

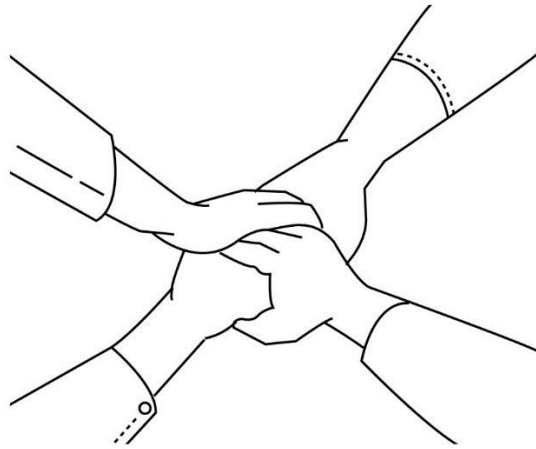
Welcome to St. Peter's Hospital Palliative Care Program

Information for patients and families



St. Peter's Hospital
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The staff of 3E/3W welcomes you to our unit.

This booklet provides information about your stay with us.

If you would like more information or have any questions, please feel free to ask any member of your health care team.

Your Health Care Team on 3E/3W

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What is the focus of the Palliative Care Program?

St. Peter's Palliative Care Program provides in-patient beds for dying patients who are in the final stages of their illness. Our staff has special expertise and skills to meet you and your family's care needs.

We provide compassionate care to you and your family.

Palliative care:

- Helps you feel as well as you can by managing your symptoms such as pain, shortness of breath, fatigue and weakness.
- Supports your right to make decisions about your health care which reflect your wishes and choices.
- Helps to prepare you and your family for the dying process.
- Supports you and your family to cope with loss and grieving.

People admitted to this program include those who have goals of care promoting a comfort approach rather than aggressive treatment.

St. Peter's Hospital, which is a Complex Care Hospital, does not have an Emergency Room or Intensive Care Unit (ICU).

Who are the members of my health care team?

There are many members on your team who work together to provide your care.

We encourage you to keep a list of questions to ask them. Talk with any member of the health care team if you have concerns during your stay with us. We are here to support and to help you live as best you can.

Team member	What they do
Attending doctor	The doctor in charge of your care. This doctor is generally on duty throughout the day.
Resident doctor	A doctor with advanced training in patient care. The Resident reports to the Attending doctor.
Clinical Manager	Responsible for the SPH Palliative Care Program; including patient care and staffing.
Case Manager(s)	Coordinate care of patients in the program, to ensure your symptoms are being well managed and your needs met.
Registered Nurses (RN/RPN)	Assesses your condition and progress, monitors and treats your symptoms and follow up on areas of concern. They assist with all aspects of your care.
Environmental Aide (EA)	Promotes your safety by providing cleaning service on the ward and stocking supplies for your room. They will take you to and from events and programs of your choice.
Pharmacist	Reviews your medications and consults with the doctor as needed. They may also teach you about your medications.
Program Clerk	The first contact for all of the team members. They will assist in linking you to the appropriate individual to answer your questions or address your concerns. They answer the phones and patient call bells, and book appointments.

Team member	What they do
Social Worker	Helps ease the patient’s and family’s adjustment to illness and hospitalization. They are a great resource for services and supports you may need.
Chaplain	Available for religious and spiritual needs. The Chaplain can provide spiritual care to people of all faiths, or arrange care by clergy in the community.
Physiotherapist (PT)	Helps you in setting goals around strengthening and function, according to your ability and wishes.
Occupational Therapist (OT)	Assesses you for the appropriate bed, wheelchair, and positioning. The OT helps with concerns around equipment or management of daily activities.
Speech Language Pathologist (SLP)	Assesses patients swallowing and provides strategies such as modifying (altering) food textures or liquids and positioning at mealtimes. The SLP also assists patients with communication.
Registered Dietitian	An expert in nutrition who assesses your dietary needs and eating patterns. The dietician helps you to review and make choices from the menu as well as discuss portions, according to your appetite.
Therapeutic Recreationist	Coordinates leisure programs, activities and special events for patients. These are available for you to take part in, as your energy allows.
Clinical Nurse Specialist (CNS)	Promotes the care of patients on the ward and supports staff by providing education and recommendations on patient care matters.
Learners	Hamilton Health Sciences is a teaching hospital and students from many professions learn here. Students need and appreciate your help. You play an important role in training tomorrow’s health care providers.

What to bring to the hospital

You can bring small items that you find comforting to personalize your space.

These may include a special pillow, blanket, pictures or CD/iPod. Please put your name on these items.

Leave items of value such as jewelry and wallets at home.

Staff are not responsible for loss of belongings.
This included dentures and hearing aids.

Medications

Bring in the medications you take regularly in their original container. This includes prescription and 'over-the-counter' medications, vitamins and herbal products. Let your nurse know if you have brought these items in. For your safety, the doctor needs to be aware of all medications you are taking.



