
OurCare

Co- designing the future of primary care with patients and the public

Tara Kiran

Fidani Chair in Improvement and Innovation, University of Toronto

Scientist, MAP Centre for Urban Health Solutions

Family Physician, St. Michael's Hospital, Unity Health Toronto

Manitoba Primary Care Day

Winnipeg MB

Nov 29, 2024

With funding from:



Max Bell
Foundation



Santé
Canada

Health
Canada

MASSLBP

In Partnership with:

Thank you to our funders

The OurCare initiative is made possible through financial contributions from Max Bell Foundation, Even the Odds, and Health Canada. The views expressed herein do not necessarily represent the views of our funders.

NosSoins est rendue possible grâce aux contributions financières de la Fondation Max Bell, d'Even the Odds et de Santé Canada. Les opinions exprimées ici ne représentent pas nécessairement celles de nos bailleurs de fonds.

FUNDED BY



Max Bell Foundation

LET'S MAKE THE FUTURE
FAIR FOR EVERYONE.

staples  MAP



Health
Canada

Santé
Canada

BASED AT



SUPPORTED BY



Family & Community Medicine
UNIVERSITY OF TORONTO

OurCare Partners

National Collaborating Organizations

Black Physicians of Canada
Canadian Institute for Health Research
Canadian Medical Association
College of Family Physicians of Canada
Health Canada
Healthcare Excellence Canada
Indigenous Physicians Association of Canada

National Primary Care Leaders

Canadian Association for Health Services & Policy
Research
Dalhousie University
University of Alberta
University of British Columbia
University of Saskatchewan

Ontario Advisory Group

Alliance for Healthier Communities
Association for Family Health Teams of Ontario
Black Physicians Association of Ontario
Canadian Institutes of Health Research
Carea Community Health Centre
College of Family Physicians of Canada
Health Commons Solutions Lab, Sinai Health System
Indigenous Physicians Association of Canada
Indigenous Primary Health Care Council
Department of Family Medicine, McMaster University
Department of Family Medicine, University of Ottawa
Department of Family Medicine, Queen's University
Dalla Lana School of Public Health, University of Toronto
Department of Family and Community Medicine, University of Toronto
Northern Ontario School of Medicine
Nurse Practitioners' Association of Ontario
Ontario College of Family Physicians
Ontario Health
Ontario Medical Association
Ontario Ministry of Health
Restore Medical Clinics
Upstream Lab
Women's College Hospital

OurCare Partners (Cont'd)

Quebec Advisory Group

Association québécoise des
médecins du sport et de l'exercice
(AQMSE)
Cree Board of Health and Social
Services of James Bay
Collège Québécois de Médecins de
Famille
Commissaire à la santé et au bien-
être (CSBE)
Département régional de médecine
générale (DRMG) Montréal
Direction de santé publique de
l'Estrie
Fédération des médecins
omnipraticiens du Québec
McGill University
Ministère de la Santé et des Services
sociaux (MSSS)
Ordre des infirmières et infirmiers du
Québec (OIIQ)
Ordre des pharmaciens du Québec
Université de Montréal
Université Laval
Université de Sherbrooke

British Columbia Advisory Group

BC Association of Community Health
Centres
BC College of Family Physicians
BC Family Doctors
BC Patient Safety & Quality Council
Canadian Medical Association
Centre for Health Services and Policy
Research
Doctors of BC
First Nations Health Authority
Interior Health
Island Health
North Shore Division of Family Practice
Nurses and Nurse Practitioners of
British Columbia (NNPBC)
Providence Health Care
Rural Coordination Centre of BC
Simon Fraser University
University of British Columbia
BC Ministry of Health
Family Practice Services Committee
(FPSC)
Fraser Health
Vancouver Division of Family Practice

Nova Scotia Advisory Group

Dalhousie Medical School,
Dalhousie University
Department of Health and
Wellness, Government of Nova
Scotia
Department of Family Medicine,
Dalhousie University
Doctors Nova Scotia
IWK Department of Family
Medicine
Mi'kmaw Native Friendship Centre
Nova Scotia Health Authority
Nova Scotia College of Family
Physicians
Pharmacy Association of Nova
Scotia
Nurse Practitioner Association of
Nova Scotia
Primary Health Care and Chronic
Disease Management Network,
Nova Scotia Health Authority
Tajikem ik

Manitoba Advisory Group

Department of Family Medicine,
University of Manitoba
Doctors Manitoba
First Nations Social Secretariate of
Manitoba
Interlake - Eastern Health Authority
Manitoba Association of Senior
Communities
Manitoba College of Family
Physicians (MCFP)
Manitoba Health
Northern Health Authority
Nurse Practitioner Association of
Manitoba
Patient Network
Prairie Mountain Health
Province of Manitoba
Office of community Engagement,
University of Manitoba
Ongomiizwin Institute of Health and
Healing, University of Manitoba
Shared Health
Winnipeg Regional Health Authority
(WRH)

One
National
Survey

9000+
responses

Five
Provincial
Priorities
Panels

150+
participants

Ten
Community
Roundtables

190+
participants

One National Survey

9000+ responses

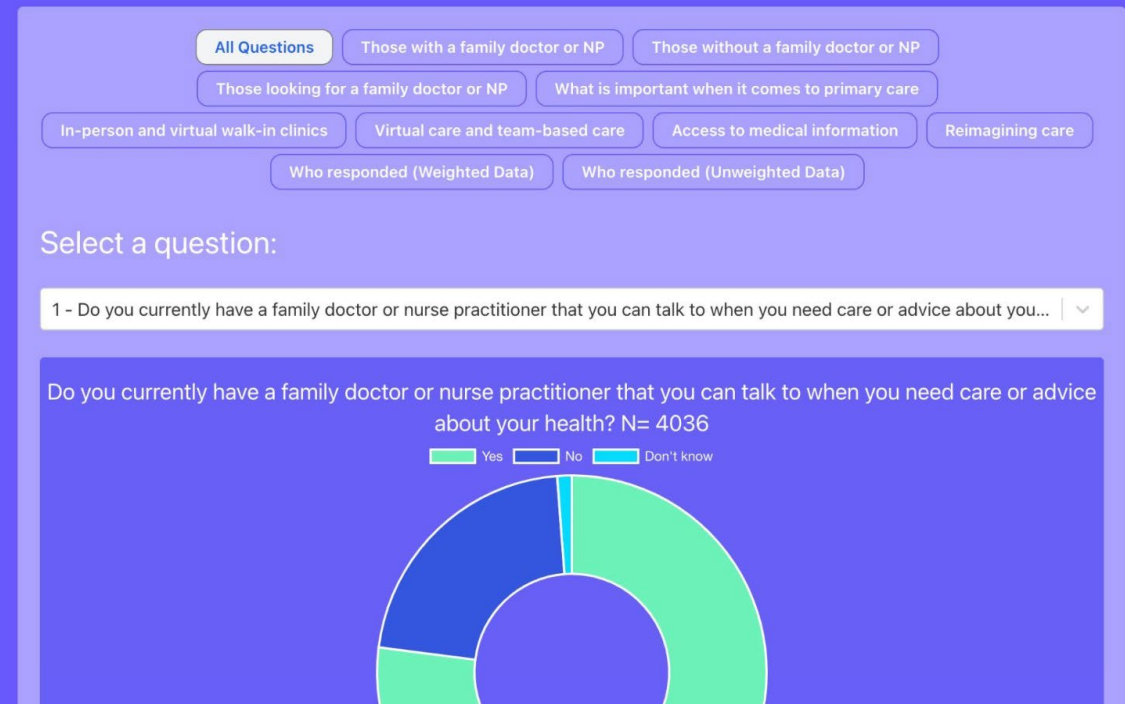
OurCare

EN / FR [Survey Data Explorer](#)

OurCare is a pan-Canadian project to gather input from the public on how to rethink the future of primary care—the type of care usually delivered by family doctors and nurse practitioners (NPs). The survey was online from September 20th to October 25th, 2022. Over 9000 people in Canada completed the full survey, sharing their perspectives and experience. You can view the data below.

