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PHYSICIAN HEALTH PROGRAM ANNUAL REPORT 2009

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Message from the Chair	3
Message from the Director	4
Members of the PHP Advisory Committee 2008	5
PHP Staff Biographies	6
The PHP	9
2009 Program Statistics	9
Monitoring Program	11
Ontario Veterinarians	12
Ontario Pharmacists	13
Physician Workplace Support Program	14
Physician Resource Network Activities	16
District 11 – The Toronto Physician Health Project	16
Research and Program Evaluation	17
Conferences/Presentations/Workshops	17

## MESSAGE FROM THE CHAIR

### OMA PHP Advisory Committee



#### Colleagues -

The past year has proven to be a remarkable and highly successful one for the Physician Health Program (PHP). This report will highlight a number of successes in 2009 and offer critical issues affecting our profession.

PHP is a crucial component of a vibrant medical community in Ontario. The OMA is one of many ways the Ontario physicians come together to show their support for their colleagues, patients, communities, and the health care system. We are so fortunate to have an engaged general council, the OMA Board of Directors, and the PHP advisory committee collaborate in the design, implementation, and evolution of the PHP.

**The PHP brings unique expertise to medical students, residents and doctors. This service is known internationally as a high quality program that delivers excellent outcomes. Trusted by the public, valued by our College, and viewed as a source of comfort and relief to our members, the PHP's compassion, innovation, and diligence is highly regarded.**

This year, the PHP has launched a number of unique programs and projects such as the Physician Workplace Support Program, and two ePhysician-Health.com modules (Resilience, Anxiety) to the highly successful ePhysician-Health.com free online learning resource pilot telehealth programs. We also participated in number of national and international physician health conferences.

The PHP is in high demand. Across the disciplines of medicine, pharmacy, and veterinary medicine, the PHP continues to experience increased requests for information, advice, and direct clinical support. In addition, the PHP also conducts educational sessions across Ontario and in other jurisdictions that result in a significant shift in workplace culture where the link between personal health and professional outcomes is increasingly valued and understood.

The PHP directly contributes to positive patient outcomes. By helping physicians improve their resiliency, recover from acute phases of illness, maintain health in the context of chronic conditions and health challenges, and demonstrate social responsibility and accountability, the program plays an important role in helping physicians practice medicine.

Enjoy this report and be sure to send along your thoughts, ideas, and reactions to [cynthia.macwilliam@oma.org](mailto:cynthia.macwilliam@oma.org). Please join me in congratulating your PHP on another year of brilliant service, innovation, and care.

*Kind regards,*

*Derek Puddester MD MEd FRCPC  
Chair, OMA PHP Advisory Committee*

## MESSAGE FROM THE DIRECTOR

Dr. Michael Kaufmann



### 2009 was a year of change and evolution for the PHP.

Change has arrived in the form of new provincial legislation.

Bill 171, which came into effect in June 2009, expanded reporting obligations outlined in 85.2(1) of the Regulated Health Professionals Act by mandating “health care facility operators” to report any belief that a member is “incompetent” or “incapacitated”.

Bill 168, amends the Occupational Health and Safety Act (OHSA) to address violence and harassment in the workplace. This legislation creates a compelling reason for hospital leaders to ensure their workplaces are free from harassment and the fear of workplace violence.

While the eventual impact of these legislative changes cannot yet be known, both are expected to increase the number of referrals to the PHP. In fact, as I write this in early 2010, we have already experienced a noticeable increase in demand for our monitoring and case management services.

In 2009, in preparation for the anticipated growth, we responded by:

- Expanding our case manager capacity to meet increased demand for our core programs; and
- Launching our new program, the Physician Workplace Support Program, to assist physicians, physician leaders and their workplaces in creating

environments that promote respectful behaviour and collaborative relationships.

### We also remain very cognisant of the impact our growth has on the clinical resources we rely upon to treat PHP participants seeking help.

We continue to reach out to the clinical community to recruit new treatment resources in a variety of ways. In the last three years we have offered an education program we call “Train the Treater” for health care providers who accept doctors and other health professionals as patients and clients.

Finding appropriate clinical resources near to our participant can often be a challenge for our clinical staff. As the needs of our clients become more complex, we find ourselves seeking very specialized resources including; addiction medicine physicians, Caduceus Groups, chronic pain specialists, psychiatrists and more.

The clinical services provided by our resources are essential to our participants and our ability to serve them. I want to thank every one of the clinicians who offer their skill and compassion to our colleagues in their time of need.

Lastly, and as always, I must thank the OMA Board of Directors, members of Council and the members of the PHP Advisory Panel. Without their ongoing support the PHP would be unable to accomplish all that it has.

