

Patient Engagement on the System of Primary Care

March 2017

Executive Summary



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Background: The Ministry of Health, supported by the General Practices Services Committee and in partnership with Vancouver Coastal, Fraser and Interior Health Authorities, held patient engagement sessions to garner the patients' perspective on British Columbia's proposed new system of primary and community care in Vancouver, Surrey and Kelowna in January 2017.

The Patient Medical Home and Primary Care Home Models

The patient groups agreed that the models of care would meet their primary health care needs and those of their family, though there were some technical, professional culture and political /financial concerns about the successful implementation of the model. The most important aspects of primary care are "human factors" such as: compassion, "bed-side manner", providing comfort, feeling valued, respected and treated in a non-judgmental way.



How should we evaluate the patient experience?

These patient groups preferred in-person methods of patient experience information collection. Having access to a health care provider and timeliness of those visits would provide good measures of improvement.

competent
humanness
accessible partner
coordination
listens candid
communications
respect

Image: The most important aspects of primary care

Team based care

People were open to receiving primary care from a nurse practitioner or from a team of providers, though people would have concerns and need reassurance about confidentiality, coordination and communication when receiving team-based care.

Participants rated the engagement experience very highly:

"The best part of this engagement was that my input and experience were considered valuable"
"Thank you for the chance to be involved"



Patient Medical Home and Primary Care Home

What's in a name?

Participants found the use of the word "home" to name the model confusing and thought it shouldn't be used.

Models of care should likely be identified by a three-word label for each.

Most people typically suggested the word "care" as the middle word.

The most popular words suggested include:

- Patient
- Health
- Network
- Team

Patient Care Network

Though there was no consensus on what name would be best, the term 'Patient Care Network' had the combined highest score.