[All Data](#) [Québec Data](#) [Ontario Data](#)

[Click here to learn about how to use this tool](#)



Five Provincial Panels

150+ participants





MANITOBA OPERA →

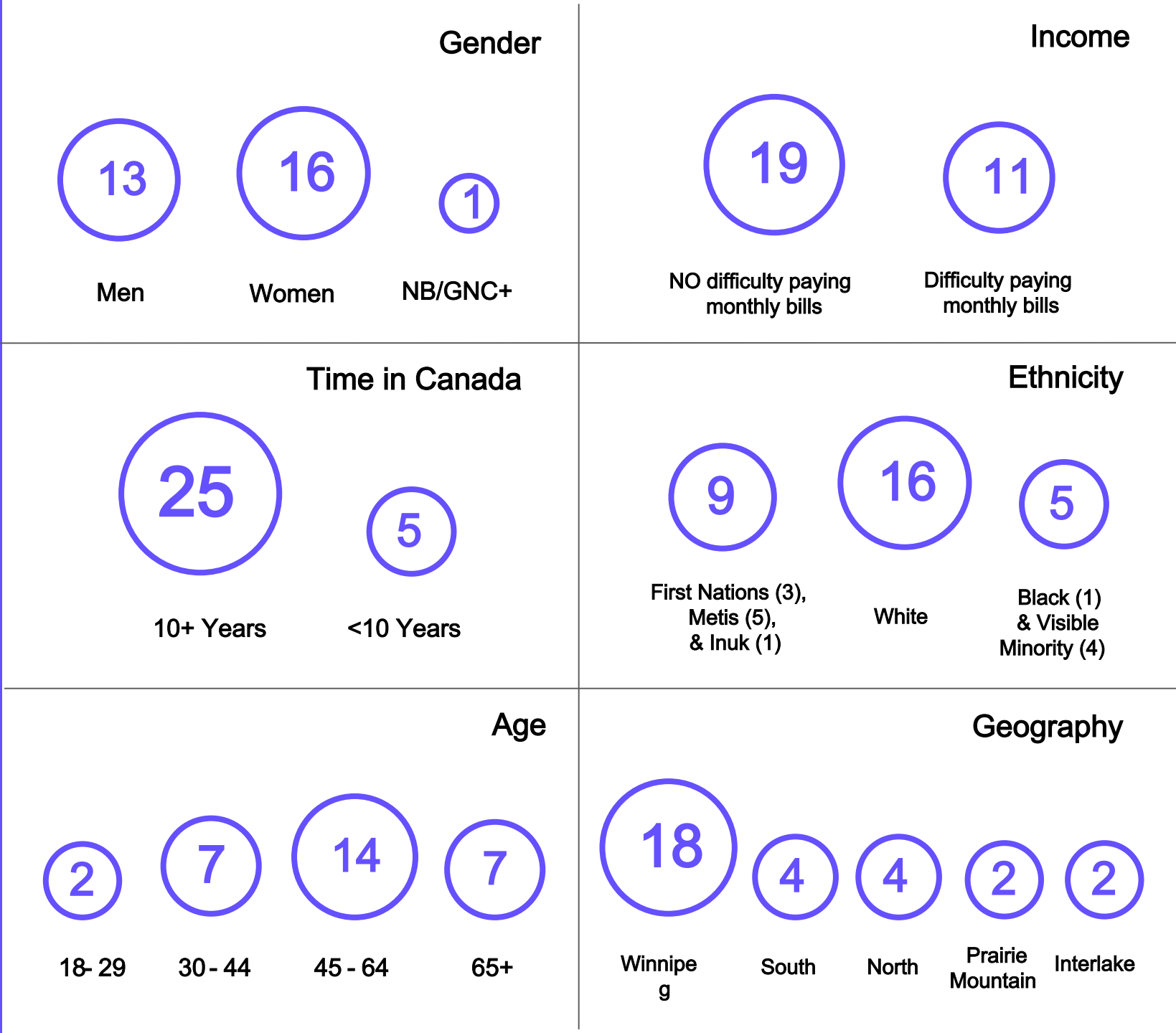
OurCare | Nos Soins
Welcome
Bienvenue

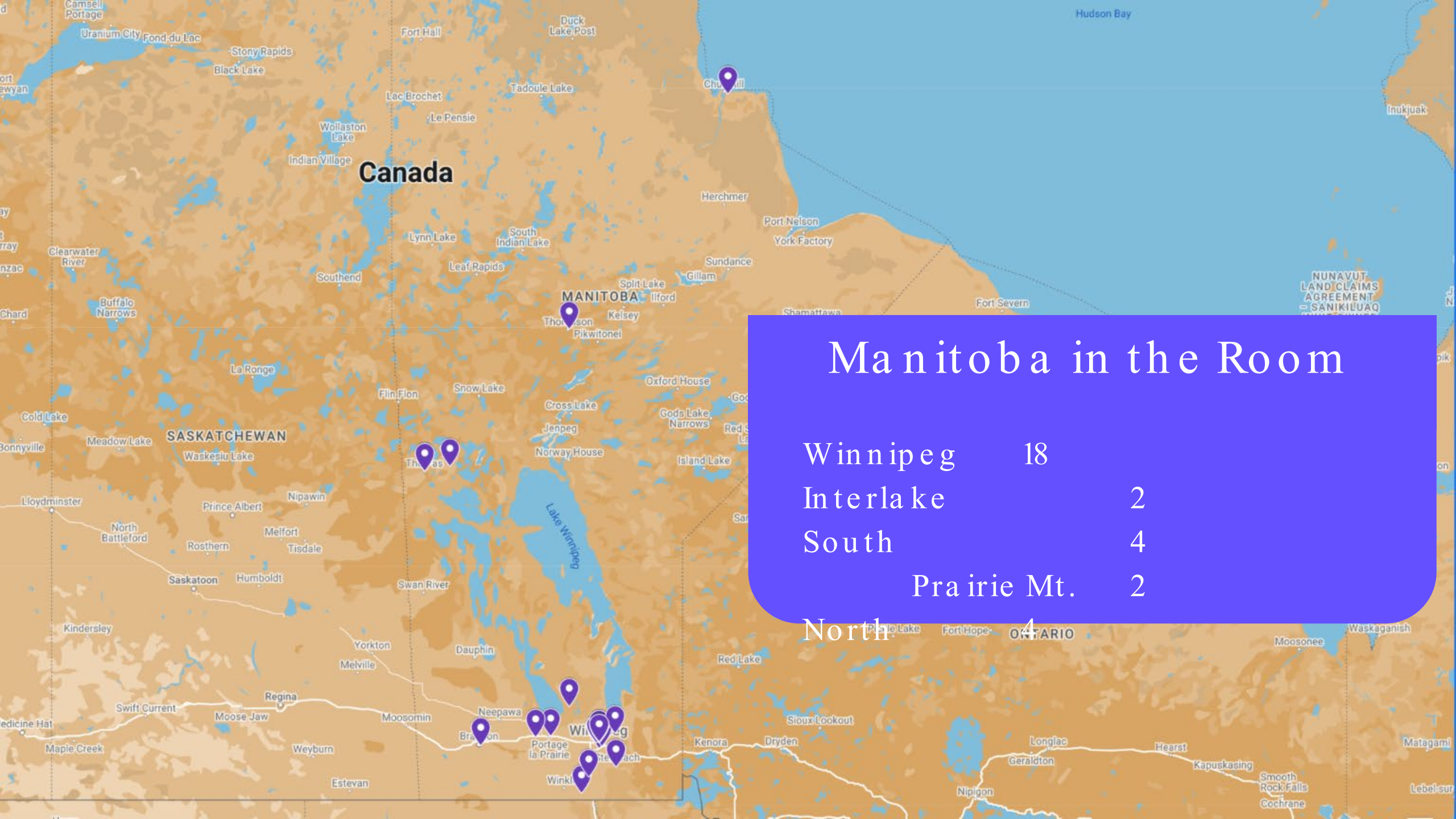
PROTECT
YOUR
TOWNS



Manitoba Priorities Panel

- 30 residents
- Deliberate attempt to have extra representation from historically excluded groups: residents in rural and remote areas, Indigenous Peoples, and newcomers.





