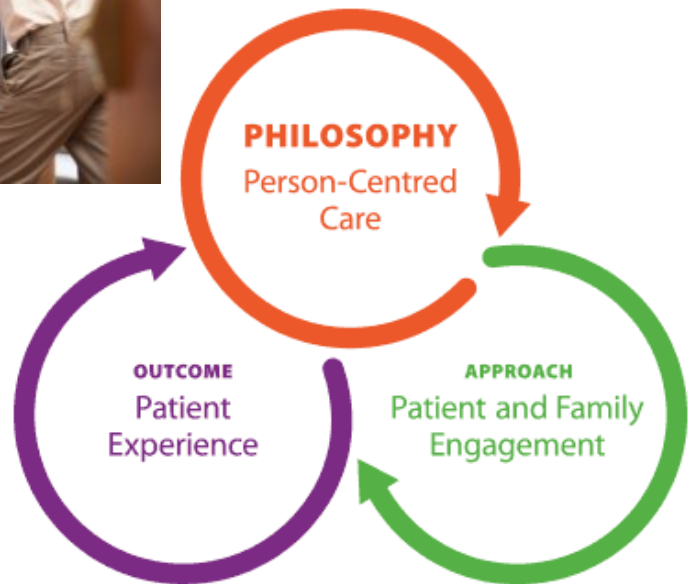




Central
Health



**Admission/Discharge
Acute Care Information Booklet
for Patients and Families**

Patient experience – we want to hear from you!

Central Health is committed to providing quality care to patients, clients, residents and their families. Ensuring that your experience with our health care system is the best it can be is important to us. Your feedback is a valuable source of information for us about the care and service you received. Please take a few moments to complete our *Acute Care Patient Experience Survey*. Your feedback will assist Central Health leadership, providers, and staff to improve the quality of care provided. You can access this survey through the link below, by scanning the barcode below with your smartphone or by visiting www.centralhealth.nl.ca.

<https://ca.surveygizmo.com/s3/50000437/Acute-Care-Survey>



**This booklet is intended to give you a brief overview
on Central Health services.**

**Please visit: www.centralhealth.nl.ca for more detailed information
on Central Health's resources and policies.**

TABLE OF CONTENTS

Acute Care Facilities.....	1
Our Core Values	1
Circle of care	3
Healthcare team	3
Your safety in health care	5
Services available.....	7
Communication: information sharing	8
Policies	10
Appendices.....	12
• 5 Questions to ask about your medications	
• Patient Experience Surveys	
• Resources	

Acute Care Facilities

Central Health provides acute care services at nine facilities. **Acute care** is a level of care which is usually a short term medical treatment, generally provided in a hospital. Acute care patients could have a brief but severe episode of illness or injury, have experienced surgery and recovery, or received obstetrical services. This type of care is often only necessary for a short time.

Facilities in the central region that provide acute care services are:

- A.M. Guy Memorial Health Centre, Buchans
- Baie Verte Peninsula Health Centre, Baie Verte
- Central Newfoundland Regional Health Centre, Grand Falls-Windsor
- Connaigre Peninsula Health Centre, Harbour Breton
- Dr. Y. K. Jeon Kittiwake Health Centre, Brookfield
- Fogo Island Health Centre, Fogo Island
- Green Bay Health Centre, Springdale
- James Paton Memorial Regional Health Centre, Gander
- Notre Dame Bay Memorial Health Centre, Twillingate

Our Core Values

Central Health's core values offer principles and a guiding framework for all employees as they work in their various capacities to support the health and well-being of the people served by Central Health. At Central Health, we believe that by living our values we can help make a health care experience the best it can be, regardless of the circumstance. We promise to communicate with compassion and respect. We will work to ensure we provide equitable services throughout the region. We will clearly and openly communicate our plans, our services, and our performance because we are accountable to the people we serve. We will strive to do this within available resources, except where otherwise directed by legislation.

Central Health **C A R E S**

Compassion **A**ccountability **R**espect **E**quity **S**afety

Our core values are central to what we do at Central Health and how we do it.

Compassion

We are kind, caring, considerate, and empathetic to our clients, patients, residents, their families and caregivers, and to each other. We show compassion by being person- and family-centered, by respecting privacy, encouraging others, showing empathy, being non-judgmental, expressing gratitude, and by being emotionally self-aware.

