ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

BRIGHT LIGHTS AWARDS

**Nomination**

# Integrating digital health and virtual care

**Mount Sinai Academic Family Health Team**

**Timely access and workflow redesign: how patients' collective feedback was used to drive quality improvement in primary care**



Accessing our clinic by phone was a consistently heard issue via feedback collected from patient experience survey, complaints expressed by patients and caregivers, and discussion highlighted at Patient Advisory Committee (PAC) meetings.

Our waiting room patient flow at the clinic and front desk workflow were also identified to be an area for improvement during patient guided tours and by our secretarial team.

With a concrete understanding of these issues, our admin team partnered with our PAC and students from OCAD University to redesign our waiting room and brainstorm how our phone system should operate to meet our patients' needs.

The revamped waiting room equipped with digital health technology, upgraded phone system and reorganized front desk workflow have resulted in smoother check-in process, real-time call answering practice and improved workload distribution for our patients and staff.

afhto