

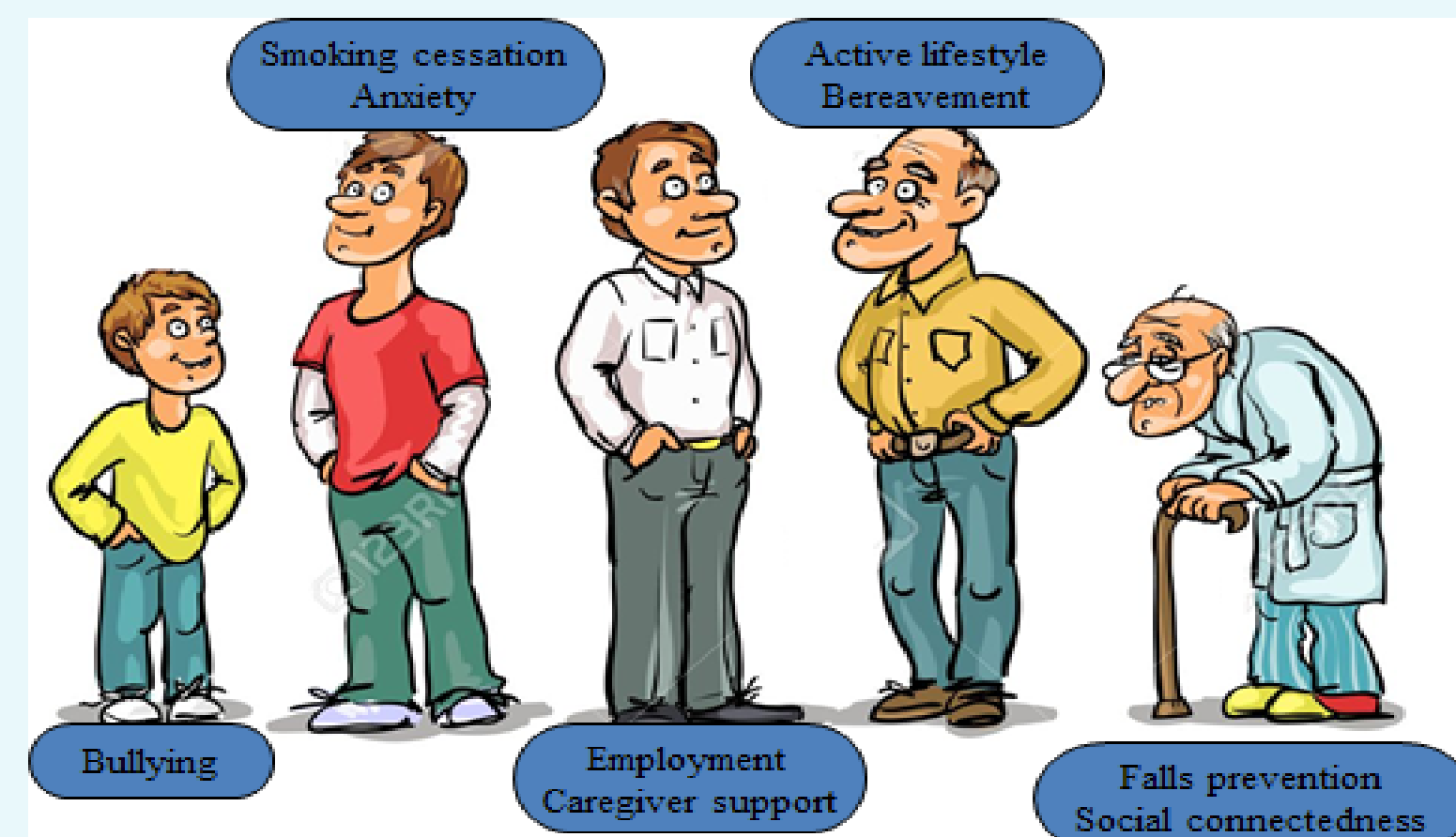
Efficacy of an innovative Primary Care Based Approach to Address Equitable Access to Resources in the Community : The ARC-Navigation Model.

