

Privacy and Confidentiality

SJHH is committed to protecting the privacy of all patients, visitors and staff. We want to make sure everyone is comfortable and safe.



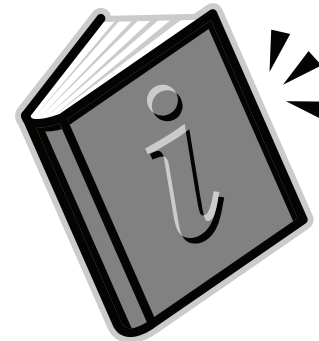
While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones and cameras) is prohibited unless those involved have given consent to having their pictures taken.

St. Joseph's
Healthcare  Hamilton

St. Joseph's Healthcare Hamilton
PD 2788 (2011-05) File: printing

St. Joseph's
Healthcare  Hamilton

Welcome to the Intensive Care Unit ~ ICU ~



Providing Patient and Family Centred Care

Visiting Hours (Suggested):

- 11:00 a.m. to 2:00 p.m.
 - 4:00 p.m. to 6:45 p.m.
 - 8:15 pm to 10:00 p.m.
-

Bishop Dowling Wing – Level 1
St. Joseph's Hospital - Hamilton, Ontario
Telephone: 905-522-1155 ext. 33350

www.stjoes.ca

How did we do? C • A • R • E

St. Joseph's Healthcare Hamilton is committed to providing service excellence. We call this C•A•R•E. Please rate how you felt we did in the ICU:

Compassion: We value you as a person. We engaged in open, honest and constructive communication by giving you our full attention and listening carefully.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____
poor fair good very good excellent

Attitude: We were friendly, courteous and empathetic in our interactions with you. We treated you with empathy and respect.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____
poor fair good very good excellent

Responsiveness: We responded to your needs in a timely manner.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____
poor fair good very good excellent

Excellence: We followed the highest standards of professional practice.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____
poor fair good very good excellent

Thank you for your help. You can tear off the survey and put it in the wooden box located next to the Welcome Books in the ICU Waiting Room.

Welcome to the Intensive Care Unit

The Members of the Health Care Team in the Intensive Care Unit at St. Joseph's Hospital welcome you. We provide you and your loved one with the best care possible in a respectful and dignified manner. St. Joseph's Healthcare is a leader in patient care, teaching and research in our community.

We hope this booklet will help you understand more about our health care team, the care we provide, and the services that are available to you and your family at St. Joseph's Healthcare Hamilton.

About the Intensive Care Unit

The Intensive Care Unit (ICU) provides client and family centred care for critically ill patients and families. It is a very busy place. ICU has an electronic patient charting system. You will also see ceiling lifts for patient care in each room.



Patient care is provided to patients who are critically ill and/or require close monitoring. When a patient is more stable, he or she may then be transferred to another unit.



The ICU team provides patient and family support throughout each crisis until the patient is stable or death occurs. All members of the team strive to provide compassionate and dignified care as well as end-of-life care to patients and families. We respect cultural diversity and spiritual beliefs about end-of-life care and death. St. Joseph's Healthcare supports the opportunity to enhance the lives of others through the gifts of organ and tissue donation.

Keeping Families Informed

The ICU team will keep you informed and often involve you with the plans for care. Patients and families have their own goals too. The team will work together with you to include you in the patient care decision making process to respect the wishes of the patient. This is called "Patient and Family Centred Care". Please let us know when you have questions or concerns. All members of the health care team are available to talk with you and answer your questions.

Privacy and Confidentiality

In keeping with the Health Care Act, patients must give permission for any release of information. No patient information can be given over the telephone or in person to family or friends, without the patient's permission. The patient's designated spokesperson, Power of Attorney or Substitute Decision-Maker may act on the patient's behalf.

Comments and Feedback

Your comments and feedback are very important to us. We welcome your thoughts and ideas. Please take the time to complete the following survey.

1. What did the staff in the ICU do well?

2. What would you like to see improved?

Ideas or suggestions:

If you would like to talk to the Nurse Manager about your comments, compliments, concerns, or suggestions, please write your contact information here: _____



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. Ask a member of your health care team for a copy. You can download this book in many languages from www.oha.com

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 received.



When you call with a compliment, we will inform the ICU team.

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.

The spokesperson will communicate information between the health care team and the patient's loved ones. The spokesperson will be informed of the patient plan of care and any changes in the patient's condition.



In the interest of patient confidentiality, the spokesperson will then pass this information on to members of the patient's family and loved ones. The ICU nurse can arrange to call the spokesperson at an agreed upon time to provide a daily update. The spokesperson should be the only person making telephone inquiries.

