



Vancouver Division of Family Practice
Clinic Grants Program

IMPACT REPORT



2024-2025

OVERVIEW

Now in its 4th year, the Clinic Grants Program is continuing to fuel change by funding improvement projects that primary care clinics might not otherwise have the time, resources, or budget to tackle.

The goal is to empower clinic teams to spark meaningful enhancements in patient care, streamline operations and strengthen clinic networks.

118 clinics delivered a diverse range of projects that:



Improved
accessibility for
patients and clinic
staff



Reduced
environmental
impacts



Improved clinic
workflow
efficiencies



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FOCUS AREAS

This year the program encouraged clinics to focus on three main areas: environmental sustainability, accessibility/Justice, Equity, Diversity, and Inclusion (JEDI), and clinic workflow. We also offered a 'pick your own project' for clinics who were keen to develop their own project ideas. The clinic workflow focus was back by popular demand.

Environmental Sustainability

Clinics could use the new Environmental Sustainability Assessment Tool, pick from a list of suggested projects, or submit their own project idea for improving clinic sustainability.

Accessibility / JEDI

Clinics could use the new Accessibility Assessment Tool, attend a JEDI workshop, pick from a list of suggested projects, or submit their own project idea for improving clinic accessibility.

Clinic Workflow

Aimed at improving the effectiveness and efficiency of the clinic, this focus had a list of suggested projects, and clinics could submit their own project idea for improving clinic workflow.



THE PROGRAM IN NUMBERS

118 approved projects

Engaging 580 family physicians.

55%

of all Vancouver-based clinics
participated this year.

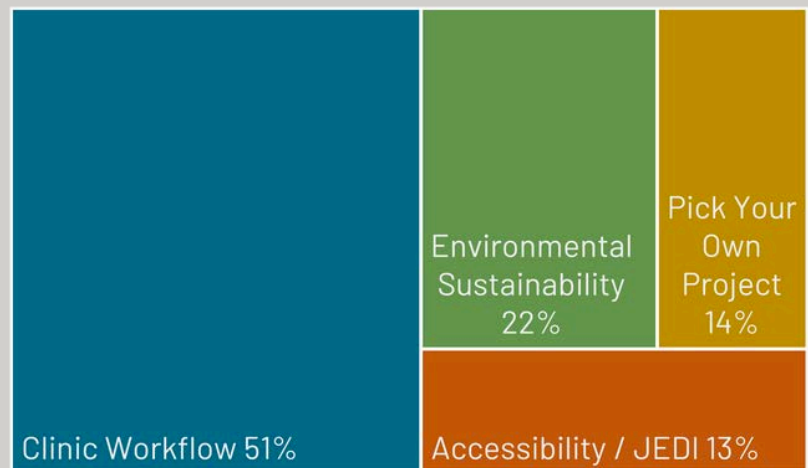
93%

said they would participate in
the program if it were offered
again in the future.

\$480,000

in total clinic support provided.

*[The program]
really brings the
whole clinic
together to work
on a common
goal to make
everyone's job
easier and have
more happy
patients.*



Project focus area breakdown





ASSESSMENT TOOLS

New this year, clinics could explore custom assessment tools tailored to family practices to help identify environmental sustainability or accessibility/JEDI priorities they might address.

The tools led clinics through a series of questions and provided:

- a maturity rating
- a list of practical recommendations
- a list of vendors and service providers
- a list of external funding opportunities



We have successfully been able to make changes...to be more accessible, inclusive and comfortable for both patients and staff as a result of this grant.



Thank you for giving us the Environmental Sustainability Tool as a guide to reflect on our behavior. This project was an opportunity to make some valuable improvements as without the funding that goes along with it, I do not know if I would have put in the energy (no pun intended) to look at our office through the lens of environmental sustainability.



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Access the
assessment tools





ASSESSMENT TOOLS

These tools drove new interest and investment in sustainability and accessibility, sparked by the Clinic Grants Program.

The staff is certainly more engaged and much more self-aware and conscious of their decisions and practices.

I do feel we are doing our part in a more collective responsibility to the planet. We need more people to get engaged in sustainability... my next project will be to engage patients in sustainability practices.

Our assessment tools equipped clinics with the insights they need to improve operations, enhance patient care, and build long-term sustainability—all while meeting the unique needs of each clinic. These tools will continue to have an impact as clinics can continue to access them to plan additional clinic improvements.

Access the assessment tools today!
cbs@vancouverdivision.com



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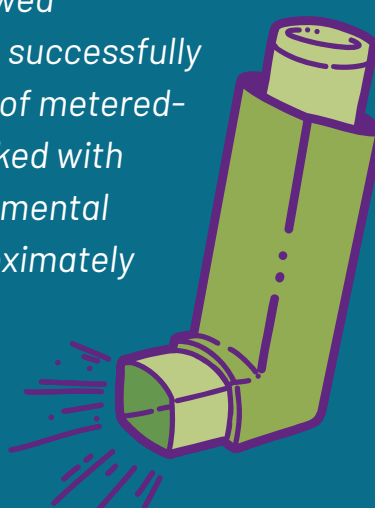
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MAKING CHANGE

Clinics undertook a diverse array of projects, such as creating clinic manuals and policies, digitizing patient records, enhancing energy efficiency and water conservation, translating patient education materials into multiple languages, and making physical upgrades to improve accessibility for patients.

