



albertapatient

Your Voice Matters

# albertapatient Primary Care Tracker

April 2018

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This research was conducted with and for the [albertapatients.ca](http://albertapatients.ca) online community, operated by the Alberta Medical Association and research partner ThinkHQ Public Affairs Inc.

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## >> Research Methodology

- Online survey was fielded via the **albertapatients** online research panel
  - Field dates: March 8 - 18, 2018
  - Sample size: n=1,943
- Results reflect a representative sample of patients in Alberta.
- Data was weighted to reflect gender, age and region of Albertans who have used the health care system within the past year.
- This online survey utilizes a non-random sample; therefore, the margin of error is not applicable. However, for interpretation purposes, a probability sample of this size would yield a margin of error of +/- 2.2 percentage points 19 times out of 20 at a 95% confidence interval.
  - Accuracy of sub-samples of the data decline based on sample size.

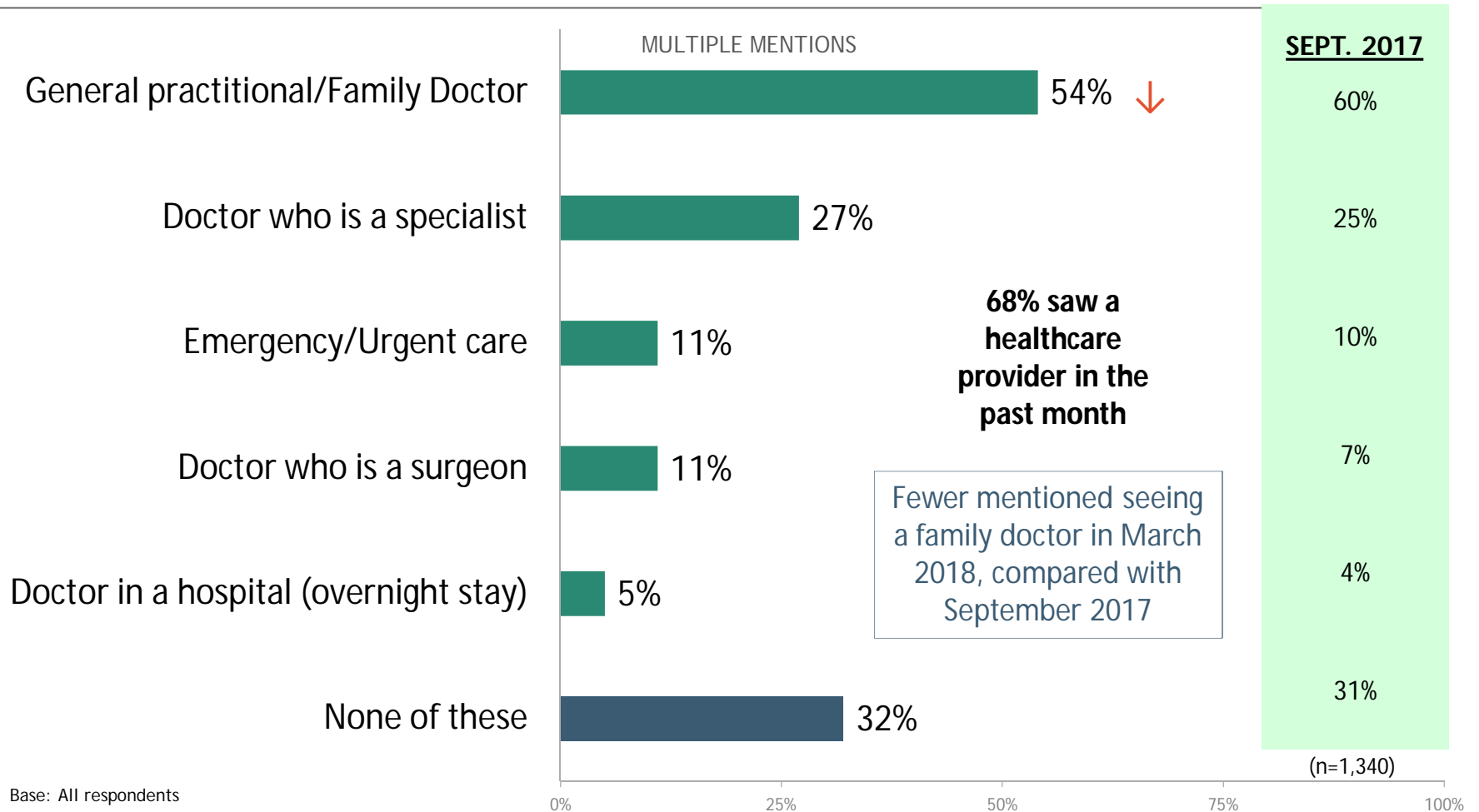
# Primary Care Tracking and Measurement

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# >> Health System Utilization - Last 30 Days

Did you see any of the following types of health care providers in Alberta **within the past 30 days**?

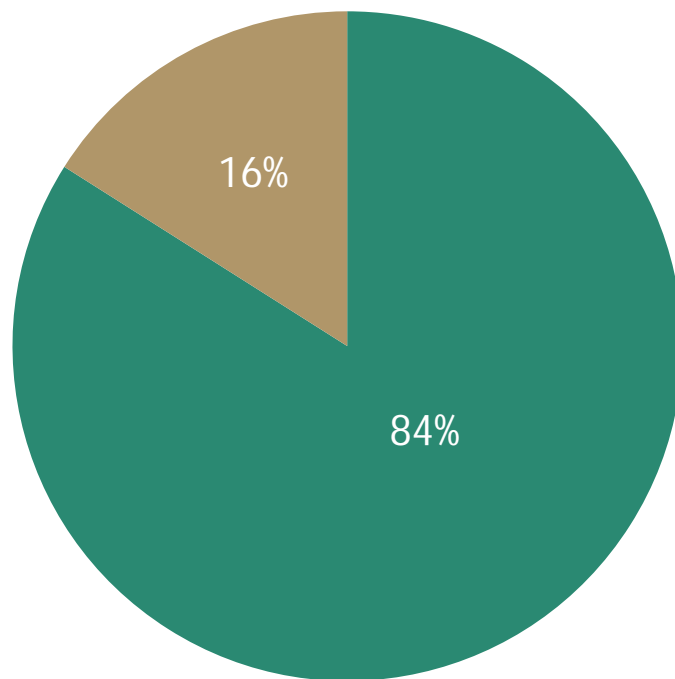




# Last Family Doctor Visit: Regular Doctor vs. New Doctor

Thinking about your **last visit** to a family physician, did you see your regular family doctor/the doctor you visit most often, or did you see a new or different doctor (e.g., one at a walk-in clinic)?

March 2018 results are  
consistent with September 2017



- Regular family doctor**  
*(The one I see most often)*
- A different doctor**  
*(One that I do not regularly see)*

### SEPT. 2017

82%

18%

(n=808)

Base: Visited family doctor in past 30 days | (n=1044)

# >> Last Family Doctor Visit

## -Regular Doctor vs. New Doctor By Age, Region and Family Status

Thinking about your **last visit** to a family physician, did you see your regular family doctor/the doctor you visit most often, or did you see a new or different doctor (e.g., one at a walk-in clinic)?

	TOTAL	REGION				
	Alberta (1044)	Calgary (317)	Edmonton (303)	North (139)	Central (145)	South (139)
<b>Regular family doctor</b> <i>(The one I see most often)</i>	<b>84%</b>	88%	79%	75%	84%	96%
<b>A different doctor</b> <i>(One that I do not regularly see)</i>	<b>16%</b>	12%	21%	25%	16%	4%

	TOTAL	AGE (YEARS)				FAMILY COMPOSITION			
	Alberta (1044)	<45 (538)	45-54 (202)	55-64 (163)	65+ (141)	No Kids (189)	Young Family (237)	Mature Family (60)*	Empty Nesters (107)
<b>Regular family doctor</b> <i>(The one I see most often)</i>	<b>84%</b>	81%	80%	89%	92%	88%	85%	73%	88%
<b>A different doctor</b> <i>(One that I do not regularly see)</i>	<b>16%</b>	19%	20%	11%	8%	12%	15%	27%	12%

