

# BRIGHT LIGHTS AWARDS



2016

## Leadership and Governance in a Changing Environment

Dr. Cathy Faulds, London Family Health Team

### Leading change in communication with patients and the health community



With legislation and policy changes on the horizon, the Ontario healthcare system is poised for change. Primary care teams are uniquely positioned to lead the way in transforming health care. They've already begun to integrate services in order to serve their populations better and are working toward providing access to the population as a whole. By combining vision with a detailed understanding of the system, primary care teams and their leaders serve as pioneers, facing head on the challenges that come with major change, and breaking new ground so their patients and communities can reap the rewards of an improved system.

Dr. Cathy Faulds, co-founder and former clinical lead of the London Family Health Team, is the very epitome of leadership in a changing healthcare system.

As a clinical professor at Western University's medical school and a member of several provincial advisory committees, she understands the practice of medicine and its evolving role in the larger healthcare delivery system. Meanwhile, her hands-on experience with a primary care team gives her exceptional insight into the ongoing challenges faced by frontline healthcare workers and the people they serve.

Leading the way, Dr. Faulds has embraced social media and online tools that allow her patients to have a real relationship with their physicians and other team members and offer them reliable information about specific complaints.

This initiative engages her patients in entirely new ways. While in Dr. Fauld's exam rooms, they are able to access curated information about their health concerns via specially programmed iPads that address topics such as nutrition and resources. Email allows the team to remind patients of appointments, and a Facebook page provides patients a forum for offering feedback about various clinic programs. The Facebook page also allows the team to look beyond the roster and share healthcare information with the larger community. An added bonus is that the new initiative

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reduces administrative workload, allowing team members to turn their attention to the patients' health issues instead.

Dr. Faulds leadership skills come as no surprise to people who know her. In 2015, she received the Team Williams Innovation Award from the College of Family Physicians of Canada. In addition to her other responsibilities, she is a director-at-large with the College of Family Physicians of Canada and past president of the Ontario Chapter. As the London FHT and its patients can attest, she understands change and is able to introduce it in a way that makes it palatable rather than frightening.

**Key Facts:**

- As a co-founder and clinical lead at LFHT, Dr. Cathy Faulds introduced a communications initiative that engages patients in new ways.
- This new initiative reduces administrative workload, allowing team members to focus on other issues.
- Always an innovator, her creativity was recognized in 2015 with the Team Williams Innovation Award from the College of Family Physicians of Canada.

She generously shares her ideas and experiences with other healthcare professionals through organizational and committee memberships both provincially and nationally.