Audit & Feedback MetaLab

International Audit & Feedback MetaLab Meeting:
Putting A&F into real world practice

Knowledge, attitudes and behaviors on Audit & Feedback: evaluation of change in a sample of general practitioners before and after the implementation of an intervention

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SISTEMA SANITARIO REGIONALE
ASL ROMA 1

REGIONE LAZIO

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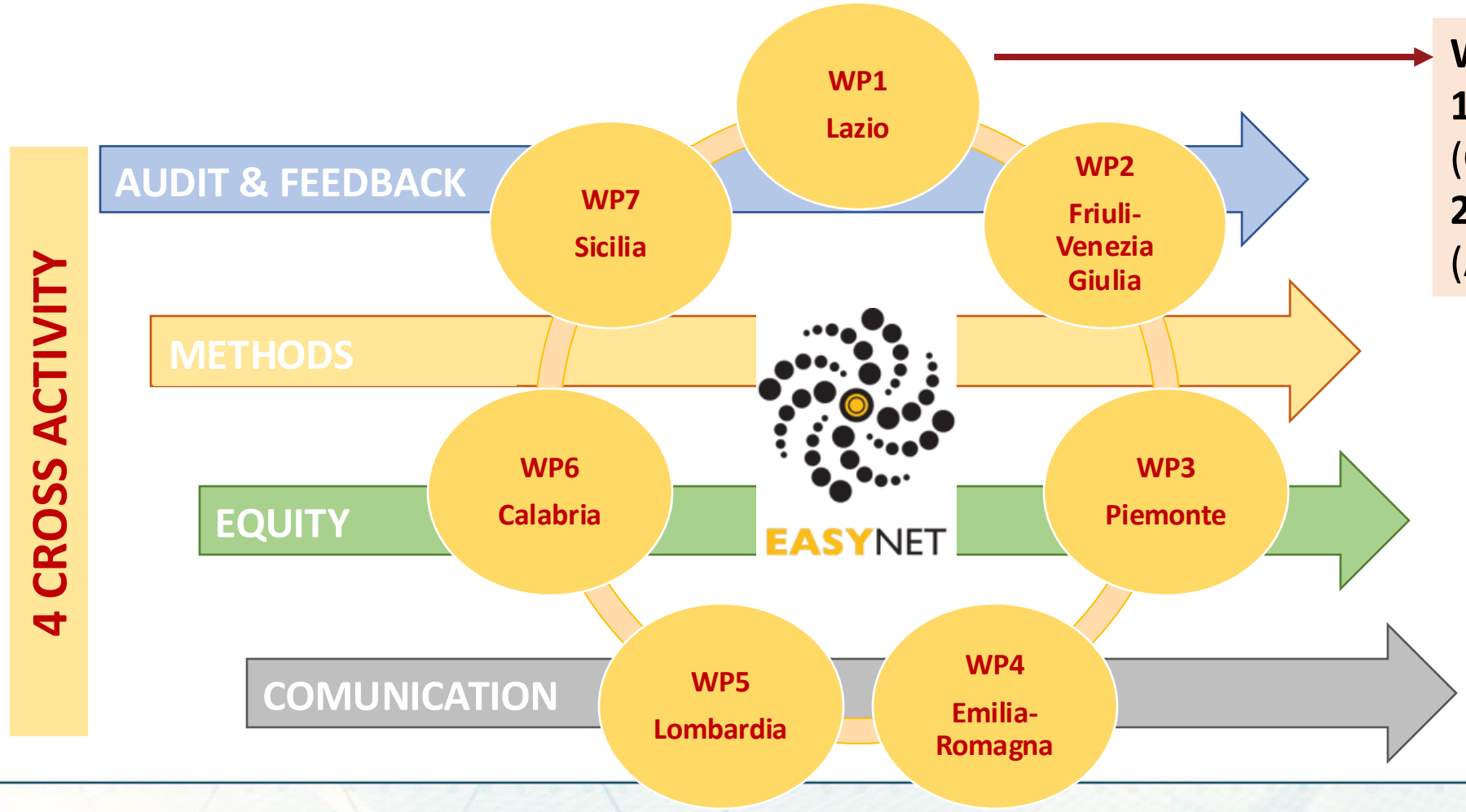
BACKGROUND (1) - EASY-NET PROGRAM