□ Significantly higher ○ Significantly lower

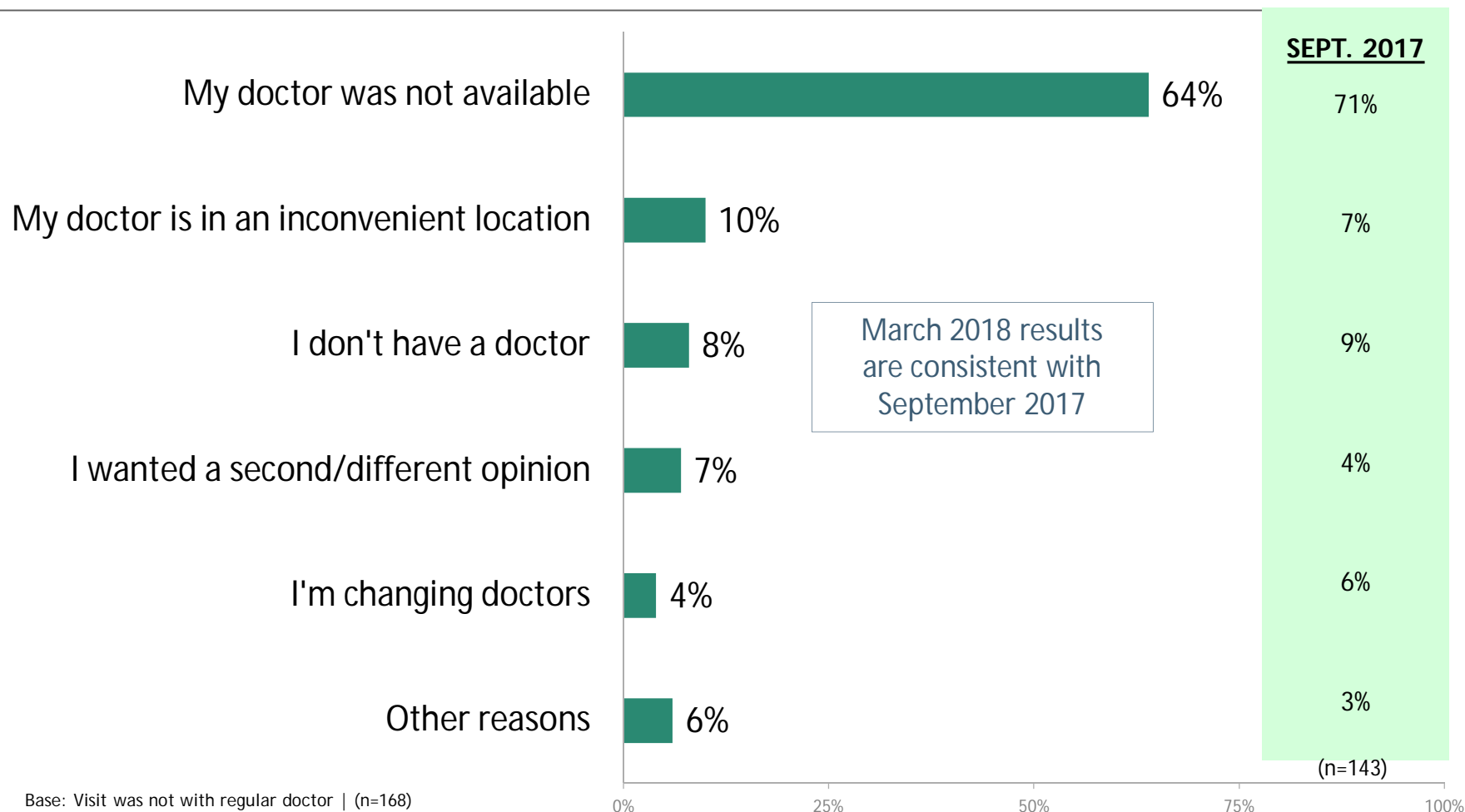
Base: Visited family doctor in past 30 days | (n=1044)

\*Caution: Small sample size



# Patient Reasons for Visiting New Doctor (vs. Regular Family Doctor)

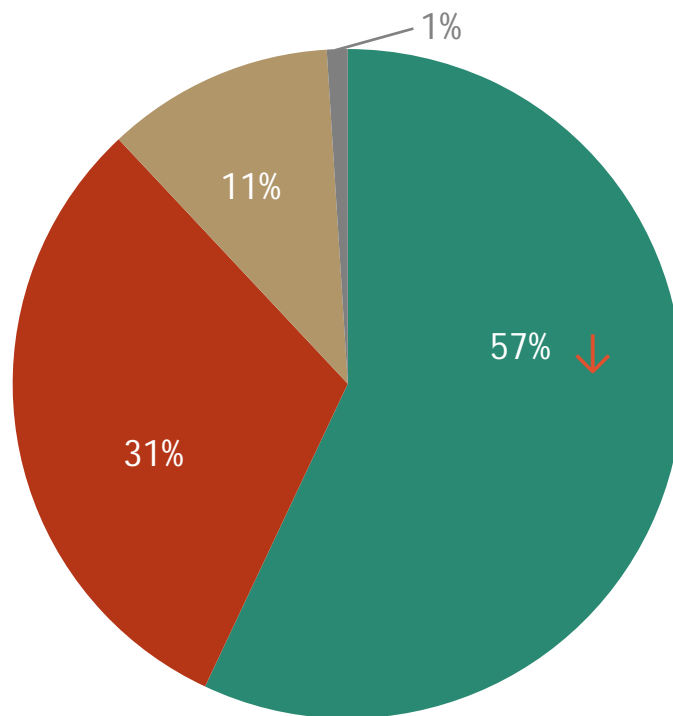
Which of the following **best describes** why your last visit was to a new family doctor or one that you do not see regularly?





# >> Appointment Start Stats - Last Visit

Still thinking about your **last visit**, did it start on time?



Fewer reported that their appointment started on-time March 2018 compared with September 2017

- Yes
- No
- It was a walk-in/unscheduled appointment
- Don't recall

## SEPT. 2017

64%

25%

11%

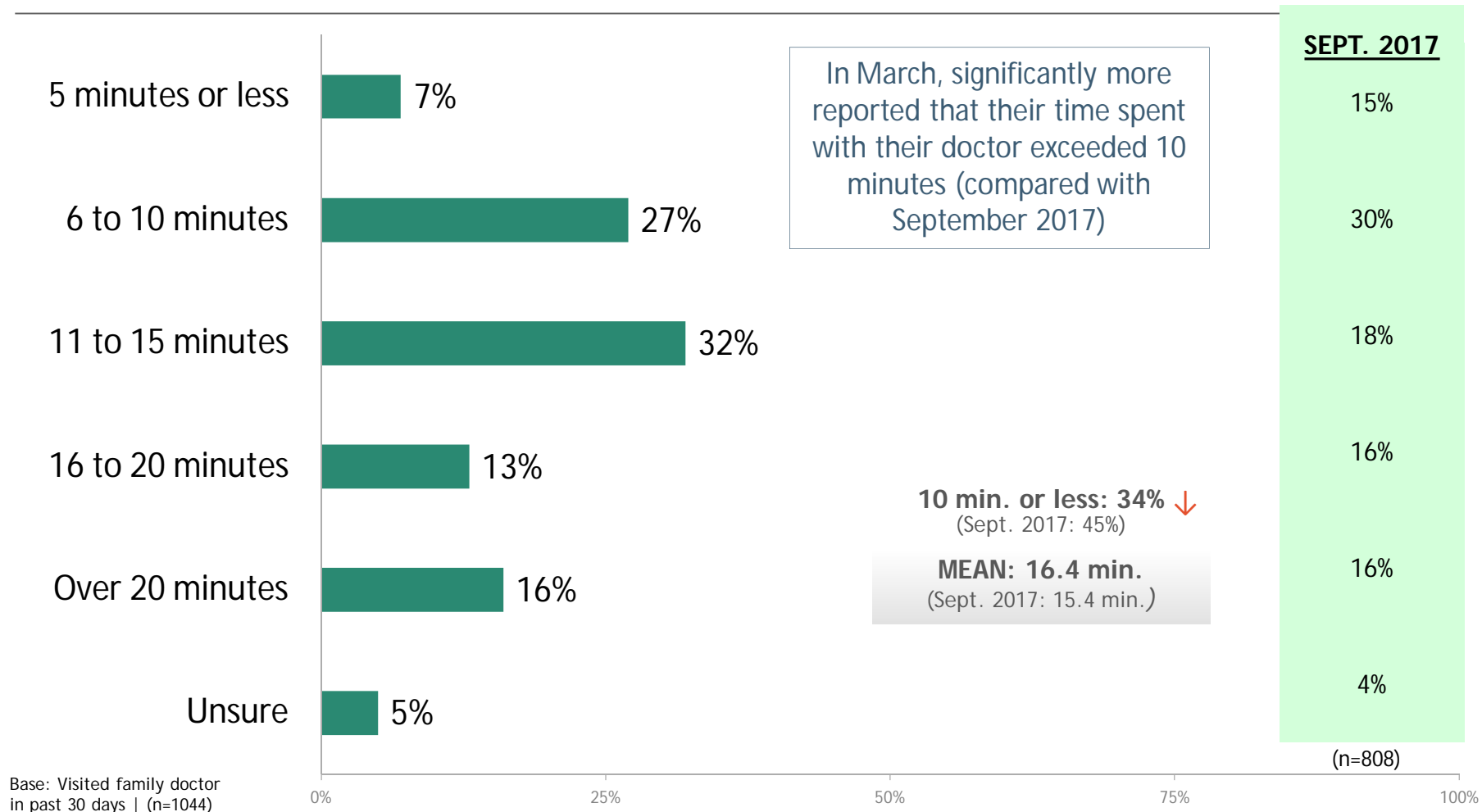
1%

(n=808)

Base: Visited family doctor in past 30 days | (n=1044)

# >> Length of Time Spent With Family Doctor

How many minutes, in total, would you estimate you spent with the **family doctor** during your last visit?  
*(Time spent actually with the doctor, as opposed to time waiting to see the doctor)*

