

Case Management in Primary Care: A Large-Scale Implementation

Why is this project important?

- Individuals with complex care needs often face challenges receiving 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 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.
- 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 Quebec and New Brunswick.
- We are now in the implementation phase with five primary care clinics in NB and three regional health authorities in QC participating.
- Our next step will be to conduct a realist evaluation of the scale-up to learn more about the relationships between actors, contextual factors, mechanisms, and outcomes when scaling up CM.

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 interdisciplinary and intersectional collaboration.
- Move toward the scale up and sustainability of CM in participating provinces and beyond.



Who can I contact?

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