

## Primafamed 2016 – Summary of PCAT workshop and next steps

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### 1. Plenary: introduction and overview of the Primary Care Assessment Tool (PCAT)

Graham and Klaus introduced the Primafamed attendees to the value of the PCAT as a strategy for ongoing quality improvement within the QI / audit cycle. The origin of the tool was explained, as well as an overview of the adaptation and validation of the ZA PCAT tool. The tool measures users experience of the scope of primary health care provided by a comprehensive primary care facility and providers (practitioners) and managers assessment of primary care provided by their PCFs. Klaus shared how the PCAT is being used in applied research and stakeholder engagement in South Africa including its use in the national impact study, and encouraged delegates to attend the 3 workshops on the validation and application of the PCAT in Africa and to explore the opportunities for an African PCAT network within Primafamed.

### 2. Summary of workshop process and discussions



The workshop was presented in three separate sessions: adapting and validating the PCAT for different settings/ contexts; practicalities of using the PCAT in research; and a discussion on the way forward in terms of collaboration involving interested countries.

Graham guided the participants through the domains of the PCAT, and explained how the tool differs for each user category: users (PCAT AS or PCAT AE), providers (PCAT PE) and managers (PCAT FE). [AS = Adult Short; AE; Adult expanded; PE: Provider expanded; FE = Facility expanded; providers refer to nurse and medical practitioners who provide primary care).

The participant expectations of the workshop and the application of the PCAT were as follows:

1. PCAT application – to provide scientific evidence, to evaluate interventions, to demonstrate value of PHC & Family Medicine
2. Postgraduate research possibilities
3. Exploring private-public comparisons
4. Strengthening rural PHC service delivery

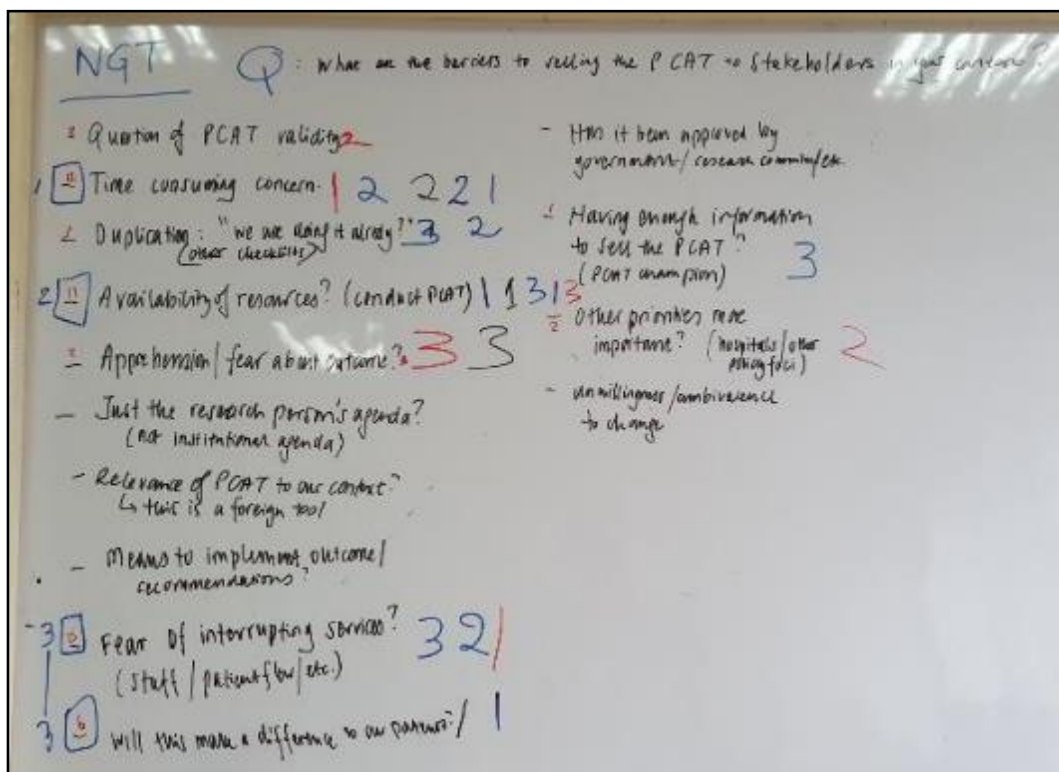
#### The following content was covered:

1. Process of adaptation and validation
2. Getting to know the tool

3. Practicalities: fieldworker training, level of rigour for translation/validation, quality control
4. Possibility of developing a shared African PCAT tool
5. Consensus: this type of research is current and relevant!

