

# Helping Patients Access Health Resources

Simone Dahrouge, PhD  
Department of Family Medicine



A Study on  
**A**ccess to  
**R**esources in the  
**C**ommunity



# Our Partners



# Funding Agencies



# The Research Team



**Simone Dahrouge, PhD**

Dept. of Family Medicine, University of Ottawa

**Alain Gauthier, PhD**

Centre for Rural and Northern Health Research

**François Chiocchio, PhD, PMP, CHRL**

Telfer School of Management, University of Ottawa

**Denis Prud'homme, MD, MSc**

Institut du Savoir Montfort

**Marie-Hélène Chomienne, MD, MSc**

Institut du Savoir Montfort

**Manon Lemonde, PhD (RN)**

Faculty of Health Sciences, University of Ontario  
Institute of Technology

**Justin Presseau, PhD**

Methodologist, Ottawa Methods Centre

**Claire Kendall, MD, PhD**

Dept. of Family Medicine, University of Ottawa

**Kamila Premji, MD, PhDc**

Dept. of Family Medicine, University of Ottawa

**Andrea Perna, MSc, PhD**

Bruyère Research Institute

**Darene Toal-Sullivan, PhD, OT. Reg (Ont.)**

Bruyère Research Institute

**Natacha Ndiokubwayo, SSW, BA**

Bruyère Research Institute

**Stefan Maksimovic, Hon. BSc, MSc**

Bruyère Research Institute

**Natacha Butera, BSc, MSc**

Bruyère Research Institute

**Patrick Timony, MA**

Centre for Rural and Northern Health Research

**Chloé Jutras, BSW, MSc**

Centre for Rural and Northern Health Research



[SDahrouge@bruyere.org](mailto:SDahrouge@bruyere.org)

# What is the problem?



**Barriers to access**



**Community resources  
are NOT used**



**Higher inequities  
and unmet needs**



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# What are the **resources?**



Seniors' Health



Healthy Living



Chronic Disease



Mental Health



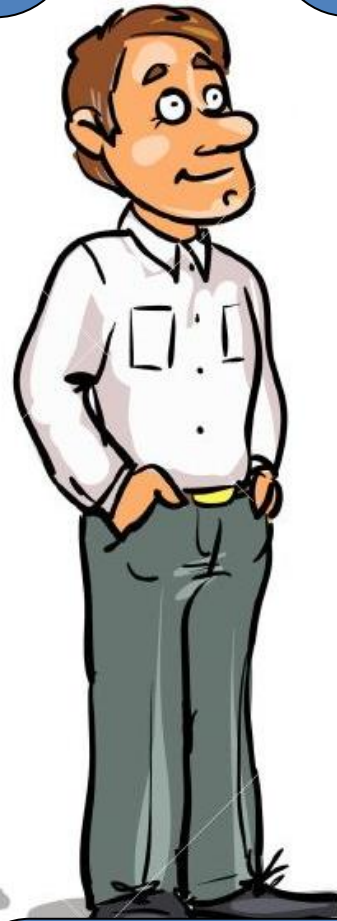
Social Services

Smoking cessation  
Anxiety

Active lifestyle  
Bereavement



Bullying



Employment  
Caregiver support



Falls prevention  
Social connectedness

**Hospitalization**

**Specialist #1**

**Family Physician**

**(Primary Care Provider)**

**Specialist #2**





# What are the **barriers**?



**Transportation**



**Knowledge**



**Finances**



**Language**

**Literacy**



**Caregiver**



# What did providers and patients tell us?



**AWARENESS**



**SUPPORT**



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# What did we do?



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# Partners of the Local Innovative Partnership (LIP)



## Health Planners

Jacques Lemelin	Primary Care Network Lead
Karen Patzer	Senior Integration Specialist
Renee Lebovitz	Integration Specialist

## Service Providers – Community Health Centres

Laura Muldoon	General Practitioner
Mike Hirsh	General Practitioner
Jennifer Simpson	Health Planner
Ana Mercedes-Guerra	Social Worker

## Service Providers – Community Organizations

Michel Fournier	211 services - Data Manager
Jeanne Bonnell	Home Care - Care Coordinator
Anne Desjardin	Home Care - Care Coordinator
Nada Hamade	Home Care – PC Integration

