

COVID-19: The Calgary Zone story

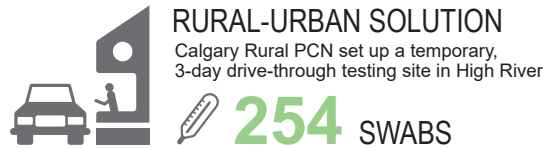
A partnership between primary and acute care is keeping patients safe, easing the burden on hospitals

WHAT:

- HOME IS WHERE THE CARE IS**
Family doctors and Primary Care Network (PCN) teams, in partnership with public health and community groups, are the first line of defence against COVID-19. Most COVID-19 presumed or confirmed patients don't require hospital care.

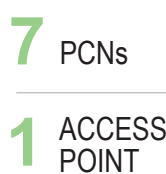


- OUTBREAK RAPID RESPONSE**
During the Cargill outbreak, a rapid response model was developed to triage, swab, isolate and trace -- ensuring the virus was contained and patients received the right care, at the right time, from the right provider. The model has been adapted and applied to other outbreaks.



“High River is a model for what can be done on a larger scale.”
- Dr. Adam Vyse

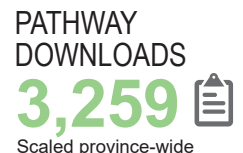
- CONNECTED, PROTECTED**
A navigation hub, which includes East Calgary Family Care Clinic (East Calgary Health Centre) and PCNs, ensures patients who need care within 4 or 24 hours are connected with the right provider. Access centres or community-based clinics in urban and rural areas support patients if their family doctor isn't available.



- DOCTOR IN THE HOUSE**
Patients are connected with their family doctor and team at the earliest opportunity. If they don't have a doctor, they are supported to find one via a PCN or the albertafindadoctor.ca website.



- THE TEAM BEHIND THE TEAM**
Supporting physicians to care for patients in the Medical Home or community is a critical component of the Calgary Zone's pandemic response plan.



HOW:

- PARTNERS IN HEALTH**
The Calgary Zone's pandemic response plan is built on a partnership between acute and primary care, AHS and PCNs, as well as community groups. It is unique in Alberta.
- FOUNDATION FOR SUCCESS**
Existing structures, including the PCN Committee and task groups -- supported by a dedicated business unit -- were used to build and execute the Zone pandemic plan.
- THE NETWORK THAT CARES**
All seven PCNs in the Calgary Zone worked in partnership to set up COVID-19 access clinics, paths to care, manage PPE ordering and ensure patients received timely care.
- COVID-19 COMMUNICATION & SUPPORT**
Webinars, COVID-19 newsletters and specialistlink.ca tele-advice, pathways and resources were critical elements of a centralized and consistent communication plan.

WHY:

EASING THE BURDEN ON HOSPITALS

When COVID-19 patients receive care in the community, it frees up vital space for hospitals to care for the critically ill. This benefits the system and ultimately saves lives.

THE POWER OF PRIMARY CARE

Harnessing the power of PCNs and physicians means adding more than 1,700 doctors + 400 health professionals and a robust support structure to the pandemic response plan. Doctors can see patients virtually or in person.

PUTTING PATIENTS FIRST

Family doctors know their patients best. For most COVID-19 patients, their family doctor is their 'most responsible provider.' Research shows patients who have a continuous relationship with a doctor and team are healthier as they age, live longer and are hospitalized less.