## MEMBERS OF THE PHP ADVISORY COMMITTEE 2009

**Dr. Derek Puddester**, Chair

**Dr. Allan Studniberg**, OMA Board Representative

**Dr. Martyn Judson**, Addiction Medicine Physician

**Dr. Margaret Kozerawski**, Psychiatrist

**Dr. Patrick McNamara**,  
College of Physicians and Surgeons of Ontario, Associate Registrar

**Dr. Kumar Gupta**,  
College of Physicians and Surgeons of Ontario Council Member

**Ms. Brenda Hinton**, PAIRO

**Mr. Chris Leung**, Ontario College of Pharmacists, Council Member

**Mr. Jack Pinkus**, Ontario Pharmacists' Association, Board Representative

**Dr. Ed Doering**, College of Veterinarians of Ontario, Council Member

**Dr. Jennifer Day**,  
Ontario Veterinary Medical Association, Board Representative

### OBSERVERS:

**Ms. Maryan Gemus/Ms. Pauline Rosenbaum**,  
Ontario College of Pharmacists

**Ms. Eija Kanninen**, Ontario Pharmacists' Association

**Mr. Doug Raven**, Ontario Veterinary Medical Association

### OMA STAFF:

**Dr. Michael Thoburn**, Chief Medical Advisor, OMA

**Mr. Naguib Gouda**, Executive Director, OMA Member Services

**Dr. Michael Kaufmann**, Medical Director, PHP

**Dr. Joy Albuquerque**, Associate Medical Director, PHP

**Ms. Cynthia MacWilliam**, Director Administration, PHP

**Mr. Ted Bober**, Case Manager, PHP

**Ms. Ann Davidson**, Case Manager, PHP

**Ms. Judi Platt**, Case Manager, PHP

**Ms. Jordanna Graves**, Case Manager, PHP

**Ms. Allison Hallman**, Case Manager, PHP

## PHP STAFF BIOGRAPHIES



**Dr. Michael Kaufmann**, BSc, MD, CCFP, FCFP, ASAM and CSAM certified *Medical Director*

In 1995 Dr. Kaufmann became the founding Director of the Physician Health Program of the Ontario Medical Association. He received certification in Addiction Medicine from the American Society of Addiction Medicine in 1996 and the Canadian Society of Addiction Medicine in 2000. Dr. Kaufmann writes, teaches and lectures widely on the subject of physician health, vulnerability, distress and impairment. He presents to audiences at medical schools, community hospitals and conferences throughout Ontario and internationally. Away from work, Dr. Kaufmann is an avid golfer, devoted Toronto Raptors fan and lover of the blues.

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**Dr. Joy Albuquerque**, BA, BSc, MD FRCP(C)  
*Associate Medical Director*

Dr. Joy Albuquerque joined the PHP in 2004 as an Associate Medical Director. She is a psychiatrist by training and has extensive experience in general clinical psychiatry. In addition, Dr. Albuquerque has a specific interest on the impact of stress on psychiatric conditions and quality of life. She has published articles in peer-reviewed journals on mood disorders and in the area of disease construction. Her current interests include identifying modifiable risk factors for physician suicide and identifying specific signs of distress among physicians, with the long-term aim of implementing effective interventions. Outside of clinical medicine, Dr. Albuquerque has longstanding interests in the history and philosophy of medicine. [joy.albuquerque@oma.org](mailto:joy.albuquerque@oma.org)



**Cynthia MacWilliam**, BSc., MBA  
*Director Administration*

Cynthia MacWilliam received her BSc. in Pharmacology and Toxicology from the University of Western Ontario. In 1993 Cynthia received her MBA with a specialization in health administration from McMaster University. From 1993 until 1997, Cynthia worked as a Project Coordinator and Administrative Manager of the Centre for Clinical Effectiveness, Henry Ford Health System in Detroit, Michigan. From 1997 to 2000 she moved to the Boston, Massachusetts area where she worked as a Project Manager for a small software development firm. In 2000 Cynthia returned to Canada and to healthcare, pursuing a career with the Ministry of Health and Long-Term Care, first as a Consultant with the Monitoring, Standards and Evaluation Unit and then as a Hospital Consultant, Acute Services Division. Cynthia joined the PHP in 2006 where she assumed responsibility for the operational and administrative management of the program. In this capacity, Cynthia works with the PHP client groups including physicians, veterinarians and pharmacists, in the development, delivery and accountability of PHP services. Cynthia is also a member of the Medico-Legal Society of Toronto. [cynthia.macwilliam@oma.org](mailto:cynthia.macwilliam@oma.org)



**Mary Therese Yates**, M.Ed.  
*Director, Physician Workplace Support Program*

Mary has spent more than 25 years in the business of helping individuals and organizations through the change process; including eight years as a self employed management consultant where the majority of her work was in the health care and hospital field. Currently, Mary is Director of the Physician Workplace Support Program, a unique service offered through the Physician Health Program of the Ontario Medical Association. For the last 11 years, Mary has been on faculty with the Canadian Medical Association's Physician Manager Institute and has designed and delivered workshops at the CMA annual conference 'Leadership for Medical Women' on several occasions. She has designed and delivered courses on behalf of the Quality Health Network and has been on faculty with Ryerson University in the Training and Development Program. Mary, Dr. Kaufmann MD and Paul Farnan MD designed and delivered a 2 day

course for physician leaders called “Disruptive behaviour”: “Resolving Personalized Conflict”. She also authored (along with Paul Farnan, MD) a web enabled learning module called “Dealing with Difficult Physicians” (University of Ottawa/e physician health.com).

