

# Partners in Care

Supporting health care together



Providence Health Care  
**Patient And Family  
Partner Newsletter**  
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## Behind the Fence at the New St. Paul's Hospital

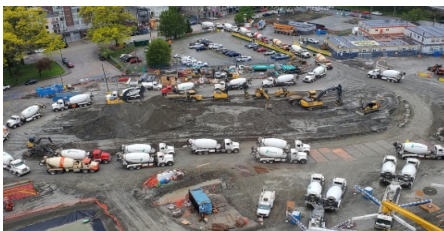
Learn what it takes to bring BC's largest ever hospital redevelopment to life.



*The concrete floors for levels 1 and 2 of the new St. Paul's Hospital are now complete with teams working on levels 3 and 4. By the end of the year, the hospital should be up to floor 7. (Photo taken May 25, 2023)*

The new St. Paul's Hospital on the Jim Pattison Medical Campus will reshape BC's health care landscape and leave a lasting mark on the province – an impact that's already being felt.

From the excavation of 150 Olympic-sized pools of material to 13-hour concrete pours, the scope and scale of building the new hospital are HUGE.



*Trucks line up at the construction site in preparation of BC's largest concrete pour, for a vertical project, in June 2022.*

"When we had some major seismic concrete pours, we basically seconded the entire road system in the Lower Mainland," says Bruce Norman, project director with PCL Construction, the hospital's design-build partner. "For our main seismic footing, we had 340 trucks cycle through the site and it took us 13 hours to pour. You won't see that scale of construction everyday so that's been pretty unique."



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# The New St. Paul's

Coordinating an event of this scale required detailed planning which has been a hallmark of the project. From transporting large construction cranes to scheduling hundreds of workers, figuring out logistics is key in keeping momentum going on site.



Concrete pumps and crews pouring concrete at the new hospital (June 2022).

“This is the largest project that I've ever been involved in,” says Kevin Little, senior manager of design and project delivery for the New St. Paul's Hospital Project. “Just the scale and the logistics of it is really incredible. Everything that goes into what we do here every day is so well coordinated.”

Norman says the team's diligence in acquiring the goods and services needed, and supply chain management has been crucial to the project's success to date. “When we buy a widget, we don't just buy one; we buy thousands and thousands of them. So knowing our supply chain, the amount we need and how long it takes to get things is one of the biggest challenges for a job of this magnitude.”

## ‘A lasting legacy on the local workforce’

A project of this size needs a workforce to match. Currently, up to 400 tradespeople work on the hospital at any given time with that number expected to quadruple as the project progresses.

By the time construction is completed in 2026, PCL estimates that more than 10,000 tradespeople would have worked on the hospital at one time or another.

“We'll have thousands of workers funneling through the door by the time the project is over so the project will leave a lasting legacy on the local workforce,” says Darrin Joss, PCL's general superintendent for the New St. Paul's Hospital Project. “The impact it has on the local workforce, apprenticeship in all trades, development of supervision, and development of management is really impactful for the whole city and the entire Lower Mainland.”



To date, nearly half of new employees on the project self-identify as a member of an equity-seeking group

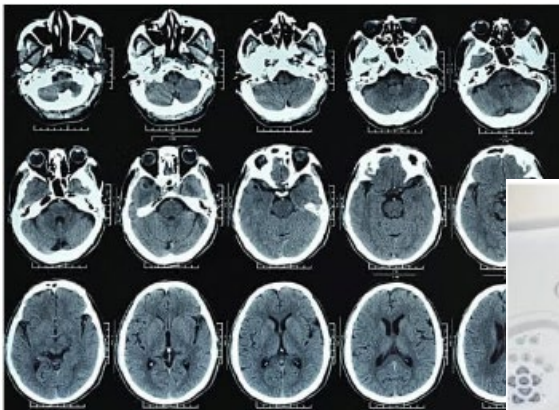
Like many industries, recruitment has been a challenge on the project due to the sheer number of people needed on site. But once hired, PCL points out the passion and engagement of those working on this project has been astounding.

