

# Pacific HeartBeat

JULY 2017 NEWSLETTER

## Patient Centredness at St. Paul's Hospital

By Barbara Hall,  
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Perfusion and Transcatheter Valve Program  
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Clinical Nurse Leader for 5B

Keeping patients and families at the very centre of every step of their cardiac surgery journey is the primary focus of the cardiac surgical team at St. Paul's Hospital. A quick Google search for the term "patient centred care" returns thousands of hits, but what does this term really mean and how is it enacted in cardiac surgery at St. Paul's?

Every surgeon, nurse, perfusionist, nurse practitioner (NP), anesthesiologist, therapist, aide, assistant and clerk involved is committed to ensuring a smooth recovery from surgery. Every journey is unique and no two patient's needs are identical. Despite performing over 800 scheduled open heart surgeries per year, the St. Paul's team strives to make every patient and family feel their care team is a partner in their care and to this end, a large number of professionals work together to achieve the best outcomes for every patient. Patients are usually familiar with the role that their surgeon and nurses play in their care, but may be less familiar with the "behind the scenes" efforts to ensure that care is truly individualised and never routine.

Patient-centredness has become a buzzword in healthcare these days. Assessing individual needs is no small task in today's fast paced healthcare environments. In the cardiac surgery program at St. Paul's, the patient centred approach begins with the weekly triage rounds where the team meets to discuss each patient well in advance of their surgery. Our triage coordinator, Gina, works diligently with our surgeons to gather information to ensure the best clinical decisions possible are achieved. Gina then works closely with our surgeons, our pre-admission clinic nurse, Iris, and our bed booking coordinator, Janine, to coordinate the massive jigsaw puzzle that is the task of



*The 5B team during daily rounds*

scheduling cardiac surgeries. Gina's role is unique in that she has a vast amount of knowledge about each patient before they even arrive at St. Paul's, and can alert the team to any complex care or discharge needs well in advance of surgery.

For patients who wait for surgery at home, Iris, in our pre-admission clinic, plays a key role in assessing every aspect of care needs prior to admission. Iris is responsible for pre-operative education, and is skilled in answering every patient's questions and allaying their concerns. During the pre-admission visit, our anesthesiologists, many of whom are specially trained in cardiac anesthesia, assess every component of each patient's medical history to ensure they receive the highest standards of care during and after the procedure. A patient centred approach, which is designed to be mindful of each patient as an individual, is the essence of every visit to the pre-admission clinic.

Moving on to surgery itself, the surgical team is comprised of a surgeon, anesthesiologist, perfusionist and a team of nurses. To achieve the highest standards of safety and best practice, the communication within the surgical team is of paramount

importance. Nothing is "routine" and every day, every patient is unique. Through excellent communication and years of skilled practice, the surgical team approaches every surgery with an individual approach, using a team briefing and checklist to ensure individual patient details are acknowledged.

Recovery following cardiac surgery takes place in the CSICU, where we believe a patient centred approach really comes to the fore. Each day, "rounds" are carried out where daily assessments, progress and plans are shared by the inter-professional team. What might be a little different here from other centres is that these rounds fully include the patient and family member when able. Not only are patients invited to participate in the decisions about their care, but they are also invited to be fully involved in nursing shift handover reports—an initiative called "Bedside Shift Report."

Bedside shift report means patients and a family member can listen to all components of the handover that takes place when care is transferred from one nurse to another. This has not traditionally been

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## Patient Centredness...

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normal practice in critical care areas. Typically, families were asked not to visit during these times or were asked to leave at shift change.

This is no longer the case. If this endeavour proves successful, the philosophy of including patients and families in handover reports on the post-operative ward may also be explored. So far, the initiative is proving popular with those patients and families who have given feedback. Staff and patients alike believe the transparency increases safety and keeps the focus firmly where it belongs, on individual patients.

Following a brief stay in the CSICU, a patient transitions to the post-operative ward 5B where recovery until discharge takes place. A vast number of professionals coordinate and deliver the care necessary for optimizing the patient's experience and recovery.

One aspect of the teamwork that is key to keeping patients' individual needs at the centre of every care providers work are the daily "Lightning Rounds" that take place. At 11 a.m. each day, the entire team—RNs, NPs, therapists, pharmacist, social worker, spiritual care practitioner to name a few—gather to share the most up-to-date information on every patient's care. The importance of this information sharing cannot be stressed enough.

