

# Case Management in Primary Healthcare for Individuals with Complex Care Needs to Improve Integrated Care: The Role of External Facilitation

## Why is this project important?

- More than 26% of Canadians suffer from two or more chronic conditions and face multiple physical, social, and mental health challenges. These individuals could benefit from integrated care.
- 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 been working on implementing and evaluating CM for individuals with complex care needs.
- We are now implementing CM in one primary care clinic in New Brunswick, and four hospital centres and three primary care clinics in Quebec to learn more about the role of external facilitation when implementing CM for individuals with complex care needs in primary care.
- The objectives of this study are to 1) identify which mechanisms of facilitation contribute to successful implementation; 2) better understanding how contextual factors of primary care clinics and hospitals contribute to these mechanisms; and 3) better understand the relationships between actors, contextual factors, mechanisms, and outcomes of facilitation when implementing complex interventions.

## How will this help?

This research will:

- Generate evidence to inform healthcare transformation.
- Inform our understanding of how external facilitation contributes to program implementation.
- Spark interdisciplinary and intersectional collaboration.
- Move toward the sustainability of CM in participating provinces.

## Who can I contact?

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Funded by:

