

# Perceptions, Barriers and Facilitators to Acquiring Primary Care Panel Reports

## Evaluating Primary Care Providers in Swift Current & Area

Harrison, Emmett, BSc MD CCFP; Clay, Adam, MSc; Wasko, Kevin, MA MD CCFP(EM) CCPE  
Department of Academic Family Medicine, College of Medicine, University of Saskatchewan

### What are Primary Care Panel Reports?

Primary care panel reports (PCPR) provide physicians with an overview of their patient demographics, and patient contacts with care to drive patient centered quality improvement within their primary care practices. Limited user feedback has provided mixed support for PCPR in Saskatchewan. A formal evaluation to assess perceptions, barriers and facilitators to obtaining these reports is warranted in order to increase uptake of PCPR by Saskatchewan primary care practitioners.

### 7 Recommendations to improving Primary Care Panel Reports Uptake

-  1. Timely Turnaround & Automaticity
-  2. Local Comparators & Context
-  3. Improve Data Sources & EMR Cross-referencing
-  4. User-Directed Actionable Metrics
-  5. Multiple Interpretation & QI Resources
-  6. Incorporate Narrative Feedback
-  7. Advertise Updates & Improvements

### What are Saskatchewan physicians' perceptions, barriers, or potential facilitators for uptake of Primary Care Panel Reports?

**Methodology:** A questionnaire was provided to every primary care physician in the former Cypress Health Region (Swift Current and surrounding area) between April-November 2020. Respondents who had previously obtained their PCPR were also invited to participate in a semi-structured interview, conducted November 2020, that was transcribed and analysed for themes. This project was reviewed and exempted by the Behavioural Research Ethics Board of the University of Saskatchewan.

**Results:** 20 physicians completed the questionnaire (48% response rate) and 6 physicians completed an interview. The respondents' practice experiences were similar, and representative of the region. Of the respondents who had received their PCPR previously, few utilized the information even though they perceived the information to have utility that aligned with the PCPR objectives. The most common barrier identified was a delay in obtaining their report. The respondents' suggested multimodal interpretation resources, supplemental QI resources, and novel metrics to facilitate their uptake of the report.

**Discussion:** The second iteration (2021) of the PCPR has addressed some of negative perceptions and suggest facilitators identified by respondents. All feedback will be analysed for future improvement of Saskatchewan's PCPR.

**Conclusions:** Respondents had many negative perceptions of PCPRs regarding data quality, metrics, and application that are rooted in mistrust. Trust may be obtained by improving data sources, supporting data application and incorporating feedback.

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Best Practice

