

QFHT NEWS



Queen's
UNIVERSITY

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



What are you having for dinner this week?

A little preparation and creativity can help you put food on the table that everyone can enjoy. Here are a few strategies to get you started.

Plan, and Plan Some More

Start by taking 10 minutes the day before you grocery shop to think about your or your family's schedule for the week and plan appropriate meals for each day. Include a few of your favourite meals and try one or two new meals each week. Check out EatRight Ontario My Menu Planner (www.eatrightontario.ca/en/menuplanner) and create your own personalized menu plan. Your weekly menu will dictate your shopping list.

Here is a simple list of basics to make quesadillas, fajitas, wraps, grilled chicken on salad, omelettes and stir-fries: boneless, skinless chicken breast, cheese, eggs, red and/or green peppers,

mushrooms, tomatoes, lettuce, onions, tomato sauce and wraps or pitas.

What's in Your Grocery Cart?

- Fill up your grocery cart with foods from the outer aisles of the grocery store, where you'll find vegetables and fruit, breads, milk products and lean meats.
- Choose a variety of dark green and orange vegetables like broccoli, spinach, sweet potato and squash. Also look for frozen or canned vegetables that are low in salt. Frozen or canned fruit packed in water are just as healthy as fresh.
- Read labels and look for breads made with whole grain, whole rye, whole oat, etc. Skim, 1% or 2% milk are healthy choices, as well as fortified soy beverages. Look for low-fat yogurt and cheese.
- Choose lean meats and skinless chicken. Buy fresh or frozen fish such

as cod, haddock, salmon or sole that has not been breaded or deep-fried.

- The inner aisles of the grocery store contain more processed foods. Look for healthier choices like whole wheat pasta, brown rice, beans and lentils, barley and quinoa. Choose whole-grain, low-salt crackers and pick a cereal that is made with whole grains or has at least four grams of fibre per serving. Don't forget the peanut butter!
- Vegetable oils such as olive, canola and soy bean are healthy in small amounts. Other healthy fats include soft margarines that are low in saturated and trans fat.
- Understanding which pre-packed foods are healthy can be confusing. All pre-packed foods have a Nutrition Facts Table and an ingredient list. Visit EatRight Ontario (www.eatrightontario.ca) to see a few short videos to learn how to read a nutrition label.

COOK IT UP AND ENJOY!

Try this nutritious and delicious meal for dinner. Enjoy it for lunch the next day!

Spicy Chicken and Squash Stew



Preparation Time: 15 minutes
Cooking Time: 45 minutes
Makes: 4 servings

A green salad and some crusty bread is all that's needed for a delicious supper, but there's enough sauce to have rice as part of the menu.

Ingredients:

2 tbsp paprika
1 tsp dried thyme and dried mustard each

½ tsp cayenne and ground cloves each
¼ tsp salt and pepper each
4 chicken legs, separated into thighs and drumsticks
1 tbsp vegetable oil
2 onions, sliced
2 cloves garlic, minced
Minced fresh gingerroot (or 1 tsp powdered ginger)
1 can (398 mL) tomatoes, chopped
1 tbsp packed brown sugar
2 tbsp soy sauce
1 butternut squash, peeled and coarsely cubed
1 tbsp cornstarch
Chopped fresh parsley

Cooking Directions:

1. In large bowl, combine paprika, thyme, mustard, cayenne, cloves, salt and pepper; add chicken and roll to coat well.
2. In large deep skillet or shallow saucepan, heat oil over medium heat; brown chicken well, in batches; remove to plate.

3. Pour off all but 2 tbsp drippings from pan. Add onions, garlic, ginger and any remaining spices in bowl; cook, stirring, for 5 minutes.
4. Stir in tomatoes, 1/2 cup water, brown sugar and soy sauce. Bring to boil, scraping up brown bits from bottom of pan.
5. Return chicken and any juices to pan; add squash. Reduce heat; cover and simmer for about 35 minutes or until squash is tender and juices run clear when chicken thigh is pierced.
6. Dissolve cornstarch in 2 tbsp cold water; stir into stew and cook, stirring, until thickened. Taste and add more salt and pepper if needed. Serve sprinkled with parsley.