Canada

MANITOBA

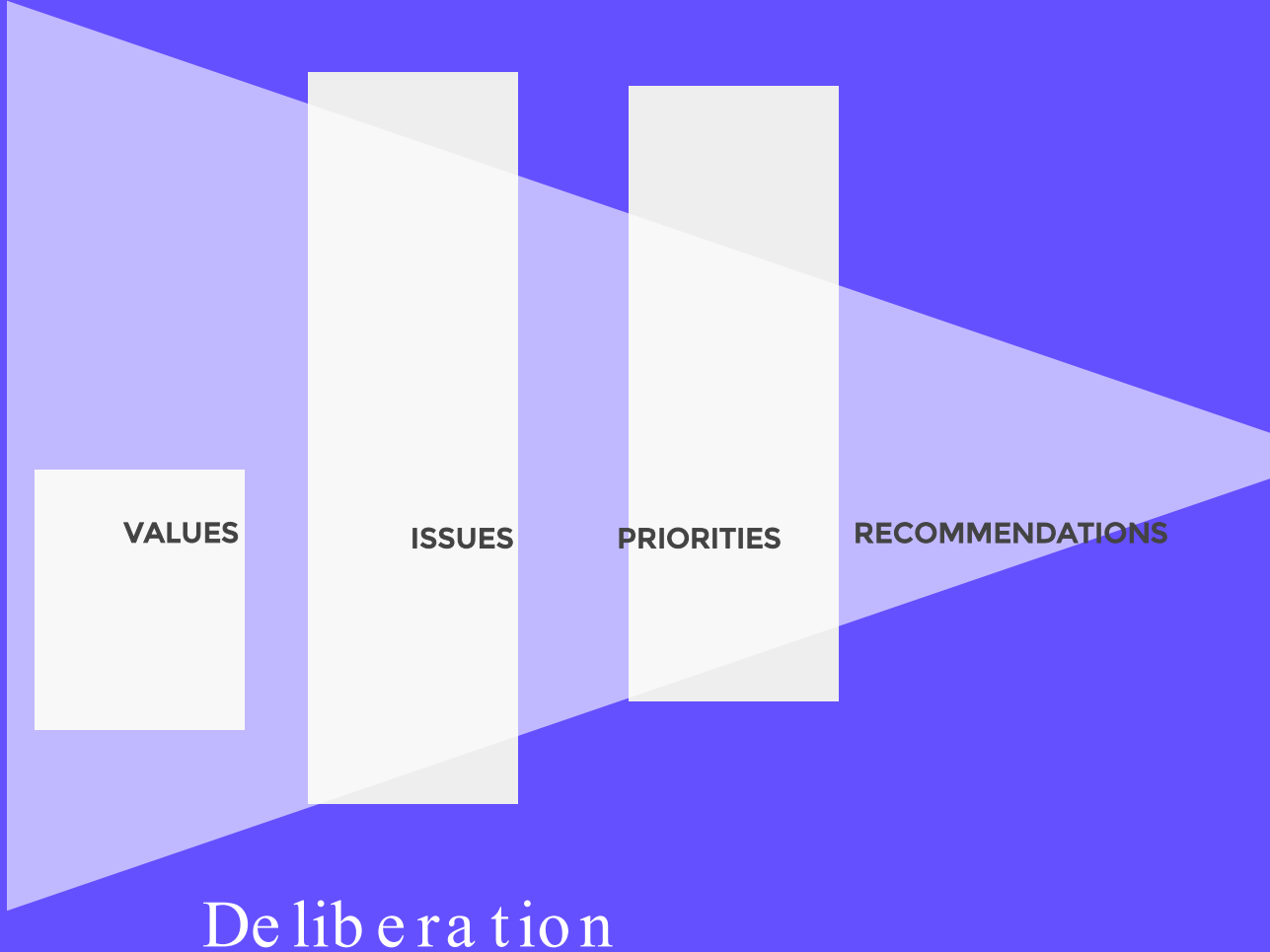
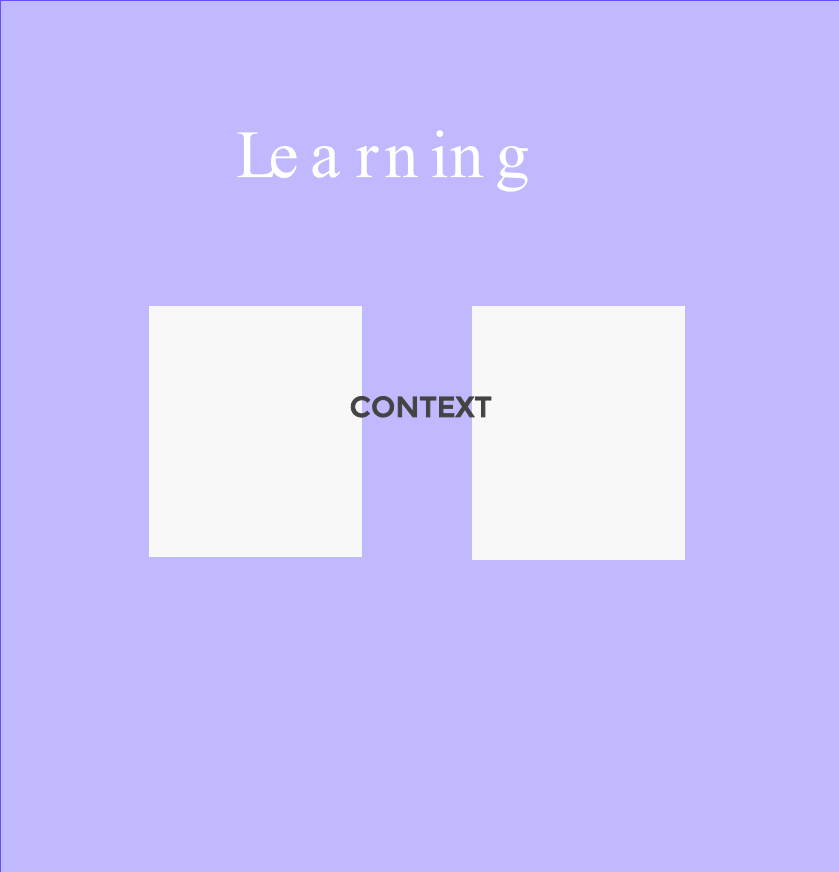
SASKATCHEWAN

ONTARIO

Manitoba in the Room

Winnipeg	18
Interlake	2
South	4
Prairie Mt.	2
North	4

Priorities Panel





MANITOBA OPERA →

OurCare | Nos Soins
Welcome
Bienvenue



PROTECT
YOUR
TODAY'S
TOMORROW'S



OurCare | Nos Soins

Welcome
Bienvenue





SIMON FRASER
UNIVERSITY
SAMUEL & FRANCES BELZBERG ATRIUM



OurCare | NosSoins

Welcome
Bienvenue



CANADIAN

NATIONAL



Ten Community Roundtables

190+ participants

British Columbia

People with Disabilities
Newcomers

Manitoba

Indigenous Youth
Newcomers

Ontario

African, Caribbean & Black Community
Newcomers

Quebec

Newcomers & Low - Income
Racialized & Newcomer LGBTQIA+

Nova Scotia

Refugee Claimants
Black Nova Scotians of African Descent

Ten Community Roundtables, 190+ participants

British Columbia
People with Disabilities
Newcomers

Manitoba
Indigenous Youth
Newcomers

Ontario
African, Caribbean
& Black Community
First Nations, Inuit
& Métis

Quebec
Newcomers & Low - Income
Racialized & Newcomer
LGBTQIA+

Nova Scotia
Refugee Claimants
Black Nova Scotians
of African Descent



'Stuck at the Gate' of Primary Care

A conversation about primary care with refugees, migrant workers, and new immigrants who live in the Vancouver area

