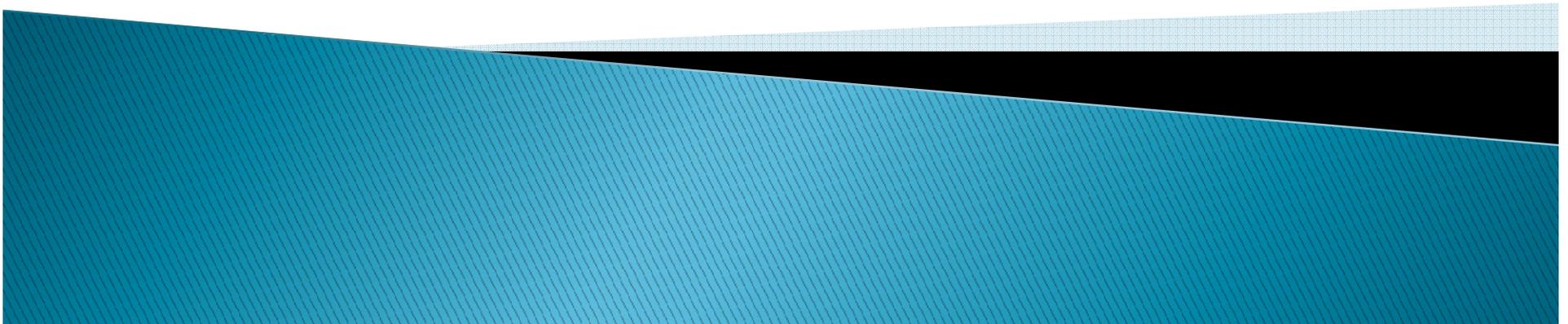
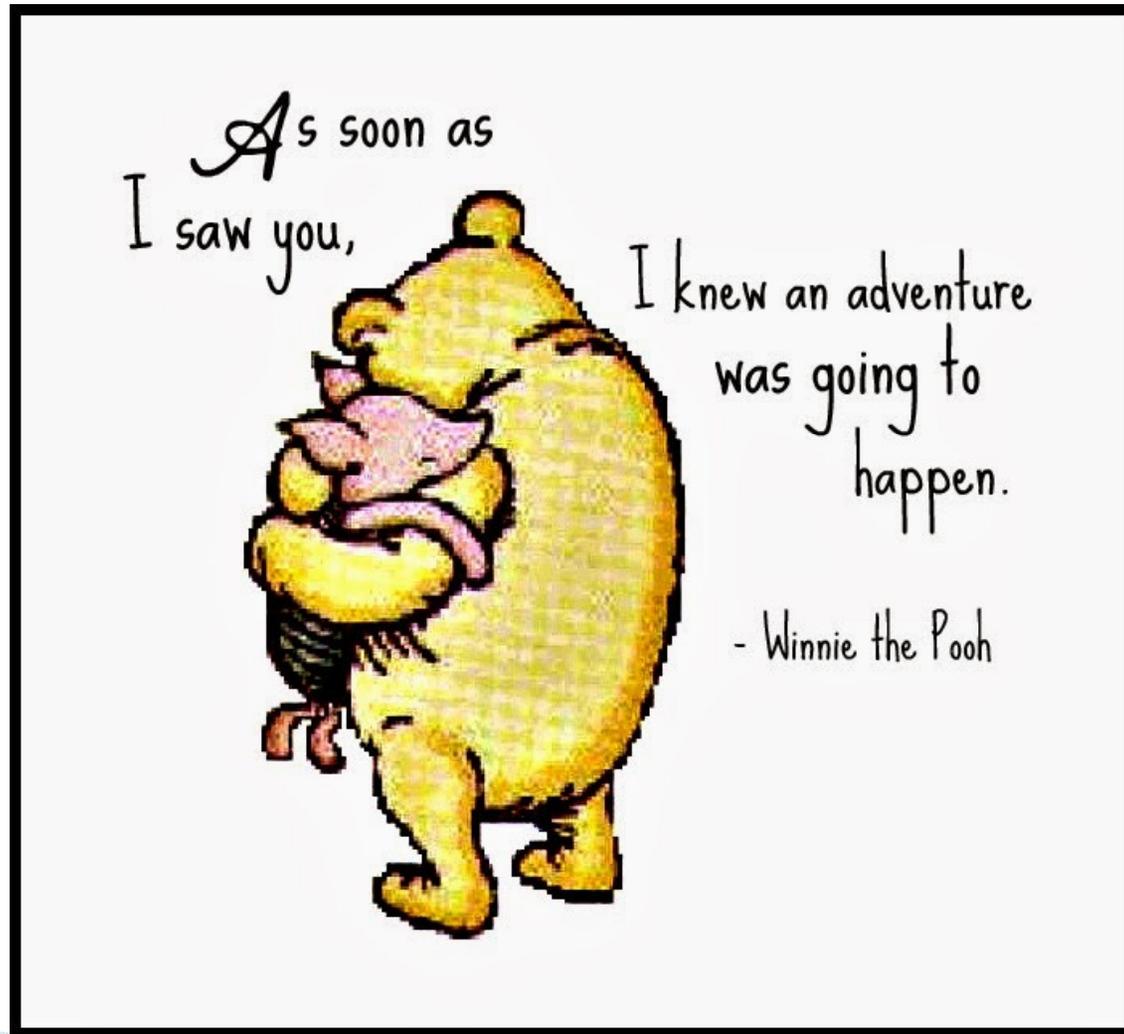


