



Tavistock Community Health Centre News

January 2006

Report on Clinic Building Upgrades

Special Interest Articles:

- Report on Clinic Building Upgrades
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- IT Improvements

Last year the Tavistock Clinic undertook the initial phase of planned renovations to the clinic. This entailed redesigning the front entrance by improving general appearance and making the building wheelchair accessible, and constructing a newly expanded washroom for patients. The renovation has apparently been appreciated by the community as money well spent. The improvements in the patient waiting room included creating a donor recognition wall to acknowledge donors from our original fundraising campaign carried out in 2002.

Current plans call for two more phases of renovations. Going forward, priority building upgrades will include the following:

- Improving the fire detection system to bring it up to code.
- Installing new carpeting and selected ceiling tiles in the remaining rooms of the clinic which include hallways, doctors' offices and file room.
- Replacing patient chairs in the waiting room and exam rooms.
- Repainting.
- Constructing additional examination rooms to improve patient flow and make better use of nurse and physician time. This may entail reorganizing physician offices by making better use of the space now dedicated to the Board Room and Business Manager's office in the clinic.

Directors Donate Crash Cart

Last year the volunteer Board of Directors of Tavistock Community Health Inc. gathered together during the holidays and among themselves raised \$1,000 to purchase and donate a new crash cart to the Tavistock Health Centre. The new unit replaces a small, lesser-equipped unit that had been in service at the clinic for many years.

The crash cart is always fully stocked

and holds all the supplies needed for urgent patient care needs, for example, if you need stitches. It is portable so it can be quickly moved and used in any of the examination rooms in the clinic, allowing for faster health care.

The unit had been identified by the doctors and nursing staff as a needed piece of equipment at the clinic. It is said to have already "paid" for itself in terms of benefits to patients and staff.



Dr. Paul Bartlett Receives CCAC Award of Excellence

On October 12, 2005, the Community Caregiver Awards were announced. One of the three winners in the Award of Excellence category was Dr. Paul Bartlett.

Dr. Bartlett has been involved in health care in Tavistock for 33 years. He joined the Tavistock Medical Group in 1972 after graduating from the University of Alberta.

Presently, Dr. Bartlett practices at the Tavistock Community Health Centre. His long-standing commitment to the community and his patients is legendary. He is known for his hard work, dedication and a vision for the future of patients' health care in a small, rural community.



With foresight and commitment, Dr. Bartlett took on the "lead physician role" in the clinic, and recommended moving health care forward in Tavistock by joining the Family Health Network. He also serves as the Medical Advisor and Resident Physician on call 24/7 to the residents of Bonnie Brae Health Care Centre in Tavistock.

Dr. Bartlett is not only a well-respected family physician, but also finds time to fulfill a special interest and talent as a researcher, historian and author. As a hockey team physician, weekly news reporter with a column in the Tavistock Gazette and member of the Executive of the Tavistock Braves Jr. D. Hockey Team, Dr. Bartlett researched the Braves Hockey Club during their 25th anniversary. The resulting 180-page book, Raising the Rafters – a History of Hockey in Tavistock chronicles his findings. He is currently one of the seven directors of the Tavistock and District Historical Society. Dr. Bartlett is also the Chairman of the Department of Family Physicians at Stratford General Hospital.

He also mentors and supports medical students studying at the University of Western Ontario. Dr. Bartlett is past President of the Tavistock Rotary Club and a member of the choir at Grace United Church. He has a long-standing love of music and playing guitar, where he has organized local musicians who perform concerts as charity fundraisers.

Dr. Paul Bartlett is indeed a worthy recipient of the CCAC Award of Excellence.



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We Welcome Sarah McDevitt as our Nurse Practitioner



In November of 2005, the Tavistock Health Centre welcomed Sarah McDevitt (RN(ED), BSc, BSCN, PHCNP) as our resident nurse practitioner. Sarah fills a much needed position within the practice which helps to free the time of doctors from less critical health care concerns. She focuses on health assessment, diagnosis, treatment and management of illnesses and injuries. A large portion of her work also focuses on health promotion and disease prevention.

