

**Supplemental materials for:**

**Kiran T, Davie S, MacLeod P. Citizen engagement in primary care. *Ann Fam Med.* 2018;16(2):175.**

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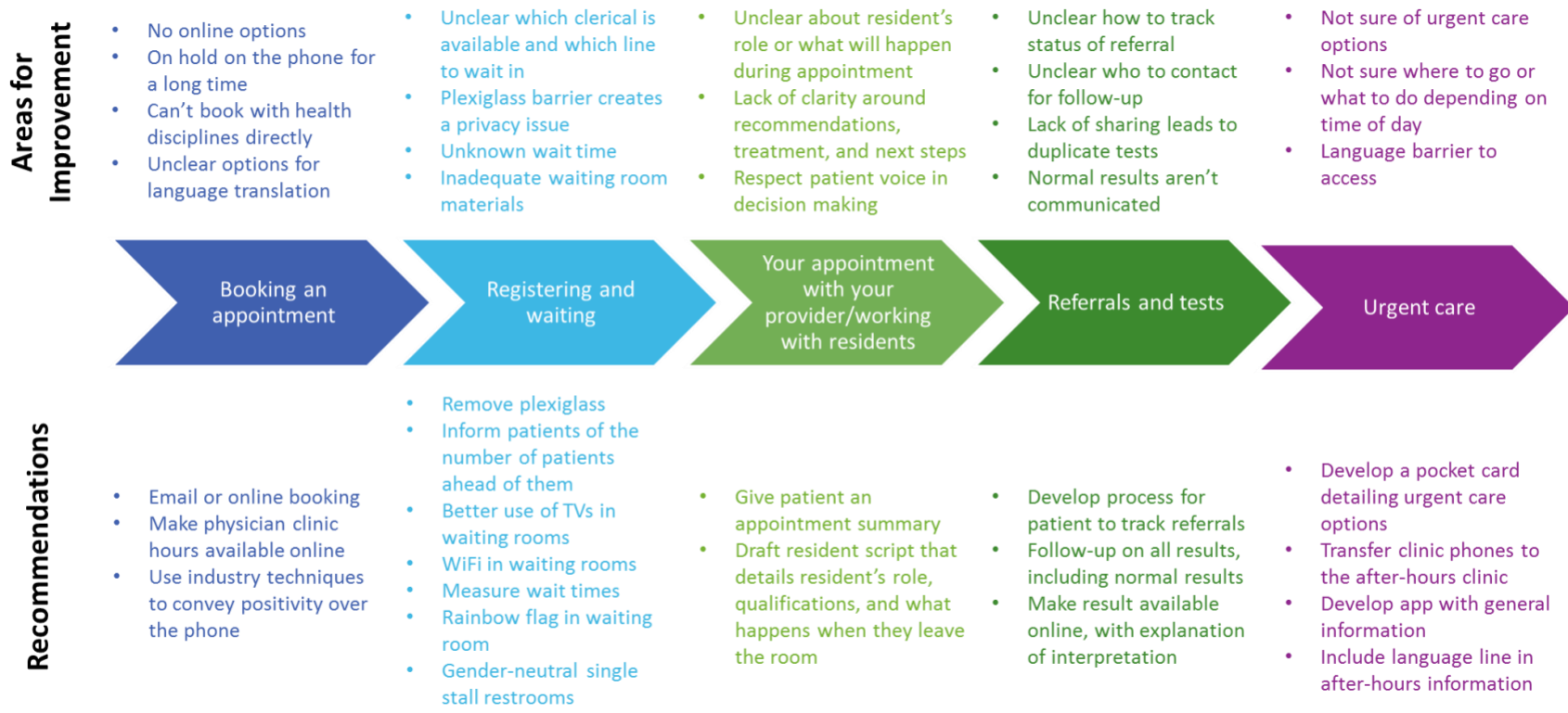
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**Supplemental Figure 1. Summary of areas for improvement and patient recommendations that SMHAFHT committed to advancing in the short-term.**



<b>Supplemental Table 2. SMHAFHT's Progress on Advancing Patient Recommendations Approximately 18 Months Following the Patient Engagement Event</b>		
<b>Recommendation</b>	<b>Status</b>	<b>Progress to date</b>
Adopt email and/or online booking of patient appointments	In progress	Drafted guidance for staff on email communication and awaiting approval from privacy office. Exploring information technology options for enabling on-line booking.
Use industry techniques to convey positivity over the phone	Complete	Phone centre staff underwent training and the phone system was re-organized to enhance customer service
Use waiting room TVs for patient education	In progress	Content drafted, with input from patients and communications staff
Advertise WiFi availability in waiting rooms	Complete	Signs placed in clinic waiting areas to tell patients how to log on
Inform patients at check-in of the number of patients ahead of them that are waiting to be seen by the physician	In progress	Two methods being tested at three clinic sites
Measure waiting room wait times	Complete	Patients are asked about their experience with waiting in the waiting room in our monthly patient experience survey
Remove plexiglass from the check-in area	Partial progress	Glass removed at 2/5 clinics. Discussions underway about whether staff feel comfortable removing the glass at the other sites given staff concerns about personal safety.
Provide gender-neutral single stall restrooms	Complete	Gender-neutral restrooms available at each clinic
Place rainbow flag in waiting room	Complete	Placed posters in each clinic waiting room
Draft and adopt a script for resident physicians that details their role, qualifications, and what happens when they leave the room	In progress	Developed poster and pamphlet detailing the role of resident physicians. Patient focus group and survey conducted to understand patients' awareness of resident roles. Residents and clerical staff directed to inform patients about resident roles and give patients a pamphlet as appropriate
Develop a process for patients to more easily track test and specialist referrals	In progress	Exploring potential information technology solutions
Make test results available on-line, with explanation of interpretation	In progress	Working with hospital to pilot patient portal that enables viewing of tests results
Develop a pocket card detailing urgent care options	In progress	Developed urgent care policy to standardize approach at all 6 clinic site for day-time access for urgent concerns. In the process of developing communications to inform patients
Include information on the language line in after-hours promotional material	In progress	Phone centre staff to be trained on how to use language line
Transfer clinic phones to the after-hours clinic	Complete	Phones are transferred to the appropriate urgent care clinic at the time of their call