

VGH Cardiac Catheterization Lab

Community Engagement Summary

May 5, 2016

BACKGROUND

The VGH Cardiac Cath Lab books and completes over 5000 procedures each year. Patients who undergo these procedures have a range of needs related to preparation and post procedure care. In some cases, despite the pre-procedure information and booking instructions, patients present for their procedure unprepared. Unprepared patients experience delays and/or their procedure is necessarily postponed. The team has been reviewing current patient pre- and post-procedural documentation. In order to support patients the team wants to create consistent and appropriate educational materials that will prepare them for their procedures as well as support them after their procedures.

In order to ensure that the material reflects the needs of patients, and their families, the project team is seeking to know if the patients and their family members have what they need to be prepared, both mentally and physically, for a test.

COMMUNITY ENGAGEMENT PROCESS

Community Engagement (CE) was asked to support consultation with past patients of the VGH Cardiac Cath Lab to inform the preparation of patients to better support them and to improve their experience.

CE conducted interviews with 4 past patients, received feedback via email from 2 past patients and held a focus group with an additional 4 past patients. The participants were asked to provide their input and experiences based on the following questions:

1) When you think about your experience in the Cardiac Cath Lab is there information that you would have liked to have received to prepare you that you did not receive?

- 2) When you think about the information you did receive, what was most helpful for you? For your family member?
- 3) When you think about your experience in the Cardiac Cath Lab is there information that you would have liked to have received to support you after the procedure that you did not receive?
- 4) When you think about the information you did receive, what was most helpful for you? For your family member?
- 5) The goal of the Cardiac Cath lab team is for patients and their family members to be as prepared both physically and mentally for a test/procedure. What can you share from your experience that will help make this possible for other patients?
- 6) Is there anything additional you want to share that you feel would improve the experience for patients who need procedures in the Cardiac Cath lab?

SUMMARY of PATIENT FEEDBACK

This is a summary of feedback gathered from past patients family member's interviews. The feedback has been themed to reflect areas of importance to patients.

Preparation for Procedure

- Between the check in and having someone come and get me for the procedures there is a long wait. It would have been helpful to have someone tell me that there will be a wait and the approximate time of the wait as I could have brought a book or activity if I had known. I thought they may have forgotten about me. Be explicit about the wait.

- I feel that I received all the information I needed.
- We had flights booked for a holiday so I phoned ahead to see if there was a confirmed date and so wanted to ensure that a date was planned and so I was able to get in ahead of my procedure the pre-package came with all the information and requisition for blood work was very clear and the checklist was clearly laid out what to do 4 days before, 2 days before and so on.
- I was told that in the case that they were going to have to stent that it would be done at the time of the procedure and I was not sure if I should prepare for overnight and I had to call to check in about that. I found out no I would not have to stay overnight.
- I saw my doctor and the nurses at the hypertension clinic and I was advised I was going to have the procedure in March. It was getting close to end of February and I had not heard and so I had to call and found that I did in fact have a date scheduled. I felt that I may have been forgotten. I had to have a blood test done before the procedure as they needed the results in advance of the procedure. It was then rushed to get this done in time and to fulfil all the pre requirements.
- There were extremely busy the day I was there. I was expecting more info from the doctor. I would have liked to know what condition my heart was in. I want to know the status of my heart.
- I was taken off Warfarin beforehand and was made aware of that
- My wife took me to the procedure and we found our way with no problems and I knew where to go.
- It was very helpful to know what to eat or not eat.
- I received a lot of information by email telling me how to prepare; if I am on meds when to stop and by when.
- They were very good the timing was accurate and that gave my husband a chance to plan for the day and know what to expect.
- I appreciated knowing that the procedure type was different and that they could go through the arm and not the leg. Was not sure this would work and so then my ride needed to be there sooner. I told my ride not to leave for too long.
- I knew that family could not be in the procedure area but that family could wait in certain areas.
- They told me what info to bring and I was told to bring my driver's license which was helpful as I was being driven and might not have brought it along. Not sure why this was needed and wonder if this still has to be communicated with the new MSP cards with photos.
- Parking instructions were helpful and accurate.
- Detailed information including a map was provided but I found the map challenging to use. It would be good to have the map tell you the shortest distance and be clearer.
- It was very helpful when I was leaving to have the nurse walk me to the shortest distance through the ED because I use a walker.
- I use a cane and I was helped to bathroom and back and the staff were very attentive.
- I felt adequately prepared for my procedure and looked online to get any info I felt I needed
- I really appreciated having the receptacle for my valuables by my bed. Especially because I could access my phone and as I needed to contact the person who was picking me up this was particularly appreciated.