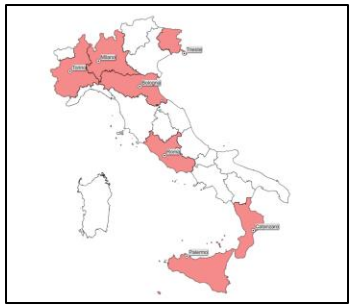
NET-2016-02364191

"**E**ffectiveness of **A**udit and feedback **S**trategies to improve healthcare practice and equit**Y** in various clinical and organizational settings"



WP1 Lazio

1. **Chronic diseases with GPs** (COPD and diabetes II)
2. **Emergency care in hospital** (AMI e stroke)



BACKGROUND (2) - CONTEXT

In Italy, and in the Lazio Region:

- Audit & Feedback methodology is **little known and rarely implemented** in Primary Care;
- General practitioners (GPs) are **self-employed and work as independent contractors** in the Italian National Health Service;
- General Practice has been **traditionally single-handed** for many years, recent reforms are working to spread and strengthen the group practice;
- Regional data (Lazio) highlight low adherence of GPs to some clinical guideline indications and **high variability between** GPs in different Local Health Districts and between single GPs.

BACKGROUND (3) - INTERVENTION

145 volunteer GPs,
rewarded with continuing medical education credits

HIGH INTENSIVE INTERVENTION

Meetings with specialists

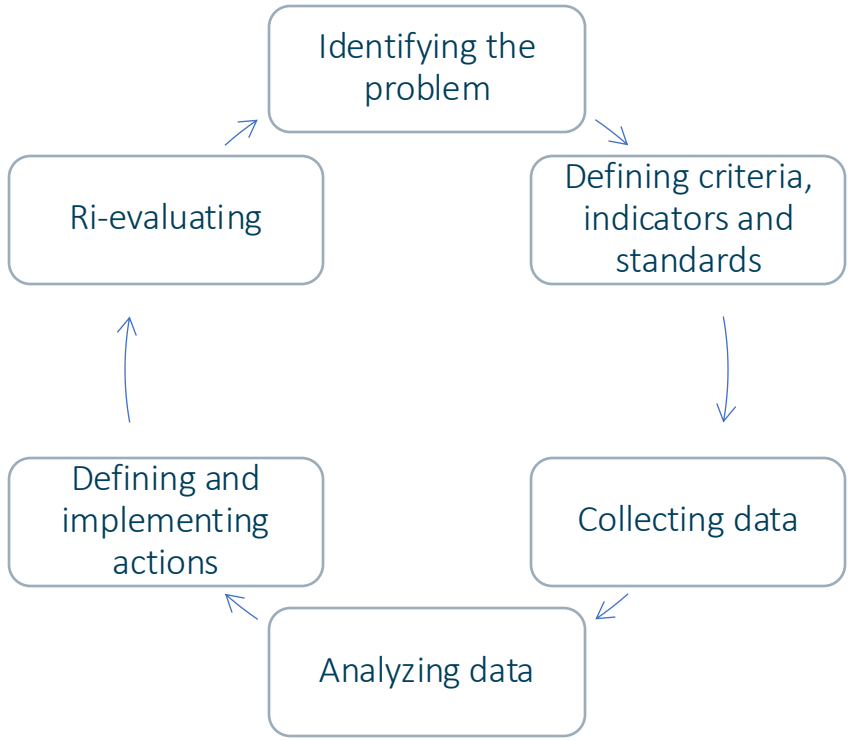
Education & training course

- Frontal lectures
- Small group training

LHD Director

In each of the 11 groups:
- 10-15 GPs
- 1 GP coordinator
- 1 Public Health MD representative for the LHD

