

Powell River General Hospital Introduction Manual



August 2018

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Introduction

Powell River General Hospital (PRGH) is part of Vancouver Coastal Health (VCH). It is a 33-bed facility providing services that include Medicine, Surgery, Endoscopy, ICU, Obstetrics, Oncology, Emergency and Diagnostic Services.

In 2012/ 2013 there were 1984 surgeries, 18,252 ED visits, 143 babies born and 17,794 DI procedures. In 2012/2013 PRGH provided approximately 12,436 patient days of care.

PRGH also has a number of specialty clinics/ services including an Oncology Clinic, Renal Dialysis (managed by Providence Health Care,) Ambulatory Care Clinic and an Endoscopy clinic.

There are 5 program areas at PRGH including:

- Emergency
- ICU
- Medicine/ Surgery/ Pediatrics
- Maternity
- Psychiatry

VCH Vision:

We will be leaders in promoting wellness and ensuring care by focusing on quality and innovation.

VCH Mission:

We are committed to supporting healthy lives in healthy communities with our partners, through care, education and research.

VCH Values:

Our commitment is to our patients, clients and residents; to our people; and our partners. We will:

- Provide outstanding service and respond to needs in a timely and innovative manner (Service)
- Serve openly and honestly in a caring and compassionate environment of trust and respect (Integrity)
- Focus on effectiveness, efficiency, best practices, and health outcomes. Holding ourselves accountable for results (Sustainability)

VCH Strategic Framework:

In working towards a seamless system, VCH aims to:

- Provide the best quality care
- Promote better health for our communities
- Optimize our current workforce and prepare for the future
- Use our resources efficiently to sustain a viable health care system

For any Questions, please contact:

Teresa Shaw, Administrative Assistant
Email: teresa.shaw@vch.ca
Tel: 604.485.3235
Fax: 604.485.3245
5000 Joyce Avenue, Powell River,
BC V8A 5R3

Dr. Rachel Bell, Medical Director
Email: rachel.bell@vch.ca
Tel: 604.485.3235

Registration for Hospital Privileges

All physicians working in the hospital must be registered with Vancouver Coastal Health as having privileges for the Powell River Hospital.

The hospital Privileges Application Process can take some time and it is therefore important to apply for privileges as soon as you know you will need them.

To apply for hospital privileges, contact Cindy Aronson: cindy.aronson@vch.ca

In addition to a completed hospital privileges application form, we need photocopies of your:

- Royal College Certificate
- Liability Insurance documentation
- Medical License
- Medical Services Plan (MSO)
- Curriculum Vitae
- Degree Certificate
- Canadian Certificate of Family Practice

We will also need:

- Passport sized Photograph
- Contact information for three Referees
- Signed consent for Certificate of Professional Conduct from the BC College of Physicians & Surgeons

You will need to have completed the following VCH Modules to gain privileges for the Powell River Hospital:

- Orientation Module
- Health & Wellness Form
- Infection Control Module

Once your application is received by the hospital and your references are returned, hospital administration staff will request the following from Vancouver Coastal Health:

- VCH Computer access (network & email)
- CareConnect
- PACS
- Meditech

Hospital Floor Plan

- **1st Floor** – Cafeteria, Conference Rooms, Pharmacy, Information Technology & Sport
- **2nd Floor** (main level) – Emergency, OR, Ambulatory Care, Health Records, Administration Diagnostic Imaging (X-ray, Mammogram, CT Scan, Ultrasound), Laboratory (including ECG & Stress Testing), ICU, Physiotherapy Occupational Therapy (including Pulmonary Function Testing)
- **3rd Floor** – Community Health, Renal Unit, Oncology, Mental Health & Addiction
- **4th Floor** – Medical/Surgical, Maternity, Psychiatry

Floor 1:

Cafeteria: Nutrition Services: 604.485.3240

Pharmacy: Pharmacy Manager, Martin Emig: 604.485.3221

In-Hospital Replenishment: Team Lead, Dave Irwin: 604.485.3231

Facilities Management: Manager, Greg Smith: 604.485.3228

Floor 2:

