

# ARC - Access to Resources in the Community - Accès aux Ressources Communautaires

## Module 1: Part A Introduction to the ARC Study



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# **BACKGROUND & OBJECTIVES**

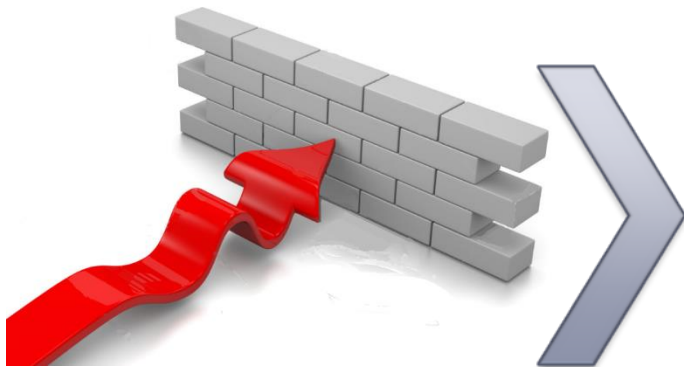
# Objectives

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**Increase equitable access to  
resources in the community**

***Including access to language  
concordant services where available***

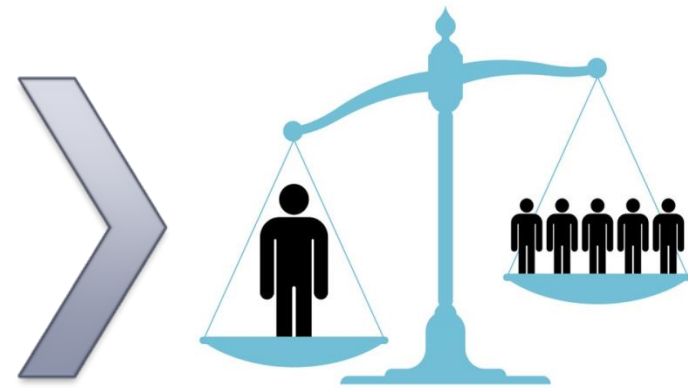
# The Access Gap



Barriers to ACCESS  
community resources



Underutilized health  
and social services



Increased unmet health  
needs and inequities

# Barriers to Accessing Community Resources

## MENTAL HEALTH

Support & counselling



