



association of family
health teams of ontario

**Overall Patient Experience
September 2014**

Potential actions related to processes of care

Assuming you have established that the data are good enough to direct action AND that improving performance in this area is a priority for your team, you may wish to discuss the following options with your clinical leaders, Quality Improvement committees, team staff and/or patients:

- a. Collaborate with [Patients Canada PFCC KPI initiative](#).
- b. Convene a patient advisory council, with the help of the [toolkit](#) from CCO:
- c. Connect with teams who report progress with improving patient experience:
 - i. [Thunder Bay Regional Health Center](#)
 - ii. [Institute for patient and family centered care](#)
 - iii. [Presentations from AFHTO 2013 conference](#):
 - Toronto Western Family Health Team (TW-FHT) Patient Experience Survey
 - [TAPESTRY](#) – Teams Advancing Patient Experience: Strengthening Quality; McMaster Family Health Team
- d. Sign up to the online [forum](#) on AFHTO's members-only web page related to access to join other teams working to improve patient experience and/or request other teams who have enjoyed success in improving patient experience to identify themselves and provide suggestions.
- e. Contact your peers to determine their performance with patient experience and work with them to either spread any processes they find have helped them or collaboratively test some new changes that might work for you AND your peers.