

QFHT NEWS



Queen's
UNIVERSITY

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

IT'S YOUR MOVE



FITTING PHYSICAL ACTIVITY INTO YOUR DAY

With those long, cold winter days finally behind us and spring officially here, this is a great time to get outside and get active. Many studies have proven the benefits of physical activity, which helps reduce your risk of disease and improves your mental and emotional health. It's important for everyone, from young children to older adults.

Sometimes the idea of getting active can be overwhelming, especially if you are just getting started. The great thing is there are lots of easy ways to sneak in physical activity, and what might seem like small steps are actually really big. You don't need to run a marathon at the beginning, so don't underestimate the power of that extra flight of stairs or that 10-minute walk before heading home from work. In fact, Canada's Physical Activity Guidelines recommend that people start with smaller amounts of physical activity and then gradually increase frequency (how much time you spend) and intensity (how hard you're working) over time.

Plan, and Plan Some More

- Bring a friend. Having a buddy can make physical activity more fun and might make it easier to stick to it. In fact, try involving your whole family.
- Try something new. Not everyone enjoys going to the gym or walking. Maybe swimming is your thing.
- Tired at the end of the day? A short walk can be just what you need. Exercise can help to increase energy levels and can even help you sleep better. Remember – sometimes the hardest step is the first one. Make it a routine and plan it into your day.
- Look for ways to sneak it in. For example, if you drive to work, try parking your car further away to get in an extra few minutes of walking. Or maybe try taking the stairs instead of the elevator the next time you have an option.
- Try not to worry about how you look. People of all ages, shapes and sizes, abilities, and skill levels can benefit from exercise. Also, you're often more critical of yourself than anyone else is, so give it a shot. (And congratulate yourself for giving it a try.)
- Remember that it gets easier, so try not to get discouraged if it's hard at the beginning. If walking for 30 minutes seems daunting, start with 10 minutes and go from there.
- Celebrate your successes. If you could only walk comfortably for 10 minutes last week, but this week you can do 15, that's progress.
- Keep in mind that getting exercise doesn't mean you need to go to the gym. There are lots of ways to incorporate physical activity that don't involve gym memberships, costly program fees, or even indoor activity.

How can I learn more?

Contact our office to make an appointment to talk to someone about getting started. And if you're interested in learning about introduction to resistance band training classes at the QFHT as one example of something you might like to try, please contact Jessica at jessica.commerford@dfm.queensu.ca or 613-533-9300, Ext. 73050 to add your name to our list.

Here are a few online and community resources you might find helpful too:

- ParticipACTION: Great resources, including tips for all age groups, inspiration and easy ideas for getting started – www.participaction.com
- Kingston Gets Active: Resources for all age groups with a focus on activities and programs in the Kingston area. Specific information for persons with accessibility issues. Also, information about pedometer (i.e. things that track your steps) lending programs, as well as other free or inexpensive options – www.kingstongetsactive.ca
- KFL&A Public Health: Free indoor and outdoor walking programs in the city, as well as information about workplace physical activity programs and resources – www.kflapublichealth.ca
- Heart and Stroke Foundation – www.heartandstroke.com
- Arthritis Society (tips for arthritis-friendly exercises) – www.arthritis.ca
- Canadian Diabetes Association – www.diabetes.ca
- Canadian Physical Activity Guidelines and Canadian Sedentary Behaviour Guidelines – www.csep.ca/guidelines

With files from ParticipACTION

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

DEVELOPMENTAL DISABILITIES HEALTH CHECK PROGRAM

Patients with intellectual/developmental disabilities (DD) can now have an expanded health check through the QFHT's DD CARES program. Participating patients will have a comprehensive health review, including a physical exam, and a plan will be made to follow up on any health issues. For more information about the program, visit www.qfht.ca (Current Patients – Programs and Services). To make an appointment or inquire further, call us at (613) 533-9303.

FEEDING YOUR INFANT

Our dietitian and lactation consultant now offer monthly sessions to parents and caregivers of babies from birth to 12 months. Join us to learn about breastfeeding, what foods are best for baby and how to make homemade baby food. Sessions are held from 1:30 to 3 p.m. on the last Monday of each month at 115 Clarence Street, Haynes Hall. To register, call us at (613) 533-9300, Ext. 73051 or Ext. 73822. Babies welcome!

