



Réseau-1 Québec

Webinar Series 2020–2021

Conducting a multi-province research project in partnership with patients: The PriCARE team experience

Catherine Hudon, Véronique Sabourin, & Maud-Christine Chouinard

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Réseau-1 Québec

Yves Couturier, *Scientific Director*
Mélanie Ann Smithman, *Capacity-building Lead*

info@reseau1quebec.ca | reseau1quebec.ca



@reseau1quebec



Catherine Hudon is a family physician, full professor and clinician-researcher in the Department of Family Medicine and Emergency Medicine at the Université de Sherbrooke, and Assistant Director of Réseau-1 Québec. Her research program focuses on improving the care and service trajectory of people with complex needs and frequent users of health services.



Véronique Sabourin is a research patient partner for the VISAGE team, PriCARE project, patient partner on the Réseau-1 Québec steering committee, member of the CEPPP (Centre of Excellence on Partnership with Patients and the Public), member of the CEPPP CoCips committee, member of the CPPCP-RSQ, patient trainer for the UDM and Université de Sherbrooke, manual reviewer for HSO, patient partner for Diabetes Action Canada, Dr. Marie-Pascale Pomey's community of practice, and patient visitor for Accreditation Canada.



Maud-Christine Chouinard is a nurse and professor in the Faculty of Nursing of the Université de Montréal. Her research focuses on intervention practices for people with complex needs and frequent users of health services.





Have questions or comments?

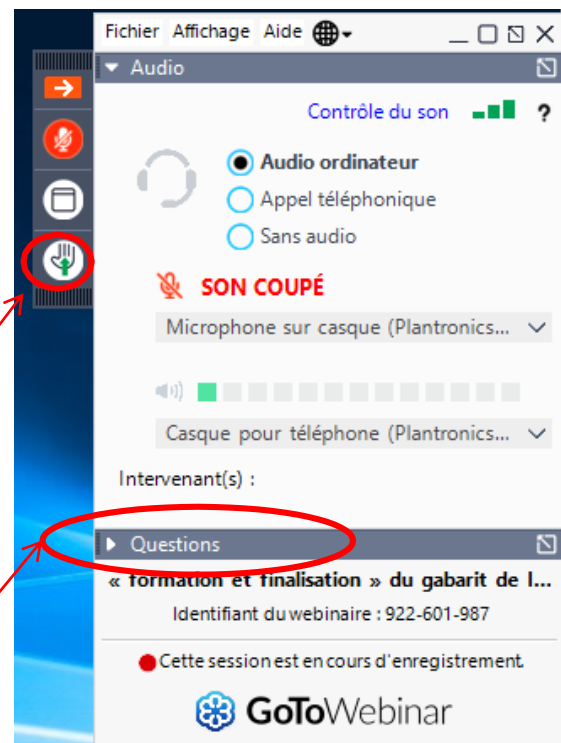
Two ways to ask your questions:

1. *Raise your hand:*

We will open your mike and invite you to present your question orally during the question period.

2. *In writing:*

Throughout the presentation, you can write any question in the box (click on Questions to open it). We will answer your question during the question period.



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Conducting a multi-province research project in partnership with patients: The PriCARE team experience





Program funding for the PIHCI-CIHR Network – 2018–2022:

Case management in primary care for frequent users of healthcare services with chronic conditions and complex care needs: implementation analysis and realist evaluation



