

QFHT NEWS

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



Queen's
UNIVERSITY

THE FLU NOTHING TO SNIFF AT

What is the flu?

The flu is a highly contagious virus that causes respiratory infections that affect the nose, throat and lungs. The flu season usually lasts from November to April. People are usually sick for one week, but in some cases, especially in infants and young children, pregnant women, people with chronic diseases, (such as diabetes and asthma) and the elderly, the flu can lead to serious complications such as pneumonia.

How do I know if I have the flu or a cold?

It can be difficult to tell the difference. The KFL&A Public Health chart at right helps distinguish between the two.

What can I do to avoid the flu?

You are a valuable ally in the fight against the flu. There are many things you can do.

1. Get the flu shot. It not only protects you, it also protects those around you.
2. Wash your hands often.
3. Cough and sneeze into your arm, not your hands. Hands touch everything and infections spread quickly.
4. Clean and disinfect common surfaces often. These include door knobs/handles, light switches, telephones, kitchen and bathroom counters, computer keyboards, etc. Some viruses and bacteria can live on surfaces for up to 48 hours.
5. If you get sick, stay home. Going to work or school can spread the illness to those you encounter. If you require medical attention, call your health care provider. When you arrive for



Dr. Geoff Hodgetts receives his annual flu shot from Registered Nurse Margaret Giles.

your appointment, the receptionist may ask you to wear a mask. This is an important measure that can prevent the spread of the illness.

6. Nurture your body. Regular physical activity, plenty of rest and healthy eating are an excellent defence against illness.

Symptom	Influenza	Cold
Fever	Usual, may be high sudden onset, may last 3 to 4 days	Rare
Headache	Usual, can be severe	Rare
Chest discomfort, coughing	Usual, can become severe	Sometimes, mild to moderate
General aches and pains	Usual, often severe	Sometimes, mild
Extreme fatigue	Usual early onset, can be severe	Unusual
Weakness	Usual, severe, may last 2 to 3 weeks or more	Sometimes, mild
Runny, stuffy nose	Common	Common
Sneezing	Sometimes	Common
Sore throat	Common	Common
Complications	Can lead to pneumonia, can worsen a current chronic condition, can be life-threatening	Can lead to sinus congestion or earache

For more information about the flu and the QFHT's flu shot clinic, visit www.qfht.ca (News & Events link on the Home Page).

FAST FACTS

IT'S NICE TO MEET YOU...

We want to make sure that you always know who is providing your care when you visit us. If we're not wearing our name tag, please let us know, and ask us to repeat our name and role at the QFHT if you don't hear it when we introduce ourselves.

QUIT SMOKING BEFORE SURGERY

Patients who smoke are more likely to have complications such as: decreased blood oxygen levels; more difficulty breathing during and after surgery; blood clots; poor healing of wounds, skin and bones; poor pain control; and longer recovery period. Quitting smoking can reduce the risk of complications and infections. It is very important to tell your anaesthetist if you smoke or have recently been a smoker. Call for an appointment with one of our smoking cessation counsellors or your care provider to learn more. We can help.

STAY ACTIVE AND FIT THIS SEASON

Looking for ways to stay active this fall and winter? Check these out!

- KFL&A Public Health runs an indoor walking program. Find out more at www.kflapublichealth.ca.
- Visit your library and borrow a pedometer at the check-out desk. These are available at the Calvin Park, Central, Kingscourt, Pittsburgh and Turner branches. Get more ideas from Kingston Gets Active at www.kingstongetactive.ca.
- The Municipal Fee Assistance Program helps make Kingston Municipal and Community Recreation programs (and Kingston Transit) more affordable for low-income families. Find out more at www.cityofkingston.ca.

Department of Family Medicine

School of Medicine, Queen's University



Home Education Research - CSPC Patients Faculty/Preceptors DFM / PHPM Intranet

Current Patients Prospective Patients Other Health Care Providers QFHT - Belleville-Quinte Contact Us

Queen's Family Health Team



After Hours

[Learn about our after-hours clinic, location and hours.](#)

News & Events

[Keep up to date on the QFHT's news, events and programs.](#)

Contact Us

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Kingston, ON K7L 5E9

VISIT OUR NEW WEBSITE

The Queen's Family Health Team (QFHT) website has a new look! Visit www.qfht.ca to find everything you need to know about us and our programs and services, news and events, resident physicians, locations and hours (including our After Hours Clinic), appointments, vaccinations, medication renewal and safety, medical records, referrals, patient privacy, health resources, and much more. Check it out and let us know what you think!