Sarah, a native of Woodstock, already has a wealth of experience in the health care field. She graduated from Woodstock Collegiate Institute and McMaster University where she earned her Bachelor of Science degree in Psychology. She continued her education at McMaster earning a Bachelor of Science Nursing degree in 1996. She spent three years working in a cardiac care unit in a Florida hospital

before enrolling in the Nurse Practitioner program at the University of Western Ontario in London where she graduated in 2002.

Sarah also worked for six weeks in the Emergency Room at the Woodstock General Hospital. She has also worked in Mitchell and Wingham in nursing capacities.

Her husband worked as an occupational therapist in London and they have two children. The family wanted to move closer to the Woodstock-London area which is why Tavistock suited her needs. The clinic setting in Tavistock was just what she was looking for. "I was impressed that people got together to fund this place" she commended. People are "so welcoming and open," she said. "I feel like I just fit – I belong here!"



"I feel like I just fit - I belong here!"

Another New Physician is Joining the Clinic


Great news, another physician is joining the Tavistock Health Centre.

In 2004 Erin Heisz spent a month at our Health Centre as a medical student. During that month Erin observed and trained with all of our doctors. She liked what she saw in us and we like what we saw in her. In June of last year Erin signed an agreement with TCHI and the Ministry of Health that will result in her joining our practice of family physicians.

This is a two-stage process. Stage one will see Erin returning to Tavistock to spend part of her

residency period with us. Residency is a two-year period at the end of a family doctor's formal training. Dr. Heisz will begin her residency in Tavistock in January of 2006. During residency, Dr. Heisz will see patients and will consult as required with Dr. Hook on appropriate treatment. Once residency is completed, Erin will return to the Tavistock Health Centre as a full-time family doctor. This full-time status will start in early 2007.

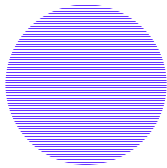
Dr. Heisz is from Woodstock and now lives in Baden with her husband and baby boy. Even though it's still months away -- WELCOME DR. ERIN HEISZ.


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Plans for IT Enhancements

Information technology is becoming an integral component of high quality health care. This article briefly comments on the current state of IT within the Tavistock clinic, and our plans for the future.

The Tavistock Health Centre is currently using the latest version of Healthscreen software. We have had this medical software since 1999 and have primarily used the scheduling, demographics and billing modules. In the past, efforts to use the Electronic Medical Records (EMR) module have been thwarted by the lack of physician access to a computer while examining patients.

Upon becoming a Family Health Network, the Tavistock physicians now can access funding (on the order of \$10,000 per physician over three years) from the Ministry of Health and Long Term Care for significant computer upgrades. TCHI has already installed a LAN system in the building. All the offices are wired with Cat5 cable for telephones and computer connections, with the exception of the examination rooms. A central server with dual back-up hard drives and back-up tapes is in place. Rogers HI Speed cable is our internet connection.

We are considering implementation of the Smart System portal which is available. The Smart System would be our secure connection to the provincial health care network. Our IT consultants are assessing whether this option will deliver the same level of service as our current system.

Going forward, we are considering two possible core software systems including the GE Centricity medical software system or MAC Medical (which is endorsed by the Canadian Medical Association). Final decision will await testing of these software alternatives.

Increasingly in the future, software at the clinic will likely be internet-based. This would allow medical records to be stored off site, accessible through a secure Smart System portal. The hardware on site would not require high speed or large memory capability for back-ups. These software systems can operate on computers having minimal operating specifications for connection to the internet. We are confident that the Smart System will interface well with the EMR software and GE Centricity or MAC Medical software package.

About Tavistock Community Health Inc....

We're on the Web!

See us at:

www.tchi.ca

Tavistock Community Health Inc. is a community-owned and supported health care provider serving the greater Tavistock, Ontario area. TCHI owns and administers the clinic out of which a group of family physicians practises, as members of the Tavistock Family Health Network.

Tavistock Medical Centre News is a publication of the Tavistock Community Health Inc (TCHI). TCHI is a community owned and volunteer-

operated organization whose mission is one of sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs.

For more information, contact Mr. Blain McCutchen, Business Manager, TCHI, at 519-655-2322 or Mr. Erik Rule, Volunteer Member of the TCHI Board and Chairperson of the Physician Recruiting Committee at 519-454-8294.