

NORTH CAROLINA CARDIOPULMONARY REHABILITATION ASSOCIATION

Standards for Quality Cardiopulmonary Rehabilitation Programs Statewide



NCCRA

Active, engaged and looking
forward to the future

NCCRA is Your Organization

- ▶ Website Updates
- ▶ Volunteer opportunities
- ▶ Networking
- ▶ Regional Meetings
- ▶ CEU's
- ▶ Your Board
- ▶ Leadership and Professionalism

NCCRA Committees

- ▶ Education
- ▶ Health Policy and Reimbursement
- ▶ Communication
- ▶ Membership
- ▶ Symposium

Bylaws

- ▶ Committees
 - 3 members and a board liaison
 - Committee Chair
 - Report at board meetings quarterly
 - Submit minutes to Secretary
 - Collaborate with liaison and the board
 - Discount or free symposium for active members

Discipline Chairs

- ▶ Exercise – Angela Lanier
- ▶ Nursing – Laurie Tester
- ▶ Respiratory Therapist – **Connie Paladenech**
- ▶ Dietician – Judith Hinderliter
- ▶ Psychologist – Dr. Matthew Whited

Discipline Chair Duties

- ▶ Maintain member communication within the discipline
- ▶ Submit relevant discipline information to NCCRA board, website, Facebook, LinkedIn
- ▶ Serve as a liaison to the board
- ▶ Help provide speakers and topics for discipline breakout session at symposium

Carl King Award

- ▶ Honors the dedication and commitment to the development of cardiopulmonary rehab

Do you know someone?

- ▶ Makes noticeable efforts in advancing ongoing efforts in your program
- ▶ Is an advocate for CPR and goes above and beyond
- ▶ Exemplifies the lifestyle changes and serves as a roll model for your team and patients
- ▶ Is embracing new challenges and finding innovative ways to meet the needs

Nominate them!

All nominations are due to the
Board by December 31st



NCCRA

Exciting Opportunities, Upcoming Projects,
Mentor Program, Website changes, Social
Media Posts, Networking and Collaboration

Get involved!

NCCRA Mountain Region Fall Meeting

Utilizing Volunteers and Student Interns in Your Cardiopulmonary Rehab Program

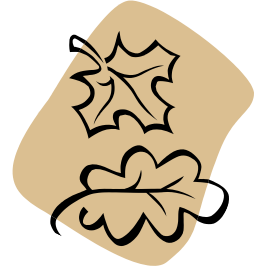


New Bern, North Carolina

Speakers

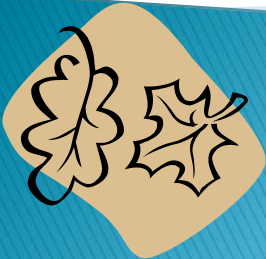
Kelly Forrest RN, NCCRA President

Alan Snow CPR Program Graduate and Volunteer, MBA



Conflict of Interest

Kelly Forrest – Nothing to disclose
Alan Snow – Nothing to disclose





An Affiliate of UNC
Health



Care As Special As You Are.

CarolinaEast Health System has been proudly serving New Bern and the coastal Carolina region for more than 55 years.

Description

Volunteers and students can be a valuable asset to your program. These committed individuals can assist staff and patients by providing high quality, cost-effective care and support to your patients, staff, and program.

Learning Objectives

Learn how to recruit volunteers for your program's needs through your hospital's volunteer program

Explore potential ways volunteers can enhance and aid in daily duties

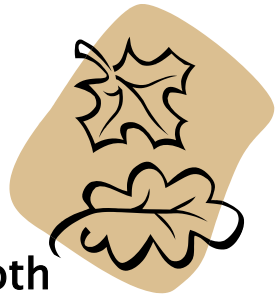
Learn how to collaborate with universities to offer student internships

Identify the value and positive results of coaching a student

Cardiopulmonary Rehab



Cardiopulmonary Rehab



Six scheduled exercise sessions per day, Monday – Thursday, for both cardiac and pulmonary patients

50 – 60 patients per day

Formal, in-person education classes for cardiac and pulmonary patients, covering six topics

In-person, one-hour orientation meetings for new cardiac and pulmonary patients, held weekly

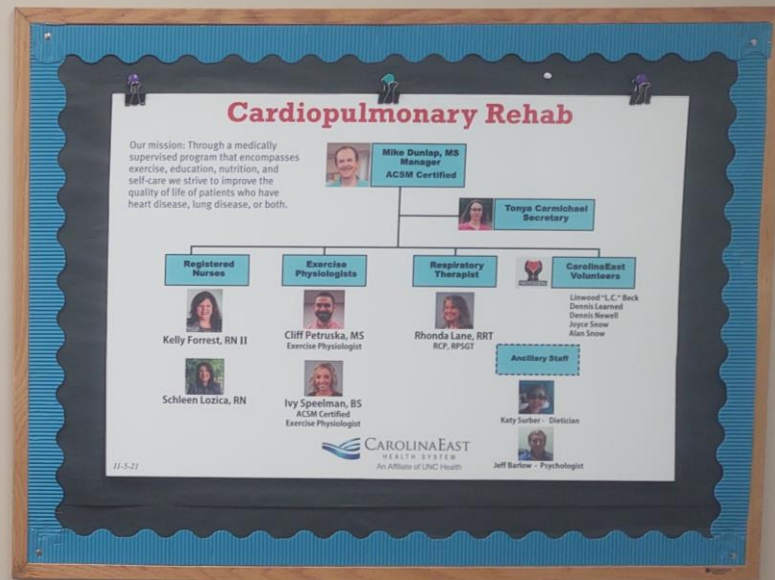
CarolinaEast CPR Team



- Motivation -

is what gets you started.

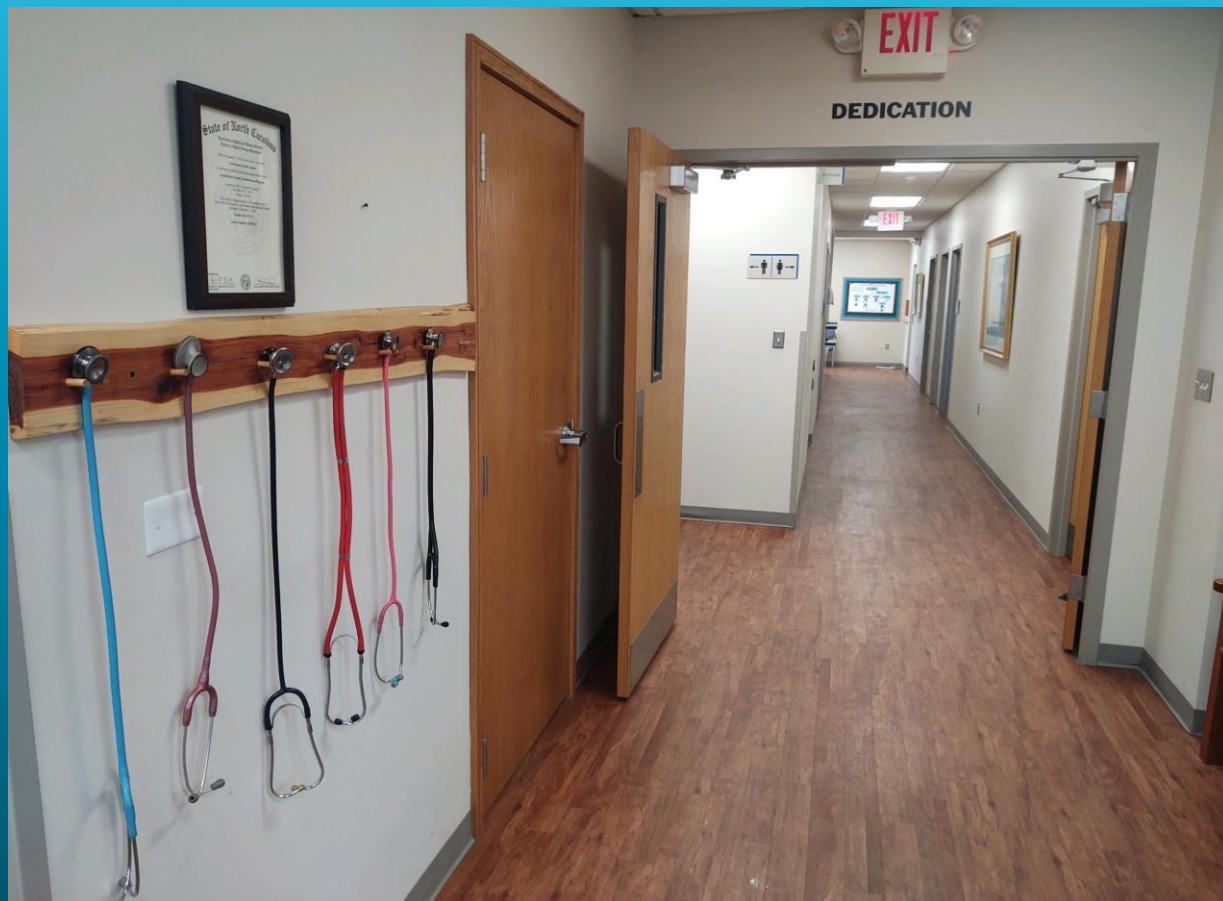
Habit is what keeps you going.

