



# FAMILY PRACTICE RENEWAL PROGRAM

## RE-Boot FPN Newsletter

December 2020



We wish you and your family a peaceful holiday season. We look forward to the new year and continuing the work we have started to create change for family physicians in the region.

We recognize for some of you, due to COVID-19, you are separated from loved ones living elsewhere and may have limited support around. We hope that RE-Boot can be a haven of support for its members. If there is anything we can do to support or assist you, please do not hesitate to contact us. We also encourage all our FPN members to support one another as needed during these difficult times. Additional tools can also be found via the NLMA at <https://www.nlma.nl.ca/Wellness/Contacts/>.

Here's to a new year with new beginnings and opportunities. Stay well and be safe.

Jackie and Deborah  
Chair and Executive Director  
[chair@rebootfpn.com](mailto:chair@rebootfpn.com)  
[dwearn@rebootfpn.com](mailto:dwearn@rebootfpn.com)

## ***Introducing new Board Member – Dr. Omar Al-Aqidi***

Dr. Omar Al-Aqidi is from Baghdad, Iraq. He completed his MBChB degree from Baghdad University in 1997 and received his CCFP in 2016. Omar worked as a family physician and ER physician in Baghdad for 7 years. He then worked in various hospitals in Yemen until 2014 when he moved to the Grand Bank Health Centre. In September 2015 he began work in the Emergency Department at the Burin Peninsula Health Care Centre and became Clinical Chief of the Emergency Department in 2018. He is a Clinical Assistant Professor in the discipline of Emergency Medicine and Family Medicine, Faculty of Medicine and is preceptor of undergraduate and post-graduate medical students as well as an evaluator for the former CSAT program/CPSNL in the subject of emergency medicine. Omar's top priority is the improvement of emergency medicine in rural areas in response to the ongoing lack of doctors and the persistence of underservice of important medical specialties. He works to address this by promoting continuous medical education to the physicians working in the ER as well as enhancing optimum training to medical students. His wife is also a family physician working in St. Lawrence. He is a father of three girls and a boy. He enjoys reading, watching movies and exploring new places in the beautiful nature of Newfoundland.

## ***Are you tired of too much paperwork?***

In response to the increasing frustration and ever-growing volume of paperwork within physician's clinics, the RE-Boot FPN Board has prioritized creating a Less Paperwork working group. The first item is a response to requests from consultants for a new referral after one year. In November we sent members a draft message for input. We really appreciate the many questions and comments received. We heard your feedback and have adjusted our approach and the letter.

Instead of sending this message to ALL consultants, we are focusing on those who are making the request. Attached is an example letter you could use in response. If you prefer, the FPN will send a letter to the specialist on behalf of you, and your RE-Boot and Endeavor FPN colleagues. Please send the specialist's contact information to Deborah Wearn at [dwearn@rebootfpn.com](mailto:dwearn@rebootfpn.com)

Attached are three example letters that your colleagues have used over the years in response to (a) specialist's requests for re-referrals, (b) dentist's requests for anticoagulation suggestions and (c) specialist's requests to notify patients about their appointments. We share these with the hope that it may lessen the load for you and your team when responding to these requests.

- [Re-referral request Letter](#)
- [Dentist re anticoagulant Letter](#)
- [Request to inform patients of specialist appointment Letter](#)

If you have any additional ideas for the working group to tackle, please email [Deborah](#).

## Wait Times

DI Wait times	Burin	Carbonear	Clareville	
Ultrasound	126	30	35	calendar days
CT	14	50	10	
Mammography	7	65	84	
Bone Density	2	160	53	
ECHO	190	115	210	

Burin specialist wait times	
Specialty	Next available
Internal Medicine	5-Jan
Pediatrician	4-Jan
Surgeon	4-Jan
Obstetrician	6-Jan
Psychiatrist	urgent referrals only after discussion with referring physician

Clareville specialist wait times	
Specialty	
Internal Medicine	8 weeks
Obstetrician	5-8 weeks
Obstetrician (Colposcopy)	5-8 weeks
Surgeon	within 8 weeks
Surgeon (OPD)	3-4 weeks
Holter Monitoring	6 weeks
Sleep Studies, PFTs	8 weeks

## Mental Health and Addictions Systems Navigator

The mental health and addictions patient navigator has knowledge of all mental health and addictions services provided by the health authorities and the community and a great resource for family physicians. The navigator helps consider options and find the right mental health and addictions service as well as connecting to necessary services or programs. They provide services to individuals of any age, families, and professionals.

Hours of Operation: Monday to Friday, from 8:30 a.m. to 4:30 p.m. Telephone: 709-752-3916 or toll-free at 1-877-999-7589; video relay service (VRS) calls are welcome. Email: [barry.hewitt@easternhealth.ca](mailto:barry.hewitt@easternhealth.ca)

- [Mental Health and Addictions Poster](#)

## Conception Bay North Palliative Paramedicine Pilot Project

In collaboration with the Canadian Partnership against Cancer and the Canadian Foundation for Health Care Improvement, Eastern Health has developed a new model of paramedic care for palliative care patients. The project was launched in the St. John's metro region in April 2019 with a focus of providing in home treatment for patients receiving a palliative approach to care (e.g., patients living with cancer and life limiting chronic diseases such as COPD and congestive heart failure).