## HEALTHY LIVING

Diet, physical activity, smoking cessation

## CHRONIC DISEASE

Disease prevention & management, diabetes education

## SENIORS' HEALTH

Falls assessment & prevention

## SOCIAL SERVICES

Caregiver support, transportation, financial assistance

Language

Awareness

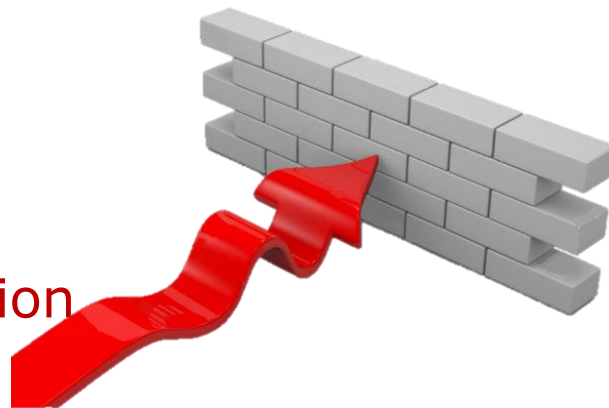
Finances

Literacy

Transportation

Caregiver

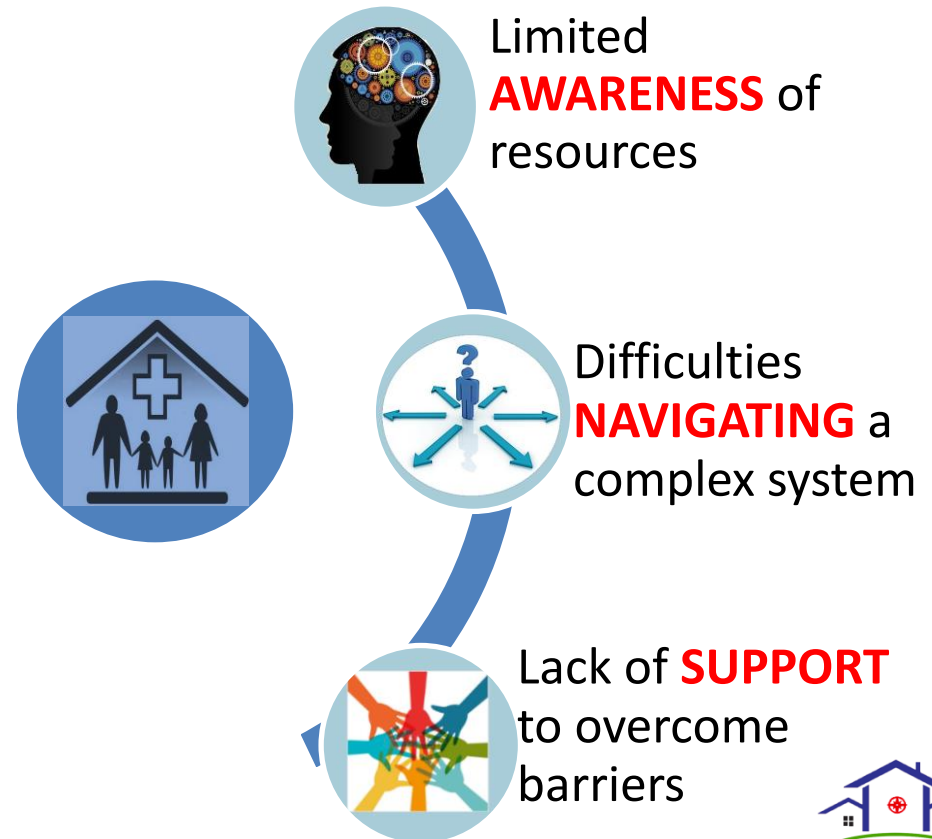
Confidence



# Stakeholder Consultations

## PRIMARY CARE PROVIDERS

## PRIMARY CARE PATIENTS



# Ontario Local Innovative Partnership

## 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 & Director, Social Accountability
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
Ginette Carrière	Francophones