Becoming Your Own CEO

Pamela Heggie, RN, BN
Northern Alberta Adult Congenital Heart Clinic

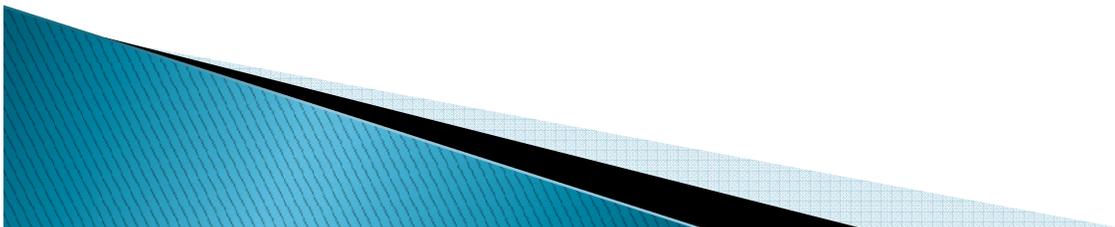


Growing Up with Congenital Heart Disease.....



Adult Health Care

- ▶ Transfer and Transition has been discussed
- ▶ Unsure of “Adult World”
 - Grown Up Expectations
 - Self Reliance
 - Patient Centered
 - Autonomy



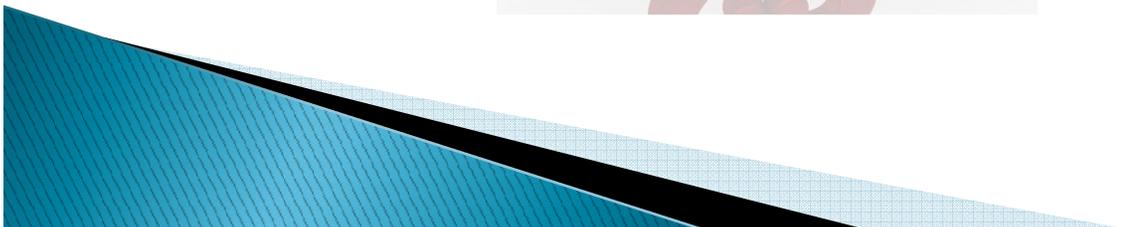
It's Inevitable.....

- ▶ Calvin: “When a kid grows up, he has to be something. He can't just stay the way he is. But a tiger grows up and stays a tiger why is that?”
- ▶ Hobbes: “No room for improvement.”
- ▶ Calvin: “Of all the luck, my parents had to be humans.”
- ▶ Hobbes: “Don't take it too hard. Humans provide some very important protein.”



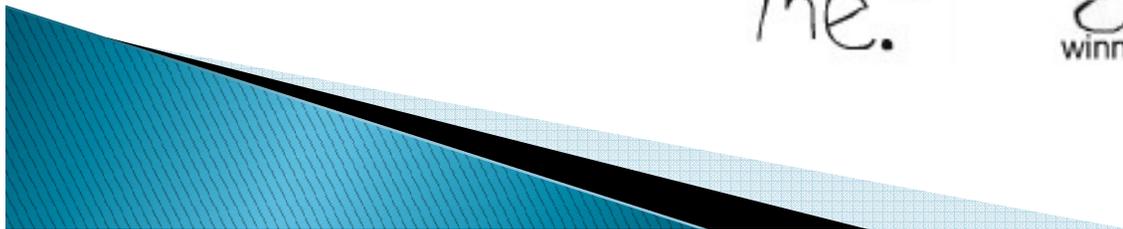
Becoming Your Own CEO

- ▶ “director, decision maker, leader, manager, and executor”
- ▶ “one of the most coveted and least understood jobs”
- ▶ “charged with maximizing the value of the entity”



