



Nomination

The future of the regional approach to healthcare

Maple FHT

Primary Care Health Link Coordination / System Navigation Experiences



Two Health Links in the South East LHIN (Kingston and Rural Hastings) collaborated on a quality improvement project which gathered perspectives and feedback directly from primary care providers as it relates to the quadruple aim. Kingston HL is led by the Maple FHT (urban) and Rural Hastings HL (rural) is led by the Gateway CHC. The outcomes of the study provided the foundation for primary care organizations across the province with concepts on how to support Care Coordinators/ System Navigators within primary care who are working with individuals living with multiple chronic

conditions and/or complex or social needs.

One of the objectives of this project was to align with the South East LHIN's Strategic Work Plan Provider/Patient Engagement Priority. Our project has several phases. In 2018/19 (Phase One), we interviewed primary care providers, and phase two (2019/2020) will engage patients. Our goal is to map patient experiences (qualitative results) to HQO's Coordinated Care Management Framework and see if they match the findings from the literature and provider interviews. KHL and RHHL are in the process of development the methods and timeline. Results of Phase Two will be completed by March 31st, 2020.