

Healthcare is changing. Hamilton is changing. The Hamilton Family Health Team is changing.



A handwritten signature in black ink, appearing to read 'Terry McCarthy'.

Terry McCarthy
Executive Director



A handwritten signature in black ink, appearing to read 'Monica De Benedetti'.

Dr. Monica De Benedetti
Lead Physician



A handwritten signature in black ink, appearing to read 'Wale Ayeni'.

Dr. Wale Ayeni
Board Chair

As our city continues to thrive and grow, so does the Hamilton Family Health Team. This past year, we have developed more clinical services to reach more Hamiltonians. We are working on strategies to make it easier for patients to receive care close to where they live or work, and we are advocating — in a big way — to make sure that patients in Hamilton and beyond are receiving high quality care that is safe and reliable.

As you read through this report, you will see that collaboration with other local health care providers and community agencies has been integral to our growth. By working with the McMaster Family Health Team, we have been able to deliver new mental health and nutrition groups; by partnering with our local public health unit and family physicians across Hamilton, we are hosting a centralized TB screening clinic for patients who require proof of immunity for work, volunteering or education; by integrating services across the city, we are able to offer enhanced palliative care services as well as supporting those practice teams whose patients choose Medical Assistance in Dying on a city-wide scale; and, by regularly meeting with leadership from our local hospitals, the city and other community organizations, we are working together to develop and test out neighbourhood-based models of care which are targeted toward specific patient needs.

Feedback from our patients has also been vital to our continued development. Through patient satisfaction surveys, the feedback button on our website, and interactions on social media, patients can tell us what we are doing well, and how we can improve. Our increased interactions with patients have also provided us with the opportunity to share in their joy as they achieve their health and wellness goals. You will see that our report has quotes and stories from real patients whose lives have been transformed by our groups and programs.

Our growth and success over this past year has not happened by accident. We have been focusing on projects and opportunities that align with our Strategic Plan and our vision of a healthier Hamilton. In particular, we have had great success in advocating for system improvement that optimizes the health and wellbeing of the patients, families, communities, and populations we serve. When you read the “Our Promise” section of this report, you will see this for yourself: we are huge supporters of the Choosing Wisely movement and we had a significant role in the Ontario Minister of Health’s order to protect patients from the marketing tactics of profit-focused pharmaceutical companies.

We are thankful to our patients, community partners, and teammates for their continued dedication, and for joining us in our vision of a healthier Hamilton.

