



1st AFHTO All Leaders Retreat

November 4, 2009

Executive Summary

Overview

On November 4, 2009 approximately 150 clinical, administrative and governance leads representing about 65 Family Health Teams in Ontario convened for the 1st All Leaders Retreat. There were all types of FHTs, including those established in Wave 1 about three years ago as well as those in Wave 2 and those approved in the last year as part of Wave 3. There were physician-led FHTs as well as community-based mixed models and nurse practitioner-led teams, ranging in size from one physician and allied health professionals to the largest FHT representing more than 120 physicians.

The overall goal was to achieve a more effective collaboration among FHTs and to gain consensus on the roles and priorities for the Association of Family Health Teams of Ontario (AFHTO) into the near and mid-distant future. The day was facilitated by the Syntegrity Group and the working session was guided by a single over-arching question: “When you think about how your FHT can best serve your patient populations, what keeps you up at night?”

Concerns and Challenges

The morning session consisted of three simultaneous groups of approximately 50 participants each, working through a structured process to identify the concerns and challenges as experienced by the participants with reference to the over-arching question. There were 12 key themes that emerged from across the three groups (listed in no particular order):

1. Sustainable funding for quality care
2. Collaborative team development
3. IM/IT/EMR
4. Teaching
5. Physician engagement
6. Inclusive strategic planning and governance
7. Collaborative advocacy and communication
8. Recruitment and retention
9. Improved budget process
10. FHT leadership and engagement
11. Collaboration, communication and outreach
12. Quality of care

Top 10 Goals for Family Health Teams

In the afternoon, participants engaged in rotating “three-round” discussion groups on the 12 key themes, structured so that each person participated in three different theme discussions. In Round 1 of each discussion, participants identified the challenges and opportunities related to the theme. In Round 2, they identified the goals related to the theme, as well as the questions that need to be answered in order

to address the theme. Finally, in Round 3, they proposed recommendations for AFHTO toward addressing these goals as a collaborative.

In summarizing across the group discussions, the facilitators articulated 10 (immediate and mid-term) goals for FHTs to remain sustainable and meet their over-arching goal. These are (in no particular order):

1. FHT programs and staff are evaluated using standard measures, based on quality and patient outcomes
2. Strategic planning is a core activity that is conducted regularly within FHTs
3. FHTs are supported by clear governance structures and processes and clearly defined mandates and roles
4. The value of FHTs is broadly recognized by MOH, patients, and the public
5. The number and size of FHTs is increased due to enhanced recruitment and retention programs
6. FHTs operate more efficiently by optimizing their use of available resources
7. A greater degree of collaboration occurs within FHTS and externally - between FHTs, and with other organizations
8. A greater number of FHTs provide teaching/training on inter-professional care
9. EMR administration is more efficient and effective due to improved vendor management processes and standards
10. The norms and behaviours associated with inter-professional care are embedded within the culture of FHTs

Overview of Proposed Role for AFHTO

Based on the recommendations for AFHTOs role across the theme discussions, four main roles for AFHTO have been proposed. These are:

Advocate/Champion

As an Advocate and Champion, AFHTO provides an interface for on-going dialogue between FHTs and MOH, advocates attaining appropriate Government support for FHTs, and promotes the value of FHTs across Ontario

Network/Convener

As a Network and Convener, AFHTO facilitates on-going collaboration and knowledge exchange between FHTs and establishes relationships with other professional organizations on behalf of FHTs

Resource Center

As a Resource Centre, AFHTO provides information, tools and educational support related to inter-professional care to FHTs, patients, and the public

Establish Standards

In collaboration with MOH and other professional organizations, AFHTO establishes standards to support FHTs in operating effectively and delivering quality, inter-professional care.

Complete summary from retreat available at: www.afhto.com.