October 2023

Publicly Funded Primary Care for All

A conversation about primary care with residents of Parc Extension in Montreal

November 2023

'Accessibility is the Word'

A conversation about Primary Care with British Columbian residents who live with disabilities

December 2023

A Soft Landing in Primary Care

A conversation about Primary Care with newcomers in Winnipeg

November 2023

Intersectional and Global Approaches to Health Care

A conversation with LGBTQIA+ Migrants in the Montreal area

November 2023

OurCare National Survey Findings

Summary Report

May 2023

OurCare | NosSoins

OurCare | NosSoins

Ontario Priorities Panel on Primary Care:

New perspectives and possibilities for primary care in Canada

A report written by members of the public

March 2023

OurCare | NosSoins

Quebec Priorities Panel on Primary Care:

New perspectives and possibilities for primary care in Canada

A report written by members of the public

October 2023

OurCare | NosSoins

British Columbia Priorities Panel on Primary Care:

New perspectives and possibilities for primary care in Canada

A report written by members of the public

September 2023

OurCare | NosSoins

Nova Scotia Priorities Panel on Primary Care:

New perspectives and possibilities for primary care in Canada

A report written by members of the public

September 2023

OurCare | NosSoins

Manitoba Priorities Panel on Primary Care:

New perspectives and possibilities for the future of primary care in Canada

A Report by Members of the Public

December 2023

Health services should care for us 'Auntie Style'*

A conversation about primary care with Indigenous Youth in Winnipeg

November 2023

OurCare | NosSoins

'For Us, By Us'

A conversation about primary care with African Nova Scotian Residents

November 2023

OurCare | NosSoins

OurCare Primary Care Gathering

for First Nations, Inuit, Métis, and Relatives living in Urban and Related Homelands:

New perspectives and possibilities for meeting FNIM primary care needs in Canada

June 2023

Take Black Your Health:*

A conversation about primary care with African, Caribbean and Black residents living in Greater Toronto

July 2023

OurCare | NosSoins

'Primary Care with Love and Respect'

A conversation about primary care with refugee claimants in Halifax

September 2023

OurCare | NosSoins

A Standard for the Future of Primary Care





OurCare is the largest initiative to engage the public about the future of primary care in Canada.

A Standard for the Future of Primary Care



The OurCare Standard

1. Everyone has a relationship with a primary care clinician who works with other health professionals in a publicly funded team.

2. Everyone receives ongoing care from their primary care team and can access them in a timely way.

4. Everyone can access their health record online and share it with their clinicians.

3. Everyone's primary care team is connected to community and social services that together support their physical, mental and social well-being.

5. Everyone receives culturally safe care that meets their needs from clinicians that represent the diversity of the communities they serve.

6. Everyone receives care from a primary care system that is accountable to the communities it serves.

Recommendations from MB priority panel - Care for Indigenous Peoples

- Create and promote an Indigenous Health Department within the provincial government.
- Indigenize the entire medical curriculum to create a trauma - informed curriculum that stands firmly against anti - Indigenous racism.
- Implement a mandatory community orientation process for new professionals entering a community to welcome and guide clinicians through roles and responsibilities to the community.
- Recruit, promote, train, apprentice and mentor Indigenous Peoples with a focus on youth.
- Direct funds to Indigenous - led community health programs and reduce the amount of paperwork associated with these programs.

Community Roundtables - Indigenous Youth

- Hold all staff accountable for the way they treat patients, especially Indigenous people.
- Hire more Indigenous staff across the health care system.
- Increase access to Indigenous models of care.
- Remove barriers that prevent Indigenous people from accessing care.
- Encourage Indigenous sovereignty and pride for Indigenous youth.



A large group of diverse people, including men and women of various ages and ethnicities, are gathered in a modern hallway. In the foreground, a sign reads "OurCare | Nos Soins" and "Welcome Bienvenue" with a logo. One person is seated in a wheelchair. The image has a blue tint.

Where are we now?

OurCare

The OurCare study surveyed a diverse group of more than 9,000 people across Canada (Sept–Oct 2022) about their care experiences and what's important to them when it comes to family doctor care. Learn more at [OurCare.ca](https://ourcare.ca).

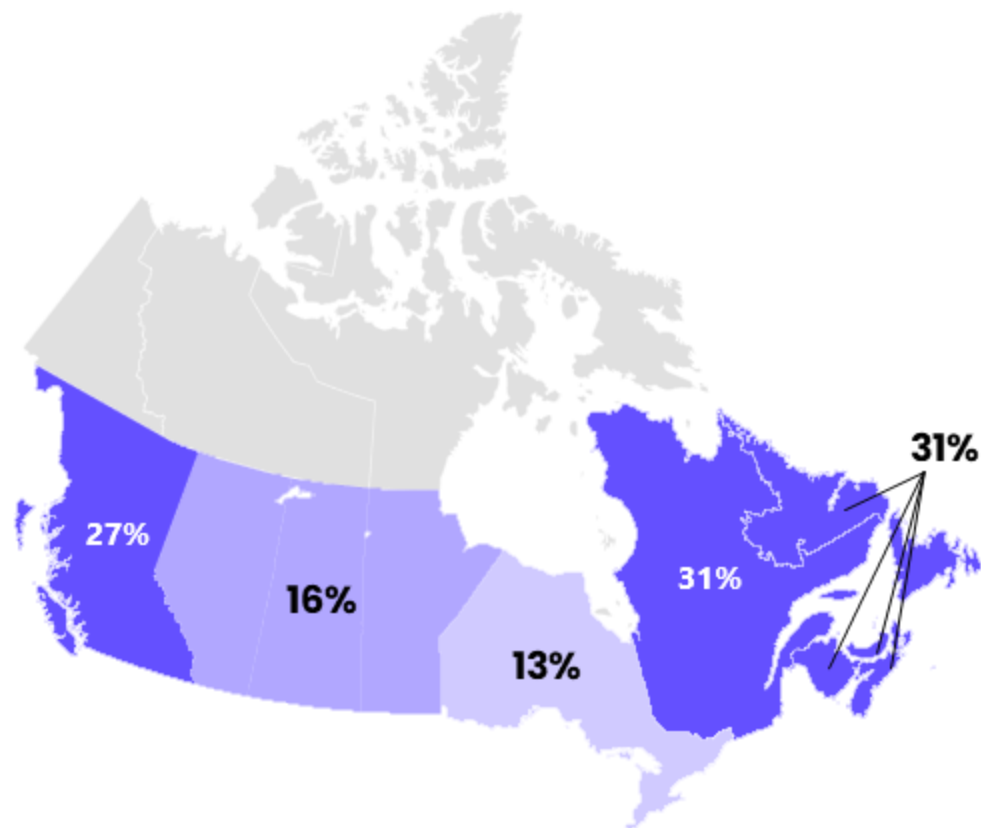
NEW NATIONAL DATA:

More than **6.5 million adults** in Canada don't have a regular family doctor or NP – that's more than **1 in 5 adults**.



22% of people in Canada age 18+ do not have a family doctor or nurse practitioner (NP) who they see regularly for care.

