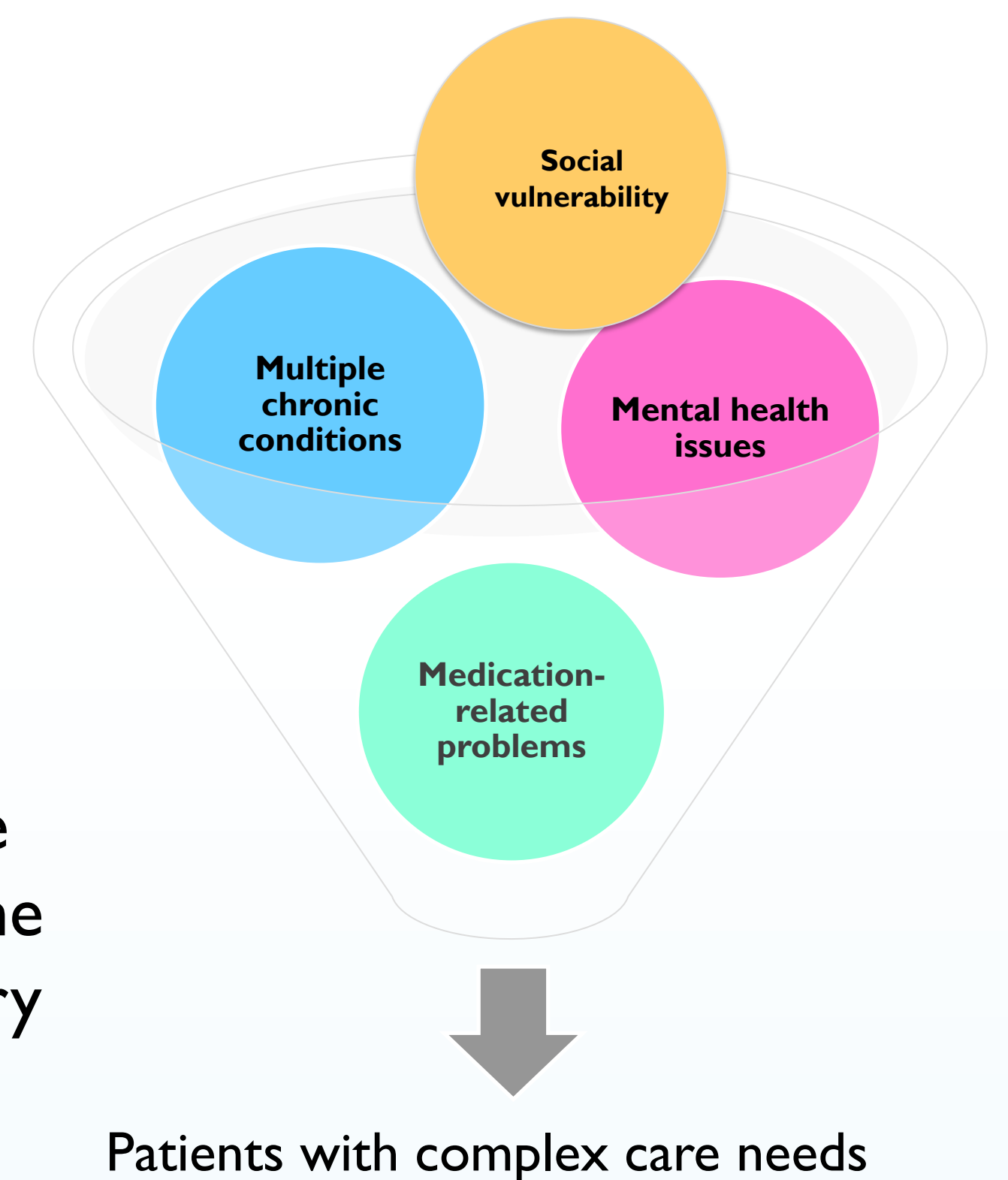


What do we mean when we say "this patient is complex"?

