

QFHT NEWS



Queen's
UNIVERSITY

NEWS & INFORMATION FOR PATIENTS OF THE QUEEN'S FAMILY HEALTH TEAM

10 STEPS

to reduce your risk of injurious falls



As the season of ice and snow approaches, many feel at increased risk of falling. Although winter can pose increased risks, it's important to be proactive about preventing a fall year-round.

Kingston, Frontenac, Lennox & Addington (KFL&A) Public Health reports that adults 65 and older have the highest rate of emergency department visits and hospitalizations for falls. In this age category, it's estimated that one in three people is likely to fall at least once each year. Further, falls account for 85 per cent of all injuries resulting in hospitalization among those 65 and older, and 40 per cent of nursing home admissions.

According to a 2014 Public Health Agency of Canada report, the majority of falls result in broken or fractured bones, and more than one-third of fall-related hospitalizations among seniors are associated with hip fractures.

Fortunately, most falls are predictable and preventable. It's important to know your risks and to take action to reduce them. Here are 10 tips to prevent falls, provided through KFL&A Public Health's Stay on your Feet program.

- 1. Be Active.** Regular physical activity helps to maintain and improve muscle strength, bone density, balance, mobility, mental health, flexibility and heart health.
- 2. Eat Well:** Eating nutritious, well-balanced meals and drinking plenty of fluid prevents weakness, brain fog, fatigue and dizziness – all factors that can increase the risk of falling.
- 3. Take Medication Safely:** Some medications, including herbal supplements, can have side effects that can increase your risk of falling.
- 4. Drink Responsibly:** Drinking alcohol, especially while taking medication, can significantly increase your risk of falling.
- 5. Do a Home Safety Check:** Fall hazards at home can include scatter rugs, clutter, cords, spills and pets.
- 6. Schedule a Check-Up:** Age-related vision and hearing changes may put you at greater risk for a fall.
- 7. Take Care of your Bones:** Be active (e.g. take walks) and do weight-bearing activities regularly to maintain and build strong bones.
- 8. Make Time for Friends:** Having a strong social support network will prevent you from feeling alone and will enhance your quality of life, thereby reducing your risk of falling.
- 9. Be Safe in Public:** Know your surroundings and be aware of hazards. Wear proper footwear and use assistive aids correctly.
- 10. Take Care of your Feet:** Wear supportive, comfortable, proper-fitting shoes with good treads. Talk to your health care provider if you have foot pain or require foot care.

For more information, resources and programs about falls prevention, contact KFL&A Public Health at:

613-549-1232, Ext. 1209 or visit www.kflpublichealth.ca

Vitamin D protects against falls and fractures

Vitamin D helps build stronger bones, partly by increasing the absorption of calcium. It also improves the function of muscles, which in turn improves balance and decreases the likelihood of falling.

According to Osteoporosis Canada, it's impossible for adults to get sufficient vitamin D from diet alone, no matter how good their nutrition. Therefore, routine vitamin D supplementation is recommended for all Canadian adults.

For more information, visit Osteoporosis Canada's website: www.osteoporosis.ca

Do we have your current email address? If not, please send it to info@qfht.ca so we can keep you and your family well informed.

FAST FACTS

GET YOUR FLU SHOT!

It's flu season, and vaccines are offered during our patients' regularly scheduled appointments, through weekday and evening clinics, and through home visits as required.

We will also offer three flu shot clinics at 115 Clarence St. (Haynes Hall):

Wednesday, November 4:

9 a.m. to 4 p.m. (First Floor)
and 5 p.m. to 7 p.m. (Second Floor)

Friday, November 13 (School PA Day):

9 a.m. to 4 p.m. (First Floor)

Thursday, November 19:

1 p.m. to 4 p.m. (First Floor)
and 5 p.m. to 7 p.m. (Second Floor)

Please call our flu line at 613-533-9300, Ext. 71947, to book an appointment, or drop in during our flu shot clinic hours to receive your immunization.

APPOINTMENTS – PLEASE BRING:

1. A valid health card: The Ministry of Health and Long-Term Care requires that we verify your health card at each visit.
2. Your yellow immunization record.
3. Medications: Please bring all your medications in their original containers, particularly if they have been prescribed by someone other than your family doctor (e.g. a specialist).

AFTER HOURS CLINIC

We offer both booked and drop-in appointments during our After Hours Clinic. To book an appointment, please call 613-533-9303.

The After Hours Clinic is open to QFHT patients Monday to Thursday from 5 p.m. to 8 p.m. and Saturday from 1 p.m. to 4 p.m. at 115 Clarence St.

