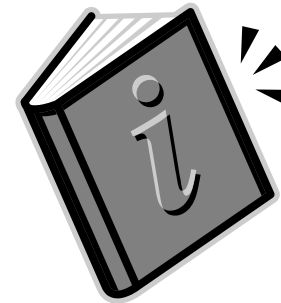


Welcome to the Medical Stepdown Unit (MDSU) and Coronary Care Unit (CCU)



Providing Patient and Family Centred Care

Level 4 - Bishop Dowling Wing
St. Joseph's Hospital
50 Charlton Ave. East, Hamilton Ontario
Telephone: 905-522-1155 ext. 33657

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Comments and Compliments – Patient Relations



At St. Joseph's 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:

- When you call with a compliment, we will pass your 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.

Trillium Gift of Life Network – Organ and Tissue Donation Program



Trillium Gift of Life Network is a not-for profit agency of the Government of Ontario. It looks after planning, promoting and coordinating organ and tissue donation across Ontario.

As of January 2014, a member of the health care team must call the Trillium Gift of Life Network for any patient who is 79 years of age or younger and:

- meets the criteria for high risk of imminent death
- has died – this call must be made within 1 hour of the patient’s death.

If the patient is eligible for tissue donation, the Trillium Gift of Life representative will ask to speak with the next of kin.

Important facts:

- One donor can save up to 8 lives and enhance as many as 75 more.
- Everyone has the potential to be an organ and/or tissue donor regardless of age or health.
- To learn more or to register, visit ‘BeADonor.ca’ or call 1-800-263-2833.

beadonor.ca

Welcome to Our Unit

This book will give you, your family and other support people information about our unit and services around the hospital.

This is a 12 bed unit where each patient receives Client Centred Care provided by an expert health care team. Medical care is overseen by a medical internist along with a team of doctors including residents, interns and medical students. There are also many other members of your health care team who work together to give you the best care possible. The roles of the team are described in the next section.

We are committed to providing you with the best care possible. Please know that you are in very good hands.

If you have questions or concerns, please let us know. If you have a concern, feel free to talk with a staff member. The following supports are available to patients and families:

- Unit Charge Nurse and Team Leader on unit each day
- Nurse Manager, Mondays to Fridays, 8:00 a.m. to 4:00 p.m.
- Social Worker, Mondays to Fridays, 8:00 a.m. to 4:00 p.m.

Members of Your Health Care Team

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



Registered Nurses assess, plan and manage your nursing care. This includes talking to members of the health care team, giving medications, assessing your needs and helping you and your loved ones learn about your care.



The Nurse Manager is responsible for the administration of the unit. If you have any concerns you can ask to speak to the Nurse Manager.

The Nurse Educator teaches members of the health care team and students the most current health care practices. The Nurse Educator holds teaching sessions and consults with staff on patient care issues.

The Unit Communication Clerk (UCC) greets and directs visitors, answers telephones and patient call bells, organizes health records and processes doctors' orders along with many other related activities to help keep the unit running smoothly. If you have a question, the UCC often has the answer.

Your Health Care – Be Involved

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 to 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

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.

Convenience Store

Located near the main entrance, the hours are:

- 10:00 a.m. to 8:00 p.m. Mondays to Fridays and closed between 6:00 and 6:15 p.m. so staff can have a break each evening
- 10:00 a.m. to 5:00 p.m. Saturdays
- 12:00 p.m. to 5:00 p.m. Sundays

Sherman Library

The 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. The hours are:



- 8:00 a.m. to 6:00 p.m. Mondays, Wednesdays, Fridays
- 8:00 a.m. to 8:00 p.m. Tuesdays, Thursdays
- Closed weekends and holidays

The Dietitian may see you to help you with your nutritional needs. You can also ask to see a Dietitian if you would like some help with your diet or menus. The Dietitian works Mondays to Fridays.

The Pharmacist may talk with you about your medications and give you some written information. You can ask to see a Pharmacist any time during your stay. The Pharmacist works Mondays to Fridays.

The Social Worker is available to you and your family to provide support and guidance throughout your stay. The Social Worker will also help you with discharge plans, organize family meetings, make referrals to community agencies and provide counselling and information about finances. The Social Worker works Mondays to Fridays.

The Wound Care Specialist is a Nurse who specializes in wound care treatments. Your doctor will refer you to this Nurse if needed.

The Physiotherapist (PT) may work with you to help you walk or move as well as you can. He or she may design an exercise program for you. The Physiotherapist may also help you with any breathing problems you may have.



The Respiratory Therapist (RT) is available for lung function tests and to apply devices for treating special breathing needs. Respiratory Therapists are available 24 hours a day.

The Occupational Therapist (OT) checks to see if you need help to improve skills such as dressing, washing and grooming so you can manage at home. This therapist can also help you and your family obtain any equipment you need for home. Occupational Therapists work Mondays to Fridays

The Speech-Language Specialist may see you if you have problems swallowing or communicating. He or she works closely with other members of the health care team. Your doctor will refer you to this member of the team if needed. Speech-Language Specialists work Mondays to Fridays.