Accountability

We are honest, transparent, and responsible in ensuring the sustainability of the operations of the health care system we are entrusted to manage. We show accountability by living our values, monitoring resource utilization to ensure efficiency and effectiveness, enhancing quality and safety, improving the patient experience, providing person- and family-centered care, actively participating in collaborations and partnerships to advance our mandate, leading and developing people to support optimal individual and team performance, and using evidence to guide decision-making.

Respect

We embrace diversity, and treat everyone with respect and dignity. We show respect by acting with integrity, engaging others in discussions and decisions affecting them, by listening and responding to personal, cultural, and spiritual perspectives, and through meaningful collaboration with stakeholders and partners.

Equity

We strive to provide timely access to the right care, by the right provider, to everyone living in the Central Health region. We show equity in planning and delivering services throughout the region by assessing the health needs of the people we serve, and by working with community stakeholders and partners to address avoidable disparities.

Safety

We provide a physically and psychologically safe environment for clients, patients, residents, their families, and our employees. Safety is the first and final check for all health care planning and delivery decisions. We foster a fair and just culture, and we learn together when an unsafe event happens.

Circle of care

Circle of care refers to appropriate health professionals having access to your personal health information to ensure you receive quality health care.

Healthcare team

The healthcare team partners directly with patients and their families, to plan and deliver the best care possible.

Doctor/Nurse Practitioner

The doctor or nurse practitioner will oversee your medical needs, order tests, prescribe medications, and refer you to other specialists as needed.

Nurse (Registered Nurse/Licensed Practical Nurse)

Nurses work closely with you, your family, and other health professionals to ensure your health care needs are met.

Pharmacist

Pharmacists and pharmacy assistants provide the medications ordered for you and, if needed, will discuss the effects of the medication. They will explain when and how to take the medication and how to recognize problems and deal with side effects. They may also contact your community pharmacists to better coordinate your care.

Physiotherapist (PT)

Physiotherapists and PT assistants help you achieve your highest level of physical functioning. If you are having difficulty with body movements, they will provide assistance to improve muscle control, balance and mobility.

Occupational Therapist (OT)

Occupational Therapists and OT assistants help you reach your highest level of independence should regular activities, such as bathing and dressing, become a challenge due to injury, illness or disability.

Registered Dietitian

Dietitians are trained to provide advice about diet, food, and nutrition. They counsel and support patients to make changes in their eating habits which promote health and prevent chronic illness such as high blood pressure, diabetes, heart disease, and cancer.

Liaison Nurse/Continuing Care Nurse Coordinator (CCNC)

The Liaison Nurse/CCNC is consulted when it is necessary to arrange community health services to facilitate discharge planning. If you require community health nursing services, the community health nurse will contact you for an appointment at the nursing clinic. Home visits are only provided to clients who cannot leave their home.

Social Worker

Social Workers provide you and your family with supportive counseling and education to help cope with your illness and hospitalization. Social workers also help arrange community services, assess financial eligibility for services, and assist with discharge planning.

Speech-Language Pathologist

Speech-Language Pathologists assist you if you have trouble swallowing, speaking or understanding speech.

Registered Respiratory Therapist (RRT)

Registered Respiratory Therapists (RRT) are specialized health care professional who care for patients with conditions that affect their heart and lungs through assessment, diagnostic testing, and treatment. RRTs also provide education to patients and families regarding their disease and treatment plan. The RRT can help answer any questions you may have.

Pastoral/Spiritual care

Pastoral/spiritual care promotes spiritual values and religious faith. Upon admission, you will be asked if you wish to have your name placed on a clergy visitation list. This list will indicate that you want to have visitation during your stay. If you were not asked on admission, please notify your nurse that you wish to have visitation and ensure that your name is on the appropriate clergy visitation listing. Sacred or quiet space is available throughout the facilities for reflection, prayer and contemplation. Please ask your nurse where this space is located in your facility.

Security

Both referral centers JPMRHC & CNRHC now have 24 HR security services in place. Some of their responsibilities include;

- Enforcement of the Provincial Highway traffic act around both facilities including parking violations
- Safe walk escorts out of the building to your vehicle

To avail of their assistance please call 709.572.2017 (CNRHC) and 709.235.5830 (JPMRHC).

Interdisciplinary meetings/Team rounds

From day one of your admission the whole team of healthcare providers works to develop and coordinate a plan of care that works toward the best outcome. Patients and families are encouraged to meet with the interdisciplinary teams.

Your safety in health care

Everyone has a role to play...

Providing safe, quality health care is a priority for Central Health. We work together as a team with **YOU AND YOUR FAMILY** to ensure the best possible outcomes.

Central Health has many patient safety programs in place to improve the quality of care and ensure safe care for patients.

