

# North York Family Health Team

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March 2015

## Welcome

The NYFHT is pleased to announce new staff members who have recently joined our team:

- Jennifer Speirs as Registered Nurse
- Marcela Navarro as Administrative Assistant

## NYFHT Priorities 2015-17

NYFHT Board of Directors has recently decided upon the following priorities to guide our work for the next three years. These will be reviewed on an annual basis; all come with outcome measures that will be reported to the Ministry of Health and Long-term Care; all rely upon an interdisciplinary approach in order to succeed; and all remain consistent with health promotion and disease prevention – the essential tenets of Family Health Team care.

### Complex Patient Care

Continue to optimize care for patients with diabetes, respiratory diseases (including CHF and COPD), and mental health diagnoses, with attention to care along the duration of the disease trajectory, including end of life.

Begin to recognize and address social determinants of health – namely poverty – that contribute to care complexity and are unrecognized in some patients.

### Preventive Care

Continue to optimize rates of guideline-based cancer screening (breast, cervix and colon) and influenza vaccinations.

### Access

Where possible, implement patient booking systems known to increase access to care, through group learning, coaching, and QI methodology.

# QI Corner

## Access

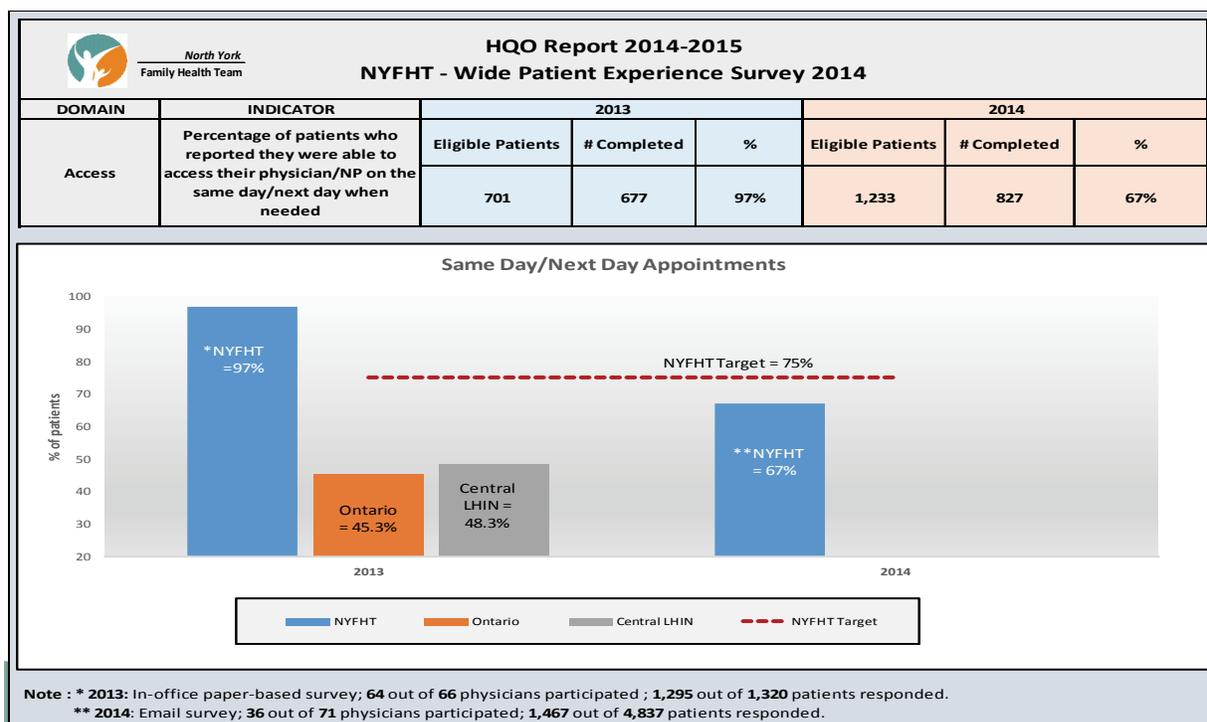
NYFHT physicians recently received the summary of our 2014-15 QI Plan Results. If you consented to the email distribution of the questionnaire to your patients, you also received your individual results for access and patient-centeredness.

This year's patient survey was conducted by email. There were 1467 responses, compared with 1295 paper responses in 2013-14. The number of hours required to process results this year was substantially less.