© – Source: Foodland Ontario, 2010.

Nutritional Information:

Protein: 33 grams; Fat: 18 grams; Carbohydrates: 33.5 grams; Calories: 428

FAST FACTS

PLEASE PRESENT YOUR HEALTH CARD

The Ministry of Health and Long-Term Care requires each patient to show a valid, up-to-date health card for each and every visit. Your health card is your key to obtaining health care because it contains information about your personal health insurance (e.g. OHIP). Without this number, the Ministry can't reimburse us for the services we provide. It is very important that we have your correct health card number – and, in many cases, the expiration date and version code – updated at each visit. Health cards from other provinces are also acceptable.

If you have a question about your Ontario Health Insurance Plan, if your address or name has changed, or if your card has expired, please visit a Service Ontario site or visit the Ministry's website at www.health.gov.on.ca/en/public/programs/ohip/.

AFTER HOURS CLINIC

Queen's Family Health Team (QFHT) offers both booked and drop-in appointments during our After Hours Clinic. If you are unable to attend the clinic during regular daytime hours, your receptionist can assist in coordinating an appointment time that is more suitable. If you would like to make an appointment for our After Hours Clinic, please call 613-533-9303 and speak to your usual clinic receptionist regarding appointment availability.

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



Diane Cross, Sherri Elms, Dr. Karen Hall Barber, Danyal Martin and Abigail Scott accept the QFHT's awards

PHOTO: Real and Blush Photography

KUDOS TO THE QFHT

The Queen's Family Health Team (QFHT) has earned two prestigious awards from the Association of Family Health Teams of Ontario for its leadership and outstanding work. The QFHT earned one of four honours awarded province-wide for Best Practices in Health Promotion and Chronic Care. This award recognizes the team's work in improving and expanding its care and services to patients with diabetes. The team's second award recognizes the effective use of its new electronic medical records (EMR) system, which is used to record patient data. Having solid patient data, the team is able to identify and contact patients as they are in need of services (vaccinations, for example), rather than waiting and providing the service when patients visit the clinic for other reasons.

Dr. David Barber has received Queen's Undergraduate Medical Education's Overall Year 1 Excellence in Clinical Skills Teaching Award for 2011/12. The award recognizes Dr. Barber's outstanding work teaching medical students.

Elizabeth Hughson, RN, has completed the Management of Oral Anticoagulation Therapy — Primary Care Certificate Program at the University of Waterloo. Elizabeth joins the Department's Anticoagulation Management Program, which provides care to our patients on warfarin.

Allison Little has joined the QFHT as our new dietitian. She will provide nutritional assessments and educational resources for patients in support of dietary changes. If you need dietary resources or counselling, please contact your receptionist to arrange an appointment or speak to your physician directly.

Resident Dr. Shafeena Premji has developed an electronic manual for expectant and new mothers in the KFL&A area. Entitled *Maternity Matters – A Resource for Families*, it covers topics

related to pregnancy, labour, delivery, post-partum care and breastfeeding, and provides many local resources. The manual is posted on the Department's patient website, www.qfht.ca, under For Patients – Health Resources.

Dr. Walter Rosser has earned the College of Family Physicians of Canada (CFPC) W. Victor Johnston Award, which recognizes a renowned Canadian or international family medicine leader for continuous and enduring contributions to the specialty of family medicine in Canada or abroad.

Dr. Karen Schultz has received a CFPC Award of Excellence recognizing her "dedication in motivating and mentoring residents at Queen's University to strive for excellence" and for her "commitment to high-quality clinical practice."

Dr. Ruth Wilson has received a Queen Elizabeth II Diamond Jubilee Medal for significant achievement and remarkable service. The Medal was created to mark the 2012 celebrations of the 60th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne as Queen of Canada.

