



## Mindful Medicine: Adapting and learning to cope with uncertainty

PANELISTS

Dr. Lisa Del Giudice • Dr. Merrilee Brown • Dr. Sarah Newbery

WITH

Dr. Marcia Kostenuik • Dr. Stephanie Zhou • Dr. Peter Selby



Ontario College of  
Family Physicians

**Practising  
Well**  
Share.  
Inspire.  
Connect.



Family & Community Medicine  
UNIVERSITY OF TORONTO

March 22, 2023

Practising Well: Your Community of Practice

Please introduce yourself in the chat!



@OntarioCollege  
#PractisingWell

# Your Panelists: Disclosures



## Dr. Lisa Del Giudice

Relationships with financial sponsors (including honoraria):

- Ontario Health/Cancer Care Ontario; Toronto Regional Cancer Program
- Canadian Institute Health Research
- OCFP Practising Well – Community of Practice Speaker



## Dr. Merrilee Brown

Relationships with financial sponsors (including honoraria):

- OCFP Practising Well – Community of Practice Speaker



## Dr. Sarah Newbery

Relationships with financial sponsors (including honoraria):

- Ontario Medical Association
- CMAJ Editorial Advisory
- 2 grants through Northern Ontario Academic Med Association
- OCFP Practising Well – Community of Practice Speaker

# Disclosures

## Dr. Marcia Kostenuik @DrKostenuik

Relationships with financial sponsors (including honoraria):

- University of Toronto DFCM Barrie
- Joule/CMA - Speaking
- Various universities, hospitals, and not-for-profit organizations for one-off speaking engagements

## Dr. Peter Selby @drpselby

Relationships with financial sponsors (including honoraria):

- York Region, CAMH, ECHO, ASAM, FAME, Local CHC, Veteran's Affairs Canada – Honoraria
- CCSA, Cancer Care Ontario, ECHO Ontario, MOHLTC, CAMH Medical Advisory Committee, Dalla Lana U of T Youth Vaping Cessation – Advisory Board or Advisory Committee Member
- CIHR, Health Canada, Canadian Cancer Society Research Institute, Medical Psychiatry Alliance, MOHLTC, Canadian Partnership Against Cancer, Ontario Neurotrauma Foundation, Patient-Centered Outcomes Research Institute, CAMH, Public Health Agency of Canada – Grants and Clinical Trials
- Pfizer Inc, Johnson & Johnson, Novartis - Vendors of record for providing smoking cessation pharmacotherapy through an open tender process, free or discounted, for research studies in which PS is the principal investigator or co-investigator.
- Ontario College of Family Physicians – Practising Well

## Dr. Stephanie Zhou @stephanieyzhou

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well Implementation Group Member, CoP Speaker
- Canadian Medical Association – Honoraria for practice management lectures
- Habitat for Humanity GTA – Board of Directors member

## Disclosure of Financial Support

This program has received funding from the Ontario Ministry of Health and in-kind support from the Ontario College of Family Physicians and the Department of Family and Community Medicine, University of Toronto.