Comparing 2014-15 to 2013-14, patient-centeredness scores are similar. Results around access, however, were substantively lower, as anticipated. The 2013-14 survey was distributed in offices, with selection bias toward those patients who had successfully arranged an appointment. This year's survey reached patients by email, also reaching those who had not been able to arrange an appointment.

It seems there is room for improvement around access to care. Ontario, in fact, scores lower around access to care than other countries. Improving this is a priority of Health Quality Ontario and of the Ontario College of Family Physicians.

Can we move this mark together by reviewing the literature to see how this is best achieved? Can we make changes across our (now) 18 physician offices? Can we provide same-day or next-day service to our 69,000 patients, aiming for a modest improvement to 75% of the time? Is there a way of excelling around access, the same way we regularly excel around cancer screening?



## Flu Shots

For the first time this past year (2014-15), Health Quality Ontario mandated team-wide reporting for flu shots. The NYFHT collected our baseline and now for 2015-16, must submit a plan to improve rates of flu shots in patients age 65 and over.

This past year, the FHT Management office once again offered their services to support stuffing and mail out reminder letters. No office took advantage of this.

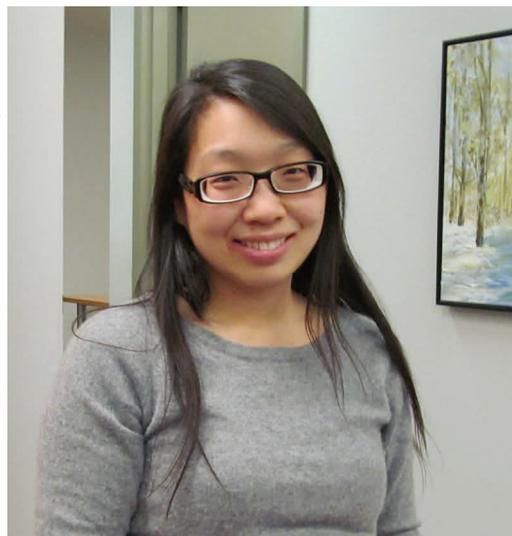


The success of the NYFHT email survey has made us wonder about the feasibility of email reminders for preventive care. Would anyone like to try a flu shot reminder by email this fall? If so, please start collecting email addresses for patients aged 64 and over. In September, we will identify physicians who would like to trial an email reminder.

## Meningococcal Vaccines

There are a number of meningococcal vaccines. It can be hard to sift through recommendations made by various bodies versus funding decisions made by the province. Rita Ha, our NYFHT Pharmacist, has developed the two attached information sheets – one for clinicians, the other for patients. She has worked very hard to make the information regarding recommendations, funding, and target populations clear.

Rita would be pleased to come to your office to guide you through the handouts and answer your questions. If you would like this, please email Rita directly at [rha@nyfht.com](mailto:rha@nyfht.com)



## Free Income Tax Clinics

Amanda Hodges, our Case Worker, and Joyce Lo, our RN Project Coordinator, have joined forces to provide us with information on free tax clinics. Some patients need help getting organized around filing taxes. Many of these same patients are in a low income bracket. Filing taxes is very important for lower income earners, as they often qualify for income supplements or for services such as Trillium – but they can only apply if their taxes are up-to-date.

Attached to this newsletter is a poster for your office, as well as two different handouts that can be printed and given to patients.

Thank-you to Amanda and Joyce for giving us the tools to help patients in need.



## Wellness at NYFHT

NYFHT Wellness Committee Presents

### Introduction to Mindfulness Based Practice

**Date:** Monday, March 23, 2015

**Time:** 12:30—1:30 pm

**Location:** 240 Duncan Mill Road, 7th Floor Boardroom

If interested please email Diana at [daddeo@nyfht.com](mailto:daddeo@nyfht.com) to register.

## Reminder NYFHT T-Shirts For Sale



## Upcoming Events

### Case-Based Osteoporosis Review

**Date:** March 19, 2015

**Time:** 8:00 am to 9:00 am

**Location:** North York General Hospital Auditorium 1

**Speaker:** Dr. Erika Safar, NYGH Endocrinologist

**RSVP:** Diana Addeo, daddeo@nyfht.com



### Evidence-Based Teaching in Curriculum Design

**Date:** Tuesday, April 7, 2015

**Time:** 1:30 to 4:00 p.m.

**Location:** 240 Duncan Mill Road 7th Floor Boardroom

**Speaker:** Jasmine Montreuil, NYFHT RD

**RSVP:** Diana Addeo, daddeo@nyfht.com



*North York*  
Family Health Team

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