

# Practising Well: Your Community of Practice

**February 23, 2022**

## Panelists:

Dr. Chase McMurren

Dr. Michael Roberts

Dr. Joanna Shapiro

With Drs. Javed Alloo, Melissa Holowaty and  
Peter Selby



## Navigating undifferentiated distress during the pandemic



Ontario College of  
Family Physicians

**Practising  
Well**  
Teaching.  
Learning.  
Connecting.



Family & Community Medicine  
UNIVERSITY OF TORONTO

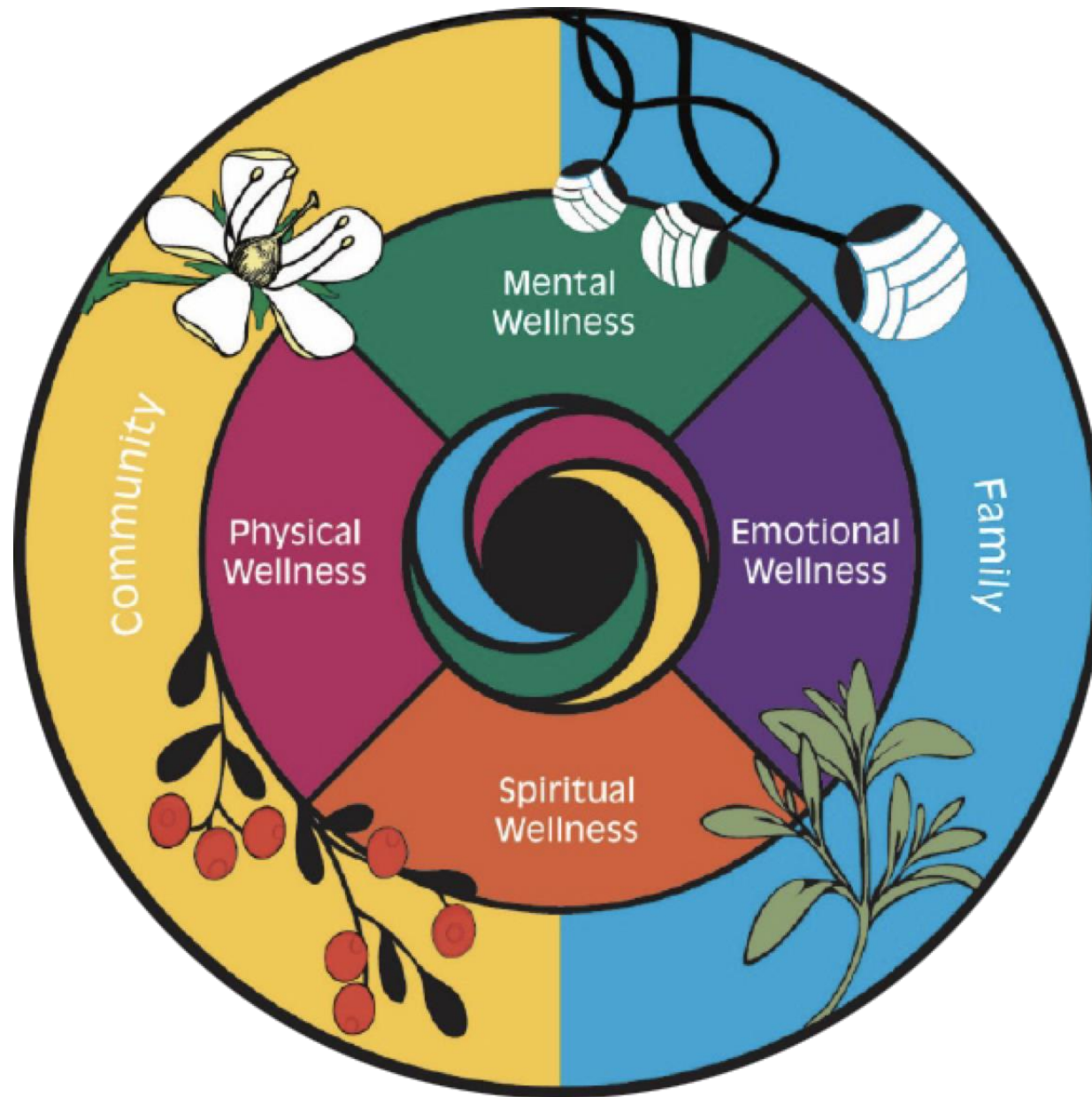


**We acknowledge that the lands** on which we are hosting this meeting include the traditional territories of many nations.

The OCFP and DFCM recognize that the many injustices experienced by the Indigenous Peoples of what we now call Canada continue to affect their health and well-being. Even today, as we meet in this virtual space for reasons of improving wellness, many Indigenous communities face barriers of access to the internet and the opportunities it brings.