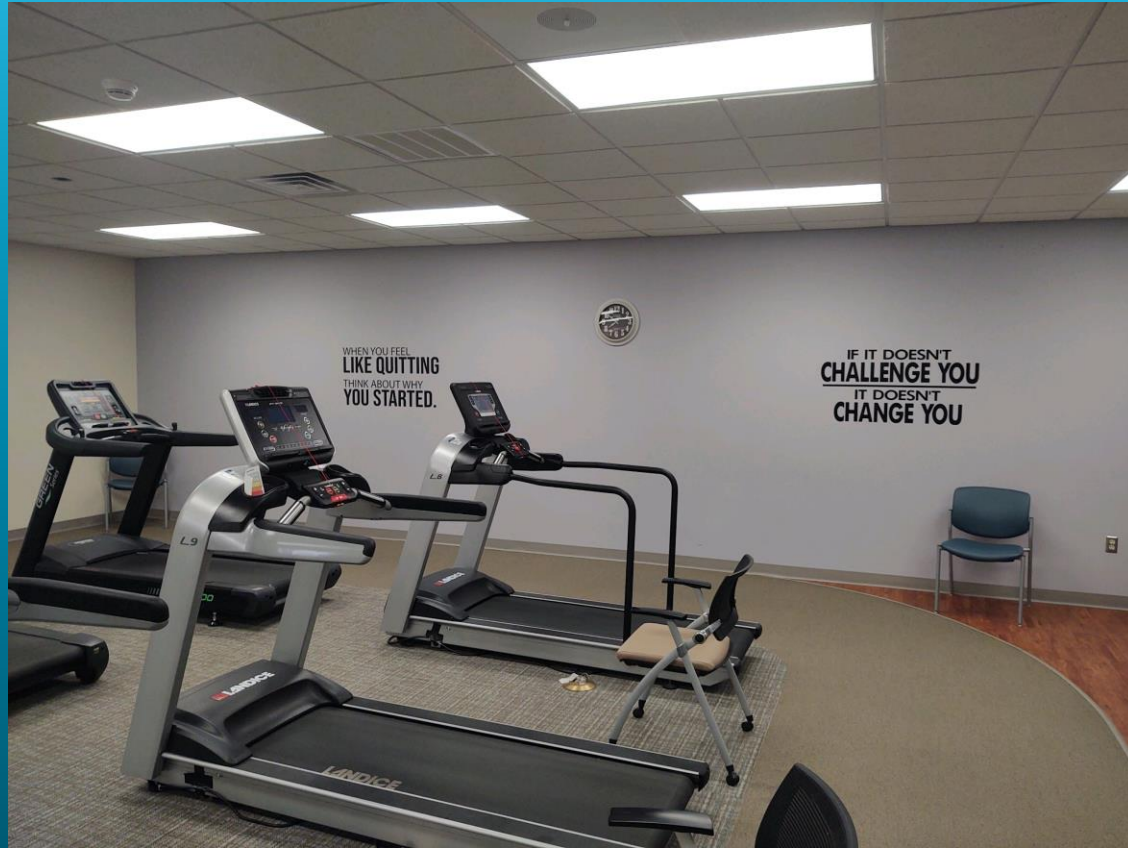


DETERMINATION









WHEN YOU FEEL
LIKE QUITTING
THINK ABOUT WHY
YOU STARTED.

IF IT DOESN'T
CHALLENGE YOU
IT DOESN'T
CHANGE YOU



CarolinaEast Volunteer Program

CarolinaEast could not do what it does so well without the generous support of our volunteers

Volunteering at CarolinaEast is truly a labor of love!



CarolinaEast Volunteer Program

- 300 strong and growing
- Volunteers support departments throughout the medical center
- Volunteers can also join several unique and special groups:
 - “Thera-Paws”*
 - CarolinaEast Foundation*
 - “Sharing Hearts”*
 - Home-based volunteers handcraft items for patient comfort*
- Prospective volunteers complete a daylong orientation to become familiar with medical center policy and procedures

“Thera-Paws”



“Furapy” at its Best!

CarolinaEast’s Canine Visitation Program

- All canines are trained, screened, and certified in the “AKC Canine Good Citizenship Program
- Canines are gentle, patient, and at ease with strangers
- Canines help patients with learning difficulties and assist medical professionals in providing psychological and physical therapy
- Our Thera-Paws dogs are best known for bringing comfort, affection, and happiness to patients, visitors, and staff

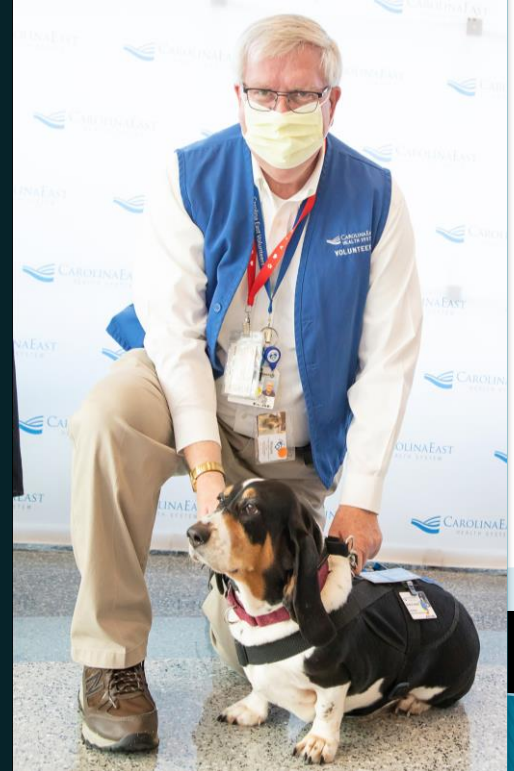
**Daisy and
Manny**

Hard at Work

Volunteers of
the Year



Bella Moose



One Happy Bunch!

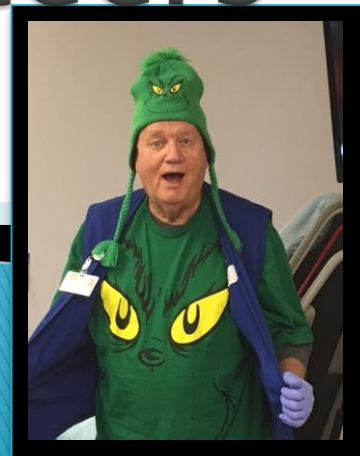
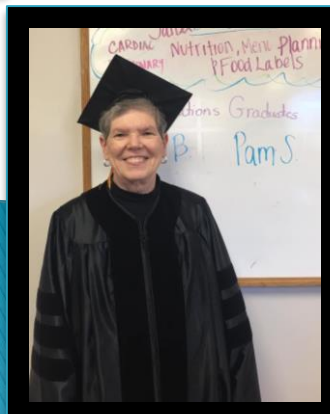


There are no words...





Our Volunteers



Job Responsibilities: Cardiopulmonary Rehab Volunteer

Perform a wide range of nonclinical tasks to support patients and staff:

Sanitation and Cleaning

Patient Support and Interaction

Professional Staff Support



Job Responsibilities: Cardiopulmonary Rehab Volunteer

Sanitation and Cleaning

Exercise Gym

- 3-lead heart transmitter
- Pulse oximeters
- Treadmills
- Recumbent steppers
- Upright bikes
- Elliptical machine
- Hand weights
- Countertops

Classroom

- Tables
- Chairs
- Pulse oximeters
- Scale

Waiting area

- Tidy up as needed

Job Responsibilities: Cardiopulmonary Rehab Volunteer

Patient Support and Interaction

Greet patients by first name

Encourage patients with a welcoming and approachable demeanor

Engage in friendly conversation, taking cues from patient

Offer and hand out water

Assist patients with using and adjusting equipment – refer to clinical staff as required

Respond to patient questions – refer to clinical staff as required

Alert staff about patients struggling or having unusual difficulty

Hand out, retrieve, and clean hand weights

Adjust fans in exercise room

Adjust TVs in exercise room

Participate in weekly new patient orientation meeting

Present “Sharing Hearts” overview once monthly to current patients to inform and recruit

Job Responsibilities: Cardiopulmonary Rehab Volunteer

Professional Staff Support

Keep exercise room refrigerator stocked with bottled water for patients

Maintain supply of clean towels on exercise room countertop for patient access

Alert staff when supplies are running low: e.g., water, electrodes, towels

Set up classroom for weekly orientation meetings

Assist department secretary with copying various documents: education, orientation, etc.

