

School of Health Information Science Seminar: An Exploratory Field Study to Advance Patient-Centred Measurement Methods for Team-Based Care



Speaker:

Dr. Francis Lau

Professor, School of Health Information Science,
University of Victoria

NOV 16th on Zoom

12:00PM PT

On behalf of the UVic PCM research team with Marcy Antonio, Selena Davis, Mindy Smith, Paul Burgener, Morgan Price, Danielle Lavalley, Sarah Fletcher. Funded by BC SUPPORT Unit Methods Clusters - Patient-Centred Measurement.

We conducted an exploratory field study to develop new methods of incorporating patient-centred measurements (PCM) as part of team-based care in British Columbia. The study context involved a rural clinic with a small team of family physicians and medical office assistants, supported by a registered nurse and a social worker, using Patient Medical Home as the care delivery model. We introduced a standalone patient portal to the clinic for trial use by four patients with depression and/or anxiety over a 4-month period. We employed an iterative participatory approach with virtual team mapping, simulated patient personas, workflow analysis, probing interviews, online mental health information resources, web-based patient portal, and quality improvement support to explore how PCM could enhance care. In this seminar, we will describe the iterative participatory design process with study participants, the resulting Portal-Based interventions that emerged, and the new PCM methods that we conceptualized for Team-Based care.

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Meeting ID: 889 7826 5375

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