# Leadership Primer: The Health Neighbourhood & Addressing What Matters Most for Patients

Lessons Learned from Reducing the Impact of Financial Strain

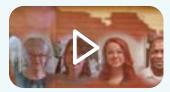
## The Health of Populations & Communities

The health neighbourhood includes the key services that reach beyond the Patient's Medical Home to include other health and social care services such as the food bank and Family & Community Support Services.

# Reducing the Impact of Financial Strain (RIFS)

"Do you ever have difficulty making ends meet at the end of the month?"

Three PCNs tested a collaborative approach to address income as a determinant of health in both the patient's medical home and the health neighbourhood. Click <u>here</u> to learn more about RIFS and the available <u>tools</u>.



Lacey's story (4:08) illustrates how a family physician and team came to realize that to improve their patient's medical care, they had to address his social needs first.

Link to Lacey's story Link to other digital stories

## How to #StartTheShift Integrating the Patient's Medical Home in the Health Neighbourhood

Click <u>here</u> for the evidence summary outlining the benefits of strong links among partners and sharing information in the health neighbourhood.

## A Shift in Perspective

Asking questions about social determinants of health is not a traditional role for primary care and starting a conversation with patients about their social circumstances can feel overwhelming.



With patients: Ask and explore "what matters to you?"

With community partners: Ask what's important to the community, plan and make adjustments together

#### **Customize to Your Community**

Know the community partners for specific health and social supports to customize patient care.



Possible options include:

211, Healthseeker app, paper-based directories

#### **Teamwork and Collaboration**

Promote connections between clinics, PCNs and communities. Be intentional and strategic about engaging partners from a variety of organizations and sectors.

Use the Alberta Healthy Communities Approach to help build the health neighbourhood.

### **Care Coordination**

Collaborative relationships with community partners are a necessary foundation to:



Develop referral and communication pathways between the medical home and health neighbourhood that enhance continuity of care. It's optimal to provide support and patient navigation to resources.

#### **Support for Transformational Change**

Working together with non-traditional partners to solve complex problems requires leadership support at all levels to advocate for change and build strong connections between partners.



Provincial: A leadership commitment to work collaboratively to address complex health challenges.
PCN level: A leadership commitment to ensure PCN priorities include the social determinants.
Clinic level: A physician champion and team is required to implement change in the clinic.
Use the Population Health Needs Framework and User's Guide to develop intentional strategies for transformative change.

