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- CVFP - A Vision for the Future •
- Patient Centred Health Home •
- Outstanding Family Practice of the Year •
- Vaccination - Prevnar 13 •



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CONTENTS

A Vision for the Future.....	3
Patient Centred Health Home	4
Acute Cost savings.....	4
Outstanding Family Practice of the Year..	6
Vaccination - Pevnar 13.....	7

We are proud to share that CVFP was recently named **Outstanding Family Practice of the Year** by the Alberta Health Services Department of Family Medicine.

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CVFP: A Vision for the Future

At CVFP we are proud that we strive to continually evolve and grow as an organization and to serve the needs of our people and our patients. This past year has been another transformative time at CVFP and we're entering into another exciting chapter in continuing to develop our model of care. With that in mind, we are excited to unveil the new Vision and Mission here at CVFP!

Why is a Vision Statement Important?

Often the importance of having a clearly articulated vision is underestimated. Without it, it's like setting out on a trip without a map, you may get to your destination but it wouldn't be without unnecessary trials and tribulations. A vision provides inspiration for an organization's people, it creates a sense of empowerment, motivation and it helps bring meaning and focus to the work we do. Importantly - a vision is evergreen and serves to inspire all who are connected to an organization. At CVFP our goal was to create a vision that spoke to our ultimate goal - not just providing medical care, but to sustain physical and mental well-being, and to helping patients enjoy life to the fullest. In working with our staff, our patients and our physician team we have created a new vision at CVFP: **Optimal Life for People and Communities.**

Why have a Mission?

An organization's mission helps to define our role in achieving our ultimate vision, or rather how CVFP can ensure that our patients live their "Optimal Life." At CVFP our greatest strength is in our people, our team of health professionals, from doctors, a nurse practitioner, registered nurses, psychologists, a dietitian, pharmacists and medical office assistants. Each provider works hard to sustain health, quality of life and help our patients enjoy life to the fullest. It is for this reason we were inspired to create our mission which is:

"To Provide Outstanding Care in a Patient Centred Health Home"

We updated and revised the CVFP mission and vision, and identified the values that define our highest priorities of conduct among ourselves and with the world.

We have engaged some of our staff by asking them what our vision and mission means to them. Noreen McClure, Proactive Care Coordinator and Team Captain, says, "I believe our mission embodies CVFP's ongoing commitment to strive for the best possible care for our patients. I'm very proud to be a part of such a unique health home dedicated to providing warmth, supportive care, empathy, communication and education throughout our patient's times of need."

Registered Nurse, Corinne Wiens notes "I like that our vision challenges me to think outside the box, beyond the physical walls of the clinic we work within. It inspires me to keep the whole picture in mind of what makes an optimal life for our patients, ourselves, and each other. I love the concept of a health home, where our patients can come to collaborate with a team of health care professionals focused on holistic care encompassing many aspects of life. I am proud to be a part of CVFP, and to contribute what I can to working to achieve these goals."

Our intention over the next five years is to invest in developing and enhancing service delivery at CVFP so that we can achieve our mission of providing outstanding care in a patient centred health home and to continue to be recognized for providing the highest quality, team-based care to our patients and their families. We look forward to working together with you to realize our vision of Optimal Life for People and Communities. Onward! ☐

What is a Patient Centred Health Home?

The College of Family Physicians of Canada describes a Patient Centred Health Home as “a family practice defined by its patients as the place they feel most comfortable – most at home – to present and discuss their personal and family health concerns.”

The health home is a place where patients are treated with respect, dignity and compassion; it enables strong trusting relationships built with a team of health providers.

A health home includes a number of necessary components:

Patient centred - a collaborative partnership between a patient, their family and care providers. Ensuring decisions reflect patients’ needs and preferences and are supported through education and on-going communication.

Comprehensive care - the services provided within a medical home represent a breadth of physical and mental health care with access to prevention, wellness, chronic disease and acute care supports.