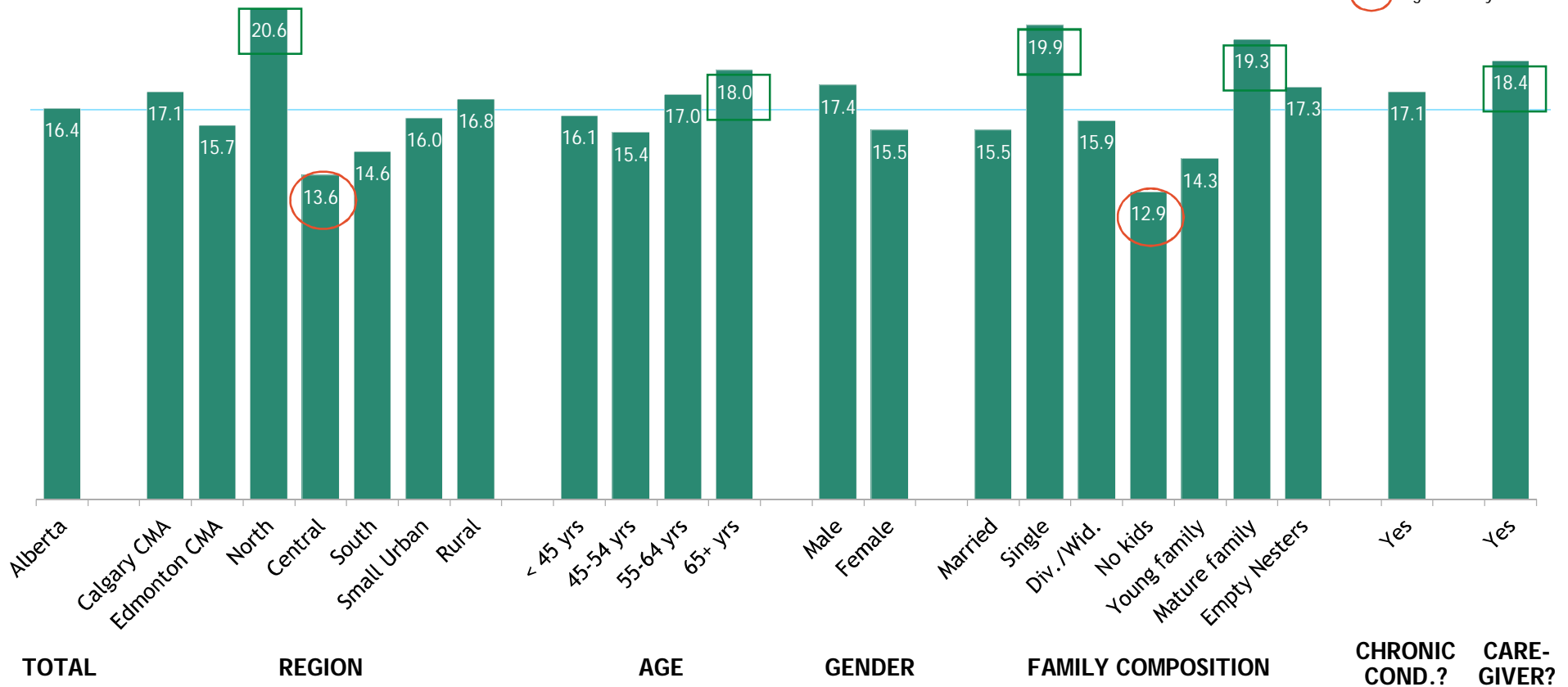


# >> Length of Time Spent With Family Doctor -Mean Scores by Key Demographics

How many minutes, in total, would you estimate you spent with the **family doctor** during your last visit?  
(Time spent actually with the doctor, as opposed to time waiting to see the doctor)

Mean Scores

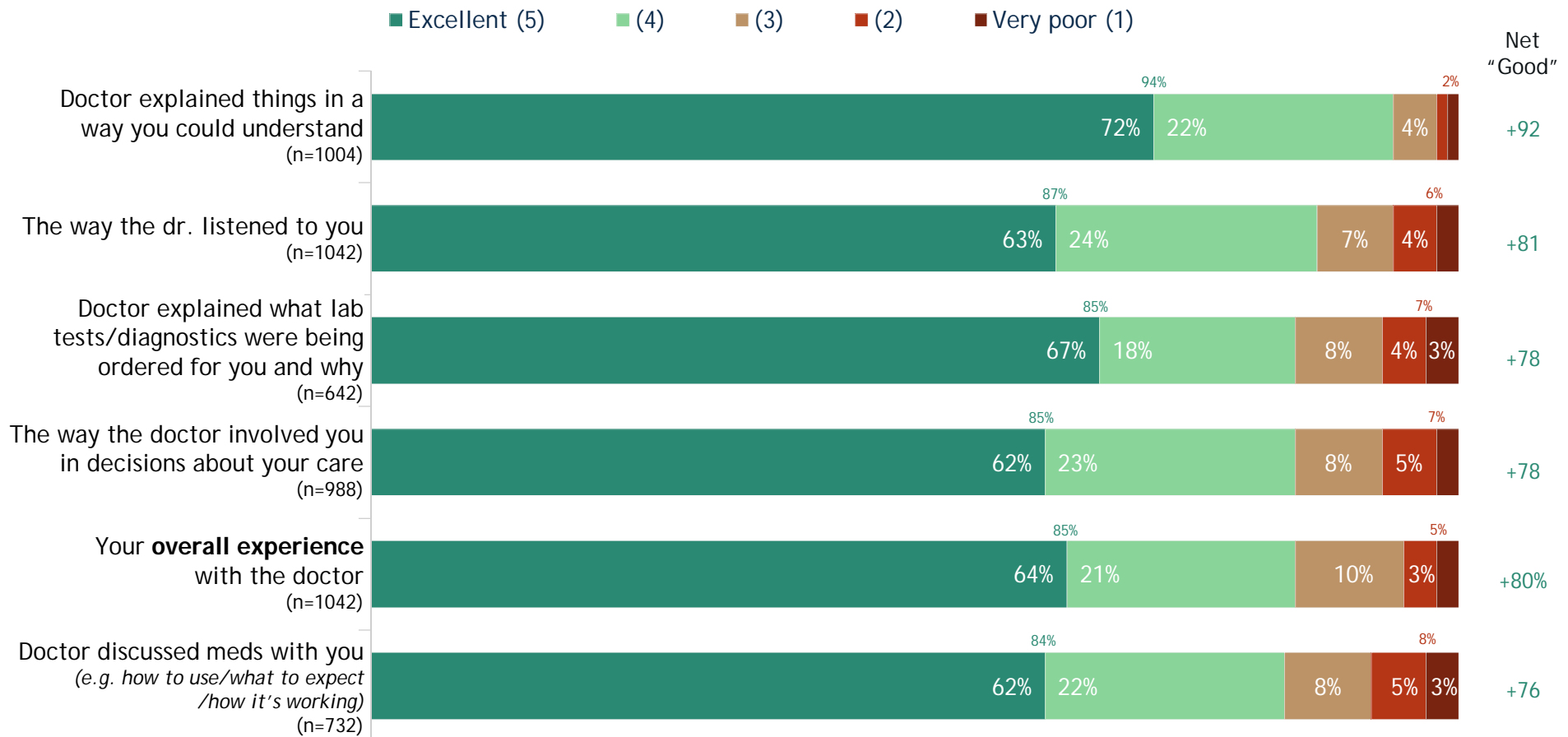
Significantly higher  
Significantly lower



Base: Visited family doctor in past 30 days | (n=1044)

# Patients Evaluate Attributes of Care >> from Last Visit to Family Doctor -Those with Opinions or Service was Applicable

How would you personally rate the following attributes of care during your last visit? Please use a scale anywhere from 1 to 5, where 5 means **excellent** and 1 means **very poor**.

