

IMPACT

Primary Health Care
Collaboration
Programme de recherche international
Approche intégrée de soins de santé de première ligne
Canada
Communication
Partenariat local pour l'innovation
Populations vulnérables
Reduce Unmet Needs
Hospitalisations évitables
Contexte organisationnel
Innovation
Australia
Improve Access
Australie
Avoidable Hospitalizations
Knowledge exchange and translation
Primary Health Care
Innovative Actions
Soins de santé communautaires de première
Accès
Réduire les besoins non comblés
Typologie des innovations
Soins de santé de première ligne
Health Equity
Local Innovative Partnerships
Organisational
Évaluation
Comprehensive Primary Health Care
Intervention Implementation
Community-Based Primary Health Care
Mise en oeuvre des interventions
Literature Re

Access to Resources in the Community: Provider and Patient Perspectives of a Non- Clinical Patient Navigator in Primary Care.



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Bruyère Research Institute
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Our Partners



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Approche intégrée de soins de santé de première ligne
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Partenariat local pour l'innovation
Reduce Unmet Needs Hospitalisations évitables
Contexte organisationnel
Improve Access Australie
Change and translation Primary Health Care
santé communautaires de première ligne
soins non comblés
Soins de santé de première ligne
Local Innovative Partnerships Organisational Context
Comprehensive Primary Health Care
Community-Based Primary Health Care
Interventions Literature Review

IMPACT

Closing the
equity gap in
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access

Réduire les
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d'accès aux
soins de santé

Background

What is the problem?



Barriers to Access Community Resources

MENTAL HEALTH
Support & counselling

HEALTHY LIVING

Diet, physical activity, smoking cessation

CHRONIC DISEASE

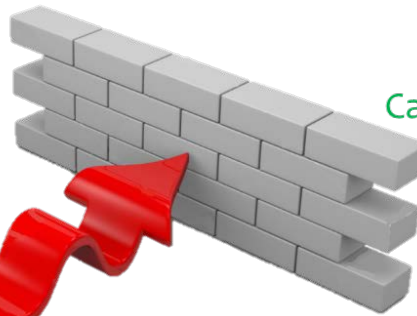
Disease prevention & management, diabetes education

