

The Effectiveness of Tele-Consultations in Primary Care: Systematic Review

This review aimed to evaluate the impact of telephone or video consultations compared to those conducted face-to-face on key patient-relevant outcomes and healthcare utilization in primary care, mental health and allied health services. Overall, consultations delivered by telephone and videoconference were as effective as face-to-face in-person visits to improve clinical outcomes in adults with mental health conditions and those attending primary care services. Patient satisfaction with telephone and video consultations and the therapeutic alliance was high across the studies.

However, high discontinuation rates in patients receiving teleconsultations indicate this may not be a suitable modality of healthcare delivery for all patients.

**Carrillo de Albornoz S, et al. Family practice. 2022; 39(1): 168-182.*

1



Scan or Click

Embedding Learning in a Learning Health Care System to Improve Clinical Practice

In an ideal Learning Healthcare System (LHS), clinicians learn from what they do and do what they learn. To bridge the gap from generating actionable knowledge to applying that knowledge in clinical practice, new information must be disseminated to and implemented by frontline clinicians.

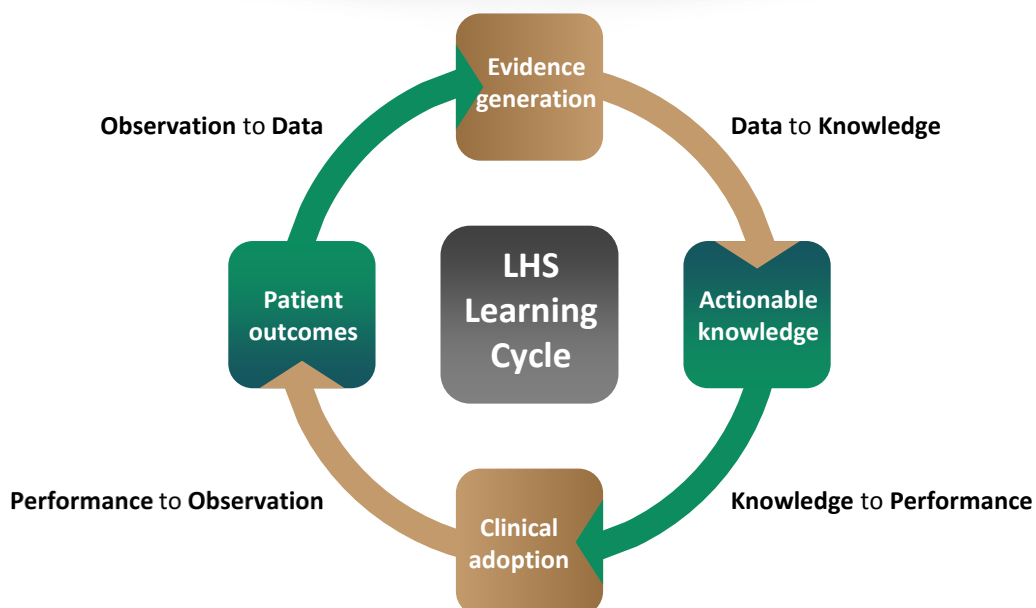
In USA, Vanderbilt University Medical Center (VUMC) developed *QuizTime*, a smartphone application learning platform, to provide a mechanism for embedding workplace-based clinician learning in the LHS. VUMC designed a randomized, controlled trial to test whether the *QuizTime* learning system influenced clinician behavior in the context of recent evidence.

**McEvoy MD, et al. Academic Medicine. 2021; 96(9): 1311-1314.*

2



Scan or Click



Transferring **Knowledge** to Performance with **workplace-Based Learning**
The major components of a learning health care system (LHS).

Transformation of Saudi Arabia's Health System and its Impact on Population Health: What Can the USA Learn?

The objective of this study was to describe the historic transformation of the Kingdom of Saudi Arabia (KSA) health system and analyze the impact of transformation on selected health outcomes in KSA. Secondary data from the following standard repositories were compiled for analysis: WHO, UN, UNICEF, and the Saudi Arabia Ministry of Health. The rapid improvement of selected health outcomes in KSA may be attributable to improved access to care provided by the universal healthcare system. Future research should evaluate which elements of the KSA system might inform improvements to decentralized systems in the USA.

**Young Y, et al. Saudi Journal of Health Systems Research. 2021;1(3): 93-102.*

3



Scan or Click

Achieving Person- Centered Care through a Team-Based Care Ecosystem Approach

The implementation of Person-Centered Care (PCC) by primary care teams is complex. Framed through the Quadruple Aim, successful healthcare system redesigns result in improved health outcomes of individuals and populations, reduce costs, and ensure an engaged and productive workforce. However, how can primary care teams achieve the Quadruple Aim? This article provides a learning and performance framework to support PCC through a Team-Based Care (TBC) ecosystem approach. Authors developed their approach using action research to improve TBC orientations, workshops, and consultations for teams and their leaders in Urgent Primary Care Centers and Primary Care Networks in Canada.

**Docherty MA and Richard MP. In Healthcare Management Forum. 2022; 35(3): 179-184.*

4



Scan or Click

Envision
PCC

Develop
TBC
skills

Evolve
practice to
PCC

Calibrate
PCC
practice

Improve
PCC
practices

**Intentions recommended to achieve the goal of person-centered care (PCC)
within a team-based care (TBC) ecosystem.**