



cpatclinic.ca



CP@clinic



@CPatClinic

CP@clinic

2025 ANNUAL REPORT



Family Medicine

Community Paramedicine at Clinic

Visit us at: communityparamedicineresearch.ca
[@CPatClinic](https://twitter.com/CPatClinic)

McMaster
**Community
Paramedicine**
Research Team

Family Medicine





LAND ACKNOWLEDGEMENT

McMaster University recognizes and acknowledges that it is located on the traditional territories of the Mississauga and Haudenosaunee nations, and within the lands protected by the “Dish with One Spoon” wampum agreement.

The McMaster Community Paramedicine Research team honours the peoples and land of the Algonquins and all First Nations, Inuit and Métis peoples.

We invite you to learn more about the people who have inhabited the land you are on. We recognize that we still have much to learn: reconciliation is an ongoing process for us all.

TABLE OF CONTENTS

Page 4

Meet Our Team

Page 5

Message from the Director

Page 6

CP@clinic Timeline

Page 7

15 Years of CP@clinic

Page 8

CP@clinic by the Numbers

Page 9

Participant Testimonials

Page 10

Paramedic Training

Page 11

CME for Family Physicians

Page 13

Knowledge Sharing

Page 14

Research and Program Highlights

Page 22

Paramedic Reports & Collaboration

Page 24

CP@clinic Locations

MEET OUR TEAM



Dr. Gina Agarwal
Program Director



Ricardo Angeles
Research Associate



Melissa Pirrie
Research Associate

Did you know?

The McMaster Community Paramedicine (MCP) Research Team was established in 2010!

Responding to rising 911 calls in subsidized housing, Dr. Agarwal led the MCP team and developed CP@clinic - an evidence-based program that improves access to care for vulnerable older adults.



Francine Marzanek
Research Coordinator



Christie Koester
Research Coordinator



Jasdeep Brar
Research Coordinator



Mikayla Plishka
Research Assistant



Guneet Mahal
Research Assistant



Manasvi Vanama
Research Assistant



Sahar Popal
Research Assistant

MESSAGE FROM THE DIRECTOR



Dr. Gina Agarwal
MBBS, PhD, MRCGP, CCFP, FCFP
Founder and Program Director,
Family Physician, Epidemiologist,
Tier 1 Canada Research Chair,
Professor, McMaster University

This year marks 15 years of the Community Paramedicine at Clinic (CP@clinic) program. From expanding across provinces and internationally to strengthening partnerships with paramedic services and primary care, CP@clinic continues to demonstrate its value as an integrated, evidence-based model of care.

At the heart of this work are the vulnerable populations we serve. CP@clinic continues to improve patients' health and quality of life by increasing access to care and supporting chronic disease management. We remain committed to deepening this impact by continuing to engage community and industry partners, equipping paramedics with CP@clinic

competencies through ongoing training, and strengthening interprofessional collaboration with primary care providers through Continuing Medical Education. 2025 saw the launch of new program components, including the smoking cessation pilot, alongside important recognition of our work. This year, we were honoured to receive the Ontario Health System Quality and Innovation Award and recognition through CIHR Faces of Health Research 2025. We look forward to continuing to grow and evolve the program to meet the changing needs of the communities we serve.

Mission

We are committed to initiating, building and cultivating collaborative partnerships to support paramedic services in the planning, delivery and evaluation of CP@clinic across Canada and internationally.

Vision

To integrate CP@clinic as the standard Community Paramedicine wellness clinic model in the Canadian healthcare landscape and thereby improve the health of vulnerable populations.