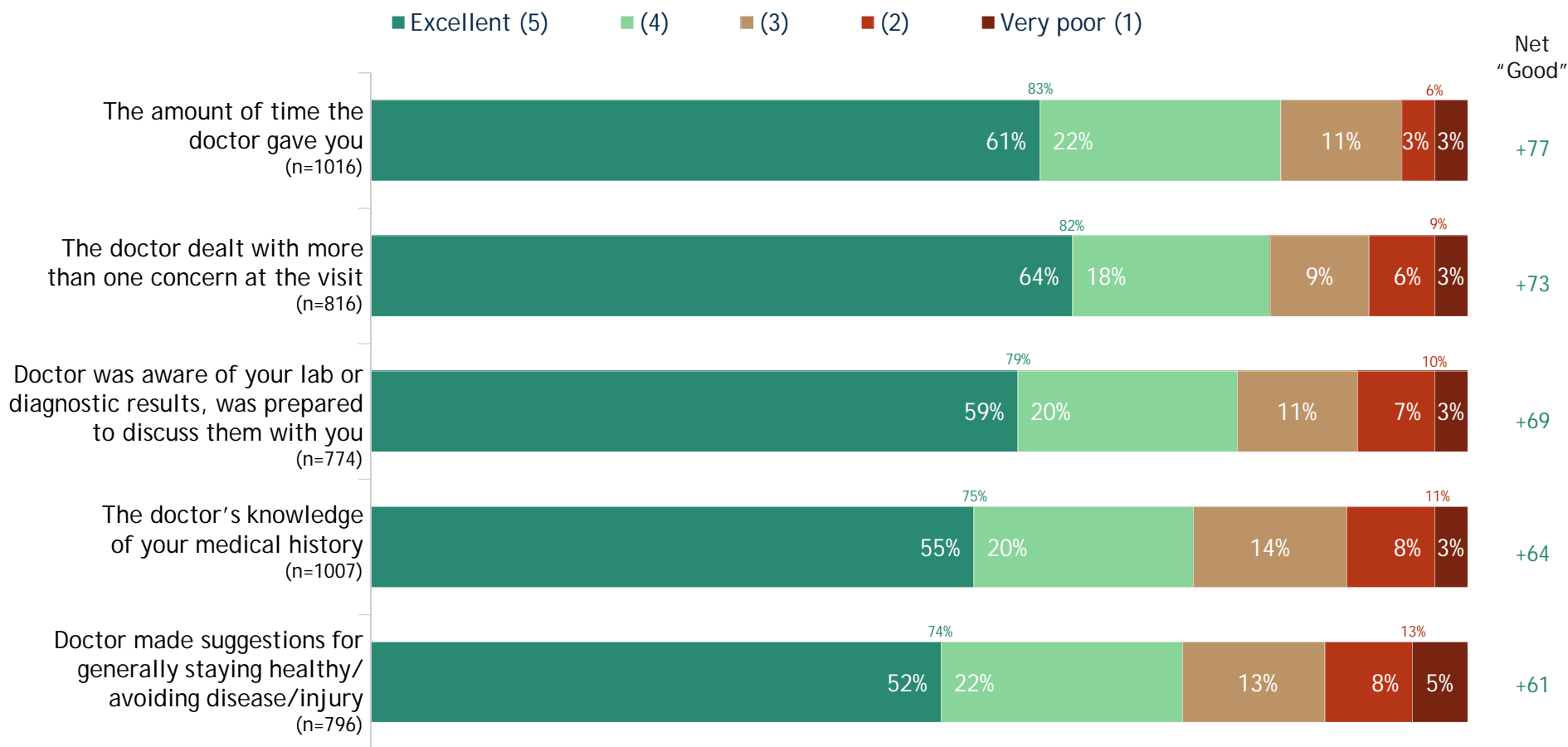


Base: Visited family doctor in past 30 days and has opinion/is applicable  
 \*NET: (5+4) minus (1+2)

Cont. →

# Patients Evaluate Attributes of Care from Last Visit to Family Doctor - Those with Opinions or Service was Applicable

How would you personally rate the following attributes of care during your last visit? Please use a scale anywhere from 1 to 5, where 5 means **excellent** and 1 means **very poor**.



Base: Visited family doctor in past 30 days and has opinion/is applicable  
 \*NET: (5+4) minus (1+2)

# Patients Evaluate Attributes of Care from Last Visit to Family Doctor -Tracking

TOTAL ALBERTA		
% saying "Excellent (5)" or "Very Good (4)"	March 2018	September 2017
The doctor explained things in a way you could understand	94% (n=1,004)	91% (n=768)
The way the doctor listened to you	87% (n=1,042)	88% (n=801)
Dr. explained what lab tests/diagnostics were ordered for you and why	85% (n=642)	86% (n=507)
The way the doctor involved you in decisions about your care	85% (n=988)	86% (n=768)
Your overall experience with the doctor	85% (n=1,042)	90% (n=806)
Doctor discussed meds with you (how to use/what to expect, etc.)	84% (n=732)	82% (n=636)
The amount of time the doctor gave you	83% (n=1,016)	80% (n=803)
The doctor dealt with more than one concern at the visit	82% (n=816)	81% (n=623)
Dr. was aware of lab/diagnostic results, prepared to discuss them	79% (n=774)	82% (n=567)
The doctor's knowledge of your medical history	75% (n=1,007)	81% (n=750)
Doctor made suggestions for staying healthy/avoiding disease/injury	74% (n=796)	72% (n=635)

Base: Visited family doctor in past 30 days and has opinion/is applicable

# Patients Evaluate Attributes of Care from Last Visit to Family Doctor

-Those with Opinions/Service was Applicable by Region and Gender

% saying "Excellent (5)" or "Very Good (4)"	TOTAL	REGION					GENDER	
	Alberta	Calgary	Edmonton	North	Central	South	Male	Female
The doctor explained things in a way you could understand	<b>94%</b>	95%	94%	95%	87%	97%	98%	91%
The way the doctor listened to you	<b>87%</b>	87%	89%	91%	86%	83%	93%	83%
Dr. explained what lab tests/diagnostics were ordered for you and why	<b>85%</b>	92%	87%	90%	81%	70%	88%	84%
The way the doctor involved you in decisions about your care	<b>85%</b>	87%	85%	89%	81%	88%	94%	79%
Your overall experience with the doctor	<b>85%</b>	88%	87%	89%	84%	75%	90%	82%
Doctor discussed meds with you (how to use/what to expect, etc.)	<b>84%</b>	83%	85%	84%	82%	87%	93%	78%
The amount of time the doctor gave you	<b>83%</b>	84%	81%	84%	77%	88%	89%	77%
The doctor dealt with more than one concern at the visit	<b>82%</b>	86%	81%	68%	85%	93%	85%	81%
Dr. was aware of lab/diagnostic results, prepared to discuss them	<b>79%</b>	83%	80%	80%	77%	72%	82%	76%
The doctor's knowledge of your medical history	<b>75%</b>	76%	79%	62%	77%	74%	77%	73%
Doctor made suggestions for staying healthy/avoiding disease/injury	<b>74%</b>	76%	75%	63%	72%	76%	77%	71%

□ Significantly higher ○ Significantly lower

Base: Visited family doctor in past 30 days and has opinion/is applicable

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# Patients Evaluate Attributes of Care from Last Visit to Family Doctor

-Those with Opinions/Service was Applicable by Age and Chronic Condition

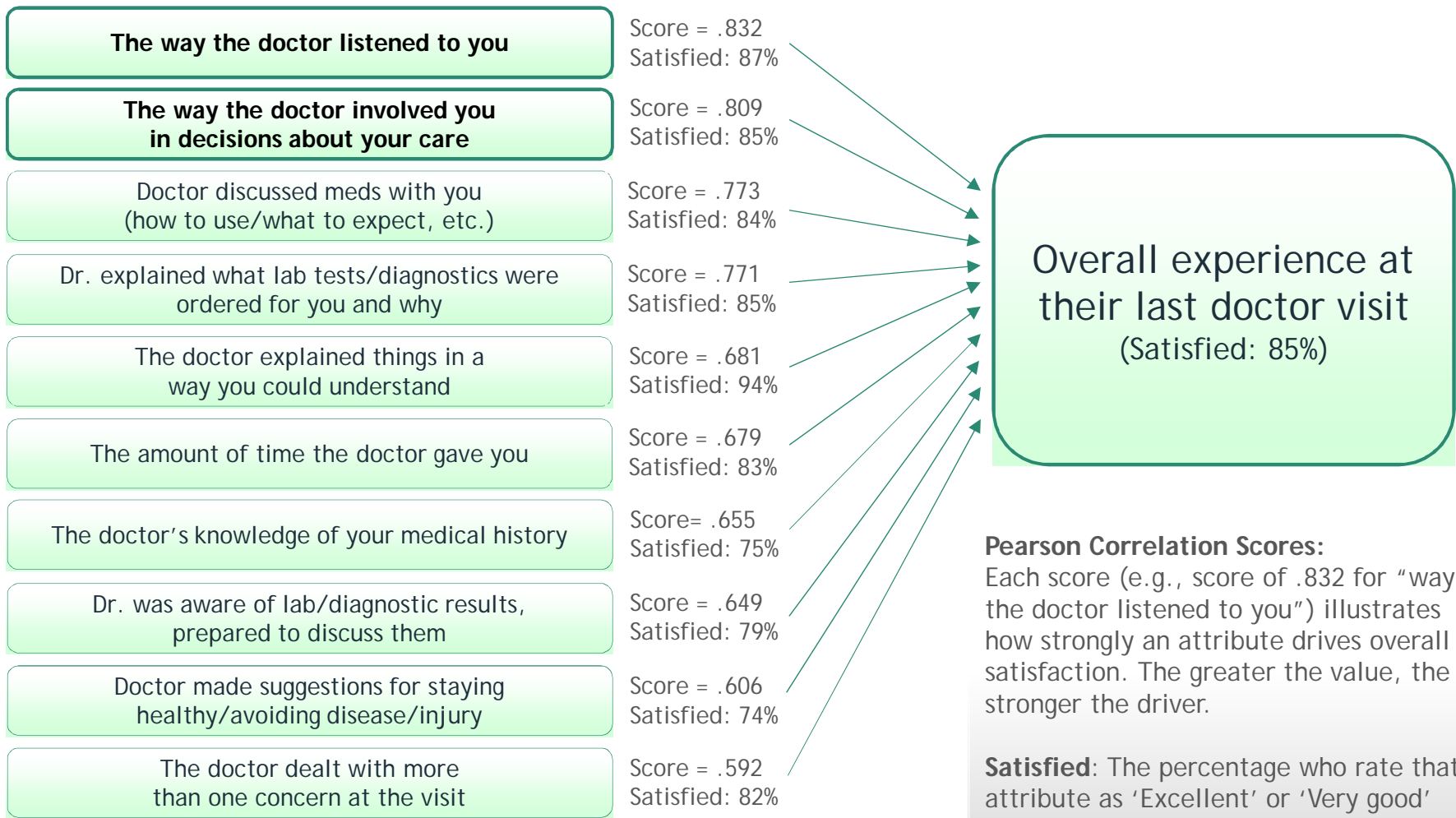
% saying "Excellent (5)" or "Very Good (4)"	TOTAL	AGE				CHRON CON.
	Alberta	< 45 yrs	45-54 yrs	55-64 yrs	65+ yrs	Yes
The doctor explained things in a way you could understand	<b>94%</b>	95%	95%	91%	93%	94%
The way the doctor listened to you	<b>87%</b>	86%	89%	87%	91%	86%
Dr. explained what lab tests/diagnostics were ordered for you and why	<b>85%</b>	83%	88%	86%	92%	83%
The way the doctor involved you in decisions about your care	<b>85%</b>	86%	82%	84%	91%	84%
Your overall experience with the doctor	<b>85%</b>	85%	85%	85%	89%	82%
Doctor discussed meds with you (how to use/what to expect, etc.)	<b>84%</b>	84%	83%	85%	87%	83%
The amount of time the doctor gave you	<b>83%</b>	82%	79%	83%	91%	79%
The doctor dealt with more than one concern at the visit	<b>82%</b>	73%	84%	87%	90%	81%
Dr. was aware of lab/diagnostic results, prepared to discuss them	<b>79%</b>	80%	70%	80%	89%	79%
The doctor's knowledge of your medical history	<b>75%</b>	71%	72%	78%	89%	73%
Doctor made suggestions for staying healthy/avoiding disease/injury	<b>74%</b>	68%	76%	78%	84%	73%