The nominal group technique (NGT) was demonstrated as a practical exercise in the final session - as a method to obtain stakeholder consensus on key issues regarding primary care quality improvement and partnership building. An issue of concern raised by participants during the workshop was used as the exercise question to maximise the relevance of the method: "What are the barriers to 'selling' the PCAT to stakeholders in your context?"

The following four statements were prioritised by the participants with regard to using the PCAT in their respective countries and districts - i.e. overall group consensus on the top 4 concerns / barriers participants expect to encounter from colleagues and stakeholders as determined by the NGT process (See image):



1. Time consuming concern
2. (lack of) Availability of resources (to conduct a PCAT audit)
3. Fear of interrupting services (e.g. staff and patient flow)
4. Will it make a difference to our patients (care)? (scepticism)

Time did not allow for a second NGT exercise to generate possible interventions to address any of the above barriers.

3. Going forward: next steps agreed on by participants regarding the Primafamed PCAT working group

**The group agreed on the following steps (goal setting):**

- a. Explore funding opportunities (e.g. with PHC Performance Initiative via Jan de Maeseneer). A sub-group could focus on proposal writing (involve Per Kallestrup)
- b. Establishing a network with key champions (see list below) – communication via email, list-serve and website with resources
- c. Establish a website with resources, linked to the Primafamed website
- d. Inform and link with the John Hopkins Primary Care Policy Centre (publisher of the PCAT) and Leiyu Shi (PCAT co-author) to inform them of the African developments and to determine if any further permission to use the PCAT is required: Graham took responsibility for this step

**The following champions per country were identified (8 African countries):**

Country	University	Name	Email
South Africa	University of Cape Town	Graham Bresick	<a href="mailto:graham.bresick@uct.ac.za">graham.bresick@uct.ac.za</a>
South Africa	Stellenbosch University	Klaus von Pressentin	<a href="mailto:kvonpressentin@sun.ac.za">kvonpressentin@sun.ac.za</a>
Kenya	Kenyatta University	Joseph M. Thigiti	<a href="mailto:jthigiti@yahoo.com">jthigiti@yahoo.com</a>
Zambia	University of Zambia	Mpundu Makasa	<a href="mailto:cmakasa@yahoo.com">cmakasa@yahoo.com</a>
Ghana	University of Ghana	Akye Essuman	<a href="mailto:akyessuman@yahoo.com">akyessuman@yahoo.com</a>
Denmark (with Rwanda)	Aarhus University	Per Kallestrup	<a href="mailto:kallestrup@dadlnet.dk">kallestrup@dadlnet.dk</a>
Rwanda	National University of Rwanda	Vincent Cubaka	<a href="mailto:drcubaka@yahoo.fr">drcubaka@yahoo.fr</a>
Lesotho	University	Sebaka Malope	<a href="mailto:sebaka.malope@gmail.com">sebaka.malope@gmail.com</a>
Uganda	Makerere University	Innocent Besigye	<a href="mailto:ibesigye@gmail.com">ibesigye@gmail.com</a>
Uganda		Travis Bias	<a href="mailto:travisgaujotbias@gmail.com">travisgaujotbias@gmail.com</a>
Nigeria	University of Calabar, Nigeria	Abraham Guyse	<a href="mailto:ngugyuse@yahoo.com">ngugyuse@yahoo.com</a>

#### 4. Addenda

- a. Group photo and link to Dropbox folder with additional photos
- b. PowerPoint presentations
- c. Outline of Nominal Group Technique Method
- d. Workshop briefing
- e. 8<sup>th</sup> Primafamed meeting programme
- f. List of workshop attendees  
(names, affiliation, contact details, level of interest in African PCAT network)
- g. Social media links

##### A. Group photo

Additional PCAT workshop photos are available from the following Dropbox link:

<https://www.dropbox.com/sh/q9tofdveqcpm4b6/AADvij10pHq0AykivESyL1v1a?dl=0>



**Group photo: Primafamed PCAT workshop attendees**

B. [Presentations will be available online soon on the Primafamed website](#)

C. [Outline of Nominal Group Technique Method\\*](#)

**1. Introduction – aim of the exercise**

The objectives of the session and the process of the NGT are explained.