Emergency: Manager, Kim Markel: 604.485.3201

OR: Peri-operative Manager, Kim Markel: 604.485.3201

Ambulatory Care: Manager, Kim Markel: 604.485.3201

Health Records: Health Records Manager, Cindy McLean: 604.485.3209

Diagnostic Imaging: DI Manager, Krista Adams: 604.485.3212

Laboratory: Manager, Peggy Lacourciere: 604.485.3211 Ext: 4306

ICU: Manager, Kim Markel: 604.485.3201

Physiotherapy & Occupational Therapy: Manager, Kim Markel: 604.485.3201

IT Support: 1.888.875.4334

Floor 3:

Community Health & Public Health: 604.485.3310

Renal Unit: 604.485.3211, Ext: 3287

Oncology: Care Coordinator, Janet White: 604.485.3277

Mental Health & Addictions: Manager of Mental Health, Nora Koros: 604.485.3302

Floor 4:

Medical / Surgical: Manager, Kim Markel: 604.485.3201

Maternity: Manager, Kim Markel: 604.485.3201

Inpatient Psychiatric Unit: Manager of Psychiatry Health, Nora Koros: 604.485.3302

MSP Orientation for Physicians

The PRGH ward consists of a maximum of 24 acute care beds. We are usually staffed for the occupancy of 18 beds. The staffing is 2 RN's and 1 LPN's on days, and 2 RN's and 1 LPN on nights.

We have a unit clerk on the floor from 08:15 to 15:45 seven days a week, including holidays.

We prefer rounds are done in the hours when we are staffed with a unit clerk, as processing orders can be a timely job for the nursing staff.

We have a philosophy that home is best and we will try our very best to provide as much support as possible to allow the patient to go home in a safe and timely manner. In these rounds we begin the plan for discharge, and ensure that a safe patient discharge is arranged. We appreciate input and being the discharge process from the moment the patient had been admitted.

We have iCARE rounds on all patients from 08:30 to 09:00 in the small conference room on the 4th floor, Mondays to Fridays. These rounds include occupational therapy, physiotherapy, dietician, home and community health, acute service manager and the patient care coordinator, and the primary physician.

We appreciate it when physicians connect in-person with the patient's nurse, to inform them of your plan for the patient or anything that you are specifically looking for.

There are signs in each patient room, which identify the nurse caring for your patient. This information is also on the assignment board in the nurse's station. If the nurse is not available, the patient care coordinator would be happy to pass along the information.

There is a yellow inter-professional communication tool in the DR orders section of the chart. This communication tool is for you to communicate with the team and for the team to communicate any details that are not urgent that they feel need to be addressed. We hope that this tool helps cut down on telephone calls to you in your office during the day. Any questions or concerns that come out of iCARE will be communicated on this sheet. Please read and sign it daily, and/or address the issues presented on this tool.

If you have any questions or concerns, the patient care coordinator will be happy to assist you and can be reached at 604.485.3291, or on the floor Monday to Friday from 07:00 to 15:30. Currently, our care coordinator is Zeny Macdonald.

Hospital Services

Ambulatory Care

Ambulatory Care services include:

- Wound Management
- Transfusions
- Medication Infusions
- Lumps and Bumps Clinic

To access these services please write a physicians order, and fax it to 604.485.3264.

Diagnostic Imaging

Diagnostic services are available between 08:00 and 16:00 and x-rays are available on-call for emergencies. These services include:

- X-ray
- CT Scan
- Ultrasound (does not include echo-cardiogram)
- Joint injections
- Mammogram

Dr. Ken Crocker offers local interventional procedures, please call: 604.485.3246

Emergency

Powell River Emergency department (ED) is an active rural emergency room serving on average 50 emergency and urgent-care patients every 24 hours.

- The Emergency Department has a total of 9 patient beds, including 1 trauma room, 1 eye ear nose and throat room, 1 gynecology room, 1 treatment room, 1 cast room and a secured observation room.
- The emergency department is staffed with 2 critical care nurses and 1 physician 24/7. Additional nursing is available during peak hours, from 10:00-22:00.
- Patients are triaged using CTAS.
- If patient wait time exceeds 3 hours the ER Dr is encouraged to call in a second physician to assist in the department.

