

Responding to COVID-19: Understanding How Primary Care Teams Stepped up to Help Support Their Communities and Patients

Sandeep Gill¹, Rachele Ashcroft², Catherine Donnelly³, Simon Lam², Kavita Mehta¹

1. Association of Family Health Teams of Ontario, Toronto, ON; 2. University of Toronto, Toronto, ON; 3. Queen's University Kingston, ON

Background

Virtually overnight, primary care providers adopted virtual care modalities – all without funding and change management support. Understanding how interprofessional primary care teams responded can offer critical insights for the future of virtual care.

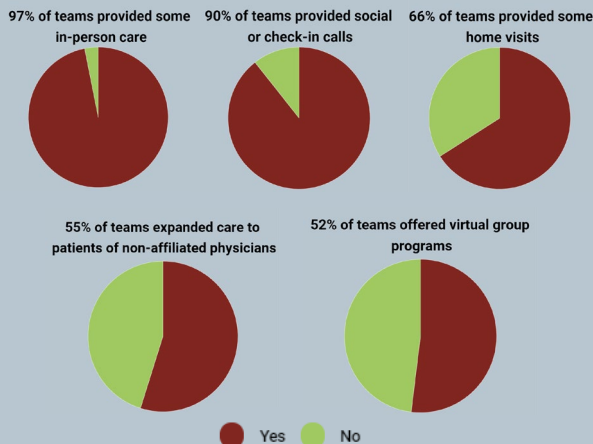
The objective of the study was to capture the experience of primary care teams during the first wave of the COVID-19 pandemic.

Approach

- 191 AFHTO member organizations approached, 93 AFHTO teams responded
- Survey questions related to team based care during the pandemic, virtual care rapid transition and modalities, recommendations for the adoption of virtual care post pandemic
- Quantitative data was analyzed using descriptive statistics and qualitative data was analyzing using content analysis



Team Based Primary Care During the Pandemic



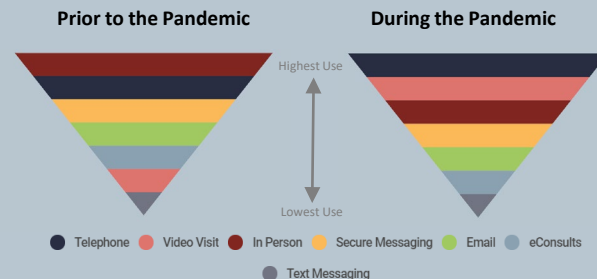
“Virtual visits clinics have been **very busy**, so **access was always available** just differently. We **never closed** just worked differently.”

“Patient **access improved** during the first few months, as fewer patients were phoning for appointments and all physicians and NPs had **same day/next day appointments...**”

- Survey Participants

Virtual Care in Team Based Primary Care

Transitions in Modalities of Care Delivery



After The Pandemic – Recommended Virtual Appointment Types

