

# Primary care provider perceptions of the challenges of managing patients with mental-physical multimorbidity: A qualitative study

Matthew Menear PhD<sup>1,2</sup>, Pasquale Roberge PhD<sup>3</sup>, Anne-Marie Cloutier<sup>4</sup> & Louise Fournier PhD<sup>4,5</sup>

<sup>1</sup> CHU de Québec Research Centre, <sup>2</sup> Laval University, <sup>3</sup> Sherbrooke University, <sup>4</sup> CHUM Research Centre, <sup>5</sup> University of Montreal  
Email: matthew.menear.1@ulaval.ca, Twitter: @mattmenear



## Introduction

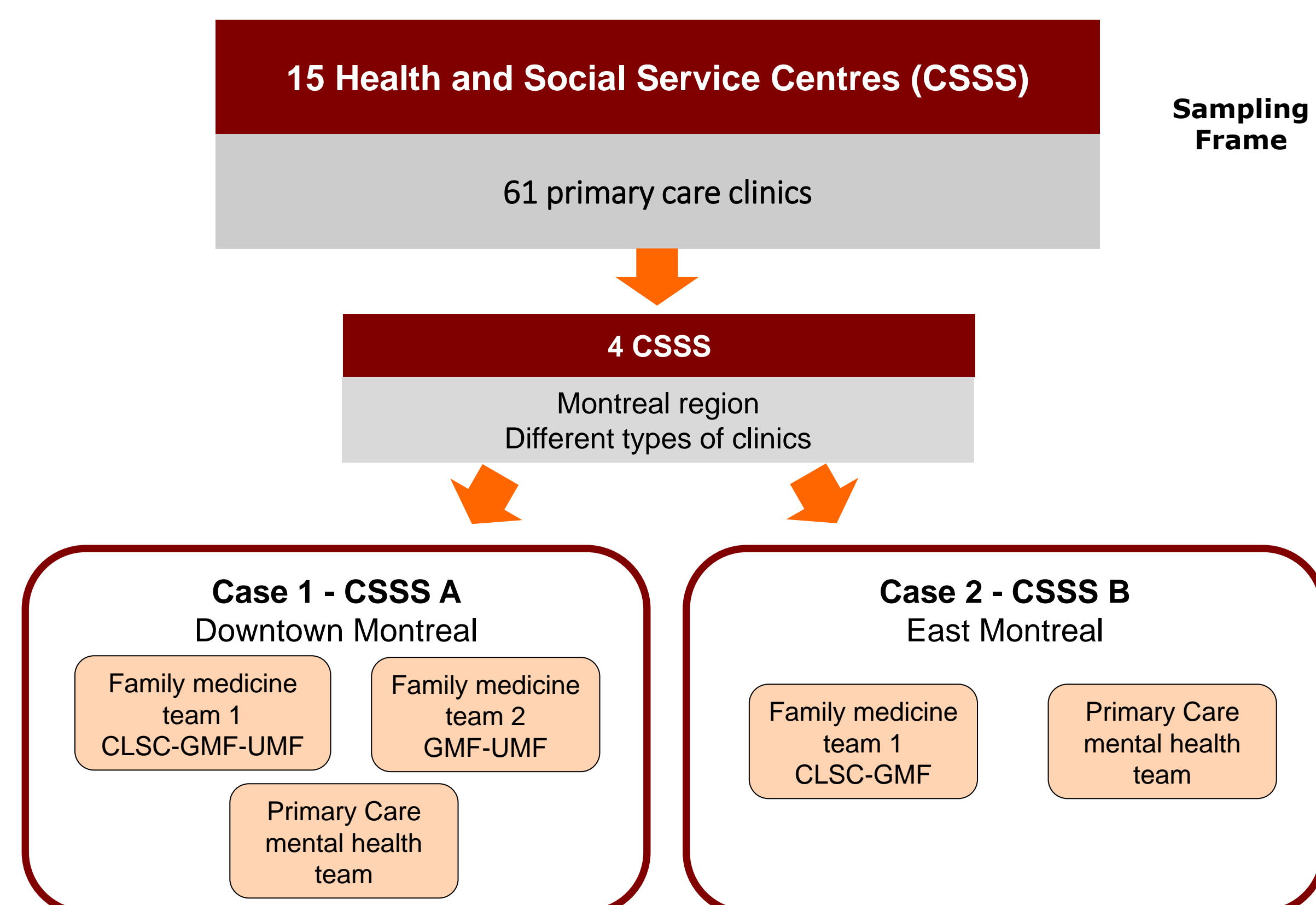
- Every year, more than 1 out of 10 Canadians are directly affected by mental illness and more than half of these individuals also suffer from one or more comorbid chronic diseases<sup>1,2</sup>
- Mental-physical multimorbidity is a commonly encountered phenomenon in primary care settings<sup>3</sup>
- There have been few studies exploring primary care providers' experiences managing patients with mental-physical multimorbidity and the unique challenges they face in trying to deliver high-quality care to these patients

## Objectives

- To explore primary care providers' perspectives on patient, provider and organizational factors that challenge the delivery of high-quality care to patients with mental-physical multimorbidity

