

ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

BRIGHT LIGHTS AWARDS



2019

Nomination

Continuous care: ensuring seamless transitions for patients across the continuum of care

New Vision Family Health Team - Geriatric Complex Care program

Reducing Silos and Wrapping Team-based Care around Complex Geriatric Patients



Complex geriatric patients account for a large volume of office visits as well as to hospitals and emergency departments, often associated with fragmented care and lack of patient-centered planning. New Vision FHT's Geriatric Complex Care program was developed to streamline the care of these patients by collaborating between all health care providers including their family physician, IHP team members and home care at a single visit to provide more timely access to care when needed. Using a patient-centered model to develop care goals, including earlier introduction of advanced care planning discussions, this program serves to support caregivers and improve patient satisfaction and overall health self-management skills while utilizing resources available in a primary care FHT setting.