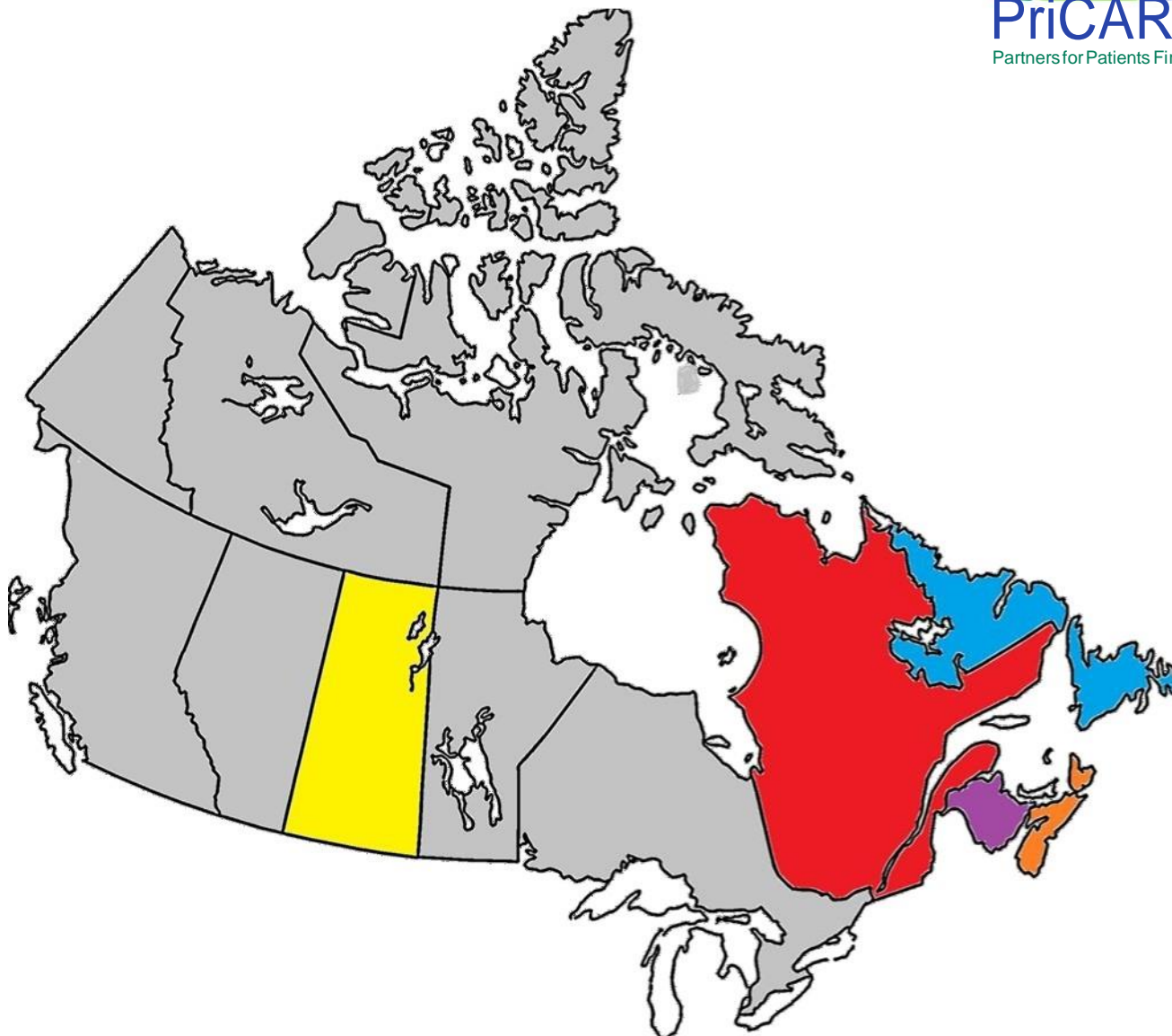
✓ The PriCARE team

✓ Overview of the PriCARE project

✓ Concrete examples of the added value of patient partners



A team



Partners



Réseau sur les innovations
en soins de santé de
première ligne et intégrés



Primary and Integrated
Health Care Innovations
Network



Institut
universitaire de
première ligne
en santé et
services sociaux
(IUPLSSS)



la fondation
de *ma vie*



Patient partners



Research professionals



Principal investigators



Principal investigators

Catherine Hudon
Kris Aubrey-Bassler
Fred Burge
Maud-Christine Chouinard
Shelley Doucet
Vivian Ramsden

Patient partners

André Gaudreau
Judy Porter
James Roberts
Donna Rubenstein
Véronique Sabourin
Cathy Scott
Mike Warren
Linda Wilhelm

Research professionals

Mathieu Bisson
Monique Cassidy
Alannah Delahunty-Pike
Olivier Dumont-Samson
Dana Howse
Mireille Lambert
Charlotte Schwarz