Audit cycle



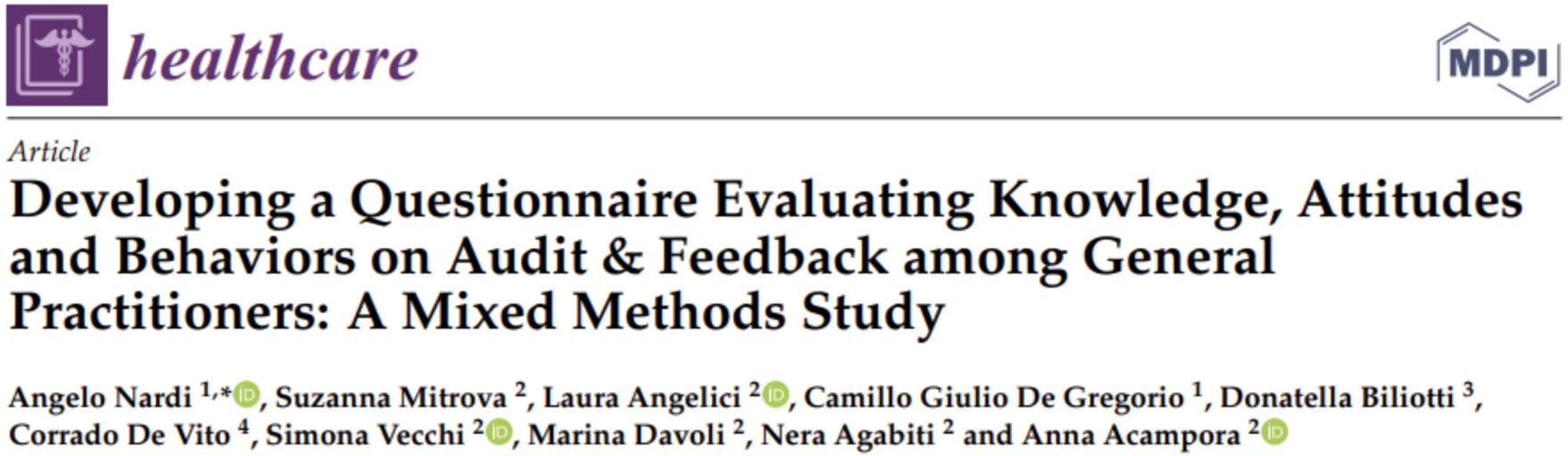
Feedback

- Data from HIS
- Data collected by GPs from their practice management software

BACKGROUND (4) – OBSTACLES AND ENABLING FACTORS

- One of the aims of the WP1 was to identify **obstacles and enabling factors** for the implementation of interventions at Local Health Authority, Health District and single general practitioner levels, using both **quantitative and qualitative approaches**;

- To this aim, after a scoping review of the literature, we **developed a survey to evaluate knowledge, attitudes and behaviours of GPs**, using a structured methodology;[1]



healthcare

MDPI

Article

Developing a Questionnaire Evaluating Knowledge, Attitudes and Behaviors on Audit & Feedback among General Practitioners: A Mixed Methods Study

Angelo Nardi [1,*], Suzanna Mitrova [2], Laura Angelici [2], Camillo Giulio De Gregorio [1], Donatella Biliotti [3], Corrado De Vito [4], Simona Vecchi [2], Marina Davoli [2], Nera Agabiti [2] and Anna Acampora [2]

BACKGROUND (5) – SURVEY DEVELOPMENT

Scoping review	A scoping review was performed to map the literature on the existing similar instruments focused on knowledge, attitudes, or behaviors of health practitioners regarding A&F
	Bibliographic information and items on knowledge, attitudes, or behaviours were extracted from the papers included in the scoping review
Items selection	The extracted items were categorized into different sub-domains depending on the underlying concept. Items investigating the same concept were combined in a single question
	Multidisciplinary team of experts in A&F evaluated the extracted items, eliminating or reformulating items when indicated
Survey development	The final version of the survey included 36 items: eight in the knowledge domain, 19 in the attitudes' domain and nine in the behaviors' domain
	Answers were assigned according to a 5-point Likert scale, where 1 was the lowest score. Three questions required a dichotomous response of "Yes or No".
Pilot study	Four questions were added at the end of the survey to assess acceptability, relevance and accuracy of the items
	The survey was administrated to a convenient sample of GPs of Lazio Region not involved in the EASY-NET program. As the pilot study showed good results, no further changes were made