Cristiano Martello, Guillaume Bessière, Magali Bigras, Alain Boulet, Karène Brenner, Emily Crist, Silvia Duong, Serge Goulet, Roland Grad, Vera Granikov, Martine Jean-Marie, Dounia Kayal, Bernardo Kremer, Christine Loignon, Lynn R McLaughlin, Quynh Nguyen, Edith Omon, Marjorie Rabiau, Ellen Rosenberg, Colleen Beth Tower, Pierre Pluye

CONTEXT

- “Complex patients”: usually defined as patients with complex care needs, with a combination of multiple chronic conditions, mental health issues, medication-related problems, and social vulnerability.
- Complex care needs encompass characteristics related to the patient, the organization, the practitioner, and the patient-practitioner interaction.
- A scoping review revealed only one validated ‘complex patient assessment tool’ for hospitalized patients. Few studies solicited the perspective of community-based primary health practitioners. None have integrated the views of members of a multidisciplinary primary care team.



OBJECTIVES

Identify (i) types of patients with complex care needs, (ii) related health care problems, and (iii) possible solutions for addressing patients’ needs from the perspective of primary care practitioners.

DESIGN

- Exploratory series of case reports using a Participatory Research with Organizations approach
- Practitioners from two Practice Based Research Networks (PBRNs) participated in formulating the research question, planning the data collection/analysis, and dissemination of results.

PARTICIPANTS

- About 50 practitioners will be recruited from different clinical sites and disciplines (30 already recruited)
- Case identification: each practitioner uses own sense of 'complex' to identify patients

INSTRUMENT

- Participants complete a questionnaire using their knowledge of the patient and information from the patient’s chart.
- Questionnaire includes (i) checklists of chronic conditions, medication, health care access, psychological, social problems; (ii) open-ended questions about patient’s complex care needs & possible solutions.

DATA ANALYSIS

- Inductive-deductive thematic analysis using an initial conceptual framework

PRELIMINARY RESULTS

- Each questionnaire is being synthesized into a case report emphasizing health problems, complex care needs, and possible solutions. The data analysis will lead to proposing a ‘needs-problems-solutions’ typology.

CONCLUSION

Combined with a scoping review, the series of case reports will propose a clinically relevant tool and educational material for practitioners, and contribute to a shared understanding of patients with complex care needs.



Characteristics of complex care needs and interventions suited for patients with such needs: A participatory scoping review.

Pierre Pluye, Guillaume Bessière, Magali Bigras, Alain Boulet, Karène Brenner, Emily Crist, Silvia Duong, Serge Goulet, Vera Granikov, Martine Jean-Marie, Dounia Kayal, Bernardo Kremer, Christine Loignon, Cristiano Martello, Lynn R McLauchlin, Quynh Nguyen, Edith Omon, Marjorie Rabiau, Ellen Rosenberg, Colleen Beth Tower, Roland Grad

CONTEXT

- Complex care needs: growing concern in primary care, and are associated with a combination of multiple chronic conditions, mental health issues, medication-related problems, and social vulnerability.
- Encompass characteristics related to the patient, the organization, the practitioner, and the patient-practitioner interaction
- Research usually focuses on one population, one disease, or one intervention. While few literature reviews integrate studies on complex care needs; of those, none synthesize characteristics of these needs.



OBJECTIVE

- Identify characteristics of complex care needs and interventions suited for patients with complex care needs.

