Title

Nurse-Led Health Clinic based on the model of a multi-stakeholder cooperative serving vulnerable populations in the Basse-Ville area of Quebec City.

Abstract

The aim of this paper is to present the main characteristics and mode of action of a nurse-led health clinic based on the model of a multi-stakeholder cooperative whose mission is to improve the accessibility and quality of primary care for HIV, HCV and vulnerable populations.

Initially founded in 2011, the SABSA Solidarity Cooperative (in French: Coop de solidarité SABSA Services à bas seuil d’accessibilité for users with low accessibility to services), sought to close the meaningful gaps in health care access affecting vulnerable groups such as sex workers, drug users and former prisoners in the socio-economically disadvantaged areas of Quebec City. These gaps translate into unmet needs for care, delayed, inappropriate or absence of treatments and avoidable emergency department consultations and hospitalisations.

In Québec City, less than 10 % of people infected with hepatitis C are actually treated, even though treatments are available. Moreover, HCV treatments significant side effects require close follow-up with patients. This group of clients have difficulty navigating through the health care system and to comply for different reasons. Little or no health services are readily available to follow this vulnerable clientele in the actual setting.

Since October 2014, the SABSA Coop has expanded its activities to primary health Care access to all the vulnerable population of the referred areas. The area is strongly affected by the shortage of family doctors and the low accessibility to primary care, and the vulnerable clientele find it difficult to access care. This new component consists in Pilot-Project made possible by contribution from the FIQ (Quebec’s Nurses Union) and the collaboration of the Laval University.

The Sabsa Coop, a nurse-led clinic, consists of a team of primary-care nurses, including a nurse-practitioner, a social-worker and a coordinator.

By changing the offer of service in the area, this nurse-led clinic wishes to generate a transformative change in the access and the quality of care of for the vulnerable population with a goal of improving health for all and, ultimately, in the future to initiate a transformation in the social representation of the role of nurses in the accessibility of primary health care.