

NAPCRG 52nd Annual Meeting — Abstracts of Completed Research 2024.

Submission Id: 6033

Title

OurCare Standard: Advancing patient-centered primary care in Canada

Priority 1 (Research Category)

Patient engagement

Presenters

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Abstract

Context- Despite Canada's systems of universal health insurance, more than one-in-five people do not have access to primary care. Bold reform is needed centered on the values and priorities of patients and the public. Objective- OurCare is the largest pan-Canadian initiative to engage the public about the future of primary care in Canada. Study Design and Analysis- OurCare comprised three phases: a national survey; five provincial deep-dialogues over 30 to 40 hours, each with ~35 randomly selected residents from the region; and ten one-day community roundtables conducted in partnership with community organizations each with 24 people from equity-deserving groups. Setting- Canada. Population Studied- Adults 18 years and over living in Canada. Outcome Measures- Primary care experiences; common values, key issues, and recommendations for a better primary care system. Results- OurCare engaged nearly 10,000 people across Canada over 16 months (9279 survey respondents, 159 priority panel participants and 192 community roundtable participants). Participants agreed on many common values and recommendations despite their diversity in background. They wanted a system where every person had access to primary care with accessibility, equity, wellness-oriented care, accountability and patient-centredness being key values. We summarized their recommendations in the OurCare Standard, six statements that describe what every person in Canada should expect from the primary care system, including: a relationship with a primary care clinician working with other health professionals in a publicly funded team; care that is timely and ongoing; care that enhances well-being and is integrated with community and social services; online access to personal health records; culturally safe care from a workforce that meets people's needs and reflects the diversity of the people it services; and a primary care system that is accountable to the communities it serves. Conclusion- People in Canada want a primary care system that is inclusive, comprehensive, accessible to all and accountable to the communities it serves. The OurCare Standard represents the

collective aspirations of people living in Canada for a better system and offers a new approach for understanding and the adequacy of primary care in Canada.

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