GPs wishing to undertake ER work can do so on a rotational basis. GP's must have an up to date ACLS and ATLS certification. Please contact the ER Lead: Dr Rob Head through Teresa Shaw, the Hospital Administrative Assistant, if you are interested in being included on the rotational schedule.

Home & Community Care

There are numerous services provided through Home and Community Care:

- Home care nursing support
- Case Management
- Rehabilitation
- Wound/Ostomy
- Youth Clinic
- Adult Sexual Health Clinic (OPT)
- Hepatology Services
- Immunizations
- SAFE Clinic (for STI Testing)
- Home Services for community Living
- Speech Pathology
- Hearing Testing
- Dental Hygienist
- Environmental Health Officers

Please use the Health Care Services Request form to access the majority of the above services, which can be located at the Nursing Units. For programs not listed here, please call 604.485.3310.

Intensive Care

PRGH provides ICU care including ventilation, in a 24/7 critical care nurse staffed 4-bed unit. Patient care is managed by two internal medicine specialists who care for the majority of ICU patients.

- Ventilated patients are managed for a few days before sending them to a tertiary center.
- The ICU is a closed unit. Patients can only be admitted by internist or a surgeon as the most responsible physician (MRP).
- Occasionally due to unavailable beds elsewhere in the hospital, non-ICU patients board in ICU while they wait for a bed to come available on MSP or Psychiatry. These patients are assigned to a GP as the MRP.

Internal Medicine

Internal medicine provides consultation, procedural, ICU and oncology care locally. There are 2 physicians available 24/7 for these services. Internal medicine consultation services are available using the on-call schedule, for any in-patient or urgent out-patient care.

The following procedures are provided locally:

- FNA – Fine Needle Aspiration
- Bone Marrow Aspiration and Biopsy
- Cardioversion
- Thoracentesis
- Paracentesis
- Lumber Puncture
- Endoscopy & Colonoscopy

The internists provide MRP care for all ICU patients. Oncology care is provided in conjunction with BCCA. For specific referral and care information please contact: Janet White, Oncology Nurse at 604.485.3277.

Laboratory

The PRGH Outpatient laboratory is open 07:30 – 16:00. Patients require appropriate requisitions, which are available for printing from most EMR's. Please contact the laboratory if you are unsure which requisition to use.

The in-patient laboratory is available 24/7 on an on-call basis. ECG's, stress tests, holter and event monitoring are also available through laboratory services.

Long-term Care Facilities

Vancouver Coastal Health has 2 long-term care facilities – Willingdon Creek Villiage and the Evergreen Care Unit. The Evergreen Care Unit is attached underground to the hospital.

Maternity

PRGH has 4 in-patient beds and 2 labour/delivery suites. We have approximately 100 births/year.

- Low risk obstetric patients who have 35 completed weeks of pregnancy can be delivered locally. Prior to this, patients are transferred to a higher level of care for delivery and newborn care.
- Any newborn requiring 1:1 care (i.e. IV/UVC, unstable hypoglycemia or other medication complications) must be transferred to a higher level of care.
- Average length of stay is 2 days post normal vaginal delivery and 3 days post cesarean section (C/S).
- Obstetrical (GP consult and C/S capable) and anesthetic on-call is available 24/7.
- PRGH has one Maternity RN per shift. Hospital Wide Float provides a second nurse backup for all deliveries.
- The unit provides post op care for gynecology surgery and medical/surgical overflow patients.
- NST's, and other out-patient issues such as breastfeeding concerns, monitoring baby weights, circumcisions are seen on Maternity by appointment (call Ext. 4387).

All RN's and MD's must have current certification in Neonatal Resuscitation and Fetal Health Surveillance and ALARM/ALSO. Other courses such as ACoRN and Breastfeeding are encouraged.

Operating Rooms

There are 2 operating rooms and one endoscopy suite proving general surgery, gynecology, trauma, and ophthalmology (cataracts only) services.