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Background

Health enabling community resources, such as smoking cessation, falls prevention, self-management programs, and caregiving support, are underused. Social factors, such as transportation, language, literacy, and finances pose barriers to their access.



Patient Navigator programs (where a person is tasked with helping connect patients to community resources) have been demonstrated to be useful in supporting patients access resources they need, and promote equity in specific medical contexts (e.g. cancer) and for specific communities (e.g. immigrants)

Very little is known about whether a Patient Navigator program integrated within primary care (PC) can help address the diverse access needs of the general population.

Objective

Assess the efficacy of the **ARC-Navigation Model** to enhance equitable **Access to Community Resources**

Methods

Partnership

Health planners from the regional health authority; service providers from community health centres and community organizations; and patient partners/community members informed the design of the ARC Navigation Model

Design

Single arm, Pre-Post

4 primary care practices (35 providers) in central Ottawa, Ontario, Canada

Main Measure: Access to at least one Community Resource at 3-months

ARC Patient Navigator Approach

Primary Care Provider

- Identifies patient need(s) that could be addressed by community resources
- Refers patient to navigation services
- Communicates with Navigator as needed

Patient referral

Progress reports

Navigator

- Understands patient's needs and priorities and barriers to accessing resources
- Identifies resource(s) best suited for patient, and helps patient overcome barriers
- Ensures informational continuity with primary care provider

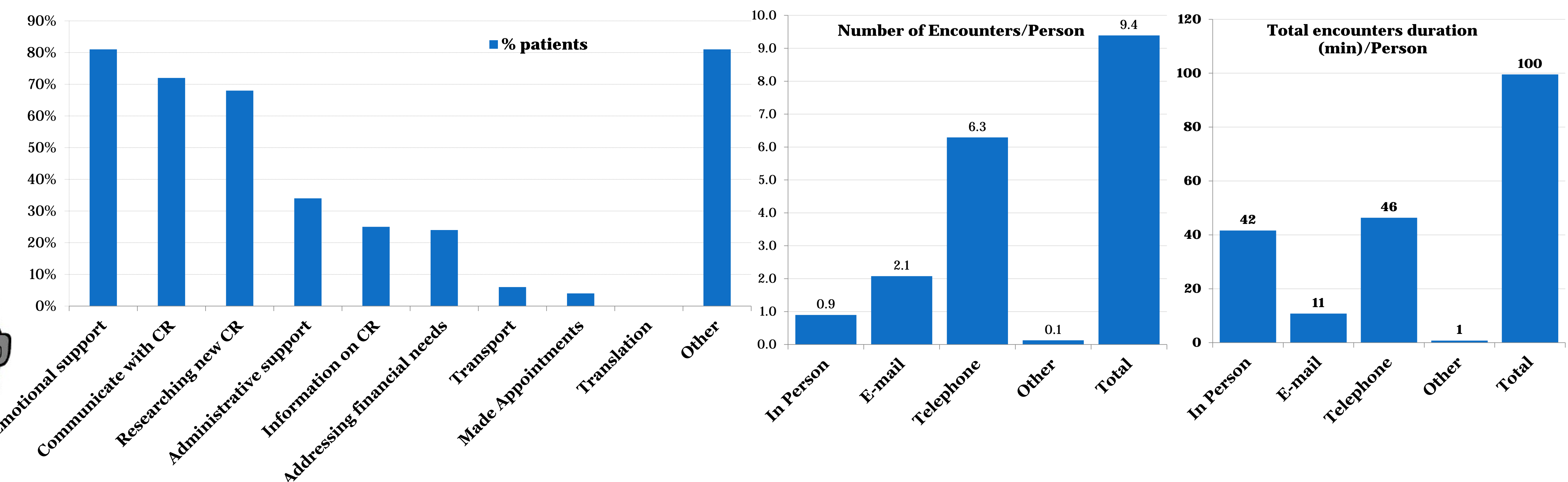
Intervention

ARC Patient Navigator Model:

- Focused on community resources
- Bilingual, non-medical professional
- A “generalist” (no specific population)
- Attached to primary care practices
- Linked to a Community Health Centre

Essential Patient Navigator Attributes:

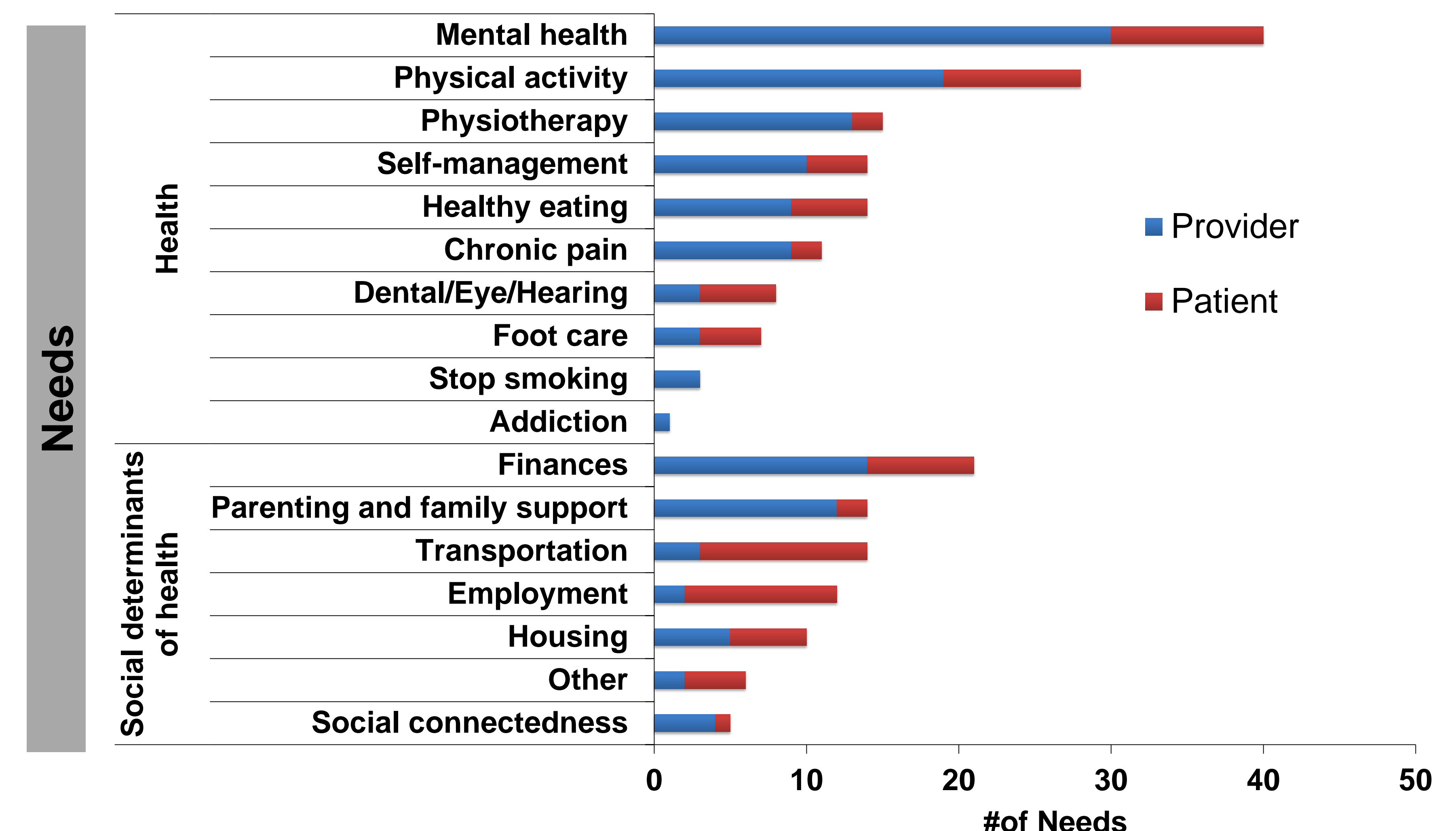
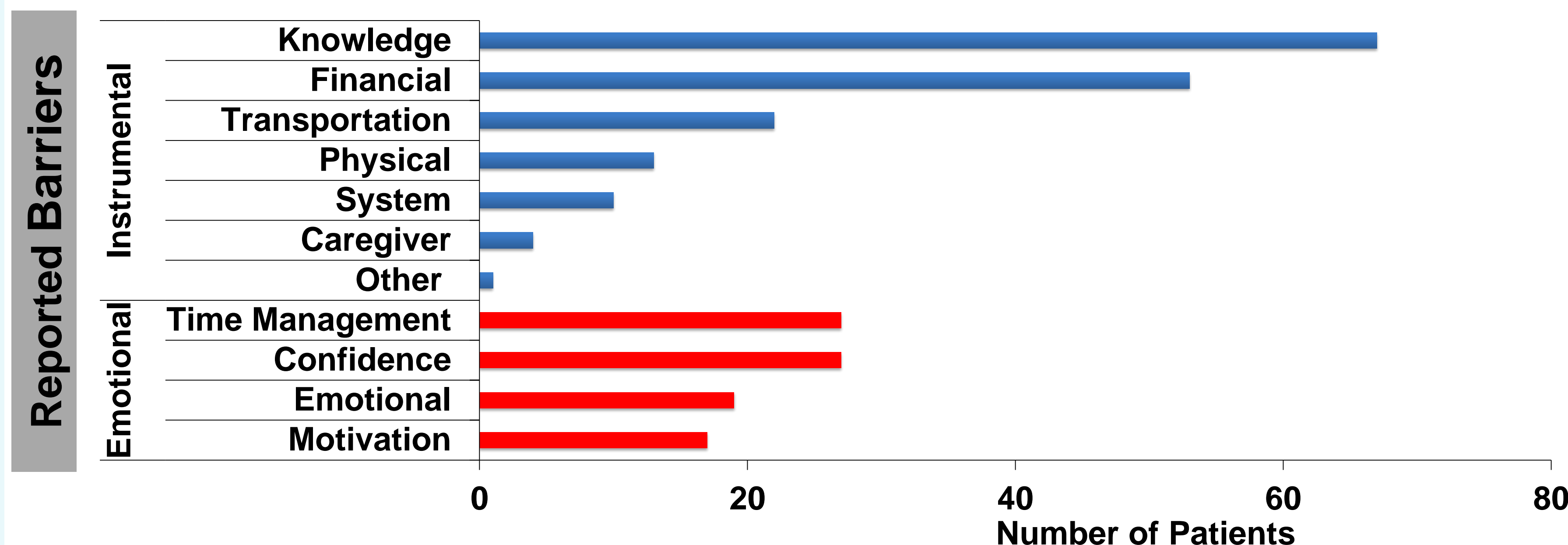
- Patient centered approach
- Excellent communicator
- Technically savvy



Results

➢ 131 patient referrals, 82 (63%) enrolled

| Characteristic | Study Participants | Ottawa Population |
|-----------------------|--------------------|-------------------|
| Female | 76% | 51% |
| Age: ≥ 65 years | 32% | 15% |
| Education: ≥ Bachelor | 25% | 38% |
| Income: < \$25,000 | 32% | 7% |



52% of patients accessed at least one community resource

Conclusion

The ARC-Navigation Model, an innovative approach to enabling better access to CR among vulnerable populations, appears promising in helping individuals overcome barriers to access resources that can benefit their health and well-being.

The ARC-Navigation Model is now being studied under a randomized controlled trial design.