### **Potential for conflict(s) of interest:**

N/A

## Mitigating Potential Bias

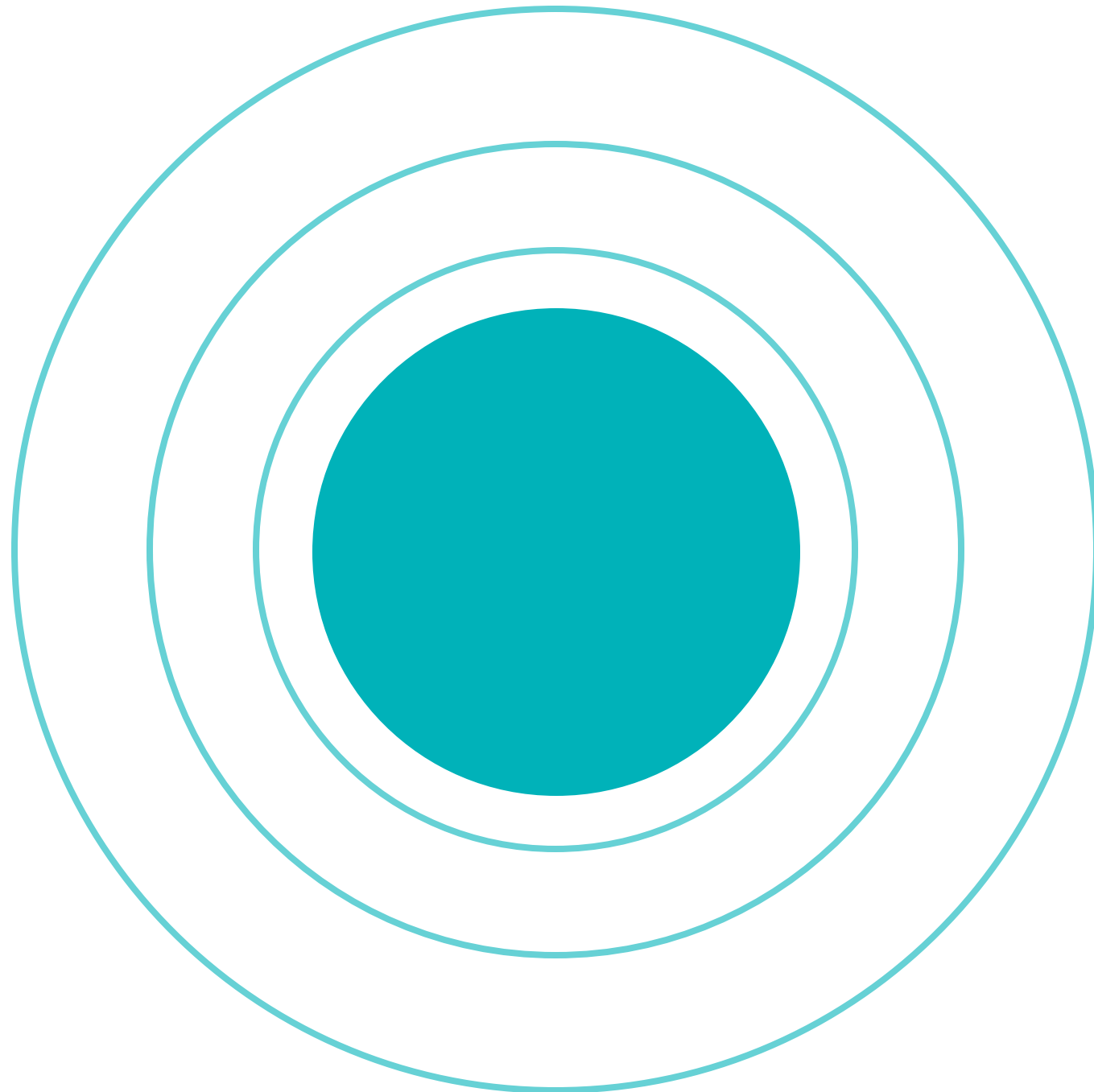
- The Scientific Planning Committee (SPC) has control over the choice of topics and speakers.
- Content has been developed according to the standards and expectations of the Mainpro+ certification program.
- The program content was reviewed by the SPC.

# Land Acknowledgement

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

The OCFP and DFCM recognizes that the many injustices experienced by the Indigenous Peoples of what we now call Canada continue to affect their health and well-being. The OCFP and DFCM respects that Indigenous people have rich cultural and traditional practices that have been known to improve health outcomes.

I invite all of us to reflect on the territories you are calling in from as we commit ourselves to gaining knowledge; forging a new, culturally safe relationship; and contributing to reconciliation.





## Mindful Medicine: Adapting and learning to cope with uncertainty

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

1. How not to personalize interactions with complex patients because of their complex mental health conditions and how to acknowledge your feelings of "heartsink"?
2. Expand on this – "Physician Heal Thy Self before you Heal others".
3. What are some resources and supports for managing complex patients?

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





## Mindful Medicine: Adapting and learning to cope with uncertainty

## Your Panelists



**Dr. Lisa Del Giudice**

Toronto, ON



**Dr. Merrilee Brown**

Port Perry, ON



**Dr. Sarah Newbery**

Marathon, ON

# Case

- 70 year-old woman, patient for over 20 years
- Single lives alone in community housing
- Wheel-chair bound since age 12 due to JRA
- Hospitalized 5 years ago with malignant mastoiditis and meningitis
- Several wheelchair accidents
- Chronic pain due to JRA, traumas (several wheelchair accidents)
- Started on high dose opiates by pain clinic in 1990s – currently on over 100 mg morphine equivalent

# Ongoing issues

- Chronic Pain
- High opioid doses
- Cognitive impairment (multifactorial: opiates, post-meningitis, multiple concussions); completely dependent now for all iADLs
- Worsening JRA – completely dependent for all ADLs
- Sleeps most of the day – previously engaged disability activism
- Difficult intubation due to JRA

How do you feel when you hear  
about this?

# How do you feel?

## Pros:

- Have a longstanding relationship – like family
- Truly feel as though can help this patient, real issues some things that can treat
- Advocacy

## Cons:

- Time to manage the way would want to (busy clinic)
- Feel abandoned by health care system to get things done for her, find resources for her

What are some of the resources that can help with managing this patient?

