GPSC Patient Medical Home Evaluation – Methods & Supports

# **PMH Evaluation overview**



# **Methods & Central Supports overview**

A variety of complementary methods will be utilized in the Patient Medical Home (PMH) Evaluation. As is evident in the table below, most methods will collect data that is relevant to examining a variety of key PMH outcomes and progress areas. Moreover, there is a balance of qualitative and quantitative methods to allow for data richness, standardization but also flexibility in implementation.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Primary Methods | **Key Outcome Areas** | | | |
| Access | Cost | Patient Experience | Physician Experience |
| **Most Significant Change Stories** | 🗸 qualitative |  | 🗸 qualitative | 🗸 qualitative |
| **PMH Assessment Survey** |  |  |  | 🗸 quantitative |
| **Patient Survey (CCHS + GPSC)** | 🗸 quantitative |  | 🗸 quantitative |  |
| **MOH Administrative data** | 🗸 quantitative | 🗸 quantitative | 🗸 quantitative |  |
| **Case series** | 🗸 qualitative |  | 🗸 qualitative | 🗸 qualitative |
| **Document review** | Mixed-Method | Mixed-Method | Mixed-Method | Mixed-Method |

Several of the methods will be implemented in collaboration with Divisions of Family Practice. Implementation details are provided under the headings below for each of the methods that require a contribution from divisions.

## PMH Assessment questions

This method consists of a series of questions relating to the PMH that will be asked of physicians directly through an online platform through the Practice Support Program (PSP). The questions are formatted in a closed-ended fashion with a Likert-style scale. Many of the questions are adapted from validated sources and were previously used in the A GP for Me evaluation and were originally created by CIHI[[1]](#footnote-1).

Implementation Details

The GPSC evaluation team and the PSP are collaborating with Divisions of Family practice and GPs on implementing the PMH Assessment tool. This integration of the PMH evaluation survey and the Practice Assessment tool allows for a minimal number of surveys that GPs are asked to complete. The GPSC PMH Assessment is being rolled out across the province through the PSP and Divisions of Family Practice.

* **Contribution from Divisions:** Divisions will develop and implement a plan for collecting responses from members with support from PSP and the GPSC evaluation team.
* **Central Support/Resources:** Reasonable expenses, such as GP sessional, event expenses for approved PMH assessment meetings will be reimbursed to help divisions collect responses from members. Divisions can also add their own local questions into the PMH Assessment earmark a portion of their PMH budget to cover administrative costs associated with collecting responses from members.

## Most Significant Change

This method includes collection and selection of stories in a systematic and consistent way, which provides rich narratives around a variety of stakeholder experiences and perspectives of PMH. The Most Significant Change evaluation technique asks participants to tell their stories related to specific domains of change. These stories will be elicited from patients and physicians to capture aspects of patient and physician experience.

Implementation Details

* **Contribution from Divisions:** Divisions will work with central supports to develop a small number of patient and physician stories
* **Central Support/Resources:** Story collectors/interviewers will be hired centrally and will visit each division to do story collection. For divisions who wish to collect stories using their own staff or consultants, additional funding will be available. Sessionals and travel expenses are covered.

## Case studies

A case study is an in-depth examination of a particular case to understand its unique context from various perspectives. Case studies utilize multiple sources of information and a variety of methods. Case studies will examine both successes and lessons learned. The GPSC also plans to conduct a limited number of developmental evaluations (DE) in prototype communities. The focus of DE is on understanding the emergence of innovative strategies in a local context.

Implementation Details

* **Contribution from Divisions:** Each division will participate in 1 case study. Participation in multiple case studies voluntary.
* **Central Support/Resources:** Case study researchers will be hired centrally and will connect with each division as required. Time spent by division staff consultants to support case studies will be compensated. Sessionals and travel expenses are covered.

## Local Evaluation

The local evaluation is done by the division on all the PMH projects conducted with their PMH Funding. The local evaluation is meant to capture local outcomes, challenges, successes and enablers in the PMH in their local context. Aligning the local evaluation with the provincial framework and outcomes is recommended for alignment whenever possible. Participation in the provincial components can align and supplement the local evaluation efforts so as to avoid duplication so divisions are encouraged to participate on the provincial components and use some of that information to feed into part of their local evaluation.

Implementation Details

* **Contribution from Divisions:** Each division will conduct its own local evaluation
* **Central Support/Resources: Covered as part of the PMH Funding**.

1. CIHI Measuring Attributes of PHC: Provider Survey [↑](#footnote-ref-1)