The Spiritual Care Specialist or Chaplain provides spiritual, religious and emotional support for you and your family. If you would like support from your own clergy or faith leader, the Chaplain or your Nurse will help you make the contact.



The Palliative Care Team offers education and advice about pain control, symptom management and comfort measures. You will see members of this team if needed.

Pharmacy

The Pharmacy in the main lobby can meet all of your medication and health care product needs.



It offers professional advice, education, fast and friendly service. The pharmacy accepts all drug plans. Any patient or visitor can use the pharmacy.

The hours are:

- 9:00 a.m. to 5:00 p.m. Mondays, Wednesdays, Thursdays
- 9:00 a.m. to 7:00 p.m. Tuesday, Fridays
- Closed on Saturdays and Sundays

Gift and Flower Shop

Located near the main entrance, the hours are:

- 10:00 a.m. to 7:30 p.m. Mondays to Fridays and closed between 6:00 and 6:15 p.m. so staff can have a break each evening
- 12:00 p.m. to 5:00 p.m. Saturdays, Sundays



Parking

Visitor parking is off James St. South beside the Fontbonne building.



The parking lot off Charlton Avenue is Premium Parking. This means it costs a lot to park here. No IN and OUT privileges, coupons, passes or validations are accepted here.

You can go to the Parking Office to obtain a day pass to come and go all day, a 2-week pass or a monthly pass at reduced rates.

The Parking Office is located on Level 2 of the Juravinski Tower (Room T-2317). It is open Mondays to Fridays 7:00 a.m. to 8:00 p.m. and Saturdays, Sundays and Holidays from 11:00 a.m. to 5:00 p.m.

Other Services (Times may change)



Tim Hortons

Located near the main entrance, the hours are:

- 6:30 a.m. to 11:30 p.m. every day

Cafeteria

The cafeteria is on Level 2 of the Sister Mary Grace Wing. Hours are:

- 7:30 a.m. to 7:00 p.m. Mondays to Fridays

The Acute Pain Service Team offers pain relief usually after surgery. You will see members of this team if needed.

The Critical Care Response Team (CCRT) is made up of a group of specialized Doctors and Nurses who come during critical and emergency situations. This team is called to come right away when needed.

Unit Service Providers (USPs) keep the unit and your room clean.

Volunteers provide support to our unit, programs and organization in many ways.

Teaching and Research Centre

St. Joseph's is a teaching centre. This means that you may have students involved in your care. On this unit, the health care team will work with you, your family and health care students to make sure you receive the treatment you need.

St. Joseph's is also a research centre. 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 study and how you would be involved before you sign a consent form for the research. If you do not want to be involved in a research study, your care will not be affected.

Transfer to Another Unit

Most people do not go right home after being on this unit. Most people are transferred to another unit when they are stable and do not need acute care. As part of complete care, we begin working together to planning for your transfer as soon as you arrive. Most patients are transferred during the day or early evening. However, you may be transferred to another unit during the night. If this happens, we will contact your spokesperson unless you advise us not to.

Your Spokesperson, Privacy and Confidentiality

We ask that one person be chosen as your spokesperson. This should be someone that you trust such as a family member or friend or your Substitute Decision Maker (SDM). The health care team will speak to this person who can then pass information onto family members and friends who you want information shared with. Your spokesperson can call the unit for information and updates.

Members of your health care team will talk to you about your care and test results. With permission, this will also be shared with your spokesperson and/or your SDM.

Preventing a Fall – Patient Safety



One of 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 a history is taken and a Falls Risk Tool is implemented.

Plans to prevent a fall may include:

- asking for help before you get up the first time and when needed
- making sure you are wearing a good pair of walking shoes or non-skid socks or slippers when you are up.
- helping you learn to use a walking aid such as a walker
- being careful when you take medications

Some medications may cause dizziness. To prevent a fall when you get out of bed, sit up slowly. Sit on the bed for a minute then stand up. If you feel dizzy or like you may fall, sit down right away. Ask for help and tell a member of your care team about what happened.

Visiting

- You should not have more than 2 visitors at a time.
- Visitors should be quiet and respect every one's privacy inside and outside of your room.
- Visitors may be asked to step out of your room for you to rest or receive care and treatment.
- Visitors should not use an empty bed in the room to rest or put personal items on the bed such as purses and coats.
- If you are not in isolation, children can visit if they are well behaved and always with a responsible adult.
- If you are in isolation, children can only visit if they fit the Personal Protective Equipment (PPE).

Remember:

There is no visiting during the change of shift:

- 6:45 a.m. to 7:30 a.m. and
- 6:45 p.m. to 7:30 p.m.

Although Nurses are always available for urgent needs during this report time, try to plan your needs or discussions well before or after shift change.

