

# Shedding light on contributions to Primary Care by Healthcare Practitioners and Patients: Lessons learned from the PaRIS field trial in Saskatchewan

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## Introduction

- The Patient-Reported Indicator Survey (PaRIS) is an initiative of the Organization for Economic Cooperation and Development (OECD)
- The PaRIS initiative is the first ever large-scale international survey on outcomes and experiences of people with chronic conditions and their primary care providers.
- One part of the survey explores experiences, resources, support systems and outcomes of primary care providers providing care to people with chronic conditions, while another part assesses patients' experiences with access to care and management of their chronic conditions.
- The PaRIS survey was developed together with policy/decision makers, academic researchers, healthcare providers, and patients using existing validated measurement tools
- A field trial of the PaRIS initiative was undertaken at the West Winds Primary Health Centre (WWPHC) and Saskatoon Community Clinic (SCC).

## Objective

- We report on local experiences and lessons learned from the field trial in SK

## Methodology/Methods

- Patient and providers from WWPHC and SCC were surveyed in September 2022 using online media
- Eligible patients were those aged 45+ years who visited their PCP in the past 6 months.
- Key-informant interviews were carried out to get feedback from participants (physicians, patients and clinic administrators).

## Results



- Overall, patients rated their satisfaction with primary care provision as very good to excellent.
- Strengths identified from feedback included, patient-centeredness of surveys and the added incentive of learning that PCPs were also participating.
- Challenges identified included: human resources to coordinate, the surveys being too long with an advanced language/readability, and EMR system challenges to recruitment in WWPHC.

## Recommendations and feedback from the PaRIS field trial

Reframing the language to be more strength-based and improving the reading level

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02

Shortening the survey

Enhancing cultural safety and honoring self-determination for Indigenous participants

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04

Having free-text options

Having paper and telephone-based survey options

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06

incentivizing participation for PCPs and patients through local outreaches and continued engagement

## Discussion/Conclusions

- The OECD PaRIS is being administered in SK by the Canadian Primary Care Research network in collaboration with partners which include: the Ministry of Health, Saskatchewan Health Authority; Health Quality Council; Saskatchewan Centre for Patient-Oriented Research (SCPOR); Saskatchewan Medical Association; and the Saskatchewan Cooperative Community Clinics.
- It will be implemented in several clinics across Saskatchewan (including Prince Albert, Moosomin, Regina, Wynyard, Moose Jaw and La Ronge).
- Implementation will be informed by the findings from the pilot.
- Data collected will be returned to the participating clinics to inform quality improvement and evaluation strategies.
- As a global initiative, results will:
  - show how key outcomes and experiences vary across and within countries.
  - enable policymakers to learn from the approaches of others to improve the performance of primary care services for people living with chronic conditions
- For SK, results will show how key outcomes and experiences vary across and within urban and rural areas in the province which would inform strategies to enhance primary care services delivery.

The PaRIS survey is currently recruiting primary care clinics in the province. To find out more on how you can contribute to the success of this initiative reach out to the Research Coordinator, Dr. Udoka Okpalauwaekwe at [udokaokpala.uo@usask.ca](mailto:udokaokpala.uo@usask.ca).