» **More people in Québec, British Columbia, and the Atlantic region reported not having a family doctor compared with people in Ontario and the prairie region.**



Explore the data yourself: data.ourcare.ca

Even those with a family doctor reported struggling to access care

Among OurCare survey respondents:

51%

said they could **always or usually** get care from **another clinician** if their family doctor or nurse practitioner (NP) was away

36%

said that someone in their practice was available to **help with urgent issues outside 9am to 5pm** on weekdays

35%

were able to get an **appointment on the same or next day** for an urgent issue

People want team - based care but few receive it

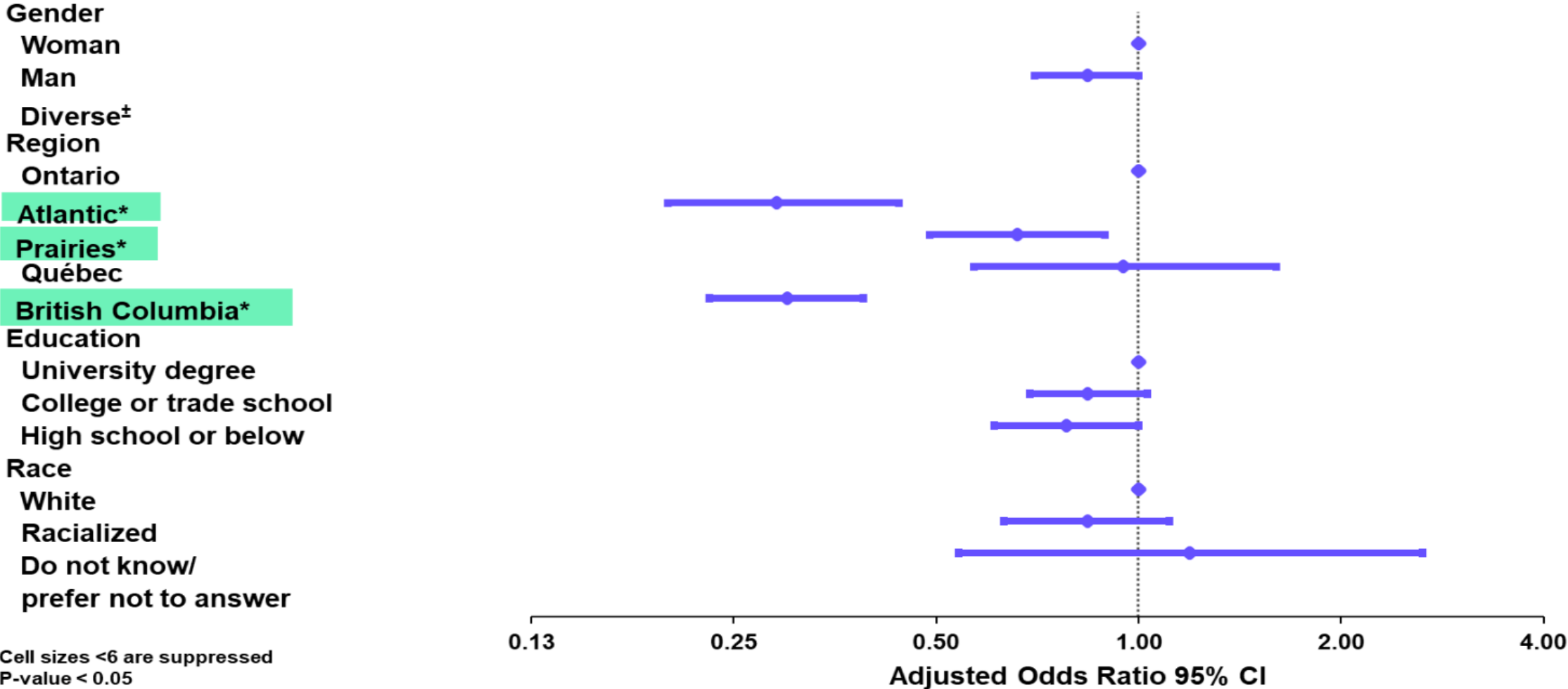


90%

of OurCare respondents in Canada said they were comfortable getting care from another team member if recommended by their own family doctor or NP

Yet, less than 15% reported a social worker, dietitian or pharmacist was part of their family physician's practice

Adjusted Odds of Reporting Having a Nurse, Social Worker, Dietitian, Pharmacist or Indigenous Cultural Service Provider Within the Team



[‡]Cell sizes <6 are suppressed

*P-value < 0.05

Kiran et al. "Public experiences and perspectives of primary care in Canada: results from a cross-sectional survey" CMAJ 2024.

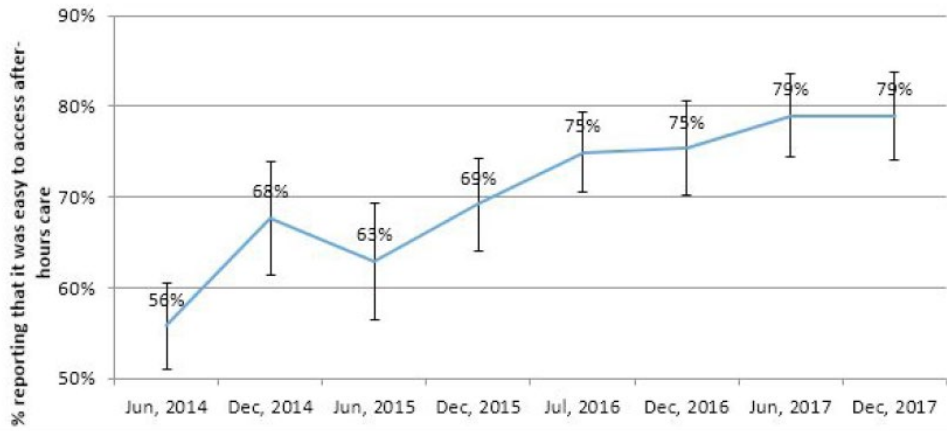
2002



2024

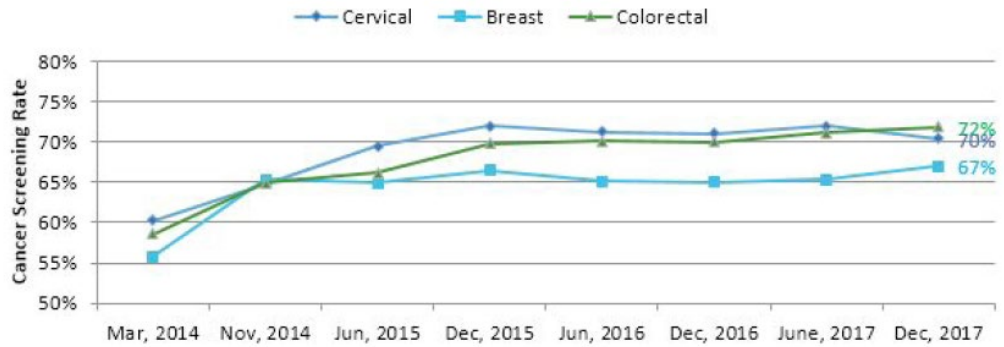


Access on the Evening, Weekend, and Holiday



<https://bmjopenquality.bmj.com/content/9/2/e000777>

Cervical, Breast, Colorectal Cancer Screening Rates



A TOOL FOR HEALTH CARE PROFESSIONALS

Improving cancer screening rates in your practice and reducing related disparities

AUTHORS:
DR. AISHA LOFTERS
DR. TARA KIRAN



<https://maphealth.ca/cancer-screening/>

Improvement and innovation work are only possible because of physician payment reform coupled with team-based care

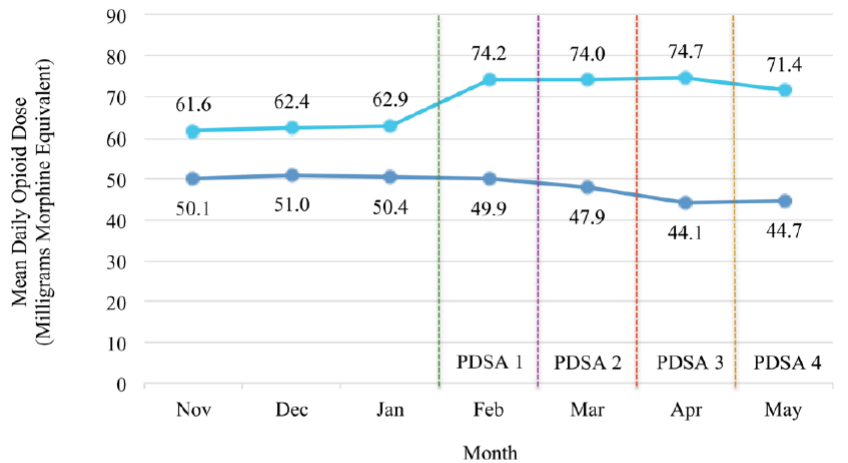


Figure 3 Mean daily opioid dose (milligrams morphine equivalent) over four PDSA cycles for all patients coprescribed opioid(s) and benzodiazepine(s) at the two intervention (dark blue) and one control (light blue) clinic(s). ●, intervention clinics; ●, control clinic; PDSA, Plan-Do-Study-Act.

