



Primary Care
Alberta



PROVINCIAL
PATHWAYS
UNIT

Provincial Pathways Unit

Roadmap 2025-2027



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Contributors

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Executive summary

The Provincial Pathways Unit (PPU) Roadmap 2025-2027 (Roadmap) outlines a strategic roadmap to guide the PPU's work over the coming years. Aligned with the priorities of Primary Care Alberta (PCA), the Roadmap sets clear direction for advancing integrated, person-centred care through the development, implementation and optimization of clinical, referral and patient pathways.

PPU pathways reflect the voices of patients, families and providers and support delivery of evidence-based quality primary care.

This Roadmap has four strategic goals:

1. Align with and advance PCA priorities
2. Advance pathway development and integration
3. Demonstrate impact and expand awareness
4. Grow Alberta's Pathway Hub

The Roadmap incorporates both short-term objectives (3-9 months) and medium/longer term objectives (12-24 months), ensuring a phased and adaptable approach to PPU development, growth and progress. It is designed as a living document, evolving with the health system's needs and priorities. This flexibility reinforces the PPU's values and commitment to delivering seamless, integrated care, one pathway at a time.



Provincial Pathways Unit overview

The PPU was established in 2022 with a commitment to deliver seamless, integrated care by standardizing, coordinating and enabling the co-design and use of clinical, referral and patient pathways. At its core, the PPU is dedicated to ensuring pathways represent and incorporate the voices of those they are designed to serve, including primary care providers, patients and families. The PPU owns [Alberta's Pathway Hub](#) website, which serves as the centralized, provincial repository for evidence-informed clinical, patient and referral pathways.

Vision, mission and values

Vision:

Seamless, integrated care

Mission:

To standardize, coordinate and enable the co-design, access and utilization of pathways

Values:

Co-designed, primary care focused, person centered, flexible and adaptable

The PPU plays a critical role in advancing the strategic priorities of both Primary Care Alberta (PCA) and the broader provincial health system. The PPU's work directly contributes to improving access to care, enabling smoother transitions between services and strengthening system navigation. Each of these drivers are key pillars of an integrated and person-centered health system. Pathways developed by the PPU are intentionally designed to support primary care providers and teams working within the medical home. Each pathway is co-designed in collaboration with primary and specialty care providers, as well as patients, ensuring relevance, usability and alignment with real-world clinical practice.

This Roadmap builds on the solid foundation established by the original PPU operating model and plan, which enabled the PPU to move rapidly from concept to operational reality. The next phase is designed to be forward-looking, leveraging lessons learned and focusing on continuous quality improvement, sustainability and impact, and innovation to meet evolving health system needs. It will drive and support the PPU's evolution from a development-focused team to a strategic enabler of system transformation.



Goals and objectives

The Roadmap sets out strategic goals and underpinning objectives for the Unit over the 2025–2027 period. It outlines short and medium/long-term objectives, supported by an operational plan and tactical actions, that will drive measurable progress. It is intended to inspire continuous learning, adaptation and improvement, while maintaining a strong focus on results. As a living document, the Roadmap will remain responsive to evolving provincial priorities and system needs, ensuring the PPU remains agile and impactful in its work.

Four strategic goals have been established for 2025-2027:

Goal 1: Achieve results that align with and advance Primary Care Alberta priorities

Over the next 3–9 months, the PPU will focus on strengthening strategic connections to enhance operational integration across PCA initiatives, including Specialty Access, Alberta Referral Action Plan (a province wide, system-level roadmap designed to improve how patients are referred from primary and community care to specialized services), Transitions in Care, Patient Navigation, Virtual Health, Promoting Health, Chronic Disease Prevention and Management Strategy, and Team Based Care, amongst others. This proactive approach will reinforce the PPU’s role as a collaborative team, deepen relationships with internal and external partners, and ensure pathway work continues to be relevant and impactful in achieving PCA strategic priorities.

Short-term objectives – 3-9 months

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| 1. | PPU priorities are aligned with PCA’s strategic initiatives, ensuring pathway projects demonstrably advance provincial goals and deliver measurable system impact. |
| 2. | PPU operational plans enable and support the Alberta Referral Action Plan, promoting seamless referral processes and integration across the system. |
| 3. | PPU is recognized as a trusted collaborator by internal and external partners, demonstrated by enhanced engagement, increased co-design participation and shared accountability for outcomes. |
| 4. | Partners have clear, accessible resources and tools that enhance understanding of the PPU, improving collaboration, adoption and confidence in pathway solutions. |
| 5. | The PPU is positioned as a provincial leader in person-centered approaches, demonstrated through integration into PPU values, processes and stakeholder feedback. |



Goal 2: Advance and improve pathway development and integration

This goal focuses on ensuring that the pathways prioritized by the PPU are strategically aligned with both system-wide and PCA priorities. It also reinforces the importance of maintaining high standards in co-design, development and implementation processes to ensure the continued quality, relevance and impact of PPU products.

