

Case Management in Primary Care: A Large-Scale Implementation

Why is this project important?

- More than 26% of Canadians suffer from two or more chronic conditions.
- Case management (CM) is one of the most studied and recommended models of integrated care to facilitate the delivery of healthcare services for people with chronic conditions and complex care needs.



What are we doing?

- Since 2017, our team has partnered with five Canadian provinces to implement and evaluate a 12-month CM program for individuals with complex care needs.
- In 2023 we were funded by the Canadian Institutes of Health Research through a Transforming Health with Integrated Care grant to scale up CM in primary care across the entire province of Quebec and in 5-10 clinics in New Brunswick.
- In scaling up CM we hope to learn more about: 1) the mechanisms that contribute to successful scale up of CM for people with complex needs in primary care; 2) how contextual factors of primary health care organizations contribute to these mechanisms; and 3) what are the relationships between actors, contextual factors, mechanisms and outcomes when scaling up CM for people with complex health needs in primary care.

Who can I contact?

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How will this help?

This research will:

- Generate evidence to inform healthcare transformation.
- Advance the field of implementation science by proposing the first program theory on CM scale-up.
- Spark collaboration among interdisciplinary and intersectional stakeholders.
- Move toward the scale up and sustainability of CM in participating provinces.

Funded by:

