Connecting Health and Social Services for Patients with Complex Care Needs:
A Pan-Canadian Comparative Policy Research Program

Relier services de santé et services sociaux pour les patients ayant des besoins complexes en matière de soins :
un programme pancanadien de recherche comparative sur les politiques

JEANNIE HAGGERTY, CATHERINE M. SCOTT, YVES COUTURIER, AMÉLIE QUESNEL-VALLÉE, ÉMILIE DIONNE, TARA STEWART, ROBIN URQUHART, WILLIAM MONTELPARE, SHELLEY DOUCET AND NELLY D. OELKE

## Appendix 1: Macro Policy Data Collection Template

### Part I: Primary healthcare policy structure and scope

1.  **What is the formal governance structure for primary medical care (What is the name of the ministry? Where in the structure is the provincial/territorial oversight for primary medical care?)? If possible, include an organizational chart of the provincial government department structure and an organizational chart of the subsidiary branches, departments or units of the department of health.**

    (INSERT TEXT HERE) _____

    _____

2.  **What specific services fall under the same governance structure as primary medical care (Scope: home care? Social services? End-of-life support? Any public health functions?)?**

    (INSERT TEXT HERE) _____

    _____

3.  **Is primary medical care governance and organization decentralized to the regional structures? What are the entities and scopes of responsibility?**

    (INSERT TEXT HERE) _____

    _____

4.  **What are the main models for the delivery of front-line primary medical care (e.g., autonomous private delivery, reform models by name, community health centres)? What is the approximate proportion and population coverage?**

    (INSERT TEXT HERE) _____

    _____

5.  **Primary care renewal models:**
    (a)   What are the main renewal models of primary (medical) care (list and briefly describe)?
    (b)   What is the approximate proportion and population coverage of all the models for the delivery of front-line primary medical care (e.g., autonomous private delivery, reform models by name, community health centres)?
    (c)   What is the formal governance structure for primary healthcare (What is the name of the ministry? Where in the structure is the provincial/territorial oversight for primary medical care?)?
    (d)   Is primary care governance and organization decentralized to the regional structures? What are the entities and scopes of responsibility?
    (e)   What is the accountability agreement of the primary medical care reform models' providers to the ministries of health?
    (f)   Is there a mandate for service coordination of primary care renewal models with other structures?

    (INSERT TEXT HERE) _____

    _____

## Part II: Governance of consensus priority structures and link to primary care

Obtain a 2018 organizational chart (organigram) of the provincial government department structure and an organizational chart of the subsidiary branches, departments or units of the provincial ministry of health.

Locate each of the priority services in the ministry of health organigram or relevant government structure. If the location is not obvious, find an approximate match by comparing the description of the priority service with the most relevant state mandate of the most proximal governance unit.

6. **Are the following services under the same governance hierarchy as primary medical care? If not, indicate the governing authority as shown below:**

| Priority service (consolidated list) | What is the governing authority? If in the ministry of health, include specific location within organigram. | Is the governance hierarchy the same as primary medical care? |
|---|---|---|
| Home care | | |
| Respite care | | |
| Palliative care | | |
| Mental health and addictions services | | |
| Linkage of urgent, acute and emergency care | | |
| Navigational services/patient navigators | | |
| Health education, healthy living and disease prevention programs and services | | |
| Services to address the social determinants of health (material deprivation)<br>• Housing programs<br>• Community nutrition services<br>• Transportation services<br>• Labour, employment and income services | | |

| Priority service (consolidated list) | What is the governing authority? If in the ministry of health, include specific location within organigram. | Is the governance hierarchy the same as primary medical care? |
|---|---|---|
| Services to address the social determinants of health (social deprivation)<br>• Community and recreational activities<br>• Adult day programs<br>• Outreach programs to identify marginalized people or people with a limited support network | | |
| Medication reconciliation programs in the community pharmacy | | |
| Chronic disease management programs and/or services | | |
| Telehealth and health information systems | | |
| Prenatal and postnatal care | | |
| Education support programs and services | | |