INFORMAL INTERVIEWS

University of Victoria

Emily Jackson

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Informal Interview
Occupation: General Practitioner
Place of Employment: Shawnigan Village Family Practice
Years of Work at this Location: 22

Dr. Bill Moulaison

Q: How did you decide that this was the career you wanted to pursue? When did you know that?

Dr. Moulaison realized that he wanted to pursue a career in medicine in his senior years at high school. He was always interested in the sciences and health care in particular, so when he combined that interest with his desire to help others it lead him to a career in medicine.

Q: How has your career path unfolded? Have you made any significant career changes along the way? What circumstances lead you to change paths along the way?

Although he had never thought about it initially, Dr. Moulaison ended up joining the military while he was in medical school to help cover the cost of school. This is what prompted a move to the West Coast (from Ontario) where he then ended up staying. After starting into family medicine he felt that the semi-rural setting of Shawnigan Lake was a perfect place to open a practice.

Q: Describe the role you currently have in the organization you belong to. What do you love or find challenging in this current role?

Dr. Moulaison is the owner and sole provider of Shawnigan Village Family Practice and he has a number of physicians that are associated with the practice. In addition to being a full time doctor, Bill is responsible for management of the practice, including staff and other physicians. He finds this rewarding but also challenging, however he describes the challenging role of management to be stimulating and enjoys it!

Q: What trends do you see happening in the field? Any knowledge, skills or abilities you would recommend that new colleagues have upon applying into this area?

When asked about trends in his field of work, Dr. Moulaison mentioned how he feels that in some respects the traditional role of the family physician is in jeopardy. He feels that this is partially due to the fact that new graduates don't see it as an attractive option with perhaps better financial remuneration in other fields of medicine. He also noted that female physicians work less hours in a family practice than their male counterparts, so there are even fewer hours available for patients to access their family doctor. As such, it leads to the tendency to open more group community clinics. In addition, Dr. Moulaison feels that it would be beneficial if physicians had a bit more training on the business side of medicine and human resource management.

Q: What would you look for if you were hiring staff for a position in your field? What, if anything, would you recommend someone could do to enhance their eligibility?
With regards to hiring other physicians, Bill looks for people who are team players, are collegial, and for people who practice medicine while showing respect for others.

Q: What advice do you have for someone else entering this field? Would you suggest this job to someone else?

Dr. Moulaison would suggest a career in family medicine because as a family doctor you are able to take an active role in the health and wellbeing of your patients while building longitudinal relationships with them. He feels it is one of the most rewarding fields in medicine.

Informal Interview
Occupation: Registered Massage Therapist
Place of Employment: Self-employed, Oak Bay
Years of Work at this Location: 12 years

Danielle Ronin

Q: How did you decide that you were interested in massage therapy?

While completing her undergraduate degree in Psychology, Danielle played soccer for the university team. As a varsity athlete, the soccer players all had access to massage therapy whenever they needed. Danielle talked about how she was totally drawn in to the practice of health/medicine after working with the massage therapists. Upon completion of her degree, Danielle went traveling overseas where she met a woman who gave massage and then she realized that massage therapy was exactly the career she wished to pursue.

Q: Describe the role you currently have in the organization you belong to. What do you love or find challenging in this current role?

Danielle is self employed and loves that she is only accountable to herself and her patients. She feels that the autonomy and freedom that comes with being self employed is immeasurable. Danielle enjoys being able to control her space and time, work hours, off-hours, her session rates and her work environment. She feels that the challenge of being self employed is when discipline is low, she finds that she can procrastinate and put things off. Danielle also feels another challenge is the fact that there is no one to push her but herself and that this is both a blessing and a curse.

Q: What do you love about your field? What frustrations come with the work that they do?

Even though massage therapists cannot diagnose within their scope of practice, Danielle loves the discovery of what may be going on with her clients. Danielle used to love working with clay, and she feels that working with soft tissue is like sculpting with a different medium. She loves how the environment is relaxing, that she can play good music and have soft lighting. One frustration she feels is present in her work is how working intimately with others can led to people thinking they are friends. Danielle feels it is
important to be strong in asserting boundaries to avoid uncomfortable situations occurring. She reports that this is something that gets easier with practice.