PROGRAMS AND SERVICES



Carolyn Chisamore takes notes as social worker Evelyn Bowering leads the QFHT's Chronic Pain Self-Management workshop

SELF-MANAGEMENT PROGRAMS

Are you living with chronic health conditions or chronic pain? If so, you are not alone. Living with chronic conditions (such as arthritis, diabetes, depression, heart disease, asthma, kidney disease and many others) often means coping with pain or fear, adapting to new physical limitations or handling social or job-related stresses, in addition to dealing with disease-related symptoms. The Queen's Family Health Team (QFHT) had a successful year integrating new programs and services aimed to help patients manage these chronic conditions and achieve optimal health and wellness.

Based on patient feedback, the clinic will be building on these services in 2013 so more of our patients will have access to these important programs. News about new clinic initiatives will be posted to the DFM website, www.qfht.ca, so stay tuned.

Series Available Throughout Year

In partnership with the Living Well Self-Management Program of Southeastern Ontario, the QFHT will continue to offer a variety of Self-Management Workshop series throughout the year: Living Well with Chronic Conditions, Living Well with Diabetes and Living Well with Chronic Pain workshops.

Each Living Well workshop series runs one day a week for six weeks. Through group interactions, the participants build skills needed to live well with one or more chronic conditions. These programs do not replace other programs or treatments; rather, they provide the support and tools patients need to manage their own health from day to day.

Each workshop series will focus on self-management skills including: dealing with difficult emotions; stress management and relaxation techniques; using your mind to manage symptoms; physical activity; healthy eating; managing medications; working with your health care team; action plans; making treatment decisions; managing sick days, foot care and monitoring blood sugar (Diabetes workshop only); understanding chronic pain and managing fatigue and activity (Chronic Pain workshop only); and breathing exercises and managing pain and fatigue (Chronic Disease workshop).

Family members are encouraged to participate in the Chronic Disease and Diabetes workshops when space is available.

Upcoming Workshops

The QFHT's workshops are offered throughout the year, based on participant enrolment. They include: Healthy Eating; Reading Food Labels; Know your Asthma and COPD Medications; Getting Started with Physical Activity; Diabetes Medications Explained; Insulin 101: The Basics; Insulin 102: Pattern Management; Diabetes ABCs (Intro to Diabetes and Pre-Diabetes); Healthy Feet and Proper Shoe Fitting (Spring); Osteoporosis; How to Prevent Falls; Breastfeeding; Infant Nutrition; and Preparing to Bring Baby Home.

If you are interested in joining an upcoming workshop or would like more information, please contact our clinic at 613-533-9303, Ext. 73050 or jessica.commerford@dfm.queensu.ca

PATIENT PROFILE



Liana Brittain is a proud example of someone who has, as she describes it, "created a better self."

An elementary school teacher for 32 years, she was forced to retire 10 years ago after struggling with chronic illness and pain for the last five years of her career. After suffering for so long, she had lost all hope of ever finding relief. A patient of Dr. Michael Green, she learned of the QFHT's new Chronic Pain Self-Management Program (CPSMP) and decided to register – a decision she now describes as "life-altering."

"When I was offered the opportunity to participate in the CPSMP, I decided to keep an open mind and simply take from the experience anything that might be of help," Brittain says. "To my delight and surprise, I discovered a whole new world: one filled with people who were just like me ... new tools and new friends ... (and) caring professionals who truly understood what I live with every day. It was a profound gift."

After participating in the program, Brittain now follows a strict, health-related diet, exercises daily and meditates regularly. As a result, she is able to manage pain much more effectively.

"I am now creating strategies to manage life issues and crisis more constructively," she says. "I have a great team of sympathetic professionals that I can turn to for advice and support."

With loving encouragement from her family, Brittain says participation in the program has led to a shift in her perception of her chronic pain and her life as a whole.

"I now focus on how to manage my days so that I can achieve the happy, active lifestyle that I so richly deserve. I have learned how to plan and implement strategies that allow me to be so much more active than I have been in years. Thanks to the many tools I have at my fingertips, I have been able to increase my stamina and productivity by as much as 70 per cent. It has been amazing to me and my family how much more I can accomplish and enjoy."

