

BRIGHT LIGHTS AWARDS



2024

PRINCE EDWARD FAMILY HEALTH TEAM

Award: Spotlight Award

**Achievement: No Resident Left Behind. Access to Care for All
Prince Edward County residents**



Prince Edward County offers particular challenges to healthcare providers.

The county's population is older than Ontario's average with a significant number of people over 65. Many elderly residents have multiple complex chronic health conditions. The current wait list for a family doctor is 2,100.

In the summer, 550,000 tourists flood into the county of 25,704 permanent residents, putting pressure on the 23-bed ER which is staffed, in part, by Prince Edward Family Health Team physicians.

The team's No Resident Left Behind project aims to ensure residents enjoy the best possible health throughout life. That includes keeping people out of the ER and avoiding hospital admissions.

PEFHT hosted a series of community information sessions to tell residents about programs and services, specifically programs for those without a doctor before launching its Community Clinic. The team designed the clinic to enable care for all residents but concentrated on those without a primary care provider. The goal was to provide "acute episodic care" to residents without a provider; the reality is providing all care to all those with or without a provider.

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The Community Clinic is staffed by a nurse practitioner, supported by a PEFHT physician and nurses. PEFHT is literally doing more with less: staff looked within the FHT, identified opportunities, launched the clinic and operate it twice a week with no additional funding from Ontario Health.

Additional resourcing will be needed to expand the clinic to meet the needs of Prince Edward County. The team hopes to scale up the clinic model to seven days a week as well as provide after-hours service. But the team is confident it can continue to operate twice a week with its current resources for the county's two most populated areas.

Key Facts:

- The county's population is older than the Ontario average and many have complex chronic health conditions.
- The clinic was to provide "acute episodic care" to patients without a doctor. In reality, the clinic provides care to everyone who needs it;
- A nurse practitioner supported by a PEFHT physician and nurses staffs the clinic;
- The clinic was launched and operates two days a week without additional resources or funds from Ontario Health.