Mary has a Master of Education degree in Adult Education (Human Resources Development), has achieved Advanced Level standing from the Ontario Society for Training and Development and completed an internship in Organization & Human Resources Development through University Associates in Tuscon, AZ.



**Judi Platt, RN, CARN**  
*Case Manager*

Ms. Judi Platt joined the PHP as a Case Manager in 1998. Judi’s past work experience includes hospital based mental health and addiction services. As well, Judi has worked for many years as a private therapist specializing in treating young adolescent women who suffer from Substance Use Disorders. Judi graduated from the York Regional School of Nursing in 1973 and has been registered with the College of Nurses of Ontario since that time. Judi holds certification as an Addiction Registered Nurse.

[judi.platt@oma.org](mailto:judi.platt@oma.org)



**Ann Davidson, BA/BSW, MSW, AOCA, RSW**  
*Case Manager*

Ms. Ann Davidson joined the PHP as a Case Manager in 2000. Ann received a BA/BSW from McMaster University in 1974 and a Masters of Social Work from Carleton University in 1977. She has worked as an Addictions Counsellor in Alberta and subsequently coordinated the Intake Department of The Jean Tweed Centre in Toronto for five years. Ms. Davidson is also a graduate of the Ontario College of Art and Design (1989).

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**Ted Bober, MSW, RSW**  
*Case Manager*

Mr. Ted Bober joined the PHP as a Case Manager in 2004. Ted Bober has over 25 years of social work experience as an administrator and therapist working with community and hospital based mental health and addiction services. Ted also has an interest in disaster mental health and has worked in disaster recovery efforts in Canada and the United States. He is a lecturer at the University of Toronto and coauthor of the book *In The Line of Fire: Trauma in the Emergency Services* published by Oxford University Press.  
[ted.bober@oma.org](mailto:ted.bober@oma.org)



**Jordanna Graves, MSW, RSW**  
*Case Manager*

Ms. Jordanna Graves joined the PHP as a Case Manager in 2007. Jordanna received a BAsC with a specialization in Family and Social Relations from the University of Guelph in 1997, a Certificate in Dispute Resolution at York University in 1998 and a Masters of Social Work from the University of Toronto in 2001. Jordanna is registered with the Ontario College of Social Workers and Social Service Workers. Jordanna’s previous employment experience includes case managing and counselling individuals with substance use and/or problem gambling problems at the Jean Tweed Centre and facilitating groups for Back on Track, Ontario’s Remedial Measures Program for Impaired Drivers.  
[jordanna.graves@oma.org](mailto:jordanna.graves@oma.org)



**Allison Hallman, M.Ed.**  
*Case Manager*

Ms. Allison Hallman joined the PHP as a case manager in 2009. Allison received an honours B.A. in Psychology from Queen’s University in 2003, a post-graduate diploma in Addictions: Treatment and Prevention from Georgian College in 2004, and a M.Ed. in Counselling Psychology from the University of Toronto in 2009. Her previous work experience includes hospital-based addiction and mental health services.

## PHP STAFF BIOGRAPHIES



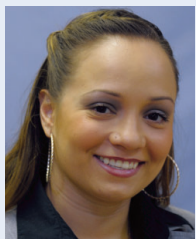
**Bess Williams, MLA/T**  
*Senior Administrative Assistant*

Ms. Williams joined the PHP as a Senior Administrative Assistant in 2004. She currently provides direct support to the two Medical Directors. Bess also acts as a mentor to the other PHP administrative staff and, under the guidance of the Administrative Director, is actively involved in the creation/testing of PHP administrative processes and procedures and data maintenance. Bess is a certified medical office and laboratory assistant and an active member of the International Association of Administrative Professional (IAAP). She is currently working towards obtaining her CPS/CAP designation through the IAAP. [bess.williams@oma.org](mailto:bess.williams@oma.org)



**Anna Kopowska**  
*Administrative Assistant*

Anna Kopowska joined the PHP as an administrative assistant/receptionist in November 2006. In her role, Anna provides front end reception duties, laboratory reports and provides support for the medical director, associate director, case managers and senior administrative assistants. Anna has a background in early childhood education, communications, marketing and advertising sales. She completed certification in December 2007 as a medical office assistant and is a member of the Ontario Medical Secretaries Association. [anna.kopowska@oma.org](mailto:anna.kopowska@oma.org)



**Amanda Gomes**  
*Senior Administrative Assistant*

Ms. Gomes joined the PHP as a Senior Administrative Assistant in 2007. In this capacity, she provides administrative support to the PHP Case Managers and Medical Directors. Amanda also provides back up support to reception and the monitored random drug-testing program.