The cardiac surgery team strives to provide care that is not only clinically excellent, but mindful of the psychological, emotional, social and spiritual factors that influence every journey to recovery. To this end, we are very fortunate to have the support of two exceptional anchors of the program—social worker, Brenda, and spiritual care practitioner, Kelly. Working closely with



Thuy and Pam, Cardiac Surgery Nurse Practitioners



Gina, Cardiac Surgery Triage Coordinator



Brenda, Social Worker and Kelly, Spiritual Care Practitioner



Rachel, 5B Clinical Nurse Leader and Janine, Heart Centre Bed Booking Coordinator

each other, Brenda and Kelly attend to a wide range of individual needs, ranging from discharge transport questions all the way through to offering support in dealing with crisis and uncertainty, and every possible question in between. Their empathy and compassion for every patient's circumstances keeps the entire team centred on what is happening for each patient beyond their medical and nursing needs.

With a truly coordinated effort, the hope is that every patient experiences a journey that never feels standard, but one that is sensitive, respectful and tailored to them as an individual.

For the St. Paul's team, patient centred care is the only option and we are always ready for feedback from patients and families to make this a reality each day.

## 2017 POHA Annual General Meeting

The POHA annual general meeting was held April 8, 2017 at the Unitarian Church in Vancouver. Thirty-one members signed in. The meeting opened with the reading of the 2016 AGM minutes.

President Rick Cozzuol presented the proposed revisions to the POHA Constitution and Bylaws to conform to the new B.C. Societies Act. Motions to repeal and replace the Constitution and Bylaws with the changes were made and passed.

Various committee reports were given: Treasury; Hospital Captains; Pillows; Golf Tournament.

President Rick Cozzuol thanked the visitors for their contribution to the success of the patient visiting program. He recognized the work of Pat Hagan and Roland Clifford on the POHA website as well as the newsletter and brochure; Joga Singh Sangha for his work on the translation of the brochure and video; the Telus Community Ambassadors on their support during the past 20 years; the Founders' Cup for their donation and the Heart and Stroke Association for funding of the heart pillows given to patients at St. Paul's Hospital and Vancouver General Hospital.

All current board members agreed to stand for an additional term. There were no nominations from the floor.

Jennifer Rule was presented with the Don Topp Memorial Trophy for her invaluable work as Captain at St. Paul's Hospital.

The meeting adjourned at 2:30 p.m.

The Guest Speaker Dr. Raymond Dong, Surrey Memorial Hospital Cardiology, gave an informative talk entitled "It's a Guy Thing" focussing on testosterone.

## 33rd Annual “POHA Moe Pitcher Golf Tournament” – June 16, 2017

This year 64 golfers (the second highest tournament turn out in years) played golf at Poppy Estates Golf Course in Aldergrove. It was a great time renewing old friendships, remembering those who were not with us and making new acquaintances. Our golf committee endeavours to provide an affordable and great experience for every golfer.

It was a great day and Ed Dezura arranged the great weather. He is keeping his method a secret, but promises next year will be a repeat. Thanks Ed.

A successful tournament is only possible with the support of our generous sponsors. Sponsors allow us to donate excess funds to local hospitals for the benefit of cardiac patients.

Please look at the list of sponsors below and try to use their businesses if possible:

- DMCL Chartered Accountants
- National Bank
- Hollis Wealth
- Austin Metal Fabricators (sponsorship and auction donation)
- RCH Hospital Foundation
- Coast Capital
- St. Paul's Hospital Foundation
- Milner



The winning team: Salima Mawji, Tony Soda, Frank Gigliotti and Patrick Dennett.

Fenwick • VGH Health Sciences • Pharmasave • Busters Towing • 4imprint • HUB Insurance • West Coast Golf Group • Big Sky Golf Course • Golden Eagle Golf Course.

A special thanks to golfers Phil Trudeau and Bob Ranger for donating the gardening set and Lexan crib board respectively.

The tournament cannot run smoothly without the help of our volunteers.