# Some resources

- March of Dimes
- Home and Community Care Support Services – OT
- Seating Clinic Rehab hospital
- FHT navigator
- Virgin mobile phone services for people with disabilities
- Phone technology
- Virtual codes (have helped countless hours spend on the phone)



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# MEDICAL COMPLEXITY: THE 3C FRAMEWORK

Kristy Penner, MD, Marita Kelly, MD, Sonja Wicklum MD, Clark Svercek MD, Anita Ramaliu MD Department of Family Medicine University of Calgary 2023 CFP publication pending

COLLECT: Information and set agenda (patient and physician)

CLUSTER: By time: immediate, active, inactive  
By Acuity  
By Pathology /system

CO-ORDINATE: Plan follow up  
use your EMR to assist  
refer to other team members where appropriate

# MEDICAL COMPLEXITY: COLLECT

- Obtain the patient list and prioritize
- Prioritize your own list
- Get corollary information from family, allied health, nursing etc.
- Pharmacy Medication Reconciliation:
  - Use FHT or community pharmacist to get med list and supplements
  - Ask for medication/deprescribing recommendations
  - Update EMR med list when specialists change/add medications

# MEDICAL COMPLEXITY: CLUSTER

- Cluster issues and medications together for each problem
- Prioritize the most acute patient and physician priorities
- Connect issues that share a common pathology ( e.g. cancer related problems)
- Optimize meds and deprescribe when able
- Correct and update the EMR med list by problem
- Add indication for medication on the prescribing byline (e.g. “for arthritis”)

# MEDICAL COMPLEXITY: CO-ORDINATE

- Use your EMR:
  - Set reminders for next visit
  - Set reminders for upcoming tests/screening
  - Use Guideline-Based EMR options ( eg templates)
  - Write down instructions to patient
- Refer to other health professionals – pharmacy, FHT resources, Home Care, community resources
- Set agenda for next meeting
  - Book more time for next meeting if possible
  - Annual review for medications, screening/stopping, goals of care

# MEDICAL COMPLEXITY: LIFELINES

## PHONE A FRIEND:

PBSGL

Office partners

medical school friend text thread

Whatsapp Groups

## POLL THE AUDIENCE:

Facebook Groups: Medical Moms Group,

Listserve: the Society of Rural Physicians,  
DFCM, Obstetrics

## ASK THE HOST:

OTN consultation, e-consult, note to specialist



# MEDICAL COMPLEXITY: PATIENT PRIVACY

- Consent not required for informal consultation
- Patient health information privacy:
  - limit identifying information
  - avoid being overheard
  - use encrypted communication
- No encryption = explicit consent required
- PHIPA consent: age > 16 or parent/guardian if age < 16,  
informed consent documented

# MEDICAL COMPLEXITY RESOURCES:

- [Centre for Effective Practice](#) – evidence based clinical tools for addictions, COVID 19, CV, Mental Health, Older Adults and Pain
- [GeriEM](#) – ER based teaching modules to improve care of the elderly
- [Deprescribing.org](#) – algorithms and decision tools to help with deprescribing
- [selfmanagementontario.ca](#) – 1on1 coaching, online support for patients
- [Itctoolkit.rnao.ca](#) – recommendations and strategies for complex elderly patients in LTC ( falls, dementia behaviours,etc)



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# Resources

# Tools



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

Access more **physician wellness** tools and resources through the OCFP's **Clinical Tools & Resources repository**.



**Access Tools and Resources**

Resources

# Education



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

# Practising Well CoP – Self Learning Program

**The Practising Well CoP is now certified for self learning credits!**

Earn **1-credit-per-hour** for reviewing the recording and resources from **past CoP sessions**. The self learning program is certified for up to 38 Mainpro+ credits.



