

ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

BRIGHT LIGHTS AWARDS

2019

Nomination

Access to care: improving access to team-based care

Windsor Family Health Team

The TEAM is in: Adding more players to solo practitioners' teams



Provincially, Windsor Ontario has the highest rate of ED visits with a primary diagnosis related to mental health/substance use and the second highest population of complex clients. Windsor Team Care Centre (TCC) was born out of a needs assessment conducted by the Windsor Family Health Team (WFHT). WFHT discovered the composition of team-based care within Windsor was extremely disproportional; with <10% of local practitioners accessing team models. Since the launch of TCC in September 2018, team care access has dramatically improved from 10% to 65% of Non-team-based Practitioners (NTPs) now having access to comprehensive, multidisciplinary services.