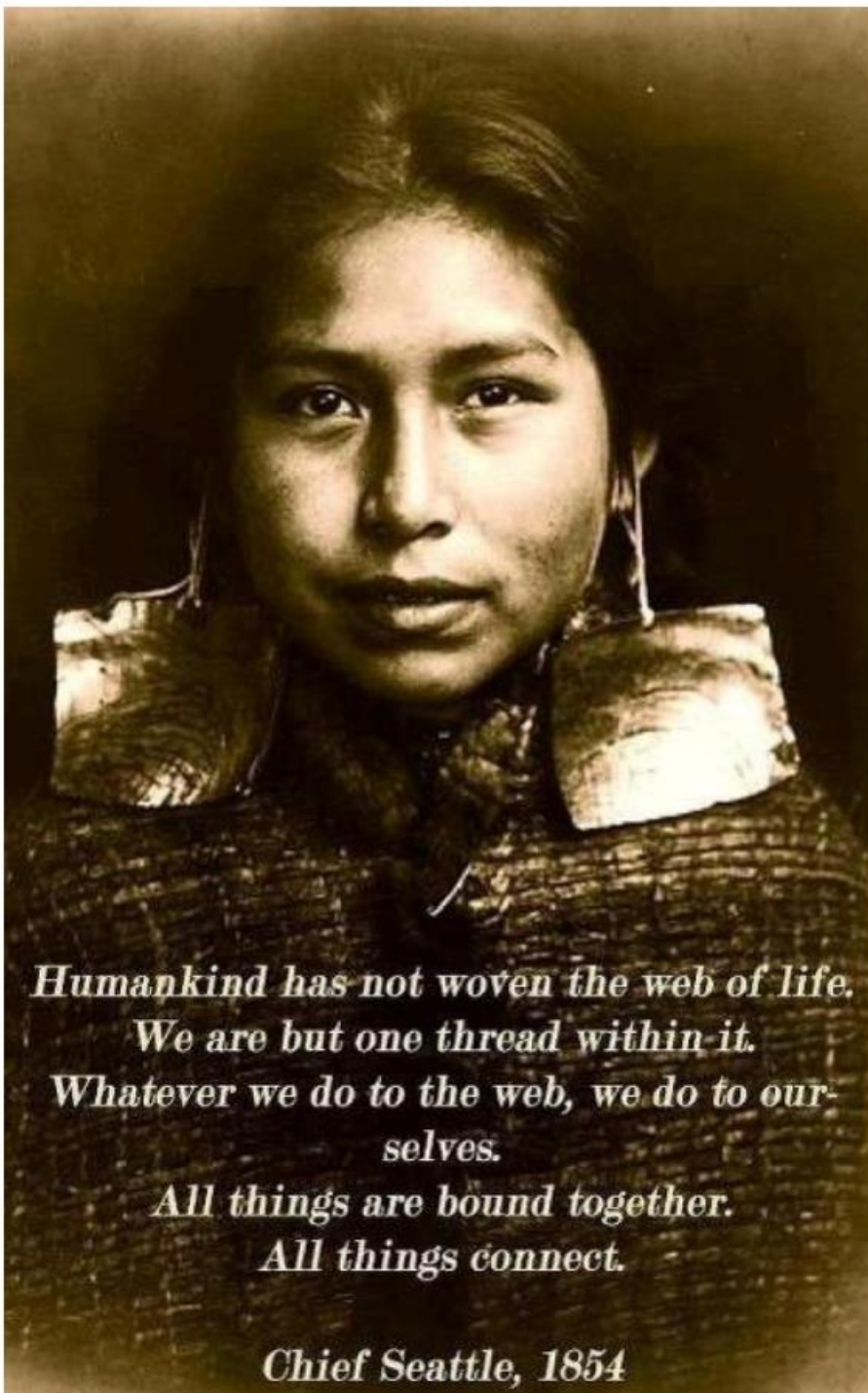
The OCFP and DFCM respect that Indigenous people have rich cultural and traditional practices that have been known to improve health outcomes.

I invite all of us to stay mindful and reflect on this from the territories where you sit or stand today, as we commit ourselves to gaining knowledge, forging a new, culturally safe relationship, and contributing to reconciliation.



## Medicine Wheel

First Nations, Inuit and  
Metis Wellness ECHO  
at CAMH



*Humankind has not woven the web of life.  
We are but one thread within it.  
Whatever we do to the web, we do to our-  
selves.  
All things are bound together.  
All things connect.*

*Chief Seattle, 1854*

Humankind has not woven the web of life.  
We are but one thread within it.  
Whatever we do to the web, we do to our selves.  
All things are bound together.  
All things connect.

