

## 1. BACKGROUND

- Implementation strategies (ISs) are used to increase the adoption, implementation and sustainability of an evidence-based intervention<sup>1</sup>.
- ISs may target determinants that influence the implementation and adoption of a case management (CM) intervention for frequent users of health care who have chronic illnesses and complex care needs.
- Despite evidence supporting the effectiveness of CM for individuals that frequently use healthcare services<sup>2</sup>, initial ISs to optimize the adoption and implementation of CM in primary care have received little attention.

## 2. OBJECTIVES

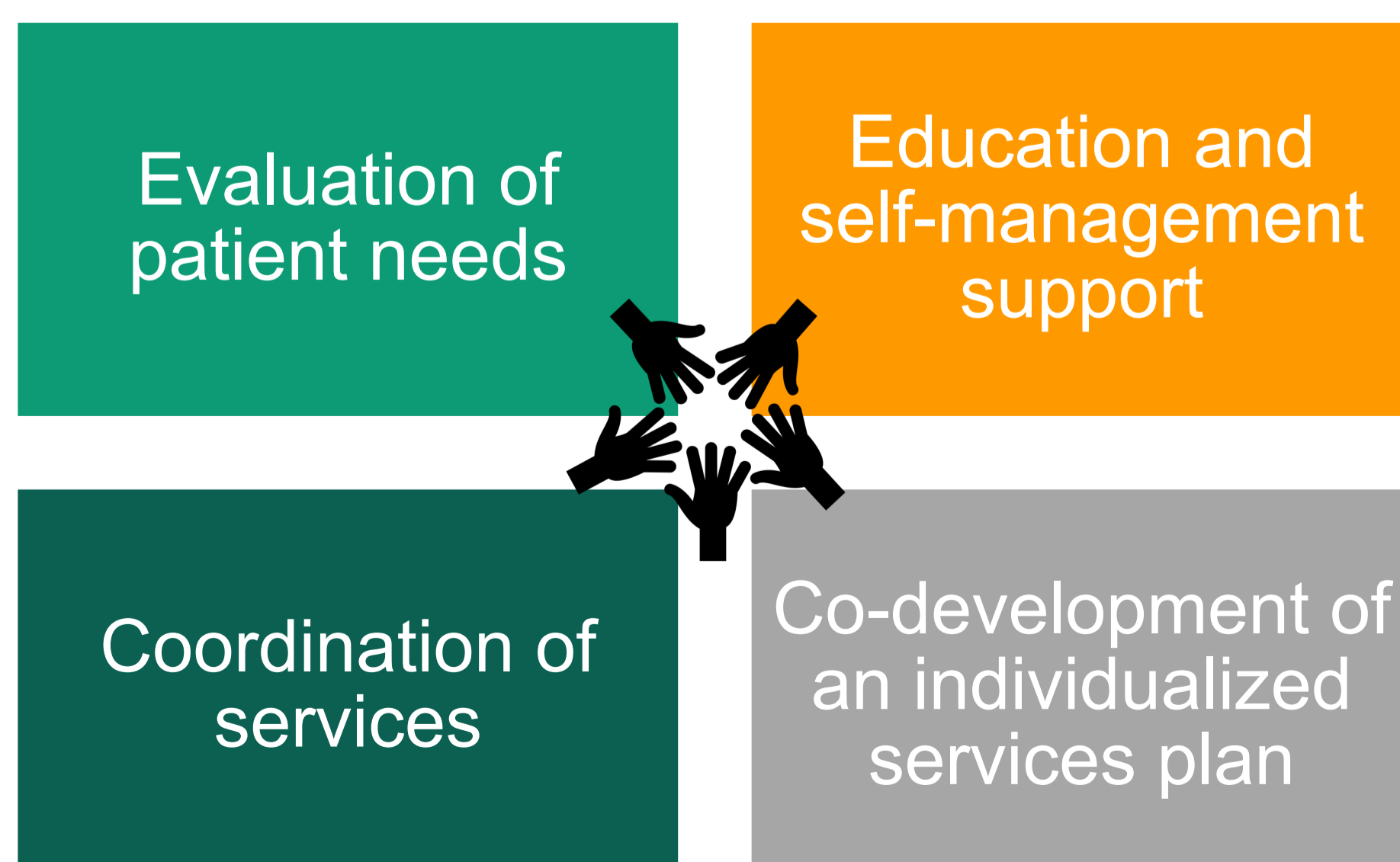
- To describe initial ISs used to adopt and implement CM in primary care clinics.
- To understand how initial ISs of the CM intervention helped its implementation and adoption by primary care providers.

