

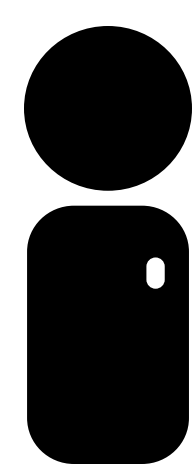
Do system navigation programs linking primary care with community-based health and social services improve user and healthcare system outcomes compared to usual care? A SYSTEMATIC REVIEW

**21 Studies
Included**

**Primarily from North
America and Europe**

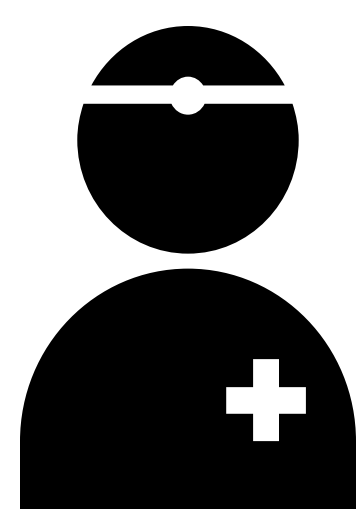
**Participants' average
age = 67 years**

Types of System Navigation Interventions



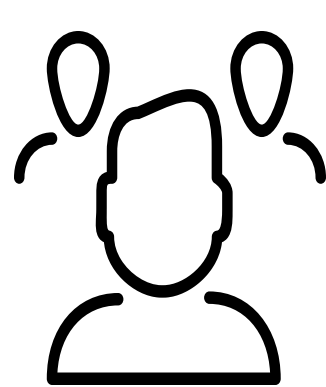
Lay person within primary care

Trained non-professionals



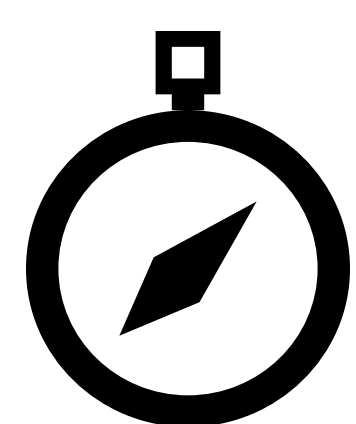
Health professional model

Health professional (e.g., social worker, nurse)



Team based model

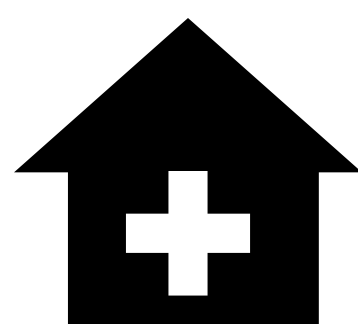
Lay person(s) & health professional(s)
OR teams of health professionals



Self-navigation with lay support

Personalized list of local resources
with lay support available

Intervention Outcomes



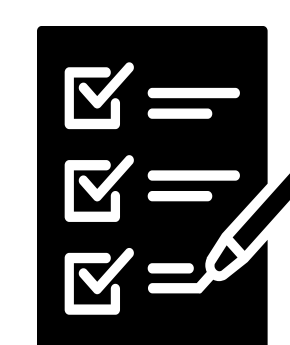
Health and social service use

e.g., Primary care,
hospital,
emergency room visits



Patient level outcomes

e.g., Quality of life and
mental health, social
participation,
health behaviour, behaviour
change



Patient and caregiver experiences

e.g., Quality of care



Cost effectiveness

Producing good
results without costing
a lot of money





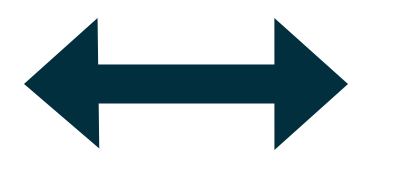
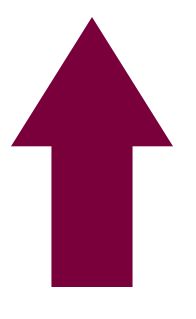
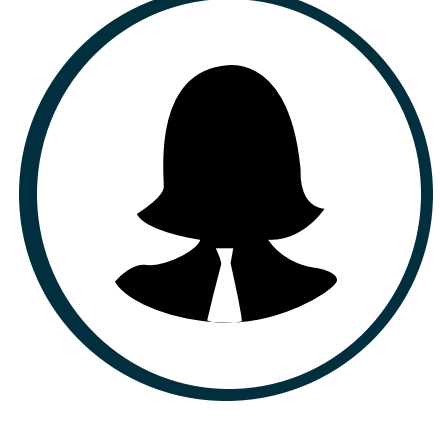





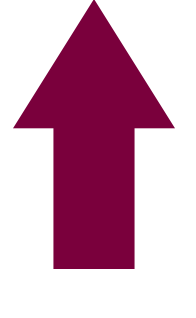
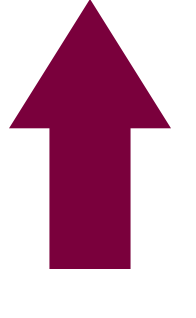


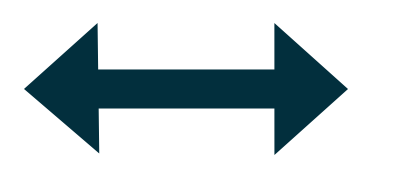

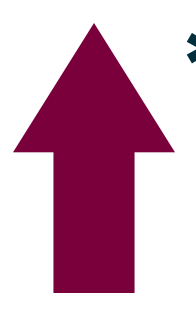


Caregiver Health

e.g., Strain,
mental health

SYSTEMATIC REVIEW RESULTS:

Type of system navigation interventions and impacts on outcomes

		Lay person within primary care (n=10)	Health professional model (n=4)	Team based model (n=6)	Self-navigation with lay support (n=1)
 Improvement  No impact/unclear n/a Not measured					
Health and social service use					n/a
Patient level outcomes					
Patient and caregiver experiences					n/a
Caregiver Health		n/a		n/a	n/a
Cost effectiveness		 *	n/a	n/a	n/a

* Potential benefits but insufficient data

Key Points

A team-based approach to system navigation may be effective at improving health and social service utilization.

Lay or health professional models may support improvement in patient experience outcomes e.g., quality of care.

The ideal model of system navigation remains unclear and further research is warranted.

CITATION: Ganann, R., Teggart, K., Neil-Sztramko, S.E., Nadarajah, A., Wang A., Carter, N., Adams, J., Jain, K., Petrie, P., Sheik, A., MacNeil, M., Ling., E. (2022). Do System Navigation Programs Linking Primary Care with Community-Based Health and Social Services Improve User and Healthcare System Outcomes Compared to Usual Care? A Systematic Review. Infographic.



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<https://emboldenstudy.mcmaster.ca/>



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