After the nurse, pharmacist or doctor reviews your medications with you, please send them home. Do not keep medications at the bedside unless ordered by the doctor. While you are in the hospital, the health care team will order your medications and your nurse will give them to you. Do not take your own medications.

What is it like to live on 3E or 3W?

The staff care for your needs such as bathing, dressing, grooming and helping you eat as needed. There are also recreational programs such as horticulture, ramp bowling, bocchia ball (a Parasport), cooking, baking, musical opportunities and special events, which you can take part in if you wish and if you are well enough. We provide a monthly calendar of group programs, activities and entertainment. Our therapeutic recreationist also works one-on-one with patients as needed.

Families may join the patient in any of the programs and activities or take time for themselves and visit when there are no programs scheduled.

Physiotherapy can help you be more mobile, according to your goals and how much activity you can tolerate.

You can visit the chapel, have a meal off the unit, sit outdoors and if you are well enough, visit with family and friends away from St. Peter's Hospital.

Rest periods are encouraged, according to your needs and preference.

This can be a stressful time for patients and their families. If you or your family needs additional support to help cope, please speak to a member of the health care team.

What happens each day on 3E and 3W?

Shift changes

Our nursing team change shifts between 6:45 and 7:15 in the morning and evening. These are busy times for the nurses as they must discuss patient activity and care as well as any safety concerns on the unit.

Team meetings

Each weekday the doctor and the team caring for you meet to discuss your condition and care. All members of the health care team share information to help you meet your goals.

Be assured that although you may have more contact with your nurse, your doctor and other team members are fully aware of and active in your care.



Safety huddles

Staff gather together in the morning, following shift change, to discuss any safety matters that may arise on the unit. This includes such things as ways to prevent falls, use of equipment on the ward and infection control.

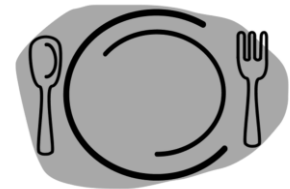
Meal times

As you spend more time at St Peter's Hospital, it is normal to have a change in your appetite and taste. Please discuss any concerns about eating such as swallowing difficulties, with our speech and language pathologist (SLP). The SLP will help you to understand and manage these concerns. We offer our patients modified food textures and liquids to help with swallowing difficulties. If you have any diet concerns, our SLP and dietitian will work with you to personalize your meals.

The hospital serves 3 meals each day. Meal trays will be delivered to your bedside between:

- 8:30 am to 9:00 am
- 11:30 am to 12:30 pm
- 4:30 pm to 5:30 pm

We will help patients with their meals as needed. Please tell your nurse if you have any food allergies or need a special diet.



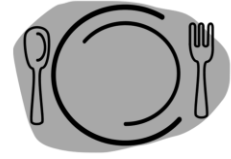
Patients can share a meal with their family or friends on the unit in the family room, cafeteria or on the courtyard.

Patients going to the cafeteria can request a free coffee/tea, compliments of the HHS Volunteer Association.

Snacks are available or can be brought in. Please tell your nurse if you or someone else brings food into the unit, so that it can be properly stored.

Menus

Here at St. Peter's we have a 2 week menu cycle. This means you will receive a set of menus containing 2 weeks' worth of selections. Once the menus are completed, the selections made will continue to repeat every 2 weeks. You do not need to complete a new set of menus unless you would like to change your selections.



Alcohol

Patients may have alcohol if they have a doctor's order. If you bring in alcohol, give it to the nurse to store.

Visitors may not drink alcohol on the premises.

Smoking

Hamilton Health Sciences is smoke-free. Smoking is not permitted anywhere on the grounds, including the parking lot and courtyard.



We assess an individual's ability to safely smoke on a case-by-case basis. Staff and volunteers are not permitted to accompany patients to smoke.

Please give cigarettes and lighter to staff to store for safety reasons.

Medical marijuana

If you have a prescription for medical marijuana, you will need to give it to our doctor to review for continued use.

Compassionate Care Benefits

The federal government has a compassionate care benefits program to help workers take time off from work when a loved one is dying. Social workers can provide more information about these benefits and arrange.

Visiting 3E/3W

When can I have visitors?

We have open visiting hours. Family and friends can visit any time as decided by the patient and based on their care needs.

Generally, a good time to visit is mid-morning to mid-evening. If family is called to come in during the night because of a change in your condition, they will need to ring the doorbell at one of the main entrances and Security will let them in.

You can enjoy visits in many different places such as the family room, cafeteria, main floor lounge or patio. There are wheelchairs for you to use if needed.

We ask that visitors allow patients to get a good night's sleep, and day time naps as needed. Rest and sleep are important for our patients, who often have limited energy.

