**IMPLEMENTATION OF HEALTH LINKS COORDINATED CARE PLANS FOR ADULTS WITH INTELECTUAL AND DEVELOPMENTAL DISABILITIES: A CROSS-SECTORAL COLLABORATION**

**M. Gemmill MD CCFP1, I. Casson MD MSc FCFP1, E. Grier MD CCFP1, M. Martin MSc2, H. Ouellette-Kuntz PhD3, J. Durbin PhD4, Y. Lunsky PhD C Psych4**

**1Department of Family Medicine, Queen’s University 2Centre for Studies in Primary Care, Queen’s University, 3Department of Public Health Sciences, Queen’s University, 4Centre for Addiction and Mental Health**

**Objectives:** Health Links is an Ontario initiative that brings together local healthcare providers to provide patient-centered, enhanced care coordination and system navigation for the most complex patients. People with intellectual/developmental disabilities (IDD) have been identified as a complex population that would benefit from Health Link system coordination as they experience higher rates of emergency department use, higher rates of hospitalizations due to ambulatory care sensitive conditions, and have poorer health status and access to health care compared to the general population. The tool used by Health Links is the Coordinated Care Plan (CCP), which helps patients and their caregivers identify goals, document health information and develop a coordinated plan that is tailored to fit the patient’s unique needs for health and social support. This study examines the implementation of the Health Links approach to care coordination for adults with IDD and complex health needs in Kingston, Ontario, and explores the experience of participants relating to the clinical and social outcomes of patient participants.

**Methods:** A review of the implementation process with researchers is underway to refine referral processes as well as to identify facilitators and barriers to program implementation. An analysis of CCPs and patient charts at the Health Link and local hospitals has been undertaken to describe patient characteristics and service usage. Semi-structured interviews 6-12 months post-implementation will also be conducted with patients, family caregivers and healthcare providers exploring their experience in the Health Links program. Thematic analysis of the transcripts will be preformed, with themes verified by two separate researchers.

**Results:** Data collection is in progress. A total of 15 individuals were referred to the project from either health or social service sectors. To date, 9 of these individuals have consented to having a CCP developed. Barriers to the implementation of CCP tools in our region included delays in recruitment, determining how to navigate and define roles between two Ministries and a lack of understanding about Health Links in general. Facilitators included having the expertise of an experienced Care Coordinator and a central location to house electronic medical records for study participants. Profiles of those for whom CCPs were completed were consistent with the aim of intervention to support medically complex individuals, with preliminary results indicating a range of 5-11 physical health issues per patient. Common concerns identified on CCPs and addressed by the Care Coordinator included financial stress, uncertainty around advanced care planning and caregiver burnout. A summary of experience taking part in the implementation will also be presented from the perspective of patient, caregiver and health/social care providers.

**Discussion/Conclusion:** The goal of the intervention is to deliver coordinated, patient-centered care to vulnerable and complex patients in our region. Although the pilot experienced delays and barriers to implementation, preliminary results indicate that concrete interventions were introduced to address medical and social concerns experienced by participants. This pilot can be used to inform the expansion of Health Links coordination interventions that target other vulnerable populations across Ontario.

**Correspondence:**

Meg Gemmill, MD CCFP

Department of Family Medicine

Queen’s University

220 Bagot St,,

Kingston ON, K7L 3G2

[Meg.Gemmill@dfm.queensu.ca](mailto:Meg.Gemmill@dfm.queensu.ca)

Ian Casson, MD CCPF

Department of Family Medicine

Queen’s University

220 Bagot St,,

Kingston ON, K7L 3G2

[Ian.Casson@dfm.queensu.ca](mailto:Ian.Casson@dfm.queensu.ca)

Elizabeth Grier, MD CCFP

Department of Family Medicine

Queen’s University

220 Bagot St,,

Kingston ON, K7L 3G2

[Liz.Grier@gmail.com](mailto:Liz.Grier@gmail.com)

Mary Martin, MSc

Centre for Studies in Primary Care

Queen’s University

220 Bagot St,,

Kingston ON, K7L 3G2

[Mary.Martin@dfm.queensu.ca](mailto:Mary.Martin@dfm.queensu.ca)

Helene Ouellette-Kuntz, PhD

Department of Public Health Sciences

Queen’s University

191 Portsmouth Ave.

Kingston ON, K7M 8A6

[Oulette@queensu.ca](mailto:Oulette@queensu.ca)

Janet Durbin, PhD

Centre for Addiction and Mental Health

33 Russell St.

Toronto ON, M5S 2S1

[Janet.Durbin@camh.ca](mailto:Janet.Durbin@camh.ca)

Yona Lunsky, PhD, C Psych

Centre for Addiction and Mental Health

1001 Queen St. W

Toronto, ON, M6J 1H4

[Yona.Lunsky@camh.ca](mailto:Yona.Lunsky@camh.ca)

Ian Casson, Department of Family Medicine, Queen’s University - [Ian.Casson@dfm.queensu.ca](mailto:Ian.Casson@dfm.queensu.ca)

Meg Gemmill, Department of Family Medicine, Queen’s University, [Meg.Gemmill@dfm.queensu.ca](mailto:Meg.Gemmill@dfm.queensu.ca)

Elizabeth Grier, Department of Family Medicine, Queen’s University – [Liz.Grier@gmail.com](mailto:Liz.Grier@gmail.com)

Mary Martin, Centre for Studies in Primary Care, Department of Family Medicine, Queen’s University, [Mary.Martin@dfm.queensu.ca](mailto:Mary.Martin@dfm.queensu.ca)

Helene Ouellette-Kuntz, 3Department of Public Health Sciences, Queen’s University, [oullette@queensu.ca](mailto:oullette@queensu.ca)

Janet Durbin, Centre for Addiction and Mental Health, Janet.Durbin@camh.ca

Yona Lunsky Centre for Addiction and Mental Health, Yona.Lunsky@camh.ca