Q: What would you look for if you were hiring staff for a position in your field?

Danielle would look for empathy and intuition if she had to hire a massage therapist. She believes that people can learn the business skills, but that empathy and intuition are innate talents that really matter in this profession. Danielle would recommend future therapists become grounded in knowing themselves as much as possible and remain open to all things as there will be all kinds of people walking through that door.

Q: What advice do you have for someone else entering this field? Would you suggest this job to someone else?

Danielle would highly recommend this line of work to others as she feels it is fulfilling and feels that she is contributing to humanity by performing her duties as a massage therapist. Her advice is to bring your whole self into the school program for massage therapy and once you have done that, you can begin to offer your services to others.

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**Informal Interview**

Occupation: Registered Nurse  
Place of Employment: Victoria General Hospital  
Years of Work at this Location: 2

**Madison Koniuk**

Q: How did you decide that this was the career you wanted to pursue? When did you know that?

After spending some time taking courses at UVic, Madison realized that graduating with a specific focus would bring greater value than a non-specific undergrad. She decided that the BSN program through Camosun/UVic was the program she wanted to pursue. She had a vague knowledge of what a RN did but decided to start the program with the idea being she would end up with a career right out of school. Once the program began, she then realized how much she loved nursing and what an amazing fit it was especially knowing you could go in many directions. Madison knew this was the right career for her when she was in the program in her first year working one on one with an elderly patient and realized this job was the right fit for her.

Q: Describe the role you currently have in the organization you belong to. What do you love or find challenging in this current role?

Madison describes the role as an RN as extensive. She has a specific scope of practice that she can work under, but the best way to describe her role is “my patients person”. She finds that as a nurse you have certain physical tasks such as ensuring medications are given, changing dressings, monitoring patients every hour for changes in their status, inserting IV’s or catheters, these all being physical tasks that can be
taught to most. Madison describes her role as the link between doctor and patient, the eyes to oversee everything, the recognition for when something is going wrong, the advocate for her patients rights, taking on the patients pre-existing living conditions and helping give them the knowledge to be healthier before going home, and being a shoulder to cry on when times are tough. Recently, she have been trained as the charge nurse. Madison describes the charge nurse as the nurse on the floor who makes the decisions, calls, and supports the unit. She often finds this responsibility challenging at times but loves the opportunity to nurse in a team role and act as a leader.

Q: What do you love about your field? What frustrations come with the work that they do?

In her field of work, Madison speaks of loving the little things like being in such a raw moment with someone who she has just met but now has a bond with because she was able to help them and comfort them in a moment of immense need. She loves using science to teach patient rationales about medicine and treatment options while still being someone they can trust and confide in. Madison describes finding herself frustrated at times with different patient personalities. She finds that she gives so much into every patient that sometimes she comes home emotionally and physically exhausted, making it frustrating at times to have to maintain this standard if she is treated poorly.

Q: What would you look for if you were hiring staff for a position in your field?

Her advice to someone entering the field of nursing would be to have a strong sense of self in order to maintain their health. Madison spoke about how nurses spend much of their time putting themselves at risk to help others, so important to remain healthy, both physically and emotionally to be able to continue this type of work. She discussed how it is important to know yourself and to recognize when things are too much for you. I would highly recommend this job.

Informal Interview

Occupation: Registered Dietitian, Home Dialysis Renal Program
Place of Employment: Royal Jubilee Hospital
Years of Work at this Location: 6

Marianna Fiocco

Q: How did you decide that this was the career you wanted to pursue? When did you know that?

Marianna started reading books about nutrition in grade Nine at the suggestion of her Home Economics teacher. By grade 11, she started planning to get a Bachelor of Science in Home Economics, which is apparently what it used to be called, to become a Home Ec. Teacher. She had to take Math 12, Physics 11, Biology 12 and Chemistry 12 to get in to that program.

Q: How has your career path unfolded? Have you made any significant career changes along the way? What circumstances lead you to change paths along the way?
Marianna was accepted into a couple of universities and decided to attend the University of PEI. In her second year, she had to choose which “stream” of dietetics she was going to pursue; Home Ec or pure Dietetics. Because it was the early 1980s and there were absolutely no jobs in teaching, Marianna decided to switch and went into Dietetics. She discussed having never been in the hospital setting and that she really didn’t know much about what a dietitian did. Upon graduation, Marianna started her own company and did private consulting work in Vancouver for 10 years. She sold the business when she had two young children and started working in long term care. She loved both of these positions as they provided freedom and autonomy for her. However, Marianna did miss the direct patient contact in these management positions, so she went back to the hospital setting.