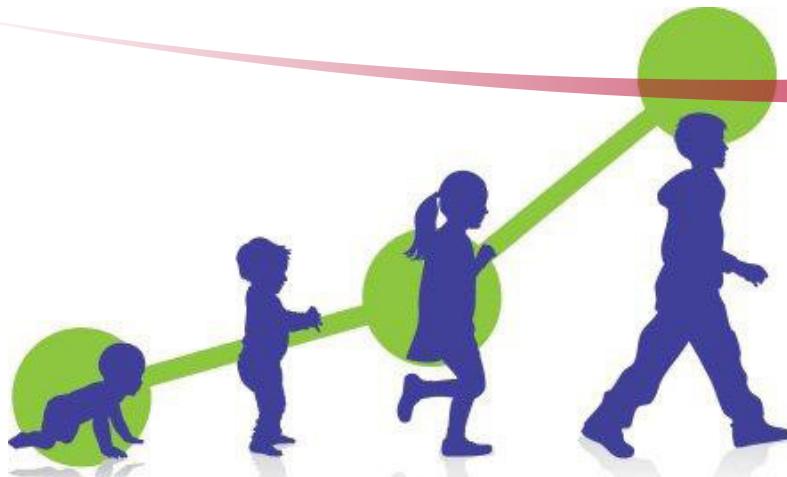
Dr. David Barber has been named Medical Director at Providence Manor. Dr. Barber has just completed a three-year term on the Providence Care Board of Directors. He has been an attending physician at the Manor and the liaison with Queen's Family Health Team since 2010.

Dr. Karen Schultz, Residency Program Director, and **Dr. Jane Griffiths**, Assessment Director, are leading a group from four Canadian universities to develop a system to ensure that family medicine programs can assess the skills resident doctors need to graduate as highly competent family doctors. Residents are medical doctors who must complete two years of residency before they become independent specialists in family medicine. They play a valuable role at the QFHT. Drs. Schultz and Griffiths recently presented their work at an event in Prague, Czech Republic.

Dr. Ruth Wilson has been elected President of the North American region of the World Organization of National Colleges, Academies and Academic Associations of General Practitioners/Family Physicians (WONCA). Dr. Wilson,

VP, Medical and Academic Programs for Providence Care, earned one of two triennial WONCA awards in 2010 for excellence in health care called the Five Star Doctor Award, which is judged on excellence as a care provider, a decision maker, a communicator, a community leader and a team member. With a membership of 300,000 family doctors in more than 100 countries, one of WONCA's missions is to foster high standards of care in family medicine.

Dr. Brent Wolfrom, who served in the Canadian military before joining the QFHT, was recently awarded the Canadian Forces Chief of Defence Staff Commendation in recognition of his service in Afghanistan. This commendation recognizes deeds or activities beyond the demand of normal duty. A letter from the Office of the Chief of the Defence Staff reads: "... Major Wolfrom ensured the provision of outstanding frontline medical care to soldiers in Afghanistan." Dr. Wolfrom was also instrumental to the introduction of new armoured ambulances and provided outstanding mentorship to Afghan medics.



PROGRAMS AND SERVICES

COMMUNITY PARTNERSHIPS

Many of the programs and services we provide at the QFHT are coordinated and delivered in collaboration with our community partners.

For children attending their 18-month well-baby visit, **KFL&A Public Health** provides nutrition resources to support a provincial program called NutriSTEP (Nutrition Screening Tool for Every Preschooler). NutriSTEP for toddlers (18 to 35 months) is a nutrition screening questionnaire completed by parents that can provide a quick assessment of a toddler's eating and activity habits. The questions address topics such as food and nutrient intake, physical growth, developmental and physical capabilities, physical activity and factors affecting eating behaviours.

Approximately 10 to 20 per cent of children aged 18 months to five years will be identified as being at high nutritional risk. Poor nutrition in young children can lead to growth problems (failure to thrive or obesity), poor eating habits that continue to adulthood, and lack of school readiness and inability to learn at school. The NutriSTEP questions provide an early identification of potential nutrition problems, parent referral to community resources and nutrition education.

Vaccinations for toddlers are another important component of the 18-month checkup. The **Kingston Literacy** program Let's Read provides the early reader *Goodnight Moon* book to all toddlers (a personal favourite of many clinic staff) at this visit.

Overall, the comprehensive 18-month clinic visit ensures that parents and

children are supported and that children are progressing well as they approach school age.

Our Smoking Cessation program is a collaborative effort with the **University of Ottawa Heart Institute**. QFHT staff members are trained in the use of the Ottawa Model for Smoking Cessation, which provides a tobacco treatment protocol, self-management materials for patients, on-site training for physicians and staff, and the collection of quality metrics. The **Centre for Addiction and Mental Health** also supports our patients' efforts to reduce/quit smoking with the provision of nicotine replacement therapy (nicotine patches, inhalers, gum). By increasing access to free nicotine replacement therapy and smoking cessation counselling, our goal is to support patients who wish to quit smoking and thus to contribute to Ontario's Smoke Free strategy.

