



Patient Care Tower Champions

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Welcome to the first in a series of stories dedicated to profiling the people who keep the wheels moving at Penticton Regional Hospital (PRH). These stories will showcase various people, their roles, and highlight the improvements the new Patient Care Tower (PCT) will provide to their work and the overall patient care experience.

Penticton Regional Hospital's Cardiology Department

Penticton's Cardiology department currently operates in a small corner of the hospital's main floor. The department consists of four Physicians, four Echocardiographers (Echo Techs), six Cardiology Technologists (Cardio Techs), two administrative support staff members and up to three students at a time.

Each month, the department receives more than 1,700 patient visits. These visits include patients seeking Echocardiogram tests, Electrocardiogram tests, Holter monitor device hookups, regional scans and stress tests.



Cardiac Sonographer Laura Harp, Cardiology Technologist Karen Judenhagen and Cardiologist Dr. David Cleveland

Cardiology Technologist Karen Judenhagen and Cardiac Sonographer Laura Harp have both been in the department for the past 16 years. Karen says she chose Cardiology because she enjoyed the combination of working with people and using her brain. Laura says she chose Cardiology because of the type of interactions with patients and the medical team it provides.

Both Karen and Laura say the Cardiology department's staff members are what make the department such a great place to work. "Everyone from the physicians, to the clerks and technologists work incredibly well together to form a caring team," says Laura. "We care about each other and our patients and it shows." Since the department is small, every room is multi-purpose and it can get very cramped. "It is sometimes a challenge to keep people's health situation private," says Karen.

Thankfully, more space is on the way. The new Cardiology department in the new Patient Care Tower will be three times larger than the current space and will allow the department to expand its services offering three new treadmill bays, three new Electrocardiogram rooms, two new cardiac device clinic bays, an additional echo room and additional physician consultation rooms that will help improve patient privacy. The patient waiting areas will also be much larger to accommodate the increased patients to the department.



Karen, Dr. Cleveland and Laura outside their soon-to-be new home in the hospital's Patient Care Tower.

Cardiologist Dr. David Cleveland joined the department in 2003 after completing his training in Halifax and Edmonton. He says he chose Cardiology because it's a field in which there is always change, progress and excitement. "Also, the impacts of our work efforts are often quite immediately apparent," says Dr. Cleveland "Which is quite satisfying."

Dr. Cleveland agrees with Karen and Laura when it comes to the staff members saying, "We are blessed at this time to have a young and energetic team who are ready to share ideas and take on the challenge of changing times."

Like Karen and Laura, Dr. Cleveland is excited about their new space in the new Patient Care Tower. "Our new department will have the main advantage of more rooms and workspace which will allow us to provide better care, initially catching up on a backlog, and eventually expanding our services to include an Atrial fibrillation clinic, more timely access to Echocardiography, nuclear cardiology scans, combined heart function / device clinics for heart failure, and the potential to accommodate future changes and advances in the world of cardiology."

At six storeys high and 280,000 square feet, the new patient care tower will increase capacity and functionality of ambulatory care services, include five new operating rooms, 84 new single patient rooms, a rooftop helipad and space to allow the UBC Faculty of Medicine program to expand. The new Patient Care Tower will also accommodate renovations to significantly expand the emergency department and update the pharmacy, supplies and equipment stores in the existing hospital.