– Chief Seattle, 1854



**“All my relations”**

<https://ir.lib.uwo.ca/cgi/viewcontent.cgi?article=1329&context=aprci>  
<https://opentextbc.ca/indigenizationfrontlineworkers/chapter/indigenous-ways-of-knowing-and-being/>  
<http://www.llss.sd73.bc.ca/clark/flyfishing/interconnectedness.pdf>  
<https://firstnationspedagogy.ca/interconnect.html>

# Your Panelists: Disclosures



## **Dr. Chase McMurren**

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well CoP Speaker, Mood Disorders Faculty, Practising Well Implementation Group Member
- MDPAC
- OMA
- CPSO



## **Dr. Joanna Shapiro**

Relationship with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well CoP Speaker
- The Centre for Mindfulness Studies



## **Dr. Michael Roberts**

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well CoP Speaker

# Disclosures

## **Dr. Melissa Holowaty** @MnHolowaty

Relationships with financial sponsors (including honoraria):

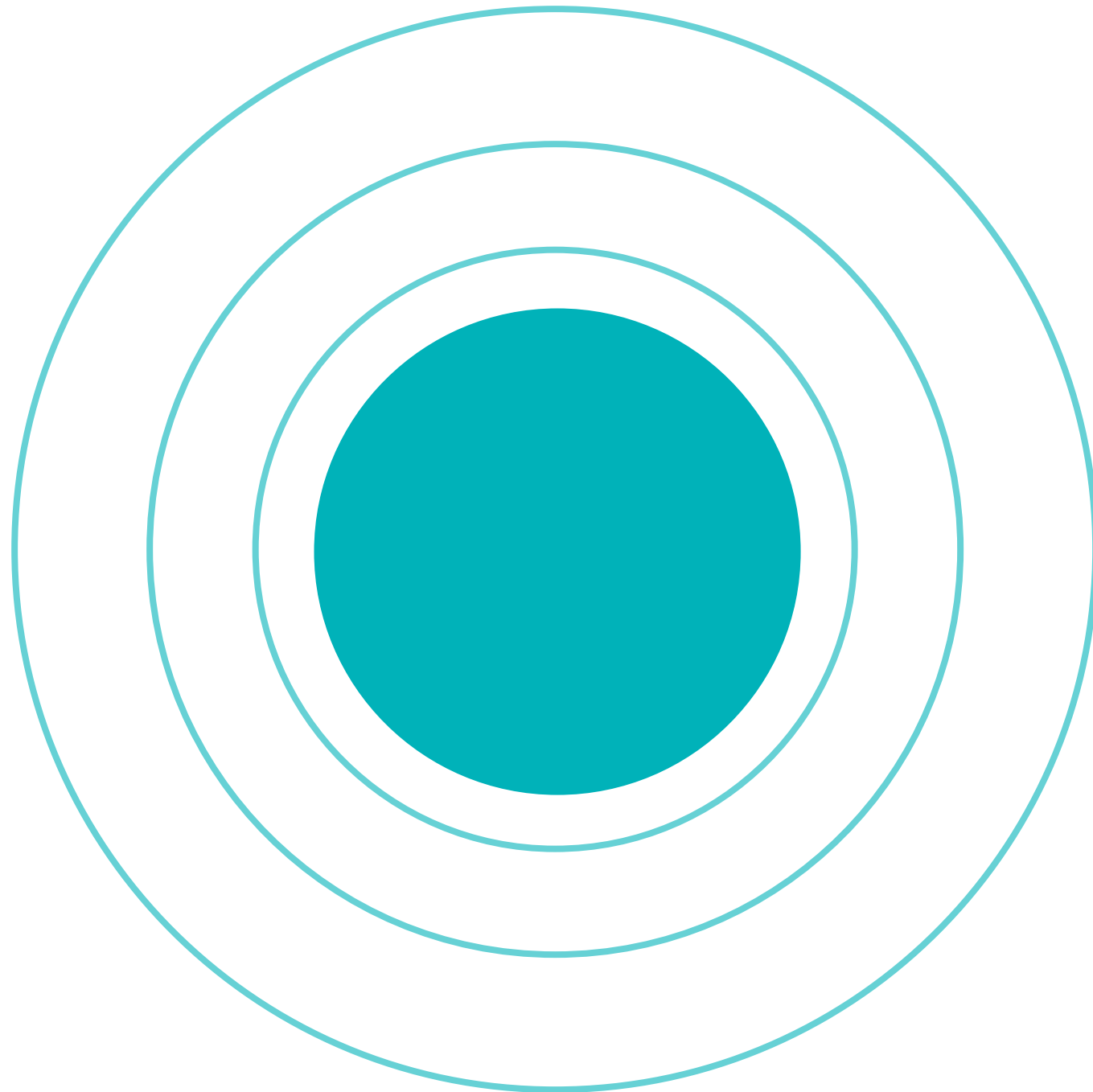
- Ontario Medical Association - Board Director, VP HPE Medical Society, Society of Rural Physicians of Canada – Board Member (ended May 2020), College of Family Physicians of Canada – Chair, MIG on Addiction Medicine, ECHO Liver – Advisory Board Member, META:PHI – Advisory Board Member, Ontario College of Family Physicians – CMNs (ended 2019) and Practising Well SPC
- Grants/Research Support: Canadian Institute of Health Research (2019)
- Speakers Bureau/Honoraria: Allergan – Botox Injection Instruction (2019)

