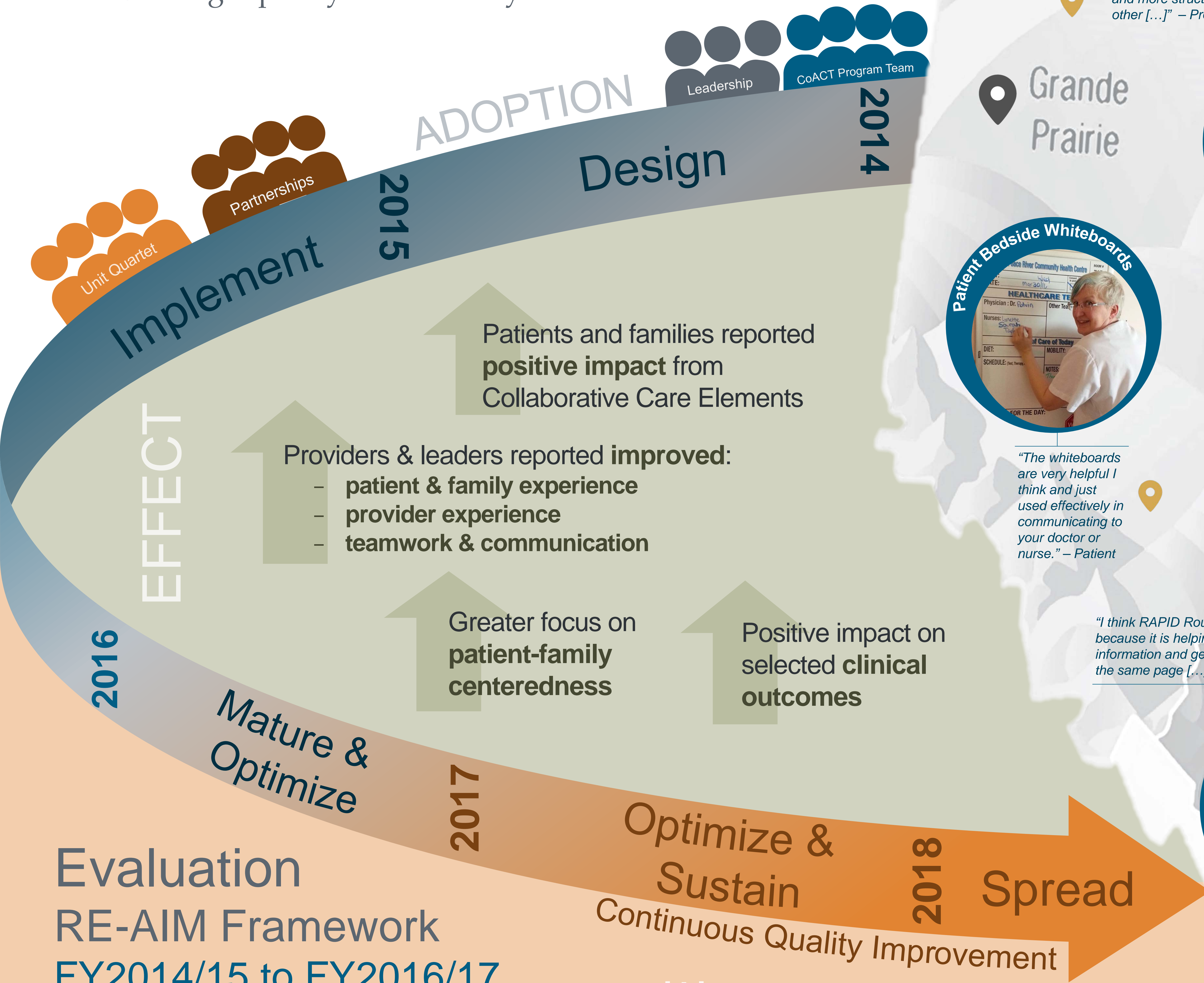


CoACT Collaborative Care: *Making a Difference!*

Authors: Lisa Birmingham, Maki Ueyama & Marysia Stasiewicz

Collaborative Care is a health care approach in which interprofessional teams work together in partnership with patients and families to achieve optimal health outcomes. Collaborative Care is grounded in three principles: patient centered care, team effectiveness and functioning and safe high quality care delivery.