[amanda.gomes@oma.org](mailto:amanda.gomes@oma.org)



**Bernadette Voulgaris**  
*Senior Administrative Assistant*

Bernie Voulgaris joined the PHP as a Senior Administrative Assistant in March 2008. Bernie provides administrative support to two Case Managers, Judi Platt and Jordanna Graves. Bernie works with the administrative team to provide back up support to the other PHP Case Managers and Medical Staff. As well, she provides back up to reception. Bernie brings her previous experience in hospital and health care environments to the PHP. [bernadette.voulgaris@oma.org](mailto:bernadette.voulgaris@oma.org)



**Mira Stojanovic**  
*Coordinator - Educational Events and Website Development*

Mira Stojanovic joined the PHP as a Coordinator in October 2008. Her area of responsibility is to coordinate all promotional activities for PHP, including health and wellness promotion, educational programs, PHP Annual meetings and PHP Annual Educational Day. In addition, Mira is responsible for design and development of all marketing materials as well as PHP website maintenance and redesign. Mira brings to the PHP her extensive marketing and design background from various fields of the Health Care, Municipal Government, Film and Video and Tourism Industry. [mira.stojanovic@oma.org](mailto:mira.stojanovic@oma.org)

## THE PHP

The OMA Physician Health Program (PHP) – is a confidential service for physicians, residents, students, and their family members who may be experiencing problems ranging from stress, burnout, emotional or family challenges, through to substance abuse and psychiatric illness.

The OMA Professionals’ Health Program (PHP) is a confidential service provided to Veterinarians and Pharmacists also experiencing the above problems.

Individuals contacting the PHP may be seeking help as an affected health professional themselves or, as often, may be a concerned supervisor, colleague or loved one of an ill health professional.

The theme for the PHP in 2009, much as before, was growth and change.

**As the statistical review provided later in this report demonstrates, the PHP has continued to grow in the number of individuals it serves and the breadth of problems encountered. To date, the PHP has provided a variety of services to almost 4000 new individuals.**

An increasing number of those new clients were individual physicians or physician leaders contacting the program regarding behavioural issues in the workplace.

In response to these calls, the PHP is working to implement a new program, the Physician Workplace Support Program. The hiring of our new Director, PWSP (see page 6) in December 2009 has enabled us to move ahead with this exciting and challenging new program.

The PWSP is showcased in this report on pages 14 to 15.

The PHP also continues to reach out into the community and recruit new clinical resources to help health professionals in a variety of ways.

Each Fall for the past three years, we have offered an educational program to health care providers who treat doctors and other health professionals called “Train the Treater Education Days”. We have not yet determined where our Fall 2010 Train the Treater event will be held. Watch our website for more information.

**Table 1 - 2009 Number of New Callers by Year and Cumulative total**

Year	# of new contacts	# of new cases	# new cases and contacts	Cumulative Total
1995		11	11	11
1996		95	95	106
1997		122	122	228
1998		108	108	336
1999		125	125	461
2000		155	155	616
2001		149	149	765
2002		206	206	971
2003		260	260	1231
2004		275	275	1506
2005		301	301	1807
2006*	58	294	352	2159
2007	201	326	527	2686
2008	189	413	602	3288
2009	188	337	525	3813

\*in Aug 2006 the PHP implemented a new data collection system to enable improved tracking of new callers to the program.

As Table 1 illustrates, there has been a gradual increase in the annual number of new clients contacting the program for help and assistance since its inception in 1995. In total, the PHP has now been contacted by almost 4,000 new callers.

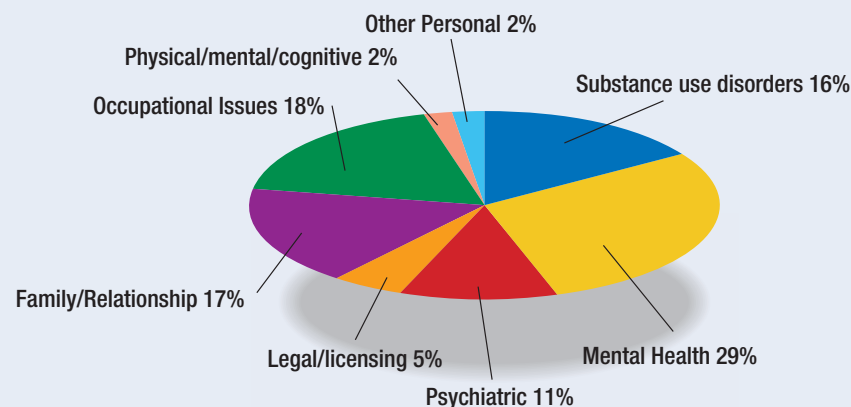
In addition to this intake work in 2009, the PHP also provided long-term case management and monitoring support to a growing number of program participants totaling 150 by year end.

