

Partnering for Change I: Understanding the Process of Primary Health Care Transformation (2011-2016)

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Purpose

The purpose of this research is to understand how networks of partners can be engaged to transform primary health care (PHC) at community and regional levels. Partners include doctors and other health care providers, community organizations, municipal leaders, the ministry of health, and the regional health authority



Research Question: How can relationship-building and networking bring about system change?

Study Results

Data Collection

122 participants provided a total of 239 interviews over 3 rounds of interviews

Study Participants

Northern Health employees; municipal and community partners; primary care providers

Interviews

Interviews were conducted regionally and in seven communities: Prince Rupert, Burns Lake, Fraser Lake, Prince George, Mackenzie, Fort St John and Valemount

Study Findings

Creating and sustaining productive partnerships for innovation

- Engaging in purposeful conversation
- Respecting multiple views
- Paying careful attention to language
- Developing a partnered system of services

Keeping the focus on people in community

- Putting person and community-centred structures and processes into place
- Building in the flexibility to adapt to local circumstances

Taking advantage of opportunities

- Watchful waiting
- Responding to crises

Encouraging experimentation while managing risk

- Creating space to try new initiatives and push existing boundaries
- Managing organizational risk

Conclusion

- Transformative change can be accomplished when partners work together
- There is potential for this new system to improve the lives and health of those living in rural and northern communities

Next Steps

- Changing health services to better suit northern people takes time
- Continuing research on the changing primary health care services is needed in order to understand how ongoing change can happen
- **Partnering for Change II: Transforming Primary Health Care in Northern BC 2018-2021**