

Coordinating Care Before and During the COVID-19 Pandemic: An Evaluation of Team Leads' Perspectives

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OBJECTIVE

To evaluate team leads' perspectives on care coordination in multidisciplinary health teams (MHTs) prior to and during the COVID-19 pandemic in Ontario, Canada.

METHODS

- Online survey of Ontario MHTs using the validated Medical Home Care Coordination Survey for Healthcare teams (MHCCS-H)
- Distributed from October 2020 to February 2021

RESULTS

- Response rate: 53/241 = **24%**
- **77%** of teams had non-physician practitioners who were responsible for coordination of care
- **69%** of teams reported using validated method to identify complex patients needing care coordination
- Few teams provided peer support to patients to enhance care coordination (**44%** pre-COVID; **37%** during COVID)
- **71%** of teams rated care coordination at their MHT as very good or excellent prior to the pandemic, but this dropped to **59%** during the pandemic (**p=0.016**)
- Having **>6** allied health professionals was associated with greater odds of reporting a high (very good/excellent) rating of care coordination during the pandemic (**OR 9.15; 95% CI 1.11, 75.33; p=0.039**)

DISCUSSION

- Drop in rating of team leads' rating of care coordination highlights impact of pandemic on coordination of care in MHTs
- Teams with more allied health professionals received higher rating of care coordination during pandemic
- To improve care coordination during the pandemic and beyond, providers should consider use of validated tools to identify patients with complex needs as well as incorporating peer support systems to enhance care coordination efforts.