**Table 2 - 2009 New Contacts/Cases by Profession**

	2009 Contacts/ Cases Total	% of Total
<b>Physicians</b>		
med students	24	
residents	35	
indep. practice	356	
IMG*	1	
unlicensed	3	
retired	5	
unknown	24	
<b>sub-total</b>	<b>448</b>	<b>85%</b>
<b>Vets</b>		
students	2	
ind. practice	34	
unknown	1	
<b>sub-total</b>	<b>37</b>	<b>7%</b>
<b>Pharmacists</b>		
students	0	
ind. practice	24	
unknown	0	
<b>sub-total</b>	<b>24</b>	<b>5%</b>
<b>Other**</b>	<b>16</b>	<b>3%</b>
<b>Total</b>	<b>525</b>	

\*International Medical Graduate. \*\*the Other category includes callers enquiring about health issues in professionals not within our service population. It also includes miscoded cases i.e. cases that were in regard to our service population. The PHP continues to educate staff on proper case coding.

**Figure 1: Presenting Problem Types for New Cases 2009**



As indicated in Figure 1 new callers identify a number of different problem types as the reason for their initial contact, including:

- 16% of callers have concerns regarding substance use.
- 18% call regarding occupational issues including disruptive behaviour in the workplace.
- 29% call regarding a mental or emotional health issue such as anxiety, stress or burn-out.

The psychiatric disorder problem type is assigned when a caller indicates that they have been diagnosed with a psychiatric disorder and are calling about related difficulties.

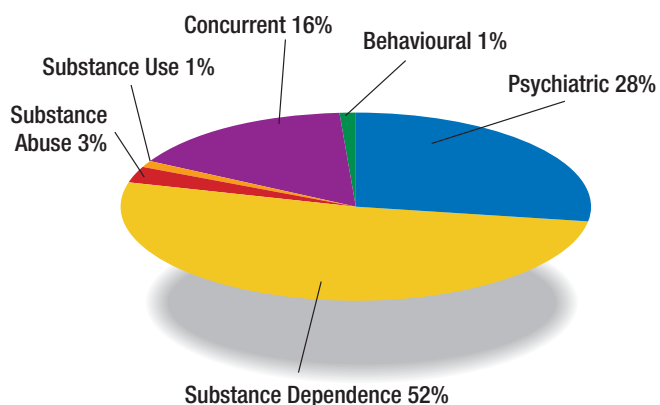
## MONITORING PROGRAM

A small subset of the individuals to which the PHP provides services require comprehensive advocacy and monitoring for primarily substance dependence or a psychiatric disorder.

The number of monitored participants changes month to month as new participants sign up for a monitoring contract and as older contracts end.

The breakdown of monitoring contracts by type is provided in Figure 2 below. This breakdown of contracts by type has remained quite consistent over the past number of years with the exception of concurrent monitoring contracts (monitoring for both substance use disorders and psychiatric disorders) which increased over prior years. We anticipate that we will see an increase in the number of behavioural monitoring cases with the ongoing roll-out of the new PWSP.

**Figure 2: Breakdown of Current Contracts by Contact Type (n=155 as of June 2010)**



As Figure 2 illustrates, 52% of our currently monitored participants are being monitored for a substance dependence disorder, 28% for a psychiatric disorder and 16% for concurrent disorders. A much smaller percentage of partici-

pants are monitored for substance abuse, substance use or undergoing behavioural monitoring currently. The above data includes PHP monitoring of 4 veterinarians, 18 pharmacists and 133 physicians/residents/medical students.

The PHP began in 2009 with 143 participants enrolled in a monitoring contract, and ended the year with 150 participants enrolled – a 5% year over year increase. During the course of 2009 the PHP initiated 42 new contracts, and 35 participants either successfully completed or terminated their contracts. Reasons for premature terminations generally include retirement, relocation outside of the province, non-compliance with the terms of the monitoring contract, or the participant has relapsed and not remained engaged with the program.

**Table 2 - Monitored Contracts**

Existing Contracts (end of 2008)	13
New Contracts in 2009	42
Terminated Contracts 2009	6
Successfully Completed Contracts	29
<b>Participants Enrolled at Year End</b>	<b>150</b>