**2. Presentation of the question**

The questions to be addressed are handed to the participants - each on an otherwise blank page for the responses to be recorded. Each question is explained to ensure that it is clearly understood.

**3. The silent phase**

Each participant is asked to write down on each sheet of paper his/her own responses to the questions. Participants are given time for each question and encouraged to record as many responses as possible.

**4. Item generation**

Each participant in turn is asked to give one response to question 1 while the facilitator records the responses on a flip chart. This is continued in round robin fashion till all responses were given. The same procedure is followed for all the questions.

**5. Item clarification**

The meaning of all the items is clarified to ensure a common understanding by all.  
(Discussion on which items are overlapping or similar.)

#### **6. Prioritisation**

Each participant then ranks the five items most important to him/her on paper without discussion in the order one (most important) to five (least important).

#### **7. Final voting of group**

The ranked choices of each participant are named by going round the group. The scribe records these on the flip chart.

#### **8. Debriefing on nominal group technique procedure**

Participants are asked to reflect briefly on the exercise (and to record one positive ('like') and one negative ('dislike') experience of the process).

**\*Note:** In the workshop, the above process was adapted to deal with the constraints of a big group and limited time.

The use of steps 5 – 7 in validating the PCAT for South Africa are described on page 4 (**Nominal Group Technique process (steps 5–7)**) in *Bresick G, Sayed A, Le Grange C, Bhagwan S, Manga C. Adaptation and cross-cultural validation of the United States Primary Care Assessment Tool (expanded version) for use in South Africa. Afr J Prm Health Care Fam Med. 2015;7(1), Art. #783, 11 pages. <http://dx.doi.org/10.4102/phcfm.v7i1.783> . For more information see also reference 22 on consensus methods for medical and health services research.*

### D. Summary of Workshop information: Briefing to participants pre-conference

#### **Using the PCAT (Primary Care Assessment Tool) in research on health system strengthening**

##### **Facilitators:**

Dr Graham Bresick, University of Cape Town; Dr Klaus von Pressentin, Stellenbosch University

##### **Purpose:**

The PCAT measures primary care performance on features (including principles of family medicine) necessary for cost-effective care. Three stakeholders are surveyed: primary care users for their experience of care; and primary care practitioners and managers for their assessments of care provided. This workshop will follow the introductory plenary session on the PCAT – an overview of what it is; what it does; and current use in South Africa. Through three interactive 2-hour sessions, attendees will gain a deeper understanding of how to apply the PCAT in research. The presenters will share their experience of adapting and applying the tool in health services research within South Africa.

1. The three sessions have distinct themes which complement each other. Attendees are encouraged to attend all three sessions, if possible. Adapting and validating the PCAT for your context
2. How to use the PCAT in applied research and which challenges to anticipate

### 3. Forming an African PCAT research network – an opportunity for collaboration

Primary care managers and non-academic colleagues of participants are invited to attend the plenary and workshop **at their own expense**.

#### Practical:

This workshop is open to all interested. No prior reservation necessary. Although no specific preparation is required, we would like to encourage attendees to consider the possible application of PCAT in their setting. The success of PCAT-related research relies on the buy-in of stakeholders who share the local primary healthcare system. Attending together will assist you to build partnerships that help when planning a PCAT audit. The paper describing how the PCAT was adapted for use in South Africa (ZA PCAT) is available at <http://dx.doi.org/10.4102/phcfm.v7i1.783>.



