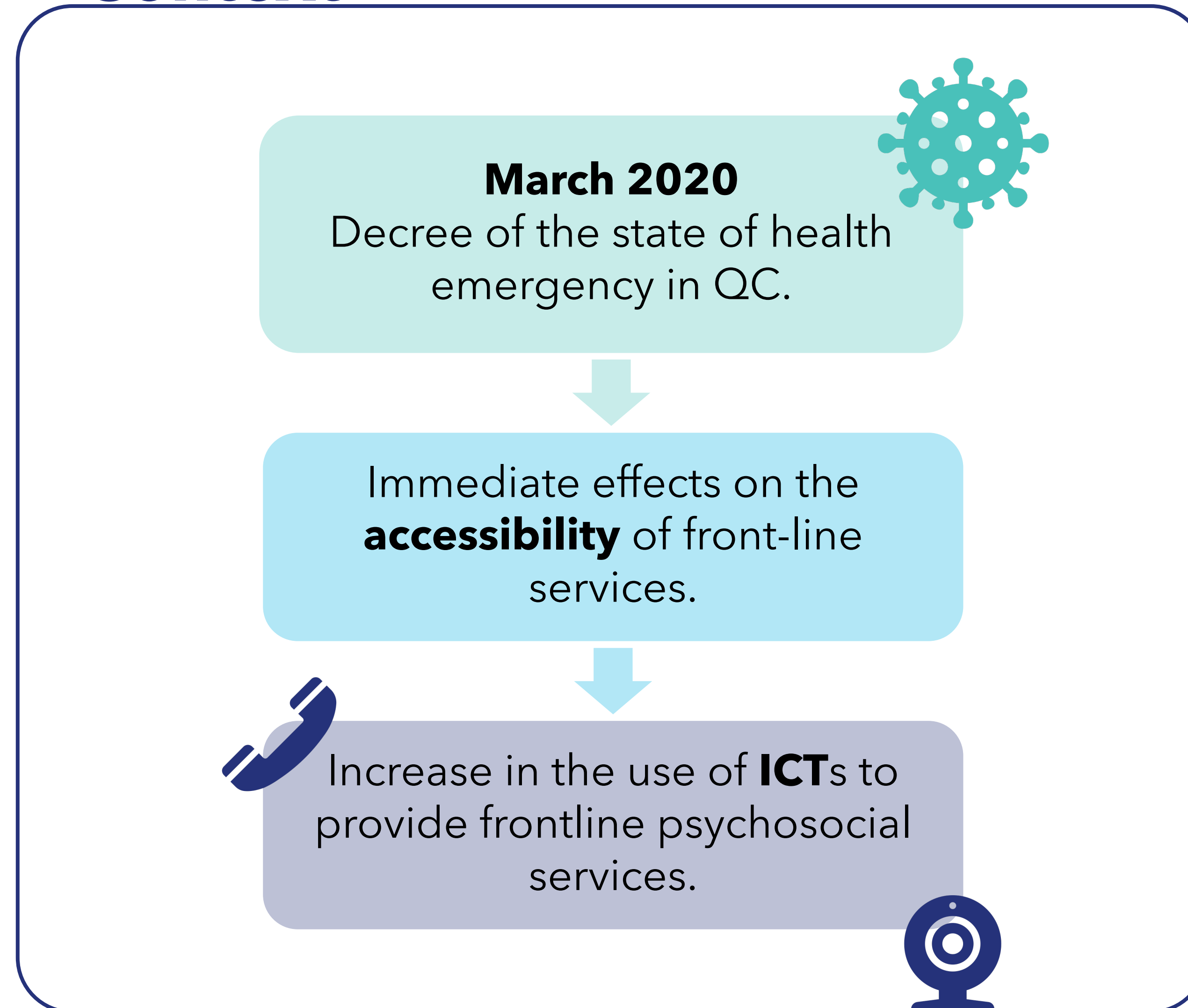


Context



Objective

Document the use of **remote psychosocial intervention** in primary care services offered to men in order to identify the **best practices** to adopt, in the context of a pandemic and post-pandemic.

Methods

Qualitative research design
Group and individual interviews



Participants

Service providers
managers (n=13) and practitioners (n=32)

Service users
male (n=52)



Results

Face-to-face : preferred mode of consultation for both providers and users (men) of front-line psychosocial services.

Remote intervention is **well perceived** and seems **more acceptable** than before the pandemic among service providers and service users (men).

Many men consider the two modes of consultation as **equivalent**, while others prefer to **consult remotely**.

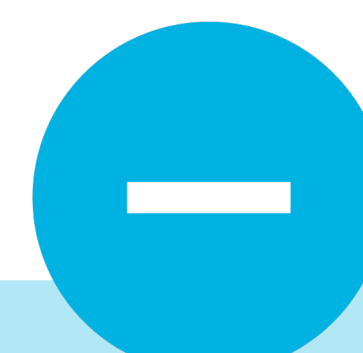
Beyond their preference, men want to have **the choice** of the mode of consultation.

Practitioners are more reluctant than services users toward the use of remote intervention.

✓ Related to their **beliefs** (effectiveness, etc.) and to their **comfort** with the use of ICT.



- Improved **accessibility** to services
- **Secure environment** for service users
- **Efficiency** gains
- **Fewer absences**, fewer interruptions in follow-ups
- Offers **additional and complementary** tools



- Lack of **human contact**
- **Digital divide**
- **Confidentiality** issues
- **Communication** issues
- **Technical difficulties**

Best practices



- Develop and offer **academic and continuous training** on best practices in remote intervention.
- Offer the **choice** of the mode of intervention.
- **Loan equipment** (tablet, computer, etc.) to service users who do not have access to it.
- Provide **simple and accessible documentation** in advance to service users on the operation of the software used.
- Accompany men **who feel less competent** with the use of the ICTs used.
- Ensure that men make a **free and informed choice** (adapt documentation, explain advantages and disadvantages, etc.).
- Minimize the risks of **breach of confidentiality** (conducive environment, secure platforms, etc.).
- Have a plan in case of an **emergency or crisis**.
- Have a plan in case of **technical difficulties**.

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