## 3. METHODS

### 3.1 DESIGN & SETTING

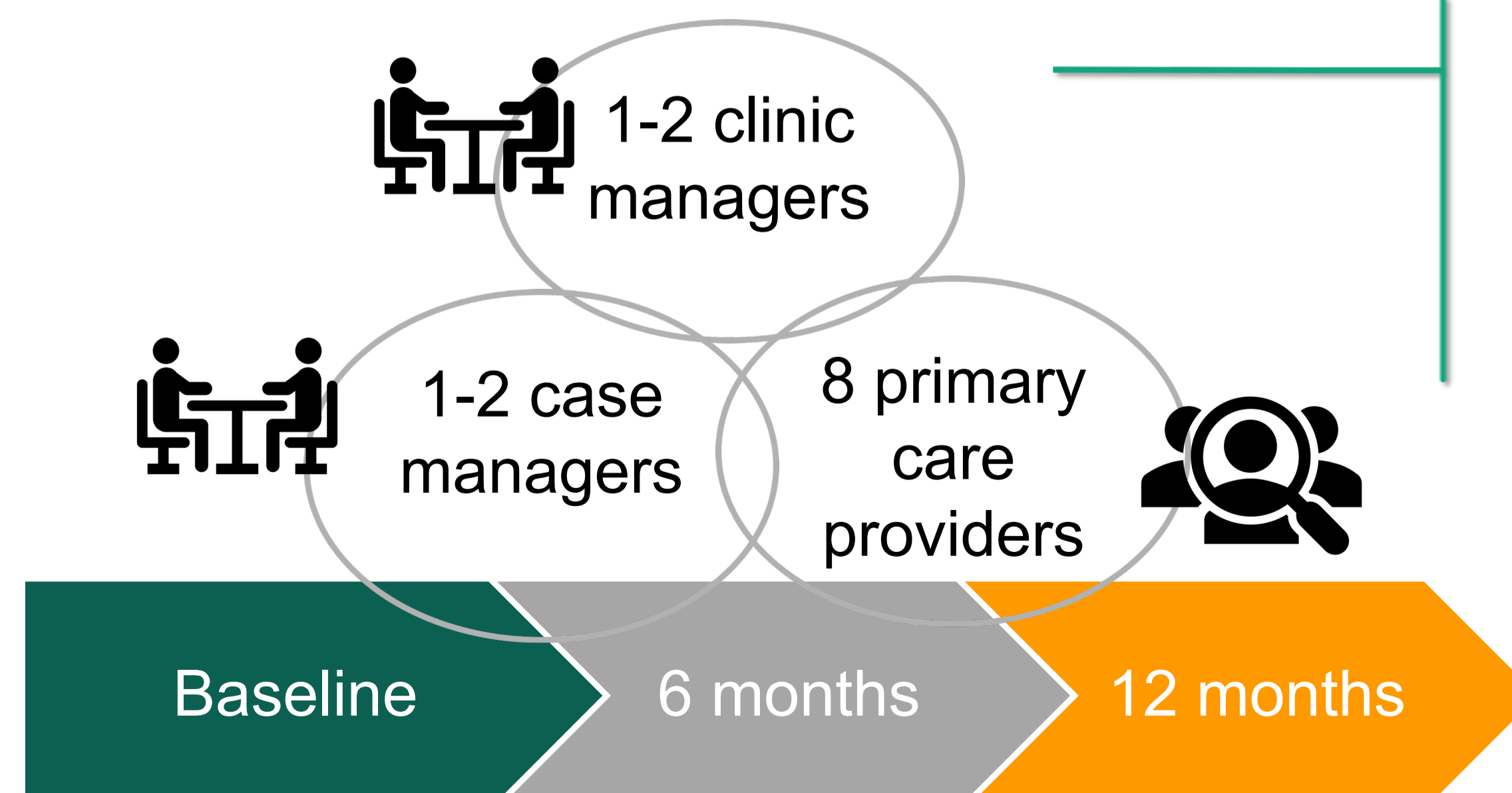
- Qualitative descriptive study
- Ten primary care clinics in five Canadian provinces (2/province) : Quebec, New-Brunswick, Newfoundland and Labrador, Nova scotia, Saskatchewan.