- PRGH performs an average of 1,045 OR cases per year
- 85% of the cases are daycare
- There are 10 endoscopy cases performed 3 days a week
- OR assistance is provided by local family physicians

GPs wishing to join the OR assist rotation, please contact the Powell River Division of Family Practice at 604.485.4700.

Other Services

Other services provided by the PRGH include:

- Diabetes Clinic
- Dietician Services
- Renal Dialysis (managed through Vancouver Coastal Health Nephrology)

All of these services can be accessed through the Health Care Services Request Form which can be located on the Nursing Units.

Physical and Rehabilitation Services

The physiotherapy and occupational therapy services includes both inpatient and community services.

There is a full gym including a small rehabilitation pool available in the hospital.

Pulmonary function testing is completed locally by appointment.

Please complete the Health Care Services Request Form to access these services which can be located on the Nursing Units.

Psychiatry

In-patient and out-patient services are available through PRGH. There are two full time psychiatrists and visiting psychiatrists for specialty services.

IN-PATIENT CARE:

- Psychiatry is a secured unit
- There are 7 beds including 1 secured observation room
- The psychiatrist provides consultation week-days 8am – 4pm
- The mental health workers, nurses, psychiatrists and GP's are encouraged to attend rounds in an interdisciplinary meeting on all acute cases 3 times per week on Mondays, Wednesdays and Fridays

OUT-PATIENT CARE:

- Services include intake assessment, consultation with psychiatrist, medication review, counseling and groups.
- Common areas of management include addictions, mental health conditions and services designed to support our senior population (COPE Program).

In-patients can be admitted directly from the physician's office or through emergency. For outpatient services please complete the Outpatient Laboratory Request Form, which can be located on the nursing stations, or directly from the print shop at PRGH. If a patient needs to see the psychiatrist, please include a letter of referral.

Child and Youth Mental Health Services are not provided at PRGH. Please call 604.485.3722 to access these services.

Medi-Tech for MD's

Medi-Tech is the main hospital ordering and accessing results electronic system.

Patient Care Inquiry (PCI) – is the function of MediTech most used by Physicians. This brings you to your patients lab results, imaging results, pharmacy profile, location in hospital, hospital visit history (in-patient and outpatient), ER, lab, x-ray, chemo, ambulatory, demographic information and allergies etc.).

To navigate with PCI use your arrow keys. There are several options for viewing labs, current and historical – in reverse chronological order over seven years; also a bar graph visual and patient chart report format. You can view all results or highlight and select any result you wish to target. Default setting is back in time for eight days. You can change this by selecting the “Time” option on the menu bar.

KEY POINTS FOR USING MEDI-TECH:

- NEVER use the mouse.
- ALWAYS put CAPSLOCK ON when logging into Medi-Tech.
- “Tab” key does NOT function as we are accustomed to for navigating in fields – use “Enter” key instead to move from field to field.
- Mnemonics designating physicians are first 3 letters of surname, followed by first 2 letters of first name. Therefore Dr. Rob Head is HEARO. Patient names are entered as surname(Comma)first name – no spaces.
- “F” keys are your friend, especially:
- F9 (Lookup) – gives you many drop down menu options to select if uncertain what a field in MediTech is asking you to enter;
- F11 (Exit) – closes the page you are currently on and all others previously opened, when you have completed your work in MediTech;
- F12 (OK or File or Save) – when data has been entered and now ready to be transmitted to other departments, or saved;
- F6 (Previous field) – moves you backwards by field.
- Any time a field pops up asking you to choose a “Printer” you can type in the “VIEW” and the information comes up directly on your screen and does not get printed.

Please contact help desk, if you are having trouble accessing Medi-Tech.