Significantly higher  Significantly lower

Base: Visited family doctor in past 30 days and has opinion/is applicable



# Patients Evaluate Attributes of Care >> from Last Visit to Family Doctor -Satisfaction By Pearson Correlation Scores



Base: Visited family doctor in past 30 days | (n=1044)

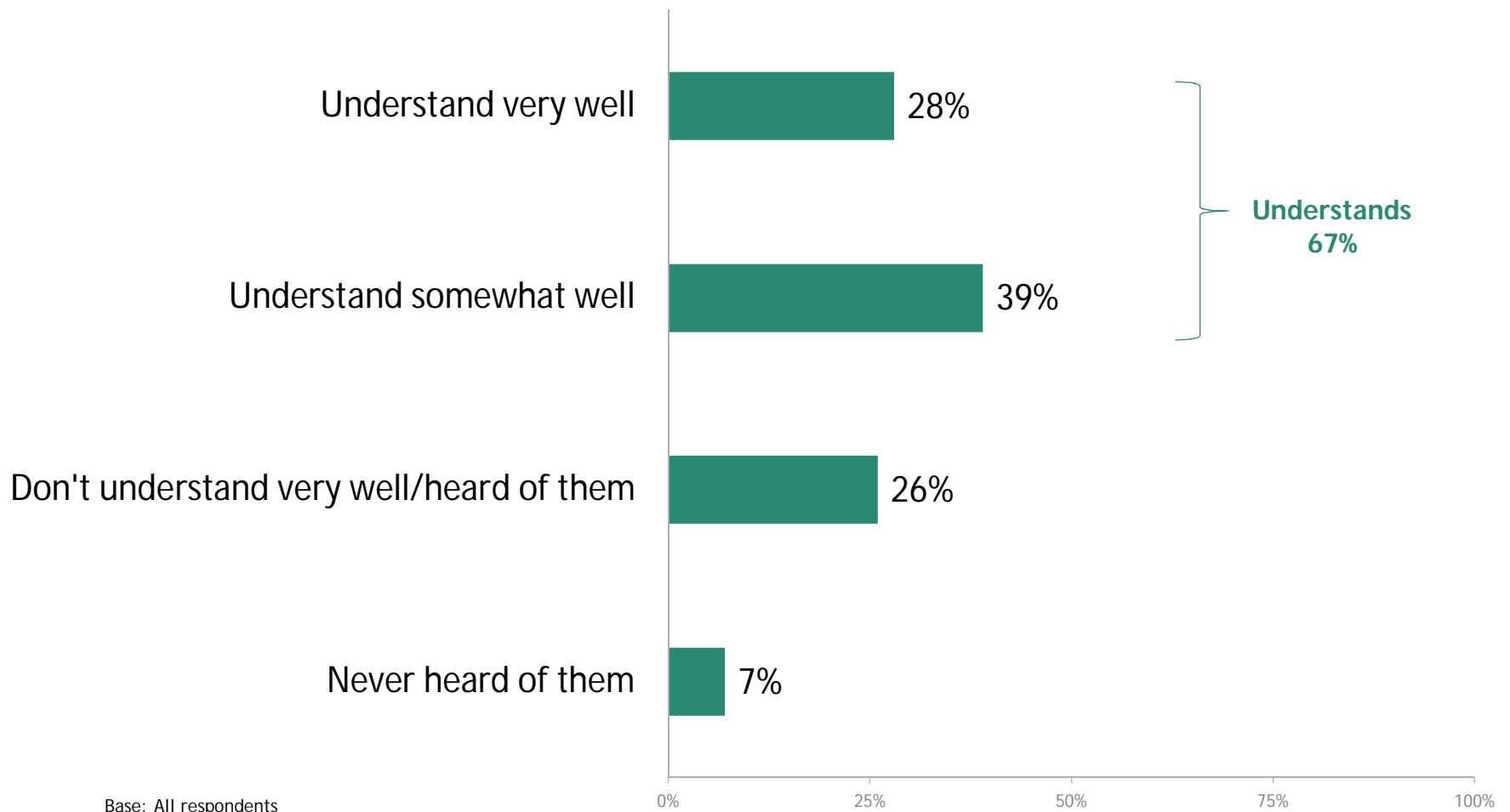
# Patients' Understanding of Pathologists / Laboratory Medicine Physicians

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# >> Patients' Understanding of Pathologists / Laboratory Medicine Physicians

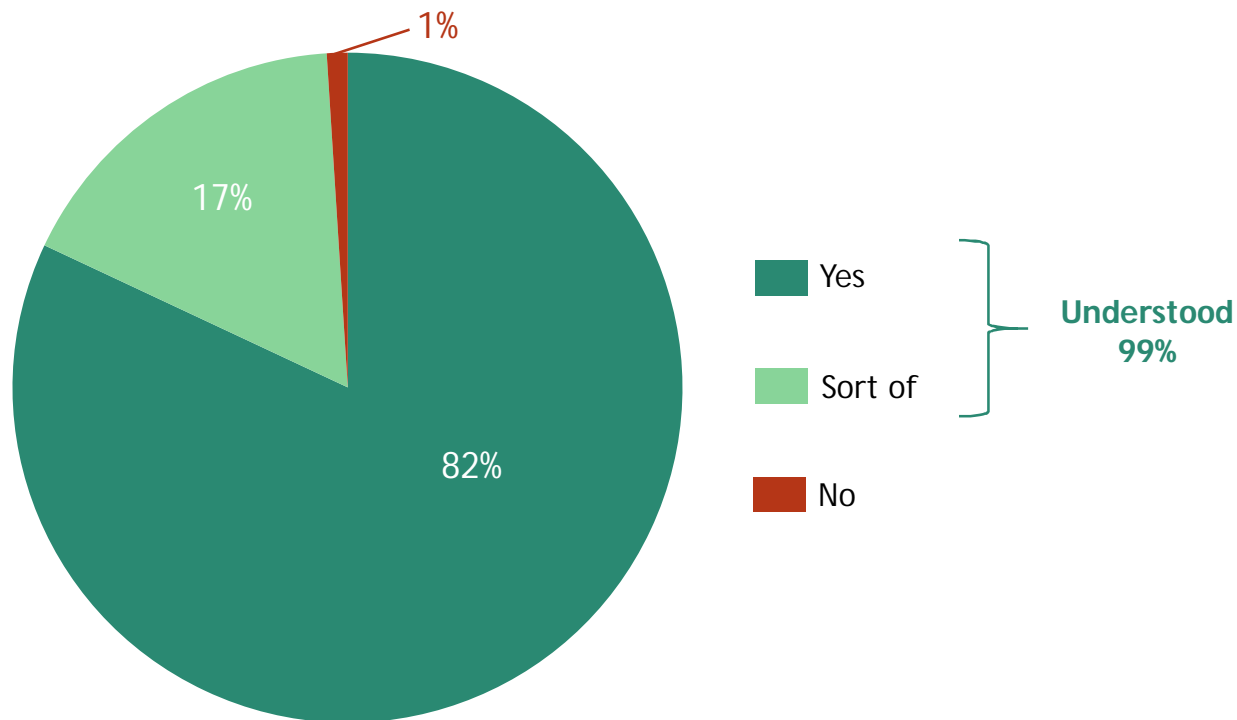
How well do you personally feel you understand the role and responsibilities of a pathologist/laboratory medicine physician as part of a health care team?



