



Best Care in Primary Care is a proven, physician-led, integrated disease management model of care that aligns with the Ontario Health (OH) transformation agenda, utilizes a standardized, multi-disciplinary, system integrated, shared staffing pool, primary and specialty team-care model for chronic disease management. Best Care delivers the primary care component of the Ontario Health (OH) Integrated Clinical Pathway and contributes to whole health system integration, including vertical integration - shared care with specialists, with upstream impact to prevent hospitalizations and emergency department visits. Best Care delivers a meaningful value proposition to primary care providers encouraging their participation in clinically active Primary Care Networks. Best Care has partnered with Ontario Health Teams across the province to rapidly deliver the primary care component of their Integrated Clinical Pathway. Best Care is a community investment that is funded by the Ontario Ministry of Health. [HOME | Best Care Website \(argi.on.ca\)](https://www.ohri.ca/our-work/primary-care-networks/)

Best Care is a world leading model of care demonstrated to increase capacity in primary care, in emergency departments and hospitals by preventing acute health services use. Multiple peer reviewed publications including a randomized controlled trial, real-world program evaluations, an Ontario health system linked interrupted time series analysis, formal probabilistic Markov health economic analyses, and health system innovation qualitative studies, collectively confirm the programs' efficacy, effectiveness, cost effectiveness and power to transform the health system. Best Care is cost-effective and dominant, meaning better care at a lower cost, with a 4:1 return on investment. Best Care has repeatedly demonstrated its ability to deliver the Institute for Healthcare Improvement, Quintuple Aim. Best Care publications can be viewed at [Best Care Publications Page | Best Care Website \(argi.on.ca\)](https://www.ohri.ca/our-work/primary-care-networks/).

Best Care connects the health system by creating communities of practice that share the common vision, *to develop, implement, and evaluate standardized, world-leading, culturally acceptable chronic disease management programs that improve the lives of people living with chronic disease*

and support the transformation of health systems globally toward a more resilient and sustainable future. The Best Care community of practice includes 270 primary care clinics, 1,300 primary care physicians and nurse practitioners, that are “teamed” with 50 Certified Cardiorespiratory Case Manager / Educators / Guideline Implementation Experts (CCC), embedded in their clinical practice. Best Care Educator / Case Managers are registered respiratory therapists or registered nurses, who are up-scoped as certified respiratory and cardiac educator case-managers with special expertise in clinical practice guideline implementation. When approached to participate in Best Care, 100% of primary care providers say YES. Best Care is the “value proposition” that OHT’s need to animate primary care providers to join Primary Care Networks. Best Care is implemented in every model of primary care. You can listen to a physician testimonial at [HOME | Best Care Website \(argi.on.ca\)](#).

Best Care patient encounters take place within the patient's medical (health) home, coordinated by the CCC, in collaboration with the primary care practitioner, and structured by the Best Care program model. During each visit the CCC delivers all elements of evidence-based care that are relevant to primary care; related to confirmation of diagnosis, comprehensive assessment, individualized care planning, education and self-management, smoking cessation, pharmacological management, vaccinations, and referral for specialized care. Access to other interdisciplinary team members is arranged as required. The intervention considers the ‘whole patient’ including addressing comorbid conditions and associated mental illnesses (ex. depression and anxiety). There is not a fixed program length, chronic disease management is life long, thus follow-up is ongoing, creating a continuing care relationship.

Best Care has a robust quality assurance and improvement program that supports the delivery of all of the elements of evidence-based best practices recommended in international, national, and Ontario Health quality standards. Best Care measures performance and outcomes in every visit using an embedded integrated technology tool. It reports site performance against OH quality standards back to individual sites quarterly and provides aggregated performance and outcomes data to OH. Best Care supports OHT’s to collect and report required performance metrics to OH.

Best Care is whole person care across the biopsychosocial continuum. In 2023-2024, the Best Care “team” impacted the lives of 16,667 patients, 6,959 with Asthma, 8,809 with chronic obstructive pulmonary disease (COPD) and 899 with Heart Failure, in 26,023 visits. Best Care improved patients’ quality of life and their experience with the health system as measured by PREM-C9, the COPD Assessment Test and the Kansas City Cardiomyopathy Questionnaire. You can listen to patients describe their experience with Best Care program under “Testimonials” at [HOME | Best Care Website \(argi.on.ca\)](#).

Best Care is both an effective chronic disease management program AND a scalable instrument of health system transformation. Best Care programming currently includes five diseases, Asthma, Chronic Obstructive Pulmonary Disease (COPD), Heart Failure, Atrial Fibrillation and Lung Cancer Screening. COPD and Heart Failure are the #1 and #2 reason for hospitalization from chronic disease. Importantly, Best Care is demonstrated to be a “repeatable” platform for health system improvement in multiple chronic diseases and in multimorbidity. Thus, the Best Care repeatable platform has future applicability to other chronic diseases including hypertension, holistic brain health - dementia prevention, diabetes, chronic kidney disease, and others.