

Health Action Centre

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Program/Dept: Primary Care

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Following concerns regarding function of interdisciplinary team, inefficient processes, and client access, the Health Action Centre (425 Elgin) has recently undergone the Agreements for Excellence training with all staff and physicians. At this workshop, it was determined that inconsistent telephone protocols and clinic processes are contributing to client and staff dissatisfaction and inefficient use of employee's time. Lack of clear procedures results in multiple hand-offs of client phone calls, inconsistent information, and general 'less than ideal' experiences. The goal of this project is to implement consistent and streamlined processes, to clarify team roles and responsibilities, to maximize operational efficiency, and to improve access and care to clients.