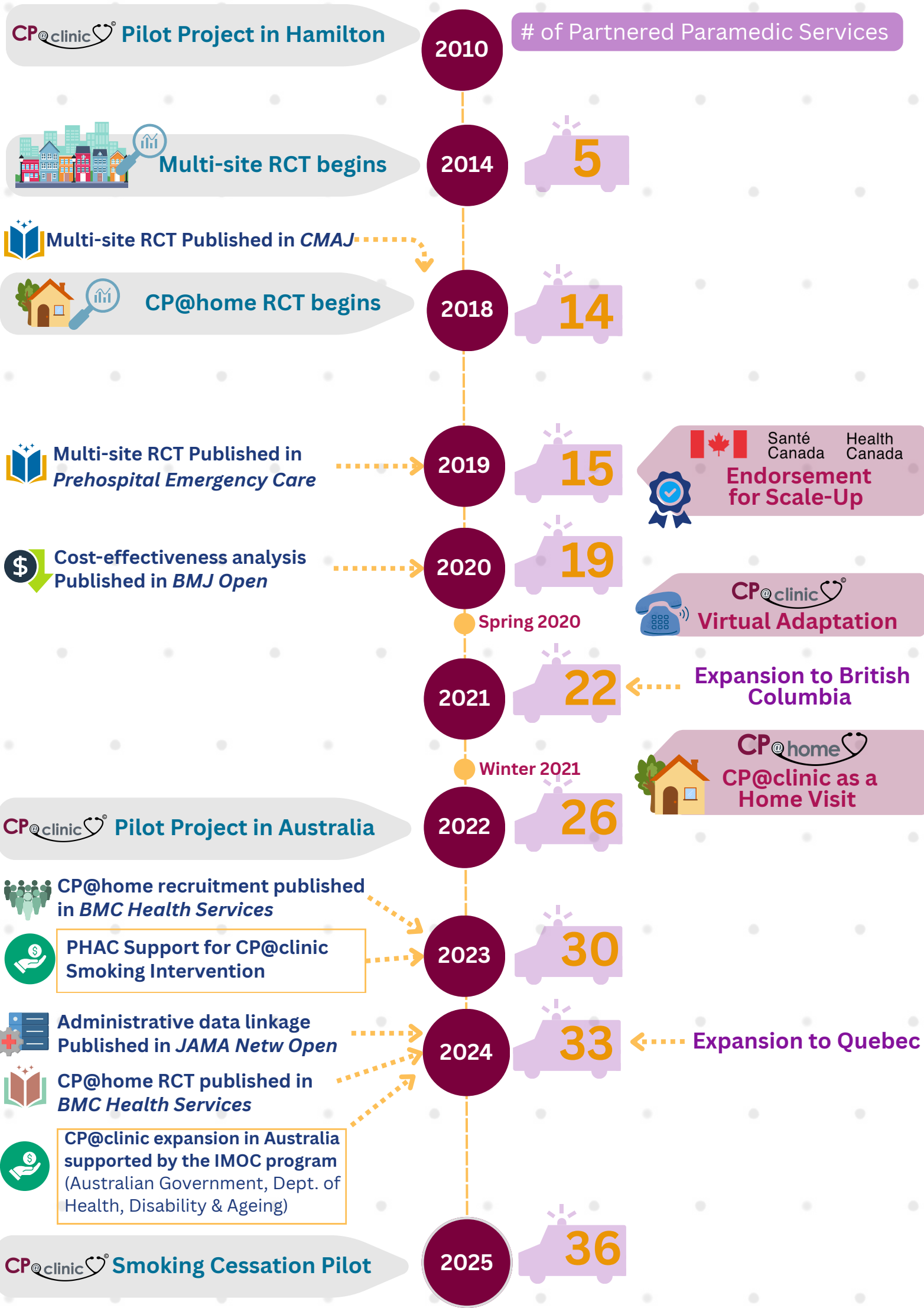
The Evolution of CP@clinic



Research Timeline



Program Expansion and Canadian Healthcare Integration



15 YEARS OF CP@clinic



SETTINGS



Social Housing Buildings



Retirement Homes



Urban Cities



Remote Northern Towns



Shelters



Patient Homes CP@home



Community Recreation Centres



Temples



Food Banks



Royal Canadian Legion Branch



Mobile Adaptations



Rural locations in Australia



3 Provinces across Canada
(ON, BC, QC)

POPULATIONS



Low-income Older Adults



Younger Populations



Remote First Nations Community



Francophone Population



Immigrants and Refugees



South Asian Population



Precariously Housed



Mental Health and Addictions



Languages (11+ translations in
participant materials)

DELIVERY METHODS



100% In-person appointments



Home visits (CP@home RCT)



Hybrid: Phone or video call + in-person



Virtual: Phone or video call



MyCP App (Patient held tablet)

IN 2025

2,240

People Helped
through CP@clinic

211

People Helped
through CP@home

THE
NUMBERS
THAT
TELL THE
STORY...

