

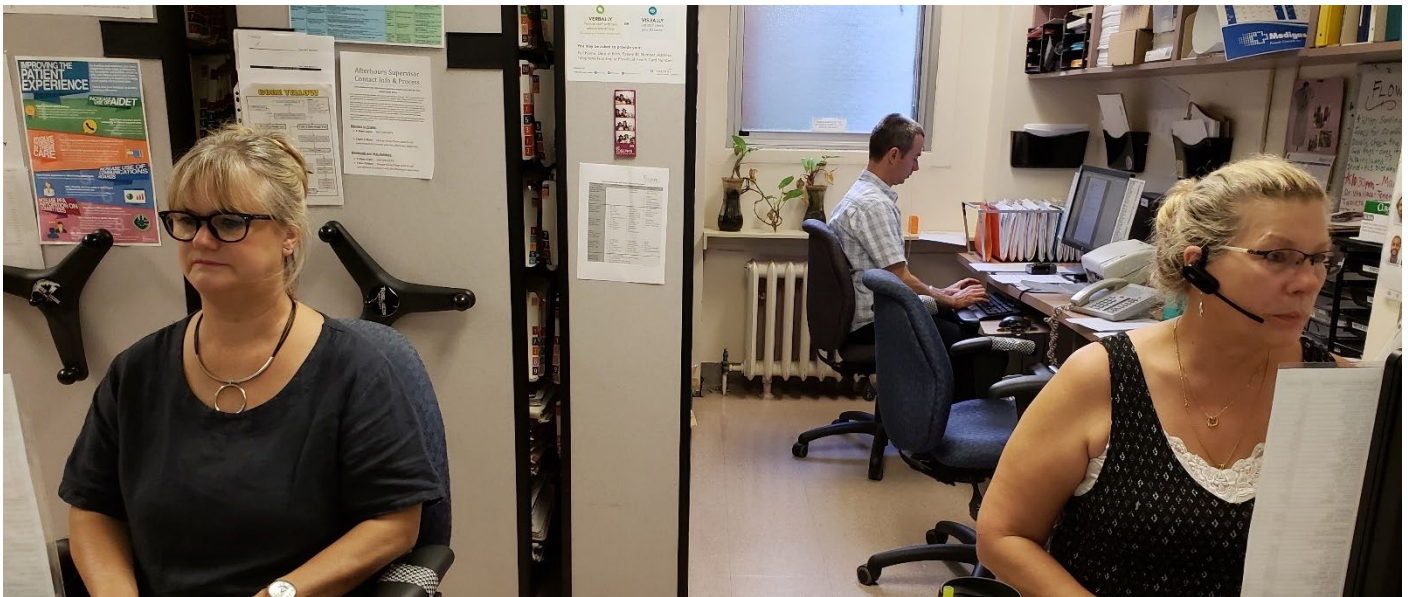


Nomination

The “How to” stream

St. Joseph's Urban FHT - Clerical Team

Enhancing Patient Experience - Directing Patients to the Correct Location



The clerical team at the St. Joseph’s Urban Family Health team enhanced the patient experience by successfully reducing the occurrences of patients arriving at the incorrect location for appointments by 13%. This was achieved over a 4 month period. The work performed by this team reduced mental and physical stress on patients reduced the number of missed and shortened appointments and improved the clinic’s ability to provide timely care.

While developing this initiative, patients who arrived at the incorrect location were contacted directly to learn about their experiences and were informed of our commitment to finding a suitable solution