

Primary Care Patient Experience Survey Resource List

Deeper Dives

Introduction

Purpose of this document

We know identifying promising practices is only one component of the improvement process. This guide is designed to give initial guidance to primary care providers seeking information about improving patient experience.

How the resource lists are organized

Resources are organized by the topic domains in the HQCA Primary Care Patient Experience Survey. For easy access to the resources, keep the file open rather than printing it in hard copy because many of the website URLs are hyperlinked and cross-referenced to other resources within the document.

How the resource lists were developed

This document provides a list of references to websites and other publicly available, practical resources. The resources were compiled via a literature and environmental scan and suggested by primary care providers and experts in Alberta and Internationally.

What do you mean by Deeper Dives?

The resources in this document are called Deeper Dives and provide a more in-depth exploration of the various strategies to improve patient experience.

Note: This resource list was updated on March 10, 2025.



What's important for patients is having access to someone who knows their story. Doesn't always mean a family physician alone – it means a team of resources. Some could be living in the community; some could be in a practice.

– Expert, Quality Improvement in Primary Care



Deeper Dives

These resources provide a more in-depth exploration of the various strategies to improve patient experience.

Access

The resources that follow relate to survey questions about timely access to a primary care provider for routine and urgent care.

1. [The Access to Continuity Change Package Summary](#)
Alberta Medical Association - Accelerating Change Transformation Team (AMA-ACTT)

The intent of the change package is “to assist patient’s medical homes to optimize access processes, so patients can receive care when they want or need it.”

2. [Access to Continuity Trail Map](#)
AMA-ACTT

A companion resource to the Access to Continuity Change Package, the Trail Map shows the steps needed to improve access by increasing supply and reducing demand.

3. [Online Training on Enhanced Access](#)
AMA-ACTT

An online training with strategies to support timely access to care for patients. The training is 14 courses and takes four hours to complete.

4. [Options for Providing Timely Access in a Challenging Climate Webinar](#)
Physician Champion Network & AMA, 2023 Dec 6

This webinar discusses options to improve efficiency, maximize teamwork and deploy alternative payment models.

Team-based care

The resources that follow provide more in-depth information about operationalizing team-based care. They relate to survey questions about patient experiences with their healthcare team.

1. [Team-Based Care Pathway](#)
Health Quality BC & Team-Based Care Advisory Group

A five-stage pathway that was developed “to support teams at any stage of their team-based journey.” Each step includes resources to support assessment and improvement. The stages include:

- 1) Where to start with Team-Based Care
- 2) Team Building
- 3) Team Development
- 4) Team Performance and QI
- 5) Team Evaluation

2. [TeamUP! Webinar Series](#)
Team-Based Care BC

There are 31 webinars on topics relevant to team-based primary care, each under one hour. Some are also linked with TeamUP! Podcasts. Topics include:

- Finding Our Why: Benefits of Setting and Living Team Commitments
- Patient Perspectives on Team-Based Care Communication explores concerns of patients that clinics might not be aware of.
- What Do Teams Have to Do with It? High Functioning Teams for Advancing Team-Based Care
- Getting to the “How” of Team-Based Care – A Dialogue Circle

- Reflections from the Field – Teams Get Real about Team-Based Care
- The Power of Coaching – Sustaining Team-Based Care
- Coaching and Primary Care Teams – A Deeper Dive
- Skill Building for Teams: Huddles

3. [TeamUP! Podcasts](#)
Team-Based Care BC

There are seven seasons of podcasts, each with about 10 episodes to choose from. The podcasts vary in length, and many are associated with TeamUP! webinars. Episodes that are relevant and good starting points include:

- S01 E02: Relationship centredness in team-based primary care (25 min)
- S01 E04: Getting to the How of Team-Based Care (17 min)
- S01 E06: The Power of Coaching: Sustaining Team-Based Care (19 min)
- S02 E04: Three simple ideas to connect as a team that are easy and help build your capacity (15 min)

4. [Effective Teamwork Webinar](#)
AMA-ACTT

A 45-minute webinar about interdisciplinary teams in primary care. Identifies and explains keys to effective teamwork.

