

BRIGHT LIGHTS AWARD


2012

Strengthening the FHT Team
Award Winner — Patricia McLeod, Centre for Family Medicine

Leadership and winning ways



A caring atmosphere is known to benefit patients; Pat McLeod never doubted its importance for staff — and her commitment to creating one at the Centre for Family Medicine Family Health Team has paid off with growth, stability and success for her team.

Ms McLeod has been the executive director of the team, based in Kitchener, since its inception in 2005. Under her leadership, the team has developed partnerships with McMaster University, the University of Waterloo, Western University, Wilfrid Laurier University, the Research Institute for the Aging, Reception House (an entry portal for immigrants), the Alzheimer Society, the Ontario Neuro-trauma Foundation, the Waterloo-Wellington Local Health Integration Network, and the community care access centre.

Ms McLeod's leadership ensured the Centre for Family Medicine won the inaugural Ontario Practice of the Year Award in 2008, and she has been an important part of why the team has been honoured with awards and recognitions for family medicine, geriatric medicine, pharmacy, social work, dietetics, nursing and interprofessional care.

Her leadership also allowed the Centre for Family Medicine Family Health Team to develop highly rated training programs. The Memory Clinic design has been duplicated in 34 places across the province, and the Point-of-Care Anti-coagulation Clinics in 15.

Ms McLeod and the leadership group at the Centre for Family Medicine have dedicated many hours to developing partners locally and provincially. In 2010, the new University of Waterloo-McMaster Health Sciences campus, which includes the Centre for Family Medicine, was opened with the new school of pharmacy, the new regional medical school, and the new school of optometry clinic. In 2011, Ms McLeod and the team established a board of advisors that includes representation from local hospitals, the local chamber of commerce, community leaders, academic leaders, local government, and patient advocates.

Perhaps most important of all, her leadership can be seen in many everyday aspects of the team's work. Patient, learner and staff surveys repeatedly show very high satisfaction with all of programs and services, and staff morale is high — measured by very low staff turn-over and high attendance at educational, social, team-building, and charity events.

In the fall of 2012, Ms McLeod will turn 70 years old and will be retiring. Long the heart and soul of the Centre for Family Medicine, she is widely known as the team "mom."