“Many of the workers were born at St. Paul's Hospital, have family members saved by staff at the hospital or have family members who work there,” says Norman. “The passion we see in the actual workers themselves and what they're building is much different than building a bridge or some other type of infrastructure - because this is personal and passionate.”

Check out the video [here](#) to learn more.

## CT Scan – The Fancy X-Ray

A computerized tomography (CT) scan is a “fancy x-ray” that shows a series of cross-sectional x-ray images – “think of a cross sectional slice of your body as if looking bottom to top”, says James Latham (CT Leader). For those who have had a CT scan done before, you may have noticed that the machine can speak to patients in different languages. There are two main instruction phrases – “Breathe in and hold your breath” and “Breathe” once the scan is complete. Most of the CT scan machines at Providence Health Care are basic CT scan machines that have 12 languages programmed to say these two instructions. These machines also have the ability to record personalized instructions. One CT scan machine at St. Paul’s Hospital has up to 22 languages, according to James (CT Scan Leader).



CT technologists are staff who interact with patients and operate the CT scanners. A daily challenge that CT technologists face is not being able to communicate with patients with limited or no English skills. CT technologists rely on family members or patient charts to find out what the patients’ primary language is. The CT technologists then select the appropriate language on the CT scan machine. CT technologists have learned different strategies to overcome the challenge of communicating with patients with language barriers, including using virtual interpreter services, pointing to a “Pacman-like” visual with a light to demonstrate the mouth breathing in and out, using sign language, and even charades! In addition to these language programs on the CT machine itself, many CT technologists, especially those who work at Mount St. Joseph Hospital, go above and beyond by learning to communicate in other languages like Cantonese and Mandarin. The key is that the technologists spend more time with these patients and observe them for cues of any misunderstandings. The parameters on the CT scan machine can also be adjusted to decrease motion so that the scan is completed as smoothly as possible.

James’ advice to new CT technologists: “Don’t get frustrated! Be willing to spend a bit more time up front with the patient to make sure they understand so you get optimal imaging for the radiologist and patient diagnosis and future care.”

## Wayfinding Volunteers

Jeannie is a passionate wayfinding volunteer at St. Paul's Hospital (SPH). Sixteen years ago, she saw an advertisement in the local paper and wanted to do volunteer work as she had just retired. She was busy caring for her late husband then, but she wanted to find her own sense of self. She reached out to the SPH volunteer coordinator and became a volunteer. The coordinator assigned Jeannie to the wayfinding program and she has loved it ever since. After two days of orientation, Jeannie committed to a minimum of five weeks of volunteer service. She was volunteering three hours per shift once per week; however, since the COVID-19 pandemic, her time has been reduced to two hours per week and she misses it.

Jeannie describes herself as a people-person as she really enjoys talking to and helping people. When patients come to the hospital, she can sense their intensity and nervousness. She likes to share her positive vibes with them by saying something as simple as, "Oh, I love that colour on you" or "the weather is so nice today". This usually eases their anxiousness and sometimes brings out a chuckle from them. Sometimes it can be challenging when patients forget why they are here. Jeannie talks to them to find out more about what the appointment might be. Sometimes patients may disagree with her directions, so Jeannie offers to walk with them. Patients really appreciate her going the extra mile to ensure they do not get lost.



It is very heart warming to volunteer at SPH and Jeannie always looks forward to her shifts. She has developed relationships with the community here. Sometimes, a staff member will buy her coffee and acknowledges that she is part of the family, which really warmed her heart. Other times, Jeannie is praised by patients for her "help, knowledge, patience and pleasant attitude". One piece of advice she gives to new volunteers is "Do not wait at the desk, and walk halfway with the patients if possible. You gain so much with the short distance. It ensures that patients get to where they need to be and you develop rapport with them."

