Ryan Mallard – University of Calgary

Project: *Working with communities to bring healthcare and social services to places where it's needed the most*

Biography

Ryan completed his bachelor's and master's degree in psychology at the University of Lethbridge. Since then, he has worked as a research associate on an international research project trying to increase access to primary health care for people who are underserved by, and struggle to connect with primary health care services.

Within his vast experience, Ryan has worked in the healthcare system, where he was a business analyst. Also, he has worked with minority populations such as people with schizophrenia, newcomers to Canada, and LGBTTQ+ people which has greatly influenced his research priorities and community work as a PhD student in Community Health Sciences.

Ryan is also an acrobatics and gymnastics coach and is passionate about teaching and watching his students learn and grow.

Project Summary

Many communities or certain areas of communities are underserved by health and social services. If someone lives in an underserved region of a community, accessing health and social services may be more difficult. Accessing services may be especially difficult for people with fewer resources, lack of supports, and limited ability to navigate the health and social services system. A pop-up model of service delivery brings multiple health and social services to where people need them the most.

This "one-stop-shop" approach gives people the opportunity to access multiple services without having to navigate the often-difficult health and social services systems. These events "pop-up" in easy-to-reach locations where people are already gathered (e.g., schools and seniors' centres) and provide services to anyone wanting them. The pop-up model also stresses the importance of service providers working together to provide care, making

meaningful connections with people, and creating a welcoming and engaging environment for all.

The pop-up events were successful in Lethbridge, Alberta, with both service providers and people accessing services praising the feel of the pop-ups, as well as this new approach to service delivery.

Not surprisingly, the pop-up model has gained national and international interest. However, how local factors influence the success of the pop-up model in different communities are not known. Ryan´s research therefore hopes to understand how local factors influence the pop-up model when used elsewhere, while also providing "lessons learned" from the successful pop-ups in Lethbridge, Alberta.