## **Dr. Peter Selby** @drpselby

- Relationships with financial sponsors (including honoraria): York Region, CAMH, ECHO, ASAM, FAME, Local CHC, Veteran's Affairs Canada
- Advisory Board/Speaker's Bureau: Canadian Centre on Substance Use and Addiction, CCO, ECHO Ontario, MOHLTC, CAMH – Medical Advisory Committee, Dalla Lana (U of T) – Youth Vaping Cessation
- Other: Pfizer Inc., Johnson & Johnson, Novartis

## Moderator Disclosures: **Dr. Javed Alloo** @javedaloo

- Relationships with financial sponsors (including honoraria): College of Family Physicians of Canada, Centre for Effective Practice, Ontario Medical Association, Section on General and Family Practice, Centre for Addiction and Mental Health, Trillium Hospitals, Memotext, Ontario College of Family Physicians – Practising Well SPC
- Grants/Research Support: Canadian Institute of Health Research, U of T
- Speakers Bureau/Honoraria: Novo Nordisk Canada, Boehringer Ingelheim, Lupin, Astra Zeneca, Roche, Novopharm, Eli Lilly



# Navigating undifferentiated distress during the pandemic

**You raised important questions we'll try work through together today:**

1. How do we counsel people about anxiety and distress when it has become the societal norm due to the pandemic?
2. How to help patients in short appointments, beyond just listing services/resources?
3. How can we help our patients begin to feel safe again?

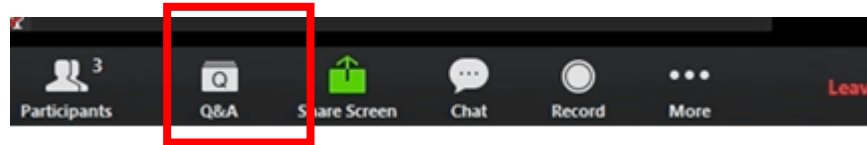
**And other questions you add in the Q&A box...**



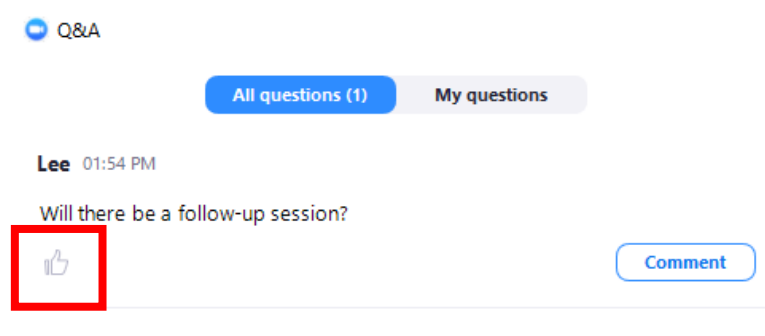


# How to Participate

## Q&A

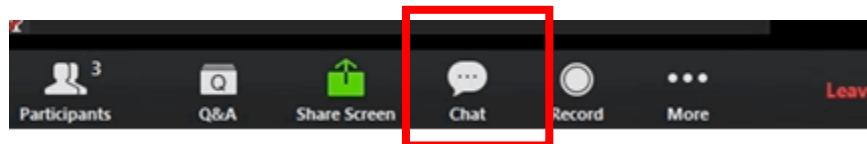


Use the Q&A window to ask questions to the panelists; some questions will be answered verbally and some answers will be written directly in the Q&A window.



Click “thumbs up” to up-vote questions you see on the list, to make sure they’re answered

## Chat



Use the chat to share reflections or resources.

Please introduce yourself in the chat!



Ontario College of  
Family Physicians

**Practising  
Well**

Teaching.  
Learning.  
Connecting.



Family & Community Medicine  
UNIVERSITY OF TORONTO



@OntarioCollege

#PractisingWell



# Navigating undifferentiated distress during the pandemic

## Your Panelists:



**Dr. Chase McMurren**  
Toronto, ON  
[@chaseverMD](#)



**Dr. Joanna Shapiro**  
Toronto, ON



**Dr. Michael Roberts**  
Toronto, ON

“This painting is called *This Painting is a Mirror* because it reflects back to the viewer all the beauty that is already within them. We are not separate from anything, we are born connected to the earth, with the capacity to love, to be kind, to be generous, to be gentle. As Odawa Elder Wilfred Peltier taught, ‘Everything we need to know is already inside of us.’”