Please keep us informed about the telephone number of the spokesperson. To keep information confidential, any questions about the patient made by telephone will be forwarded to the spokesperson.



We respect each person as an individual and maintain privacy and confidentiality at all times. Staff cannot discuss other patients or families.

We ask that you respect the privacy of other patients and their family members or friends while you are here. **Anything you overhear in the unit or waiting areas should not be shared outside the ICU.** We hope you understand and follow this request.

A Teaching Centre

St. Joseph's Healthcare is a teaching centre. This means that students may be involved in your loved one's care. We welcome students from all health care profession colleges and universities.

A Research Centre

The ICU at St. Joseph's Healthcare is a leading centre in critical care research. You or your loved one on your behalf may be asked to take part in a research study. One of our trained research co-ordinators will explain the study and answer your questions if you or your loved one is asked to be in a study. The co-ordinator makes sure you understand the details of the study and how you would be involved before you sign a research consent form. If you do not wish to take part in a study, the care of your loved one will not be affected in any way.



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

Please ask the nurse or doctor if he or she needs to see the patient's medications before you take them home. Patients may wish to keep personal items such as dentures, hearing aids or glasses during their stay. When valuables cannot be sent home, they will be locked in the hospital vault. St. Joseph's Healthcare Hamilton only assumes responsibility for patients' possessions that are deposited in the vault.

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care, 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

Taxi and Pay Phones

There are direct taxi telephone lines and pay phones at each entrance.

Washrooms

Visitor washrooms are found on:

- Level 1, Bishop Dowling Wing near the Day Surgery Area
- Level 1, Sister Mary Grace Wing near the Information Desk
- Level 2, Sister Mary Grace Wing near the Cafeteria

Ask any staff member for help finding a washroom.



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 a patient would like help to quit smoking talk to a member of the health care team. We can help.

Personal Items

We encourage patients and families not to bring any valuables to the hospital. Family should take all valuables, personal papers and money home.

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 by anyone will not be tolerated.

Around the Unit

ICU Waiting Room and Entering the ICU

There is an ICU waiting room just outside of the ICU. The telephone in the waiting room has a direct dial into the ICU. Please call into the ICU each time you come to visit, even if you have left the ICU for a short period. When staff need to give patient care, you may be asked to wait in the ICU waiting room.

To protect all of our patients, families and staff in this area of the hospital all hours of the day, visitors need to press the keypad outside of the ICU. A member of the ICU staff will talk to you through the speaker and let you into the ICU.

When You Visit

During your visit, please respect other patients, families and staff on the unit. Speak with the nurse if you would like a child to visit. The nurse may provide help with your decision and also help you prepare the child for the visit. Do not leave personal belongings in the waiting room. St. Joseph's Healthcare Hamilton is not responsible for lost or stolen items.

Quiet Rooms

The quiet rooms are used for families of critically ill patients, families who have travelled a long distance and for family meetings. The charge nurse, nurse, or member of the spiritual care team may offer the use of the quiet room.

Sometimes a quiet room is not available due to demand. Therefore, when another patient's condition becomes critical, you may be asked to leave the quiet room so another family may use the room.

Visiting Guidelines

The nursing staff work 12 hour shifts. Shift change for the nurses takes place at 7:00 am and 7:00 p.m. We ask that you do not visit or call the ICU between:

- 6:45 am and 8:15 am and
- 6:45 pm and 8:15 pm



This is when shift handover and patient assessments take place. In the interest of patient safety, our goal is to minimize interruptions during shift handover and during patient care rounds so that important patient care information is passed on to the oncoming shift and team.

If you are the patient's spokesperson, please feel free to call the ICU anytime with the exception of the times above. The ICU staff will also call the spokesperson when needed. An agreed upon time for ICU staff to call the spokesperson can be arranged.

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 you may be able to pay for a copy to take home.



Gift Shop and Store

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



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 reduced rate to come and go all day, or a reduced rate 2 week pass or monthly pass.



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.

There are also local parking lots in the area if you do not mind walking.

Families and Visitors

You can also help yourself from falling. When you are around the hospital, you may see signs and posters with helpful hints to follow.

When you go outside be careful when it has rained, snowed or when there is ice on the ground.

Around the Building

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



Food and Drinks

The cafeteria offers a variety of snacks, meals and food. There is a coffee and snack shop near the main entrance. There are vending machines all around the buildings.



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 door.



Visiting Hours

We suggest you arrange to visit between:

- 11:00 a.m. to 2:00 p.m.
- 4:00 p.m. to 6:45 p.m. and
- 8:15 p.m. to 10:00 p.m.