20,687

Health Risk
Assessments
Completed

1,228

Initial Visits

10,863

Follow-up Visits

Participants come back because
they trust the support!

PARTICIPANT TESTIMONIALS

“Meets my needs...Help with my problems/ answer all my questions, wish we had this program 10 years ago”



“They are friendly, very helpful, and could save your life if they find a problem you may have been ignoring”



“I appreciate the staff that come. If you have a situation that requires medical attention. I can count on the clinic to help me and the paramedics!”





SKILLED PARAMEDICS: CP@clinic[®] PARAMEDIC TRAINING



1,499

Paramedics trained through the CP@clinic Training Program to date

156

Microcredentials Issued in 2025



McMaster-certified microcredential recognizing CP@clinic-trained paramedics' competencies.

50

CP@clinic Database Training Sessions to date

14

CP@clinic Database Training Sessions in 2025



SUPPORTING COLLABORATIVE CARE CME FOR FAMILY PHYSICIANS

The Community Paramedicine Continuing Medical Education (CME) equips family physicians with practical knowledge to integrate community paramedicine into family practice and support timely, coordinated care.

100% of clinicians **would recommend** the **CP@clinic** program to their **patients**

“

”

One of the ways to ensure my patients achieve their health goals.

“

”

Would be helpful especially for patients with mobility challenges or social circumstances making travel to clinic challenging.

“

”

It is already functioning in our community. I really appreciate the information provided and resultant patient care.

“

”

Very helpful to have more opportunities to improve health literacy and preventative care.

SUPPORTING COLLABORATIVE CARE CME FOR FAMILY PHYSICIANS

The Community Paramedicine Continuing Medical Education (CME) equips family physicians with practical knowledge to integrate community paramedicine into family practice and support timely, coordinated care.

100% of clinicians are **in support** of
paramedic services implementing the
CP@clinic program



Collaborative system will increase the quality and process of health care services provision and delivery.



Could create capacity for me by having patients monitored/educated elsewhere.



It ensures timely interventions for chronic disease management.

McMaster Department of family Medicine 'Taking Flight' Conference

Presentation: October 2025

Scalability of the Community Paramedicine at clinic (CP@clinic) Program using an implementation science approach: replicability of program impact in British Columbia, Canada and Victoria, Australia



KNOWLEDGE SHARING



Community Paramedicine Knowledge Exchange Expo

Presentation: February 2025

CP@clinic: The Community Paramedicine at Clinic Program

CP@clinic: The Community Paramedicine at Clinic Program

An evidence-based and standardized community paramedicine program.

Innovative	Validated tools
Evidence-based (10 years of robust research)	Continuity of care through linkage to primary care
Chronic disease prevention, management, and education	Decision support using evidence-based algorithms
Accredited training program by the Global Paramedic Higher Education Council (GPHEC) and a McMaster University Microcredential	Updated to reflect best clinical practices

Family Medicine

All presented material including the CP@clinic Program is the sole and exclusive property of the McMaster Community Paramedicine Research Team



RESEARCH AND PROGRAM HIGHLIGHTS



Development and evaluation of a low-cost database solution for the Community Paramedicine at Clinic (CP@clinic) database



The **primary goal** of this study was to develop and pilot a project **database** that fulfills key requirements: affordability, portability, security, user-friendliness, and the functionality needed to support the implementation of the **CP@clinic program**.



Participants

The database was tested with...



Older adults (55+)

Paramedics



Participants entered **health-related** data

Participants completed feedback **surveys** assessing:



- **Difficulty** navigating
- **Time** required to complete
- Whether they believed other paramedics or older adults **could complete** it

Key Database Features



Captures **longitudinal** health data



Recommends **resources**



Algorithms for risk assessment



Generates **reports**



Summarizes **risk assessment** data



Highly **secure**

Participant Perceptions



Older Adults

Most older adults found that this version of the database was **easy to use** and all participants completed data entry in **3-10 minutes**.