SENIORS' HEALTH

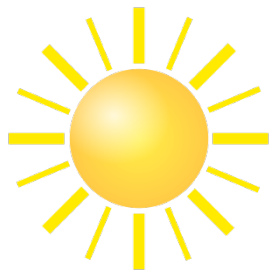
Falls assessment & prevention

SOCIAL SERVICES

Caregiver support, transportation, financial assistance

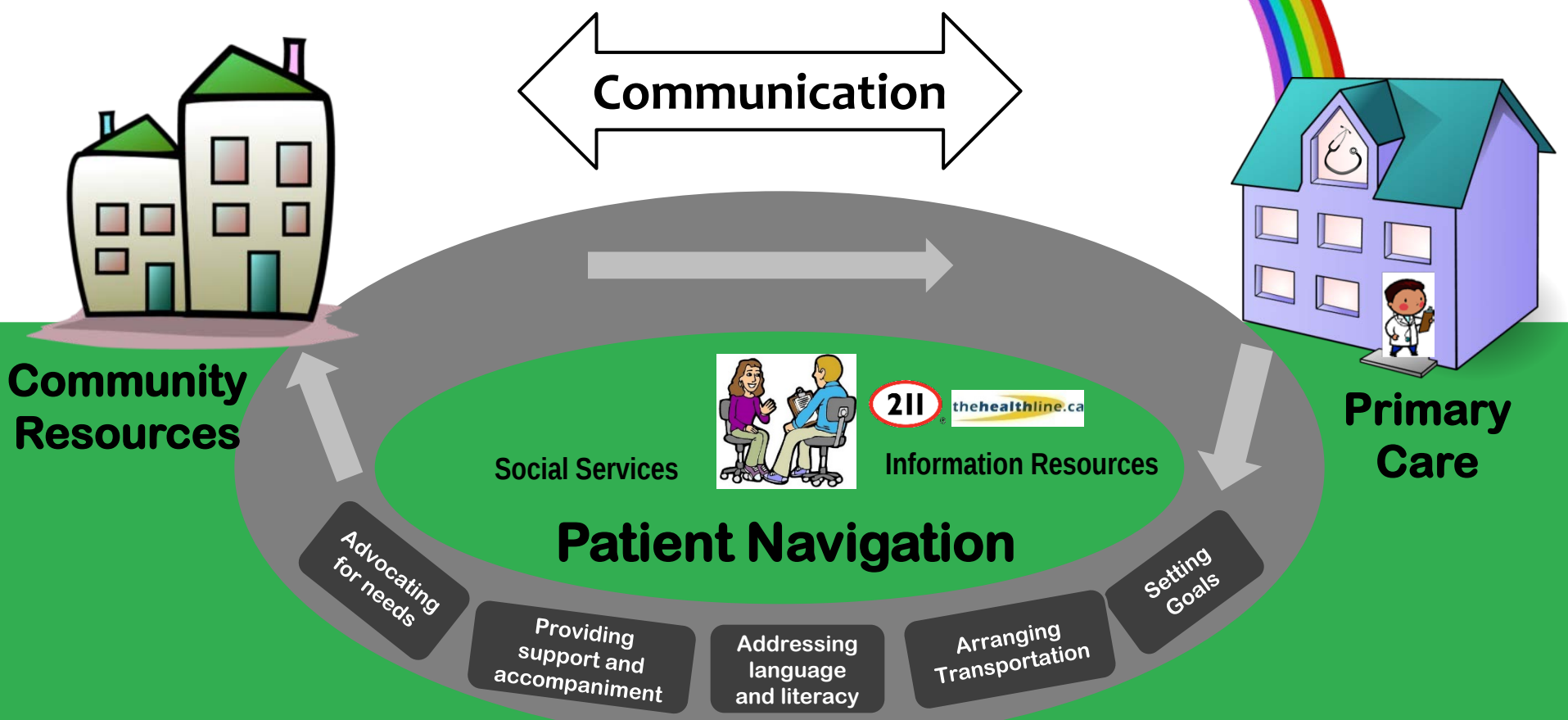


- Awareness
- Finances
- Language
- Literacy
- Transportation
- Caregiver



Access to Resources in the Community Accès aux Ressources Communautaires

Mission: To enhance equitable access to primary health care resources in the community.



Vision: An integrated system of primary and community care that supports health

Key aspects of ARC Navigator Intervention

1. Lay person

- Lower costs and specific training

2. Integrated in primary care practices

- Continuity of care

3. A “generalist”

- Support for broad patient population

4. Attached to a Community Health Centre

- Learning and support

Objective

- Report on primary care providers' and patients' assessment of the ARC navigator intervention.

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Approche intégrée de soins de santé de première ligne
évaluation Revue de littérature
Partenariat local pour l'innovation
Reduce Unmet Needs Hospitalisations évitables
Contexte organisationnel
Improve Access Australie
Change and translation Primary Health Care
santé communautaires de première ligne
soins non comblés
Soins de santé de première ligne
Organisational Context
Local Innovative Partnerships
Comprehensive Primary Health Care
Community-Based Primary Health Care
Interventions Literature Review

IMPACT

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inégalités
d'accès aux
soins de santé

Methods

Methods

- **Design:** Single arm, prospective, explanatory mixed method, pre-post feasibility study
- **Participants:**
 - o 4 primary care practices in central Ottawa, Ontario
 - 3 capitation, non-interprofessional
 - 1 capitation + interprofessional (teaching)
 - o 35 providers enrolled across all sites
 - o 82 patients enrolled across all sites

Study Timeline

- 9 month intervention period
 - 3 month patient participation
- Patient data (pre-post)
 - Staggered across 9 months
- Provider data (pre-post)
 - Prior to intervention set-up + removal

Patient Navigation Timeline

1. Provider referral sent to the Navigator
2. First encounter with the patient
 - a) Navigator initial report to provider
3. 3 month navigation services
 - b) Interim Navigator report(s) to provider
4. End of navigation services
 - c) Final Navigator report to provider

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Partenariat local pour l'innovation
Reduce Unmet Needs Hospitalisations évitables
Contexte organisationnel
Improve Access Australie
Change and translation Primary Health Care
Santé communautaires de première ligne
Soins non comblés
Soins de santé de première ligne
Local Innovative Partnerships Organisational Context
Comprehensive Primary Health Care
Community-Based Primary Health Care
Interventions Literature Review