## Patient Partners - Community Members

Guillaume Mulimbwa	Newcomers
Karen James	Mental Health and Addictions
Dee Campbell	Caregiver
Marie-France Proulx	Francophones



# Design an intervention to:



1. Increase **AWARENESS** of **community resources** among **health providers** and **patients**
  - a) Promote the **availability** of existing community resources
  - b) Encourage providers to **refer** their patients to community resources
2. **SUPPORT** patients to **access** resources in their community
  - a) Navigation services to help patients **overcome barriers** that limit access to community resources



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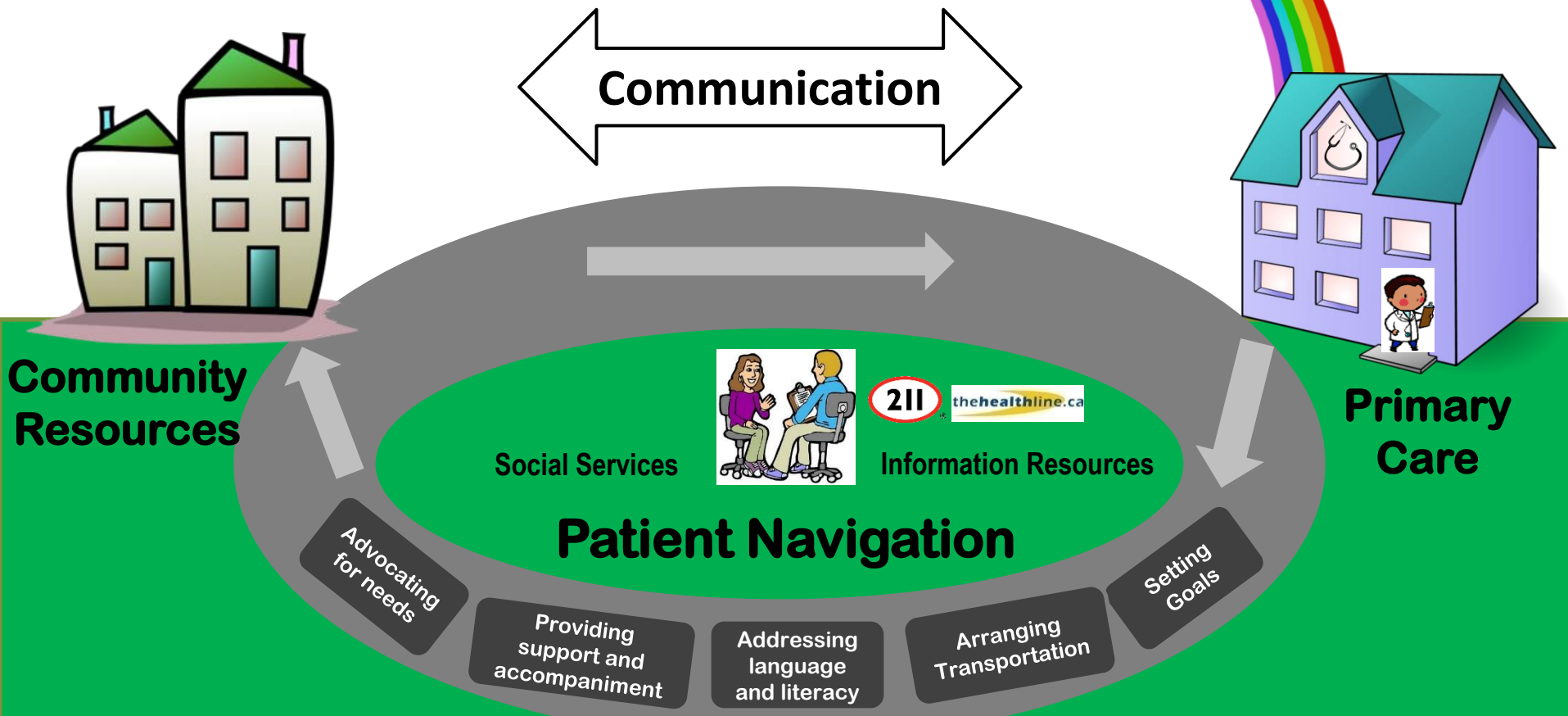
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# Access to Resources in the Community Accès aux Ressources Communautaires

**Mission:** To enhance equitable access to primary health care resources in the community.



**Vision:** An integrated system of primary and community care that supports health

# Who is the Patient Navigator?

1. Bilingual, NON-medical professional
  - Specific training on navigation services
2. A “generalist”
  - Supports a broad patient population
3. Attached to family practices
  - Communicates with primary care providers
4. Linked to a Community Health Centre
  - Already in the existing health care system



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# Essential Patient Navigator Attributes



## 1. Patient Centered

Listens, responsive to patients needs and values

## 2. Excellent communicator

Uses Active Offer and motivational interviewing approach

## 3. Technically savvy

Uses online navigation tools/resource databases



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# What does the Patient Navigator do?



