

Refinement of Quality in Family Practice Tool Using a Delphi Panel

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Background: *Quality* Program Development

- Phase 1 (2003 – 2005)
 - Conducted environmental scans, literature search, focus group reviews and site visits for extensive review of tools in UK, Australia, and New Zealand, and other countries
 - Developed Tool set that reflected the multi-dimensional nature of primary care
- Phase 2 (2005 – 2006)
 - Pilot tested with 3 family practices in rural and urban settings in Ontario

Background: *Quality* Program Development

- **Phase 3 (2007 – 2008)**
 - Field tested with 7 FHT's
 - Identified that refinement of the tool could promote uptake of its use in family practice
- **Phase 4 (2008 – 2009)**
 - Validated and refined Tool through Delphi process, including input from international experts
- **Concurrent with the Above (2008 -2009)**
 - Develop e-Learning tool facilitate learning and enhance competent use of the Tool

Study Objectives

1. To refine the *Quality* tool through evaluation of content validity and importance of criteria and indicators to Canadian primary health care
2. To determine an updated set of indicators and indicator categories that can be used by primary care offices to assess quality of care.

Methods

- Design: Descriptive study utilizing a Delphi approach
- Step 1: Comparison of the Quality Tool with other similar tools (national & international) – content validity
- Step 2: Pre-Delphi Survey – to determine focus of ratings for Delphi Panel
- Step 3: Use of a Delphi Panel to revise indicators in the Quality Tool

BRIEF DESCRIPTION OF THE *QUALITY* TOOL

Components of the Tool

Indicators and Criteria

- The *Quality* Tool consists of 80+ Indicators that identify the legal and clinical standards in Ontario, and best practices for accessible, safe and effective family practice and patient care
- They reflect the complex nature of the work performed in family practice and / or interdisciplinary health care teams
- Associated with each of the Indicators are a number of Criteria that helps to interpret how each of the Indicators are met / fulfilled

Example of a Category, the Indicator and Criteria (based on new Tool version being updated)

Category A: Patient-Centered

Sub-Category A.2	Encouraging patient feedback and suggestions		
Indicator	A.2.1		The practice encourages patient suggestions and feedback
Criteria	A.2.1.1	☆ services	The practice encourages patient suggestions and feedback on
	A.2.1.2	☆	The practice has carried out a patient satisfaction questionnaire within the last year
	A.2.1.3	☆	Changes and improvements based on suggestions and feedback are incorporated in the practice quality improvement process

Note: the ☆ star designation means that they are desirable criteria

Step 1: Comparison of the Quality Tool with other similar tools (national & international) – content validity

- The Quality Tool (80 indicators with 355 criteria) was compared to :
 1. the CIHI Pan-Canadian Primary Care Indicators
 2. the European Practice Assessment (EPA)
 3. the Quality and Outcomes Framework (QOF) from the UK
 4. Quality Tool had already incorporated key features from Australia and NZ Tools
- A detailed examination of the overlap between the tools was performed to identify which of the indicators are to be brought forward to the Delphi Panel for inclusion / exclusion considerations

Step 1 results: Tool Comparison

- 63 indicators brought to Delphi Panel
 - 36/80 from *Quality* (not found in other tools)
 - 27 from other tools (not found in *Quality Tool*)

Step 2: Pre-Delphi Survey – to determine focus of ratings for Delphi Panel

- 4 principles identified for rating of each indicator by Delphi Panel:
 1. Value-added
 2. Measurable
 3. Standard
 4. Important

Step 3: Delphi Panel

- Panel of 23 experts from Ontario; some had familiarity with the Quality program
- 2 rounds: Online survey using Survey Monkey, followed by teleconference call
- 1 face-to-face meeting
- Decision Rules:
 - Include indicator if more than 80% agreed it should be included
 - Exclude indicator if 50% or more agree it should be excluded
 - Remaining indicators were included in next survey

Overview of Delphi Methodology and Process ... Cont'd.

Process Description

International Panel Meeting and Resolution of Outstanding Items

- A Delphi meeting was held with the participation by 3 quality experts (Germany, Australia, New Zealand) as part of the Celebrating Quality Internationally and in Ontario (CQIO) – a knowledge exchange forum in March 2009
- Delphi results from the tool review (based on the 2 rounds of the Delphi Panel) was presented to the group for input
- Voting of outstanding indicators for resolution

Delphi Panel - Overall Summary

Round 1 (63 indicators)

- 30 included; 5 excluded
- 28 for discussion (7/63 of these became criteria for already included indicators, therefore 21 for discussion)

Round 2 (21 indicators)

- 4/21 more excluded (total excluded $4+5=9/56$)
- 17/21 for discussion (total ex and dis $9+17=26/56$)
- 30/56 included

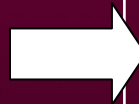
Examples of excluded Indicators

- Doctors bags are not accessible to unauthorized persons (9/23; 39% to include)
- Practice has an organized social event for all staff in past 12 months (11/23; 48% to include)
- Team effectiveness is facilitated by strong leadership (10/23; 44% to include)
- There is a register of patients who have reported duplicate medical tests completed in the last 12 months (8/23; 35% to include)

Revised *Quality* Tool Categories

5 Old Sections

- **Factors Affecting Patients**
- **Physical Factors Affecting the practice**
- **Clinical Practice Systems**
- **Practice and Patient Information Management**
- **Continuous Quality Improvement and Professional Development and Quality of Work Life**



8 New Categories (IOM & OHQC)

- **Patient-Centered**
- **Equitable**
- **Timely and Accessible**
- **Safe**
- **Effective Clinical practice**
- **Efficient (prevent wastage)**
- **Integrated and Continuous**
- **Appropriate Resources (including team training, professional development and work life balance)**



Discussion

Benefits Achieved

- The Delphi process has helped validate indicators
- *Quality* Tool Indicators are effectively grouped into 8 Categories that align with IOM and OHQC
- Some indicators have been collapsed
- Some indicators have become criteria
- The *Quality* Tool will continue to be a work in progress applicable in Ontario and other provinces in Canada

Discussion... Cont'd.


- An comprehensive set of indicators that can be considered for other initiatives by health care systems, regional and provincial governments, including research in primary care quality improvement
- Support the long term goal of establishing benchmarks and targets for quality measurement by practices
- Support the evaluation of system-wide improvements in primary care service delivery in the future
- Provide a basis of more standardized data collection for future national and international data comparison
- Overall feedback re: Delphi process by the members was very positive

Acknowledgements

- Ontario Ministry of Health & Long Term Care
- 23 Delphi Panel Members
- International Panel Guests
 - Dr. Joachim Szecsenyi, Germany
 - Dr. Jim Vause, New Zealand
 - Ian Watts, Australia

For more information...

www.qualityinfamilypractice.com



The screenshot shows a Windows Internet Explorer browser window displaying the website <http://www.qualityinfamilypractice.com/>. The browser's address bar shows the URL, and the menu bar includes File, Edit, View, Favorites, Tools, and Help. The website's header features a large logo with the text "Quality in Family Practice" and a search bar. Below the header is a navigation menu with links for Home, About Quality, Recent Events, Quality Indicators, and Authorized Users. The main content area is titled "Quality in Family Practice" and includes a paragraph describing the project as a Department of Family Medicine initiative at McMaster University. A "Welcome to Quality" section follows, stating that improving medical care quality is a major objective of an accountable public health care system. The Windows taskbar at the bottom shows the Start button and several open applications, including Microsoft Office Word, Trillium 2006, Delphi Study, Lessons Lear..., Quality in Fa..., and screenshot o... The system clock indicates the time is 3:24 PM.

