

Insights from Developing the Primary Care Based Integrated Community Care Team Model of Care (PACE-It) to Better Meet the Needs of Patients Living with Diabetes and Have Complex Needs

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PACE-It Care Model Amongst patients with multi-morbidity, there is a segment of patients with complex needs. Complexity needs often go beyond the complexity of medical conditions and involve psycho-social elements that interfere with the delivery of care. Common presentations include inability to carry through care plans e.g medication non adherence, non adherence to follow up, and disengagement with the care team. These patients often have poorer outcomes as a result of the interaction of many factors at the personal level and their interactions with the providers in the community and the healthcare system. It is important to change the care model of to better meet the needs of this segment of patients so as to disrupt the trajectory that would lead to complications and higher utilization of tertiary care in the future. Routine care alone does not meet the needs of the complex patient. Challenges result in fragmented care and a lack of person centeredness that in turn leads to poor care experience, poor health outcomes and a lower quality of life. The proposed new model of care brings together stakeholders currently providing care in the community. They include i) Primary Care – Marine Parade Polyclinic ii) Regional Health System (RHS) community nursing iii) RHS care co-ordinator and iv) Community social care provider – GoodLife!. The care model builds on the Innovative Care for Chronic Condition Framework and includes elements described in literature such as person-centred care, holistic assessment, self management, integration of services and collaboration. The key elements of the care model includes a) Integrating Primary Care with the community care team , leveraging on a multi-disciplinary team to deliver person-centered care b) developing a mobile platform that supports enhanced care co-ordination and studying it's effectiveness in improving the glycemic control, quality of life and activation of patients living with Diabetes and complex needs.