

BRIGHT LIGHTS AWARDS

2023

Nomination: 2. Optimising teams' capacity and creating efficiencies

Queen's Family Health Team

System Navigation: Supporting patients with complex social needs and advanced health care coordination.



System Navigation program staff support patients who have a range of conditions that require health care and social supports. The approach is to assist patients in navigating health-care system, social and economic supports, care co-ordination, advocacy, linkage to community resources, and co-ordinating care with the primary care provider. Queen's Family Health Team's (QFHT) Registered Nurse (RN) and Community Services Worker (CSW) work independently and collaboratively to ensure patients receive support in these areas: patient advocacy related to finances, housing, food, clothing, legal support, home supports, prevention of admission and readmission to hospital, discharge planning, post-discharge support from hospital, caregiver support, intellectual and developmental disability support.

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