

BRIGHT LIGHTS AWARD

2014

Team collaboration in patient-centred care Centre for Family Medicine Family Health Team - The Mobility Clinic

Creating a flexible clinic for mobility problems



Society is growing more aware of the challenges people living with disabilities face in everyday life. Many of those challenges are also barriers to health care, going far beyond what can be fixed by reserved parking spots and wheelchair ramps.

Because of that, the Centre for Family Medicine Family Health Team in Kitchener launched a “mobility clinic,” in 2010 with the support of the Ontario Neurotrauma Foundation. It’s a facility offering services for people with conditions that limit their mobility, such as spinal cord injuries, multiple sclerosis, stroke

or arthritis.

But the reason that the Centre for Family Medicine FHT has won the Association of Family Health Teams of Ontario’s Bright Lights Award for collaborative patient-centred care was the way the clinic was created and continues to operate. Collaboratively designed by a team of healthcare providers and consumers, its service delivery and research operations are guided by a network of 22 patients and community members.

The clinic’s goal is to identify and provide any additional care that patients with mobility problems need, whether that’s using a more accessible examining room with an adjustable examination table, or allowing more time for appointments and assessments.

Over 500 patients have been referred to the mobility clinic since 2010; surveys show they believe they’re getting high quality care and facing fewer barriers when they seek it out.

Much work is being done to spread the benefits of a mobility clinic to people across the province. Members of the Mobility Clinic team have done presentations at numerous conferences around the province. Training in the clinic is part of the clinical curriculum for family practice residents of the Kitchener-Waterloo site of McMaster’s Department of Family Medicine. The Centre for Family Medicine is working on a program to train primary health care providers across the province in how to develop mobility clinics.

As well, the Ontario Neurotrauma Foundation and the Kitchener-Waterloo site of McMaster University are looking at developing a program to teach primary health care providers how to develop mobility clinics across the province.

This is the fifth Bright Lights award for the Centre for Family Medicine FHT. They were honoured with three awards in 2012; in 2013, Centre for Family Medicine’s founder, Dr. Joseph Lee, won the award for leadership and governance for quality.

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