

Piloting care planning tools in primary care for complex patients

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Objective:

Pilot the feasibility of a shared care plan template and online digital support tool, co-developed with patients and physicians, in primary care practices.

Design:

Pragmatic trial within practices; qualitative interviews, focus groups, thematic analysis.

Participants:

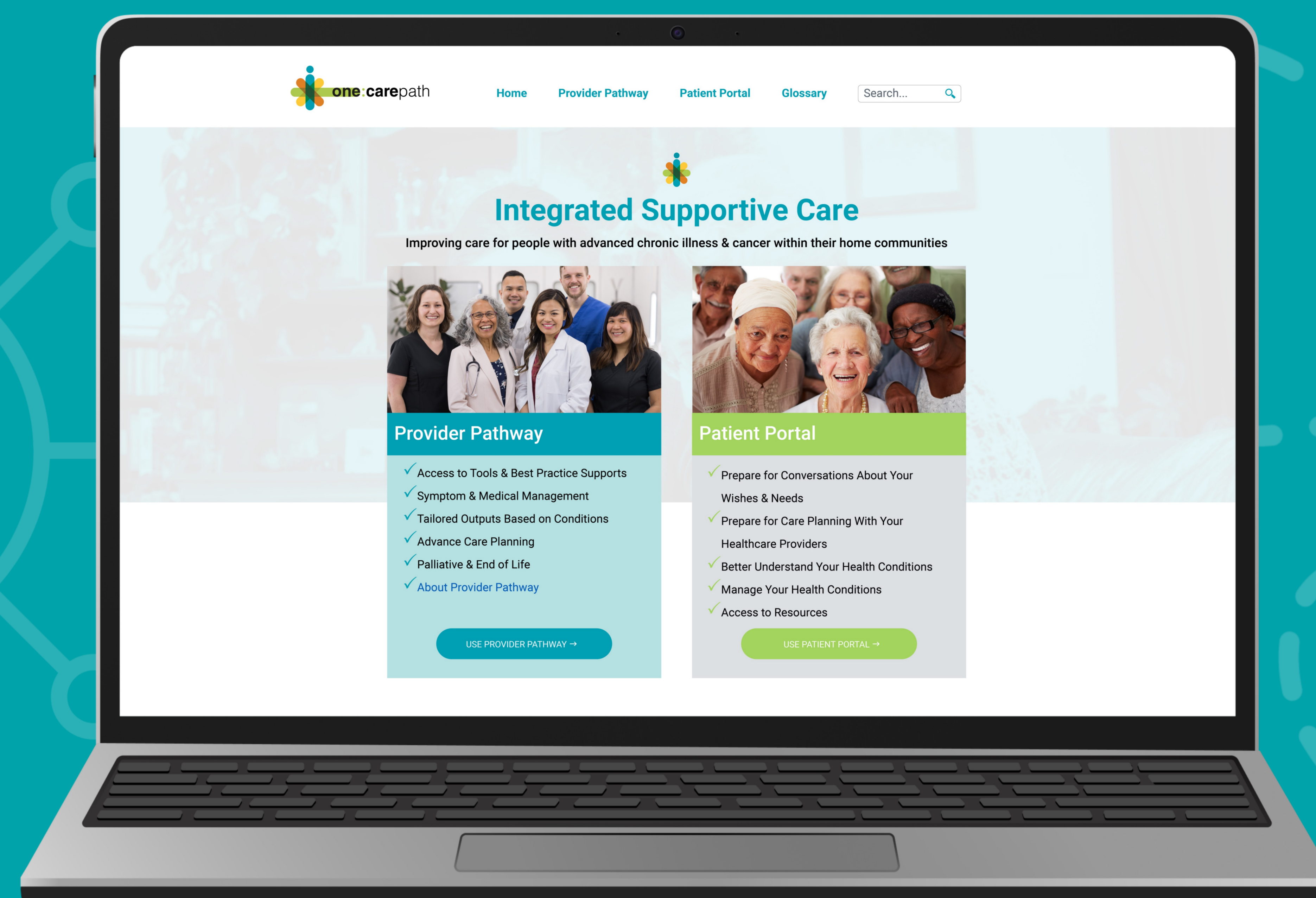
Family physicians (n=16), Nurses (n=2), Pharmacists (n=1), Patient Advisors (n=9), in Alberta primary care rural/urban settings (n=4).

Outcome/Evaluation:

Assess the effectiveness of integrating a co-developed shared care plan embedded in 4 provincial Electronic Medical Records (EMR), and use of an online digital support tool, to enhance care coordination and support patients living with advanced complex chronic disease.

“...It really makes things **simple**, especially for busy family physicians

Co-developed integrated care planning tools prove valuable, accessible, and feasible.



HOW IS THIS DIFFERENT FROM REGULAR CARE PLANNING?

Co-development:

Incorporates the patient's voice, needs and preferences while seamlessly integrating with clinic flow.

Potential scalability:

The care plan has been uploaded to 4 of the 5 provincial EMRs.

The result:

The one:carepath co-developed care planning tools proved to be valuable, accessible and feasible.

Next steps

We are seeking primary care physicians to test if the tools increase informational and relational continuity and reduce hospital admissions and ER visits.



We welcome any questions and comments.
Please contact Lynn Toon: toon@ualberta.ca

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Results:

The care plan was smoothly integrated into providers' distinct clinic processes and contexts.

What providers liked:

- Understanding what is most important to patients.
- Managing complexity over time rather than a single encounter.
- Accessibility of the care plan for any team member.

What patient advisors liked:

- Incorporating their words, providing space to share their preferences and wishes.
- Helping prepare for discussions with family members.
- Guiding their symptom management.



A lot of attention was put into saying it right..., so it sinks in. Having worked on other things... this one really stands out. It's incredible.

Patient advisor

Conclusions:

One:carepath applies a personalized lens to patient care through a co-developed platform, deepening the provider-patient relationship. Untethered from a fee code and embedded in the EMR, the healthcare team can utilize existing resources and patient information, enabling optimal team-based care.