BRIGHT LIGHTS AWARDS

Nomination: It takes a team: collaboration inside and out

North York Family Health Team

Team-based initiatives responding to the needs of the community: from COVID-19 to accessing primary care.

During the COVID-19 pandemic and beyond, the North York Family Health Team (NYFHT) identified many needs of our community that needed to be met- from vaccination (COVID-19, influenza, grade 7/8), ensuring access to timely primary care, to ensuring our seniors were safe in their homes during times of quarantine.

Vaccination: We mobilized our team to offer a multimodal strategy to support the region's vaccination-related efforts; wherein we provided support not only to our FHT patients but also to anyone in the community.

The NYFHT offered family-focused COVID-19 and influenza vaccination clinics including senior friendly drive-throughs, and childhood catch-up vaccinations, and a homebound vaccination program in response to our community's needs. We partnered with our OHT, Toronto Public Health, Community Physicians and various other health service providers in our region to make this happen. Access to timely primary care: Our team in collaboration with our local family medicine department and the NYTHP, launched a Virtual Family Health Team (VFHT) which provides virtual primary care assessments for patients with health concerns who cannot access their physician or do not have one.

Through partnership with our NYFHT, patients also have access to allied health services, including pharmacy, social work/case management, and nutritional support via physician referral. This approach tried to bring equity to team-based primary care across our region.

Childhood vaccination catch-up strategies: To help providers catch up on children missing their routine, childhood immunizations, an essential service that was affected by the pandemic, we ran queries of outstanding patients for each physician. This outreach ensured they were reminded and immunized in a timely way. These vaccines are offered to any eligible child in the community.