MEDICATION SAFETY

From time to time, your health care provider may recommend changes to your medicines. If this happens, it is important to understand how this can affect the use of your other medications. For example, does this new one replace another, or should you take them both at the same time? Please make sure that you understand the answers to these questions before you leave our office. For more information, visit www.safemedicationuse.ca or ask your QFHT care provider.



ABOUT THE QUEEN'S FAMILY HEALTH TEAM

The Queen's Family Health Team (QFHT) earned two prestigious awards in October 2013 from the Association of Family Health Teams of Ontario (AFHTO) for its leadership in providing outstanding patient care. The first award recognizes the QFHT's strength in working together as an interprofessional and collaborative team, which translates into improved care for patients. The second award recognizes the team's efficient and meaningful use of its Electronic Medical Record (EMR) system, which is used to record and track patient care, and coordinate program and population health initiatives such as preventive care tests. In 2012, the QFHT also won two awards from AFHTO for its improved and expanded care and services to patients with diabetes, as well as an award recognizing its effective use of its EMR system.

Dr. David Barber has been named Medical Director at Providence Manor. Prior to this appointment, Dr. Barber completed a three-year term on the Providence Care Board of Directors. He has been an attending physician at the Manor and the liaison with Queen's Family Health Team since 2010.

Dr. Richard Birtwhistle has won a Queen's University Prize for Excellence in Research Award. This award is given for excellence in scholarly research, research mentorship and research leadership.

The Queen's Department of Family Medicine has been awarded the Society of Rural Physicians of Canada Keith Award, given each year to the Canadian postgraduate program

that has excelled in producing rural doctors. The award measures the largest number of graduates practicing in rural areas 10 years after graduation.

Each year, the Queen's Department of Family Medicine's faculty and staff raise money through various events in support of a local or international charity. This year, the Department has chosen Kingston, Frontenac and Lennox & Addington Public Health's **Dental Treatment Assistance Fund (DTAF)** as its local registered charity. This fund is used to assist adults who have a dental emergency but have limited finances and no public or private dental insurance. Dentists in the KFL&A area treat these individuals at reduced fees and restrict their services to urgent treatment.

SPOTLIGHT



Mom Chantelle chats with Dr. Richard Rowland during a prenatal visit

OBSTETRICS AT THE QFHT

The Queen's Family Health Team offers interprofessional and collaborative care to patients before, during and after their pregnancy – from preconception counselling to support with feeding babies.

The QFHT offers low-risk obstetrical care to our own patients, as well as patients in the community who do not have a family physician. We also take referrals from other physicians in the community for patients whose own family doctor doesn't provide obstetrical care.

We can also help patients who are interested in learning more about other obstetrical options in the community, including midwives, other family physicians who do deliveries and hospital-based obstetricians.

THE CIRCLE OF CARE

All QFHT patients have two residents assigned to their care each year, and this is no different for prenatal care. Patients are generally seen by their own family physician in their "home clinic" until a certain point in the pregnancy, at which point their care will be provided by one of our family physicians who provides labour and delivery and newborn care in the hospital.

We currently have six family physicians who have obstetrical privileges at Kingston General Hospital, where Kingston deliveries take place. One

of these physicians and your resident team will be responsible for the remainder of your care up to and including your delivery, as well as care while you are in the hospital. After your delivery, you will return to your "home clinic" and your usual family doctor. Throughout your pregnancy, however, your obstetrical family physician will remain in close contact with your regular family doctor to ensure that he or she is kept informed about your care.

In addition to the care our residents and faculty physicians provide, prenatal patients at the QFHT also have access to our full interprofessional team, including smoking cessation counsellors, social workers and nurse practitioners. Our registered dietitian, Allison, can help with your changing nutritional needs during pregnancy and while breastfeeding, and can advise you on feeding your children during their early years. Our lactation consultant, Liz, can assist you with breastfeeding and provides general support for parents as they transition from hospital to home.

OTHER RESOURCES

- KFL&A Public Health – www.kflapublichealth.ca
- Childbirth Kingston – www.childbirthkingston.com
- Better Beginnings for Kingston Children – www.kchc.ca

PATIENT PROFILE



Shortly after moving to Kingston, my husband and I found out that we were expecting our first child. Shortly thereafter, I became a patient of Dr. Ian Casson at the QFHT, and he and the resident physicians working with him followed me throughout my pregnancy. Dr. Casson and his team helped make my pregnancy an enjoyable and relatively stress-free experience, and did their best to ensure that I was prepared for my next adventure: motherhood.

