

After the Pandemic: Understanding How Primary Care Teams Will Incorporate Learnings from the Pandemic to Support Their Communities and Patients

**Sandeep Gill, Catherine Donnelly
Rachelle Ashcroft, Simon Lam, Kavita Mehta**

Background:

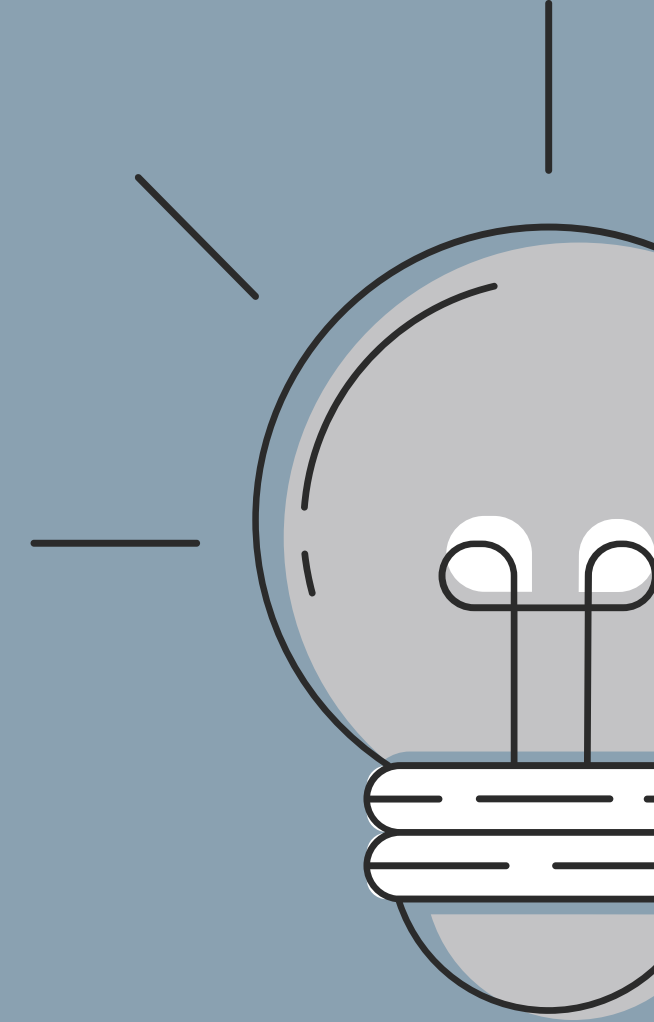
- COVID-19 transformed primary care overnight
- Rapid implementation of virtual care
- Minimal guidance to primary care





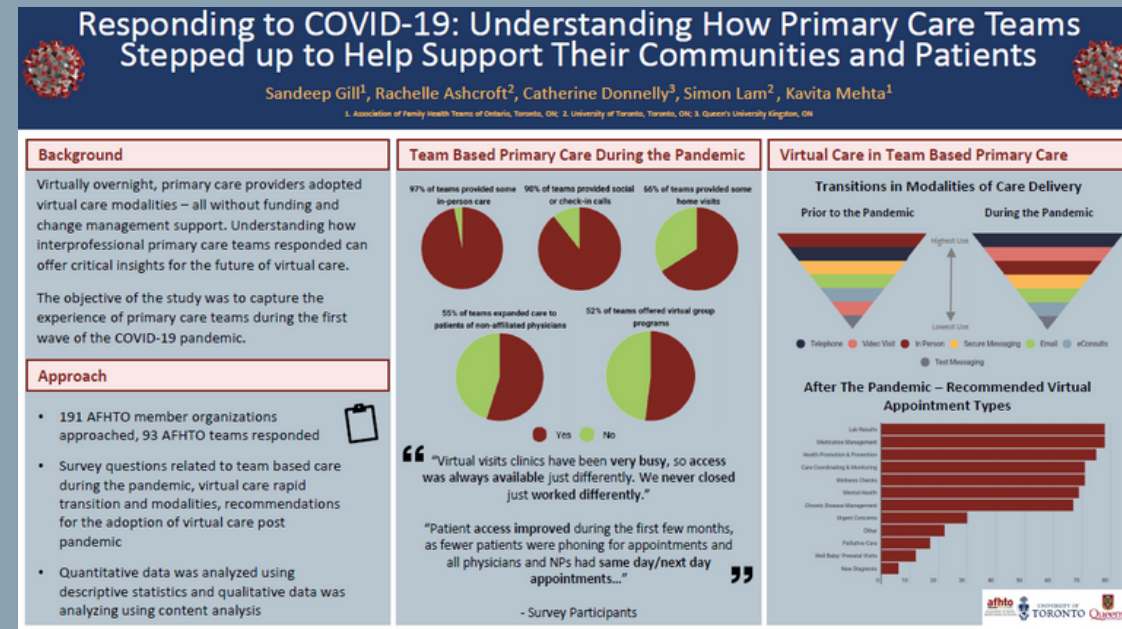
Objective:

To understand the experiences of interprofessional primary care teams during the first wave of the COVID-19 pandemic



Approach:

Mixed Methods



Poster 19!



Qualitative Methods



- 191 AFHTO Member Organizations
 - Email Invitations
 - **Leaders (Executive Directors and Managers) from 73 Teams participated**
 - 70 FHTs, 1 NPLC, 1 CHC
 - Interviews were conducted virtually using Microsoft Teams
 - Recorded and transcribed verbatim
 - Data analysis
 - Thematic analysis

Emerging Themes (N=73)



Virtual Care

Supporting Vulnerable Populations

Community Partnerships

Team Based Primary Care



Virtual Care

"Virtual care allowed for some three-way conferencing with patients and multiple allied health or providers. That has **worked really well** for **comprehensive care** as well for some patients."



Supporting Vulnerable Populations

“In terms of our vulnerable population, we’ve set up a system whereby, **nurses regularly call** these patients to just do a health check”



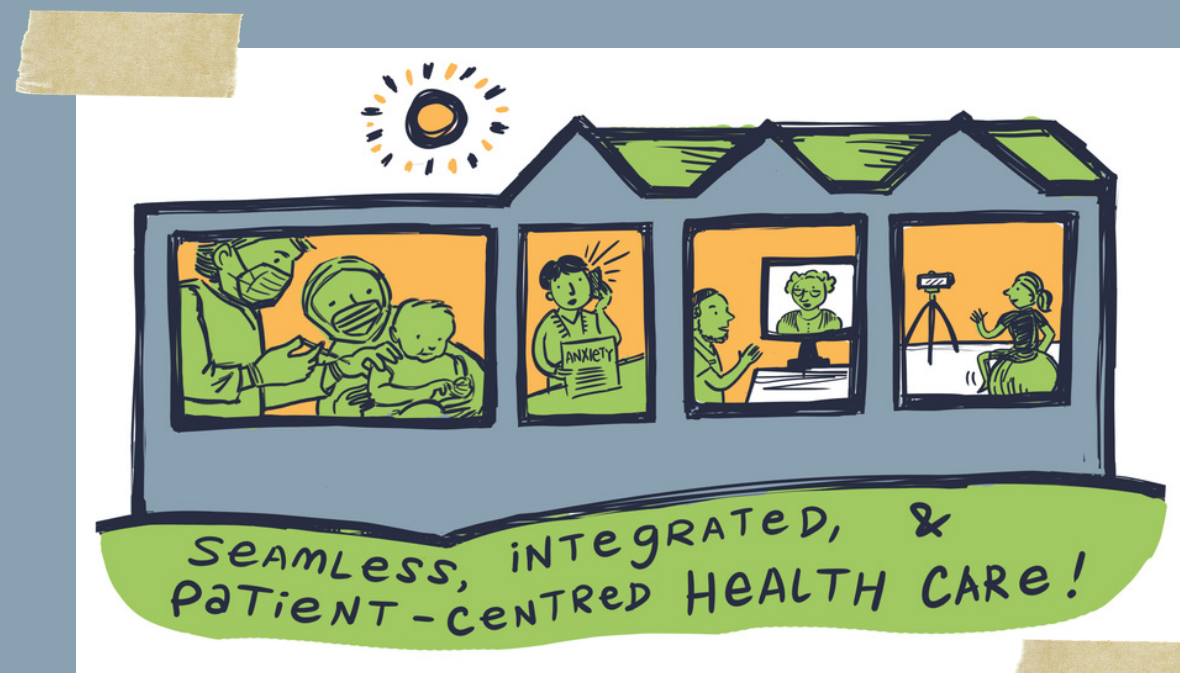
Community Partnerships

"We got together with the partners in our community, really, partners from our **Ontario Health Team** got together to determine how and where and when we were going to be able to put an assessment center and testing center **together.**"



Team Based Primary Care

“**All programs**, should be available to every single patient in the community, and it should **not be segmented**...That all should be, part of the whole same system, all part of the same EMR ... Everything is all tied up ... so that patients don't get lost in the system. And there's not the **have-nots and the haves.**”



Key Messages



- Primary care played a key role in the early phases of COVID-19
- Teams connected with communities and reached out to vulnerable populations
- Rapid transformation

Acknowledgements

- Thank you to all participants
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THANKYOU

Q&A