Co-investigators

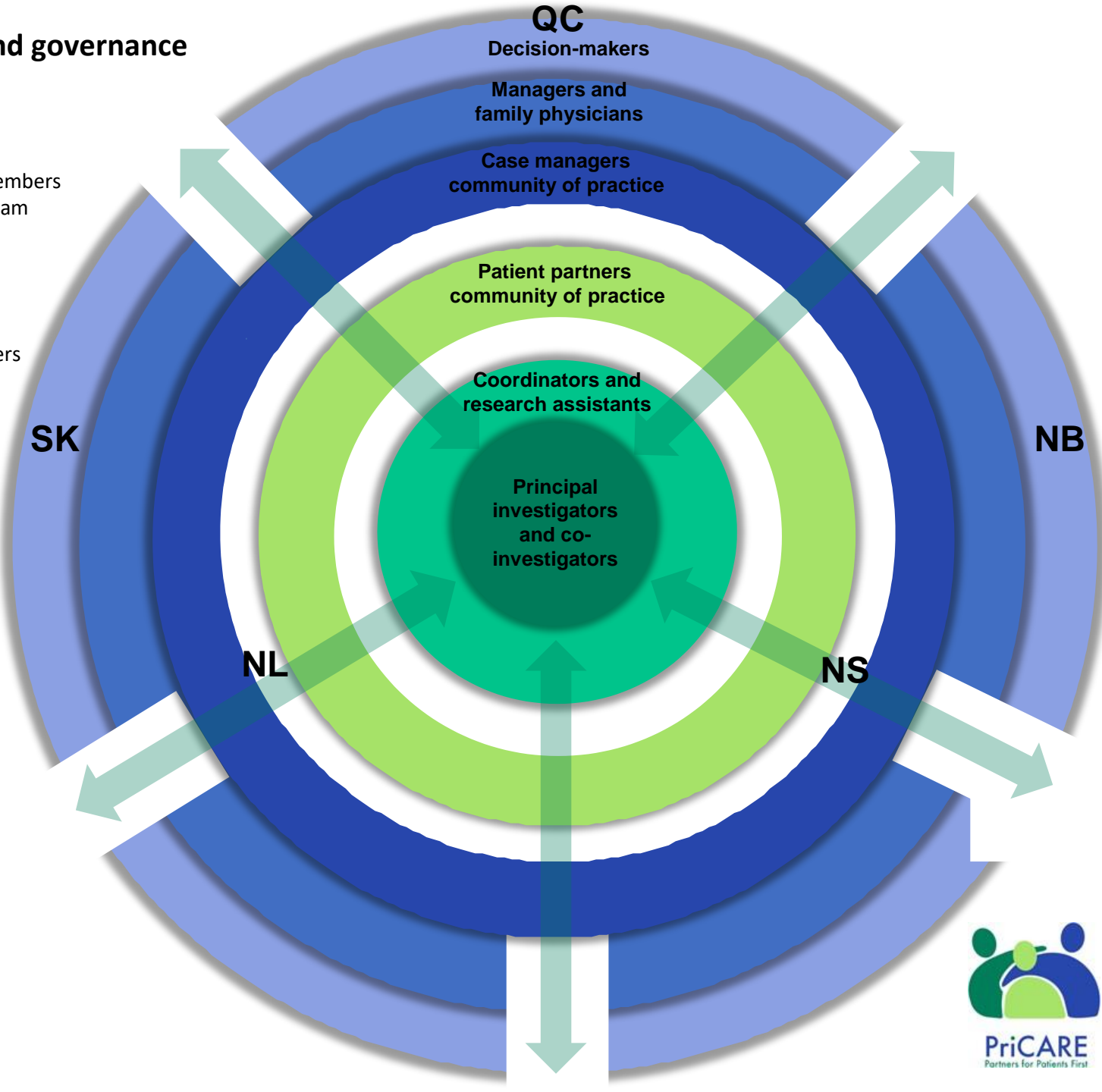
Magaly Brodeur
Paula Bush
Yves Couturier
Marie-France Dubois
Line Guénette
Alison Luke
Marilyn Macdonald
Paul Morin
Pierre Pluye
Thomas Poder
Marie-Eve Poitras
Pasquale Roberge

Many decision-makers, managers, and clinicians

PriCARE structure and governance



NB: New Brunswick
NL: Newfoundland and
Labrador
NS: Nova Scotia
QC: Québec
SK: Saskatchewan





A project



Objective: Implement and evaluate a case management intervention for patients with chronic conditions and complex health care needs in 10 primary care clinics in 5 Canadian provinces.

Design: Multiple case study (10 cases) with mixed data sources.



Question 1: What contextual factors influenced the pre-implementation (planning, commitment, execution)?