Team-based - Care is provided by a team of professionals

empowered to their full scope of practice and skill set to work collaboratively together to ensure patient health and well-being is optimal.

Coordinated Care - Care is organized in the broader context of the health system including, transitions to community programs/resources and access to specialty care when needed.

Timely Access to Care - Patients can access care services when they are needed with reasonable wait times for appropriate services.

Focus on quality and safety - Care providers strive to enhance patient health and outcomes by focusing on care innovations that are aimed at improvement, measurement and sustainability.

The Health Home Model of Care is becoming widely accepted best practice model of primary care across the country. It is highly organized and delivered in a health care system that empowers providers and care teams to work together to support the needs of patients and their families. □

CVFP Achieves Exceptional Health Outcomes and Acute Cost savings

In Alberta, many physician offices are moving towards the Health Home Model of Care, having recognized the many benefits associated with the model; CVFP transitioned to this Model of Care in 1999.

CVFP is a publically funded community-based family practice which includes 15 physicians and 65 health professionals and assistants who provide care to almost 25,000 Calgarians. We are an innovative group that has been working to develop and enhance our health home since 1999. Our clinic is publically funded; we do not bill for each patient visit, rather, we work

under a patient based funding model which allows patients to enroll with our clinic where we are then provided with a monthly payment from Alberta Health to enable patient care to be provided.

This unique funding model allows us to engage our health team in participating in a patient’s care and these professionals are co-located in our office which facilitates on-going collaboration and communication together with physicians and ease of access to all professionals in our clinic by our patients.

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Unfortunately, recent studies have demonstrated that, compared with patients in other developed countries, Canadians today are less satisfied with their access to and quality of care.ⁱ Moreover, there are now worse health outcomes in Canada for several significant medical conditions.ⁱⁱ The Health Home Model of Care is designed to increase access to services, ensuring care is provided at the right time, by the right provider, to the right patient, meaning care is individualized and personalized.

Adopting the Health Home Model, further enabled by patient based funding, has allowed our team at CVFP to achieve outstanding health outcomes for our patients with reduced use and cost of acute care services such as Emergency Departments and hospital admissions.

THE RESULTS:

Increased Access: the average panel size (patients per physician) at CVFP is 1700 patients as compared to 1200 in a traditional Fee For Service (FFS) model. In 2013 we participated in AIM (Alberta Access Improvement Measurement) and as a result, we are able to offer same day access for patient appointments. In addition, our patients have access to the team of professionals, not just the family physician. CVFP physicians provide more than one service per visit which results in fewer patient appointments overall.

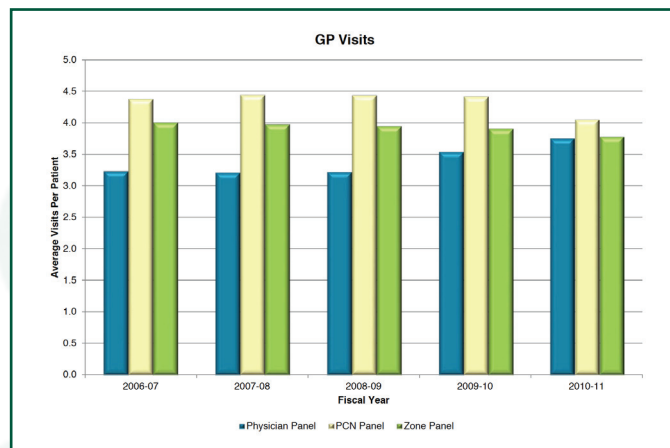
Physician Recruitment: Between 2010 - 2013 we recruited 6 new physicians to our team. This has increased our capacity by 45% and we are now approaching 25,000 patients including 8000 previously unattached patients. We currently have 15 family physicians practicing at CVFP.

Improved Clinical Outcomes: A 2009 study conducted by the Health Quality Council of Alberta demonstrated the proportion of services provided by outside visits decreased from 21% to 8% suggesting better 24/7 coverage of patient issues and greater continuity of care.

