

A Hybrid Approach to Supported Attachment of Clinically Complex Patients With Multimorbidity: A Patient Experience Survey

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Background

In July 2026, patients in the *Supported Attachment Program* (Renfrew County, Ontario) were invited to complete a short survey about their experiences. The survey was offered in two ways: online and by physical mail. This report includes a total of N=115 responses (89 online and 26 by mail). The survey asked questions about the program, rated on a five-point Likert-scale (Q1-Q7). An open-text question (Q8) invited additional feedback.

~Survey Questions Provided to Patients~

- Q1.** A summary of Supported Attachment and what it involves was explained to me in a way that was easy to understand from the start.
- Q2.** Overall, I was happy with the onboarding process.
- Q3.** I understood from the start that I would not yet be “attached” to a family doctor but that a transition to a local family doctor or nurse practitioner would take place as soon as one became available.
- Q4.** Having a designated VTAC family doctor assigned to me has been a positive and helpful experience.
- Q5.** The care I have received has helped me feel more at ease about my health now than before I joined the Supported Attachment program.
- Q6.** Other patients like me, with multiple chronic health conditions, could benefit from the Supported Attachment program.
- Q7.** Overall, how would you rate your experiences with the Supported Attachment program?
- Q8.** Do you have any other feedback about your time in the Supported Attachment program?

Survey Results – Likert Scale Questions (Q1-Q7)

Figure 1 presents the overall survey results across all respondents. Patient feedback was highly positive across all questions. A total of 93% of respondents ‘Agreed’ or ‘Strongly Agreed’ that the Supported Attachment program was explained to them in a way that was easy to understand from the start (Q1), and 99% were happy with the onboarding process (Q2). All participants (100%) understood that they would transition to a local family doctor or nurse practitioner once one became available (Q3).

In terms of care, 94% of respondents felt that having a designated family doctor was a positive and helpful experience (Q4), and 91% reported feeling more at ease about their health than before joining the program (Q5). A large majority, 97%, agreed that other patients with multiple chronic conditions could benefit from the program (Q6). Overall, 96% of respondents were satisfied or very satisfied with their experience (Q7).

These findings point to strong patient satisfaction with the Supported Attachment program, both in how the program is explained and onboarded and in the care patients receive once enrolled.

Figure 1. Survey Results Across All Respondents (N=115).

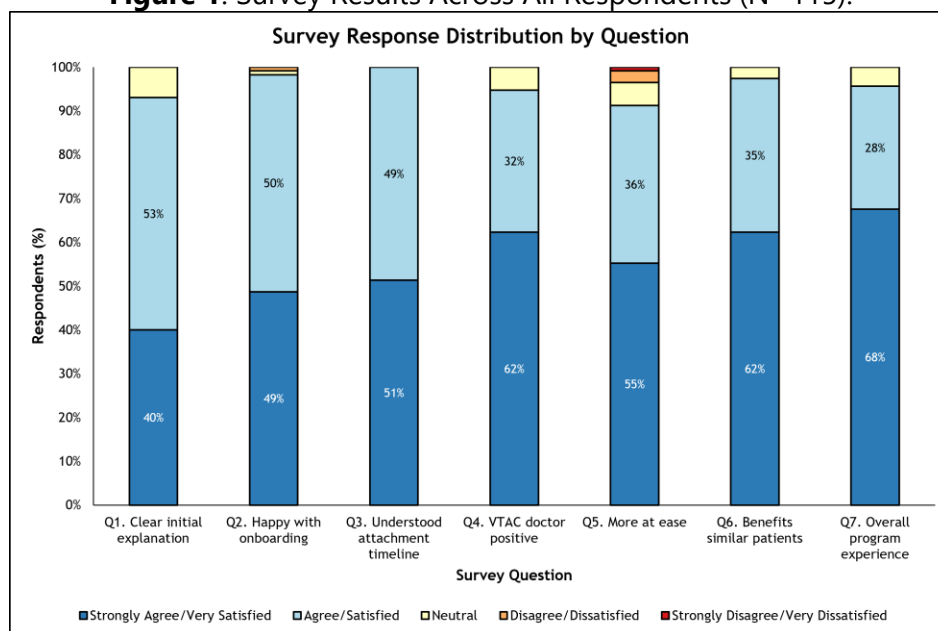
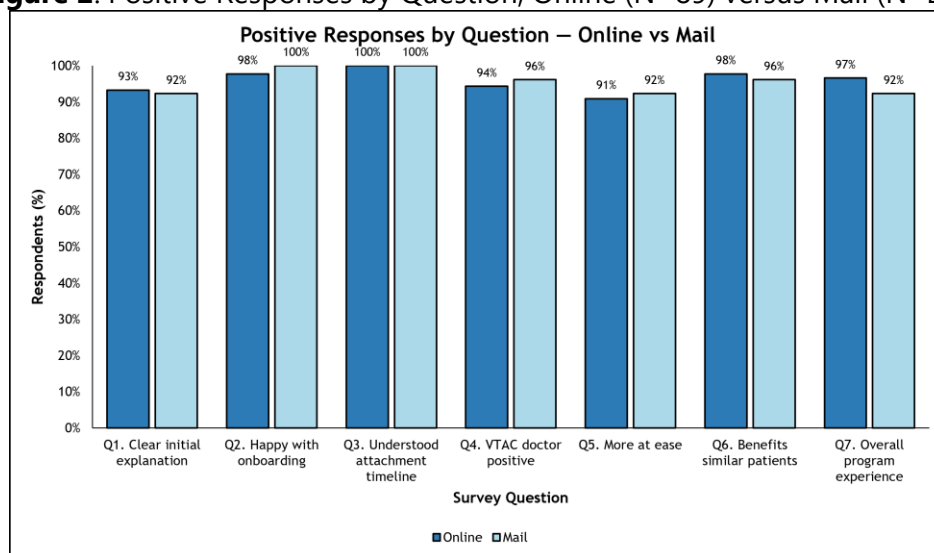


