

Background

Innovative Models Promoting Access-to-Care Transformation (IMPACT) was a five year (2013-2018), CIHR-funded international research project to increase access to primary healthcare (PHC) for vulnerable populations.

Using a participatory action research approach, the Alberta Local Innovative Partnership (LIP) located in Lethbridge, AB, Canada worked with community stakeholders to design and implement a pop-up health and community services event to enhance access to care for people who are underserved by, and struggle to connect with PHC services.

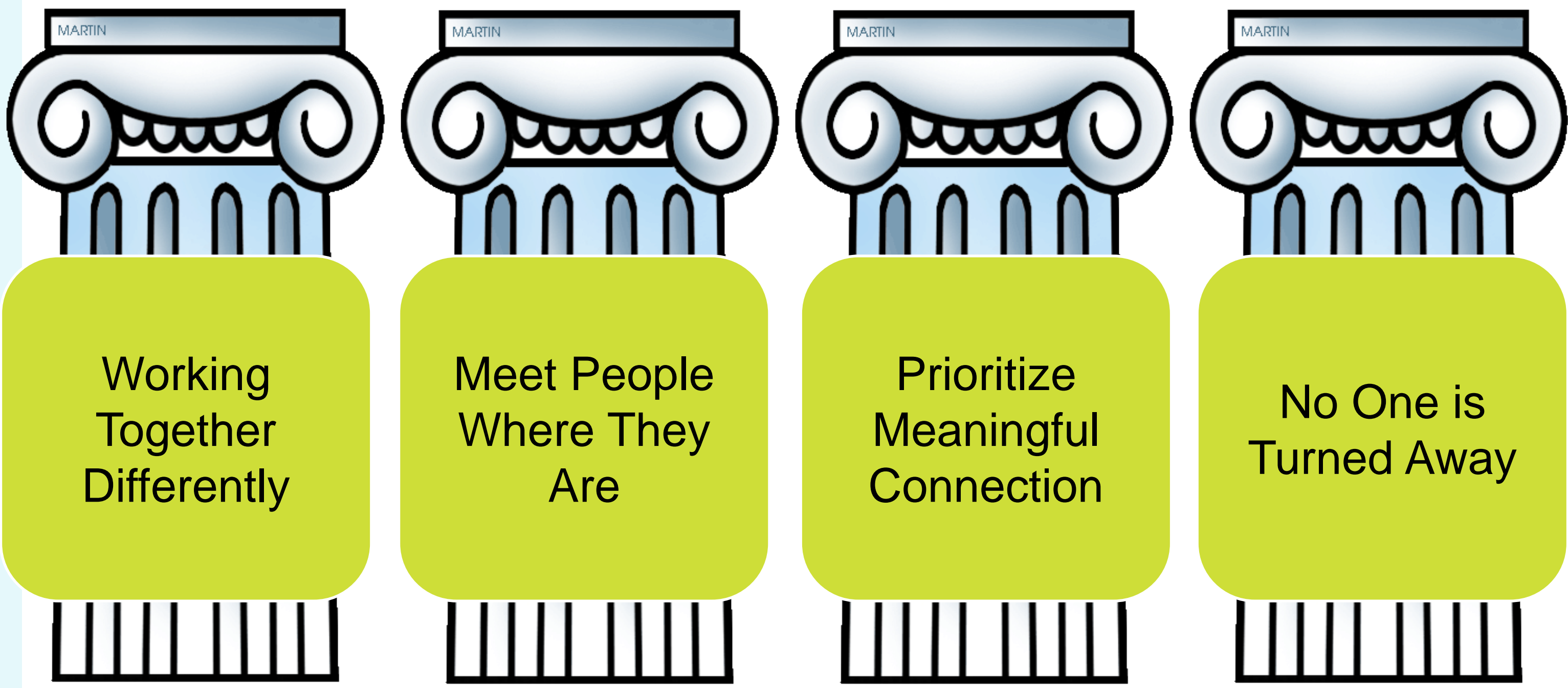
What’s a Pop-up?

An event that brings together health, social, and community services providers in a common and conveniently located space to provide PHC services to attendees. Seven pop-up events were held in 4 locations in north Lethbridge over 2 years.

At each pop-up there were:

Providers	Attendees	Services Provided
22-25	30-85	118-242

Principles of the Pop-ups



Approach



Results

Changes in Knowledge

- Service providers learned about:
- The unique needs of vulnerable populations, such as:
 - Transportation,
 - Childcare, and
 - Expanded hours of services;
 - Starting with what the patient identifies as the most important problem for them; and
 - How to connect and refer people to programs and services that were unfamiliar to them.

“Involvement in the pop-ups has been helpful for making sure I am meeting people where they are at and letting **them** set the agenda, instead of me telling them everything I think they need to know about heart health.” - Provider



“I have been a little bit siloed in my education world and the pop-ups have been very helpful in allowing us be better navigators, to help people who don’t...can’t navigate the system.” - Provider



Changes in Attitudes

Service providers embraced the idea that everyone should help with navigation and were eager to learn about other providers and programs in the community.

Changes in Behaviours

- Service providers’ behaviours changed by:
- Adopting approaches used at the pop-ups (e.g., plain language signage and materials) at other events they attended, and
 - Focusing on talking with people instead of handing out information.

“Less is more, is now my motto...it is important to slow down the tendency to vomit information at people...the Fort McMurray education piece where they discussed just having a simple paper sign was really powerful and eye-opening and made me think about how I needed to use plain language.” - Provider



Changes to Providing Outreach



“If we can’t go to someone’s home, can we go near their home?...There is no reason I can’t provide my services in a more easy to reach location, closer to where people need them.” - Provider

Service providers brought stories and evidence back to their organizations on their ability to provide enhanced outreach services and asked for:

- New resources (e.g., laptops with internet access); and
- The ability to provide services where people are.

Conclusion

Using participatory research approaches and consistent principles throughout implementation of a complex PHC intervention can enhance access to care *and* promote positive changes in service delivery and providers themselves. Further, these changes can spread beyond the intervention and lead to better care wherever people choose to access it.

References

Funding Agencies:

Contact: