
NAME OF INTERVIEWEE: Mr. William Shore
PLACE OF WORK: N/A
DATE INTERVIEWED: October 18, 2000
INTERVIEWED BY: C. Flear, CNO Investigator

INTERVIEW SUMMARY: By phone

William Shore explained that Lisa and her mother Sharon managed Lisa's medications. Mr. Shore was never involved in the administration of Lisa's medications.

The Shores noticed that when Lisa participated in fairly vigorous physical activity, the pain in her leg would become intense. It seemed to have a cycle to it, in that the pain would be tolerable the day after the activity, but would become increasingly intense a day or two later.

In late September 1998, after participating in the Terry Fox run, Lisa developed intense pain in her leg. This resulted in the family taking her to Boston several days later to be assessed there.

On the evening of Monday, October 19, 1998, Mr. Shore explained that his wife had dropped their daughter Lisa off at the Bloorview-McMillan Hospital. She was to receive some physiotherapy for the first hour, and was to work in the pool for the second hour. Her session was between 6:00 and 8:00 p.m. When Ms Shore dropped her off at the hospital, she told Lisa not to overdo the exercising, and to let the staff know when she had had enough. Mr. Shore went to pick Lisa up, and by the time he helped her to get dressed, she was experiencing considerable pain and was in a state of agitation. She snapped at her brother Aron, which was not her normal self.

According to Mr. Shore, Lisa was a determined child and would try to do what was asked of her. She always tried to be co-operative and not create waves. This was the kind of person she was.

The following morning (Tuesday, October 20, 1998), Lisa seemed to be better and attended school all day. Mr. Shore picked her up at school at the end of the day. Her pain was tolerable. She was on her normal medication regime for management of her pain.

On Wednesday morning (October 21, 1998) Lisa was experiencing intense pain again and could not go to school. Her mother stayed home with her that day. Mr. Shore went to work. Lisa's pain was noticeably worse as the day progressed, and it began to look similar to the kind of pain she had experienced in late September after the Terry Fox run. Ms Shore called the pain service at The Hospital for Sick Children (HSC) on several occasions during that day, and spoke to Lori Palozzi.

That evening, Mr. Shore recalls sitting with Lisa, who was watching TV as much as she could, given her discomfort. Her pain would come and go, and at times could be very intense. He noted that Lisa was never really free of pain. She had learned to tolerate her normally experienced pain which she described as burning. That evening, the intense pain came in waves. Mr. Shore explained that it was like watching someone in labour. The intense pain would come in waves, would subside, and then come back again in the next wave. When the pain eased off, she acted relatively normally. However, when the wave occurred again, she could not distract herself. During the intense phases of her pain, Lisa could not tolerate anything touching her leg, not even a sock or sheet.

Ms Shore decided that they needed to take Lisa to the hospital. She had been home all day with her and could see that her pain was becoming increasingly worse. She did not want Lisa's pain to reach the same level as it had been prior to them taking her to Boston. Around 8:30 p.m. they decided that they should take her to the ER at HSC. Ms Shore was hoping that Lisa would have an epidural block, and that this would stop her pain from getting worse. Ms Shore had made prior arrangements for Lisa to be seen by the pain service if this turned out to be needed.

Mr. Shore estimated that they left the house around 9:00 p.m. He drove the car to the hospital, and recalled that he had to accelerate very gently and slowly so that no quick movements would jar Lisa's leg. She needed to keep her foot from having contact with anything to avoid making her pain worse.

Mr. Shore dropped his wife and daughter off at the ER entrance, and then went to park the car. It seemed that Lisa was taken into an examination room in the main ER quite quickly, as compared to other visits to the ER in the past. They were first seen by the nurse who asked extensive questions about Lisa's history, and the nature of her pain. She also asked about the medications Lisa took at home for her pain. Mr. Shore realizes now as a result of the Coroner's Inquest, that the nurse who saw Lisa that night in the ER was Pauline Matthews, RN.

Mr. Shore recalled that when they were seen in the ER, Lisa was working on her puzzle book. When the wave of pain came, she could not do anything but grunt in pain; when the wave of pain subsided, she went back to her puzzle book. Her extreme pain seemed a little worse than it had been at home.

Mr. Shore estimated that it was closer to 11:00 p.m. than 10:00 p.m. before they saw Dr. Schily. Mr. Shore was not in the room with Lisa at all times. For example, at one point, he went and got a coffee for his wife, who stayed with Lisa the whole time.

Mr. Shore recalled that Ms Matthews put an oximeter on Lisa's finger; he remembered Lisa playing with the red light of the monitor. He observed Ms Matthews carry out what he described as normal nursing activity with Lisa. He now knows that Ms Matthews was checking Lisa's vital signs, and doing an assessment of her condition. He also saw Ms Matthews help Dr. Schily set up the morphine pump.

Dr. Schily questioned the Shores in regard to Lisa's medical history and the medications that she received at home to manage her pain. Ms Shore outlined the medications she was to receive and when. She also told Dr. Schily that Lisa had not yet been given her amitriptyline due to be given at bedtime. Ms Shore asked Dr. Schily if she should give Lisa the amitriptyline because she did not want this medication to interfere with anything he was planning on doing for her regarding her pain. With no hesitation, Dr. Schily told Ms Shore to go ahead and give Lisa the amitriptyline. Ms Shore had brought Lisa's medications with her. She always brought the pills with her if she was out with Lisa.

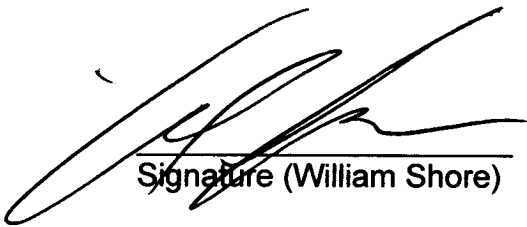
Mr. Shore recalled the IV being started on Lisa, but cannot remember who actually started it. He clearly remembers Dr. Schily instructing the Shores that only Lisa was to push the button on the pump that would administer a dose of morphine. He stressed to them that morphine was a powerful but dangerous drug.

Lisa had been given morphine in the past, and it had not been effective in addressing her pain. However, they were relieved that Dr. Schily was seeing Lisa's pain as a real problem. He appeared to be aware of her condition prior to her arrival at the ER. He showed real concern for her and was clearly trying to help her.

Previously, the doctors and other staff at HSC failed to seriously address Lisa's pain. They did what they needed to do in order to appear as if they were doing something to help her, but there was no genuine concern shown for her situation and suffering. The orthopaedic doctors seemed to have determined that her pain was all in her head, and this same attitude seemed to be absorbed by the other staff involved in her care.

Lisa was instructed in the use of the morphine pump. She had used a similar pump for a brief period previously at HSC. Mr. Shore saw Lisa push the button to activate the pump a few times. It was now apparent that she was going to be admitted to the hospital. He left the hospital to go home at about midnight. A relative was staying with their two sons, and he needed to get home.

Mr. Shore stated that his wife, Sharon Shore, is a very light sleeper. After hearing at the inquest what a corometric monitor sounds like when it alarms, he is certain that his wife would not have slept through this alarm. He noted that Ms Shore readily hears things in the house during the night at a much greater distance than a monitor only a few feet away from her. He has been married to his wife for 15 years. She has always been tuned into the needs of her children; she has been this way since Lisa was born. She has woken up much more often than he has out of concern for the children.



Signature (William Shore)

23 OCT 2000
Date