# >> Accuracy of Patients' Understanding of Pathologists / Laboratory Medicine Physicians

*A pathologist is a physician who studies body fluids and tissues, helps other physicians make a diagnosis about your health or any medical problems you have, and uses laboratory tests to monitor the health of patients with chronic conditions. To make a diagnosis, pathologists carefully analyze and interpret changes in body tissue, blood, or other body fluids collected in a laboratory and prepare a report of their findings. Overall, pathologists ensure laboratory quality so that diagnostic testing is safe and accurate.*

Is that what you understood the role and responsibilities of a pathologist/laboratory medicine physician to be?



Base: Respondents who very/somewhat understood role of pathologist | (n=1299)

# >> Accuracy of Patients' Understanding of Pathologists / Laboratory Medicine Physicians

## -By Key Demographics

Is that what you understood the role and responsibilities of a pathologist/laboratory medicine physician to be?

	TOTAL			REGION			GENDER		CAREGIVER?	
	Alberta (1299)	Calgary (448)	Edmonton (381)	North (171)	Central (162)	South (138)	Male (653)	Female (647)	Yes (253)	No (1046)
<b>Yes</b>	<b>82%</b>	87%	82%	73%	84%	79%	80%	85%	71%	85%
<b>Sort of</b>	<b>17%</b>	13%	18%	25%	16%	20%	20%	14%	28%	14%
<b>No</b>	<b>1%</b>	-	-	2%	-	-	1%	1%	-	1%

	TOTAL	AGE (YEARS)				FAMILY COMPOSITION			
	Alberta (1299)	<45 (626)	45-54 (272)	55-64 (188)	65+ (214)	No Kids (228)	Young Family (278)	Mature Family (80)*	Empty Nesters (122)
<b>Yes</b>	<b>82%</b>	80%	84%	84%	84%	91%	75%	88%	85%
<b>Sort of</b>	<b>17%</b>	20%	15%	15%	13%	8%	25%	12%	15%
<b>No</b>	<b>1%</b>	-	-	1%	2%	-	-	-	-

□ Significantly higher ○ Significantly lower

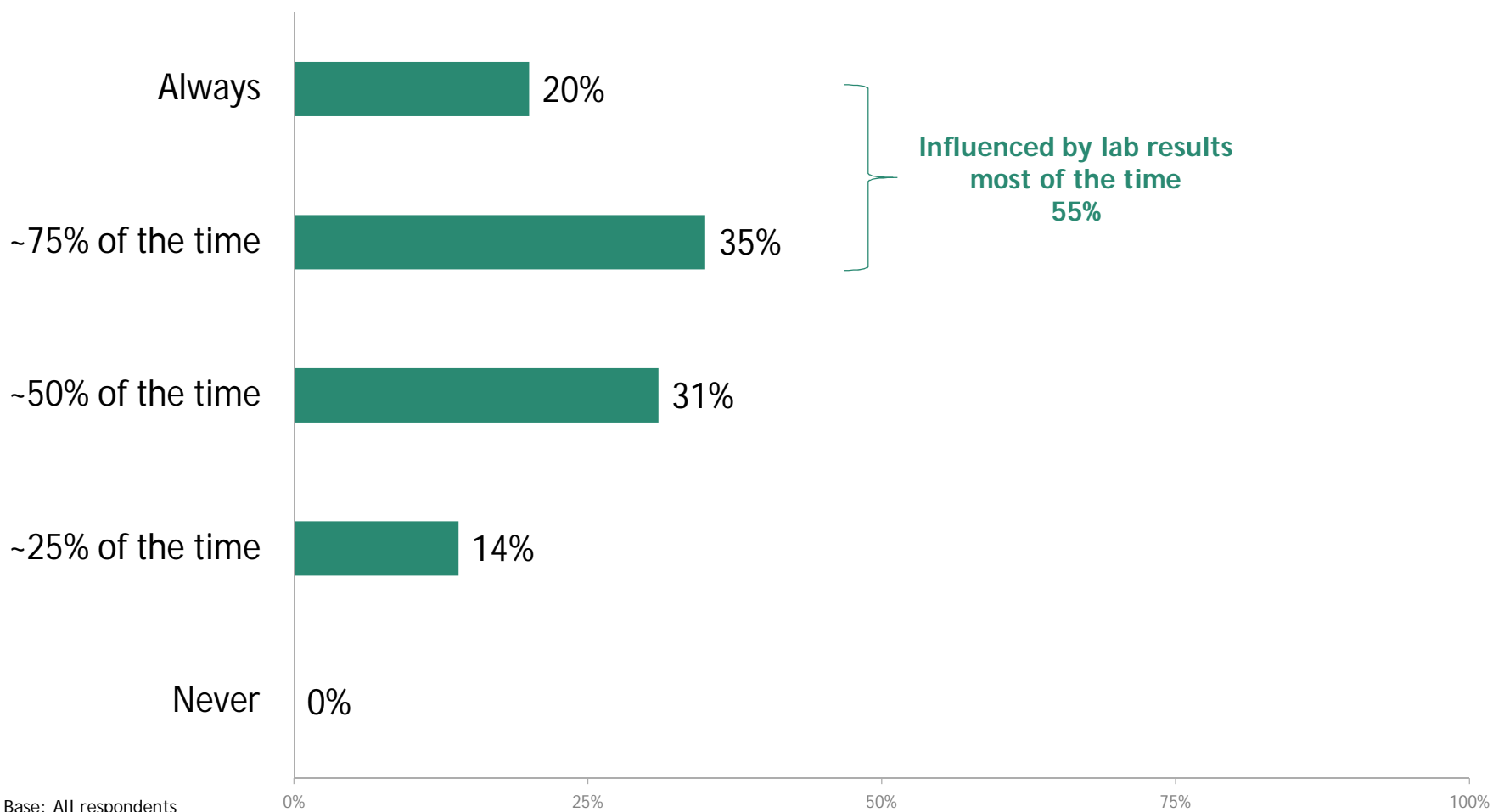
Base: Respondents who very/somewhat understood role of pathologist | (n=1299)

\*Caution: Small sample size



# Effect of Laboratory Results on Physician Recommendations

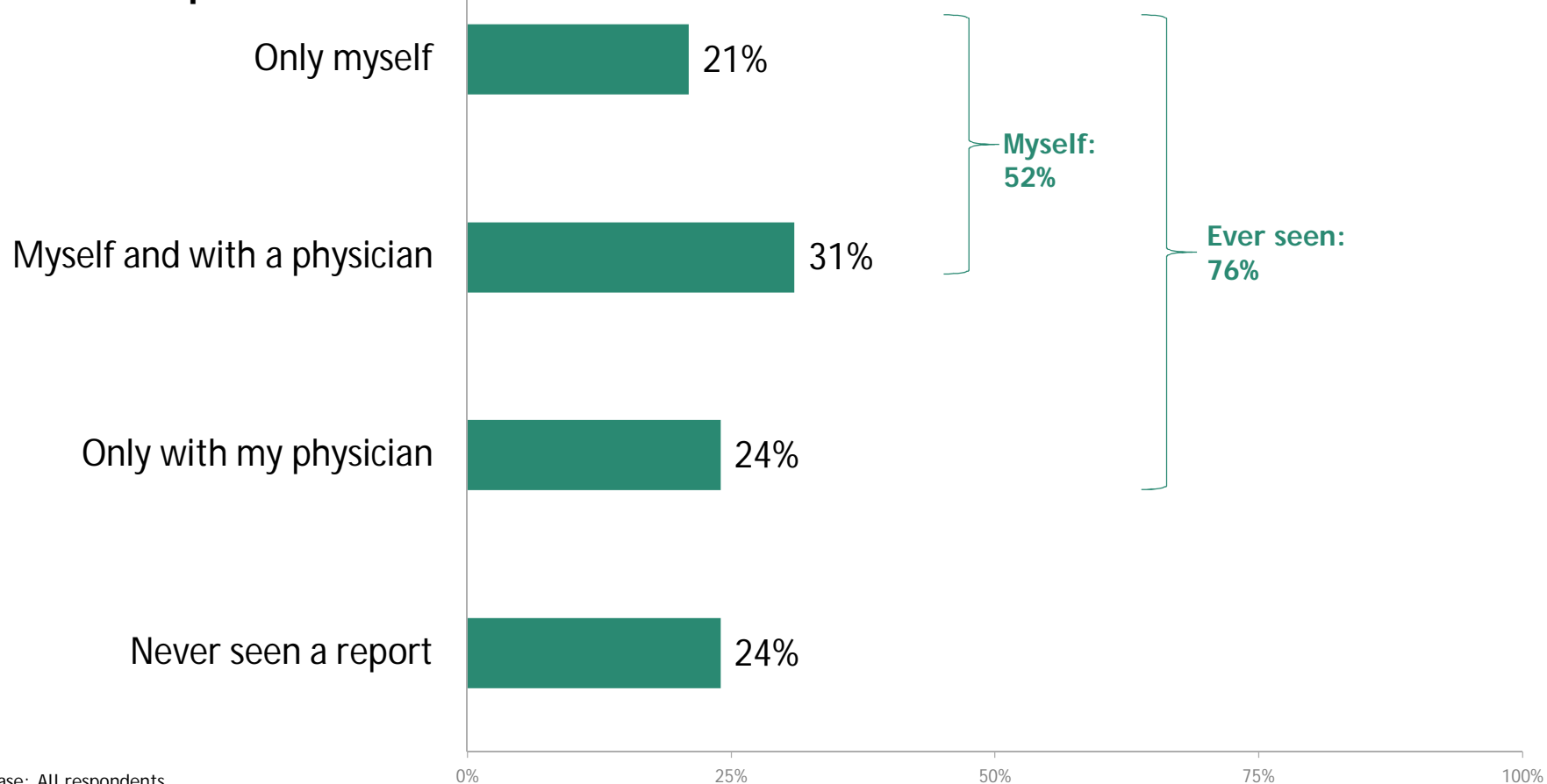
Thinking about the combined total of all recommendations a physician makes when seeing patients, how often do you think those recommendations are affected or influenced by laboratory results?