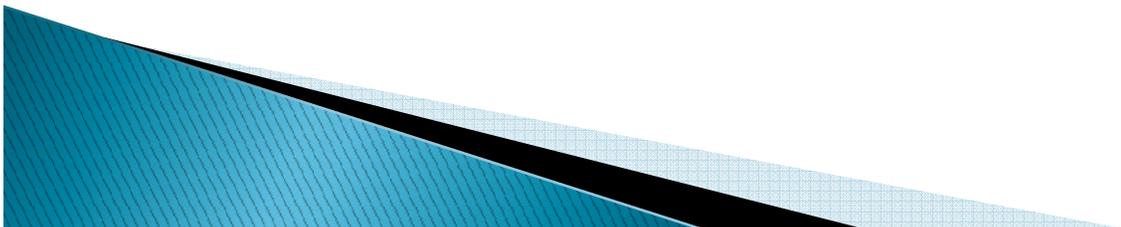
CEO- Top prospect is you

"The things
that make
me different
are the
things
that
make
me."



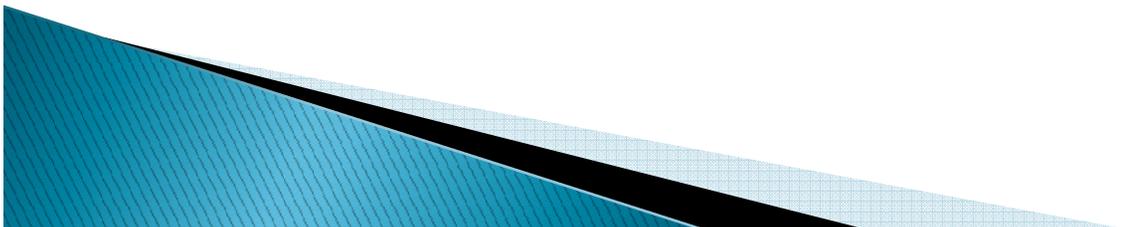
CEO-Seek KNOWLEDGE

- ▶ Anticipatory guidance for a clinic appointment:
 - Condition
 - Surgeries and Procedures
 - Medications
 - Allergies
- ▶ Family Doctor
 - First point of contact
 - Gatekeeper



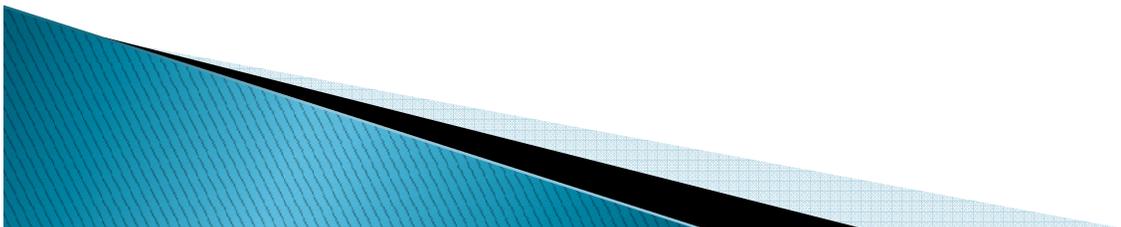
Check Point

- ▶ For the past two days I have had a very sore throat, feel very tired, and do not have an appetite. What should I do?
 - a) Go directly to the emergency room
 - b) Call my family doctor and make an appointment
 - c) Call my cardiologist and make an appointment
 - d) Nothing. I'm sure I'll feel better soon



CEO- Ask QUESTIONS

- ▶ Clarify
- ▶ Renew prescriptions
- ▶ Any additional tests prior to next appointment- why?
- ▶ Estimated time line for next follow up
- ▶ Any restrictions (activity, work, pregnancy)
- ▶ “What if” plan