<https://bmjopenquality.bmj.com/content/9/2/e000635>

Longitudinal evaluation of physician payment reform and team-based care for chronic disease management and prevention

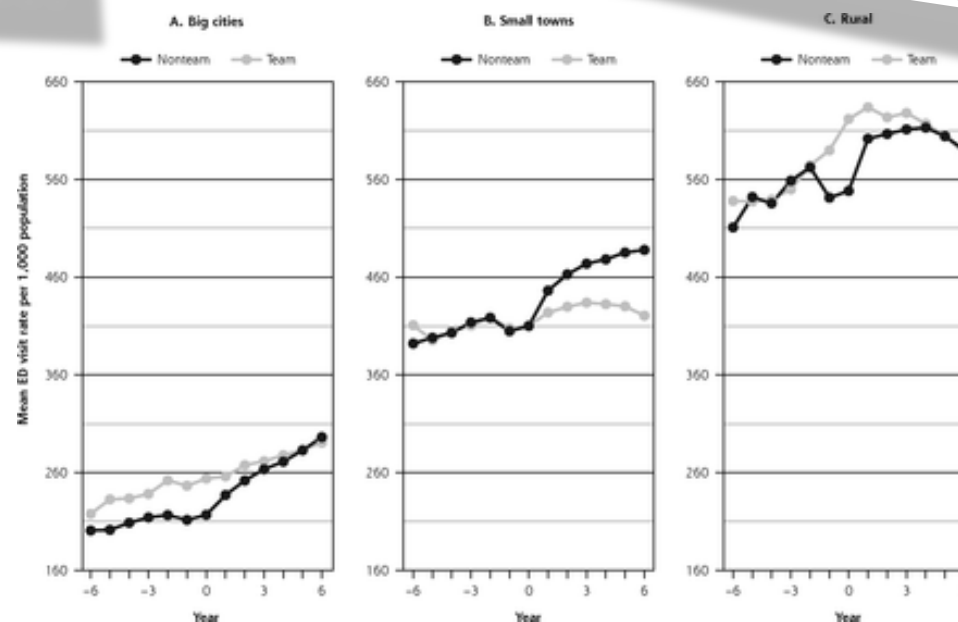
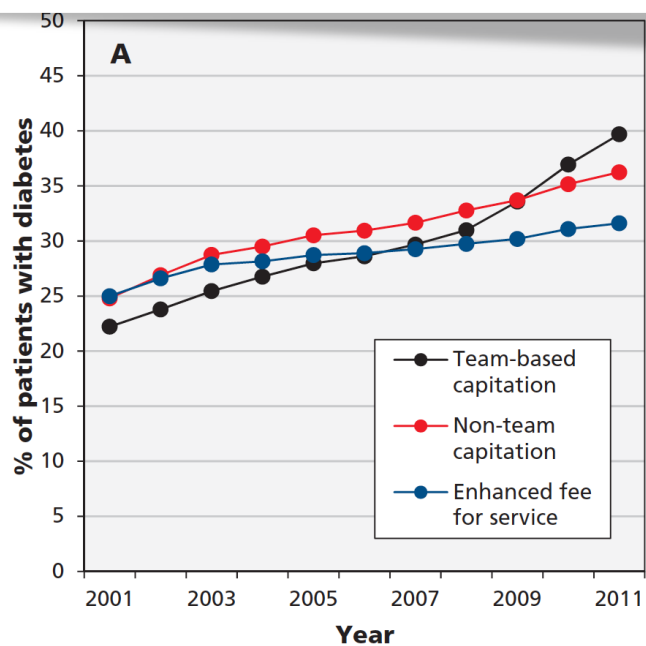
Tara Kiran MD MSc, Alexander Kopp BA, Rahim Moineddin PhD, Richard H. Glazier MD MPH

Research Article | Original Research

Impact of Team-Based Care on Emergency Department Use

Tara Kiran, Rahim Moineddin, Alexander Kopp and Richard H. Glazier

The Annals of Family Medicine January 2022, 20 (1) 24-31; DOI: <https://doi.org/10.1370/afm.2728>



Our research from Ontario found patients in team-based practices were more likely to get recommended diabetes care and less likely to visit the emergency department

Lessons from Ontario:

- Physicians need to work effectively in a group
 - shared records with cross coverage
- Specify objectives
 - teams should be implemented with the goals of improving timely access and clinician capacity
- Design for Equity
 - start where the need is highest, incentivize complexity

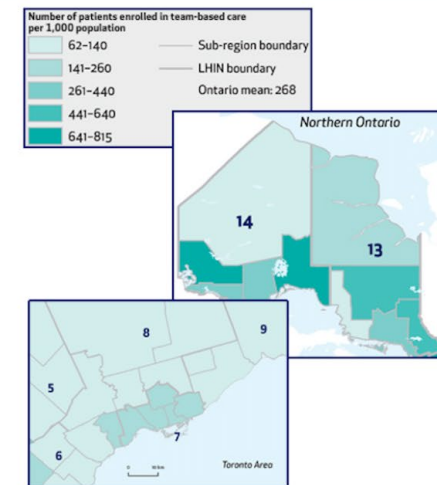
Ontario areas with the highest needs getting the lowest level of care



Report shows that people with low income, recent immigrants and seniors have the most unmet needs for primary care, with the highest areas of need in northern Ontario and major urban centres.

Researchers examined how primary care is provided within Ontario's 14 Local Health Integration Networks (LHINs) and their 76 sub-regions.

VARIATION IN PRIMARY CARE NEEDS AND USE



Availability of team-based primary care varies 10-fold across Ontario, and 6-fold across Toronto.

Although the need for primary care was highest in northern Ontario and in major urban centres, enrolment in team-based primary care was low in these areas.

OurCare panelist recommendations on teams:

- Start with team expansion in areas with the greatest need (ON, BC, MB)
- Foster, set up and fund Community Health Centres/ACCESS centres (BC, MB)
- Amalgamate independent walk-in clinics into team-based models (ON)
- Give non-physicians more autonomy and latitude (QC)
- Provide subsidies for overhead, space and/or cost - shared administration (NS)
- Integrate specialists (NS)