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Closing the
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healthcare
access

Réduire les
inégalités
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soins de santé

Results: Provider Assessment

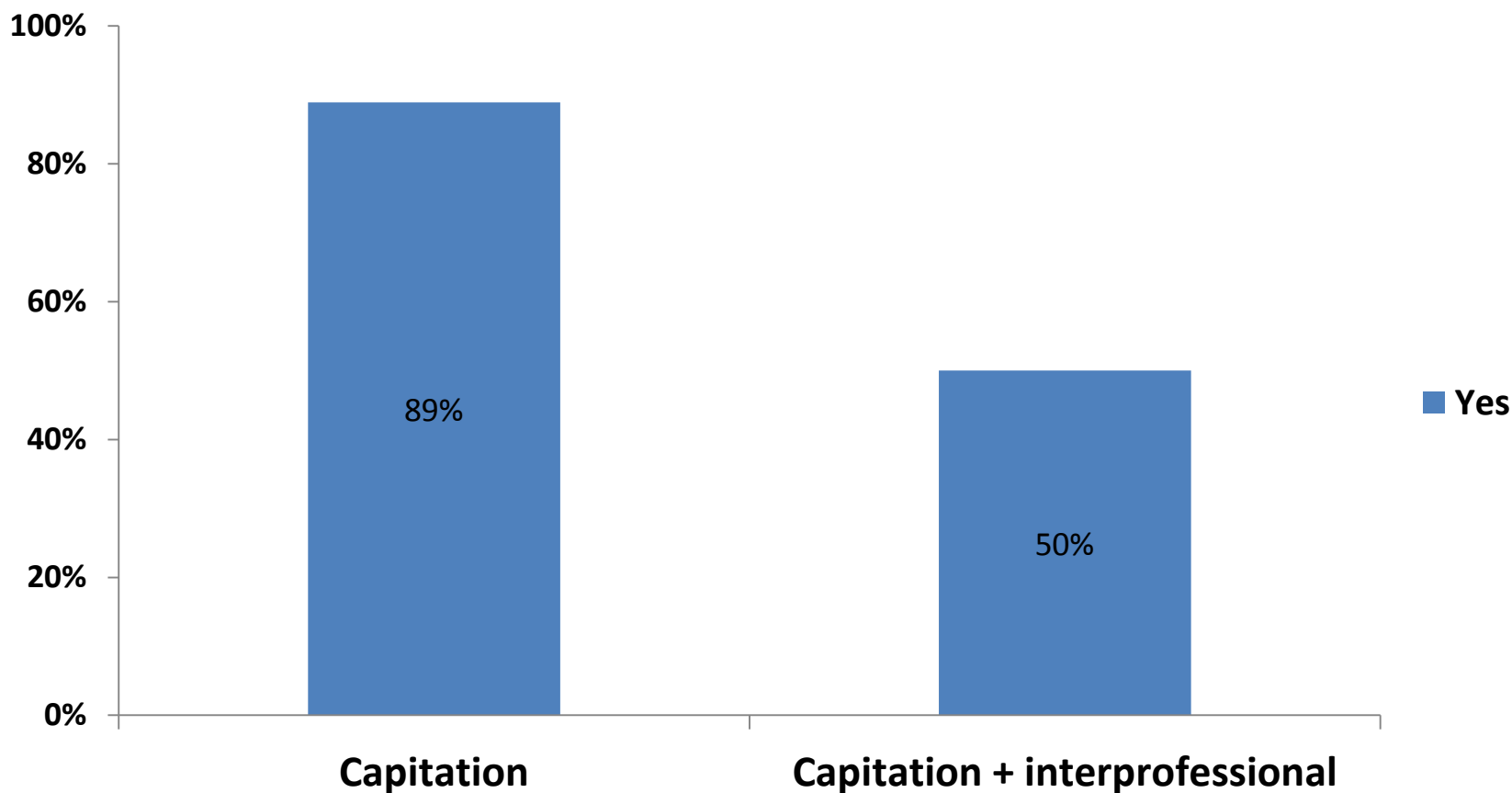
Provider Referrals

	# PCPs	# Referrals	# Pts/PCP
Capitation	12	102	9
Capitation + interprofessional	17	29	2
Total	29*	131	4

*Data collected from 18 providers: 10 capitation and 8 capitation + interprofessional