Assist department secretary with assembling handout folders for education classes and orientation meetings

Make and implement improvement suggestions, e.g., orientation presentation, "Sharing Hearts" presentation, process to identify exercise machines that require cleaning

Cardiopulmonary Rehab Volunteer: Patient Feedback

“You helped ease my husband’s anxiety as well as mine during a stressful time”

“Your words of encouragement helped motivate me to work a little harder”

“Doing hand weight exercises with me helped increase my confidence”

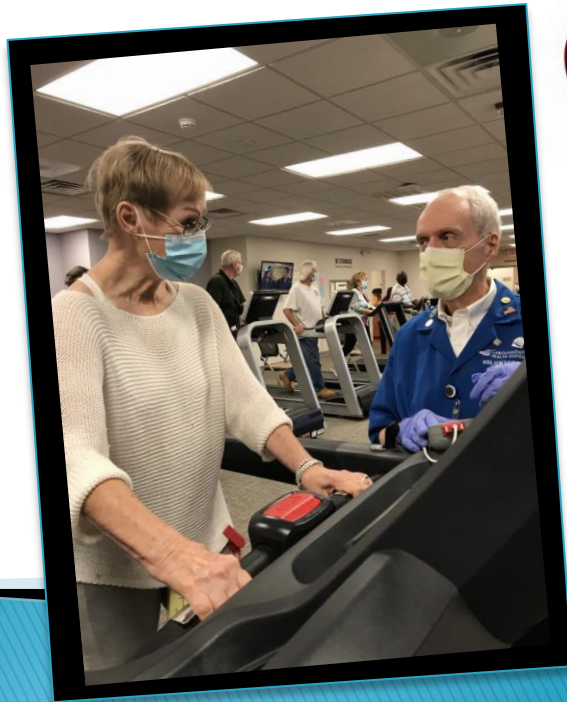
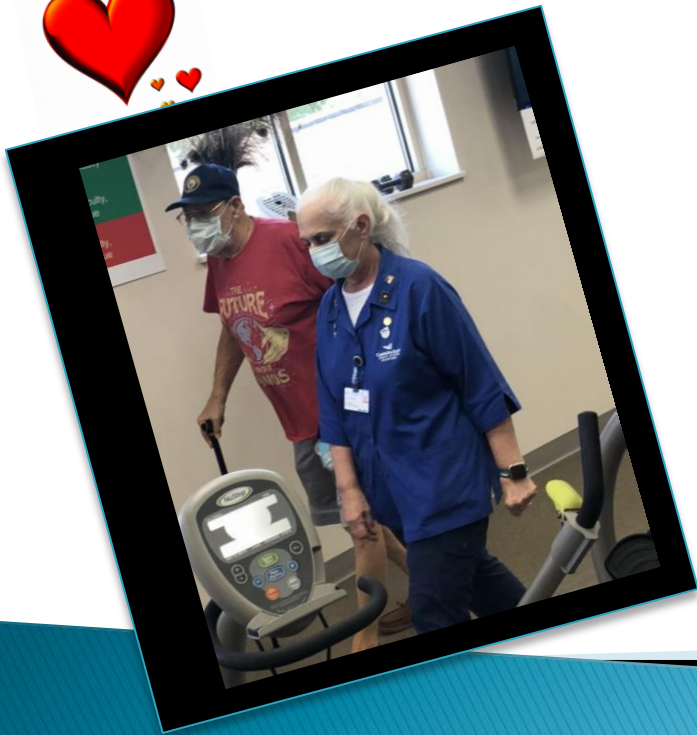
“You walked around the track with me on days when it was hard to get going”

“Thanks for unscrewing the cap on my water bottle – it’s very tight!”

“You patiently showed me how to attach my heart monitor because I had completely forgotten how from last week”

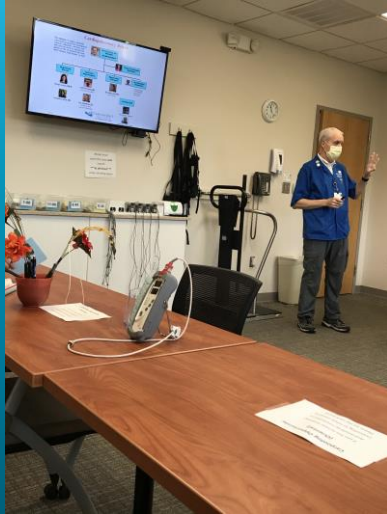
“Your kindness is a blessing”

One-on-One with our Patients





Weekly New Patient Orientation



CarolinaEast: 2021 Volunteers of the Year



Welcome to the CarolinaEast Health System

Cardiopulmonary Rehabilitation Program



CAROLINA EAST
HEALTH SYSTEM

An Affiliate of UNC Health

Alan Snow



CABG-5: 11-27-2018

Photo taken: 01-29-2019



(Began cardiac rehab: 01-02-2019)

The four “C’s” of diamond quality?



The four “C’s” of diamond quality

Cut

Carat

Clarity

Color



The five “P’s” of Cardiopulmonary Rehab quality are...