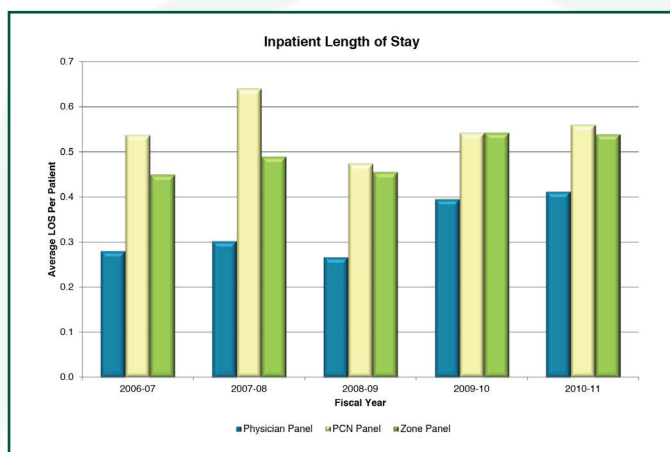
More recently we have worked in partnership with the Calgary Foothills PCN and the Health Quality Council of Alberta to extract data which compares our practice (physician panel) to physicians within the CFPCN and the AHS Calgary Zone and the results speak for themselves:

14% fewer annual GP office visits than patients within the Alberta Health Services Calgary Zone:

33% fewer Emergency Department visits than patients within the Alberta Health Services Calgary Zone:



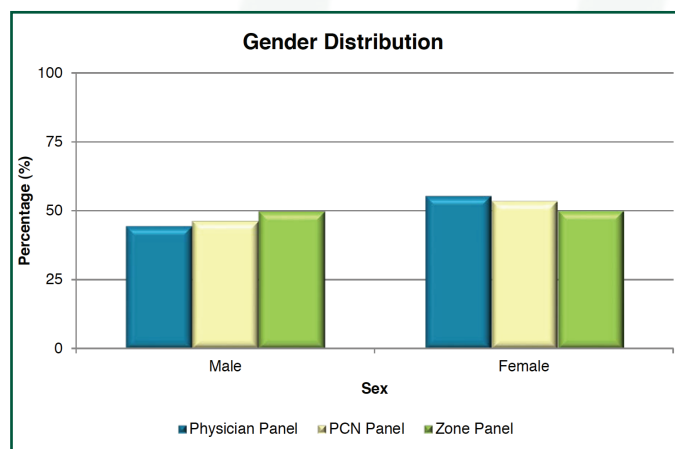
The average length of stay when a CVFP patient is admitted to hospital is 29% shorter than patients within the Alberta Health Services Calgary Zone:



We are passionate about providing the highest quality of care to our patients and supporting our community. We are proud of our team and all that we have accomplished in working together to achieve our vision of Optimal Life for People and Communities, through our mission to provide outstanding care in a patient centred health home. This model of care is fundamentally enabled by a publically funded patient-based funding model, which incents team-based care, superior clinical outcomes, access to care and significant acute cost savings. □

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Crowfoot Village Family Practice Named Outstanding Family Practice and home to the Outstanding Family Physician of the Year, 2015



We are proud to share that CVFP was recently named Outstanding Family Practice of the Year by the Alberta Health Services Department of Family Medicine.

Nominations are made by patients and the public, nine CVFP physicians were nominated, and some received multiple nominations; four of the top five ranked physicians nominated were CVFP doctors!

CVFP has been recognized for its forward and innovative thinking as well as successfully implementing the Health Home Model of Care. As Dr. Wendy Stefanek, CVFP Physician and Chair of the Executive Committee noted upon receiving the award, *"This award truly reflects the hard work our staff and physicians do each day to support our patients."*

We are also thrilled to announce that one of CVFP's very own, Dr. Ted Jablonski, was named the Outstanding Family Physician of the Year!