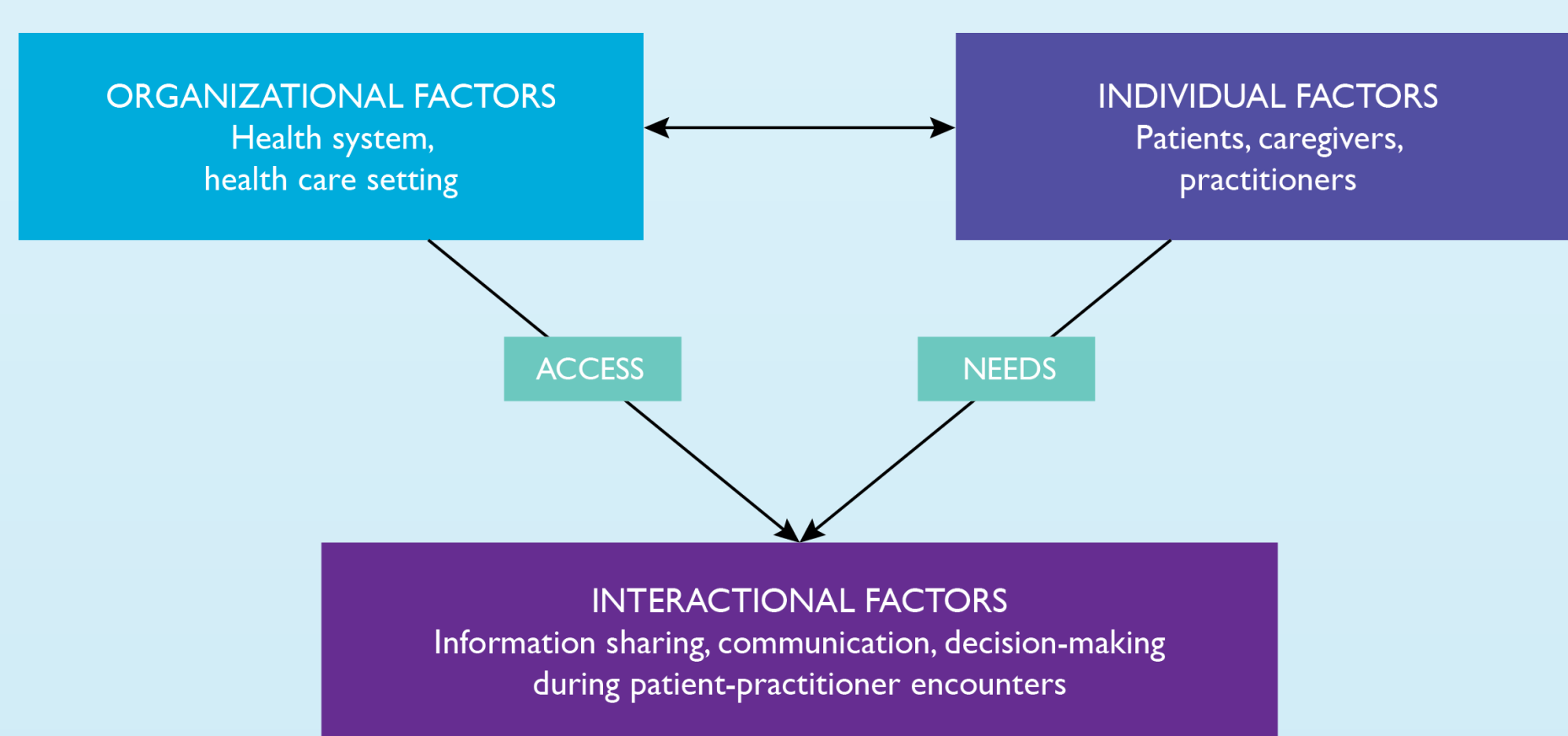
DESIGN

- Exploratory scoping review

SETTING & PARTICIPANTS

- Using a Participatory Research with Organizations approach, a multidisciplinary core group of practitioners from two Practice Based Research Networks (PBRNs) participate in formulating the research question, planning the data collection/analysis, and disseminating the results; thus, increasing the practical relevance of the review.

CONCEPTUAL FRAMEWORK



METHODS

- The search was conducted in Medline, Embase, PsycINFO, CINAHL, and grey literature.
- Eligibility criteria: studies on complex care needs, adult primary care patients, OECD countries, diverse designs (qualitative, quantitative, mixed methods), published since 2000, in English or French.

PRELIMINARY RESULTS

- 39 empirical studies included so far:
- 14 non-intervention studies describing patients with complex care needs, and 25 studies assessing interventions, including three assessment tools.

CONCLUSION

- The characteristics of complex care needs will be mapped along with types of interventions suited for primary care patients, thus, revealing knowledge gaps to guide future research.
- The core group will combine scoping review results with a series of case reports to propose a clinically relevant tool and educational material for practitioners.
- This will contribute to improving a shared understanding of patients with complex care needs.