For patients who have asthma, we have partnered with the **Asthma Program at Kingston General Hospital**. The Primary Care Asthma Program coordinator holds clinics at the QFHT twice each month. She can provide spirometry (breathing tests), education on proper techniques for taking asthma medications, and overall education on how patients with asthma can better control their symptoms. Patients who participate in this program should experience fewer trips to the emergency room, fewer days away from work or school, and an overall improved quality of life with respect to living with their asthma.

PATIENT PROFILE

At age 66, Ian McAskill is a survivor and a firm believer in second chances.



For most of his 43 years as a successful Kingston businessman, he was fit, healthy and active. But by his mid-fifties, middle age, exhaustion and the increasing demands of running a business caused him to neglect his health. Here is how he describes his experience.

"My weight, waist, cholesterol and stress levels increased dangerously and my physical activity decreased. To be honest, I had crossed into the stupid zone!"

My physicians warned me that big trouble lay ahead, but my ego said that I was invincible. Not so! In December 2007, I had a heart attack. I had a 95-per-cent blockage in my LAD (left anterior descending artery). My heart attack was a close brush with death and a real wake-up call.

Following an emergency angioplasty, a stent and a brief hospital stay, I began working closely with Dr. Karen Hall Barber to recover my health. Karen gently convinced me that we could do this. She also referred me to the excellent Hotel Dieu Hospital Cardiac Rehabilitation Centre.

With Karen's coaching, the cardiac rehab program became a life changer for me. It started me back on an active, healthy lifestyle. It also gave me all the valuable information on nutrition, diet, exercise and healthy habits that I needed. I have lost 50 pounds, reduced my waist measurement and regained my energy and fitness levels.

To this day, I continue working out three sessions a week with the YMCA's Y's Hearts Cardiac Rehabilitation Program. On days that I don't go to the gym, I am out walking 10,000 steps around Kingston. I still struggle with my weight. It goes up a few pounds after a holiday and then I have to fight it back down but, thankfully, I am no longer living in the stupid zone.

I am so grateful to everyone who helped me achieve my second chance. I don't intend to waste it."

RESIDENTS AND YOU

We're excited to have 53 first-year family medicine residents with us this academic year. Working alongside and under the direction and supervision of the QFHT's family physicians, these doctors are graduates of medical schools from throughout Canada and around the world. They complement and enhance our team with their energy, enthusiasm and passion to provide exceptional care to our patients.

We're so proud of our resident physicians that we'd like to show them off. Look for wall plaques in our waiting rooms with photos of the residents working in each clinic area, along with some personal information about them that we hope will help you get to know them a bit better.

As a valued QFHT patient, it's important to us to know how you perceive your experience with your resident physician. When you were in for an appointment, did he or she listen well and take the time to explain things to you? Did you feel respected? Please let us know by stopping at the tablet computer in your waiting room on your way out and answering a few quick questions. (It's easy and only takes about two minutes!). Giving residents your anonymous feedback will help us ensure that you are receiving the best care possible and our residents are receiving the best learning and teaching experience.

Dr. Karen Schultz
Program Director



Dr. Sameea Bajwa and Dr. Kelly Howse examine patient Lilliana

CLINIC CONVERSATION

In September, Dr. Shayna Watson joined the Bagot Street clinic area. Dr. Watson, who completed her family medicine residency at Queen's, worked most recently with Kingston General Hospital's oncology inpatient ward. Dr. Eva Purkey and Dr. Meg Gemmill will join the team in early 2014. Dr. Purkey's practice will include prenatal and obstetric care to expectant mothers. Dr. Gemmill will take a lead role in our Developmental Disabilities patient group. All three physicians will provide comprehensive clinical services and will accept new patients to their practice.

As part of our ongoing Quality Improvement journey, your feedback is always welcome. Patients who attend our programs/services have been actively engaged in patient satisfaction questionnaires. During the summer, the anticoagulation management program survey found that 99 per cent of patients strongly agree that the QFHT pharmacist would be able to answer their questions about medications, and they preferred the one-drop blood test method over going to the lab for blood draws.

Ninety-four per cent of our Smoking Cessation program patients were satisfied/very satisfied with the program; 94 per cent would recommend the service to others and 91 per cent stated that their counsellor met their expectations.

Among patients' suggestions for improvement were requests for: better communication (ability to email questions to doctor, improve telephone access, consultation between resident and doctor should be with the patient present); a printed summary of instructions from the clinic at the end of each visit; and understanding the specialist referral process (How long do I wait? Who will call me? What preparations are needed?).

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

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