



# Tavistock Community Health Centre News

August 2004

## Tavistock Family Health Network arrives

### Special Interest Articles:

- Family Health Network arrives
- A profile of Dr. Stacey Snider
- Nurse practitioner, Anne Barber, joins Tavistock

### The Tavistock Family Health Network is officially here!

In July of 2003 the Tavistock doctors announced the launch of a Family Health Network (FHN). As with most new ventures, putting new procedures in place takes some time. During the past year patients have registered with their doctor and enrolled in the FHN. Administration at the clinic has changed to adapt to FHN requirements. Plans are underway to tap into some of the special technology improvement funds that come with FHN. And so, one year later, it's official. On July 1, 2004 the Tavistock Medical Centre is a recognized Family Health Network.

When asked why FHN is a good thing, the doctors all state that the FHN approach is the best means of ensuring and sustaining quality health care in Tavistock and community. There are many immediate benefits as well.

"FHN establishes and promotes a formal system of preventative health care" says Dr. Card. "This benefits patient and doctor alike."

"Plus patients will be able to use the 1-866-553-7205 number for after-hours care" notes Dr. Hook. "This is a free service. Its available weekdays from 5 pm to 9 am and 24 hours on weekends and official holidays. When you call the toll-free 1-866-553-7205 Telephone

Health Advisory Service number you speak with an Ontario Registered Nurse. The nurse will give you medical advice on how to best treat your health care problem. And the nurse will advise the Tavistock FHN so that appropriate follow-up action can be taken."

TCHI Business Manager at the medical clinic, Blain McCutchen, and Colleen Card, Tavistock Family Health Network Associate Representative, see the technology upgrades possible through FHN as being beneficial for health care professionals, admin staff and patients. "Funds from the government through the FHN will allow the clinic to be fully computerized. This will make it easier to record and keep current on patients' health information and the clinic's administrative files."

"While there are new benefits to being a FHN, in many respects it's still business-as-usual at the clinic," notes Dr. Bartlett. "Although when registering, a patient has to identify one physician as his or her principal physician, in reality the patient will be a patient of the group practice. If a patient needs immediate care during clinic hours, he or she will be treated by the doctor on call or the nurse practitioner... the same as it is now." All the doctors ..... Paul Bartlett, Brad Card, Roddy Caulfield, Ken Hook, Stacey Snider and Anand Hegde .... extend a sincere thank you to the many patients who have registered with them to make the Tavistock Family Health Network a reality.



## A Profile of Dr. Stacey Snider

In December of last year, the Tavistock Community Health an important event occurred in the history of the Tavistock Community Health clinic. The arrival of its first new doctor in the last 21 years.

Dr. Stacey Snider began her work in the clinic of December 8, 2003, joining Drs. Bartlett, Hook, Card, Caulfield and Hegde in caring for the more than 7,000 patients using the centre.

Sherrill Bryant, the Chair of the Physician Recruiting Committee said “We weren’t seeking the first available physician. We were seeking the best one... and we found her!”.

Dr. Snider was raised in Cambridge (Hespeler) and earned her Bachelor of Science degree on the Dean’s Honour List from the University of Guelph in 1997. She attended McMaster University in Hamilton where she achieved her Doctor of Medicine in 2000. From 2000 to 2002 Dr. Snider was in the Family Medicine Residency Program at the University of Ottawa and over the past year completed her training in Advanced Skills in Family Medicine at the University of Ottawa and in Sudbury at the Northern Ontario Department of Family Medicine.

As part of her family medicine training, Dr. Snider has also earned other certifications over the past few years including Advanced Cardiac Life Support and Advanced Life Support in Obstetrics. She has her designation with the Canadian College of Family Physician and her LLMC I and II.

Her primary interest is obstetrics, the branch of medicine dealing with childbirth

and care of the mother. “I want to have a well-rounded practice, dealing with all types of medical issues. Delivering babies is a special joy,” Dr. Snider says. She has been impressed with Tavistock in many respects. She likes Tavistock’s business model that allows doctors to focus on the practice of medicine while the administration staff manage the day-to-day operations. The ability to discuss issues and receive support from or doctors in the group practice is also a benefit.

Another aspect of the clinic that drew Dr. Snider to Tavistock is the affiliation with the University of Western Ontario in London. There are always students and residents working with the local doctors and she is hoping to expand her work into teaching as well.

