Barriers and Facilitators for Primary Care Reform in Canada: Results from a Deliberative Synthesis across Five Provinces

Obstacles et appuis à la réforme des soins de santé primaires au Canada : résultats d’une synthèse délibérative réunissant cinq provinces

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APPENDIX: Deliberative forum questions

Primary care in ____ / Complementary information

1. Do you agree with this statement on primary care in your province? Are there important elements, models or innovations that were not addressed here?

2. Are there other studies and evaluations that have investigated primary care in your province that are not provided with this statement?

3. In your opinion, what are the main research and studies on primary care in your province?

4. In your opinion, what are the main challenges that your province faces in transforming primary care?

Factors associated with changes in primary care

1. What are the main studies that have looked at the main factors responsible for the transformation of primary care in your province?

2. What are the main elements that can describe the current socio-political context of primary care reforms in your province? Is the environment of reforms favourable or pessimist?

3. What are factors that have contributed the most to the transformation of primary care delivery in your province? Or inversely, have these factors prevented or impeded transformations?
   a. Have there been any laws, regulations or policies at the provincial or federal levels that have contributed to transform primary care in your province?
   b. Are norms and values at the government or professional level been influencing the transformation of primary care in your province? Have professional associations been receptive to changes and have they actively participated in implementing them? Are there any education or continuing education programs that have contributed to change attitudes and shape norms in favour of primary care transformations and performance?
   c. Have there been any organizations or specific primary care providers that have served as role models in your province? Any organizations or primary care providers that have been playing a leadership role in primary care transformations?
4. Were there any other factors than the ones listed previously that have contributed to or impeded changes in the delivery of primary care in your province?

5. Overall, which of these factors was the most decisive; either positively or negatively? Which factors have been the most favourable? Or inversely, which factors have generated opposition from key stakeholders?

6. Overall, would you say that primary care providers in your province are receptive to these transformations? Or inversely, is change resisted by primary care providers?

7. Overall, given what you have said previously, which factors have contributed the most to mobilize health professionals and physicians?

8. Given what you said previously, how would you describe the way changes and innovations were implemented in your province? Were changes voluntary and negotiated or were they rather imposed?

9. In your opinion, how would you explain your government's choice of strategy in transforming primary care in your province? What explains the choice between implanting new organizational models and implementing changes through quality and performance programs?

Impact of changes in primary care

1. What are the main studies that have evaluated the impact of new organizational models and innovations on the health of the population and the delivery of services?

2. Describe the main impact of new organizational models or innovations on the health of the population. The impact on the control of various morbidities, on behaviours or unmet health needs?

3. Describe the main impact of new organizational models or innovations on the delivery of primary care.
   a. What were the main effects on the accessibility of primary care services? On geographic accessibility? Extended opening hours? Availability of physicians and registration with a family physician? Extended range of services available?
   b. What were the main effects on the comprehensiveness of primary care services? Availability of mental health or social work professionals and services? Availability of both clinical and preventive services? Coordination of services with specialists or allied health professionals?
   c. What were the main effects on the continuity of primary care services? Harmonization of services offered? Sharing patient’s information? Sequence of services delivered? Contact of patients with professionals?


5. Were there any other important impacts that are worth mentioning here?

6. Overall, what was the most outstanding impact of these new models or innovations?
Conclusion

1. Describe what are the main conclusions that can be drawn from your province’s experience in primary care reforms.

2. What are the main lessons to be learned from your province’s experience? What lessons could be generalized to other contexts?

3. What are the limits of current studies and evaluations of primary care organizational models and innovations? If applicable, what explains the lack of information and data available on the experience of primary care reforms and their impact in your province?

4. In your opinion, what are the strengths and limitations of the evidence existing on primary care, factors associated with changes and their impact? What are the limits and validity of the studies you have provided? If applicable, what are the limits and validity of study designs employed and samples generated?

5. In your opinion, what is the soundness of evidence-based decision-making on primary care reforms in your province?