



Navigating Stressful Interactions with Patients and Other Providers

PANELISTS

Dr. Joan Chan • Dr. James Goertzen • Dr. Claudia Hubbes

WITH

Dr. Stephanie Zhou • Dr. Nikki Bozinoff



Ontario College of
Family Physicians

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



Family & Community Medicine
UNIVERSITY OF TORONTO

May 24, 2023

Practising Well: Your Community of Practice

Please introduce yourself in the chat!

Your name,
Your community,
Your twitter handle



@OntarioCollege
#PractisingWell

Your Panelists: Disclosures



Dr. Joan Chan

Relationships with financial sponsors (including honoraria):

- Practising Well CoP Speaker
- Dr. Joan M Chan MPC
- Guelph Family Health Team



Dr. James Goertzen

Relationships with financial sponsors (including honoraria):

- Practising Well CoP Speaker
- NOSM U



Dr. Claudia Hubbes

Relationships with financial sponsors (including honoraria):

- Practising Well CoP Speaker

Disclosures

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
- Toronto Public Health – Board of Directors member

Dr. Nikki Bozinoff @NikkiBozinoff

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well Implementation Group Member, CoP Speaker
- CAMH
- Department of Family and Community Medicine (University of Toronto)
- National Institute on Drug Abuse
- Womenmind
- CIHR
- Academic Health Sciences Alternate Payment Plan

Disclosure of Financial Support

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Potential for conflict(s) of interest:

N/A

Mitigating Potential Bias

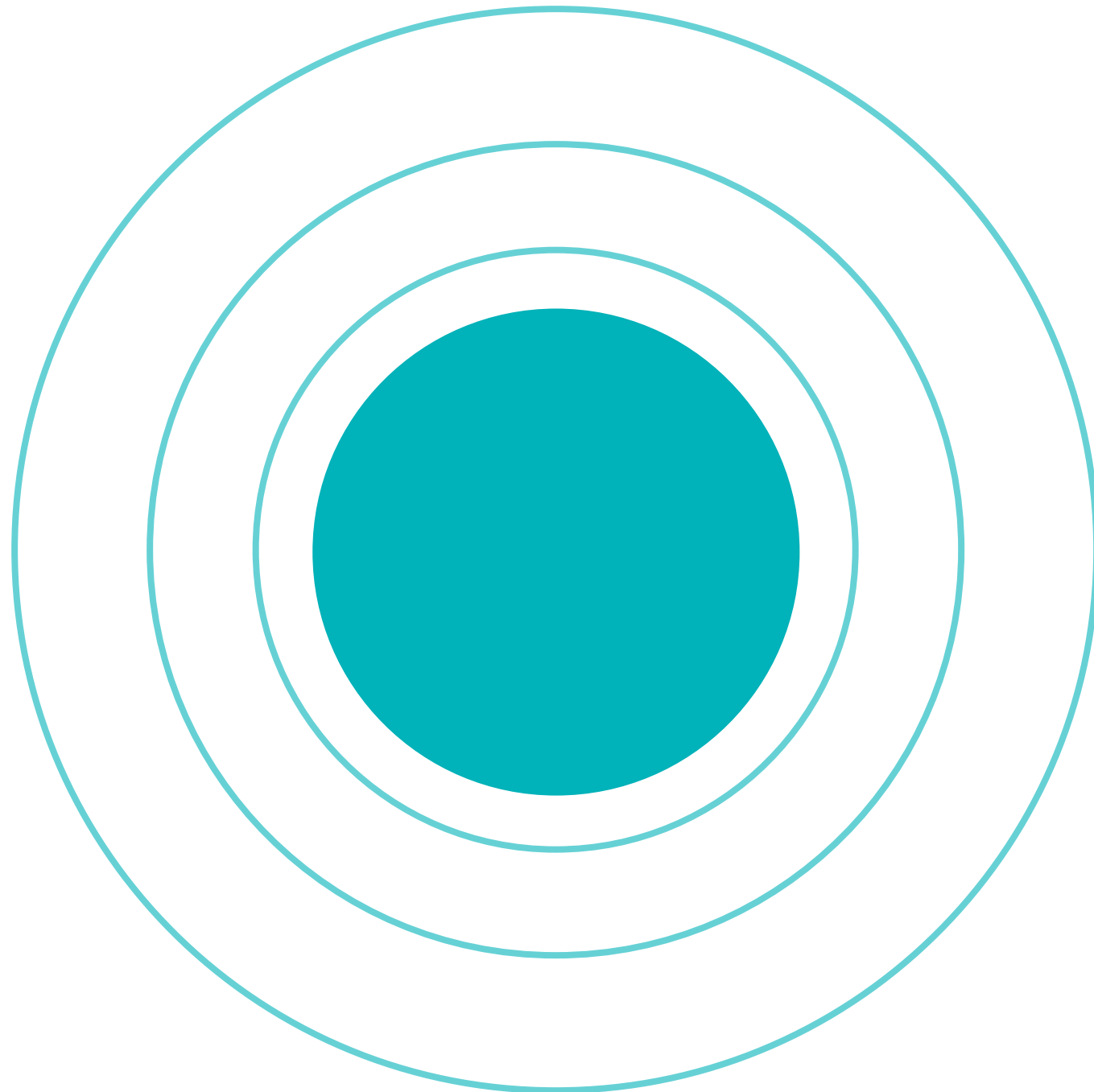
- The Scientific Planning Committee (SPC) has control over the choice of topics and speakers.
- Content has been developed according to the standards and expectations of the Mainpro+ certification program.
- The program content was reviewed by the SPC.