Paramedics

All paramedics found the database **easy to use**, finished **quickly**, and felt both volunteers and paramedics could successfully **manage data entry**.

Key Points



- Low-cost, secure, user-friendly Microsoft Access database, replicable in other settings, with offline functionality.
- Feedback from paramedics and volunteers ensured ease of use for all tech levels.
- Includes encryption, password protection, and anti-theft features for data security.

McMaster
Community
Paramedicine
Research Team

@CPatClinic



cpatclinic.ca

Angeles R, Adamczyk K, Marzanek F, Pirrie M, Plishka M, Agarwal G. Development and evaluation of a low-cost database solution for the Community Paramedicine at Clinic (CP@clinic) database. PLOS Digit Health. 2024 Dec 27;3(12):e0000689. doi: 10.1371/journal.pdig.0000689.

Effects of the Community Paramedicine at Clinic (CP@clinic) Program on the Health Behaviours of Older Adults Residing in Social Housing: Secondary Outcomes of a Cluster-Randomized Trial



This study assessed the impact of the CP@clinic Program on the health behaviours of older adults living in social housing buildings in Ontario, Canada.

Study Design

Pragmatic Cluster-Randomized Controlled Trial



The CP@clinic Program

Community Paramedics:



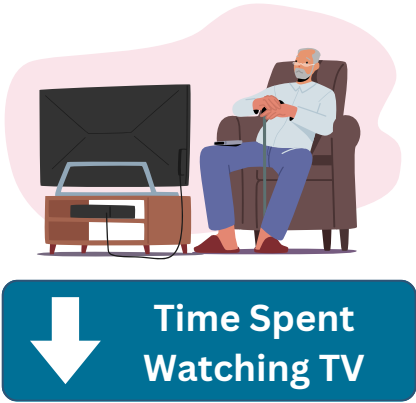
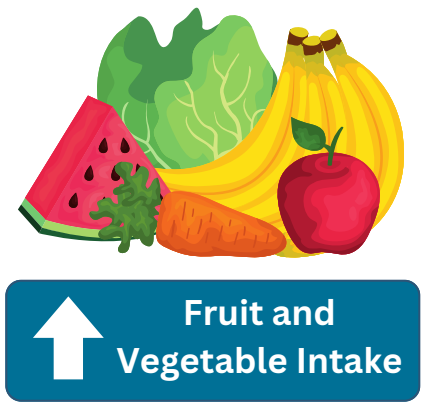
Free, weekly drop-in sessions hosted in common spaces of social housing buildings.

- Performed Health Risk Assessments
- Provided Health Education and Resources
- Reported Back to Family Physicians

Participant Characteristics

- Average age: 72 years
- 76% female
- 92% not married
- 90% lived alone
- 46% have < high school education

After 1 Year CP@clinic Attendees Had



The CP@clinic Program plays a valuable role in significantly improving healthy behaviours, such as fruit and vegetable intake, to prevent and manage prevalent chronic diseases among older adults in social housing.

Brar J, AlShenaiber L, Dzerounian J, Pirrie M, Angeles R, Marzanek F, & Agarwal G. (2025). Effects of the Community Paramedicine at Clinic (CP@clinic) program on the health behaviours of older adults residing in social housing: secondary outcomes of a cluster-randomized trial. BMC Public Health 25, 887.

CP@clinic wins the Ontario Health System Quality and Innovation Award (OHSQI): Population Health Impact Category for 2025



Awarded by: Ontario Health, OMA, Ontario Hospitals Association Dalla Lana School of Public Health

The Ontario Health System Quality and Innovation Annual Awards recognize and celebrate the achievements of individuals and teams working in the Ontario health system.

Thanks to all our partners, social housing providers, paramedic services all across Ontario, patients who attend CP@clinic, community health programs, primary care providers and to McMaster University and the Department of Family Medicine for their support.