To speak to a health care provider after 5 p.m., please call 613-533-9303 and our answering service will contact the physician on call.



Don't get caught without your flu shot! Visit qfht.ca for information about the flu and how to get vaccinated.

ABOUT OUR PHYSICIAN LEADERS

The College of Family Physicians of Canada has named **Dr. Richard Birtwhistle** and **Dr. Walter Rosser** among the Top 20 Pioneers of Family Medicine Research in Canada. The 20 physicians are being honoured for their contributions to advancing health care in Canada and around the world.

Queen's Undergraduate Medical Education (UGME) has chosen **Dr. Meg Gemmill** to receive its teaching award for the 2014-2015 academic year. Dr. Gemmill, the department's Intellectual and Developmental Disabilities Program Director, teaches the second-year UGME Communication and Clinical Skills Program.

Dr. Liz Grier, senior advisor for the department's Intellectual and Developmental Disabilities Program, has been selected to receive the College of Family Physicians of Canada 2015 Bruce Halliday Award for Care of the Disabled. This award recognizes the achievements of a family physician who is making an exceptional contribution to the welfare of the disabled in his or her community through practice, teaching, research or advocacy.

Dr. Michael Green has been granted a \$770,000 award through the Canadian Institutes of Health Research to assess diabetes among Ontario's First Nations peoples. The research team for this innovative three-year project will engage with First Nations diabetes patients and assess related health services and policies to determine access and quality of care, and identify new programs and policies that will lead to improved outcomes.

Dr. Ruth Wilson was named July 1 as a Member of the Order of Canada for her contributions to improving primary care in Ontario and for her leadership in family medicine. The Order of Canada recognizes outstanding achievement, dedication to the community and service to the nation. Those appointed have made contributions that have enriched the lives of others and made a difference to this country.

SPOTLIGHT

The Queen's Family Health Team (QFHT) is a collaboration of faculty family physicians (and faculty associates who care for our patients when our faculty family physicians are away); resident physicians; nurse practitioners, registered nurses and registered practical nurses; social workers; a dietitian and a pharmacist.

Working alongside our health care professionals is a dedicated team of support staff members who assist in many activities and roles including reception, patient records, data and quality improvement, equipment and supply management, and other administrative roles. Visit qfht.ca (Current Patients → Meet the Queen's Family Health Team) to review our team complement.

Together, we provide patient-centred care to you, our 15,000 QFHT patients.

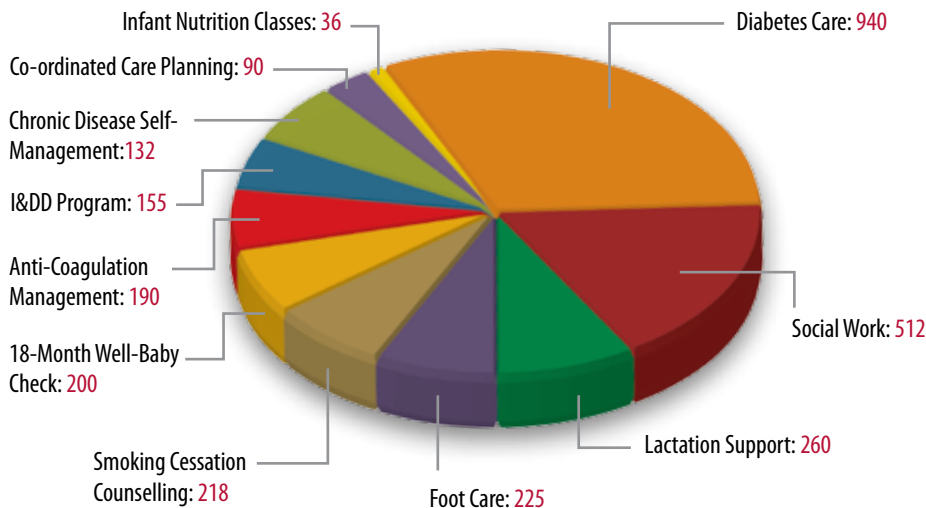
The QFHT books appointments during daytime hours Monday through Friday, offers an After Hours Clinic Monday through Thursday evenings and Saturday afternoons, and provides access to a health-care provider beyond these hours 24/7 through our on-call service.