Figure 2 compares the proportion of positive responses ('Agree/Satisfied' or 'Strongly Agree/Satisfied' between the two survey modes: online (N=89) and mail (N=26). Satisfaction was consistently high and closely aligned across both modes, with positive-response rates differing by no more than five percentage points on any question.

Figure 2. Positive Responses by Question, Online (N=89) versus Mail (N=26).



Survey Results – Open-Text Feedback (Q8)

Thirty-two respondents left a comment. Comments were overwhelmingly positive, with many patients expressing gratitude for the program and relief at having access to care. All quotes are listed below.

Online Feedback (N = 27)

- *"Fantastic and very much needed program in the Ottawa Valley."*
- *"I was very happy with the program. I have been assigned a nurse practitioner and find it more difficult to get an appointment with her than when I was with Vtac."*
- *"It was very beneficial"*
- *"The care and attentiveness was amazing; and I feel the Dr. assigned to my file went beyond the scope of her responsibilities to ensure I received the necessary medical attention."*
- *"Convenience is what I like most. Talk to a doctor very quickly."*
- *"Great work thanks"*
- *"Awesome program...very satisfied with the Dr. that was assigned to me ...Dr XXX."*
- *"No it's a great program."*
- *"Huge thank you to everyone involved in this process it's eased a lot of worry about the future of my health care"*
- *"Glad to finally finding out my health issued"*
- *"Keep up the good work you are doing."*
- *"Just grateful to be part of"*
- *"just starting program"*
- *"its not the same as seeing the same Dr in person but really helps"*
- *"Need a GP bad"*
- *"I was so relieved by the implementation of both VTAC and the support program. I can't imagine where I would have been since my doctor retired! 100% a fan."*
- *"Thank you for VTAC. I now will have a nurse practitioner. Yet I can still use VTAC if she is unavailable. Thank you to all in the health care for doing the best that you can"*
- *"no"*
- *"I was very satisfied with the doctor I had"*
- *"No"*
- *"Not a fan of not being able to book a appointment for another day. not always around that day of the call."*
- *"I found that Dr. XXX was very prepared and thorough."*
- *"everyone involved in the onboarding has been lovely, but it has changed how the vtac doc treated me."*
- *"Thank you"*
- *"It's been a long time since I've felt heard. Thank you for making a difference"*
- *"This is an absolutely wonderful program for clients who have no physician . Thank you"*
- *"Having a doctor follow my health needs eased my mind greatly."*

Mail Feedback (N = 5)

- *"Enjoys VTAC and would like to stay with VTAC over seeing an NP"*
- *"Would like us to know they now have a family doctor and appreciate our help"*
- *"Very thankful for all of our services and help!"*
- *"Very thankful and now has a doctor!"*
- *"Very pleased with this program"*