

# Usual situation and care for patients with complex needs in primary care

Working in silos

Limited time to care for patients' needs

High emergency department use

Unmet needs and psychological distress

Uncoordinated care team

Frustration over barriers and unmet needs

Overwhelmed families and/or caregivers

Case management

Increased information sharing

Better coordination of care

Connected with services to meet needs

Patient and family sense of security

Better self-management