Dr Gina Agarwal, Dr Melissa Pirrie, Francine Marzanek and Paramedics Service Partners from Oxford County and Peel Region who were also winning awards in other categories



Dr Gina Agarwal, Dr Melissa Pirrie, and Francine Marzanek receive award on behalf of the CP@clinic team from Dr Andrew Boozary and Avis Favaro

CIHR Faces of Health Research 2025



Awarded by: Ontario Health, OMA, Ontario Hospitals Association Dalla Lana School of Public Health

Excerpt from the CIHR website:

CP@clinic: My doctor thinks it's super!

Dr. Gina Agarwal
Professor
Department of Family Medicine
McMaster University



Dr Gina Agarwal with BC Emergency Health Services (BCEHS)

I am a primary care epidemiologist and have focused my career on improving health care systems for vulnerable populations, especially older adults. CIHR funding enabled me to develop the Community Paramedicine at Clinic (CP@clinic), an innovative program that has improved the health and quality of life for low-income older adults. CP@clinic trained paramedics to meet with older adults in social housing buildings to conduct evidence-based assessments, provide tailored health education, and reconnect them to vital primary care. CP@clinic addresses the unmet health needs of vulnerable and underserved older adults. It has significantly improved older adults' quality of life, lowered their chronic disease risk, reduced avoidable 911 calls, improved social connectedness, lowered long-term care transfers, shortened hospital stays, and generated health care savings.

CP@clinic has been scaled to British Columbia, Quebec, and 78% of Ontario Paramedic Services, reaching over 16,000 low-income older adults and potentially impacting over 305,000 low-income social housing residents.



SMOKING CESSATION PILOT WITHIN CP@clinic

The CP@clinic program continues to scale up and out. The program piloted a smoking cessation component with two paramedic services: Sault Ste. Marie Paramedic Services and British Columbia Emergency Health Services. This extension of the CP@clinic program aimed to provide a supportive environment for those interested in quitting smoking (e.g., quit buddies, access to Nicotine Replacement Therapy). Smoking cessation-specific program training for paramedics and participant materials were developed for this pilot.

Evaluation of the pilot will be completed in 2026.

Financial contribution:



Public Health
Agency of Canada

Agence de la santé
publique du Canada

The views expressed herein do not necessarily reflect those of the Public Health Agency of Canada.

Smoking Cessation Pilot Sites



BCEHS | BC Emergency
Health Services



PROJET PILOTE DE CESSATION DE TABAGISME AU SEIN DE **PC@clinique**

Le programme PC@clinique poursuit son expansion. Le programme a lancé un projet pilote portant sur la cessation du tabagisme, en partenariat avec deux services paramédicaux: Les services paramédicaux de Sault Ste. Marie et British Columbia Emergency Health Services. Cette extension du programme PC@clinique visait à fournir un environnement de soutien aux personnes qui souhaitent cesser de fumer (p. ex., un partenaire de soutien au sevrage, l'accès aux traitements de substitution à la nicotine). Une formation propre au programme, portant spécifiquement sur la cessation du tabagisme, a été élaborée pour les paramédics, ainsi que des ressources destinées aux participants.

L'évaluation du projet pilote sera achevée en 2026.

Contribution financière :



Agence de la santé
publique du Canada Public Health
Agency of Canada

Les opinions exprimées ici ne représentent pas nécessairement celles de l'Agence de la santé publique du Canada.

**Sites pilotes de cessation du
tabagisme**



BCEHS | BC Emergency
Health Services

INTERNATIONAL COLLABORATION

SHOWCASING CP@clinic[®]

Excited to show our international colleagues from Khon Kaen University, Thailand a CP@clinic session with Hamilton Paramedic Service! Community Paramedics demonstrated our successful program helping seniors live healthy at home.



04.29.2025



KEEPING PARAMEDIC SERVICES INFORMED



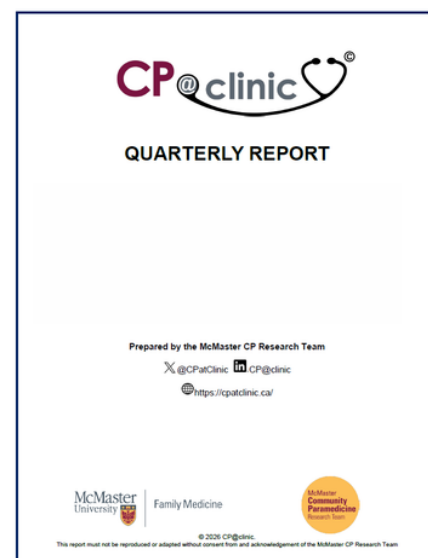
85

Reports Shared with Paramedic Services

(QUARTERLY, IMPACT, AND YEAR-OVER-YEAR COMPARISON REPORTS)

What do we include in the quarterly reports?

