

## Patient Satisfaction Assessment

Patients with concomitant chronic diseases managed by a primary care interdisciplinary team

### Part 2 – Results by five assessment areas – November 2013

ASSESSMENT AREAS: percent of people who answered yes or always

|    |   |       |
|----|---|-------|
| 1. | Problem-solving/Contextual              | 94%   |
| 2. | Delivery system design/Decision support | 89.8% |
| 3. | Whole person care and access            | 82%   |
| 4. | Follow-up/Coordination                  | 80.2% |
| 5. | Goal-setting/Tailoring                  | 78.1% |

#### 1. Problem-solving/Contextual

This dimension had the highest patient satisfaction rate. The highest satisfaction scores relate to the fact that they were asked:

- If they were helped to plan ahead to take care of their chronic condition in hard times (99.3%);
- If they were helped to make a treatment plan that they could do in their daily life (96.5%);
- If their values and traditions were considered when treatment was recommended (95.7%);
- How the chronic condition affected their life (84.4%).

#### 2. Delivery system design/Decision support

Patients had a very positive assessment of:

- How well their care was organized at their medical clinic (98.6%);
- The documentation they were given of things they should do to improve their health (88.7%);
- The fact that they were shown that what they did to take care of themselves influenced their chronic condition (81.3%).

#### 3. Whole person care and access

Patients were very satisfied with this dimension to the extent that they:

- Had the feeling that the program team always considered their health problem (87%);
- Were helped when they needed it (81.8%);
- Got a response in an urgent situation (79.4%).

#### 4. Follow-up/Coordination

Patients had a high satisfaction rate because they:

- Got a follow-up appointment for their health condition (85.7%);
- Were able to get help in understanding their results (85.3%);
- Had the impression that the nurse coordinated all their care (84.2%);
- Were able to see that their consultations with health care professionals outside the program team were considered (76.2%).

#### 5. Goal-setting/Tailoring

Patients particularly appreciated that:

- They were asked questions about their lifestyle habits (97.9%);
- They received help to set goals to improve their eating and exercise (95.7%);
- They could talk about their goals in caring for their chronic conditions (89.2%).

However, they clearly wanted to be encouraged to go to a specific group or class to help them cope with their chronic condition (55.5%).

#### Also read

[Part 1 – Data collection and analysis methodology\\* – November 2013](#)

[Part 3 – Results by assessment area, number of pathologies and some sociodemographic data\\*\\* – November 2013](#)

[Part 4 – Highlights, successful aspects to include and needs to fill – November 2013](#)

\*As part of a showcase project carried out in two family medicine groups for two years, pursuant to a collaboration agreement between the Centre de santé et des services sociaux du Sud de Lanaudière, the Agence de la santé et des services sociaux de Lanaudière, the Ministère de la Santé et des Services sociaux and Concerto Health Group, a group of experts in medicine, nursing, and management ([www.groupesanteconcerto.com](http://www.groupesanteconcerto.com)). The showcase project was supported by technology partner Bell Canada, and by five pharmaceutical partners: Sanofi, Astra Zeneca, Pfizer, Bristol-Myers Squibb and Shire.

\*\* The patient satisfaction assessment questionnaire was structured according to the dimensions and questions validated as part of two research efforts. 1. Pan-Canadian study in chronic diseases and primary health care: *Patient Assessment of Chronic Illness Care* or PACIC, Cameron N. McIntosh, Statistics Canada, 2008. 2. Measurement of the effects of the *Patient-Centered Medical Home* models (Jaén et al., 2010 & Nutting et al., 2010).