

# Neighborhood-based integrated home and community care partnerships with primary care in Ontario Health Teams

Paul Holyoke, PhD<sup>1</sup>, Ryan McLeod, MA<sup>1</sup>, Cara Evans, PhD, MSc,OT<sup>1,2</sup>, & Justine Giosa, PhD<sup>1,3</sup>

<sup>1</sup>SE Research Centre; <sup>2</sup>Waypoint Research Institute, <sup>3</sup>School of Public Health Sciences, University of Waterloo | presenting author underlined

Email: [research@sehc.com](mailto:research@sehc.com) | Website: [research.sehc.com](http://research.sehc.com)

## BACKGROUND

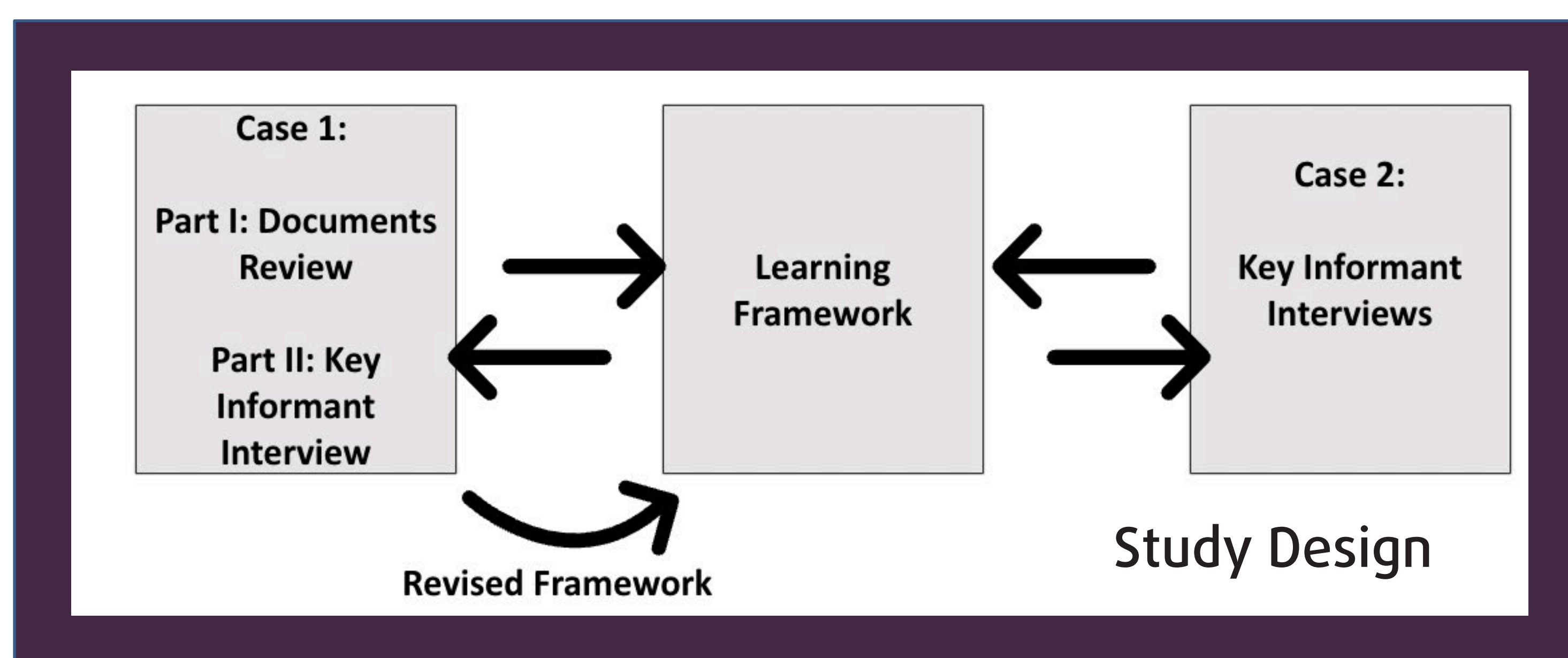
- Fragmentation across Ontario's health system has contributed to client and provider experiences, health outcomes and costs that can be improved through integration<sup>1</sup>
- However, there are different worldviews across sectors, different levels of power and tensions in health sectors and subsectors,<sup>2</sup> making integration difficult