Visiting times are arranged based on each patient's needs and the needs of the family. **Please feel free to discuss any special visiting arrangements with the nurse caring for your loved one, or the charge nurse.**

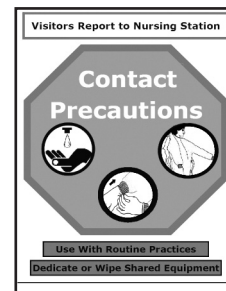
We encourage short visits with 1 to 2 visitors at a time to make sure the patient can rest. Families also need rest. Please do not put coats or bags on any patient's bed. Quiet time is from 2:00 to 4:00 p.m. Please do not visit at this time.

People should not visit if they have signs of an infection such as cough, cold, fever, rash, open sores or feel unwell.

Please do not visit if you are ill

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.

Here is an example of an Isolation Sign:



Wash your hands



Put on a gown

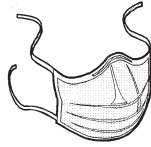


Put on gloves

Patient Safety – Protect Yourself and Others

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

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



**JUST CLEAN
YOUR HANDS**



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.

Other Treatment and Equipment

Other treatments and equipment may be needed to provide care for the patient. Members of the team will tell the spokesperson about all treatment and equipment being used and why.

Patients sometimes need tests that can only be done in other departments. Members of the health care team help with the safe transport of patients. A member of the team also stays with the patient during the test or procedure. Some types of tests are a CT scan or MRI.



Patient and Family 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 patients are not able to speak for themselves, families are asked to speak on behalf of their loved ones. If your loved one has a history of falling, please inform the nurse or physiotherapist.

Plans to prevent a fall may include:

- When patients in the ICU are able to get up, they are assisted by the ICU team
- Families may be asked to bring in a good pair of walking shoes for their loved one

While this tube is in place, the patient cannot speak, or eat or drink by mouth. The nurse or the respiratory therapist can help you to communicate with your family member when ok to do so. This can be done by writing notes, or the patient can nod to questions asked, if the patient is awake.



Nutrition

When your loved one is on a breathing machine, he or she cannot eat or drink. During this time, your loved one needs liquids, protein, carbohydrates, fats, vitamins and minerals. These help the body to fight infection and, get stronger. They also help damaged skin such as wounds and incisions heal.

Your loved one will need tube feeding. This means a thin tube is passed through the nose or mouth and goes into the stomach or intestines. Liquid nutrition is given through this tube. If your loved one cannot digest or absorb enough, he or she may have intravenous feeding. This means a thin tube is placed into a blood vessel called a vein. Special fluid is monitored as it flows through this tube. A dietitian decides on how much nutrition and the type to give. Lab tests are done to see if the nutrition needs to be adjusted.

Fragrance Free

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

Please do not:

- bring flowers or plants
- use cell phones
- bring in personal radios or electrical equipment
- bring food or drink for your own use



The ICU Health Care Team

Patients in the ICU are cared for by many professional health care providers. You may meet some of these people while you are here.

Medical Care

The **ICU Doctor** is responsible for the patient's medical care and works together with the nurse manager and all members of the health care team. This doctor has had special critical care training. The patient's needs and goals for care are discussed in detail together with other health care providers in ICU during daily rounds. Each ICU doctor is usually responsible for managing the care of the patients in the ICU for a 7-day period. The doctor-in-charge usually changes on the Friday of each week. To provide continuity of care, each patient's needs and plan of care are discussed in detail by the outgoing and incoming ICU doctor on Fridays.

ICU Medical Postgraduate Trainers are medical doctors who are completing more education in the critical care area. They provide medical care to patients, under the direction of the ICU doctor 24 hours a day. These people are also called interns and residents.

Consultants

Other doctors or specialists may be asked to consult in the patient's care to help meet specific needs.

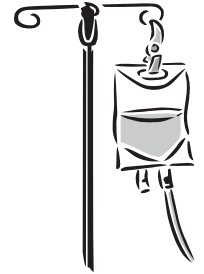
Nurse Manager

The **Nurse Manager** is responsible for the overall management of the ICU and all aspects of patient care. The nurse manager works closely with all members of the health care team. If you have any comments, compliments, questions or concerns that cannot be managed by the nurse or charge nurse, or if you wish, please ask to speak to the nurse manager.

Charge Nurse

The **Charge Nurse** is an experienced ICU nurse with special critical care training. The charge nurse is responsible for the day to day co-ordination of the unit during the shift. The charge nurse works with the nurse manager, the registered nurses, doctors, and other members of the health care team to plan patient care. The charge nurse keeps the nurse manager informed.

