

# ASSESSING THE QUALITY OF PRIMARY CARE DELIVERY

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76-year-old woman, high blood pressure, poorly mobile. Due to chest pain, she visits an emergency room. They detect unregulated blood pressure, rule out an acute problem. Gets a tranquilizer and additional antihypertensive drug, and an advise for a check-up by a cardiologist. Her daughter pays for a check-up at a cardiologist who finds abnormal blood pressure, he recommends additional drug and a check-up with a psychiatrist. The woman still has problems. The daughter is dissatisfied, she asks the family doctor for medication and referrals over the phone.

# DEFINITION OF QUALITY IN HEALTHCARE

- „The degree to which health care services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge“

IOM. Medicare: A Strategy for Quality Assurance: Volume 1. Washington (DC), US: National Academies Press; 1990.

# FIRST FRAMEWORK FOR QUALITY IN HEALTHCARE

Donabedian, A (2005) Evaluating the Quality of Medical Care, The Milbank Quarterly, 83(4):691-729

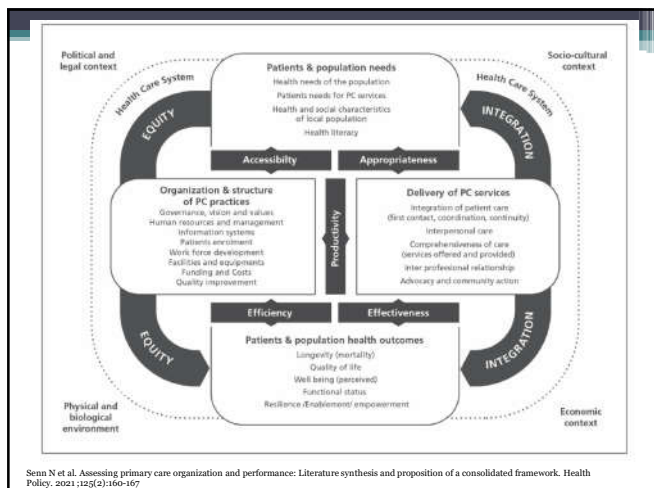
# MODELS OF PRIMARY CARE

Watson	Sibthorpe	Hogg	Pineault
Contexts	Stewardship	Health Care System	Population
Inputs	Organisational structure and processes	Practice Context	Health Care Organization
Activities (enable PHC delivery)	Processes of care received by patients/families and communities	Organization of the practice	Care outcome
Outputs (products and services)	Intermediate outcomes for patients/families and communities	Health care service delivery	Population health
Immediate (direct) outcomes		Technical quality of clinical care	Context
Intermediate outcomes	<b>Ebert</b>	<b>Starfield</b>	<b>Kringsos</b>
Final outcomes	Structure of PC	Capacity	Dimension of PC structure
	Outputs of PC	Performance	Dimension of PC process
	Outcomes of PC	Health Status (outcome)	Dimension of PC outcome

Seem N et al. Assessing primary care organization and performance: Literature synthesis and proposition of a consolidated framework. Health Policy. 2021;125(2):160-167

# A system framework for primary care

Kringsos DS et al. Building primary care in a changing Europe. Copenhagen: WHO; 2015.



## DELIVERY OF PRIMARY CARE

- Processes that involve actions by the practitioners in the system, as well as the actions of the populations and patients.
- Manner by which health care services are delivered by the providers, actions taken and processes of care received by patients, families and communities.

Senn N et al. Assessing primary care organization and performance: Literature synthesis and proposition of a consolidated framework. Health Policy. 2021;125(2):160-167

76-year-old woman, high blood pressure, poorly mobile. Due to chest pain, she visited her family physician. The family physician has a register of patients with high blood pressure and poor mobility. He visits this patient once a year. If necessary, the community nurse performs an assessment of the condition and education of the patient. He excludes the urgent condition, but detects that her blood pressure is not regulated, and sees in the documentation that the patient is not taking medication regularly. Because she knows the patient, she knows that her husband died 2 months ago and that there is probably an anxiety/depressive disorder in the background. Managed the patient. No referral required.

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### PROCESSES IN PRIMARY CARE THAT DESCRIBE QUALITY AND PERFORMANCE

Senn	Sibthorpe	Pineault	Watson	Hogg	Ebert	Kringos	Starfield
First contact		X	X	X	X	X	
Continuity		X	X	X	X	X	X
Coordination		X		X	X	X	
Interpersonal care			X	X	X	X	
Comprehensive care	X	X	X	X	X	X	
Interprofessional care	X	X		X	X	X	
Community orientation	X		X	X		X	X

Senn N et al. Assessing primary care organization and performance: Literature synthesis and proposition of a consolidated framework. Health Policy. 2021;125(2):160-167

## FIRST CONTACT

- Associated with gate-keeping
- Unselected health problems
- Diseases in the initial stages
- High level of uncertainty

Kringos DS et al. Building primary care in a changing Europe. Copenhagen: WHO; 2015.