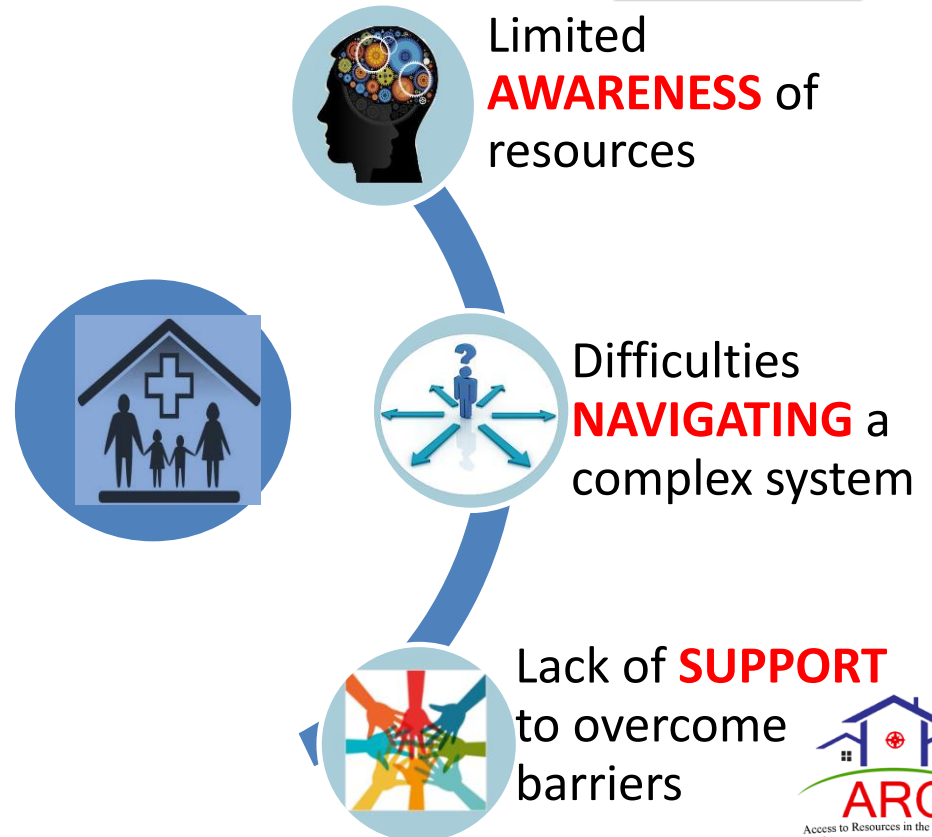
# Approach

- Increase Awareness of CR
- Direct patient to study

- Increase Awareness of CR
- Navigation Support

## PRIMARY CARE PROVIDERS

## PRIMARY CARE PATIENTS



# ARC Study

# ARC Context

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- Primary care practices in **Ottawa** and **Sudbury** will be recruited to participate in ARC
- A priority will be placed on practices serving **Francophone patients**
- All practices will receive training on directing patients to community resources (CRs) and will be assigned a Patient Navigator to support patients' access to CRs
- Patients will be randomly assigned to the **intervention** or **control** arm

# Study Design

Randomized Controlled Trial comparing:

- Existing provincial navigation services
- Innovative approach to navigation: ARC Navigation Model



**When you don't know  
where to turn.™**



# Ontario 211 services



Web-based and telephone helpline (call 2-1-1):

- Informs and orients individuals to the available community resources (social & health-related) in Ontario
- Connects individuals to over 60,000 community services in our region
- Functions 24/7
- Operates in over 150 languages



# ARC Navigator Model

## Key features:

1. Support for patient needs addressed in the community
2. “Generalist” Navigator
  - *Navigation services across the breadth of a primary care patient population*
3. Bilingual, lay person
  - *Focused specifically on navigation services*
4. Integrated in primary care practices
  - *Promote continuity, coordination of care*
5. Attached to a Community Health Centre
  - *Reduce fragmentation, promote learning and support*

# ARC Navigation Model

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- Services provided in person, by telephone, email, text, as preferred by the patient
- Role of Navigator:
  1. Understand patients' priority needs and the potential barriers that may limit their access to resources
  2. Co-develops with patient a tailored action plan for accessing resources
  3. Identifies resources options best suited for the individual

# ARC Navigation Model

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- Role of Navigator (cont'd):
  4. Assists patient to overcome potential barriers
  5. Orients patient on 211 and promotes patient empowerment and self-efficacy
  6. Ensure informational continuity with primary care provider



# Key Elements

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## ➤ Enhance Awareness

1. Provider orientation on community resources
2. Promotional material in waiting room

## ➤ Increase referrals

1. Standardized referral form

## ➤ Support Complex Patients

3. Patient Navigator (**intervention**); 211 services (**control**)

# Enhance Awareness

## What

- Orientation session on community resources.

## Why

- Demonstrate the breadth of available resources.

## Benefits

- Increased knowledge of existing resources and their benefit, and support better informed decisions about patient care.



When you don't know  
where to turn.™





Study on **A**ccess to **R**esources in the **C**ommunity  
 Étude sur l'**A**ccès aux **r**essources **c**ommunautaires

**AVAILABLE RESOURCES / RESSOURCES DISPONIBLES**

56,000 + community resources in Ontario!  
 56,000 + ressources communautaires en Ontario!

