Primary Health Care Integration Network ChangeMakers Podcast: High River COVID-19 Outbreak Response Hosted by: Primary Health Care Integration Network SCN

"My biggest hope is at the end of COVID, we are able to bring these connections, these relationships, this integration, and bring that forward in dealing with other illnesses and health issues in our community."

 Dr. Annalee Coakley, Medical Director Mosaic Refugee Clinic

Podcast Summary: Calgary zone Primary Care Networks (PCNs) and several community organizations came together to respond quickly to the needs of Cargill workers in High River, AB, affected by the COVID-19 outbreak in August 2020. Their collaboration was a great example of the health-ecosystem working in practice and is the perfect example of how we can better integrate the health system.

Podcast Participants:

Dr. Annalee Coakley, Medical Director Mosaic Refugee Health Clinic Deidre Lake, Executive Director, Alberta International Medical Graduate Association Leah Malazdrewicz, Registered Nurse, Calgary Rural PCN Stephanie Crichton Executive Director, Calgary Rural PCN Jake Jennings, Director Zone Operations, Calgary Zone PCNs

Link to Podcast: Here

Problem: COVID-19 Outbreak in High River

Solution:

Collborative response among:

- Mosaic Refugee Health Clinic
- Calgary Rural PCN
- Town of High River
- Calgary Catholic Immigration Society (CCIS) and Foothills Catholic Immigration Society (FCIS)
- Alberta Health Services
- Alberta Health
- Alberta International Medical Graduate Association
- Calgary PCN Zone Operations



- Cargill
- ActionDignity and partner organizations

Publication: Chakraborty, S., Vyse, A., Coakley, A. Engaging Primary Care In The Community Management Of COVID-19: Global Lessons From A Small Town In Alberta, Canada. *Health Affairs Blog.* August 28, 2020. https://www.healthaffairs.org/do/10.1377/hblog20200826.583052/full

Outcome:

- 98 per cent of patients managed virtually by Calgary zone primary care in the community and didn't need to be admitted to acute care.
- Have used this same integration approach with subsequent outbreaks.

Tools used or created:

- Calgary Rural PCN used the <u>Calgary Zone COVID-19 Pathway</u> to assess and care for patients in the community.
- A data hub was created to send positive results from lab to PCNs in a secure and timely method
- Alberta International Medical Graduate Association created <u>75 videos in 19 languages</u> that provided information about COVID-19 used by employers, community agencies and PCNs
- Alberta International Medical Graduate Association created <u>webinars</u> for ethnic communities within High River with ethnocultural organizations.

For more information:

Please see the Primary Health Care Integration Network website at: https://www.albertahealthservices.ca/info/page15353.aspx email us at: phc.integrationnetwork@ahs.ca