1. Understand patient **needs** and their **priorities**
2. Identify potential **barriers** to access
3. Support patients in overcoming barriers to access. Examples:
  - a) Finding the **right resource** for them
    - Eligibility
    - Cost
    - Distance/Travel
    - Language

# What does the Patient Navigator do?



3. Support patients in **overcoming barriers** to access. Examples:
  - b) Scheduling **appointments** & arranging **transportation**
  - c) Completing **forms**
  - d) Providing **accompaniment** and **advocating** for the patient



# What does the Patient Navigator do?



4. Provide **additional general assistance** to support patients' **empowerment** to navigate the health care system and seek care they need independently, including:
  - a) Providing **emotional** support and **encouragement**
  - b) Orienting them to **navigation tools**



# How did people participate in the study?



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# 1. ARC study is advertised in the waiting room



## 2. Patient needs are identified with their provider



### 3. Research team contacts the patient for their consent





## 4. Patient Navigator and the patient meet



## 5. Patient Navigator provides support to access community resources

Helps patient to...

- Identify the most appropriate resources
- Overcome barriers to access resources by:
  - arranging transportation
  - scheduling appointments
  - completing forms
  - & many more...



## **6. Patients access the community resource that is right for them**





# What did we find?



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# Who participated?

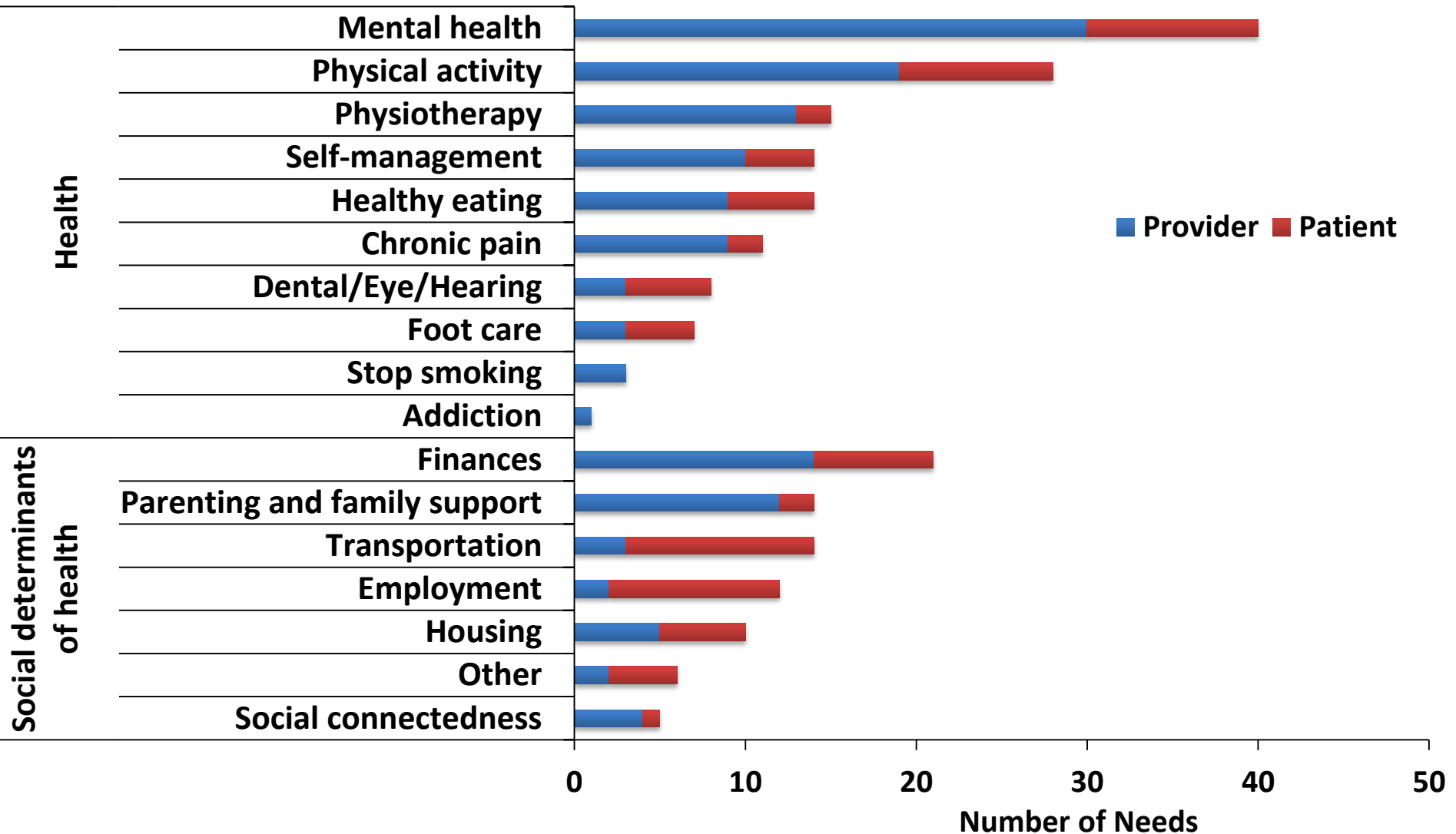
Characteristic	Study Participants	Ottawa Population
<b>Female</b>	76%	51%
<b>Age (years)</b>		
0-49	38%	64%
50-64	30%	21%
65+	32%	15%
<b>Caucasian</b>	83%	64%
<b>Foreign born</b>	19%	24%
<b>Education</b>		
High school or less	37%	36%
Some college/university	38%	26%
Bachelor's +	25%	38%