**Mental Health**  
 Santé mentale

**Parenting support**  
 Soutien parental

**Seniors' Health**  
 Santé des aînés

**Falls prevention**  
 Prévention des chutes

**Pain management**  
 Gestion de la douleur

**Financial advice**  
 Conseils financiers

**Caregiver support**  
 Soutien aux proches aidants



**Foot care**  
 Soins des pieds

**Quitting smoking**  
 Arrêter de fumer

**Healthy eating**  
 Manger sainement

**Social assistance**  
 Assistance sociale

**Physical Activity**  
 Activité physique

**Diabetes education**  
 Éducation sur le diabète

**Addiction services**  
 Services de toxicomanie

**HOW CAN THE ARC STUDY HELP YOU?**  
**COMMENT L'ÉTUDE ARC PEUT VOUS AIDER?**

**My Health Care**  
 Referral



**Navigation**  
 Support



**Community Service**  
 Access the service!



**Mes soins de santé**  
 Renvoi

**Navigation**  
 Soutien

**Service communautaire**  
 Accéder au service!

**Talk to your health care provider about the ARC study!**  
**Parlez à votre fournisseur de soins de santé au sujet de l'étude ARC!**



Version date March 21, 2018



Complete this form **ONLY** if the patient consents to be contacted by a member of the study team at Bruyère Research Institute in Ottawa, Ontario.

Name: _____ _____	Telephone #: _____ ( ____ ) ____ - ____ Best time: <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> Evenings <input type="checkbox"/> Weekends <input type="checkbox"/> Other _____
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<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	Age: _____ years
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- The patient agrees to have their name and telephone number sent to the researchers in Ottawa so they can be contacted to receive more information about the ARC study.
- The patient was provided with the study information package and the research team's contact information.

**Please select one option:**

- Able to communicate with research team in French or English  
Preferred language for contact:  
 French  English
- Requires interpretation services *please specify:* \_\_\_\_\_
- Requires support from parent or proxy. *Proxy Contact Information:*  
Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_

**Seeking resources to address the following needs:**

<input type="checkbox"/> Chronic pain	<input type="checkbox"/> Diabetes education	<input type="checkbox"/> Mental health
<input type="checkbox"/> Physical activity	<input type="checkbox"/> Stop smoking	<input type="checkbox"/> Addiction
<input type="checkbox"/> Healthy eating	<input type="checkbox"/> Parenting and family support	<input type="checkbox"/> Self-management

Other (specify): \_\_\_\_\_

Additional Comments

Main Responsible Provider's name: \_\_\_\_\_

Referring Provider's name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: 201\_/\_/\_  
Year / Month / Day



# Intervention: In-person Navigation

## Support Complex Patients

- In the **intervention** arm, a Navigator will help patients identify and overcome barriers to access

**1** ARC study is advertised in your practice waiting room.

An illustration of a waiting room with several people sitting in chairs. A staff member in a purple uniform is pointing to a poster on the wall that features the ARC logo and a house icon.

**2** You refer your patient to a community resource.

An illustration of a doctor in a white coat standing in an office, talking to a patient in a pink shirt. There is a desk with a computer and a first aid kit in the background.

**3** ARC research team contacts your patient for consent.

An illustration showing a patient in a pink shirt on a phone call. In the background, a research team member wearing a headset is sitting at a desk with a computer monitor displaying the ARC logo. A thought bubble above the patient says "Consent?".

**4** ARC Patient Navigator and your patient meet.

An illustration of a patient and a navigator sitting at a table, looking at a laptop. The patient is wearing a pink shirt and the navigator is wearing a blue shirt.

**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...

An illustration of a navigator in a blue shirt pointing to a list of services. The list includes identifying resources and overcoming barriers like transportation, appointments, and forms.

**6** Your patient accesses the community resource that is right for them.

An illustration of a patient in a pink shirt standing in front of a building with a sign that says "Community Resources". There are trees and a sun in the background.