Through specifically designed palliative care guidelines, paramedics are now able to treat a variety of symptoms in home including things such as pain, shortness of breath and nausea/vomiting, while also managing general decline and transition to end of life care without transport to hospital. In June 2020, the project expanded to also provide in home treatment for non-urgent health concerns for residents living in Personal Care Homes in consultation with the patient's primary physician.

Over the last year and a half, the Paramedics Providing Palliative Care Program has grown substantially, and paramedics have responded to over 1200 calls into the program. Of these calls, 81% have resulted in successful in-home treatment without transport to a health care facility and have had extremely positive patient outcomes. In working towards the development of a provincial model of the Paramedics Providing Palliative Care Program, we will be piloting the program in the Rural Avalon beginning in 2021. This pilot will take place over a 6-month period and will use a single Advanced Care Paramedic model.

CBN area physicians interested in learning more about this program and participating in a focus group to further inform the development of the pilot please contact Deborah at [dwearn@rebootfpn.com](mailto:dwearn@rebootfpn.com) Focus group session: **Tuesday, January 12 at 5pm.**

## Family Practice Renewal Program Survey—Holiday Extension

On November 24, a survey was released to gather information about physicians' experiences with FPRP. The survey has currently collected 92 responses, with **fewer than 5 responses from physicians in the RE-Boot FPN.** In order to gather additional responses, the survey will remain open over the holiday season, until January 6. If you have not already done so, please take time to complete this survey to ensure that experiences of family doctors across the province and from each region and FPN are well-represented. Your input is key to evaluating and improving each component of the Family Practice Renewal Program.

You can access the survey at the following link: <https://www.surveymonkey.com/r/FPRPSurvey2020>

**Please note also that we are offering a chance to win a \$200 gift certificate to the restaurant of your choice to those who complete the survey and wish to be entered into the draw.**

## FPRP Notices

For recent notices from the FPRP, please click the following links:

- **November 23/20** [Deadline Extended for Family Practice Network Med Access Users: Free 18-Month Subscription Opportunity for Health Myself and EMR Virtual Visit](#)
- **December 10/20** [Expression of Interest—Educational Development Group](#)

## Upcoming sessions of Project ECHO NL: Opioid Use Disorder

### Session 3: Harm Reduction and Overdose Prevention (Introductory)

Tuesday, January 5, 2021 (8:30 – 9:30 am NST)

To register for Session 3, please email [Chelsea.Hynes@easternhealth.ca](mailto:Chelsea.Hynes@easternhealth.ca) by 11:00 am on Thursday, Dec. 24

### Session 4: Opioid Agonist Treatment (OAT) and Pharmacy (Introductory)

Tuesday, January 19, 2021 (12:00 – 1:00 pm NST)

To register for Session 4, please email [Chelsea.Hynes@easternhealth.ca](mailto:Chelsea.Hynes@easternhealth.ca) by Friday, January 15

### Session 5: Trauma-Informed Care and Psychosocial Supports (Introductory)

Tuesday, February 2, 2021 (8:30 – 9:30 am NST)

To register for Session 5, please email [Chelsea.Hynes@easternhealth.ca](mailto:Chelsea.Hynes@easternhealth.ca) by Friday, January 29

#### Target Audience

**Primary** Prescribers (family physicians and nurse practitioners) and pharmacists

*This 1 credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada and the Newfoundland and Labrador chapter for up to 10 Mainpro+ credits (1.0 Mainpro+ Certified Group Learning credit per session).*

**Secondary** Other health care professionals providing care for individuals with opioid use disorder, including registered nurses, licensed practical nurses, social workers, and addictions counsellors.

More information about Project ECHO NL: Opioid Use Disorder, including frequently asked questions, can be found online at <http://mha.easternhealth.ca/ECHO>.

## Questions?

[questions@rebootfpn.com](mailto:questions@rebootfpn.com) This new email address has been created with the intent to appropriately direct family physician's questions and receive timely answers specific to Eastern Health services and COVID related issues. The NLMA will send answers through their distribution list to ensure all physicians have access. Additionally, if you don't know where to ask a question, send it our way and we will do our best to get it to the right person or organization.

### Your RE-Boot FPN team

#### Board

Dr. Jackie Elliott, Chair  
Dr. Megan Hayes, Vice-Chair  
Dr. Annabeth Loveys, Treasurer  
Dr. Erin FitzPatrick  
Dr. David Kwinter  
Dr. Sarah Small  
Dr. Gordon Stockwell  
Dr. Chris Peddle  
Dr. Omar Al-Aqidi

#### Staff

Ms. Deborah Wearn, Executive Director

For more information about the RE-Boot Family Practice Network, please contact RE-Boot FPN Executive Director Deborah Wearn at [dwearn@rebootfpn.com](mailto:dwearn@rebootfpn.com) or by calling (709) 728-5742.