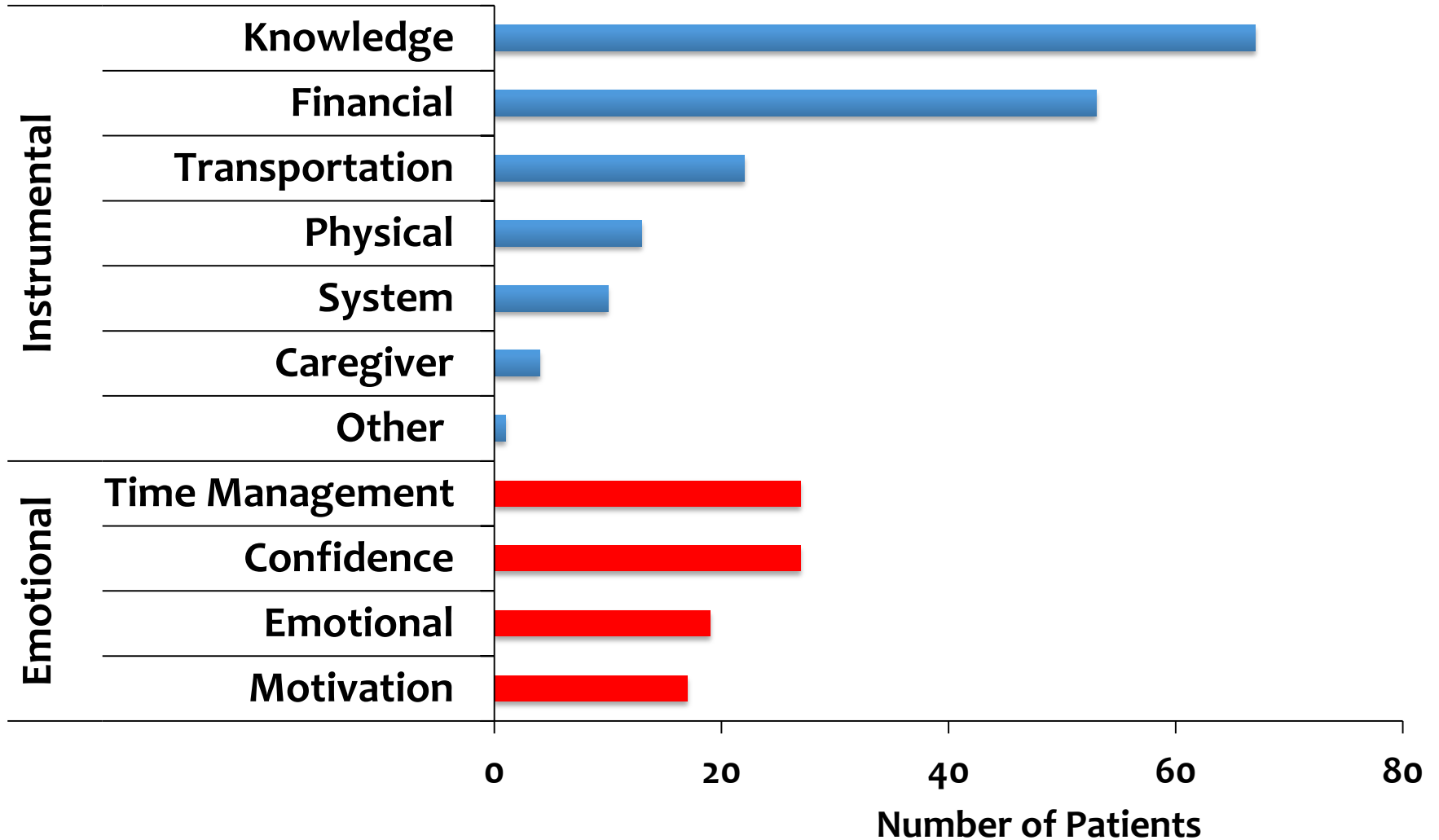
# Who participated?