## Methods

- Design:** Study was conducted as part of a multiple case study with embedded units of analysis



- Data collection:** Semi-structured interviews, observations, documents

**1) Interviews:** 16 interviews (9 CSSSA, 7 CSSS B) with family physicians, psychologists, nurses, social workers, a psychiatrist

**2) Observations:** On interview days – clinic location, office layout, meeting rooms, information technologies, etc.

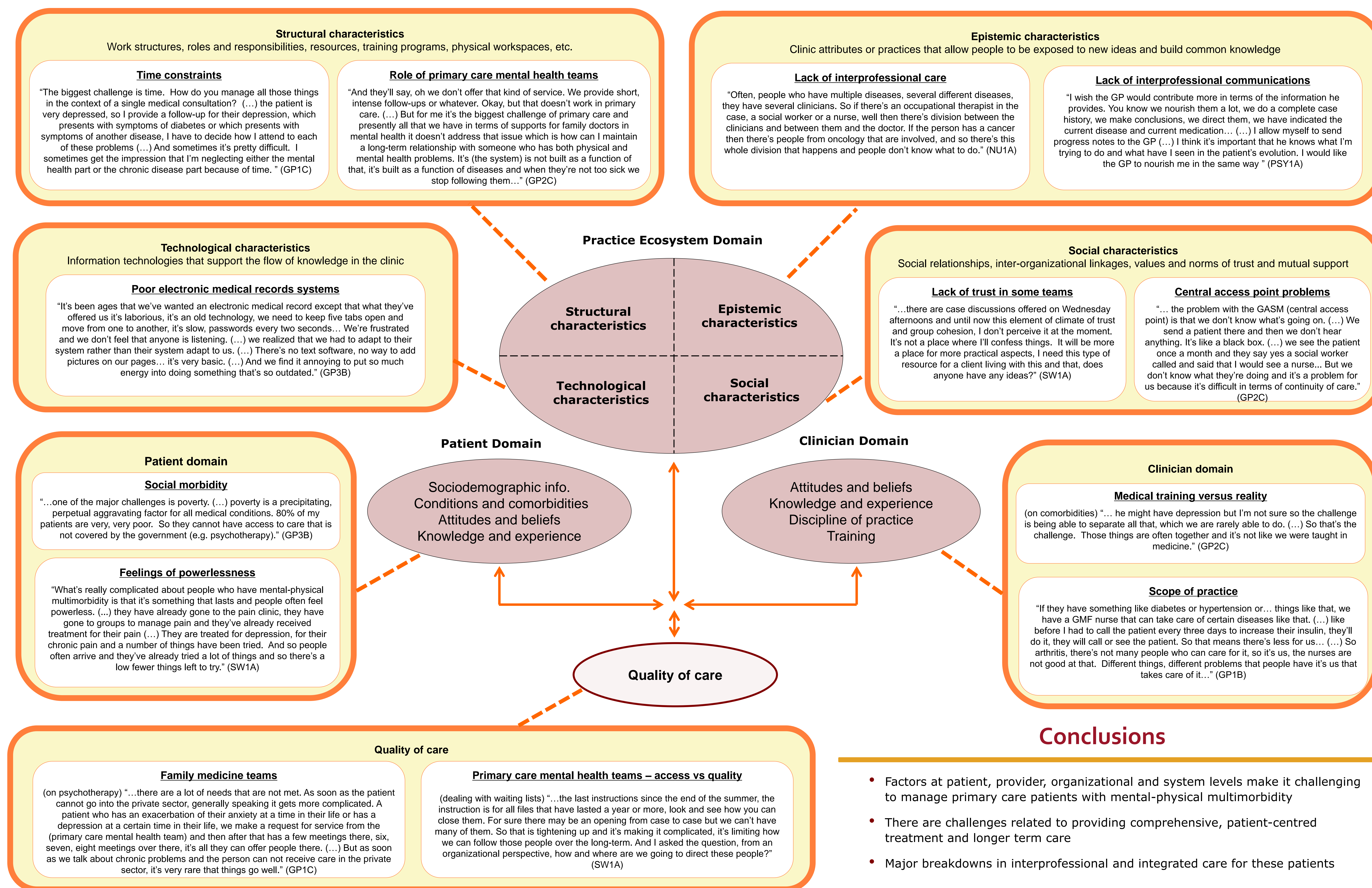
**3) Documents:** Written descriptions of services, annual reports, etc.

- Analysis:** Thematic analysis (deductive & inductive) guided by conceptual framework drawn from the organizational sciences literature on Knowledge Management

## References

- Pearson et al. (2013). Mental and substance use disorders in Canada. Health at a glance. Statistics Canada.
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- Barnett et al. (2012). Epidemiology of multimorbidity and its implications on health care, research, and medical education: A cross-sectional study. Lancet, 380, 37-43.

## Results



## Conclusions

- Factors at patient, provider, organizational and system levels make it challenging to manage primary care patients with mental-physical multimorbidity
- There are challenges related to providing comprehensive, patient-centred treatment and longer term care
- Major breakdowns in interprofessional and integrated care for these patients

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