



## Who do I contact? Resident medical questions and care concerns

Interdisciplinary teams of health-care providers work collaboratively together to offer seamless access to a range of services that residents need, when they need them.

Regardless of the differences in scope and focus within the nursing profession, comprised of 4 designations, Louis Brier encourages families to connect with those on duty, at the time you have a concern or questions, about your loved one's care.

The four designations are: Registered Nurses (RN), Licensed Practical Nurses (LPN), Registered Psychiatric Nurses (RPN), and Nurse Practitioners (NP). While there are similarities between all designations, each one is distinct in the level of educational preparation, training, and scope of practice. Despite differences, the core values of nursing remain the same for all designations.

Core values include providing safe, compassionate, competent and ethical care, promoting health and well-being, promoting and respecting informed decision making, preserving dignity, maintaining privacy and confidentiality, promoting justice, and being accountable.

The immediate point of contact for families is the nurses' station within the physician neighbourhood. There are 5 nurses' stations within Louis Brier. Please get to know the nurse's station for your family member.

There are 4 CNLs at Louis Brier: 2 upstairs and 2 downstairs. If your issue or question is not able to be taken care of, or you would like further information, please email both\* CNLs on your floor. \*Emailing both CNLs means your inquiry will be taken care of by the one most available.

Currently, CNLS are:

Upstairs:

Jennifer Belen [jbelen@louisbrier.com](mailto:jbelen@louisbrier.com)

Venee Fuentes [vfuentes@louisbrier.com](mailto:vfuentes@louisbrier.com)

Downstairs:

Ellinore Saunders [esaunders@louisbrier.com](mailto:esaunders@louisbrier.com)

Jacques Baptiste [jbaptiste@louisbrier.com](mailto:jbaptiste@louisbrier.com)

If you are still interested to learn more about the nurses' designations, in general, here is a brief description:

**Licensed Practical Nurses (LPNs)** LPNs support the health and well-being of individuals, families, groups, communities, populations and systems by observing, assessing, monitoring, and documenting patient symptoms, reactions, and progress. They administer medications, perform medical procedures, educate and inform about nutrition, self-care, medication management, disease prevention and promote health and wellness to patients, families and caregivers.



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**Registered Nurses (RNs)** RNs were the first of the recognized designations and remain the largest contributing their scientific knowledge, technical skills and clinical expertise to the health needs of their patients, clients, residents, and communities. This includes direct care delivery across the spectrum of acute and chronic conditions, health education and literacy, social justice, cultural safety and humility. RNs also serve as key community resources and contribute to research activities, help to advance health-care knowledge using innovative approaches, and engage in clinical governance by developing guidelines, protocols and policy.

**Registered Psychiatric Nurses (RPNs)** RPNs, a designation unique to Western Canada, have a primary care focus on psychosocial, developmental, emotional or mental health. RPNs care for people of all ages experiencing issues related to mental health, substance use or complex behavioral challenges and possess specialized mental health assessment and psychiatric intervention skills.

**Nurse Practitioners (NPs)** NPs were first introduced to B.C. in 2005 and are advanced practice nurses who have completed specialized clinical education at the Master's or Doctoral of Nursing Practice level, which enables them to blend nursing and medical knowledge in their practice. NPs diagnose, treat and manage disease and illness, prescribe medications, order and interpret laboratory and diagnostic tests, and initiate referrals to specialists. For more information, or to subscribe, visit [A Picture of Health](#) or [BC Gov News](#).

**Clinical Nurse Leader (CNL)** provide leadership in the day-to-day operations of an assigned unit/service area. Providing leadership to the multi-disciplinary team, this position coordinates and facilitates daily clinical activities, ensuring effective use of resources. Acts as the communication liaison between members of the multi-disciplinary team, as well as other health care professionals and administrative personnel outside the unit/service. Supervises staff, provides leadership and functions as a role model and coach to assist staff with professional development and achievement of unit/service goals. Contributes to the monitoring and development of the operating plan. Provides leadership within the unit/service for quality and risk management activities.