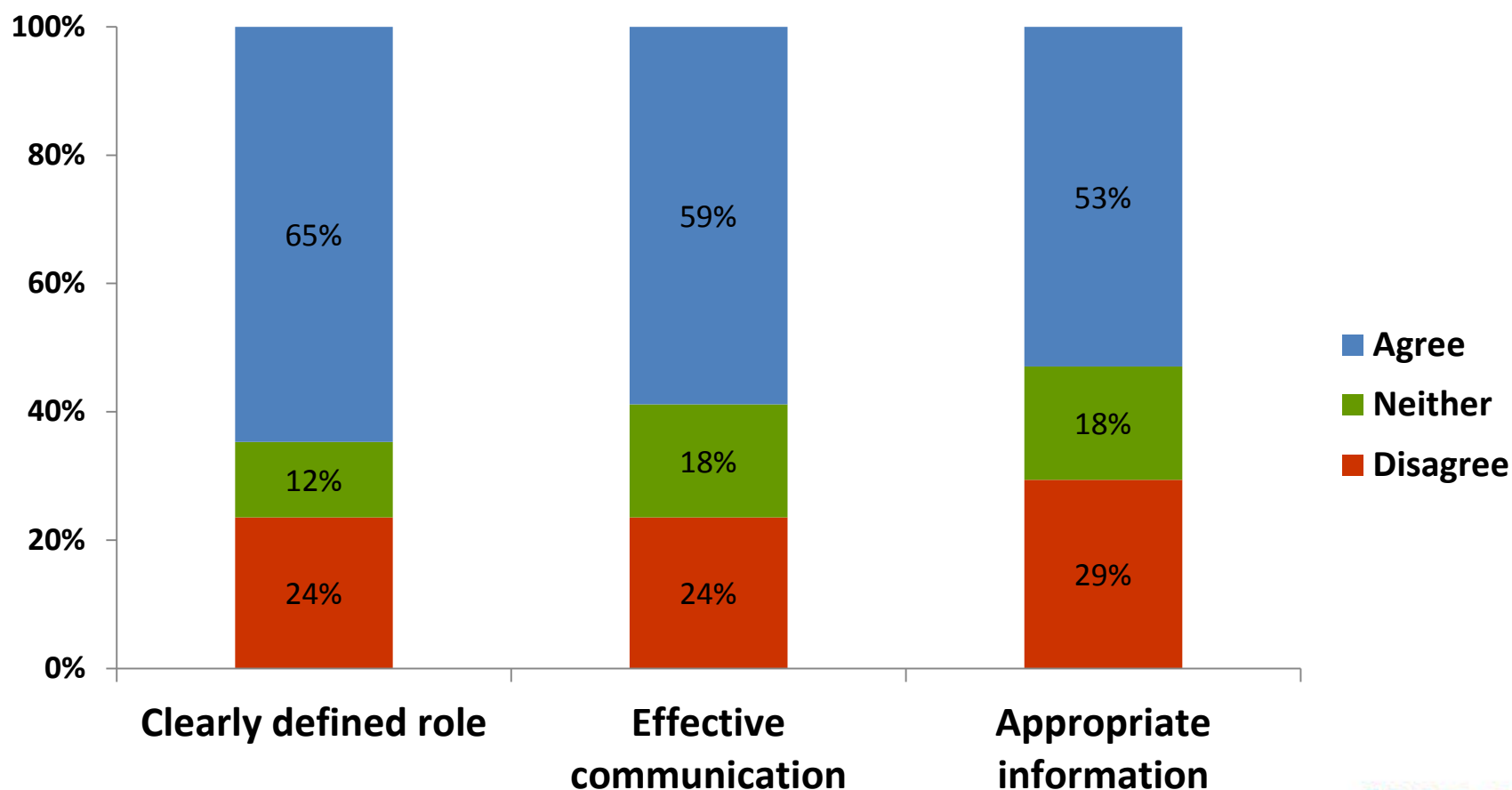
Provider Assessment of Navigation Services (N = 18)

- Met your expectations?



