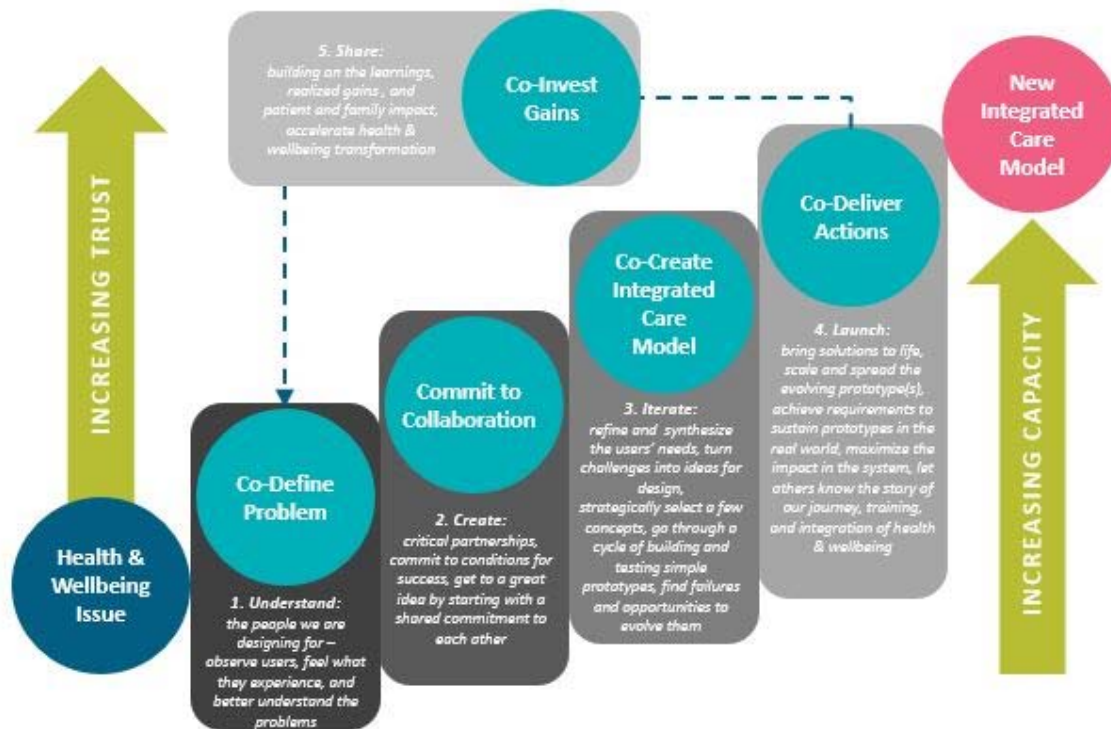


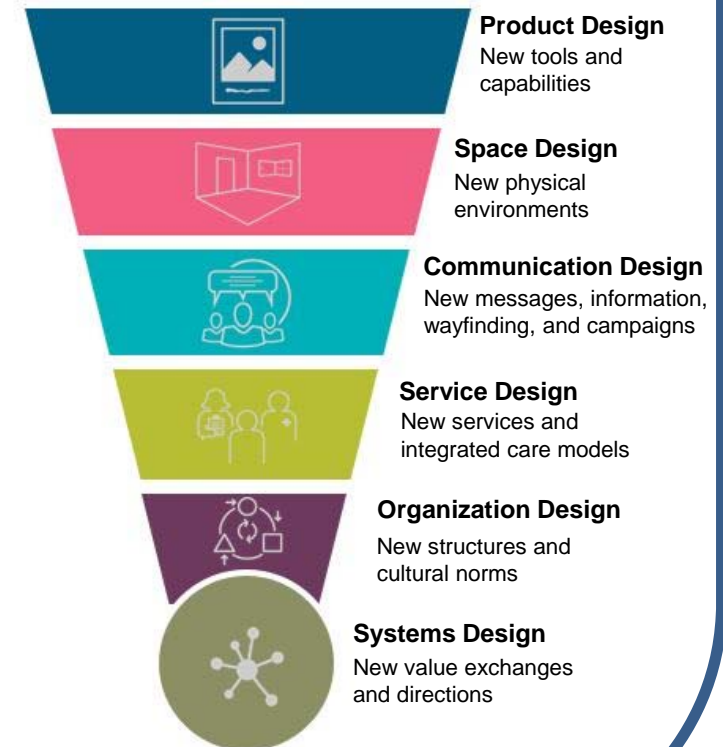
Integrated Care Partnerships

The Primary Health Care team helps diverse providers, patients and families, and organizations that care for Albertans to become even more adaptive and responsive to what matters to patients so they receive the best care possible as close to home as possible. Integrated Care Partnerships (ICPs) bring together change makers. People with big ideas. People with deep knowledge. People with lived experiences they want to share. The ICP gives them the platform to **co-design solutions from a human-centered approach**, and spread the ones that are most impactful.

Integrated Care Partnerships: Co-Design Approach



Types of issues you may be tackling using Integrated Care Partnerships: Co-Design Approach



Integrated Care Partnerships



How Primary Health Care may help: Provides a platform that enables and accelerates the development and implementation of innovative partnerships. These partnerships pursue initiatives that both strengthen primary health care and improve integration across the continuum of care, with an aim to enhance transitions in care and optimize health care system resources.

- This means we:**
1. Actively “broker” connections as needed, expertise or resources related to care coordination and transitions in care
 2. Facilitate improvement and innovative solutions
 3. Advance initiatives that improve integrated care partnerships and models, plus spread and scale
 4. Participate in aligning efforts to improve integration
 5. Communicate and share stories across Alberta

User AND Health & Wellbeing centered



UNDERSTAND

We start by understanding the people we are designing for, we develop empathy. We observe users, feel what they experience, and synthesize their needs. What's easy for them? What's difficult? What workarounds have they created? We watch for patterns and trends, and we distill what we've learned into insights and strategy.



CREATE

critical partnerships, commit to conditions for success, get to a great idea by starting with a shared commitment to each other. Grounded in understanding, we move into brainstorming and quickly develop a large set of potential solutions. The best way to have a good idea is to have a lot of ideas.



ITERATE

We strategically select a few of the concepts and go through a cycle of building and testing simple prototypes that let us try out the ideas in real settings with real people. Testing not only helps us validate specific concepts, it teaches us more about our users. We find failures and opportunities to evolve and refine.



LAUNCH

It's finally time to scale and spread the evolving prototype. Launching the idea involves everything required to sustain prototypes in the real world. This includes production, manufacturing, programming, financing, and more as well as introducing it to people through storytelling, training, integration, and marketing.



SHARE

The work isn't done! Build on the strong partnerships, new integrated care models established, learnings to date, realized gains, and patient and family impact. Accelerate health & wellbeing transformation by tackling the next opportunity or issue. Spread successful integrated care models and/or pursue new initiatives to better integrate care for patients

Adapted from: Design in Health – Approach

Primary Health Care Zone Supports for Integrated Care Partnerships

North Zone

Meghan Belland
Email: Meghan.Belland@ahs.ca
Phone: (780) 394-7228

Edmonton Zone

Stephen Smithbower
Email: Stephen.Smithbower@ahs.ca
Phone: (780) 224-0537

Central Zone

Sharon Hamlin
Email: Sharon.Hamlin@ahs.ca
Phone: (403) 336-5754

Calgary Zone

Andrew Kennedy
Email: Andrew.Kennedy@ahs.ca
Phone: (403) 671-2291

South Zone

Shantel Farncombe
Email: Shantel.Farncombe@ahs.ca
Phone: (403) 892-3676