

6 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?

- From 2017- 2022 our team partnered with 5 Canadian provinces to implement and evaluate a 12-month CM program for individuals with complex care needs to learn more about how case management works, for whom, and under what circumstances.
- We are now studying the role of external actors (members of the research team or other interest holders outside of the clinic) in facilitating implementation.
- Two primary care clinics in New Brunswick, and three regional health authorities in Quebec are actively participating in this study.
- We hope to learn more about the mechanisms of facilitation that contribute to successful implementation, how contextual factors contribute to these mechanisms, and to better understand the relationships between actors, contextual factors, mechanisms, and outcomes.



Who can I contact?

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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.

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