

ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

BRIGHT LIGHTS AWARDS



2019

Nomination

Patient and family-centred care

Toronto Western Family Health Team

Building a Health Literate Family Health Team



To build the health literacy capacity for our patients, community, staff, and clinic we: - participated in the health literacy environment of hospitals and health centers pilot test created by the health literacy task force of the University of Tennessee Medical Center - offered "getting the most from your health care appointment" workshops - edited patient facing documents to plain language - mandated "teach back" and "choice and change" training for staff - created patient-centred mental health resource guides - offered health education workshops in the clinic and community - published bi-monthly patient e-Newsletter