—Christi Belcourt



Artwork by Christi Belcourt:  
This Painting is a Mirror – 2012  
Acrylic on canvas  
206 x 256 cm  
Collection of Indigenous and Northern Affairs Canada

“One of the great tragedies of our time is that in our desperate incapacity to cope with the complexities of our world, we oversimplify every issue and reduce it to a neat ideological formula. Doubtless we have to do something in order to grasp things quickly and effectively. But unfortunately, this “quick and effective grasp” too often turns out to be no grasp at all, or only a grasp on a shadow.”  
—Thomas Merton, 1991



Artwork by Tony Drehfal

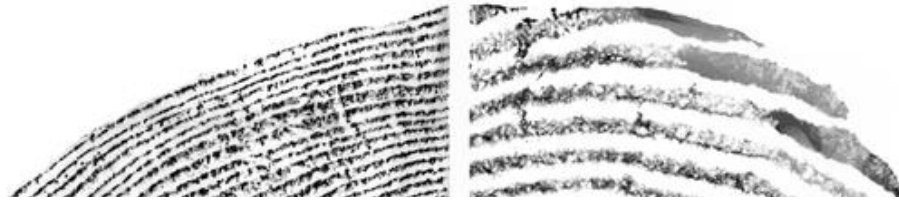
An ethical life requires not just coherence and not just a tolerance of the complex, but a willingness to expect complexity in ourselves and to demand it of others.”  
—Johanna Meehan



Young et al. (2014) memorably calculate that in the DSM-5 there are 270 million combinations of symptoms that would meet the criteria for both PTSD and major depressive disorder, and when five other commonly made diagnoses are seen alongside these two, this figure rises to one quintillion symptom combinations - more than the number of stars in the Milky Way.

The Milky Way in all of its glory over Two Jack Lake in Banff National Park, Alberta Canada.  
GETTY

# *Specialist Generalists*



## **Defining the *specialist generalist***

The imperative for adaptive expertise in family medicine

Nicole N. Woods PhD   Maria Mylopoulos PhD   Melissa Nutik MD MED CCFP FCFP   Risa Freeman MD MED CCFP



“Against Forgetting”  
Wax rubbing of  
tree & fingerprint  
by Nina Montenegro



Adaptive expertise focuses on the ability of an expert to quickly and efficiently solve the routine problems encountered in their everyday work while simultaneously accounting for the need to solve nonroutine problems when they arise.

When applying adaptive expertise to medicine, it is argued that physicians use their extensive knowledge to solve the common problems of practice.

In family medicine, this means the physician must be able to quickly recognize a typical presentation of a common condition (eg, wheeze and asthma).

Adaptive expertise in family medicine also means being resourceful and innovative when faced with ambiguous undifferentiated cases (eg, fatigue).

To be an expert generalist means being able to balance both the routine and the nonroutine, providing exceptional care for the simple and the complex, and remaining capable in the face of uncertainty and ambiguity.

# *Being biased*

✦ Biases, and the resulting differences in treatment, are activated when people are

