LEADERS’ VIEWS ABOUT PROBLEMS AND SOLUTIONS TO IMPROVE THE PERFORMANCE OF THE HEALTHCARE SYSTEM

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ORIGINS OF THE RESEARCH

- Healthcare systems face many challenges (financial sustainability, performance issues, demographic transformation…)
- Scientific recommendations and public health commissions reach consensus about solutions
- Several reforms have been implemented, but some components are systematically discarded
- The problem of underperformance seems to be a political (and not a programmatic) problem.
METHODS

32 interviews with stakeholders who have an influence on health policies (nurses, doctors, administrators and pharmacists)

4 main topics: Quebec healthcare system’s strength, problems, solutions and most powerful actors.

Innovative data analysis: graphic representation of the links (edges) between actors’ characteristics and their opinion (nodes). Sociograms allow clustering.

Node size is dependent on the prevalence of the opinion.

Force-directed algorithms. Nodes are repulsive, but edges are an attractive force steering nodes towards the middle of the sociogram.
RESULTS

Quebec healthcare system’s strengths: consensus around universality and quality of care.

Most powerful actors regarding healthcare policy: Physicians’ unions.
PROBLEMS AND SOLUTIONS
CONCLUSION

Actors’ positions are less polarized than expected.

Consensus on the strengths. Agreement could be reached on the solutions to be implemented.

Good news: solutions listed can be matched into a coherent model of care organization. Implementing this model would imply some compromises, but we note no direct oppositions on the named solution.

Second step of the research: survey of physicians, nurses, pharmacists and administrators represented by the stakeholder spokespersons interviewed in step 1.

• to estimate the extent to which the views on reform expressed by the stakeholder groups’ spokespersons prevail among the group members;
• to evaluate the extent to which views on reform that are based on scientific evidence prevail among the group members;
• to identify areas of convergence across stakeholder groups and ascertain whether the determining converging factor is group...
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