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.





Navigating Stressful Interactions with Patients and Other Providers

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

1. What are some of the best communication tips for patients that are putting unreasonable demands or will likely cross boundaries?
2. Given that patients cannot find another family physician, what is our obligation to look after patients who are verbally abusive/insulting to staff and physicians?

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



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Your Panelists



Dr. Joan Chan

Guelph, ON



Dr. James Goertzen

Thunder Bay, ON



Dr. Claudia Hubbes

Ottawa, ON

Difficult Patient Encounters: Two Humans Enter a Room

MINE	NEITHER	THEIRS
Thoughts Feelings Actions Outcomes	<i>Biology</i> <i>Traumatic Experiences</i> <i>Struggling Healthcare System</i> <i>Inequitable Society</i>	Thoughts Feelings Actions Outcomes

We are conditioned to believe we are responsible for things outside of our control

Example: “I need a specialist appointment tomorrow”

MINE	NEITHER	THEIRS
<p>Thoughts</p> <p>Feelings</p> <p>Actions Offer the menu Understand & connect</p> <p>Outcomes Creating your half of a trusting relationship</p>	<p><i>Biology</i></p> <p><i>Traumatic Experiences</i></p> <p><i>Struggling Healthcare System</i></p> <p><i>Inequitable Society</i></p>	<p>Thoughts “I need a specialist appointment tomorrow”</p> <p>Feelings Angry? Desperate?</p> <p>Actions [incl. complaints/lawsuits]</p> <p>Outcomes</p>



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Guelph, ON



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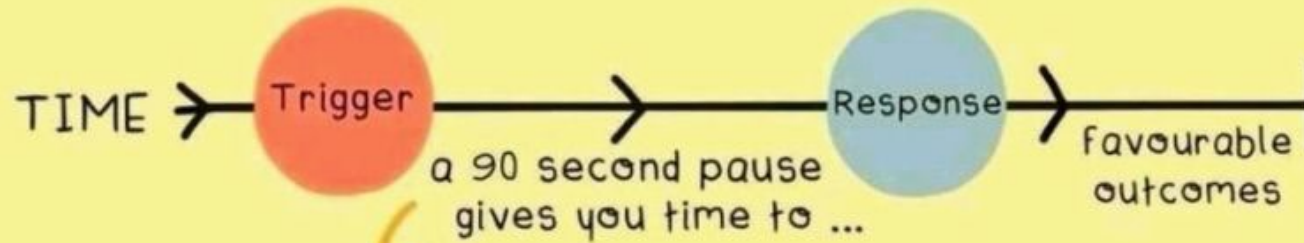
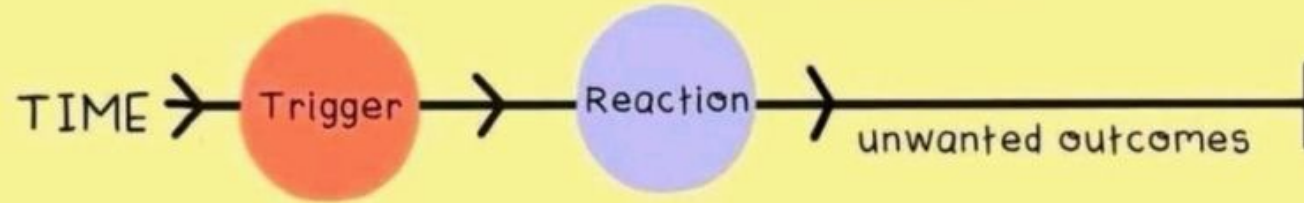
Dr. Claudia Hubbes

Ottawa, ON

A 90 second pause is the difference between a reaction and a response



@doodledwellness



Credit: @doodlewellness



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Dr. Joan Chan
Guelph, ON



Dr. James Goertzen
Thunder Bay, ON



Dr. Claudia Hubbes
Ottawa, ON

Pearls From the Trenches

RECONNECT – family, faith community, prayer, friends – scrabble night, social gathering, social gatherings, group sport, one – on – one support for each other

VOLUNTEER /RANDOM ACTS OF KINDNESS AND GENEROSITY

SELF TALK- journaling

MASSAGE, PHYSIO PRN: Book as ahead as you can find a free spot in your schedule and book three at a time: You will think you were a genius when it pops up and happens

SLEEP ENHANCEMENT- sleep hygiene etc

YOGA/MEDITATION: Apps on sale for Black Friday/Cyber Wednesday: Head space, Calm, Chopra etc

CLEANING SUPPORT AT HOME and or Food Prep/meal service: Red Apron, Chef's Plate, MealPrep

SIMPLE PLEASURES – puzzles, books, crafts, nature

MESSAGES OF GRATITUDE – employees, family, friends, caregivers etc

Pearls From the Trenches (cont')

“ When all else Fails..... LOWER YOUR STANDARDS... when that fails think “ how low can I go?” :)
Think “Good enough” “ B+” instead of Perfect!