- I found every staff person I encountered to be very helpful.

Post Procedure

- I was told someone would come to talk to me but that did not happen; I guess they got busy so no one came.
- I was told they would call me to let me know next steps. When no one called I called the number I was given.
- I was told was my doctor would call and then didn't call so I had to call. This caused anxiety and gave me a lack of confidence in the system. I was not sure how to proceed or how to feel. Should I be anxious and concerned or not worried? I did not want to feel like I was left hanging. I wanted to know my status is and have it stated clearly.
- Tell me what I need to know. Tell me that if I am experiencing symptoms then I need to contact the number they gave me immediately. I felt like I had to be aggressive and this did not feel comfortable. More support and clear directions would help with trust and confidence.
- I called my doctor and I was told "oh I have not got to your file yet" Yikes!! As a patient I want to be prepared and feel like I am being taken care of.
- I was finished at 9:30 am and in the recovery area and when I was going in for the procedure they were not sure of the full extent of the procedure So even though I was done at 0930 they did not go out and tell my husband what had occurred and what was done and that I was finished. I had to ask the nurse to let my husband know and this took a while so finally they brought him in. I would have very much appreciated them allowing my husband to come into recovery a soon as I came out to alleviate his concern. I was worried he was getting anxious and this was challenging. I had to ask the nurse if they could please let him know I was ok. I found out after from my husband that he was very concerned and started asking about

me as he had not heard and had remained in the area the whole time. They did have my husband's cell phone number but at no time did they call him.

- I was sent home with very clear discharge instructions.
- It was very helpful to receive a post-surgical booklet and number to call. The booklet was emotional to read and gave almost too much information. The timing of receiving the booklet was hard for me as it was a time when I was very vulnerable. It was given to me following the angiogram and I do understand why they give it.
- It was helpful and very appreciated that the nurses told me what was going to happen each hour.
- I loved the warm blankets and the warm socks; they were so very nice.
- Everyone was very good and can't say enough about the care I received. The aides were wonderful.
- One of the best things is that my doctor gave me immediate feedback in the procedure room and this is very reassuring and helpful. They gave me a printout with the detailed information.
- Being conscious helps as I was able to give feedback as the procedure was being done.
- The area was very crowded and I found it difficult to have any privacy when I was trying to dress.
- I really liked that the results were reviewed with me right away. The printout and post procedure instructions were very helpful.
- I found it frustrating that after my procedure it took what seemed like a long time to get the report to the cardiologist so that needed surgery could be scheduled. It would be helpful to know how long this should take and what to expect.

- When you receive the report the same day you are left feeling that the next steps if required should occur in a timely manner and when they don't (from my perspective) you wonder if you have been forgotten and if you should call and who to call.
- Provide me with an expected timeline e.g you will be contacted but if you don't hear anything by this date then contact
- Consider having the cardiologist provide an expected timeline to patients at point of care or prepare a one pager that explicitly states what to expect e.g Breast cancer journey what to expect. Place the most important information first or in a box to highlight it.

Prepare me physically and mentally

- The staff at VGH is phenomenal; so professional attentive, kind.
- I received a phone call and email and got to talk to someone.
- I received the appropriate level of info, and during the time I was at VGH all staff were attentive and supportive.
- I was given info of the procedure as needed.
- I was fine to not have a family or friend with me it was busy and so I did not need them.
- I felt very supported by all the health care professionals.
- I never really had a visit with the cardiologist. I assumed that the cardiologist on my paperwork would do the procedure so I was surprised it was a tech and not a cardiologist. The tech was great.
- Everything, the whole experience; the preparation, the day of the procedure and after, all was good.

- I would have liked to speak with someone beforehand as I wanted to ensure my wishes regarding DNR were accurately noted and would be respected. This did not happen and caused some frustration and emotion for me the day of my procedure. I was not confident that my expressed wishes would be respected. If I had known that I needed to have some documents prepared before coming I would have done so.