AIM

To **evaluate knowledge, attitudes and behaviours on A&F before and after** the implementation of the theoretical-practical intervention **in a sample of general practitioners***

*The following slides contain preliminary results, not already published

MATERIAL AND METHODS (1)

- The questionnaire was electronically delivered using Google Forms;
- Pre-intervention administration: survey was sent to all the GPs participating in the EASY-NET program during four introductory webinars (four groups of 30-40 GPs);
- Post-intervention administration: during the last meeting of each group (11 groups of 10-15 GPs).

MATERIAL AND METHODS (2)

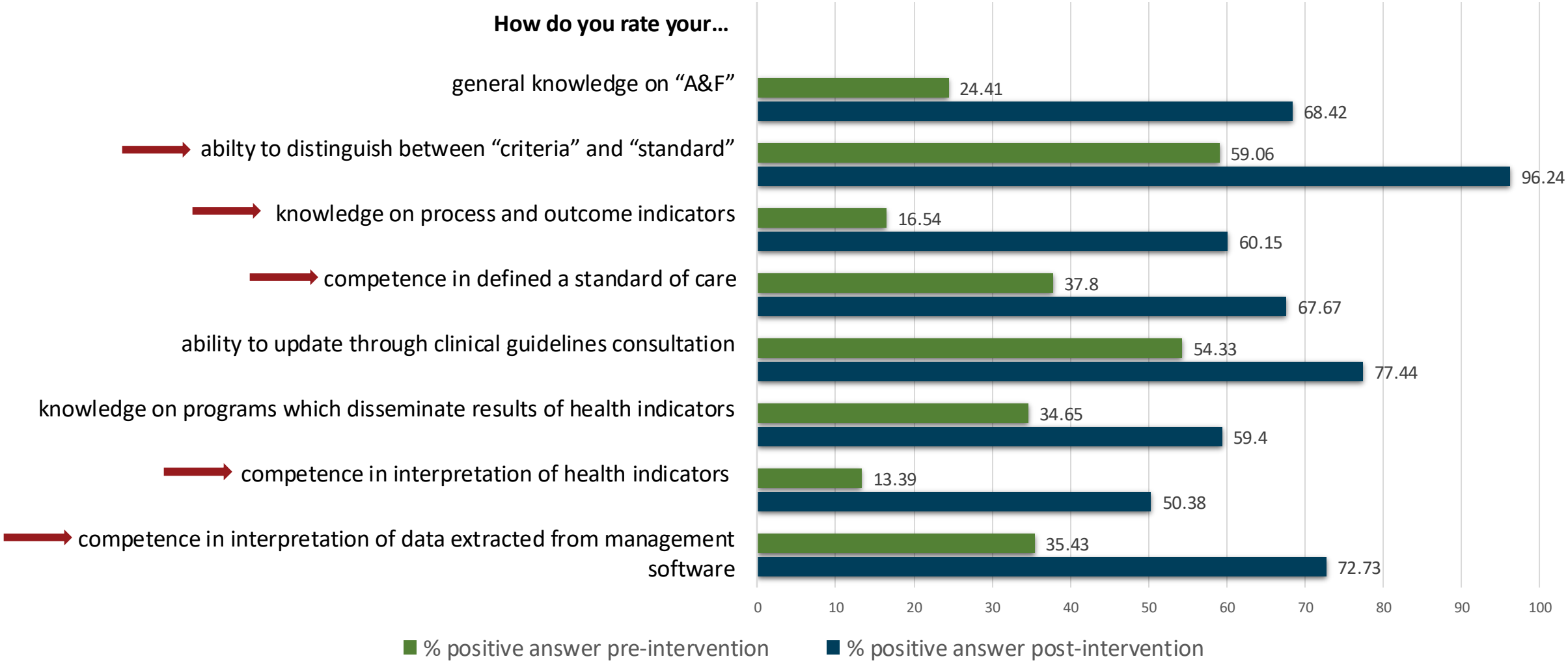
- All the answers were dichotomized in negative (≤3) and positive (>3)
- Descriptive analysis of the responders
- Descriptive analysis of the pre-post intervention changes for each item
- Graphic representation through bar graphs