Characteristic	Study Participants	Ottawa Population
<b>Income</b>		
< \$25,000	32%	7%
\$25,000 - \$50,000	25%	11%
\$50,000 - \$75,000	20%	13%
\$75,000+	23%	70%
<b>Employment</b>		
Employed	30%	68%
Unemployed	12%	7%
Unable to work	28%	N/A
In school	5%	N/A
Retired	25%	N/A

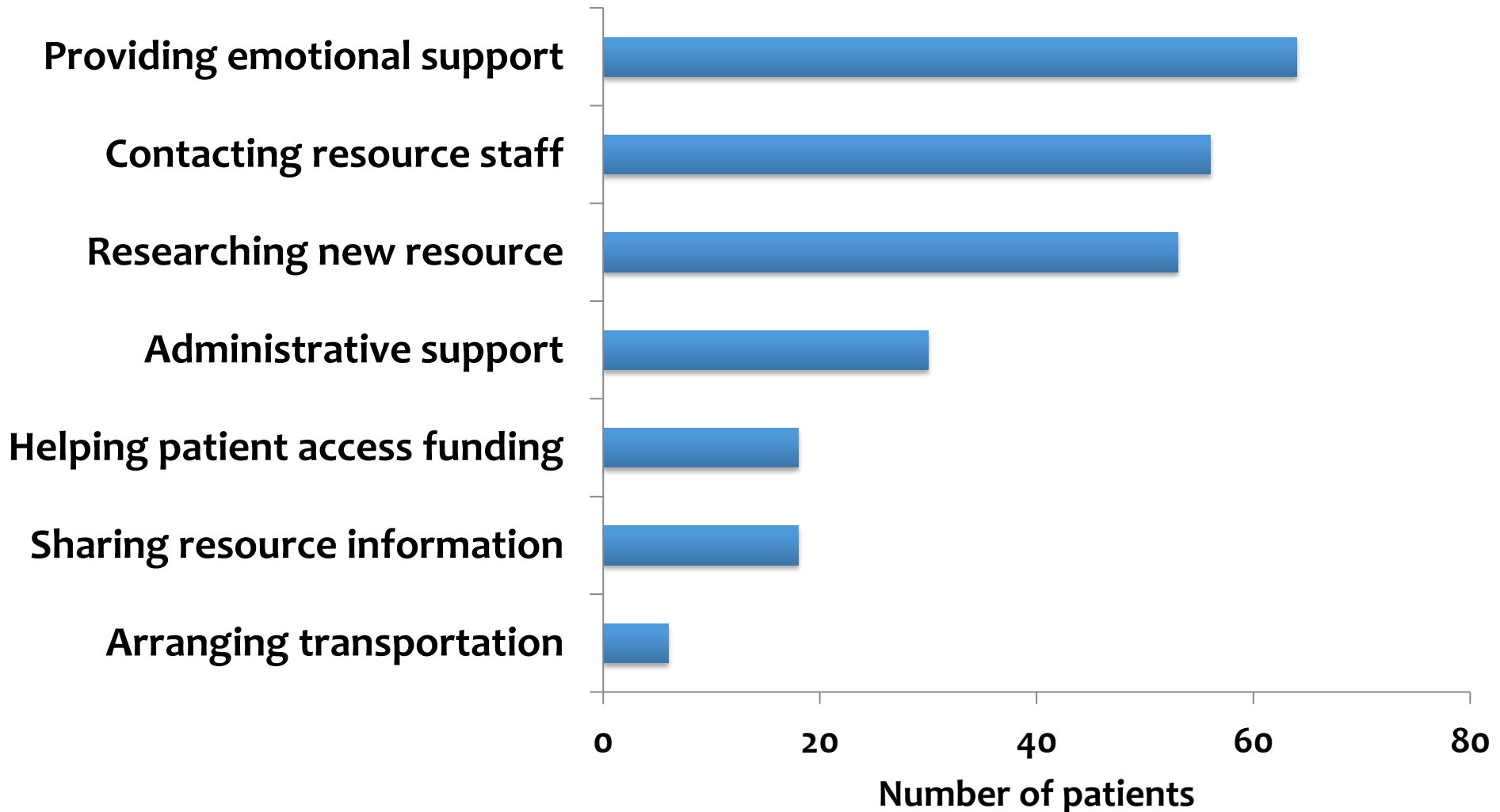