Meetings with the Health Care Team

When needed, a family meeting can be arranged to talk about concerns, treatment plans and goals and obtain updates. This type of meeting needs to be booked ahead of time and can be asked for by the family or the health care team. Please talk to your Nurse or Social Worker if you would like to set up a family meeting.

Advanced Directive or Living Will

An Advanced Directive or Living Will lists your specific wishes for treatment if your condition changes while you are in the hospital. This information describes the treatment you would and would not want if you are not able to make decisions for yourself.



It is very important that you talk about your wishes with your family, friends and health care team. Making sure that your loved ones know your wishes in advance allows them to make the right decisions for your care. It also helps members of the health care team provide the best care possible for you while maintaining your dignity.

If you would like more information about an Advanced Directive or Living Will, ask to talk to the Social Worker.

For Family Members, Friends and Support Persons – Take Care of Yourself

Having a family member in the hospital can be emotionally and physically draining. It is easy to forget to look after yourself when a loved one is sick. We encourage you to balance visiting with going home, resting and getting proper nutrition and sleep. This will help you stay healthy and thinking clearly so you can support and help your loved one.

While your loved one is here, you may have feelings of fear, helplessness, depression, frustration and loss of control. These feelings are normal and to be expected.

Your life at home may feel overwhelming at this time. Accept help from family, friends and neighbours when offered. Do not be afraid to ask for help as well.

Spiritual Care

Although St. Joseph's is a Catholic organization, all faiths are recognized and respected. The Spiritual Care staff and Chaplains offer care for the Human Spirit including all spiritual belief and faiths. They are professionally educated to provide bereavement counselling for you and your family.



You and Your Belongings – Working Together to Keep Them Safe

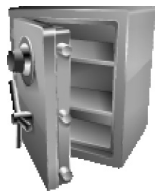
As partners in your care, you can help us by:

- Leaving personal items that are valuable to you at home.
- Sending personal items that are valuable to you home with family or friends.
- Asking about locking items that you value in the hospital vault until you are discharged.
- Keeping valuable items in your room out of sight.

St. Joseph's Healthcare Hamilton does not provide replacement or reimbursement for any loss of or damage to any items that are not locked up in the hospital vault. This includes clothing, jewellery, credit cards, mobile and electronic devices, games etc. Thank you for helping us to care about your things.

You only need personal items such as glasses, dentures, hearing aids and shaving equipment. Label all of your personal items with your name and home telephone number.

If you bring valuables they will be placed in a sealed envelope in the hospital vault.



Smoking

There is a NO smoking policy at St. Josephs. This means no smoking anywhere on the property inside or outside. If you would like help to quit smoking talk to a member of your health care team.



Fragrance Free

Many patients, staff, and visitors are allergic to scented products. Do not use any scented products such as perfume, cologne and aftershave.



Quiet Room

Sometimes a family needs a quiet, private place to rest and talk. If you think that you and your family could use a quiet place to be together, talk to your Nurse. A quiet room is available for up to 4 hours at a time only.

Telephones

Telephones are connected each day. You or a family member can arrange to have a telephone by paying a service charge at the Patients' Account Office in the front lobby of the Sister Mary Grace Wing. If you have a phone, dial 88 then the number. You can only call out not receive calls on this unit.



If you would like support from your own clergy or faith leader, the chaplain or spiritual care staff can help arrange this. They are available 24 hours a day.

Spiritual Care Centre and Quiet Room Bishop Dowling Wing – Level 1 Room D173

This room is open for use by patients, family members, visitors and staff 24 hours daily. It is a quiet and private space for diverse expressions of spirituality and reflection.

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.



Around Our Unit

Meals

Breakfast is served around 8:30 a.m., lunch around 11:30 a.m. and dinner around 5:00 p.m. Please check with staff before eating food brought from home.



Washrooms

Each patient room has a washroom. These are for patients' use only. Family members, friends and visitors are not permitted to use the patients' washrooms. A visitor washroom is located outside the door of the unit.

Call Bells

Each bed and bathroom has a call bell. If you need help, press the red button. The unit clerk at the nurses' station can talk to you through your room speaker:

- If you do not need help right away, tell the person on the speaker. A nurse will come to help you when available. This should be about 10 minutes.
- If you need help right away, please tell the person on the speaker who answered your call. Urgent calls are answered first.

Your Nurses will check on you throughout the shift as well as every 30 minutes.

Infection Control – 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 hand cleaning directions posted and clean your hands well.

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

Why are clean hands important?

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

Isolation and Visitors – Patient Safety

If you are in isolation there will be a special sign on your door. The sign will show your visitors what they need to do to visit with you safely. Your Nurse will help you and your visitors as well.

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 infection such as a rash and or open sores

Violence in the Workplace

Our goal is to provide a healthy, safe, secure and violent-free place for our patients, staff and visitors. Abusive (verbal or physical) behaviour by anyone will not be tolerated.