Risks to safety

Three common risks to all patients include medications, infections, and falls. Here are some tips that you can use to help lower your risk:

Medications

To ensure an accurate medication history, please bring **ALL** your medications with you to the hospital.

If you haven't done so already, please make arrangements to do this. After your medications have been reviewed by a health care professional, please ensure they are taken home.

Know what medications you are on and why. Keep a list of the name, strength and how often you take your medications. Remember to include all over-the-counter medications as well as vitamins, herbal remedies, inhalers, insulin, and diabetes supplies (pumps/pens). Be sure to include names of any sample medications your doctor may have given you.

Always keep your medications in the bottles or blister pack they came in. Inform your health care provider if you are taking medications in a different way than prescribed. Discuss any over-the-counter medications (herbal supplements, alternative medicine), with your health care provider before taking.

Tell your health care provider if you have had any allergies or bad reactions to medications.

Ask for a list of all medications you should be taking when you leave the hospital. You should ask how long you will be on each medication. Ask how you can tell if the medication is working or if you are having any side effects. If your medication has changed during your admission, please talk to your pharmacist.

Talk to your health care provider if you have any questions or concerns about your medications.

See Appendix 1 - **5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS** for more ideas.

Infection control

Hand washing is one of the most effective means of preventing the spread of infection. Staff wash their hands regularly when providing care. **It is important for patients/family to also take part in good hand washing.** There are public hand washing stations located throughout the facilities and near all entrances and exits. All visitors are asked to wash their hands at these stations before and after visiting patients. If visiting family members or friends are feeling unwell, have diarrhea, vomiting or any flu like illness, please ask them not to visit until it has passed.

Preventing blood clots

Preventing patients from getting blood clots is a priority at Central Health. If you are acutely ill or have undergone surgery, you may be at increased risk. When you are admitted to hospital expect your doctor to ask questions that help determine if you have risk factors for developing a blood clot. You may be given a blood thinner or asked to wear special stockings to help prevent a clot. You can help prevent blood clots by getting up and walking around as soon as you are able, and by drinking plenty of fluids to stay hydrated.

Falls prevention

Central Health recognizes that falls bring about an increased feeling of insecurity and fear of future falls. It reduces patient mobility and independence, decreases an individual's quality of life, and can result in healthcare provider injuries. To prevent a fall:

- Ask for help if you need assistance to use the bathroom or sit/stand up. Call, don't fall.
- Ensure your footwear has nonskid soles and fit properly.
- Let your health care provider know if you need assistance (e.g. wheelchair, walker, cane) to help you move safely.
- Ask for help if you feel dizzy or weak. Do not try to move on your own.
- Make sure you can move around easily and the area around you is not cluttered.

Partners in your health

Central Health is committed to patient safety but we need your help. You can help by taking an active role in your SAFETY.

If you have a concern about your safety, make sure you talk to a staff member.

- S** Speak up if you have concerns. You are the one who knows most about your health.
- A** Ask questions and keep asking until you have all of the information you need. Make sure your health care provider explains your care in a way you understand. Do not be afraid to ask if you do not understand.
- F** Family members are encouraged to provide information or ask questions on your behalf.
- E** Educate yourself. Find out about your condition and what you can do to improve your health.
- T** Tell others. Talk to others about patient safety and what they can do to stay safe.
- Y** You can help by being an active member of your health care team.

Services available

Client accommodations

Upon admission you are given a choice of staying in a ward, semi-private or private room. Room charges will apply if you are requesting semi-private or private accommodations. There are times when the room you requested may not be available, in that case, room charges may be waived. Contact Financial Services for complete details.

Once in a while, you may need to be moved to another room or facility. This could happen for a number of different reasons. However, when any change is necessary, the patient and/or family are notified as soon as possible.

Mixed male and female occupancy could occur when accommodation in a room with the same gender is not available.

Volunteer Services

A dedicated team of approximately 700 volunteers serves patients and families across central Newfoundland. Volunteers offer a wide range of meaningful services including: friendly visits, end of life companionship, feeding assistance, Therapy Dog visits, and general entertainment. Volunteers also assist staff with stocking patient/resident rooms and working in the gift shop. Volunteers are identified by their Central Health uniforms and ID tags.

Let a volunteer brighten your/your loved ones day by enjoying the services available at your local healthcare facility. Please notify staff if you are interested in a service, or contact the Manager of Volunteer Services at 256-5537 or 292-2179.