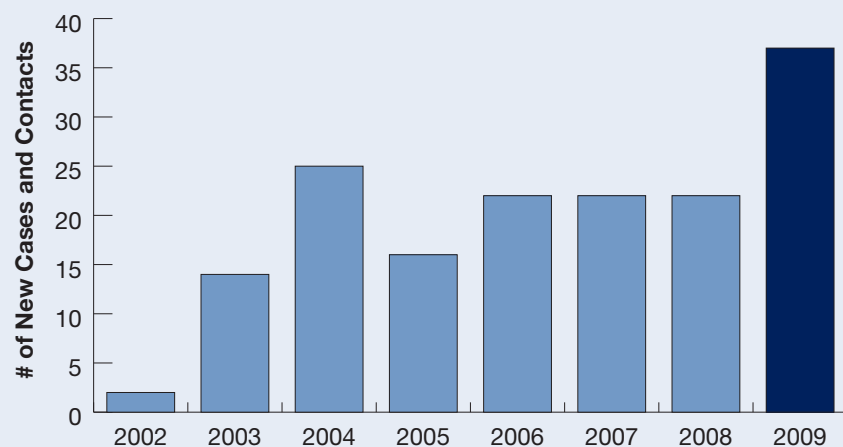
While the Physician Health Program/Professionals Health Program operates completely independently from the College of Physicians and Surgeons of Ontario (CPSO), College of Veterinarians of Ontario (CVO) and the Ontario College of Pharmacists (OCP) the success of our ability to offer assessment and monitoring depends on the regulatory colleges understanding, support and acceptance of the program. In particular, the support of the CPSO, CVO, and OCP staff, Executive and Council, primarily in the Registration and Investigation functions of the colleges, has enabled us to achieve a balance between the health professional experiencing a problem and ensuring ongoing public safety.

## ONTARIO VETERINARIANS

The Ontario Veterinary Medical Association (OVMA), the CVO, and the Professionals Health Program have collaboratively promoted health and well-being awareness education and opportunities for veterinarians since 2002.

The OVMA includes a link to the PHP on its website to promote PHP services to its members. In 2009 the OVMA published in its Focus journal a series of articles written by Dr. Kaufmann called “BASICS”, a biological, psychological, social, intellectual and spiritual examination of resilience and balanced living. In January 2009, PHP staff members attended the OVMA Annual Conference at the Westin Hotel in Toronto offering PHP service information to veterinarians attending that event.

**Figure 3: New Veterinarian Cases and Contacts by Year**



As Figure 3 indicates, the number of new veterinarian contacts and cases to the program for Level 1 services provided by the PHP jumped in 2009 to a new high of 37 contacts and cases. This was a 68% increase over prior years in which the number of cases/contacts has remained relatively constant at 22 new contacts/cases each year. While one year does not necessarily indicate a trend, we are hopeful that the increase reflects the additional advertising of the program

by the CVO and Ontario Veterinary Medical Association (OVMA) in 2009. To determine if this is the case, we hope to continue to work with the OVMA in 2010 on PHP advertising efforts.

**Figure 4: New Veterinarian Cases by Problem Type 2007 to 2009**

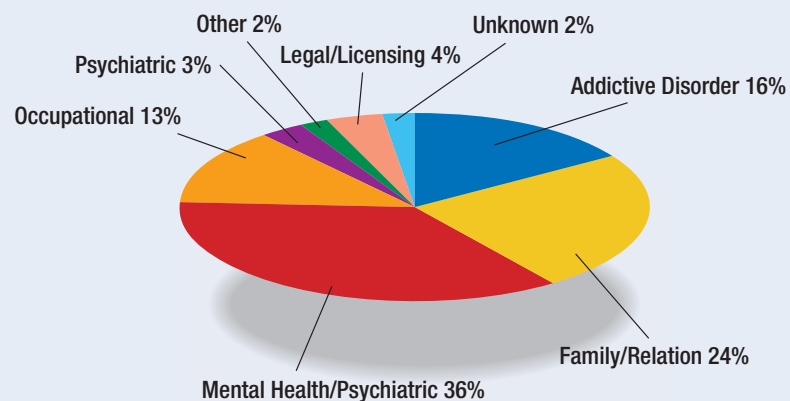


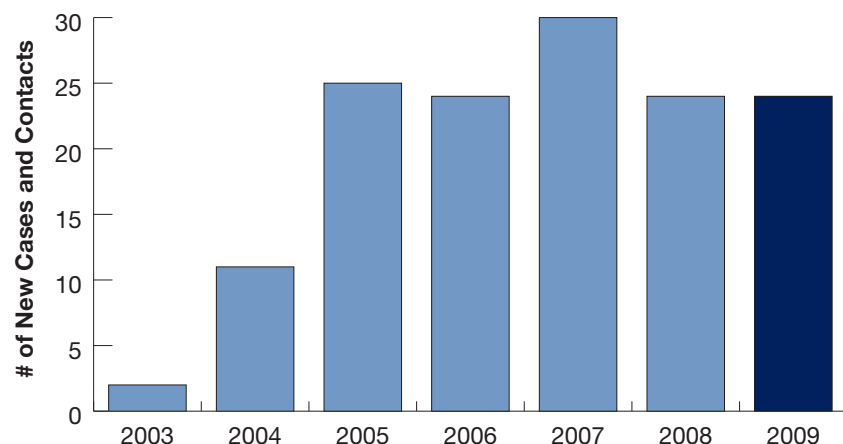
Figure 4 provides a breakdown of the nature of issues for veterinarian or veterinarian related cases only. There were 14 new cases in 2009 (plus an additional 8 contacts for which we do not have pertinent data). For these 14 cases multiple problems were identified.

