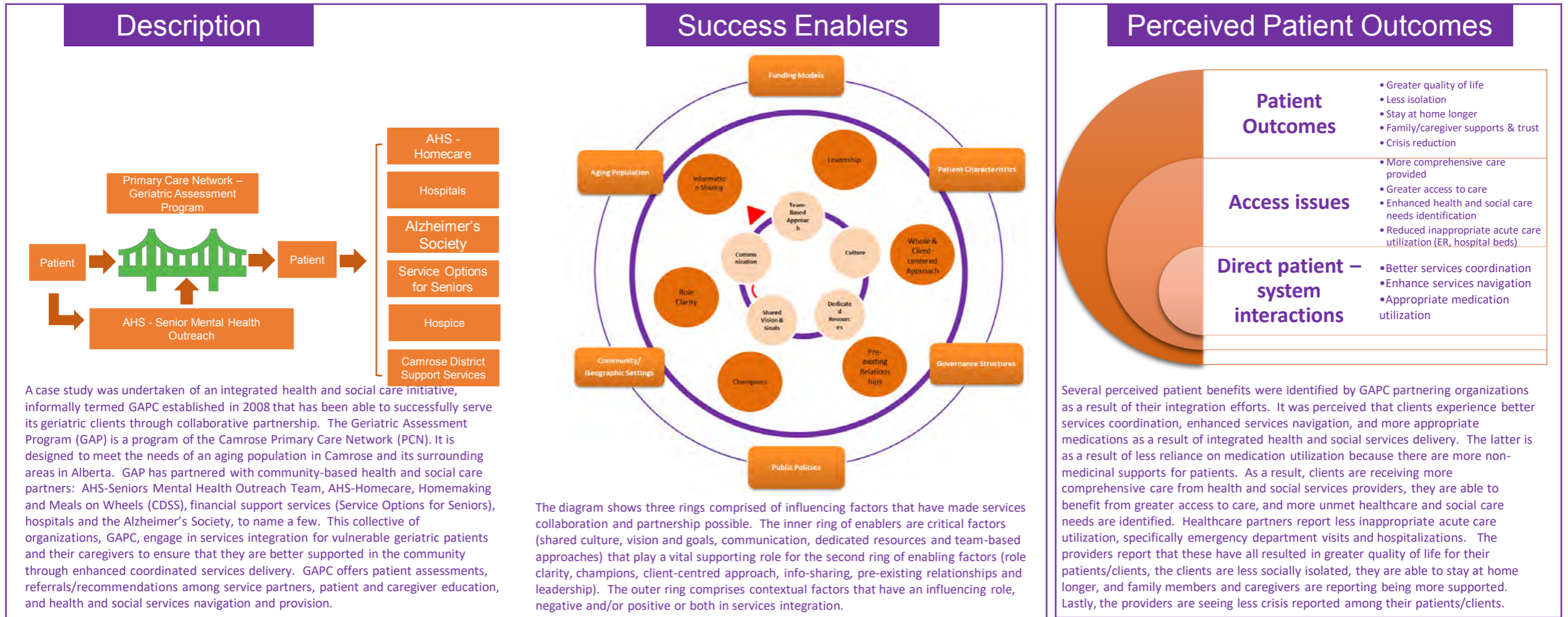


Integrated Health and Social Care for Vulnerable Seniors in Camrose, Alberta

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Conclusions & Lessons Learned

CONTEXT MATTERS

The GAPC is situated in Camrose, which is a town located in a rural/urban region in northern Alberta. Camrose is well-resourced compared to other towns in the region, and there is a close sense of community among the citizens and health and social care providers. This has created an environment that is supportive of services delivery collaboration.

CHAMPIONS

Individuals in the GAPC who act as champions were critical in ensuring GAPC's success and sustainability, this included the Primary Care Network and the Alberta Health Services - Seniors Mental Health Outreach. They actively engaged in partnerships with their community partners, and played a role in facilitating engagements among partners.

TURFISM

Issues of territorialism are barriers that service providers had to overcome initially in order to move towards successful services integration. This can negatively impact seamless delivery and patient-centered care because of the lack of role clarity, duplication in services and poor patient experience (i.e.. Patient having to tell their story more than once)

COMPLEXITY REQUIRES GREATER COORDINATION

Highly complex patients that suffer from complex healthcare (co-morbidities, frail, dementia) and social care conditions (isolation, income insecurity) require greater advocacy and services coordination among collaborating service providers.