Pocket talker

A pocket talker device is available for patients who are hard of hearing. Please check with a staff member for availability.

Telephone/Cell phones

Patients have access to telephones located at the nursing stations or in the hallways on most units. Patients and/or family members can check with a staff member for information and availability of having a bedside telephone connected and the times in which it may be connected.

Patients can use Portable Electronic Devices (PEDs) such as cell phones, in approved areas of the hospital, to make calls or send messages. These areas are marked with appropriate signage. **DO NOT** use the camera on your cell phone to take photographs inside the hospital.

Television

Services are available at most facilities. Please check with a staff member.

Internet services

Free Wi-Fi services are now available at all inpatient facilities within Central Health using your own compatible device. Some restrictions apply around life critical equipment.

Valuables

Do not keep valuables such as jewelry or money in your room. Central Health is not responsible for missing items. Personal items held in the room and at bedside are the responsibility of the patient.

Interpretation service

If English is not your first language, and you require an interpreter, Central Health is able to provide interpretative services through Can Talk Interpretation.

Can Talk provides language services – interpretation/translation (spoken) to a large client base, including health care, police, and other government departments.

Please check with a staff member if you wish to utilize the Can Talk system.

Communication: Information sharing

Advance Health Care Directive

An Advance Health Care Directive is a legal document that enables all individuals to ensure that their health care wishes are known and considered, if for any reason they are unable to speak for themselves. It also allows the patient to identify the person(s) they would like to act on their behalf if they are unable to do so, otherwise known as the substitute decision-maker(s). Copies of this directive are available through the acute care social workers, and assistance is available if you would like to complete one.

Informed consent

Informed consent is a process for getting permission before performing a healthcare procedure on a person. A healthcare provider may ask a patient to consent to receive treatment before providing it. Informed consent is collected according to guidelines from the fields of medical ethics and research ethics.

To help make informed choices, patients are provided with timely, complete and accurate information about services and service delivery.

- All patients receive an “Informed Consent to Treatment Form” upon admission to a Central Health facility. This document must be signed by the patient or next of kin and witnessed by a healthcare professional.
- Information regarding the specific treatment and/or procedure will first be explained by a health care provider.

Community connection/Discharge information

Upon discharge, patients receive instructions regarding their responsibility for recovery, and the details on follow-up appointments. Contact information is provided on who to call for assistance, for example: community health nurse, nursing unit, emergency department, Provincial Health Line, Smokers Help Line etc. Teaching is reinforced through written material such as discharge

instructions and patient specific pamphlets.

- Ask your health care provider for additional instructions and teaching materials if you feel you need more information before discharge.
- **Our discharge goal is 11:00 AM**

Protective care

Some facilities may have patients with the potential to wander and leave their unit without supervision. When you are leaving or entering a unit, please be aware that there are some patients who can't leave or enter safely or without supervision.

Make sure that you are the **ONLY** one leaving or entering the unit.

Protecting your privacy

Central Health is committed to respecting privacy, safeguarding confidential information, and ensuring accuracy and authorized access to information in its custody or control, in accordance with legislation.

A client's personal health information, including their name, admission status and unit room number are considered confidential and will only be given with the consent of the individual, unless otherwise authorized by law. During the admission process you will be asked if you want your unit and room number shared with visitors.

Central Health has policies, procedures and safeguards in place to make sure your information is protected. For further details on your rights to privacy please refer to Central Health's privacy brochure.

Family presence

Family Presence is about encouraging family support and involvement as partners in the care of a patient—communication with the patient and their family is key.

There may be times when limitations on visitors and family presence are necessary.

Nursing bedside handover

At shift change, nurses share a *brief overview* of important information about your care - at your bedside, as one nurse is handing over your care to another nurse. This is a time when you can express any questions or concerns you may have regarding your care.

The nursing bedside handover will happen twice daily **between 7:30am - 8:30am & 7:30pm - 8:30pm**. Here are some things you should know:

- The nursing bedside handover occurs before your nurse finishes their shift and they introduce you to the nurse who is taking over your care
- The nurse will ask if it's OK to share your information in your room
- Your family can stay during the nursing bedside handover; if you prefer

- The nurse always does a safety check which includes: checking your ID band, IVs, incisions, drains and any important equipment in your room
- At the end of the nursing bedside handover, the new nurse asks **what is most important for you** during the day or night
- The nurse will change the communication board in your room

Ethics

Central Health has a process to help resolve ethical issues faced by the organization.

