

## Background

The Innovative Models Promoting Access-to-Care Transformation (IMPACT) research program is a 5 year Australian-Canadian collaboration that aims to identify, refine and trial organisational interventions in six local areas, known as 'Local Innovation Partnerships' (LIPs), in order to improve access to primary healthcare for vulnerable populations. Targeted populations are groups whose demographic, economic or cultural characteristics impede their ability to access primary healthcare. The study is based on the Access Framework (Levesque 2013) which describes access across five key dimensions: approachability, acceptability, availability, affordability and appropriateness; and five corresponding abilities of persons to access healthcare.

## Aims & Objective

This poster presents early experiences from the NSW LIP in :

- Prioritisation of local needs, gaps and barriers to accessing primary healthcare (deliberative fora);
- Co-development of an intervention focused on enhancing self-management skills of vulnerable patients with diabetes

## Methods

- Established a formal partnership with local stakeholders, through a core team of primary care decision makers, clinicians and academics;
- Developed access profiles summarising key qualitative and quantitative data;
- Conducted two deliberative forums with participation from policy makers, clinicians and representatives of key vulnerable groups
- Determined and refined priority intervention by the LIP into a question suitable for formal realist review;
- Conducted a realist review that found that e/m/telehealth interventions can be acceptable to vulnerable populations – if infrastructure is relevant to their needs.