The McMaster Community Paramedicine Research Team creates an interim report every 3 months. This report provides an aggregate summary of some of the evaluated measures. These include, but are not limited to, patient demographics, chronic disease profiles, health risk assessments, and more. Each component of the report is compared to the average percentage across all active CP@clinic sites, during the same time period. The statistics reported include data provided by each CP@clinic site.



WORKING CLOSELY WITH PARAMEDIC PARTNERS

McMaster
Community
Paramedicine
Research Team

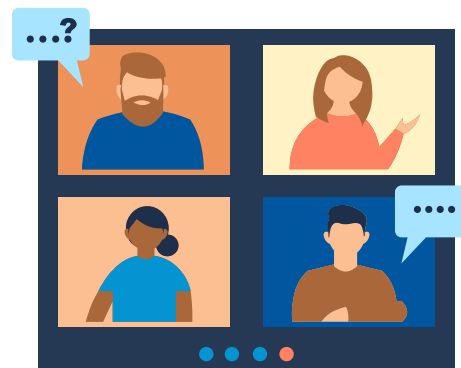
The CP@clinic Executive Committee

The Executive Committee has collaborated with Dr. Gina Agarwal on the CP@clinic Program since its inception. Its members bring expertise and experience in operationalizing the program within their respective paramedic services and have worked collectively to guide its transition from a research initiative into a population health program integrated within the province-wide health system. The Executive Committee is committed to the CP@clinic Program's vision of establishing it as the standard community paramedicine wellness clinic model within the Ontario healthcare landscape, with the aim of improving the health of vulnerable populations.