My son, Grant, was delivered by Dr. Ruth Wilson at KGH. While my memories of that day have become foggy, I vividly remember how thankful I was for having the familiar faces of Dr. Wilson and one of Dr. Casson's residents in the delivery room with me.

While Grant arrived into the world without any major complications, I soon realized that all the researching I had done to prepare for motherhood had overlooked one important thing: breastfeeding. During the first few days after Grant's birth, I struggled to feed a fussy baby who wouldn't latch properly and never seemed satisfied. Before being discharged from the hospital, I was told about the QFHT's Liz Hughson and her Breastfeeding Support Program. For the first few months of Grant's life, I saw Liz regularly and she helped me establish a good latch and helped me overcome the challenges I faced. If it wasn't for the support Liz provided, I wouldn't have breastfed my son for as long as I did.

Motherhood has been an amazing journey but I must admit, it hasn't been easy. The most important thing that I have learned so far is not to be afraid to ask for support and help from those around you. There are always people willing to offer a helping hand, and it is important to remember that you don't need to strive to be "super mom" – simply caring for your child already makes you one.

Megan Leithead

RESIDENTS AND YOU

In this issue, I'd like to share with you a few comments from Dr. Sarah LeBlanc, one of our resident physicians, about why she loves working with QFHT patients. I feel confident that Dr. LeBlanc speaks for her fellow resident physicians, and I thank you for having such a positive impact on our residents as they begin their careers as family physicians.

"I learn so much from every appointment I have with our patients. I learn by hearing their stories, asking them questions and, many times, I learn from my patients directly because they are often knowledgeable about their medical conditions. I take something away from every appointment.

"I enjoy the relationships I have been able to build with my patients over my time at the QFHT. I feel a sense of pride in providing care to all patients, but there is something special about working with patients I have seen many times and know well. The relationships I have built with my patients give me a real sense of satisfaction in my work.

"I enjoy working with our QFHT patients because I find people interesting. Our patients at the QFHT come from such diverse backgrounds, and they teach me not only about medicine, but about how people live their lives in our community. My understanding of life in Kingston is richer for having spent time with our patients." *Dr. Sarah LeBlanc*

Dr. Karen Schultz
Program Director



Dr. Karen Enriquez checks patient Adrian's blood pressure

CLINIC CONVERSATION

As a patient of the Queen's Family Health Team (QFHT), your personal health information is maintained in our electronic medical record (EMR) system. This secure, confidential and up-to-date record allows your health care providers to access your most recent test results, medications and other health information.

Our EMR system gives us access to your records, including when you visit our After Hours Clinic, which is available to QFHT patients outside of regular daytime clinic hours. Each of our physicians provides on-call coverage in this clinic. They are able to access your health care information, provide treatment and communicate with your regular physician regarding this care visit.

Our After Hours Clinic offers both booked (typically for same-day urgent requests) and drop-in appointments. If you would like to make an appointment, please call 613-533-9303 and speak to your usual clinic receptionist.

The After Hours Clinic is open to QFHT patients only, Monday to Thursday from 5 p.m. to 8 p.m. and Saturday from 1 p.m. to 4 p.m. at 220 Bagot St. If you need to speak to a QFHT health care provider after 5 p.m., please call 613-533-9303 and our answering service will contact the physician on call.

As part of our ongoing Quality Improvement journey, your feedback is always welcome. The first 2014 meeting of our QFHT Advisory Board included a focus group discussion with patients who access a variety of our programs and services. These patients provided many compliments about our professional and caring staff, while identifying frustrations related to accessible parking. Some patients requested that they receive a written record of their discussions with their care provider at the end of appointments so they can reflect on this later and prepare questions for follow-up. If you would be interested in participating in future patient feedback sessions, please contact me or your care provider.

Thank you for your feedback. Keep those comments coming!

To you in good health,

Diane Cross
Clinic Manager

DEPARTMENT OF
FAMILY MEDICINE

Delivering the Future of Primary Health Care

220 BAGOT ST. • 115 CLARENCE ST. • KINGSTON, ON K7L 5E9 • 613-533-9303

INFO@QFHT.CA WWW.QFHT.CA