# >> Have Alberta Patients Personally seen Pathology Reports or Lab Results?

Have you ever seen a pathology report or lab results yourself, or looked at them with a physician?

## Have seen a report/results ...



# >> Have Alberta Patients seen Pathology Reports or Lab Results?

## -By Key Demographics

Have you ever seen a pathology report or lab results yourself, or looked at them with a physician?

	TOTAL	REGION					GENDER		CAREGIVER?	
	Alberta (1943)	Calgary (661)	Edmonton (583)	North (252)	Central (234)	South (213)	Male (986)	Female (957)	Yes (334)	No (1609)
NET: Have seen (myself or with a physician)	<b>76%</b>	82%	71%	65%	85%	74%	73%	79%	84%	74%
NET: Seen myself	<b>52%</b>	60%	47%	37%	63%	47%	50%	54%	53%	52%
Seen only with physician	<b>24%</b>	21%	24%	29%	22%	27%	22%	25%	31%	22%
Have never seen	<b>24%</b>	18%	29%	35%	15%	26%	27%	21%	16%	26%

□ Significantly higher ○ Significantly lower

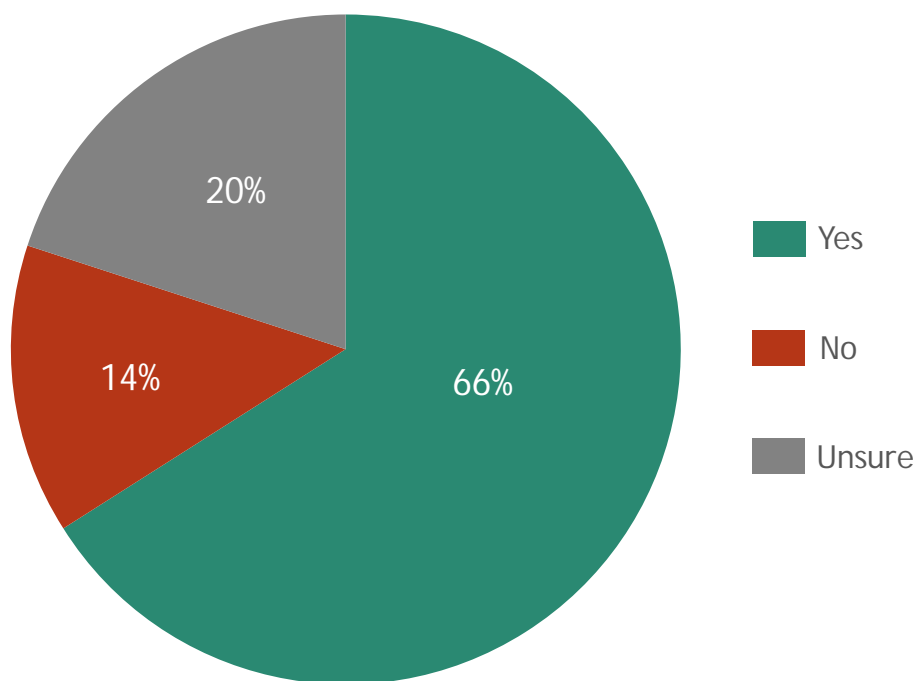
Base: All respondents





# Perceived value of Increased Interaction Between Pathologists and Patients

Do you think it would be valuable to have more interactions between pathologists/laboratory medicine physicians and patients to be able to understand how your lab tests were performed or assessed?



Base: All respondents

# >> Perceived value of Increased Interaction Between Pathologists and Patients

Do you think it would be valuable to have more interactions between pathologists/laboratory medicine physicians and patients to be able to understand how your lab tests were performed or assessed?

	TOTAL	REGION						
	Alberta (1943)	Calgary (661)	Edmonton (583)	North (252)	Central (234)	South (213)	Sm. Urban (628)	Rural (249)
<b>Yes</b>	<b>66%</b>	71%	63%	78%	64%	46%	69%	55%
<b>No</b>	<b>14%</b>	13%	16%	9%	14%	17%	11%	18%
<b>Unsure</b>	<b>20%</b>	16%	21%	13%	21%	37%	20%	27%

	TOTAL	AGE (YEARS)				FAMILY COMPOSITION			
	Alberta (1943)	<45 (972)	45-54 (406)	55-64 (273)	65+ (291)	No Kids (341)	Young Family (427)	Mature Family (106)	Empty Nesters (179)
<b>Yes</b>	<b>66%</b>	70%	62%	62%	62%	73%	47%	62%	62%
<b>No</b>	<b>14%</b>	13%	16%	15%	15%	12%	24%	21%	13%
<b>Unsure</b>	<b>20%</b>	17%	23%	23%	24%	15%	28%	17%	25%

□ Significantly higher ○ Significantly lower

Base: All respondents

# albertapathients Initiative Feedback

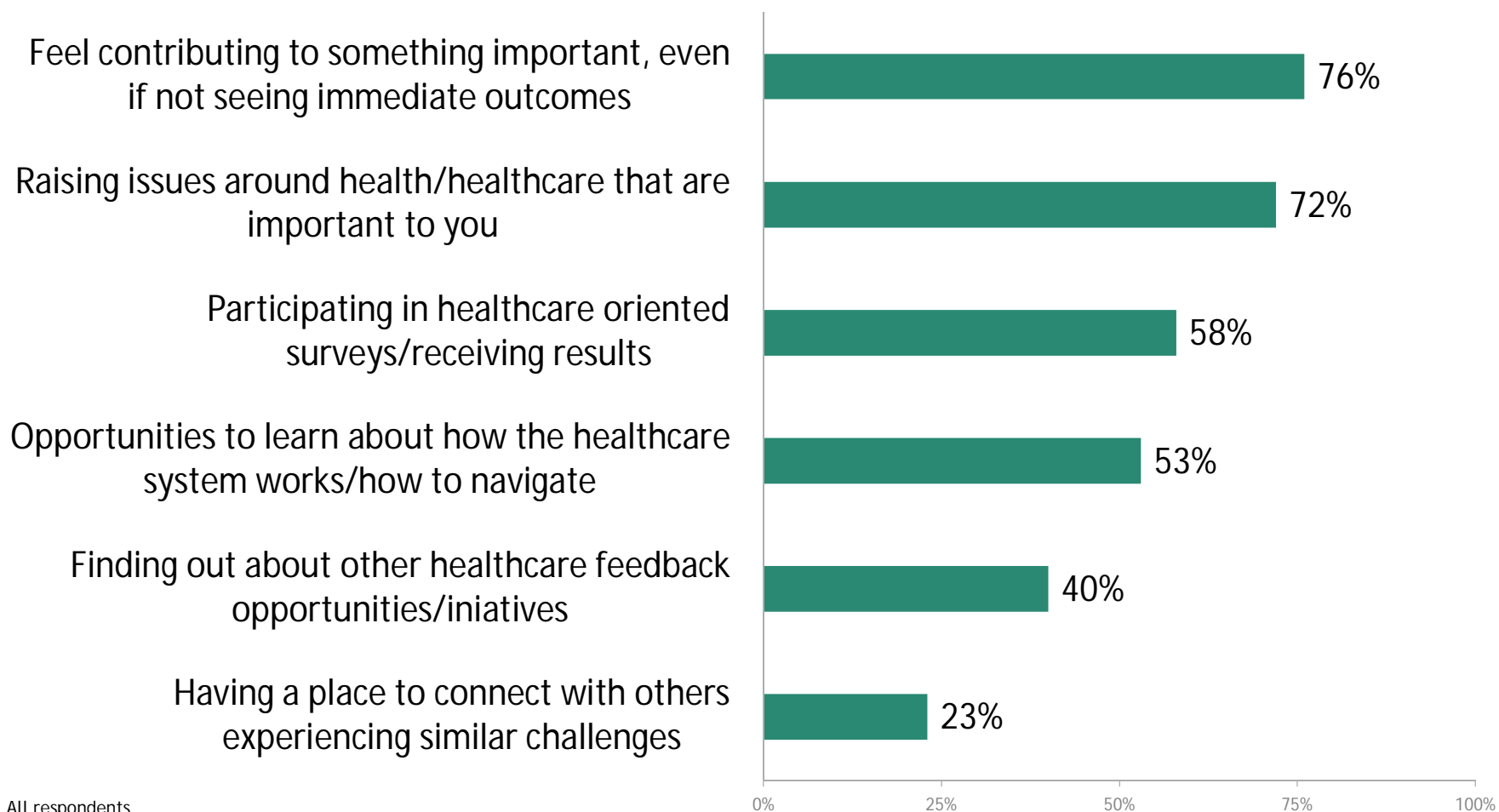
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# Reasons for albertapathients Initiatives Sign-up and Participation