5. [Improve Patient Care and Team Engagement Through Collaboration and Streamlined Processes](#)
American Medical Association (AMA) Steps Forward

This toolkit includes a learning module, several practical, customizable resources, and links to related practice innovation topics. It defines the team-based care and describes how to implement it. The benefits of team-based care are also discussed.

6. [Shared Purpose: Building a Strong Team Together](#)
Team-Based Care BC

Creating a shared purpose is important when building a team. This guide from Team-Based Care BC helps you create a shared purpose as a team. It includes a meeting agenda and a slide deck.

7. [Taking Team-Based Care to the Next Level](#)
Family Practice Management (American Academy of Family Physicians)

The article describes team-based care, roles to delegate, healthcare disciplines to consider for the team, and strategies to optimize the team, including the authors' own practice reflections. A quick read with other relevant resources.

Care coordination

The resources listed below relate to survey questions about coordination of patient care.

1. [TeamUP! Podcasts](#)
Team-Based Care BC

Topics relevant to care coordination are discussed in some of the seven seasons of podcasts. The following examples may be helpful starting points.

- S03 E04: Better Distributed Primary Care Teams with Clear Communications (20 min)
- S03 E05: Case Conferencing in Distributed Primary Care Teams (5 min)
- S03 E06: Handing Over Care within Distributed Primary Care Teams (6 min)

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Patient experience involves everyone the patient encounters and almost nobody has had training in how to improve these kinds of measures.

– Expert, *Improving Primary Care Patient Experiences*

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Communication

The resources below relate to survey questions about communication between patients and care providers, including, how providers respect and listen to patients, explain things in an understandable manner, and how the provider involves patients in decision-making about care.

[Note, these resources can also help with improving patient experience related to discussing care priorities and treatment plans].

What Matters to You?

A strategy to help healthcare providers understand what matters most to their patients, to identify a patient's care priorities, and ensure that care is aligned with those priorities.

1. [“What Matters to You?” Communications Toolkit](#)
Health Quality BC

This website provides links to numerous digital resources for introducing and implementing “What Matters to You?”, including infographics, patient postcards, and posters to describe the concept; resources for healthcare providers; resources for patients; PowerPoint presentations and templates; videos; and resources for International “What Matters to You?” Day.

2. [What Matters to Me – A New Vital Sign](#)
TED Talk. Jason Leitch. 2016

An engaging 10-minute video describing the importance of asking patients what matters to them.

Indigenous cultural safety and humility

For First Nations, Métis and Inuit Peoples, racism and discrimination have contributed to a lack of culturally safe care and services, resulting in inequities compared to non-Indigenous people in Canada.

Our HQCA team acknowledges Indigenous perspectives within Alberta are distinct and the learnings and resources that follow are not representative of the Alberta or local context you are working in. However, many of the principles, insights, and additional resources presented resonate with what we have heard from our relations. If you have suggestions for additional or alternative resources that feel more appropriate for those working in primary healthcare within Alberta, please reach out to the HQCA at info@hqca.ca. We welcome opportunities to learn more and ensure our suggested supports reflect the distinct context within Alberta.

1. [Connecting the Dots: Navigating towards Culturally Safe Care with Mark Matthew](#)
College of Physicians and Surgeons of BC

A podcast “on the systemic challenges and opportunities in our health system as it navigates towards culturally safe care”. (20 min)

2. [Six Core Concepts](#)
College of Physicians and Surgeons of BC

Six two-minute videos explaining the core concepts in which the College of Physician and Surgeons of BC bases its Indigenous Cultural Safety, Cultural Humility, and Anti-racism practice standard.

Care priorities and treatment plans

The resources that follow relate to survey questions about setting care priorities and developing treatment plans with patients including working with patients to discuss their health goals and priorities; creating, reviewing and adapting a treatment plan; and discussing difficulties and needed supports for managing health concerns.

1. [The Ottawa Hospital. Patient Decision Aids Research Group](#)
The Ottawa Hospital

Patient decision aids are materials “that help people make better health and healthcare decisions. They are designed to provide the options based on research findings and allow people to consider what fits best with their personal situation and preferences.” They can be used by patients on their own or with health professionals. This website provides a list of decision aids and decision guides for patients/public, healthcare providers, and researchers.

