

BRIGHT LIGHTS AWARDS

2021

Nomination: Reducing unnecessary care

Heather Griffin, Central Brampton FHT

Reducing Unnecessary Care: Recognizing CBFHT's Heather Griffin's valuable contribution to quality patient navigation support.



In April 2021, CBFHT was ready to implement a newly designed referral intake process. At Heather's own initiative, she offered to take the lead on putting the referral intake process into action. This new process was a success in large part because of Heather's approach which she tailors to meet the specific needs of each patient she supports. She understands that a one size fits all approach does not honor a person's unique lived experience and instead ensures that the most appropriate service is accessed at the right time and at the right place. In doing so, Heather has reduced unnecessary primary care. Heather's work merits recognition because of how effectiveness and efficient the intake referral process has been. No patient referred from either of CBFHT's sites have been left without timely access to best fit care, been declined support, or left not knowing what to do or how to manage. Heather does not just provide patients with resources or points them in a direction. Instead, she is thorough and walks along side them to their destination to ensure no one falls through the cracks of Ontario's complicated health and social service system. Heather deserves recognition for her adaptability, flexibility, making adjustments where needed, addressing gaps in service, and maintaining a solution focussed mindset with a genuine interest in seeing people receive the care they need.