Patients may have an intravenous or IV. This is a tube in a vein used to give fluids and medications. Patients may have more than one IV at a time. IV fluids are given with computer pumps placed on poles. The nurses monitor the pumps to make sure patients get the correct amount of fluid and medications safely.



Monitors and machines make many sounds. The nurses know what these sounds mean and adjust the monitors and machines as part of each patient's care. All alarms are not always a cause for concern. Most patients will also have a tube in the bladder to empty urine. This tube is called a catheter. The catheter is attached to a urine collection bag. The urine is measured regularly.

Some patients will have a tube that empties stool into a collection bag. Other tubes may be going in or out of the abdomen or chest or other areas. The nurse can help you understand what they do.

Breathing Support

Many critically ill patients need help with breathing because of their illness or the medications they need. For breathing support a tube is placed in the patient's mouth and goes into the lungs. The tube may be connected to a machine that helps the patient breathe. This machine is called a ventilator.

Ethicist

The **Ethicist** may be asked to join in the team when support with patient care decision making is needed.

Other people you may meet

Housekeeping Staff

Housekeeping staff keep the rooms and unit clean. They help make sure supplies needed for patient care are available in the patient's room.

Hairdresser

A hairdresser can come to the unit to provide hair care for your loved one. Talk to your nurse if you want to arrange this. There is a charge for this service.

Bedside Tubes and Monitors

There are many tubes, monitors and machines in this unit. All patients have a heart monitor. This means that small electrodes with sticky pads are placed on the patient's chest. These are attached to a cable and a machine that monitors the patient's heart.



Some patients may have their blood pressure checked by the monitor. A small tube called an arterial line may be placed in an artery to do this. This tube is then connected to the monitor. The nurse can also take blood samples from this tube.

Registered Nurses (RN)

Registered Nurses in ICU have special critical care training. The ICU nurses provide nursing care to each patient 24 hours a day. The nurse on shift is responsible for the co-ordination of his or her patient's care during the shift. The nurse works closely with the doctors and other members of the health care team to make sure the patient receives the best care possible. Each nurse provides care to 1 or 2 patients and also helps co-workers provide patient care. The nurses keep the charge nurse informed.

Registered Respiratory Therapist (RT)

Registered Respiratory Therapists have special training in respiratory care. The RT is available 24 hours a day. The RT works with the ICU team to manage the patient's breathing, breathing support equipment, oxygen therapy and help with patient procedures.

Critical Care Response Team (CCRT)

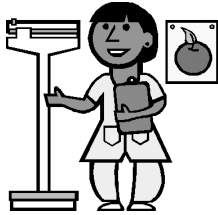
The **CCRT** is a team consisting of a doctor with critical care experience, an ICU nurse, a respiratory therapist, the ward staff and doctor. When your loved one is transferred out of the ICU to another unit, the CCRT works together with the ward staff to provide follow up patient care for the first couple of days, in the interest of patient safety. Families may also ask the nurse on other units to call the CCRT.

Pharmacist

The **Pharmacist** has specialized training and works with the ICU team to help with medication ordering and monitoring the effects of medications for the patients in the ICU.

Registered Dietitian (RD)

Registered Dietitians are food and nutrition experts who work with the ICU team to provide the right amount and type of nutrition for the patient.



Physiotherapist (PT)

Physiotherapists have specialized training to assess a critically ill patient's breathing and ability to move. They help improve a patient's lung function, range of motion, and muscle strength. Physiotherapy services continue when patients are transferred out of the ICU.

Spiritual Care - Chaplain

The **Spiritual Care Team** consists of chaplains who are men and women from many denominations. Chaplains are available for all patients, families and friends.

We respect all faiths. At your request, a visit from the clergy of your choice can be arranged. You can ask the nurse for help or ask to speak to a chaplain.

Unit Communication Clerk (UCC)

The **Unit Communication Clerk** works with the team and provides administrative and clerical support in the unit. This includes processing orders, booking procedures and tests and directing telephone communication to the appropriate staff.

Palliative Care

Palliative Care support for patients and families is available. The nurse or doctor may request a consult for the patient if required.

Social Worker

The **Social Worker** works with the ICU team to provide patient and family support. Counselling can be planned if required.

Speech-Language Pathologist (SLP)

The **Speech-Language Pathologist** may be asked to work with the team to assess the patient's swallowing abilities and/or find ways for the patient to communicate.

Research Co-ordinator

Research Co-ordinators work with the ICU team to manage research work. Research is done to improve the care of our patients. All studies are approved by the Research Ethics Board (REB). The REB ensures that each patient's and family's rights are protected.