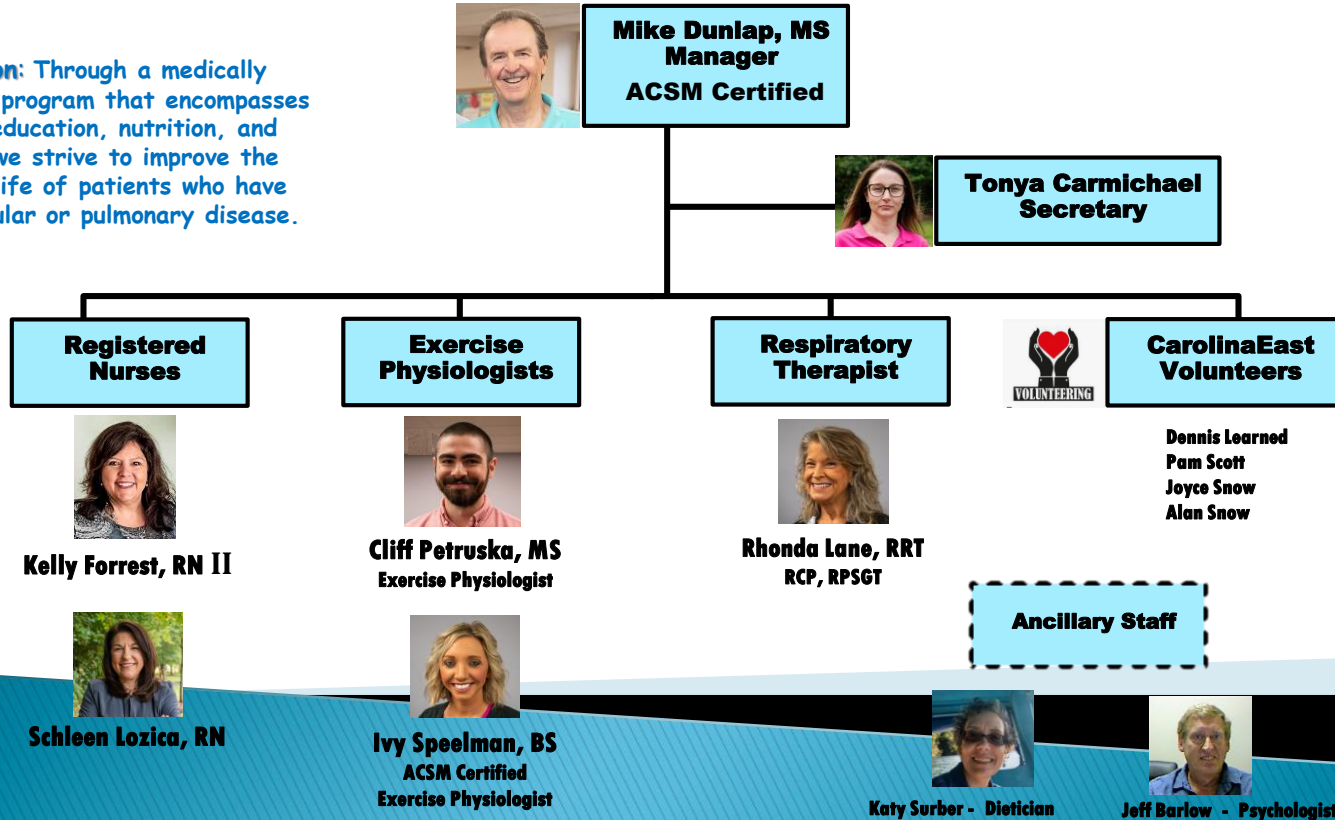


1. People



Cardiopulmonary Rehab

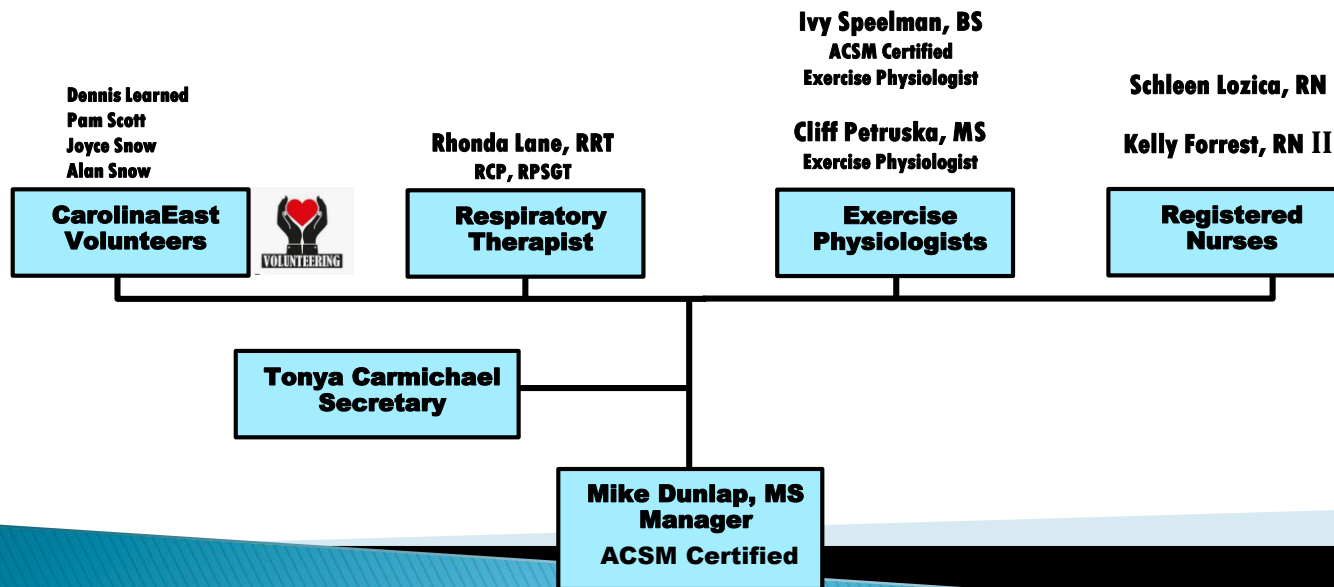
Our mission: Through a medically supervised program that encompasses exercise, education, nutrition, and self-care we strive to improve the quality of life of patients who have cardiovascular or pulmonary disease.



Cardiopulmonary Rehab

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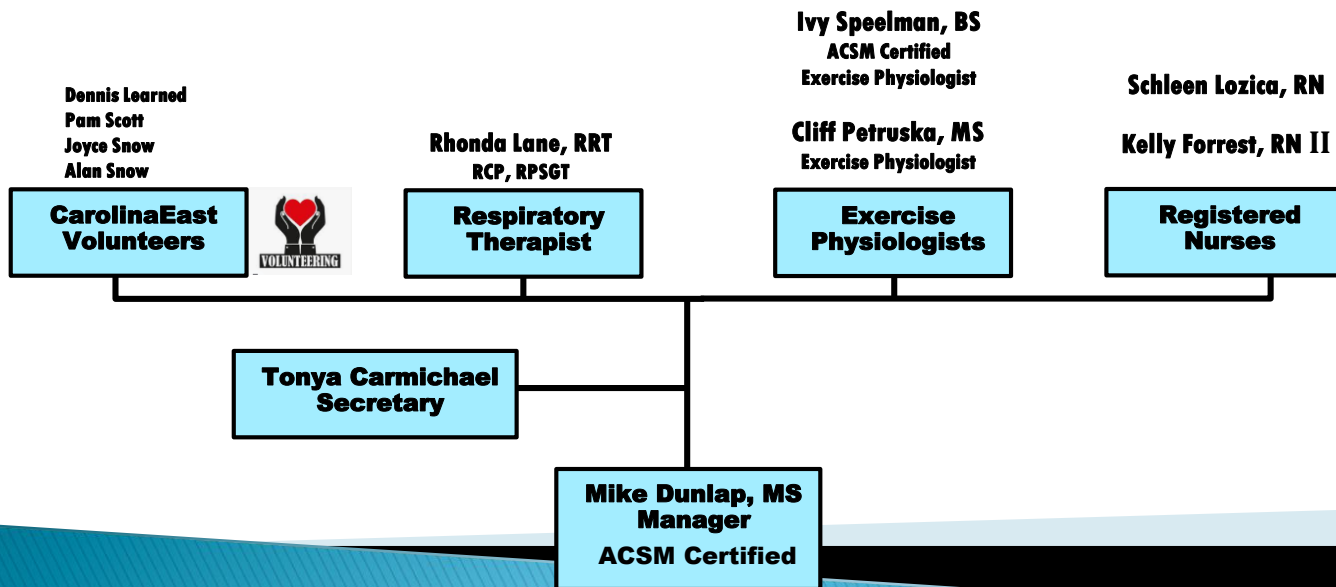
1. People



Cardiopulmonary Rehab

1. People

Our Patients – You!



Cardiopulmonary Rehab

2. Plan

1. People



3. Pace

1. People



2. Plan

4. Physical

1. People



2. Plan

3. Pace

5. Psychological

1. People

2. Plan

3. Pace

4. Physical



“SARAH” Change Model

(Normal Reactions to Change)