Dr. Jablonski celebrates his 30th year in family medicine next year and has continually been ranked in the top 5 nominated for the Outstanding Family Physician of the year - for the past several years. Upon receiving the award, Dr. J was humbled, *"When the day is done I just try to do the best job I can for my patients. This award is a testament to how the Health Home Model is working; if my patients think I am doing a great job it is because of the team around me, it is the team at Crowfoot that are doing such a good job, they work hard and are dedicated."*

Dr. Jablonski received his MD in 1984 from the University of Manitoba and has taught and practiced family medicine in rural Manitoba, Northern Saskatchewan and Northwestern Ontario before relocating to Calgary in 1998. Dr. Jablonski joined CVFP in November 2010, bringing his large practice along with him. Dr. J is involved in teaching, public service advocating for family medicine and balances work with a love for his family as well as a passion for music. Dr. Jablonski clearly inspires the trust and respect of his patients. One of the comments from the multiple nominations stated that, *"he approaches his work as a physician from a personal place. He truly cares about the mental and physical well-being of his patients."*

"When I think about why I chose family practice, it was because I really love science, I'm very curious about it and I knew I wanted to help people, that was all it was about in the beginning, and 30 years later that is what it is still about. I still love it, I have passion for it." —Dr. Ted Jablonski

Ensuring our patients feel genuinely cared for and part of a health home where emotional and physical needs are met is the challenge and the goal of what we do in family medicine every day. At CVFP, we are committed to our mission to provide outstanding care in a patient centred health home and will continue to work together to ensure our patients receive the best care possible!

Congratulations Dr. J and the entire CVFP Team! □

Vaccination - Prevnar 13

Vaccination is the single most effective way of preventing both viral and bacterial illness in susceptible populations. Here is an update of new information on a few recommended vaccines.

Prevnar 13 is a vaccine that helps to prevent pneumococcal infections, responsible for approximately two thirds of all pneumonias acquired outside of the hospital. Within the past year, the indications for pneumococcal vaccination

have been significantly expanded, as recommended by the National Advisory Committee on Immunization (NACI). For children up to age 5, the vaccine is given according to the provincial vaccination schedule. A new recommendation is for all children and adolescents 6-17 years with asthma to be vaccinated. In addition, adults with immunosuppressive therapy, congenital immunodeficiency and HIV infection should also be vaccinated with

Prevnar-13. Unchanged from previous recommendations, adults over age 50 should also consider being vaccinated with Prevnar 13.

You have likely seen advertising for Zostavax, a vaccine to reduce the incidence and severity of shingles. The vaccine is still recommended for individuals 50 years or older who have a history of having had chicken pox. The evidence for administering the vaccine after a natural shingles episode is controversial, so be sure to discuss this with your doctor.

You may also have seen advertising for a new vaccine called Bexero, which fights against invasive meningococcal brain disease. Infants are currently vaccinated against meningococcal infections with other vaccines according to current national practice. Bexero is recommended by the NACI in certain circumstances including those persons with an abnormal or missing spleen, immune system abnormalities such as antibody deficiencies, those receiving certain immunosuppressive medications, and those with exposure to high risk situations (people exposed to an infected person and military recruits). As vaccination data accumulates, the recommendations will most likely be expanded. The vaccine may also be safely administered to anyone older than 2 months of age who wishes to receive the vaccination and who does not have a contraindication.

We frequently get questions about RotaTeq and Rotarix, vaccines for infants which fight against rotavirus infections that can cause severe diarrheal infections. NACI recommends healthy infants between 6 weeks and up to 15 weeks can receive the vaccination, including healthy premature infants (6 weeks to 8 months). Immunocompromised infants and those that have had intussusception should not receive either vaccination. The good news is that rotavirus vaccination was just added to the Alberta vaccination schedule and the cost is now covered by Alberta Health.

As always, if you have questions about vaccination, don't hesitate to ask your doctor for information. ☐

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