As Figure 4 illustrates, over the past three years, 13% of issues identified included an occupational issue of some kind. 4% of issues were identified as due to a diagnosed psychiatric disorder, 35% regarding a mental health issue, 16% regarding an addictive disorder or concern while 24% of issues were related to family or relationships.

## ONTARIO PHARMACISTS

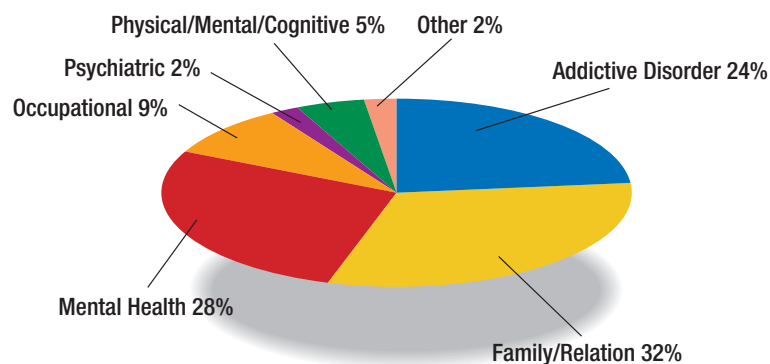
In 2009, the OCP in collaboration with the Ontario Pharmacists' Association (OPA), continued to promote a broad range of PHP services to pharmacists. In 2009 PHP staff provided two educational sessions to International Pharmacy Graduates at the University of Toronto, and a session to the OCP's Fitness to Practice Committee.

**Figure 5: New Pharmacist Cases and Contacts by Year**



As Figure 5 indicates, the number of new pharmacist cases receiving Level 1 services provided by the PHP has remained at approximately 25 new cases each year.

**Figure 6: New Pharmacist Cases by Problem Type 2007 to 2009**



As Figure 6 illustrates, nine percent of pharmacists identified an occupational issue as the reason for their call to the PHP, two percent of pharmacists called regarding a psychiatric disorder, 28% regarding a mental health issue, 24% contacted the PHP regarding a substance abuse disorder or concern while 32% of pharmacist related callers identified family/relationship issues as a concern.

A comparison of Figures 6 and 1 indicates that there are differences in the reasons why pharmacists contact our program as compared to our other callers (85% physicians).

Fewer pharmacists identify occupational issues as the reason for their call (9% compare to 18%). A higher percentage of pharmacists identify an addiction issue as the reason for their call (24% compare to 16%) and family/relationships are much more frequently identified as with the issue for our pharmacist callers (32% compare to 17%)., While an almost equal percentage of pharmacists identify mental health issues as a concern, it would appear that fewer pharmacist callers have been diagnosed with a psychiatric disorder when they call (2%) as compared to the 11% we see when we look at our statistics overall.

It is important to note that these statistics are observed at over a three year period only. As more data for more years is collected it will be interesting to see if differences become more or less apparent.

### Prevention and Education Activities:

In 2009, PHP staff provided 4 educational sessions on professional health and PHP services on behalf of the OPA/OCP, including a presentation at a meeting of Toronto Directors of Pharmacy at North York General Hospital in November. The three other presentations included two presentations at the University of Toronto to International Pharmacy Graduates, and a presentation at the Fitness to Practise Orientation for the OCP.

Historically, the PHP has presented at the OPA's annual meeting. This year, the OPA indicated that they would prefer to work with us on other advertising methods such as articles in the OPA's journal.

In past years, the PHP has also presented to pharmacy students at the U of T. The PHP would be happy to present to pharmacy students at the U of T and/or the new Waterloo Campus in 2010 should it be requested.

### PHYSICIAN WORKPLACE SUPPORT PROGRAM



As indicated in our 2009 statistics presented in this report, the PHP is often called upon to assist individual physicians and medical leaders when behavioural issues in the workplace are affecting a physician's ability to function in a team environment and as part of the larger hospital organization.

Creating workplaces that promote respectful and collaborative relationships can be challenging for physician leaders, administrators, physicians and hospital staff. The OMA's Physician Health Program, a service long trusted and respected by OMA members, has recently launched the Physician Workplace Support Program (PWSP).

Bill 168 of the Occupational Health and Safety Act was introduced into law on June 15th, 2010. This legislation creates a compelling reason for hospital leaders to ensure their workplaces are free from harassment and the fear of workplace violence.

### **PWSP Goals:**

The PWSP is an integrated, comprehensive program aimed at providing physicians, physician leaders and their workplaces with the necessary tools for promoting professional conduct and healthy relationships resulting in the reduction of incidents of disruptive behaviour.

PWSP will:

- use a systems approach focused on supporting changes in both individual practitioner and the workplace;
- consist of 3 areas of focus
  - education - awareness, prevention & early intervention
  - intervention - coaching and consulting for physician leaders and case response (management) for referred individuals.
  - organizational consulting - systems approach to creating / enhancing respectful workplaces
- The PWSP will operate on a fee for service (cost recovery) basis.

