



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 the PMH approach led to patient-centred, informed care.

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Happy and Healthy Seniors with a Proactive Health Team

We are an elderly couple in our mid 70's. We see specialists occasionally because we are seniors, but we can do anything we want to thanks to our doctor and our nurse. They are trying to keep us on our feet by swimming, eating right, and losing weight. When we go in to the doctor's office, our needs are met. We're elderly and we feel great.

We met when we were age 16 and 17, and went steady for 5 years before marrying. We have 6 children and we took care of 41 foster children with special needs for 20 years. We're retired now, and we enjoy doing things together as a couple and travelling in BC. We've both had significant health issues over the years, but we're very fortunate to have a doctor and nurse working together as a team and good specialist referrals when needed.

We've been going to this practice for two years, since she opened. Our family physician retired and referred us to this doctor. We'd been with the past doctor 30 years and didn't want a new doctor, but he said we'd be well taken care of and we have been. We were hesitant about going to a new doctor, but have been very happy with the care we're receiving.

What struck us about having a Nurse in Practice is that it's probably the first time in our relationship with a family physician that the physician's office has been proactive about health issues, rather than us presenting them with a problem. We were phoned and asked to come in to talk about our health. During our first meeting, the doctor had the nurse join us as part of an appointment. We've seen the nurse twice since she started a year or so ago. The most significant change for us is that our full health information has never been shared with us before- this time we saw results of our blood tests for the first time ever, not just cholesterol or other highlights. The nurse went over everything and explained what it all meant.

We attend all meetings with nurses or other health care providers together as a couple, because it is helpful to have another set of eyes and ears. We have two main health concerns: one of us has an ongoing knee problem, and other had the first of two open heart surgeries in 2011, and a valve replacement in 2014. The first of these was done in another health region because we didn't have a cardiac surgery unit in our hospital.

The doctor recommended a diet for one of us with the knee problem and the nurse went over what the diet entailed and how to focus on weight loss. The nurse talked to us about alternative therapy for the knee, what to watch for, and potential outcomes down the road. The nurse provided encouragement and explained how every pound has a multiplier effect on the knee. As a result, there has been 30 pounds of weight loss in the past seven months, so that the full ability to walk has returned. The nurse also provided diet advice to support ongoing heart health. The time the nurse has spent with us has made us feel respected and is helping us to lead a good life as seniors.



We usually just have about ten minutes with our physician, so we often have unanswered questions and no time to think through what we are hearing. The nurse seems to have more time available to have more detailed conversations with patients, and we feel very happy with this setup. We feel that we can bring up any concerns that aren't imminent, and we leave feeling great. The doctor and nurse are very thorough in the way they approach us as seniors.