

Understanding what patients think about hospitals: A deep learning approach for detecting emotions in patient opinions

Studies have indicated that most of hospital assessment systems fail to detect patient emotions when they are assessing their stays in a hospital. This information is vital to understanding most of the patient reviews, which are very complex and convey several emotions per review. This study aimed to address the problem of detecting multiple emotions from patient reviews. The results confirmed that the proposed method outperformed other deep learning and machine learning-based algorithms and achieved an average accuracy of 95.82%. The combination of the gated recurrent unit and the multichannel convolutional neural network is able to exploit both semantic and syntactic characteristics of patient opinions.

**Serrano-Guerrero J, et al. Artificial intelligence in medicine. 2022; 128: 102298.*

1

Scan or
Click



The determinants of effective inter-organization information sharing in the health capital planning process

This qualitative study interviewed 17 leaders from the Government of Ontario and hospitals across the province. The results of the interviews indicate that the most essential determinants of effective inter-organization information sharing in the process: organizational characteristics; reducing complex bureaucracies; preserving human resources and expertise; clear and standardized information; reducing policy changes; networks; negotiation abilities; information technology; training; record retention; and early planning. This study confirmed the need for effective intra-organization and interpersonal information sharing to achieve successful inter-organization information sharing.

**Kashef Al-Ghetaa R, et al. Healthcare management forum. 2022; In Press.*

2

Scan or
Click



Inter-organization

- Accommodating Organizational Characteristics
- Reducing Complex Bureaucracy
- Preserving Human Resources and Expertise
- Clear and Standardized Information
- Reduce Policy Changes
- Networks
- Negotiations Abilities
- Early Planning

Intra-organization

- Accommodating Organizational Characteristics
- Preserving Human Resources and Expertise
- Clear and Standardized Information
- Information Technology Advancement
- Training
- Early Planning
- Record Retention

Inter-personal

- Preserving Human Resources and Expertise

Virtual care and health technology assessment considerations

Virtual care existed before the COVID-19 pandemic for specific conditions and circumstances. Health Technology Assessment (HTA) of virtual care evaluated clinical and cost-effectiveness, but the necessary implementation of virtual care during the pandemic meant HTA was not feasible prior to adoption. The questions for HTA no longer focused on clinical or cost-effectiveness and focused on implementation considerations. Health technology assessment post-adoption of virtual care included questions such as the appropriate medical conditions for virtual care, training, billing, patient and clinician perspectives and experiences, and equity of access.

**Cooper-Jones B, et al. Healthcare management forum. 2022; 35(3): 127-129.*

3

Scan or
Click



Rethinking Primary Care Delivery Models: Can Integrated Primary Care Teams Improve Care Experience?

Integrated Primary Care Teams (IPCTs) have four key characteristics (intensive interdisciplinary practice; advanced nursing practice with an expanded role; group practice; increased proximity and availability) aimed at strengthening primary care in Quebec, Canada. The purpose of this paper is to examine the care experience over time of patients who have an IPCT as their primary source of care. Our results suggest that the IPCT model is tailored to the needs of its target populations, resulting in improved Patient Reported Experience Measures. These results imply that broader implementation of innovative and flexible community-based care models should be considered by policymakers.

**Duhoux A, et al. International journal of integrated care. 2022; 22(2): 8, 1-12.*

4

Scan or
Click



ATTRIBUTES — DEFINITIONS

Accessibility

The patient's perception on the possibility to obtain healthcare services.

Continuity

The seamless flow in which multiple services are to be provided. These services are continuous if they are harmoniously linked to each other (management continuity) and when patients are treated continuously by the same professional or the same team (relational continuity).

Comprehensiveness

How the patient perceives that all his needs for care are addressed.

Responsiveness

How the system responds to legitimate the expectations of the patient in regards to the non-technical elements or actions of a treatment.

Outcomes of care

The patient's perception of the effects or the consequences of the received care on his health.