## Results

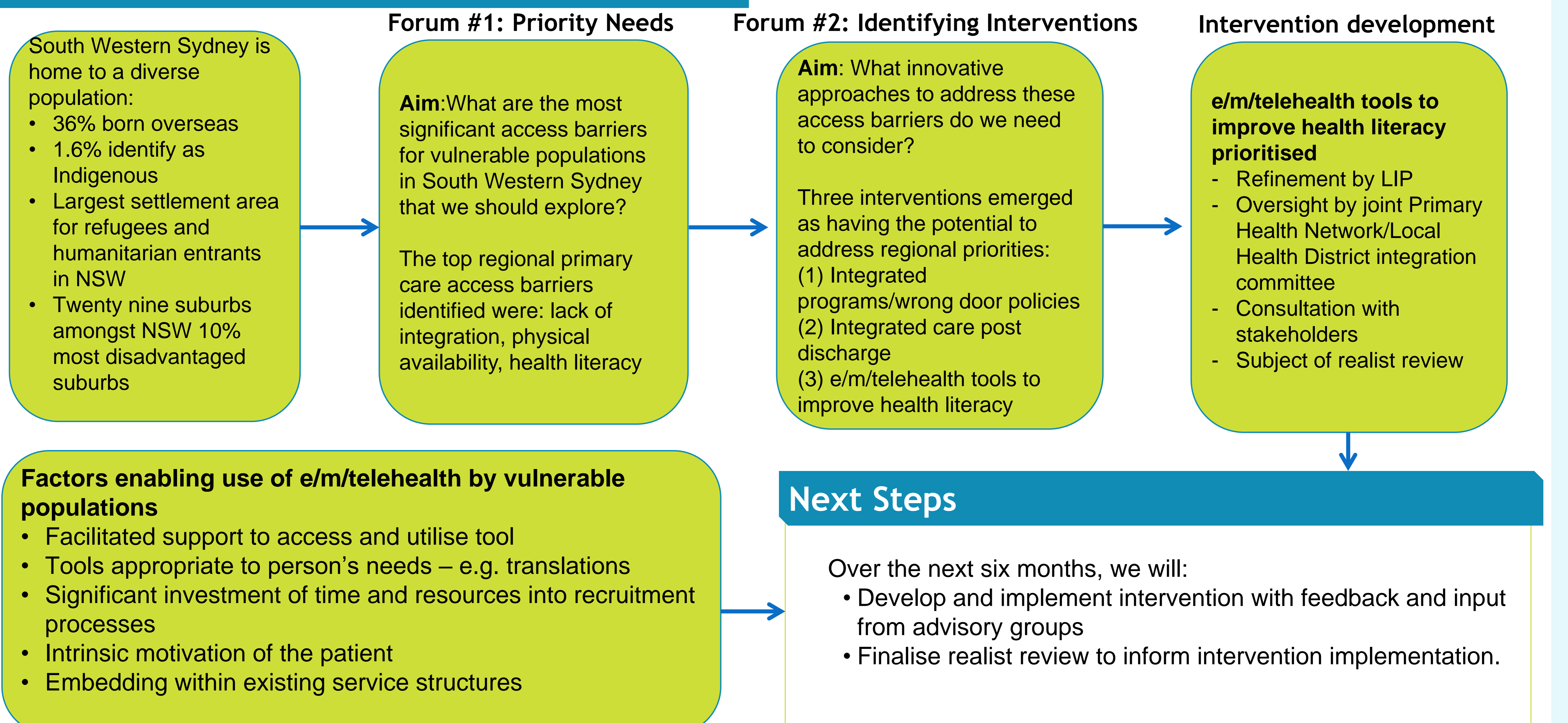


Figure 1. IMPACT Program Plan

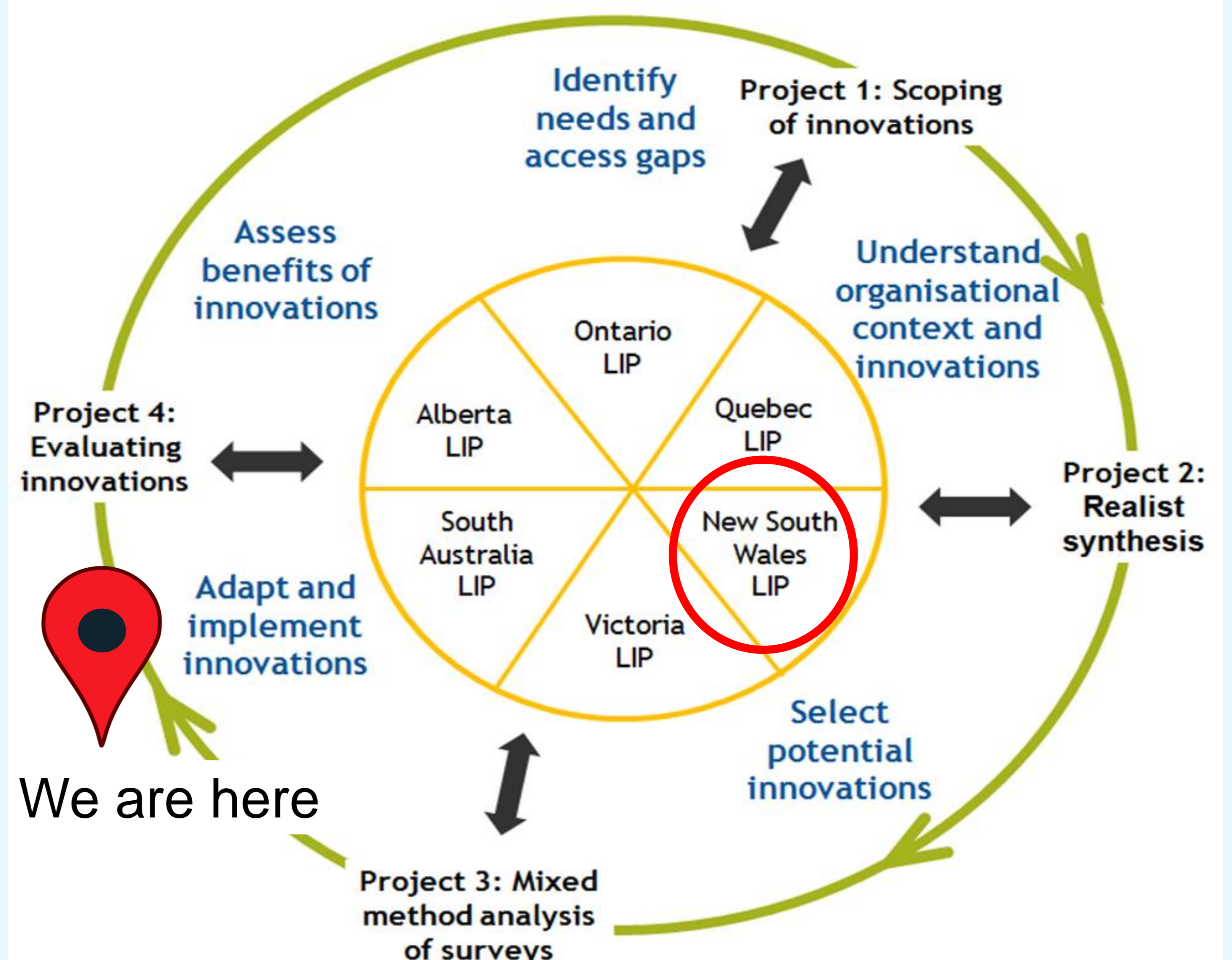


Figure 2. Proposed intervention