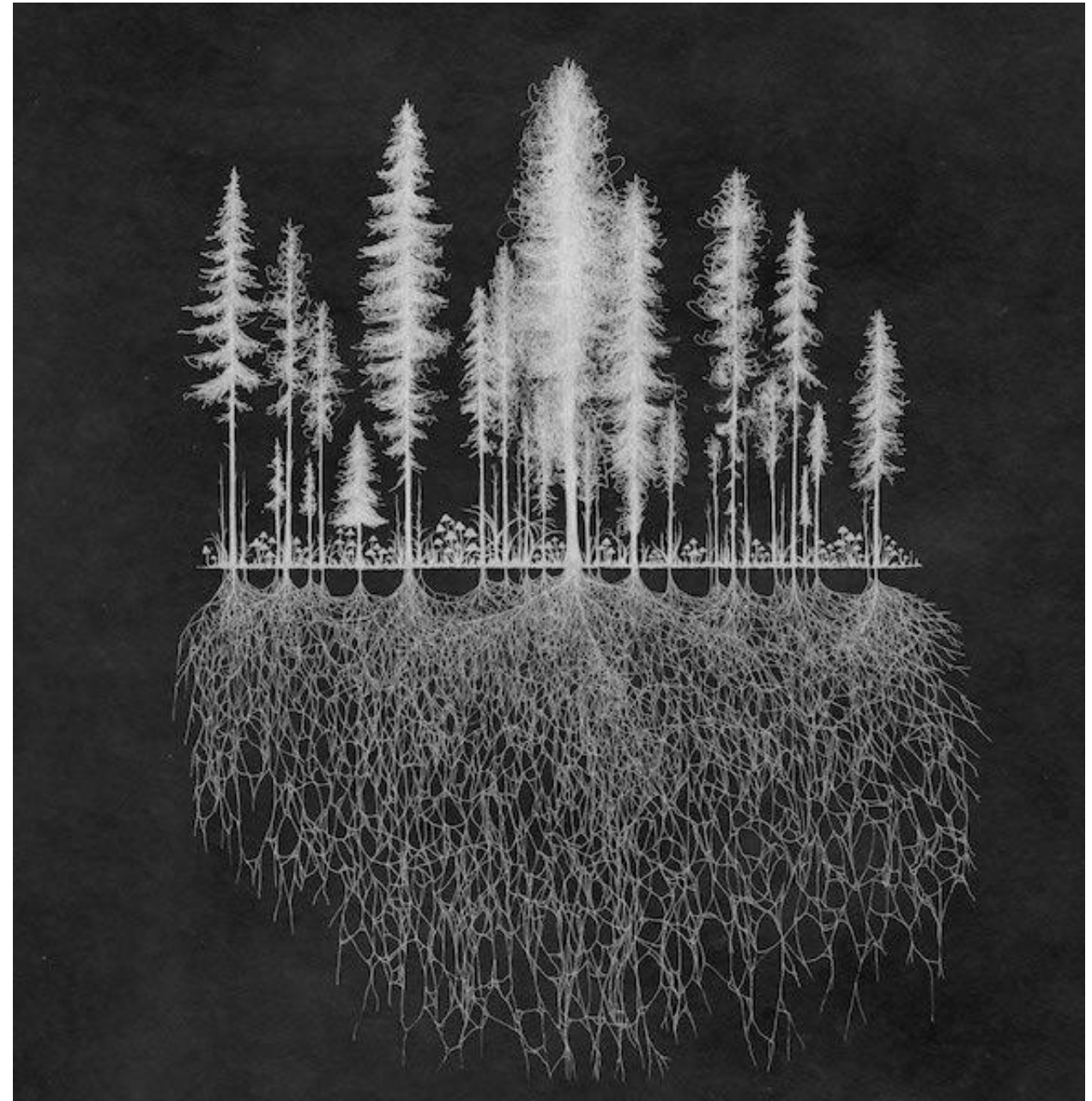
✦ **stressed**

✦ **under time constraints**

✦ **multi-tasking &/ or**

✦ **there is a need for closure**

Banaji, M.R. (2013). *Blind spot: Hidden biases of good people*. Delacorte Press, New York City, NY.



Art by Katie Holten

# Slower is Faster

*Exploring the How  
along with the What*





# Navigating undifferentiated distress during the pandemic

## Your Panelists:



**Dr. Chase McMurren**  
Toronto, ON  
[@chaseverMD](#)



**Dr. Joanna Shapiro**  
Toronto, ON



**Dr. Michael Roberts**  
Toronto, ON

Waldo finds himself



Plot twist. Waldo finds himself.

# Mindfulness

Purposefully paying attention to the present moment

- Using body sensations as a grounding tool/thought disruptor

With particular attitudes of non judgement and curiosity

- Towards ourselves and our experiences

-Jon Kabbat-Zin

# Obstacles to the Present Moment

I want to learn to live in the moment... just not this moment. Some other moment. Like a moment on the beach.



Doubt

Rumination/thinking about past/future

Boredom

Pain

Restlessness

Avoidance of the difficult

Craving ( wanting)

Problem solving attempts

Fusion- believing you are your thoughts

# Short practices

## 3 minute breathing space

- 1. Becoming aware of thoughts, feelings body sensations
- 2. Focus on the breath in the belly
- 3. Expand focus to body as a whole ( all sensations)

## Attention to sensations

- The breath
- Soles of the feet
- Muscles of the face



# Navigating undifferentiated distress during the pandemic

## Your Panelists:



**Dr. Chase McMurren**  
Toronto, ON  
[@chaseverMD](#)



**Dr. Joanna Shapiro**  
Toronto, ON



**Dr. Michael Roberts**  
Toronto, ON



# History of Balint Groups

- ▶ Balint groups were first introduced in the 1950's by psychoanalyst, Michael Balint
- ▶ It was designed to help general practitioners with the psychological aspects of providing patient care



# What is a Balint Group?



*"You can't stop the waves,  
but you can learn how to surf"*

*Jon Kabat Zinn*

- ▶ ***A Balint group is a group of physicians or other clinicians who meet regularly and present clinical cases in order to improve and to better understand the clinician-patient relationship.***
  - The American Balint Society
- ▶ Facilitated peer-based small group discussions for health care providers

# Goals and Process of a Balint Group

## **Goals**

- ▶ Develop a safe and non-judgmental environment for sharing
- ▶ Harness new perspectives around difficult cases
- ▶ Build healthy coping strategies during stressful times
- ▶ Improve understanding around the patient-physician relationship

## **Balint process**

- ▶ One group member presents a case
- ▶ Group discussion
- ▶ Trained facilitator
- ▶ Group size about 6-8 members

# Participant Roles: **Presenter**

## **The Presenter**

- ▶ Describe a case and attached emotions, difficulties and uncertainties
- ▶ Explore why they are feeling these emotions
- ▶ Discuss coping strategies
- ▶ Be open to group feedback
- ▶ Take from the group a different, more helpful, way of viewing the case

# Participant Roles: **Group**

## **The Group**

- ▶ Provide supportive feedback to the presenter
- ▶ Provide different perspectives on the case
- ▶ Make connections between their own experiences and the case
- ▶ Holding a Compassionate Space

Links to resources shared today will be sent to participants following the session.

