

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care become an active member of your health care team.

Here are some ways to **Be Involved**:

- Ask questions and talk about your concerns
- Know the medications you take and why you take them
- Carry a current list of medications and herbal products you take to share with all health care providers
- Carry a list of your current medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital, clinic, program or doctor's office

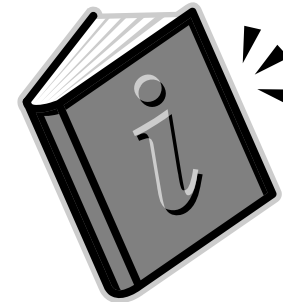
When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called "Your Health Care – Be Involved" published by the Ontario Hospital Association. You can download this book in many languages from www.oha.com

St. Joseph's
Healthcare  Hamilton

St. Joseph's Healthcare Hamilton
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Healthcare  Hamilton

Welcome to the Surgical Step Down Unit



Providing Patient and Family Centred Care

Visiting Hours: 4:00 p.m. to 8:00 p.m. daily

Discharge Time: 11:00 a.m.

Level 4 - Juravinski Tower
St. Joseph's Hospital
50 Charlton Ave. East, Hamilton, Ontario
Telephone: 905-522-1155 ext. 34009

www.stjoes.ca

Notes:

Bank Machine

There is a bank machine on Level 1 of the Sister Mary Grace Wing.

Comments and Compliments - Patient Relations

At St. Joseph's Healthcare Hamilton we expect everyone will treat each other with dignity and respect at all times.



We invite you to contact our Patient Relations Department at 905-522-1155 ext. 33838 when you have comments, compliments or complaints about the care you had here.

When you call with a compliment, we will pass this message on.

When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved.

If no one is available when you call, please leave a message.

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Welcome

Welcome to this unit. Being in the hospital can be a stressful time for you and your family, but we hope that your stay will be positive. This booklet will give you information about the unit and services around the hospital.

Members of the health care team would like to involve you and your family in your care as much as possible. This is known as “Patient and Family Centred Care”. Please feel free to share any concerns or questions you have with any member of the team. You are on this unit under the care of the Surgical Department at St. Joseph’s Hospital. The focus of your care is to monitor you until you are well enough to go to a unit with less supervision.

Both male and female patients stay in the same room. Most patients stay here between 12 and 24 hours. This is the time when you are more at risk for problems after surgery. Your stay may be longer if your doctor decides that this is better for you.



The lights in this area are always on. This is so all patients can be seen at all times for their safety.

The Head and Neck Unit and the Chest Unit are beside the Step Down Unit. Many members of the Health Care Team are the same for all 3 units.

Pharmacy

The Pharmacy in the main lobby can meet all of your medication and health care product needs. It offers professional advice, education and fast and friendly service. The pharmacy accepts all drug plans. Any patient or visitor may use the pharmacy.



Parking

Follow the signs for parking. Visitor parking is off James Street South beside the Fontbonne Building. You can call the Parking Office at 905-522-1155 ext. 32750 to get a day pass to come and go all day, a two week pass or a monthly pass at reduced rates.



The parking lot off Charlton Avenue is premium parking. No in and out privileges, coupons, passes or validations are accepted here and it costs more to park here.

Food and Drinks

The cafeteria offers a variety of snacks, meals and food. There is also a coffee shop near the main entrance of the hospital and in the Fontbonne building. You need to check with a nurse before eating any food brought into the hospital for you.



Around the Hospital

Smoking

There is no smoking at St. Joseph's Healthcare Hamilton. This means there is no smoking anywhere on the property inside or outside.



If you would like help to quit smoking talk to member of your health care team.

Chapel

The chapel is located near the main entrance. It is a quiet, peaceful place where everyone is welcome. Daily mass and special services are posted on the chapel door.



Gift Shop and Store

These are located near the main entrance. You can get cards, gifts, magazines, books, snacks, and much more here.

The Sherman Library

The Sherman Library is on the 2nd floor of the Juravinski Tower. You can ask the librarian for help finding information. You can read the information in the library or may be able to pay for a copy to take home.



While You Are Here

During your stay, the nurses monitor your blood pressure, heart rate, oxygen level and other signs often. Your operation site, dressing, drainage tubes and intravenous tubes and sites are also checked and cared for. We will help you keep your pain under control so you can recover.

Working Together

You, your family and friends are part of our care team. Each patient has his or her own goals and plan of care. Roles of the members of the care team are described next.



The Care Team will help you:

- set goals around your health care needs
- make decisions about your health
- guide and help you with daily treatments
- develop a discharge plan

The Care Team meets to talk about:

- your diagnosis and treatment
- your progress
- what you need to learn
- your plan for discharge



The Care Team

Doctors, Residents, Interns and Medical Students assess your needs and manage your care while you are here.



Your Surgeon and Assistants will see you each day and direct your care. The surgeon discusses your care with you, plans your treatment with you and checks your progress each day.

A Resident is a doctor who is learning more about surgical care. He or she works with your surgeon to manage your day to day treatment.

