

**Optimal population-based delivery of primary health care, in medical clinics and home care, with priority given to patients with chronic diseases, loss of autonomy, complex cases and at high risk of complications.**

## **New support and change management tools and services**

### **TRAINING AND SUPPORT TOOLS**

- **Clinical training and coaching programs**
- **Training programs for professionals in interdisciplinary work**
- **Change management and work organization support in family medical clinics delivering primary health care services**

### **CHANGE MANAGEMENT TOOLS AND SERVICES**

- **Maturity indexes and conversion plan** (more information on the web site)