

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 an intervention to enhance access to care for people who are underserved by, and struggle to connect with, PHC services.

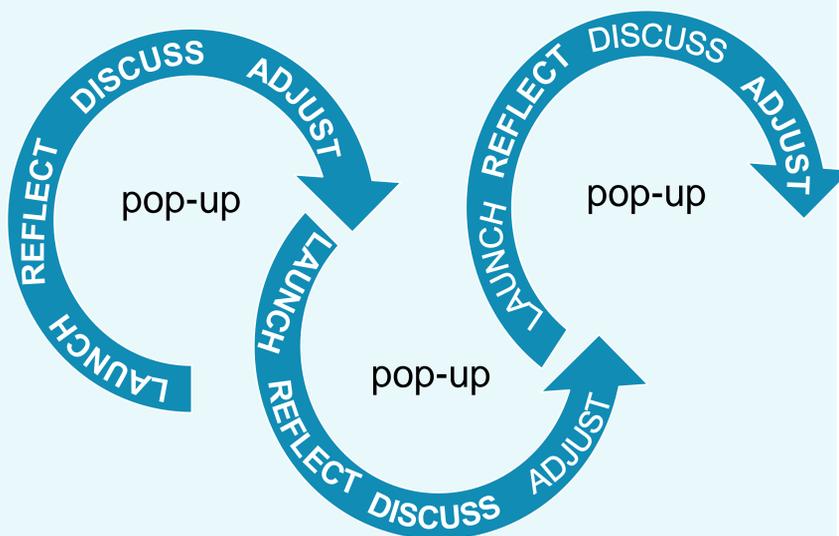
What is a Pop-up?

An event that brings together health, social, and community service 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:

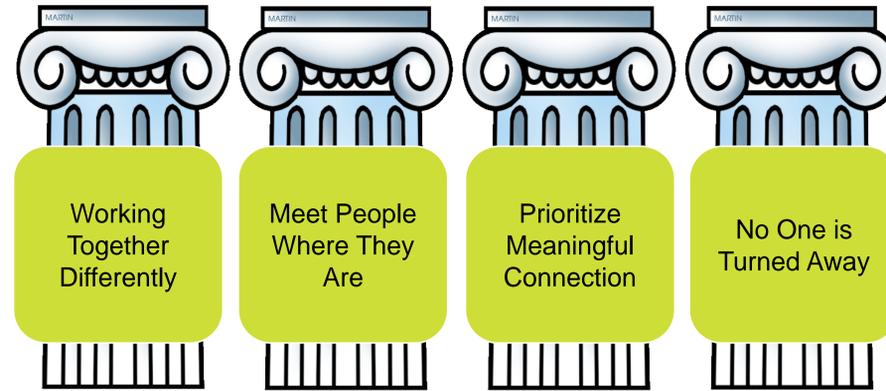
Providers	Attendees	Services Provided
22-25	30-85	118-242

Objectives

Make PHC services more **approachable** and **engaging** by encouraging service providers to reflect on and discuss their own knowledge, attitudes, and behaviours.



Principles of the Pop-ups



Getting There



Changes in Providers' Knowledge

Knowledge providers gained through their involvement in pop-ups included:

- Starting with what the patient identifies as the most important problem for them
- Tackling one thing at a time will improve the chances that clients will follow-up

"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

- Connecting to programs and services that were unfamiliar to them and learning how their referral systems work

"I learned a lot about transit and other non-healthcare resources I wouldn't normally think about." - Provider

Changes in Providers' Attitudes

Attitudes changed around some of the values the pop-up promoted and included:

- Embracing the idea that everyone should help navigate and being eager to learn about other providers and programs in the community

"I now take into consideration where in the city my patients are coming from, whether they have a care, and whether they have a flexible working schedule." - Family Physician

"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 Providers' Behaviours

Over time, providers reported changes in their behaviours that were sustained in their daily practice.

- Providers indicated that they used the plain language approach at other events they attended where potential barriers for accessing services were the same

"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

- Providers focussed on talking with people instead of handing out information. They reported improved engagement as a result.

"It was helpful for people to have a warm handoff instead of just saying, "Oh it's over there." - Provider

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