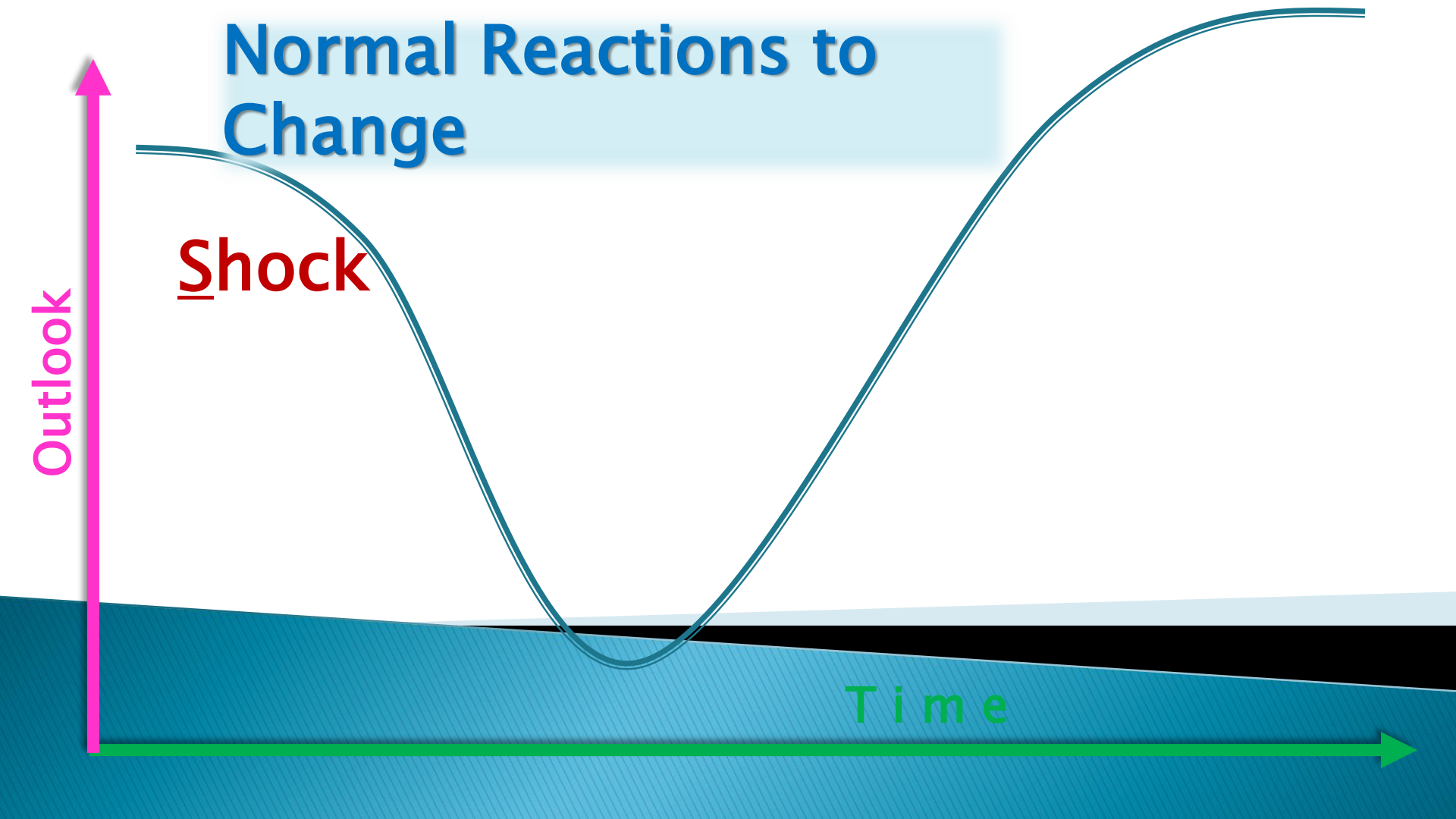


Normal Reactions to Change

Shock

Outlook

Time



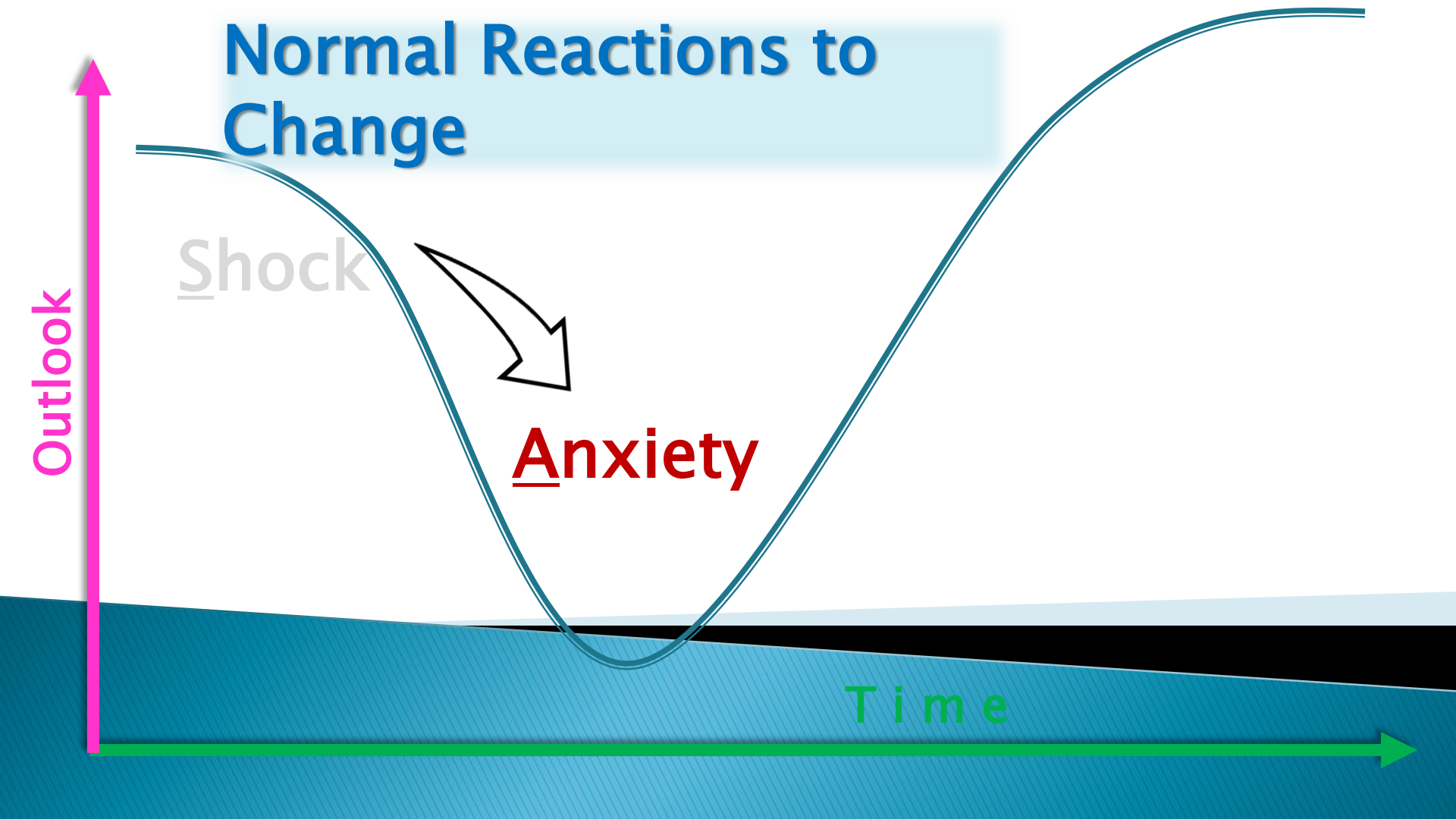
Normal Reactions to Change

Shock

Anxiety

Time

Outlook



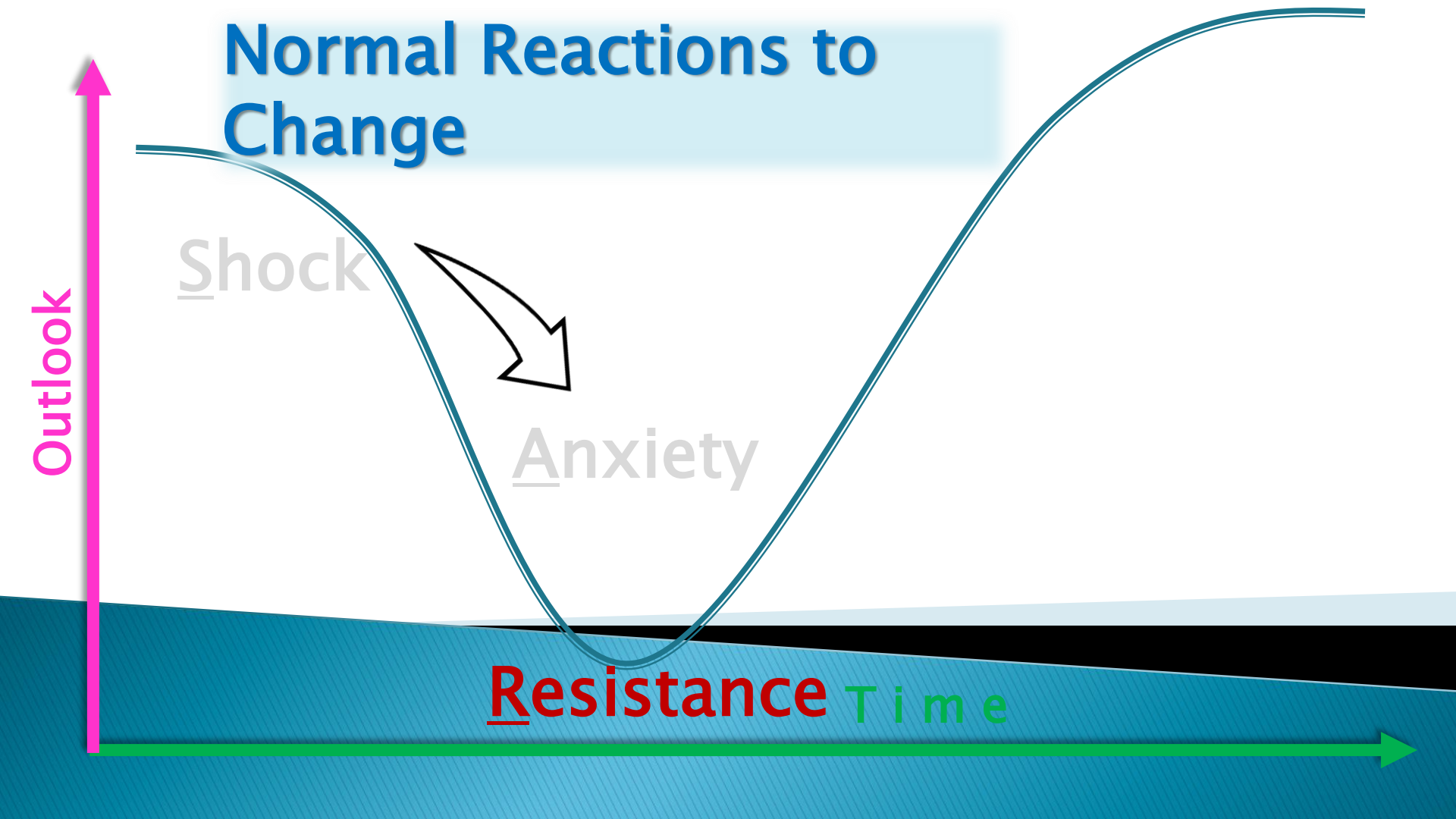
Normal Reactions to Change

Shock

Anxiety

Resistance Time

Outlook



Normal Reactions to Change

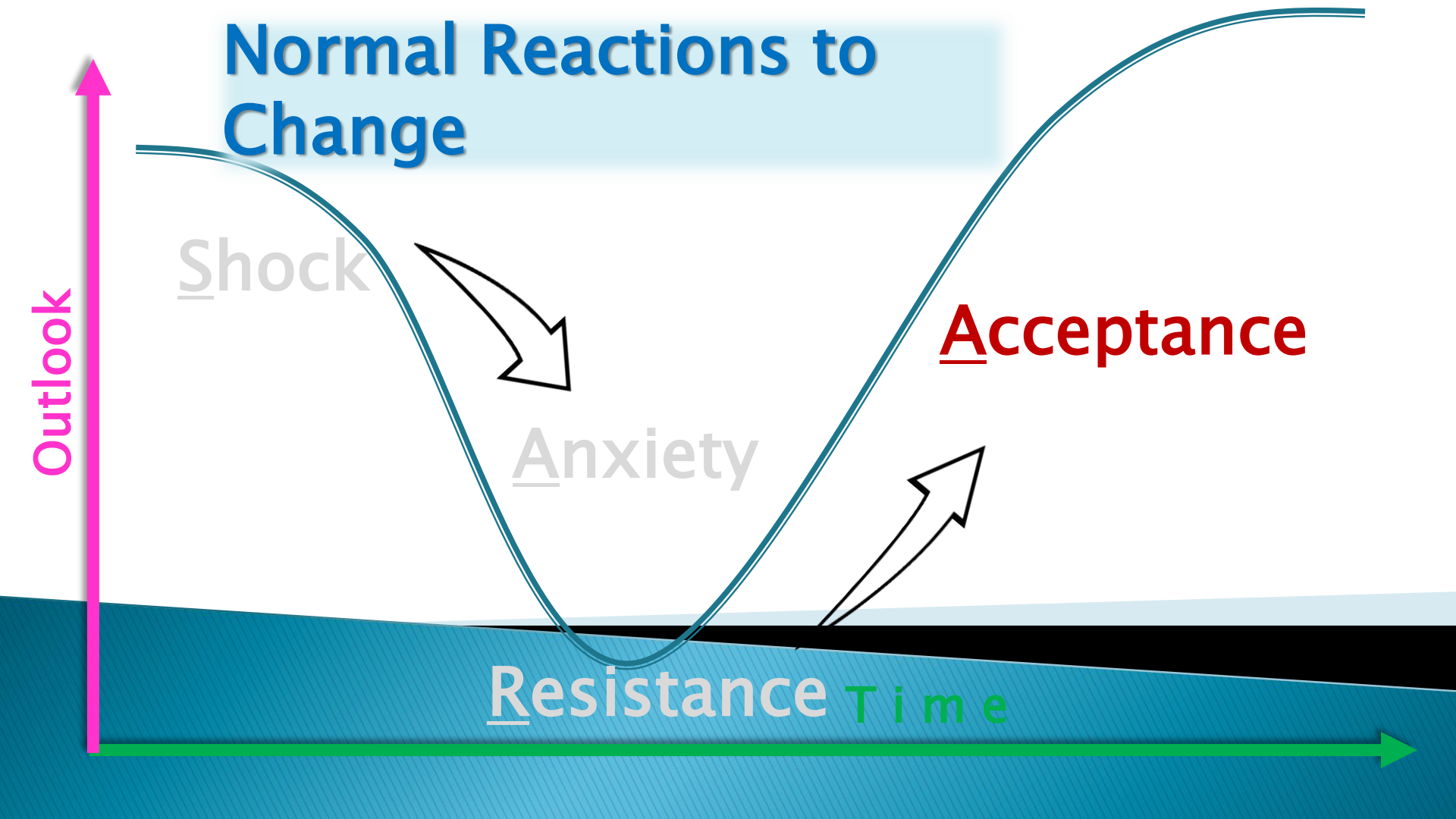
Shock

Anxiety

Acceptance

Resistance Time

Outlook



Normal Reactions to Change

Shock

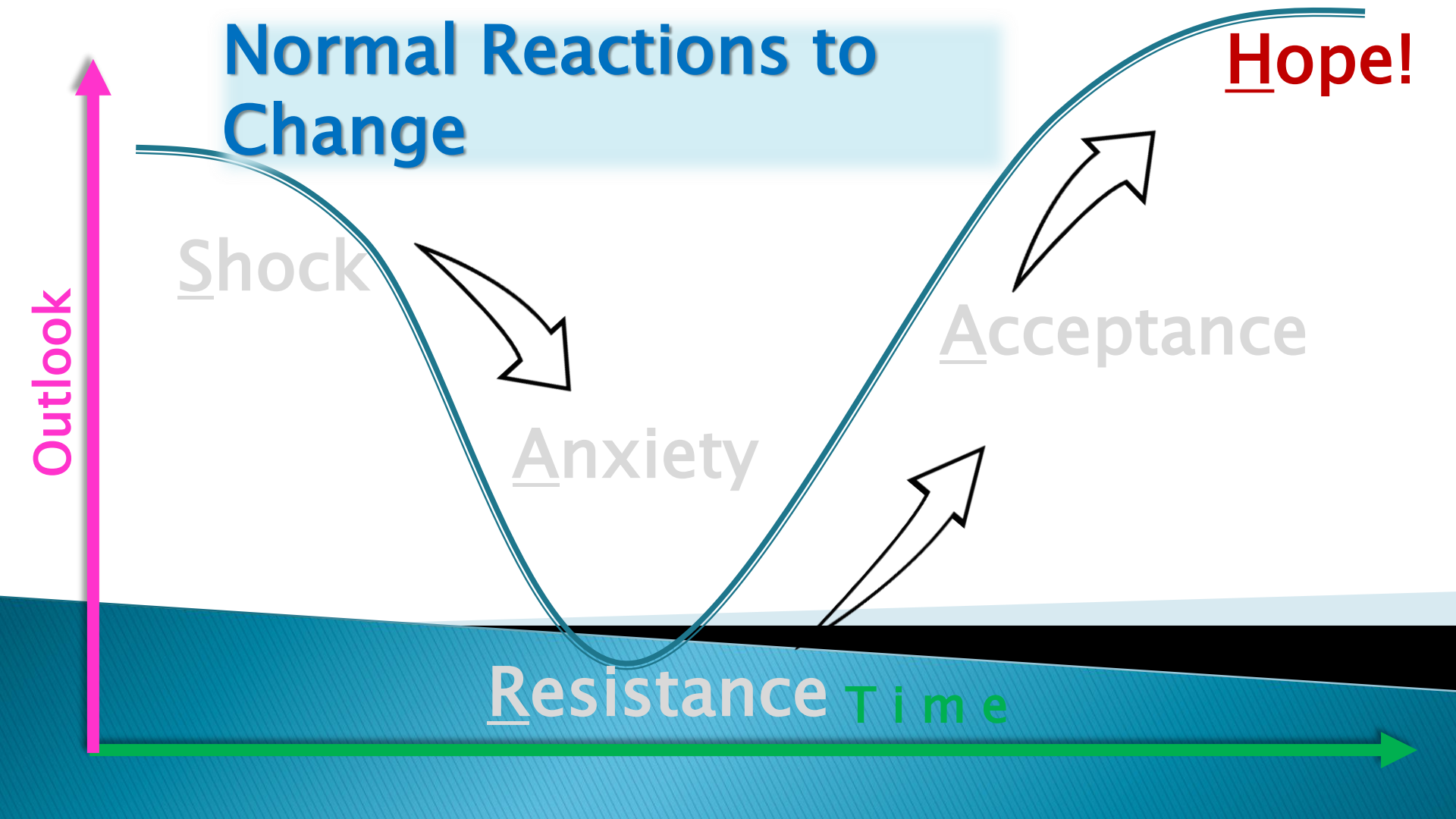
Anxiety

Acceptance

Hope!

Resistance Time

Outlook



Normal Reactions to Change

Shock

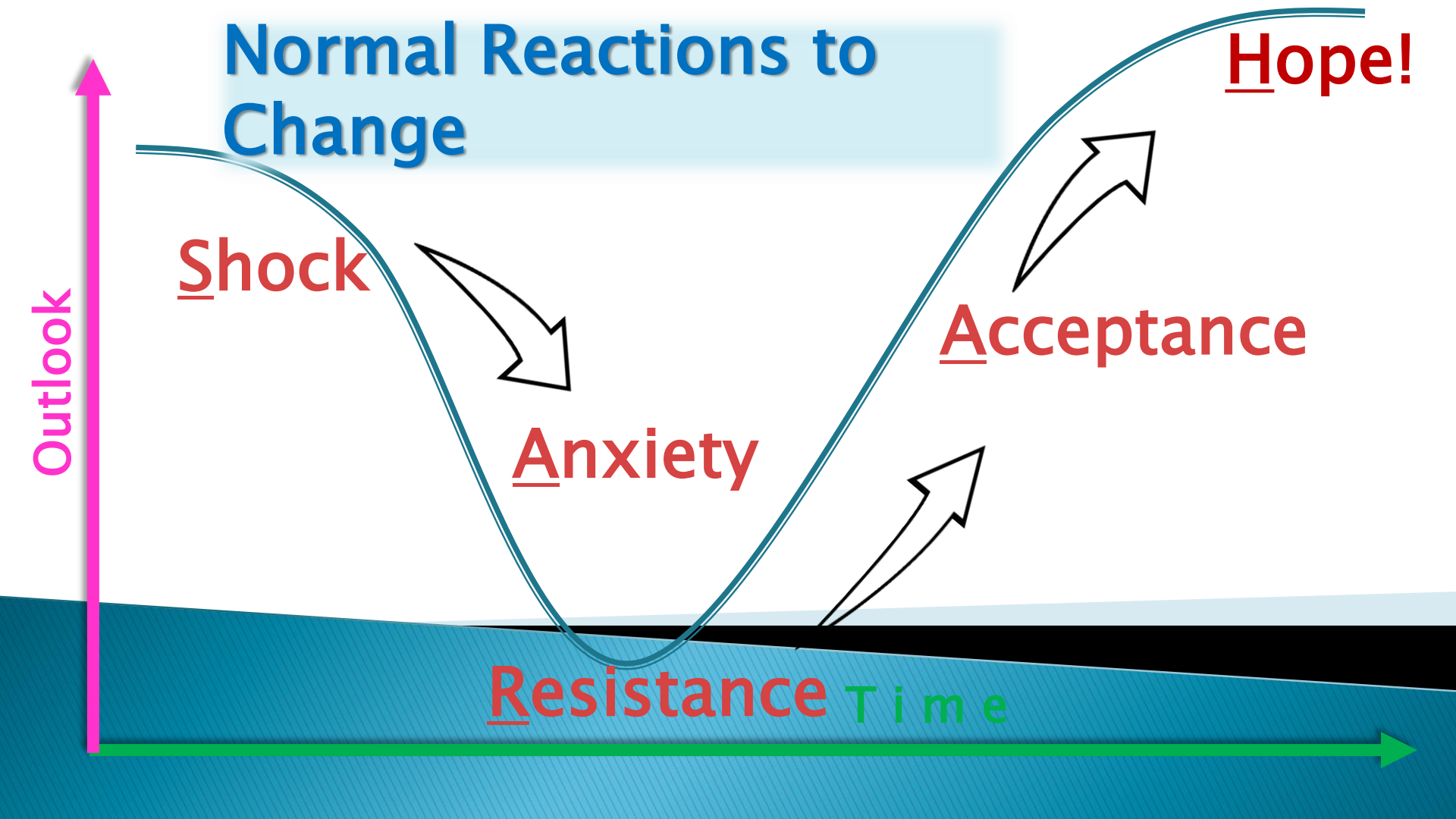
Anxiety

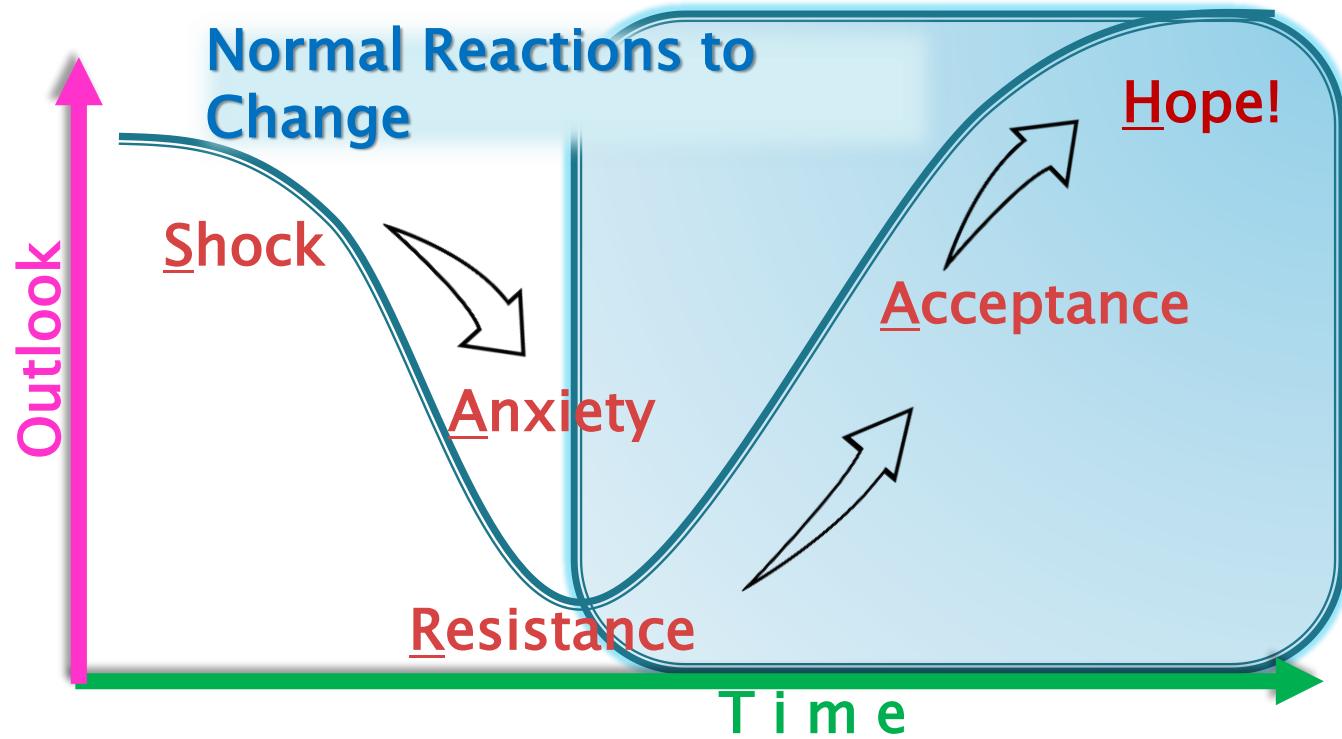
Acceptance

Hope!

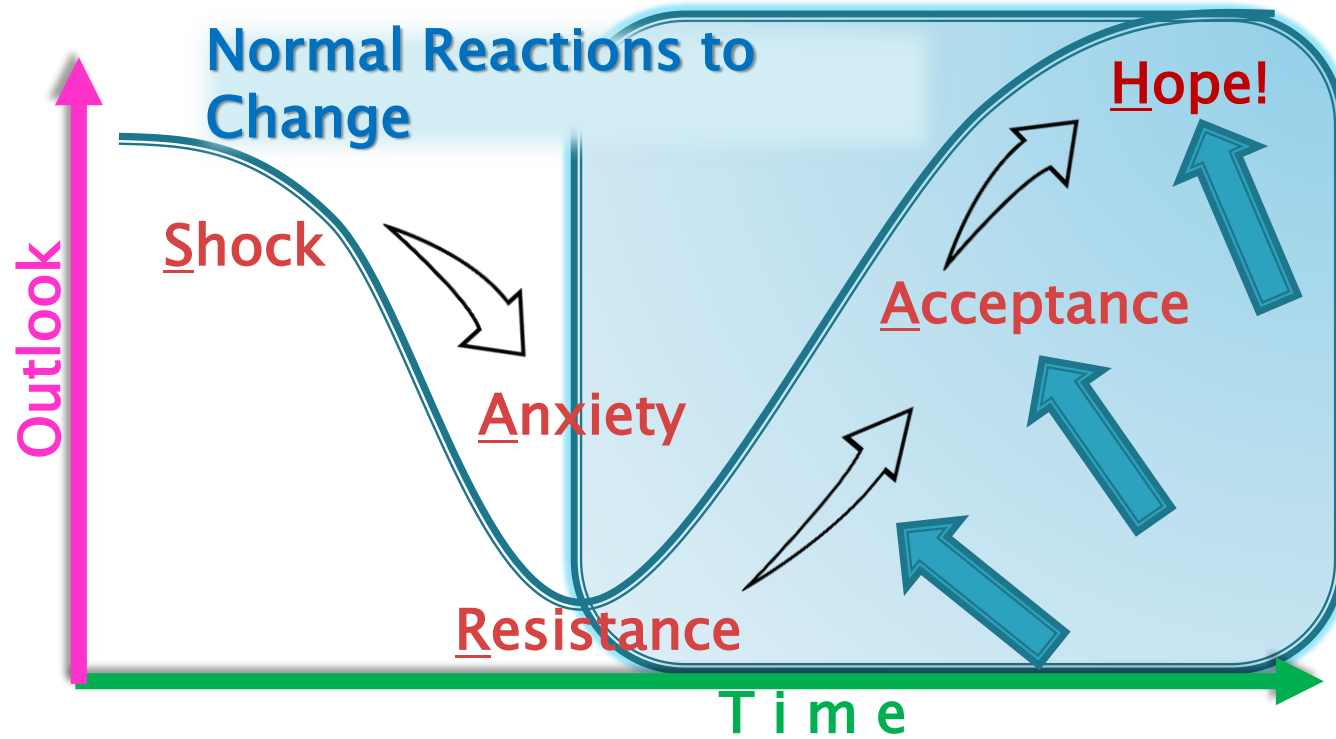
Outlook

Resistance Time





Blue shaded area indicates where
Cardiopulmonary Rehab pays off!



Blue shaded area indicates where
Cardiopulmonary Rehab pays off!

Shock

Anxiety

Resistance

Acceptance

Hope

The Five P's

1. People

2. Plan

3. Pace

5. Psychological

4. Physical



The Five “P’s” of CPR Quality



There is
a sixth
“P” ...



People
Plan
Pace
Physical
 Psychological



The Sixth “P”



Progress!



“Sharing Hearts” Volunteer Program

Alan Snow



“Sharing Hearts” Volunteers



Sharing Hearts

Our Mission

With physician support and patient approval,
we visit hospitalized heart patients, their
families and loved
ones to offer encouragement and support.