Powell River GP's and Specialists

NAME	CLINIC	Speciality
Anderson, Emily	The Medical Clinic Associates (MCA)	GP
Andreae, Martin	Marine Medical Clinic	GP
Babkis, Andrey	Emergency Dept	GP
Bahadori, Katayoun	Harvie Avenue Clinic	GP
Bell, Rachel	Hospital Psychiatry	Psychiatrist
Black, Kevin	Texada Health Centre	GP-ERP
Bonsor, Claire	The Medical Clinic Associates (MCA)	GP
Botha, Louis	Private Clinic	Ophthalmologist
Burechailo, Leta	Family Tree Health (FTH)	GP
Burns, Stephen	The Medical Clinic Associates (MCA)	GP
Chapman, Frank	The Medical Clinic Associates (MCA)	GP
Chevalier, James	Surgeons - Harvie Avenue Clinic (downstairs)	Surgeon
Crocker, Kenneth	Hospital Radiology	Radiologist
Delpont, Arend	The Medical Clinic Associates (MCA)	GP
Dohm, Brigitte	Marine Medical Clinic	GP
du Toit, Jacques	Marine Medical Clinic	GP
Evans, Gareth	The Medical Clinic Associates (MCA)	GP
Faiers, Selena	Fusion Medicine (Integrative MD)	GP- Specialist
Gil, Riana	Marine Medical Clinic	GP
Head, Robert	Emergency Dept	GP-ERP
Horsfall, Susan	Locum	GP
Krowitz, Jason	Emergency Dept	GP-ERP
Lynskey, Jeffrey	The Medical Clinic Associates (MCA)	GP
MacNearney, Robin	Locum	GP
Maguire, Anna-Marie	Methadone Clinic	GP
Makarewicz, Pawel	Surgeons - Harvie Avenue Clinic (downstairs)	Surgeon
Mann, David	Private Clinic	Sports Medicine
Marchenko, Alex	Marine Medical Clinic	GP
Marentette, Danielle	Harvie Avenue Clinic	GP
May, David	Family Tree Health (FTH)	GP

McBride, Thomas	Hospital Anesthesiology	GP- Anesthesiologist
McDonald, Barrie	The Medical Clinic Associates (MCA)	GP
Meyer, Melissa	The Medical Clinic Associates (MCA)	GP
Morwood, Christopher	Family Tree Health (FTH)	GP
Nwaeze, Felix	OBGYN - Harvie Avenue Clinic (downstairs)	OBGYN
Pater, Pioter	Surgeons - Harvie Avenue Clinic (downstairs)	Surgeon
Ramirez, Saby	Hospital Psychiatry	Psychiatrist
Ricketson, Ian	Emergency Dept	GP-ERP
Rossouw, Pieter	Private Practice	GP
Schoeman, Werner	Emergency Dept	GP-ERP
Schweitzer, Bradley	The Medical Clinic Associates (MCA)	GP
Simpson, Phillip	Harvie Avenue Clinic	GP
Skobkareva, Svetlana	Family Tree Health (FTH)	GP
Strydom, Henriette	The Medical Clinic Associates (MCA)	GP
Takhar, Sneeta	Marine Ave Internist Clinic	Internist
Thwainy, Wassan	The Medical Clinic Associates (MCA)	GP
Uhlmann, Sasha	Marine Ave Internist Clinic	Internist
Van Zyl, Charles	Harvie Avenue Clinic	GP
White, Nicholas	Marine Medical Clinic	GP
Watson, Sally	Family Tree Health (FTH)	GP

Powell River Clinics

The Medical Clinic Associates: 4794 Joyce Avenue, 604.485.6261
Harvie Ave Medical Building: 6935 Harvie Avenue, 604.485.0136
Harvie Ave Specialists (surgery) 6935 Harvie Avenue, 604.485.0152
Harvie Ave Specialists (gynecology): 6935 Harvie Avenue (lower level), 604.485.7779
Family Tree Health: 7019 Alberni Street, 604.485.9213
Marine Ave Medical Building: 4539 Marine Avenue, 604.485.2430
Dr Rossouw: 6962 Alberni Street, 604.485.4877
Texada Island Health Centre: 2603 Sanderson Road, 604.486.7525
Joyce Avenue Clinic/Methadone Clinic: 4739 Joyce Avenue, 604.485.7983

Health/Other Services

Powell River Mental Health Services Medical Health Officer: 604.886.5600. Ext: 620 - Dr. Jeoff McKee
Long Term Care: Evergreen Care Unit: 604.485.3237; Willingdon Creek Village 604.485.9868; and Kiwanis Garden Manor (Assisted Living): 604.485.5210

