Improving the clinical care of Indigenous patients with complexity:

Implementation of a novel 'Indigenous Support Hub' Model in Primary Care Networks (PCNs) in Alberta

Principal Investigator: Dr. Stephanie Montesanti

STRENGTHENING THE HEALTH WORKFORCE FOR SYSTEM TRANSFORMATION

Challenge

The current service model for primary care delivery in Alberta is not designed to support primary care physicians with managing complexity issues experienced by Indigenous patients, constraining their ability to provide high-quality, culturally safe care

Objective

Implementing an evidence-informed Indigenous Support Hub model in Alberta PCNs to increase workforce capacity, provide best-practice primary care for Indigenous patients, and reduce health inequities

Context

Based on extensive research combining virtual case conferencing, co-management, and collaborative learning with community health/support workers to advance Indigenous primary care delivery

Approach

Research Advisory Committee

- Brings together researchers, decision-makers, professionals, and Indigenous patients
- Guides the design, research, and implementation of the Indigenous Support Hub

INDIGENOUS AND SCIENCE-BASED KNOWLEDGE

Identify Needs

Study aims to identify and adapt to the specific needs of healthcare providers and Indigenous patients within PCNs

Implementation

The Indigenous Support Hub, a novel hub-and-spoke model of care, will be implemented at partnering PCN sites over a 12-month period

Practice Advisory Committee

- Brings together Indigenous physicians, Indigenous-focused care providers, and Support Hub members
- Fosters a network of mentorship, peer learning, and knowledge exchange

PRACTICE-BASED KNOWLEDGE

Improve Indigenous patients' access to appropriate, effective, and culturally-safe primary care

Improve healthcare utilization through a deeper understanding of Indigenous experiences with structural violence in the healthcare system

Support clinicians in understanding social and cultural dynamics, and build their capacity to care for Indigenous patients

Strengthen collaborations between health and social care professionals and promote a more inclusive, effective healthcare system

Contact

Implementation Research Coordinator
Dionne: dedgecom@ualberta.ca

Knowledge Mobilization Specialist
Emily: emflemin@ualberta.ca

CARE Lab website:
www.careresearchlab.ca

care
UNIVERSITY OF ALBERTA
Indigenous Primary Health Care and Policy Research (IPHCPR) Network in Alberta
RCPS Réseau canadien des personnels de santé
CHWN Canadian Health Workforce Network
CIHR IRSC Canadian Institutes of Health Research / Instituts de recherche en santé du Canada
Alberta Health Services