FROM THE

CLINIC MANAGER

At the QFHT, we are committed to offering excellent care to all patients. Over the past year, we have implemented changes to our processes, programs and communications. For example, we have added scheduled appointments in our After Hours Clinic and made lighting improvements to the clinic entrance. We have also improved communication with you about programs and services such as our self-management programs and a screening program to identify patients who are due for tests and preventative care (e.g. mammograms).

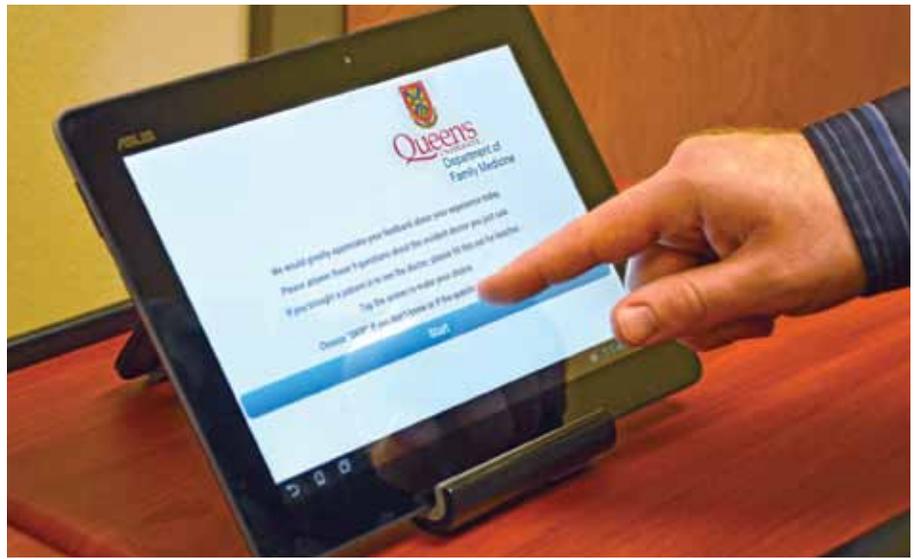
We value and appreciate your feedback about the QFHT and the care you receive. There are many ways for you to provide comments, concerns and suggestions:

- Leave a written comment in the comment boxes in the waiting rooms
- Contact the management team at info@qfht.ca or 613-533-9300
- Participate in our patient experience surveys
- Visit the computer tablet in your waiting room to give us feedback about your resident physician

All comments are reviewed by the management team regularly and shared (as appropriate) at staff team and Quality Improvement Committee meetings, and with our Board of Directors.

To you in good health,

Diane Cross
Clinic Manager



New waiting room computer tablets will collect patients' feedback about their resident physician

OUR RESIDENCY PROGRAM

The Queen's Family Health Team (QFHT) will soon introduce tablet computers in our waiting rooms to collect your feedback about your experience with your resident physician. Residents are medical doctors who must complete two years of residency before they become independent specialists in Family Medicine. They see patients under the direction and supervision of the QFHT's family doctors.

After your appointment with your resident physician, please visit the tablet computer in your waiting room to answer nine questions about your experience. The questions relate to the residents' listening skills, the time they take to explain things, their level of respect shown to you, etc. All feedback is anonymous. To answer the questions, simply follow the directions on the screen to start, then tap the screen over the best answer to make your selections. This will require about two minutes of your time.

Your valuable feedback will help us provide an excellent learning and teaching experience for our residents, which will result in optimal patient care.

In order to prepare them for a practice in Family Medicine, our residents are exposed to many experiences during their two-year residency program. In July, we will welcome 46 first-year family medicine residents from across Canada. During their first year, residents spend 24 weeks in our clinic. They are assigned a group of patients, whom they follow each time the patients visit. When not in clinic, first-year residents are allocated to a rotation in obstetrics, orthopedics, paediatrics, internal medicine and emergency medicine, etc.

Second-year residents continue their rotations at different family medicine clinical settings throughout southeastern Ontario.

We look forward to receiving your feedback about your experience with your resident physician.

Sarah Decker
Manager of Education

DEPARTMENT OF
FAMILY MEDICINE

Delivering the Future of Primary Health Care

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