Q: What trends do you see happening in the field? Any knowledge, skills or abilities you would recommend that new colleagues have upon applying into this area?

Marianna talked about how in the hospital setting, dietitians are becoming less relevant. She doesn’t think this profession has done a good job of adapting to changes in the hospital system. She believes that dietitians as a whole are not good advocates for describing their contributions to patient care and what their role would be. Marianna believes new dietitians need to be more vocal in all areas of food and nutrition. She thinks that there needs to be better hospital food for patients and staff, as well as better teaching of why nutrition is important and what dietitians can offer to advance patient care.

Q: What advice do you have for someone else entering this field? Would you suggest this job to someone else?

After talking with Marianna, I found out that she wouldn’t suggest this job to others as it is today in the hospital system. She thinks that there are so many other non dietitians doing really great, innovative things to get the public to eat healthier. She talked about how people like Jamie Oliver has done way more for the nutrition field than any dietitian ever has. Marianna believes that with the skyrocketing rates of obesity and diabetes across the world, (both which contribute to kidney failure and land patients in her office), telling people how to eat when they have a 1 – 2 year life span left is not where the future lies. She still believes her job is valuable, but thinks the future has to be more about prevention. The healthcare system cannot continue to support the increasing, chronic disease population that could be avoided through diet, exercise and healthy lifestyle.

Informal Interview

Occupation: Registered Physiotherapist
Place of Employment: Arbutus Health & Wellness Centre
Years of Work at this Location: Less than 12 months

Scott Holden

Q: How did you decide that this was the career you wanted to pursue? When did you know that?

Scott knew that he wanted to pursue a career in physiotherapy after an experience he had while playing volleyball. He used to play on the Canada Games volleyball team for Newfoundland & Labrador, and that
was the first time that he worked a lot with physiotherapists. He found them very helpful with helping him get back on the court, and that's when he realized that he wanted to give back to other athletes.

Q: Describe the role you currently have in the organization you belong to. What do you love or find challenging in this current role?

Currently, Scott is a registered physiotherapist for Arbutus Health & Wellness Centre. His primary role is to work with orthopedic injuries in a private practice setting. His caseload is highly variable which can range from pediatrics to high level athletes. What Scott enjoys about his current role is that he is able to make a difference in other people’s lives. Whether this be through manual therapy, providing education, or just being an active listener. What he finds challenging about this profession is that it is constantly changing as newer research surfaces and it entails lifelong learning.

Q: What trends do you see happening in the field? Any knowledge, skills or abilities you would recommend that new colleagues have upon applying into this area?

The trends that Scott has noticed recently in the field is that the majority of new graduates tend to practice in the private sector instead of the public. Also, he notices it seems that the majority of therapists tend to take post-graduate courses to further their knowledge into the field of manual therapy and functional dry needling and intramuscular stimulation. He believes if you want to practice in the private section and your goal is to become a manual therapist, then his first recommendation is to have a really good understand of your human anatomy. Next, he would suggest to get comfortable with practicing hands on techniques with a variety of individuals. In addition, Scott feels that being able to read people’s body language and finding ways of building rapport is important so that they instill their trust in you. He feels that this is a huge component in the field and you could be the best manual therapist in the world, but if you can’t build this trusting relationship your clients will not provide consent for you to even treat them.

Q: Are you, or were you previously, a member of any organization/groups that help you do your job well? Are there licenses, certifications or requirements to do well in this field? What about insurance?