The Nurse Manager looks after all aspects of patient care and nursing on the unit. If you have any concerns, ask to talk to the Nurse Manager.

The Charge Nurse is the day to day coordinator of unit activities. He or she is the main link to the health care team. If you have any questions or concerns about your care, talk to your nurse or the Charge Nurse.

Registered Nurses look after all of your care. This includes talking to members of the health care team, giving medications and helping you learn about your care. Your nurses keep the Charge Nurse informed about your care and progress.

- Make sure you know about any new medications you are taking.
- Have a plan to have new prescriptions filled. Ask to talk to a hospital pharmacist before you leave if you have any questions.
- Know the date and time for any follow-up appointments.

Discharge Time

Please arrange to leave before 11:00 a.m. The person picking you up needs to bring a wheelchair to the unit for you. Wheelchairs are found at all of the entrances. You need to sign out at the Nursing Station before you leave.



If you are not able to leave by 11:00 a.m., you may have to wait in the patient lounge so the bed can be prepared for the next patient.

Discharge Planning

Most of the time, you will know in advance when you will be going home. A member of the health care team will talk to you about this. In order to be ready for discharge, make your plans for being picked up.

It helps to have a friend or family member "on call" in case you are discharged in the middle of the day or sooner than expected.

Before you go home, you may receive a patient education handout to follow at home. You may also get a follow-up appointment with your doctor, a chest x-ray form and any other information you need to recover from your condition.

If you or members of your family have any concerns about discharge planning, ask to talk to a Social Worker as soon as you can. It is best to talk about your concerns to find solutions as soon as possible.

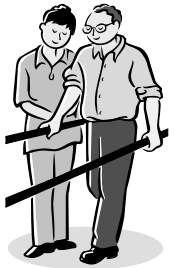
Before you leave

- Tell your nurse the type of transportation you have arranged or need to have arranged to go home.
- Have proper clothing and footwear.
- Have a key to your home.



The Physiotherapist may assess you and design a plan of breathing and strengthening exercises to:

- prevent or treat a chest infection
- prevent blood clots in your legs
- assess need for a walking aid
- help you learn how to control your breathing with activity
- improve your muscle strength
- improve your exercise tolerance



The Respiratory Therapist will do a breathing test when ordered. The respiratory therapist will also check any tubes and oxygen supplies you may have or need for home. If you take medication by puffer or diskus, the respiratory therapist can watch you use it to make sure you are getting the most benefit from the medication. The therapist also helps with home CPAP/ BiPAP machines.

The Dietitian may see you to make sure your nutrition needs are met. You may learn about choosing the best foods to help you become stronger or heal after surgery. This may include:

- increasing the calories and/or protein in your diet
- changing the types of food you eat so that it is safer for you to swallow
- using supplements or tube feedings until you are able to eat enough or swallow safely



If you would like to talk to a dietitian, tell your nurse and this will be arranged. If you need to see a dietitian when you go home, this will be arranged for you.

The Social Worker may meet with you and your family to help with concerns about:

- being in the hospital
- being away from your family or job
- money
- community support
- emotional concerns
- living arrangements if you are not able to return home

You can ask to see a social worker any time during your hospital stay or call the Social Work Department yourself at extension 33101. If you need to see a social worker when you go home this will be arranged for you.

The Speech - Language Pathologist will see you if you have problems speaking or swallowing. You and your family will talk about your plan of care. Outpatient therapy will be arranged if you need it.

The Occupational Therapist or OT may see you during your hospital stay to assess your abilities to:

- care for yourself
- manage your home affairs
- resume work, leisure or community activities

Isolation and Visitors – Patient Safety

If you are in isolation there will be a special sign posted. The sign will show your visitors what they need to do to visit with you safely.

Here is an example of an Isolation Sign:



Wash your hands



Put on a gown



People should not visit if they do not feel well or have:

- chills or fever
- diarrhea in the last 48 hours
- nausea or vomiting
- signs of an infection such as a rash or open sores

Tell your visitors to clean their hands before and after each visit using the hand sanitizer outside the room.



JUST CLEAN YOUR HANDS

Steps to Handwashing



If you are visiting a patient in isolation, please speak with the Nurse, before you enter the patient's room. The Nurse will show you what to do before you visit.

Why is handwashing important?

- Clean hands reduce the spread of germs.
- Germs, like cold or flu, can make you sick.
- Clean hands can save lives.

While you are here, do not be shy:

Help our staff remember how important it is to wash their hands by asking any member of your health care team, "Did you clean your hands?"



Remember to clean your hands often while in the hospital.

The OT will help you to become as independent as possible in managing your daily activities by:

- teaching you how to save energy
- teaching you how to simplify activities
- recommending special equipment
- linking you with community resources to help you manage at home

The Spiritual Care Chaplain provides spiritual, religious and emotional support for you and members of your family. If you would like support from your own religious leader, the spiritual chaplain specialist or nurse will help you contact him or her.



