

Chronic Diseases, Vulnerability and Frequent Use of Hospital Services: Insight into the Pre-Implementation Evaluation of an Intervention in Primary Care

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CONTEXT

- Chronic diseases (CD) are the leading cause of mortality accounting.
- A number of people with CD require increased health services due to characteristics increasing their vulnerability such as poverty, mental health disease and multimorbidity.
- Patients with CD could benefit from a pragmatic intervention combining case management by a primary care nurse and self-management support.
- Implementation of such an intervention has to be based on a good understanding of the vulnerability factors of these users of health services.

OBJECTIVES

Focused on perceptions of vulnerability expressed by informants, the pre-implementation evaluation aims to:

- 1)Examine the perceptions of health professionals and community organization representatives working directly with heavy users of services; and
- 2)Identify similarities and differences between the views shared by these different groups.

METHODS

- Descriptive qualitative approach.
- Four Family Medicine Groups of the Saguenay–Lac-Saint-Jean region (Québec, Canada).
- Focus groups and individual interviews.
- Data collected:

	Focus groups	Individual interviews
Family physicians (n)	4 (24)	-
Primary care nurses (n)	3 (7)	6 (6)
Community organization workers and volunteers (n)	2 (10)	-
Pharmacists (n)	2 (10)	-

- Thematic analysis of interview transcriptions.
- NVivo10 software.