# Control

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## Provincial navigation service (Ontario 211)

- Contact information is provided

# ARC Intervention

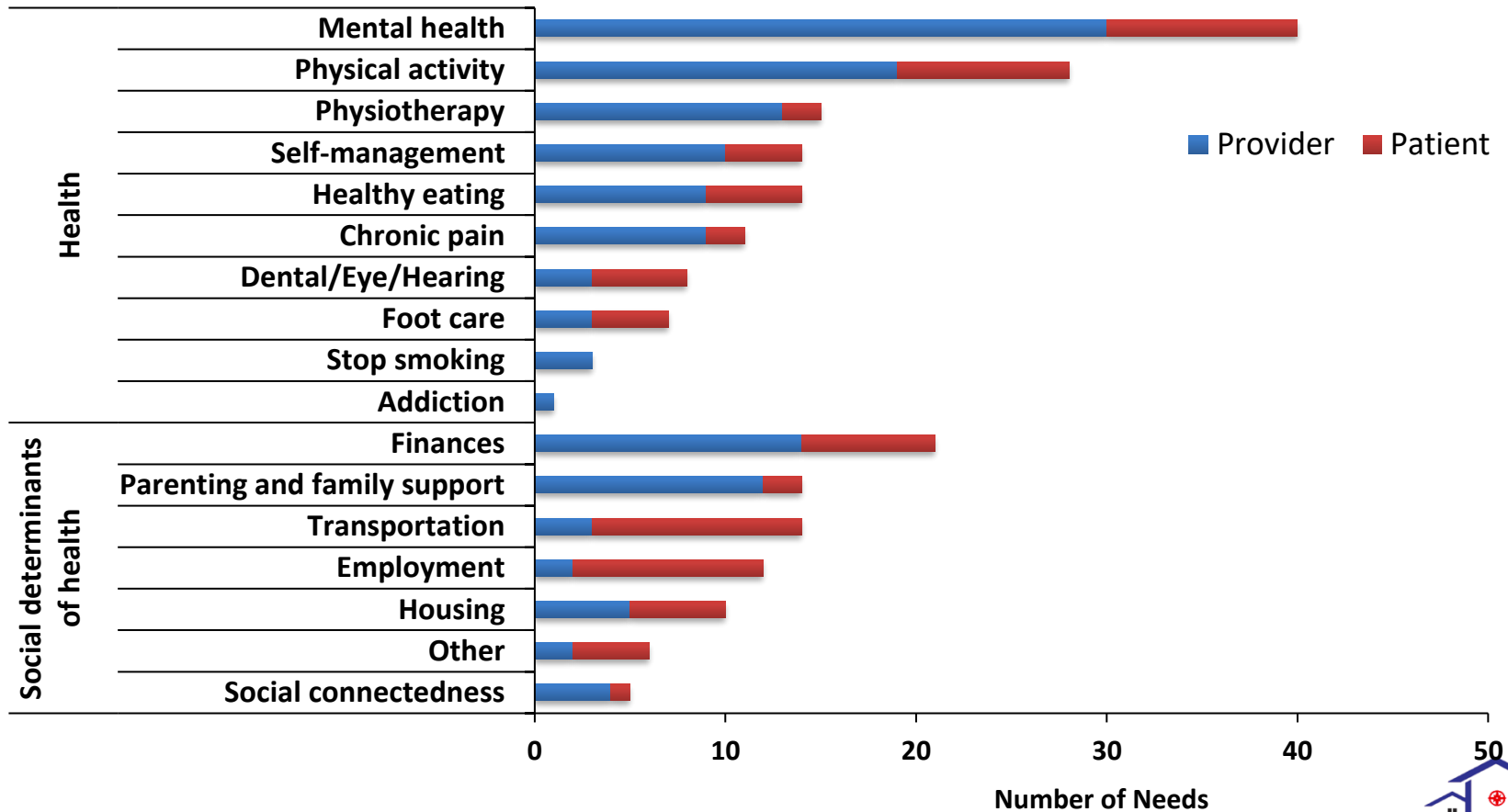
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- Assesses and prioritizes needs
- Assesses and addresses potential barriers
- Identifies resource options
- Links patients to preferred option

