



Spotlight Presentation 4-2: The Systems Navigation Access & Partnership (SNAP) Project: Improving the Healthcare Landscape Across Canada

Presenter:

<ul style="list-style-type: none">Ayesha Khan	Knowledge Translation Specialist	Canadian Association of Community Health Centres (CACHC)
<ul style="list-style-type: none">Iwo Effiong	Executive Director	Canadian Association of Community Health Centres (CACHC)

Description:

The Systems Navigation Access & Partnership (SNAP) project initiated by the Canadian Association of Community Health Centres (CACHC) is supporting CHCs to 1) increase efforts to improve health and social systems navigation access, 2) strengthen Canada's healthcare landscape, and 3) eliminate health disparities while improving population health outcomes across Canada.

Session objectives and learning outcomes:

- Raise awareness – increased awareness among participants
- Encourage engagement – motivate participants to engage in discussions to increase knowledge and understanding of systems navigation
- Foster networking and collaboration



Full description:

Across Canada, Community Health Centres (CHCs) use a variety of “systems navigation” processes, tools, and strategies to help reduce gaps which their clients face in accessing services and supports, both within the CHC itself and across the broader ecosystem of health and social service partners. These include designated “systems navigation” staffing positions; operational policies, practices, and tools; local service partnerships; and other approaches. However, gaps in public policy and funding for CHCs across Canada have prevented sharing and scale up of these efforts. The SNAP project was designed to address the gaps and support increased access of health and social services through systems navigation by addressing the following **needs**:

- Improved accessibility and reduction of barriers in healthcare services for marginalized populations
- Simplified and improved navigation of healthcare services by implementing staff training, providing language support, and improving technological solutions
- Ensure clients and communities are empowered in healthcare decision-making by providing tools, information, and support
- Enhanced systems navigation to seamlessly connect clients with essential health and social services
- Improved health outcomes among marginalized populations in Canada through targeted initiatives.

The SNAP Project funds a series of Client-Systems Navigation micro-projects at Community Health Centres across the country, supporting



practice improvements in client-systems navigation, and the collection and dissemination of innovations and best practices. This project supports thirty-two initiatives across seven provinces which are aimed at advancing one or more of the following **objectives**:

- To help CHCs adopt, adapt, scale up, and improve systems navigation efforts to improve client outcomes and grow the CHC knowledge and practice base across Canada.
- To help improve overall healthcare access for equity-deserving populations in Canada and overcome barriers to accessing services and continuity of care. CHCs across Canada are improving systems navigation by:
 - Implementing a new and/or expanding a current systems navigation program
 - Developing and/or implementing organizational policies and practices to support systems navigation
 - Creating and/or adapting resources and tools to support systems navigation for clients
 - Evaluating existing systems navigation program(s) and improving quality of service delivery The SNAP project is currently ongoing as CHCs are working improve access to and delivery of health and social services across Canada.

The **impact** of the project can be seen the data collected within the first three months of the project:

- 30+ jobs created/supported
- 80+partnerships created & leveraged
- 1000+ referrals made & requested



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- 3400+ people reached through the SNAP project CHCs continue to deliver strengthened systems navigation services to their clients and data will be collected as the project continues.

As the SNAP project is ongoing, CACHC is working with CHCs to identify strategies for program sustainability. Because the SNAP project supports a diverse range of projects and areas of focus across Canada, it can be readily scaled and spread to increase reach and have a greater impact. Key **expected outcomes** of the SNAP project include:

- Reduced wait time and improved quality of care
- Strengthened community engagement and empowerment
- Streamlined processes and improved client experience
- Enhanced collaboration and data-driven improvements
- Improved community health and social outcomes
- Reduced health disparities