OurCare



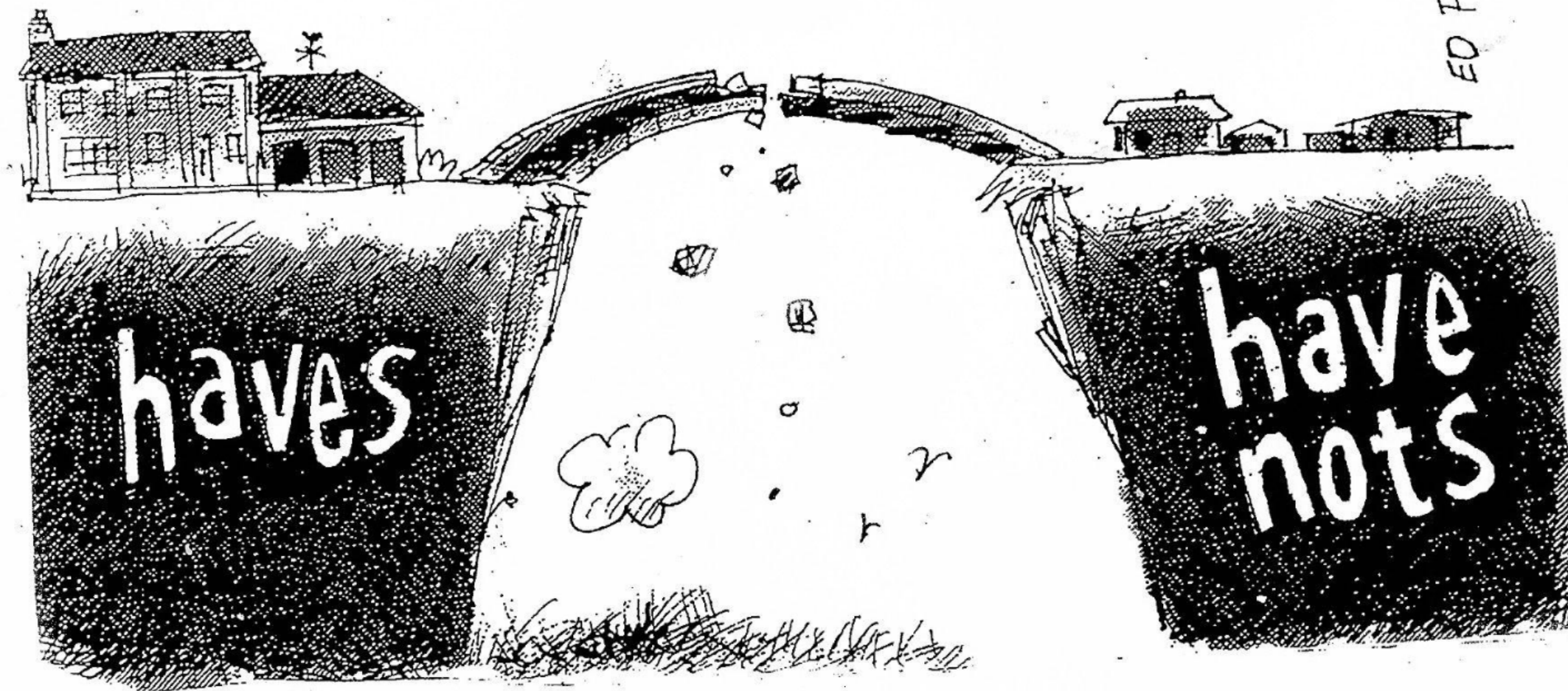
“To ensure that every Ontarian has a primary care home, the government should move towards automatic rostering similar to the public school system. While health teams should be mandated to accept any patient from their catchment area, it is important to maintain an element of patient choice.”

Read the Ontario Panel Report at [OurCare.ca](https://www.ourcare.ca)

Trade - offs



ED FISCHER



haves

have
nots

How can we advance their vision?

- Design for 100% attachment
- Invest more in primary care
- Scale up community - governed teams
- Legislate interoperability
- Design for equity

OurCare



“Together we feel that the current primary health care system honours the system more than it honours and cares for the people it should serve. We truly hope this report is the vehicle through which our voices and ideas for improvement are heard, and meaningfully acted upon by decision-makers. This panel has modelled the respect, compassion, active listening, and relationship-building that needs to be reflected in the primary care system.”

[Read the Manitoba Panel Report at OurCare.ca](https://www.ourcare.ca)

Thank you to our team, collaborators & funders and the many participants from across the country who volunteered their time

Visit OurCare.ca to learn more

Email: tara.kiran@utoronto.ca



Details matter:

- Which health professionals in what ratios? In what roles?
- What is the primary goal of teams?
- What training and oversight?
- What governance and accountability?
- How are physicians and others paid?

Common Values

British Columbia

- Accessible
- Prevention Focused
- Accountable
- Equitable
- Person-Centred
- Sustainable
- Universal

Manitoba

- Accessible
- Holistic
- Accountable
- Considerate Care
- Sustainable
- Understandable
- Connected
- Available

Ontario

- Accessibility
- Holistic, Intersectional, & Culturally Responsive
- Accountability
- Transparency
- Equity
- Patient-Centred
- Sustainability
- Data-Enabled
- Public & Universal
- Continuity
- Evidence-based

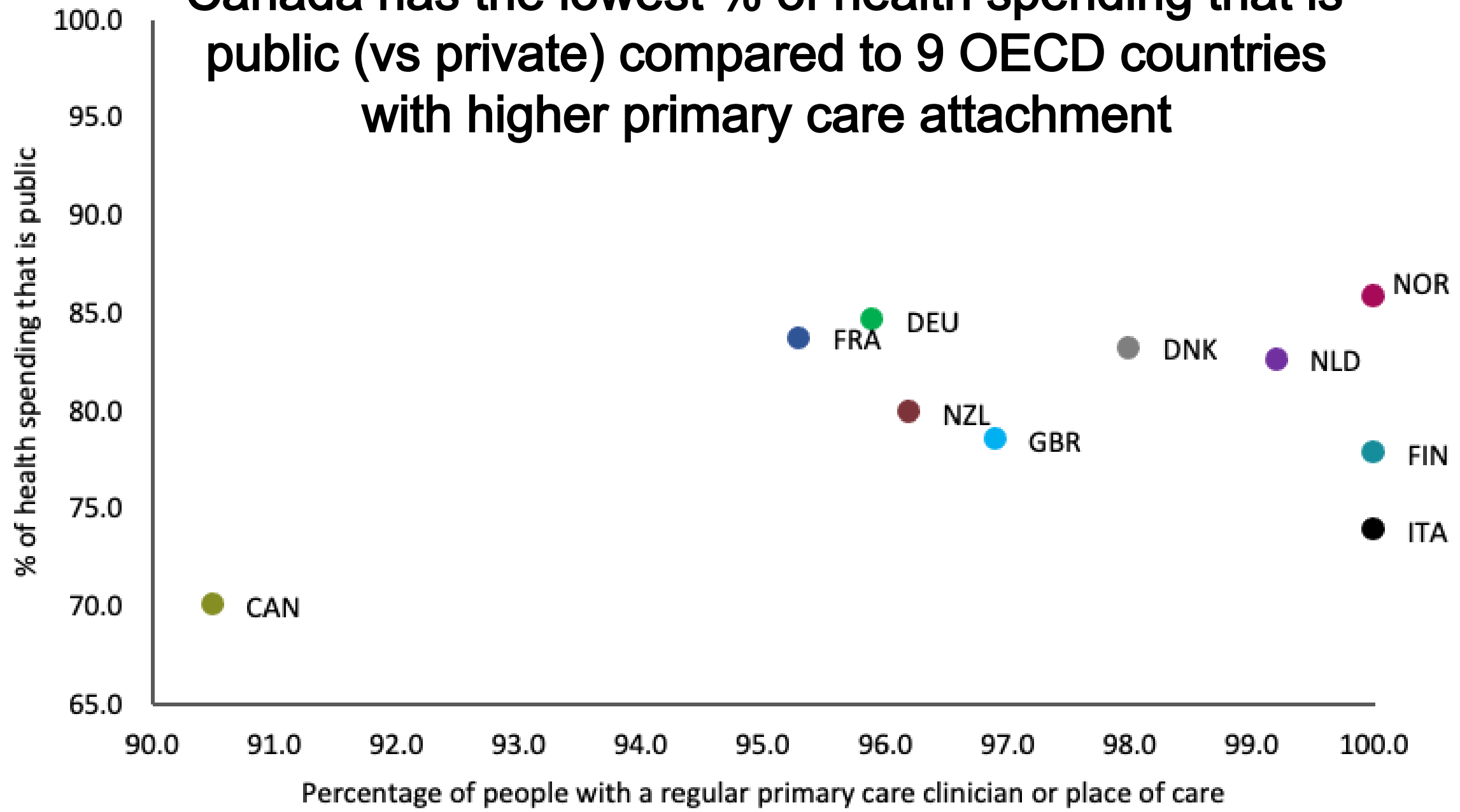
Quebec

- Accessibility
- Preventative and Holistic Approach
- Respect
- Equity
- Empowerment
- Effectiveness