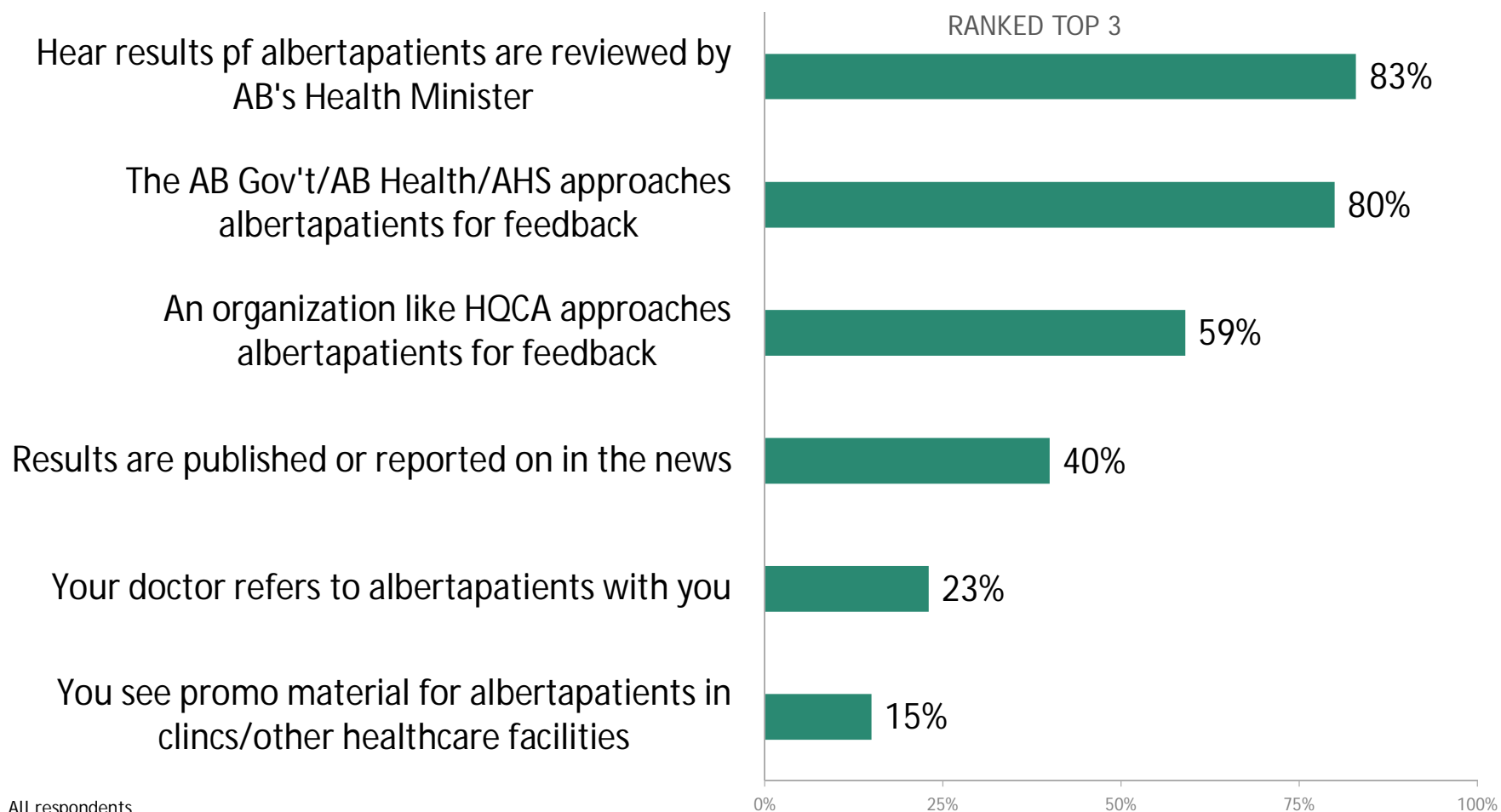
People sign up for and participate in initiatives like **albertapathients** for many different reasons. Which of the following do you, personally, find satisfying or motivating about this initiative?



Base: All respondents

## >> Ranked Impact of albertapatient initiative

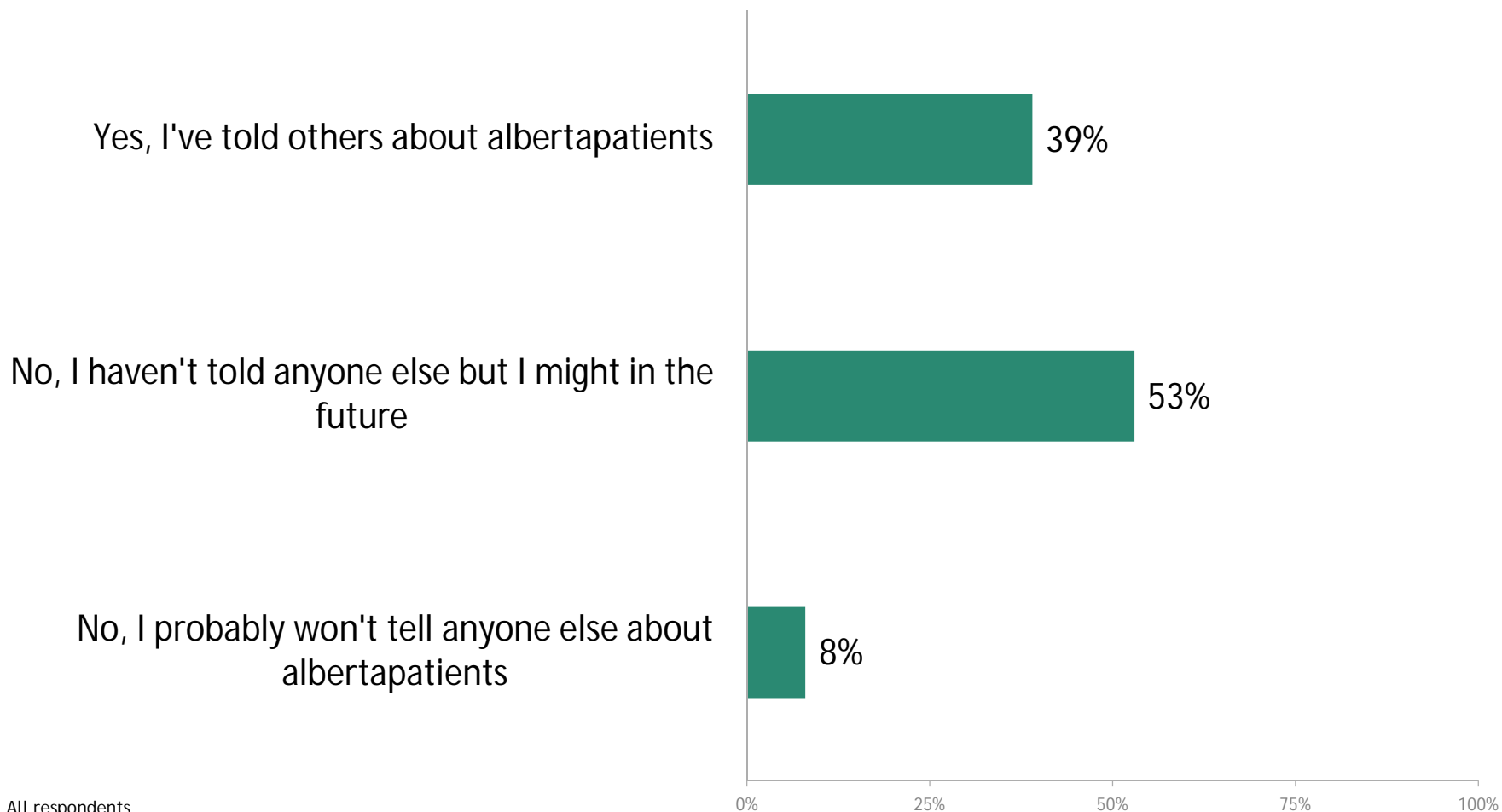
The following are some ways to evaluate the impactfulness of an initiative such as **albertapatient**. How impactful are each of these to you, personally? Please rank them in order of impactfulness where 1 is most impactful and 6 is least impactful.





# Respondent's Likelihood to Recommend albertapathients to Others

Have you told anyone else about albertapathients? Would you recommend us to anyone you know?



Base: All respondents



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