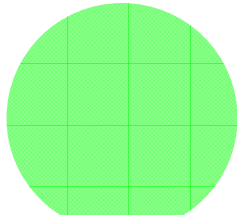




Tavistock Community Health Centre News

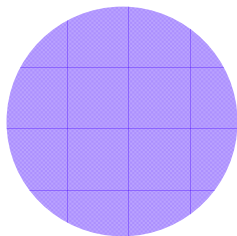
May 2007

Information Technology at TCHI



Special Interest Articles:

- Information Technology at TCHI
- New Business Manager Joins Clinic
- Clinic Building Upgrades Completed
- TCHI Holds 5th Annual Meeting



During 2006 the Tavistock Community Health Inc. medical centre (TCHI) has been working to implement an advanced IT system to support health care delivery and administrative functions.

Keeping up-to-date, accurate and clear medical records of patients, medical supplies and drugs is important to any doctor. Also, the ability to recall patient records and download fresh patient information quickly into the clinic's computer for records keeping is a great boon to the clinic and the doctor.

TCHI now works with the Smart Systems for Health network that is a confidential high-speed Internet connection that meets the needs of the doctors in the health care sector because it is highly secure, reliable and has proven availability. This network provides a secure, confidential network for communications.

Benefits for physicians working at TCHI include access to health care information, including access to portals such as www.eHealthOntario.ca and www.PublicHealthOntario.ca as well as connections to community health care partners such as Community Care Access Centres, Long-Term Care Home, Home Care Providers, Hospitals, Provincial Nursing Stations, Health Care Clinics, Pharmacists and Public Health Units.

Another benefit for physicians is that this system will allow the secure exchange of personal health information which enables access to Clinical Management System (CMS) when multiple offices share one CMS from a central location, ability to connect to the local Stratford hospital and provides remote access to the office through the public internet.

As well as Smart System for Health, TCHI is also using PS Suite which is part of Practice Solutions NetMedical soft-



ware. PS Suite is a comprehensive practice management system that integrates patient information, appointment scheduling, patient notes, invoices, statements, fee schedules, and electronic medical records (which includes patient profile, progress notes, letters, reminder system, and the optional lab module). More than

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just replacing filing cabinets, it allows the user to perform interactive searches and create reports based on the results, produce financial statements, view patient statistics and do complex billing.

Along with the most up-to-date electronic file management programs, new computers with software such as Microsoft XP, TCHI provides training in these pro-

grams/software and ensures that IT expertise is in place to problem solve and trouble shoot any computer problems.

TCHI is proud to provide its physicians, nursing staff and administrative staff with the most up-to-date information technology tools available, in order to advance patient care provided at the Tavistock Community Health Clinic.

New Business Manager Joins Clinic

The Business Manager at the clinic has an important role to ensure the smooth functioning of the clinic. The Business manager has three primary tasks:

- Management of nursing and administrative staff and the day-to-day operating affairs of the clinic
- Support provided to the Tavistock Community Health Inc. Board of Directors,

tion.

Blain McCutchen, who served as the Business Manager for over two years, recently accepted the position as the Business Manager of the STAR Health Team in Stratford. A search resulted in Betty Blasdell joining the Tavistock clinic as his replacement.

Betty brings a variety of experience and much enthusiasm to the position. She was most recently the Supervisor of Program Administration for the Region of Waterloo Public Health, where she managed the day to day administration of a division with 150 staff in two locations.

Prior to that she was an employee with the Ontario Ministry of the Attorney General working in the Ontario Court of Justice in the Stratford office. She also spent time with the Canadian Red Cross Society, in the Perth and Oxford Branches.

She has also served as a Rights Advisor and Advocate with the Ministry of Citizenship, as well a similar position with the St. Thomas and London Psychiatric Hospitals of the Ministry of Health.

Betty and her husband Rick reside in Stratford where Rick has worked for Hunter Steele for the last seven years. Their family consists of six adult children who live in various locations such as Oakville, Brantford and Stratford. On March 28th Brady Joseph,

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and

- Liaison with the physician group to ensure that their clinical practice needs are met

All three roles are intended to ensure the highest quality in patient care and satisfac-

weighing a healthy 10 ½ pounds, joined the family with the honour of being grandchild number eight. Grand children Torri and Troy reside in Stratford with their parents Paul and Carrie Wilson and are the apple of grandma's eye.

Betty and Rick are regulars at the YMCA in Stratford and are looking forward to the start of good weather so they can get their motorcycles out of storage and enjoy one of their favorite hobbies, cruising. Betty, a Bluegrass musician for over twenty years, now enjoys playing music with a group of local musicians who call themselves Black Water Ridge.

Clinic Building Upgrades Completed

During 2006, the Tavistock Clinic undertook the second phase of planned renovations to the clinic.

These improvements have included:

- Installing new carpeting and selected ceiling tiles in the remaining rooms of the clinic which included hallways, doctors' offices and file room.
- Repainting hallways and offices (see photo).
- Constructing additional examination rooms to improve patient flow and make better use of nurse and physician time.

The former boardroom has become office space with seven workstations situated there (see photo). Further changes are planned for the future, all intended to provide health care providers with an optimum facility for delivering high quality patient care.



Tavistock Community Health Inc. Holds 5th Annual Meeting



“The larger pool of physicians will... enable on-call frequency to be reduced significantly.”

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On Wednesday March 28, 2007 the Tavistock Community Health Inc. held its 5th Annual General Meeting at 7:30 p.m. at the Tavistock Public School.

Chair Anne Gregory welcomed everyone thanking them for their attendance and commented on the various successes experienced by TCHI during the past year. Anne said that her year as Chair of TCHI had been busy one for the board and the clinic.

One of the first things that happened was the formation of the STAR (Stratford-Tavistock Area) Family Health Team. The Clinic Business Manager, Blain McCutchen, worked long and hard to make the STAR happen. The Ministry of Health are working to change the way in which health care is delivered and the STAR Family Health Team is in line with this vision for health care in Ontario. Five out of six of the Tavistock clinic physicians, as well as three from two clinics in Stratford, formed the STAR group and now have rounded it out with a dietitian, social worker and a nurse practitioner. By having these additional professionals available in Tavistock, service to the patients has improved and is more convenient. The larger pool of physicians will also enable on-call frequency to be reduced significantly.

Funding was received from the Ministry

of Health which allowed TCHI to install a new computer system throughout the clinic. This system, among other things, will enable the clinic to transition to full electronic medical records. The TCHI Board, in co-operation with the physicians, endorsed this technology and has made a commitment to keep it current.

Blain McCutchen tendered his letter of resignation as manager of TCHI at the end of January so that he could work full time for the STAR Family Health Team. Without his guidance, good decision-making and knowledge of the clinic, TCHI would not be in the strong position it is in today. Blain is helping to orient his replacement, Betty Blasdell, who began as manager on March 5 this year (see related article). Together, they are guiding two separate entities, which share the same working space.

At the AGM the secretary's, treasurer's and auditor's reports were read and approved. Famme & Co. was retained as auditors for the 2007 year.

Ron Totten extended a thank you to Blain McCutchen for his work as Business Manager of the clinic, Chair of the Board of Directors and his committee leadership. Anne Gregory extended a thank you to Paul Matresky for his work as Chair of the Board as well as chair of many Board Committees.

About Tavistock Community Health Inc....

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 practices, as members of the Tavistock Family Health Network.

Tavistock Community Health 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 Betty M. Blasdell, Business Manager, TCHI, at 519-655-2322 or Mr. Erik Rule, Volunteer Member of the TCHI Board and Co-Chairperson of the Physician Recruiting Committee at 519-454-8294.