

Life as a Health Care Professional (Part 2 of 3)

Collector: **Gertie Fowler**

Contributor: **Cornelia Linstead**

Gertie Fowler:

Yes, this is a continuation of the interview with Cornelia Linstead, so Cornelia would you like to continue on now?

Cornelia Linstead:

I just want to mention ah....since the beginning in ah... when we opened our clinic in 1983 and the organization of our clinics, etc. Okay.

Gertie Fowler:

Okay. Alright.

Cornelia Linstead:

Ah... today the clinics in since 1983 and today the clinics are more organized. We have regular clinic hours from 8 a.m. to 4 p.m. After that it's for urgent....

Gertie Fowler:

Yes.

Cornelia Linstead:

....or emergency cases only.

Gertie Fowler:

Hmmm.

Cornelia Linstead:

The appointment system has been introduced for both for the RN's and the Physicians. It took some time for clinics to adjust to this practice but with perseverance it is now... seems to be working very well.

In the 1990's, the Provincial Health Line was introduced. After regular hours, clients are encouraged to call the health line, for non-urgent or non-emergency cases before contacting the health center. The appointment system and the Health Line have helped to decrease the number of clients we see after hours, leaving the nurses more available for urgent and emergency cases.

Clients now appear to be adjusted to the appointment system, although I do believe it's taking a little longer for them to adjust to the health line concept.

Gertie Fowler:

Okay.

Cornelia Linstead:

I'm not sure, if everyone is aware..

Gertie Fowler:

Yeah.

Cornelia Linstead:

... of the Health Line concept, but I'm sure that it will come with time.

Gertie Fowler:

Sure.

Cornelia Linstead:

But it has helped because we have gotten calls from the Health Line, right.

I will continue to... where I mentioned earlier about the the staffing at the Nursing Station and the Health Center. I'll give you a breakdown now. I'll give it to you in three categories.

Gertie Fowler:

Okay.

Cornelia Linstead:

That's what I'll.... that's what I'll try to do.

Gertie Fowler:

Yeah. Whatever you....

Cornelia Linstead:

Yeah. Acute care, like back in the 1960's to 1982 was at the nursing station days and ah... we had acute care responsibilities only. I guess we had the responsibilities of.. of caring for our Palliative and Respite, etc. , but it wasn't in the same line, like we are now.

Gertie Fowler:

Okay.

Cornelia Linstead:

So I'll break it down, in nursing station days for the Acute Care responsibilities and from 1983 to 1994 again with Acute Care responsibilities but at the Health Center, and then

from 1994 until today with Acute Care and Long Term Care responsibilities still at the Health Center.

Gertie Fowler:

Alright.

Cornelia Linstead:

With Long Term Care added right?

So in ah... at the Nursing Station, a Physician ... we had, it was a traveling Physician.

Gertie Fowler:

Okay.

Cornelia Linstead:

...and sporadically it wasn't it wasn't very often. Suppose to be every six to eight weeks but seldom did that happen.

Gertie Fowler:

Alright.

Cornelia Linstead:

And '83 to '94 we had one full time Physician and '94 to today we have two and three. Now it is difficult to retain Physicians. The last... I must say over the last two or three years, we've had our full compliment ah... one of the Physicians who just left was there for three years.

Gertie Fowler:

Hmmmm..

Cornelia Linstead:

That was good. And we still have two up there today.

Coordinator, well back in the sixties there was a nursing charge and she had to take on all the other responsibilities as well; clinic and whatever...whatever.

Gertie Fowler:

She still had to take care of ...

Cornelia Linstead:

She had to do it all. Yeah.

But in 1983, '84 they had a coordinator just to run the place. Yes, she helped with some clinics but that was in her own time, right.

Gertie Fowler:

Alright.

Cornelia Linstead:

She didn't have to, only if a nurse was vacant or... a position was vacant or something. So we had one full time and today we have one full time.

Regional nurses – we had one and two back in the '60's and the '80's and '90's we had ninety four, we had five. And today we got seven.

Regional nurse or Nurse Practitioners goes hand in hand. Okay

Gertie Fowler:

Okay.

Cornelia Linstead:

They do the same work.

Gertie Fowler:

Alright.

Cornelia Linstead:

Personal Care Attendants and the Nursing Station Days we had four. In '83 to '94 ah... for a while we had ... we had four, then it came down to one, and today we have one. But the PCA's and the LPN's here you'll see, they do the same type of work.

Gertie Fowler:

Alright.

Cornelia Linstead:

So we're gone from Personal Care Attendants, where they had four to one but we're adding the LPN's .

Gertie Fowler:

Alright... they've...

Cornelia Linstead:

PCA's

Gertie Fowler:

They fills in.

Cornelia Linstead:

When the PCA's retired, we didn't hire any more PCA's we hired LPN's . Okay.

Gertie Fowler:

Okay.

Cornelia Linstead:

But we still had one PCA left, that worked at the Nursing Station.

Gertie Fowler:

So PCA... explain that now what a PCA...

Cornelia Linstead:

Personal Care Attendant or a Nursing Aid, basically.

Gertie Fowler:

Yeah. Okay.

Cornelia Linstead:

Yup. Ah.... and with the LPN's it Licenses Practical Nurses.

Gertie Fowler:

Okay.

Cornelia Linstead.

Okay. So okay, the LPN's in '60 to '65 was one, well it started out with zero. Later they add one. In '83 to '94 we had four... no that was PCA's back then but later on in '83 it was zero but later on, later '80's and early '90's

Gertie Fowler:

We had four.

Cornelia Linstead:

...we had four because we changed from the PCA's to the LPN's . Today we have ten plus four casuals, who basically get full time work.

Gertie Fowler:

Okay. That's good.

Cornelia Linstead:

Secretary and Receptionist; we had two, we had one secretary and... no, back in the 60's we didn't have either Secretary or Receptionist in the opening of the Health Center we had two. So we had secretary and a receptionist and they relieved each other, so we didn't have any relief.

Today we got the same one Secretary and one Receptionist with about three casuals.

Gertie Fowler:

Alright.

Cornelia Linstead:

Relieve... to relieve them.

So the Lab and the X-Ray: in the '60's we had zero and '83 to '94 we had one and we still have one plus a casual.

Maintenance; ah... we had one back in the early days. In the '80's and '90's we had one and today we got one, plus a casual.

Gertie Fowler:

Hmm...hmmm.

Cornelia Linstead:

Home Care Nurse we had zero and zero and now we got .75.

Community Mental Health Nurse we had zero, zero, zero and now we have .5.

Public Health Nurse we had one, one, and one.

Dentist in the Nursing Station days, it was traveling and in '83 for a while... in the '90's I think we might have had one, but it started off with a traveling but now we have a full time dentist and we have a full time dental assistant that we didn't have back in the '60's and '80's.

Gertie Fowler:

Okay.

Cornelia Linstead:

Okay. Ah... Laundry, again Laundry and Domestic is kind of mixed up here because back in the Nursing Station days we had two people to do laundry, we didn't have anyone to do the domestic because the PCA's did the domestic work besides their nursing duties. Ah...and ah... but once we moved to the Health Center we put Laundry and Domestic together. So in '83 to '94 we had 1.5, laundry and domestic, probably cluing in on Laundry more because the PCA's also did part of the domestic work, they didn't do it all but they did part of the domestic work.

Gertie Fowler:

Alright.

Cornelia Linstead:

Today we have three laundry and domestic workers so the PCA's is relieved of any domestic duties. Okay?

So Cooks we had one in the Nursing Station days and one when it opened and now we had three.

(coughs) Excuse me.

Child youth and family services, we had zero, zero, and one. So again, like I said ten... a total staff of ten in the '60's, 20 in the '83 to '94 and now we have approximately 45.

Gertie Fowler:

Okay.

Cornelia Linstead:

Sorry there Gertie....

(Recording ends)