



THE ASSOCIATION OF FACULTIES  
OF MEDICINE OF CANADA

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L'ASSOCIATION DES FACULTÉS  
DE MÉDECINE DU CANADA

**AFMC Submission to Minister Philpott**

**Recommendations for home care metrics for  
the new Health Accord**

**Submitted on September 27<sup>th</sup>, 2016**

## **Metrics for Accessibility, Quality of Care and Outcomes – Home Care**

### ***Preamble***

The aging Canadian population, with a greater number of comorbidities and complexity, dictates a need for improvements in the home care system, as the current nursing home model cannot handle the increased burden. Both from a societal and patient perspective, helping seniors remain in their homes for as long as appropriately possible will result in less pressure on the hospitals and nursing homes and increased patient satisfaction. To achieve this goal, a more robust, better supported home care system is needed in Canada. The AFMC applauds the Federal Government for focusing on this important component of the health care system in our country.

As requested by the Federal Minister of Health, the AFMC engaged with a panel of experts from our Faculties of Medicine, including geriatricians, family physicians, nurses, and PhD scientists from British Columbia to Newfoundland. They provided information on research and initiatives underway in their individual provinces, as well as key literature in the field. There was resounding support for instilling greater accountability in the new Health Accord. Consideration must be given to both a patient-centered approach, as well as a family-caregiver approach. We obtained consensus from our expert panel that the following would be the most appropriate metrics to include in the new Health Accord, and offer some overarching recommendations to improve the data landscape with respect to home care as well:

- Ensure there is a robust and agreed-upon national data set; there is a significant need for baseline data. MDS system should be reviewed to ensure it is capturing the right data for home care, that the forms are being completed in a standardized way by all Canadian clinicians, and that all provinces are feeding their provincial data up to the CIHI national repository.
- Data needs to be collected by all the provinces and territories, to facilitate comparisons and set benchmarks.
- A core group of expert clinicians and scientists should work together to further investigate and develop key home care-based metrics on an ongoing basis.
- Consider alignment with the Quadruple Aim Framework: enhancing patient experience, improving population health, reducing costs, and improving the work life of health care providers (both clinicians and informal caregivers).

Patient-reported experience measures (PREMs) and patient-reported outcomes measures (PROMs) are tools that are being used extensively both in Canada and abroad. Health services quality improvement should be informed by the perspectives of health care recipients, in addition to existing administrative metrics.

PREMs collate patients' objective experience of care. By focusing on specific aspects of the process of care (e.g. were you seen on time) PREMs seek to remove the subjectivity associated with measures of satisfaction.<sup>1</sup>

PROMs are measurement instruments that patients complete to provide information on aspects of their health status that are relevant to their quality of life, including symptoms, functionality and physical, mental and social health.<sup>2</sup>

## ***Recommended Metrics:***

### ***Accessibility***

#### 1) Acceptable Wait Time Benchmarks

- % of home care patients offered an appointment within 30 days of their initial request to receive home care services

#### 2) Patient demographics (location of home care patients and diagnostic codes)

\*\*Minimum Data Set (MDS) system provides minimum reporting requirements to CIHI. Currently only 6-7 provinces have signed on for MDS-Home Care, but all provinces and territories need to be included.

### ***Quality of Care***

#### 1) Standardized and highly validated Patient Reported Experience Measures (PREMs)

\*Gap: No current Canadian standard. This gap needs to be filled so every jurisdiction is using the same tool and comparisons can be made. (Can look internationally)

\*PREMs being used to meet Accreditation standards. Currently a reporting requirement for hospital-based care, but will be moving this into primary care and home care.

#### 2) Specific metrics for informal caregivers (e.g. burden, needs, capacity, opportunity costs)

#### 3) Specific metrics on continuity of care and integration between medical and community services

#### 4) Specific metrics utilization of best practice guidelines

### ***Outcomes***

#### 1) Standardized and highly validated Patient Reported Outcome Measures (PROMs), used at the point of care, and integrated into the patient's electronic medical record.

\*\*Gap: A standardized program for routine PROMs collection and reporting does not currently exist in Canada.

#### 2) Were the patients' end-of-life wishes determined and carried out? (I.e. DNR order, advanced care directives)

#### 3) Dying at home (e.g. were you able to stay at home as long as you wish or could?)

#### 4) Specific metrics on impact of ALC beds, Emergency Department use, hospitalization, nursing home admissions, costs

The AFMC hopes that these recommendations are helpful to the Federal government. We look forward to continuing to support work on the Health Accord as requested.

We would like to acknowledge our Expert Panel for contributing to the creation of this report, including:

- Howard Bergman, MD, Department of Family Medicine, McGill University
- Onil Bhattacharyya, MD, PhD, Department of Family and Community Medicine, University of Toronto
- Roger Butler, MD, Discipline of Family Medicine, Memorial University of Newfoundland
- Denise Cahill, NP, Memorial University of Newfoundland
- Malcolm Doupe, PhD, Department of Community Health Sciences, University of Manitoba
- David Price, MD, Department of Family Medicine, McMaster University
- Richard Sawatzky, RN, PhD, Canada Research Chair in Patient-Reported Outcomes, Trinity Western University & University of British Columbia
- Isabelle Vedel, MD, PhD, Department of Family Medicine, McGill University

## References

<sup>1</sup> Monmouth Partners: A Guide to Patient Reported Measures – Theory, Landscape and Uses. Accessed September 23, 2016 at <http://www.monmouthpartners.com/assets/pdf/A%20Guide%20to%20Patient%20Reported%20Measures.pdf>

<sup>2</sup> Canadian Institute for Health Information. (2015) *PROMs Background Document*. Accessed August 31 2016 at [www.cihi.ca/sites/default/files/document/proms\\_background\\_may21\\_en-web.pdf](http://www.cihi.ca/sites/default/files/document/proms_background_may21_en-web.pdf)