# Person and Family Centred Care (PFCC) Highlights

## Care Experience Week

Providence Health Care (PHC) celebrated Patient and Resident Care Experience Week (April 24 – 28, 2023). This annual week of celebration recognizes everyone who contributes to the care experience. From nurses, allied health professionals and physicians; to patients, residents and families about what is important to them. Everyone contributes to the patient and resident experience.

The PFCC team engaged with patients, residents, families and staff across PHC sites. We, also invited patients, residents, families and staff to share how their work impacts patient or resident care experience.

Check out their responses [here](#).

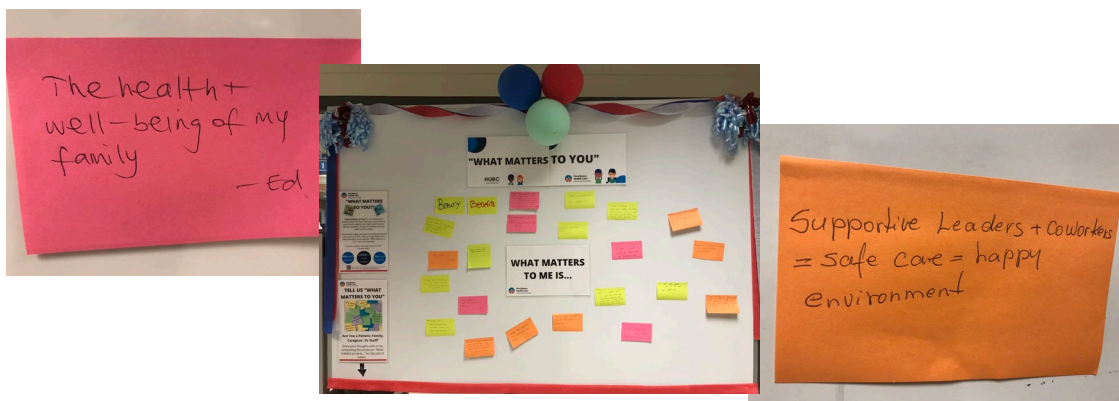


## What Matters to You

June 6<sup>th</sup> was international "What Matters to You?" day. This annual celebration encourages meaningful conversations between patients, residents, caregivers, families and their health care providers.

Health care providers are encouraged to have a conversation with patients, residents and families about what is important to them. This builds trusting relationships and ensures that the right care is provided at the right time. Leaders are also encouraged to ask staff what is important to them at work. Asking, listening, and responding to each other in meaningful ways strengthens teams, improves the care experience, enhances engagement and increases joy at work.

This year, patients, families and staff at Holy Family Hospital – Rehabilitation were encouraged to respond to the question "What Matters to You?"



## Betty Murray



In honour of our patient partner, Betty Murray, who passed in April, 2023. Betty was an active patient partner at Providence Health Care since 2012 and involved in various engagements, including the Quality, Patient Safety & Clinical Risk Management Committee, as well as the Partners in Care Newsletter. She was a dedicated and committed patient advocate, mentor, and inspiration to others. She will be missed dearly.

## Upcoming Celebrations/Events

# **hello** my name is...

This is a global campaign initiated by the late Dr. Kate Granger who was a patient with terminal cancer. She believed introductions are the first step to building a trusting relationship and creating meaningful human connections.

On July 23, health care professionals are encouraged to introduce themselves to people they care for and their families to improve compassionate care and promote a better patient or resident experience.

Click [here](#) to learn more.

## Summer Cooling Tips



- Find your home's cool zones
- Schedule outdoor activities during cooler times of the day
- Checking in friends and family, especially those who are at higher risk of heat-related illness and are living alone without air conditioner
- Go to your local cooling centre – many community centres or public libraries have air-conditioned spaces
- Drink lots of fluids to keep hydration
- Use fans and air conditioners
- Have a digital thermometer to accurately measure indoor temperature

Click [here](#) to learn more.

Stay tuned for our next edition in  
September 2023.



Our Vision: "Maintaining connections and building community to advance Person and Family Centred Care at PHC"

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