

# BRIGHT LIGHTS AWARDS



## 2015

### Population-Based Primary Health Care: Planning and integration for the community Windsor Family Health Team

## Double the Success with Targeted Programs



Each community has a diverse set of health needs, and primary care teams work diligently to identify these needs and address them with useful services and programs. The Windsor Family Health Team has taken to heart the importance of serving its local population and has assessed the gaps in care that existed in Windsor. In response to its findings, the team has developed two initiatives that are tailored to local needs and look beyond its own roster of patients to the entire Windsor community. Working with community partners, the team has broadened the scope of services it can offer.

#### **Health Equity: Providing Transgender Primary Healthcare**

The first initiative is a targeted, structured program that provides primary care services to a population that is generally overlooked: the local transgender community. There were no local services to support this population, so the FHT stepped in.

Staff engaged Rainbow Health Ontario to provide specialized training in primary care best practices and applied for seed funding from the Ontario Trillium Foundation so staff had the capacity to support clients throughout their transitions. The services have been available for five years, and include primary care and additional psycho-educational workshops for clients. To sustain the program, the FHT offers specialized training to interested clinicians, and the team is also planning to train facilitators to offer a Gender Journeys workshop. To date, 27 trans-identified clients have been served, and the team continues to update its clinical knowledge and advocate for services locally and provincially.

As a result of this initiative, the FHT has been invited by Rainbow Health Ontario to become an official member of Trans Health Ontario, a network that offers providers across Ontario an opportunity to share and learn.

**BRIGHT LIGHTS AWARDS****2015****Population-Based Primary Health Care: Planning and integration for the community  
Windsor Family Health Team****A Systems Approach to Comprehensive Health Promotion Planning**

The second initiative is one that doesn't usually fall under the purview of a primary care team: creating a process for developing a comprehensive, evidence-based, population-specific health promotion plan.

This, too, is based on identified community and patient needs.

The process resulted in a health promotion plan that helped the Windsor FHT reach more than 7,000 people with 17 programs and services last year; this year, the team is offering 21 programs and working with 10 community partners to deliver them. The team has seen a downward trend in nine of the city's 10 chronic diseases as a result, along with patients who have an improved perception of their own health, and their vision of Healthy Lives; Healthier Community is affecting the population of Windsor as a whole.

Creating the health promotion plan required an assessment of internal and external needs, followed by development and implementation. Team members believe that reflecting on the past year's work is critical to continuous improvement of the program, and they regularly adjust their evaluation and feedback tools as a result. At the 2015 AFHTO conference, the team is sharing their tool with the broader primary care team community, and a presentation is scheduled for the 2016 American Academy of Nutrition conference. Staff also provide information to local teams at regular executive directors' meetings.

Both programs see the forest instead of the trees; they have the vision to address the needs of the larger community, which is the true aim of primary healthcare.