### 3.2 CM INTERVENTION



Cluster of Implementation Strategies (Waltz et al. 2014)	3.4 INITIAL IMPLEMENTATION STRATEGIES OF THE CM INTERVENTION
Engage consumers	<ul style="list-style-type: none"> <li>Identify leader patient partners (n=2)</li> <li>Recruit and involve patient partners in each province (n=7)</li> <li>Train patients about the project and research partnership</li> <li>Develop terms of reference for patient engagement and a confidentiality agreement</li> </ul>
Develop stakeholder interrelationships	<ul style="list-style-type: none"> <li>Develop a team of clinical leaders in each province</li> <li>Provide regular updates to stakeholders and the research team</li> <li>Organize monthly meetings with research coordinators and PIs of each province</li> <li>Involve decision-makers from social and health ministry of each province</li> <li>Produce a bilingual, quarterly newsletter to share progress with all stakeholders</li> </ul>
Use evaluative & iterative strategies	<ul style="list-style-type: none"> <li>Develop a conceptual framework for evaluating the implementation of the intervention</li> <li>Plan and communicate to stakeholders the intention to adapt the intervention based on feedback and experience while maintaining core components</li> </ul>
Change infrastructure	<ul style="list-style-type: none"> <li>Assist in providing technological support and purchasing equipment</li> </ul>
Utilize financial strategies	<ul style="list-style-type: none"> <li>Identify strategic funders</li> </ul>
Support clinicians	<ul style="list-style-type: none"> <li>Provide ongoing clinical support by a central clinical team including an experienced Nurse Case Manager</li> </ul>
Provide interactive assistance	<ul style="list-style-type: none"> <li>Develop a community of practice for nurse case managers</li> <li>Develop a community of practice for research coordinators</li> <li>Develop a community of practice for patient partners</li> </ul>
Adapt & tailor to context	<ul style="list-style-type: none"> <li>Recruit the right case manager based on the local context</li> <li>Adapt clinical tools and research methodology to local needs</li> </ul>
Train and educate stakeholders	<ul style="list-style-type: none"> <li>Provide clinical tools and standards of care for case management</li> <li>Train case managers</li> <li>Present the project to clinical leaders and managers</li> </ul>