Central Health has an ethics consultation service for open discussion of ethical issues related to care. This service is a facilitated process with the care team, an ethicist from Memorial University, and other appropriate providers. Patients and families can request this resource through their healthcare provider.

Patient Experience

Central Health welcomes compliments from you regarding the services provided.

You may express a compliment via phone, written correspondence, email, in person to any staff member or directly to the Client Relations Coordinator.

Central Health also has a process for responding to concerns from persons who receive care and treatment from us.

Share your concerns with a staff member for immediate **on the spot** resolution. If the results are not satisfactory, you may ask to speak to a manager. If you feel your concern was not addressed, contact the Client Relations Coordinator at any time by calling 1-888-799-2272 or 292-2272 or by email at client.relations@centralhealth.nl.ca.

Patient Experience Surveys are also available on our website at www.centralhealth.nl.ca.

Policies

General identification processes:

- Upon admission, all patients are provided with an armband containing identifying information, such as: name, date of birth, medical record number, and known allergies.
- Before performing any procedure, patient identification is verified by using at least 2 patient identifiers (for example, checking armband plus asking patient name or date of birth).
- Patient identification is an important safety practice, you may be asked your name several times while in hospital.

Safe medication processes:

- Please ensure that your health care provider is aware of your medication allergies so they can be documented on your health record and other appropriate documents.

- Do not take your medications from home without first checking with your nurse or doctor. All medications are ordered by a physician, pharmacist and/or nurse practitioner.
- Take all medications in front of your nurse. Before receiving your medications, the nurse will ask your name and check your armband.

Fire safety

For safety reasons, rooms should be kept tidy and free of clutter. Extension cords and/or power bars are not permitted in patients rooms.

Please check with a staff member before bringing any electrical device into the hospital.

Fire safety exercises/Emergency plan

Emergencies or codes are announced on the overhead paging system.

Fire safety exercises and mock disasters are held regularly to prepare staff and patients for the possibility of an emergency. At the sound of an alarm, patients and visitors are asked to follow the instructions of staff.

Scent reduced policy

Central Health promotes a scent-reduced environment to minimize the potential allergic and/or medical reactions that may affect clients, visitors and health care workers. Please use unscented products when staying or visiting the hospital and tell your family/visitors to do the same.

Allergies

Some patients and staff members have allergies to certain foods and other products. Please pay close attention to any specific allergy signs that may be posted. Do not offer food to another patient if they are unable to tell you whether or not they have an allergy. It is always best to check with the nurse.

Latex balloons are **not** permitted in any Central Health facility. They can cause severe reactions in persons who have a sensitivity or allergy to latex. Mylar (shiny) balloons are permitted.

Smoke free policy

Central Health buildings and properties are smoke free. It is our goal is to provide a smoke-free environment for clients, residents, employees, volunteers and visitors.

Tobacco cessation counseling and referral is available for staff, patients and residents. If you are a smoker and require help to not smoke during your stay, please ask a health care provider to discuss options, including nicotine replacement, to help with your withdrawal.

Appendices

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



Institut des pharmaciens hospitaliers
Institut des pharmaciens hospitaliers
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Canadian Society of Hospital Pharmacists
Société canadienne des pharmaciens d'hôpitaux



Central Health



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CANADIAN PHARMACISTS ASSOCIATION
ASSOCIATION DES PHARMACIENS DU CANADA

SafeMedicationUse.ca



INSTITUT DES PHARMACIENS HOSPITALIERS
INSTITUT DES PHARMACIENS HOSPITALIERS

Visit safemedicationuse.ca for more information.

For more information on the topics provided in this booklet, ask your health care provider for any of the following pamphlets.

- Client Relations —We want to hear from you (CH-COM 005)
- Scented products in the workplace (CH-EWS 002)
- It's OK to ask (CH-IPC 003)
- Smoke free (CH-EWS 004)
- Taking steps to avoid falls in a healthcare setting (CH-POP 005)
- It's Your Decision: How to make an Advanced Health Care Directive—Available through the literature depot
- Preventing blood clots (CH-CID 017)
- Rights and responsibilities brochure (CH-CID 001)
- Patient safety booklet (CH-CID 008)
- Medication safety (CH-ID 012)
- Our commitment to privacy and confidentiality (CH-HIP 009)
- Important Information about Ambulance Services (CH-AMB 001)
- Telehealth (CH-Tel 001)
- Ethics (CH-ETH 001)
- A guide to pastoral and spiritual care at JPMRHC (CH PSC 006)
- Transfer to another Facility for Continued Care (CH CID 027)



CH-ACC 001 Revised: May 2019