How would you rate the availability of your family doctor?  
Where did you go last time your family doctor was unavailable?

##### QUESTION THAT DID NOT RESONATE

How do you rate the hours that your practice is open for appointments?

### 2. QUALITY OF CARE

#### Cognitive interview probe

What to you is a family doctor?

*"Someone who can have all the puzzles of health together."*

#### Patient-centred communication

What was most important:

- ▶ Explaining things in an easy way
- ▶ Listening
- ▶ Knowing the medical history
- ▶ Showing respect

### 3. TEAM-BASED CARE

#### Co-location and coordination

Who is the healthcare team?

- ▶ Provide definition of healthcare team, as some viewed their team as including healthcare providers outside the primary care clinic.

#### Treatment plan and self-management

What was most important:

- ▶ Discussing main goals and priorities
- ▶ Knowing what worries the patient about health
- ▶ Receiving consistent information
- ▶ Receiving test results

#### Family/friend/caregiver support

##### QUESTION THAT RESONATES

With how many persons, family or friends, can you freely confide in or talk about yourself or your problems? (None/One/More than One)

#### CONTEXT

The Health Quality Council of Alberta (HQCA) has developed a patient experience survey by modifying questions from existing surveys to better reflect the primary care context in Alberta. Cognitive interviewing was a critical step, where working with patients identified:

- preferred question wording and answering format
- most important questions amongst the well worded ones

#### COGNITIVE INTERVIEWING

- 66 cognitive interviews were conducted in three different primary care clinics in Calgary
- Clinic staff approached and invited patients to the interview while they were waiting to see their family doctor
- Patients' age ranged from 21 to 84 years
- Interviews lasted on average 10 minutes
- In total four rounds of interviews were conducted: round one in November 2016 and round two to four from February to mid-April 2017

#### LESSONS LEARNED

Survey questions from existing instruments did not resonate with interviewed patients in Alberta.

Their input has been invaluable for informing modifications and conversations with various primary care stakeholder groups to further develop HQCA's patient experience survey to provide insights in primary care performance in Alberta.

#### ABOUT THE HQCA

The Health Quality Council of Alberta (HQCA) uses information about the health of Albertans and the health system to study, report on, and improve patient safety and health service quality. We work with patients and the public, those who provide healthcare, and the government to promote and improve high quality and safe patient care.