

# Welcome to 7 Surgical

Providing Patient and Family Centred Care



St. Joseph's Healthcare Hamilton  
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Charlton Campus  
Sister Mary Grace Wing, Level 7 | 905.522.1155 ext. 33022

St. Joseph's  
Healthcare  Hamilton

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[www.stjoes.ca](http://www.stjoes.ca)

## 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](http://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 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.

## **Welcome**

On this unit we look after people who have:

- problems with muscles and bones such as arthritis or a fracture
- a joint replaced
- kidney and urinary problems and diseases
- surgery in the kidney and bladder area
- other surgeries

Our goal is to help you learn to do as much as you can for yourself with the help of members of the health care team. You will then be able to look after yourself or be able to return to your previous level of care. You will receive care, support and education from the team.

## **The Health Care Team**

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

### **The health care team will help you:**

- set goals
- make decisions
- guide and help you with daily treatments

### **The health care team meets to talk about:**

- your progress
- what you need to learn
- your plan for discharge

## Members of the Health Care Team

The Medical Team, Surgeon and Surgical Residents assess your needs and manage your care while you are here.

### The **Thromboembolism (Thrombo)**

Team may be involved in your care. This team looks after patients who may get blood clots or need treatment for blood clots.

The **Thrombo Nurse Practitioner** will talk to you about the ways to prevent blood clots. If you have a blood clot, the team will teach you about this and watch you closely. Some people need to go home on medications and have regular blood tests.

The Nurse will teach you about this as well.

The **Enterostomal Therapist (ET)** is a Nurse who has special training looking after people who have ostomies and ileal conduits (urostomies). The ET will help you and your partners in care understand your surgery and adjust to your new lifestyle.

### **Registered Nurses and Registered Practical Nurses**

will guide and help you with your care. This includes talking to members of the health care team, giving medications and helping you learn about your care. Your Nurse keeps the Charge Nurse, or Team Leader, and the Nurse Manager informed about your care and progress.

## 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 be asked to wait in the Patient Activity room for your ride.

### **After discharge, call your doctor or health care provider if you have:**

- fever
- increased pain, redness and swelling in your leg
- drainage around any incision
- problems urinating
- increased blood in your urine

Follow any other instructions you have been given by your health team when you go home.

You and your family will be given as much notice as possible about the exact discharge date. However, some people are discharged on the same day that they are told they are leaving.

If you or members of your family have any concerns about discharge planning, ask to speak with a Social Worker 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.
- 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.
- When you leave make sure you have packed all of your belongings including jewellery, money, cell phone chargers, etc.

Nurses work 12 hour shifts with changes at 7:00 a.m. and 7:00 p.m. At shift change, the Nurses discuss each patient's care with the new group of Nurses coming on. There is always staff available for urgent needs during this report time but you may want to plan your needs with your Nurse before shift change.

**Personal Support Workers (PSWs)** are part of our care team. They provide help with washing, toileting and personal care.

The **Charge Nurse or Team Leader** is the day-to-day co-coordinator of unit activities. He or she is the main link to other members of the health care team. There is a Charge Nurse or Team Leader on the unit 24 hours a day. If you have any questions or concerns, talk to your Nurse, Charge Nurse, Team Leader or Nurse Manager.

The **Nurse Manager** is responsible for all aspects of patient care and nursing on the unit. If you have any questions or concerns ask to speak to the Nurse Manager.

The **Physiotherapist (PT)** may be involved in your care and help prepare you for your discharge. The PT may design and teach you an exercise program to follow. The Physiotherapist may also teach you how to use walking aids safely.

The **Speech-Language Pathologist** will help you if you are having trouble with swallowing or communicating

The **Occupational Therapist (OT)** may check to see if you need help to improve skills for your daily activities so you can manage at home. These may include skills such as dressing, washing and grooming. The OT will also help you and your family, arrange any equipment you may need to manage your day-to-day activities at home.

The **Social Worker** can help with a number of issues. The Social Worker can help you with a referral to community agencies for concerns such as financial, housing and emotional counselling. The Social Worker can also help you make plans for going home or another place. If you would like to speak to a Social Worker ask your Nurse to contact one for you or you can call extension 33101.

The **Dietitian** may see you to help you with your nutrition needs. You can also ask to see a Dietitian if you would like some help with your diet.

The **Chaplain** can provide spiritual, religious, and emotional support for you and members of your family. If you would like support from your own Clergy, the Hospital Chaplain can help you contact him or her. If you would like a visit from your own clergy or faith leader after leaving the hospital, this can be arranged as well.

## Discharge Planning

For some patients discharge planning begins before coming to St. Joseph's Hospital. For other patients discharge planning begins on the day they are admitted. Members of your health care team will begin planning the type of help you need to be able to go home. Some of the things the team can do are:

- give you and your family information, help or advice to help you manage at home
- arrange any equipment you need for going home
- arrange for support services in your community

There are many types of support services in the community. The type of services you can use depends on your needs. We try to match your needs with the services offered where you live.

Your Community Care Access Centre (CCAC) can also help link you with services and resources in your community. In the hospital, call extension 33528 or 33706 or call 1-800-810-0000.

For Hip and Knee Replacement patients, the ICC Coordinator will help with discharge. Call extension 37635 if needed.

## 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.

## 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 reduced rate to come and go all day, or a reduced rate.

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.

The **Hospital 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 hospital stay.

The **Acute Pain Service (APS)** consists of Doctors and Nurses who specialize in pain control. They help manage your pain after surgery. This may be done by monitoring an epidural in your back, a PCA pump and/or oral medications. They assess and teach you about these methods when they see you.