Resources

# Tools



# Resources: Tools

- Approach to risk identification in undifferentiated mental disorders  
<https://www.cfp.ca/content/62/12/972.long>
- Defining the *specialist generalist*: The imperative for adaptive expertise in family medicine  
<https://www.cfp.ca/content/67/5/321>
- Managing Uncertainty in Mental Health Care  
<https://www.oupcanada.com/catalog/9780197509326.html>



The screenshot displays the website for the Canadian Family Physician (CFP) and the Canadian Family Doctor (MFC). The header includes the logo and the text "The official journal of the College of Family Physicians of Canada". A navigation menu lists "Home", "Articles", "Info for", "About CFP", "Feedback", "Blogs", and "Mainpro+ Credits". Below the menu, there is a search bar and a breadcrumb trail: "Review Article | Practice". The main content area features the article title "Approach to risk identification in undifferentiated mental disorders" by José Silveira, Patricia Rockman, Casey Fulford and Jon Hunter. Below the article title is a book cover for "Managing Uncertainty in Mental Health Care" by Patricia Rockman and Jose Silveira. The book cover shows a brain floating in a blue sky with white clouds. The text on the book cover includes the title, authors' names, and the Oxford logo. Below the book cover is a red link that says "Click to enlarge". To the right of the book cover is a text block with the title "Managing Uncertainty in Mental Health Care" and the authors' names. The text describes the book's focus on the growing global priority of mental health and the challenges providers face in meeting the demand through existing health care approaches. It also mentions that the book illustrates how current diagnostic and treatment approaches often encourage overconfidence and over-reliance on clinician certainty, and that the book makes a case for acknowledging and lessening the impact of inevitable errors.

CFP MFC  
CANADIAN FAMILY PHYSICIAN • LE MÉDECIN DE FAMILLE CANADIEN  
The official journal of the College of Family Physicians of Canada

Home Articles Info for About CFP Feedback Blogs Mainpro+ Credits

Review Article | Practice

Approach to risk identification in undifferentiated mental disorders

José Silveira, Patricia Rockman, Casey Fulford and Jon Hunter

**Managing Uncertainty in Mental Health Care**  
Patricia Rockman and Jose Silveira

As the profound contribution of mental illness to disability, morbidity, and mortality has grown into a global priority. One in five experience mental illness in those who suffer are coming forward in unprecedented numbers. As more people seek and others, providers are increasingly unable to meet the demand through existing health care approaches.

In *Managing Uncertainty in Mental Health Care*, Drs. Patricia Rockman and José Silveira challenge core assumptions informing the primary approaches currently used to assess mental illness in clinical settings, with an emphasis on clinician certainty. They illustrate how current diagnostic and treatment approaches often encourage overconfidence and over-reliance on clinician certainty while encouraging overconfidence and go on to consider potential approaches to lessening the impact of inevitable errors. Ultimately, this book makes a case for acknowledging and lessening the impact of inevitable errors.

[Click to enlarge](#)

# Resources: Tools

- Balint groups: A tool for personal and professional resilience  
<https://www.cfp.ca/content/58/3/245>
- Online Balint group with Dr. Kasra Khorasani  
[kasra.khorasani@utoronto.ca](mailto:kasra.khorasani@utoronto.ca)
- OMA Physician Helpline  
[php@oma.org](mailto:php@oma.org)



The screenshot shows the homepage of the Canadian Family Physician (CFP) and the Canadian Family Doctor (MFC) journal. The logo features the letters 'CFP MFC' in a large, blue, serif font, with a small red maple leaf between the 'P' and 'M'. Below the logo, it reads 'CANADIAN FAMILY PHYSICIAN • LE MÉDECIN DE FAMILLE CANADIEN' and 'The official journal of the College of Family Physicians of Canada'. A navigation menu includes 'Home', 'Articles', 'Info for', 'About CFP', 'Feedback', 'Blogs', and 'Mainpro+ Credits'. The 'Articles' menu item is highlighted with a small upward-pointing arrow. Below the navigation, there is a search bar with the word 'search' inside. The main content area displays 'Article Commentary | Commentary' and the title 'Balint groups' in a large, black, serif font. Below the title is the subtitle 'A tool for personal and professional resilience' in a smaller, bold, black, sans-serif font. The author's name, 'Michael Roberts', is listed below the subtitle, followed by the publication information: 'Canadian Family Physician March 2012, 58 (3) 245;'. The page is framed by a dark blue vertical bar on the right side.