Short-term objectives – 3-9 months

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| 1. | PPU's pathway projects are prioritized based on PCA priorities and primary care provider input, ensuring selected projects (e.g. tobacco cessation, pediatric neuro development and diabetes) drive improvements in care. |
| 2. | Referral pathways will align with and adhere to PPU standard operating procedures, enabling consistent, quality referral experiences. |
| 3. | PPU continuously improves pathway development, indicated by improved consistency, reduced development cycle times, and increased adoption by providers. |
| 4. | All pathways published on Alberta's Pathway Hub meet defined minimum specifications, ensuring usability, quality, consistency and uptake. |
| 5. | A pediatric-focused patient pathway template is finalized and validated, improving usability for children, youth and caregivers. |

Medium/longer term objectives – 12-24 months

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| 6. | PPU delivers 12-16 high priority pathways annually (i.e., clinical, referral and patient) aligning to PCA and primary care provider priorities and maintaining quality standards. |
| 7. | Pathway maintenance is systematic, ensuring timely updates for PPU and partner-developed pathways with transparent maintenance schedules, triggers and responsibilities. |



Goal 3: Advance Provincial Pathways Unit presence and demonstrate impact

Over the next two years, the PPU will increase end user awareness of Alberta's Pathway Hub and pathways across Alberta. The PPU will showcase the impact of pathways through meaningful data collection and performance measurement. By highlighting outcomes and amplifying contributions, the PPU will reinforce its role as a trusted provincial leader in pathway innovation and delivery of evidence-based resources, targeted at primary care providers.

Short-term objectives – 3-9 months

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| 1. | PPU's pathways achieve provincial recognition and visibility, reflected in increased awareness, strategic partnerships and opportunities to present at relevant conferences and forums. |
| 2. | Primary care clinicians and teams demonstrate increased awareness and utilization of pathways, validated by growth in traffic to Alberta's Pathway Hub, and an increase in pathway views/downloads. |
| 3. | Wayfinding to PPU resources is intuitive and user friendly, increasing access and improving usability of provincial pathways. |
| 4. | A provincial pathway implementation framework will enable and increase adoption and impact measurement for PPU pathways with defined metrics and systematic reporting. |
| 5. | Patients will be able to access pathways through a centralized landing page (PCA/Hub and/or MyHealthAlberta), increasing reach. |

Medium/longer term objectives – 12-24 months

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| 6. | A sustainable Pathway Champions network will foster peer-to-peer learning and feedback, amplifying pathway adoption and continuous improvement in primary care settings. |
| 7. | Transparent performance reporting demonstrates the clinical and operational impact of pathways, with key indicators published to Alberta's Pathway Hub and shared with stakeholders. |



Goal 4: Grow Alberta’s Pathway Hub

Alberta’s Pathway Hub (the Hub) houses trusted, evidence-informed clinical, patient, and referral pathways. The Hub Optimization Project (HOP) is a provincial initiative focused on transforming and enhancing Alberta’s Pathway Hub to better support primary care providers, teams and patients by improving how clinical, referral and patient pathways are accessed and used across the health system. The project aims to streamline workflows, reduce administrative burden and improve care coordination through a more intuitive, digitally enabled pathway experience. As the PPU continues to expand its program, optimizing and growing the Hub is not only about increasing content, it is about solidifying its role as the ‘go-to’ access point for primary care resources across the province. This goal focuses on ensuring the Hub meets the needs of end users by offering relevant, high-quality content and intuitive user experience. It also includes efforts to expand the Hub’s visibility, increase adoption and promote its value as a foundational tool for supporting integrated, person-centred care.

Short-term objectives – 3-9 months

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| 1. | Hub optimization project (HOP) is fully funded and aligned to PCA priorities, with refreshed deliverables that reflect current and future state needs. |
| 2. | Integrated workplans with Information Technology (IT) and Innovation Digital Solutions (IDS) enable on-schedule execution of the HOP within grant timelines. |
| 3. | User-informed design and content expansion are guided by a dedicated user-experience working group, resulting in improved usability and satisfaction metrics. |
| 4. | Artificial Intelligence (AI) capabilities enhance Hub usability and performance where feasible and compliant, with defined evaluation criteria to assess impact. |
| 5. | The Hub supports the Referral Action Plan through integrated features and data structures that streamline referral processes for providers. |

Medium/longer term objectives – 12-24 months

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| 6. | By Sept. 30, 2026, the Hub operates as a dynamic platform with front and back-end components built, referral pathways converted and feedback/data management features implemented. |
| 7. | The Hub’s inventory of resources expands to a comprehensive, curated set of primary care resources that meet PPU standards and demonstrably advance care in the community. |



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| 8. | Provincial stakeholders recognize the Hub as the access point for pathway resources, evidenced by adoption, integration into workflows, and increased utilization across the province. |
| 9. | Pathways are embedded in day-to-day clinical workflows, informed by mapped processes, with barriers mitigated and facilitators leveraged to support adoption. |
| 10. | By Aug. 31, 2027, the Hub prototype is integrated province-wide into clinical workflows through effective change management, achieving defined adoption and performance targets. |