Dr. Snider, her husband, Bob Friesen, and their 18 month-old daughter Lily, have recently moved to Stratford where Bob will be attending chef’s school. “We thought we would never have the two worlds meet,” Dr. Snider explained, “but Tavistock is a perfect fit.”

Bob is a graduate of Miles MacDonnell Collegiate in Winnipeg and Mohawk College in Hamilton with a degree in small business management. He has experience in the restaurant/hospitality sector, where he met Stacey when the pair were working in Winnipeg. A few years ago they were researching chef schools and found that Stratford was one of the top five in North America. The affiliation of Tavistock doctors with Stratford General Hospital fits well with the family’s choice to live there.



*“I want to have a well-rounded practice, dealing with all types of medical issues”*



## Nurse Practitioner Joins Clinic

There is more good news for the patients of the Tavistock Community Health clinic. In December of last year, Anne Barber, RN (EC), joined the clinic as its first nurse practitioner.

"I am excited about the opportunities that this position holds," says Ms. Barber. She has worked as well as a Registered Nurse in public health as well as in obstetrics and research and is keen on working with patients of all ages with a variety of health issues. Her training will help her manage acute conditions as well as stable chronic diseases. At this point, her focus will be prevention and health promotion working through orientation with Drs. Hook and Caulfield.

As a nurse practitioner, Anne's responsibilities include:

- Assisting physicians with preventative counselling and screening
- A shared care delivery model with the physicians, for patients with chronic diseases, and with care in the long term care facilities and palliative patients in the home
- Equitable first call responsibilities with appropriate backup of the physicians, including after hours and weekends
- Teaching and supporting residents/students who are placed at the Tavistock Community Health centre

Anne was born in the Oshawa/Whitby area and is one of fifteen children. Her father is a retired school principal. She earned her nursing degree at the Ryerson School of Nursing in Toronto graduating in 1999. She was a research assistant/data manager at the school.

Her research included insights into teenage pregnancy as well as a guide for primary health care providers in counselling over-weight, low-income, middle aged women about physical activity. She continued her training at North York General Hospital as a labour and delivery staff nurse. Anne also served as a public health nurse for the City of Toronto, Community and Neighbourhood Services, Family Health, as was a mentor to college students.

As a nurse practitioner student, Anne worked in two family medicine settings, a community health centre and at Sharbot Lake Medical Centre providing primary health care services and minor emergency procedures to a wide variety of patients at a Family Health Network. In 2001, she began her studies as a Nurse Practitioner, for which she has now received certification.

While working in Sharbot Lake and looking for a full time position, Anne says she heard "good things" about the Tavistock practice. "I didn't want to be in the city," she admits and with most of her family in south-western Ontario, she could work close to them. Anne also wanted to be involved in a comprehensive scope of practice and in a collaborative relationship with physicians and other health care professionals.

Anne is also interested in mentoring and teaching health care students. The Tavistock clinic is a teaching facility whose doctors continue to mentor third year students, and residents in the Family and Rural Medicine Program, from the University of Western Ontario in London. Just recently, McMaster University in Hamilton has requested that the Tavistock clinic do the same for nurse practitioner students and Anne is excited about that possibility in the future.



*"Anne...wanted to be involved in a comprehensive scope of practice and in a collaborative relationship with physicians and other health care professionals"*

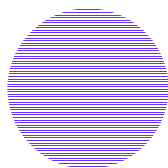
## Medical Smiles

  
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John brought his dog Barnabass to the veterinarian. The vet placed the dog on the examining table. He examined Barnabass carefully, and then placed the stethoscope on the dog's chest.

The vet turned to John and said, "Your dog is dead."

John replied, "I want a second opinion."

The vet left the room, and returned shortly with a Labrador retriever. The Lab circled Barnabass several times, stopped, sniffed and said, "Woof".

The vet left the room with the Lab and returned with a cat.

The cat also circled Barnabass several times, stopped, sniffed and said, "Meow".

When the vet returned after taking the cat out of the room, he said to John, "I have bad news for you. The dog is dead, and the bill is \$600."

"Six hundred dollars" the irate owner yelled.

"Yes \$600" replied the vet. "That includes the lab test and the cat scan. Without that it would have only cost you \$50 to pronounce the dog dead."

### About Tavistock Community Health Inc....

**We're on the Web!**

See us at:

[www.tchi.ca](http://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 Mrs. Sherrill Bryant, Volunteer Member of the TCHI Board and Chairperson of the Physician Recruiting Committee at 519-655-3342.*