#### E. Programme:

Primafamed (Africa) Network ("Primary Care & Family Medicine Education Network") is a network of departments of family medicine and primary health care, of training institutes for primary health care providers and of organizations that are active in the field of capacity building for primary health care. All partners are currently situated in sub-Saharan Africa. <http://www.primafamed.ugent.be/>

#### 8th Primafamed workshop

21-24 May 2016, Kenyatta University – Nairobi, Kenya

### Family Medicine and the Sustainable Development Goals

Saturday 21 May		
13.00 – 14.00	Registration	
14.00 – 14.30	Welcome session	Local host & local officials Primafamed coordinators Prof. Jan De Maeseneer Prof. Bob Mash
14.30 – 15.30	Plenary session 'Improving quality primary health care' - introduction	Prof. Jan De Maeseneer
15.30 – 16.00	Coffee Break	
16.00 – 17.30	Plenary session 'Improving quality primary health care' - interactive debate and small group work	Prof. Jan De Maeseneer Isabel Maina, Head Dr. Kombo Mohamed

Sunday 22 May		
09.00 – 12.30	Poster session “Contribution of Family Medicine to Undergraduate Training as a starting point for FM scaling up in Africa”	Dr. Innocent Besigye
12.30 – 14.00	Lunch Break	
14.00 – 15.00	Plenary session “Introduction into the Primary Care Assessment Tool (PCAT)”	Dr. Graham Bresick Dr. Klaus von Pressentin
15.00 – 17.30  Break@16.00	<b>Parallel workshops, part I</b>  1. Capacity building/train the clinical trainer Julia Blitz 2. Scientific writing – quantitative studies Bernhard Gaede 3. Scientific writing – qualitative studies Peter DeCat 4. Scientific writing – action research Oathokwa Nkomanzana 5. Writing an article for publication Bob Mash, Ian Couper, Gboyega Ogunbanjo 6. PCAT workshop Graham Bresick, Klaus von Pressentin	<i>See participant briefing for more detailed information on the different workshops</i>

Monday 23 May		
08.00 – 10.00	<b>Parallel workshops, part II</b>	
10.00 – 10.30	Break	
10.30 – 12.30	<b>Parallel workshops, part III</b>	
12.30 – 14.00	Lunch Break	
14.00 – 17.30	Interactive session “Postgraduate training as strategy for change”	Prof. Henry Lawson Dr. Akye Essuman
Tuesday 24 May		
09.00 – 09.30	Presentation of the Digital African Health Library	Dr. Bruce Dahlman
09.30 – 11.30	Closing session “Contribution of FM to the African Health systems”	Prof. Bob Mash Dr. Klaus von Pressentin Dr. Patrick Chege

PCAT workshop attendants				
Country	University	Name	Email	Level of interest in PCAT network
Denmark	Aarhus University	Per Kallestrup	<a href="mailto:kallestrup@dadlnet.dk">kallestrup@dadlnet.dk</a>	very high
DRC	CMK - centre medical de Kinshasa	Edu Burgueño	<a href="mailto:eduburgue@gmail.com">eduburgue@gmail.com</a>	high
Ghana	University of Ghana	Akye Essuman	<a href="mailto:akyessuman@yahoo.com">akyessuman@yahoo.com</a>	highly interested
Ghana	Komfo Anokye Teaching Hospital	Kathryn Spangenberg	<a href="mailto:k_spangenberg@yahoo.com">k_spangenberg@yahoo.com</a>	very high
Lesotho	University	Sebaka Malope	<a href="mailto:sebaka.malope@gmail.com">sebaka.malope@gmail.com</a>	very high
Nigeria	University of Calabar, Nigeria	Abraham Guyse	<a href="mailto:ngugyuse@yahoo.com">ngugyuse@yahoo.com</a>	very high
Nigeria	University of Lagos	Olayinka Ayankogbe	<a href="mailto:yinayanks@yahoo.com">yinayanks@yahoo.com</a>	very high
Nigeria		Michael Owusu-Ansah	<a href="mailto:mikeansah@yahoo.com">mikeansah@yahoo.com</a>	very high
South Africa	University of Cape Town	Graham Bresick	<a href="mailto:graham.bresick@uct.ac.za">graham.bresick@uct.ac.za</a>	very high
South Africa	Stellenbosch University	Klaus Von Pressentin	<a href="mailto:kvonpressentin@sun.ac.za">kvonpressentin@sun.ac.za</a>	very high
Uganda	Mbarara University	Vincent Mubangizi	<a href="mailto:vmubangizi@hotmail.com">vmubangizi@hotmail.com</a>	very high
Uganda	Makerere University	Innocent Besigye	<a href="mailto:ibesigye@gmail.com">ibesigye@gmail.com</a>	Very high
Zambia	University of Zambia	Mpundu Makasa	<a href="mailto:cmakasa@yahoo.com">cmakasa@yahoo.com</a>	very high
Kenya	Moi University	Daria Szkwarko	<a href="mailto:szkwarkd@gmail.com">szkwarkd@gmail.com</a>	very high
Kenya	Moi University	Vitalis Juma	<a href="mailto:jumavitalis@yahoo.com">jumavitalis@yahoo.com</a>	high
Kenya	Moi University	Jeremiah Kinuthia	<a href="mailto:drlaktabai@yahoo.com">drlaktabai@yahoo.com</a>	high
Kenya	Kabarak University	Bruce Dahlman	<a href="mailto:head.familymedicine@kabarak.ac.ke">head.familymedicine@kabarak.ac.ke</a>	interested
Kenya	Kabarak University	David Mungara	<a href="mailto:davidmungara@gmail.com">davidmungara@gmail.com</a>	high (curious)
Kenya	Kabarak University	Travis Bias	<a href="mailto:travisgaujotbias@gmail.com">travisgaujotbias@gmail.com</a>	high
Kenya	Agha Khan Univeristy	Jacob Shabani	<a href="mailto:jacob.shabani@aku.edu">jacob.shabani@aku.edu</a>	very interested
Kenya	Agha Khan Univeristy	Gulnaz Mohamoud	<a href="mailto:mmgulnaz@yahoo.com">mmgulnaz@yahoo.com</a>	very high, willingness to implement in Ruiru