Thanks to:

- Mike Martin
- Ken McBain
- Pat Hagan
- Alfred Buchi
- Bill Turpin
- Dennis Kraft
- Roland Clifford
- Connor Clifford
- Ellen Cozzuol
- Amelia Moloci and the POHA golf committee:
- Rick Cozzuol
- Bob Axford
- John Chesman.

### Tournament Results

The putting contest proceeds (\$240) were split between Ed Dezura and Craig Desautels.

Salima Mawji won the early bird draw for a free entry next year.

Tony Soda, Patrick Dennett, Salima Mawji and Frank Gigliotti foiled Joanne Pitcher's attempt for a third consecutive win. Congratulations to Tony's team.

If you are interested in adding your name to our golfer list please contact me at: [rkocheff@telus.net](mailto:rkocheff@telus.net) or 604-467-2904.

Thanks to all for attending.

We look forward to seeing you next year.

**Roger Kocheff**

## President's Report – Summer 2017

Well, it finally seems we may be having summer after all! Hopefully you survived one of the worst winters and springs we've ever had and are back to enjoying your walks in the fresh air.

There have been a number of changes at the Pacific Open Heart Association. At the April 8, 2017 Annual General Meeting of POHA, the membership unanimously approved a new Constitution and Bylaws for the Association. As a result, we are now fully compliant with the new B.C. Societies Act.

The AGM was attended by 31 members—less than 10% of our total paid membership base. While this met the necessary requirements for a quorum, it was disappointing that so few of the members were able to attend. Participants greatly enjoyed our guest speaker, cardiologist Dr. Raymond Dong. Dr. Dong spoke about the relationship of testosterone and heart disease in men—a unique thought-provoking presentation.

There was a lively discussion on how to address our stagnant membership numbers. It remains a significant concern to the future of the organization. So, I ask all of you to give us your input on what can be done to engage all those patients we visit every year to become members of POHA. As I noted previously, it is through our members that

we obtain our volunteer visitors and our leadership team. So, if you value what we do, please consider becoming a member if you are not already one.

At the April board meeting of POHA, a new approach was adopted for our biannual newsletter distribution. Starting with the July 2017 newsletter, 70% of you will receive the newsletter via a link to the POHA website. The remaining 30% of our members (who have not provided us with an email address or who do not use email) will continue to receive a mailed copy. Our hospital visitors will continue to provide paper copies to all of the patients they visit. We hope that you will enjoy this new communications approach. Your feedback would be appreciated.

In April, the volunteer visitors at Royal Columbian Hospital attended a presentation by Jeff Kain, clinical resource nurse, of the “Smartman Manikin” purchased by POHA last winter. Jeff said that this new training device has made a significant impact on the competencies of medical practitioners when they employ CPR on patients who are in cardiac arrest.

The “Smartman” gives real time feedback to medical staff and has improved the abilities and confidence of all those who have trained on this equipment. If only one

life is saved by our investment, then we feel it was well worth the over \$7,000 we spent in providing the “Smartman” to the Royal Columbian Hospital.

In the January 2017 newsletter, I mentioned that long-time visitor at Royal Columbian Hospital, Vaughan Raeside, had celebrated his 90th birthday, making him our oldest volunteer visitor! This spring Vaughn decided to retire from the POHA visitor program after over sixteen years of service to open heart patients at RCH. The board of POHA wishes to extend our deepest appreciation to you Vaughn. You are an inspiration to all of us.

Finally, congratulations to Roger Kocheff and team for pulling off another great golf tournament! The POHA Moe Pitcher Golf Tournament is a great opportunity for fellow “open hearters,” family and friends, to get together and have a fun day at the Poppy Estates Golf Course. You don't have to golf to participate at this event. Join us for post-golf activities; the putting contest, dinner and the silent auction. If you haven't attended in the past, please consider doing so next year.

Best wishes for a happy and healthy remainder of 2017.

**Rick Cozzuol**

*President, Pacific Open Heart Association*

# The Heart of Pacific Open Heart Association – the Volunteer Visitors

The main purpose of POHA is to assist in the encouragement and preparation of patients about to have open heart surgery and to encourage and support patients and their families after surgery. This goal is achieved by the work of teams of dedicated volunteers, all of whom have had surgery themselves, who visit most patients before and after surgery.

