

North York Family Health Team

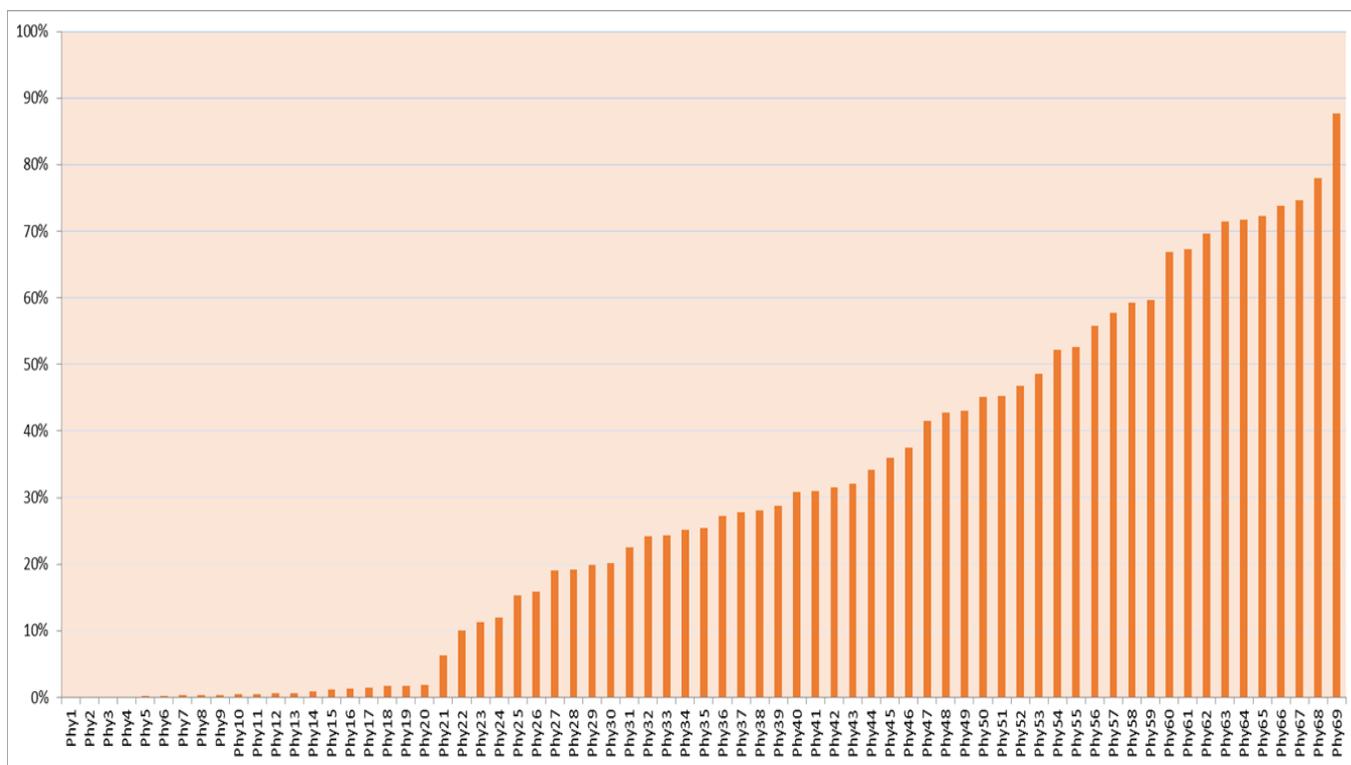
Patient Email Addresses

In order to report to Health Quality Ontario, the FHT is required to measure patient- centredness and access. In the last two years, we have realized the only practical way to do this is by patient survey via email.

Some offices have email addresses for a large percentage of patients, and some for none. This is an area for improvement for our team.

With this newsletter, attached you will find an office poster that you may use. It prompts patients to give their email addresses to reception staff. If you would like messaging particular to your office on a sign like this (with NYFHT logo), please let Diana Addeo (daddeo@nyfht.com) know and it can be modified.

% of Patient Charts with Email Address Per Physician Within NYFHT July 2015



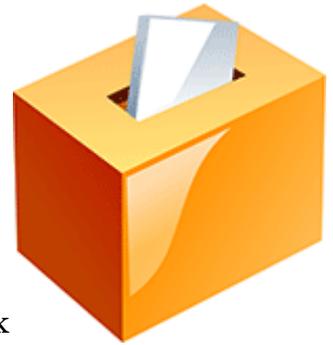
Min	Max	Mean	Median
0%	88%	29%	25%

NYFHT Feedback Box

Let us know if you need a new NYFHT feedback box for your waiting area or front desk. This allows patients to give feedback when it suits them.

For a new box, please email Diana at daddeo@nyfht.com

Please also remember to empty your box from time to time, and look at the feedback! Health Quality Ontario recommends posting responses to feedback in the office or on the office website, especially if there are recurrent themes. This is a simple method for quality improvement in the area of patient centredness. If you need help with this, please contact our QI Decision Support Specialist, Marjan at mmoeinedin@nyfht.com.



Interested in a BCLS Course?

If physicians or physician office staff are interested in a BCLS Certification or re-certification, please email Jennifer Leung at jleung@nyfht.com.

If there are sufficient numbers, we will organize courses for this fall. (Cost of the course would be the responsibility of the physician or attendee.)



North York
Family Health Team

North York Family Health Team Management Office

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Please give the reception staff your

EMAIL ADDRESS

so we can notify you of preventive care reminders or any urgent health warnings. We also send out a yearly patient satisfaction survey, so you can give us feedback.



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