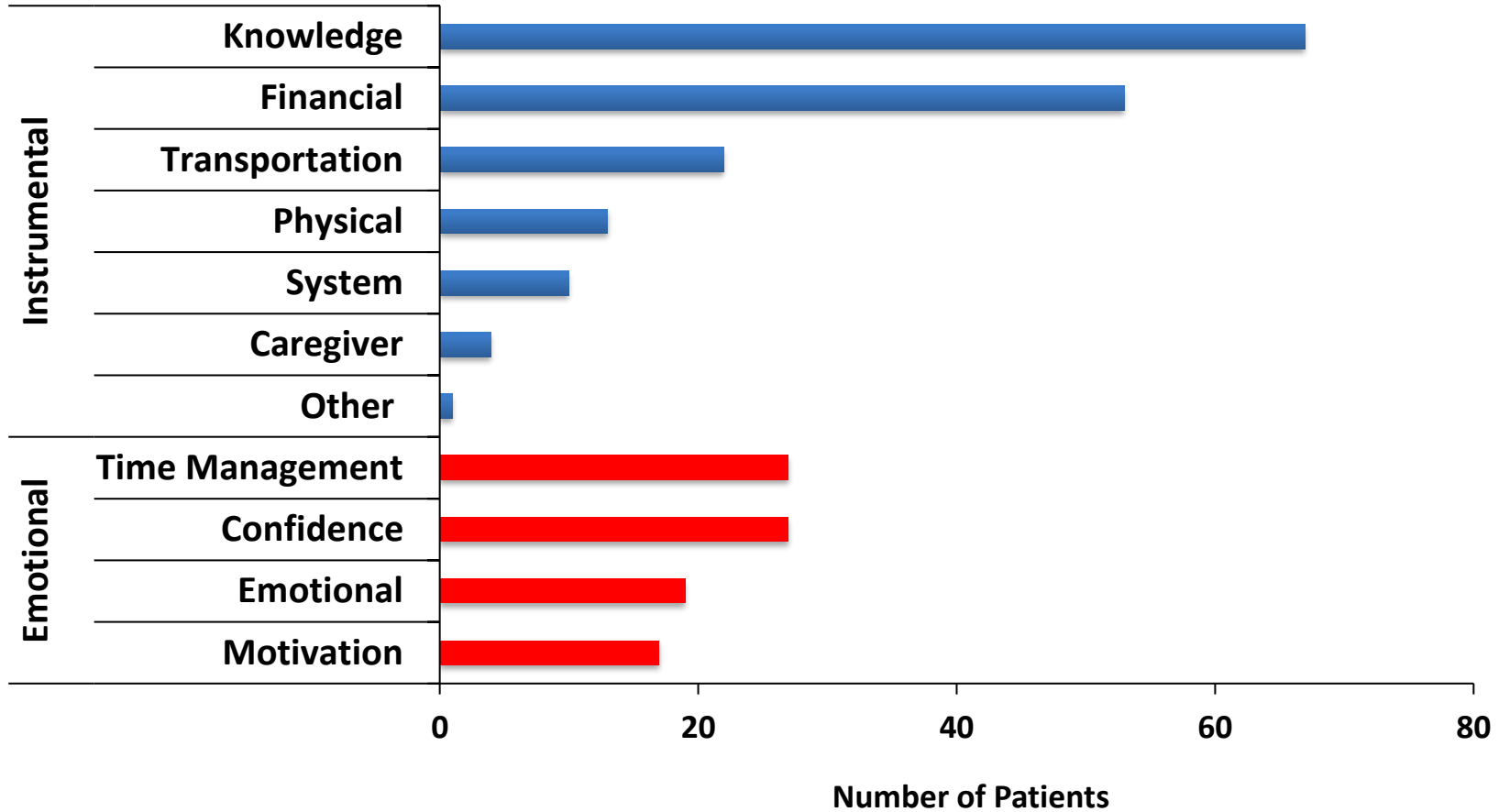
# FEASIBILITY STUDY FINDINGS



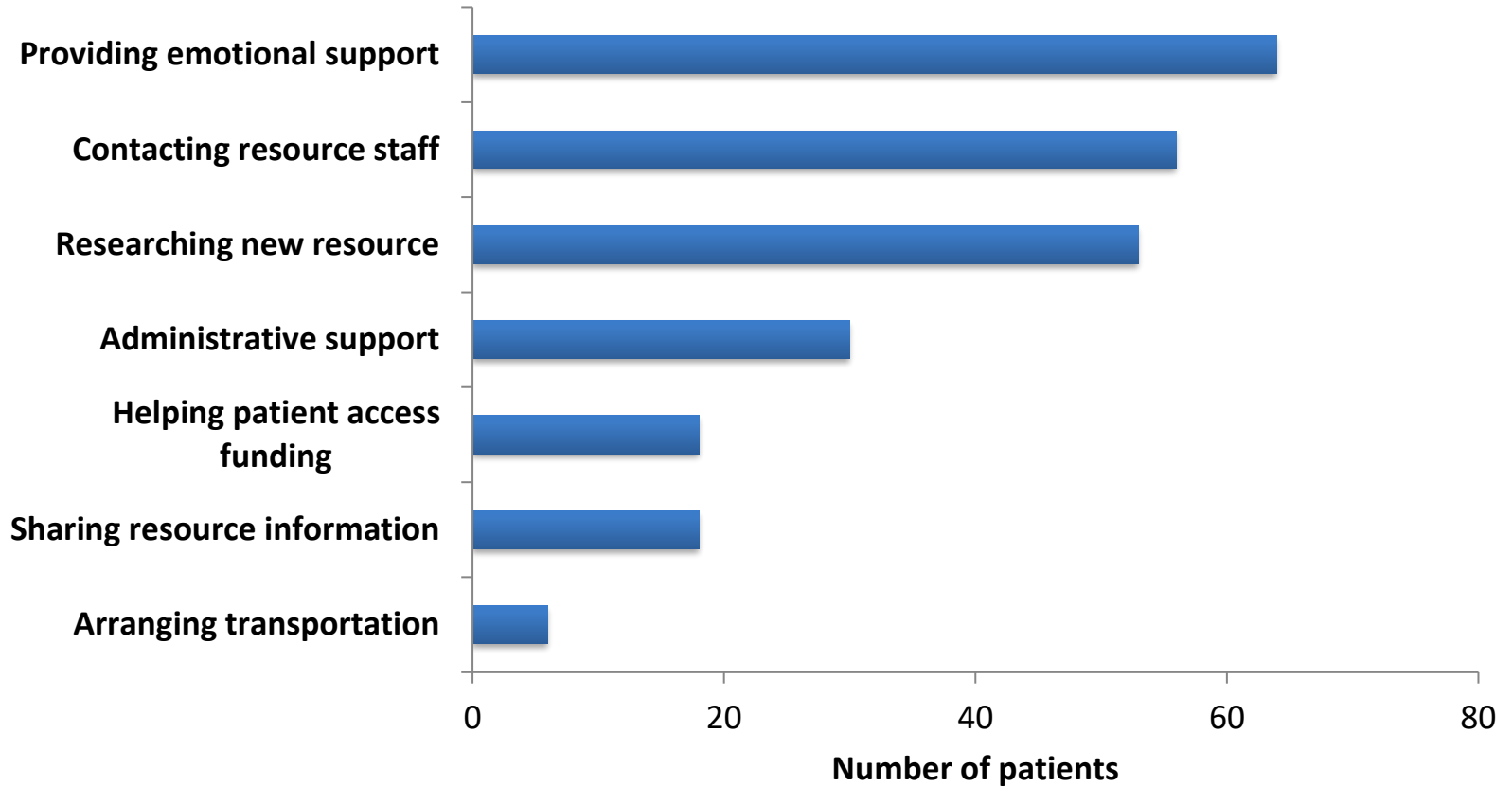
# Patient Needs



# Reported Barriers



# Navigator Activities



# Our Partners



# Funding Agencies