## STUDY PURPOSE

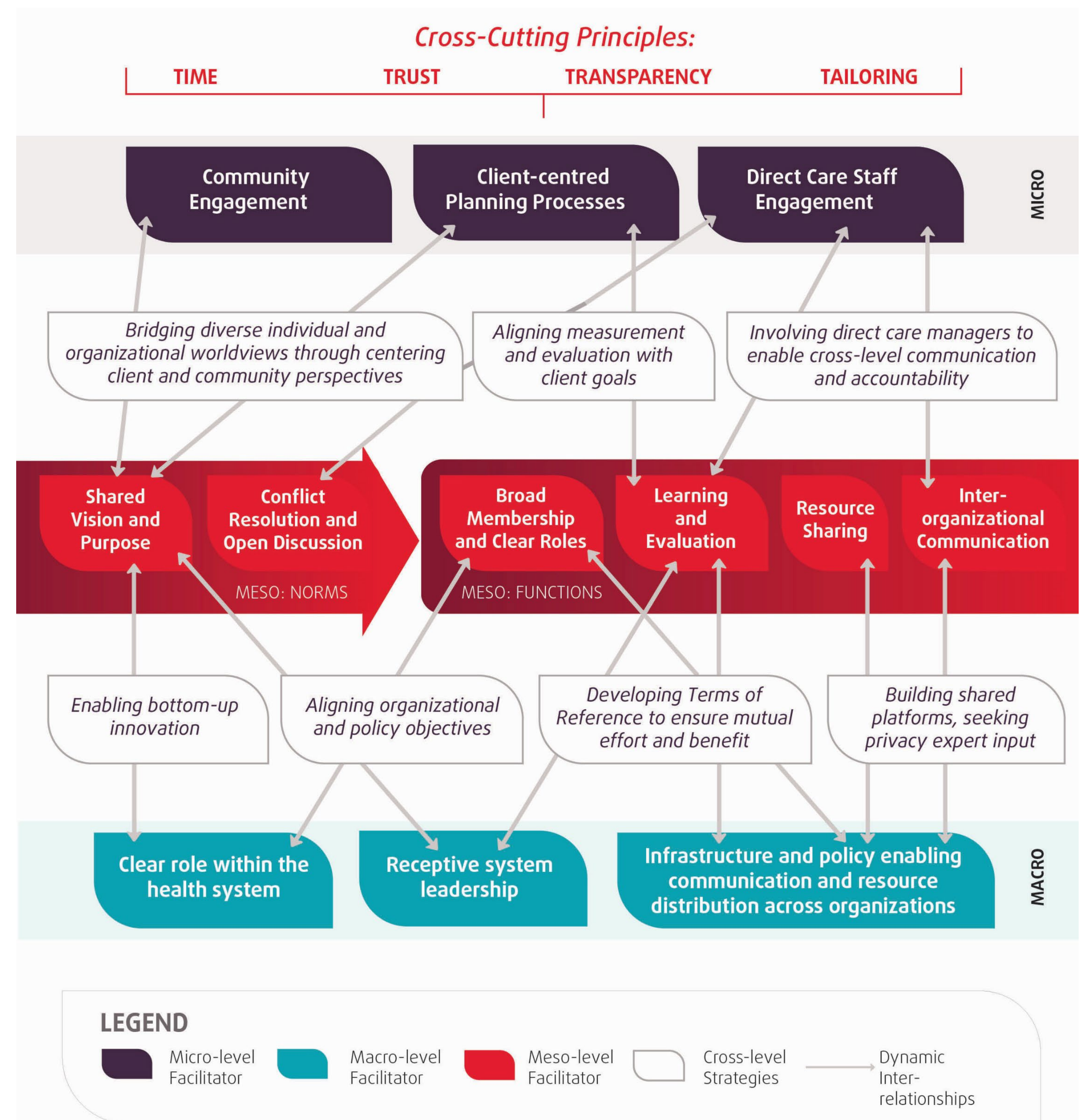
We explored how teams in Ontario are taking a collaborative, integrating approaches to home and community care to uncover key elements, facilitators, barriers and strategies to cope with barriers that could be shared with Learning Health Systems to inform sustainable cross-sectoral integration.

## METHODS

- Facilitated a series of neighborhood care team meetings through 3 PDSA cycles intended to evolve an approach to delivering integrated care to older adults by 10 local organizations
- Meeting participants included clinical staff, frontline providers, and organizational executives and managers, representing distinct perspectives and experiences
- Analyzed detailed minutes from 27 meetings of the neighborhood care team (case 1)
- Generated a draft "learning framework" to illustrate the determinants of integration, drawing on Valentijn et al.'s Rainbow Model of integration<sup>3</sup>
- Used key informant interviews and focus groups from a second "case" to test and revise the framework



## RESULTS – Learning Framework for Care Integration



## METHODS

- A shared vision and purpose, and conflict resolution through open discussion, enabled integration
- Community engagement and client-centred planning strengthened the shared vision and purpose
- Centering on client/community perspectives helped to *bridge worldviews*
- Client-centred planning also supported learning and evaluation: aligning outcomes with client goals helped the team measure what mattered
- Sufficient time is needed to build and strengthen relationships and develop strategies and structures, to ensure the sustainability of integration efforts

## CONCLUSION

This experience-based learning framework can help to develop integrated care programs. Learnings spotlight the role of relationship building at all levels to sustaining integrating approaches.

## REFERENCES

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