Partners for Better Health

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Define the Opportunity:
In Alberta 2/3 of healthcare expenses are being used by only 5% of the population. These 5% are complex, high users and costly because they are receiving care in an uncoordinated “siloed” way at hospital emergency departments and during lengthy inpatient stays. We think that a coordinated community-based case management approach will decrease that cost while improving health outcomes and the patients' experience of care.

Building Understanding:
- IHI Triple Aim Approach: innovation, rapid-cycle testing, and spread
- Education
- Community of Practice
- Appreciative Interviews
- Identifying the target population

Act to Improve:
Population Health:
- Self-rated Health Status & EQ-5D (Patient Survey)
Experience of Care:
- Individual Experience / Perception of Current Health Status (Patient Survey)
Per capita Cost
- Emergency department / Inpatient utilization rates
- Inpatient LOS
- Claims Data

Identifying clients in real time
Engaging in a different way
Flexibility in meeting needs across systems

Sustain Results:
Patient Survey completed on enrollment and Q six months
Scale up participation
Enabling People: Health Change Methodology, Community of Practice, Case Management Education

Shared Learnings:

Patients:

Expectations of the system and providers:
- Reliability/trust
- Listen to my full story and seek to understand
- Take medical concerns seriously and address
- Integration between health and social services

Barriers:
- Housing issues
- Healthcare worker bias
- Low health literacy
- System silos (Health, Information, Social Services)

Client’s vision for the future:
- Meaning in life, contributing to society, be treated without judgement
- Maintain functioning

Case Managers:
- Approach is key
- Personal characteristics such as openness to meet patients ‘where they are at’ figuratively and literally
- Engagement is key
- Relational continuity
- Frequent contact

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A copy of the presentation will be uploaded to the External Website (www.albertahealthservices.ca/cc/Page14117.aspx)