SAYING NO MORE OFTEN: “No is a complete sentence. Open mouth. Say no. Close mouth.” Dr. Gautam

DISCONNECTING MORE OFTEN – EMR..., social media

Mantra: Whatever is possible will be done

“in planning my day I make sure that it includes what is important to me, even if short as long as it is meaningful including time for me, with my husband and with my kids (e.g., 5min core workout or 10min bodyweight or HIIT exercise, aromatherapy and reading a book before bed, putting a face mask and drink tea; have conversation with my hubby before bed; play with kids/teach my kids/laugh with my kids, etc.) and doing anything related to what I am passionate about (i.e. read article, listen to podcast, watch YouTube videos on topic of interest, connect with those who have same interest.”

“My game changers: tap into my creative side: painting, singing, dancing, playing an instrument. Exercise like there is no tomorrow. Connect with ppl who get me and have a good sense of humor.”

Pearls From the Trenches (cont')

Laughing: Avoid news- Podcasts on CBC: Laugh Out Loud, The Debators, Because News, watch funny movies.

Yes, this is why we watch the W Movies!

Use music for mood

Remember you are the consultant to your patients, it is not your responsibility to change or 'cure ' them from their life, their choices or their situation

If you are working harder than your patient on their problem issue; STOP and step back. This is a RED FLAG

Be less helpful to the demanding, 'difficult personality' patient, while doing all the medically necessary work.

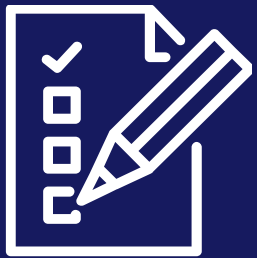
Surprise Day off: Take one day every 3-4 months that you book off 1 year in advance. When it suddenly comes up then you don't have time to book appointments in it and will be reserved for a spontaneous gift of time.

When stuck in traffic, airport etc reframe as a "Gift of time". Dr. Gautam

Book yourself into a conference. Go, sign in, then stay in hotel room, walk, order room service, sleep.

Resources

Tools



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

Tools and Resources on Navigating Stressful Interactions

Resource	Link
Heart Sink Patient Encounters by Dr. Joan Chan	https://www.joanchanmd.com/podcast/heartsink-patient-encounters
Boundaries by Dr. Joan Chan	https://www.joanchanmd.com/podcast/impatience-7kekr
Fear of Lawsuits & Patient Complaints by Dr. Joan Chan	https://www.joanchanmd.com/podcast/impatience-7kekr-9dw3h-77kwy
Sample Patient Rights and Responsibilities – Old Quebec Street Unit 208, Family Medicine Clinic	http://oldquebec208.com/patients-rights-and-responsibilities

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.

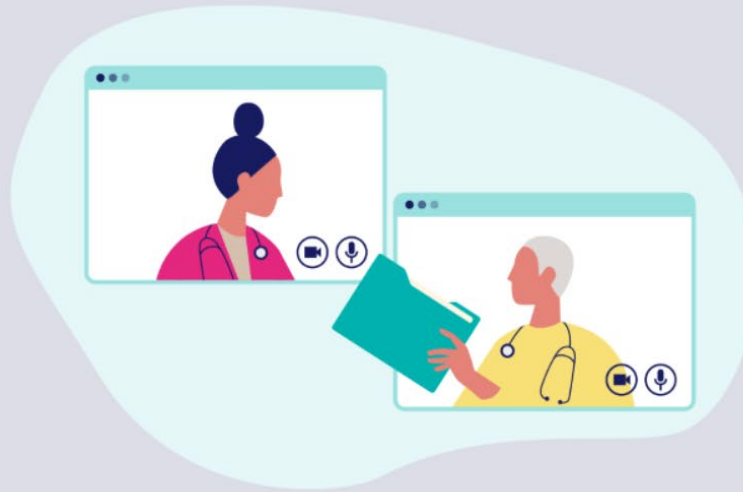


For more information and to participate:

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

Peer Connect

Enabling you to connect, share and learn from your fellow family physicians.



Mentorship Program - Connect with a Peer Guide!

An opportunity to partner with another family physician, **one-to-one or in a small group**, for support as you **explore clinical complexity and increase your confidence** caring for patients with mental health challenges, substance use, and chronic pain. A focus can be on your well-being as you engage in this challenging work.

<https://www.ontariofamilyphysicians.ca/education-practice-supports/practising-well/peer-connect>

Resources

Supports



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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.

Upcoming Community of Practice

Breaking bad: Strategies and tips to decrease nicotine use with Drs. Monica Gad, Osnat Melamed, Peter Selby

June 28, 2023
8:00am – 9:00am

[Register Now](#)

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.