



Partners

Summer Volume II number 2

Be a partner. Share a vision.



You have helped...

Dr Ieva Neimanis
Janus Research
Grant recipient
Hamilton, Ont
to study the
benefits and
challenges of
after-hours care
provided by
Telephone Health
Advisory Services

Patients' use of the after-hours services offered in rostered Family Health Organization practices

Satisfactory provision of primary care medical services after hours remains challenging from the perspectives of both patients and health care providers. As part of the Primary Care Reform initiative in Ontario, physicians in Family Health Organizations and Family Health Teams are mandated to provide after-hours care with both dedicated extended-hour clinics and on-call physicians available by telephone. A specific Telephone Health Advisory Services (THAS) system for rostered practices was developed to help fulfill this mandate.

In 2007, the College of Family Physicians of Canada awarded Dr Ieva Neimanis and her team of co-investigators a Janus Research Grant to initiate a study to examine patients' use of, and satisfaction with, this after-hours care. The purpose of the study was to determine whether the telephone triage and after-hours care by physicians were effective and meeting physicians' and patients' expectations.

Initial results of the study showed that most users were middle-aged people of high socioeconomic status who were calling mainly about concerns relating to infections (respiratory, gastrointestinal, urinary tract, and skin) and rashes. The study also uncovered the fact that patients were bypassing the option of speaking with a nurse because they thought their symptoms were too serious not to be discussed with a physician. Patients responding to the survey seemed to be very satisfied with the on-call system. Family doctors who participated in the research reported that they were content with the methods of communication and the services and type of care provided by

their colleagues, but that they found the on-call responsibility onerous. Since these are only preliminary results, the research team is conducting further investigations.

With the generous support of donations to the Research and Education Foundation (REF), which funds the College's Honours and Awards program, Dr Neimanis and her research team were able to establish a study to examine the effectiveness and challenges of after-hours care provided by this model of physicians and a THAS. For patients and communities, this model of family doctors working with a THAS is beneficial because it provides them with comprehensive, accessible, coordinated primary health care services. The information collected during this research will be valuable in that it could help guide modifications to the THAS system and after-hours care by physicians in rostered practices to respond further to patients' needs and expectations. Dr Neimanis and her team are appreciative of this support and wish to thank donors to the REF.

Research and Education Foundation donors greatly help family medicine

Since the REF started in 1996, it has raised \$6403589.70. Members of the CFPC have donated \$1271012.27 of that total; corporations and foundations have donated the other \$5132577.43. The fact that College members donated such a large portion of the total is important because it signifies that family physicians are committed to enhancing the quality of family medicine in their communities in Canada. Thank you REF donors!

HIGHLIGHTS

- ▶ Research and Education Foundation donors greatly help family medicine
- ▶ Especially for Wine Connoisseurs raffle
- ▶ "Carnival" an evening of celebration—acknowledging new inductees to the donor wall
- ▶ Upcoming events

Especially for Wine Connoisseurs raffle

Through the kindness of the Liquor Control Board of Ontario (LCBO), Vintage Hotels of Niagara-on-the-Lake, Four Seasons Hotel Toronto, and Carmen Steakhouse and Seafood restaurant, the REF was able to hold its Especially for Wine Connoisseurs raffle for a second year. The Especially for Wine Connoisseurs raffle is one of several fundraising activities that supports the College's Honours and Awards Program. Each of the above-mentioned corporations kindly donated a prize to help create an attractive raffle, and as a result of their generosity, a total of \$2235 was raised for the REF. A special thank you to Mr Barry O'Brien, Director of Corporate Affairs at the LCBO, and Ms Michelle Savoie, an Administrative Assistant at the LCBO, for hosting a private wine tasting for raffle winners at the LCBO corporate offices. Several wines personally selected by Mr O'Brien were matched with tantalizing appetizers at the event. Guests were truly intrigued with the in-depth descriptions of each wine presented. The REF appreciates the donations from each of these companies knowing that family medicine is only one of several worthy charities they support.

"Carnival," an evening of celebration and a time to acknowledge new inductees to the donor wall

"Carnival," an evening of celebration, was the theme of the Annual Reception for new inductees to the donor wall hosted at the national offices of the College. On May 23, 51 new books were unveiled acknowledging donors' generous contributions to the REF.

The increasing number of books on the donor wall is a testimonial to the tremendous support received from members, corporations, foundations, and staff. Every new book represents a large donation to the REF, and every gift to the REF helps the future of



From left, Ms Kristine Sawatzky (volunteer), Ms Christine Symss (REF Development Secretary), Mr Matt Nolletii (volunteer), Ms Maia Gutkin (volunteer) and Dr Tony Gabriel, President, CFPC Newfoundland & Labrador Chapter (donor wall member).

family medicine. In April this year, to accommodate the increase in the number of books, we expanded the donor wall to include a secondary wall. Visitors to the national offices of the CFPC will now see two walls housing the popular bronze books engraved with the names of donors who have given \$1000 or more to the Foundation.

With colourful streamers, carnival games, a magician, and a caricature artist, the second floor of the CFPC was magically transformed for the festive event. Throughout the evening guests were encouraged to try their luck at several carnival games. Proceeds from these games went to support the REF. A total of \$2764 was raised during Carnival.



A second donor wall has been added to accommodate the increased number of bronze books.

Upcoming events



Tie up your sneakers for **Canada's Medical Students – walk or run**

Join us on **Saturday, November 29th, 7:00 am – 8:00 am**
Family Medicine Forum, Toronto, ON
visit www.cfpc.ca to register or pledge

Estate, Will and Charitable Giving Planning Seminar
"Planning for your family, planning for your practice"

Thursday, November 27, 2008
12:00 pm – 1:00 pm
Family Medicine Forum
Sheraton Centre, Toronto, ON