RESULTS (1)

Descriptive analysis of the responders			
	Pre-intervention	Post-intervention	Test pre-post (Chi2 or Wilcoxon)
Gender			
Men	62 (48.8%)	63 (47.4%)	P = 0.815
Women	65 (51.2%)	70 (52.6%)	
Median age	60 (IQR 54 – 63)	61 (IQR 55 – 65)	P = 0.2126
District			
A	100 (78.7%)	102 (76.7%)	P = 0.692
B	27 (21.3%)	31 (23.3%)	

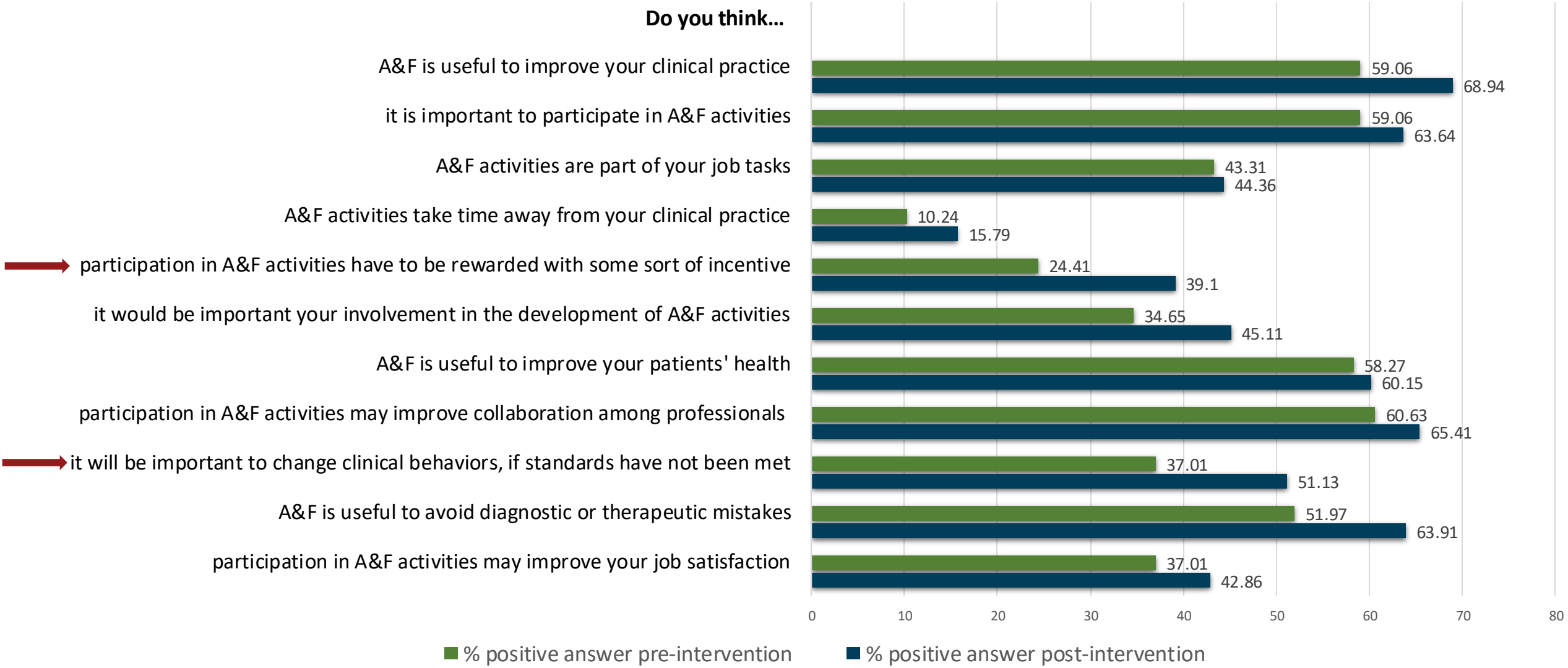
RESULTS (2)