- Qualitative analysis of the implementation

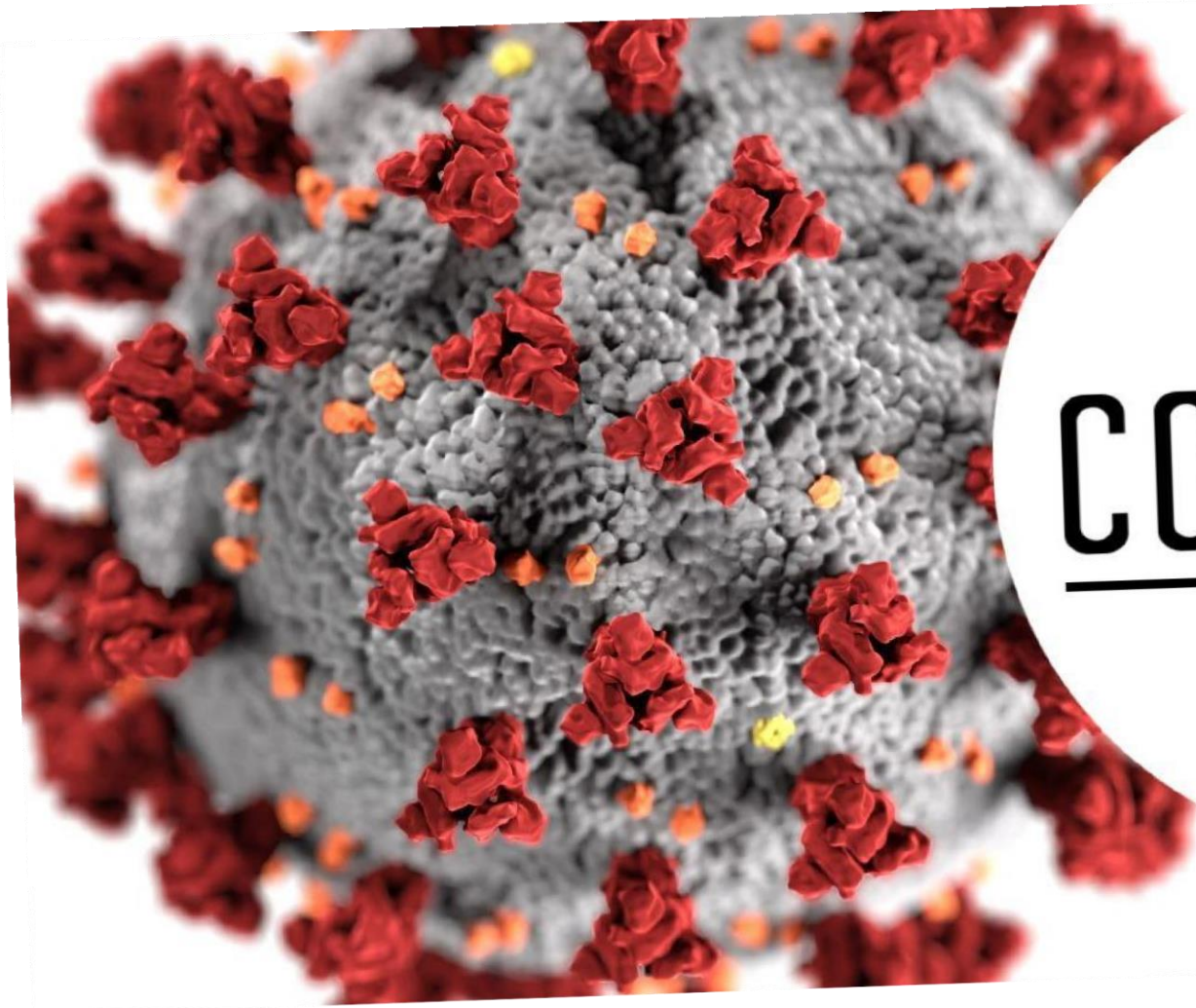
Question 2: How and why does case management in primary care work, for what types of **frequent** users, and under what circumstances?

- Realist evaluation



Question 3: What are the next steps **toward scalability** of case management in Canada?