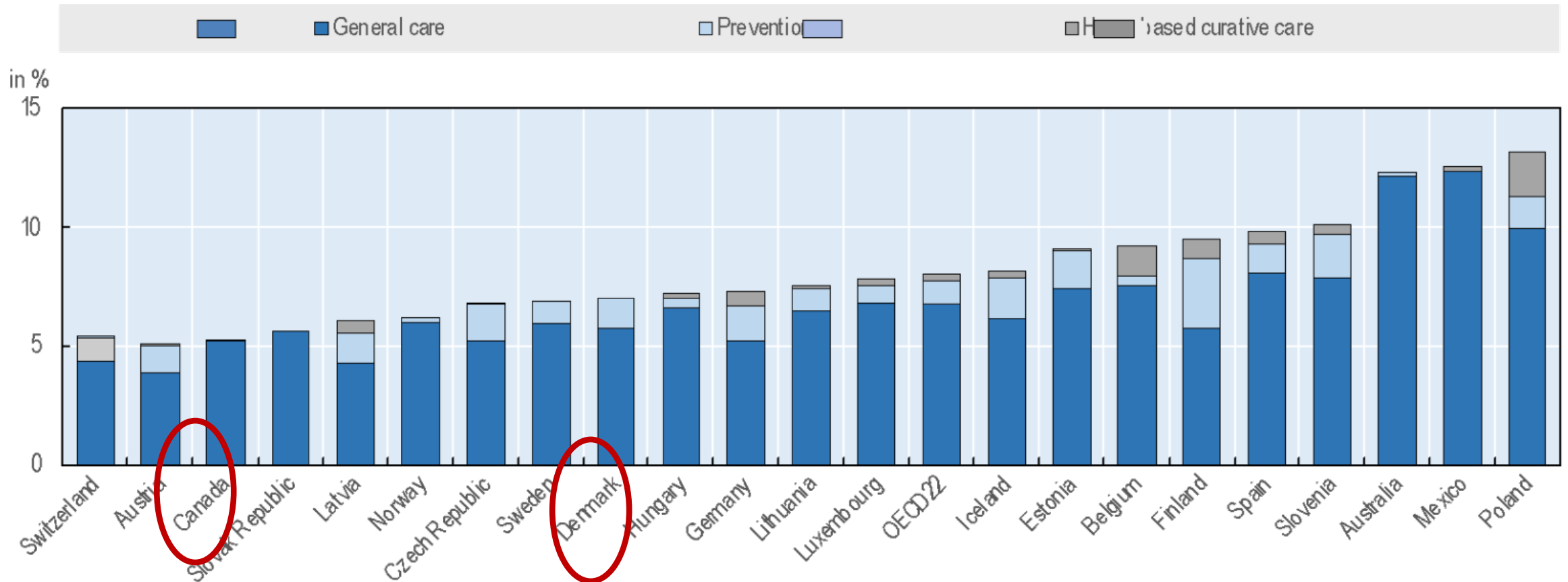
Nova Scotia

- Accessible
- Wellness-Promoting
- Accountable
- Empathetic
- People-Centred
- Knowledge Empowering
- Affordable

Canada has the lowest % of health spending that is public (vs private) compared to 9 OECD countries with higher primary care attachment



Canada spends less on primary care services than 22 comparator OECD countries (5.3% vs 8.1% of total health budget)



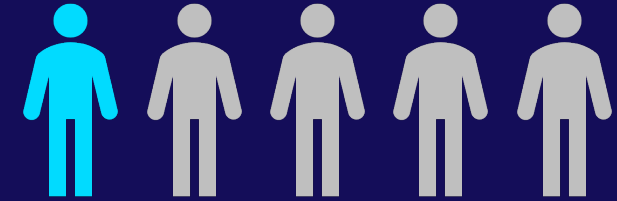
Recommendations from MB priority panel - Care for Indigenous Peoples

- Expand, promote, and move the Traditional Wellness Clinic at the Health Sciences Centre to a more visible, accessible space.
- Enhance Indigenous care by providing inclusive access to ceremonial traditional events by providing funding, traditional medicines and access opportunities.
- Create and promote an Indigenous representative body that works with government stakeholders (Provincial, Federal, and Territorial).
- Create positions in jurisdictions across Manitoba for Indigenous medical supports such as navigators and advocates..

OurCare

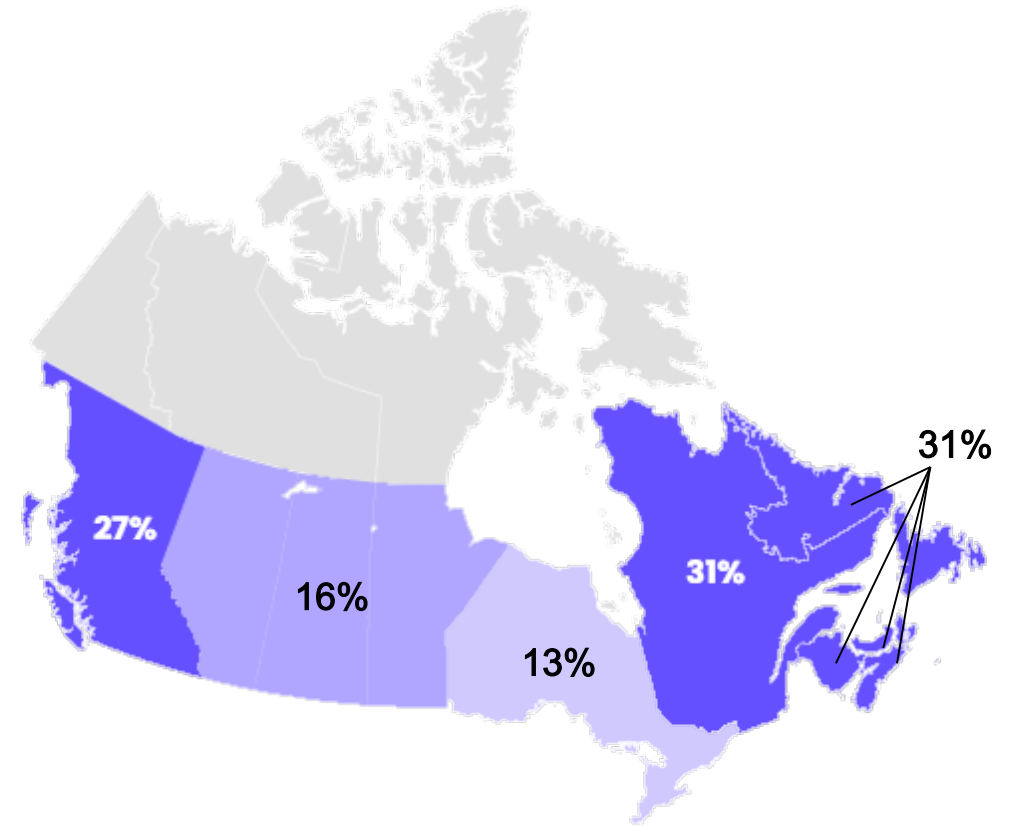
The OurCare study surveyed a diverse group of more than 9,000 people across Canada (Sept-Oct 2022) about their care experiences and what's important to them when it comes to family doctor care. Learn more at [OurCare.ca](https://www.ourcare.ca).

More than **6.5 million adults** in Canada don't have a regular family doctor or NP – that's more than **1 in 5 adults**.



22% of people in Canada age 18+ do not have a family doctor or nurse practitioner (NP) who they see regularly for care.

More people in **Québec, British Columbia,** and the **Atlantic region** reported not having a family doctor compared with people in Ontario and the prairie region.



Explore the data yourself: data.ourcare.ca

Facilitated Table Discussion

- Please designate one person at your table to take notes – there is a template on your table
- Take 15 minutes to discuss and record your reflections on the following questions:

Review the list of standards:

Which standard do you feel Manitobans are best meeting?

Which standards need strengthening as a province?

The OurCare Standard

1. Everyone has a relationship with a primary care clinician who works with other health professionals in a publicly funded team.

2. Everyone receives ongoing care from their primary care team and can access them in a timely way.

4. Everyone can access their health record online and share it with their clinicians.

3. Everyone's primary care team is connected to community and social services that together support their physical, mental and social well-being.

5. Everyone receives culturally safe care that meets their needs from clinicians that represent the diversity of the communities they serve.

6. Everyone receives care from a primary care system that is accountable to the communities it serves.