In addition to the "traditional" family medicine care your QFHT physician's office provides, we offer a number of programs and services to meet our patients' diverse needs. They include:

- Anti-Coagulation Management
- Chronic Disease Self-Management Program
- Co-ordinated Care Planning
- Diabetes Care
- 18-Month Well-Baby Check
- Annual Flu Shots
- Foot Care
- Infant Nutrition Classes
- Intellectual and Developmental Disabilities (I&DD) Program
- Lactation Support
- Smoking Cessation Counselling
- Social Work Counselling

The diagram below illustrates the number of patients who participated in each of our programs from September 1, 2014 to August 31, 2015.

PATIENTS INVOLVED IN QUEEN'S FAMILY HEALTH TEAM PROGRAMS AND SERVICES



FLU SHOTS RECORDED: 4,255

PATIENT PROFILE



Originally from Dundee, Angus, Scotland, I came to Canada in 1956 at the age of 18. After spending two years with the Hudson Bay Company in Northern Ontario and Quebec, learning the fur trade, I moved to Toronto and joined the Canadian Army. My basic training was at Kingston's Canadian School of Signals.

We entered the Gates of Vimy from all walks of life and learned to work together as a team. After training, my initial posting was to Camp Gagetown, New Brunswick.

The friends I met during my training became lifelong friends and we still keep in touch. I crossed paths with many of them in my 37 years in the military while on peacekeeping duties in such far-off places as Egypt, Cyprus and Iraq/Iran. I did two NATO tours in Europe – one in Soest, Germany and one in Lahr, Germany. Lahr was an especially good posting, as it allowed my wife, Chris, our two boys and me the opportunity to frequently travel to different countries.

Our boys both played ice hockey in Europe against many European teams, and Chris and I hosted many of these kids at our home. Most of the conversations centred around hockey, so language differences seemed to solve themselves. Of course the kids had no problems in that area; they always seemed to be able to communicate with whoever was visiting. That's what kids do.

Unfortunately, some of the friends we made during my time in the military are not with us today, but I still think about them and all the great times we had together. I especially have faces and names running through my mind on Remembrance Day, when I am waiting my turn to lay a wreath at the Vimy Gate. As I look at all the young faces on parade at the Signals Memorial, I think back to when I was standing in their place, paying respects to those who served their country.

George Smith MMM, CD2
CWO Retired

RESIDENT PHYSICIANS AND YOU

As part of our commitment to developing well-rounded, skilled and successful family doctors, resident physicians recently participated in a Wilderness Emergency Medicine weekend.

Travelling North to Lake Temagami, residents spent four days enjoying a number of team-building activities that included learning how to safely carry an injured person away from a dangerous environment, dealing with sprains and breaks without any medical equipment, avoiding hypothermia, and creating temporary shelters using typical hiking equipment.

Additional sessions for fire-building, how to dress appropriately and what food to pack when going into the wilderness rounded out the educational experience.

A sense of genuine camaraderie among the residents developed, as was demonstrated with skits and sing-alongs to reinforce these lessons, as well as a rousing square-dance, hikes, swimming, canoe trips and an inspirational session with a Native leader.

The weekend of learning ended with two different "disaster" scenarios that gave the residents a chance to demonstrate the skills they had learned and, for some, to allow their inner actor to come forth. It appears that some of our residents may have missed a call to the stage!

Our resident physicians' experience in Temagami has enriched them, both personally and professionally. Feel free to ask them about it.



CLINIC CONVERSATION

For those of you who are familiar with the annual academic teaching cycle, each July, we welcome our new physician residents to the clinic. To give you a quick snapshot of which residents are working with your primary health care provider for the year, we encourage you to read their background summaries, which are posted in each clinic waiting room.

For those patients who have contacted our office recently, your comments regarding the continuity of care during these annual transitions are recognized and understood. As part of the "matching" of patients with your new physician residents, we make every effort to have two residents, in addition to your family physician, working with you during the year. Your health record and notes from each visit are recorded in our electronic health records, and each clinician can reference them at any time, ensuring there is proper handover of care and continuity in your care plans.

The Canadian Patient Safety Institute celebrates patient safety awareness in October each year. Its theme this year is "Good Communication is Good for your Health." We encourage you to ask questions, share changes in your personal health, and request clarification if you are unsure of information your care providers give you.

As part of our ongoing quality-improvement journey, your feedback is always welcome. If you have suggestions for programs and services you believe would be beneficial to you, please contact me or your care provider.

Thank you for your feedback. To you in good health,

Diane Cross
Clinic Manager

DEPARTMENT OF
FAMILY MEDICINE

Delivering the Future of Primary Health Care

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