A Better Patient Experience

- From the entrance to admission every step was easy and from admission to the procedure as well. I felt supported and knew where I was going and what was going to occur.
- Everybody on the whole team pitched in and it was great to see to see. They really work as a team and it is quite nice to see. A real team approach to care.
- Once the unit opened (we arrived early) they opened at 6:30 and there were 3 patients and we were each taken in hand by a person and I felt very supported.
- Once the procedure was over the cardiologist came to discuss the results with me and discussed areas of concern. I appreciated this.
- I would have liked my husband to join me for the consult with the doctor but understand that may not always be possible. 6:30 arrival to 2 pm discharge
- I can't say enough about the care I received.
- Everyone is very understanding of the patient's needs. They are open to discussion
- I thought the reception could use some help as she seemed a little overwhelmed. People were coming up to her and asking questions and it seemed very busy at times. Maybe having more than one person would be good. She was handling

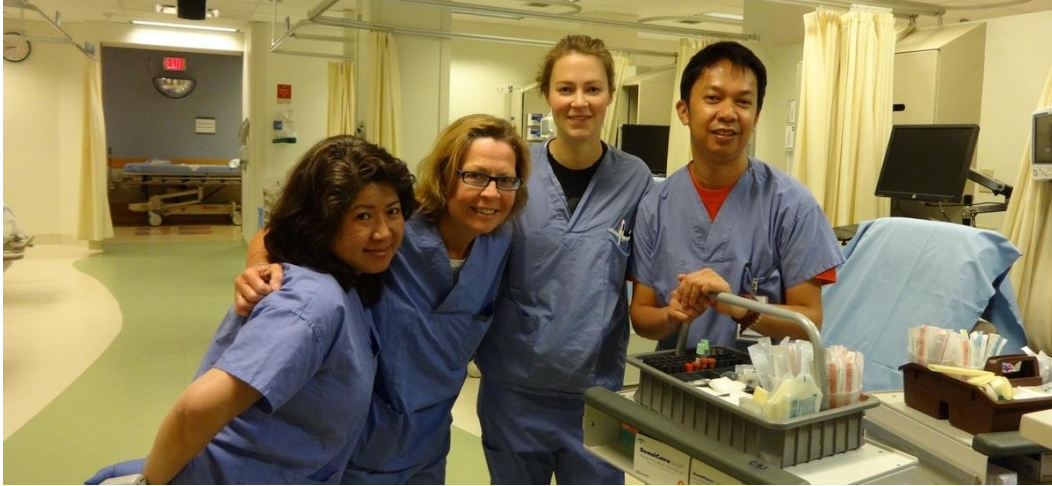
everything efficiently and appropriately but it seemed very busy. That role seems to be two roles; check in and information and referral which seemed busy.

- My friend who picked me up said that there was a mix up with who my friend was there to pick up and this took some time to clarify.
- The doctor is right there with you and all the staff introduces themselves and what their role is and what they will be doing. I noticed a man that I had not met before and I had to ask him to introduce himself. Everyone in the space should introduce themselves. They made me feel like I was part of the team and involved. They did not start until I was comfortable.
- I would consider everything went well. I thought the staff was great; the technology is very advanced. My physician was great and explained everything very clearly when we went to his office after the procedure.
- Everything went very well. The staff was very efficient and helpful.
- As a paramedic I have transported multiple patients in the last 10 years to the various cath labs, St Paul's, RCH and VGH. It was a very different experience to now be the patient. My Angio was scheduled; it was not as a result of an unexpected emergency. I found the pre-procedure info helpful and adequate as well as the post procedure. The staff was very friendly and the procedure went well with no stents required. The only negative was my experience of pain later that evening. My procedure was through the right groin and painless until approximately 8-9 hrs later. It felt like an elbow with 200 lbs of weight pressing against my groin. The only pain meds I had were over the counter, nothing more was prescribed to me. Having transported patients after an Angio, I don't recall any of them complaining of pain so I certainly hadn't expected it to be that bad. If I had to do again I would like to

have something to help manage the pain but otherwise I feel grateful to have had it done and for the care provided to me.

- I was in recovery and my radial band was being slowly released by the nurse. Then another nurse came along and released it more quickly which resulted in a lap full of blood. I was not impressed and even had to compress the site on the way home as it began to bleed again.
- The quality of care was exceptional.
- Overall my experience was great. Staff was efficient they introduced themselves to me, the procedure went quickly, the post procedure review was excellent and I really liked the warm socks.
- The warm blankets and socks are so appreciated. The simple things make a big difference.
- Having a phone to use in case my cell phone did not work was appreciated.
- When reviewing the procedure and results with the cardiologist it would be helpful to have family members there.
- Consider having the option for patients to record the discussion on their cell phones or other devices.
- Consider placing a monitor on the ceiling for patients who wish to view the procedure.
- I am grateful that patients have a voice in improving their care.
- I want to state that I am impressed that VCH is asking me about my experience and using my feedback to improve patient experience. It is very progressive and admirable. Thank you.

NEXT STEPS



The Cardiac Catheterization Lab team will use this feedback to inform changes to how patients are prepared leading up to a procedure and when they are released after a procedure. The team will also use this feedback to determine what practice changes can be made that will improve the overall patient experience.