# Patient Needs



# Reported Barriers



# Navigator Activities





# **What did patients say they could do more easily?**



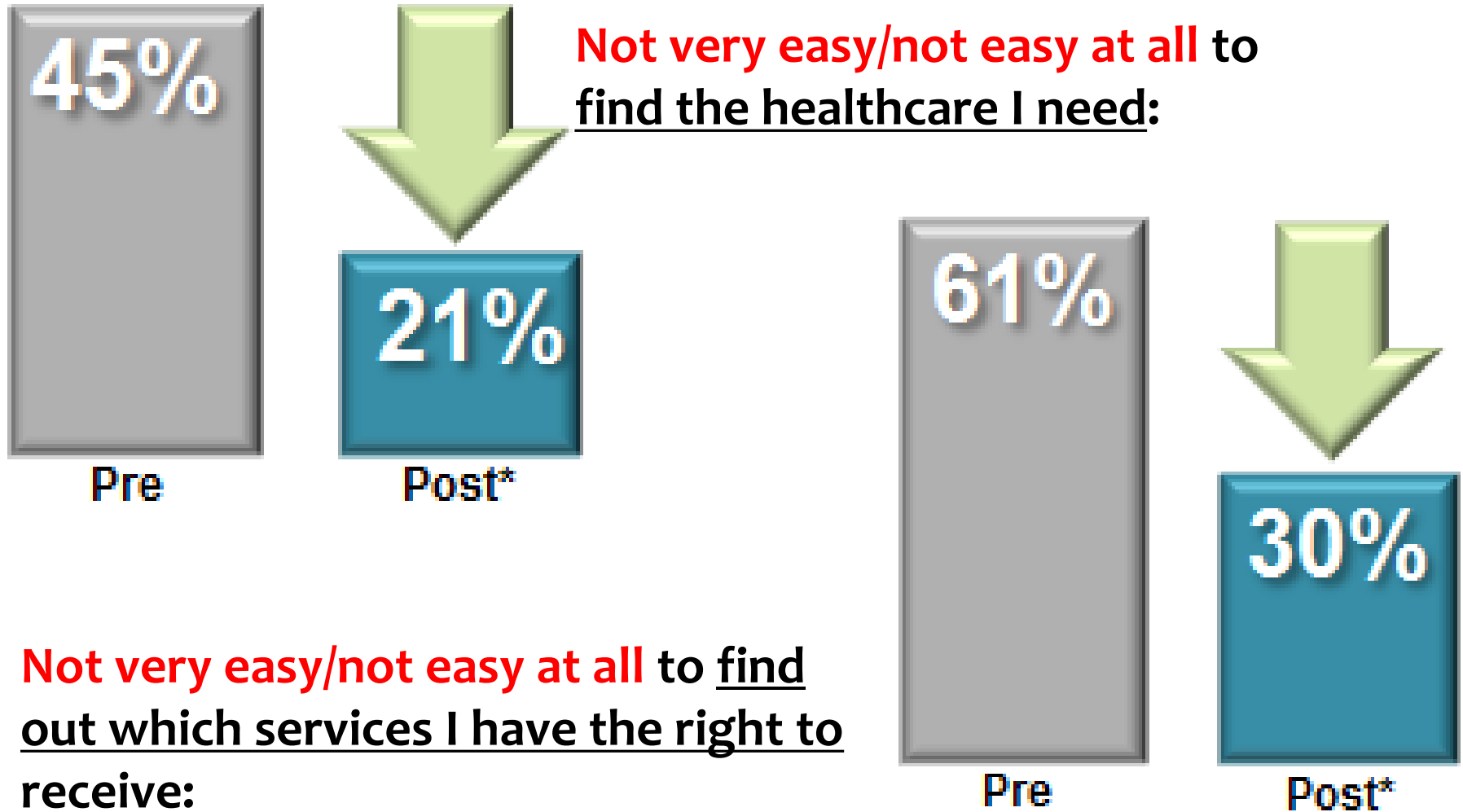
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# **Patients' ability to access care** **PRE- and POST-Intervention**





