

# OurCare

## Quebec Priorities Panel on Primary Care

The OurCare Quebec Priorities Panel brought together 31 residents, randomly selected to roughly reflect the demographics of the province, with an emphasis on underserved communities. They spent about 30 hours listening to experts and deliberating together to come up with recommendations on what a better primary care system should look like. OurCare is also organizing priorities panels in Ontario, British Columbia, Nova Scotia and Manitoba. The reports are written by members of the public. For more information, visit [OurCare.ca/PrioritiesPanels](https://OurCare.ca/PrioritiesPanels).

### Quebec Priorities Panel At-a-Glance

31 members  
15 speakers  
30 program hours  
31 recommendations

### Members' Values

Equity •  
Accessibility •  
Effectiveness •  
Preventive and  
holistic approach •  
Empowerment •  
Respect •

## Recommendation Highlights:

### Recognize systemic issues affecting health

- Prioritize and respect the right to independence of people, particularly those with visible and invisible disabilities, by providing them with assistance, such as better home care;
- Develop tools to explain how the system works, the services available and users' rights;
- Provide ongoing training for healthcare workers to prevent discrimination.

### Attract and retain primary care professionals

- Create optimal and inclusive workplaces for new generations of employees;
- Provide administrative support to practitioners to enable them to devote more time to practice, continuing education and the quality of their work;
- Improve recognition of diplomas acquired outside Quebec and develop initiatives aimed at integrating foreign workers.

### Flexibility and innovation

- Promote a more holistic approach to health, in particular by improving the training of doctors in prevention and health promotion;
- Ensure that patients have access to their personal medical records, in order to improve collaboration with their healthcare team;
- Give greater autonomy and latitude to healthcare professionals other than doctors.

The OurCare initiative has been made possible through a financial contribution from Health Canada, the Max Bell Foundation and Even the Odds (a partnership between MAP and Staples Canada). The views expressed herein do not necessarily represent the views of the funders.

Financial contribution from



Health  
Canada

Santé  
Canada

Max Bell Foundation



# OurCare

## The problems we want solved

Little recognition of the systemic issues affecting the health of the population •  
Difficulty attracting and retaining health care professionals •  
Lack of flexibility and innovation •  
Lack of interdisciplinary models •  
Health system governance is too centralised •  
Growing presence of the private and for-profit sector is undermining the robustness of the public sector •

## Recommendation Highlights (cont'd):

### Team-based care

- Ensure that primary care providers foster an institutional culture that takes account of the social determinants of health and ensure good continuity of care;
- Promote and encourage better interdisciplinary collaboration between healthcare providers and community services.

### Decentralize governance

- Ensure that health and social service organizations include a sufficient number of places reserved for the public on their boards of directors;
- Create a people's committee with a mandate to monitor and make recommendations on legislative and government activities relating to health care and the production of information on the health of the population;
- Define population health indicators, in collaboration with citizens and beneficiaries, in order to gain a better understanding of the performance of health system programmes and services.

### Protect and promote the public system

- Protect and extend the coverage to all medical treatments in order to improve accessibility and equity of services;
- Define a better legal framework for overseeing private for-profit practice, so as not to undermine access to healthcare services covered by the public system;
- Limit the scope for development of the entrepreneurial model in health and social services.



OurCare is a national initiative to engage the public on the future of primary care in Canada. Over 15 months, thousands of people living in Canada told us about their hopes and priorities for creating an equitable and sustainable system that delivers better care for all. OurCare is led by Dr. Tara Kiran, a family physician at St. Michael's Hospital and Scientist at MAP Centre for Urban Health Solutions, Unity Health Toronto, and the Fidani Chair of Improvement and Innovation at the University of Toronto. Learn more about the OurCare study: [OurCare.ca](https://www.ourcare.ca).