## Surgery Hospitals

There is a team of volunteers at each of the three surgery hospitals in the Lower Mainland: St. Paul's, Vancouver General, and Royal Columbian Hospitals. Visitation and scheduling is arranged by a Team Captain at each hospital. They are: Jennifer Rule, Alfred Buchi and Mike Martin.

The members of the Surgery hospital visitation teams include: • John Ashbridge • Robert Axford • Ed Bradbeer • David Chapman • Gene Chiang • Rick Cozzuol • Karen Dalgety • Bill Fedechko • Yvonne Fitzpatrick-Moore • Rolf Gullmes • Patrick Hagan • Dave Harris • Ed Lapins • Bernie McNeil • Mike Martin • Jerry Moloci

• Len Mueller • Roger Phillips • Vaughn Raeside • Frank Winters • Bruce Wood • Paul Altilia • Nils Hognestad • Rose Holbrook • Kathleen McAuliffe • Bob McDowell • Richard Lemire • Sadru Mitha • Jennifer Rule • Brian Wiebe • Alfred Buchi • Charlens Challmie • Jim Cross • Robert Davies • Gerald Green • Marc Haslem • Paul Lau • Thomas Lundgren • Joe Minten • Fred Sato • John Shinnick • Terry Vickers.

## Feeder Hospitals

Not all patients facing open heart surgery go directly to a surgery hospital. There are nine hospitals in the Fraser Health Region where patients are cared for until being transferred. A number of years ago, we were requested by the surgeons at RCH to set up a visitation program for patients waiting for transfer to a surgery hospital. The Captain for Feeder Hospitals, Robert Axford, coordinates the visitation by POHA volunteers in these communities. They make more than 200 visits each year where they assist in the encouragement and preparation of patients who are about to undergo open

heart surgery. These patients and their families are very appreciative of the support they receive from our members at this time in the hospitals.

The Feeder Hospitals include: Abbotsford Regional, Burnaby General, Chilliwack General, Eagle Ridge, Langley Memorial, Peace Arch, Ridge Meadows, Surrey Memorial and Delta.

The members of the Feeder hospital visitation team include: • David Hunter • Peter Langfield • Maureen Baker • Dick Mackenzie • Gord McIvor • Albert Loewen • Brian Symonds • Roger Kocheff • Ed Dezura • Tom Taylor • Mac Parlee • Mike Martin • Patrick Hagan • Alfred Buchi • Art Simmons.

## Volunteer Visitors

If you are interested in becoming a volunteer visitor, please contact one of our Team Captains:

**Jennifer Rule** 604-739-3111  
**Alfred Buchi** 604-581-5508  
**Mike Martin** 604-535-3195  
**Robert Axford** 604-462-9295

## 2017 Don Topp Award – Jennifer Rule



Jennifer Rule being presented the Don Topp trophy by Rick Cozzuol

The 2017 Don Topp award was presented to St. Paul's Hospital Team Leader Jennifer Rule. A committee of former Don Topp recipients selected Jennifer as she was deemed to have exemplified the best values of this award. Jennifer has been a visitor at St. Paul's since 2001 and became Team Captain almost four years ago. Jennifer has had two open heart procedures. Her first was in 2000 to replace a defective mitral valve and the second in 2005 when the human tissue mitral valve failed. Despite other significant health issues she has done an amazing job as Team Captain and frequent visitor at St. Paul's. The biggest challenge Jennifer continues to have is the lack of a full slate of volunteer visitors at the hospital. She would appreciate hearing from anyone interested in becoming a visitor at St. Paul's.

## Pacific HeartBeat Newsletter

The newsletter is published semi-annually by the Pacific Open Heart Association. Editors: Mike Martin and Patrick Hagan  
 Typography: Roland Clifford

## Acknowledgement

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## Correspondence

Please send all correspondence to: Pacific Open Heart Association, PO Box 45001, Ocean Park PO, Surrey, B.C., V4A 9L1

## Contact Numbers

For further information about POHA, please phone one of the hospital volunteer visitor team captains:  
 Jennifer Rule 604-739-3111  
 Alfred Buchi 604-581-5508  
 Mike Martin 604-535-3195  
 Robert Axford 604-462-9295

## MEMBERSHIP REQUEST

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