

# CHARACTERISTICS OF COMPLEX CARE NEEDS AND INTERVENTIONS SUITED FOR PATIENTS WITH SUCH NEEDS: A PARTICIPATORY SCOPING REVIEW

Pierre Pluye, Guillaume Bessière, Magali Bigras, Alain Boulet, Karène Brenner, Emily Crist, Silvia Duong, Serge Goulet, Vera Granikov, Martine Jean-Marie, Dounia Kayal, Bernardo Kremer, Christine Loignon, Cristiano Martello, Lynn R McLaughlin, Quynh Nguyen, Edith Omon, Ellen Rosenberg, Roland Grad

## CONTEXT

- Practitioners find it difficult to address complex care needs in patients with a combination of multiple chronic conditions, mental health issues, medication-related problems, and social vulnerability.
- Complex care needs encompass characteristics related to the patient, the organization, the practitioner, and the patient-practitioner interaction, and are associated with misuse, overuse and underuse of health care services.
- Research usually focusses on one population, one disease, or one intervention. While few literature reviews integrate studies on complex care needs; of those, none synthesize the characteristics of these needs.

## OBJECTIVES

Identify characteristics of complex care needs and interventions suited for patients with complex care needs.

## DESIGN

Exploratory scoping review

## SETTING & PARTICIPANTS

Using an Organizational Participatory Research approach, a multidisciplinary core group of practitioners from two Practice Based Research Networks (PBRNs) participate in formulating the research question, planning the data collection/analysis, and disseminating the results; thus, increasing the practical relevance of the review.



## METHODS

The search was conducted in Medline, Embase, PsycINFO, CINAHL, and grey literature.

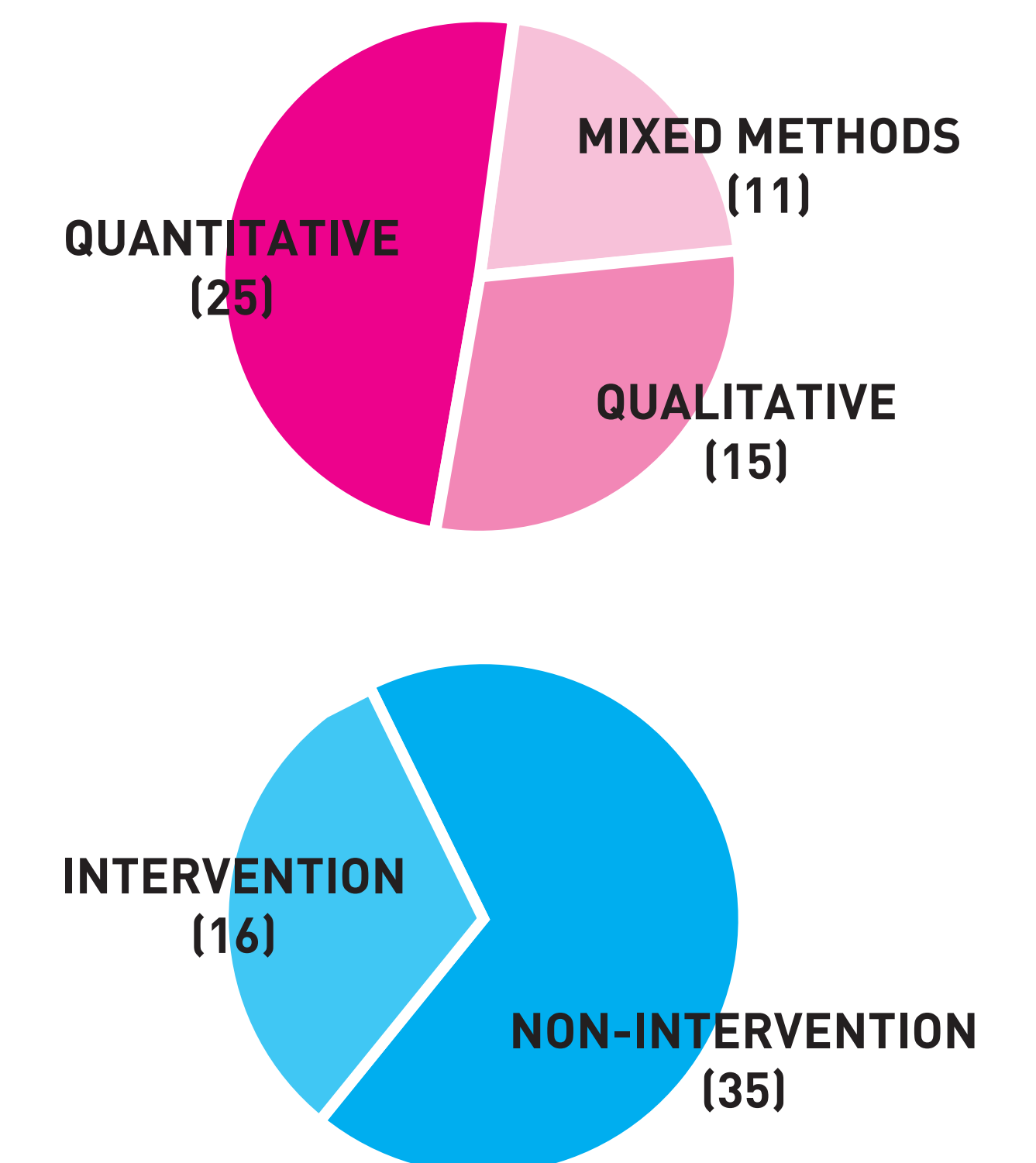
Eligibility criteria:

- Empirical research (original qualitative, quantitative or mixed methods study)
- Adult patients with complex care needs
- Community-based primary health care setting
- OECD (Organisation for Economic Co-operation and Development) countries
- Published since 2000
- English or French.

## RESULTS

### SUMMARY

- A mix of qualitative, quantitative, and mixed methods studies
- About 1/3 were intervention studies
  - 7 mixed methods
  - 1 qualitative
  - 8 quantitative
- 42/51 studies considered the perspective of health care professionals
- 18/51 studies considered the patient perspective
- 5/51 studies considered other perspectives (policy makers, researchers)



### CHARACTERISTICS OF COMPLEX CARE NEEDS

- No consistent terminology or definition
  - Complex consultations
  - Case complexity
  - Complex care needs
  - Complex health issues, complex health problems, complexity of health problems, complex problems
  - Complex medical problems
  - Complex patients, patient complexity
  - Complexity of care
- Compared case reports, identified more dimensions of complexity as they pertained to the professional or health care system
  - e.g. structure of general practice, organization of health care system, short patient contact times, limited access of care

### CONCLUSION & NEXT STEPS

The characteristics of complex care needs will be mapped along with types of interventions suitable for primary care, revealing knowledge gaps to guide future research. Finally, the core group will compare scoping review results with a series of case reports to propose a tool and/or educational material for practitioners. This will contribute to improving shared understanding of patients with complex care needs.

### PRISMA FLOW DIAGRAM

