



# Primary Health Care Integration Network

## Email

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## Key Partners

[Alberta Health](#)  
[Accelerating Change Transformation Team](#)  
[Alberta Medical Association](#)

[Primary Care Network Leadership](#)  
Primary Care Network Members  
[Virtual Patient Engagement Network](#)

## Major milestones and achievements, 2023-2024

Over the past year, the Primary Health Care Integration Network (PHCIN) has continued to make progress on key initiatives relating to improving transitions in care and access to specialty care.

Transitions in Care

### Home to Hospital to Home (H2H2H) Transitions monitoring metrics

The PHCIN undertook foundational work to identify measures and collect data that will enable it to better understand where improvements are needed and to monitor our progress. It released its inaugural monitoring metrics report for H2H2H transitions in fall 2023. Using Connect Care and administrative data, the report presents strategic system and outcome metrics to enable clinicians and health leaders to monitor transitions in care within Alberta's healthcare system. [Learn more about H2H2H Transitions](#)

### My Next Steps (MNS)

[MNS](#) is a resource co-designed by Patient and Family Advisors to guide adult patients and their support person(s) to be active participants in their transition from hospital to home. MNS patient and clinician resources have been integrated into Connect Care as part of the Safe Discharge Checklist. These resources are designed to support meaningful discharge conversations with every patient, every time and help patients return home with confidence. [Learn more about MNS](#) | [Patient guide](#) | [Provider video](#)

### A Disease-inclusive Pathway for Transitions in Care (ADAPT)

ADAPT is a grant-funded implementation initiative for the H2H2H Transitions Guideline. In April 2020, the PHCIN received a \$1.2 million PRIHS grant from Alberta Innovates to improve transitions in care for Albertans with complex chronic conditions such as heart failure, COPD, cirrhosis, end-stage kidney disease. These patients tend to have higher rates of readmissions to hospital. In winter 2024, integrated care teams began implementation work across three components of the H2H2H Transitions Guideline: admit notification, transition planning and follow-up to primary care. [Learn more about ADAPT](#)

Specialty Access

### Linking to Specialists and Back – Alberta Surgical Initiative and Specialty Access

In partnership with the Strategic Clinical Networks, work is ongoing to improve access to specialty care, with significant progress made over the past year.

**Provincial Pathways Unit (PPU)** - Clinical and patient pathways are an important resource for primary care providers, providing a set of actions that guide care options for patients with specific health conditions. Pathways help to improve quality of care and patient experience by supporting management of various conditions in a patient's medical home and reducing variation in care practices across the province. Historically, processes for pathway development and implementation have varied, and were not always coordinated or co-designed. The PPU is working to improve collaboration and coordination within this work and has made great strides in standardizing processes for pathway prioritization, development and coordination while building a single access point for pathways aimed at primary care providers in Alberta.



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**Alberta's Pathway Hub ([www.ahs.ca/pathways](http://www.ahs.ca/pathways))** - An online hub was launched in September 2023, creating a one-stop solution for housing evidence-informed, co-designed pathways. To date, the Hub includes more than 73 clinical and referral pathways for primary care providers and 22 patient pathways. The number of visits to the Hub has continued to increase and feedback consistently shows that users find the site and pathways clear, concise and user friendly. The PPU remains committed to continuously optimizing the Hub and enhancing its resources. Feedback is welcomed and encouraged to improve usability and uptake of the pathways and support the success and continued improvement of this valuable provincial resource.

**Commitment to Co-design**

One of the critical success factors in the development and implementation of pathways is facilitating a design process that involves partners from across Alberta who will use and benefit from the pathway. This includes primary and specialty care providers and patients. The PPU's co-design process has been well received, appreciated by partners, and has contributed to the successes of the program to date. Over the last year, nine surgical specialties met with primary care and Patient and Family Advisors to co-design pathways, resulting in the development of twelve new pathways.

**Impact on health, care, quality or performance**

- ▶ Improved transitions, especially from home to hospital and back to home
- ▶ Better coordinated and faster access to specialized care, when appropriate and informed by evidence-based pathways
- ▶ Improved information and care continuity
- ▶ Improved health system flow between acute care and primary care

**Other highlights**

**Virtual Patient Engagement Network (VPEN)**

PHCIN continues to interface and co-design with over 100 patients and partners by including them in working groups associated with priority initiatives, such as the Alberta Surgical Initiative, Provincial and Patient Pathways, and Transitions in Care (H2H2H). The [VPEN Year-End Engagement Summary Report](#) recaps patient and family advisor engagement with Primary Health Care and the PHCIN over the 2023-2024 fiscal year.



**PRIMARY HEALTH CARE INTEGRATION NETWORK**

Publications & Grants		Engagement		Outcomes and Impact	
	<b>11</b> Peer-reviewed Publications		<b>36</b> Workshops & Presentations	<b>95</b>	pathways (clinical, referral and patient) posted online to Alberta's Pathway Hub
	<b>\$1.7M</b> Research Grants		<b>115</b> Research Members	<b>1,000+</b>	total volunteer hours by members of the Primary Health Care VPEN in 2023-24

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