## IMPORTANCE OF FIRST CONTACT

- More than 90% of all contacts without referral
- Better health outcomes
- Lower healthcare costs
- Reduced use of emergency services
- Reduced hospitalisation rates

Rao M, Pilot E. The missing link--the role of primary care in global health. Glob Health Action. 2014 Feb 13;7:23693  
Kringos DS et al. Building primary care in a changing Europe. Copenhagen: WHO; 2015.

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Managed the patient. No referral required.

Continuity

Community orientation

## PROCESSES IN PRIMARY CARE THAT DESCRIBE QUALITY AND PERFORMANCE

Senn	Sibthorpe	Pineault	Watson	Hogg	Ebert	Kringos	Starfield
First contact		X	X	X	X	X	
Continuity	X		X	X	X	X	X
Coordination		X		X	X	X	
Interpersonal care			X	X	X	X	
Comprehensive care	X	X	X	X	X	X	
Interprofessional care	X	X		X	X	X	
Community orientation	X		X	X		X	X

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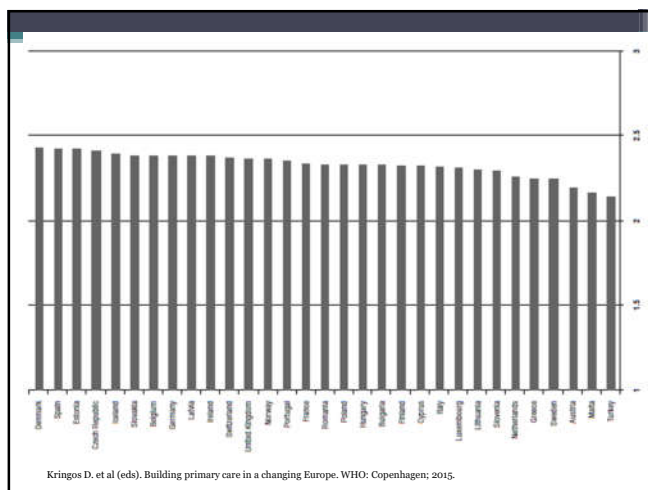
## CONTINUITY

- Informational
- Longitudinal
- Management

## IMPORTANCE OF CONTINUITY

- Less use of the emergency services
- Fewer acute hospital admissions
- Lower mortality in the population
- Faster diagnosis

Sandvik H et al. Continuity in general practice as predictor of mortality, acute hospitalisation, and use of out-of-hours care: a registry-based observational study in Norway. Br J Gen Pract. 2022;72(715):e84-e90  
Kringos DS et al. The breadth of primary care: a systematic literature review of its core dimensions. BMC Health Services Research 2010, 10:65



Kringos D. et al (eds). Building primary care in a changing Europe. WHO: Copenhagen; 2015.

## COMMUNITY ORIENTATION

- Care providers' knowledge of community needs and involvement in the community.
- Community-oriented primary care (COPC): a model of primary care that puts into practice the idea that community context plays a role in the health of an individual.

Shi L et al. Primary care quality: community health center and health maintenance organization. South Med J. 2003;96(8):787-95  
Williams RL. Motherhood, apple pie, and COPC. Ann Fam Med. 2004;2(2):100-2

## IMPORTANCE OF COMMUNITY ORIENTATION

- Effective health services
- Equitable health services
- Efficient health services

Starfield, B. Refocusing the system. N Engl J Med. 2008;359:2087-2091.  
Starfield, B et al. Contribution of primary care to health systems and health. Milbank Q. 2005;83:457-502.  
Macinko, J et al. The contribution of primary care systems to health outcomes within Organization for Economic Cooperation and Development (OECD) countries, 1970-1998. Health Serv Res. 2003;38:831-865

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He excludes the urgent condition, but detects that her blood pressure is not regulated, and sees in the patient that the patient is not taking medication regularly. The community nurse knows the patient, she knows that her husband died 10 months ago and that there is probably an anxiety/depressive disorder in the background.

Managed the patient. No referral required.