- TRIAGE method



COVID—

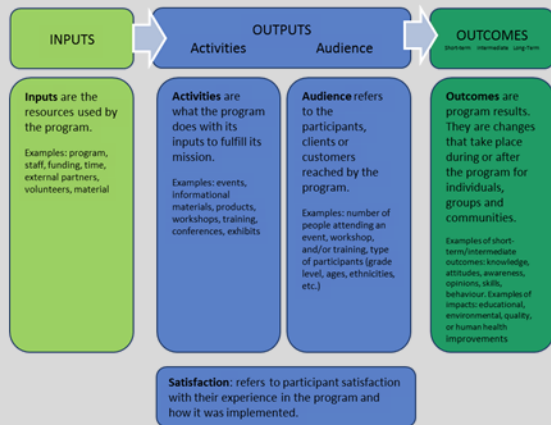


Question 4: What lessons can be drawn from the **engagement** of patient partners?

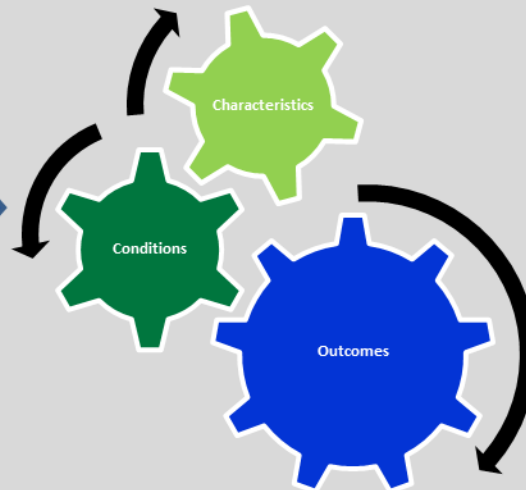
- Logical analysis

Logical analysis

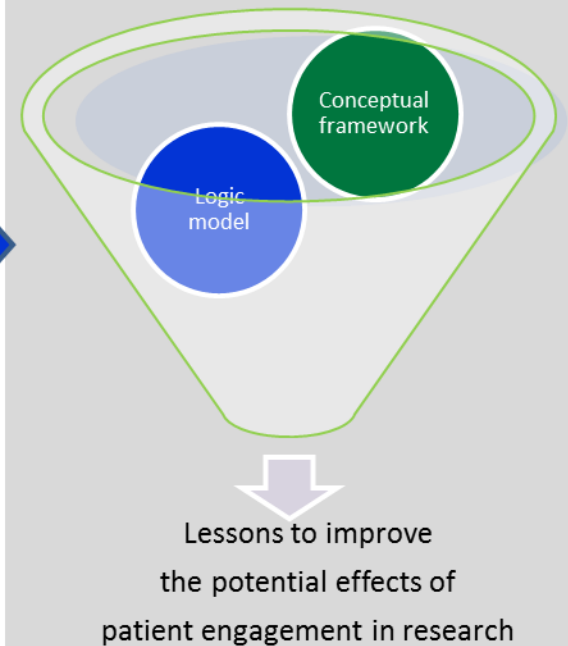
Logic model



Conceptual framework



Evaluation





Added value of the
patient partners

Role of patients in the team

✓ Contributions at all stages of the project:

- Drafting of the protocol
- Review of interview guides and questionnaires
- Training of case managers
- Recruitment of participants
- Project monitoring
- Data analysis and interpretation
- Decisions over the course of the project

✓ Suggestions during the project:

- Example 1: Patient pathway map
- Example 2: Review of questionnaires

Challenges encountered

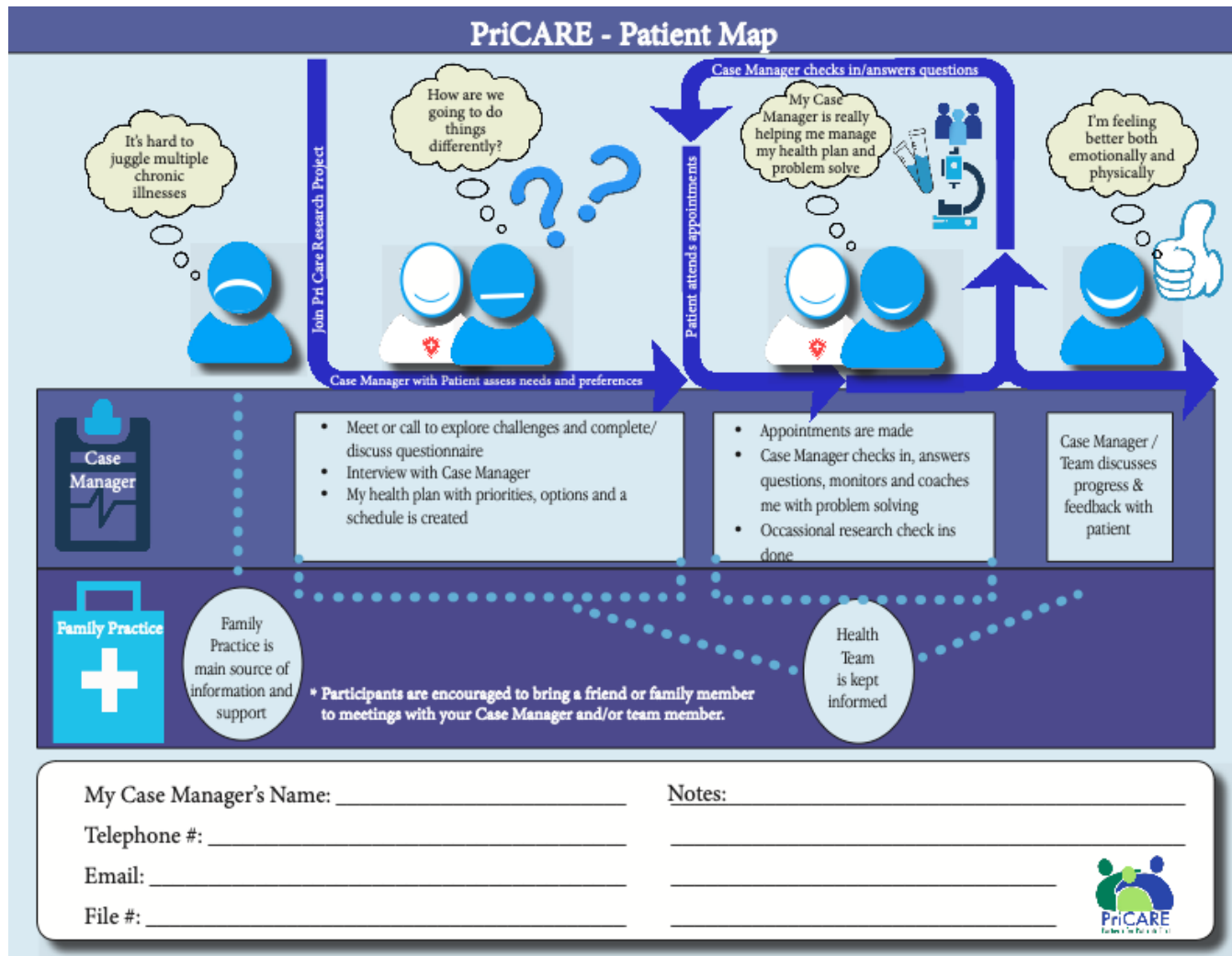
✓ Related to team functioning:

- Welcoming new patients during the course of the project
- Developing a working relationship
- Creating an inter-provincial dynamic despite language barriers and different ways of working from one province to another

✓ Related to the project:


- Example 2: Review of questionnaires

Example 1: Patient pathway map




Developed by Donna Rubenstein, Judy Porter, Brian Condran, Roger Stoddard, & Mike Warren

