

ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

BRIGHT LIGHTS AWARDS

Nomination
Public health and primary care
Toronto Western Family Health Team
Toronto Western Family Health Team-led COVID-19 Assessment Centre



Our FHT took over the management and day-to-day operations of the Toronto Western COVID-19 Assessment Centre (CAC) in mid-April. Initially set up by the hospital's Emergency Department, many of the processes were modeled after their own, resulting in long delays and unnecessary paperwork that were not relevant to the essence of a CAC. Through the unique lens of primary care, we were able to identify areas of improvement and enhance flow and processes significantly, particularly in response to changing needs and ever-increasing numbers of patients wishing to be tested.