Coordination  
Interprofessional care

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<b>Comprehensive care</b>	X	X	X	X	X	X	
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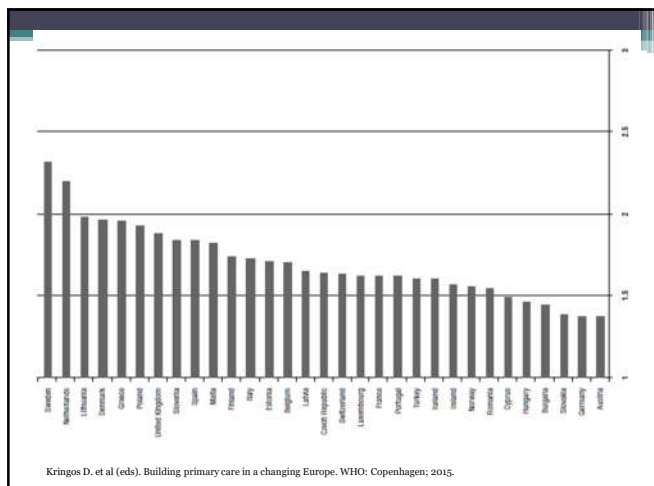
## COORDINATION

- Gate-keeping system
- Scope of services
- Integration with secondary healthcare
- Integration with public health
- (Team structure (interprofessional care))

## IMPORTANCE OF COORDINATION

- Reducing health care costs
- Reducing the risk of duplication of services
- Lower risk of errors
- More effective healthcare

Kringos DS et al. Building primary care in a changing Europe. Copenhagen: WHO; 2015.



### INTERPROFESSIONAL CARE

- Patient care according to their needs
- Performed by health professionals of various specialties
- Vertical/horizontal

### IMPORTANCE OF INTERPROFESSIONAL CARE

- Improving chronic patient management and prevention
- Better self-assessment of health
- Fewer on-call / emergency services visits
- Fewer admissions to nursing homes

Wranik WD et al. Implications of interprofessional primary care team characteristics for health services and patient health outcomes: A systematic review with narrative synthesis. Health Policy . 2019;123(6):559-569.

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Managed the patient. No referral required Comprehensive care

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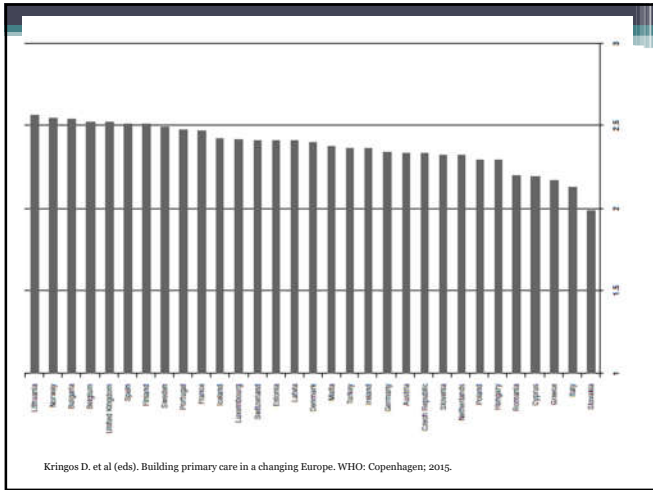
### COMPREHENSIVE CARE

- Care of acute conditions
- Care of chronic conditions
- Prevention
- Health promotion
- Equipment

## IMPORTANCE OF COMPREHENSIVE CARE

- Greater equity in the health system
- Greater efficiency of the health system
- Better continuity of care
- Less fragmentation of care
- Better population health

O'Malley AS et al. Measuring Comprehensiveness of Primary Care: Challenges and Opportunities. *J Gen Intern Med.* 2015 Suppl 3(Suppl 3):S568-75  
Kringos DS et al. The breadth of primary care: a systematic literature review of its core dimensions. *BMC Health Services Research* 2010, 10:65



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Managed the patient. No referral required. Interpersonal care

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## INTERPERSONAL CARE

- “The ability of the provider to elicit and understand patient concerns, to explain healthcare issues and to engage in shared decision-making if desired.”

Chichirez CM, Purciresu VL. Interpersonal communication in healthcare. *J Med Life.* 2018;11(2):119-122.

## IMPORTANCE OF INTERPERSONAL CARE

- Effectiveness of primary care
- Performance of primary care

Čučković D et al. Influence of Interpersonal Processes on the Performance of Primary Health Care Organizations. *Sustainability* 2021, 13, 12243.

## WAY FORWARD

### CHALLENGES

- Lack of health workers
- Fragmentation of care
- Consumerism
- Digitalisation

### SOLUTIONS

- Integrated and interprofessional care
- Enhanced role of patients and carers
- Care according to patient experiences and outcomes
- Sustainable care
- Rational digitalisation