If you need services at home, the **Community Care Access Centre (CCAC) Case Manager** and Nurses will work with you, your family and members of the team to plan and arrange for this before you leave the hospital.

The **Integrated Comprehensive Care (ICC) Coordinator** may be involved with your care and discharge planning if you have had knee or hip replacement surgery. The ICC Coordinator helps you move smoothly from hospital to home as you recover.

## Other people you may meet

The **Unit Clerk** is the first point of contact for patients, visitors and staff. The Unit Clerk answers call bells when you need help. The Unit Clerk will also help arrange any follow-up appointments you may have before you are discharged.

**Housekeeping** keeps the unit clean.

A **Hairdresser** can come to the hospital to do your hair for a fee. Ask your Nurse or Unit Clerk to request this service for you.

**CARE Volunteers** help on this unit in many ways. CARE stands for **C**omfort, **A**ssist, **R**esources and **E**ngage. For example, you may have a social visit or help with your discharge.

## **A Teaching Centre**

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

## **A Research Centre**

St. Joseph's Healthcare Hamilton is 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 study. Be sure you understand the details of the study and how you would be involved before you sign a consent form for research. If you do not want to be in a research study, your care will not be affected.

## **Leaving the Unit**

If you want to leave the unit please talk to your Nurse as your doctor needs to approve this. All patients who are approved to leave the unit need to sign out and sign back in when they return.

## **Food and Drinks**

The cafeteria, on Level 2, offers a wide variety of snacks, meals and food. There is a coffee and snack shop on Level 1 by the main entrance and Level 1 of the Fontbonne Building. There are also vending machines through out the buildings.

If you are on a special diet, please talk to the staff before you buy food off the unit. Check with a Nurse before eating food brought into the hospital for you.

## **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, flowers, gifts, magazines, books, snacks, and much more here.



Plans to prevent a fall may include:

- asking for help before you get up the first time after surgery
- 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

You can also help prevent yourself from falling. Around the unit and the buildings you may see signs and posters with helpful hints to follow. If you go outside, be careful when it has rained, snowed or there is ice on the ground. Always wear shoes. Use your walking aid if you have one.

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 before standing up. 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.

## **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 excellent 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 by anyone will not be tolerated.

## **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.

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.

## Scent Reduced Environment

Perfumes and strong odours such as smoke can make it hard for some people to breathe. St. Joseph's is a Scent Reduced Environment. Please respect the health of others by avoiding the use of scented products while in our environment. Please tell anyone that comes to visit as well.

## Items to bring to the hospital

You will need to bring soap, a toothbrush, toothpaste, shampoo, tissue, comb or brush and any other personal care items you use. You will also need shoes that have good support and non-slip soles. You will be up walking in your own shoes and clothes so bring easy care, easy wear clothes.

St. Joseph's Healthcare is not responsible for lost or stolen items. Please **leave all valuables at home**. You can bring a small amount of money if you want a newspaper or magazine. It is best to have your family or friends bring in money as you need it.

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

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



**Wash your hands before and after each visit.**

## 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 a member of your health care team.

## Patient Safety – Preventing Falls

One of our goals is to make sure that our patients are safe at all times. 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.

## 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.

**Remember to clean your hands often while in the hospital.**

## 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.

**Here is an example of an Isolation Sign:**



## Around the Unit

### Meals

Breakfast arrives around 7:45 in the morning, lunch between 11:30 a.m. and noon and dinner between 4:30 p.m. and 5:00 p.m. Please check with the staff before eating food brought from home.

### 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. The Nurse will come to help you when available.

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 you throughout the shift as well.

### Telephones

The bedside telephone may be connected by paying a service charge at the Patient Accounts Office near the main information desk in the front lobby.

If you have a telephone at your bedside, dial 88 then the number. If you need to change rooms in the hospital, your telephone service will go with you at no extra charge.

## Pay Phones

There is a pay phone on the unit. It uses quarters. There are also taxi phones and pay phones at each entrance. There is a visitor phone for local calls only in the patient activity room for no charge.

## Television

Television is available at each bedside. Cable TV can be rented by filling out a television rental card found on the wall outside the Nurses' Station. Cable service is started between 4:30 and 6:30 p.m. daily. Fees must be paid in advance to the television person. You cannot bring a television from home even if it uses batteries.

There is also a television in the Patient Activity room.

## Patient Activity Room

Room 711 is the Patient Activity room. This room is used for special activities, dining and a lounge. You and your family and friends are welcome to use this room.

## Washrooms

**Washrooms in patients' rooms are for patients' use only.**

The visitors' washrooms are:

- Room 711 and 753 on the unit
- On the first floor of the Sister Mary Grace Wing close to Information
- On the second floor of the Sister Mary Grace Wing just before you go into the cafeteria

## Visiting

You should not have more than 2 visitors at a time as the rooms are small and other patients are disturbed. Patients need care, treatment, therapy and rest. Visitors should not get in the way of your treatment plan. Please tell your visitors the best times to visit you. Children must be with a responsible adult at all times.

We would be pleased to show your visitors how they can help you while you are in the hospital. Visitors can help with your care or meals, play cards with you or read a book to you. There are many ways they can help you get better.

## Patient Safety – Protect Yourself and Others

Use the hand pumps to clean your hands each time you enter and leave the hospital, a patient care unit, a patient's room and any other room on a unit.



**JUST CLEAN  
YOUR HANDS**