Home Health: 604.485.3310 - Home Care Nursing & Community Health Workers

Health Equipment Loan Office: 604.485.3211, Ext: 4361

The Powell River Division of Family Practice: 4760 Joyce Avenue, 604.485.4700

Pharmacies

Medicine Shoppe Pharmacy: 111-4871 Joyce Avenue, 604.485.5530

Safeway Pharmacy: 7040 Barnet Street, 604.485.4244

Shoppers Drug Mart: 7100 Alberni Street (Town Centre Mall), 604.485.2844

Rexall Pharmacy: 4794 Joyce Avenue, 604.485.2929

Walmart Pharmacy: 7100 Alberni Street (Town Centre Mall), 604.485.0141

Pharmasave: 4280 Joyce Avenue, 604.489.9272

Specialists in Powell River

Anaesthesia: Drs. McBride, May, Rossouw, White.

Dentists: Dr. Bradley 604.485.2851; Drs. Chow & Needham 604.485.2777; Dr. Machin & Dr Sinotte 604.485.2930; Dr. Smillie 604.485.9771; and Dr. Varma 604.485.4090.

General Surgery: Drs Makarewicz, Pater and Chevalier, 604.485.0152

Internal Medicine: Drs Takhar and Uhlmann, 604.485.5340

OBS/GYN: Dr Nwaeze, 604.485.7779

Pathology: Dr. Ung, 604.278.9711, Ext. 4234

Psychiatry: Dr Ramirez and Bell, 604.485.3211

Sports Medicine: Dr. Mann, 604.485.4660

Visiting Specialists

Arthritis Clinic: Dr.Fitzgerald, 2 per annum, 604.485.3277

Dermatology: Dr. Jenkins, 250.334.4172

ENT: Dr. Van Rooy, 250.830.0707

Nephrology: Dr. Prchal, 604.681.7191

Ophthalmology: Dr. Classen, 250.334.0296

Orthopaedics: Drs. Botsford; Crosby; and Sohmer, 250.287.2174

Paediatrics: Dr. Freedman, 778.889.3764

Psychiatry: Dr. Proulx, IMHST, 250.752.8245

Respirology: Dr. Van Eeden, 604.806.8818

Other Sources of Specialist Support

Rapid Access to Consultative Expertise (RACE) program

RACE is a prototype program designed to increase family physicians access to specialist consultation and to improve communication and knowledge transfer between different care providers.

Family physicians in the Vancouver Coastal Health (VCH) region can phone one number to speak to specialists in the fields of cardiology, endocrinology, gastroenterology, nephrology, psychiatry, Respirology, rheumatology, cardiovascular risk and lipid management, geriatrics, heart failure, internal medicine and chronic pain.

Callers can select from the twelve specialty services available, provide information regarding a patient's condition and its apparent causes, including background information related to the patient's condition, and request advice on how to proceed. If a specialist is not available immediately, he or she will return the call within 2 hours (the majority of calls are returned within 10 minutes), and provide practical guidance and advice regarding assessment, management, and treatment plans for the patient.

RACE phone numbers: 604.696.2131 or toll free 1.877.696.2131
Available 08:00 – 17:00

PSP

Established in 2007, the Practice Support Program (PSP) provides training and support for physicians and their medical office assistants (MOAs) designed to improve clinical and practice management and to support enhanced deliver of patient care.

The PSP develops CME-accredited training sessions and materials that focus on specific gaps in care identified by evidence-informed research and physician input. These resources help physicians to make sustainable practice changes, both in office workflow and the role of staff.

For more information visit our website at: <http://www.gpsc.bc.ca/psp/practice-support-program>; Call us 1.604.875.4001 or contact us via email: pspsupport@vch.ca

Powell River Division of Family Practice and Facility Engagement Initiative

www.divisionsbc.ca/powellriver

Tel: 604.485.4700

Mailing address: PO Box 36, Powell River, V8A 4Z5

Street Address: 4760 Joyce Avenue, Powell River, BC V8A 3B6