The Community Care Access Centre Case (CCAC) Manager when needed, helps decide what services in the community you will need. The manager will also order any equipment and supplies you need to manage at home.



The Hospital Pharmacist can help you learn about your medications. He or she can come to talk to you about your medications and give you some written information. You can ask any questions you have. You can ask to see a pharmacist any time during your hospital stay.



The Unit Clerk helps the care team by answering the call bells, telephones and visitors' questions.

The Acute Pain Service called A.P.S.

As members of the Acute Pain Service, doctors and nurses who specialize in pain control will manage your pain after your operation. This may be done by monitoring an epidural tube in your back or a Patient Controlled Analgesia - PCA pump. They assess you and teach you about these methods during their visits.

Teaching Centre

St. Joseph's Healthcare is a teaching organization. This means that you may have students involved in your care. We welcome students from all health care profession colleges and universities.

Research Centre

St. Joseph's Healthcare is a research organization. Many new treatments and changes in health care have come from research done here.



You may be asked to take part in a research study. Be sure you understand the details of the study and how you would be involved before you sign a consent form for the research. If you do not want to be in a research study, your care will not be affected.

St. Joseph's is not responsible for lost or stolen items. If you keep valuables here, they will be locked in the vault.



Visiting

Patients in the Step Down Unit need care, treatment, therapy and rest. For these reasons, we suggest you plan your visits from:

- 11:00 a.m. to 2:00 p.m. and
- 4:00 p.m. to 8:00 p.m.

Talk to the nurse or Charge Nurse if you would like to visit at any other time. Only 1 visitor may be in your room at one time. If you have more than 1 visitor, they will need to go to the lounge to wait. No children under 12 may visit. We need to follow these rules for safety and infection control reasons.



Protect Yourself and Others

Each time you enter and leave the hospital use the hand pumps to clean your hands.

Before you enter and when you leave the unit follow the handwashing directions posted and clean your hands well.



If you feel dizzy or like you may fall, sit down right away – on a chair, a bed or on the floor. Ask someone for help. Tell a member of your care team about what happened.

Flowers

There are no flowers allowed in the Step Down Unit



Items you will need here

You should bring personal care items, shaving equipment, makeup and tissues. You should also bring any things you use such as a walker or cane. You cannot bring any electrical equipment. You may bring battery-operated items.



You will wear hospital clothes when you have drains or tubes. You can wear your own clothes when these come out. Bring easy care and easy wear clothes such as track suits. Nightgown, bed shirts and housecoat should be well above the ankle so you do not trip on them.

Make sure your name is on anything you bring to the hospital.

At all times, rubber sole walking shoes are safer to wear than slippers. If you wear slippers, they must be non-slip. Do not walk barefoot or with socks only as this is not safe.



Service Excellence

All of the staff, doctors, volunteers and learners at St. Joseph's Healthcare follow a set of "Standards of Behaviour". Our goals are to:

- treat everyone with dignity and respect
- work together to provide great care and service

Violence in the Workplace

St. Joseph's Healthcare Hamilton is working to prevent violence in the workplace. The goal is to provide a healthy, safe, secure and violence-free place for patients, staff and visitors. Violent or abusive behaviour will not be tolerated.

Privacy and Confidentiality

We are committed to protecting the privacy of all patients, visitors and staff. We want to make sure everyone is comfortable and safe. While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones and cameras) is prohibited unless those involved have given consent to having their pictures taken.



If you want to take pictures and/or record an event, please talk to your health care provider or the manager, supervisor or person in charge.

Around the Unit

Fragrance Free

Many patients, staff and visitors are allergic to scented products. For everyone's safety, please do not use any scented products such as perfume, cologne and aftershave on the unit.



Meals

Breakfast comes around 8:15 in the morning, lunch around 12:15 p.m. and dinner about 5:10 p.m. Please check with your nurse before eating food brought from home. If you have any questions about your food, ask your nurse or ask to see a dietitian.

Telephones

There are no telephones in the Step Down Unit. There is a pay phone on the unit.



Washrooms

Washrooms in the rooms are for patients' use only. Visitors' washrooms are located in room 4104 or 4131.



Education Room and Visitors' Lounge

Everyone is welcome to visit this room. Your friends and family should feel free to relax and read here.

Patient Safety – Preventing Falls

One of our goals is to make sure that everyone is safe all of the time. A fall can happen any time but there are ways to prevent falling.



When you arrive on the unit and are able to answer questions, your nurse will take a history. Some questions ask about your history of falling and your risk of falling in the future. Please tell the nurse if you have a history of falling. Your therapist may also ask you about falling as well.



Plans to prevent a fall may include:

- asking for help before you get up the first time
- making sure you are wearing a good pair of walking shoes or non-skid socks when you are up
- helping you learn to use a walking aid such as a walker
- walking with a family member, friend or visitor around the unit.



Some medications may make you feel dizzy. To prevent a fall when you get out of bed, sit up slowly. Sit on the bed for a minute, then stand up.