



Patient Perspectives on Team-Based Primary Care

Primary care provider access is an ongoing and significant issue in Newfoundland and Labrador (NL), especially since NL is geographically diverse with a population with varying healthcare needs (e.g., aging population, high burden of chronically ill patients). Family Care Teams are a new healthcare approach in NL, offering patients access to multiple health professionals to meet their unique health and social needs. Team-based primary care has the potential to improve access, continuity and quality of health care, but its impact on patient-reported experiences and outcomes is not well established.

This overview examines the research literature to understand patient-reported experiences and outcomes in community-based primary care provided by multidisciplinary teams, focusing on access, continuity, and quality of care. The dissemination plan will utilize established networks from 17 years of knowledge transfer with the Contextualized Health Research Synthesis Program (CHRSP), targeting various audiences across NL, including health system decision-makers, healthcare professionals, patients, caregivers, and university members. A virtual meeting open to all will be held with the release of a Rapid Evidence Report, featuring a project team presentation and a Q&A session. Later, smaller targeted presentations will be held for specific groups, including healthcare professionals, older adults, and decision-makers.

Cris Carter

Patient and Public Partner, SPOR Evidence Alliance

Cris Carter lives in St. John's, NL where she engages with the health care system as a Patient Partner on the NL SUPPORT-SPOR Patient Advisory Council. She joined the Council in 2016 and helped roll out patient-oriented research training for researchers, medical personnel, and prospective patient partners to promote patient engagement in NL. Cris has been engaged as a Patient Partner on several local research projects into treatments for diabetes. When the COVID pandemic began in 2020, Cris became a member of the team investigating, "Through the Looking Glass: The impact of COVID-19 isolation on Long-Term Care facility residents – a visitor's perspective," a project initiated by the NL SUPPORT-SPOR Patient Advisory Council.



NL Centre for Applied Health Research (NLCAHR)

NL Centre for Applied Health Research (NLCAHR) is a team of researchers with a unique approach to decision support in NL. Since 2007, the Centre's Contextualized Health Research Synthesis Program (CHRSP) has been a collaborative partnership that includes applied health researchers at NLCAHR, leaders in Newfoundland & Labrador's provincial health and community systems, and patient/caregiver advisers. An innovative knowledge translation approach, CHRSP puts research in place by creating reports that support decisions on priority issues identified by our health system partners with a focus on the unique NL context. The CHRSP team at NLCAHR looks forward to supporting a patient-led project that will explore patient perspectives on Team-Based Primary Care. This work will offer insight into the types of patient-reported experiences that have been published so far, helping us consider how these experiences might apply to the new Family Care Teams in Newfoundland and Labrador in and in other settings.