### **Guiding Principles**

PWSP will:

- be a voluntary service for physicians;
- consider the workplace context as well as family context as important contributors to the understanding and management of individual cases;
- support hospitals and other health care institutions to develop their own internal infrastructure and expertise to deal with behavioural issues and concerns;
- offer services that are distinct and independent from PHP core offerings, yet will complement and incorporate current PHP services and approaches when managing specific incidents;
- not serve to stifle or suppress good faith, and respectful advocacy for patient care.

Case Response was the first service delivered under the launch of the PWSP this year. Key features of the Case Response Service include:

- Assessment (3 months);
- Rehabilitation (24 months);
- Long term follow up (36 months).

### **Other Initiatives for 2010**

1. A coaching/consulting service for Physician Leaders. They will be provided with an opportunity to subscribe to a coaching service. This service will provide advice for managing behavioural issues;
2. Forming the PWSP Program Advisory Panel;
3. Educational workshops to increase awareness of the impact of disruptive behavior and knowledge of prevention and early intervention strategies.

## PHYSICIAN RESOURCE NETWORK ACTIVITIES

Each year, more psychiatrists, addiction doctors, GP psychotherapists, non-medical counselors and therapists and family doctors are identified and added to the resource network that PHP has built to provide services to its client groups. Maintaining an adequate roster of resources to meet both clinical and geographic need is an ongoing challenge for the PHP.

To help meet this challenge, for the past three years the PHP held “*Train the Treater Education Days*”. These day long events are designed to both educate and support practitioners currently working with health professional clients and also to recruit others who might be interested in doing so.

Workshops have included offerings such as:

- Treating Addicted Health Professionals 101 Therapeutic Dilemmas – case examples of specific issues encountered when treating a health professional;
- Managing the balance between accountability and maintaining a healthy therapeutic relationship;
- Tips and pointers for family physicians treating health professionals.

The “*Train the Treater*” event in 2009 was attended by over 100 professionals, mostly physicians.

### **District 11 – The Toronto Physician Health Project**

The Toronto Physician Health Project (TPHP) is a joint initiative between OMA District 11 and OMA PHP, intended to build on the foundation of PHP services in improving the health and well-being of Toronto physicians.

The TPHP team is comprised of part-time physician coordinators Dr. Tatyana Barankin, psychiatrist, and Dr. Michael Paré, GP psychotherapist. The TPHP actively promotes health and well-being and OMA PHP services within the general Toronto physician population. Drs. Barankin and Paré sit on the planning committee for the “*Train the Treater Education Days*” and have provided workshops at the event featuring such subjects as “Transference and counter-transference issues encountered when treating other health professionals”, and “The assessment and management of depression, mood disorders and suicide risk”.

In 2009 Dr. Barankin and Dr. Pare provided 14 presentations on a variety of physician health and wellness topics on behalf of the PHP.

## RESEARCH AND PROGRAM EVALUATION

### Research

An article entitled “Recurrence Rates in Ontario Physicians Monitored for Major Depression and Bipolar Disorder” authored by PHP’s Associate Medical Director, Joy Albuquerque M.D. was published in the Canadian Journal of Psychiatry.

### Program Evaluation

At the inception of the program, the PHP articulated specific program objectives, one of which was a commitment to regular program evaluation. This was seen as a key strategy for continuous improvement of program service and performance. A formal evaluation of the program is completed every five years. The next is scheduled for 2010.

In addition, each year the PHP requests that participants who have completed their monitoring programs fill out an exit survey to provide us with feedback on our program. The exit surveys are anonymous and results go to an outside researcher, Dr. Joan Brewster. Dr. Brewster provides the PHP with aggregate results.

In 2009, 12 exit surveys were completed and returned (out of a possible 15). 83% of respondents indicated they were very satisfied with PHP services, 17% were satisfied. No respondents were either somewhat or very dissatisfied.

### Conferences/Presentations/Workshops

In 2009, the PHP continued to provide and participate in educational presentations and workshops designed to promote self-care for physicians and health professionals, to identify and reduce the risk of impairment, to reduce stigma, and to provide support for colleagues and their families who may be suffering.

Dr. Michael Kaufmann received a Lifetime Achievement in Addiction Medicine Award from the Addiction Medicine Section of the Ontario Medical Association.

We received visitors from the Netherlands, Zimbabwe and the U.K. all eager to learn from our experiences while enriching our work with theirs.

## SUMMARY

In summary, 2009 has been another year of growth for the PHP. We have seen a continued increase in the number of individuals contacting the program for assistance, along with a corresponding increase in the number and scope of resources we are able to offer them.

To obtain further information about the Physician Health Program or the Professionals Health Program and our services, or to obtain a copy of the full PHP Annual Report – 2009, please contact the program toll free at 1.800.851.6606 or visit our website at [php.oma.org](http://php.oma.org).



HELPING YOU ACHIEVE A BETTER STATE OF MIND

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