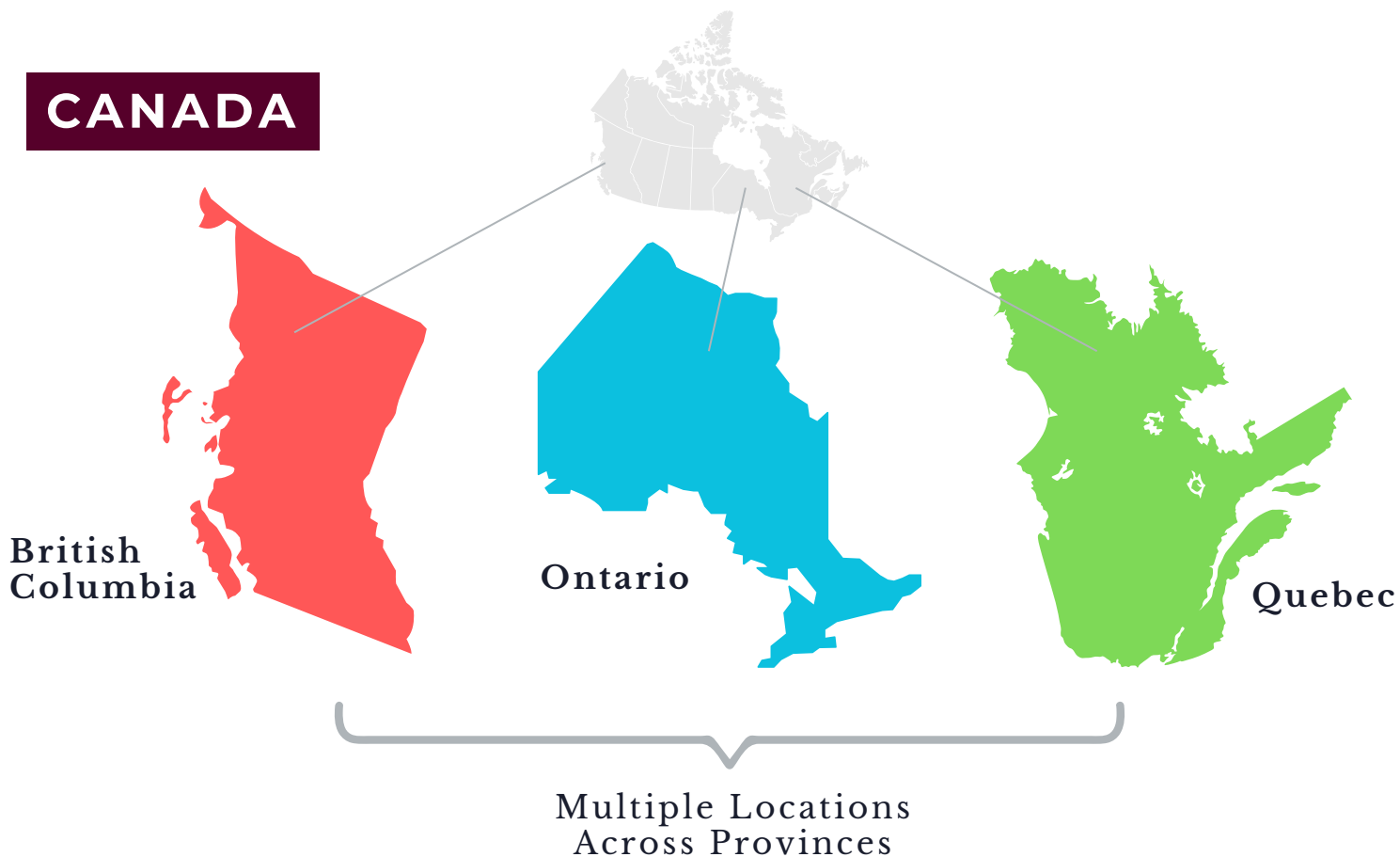


Community of Practice

The CP@clinic/CP@home Community of Practice was designed to engage community paramedics in peer learning and knowledge sharing to enhance individual and collective knowledge and skills, have an exchange of experiences and foster problem-solving. The McMaster Community Paramedicine Team also regularly engages with international Australian CP@clinic sites through the Community of Practice.



CANADA



AUSTRALIA



THANK YOU

CP@clinic Executive Committee

We would like to acknowledge the contributions of Brent McLeod (Hamilton Paramedic Services), Natalie Kedzierski (York Region Paramedic Services), Brad Jackson (Bruce County Paramedic Service), and Julie Cole (Sault Ste. Marie Paramedic Services) as members of the CP@clinic Executive Committee.

Partner Organizations - Canada

BC Emergency Health Services
Beausoleil First Nation EMS
Brant-Brantford Community Paramedic
Bruce County Paramedic Service
Chatham-Kent EMS Paramedic
Cochrane District EMS
Cochrane District SSAB
Dessercom
Region of Durham Paramedic Services
Essex-Windsor EMS
Frontenac Paramedic Services
Grey County Paramedic Services
Grey County
Guelph-Wellington Paramedic Service
Halton Region Paramedic Services
Hamilton City Housing
Hamilton Public Health Services
Hamilton Paramedic Services
Hastings-Quinte Paramedic Services
Kingston & Frontenac Housing Corporation
Lambton EMS
Niagara EMS

Norfolk County Paramedic Services
Northwest EMS
Oxford County Paramedic Services
Peel Regional Paramedic Services
Peterborough County-City Paramedics
Prescott-Russell Paramedic Service
Rainy River District EMS
Sault Ste. Marie District Social Services
District of Sault Ste. Marie Paramedic Services
County of Simcoe Health and Emergency Services
City of Greater Sudbury Paramedics
Greater Sudbury Housing Corporation
District of Timiskaming SSAB
Université Laval
WAHA Paramedic Service
Region of Waterloo Paramedic Services
The Corporation of the County of Wellington
York Region Paramedic Services
York Region

Partner Organizations - Australia

Gateway Health
Primary Care Connect

Sunraysia Community Health Services
Grampians Health



Family Medicine



There is a
CP@clinic[®]
near you!

The CP@clinic Program is a program of research being evaluated
by Dr. Gina Agarwal, McMaster University.