

The Centre for Family Medicine  
Family Health Team  
includes the practices of:

Dr. Joe Lee  
Dr. Linda Lee  
Dr. Heather Dixon  
Dr. Alex Kolbasnik  
Dr. John Pefanis  
Dr. John Yee  
Dr. Neil Arya  
Dr. Michael Lee-Poy  
Dr. Peter Whitby  
Dr. Brian Finn  
Dr. Kim Moore

Administrative Lead: Ms. Pat McLeod  
Administrative Assist: Glenda O'Brien

**Inter Professional Healthcare Providers:**

**Chiroprodists:** Haley Court  
Todd Porter  
Jane Warner

**Chiropractor:** Dr. Craig Bauman

**Clinical Pharmacist:** Dr. Jeff Nagge

**Registered Dietitian:** Marg Alfieri

**Marriage & Family Therapists:**  
Annette Dekker  
Felicity Finn  
Catharine Voisin

**Nurse Practitioners:** Dawn Spence  
Rita Cutajar

**Health Educator:** Jennifer Janzen

**Physiotherapist:** Alexandra Ilich

**Social Workers:** Colleen McMillan  
Raechel Pefanis  
Sharon Dillon-Martin

[www.family-medicine.ca](http://www.family-medicine.ca)

July/August 2008

## *Ontario's Practice of the Year*

It is with great pride that we share that The Centre for Family Medicine has been named the inaugural winner of "**Practice of the Year**" for the province by the Ontario College of Family Physicians.

The diligence, passion and dedication of our team will be recognized at the national Family Medicine Forum in Toronto on November 27, 2008.

Our nomination was supported by many people including John Milloy, Minister of Training, Colleges and Universities; Kitchener Mayor Carl Zehr and our partners at the University of Waterloo.

Thank you to our patients who have endured the implementation of many changes in our offices.

## QIIP Corner

Team Synergy members (Dr. Joe Lee, Pat McLeod, Glenda O'Brien, Wende Bedirian, Dawn Spence, Raechel Pefanis, Marg Alfieri and Annette Dekker) met for two days in Toronto in May as part of the new Quality Improvement and Innovation Partnership collaborative project. The conference hosted some 200 professionals from 39 Family Health Teams from across the province.

The QIIP which serves all provincial Family Health Teams, is working with CSI Solutions to address 3 main areas for improvements in provincial health care delivery and management using **Plan/Do/Study/Act** cycles.

The AIM STATEMENT established by members of Team Synergy is:

***The Centre for Family Medicine will realign its processes to enhance patient care. We will achieve this by fully implementing the CDPM model with a salient focus on three areas:***

1. **Diabetes Management – Clinical**
2. **Colorectal Screening – Prevention**
3. **Advanced Access – Organizational**

As evidenced by:

1. **An increased percentage of patients with an A1C at or below the target of 0.70**
2. **Screening of 70% of target population**
3. **Improved response to patient survey**

We wish to thank our patients in advance for participating in our PDSA cycles to determine protocols and changes that will lead to measurable improvement. We will continue to update you in the Centre Source newsletter.

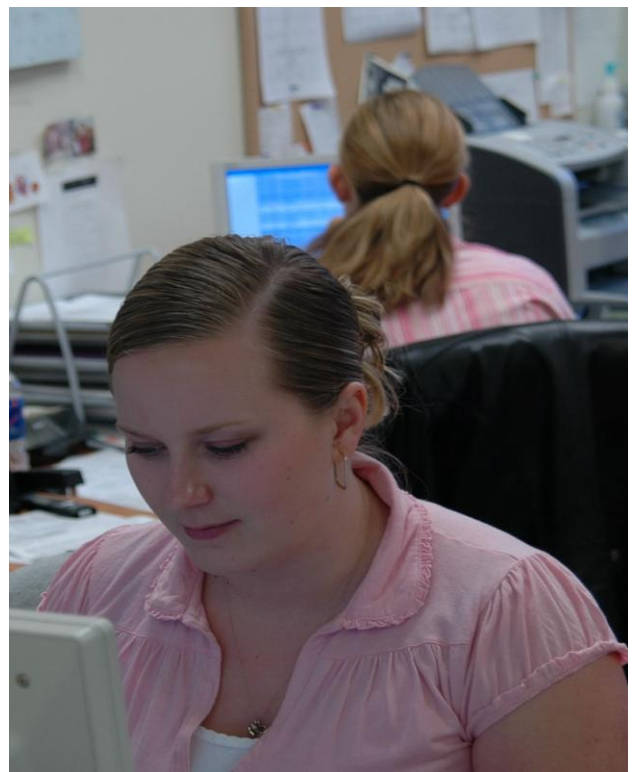


Dawn Spence, Pat McLeod, Glenda O'Brien, Dr. Joe Lee and Annette Dekker

## Thanks for your Patience ...

Recently the Centre for Family Medicine changed its EMR (Electronic Medical Records) system. Regrettably the transition was not as smooth as anticipated and you may have experienced some frustrations in trying to book an appointment or having to wait longer in the doctor's office. We apologize for any inconvenience caused and again thank you for your patience.