Sharing Hearts

Who we visit

We visit patients who are experiencing one of these procedures:

- Coronary artery bypass graft surgery (CABG)
- Angioplasty and stent placement
- Aortic valve repair or replacement surgery
- Transcatheter Aortic Heart Valve Replacement (TAVR)



Sharing Hearts

Key Objectives

Drawing on our own personal experience we:

- Offer peer support, hope, and encouragement
- Suggest strategies for managing a heart-healthy lifestyle
- Offer insight into the normal emotional reactions that often follow a heart procedure
- Recommend participation in the Cardiac Rehabilitation program

We strive to make a difference in a patient's recovery and outlook on life



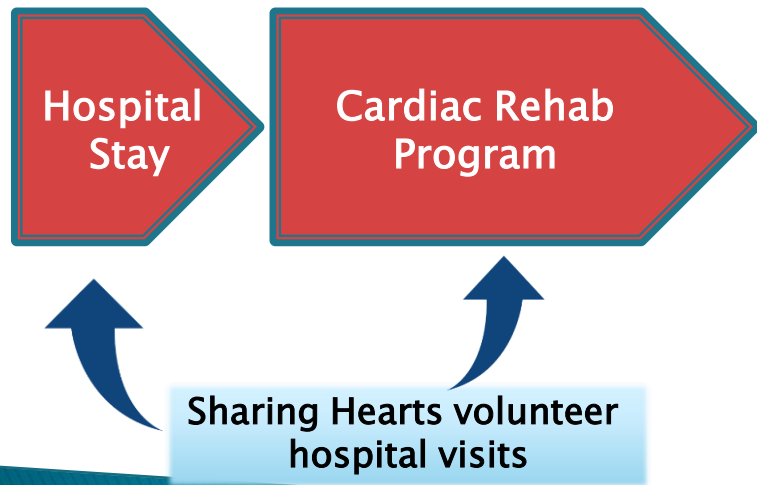
Cardiac Patient Recovery and Rehabilitation Timeline



Sharing Hearts volunteer
hospital visits

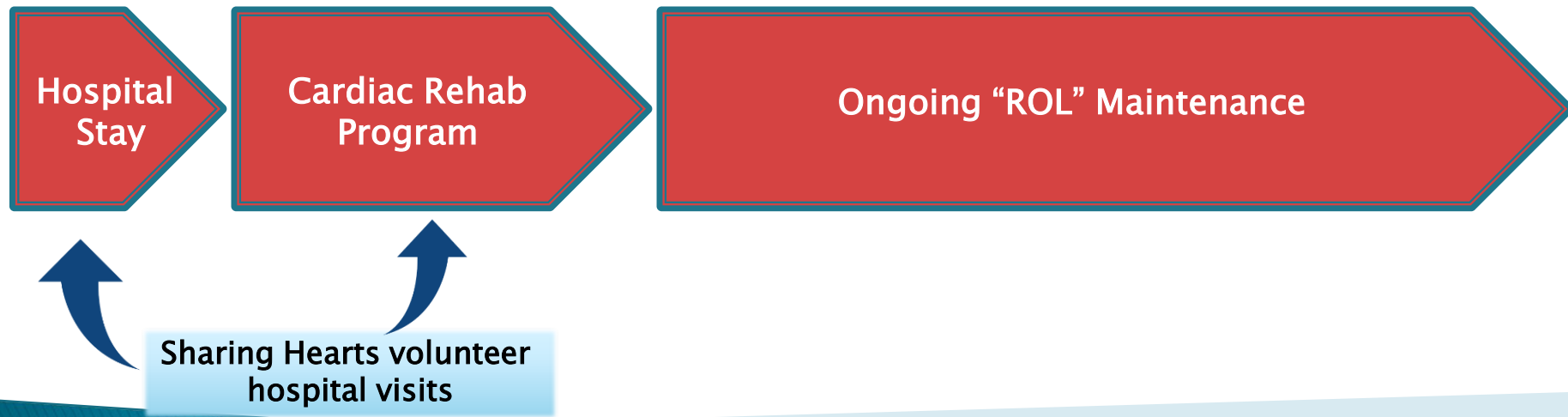


Cardiac Patient Recovery and Rehabilitation Timeline





Cardiac Patient Recovery and Rehabilitation Timeline





Sharing Hearts...volunteer requirements

Must be a former heart patient, possessing personal experience with a major heart event

- First step: become a “certified” CarolinaEast volunteer
- Important personal skills and attributes:
 - Excellent customer service skills
 - Ability to work with a wide variety of age groups and ethnicities
 - Display professional appearance at all times
 - Work effectively with others without direct supervision
 - Maintain absolute confidentiality and follow HIPAA guidelines at all times
 - Be able to walk long distances
- Must receive training from an experienced Sharing Hearts volunteer



Sharing Hearts...why volunteer?

- **“I remember being so grateful to the volunteers who helped me after my own surgery, I swore I would pay it back.”**
- **“It feels good to help people feel more comfortable and more secure at a time of fear and uncertainty.”**
- **“Being able to give others a sense of relief is why I decided to volunteer.”**
- **“Sharing my story with patients about how great life can be after their procedure helps ease their anxiety.”**



Sharing Hearts...why volunteer?

**“If your attitude is gratitude, you
just might want to volunteer”**

*Frank V., age 93
Sharing Hearts Volunteer*



Sharing Hearts...why volunteer?

**“We make a living by what we get.
We make a life by what we give.”**

Winston Churchill



Sharing Hearts...other volunteer benefits

- Making connections with others, and making new friends
- Emphasis on our own physical and emotional well-being
- Volunteer recognition luncheon – “Volunteers of the Year”
- Christmas luncheon
- Thanksgiving and Christmas gift certificates



Volunteering makes us HAPPY!



Sharing Hearts

We welcome you to join our cause!

Sharing Hearts is a unique opportunity to make a difference in a patient's recovery and outlook on life.

For more information about this or other volunteer opportunities, please contact CarolinaEast Volunteer Services: **252-633-8127**



Sharing Hearts

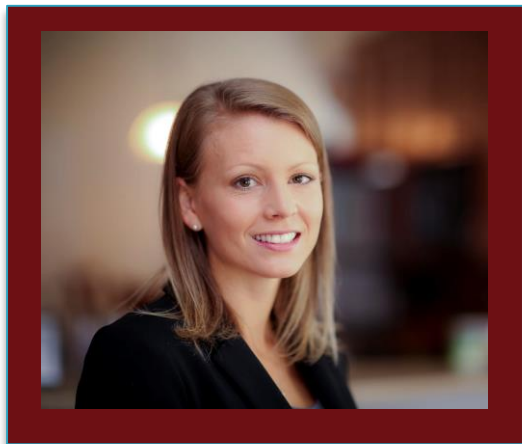
Thank you!

Exercise Science and Nursing Student Rotation

Kelly Forrest, RN
NCCRA President

ES Student Rotation–Where to begin?

- ↓ Student contact
 - ↓ University collaboration with your facility
 - ↓ Objectives, contracts, immunization records, and institutional agreements
 - ↓ Education Department and Human Resources involvement
 - ↓ Organizational orientation
- 



Student Contact

Manager
Human Resources

Collaboration

Your institution and the universities

Know the schools in your area

Plan for student rotations

Develop an agreement



WELCOME TO OUR WORLD!



CarolinaEast CPR





First Day on the Job

- ✓ Tour the department
- ✓ Meet the team
- ✓ Get a badge
- ✓ Observe consultations at the hospital with Manager
- ✓ Provide the rotation checklist
- ✓ Discuss student objectives and projects

	Student Checklist	
Daily Schedule	Manual BP skills	Phones / Etiquette
Common Diagnosis	Pulse Oximeter	Emergencies
Programs Offered	Oxygen	Sanitation
Policies / Procedures	Patient interaction	Documentation
Equipment	Patient education	
Consults	Nursing assessment	
Orientation		
Observation goals	EKG Monitoring	
Project goals	6MWT	
ITP	Exercise RX	

ES Student Advantages

- ↓ Meet student learning requirements for graduation
- ↓ Learn the ES role in Cardiac/Pulmonary Rehab
- ↓ Explore common admission diagnosis and treatments in CPR setting
- ↓ Integrate ES knowledge to administer appropriate exercise tests, and create exercise prescriptions, and treatment plans

ES Student Advantages

- ⚓ Observe interventional procedures such as CABG, TAVR, Stents, Watchman, Pacemaker, Ablation, and Stress Tests
- ⚓ Develop a professional relationship with CPR team

Some might become staff!

Cliff

Laura

Logan

Aurora

Josh

NURSING STUDENT ROTATION



How it all started



One 8 hr day or ½ day

Benefits of Nursing Student Rotation

- ⚓ Learn the purpose of Cardiac/Pulmonary Rehab
- ⚓ Identify the multiple components of the program
- ⚓ Learn who can benefit from cardiac, pulmonary, SET-PAD programs
- ⚓ Understand the referral process and appropriate diagnosis

Why is everyone at
the gym asking me why
I'm sitting still on
the stationary bike?

I'm going downhill, dude,
mind your business.



Celebrate every day!



You don't have to be crazy
to work here.
We will teach you!





Thank you

Kelly Forrest – kforrest@carolinaeasthealth.com