Example 2: Questionnaires

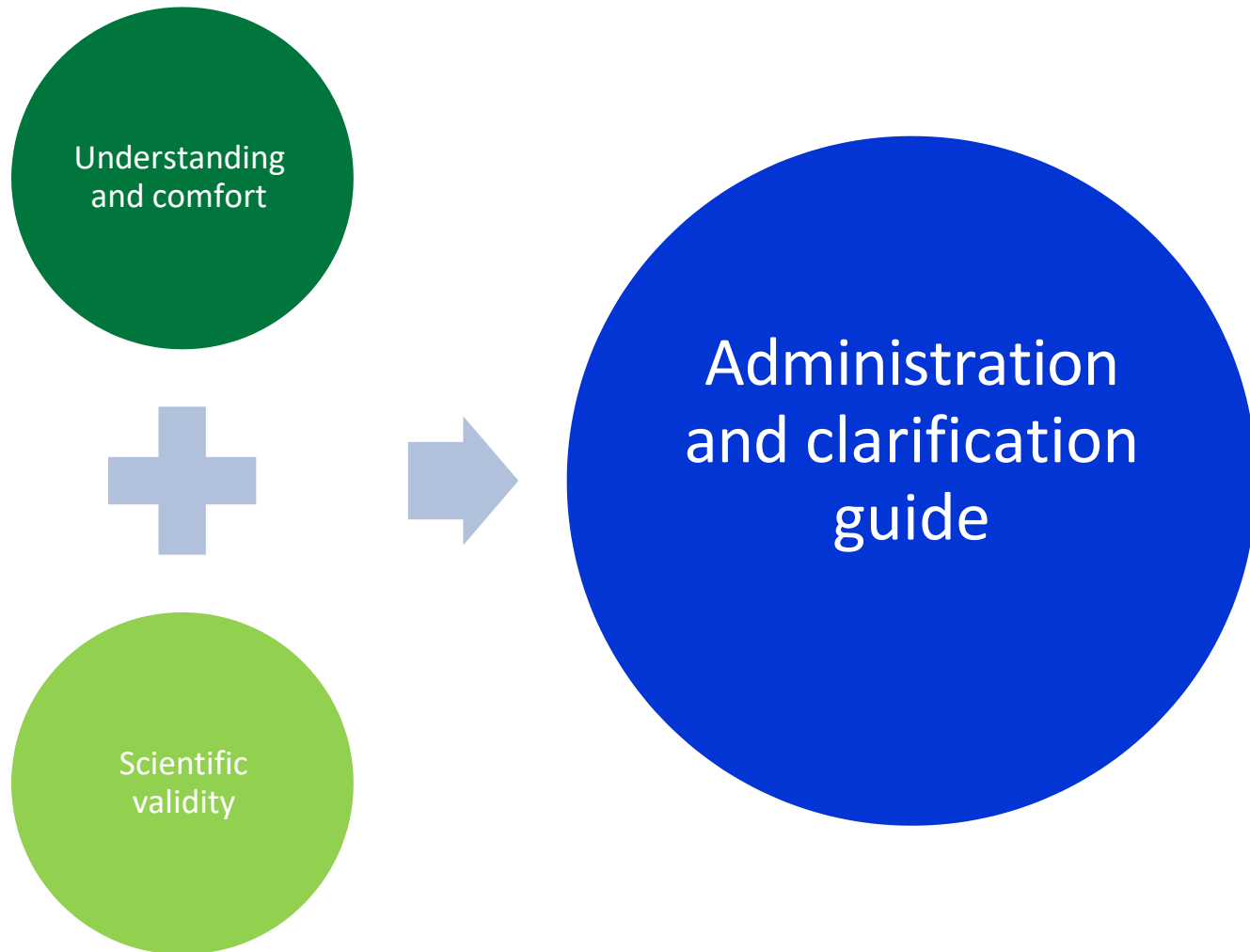


Patient partners
found some
questions unclear



Research team
hesitated to modify
validated
questionnaires

Example 2: Questionnaires



Example 2: Questionnaires

Reconciling validity and challenges of patient comfort and understanding:

Guidelines to patient-oriented questionnaires

Catherine Hudon, Alya Danish, Mireille Lambert, Dana Howse, Monique Cassidy,

Olivier Dumont-Samson, Judy Porter, Donna Rubenstein, Véronique Sabourin, Shelley

Doucet, Vivian R. Ramsden, Mathieu Bisson, Maud-Christine Chouinard



Example 2: Questionnaires

Explain the role of patients in PriCARE and governance

Explain the issues encountered

Based on
the PriCARE
experience

Propose steps for
reaching consensus

Propose a guide
for questionnaire
administration

Example 2: Questionnaires

6 sections:

1. Introduction to the PriCARE program and the questionnaires' objectives
2. Roles and responsibilities of the research team and techniques for more sensitive questions
3. Preparing the respondent
4. Clarification techniques
5. Questionnaires, including some clarifications
6. Instructions for debriefing after administering the questionnaires

In conclusion

A diagram consisting of three white circles with blue outlines, arranged vertically and connected by a blue line. The top circle is connected to a blue bar, the middle circle to a green bar, and the bottom circle to a light green bar.

A relationship of trust to be built

A greenhouse for the emergence of good ideas

An opportunity to work through differences and disagreements in order to move forward



Thank you for
your attention



Next webinar:

Title to be announced

February 26, 2021, 12:00 – 1:00 p.m.

Isabelle Gaboury

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