

# Clinic Grants Program 2023/24 - Summary

Thank you to all the clinics who participated in this program last year. The Vancouver Division is pleased to report that the program supported 132 clinic projects representing 430 physicians. That's approximately half of all eligible clinics!

The program contributed \$466,200 to a range of projects that improved PMH efficiency, privacy and security, provider experience and the patient experience, and increased access to care, enhanced patient care, and supported team-based care.

## Clinic Projects

Clinics took on a range of projects including:

- Updating and harmonizing clinic website to better present booking options for patients.
- Changing landline phones to VOIP system with multiple seats; custom support for setup and training for MOAs.
- Implementing automated fax AI inbox triaging.
- Customer service training for MOAs.
- Creating an online form submission platform for patients.
- Staff training courses on Gender Affirming Care aimed at ensuring clinic patients feel safe and welcome.
- Installing a check-in system that accommodates blind and deaf patients.
- Improving website material, translating from English to Chinese.
- Funding an answering service and coordinating physician scheduling with other Indigenous primary care clinics in the area.
- Creating a resource document to help connect patients with recovery and counselling resources.
- Developing clinic onboarding processes.
- Creating templates and referrals forms in the EMR.
- Implementing a mental health screening tool.
- Implementing Elderly Fragility Assessment & Fall Prevention Protocol.



## Clinic Feedback

We asked clinics for their feedback in post-participation survey and received lots of great feedback including: provide a consultant or service provider list, expand eligibility criteria, offer the program more than once a year, provide information about the grants supported by the program, and use text messaging to send reminders about the program.

### What participants liked about Clinic Grants

*The program gives great flexibility for the clinic to work on relevant and practical projects with direct benefits to all parties. Keep this program going! It's a wonderful resource!*

*I think that this program offers real support that allows us to improve the office routine, workflow and modernize and improve patients' care.*

*It is a great source of support that is well utilized by the clinic and appreciated by the clinical team.*

*The program could not be simpler or made easier. Thank you.*

*These grants are critical, at a time when running a primary care office is becoming increasingly financially difficult, organizationally challenging, and professionally demanding.*



**The Division looks forward to supporting clinics again this year!**  
**For more information about the 2024/25 program [click here.](#)**