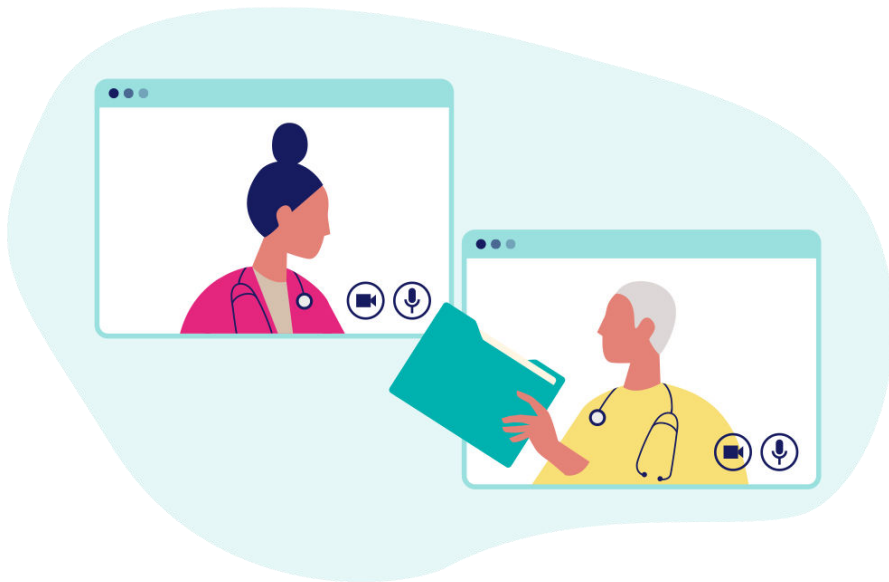
**For more information and to participate:**

<https://www.ontariofamilyphysicians.ca/education-practice-supports/practising-well/practising-well-community-of-practice/practising-well-cop-self-learning-program>

After today's CoP session, continue your learning with:

## Peer Connect

Interested in continuing your learning journey to better support your patients who have experienced trauma? **Join your colleagues and a Peer Guide in small group discussion!** Space is limited.



Complete this short survey to participate:  
<https://www.surveymonkey.com/r/J5SXVQN>

Resources

Supports



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

Resources

# Supports



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>

CMA Wellness Hub

<https://www.cma.ca/physician-wellness-hub>



- 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 Coping with COVID
    - for health providers (educational credits)
    - Fridays 2-3pm EST
- <https://camh.echoontario.ca/echo-coping-with-covid/>

Support for you and those you care about.

# CELEBRATING FAMILY DOCTORS ACROSS ONTARIO



Call for nominations is now open!

Ontario College of  
Family Physicians  
**AWARDS**  
**2023**



Celebrate the vital contributions family doctors make to keep their patients and communities healthy.

**Nominate a colleague, or yourself, for a 2023 OCFP Award.**

Deadline for nominations: **March 26, 2023**

For more information or to make a nomination:  
[ontariofamilyphysicians.ca/ocfp-awards](https://ontariofamilyphysicians.ca/ocfp-awards)

Questions? [awards@ocfp.on.ca](mailto:awards@ocfp.on.ca)



# Upcoming Community of Practice

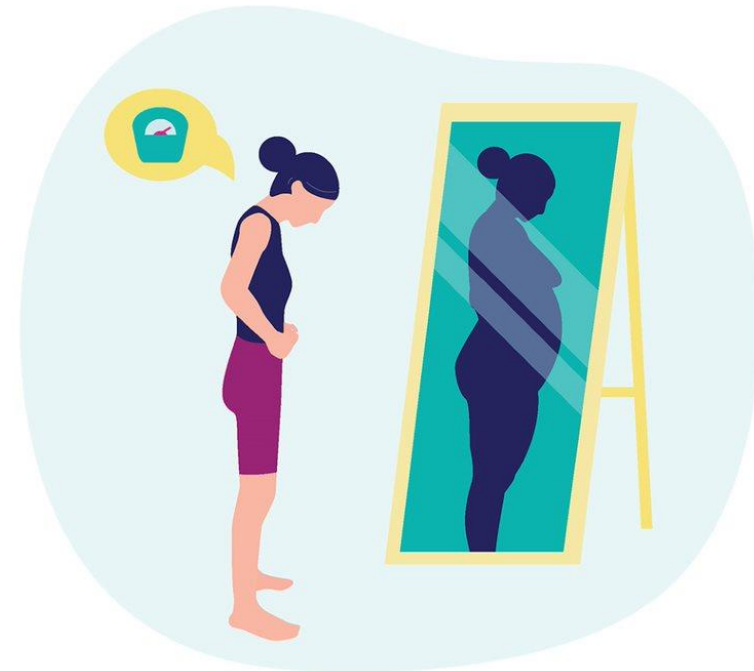
## Helpful approaches to eating disorders

with Drs. Marina Abdel Malak, Deema Abdul Hadi and Karen Trollope-Kumar

**April 26, 2023**  
**8:00am – 9:00am**

[Register Now](#)

[practisingwell@ocfp.on.ca](mailto:practisingwell@ocfp.on.ca)



This one-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to 1 Mainpro+ credit. The Practising Well Community of Practice includes a series of planned live, interactive sessions. Each session is worth 1 Mainpro+ credits, for up to a total of 12 credits.