Clinic Services Improvement

- Using patient stories to drive changes in primary care
- Learning from unattached patients and their journey to care
- Addressing language barriers

Health System Improvements

- Addressing gaps in data
- Educating patients on how they can contribute to their care and increase efficiency
- Identifying barriers to patient care

Research

- Identifying gaps in data using prospective data
- Making research more accessible to individuals with English as a second language
- Co-designing research with patients and identifying priorities

Patient Involvement in Education

- Explaining the role of a resident
- Co-teaching and presenting case studies
- Evaluating doctors’ communication skills

Patient-Centred Care

- Involving the PFAC in undergraduate advocacy projects
- Teaching residents patient advocacy skills
- Creating tools for patient feedback on resident care

Clinic Services Improvement

- Expanding patient awareness to reduce admin burden
- Understanding why some patients refuse to see learners, so less patients refuse care
- Encouraging patients to take an active role in increasing physician knowledge and awareness of community resources

Policy and Government

- Identifying ways to use the waiting room for active care
- Creating accountability systems
- Using patient stories to shape policy

Physician Wellness

- Learning more about the patient experience
- Increasing patient education

Community Engagement and Access

- Improving the waiting room and clinic space design
- Employing patient navigators
- Addressing accessibility issues
- Expanding the role of the patient and increasing education around how they can support their family doctor

DFCM Patient Engagement Topics of Interest

- Encouraging collaborations between members of the community and patient partners
- Identifying gaps in data
- Educating patients on how they can contribute to their care and increase efficiency
- Identifying barriers to patient care
- Explaining the role of a resident
- Co-teaching and presenting case studies
- Evaluating doctors’ communication skills
- Involving the PFAC in undergraduate advocacy projects
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