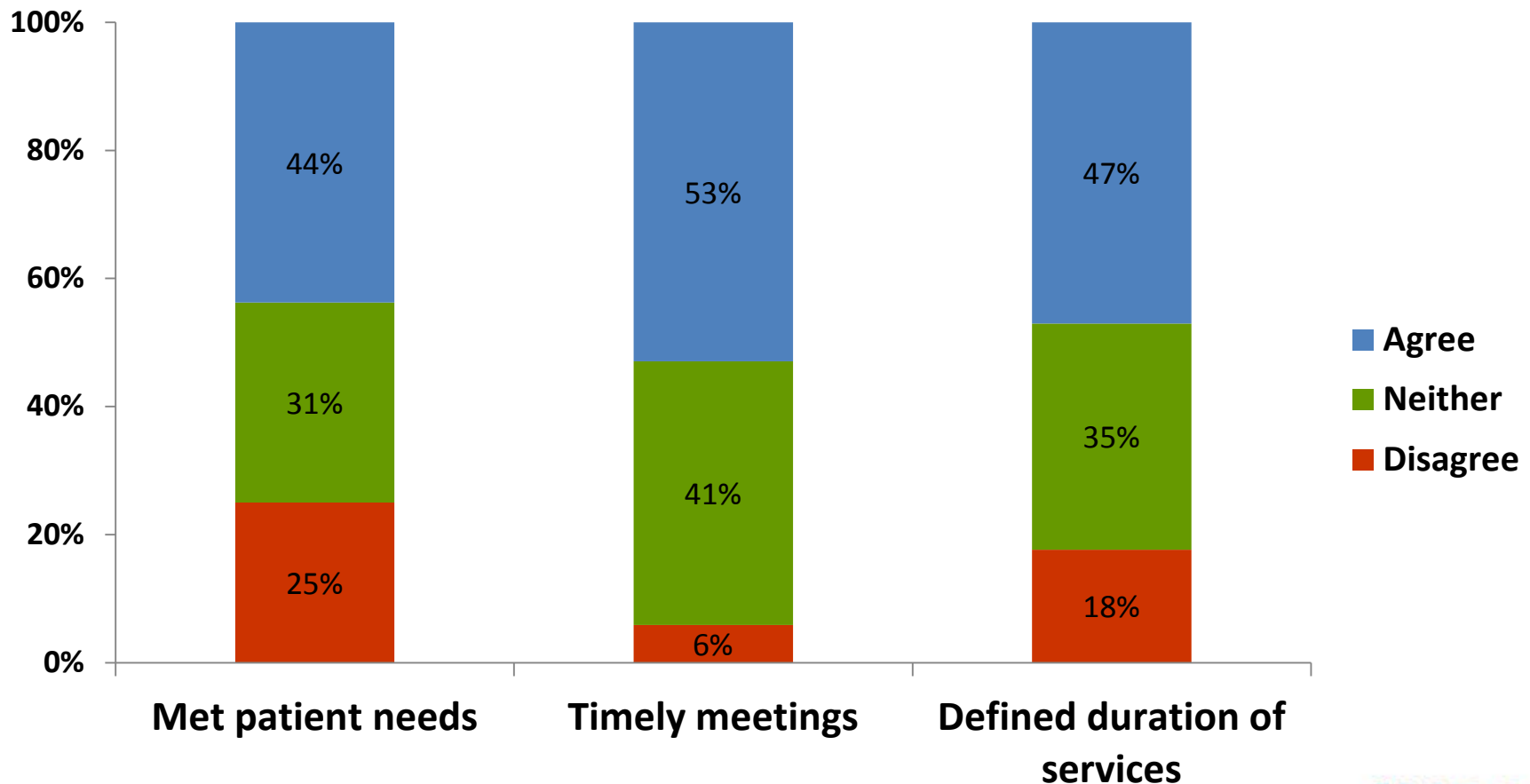
Provider Assessment of the Navigator

1. Integration of Navigator in Primary Care Team



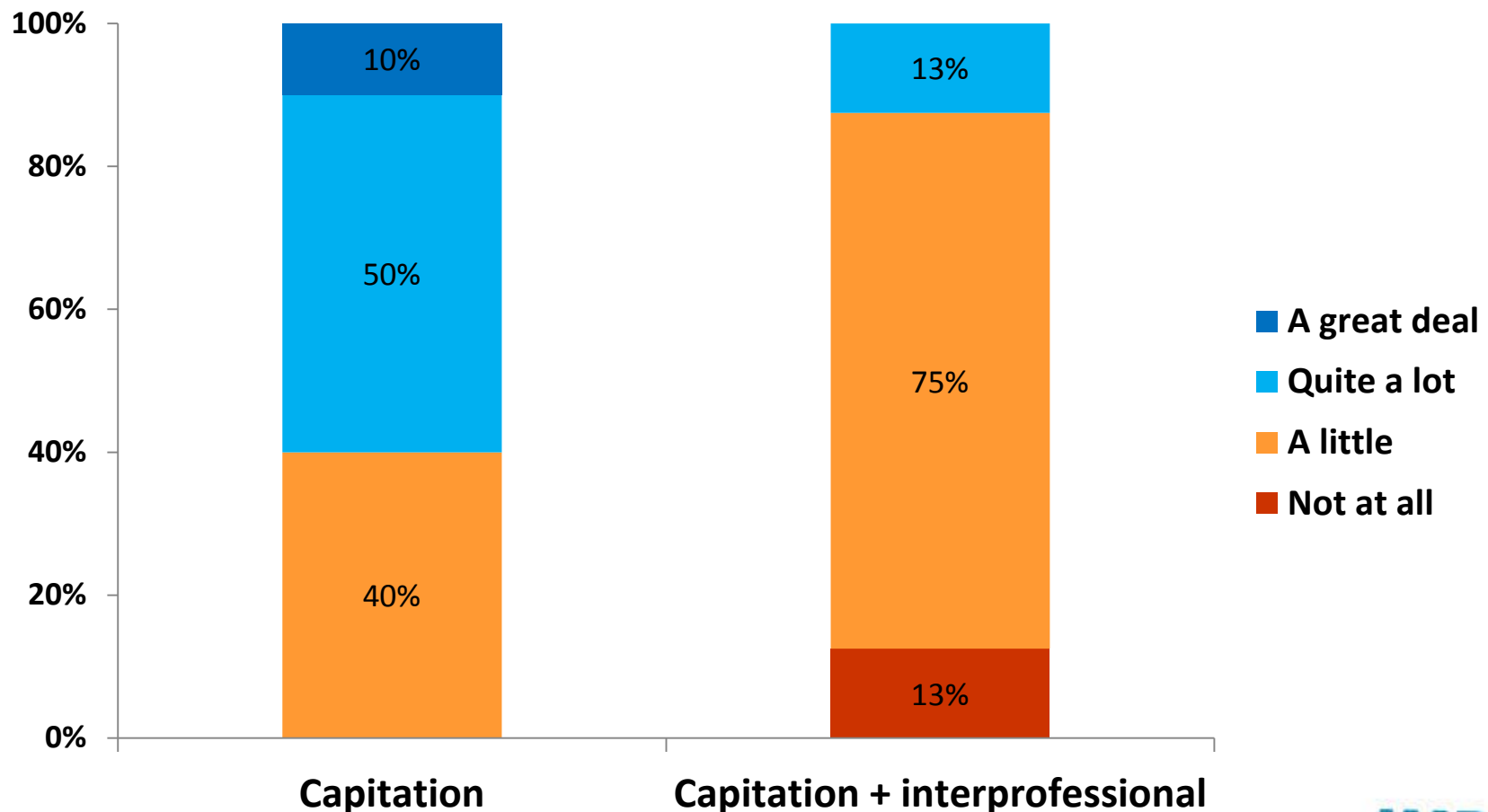
Provider Assessment of the Navigator (Cont'd)

2. Navigation Services for Patients



Provider Assessment of the Intervention

- Improved access to care for vulnerable patients?



