



Staying Focused on the Patient Experience CITY OF LAKES FAMILY HEALTH TEAM: LC3

Not sacrificing quality for quantity is just one suggestion from the City of Lakes FHT for building a culture of quality improvement within an organization. Using a simple reminder to book an annual diabetic visit has resulted in a staggering 97% compliance rate among City of Lakes FHT patients. The development of their Happy Birthday Initiative and diabetic group visits, was developed by surveying diabetic patients within the FHT. Results from the survey guided the team in developing a program based on the needs and wants of their diabetic patient population and resulted in a cooperative relationship with their local Diabetes Education Centre.

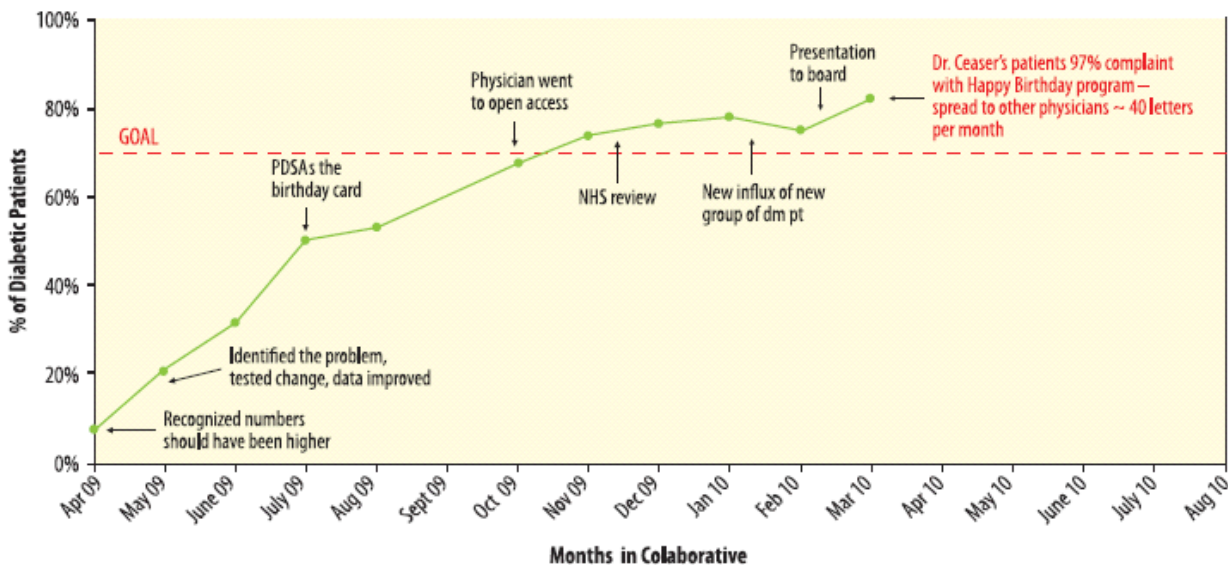
are called with a reminder to book their annual diabetes review appointment. Happy Birthday packages are mailed to these patients, complete with a lab requisition, enabling them to complete their blood work prior to the visit. During patient visits, physicians are able to easily review recent lab values, past visits and chart in the electronic medical record, using the Annual Diabetes Review stamp. Patients are given a copy of the Diabetes Passport and referred to appropriate healthcare providers within the team and community.

In an effort to spread this initiative staff disseminated the information to the remaining physicians.

On the month of their birth, diabetic patients

RETINOPATHY SCREENING RATES ALSO INCREASE FROM 23% TO 83%

CITY OF LAKES FAMILY HEALTH TEAM 74% INCREASE IN DOCUMENTED SELF-MANAGEMENT GOALS PERCENT OF DM PATIENTS WITH DOCUMENTED SELF-MANAGEMENT GOALS IN THE LAST 12 MONTHS FOR DR. JACK CEASER



Dr. Ceaser's patients 97% compliant with Happy Birthday program — spread to other physicians ~ 40 letters per month

"Real improvements occur when teams and systems are aligned."

David Courtemanche, Executive Director, City of Lakes FHT

Showcase: Patient Journey

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