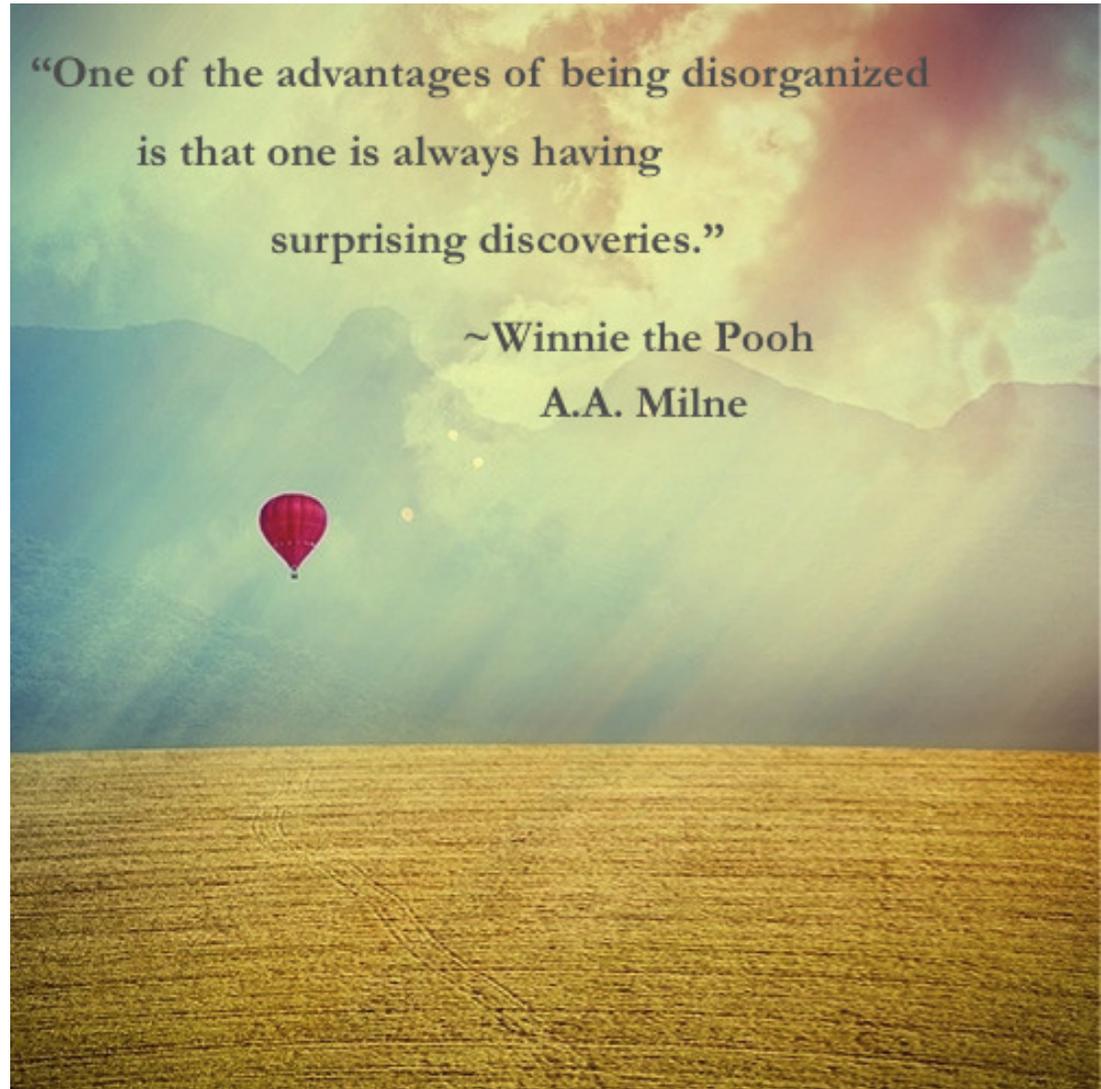
Check Point

- ▶ When I went to refill my prescription at the pharmacy, I didn't have any more refills. What should I do?
 - a) Stop taking my medication, if it was important my cardiologist would have renewed it
 - b) Go to emergency and ask for a prescription refill
 - c) Call the NAACH clinic nurse to see if I really need the medication
 - d) Ask my pharmacy to fax a renewal to my cardiologist's office



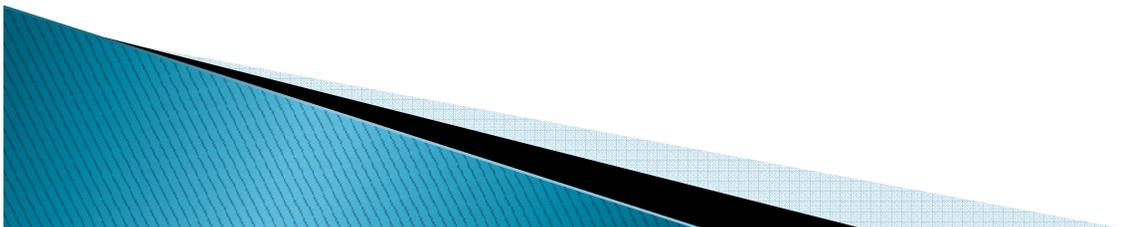
CEO- Have a PLAN

- ▶ What to do if:
 - Unwell
 - Family doctor
 - New symptom
 - Oral Hygiene
 - Antibiotics?
 - Pregnancy
 - Is it okay?
 - Moving
 - Transfer of care



CEO– Seek ASSISTANCE

- ▶ NAACH clinic office
 - Cardiologists name
 - Clinic phone number
 - 780-407-6552
- ▶ Family Doctor
 - www.cpsa.ab.ca
 - www.edmontonareadocs.ca
- ▶ Pharmacist
- ▶ Other health care professionals
- ▶ Support people





"It's funny how day by day, nothing changes. But when you look back everything is different."

-Calvin & Hobbes