



A key component in evaluating the success and benefits of patient medical homes involves collecting stories of health care change from doctors, patients, and allied care providers. These stories take readers on a journey toward understanding how patient medical homes are improving care around the province.

Change Snapshot: How having a nurse and social worker in practice improves the quality and patient-centredness of care.

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A Group Effort Improves Care and Provider Awareness of Patient Stresses

I have seen both a nurse and a social worker at my doctor's clinic, and they were really nice. My experience with the nurse was really good. It was easier to go in and have a PAP with a female. I have noticed that they can maybe cover more areas because I had the nurses burn off some warts on my scalp, just things the doctor did not need to be bothered with. I can get in to see a nurse sooner than the doctor usually and they both work together sometimes so I can tell the nurse some things before the doctor walks in so she can communicate to the doctor more efficiently than I can. I really see it as a group effort to look after me.

My experience with the social worker was really good. She has helped me with all sorts of things from helping me fill out forms to helping me deal with the grief of my mother passing. I am going through quite a few things. I am dealing with my daughter's father being diagnosed with ALS. It is a big help for me counselling-wise and just bouncing things off her. I think I am able to see her as much as I want to. She is great because I can just text her or call her if you have a crisis. I seem to be able to get in as soon as she is available.

I think the most significant change is that the care has improved quite a bit. I can talk more. I feel like they want to listen more. It feels more like a group effort than an in and out kind of thing to find out more what is going on with me whether it is emotional or physical. My doctor does seem informed of the things I talk about with the social worker now. He didn't know about the stresses I was under but now he does because of the social worker. It feels like there are three people who are seeing what is going on with one appointment, which is really great. Whatever I communicate with the social worker she can sometimes communicate it better with the doctor if I can't find the words.