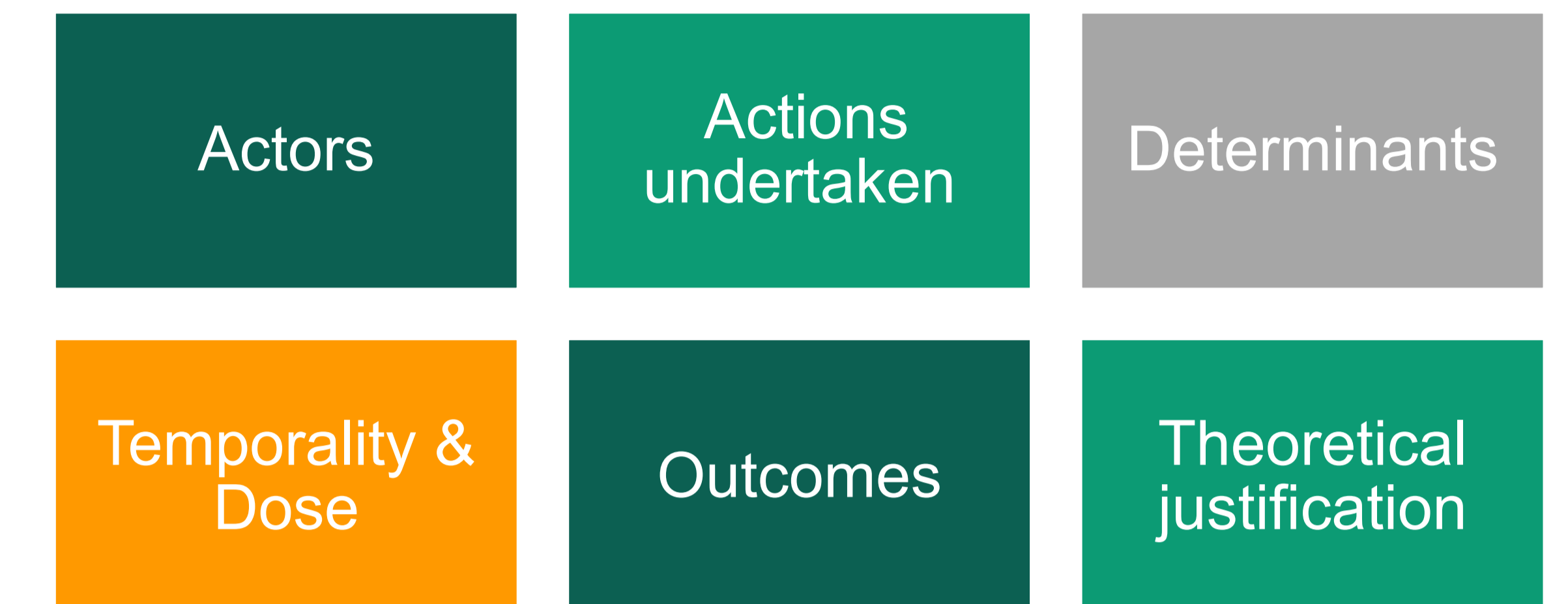
### 3.3 PARTICIPANTS & DATA COLLECTION



An open-ended semi-structured interview guide will be adapted for each stakeholder group to explore the ISs and address the facilitators and barriers to implementing CM.

### 3.5 FRAMEWORK TO REPORT IMPLEMENTATION STRATEGIES

Proctor et al. (2013)<sup>1</sup> & Leeman et al. (2017)<sup>3</sup>



### 3.6 ANALYSIS

- Interviews and focus groups will be audio-recorded and transcribed.
- The initial ISs will be further described with Proctor et al. (2013) and Leeman et al. (2017)<sup>1,3</sup>.
- A content thematic analysis will be conducted with the software Nvivo.

## 4. CONCLUSION

- Results will shed light on the relationship between actions undertaken, contextual factors (determinants), perceived outcomes of the ISs and the stakeholders' degree of adoption of the CM intervention.
- A better understanding of ISs will generate knowledge on how to implement and scale up CM interventions in various primary care settings.

## 5. REFERENCES

- Proctor EK et al. (2013). Implementation strategies: recommendations for specifying and reporting. *Implementation Science*, 8(139), 1-11.;
- Hudon C et al. (2016). Effectiveness of case management interventions for frequent users of healthcare services: a scoping review. *BMJ Open*, 6(9), 1-8.;
- Leeman J et al. (2017). Beyond « implementation strategies »: classifying the full range of strategies used in implementation science and practice. *Implementation Science*, 12(125), 1-9.

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