



Nomination

Expanding your reach

KW4 Community Ward – Centre for Medicine FHT and WW LHIN
KW4 Community Ward Team –Interprofessional In-Home Primary Care for Medically and Socially Complex Patients



KW4 Community Ward (CWT) is a partnership between the Centre for Family Medicine FHT and WW LHIN. CWT is an interprofessional team that delivers primary care to medically and socially complex patients, many of whom do not have access to traditional primary care. The team has been practicing for four years in the midst of significant system change, all the while focusing on patients and acquiring hard-won expertise in working with medically and socially complex patients with multiple co-morbidities. Over this time, the team has evolved their interprofessional approach to primary care that is outreach informed and relationship focused.

CWT learns from each patient’s experience. In the 2017 benefits realization (BR) identified earlier, CWT was described as a connecting body between patients and the healthcare system that often doesn’t work for highly complex patients. But this description fails to convey the ‘above and beyond’ philosophy of CWT. As a patient quoted in the BR said: “The words aren’t out there to describe how I feel about them [the team]...anything you want or need, they are there....they are such wonderful people, I can’t say anything bad about them. Something changed when they came around...I was in a very dark place before.”