Scott is currently a member of the Canadian Physiotherapy Association, British Columbia Physiotherapy Association, The College of Physical Therapist of British Columbia, and Dalhousie University Physiotherapy Alumni. He feels these associations definitely helped him to do his job well as it keeps him interconnected with other physiotherapists. In addition, Scott feels they provide supporting materials which he has open access to, including: journal articles, best practice guidelines, online webinars, and post-graduate courses. Scott discussed how in this field you are required to hold a Master’s of Science degree in Physiotherapy and you must have passed both of your license exams in order to practice. He believes that to do well in this field it is very important to take additional post-graduate training courses to further improve your skill set.
Interview Reflections

Interview with Madison Koniuk (RN)...  
It was interesting getting to talk to Madison about nursing as that was a career path I was considering around the same time as when I applied for Kinesiology at UVic. Hearing someone so young (24 years old) talk about their job with such passion and excitement was inspiring to me. It really motivates me to find a career that makes me feel the same way. I was interesting hearing her talk about the frustration of giving so much to her patients and then at the end of the day coming home physically and emotionally exhausted because I feel that I sometimes experienced these feelings while working at CBI. Following that comment of hers, we had a short discussion about ways to avoid this so you don't end up bringing all your work stress home. When I asked Madison about what she would look for if she were hiring a staff for a position in her field she mentioned how nurses spend so much of their time helping others so it is important that her staff also feel passionate about self-care and taking the time to make sure they are healthy and happy as well.

Interview with Bill Moulaison (GP)...  
Bill has been a close family friend for as many years as I can remember, so I know him quite well on a personal level, but it was interesting to get the chance to hear about his career in more detail than I ever have before. I think the most interesting thing I took out of the interview was when Bill talked about how he feels that the traditional role of the family physician is in jeopardy. He talked about how he thinks new medical student graduates are pursuing other fields of medicine because they feel the role of a GP is not as attractive compared to other specializations. He believes that this is not at all true and feels that family medicine is one of the most rewarding careers. I found this interesting to hear because I am currently studying to take the MCAT and was thinking about pursuing a career in medicine and had never considered a career as a GP, however, I think I may reconsider and keep my options open!

Interview with Scott Holden (PT)...  
I found it interesting talking to Scott about why he decided to follow a career in physiotherapy because it was very similar to what got me interested in that career option. He talked about how he used to play a lot of sports and how that lead to a lot of interaction with physiotherapists through injury management which got him interested in pursuing the same career so that he could give back to athletes in the same way by helping get them back into sport faster after an injury. Another interesting point I learned about was when I asked Scott about any organizations he is a part of or licenses/certifications that he requires for his job. I never really thought about all of the specific licensing you need to be a physiotherapist, but it definitely makes sense when someone explains it to you. He also mentioned how he feels that both The College of Physical Therapists of British Columbia and Dalhousie University Physiotherapy Alumni Organizations provide very useful and updated supporting materials such as journal articles, webinars, and post graduate courses to all their members. It is nice to hear that you are still supported so much upon graduation from the masters program.

Interview with Marianna Fiocco (Registered Dietitian, Home Dialysis Renal Program)...  
Unfortunately I was unable to meet with Mariana in person, however, I was very interested in knowing more about what she did for work, so she kindly agreed to converse through email. I have never met anyone that is a registered dietitian before (that I know of) so it was interesting to get to talk to Marianna and hear about her job! One thing in particular that I found quite cool was the fact that Marianna
started her own company and did private consulting work in Vancouver for 10 years - she talked about how she loved it due to the freedom and autonomy it gave her. Marianna seemed very passionate when talking about hospital food and how she believe that the patients and staff deserve much better, nutritious meals than they are currently receiving. I think this is a very valid point - we are trying to heal people back to full health so why not fuel their bodies with the appropriate food! Marianna strongly believes that the healthcare system is coming to a point where it is no longer going to be able to support the increasing chronic disease population, so to help with this a larger focus needs to be put on preventative measures such as exercise and diet! I personally agree a lot with this statement, so it was nice to hear it from someone that is a professional in a field that can help address this problem.

Interview with Danielle Ronin  (Registered Massage Therapist)...

Danielle has been my massage therapist for the past two years, but but never in that time did I take the time to ask her about her career until now. Through interviewing her I was able to understand more about the career path that she follows and her passion for practicing as a registered massage therapist. I had no idea that Danielle was a soccer player, even though we talk about how I play soccer all the time because most of my sessions are for soccer related injuries, so it was interesting getting to hear about how playing soccer is what drew her into massage therapy. It was nice to hear how passionate Danielle is about her practice and that when she was traveling and realized that this was what she wanted to do for work how she set out and got right to achieving this goal.