

ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

BRIGHT LIGHTS AWARDS

2019

Nomination

Patient and family-centred care

St. Michael's Hospital Academic Family Health Team

Applying methods of citizen engagement in primary care

St. Michael's

Inspired Care.
Inspiring Science.

Academic Family
Health Team

We used methods of citizen engagement to gather recommendations from a representative group of patient advisors to prioritize areas for improvement in our Family Health Team (SMHAFHT). We partnered with MASS LBP, a company that has pioneered the use of civic lotteries and reference panels to engage citizens in tackling tough policy choices. We sent an email invitation to 10,000 patients inviting them to volunteer to spend a Saturday with us to improve the typical medical visit. Three hundred fifty people volunteered for the engagement event. From these volunteers, we randomly selected 36 patients to attend the engagement day, stratifying our selection by self-identified sex, housing, age-group, and self-reported health status to match our practice demographics. Attendees provided us with more than 15 recommendations covering topics from booking an appointment to working with resident physicians. As described further below, our engagement day has resulted in tangible service improvements, inspired a culture of patient engagement at our practice, and has been lauded as innovative internationally.