



## Nomination

### Healthy relationships, healthy teams

#### Clinton FHT

#### Creating A Healthier Team Environment Through Practice Facilitation



The Clinton FHT, a rural FHT in Southwestern Ontario, is creating a healthier team environment for providers and patients by collaborating with the SWLHIN Partnering for Quality Team (PFQ)'s practice facilitators. The FHT is leveraging PFQ's services to make incremental improvements in aspects of daily care and FHT functioning. As our team continues to improve and function more efficiently, patient satisfaction and care has increased, leading to better health outcomes. Provider and patient experience has also improved through increased EMR functionality and learnings. Partnering with PFQ has also enabled us to further leverage existing supports in our community.

We recently interviewed a small group of patients to determine their experience at the FHT since beginning our partnership with PFQ. 50% of patients believed the care they received, and their access to other members of the care team had increased over the past year, indicating improvements are positively impacting staff, and also patient care/satisfaction. Until now, our PFQ partnership has predominantly focused on increasing the functioning of our team. With this foundation established, we are now incorporating patients and caregivers through the principles of Experience Based Co-Design. Their voice will add an important dimension to the existing improvements.