# Patients' ability to access care & general health PRE- and POST-Intervention



**52% of patients accessed at least one community resource**



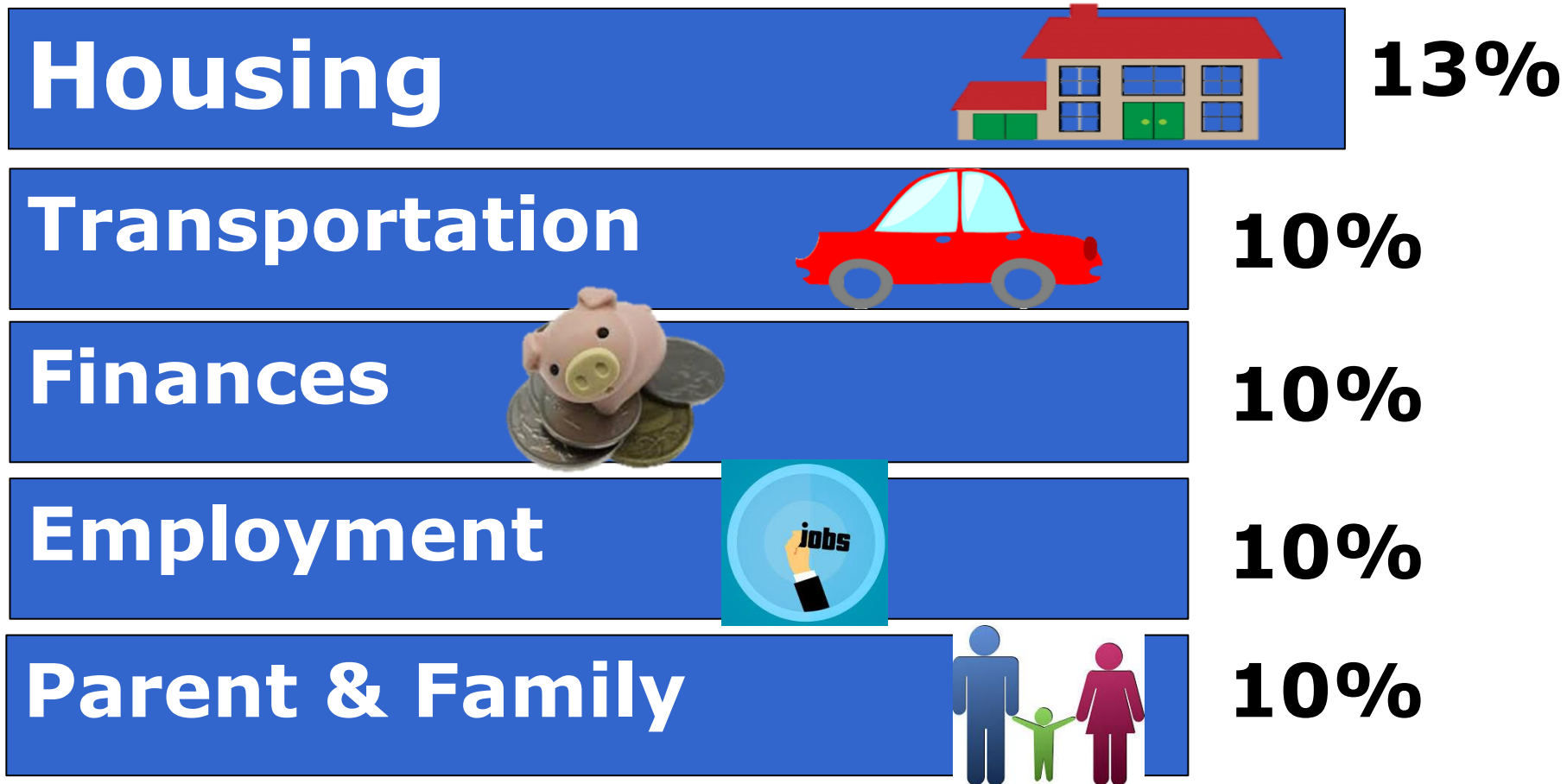
# Which **health** resources were accessed the most? (% patients)