*From all of us at the Centre for Family Medicine*



## Wellness Seminars

Seminars are held throughout the year on various topics of interest. Watch for information posters hung up around the Centre and check out our website on a regular basis. If you would like to be personally invited to a seminar please leave your e-mail address with reception.

[www.family-medicine.ca](http://www.family-medicine.ca)

These seminars are provided by the CFFM, along with the Ministry of Health and Long Term Care as part of its pilot project to promote the health and well being of our patients.

## ECOSYSTEM HEALTH - GREEN OFFICE

Since opening the Centre in 2005, our Green Office Committee has been assisting staff and patients reduce the environmental impact of our family medicine practice through waste minimization, energy conservation and education.

### We currently:

- Recycle cardboard, paper, plastic, cans and glass.
- Teleconference and video conference as a preferred method of meeting.
- Use re-usable items such as plates, cups, cutlery, cloth gowns, cloth towels, speculums, etc.
- Purchase green office supplies.
- Minimize electricity consumption where feasible.

### We want to:

- Minimize more waste from its source.
- Encourage alternative transportation.
- Decrease heating and cooling emissions.
- Encourage investment in “green” funds.
- Use the internet more as a way of disseminating information

The Green Office committee recently completed an environmental audit at the Centre for Family Medicine. We looked at alternative transportation; the building exterior including lawn maintenance, snow and ice removal, idling cars and exterior lighting; the building interior including the clinic area, office areas, kitchen area, washrooms and meeting rooms. The audit helped us see where we were doing well and where we still needed improvement.

Recently, the Green Office Committee gave a powerpoint presentation to the Department of Family Medicine at McMaster University. Our goal was to begin educating other Family Health Teams on the benefits of a Green Office.

### Dress Down Friday

The Spirit Committee was pleased to present to **Saint Monica House**, a maternity home located in Waterloo with a donation of \$275.00.

Thank you to all the staff who participated and donated.

**Thanks**



### Sun Sun Sun Here We Come



We are reminded over and over again and yet we still forget. Protect your skin. Pay attention to the UV Index and minimize exposure to the damaging rays of the sun.

Apply plenty of sunscreen before going outside, whether it's sunny or cloudy, hot or cool. Make sure it has an SPF of at least 15 against both UVA and UVB rays, apply 30 minutes before going outside and re-apply it after swimming or exercise.

## RESIDENT UPDATE

Although we have said goodbye to Roberta Hood, we will keep Taryn Williams (Dr. Kolbasnik), Carolyn Fuss (Dr. Joe Lee), Jamie Milligan (Dr. Dixon), Rebecca Lubitz (Dr. Linda Lee), Katrin Veiel (Drs. Pefanis and Yee), Dan Honsinger (Dr. Lee-Poy) and Julie Ray (Dr. Linda Lee) for another year. Taryn and Carolyn will share the role of Chief Resident until June 2009. Our locums until December 2008 are Dr. Jaclin Butris and Dr. Marc Sawyer.



July brings with it a whole new batch of Residents! Coming to us for the next two years are: Mohamed Alarakhia (Dr. Kolbasnik), Jennifer Dignam (Dr. Linda Lee), Erin Hoh (Dr. Dixon), Jennifer Jones (Drs. Pefanis and Yee), Jeff Kizis (Dr. Lee-Poy), Anupama Pallen (Drs. Arya and Joseph Lee), Rath Rajesan (Dr. Joseph Lee), Melanie Varey (Dr. Joseph Lee).

Each of these residents will spend four of the next twelve months full-time within The Centre for Family Medicine, and will also be here one half day per week the rest of the year. A crucial component of their education is the opportunity to follow patients through regular care as well as through significant life events, such as pregnancy and childbirth, new diagnoses and management plan, family crises, to name a few. If you have been seen by a resident, please feel free to request future appointments when that resident is available to see you.

We also welcome Dawn Yew (Dr. Finn, Wellesley) who is a first year Western resident and will be with us until the end of October. Stephan Naleczny will join Dr. Whitby at the Northfield office from August to October.

And, we often have clerks and residents, as well as international medical graduates, who are here for a few weeks or months as a short-term placement, from programs across Canada and overseas.

You may see residents through any of our specialty care clinics (OB Clinic, Memory Clinic, for example). We will continue to have learners in other disciplines, such as pharmacy, nutrition, nursing and social work. **We appreciate our patients' support and involvement in educating the next generation of health care providers!**

### *Scheduling and Cancelling an Appointment*

When scheduling an appointment please call well in advance so that we may accommodate your schedule to the best of our ability. It is important to let the receptionist know the nature of your appointment so that an appropriate amount of time may be booked. Please be aware that our reception staff cannot diagnose problems nor give advice, prescriptions, or results of tests over the phone.

If you cannot keep an appointment please call prior to the appointment to cancel; if 24 hours notice is not given a charge may apply.

### After Hours Care

If you are a rostered patient experiencing health problems after hours, on weekends, or on recognized holidays, you have access to the **Telephone Health Advisory Services (THAS)**.

THAS connects you to a nurse who can provide advice, access to a family health team doctor on call, or, if appropriate, suggest that you go to emergency.

If you cannot wait for the physician on-call or if your problem is of an urgent nature, we request that you go to the Emergency Department.

**THAS : 1-866-553-7205**