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Partenariat local pour l'innovation
Reduce Unmet Needs Hospitalisations évitables
Contexte organisationnel
Improve Access Australie
Change and translation Primary Health Care
santé communautaires de première ligne
soins non comblés
Soins de santé de première ligne
Organisational Context
Local Innovative Partnerships
Comprehensive Primary Health Care
Community-Based Primary Health Care
Interventions Literature Review

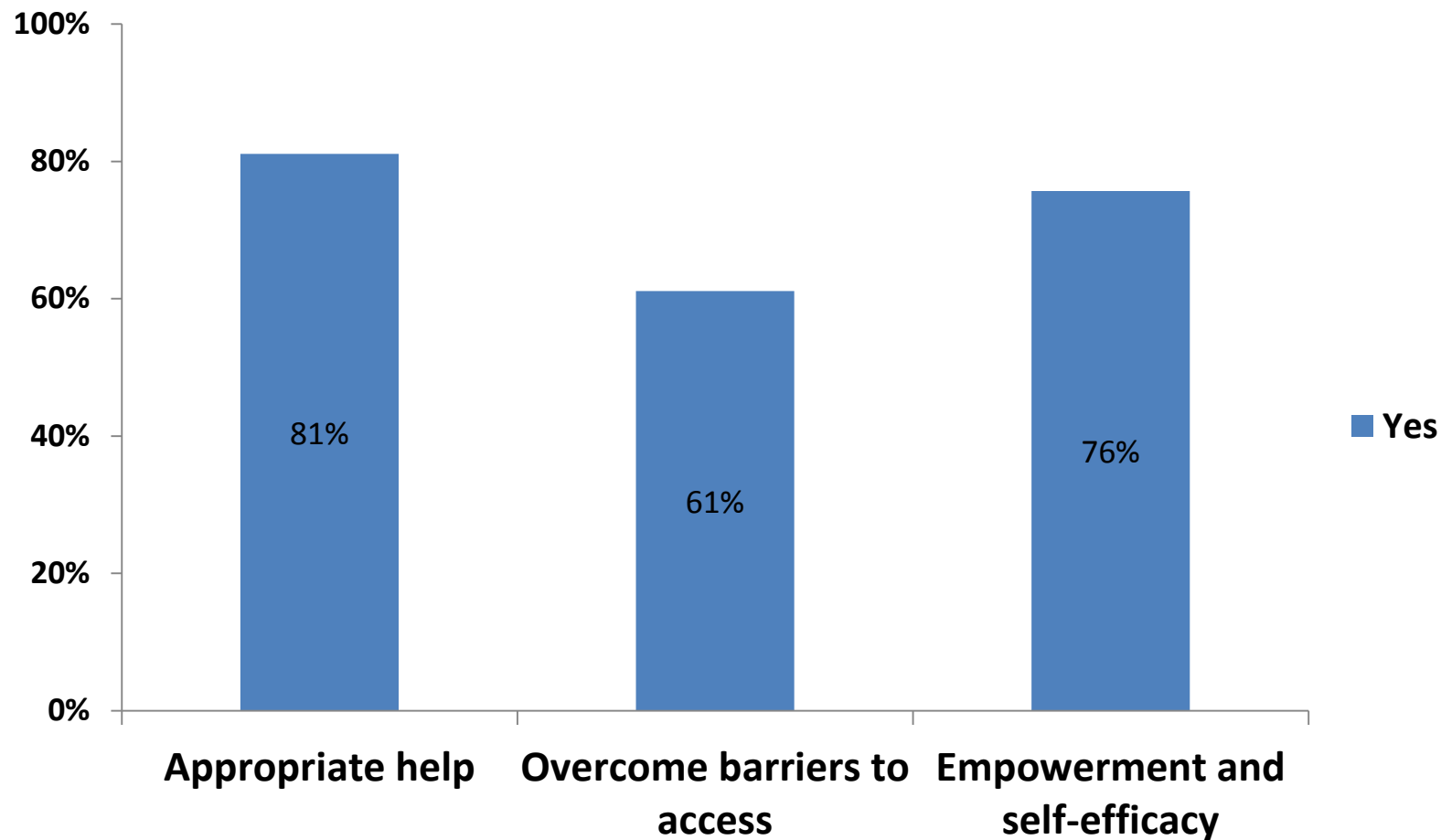
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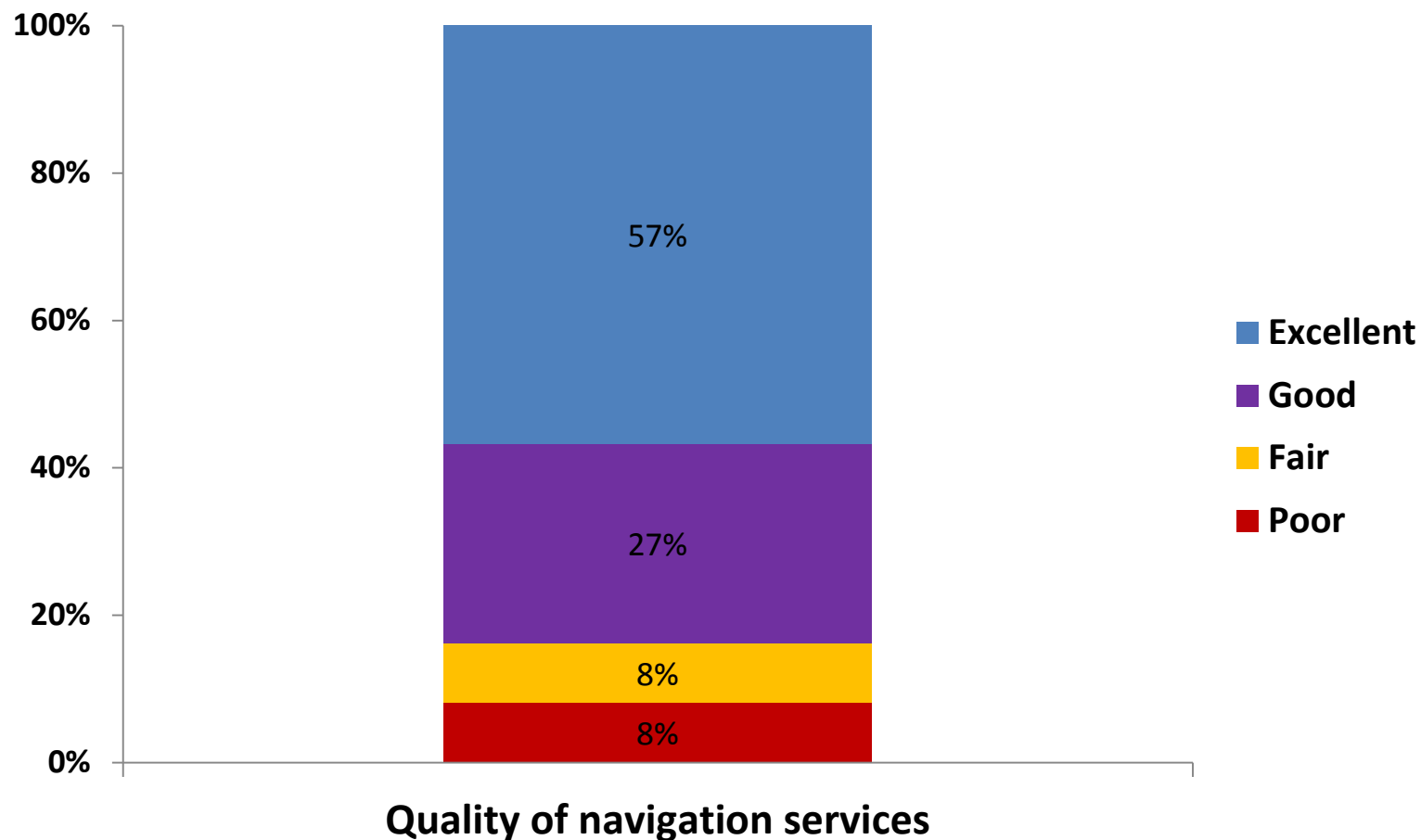
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Results: Patient Assessment

Patient Assessment of Navigation Services (n = 37)



Patient Assessment of Navigation Services (Cont'd)



Next Steps – Randomized Controlled Trial

- Consider prioritizing the ARC navigator intervention in non-interprofessional practices.
- Better understand patient barriers to access:
 - o Systemic?
 - o Innate patient characteristics (e.g., motivation)?
 - o Navigator activities?
- Improve communication structure between providers and the Navigator.

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Innovation Australia Improve Access Contexte organisationnel
Avoidable Hospitalizations Knowledge exchange and translation Primary Health Care
Innovative Actions Soins de santé communautaires de première ligne
Accès Réduire les besoins non comblés
Typologie des innovations Soins de santé de première ligne
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Mise en oeuvre des interventions Literature Revi

QUESTIONS?

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