2. [Patient Priorities Care](#)
Yale School of Medicine, UTHealth Houston, and Baylor College of Medicine

This comprehensive website unpacks Patient Priorities Care: “An evidence-based approach that provides a systematic way to incorporate patients’ health priorities into decision making.” The approach is suitable for all patients, but especially older adults with multiple chronic conditions. The website has sections for health professionals and patients and caregivers.

- [Patient Priorities Care Health Professional Toolkit](#) describes and provides numerous practical tools for health professionals to implement the approach.
- [Patients and Caregivers](#) section explains the approach in plain language and includes an interactive process to help patients/caregivers [identify their health priorities](#).

3. [Implementing the Comprehensive Care Standard – Identifying Goals of Care](#)
Australian Commission on Safety and Quality in Health Care

A 17-page document to support implementation of Australia’s Comprehensive Care Standard, but applicable to the Canadian context. Outlines principles and processes of goal-directed care alongside practical advice, tips and concrete tools (e.g., SMART, FAST, “What Matters to You?”) for facilitating goals of care conversations. The overarching aim is to ensure that clinical care is tailored to patients’ personal needs, preferences and aspirations for health and wellbeing.

Tips for patients and consumers in identifying goals of care are also included and available as a separate [two-page document](#).

Patient-facing tools to prepare patients for conversations about care priorities and treatment plans

A success factor in patient-provider decision making is that patients have time to think about their health and life goals and priorities in advance of their conversations with healthcare providers.

1. [Resources and Tips \(For Patients and Families\)](#)
The Health Quality Council of Alberta

A webpage with links to numerous resources and several languages that patients can use to “take an active role” in their healthcare and prepare for conversations with their healthcare providers. Resources are downloadable and printable. Topics include:

- Tips for Talking with Your Healthcare Team
- Symptom Tracker
- Questions to Ask Your Healthcare Team
- Questions to Ask About Your Treatment Options

“If I was setting up a new team, I would definitely spend some time doing those kinds of things (team building exercises, communication tools) before just throwing them in and saying, ‘Here’s some patients.’”

– Family physician



2. [My Life My Healthcare](#)

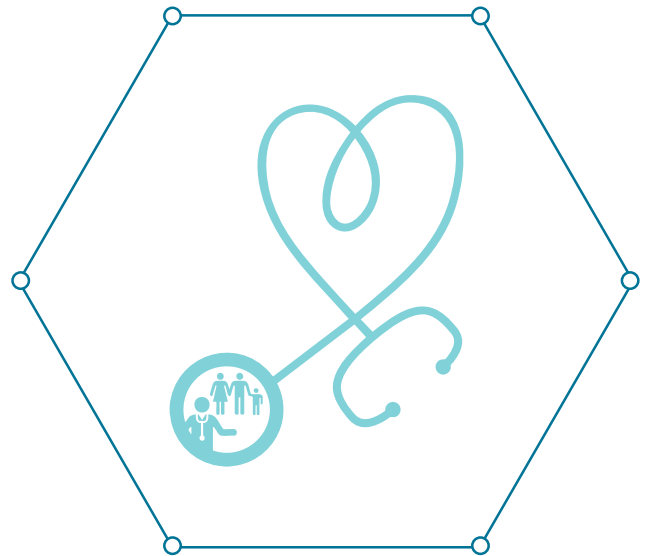
KER (Knowledge and Evaluation Research) Unit, Mayo Clinic

For patients with complex medical/health needs. Aligned with the concept of minimally disruptive medicine that considers the burden of treatment in light of the capacity of people to manage the burden of multiple health problems alongside other life burdens.

This discussion aid asks patients how they manage stress in their life, where they find the most joy in their life, and what else is on their mind. Then it asks questions to identify what aspects of their life and healthcare are a help or a burden, or both. The tool is intended to “help you and your clinician talk about how your healthcare fits with your life”.

Additional resources

We have additional resources to help you improve patient experience. Visit HQCA.ca to see our resource lists for Quick Wins, Deeper Dives, as well as our Background Reading guide.



About the Health Quality Council of Alberta

The Health Quality Council of Alberta is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality. We assess and study the healthcare system, identify effective practices, and engage with Albertans to gather information about their experiences. Our responsibilities are outlined in the *Health Quality Council of Alberta Act*.