Figure 1. % positive answers knowledge domain



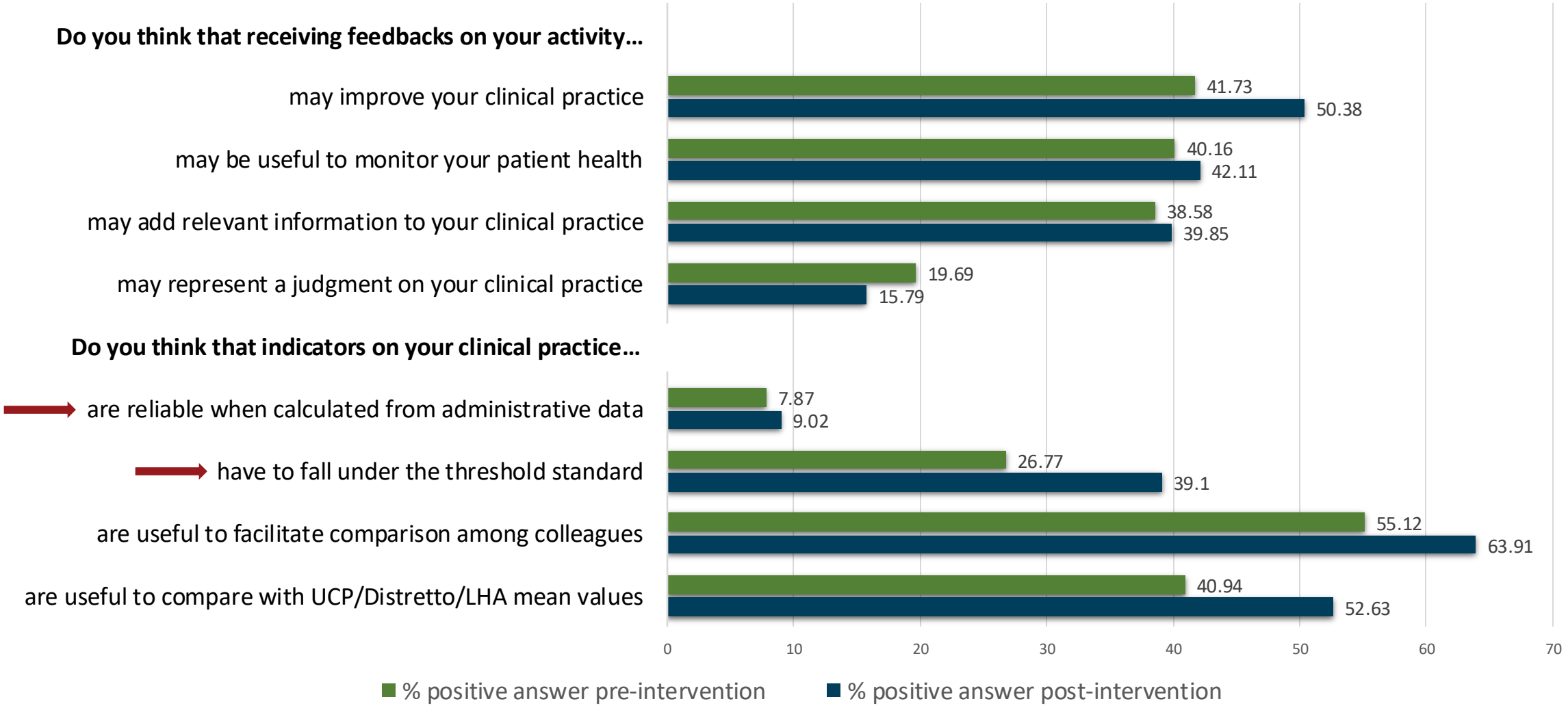
RESULTS (3)

Figure 2. % positive answers attitude domain (1)