PCAT workshop attendants				
Country	University	Name	Email	Level of interest in PCAT network
Kenya	Kenyatta University	Joseph M. Thigiti	<a href="mailto:jthigiti@yahoo.com">jthigiti@yahoo.com</a>	very high
Kenya	Kenyatta University	Felistas S. Mbindyo	<a href="mailto:Felistas_savai@yahoo.com">Felistas_savai@yahoo.com</a>	high
Kenya	Kenyatta University	Monica Nderitu	<a href="mailto:nyamburanderiku@students.ky.ac.ke">nyamburanderiku@students.ky.ac.ke</a>	high
Kenya	KAFP committee	Joy Mugambi - Vice Chair	<a href="mailto:dr.mugambijoy@gmail.com">dr.mugambijoy@gmail.com</a>	very important
Kenya	MOH – Kiambu Thika	Cecilia Manjiru	<a href="mailto:civago@yahoo.com">civago@yahoo.com</a>	very high
Kenya	Kenyatta University	Francisca Ongecha	<a href="mailto:fongecha2013@gmail.com">fongecha2013@gmail.com</a>	very high
Kenya	Kenyatta University	Isabeli Macobua	<a href="mailto:isabeliadhingo@yahoo.com">isabeliadhingo@yahoo.com</a>	high

#### G. Social Media links

Organisation/Institution	Web page	Facebook	Twitter
<b>Primafamed</b>	<a href="http://www.primafamed.ugent.be/">http://www.primafamed.ugent.be/</a>	<a href="https://www.facebook.com/UGentprimafamed/?fref=ts">https://www.facebook.com/UGentprimafamed/?fref=ts</a>	
<b>WONCA Africa</b>		<a href="https://www.facebook.com/WoncaAfrica/">https://www.facebook.com/WoncaAfrica/</a>	@WoncaAfrica
<b>South African Academy of Family Physicians</b>	<a href="http://www.saafp.org/">http://www.saafp.org/</a>	<a href="http://www.facebook.com/pages/South-African-Academy-of-Family-Physicians/489465511088979">http://www.facebook.com/pages/South-African-Academy-of-Family-Physicians/489465511088979</a>	@SAAFP1
<b>Family Medicine and Primary Care, Stellenbosch University</b>	<a href="http://www.sun.ac.za/fammed">www.sun.ac.za/fammed</a>	<a href="http://www.facebook.com/stelfammed">www.facebook.com/stelfammed</a>	@SUFamMed

2016 meeting hashtag: #Primafamed16

Resources and photos from the 2016 8<sup>th</sup> Primafamed workshop are available at:

<http://www.sun.ac.za/english/faculty/healthsciences/Family%20Medicine%20and%20Primary%20Care/primafamed-8th-meeting-2016-nairobi-kenya>

Please inform us of the details of other relevant organisations and institutions.