Evaluation RE-AIM Framework FY2014/15 to FY2016/17

Mixed-methods developmental evaluation

Evaluation Recommendations:

- ▶ Capitalize on the momentum to spread Collaborative Care across AHS
- ▶ Increase physician engagement
- ▶ Ensure that Collaborative Care continues
- ▶ Refine audit process
- ▶ Re-evaluate Collaborative Care after implementation is complete and optimized

Future state evaluation:

Outcomes driven evaluation to support ongoing optimization & sustainability

"I just really believe in [Collaborative Care], I think it's **one of the best things that has happened** in a long time and I've been around for [many] years. I **really see the benefit** when we follow the components and I really hope that we **stay on track and build this into practice.**"

-AHS Leader

20 urban & rural sites 160 units
Medicine | Surgery | Addictions & Mental Health
160000+ Patients 8000+ Nurses & Physicians
...and counting



Peace River



"I think that we really need to re-look at how we engage physicians."
- Provider

Fort McMurray

"We're making [the unit's work] more formal and more structured by collaborating with each other [...]" - Provider

Grande Prairie



"[Collaborative Care brings] up awareness for all nursing staff to be involving the family and the patients."
- Provider

"What we've heard from most of the nurses and the physician here is that [the patient] it part of the conversation and she's leading her recovery."
- Family Member



"The whiteboards are very helpful I think and just used effectively in communicating to your doctor or nurse."
- Patient



"I think families need to be a part of [care] and that's why [Collaborative Care] is such a good thing."
- Provider

"I see more teamwork with nurses in the hubs."
- Provider

Barrhead



"[The nurses] check on you so often, you never really have to call them."
- Patient

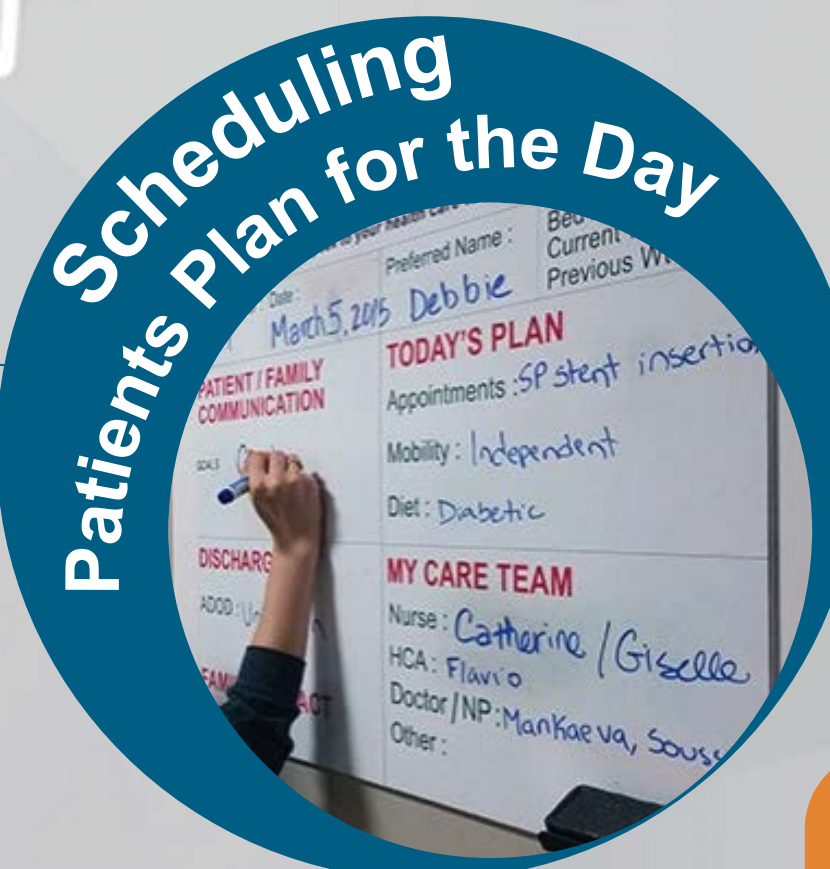
Edmonton



"I think RAPID Rounds are great because it is helping transfer information and getting everybody on the same page [...]" - Provider

"The patient reaps the benefits of collaborative care. Everything is more efficient, everybody is on the same page, and things happen faster."
- Provider

Red Deer



"I wish someone would have explained [my discharge] to me, and what I could have expected [...]" - Patient

Drumheller

Calgary



"I think [quality culture] is slowly getting better, but we've only been doing this for less than a year—I think it definitely takes a little bit more time to notice those changes."
- Provider

"I think the awareness [of quality culture] is there and I think staff are becoming used to hearing about it."
- Provider

Medicine Hat

Lethbridge