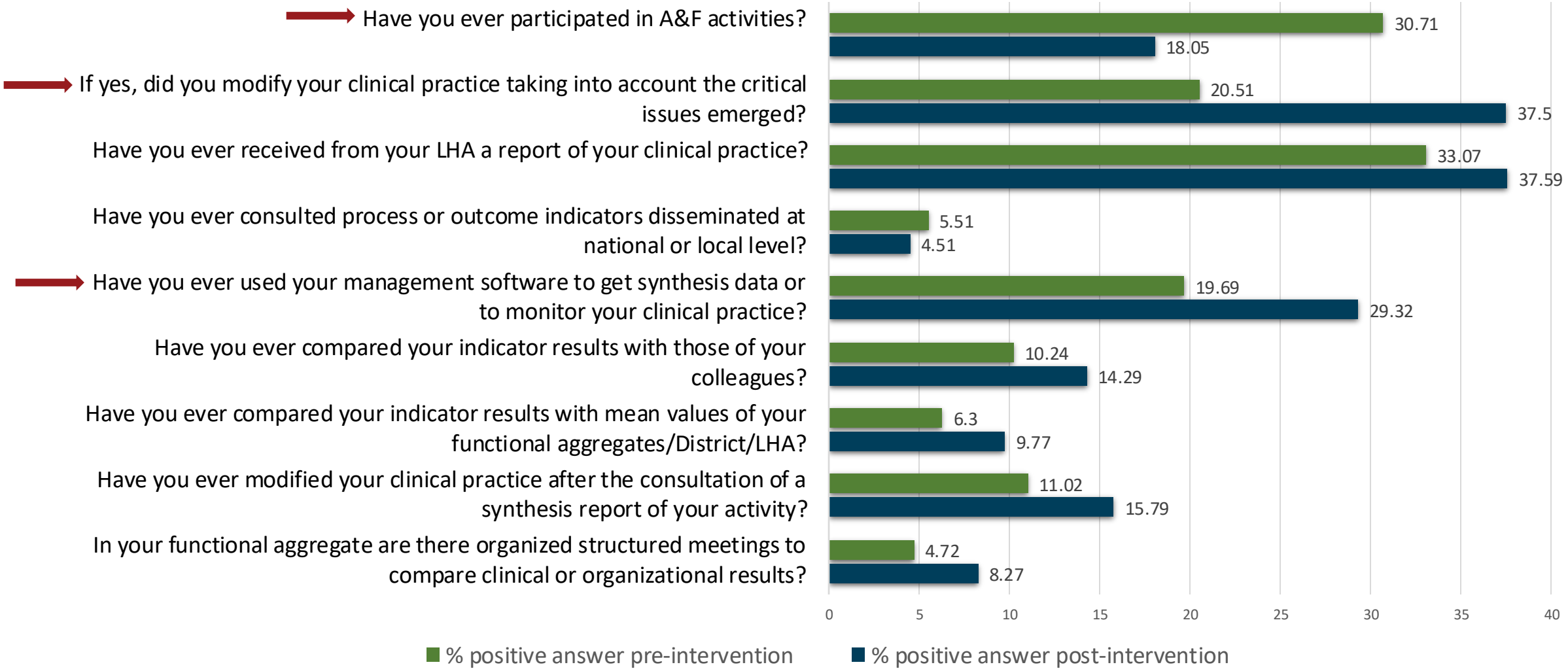
RESULTS (4)

Figure 2. % positive answers attitude domain (2)



RESULTS (5)

Figure 3. % positive answers behaviours domain



CONCLUSION

- After the intervention, the number of GPs who answered positively increased **more in the knowledge domain**, less in the attitude and in the behaviours domains.

- On one hand, it is well known that **knowledge domain is the first to change** in the behaviour change process. On the other hand, some evidence suggested that to some behaviours are not influenced by the knowledge.

- Factors related to intervention characteristics, such as the intensity of the course, **the focus on methodology more than on the outcomes**, and no regularity in feedback delivery, may explain significant changes in some items, but not in others.

Thank you
for your attention!

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