# Resources: Tools

## Youtube/podcasts/books:

- Joseph Goldstein
- Tara Brach
- Judson Brewer MD

## Apps:

- Free: Insight timer (<https://insighttimer.com/en-ca>), Simple Habit (<https://www.simplehabit.com/>)
- \$: Headspace (<https://www.headspace.com/>), Calm (<https://www.calm.com/>), 10% Happier (<https://www.tenpercent.com/>)

## For kids:

- Sitting Still like a Frog (book, Youtube)
- A Still Quiet Place (book, itunes store)
- Mindfulfamilies.ca (online programs; kids and parents)

## Teen programs:

- Mindfulness for Teens (<https://www.mindfulnessforteens.com/>)

Links to resources shared today will be sent to participants following the session.

Resources

# Education



# Resources: Tools

Centre for Mindfulness Studies - <https://www.mindfulnessstudies.com/>



About ▾

Programs ▾

Calendar ▾

Community Program ▾

Why Mindfulness? ▾

Blog

Conta

Message and FAQs from the Centre for Mindfulness Studies regarding COVID-19

## Learn to Facilitate MBCT

The only specialized training program for MBCT facilitation in Canada. Learn from the top experts in the field of mindfulness, Zindel Segal & Dr. Patricia Rockman.

[Learn More](#)



# FMS 2022

FAMILY MEDICINE SUMMIT

Knowledge for the Now

**REGISTER TODAY!**

- **Learn on your time** – on demand to **July 31, 2022**
- **Learn and earn** – up to 60 Mainpro+<sup>®</sup> credits
- **Learn for today's challenges** – practical tools and resources

**OCFPSummit.ca**

*Dozens of on-demand sessions, including:*

- ❑ **Long COVID:** Treating The Lingering Symptoms Of COVID-19
- ❑ Building **Equity, Diversity And Inclusion** In Medicine
- ❑ **Breastfeeding Basics:** Practical Tips To Support Lactation
- ❑ Drugs Of Abuse: The New Kids On The Block (**This Ain't Your Grandma's Marijuana**)
- ❑ Shifting The Conversation: **Social Prescribing**
- ❑ **Concussions** Are Still A Thing

*... and many more.*

Links to resources shared today will be sent to participants following the session.

Resources

# Supports





# Support for you and those you care about.

OMA Physician Health Program  
<https://php.oma.org/>

Centre for Addiction and Mental Health Health Care Provider (HCP) Resource Site  
<http://www.camh.ca/covid19hcw>

OMA  
Physician Health Program

Search

About PHP | Who We Serve | What We Do | Well-Being | News and Events | Need Help?

New 24/7 services available for you and your family.  
Call the Wellness Support Line.

camh

Home | About | Services & Research | Education | Get Involved | Strong Change | COVID-19

Mental Health and COVID-19

The help you need is here

Self-referral for mental health care

Your Mental Health and Self-Care

# Resources: Supports



- PARO 24/7 Helpline for Residents, Family Members, Medical Students
- 1-866-HELP-DOC



- <https://www.ontario.ca/#support-health-care-worker>
  - Self-led / With peers / Talk to a clinician
- [Ontario Shores Centre for Mental Health Sciences, Whitby](#)
- [St. Joseph's Healthcare, Hamilton](#)
- [The Royal Ottawa Mental Health Centre, Ottawa](#)
- [Waypoint Centre for Mental Health Care, Penetanguishene](#)
- [Centre for Addictions and Mental Health \(CAMH\), Toronto](#)

ECHO·ONMH

Project ECHO® Ontario Mental Health  
at CAMH & The University of Toronto

- ECHO Coping with COVID
  - for health providers (educational credits)
  - Fridays 2-3pm EST

<https://camh.echoontario.ca/echo-coping-with-covid/>



**Chat**

**One thing you might do...**

**when caring for  
someone experiencing  
undifferentiated distress?**





Please help us make these sessions better by filling out the evaluation you'll receive by email shortly!



## Direct Credit Entry

Do you want the OCFP to submit your earned Mainpro+ credit directly into your Mainpro+ account?

Please email [practisingwell@ocfp.on.ca](mailto:practisingwell@ocfp.on.ca) with your 6-digit CFPC number (Hint: Your CFPC # begins with a “6”).

Join us on  
**Wednesday, March 23**

When your head hurts too much...

with Drs. Julia Alleyne, Virginia McEwen and Shaila Vaidya

[https://us02web.zoom.us/webinar/register/WN\\_0u8SsUQnRIGGu2IEjAtjyA](https://us02web.zoom.us/webinar/register/WN_0u8SsUQnRIGGu2IEjAtjyA)

PractisingWell@ocfp.on.ca