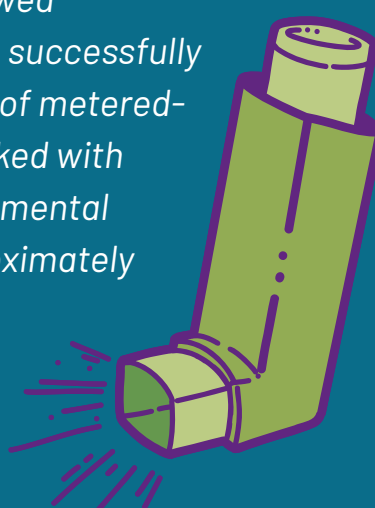
Here's a sample of some of the many projects clinics undertook:



Physicians reviewed medications and successfully reduced the use of metered-dose inhalers linked with negative environmental impacts in approximately 85% of patients.



Many of our patients have commented that they appreciate being able to access the office without having to ring the bell and wait for someone to open the door for them, especially our elderly or disabled patients. Families with young children, car seats, and strollers really appreciate the automatic door as well.



We had all staff participate in the San'yas Anti-Racism Indigenous Cultural Safety Training Programs for healthcare... New staff will be required to take this course as part of their first year of employment.

[See the full list of clinic grant projects on our website](#)

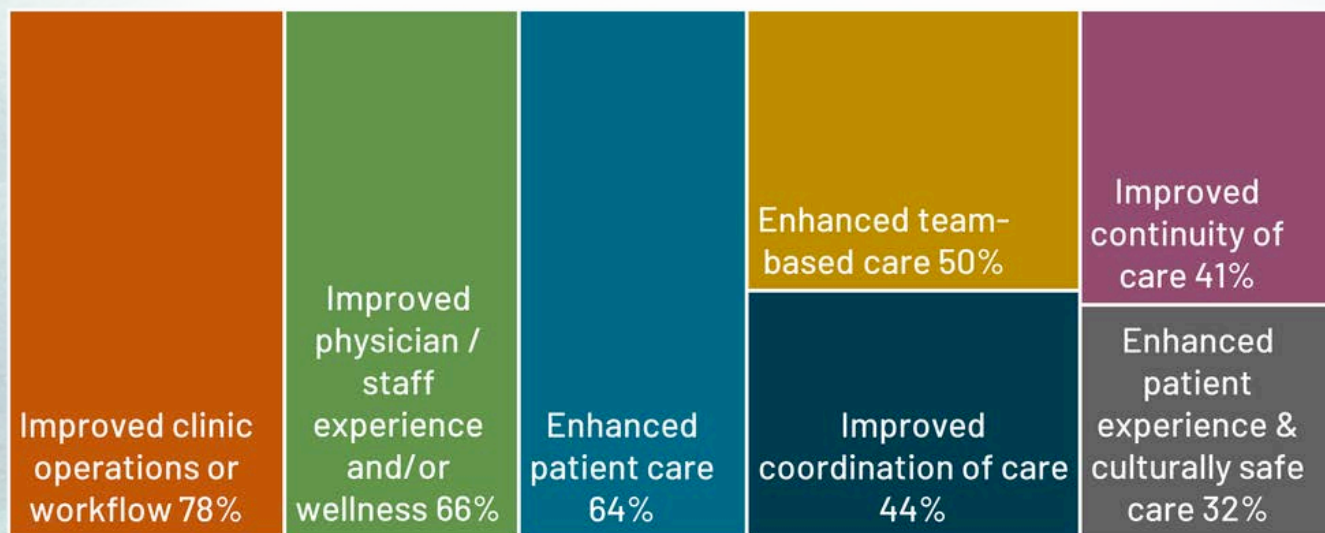


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OUTCOMES

We asked clinics to share which Primary Care Network (PCN) or Patient Medical Home (PMH) outcomes their projects achieved:



Clinics delivered an impressive array of outcomes.

Here are just a few comments about the results of their projects:

- *The new materials improved communication and efficiency between MOAs, healthcare providers, and management, leading to smoother operations and faster issue resolution.*
- *Increased communication between doctor and MOA helped office workflow.*
- *Established a regularly scheduled inservice to improve on emergency preparedness skills for the team.*
- *Patients can book their own appointments at their convenience, staff has more time to concentrate on other office work.*
- *Our clinic will be better prepared and organized to onboard new providers joining the clinic.*
- *We increased our awareness of energy use and how that can have a negative environmental impact and incurring increased costs in the long term.*





REFLECTIONS

Clinics shared their thoughts
about why they loved the Clinic
Grants Program this year:

Thank you for prioritizing accessibility and JEDI initiatives! It was so easy to allow this bit of funding to become a use case point, allowing our company to see return and continue to invest in these initiatives.

[The program] gives participants lots of flexibility to work on projects that are uniquely relevant to their neighbourhood.

Really brings the whole clinic together to work on a common goal to make everyone's job easier and have more happy patients.

This is a great initiative! Your help accelerated changes that were long overdue.

Thank you for the grant, which made a valuable improvement for our patients.



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