RESULTS

Figure 1. Characteristics of vulnerability

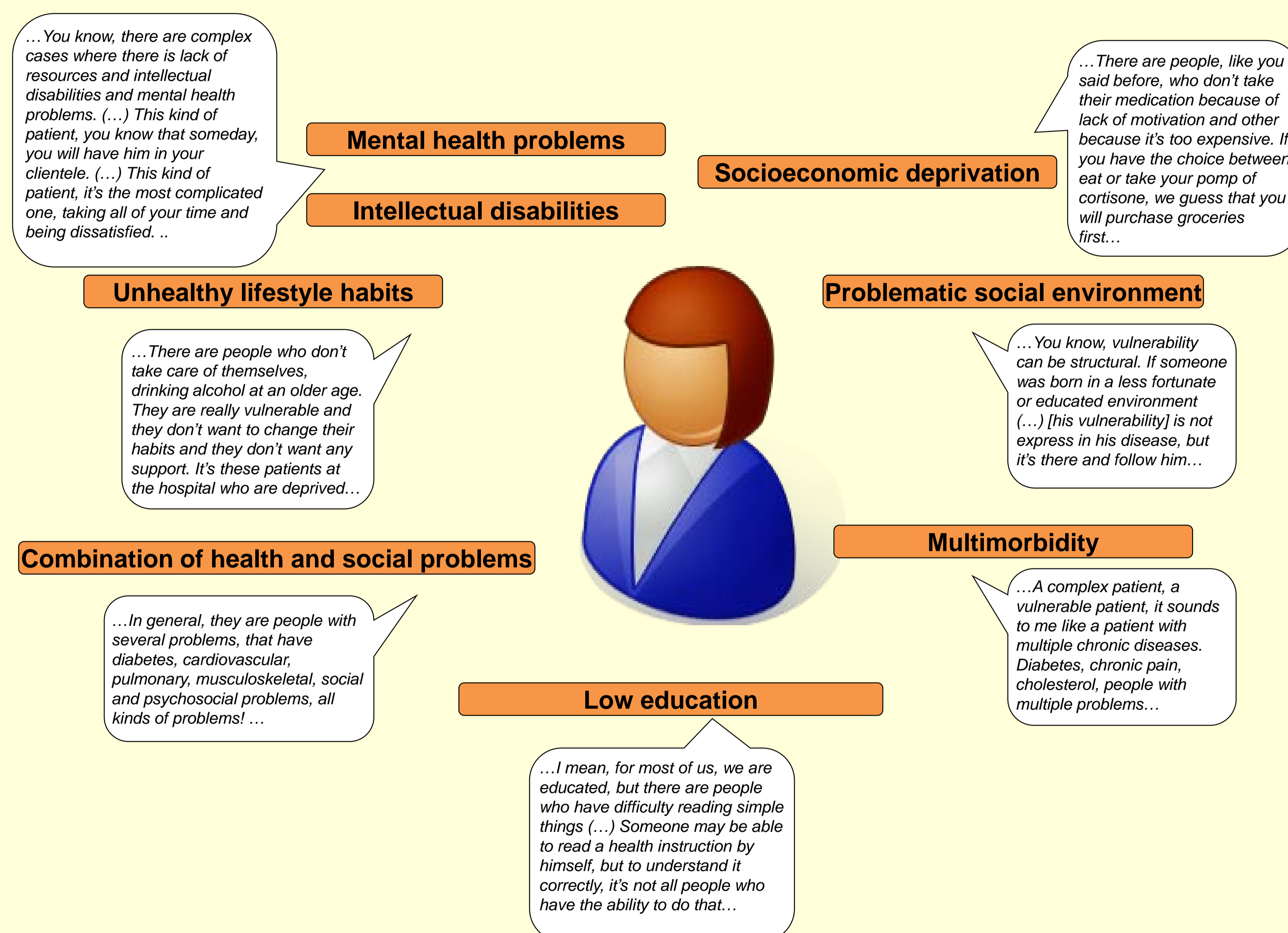
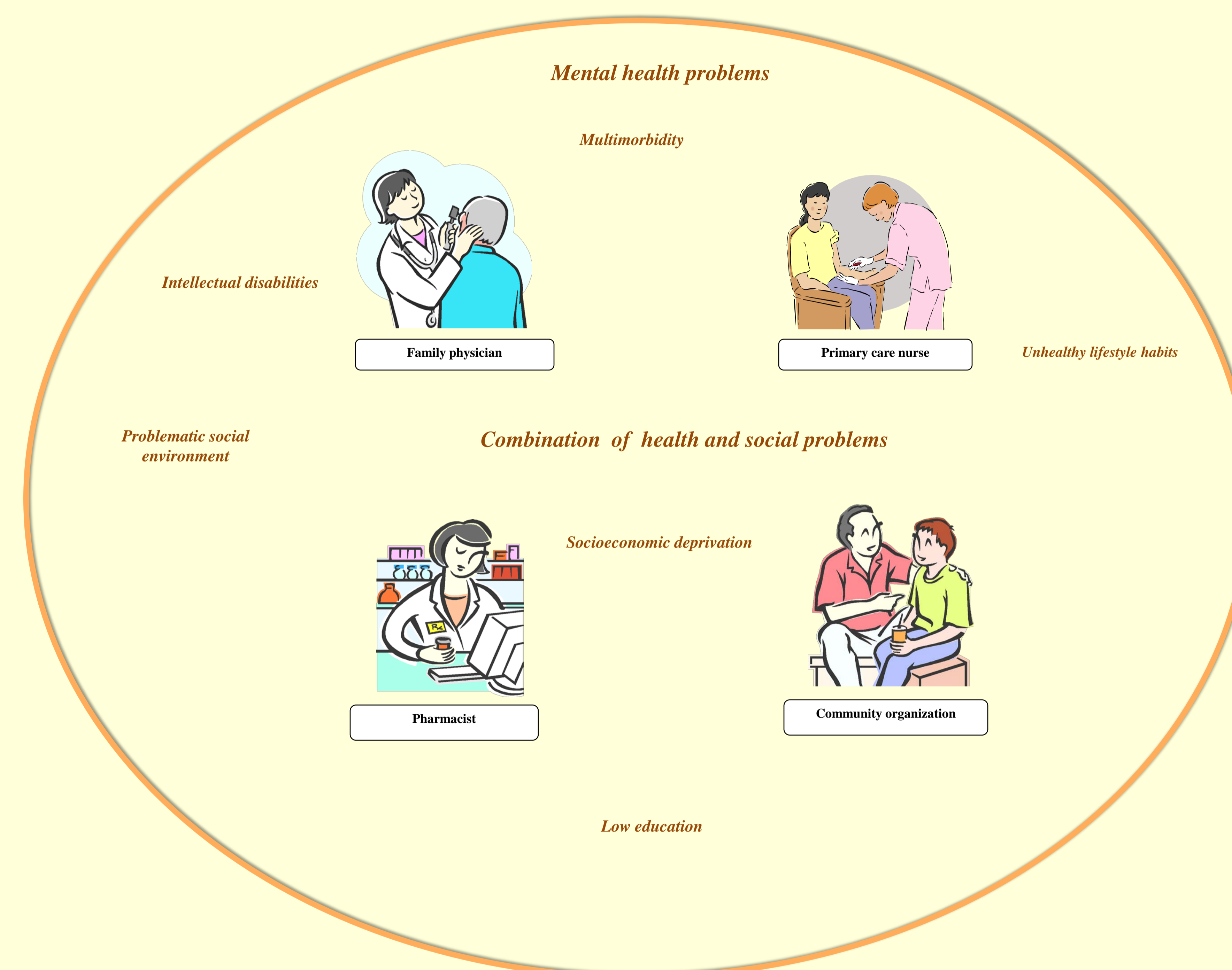


Table 1. Informant characteristics

	Family physicians (24)	Primary care nurses (13)	Community organization workers and volunteers (10)	Pharmacists (10)
Sex (n)				
Female	13	12	8	4
Male	11	1	2	6
Age (n)				
25 to 34 years old	5	5	1	5
35 to 44 years old	2	6	2	1
45 to 54 years old	13	1	3	4
55 to 64 years old	4	1	3	0
65 to 74 years old	0	0	1	0
Years of experience (range values)	1 - 37	5 - 34	1 - 34	1 - 30

Figure 2. Sources of vulnerability through the lens of the community and health professionals



DISCUSSION

The perspectives of the various stakeholders inform us on certain specific aspects of vulnerability. For example, community organizations look at vulnerability from a social environment perspective while health professionals focus on the clinical aspect of such vulnerability.

CONCLUSIONS

The vision of each stakeholder provides us with a better understanding of vulnerability factors. For this reason, it is necessary to adopt a systematic approach and to integrate the different perspectives in order to come up with a global picture of vulnerability.

