



## Nomination

### Healthy relationships, healthy teams

#### Carefirst FHT

#### A Well-Supported Team-Based Practice Excelling Chronic Disease Management and Immunization in Communities with a High Percentage of Older Asian Immigrants



Family Physicians, Medical Specialists and Interprofessional Healthcare Providers (IHPs) at Carefirst FHT have initiated, planned and implemented an integrated diabetes education program (centering at individualized treatment target, immunization and system navigation) for its large immigrant patient population over the past decade. Significant milestones to highlight include culture- and language-specific patient education material, language-specific in-house medical specialist consultation (Endocrinology, Nephrology, Cardiology and Geriatric Medicine), home and community care coordination, and partnership with local transitional care centre. Recent technological advancement in optimizing EMR use to manage seamless clinical documentation and outcome measurement is a break-through which gained tremendous attention at major conferences (AFHTO, OntarioMD and Dietitians of Canada) and Provincial Level Community of Practice (Telus EMR and Diabetes Care) in 2016 and 2017.

From the analysis of patient experience survey results collected every quarter, Carefirst FHT decided to expand the scope of its Diabetes Education Program further by creating and compiling culture- and language-specific patient education resources, increasing access and simplify referral process to medical specialists, and streamlining the home and community care service coordination system. Particularly, the current immunization guideline, health information handout package and workshop slide deck are developed and provided to patients in their preferred language based on suggestions received. Feedback and recommendations collected from the Patient and Family Advisory Council meetings are also taken into serious consideration throughout the program planning, resource development and community partnership evaluation process.