 **Physical activity** 42%

**Mental health**  32%

 **Healthy eating**  16%

# Which **social** resources were accessed the most? (% patients)



# Why were some resources NOT accessed? (% patients)



**No longer/never existed – 38%**



**Feeling unwell – 27%**



**Lack of time – 18%**



# What did patients say about the Navigator?



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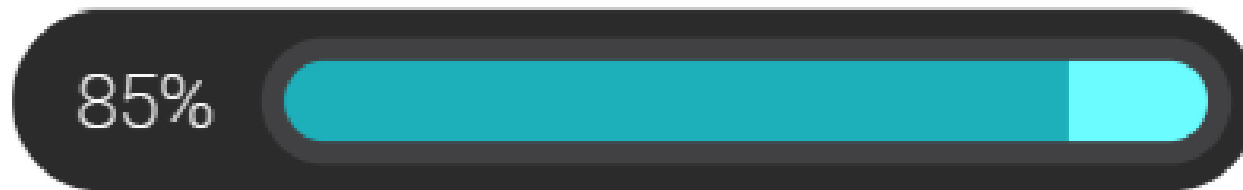
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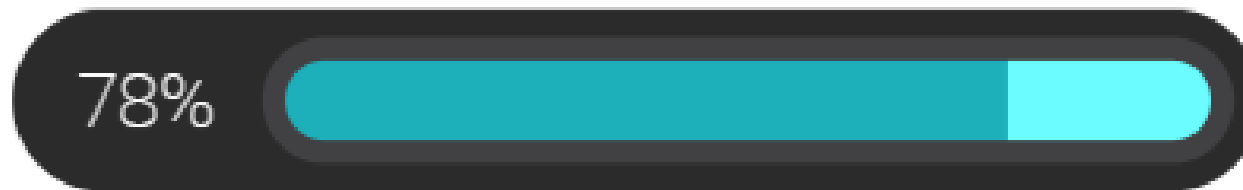
# Patients' experience with the Navigator



- Quality navigation services rated as excellent/good:



- Definitely/generally got the kind of help wanted:



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➤ The ARC patient navigator always/usually did the following:



**Courteous & respectful**



**Listened carefully**

***"She was a really good listener and she understood."***

***"She seemed to understand the ins and outs of disabled life – the little things that are difficult. I found that very validating."***



**Explained things**



**Spent enough time**



**Helped me learn to find resources**



**Helped overcome barriers**

***"She offered to fill out the forms over the telephone for me. Her doing that for me seems simple but it was a really big help."***

# What are the essential elements of navigation services?



- Use of a patient **centered approach**
- The **trusting relationship** between the navigator and the patient
- The **emotional support** provided by the navigator

# What's next?



- We started a **randomized controlled trial** to test the ARC Navigator Model rigorously and in different settings.



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# Questions?

**Primary Investigator:** Simone Dahrouge [sdahrouge@bruyere.org](mailto:sdahrouge@bruyere.org)

**Coordinator:** Andrea Perna [aperna@bruyere.org](mailto:aperna@bruyere.org)

**Research Assistant:** Natacha Butera [nbutera@bruyere.org](mailto:nbutera@bruyere.org)

**Patient Navigator:** Natacha Ndiokubwayo [nndiokubwayo@bruyere.org](mailto:nndiokubwayo@bruyere.org)



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