Visitor guidelines

- Children are welcome, but must be supervised by an adult other than the patient at all times. There's a play area in the Family Room and a diaper changing station in the main floor washrooms.
- All visitors must be in good health. People with colds, coughs or other contagious illnesses may not visit.
- Do not use the patient's washroom for infection control reasons. There's a visitor washroom on each unit.
- Talk to a member of the health care team if you wish to bring in food from home.
- Do not give food or drinks to other patients
- Visitors may be asked to leave the patient's room during certain procedures and treatments, for the privacy or comfort of other patients in the room.
- We are a fragrance restricted hospital. Do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products.
- Aerosol products are not allowed. These include shaving cream, hairspray, spray deodorants and anything else that has the "caution" logo on it. There are alternative products available for each of the above. Staff can provide suggestions.
- For everyone's safety, scented flowers, plants and latex balloons are not permitted on the wards. Also, open flames are not allowed anywhere on the premises; this includes candles that require lighting.

For your comfort, the Family Room has sofas, a table and chairs, TV, gas fireplace, kitchen and children's toys.



Palliative Care: A "Quiet Zone"

We strive to provide a peaceful environment for our Palliative Care patients. They need varying degrees of rest, and at any given time some patients are quite ill or imminently dying. You can help by visiting quietly at the bedside, wearing soft shoes, turning off cell phone ringers and having no more than 2 visitors at one time at the bedside. This will help to support our patients in having a quiet, restful environment. We encourage you to remind us of this, too.

We have various gathering spaces outside of the patient's room for larger groups, including for special occasions. Staff can provide information about visiting spaces.

Special candles are lit as a tribute to a patient who is actively dying on our unit.

Pets

We recognize how difficult it can be to be separated from pets as they can really brighten someone's day. Patients' personal pets may also be able to visit.



In order for pets to visit, the hospital's 'Request & Consent for Family Pet Visitation' form must first be completed and proof of up-to-date vaccination - by your vet - and the pet's good health provided. Pets can only visit in certain areas of the hospital due to allergies of staff and other patients. Check with staff for more information.

We offer a Pet Visitation Program through our therapeutic recreation staff and St. John Ambulance's Pet Therapy Program. Pets are brought in by volunteers, accompanied by staff, and visit room to room with those who have expressed an interest.

Can a loved one stay with me?

We know that it may be very hard for you to be away from your loved ones for any length of time. Fold-out chairs are sometimes available. Ask your nurse if this is an option in your room.

Please talk with your nurse or social worker if your loved ones from out of town need somewhere to stay.

Your room

Preferred accommodation

If you wish to be in a semi (2 person) or private (1 person) room, known as “preferred accommodation,” there is a monthly cost involved.

Please let the Finance Office know your preferences, and tell the unit clerk if you wish to be added to the wait list for a semi or private room. We are not able to predict when a room will be available.

We make every effort to give you the type of room you request, but this is not always possible. Patients are assigned to rooms based first and foremost on their medical needs.

Sometimes, due to changing medical needs, patients may need to change rooms even if they are paying for them. The most common reason for re-assigning rooms is the need for a patient to be isolated from other patients to help control the spread of an infection.

Room set-up

Beside your bed, there is a table, cabinet, shelf and locker for your personal belongings. We ask you to keep in mind these space limitations when bringing in clothing and other personal possessions. Please note there is not enough space for large personal items such as furniture, appliances or storage bins.

The bathroom in your room is for patients' use only. There is an emergency call bell to use if you need a nurse right away.

What's available to families on the unit?

Each unit has a dining area, chairs, a sink, ice and water machine, and a refrigerator containing drinks, snacks and ice cream for patients.

Cups, lids, straws, spoons and non-perishable snacks such as cookies and crackers are located in the cupboards next to the ice machine.

If families bring in food for a patient, please label it with the patient's name and the date. Please keep in mind that space is limited.

A **visitor washroom** is located by the elevators on each unit. There is also one in the Family Room. There are public washrooms on the main floor as well.

Family Room

We have a large, home-like Family Room, located between the units, with a beautiful view of the courtyard and escarpment. It is open 24/7 and has:

- A living room, kitchen and two quiet rooms (each with a sofa bed).
- Complimentary coffee and tea supplies.
- A fridge for family members to store their own meals. Food can be heated in the microwave.
- A visitors' washroom.
- A courtesy phone for brief local calls.
- Cutlery and dishes are available for all. Please return them to the family room and place in the dishwasher.
- A children's play area.
- A washer and dryer at no charge for washing patients' clothing.
- A stereo, TV with VCR and DVD player, and a selection of movies.

The room may also be used for therapeutic recreation programs such as bingo, luncheons and even fancy china teas.

You can bring in personal dishes/containers for your personal meals.
Do not wash them in the sink for health and safety reasons.
Please place in dishwasher or take home after use.

Equipment

Specialty wheelchairs and walkers are available to make sure that patients can access indoor and outdoor spaces and the community as appropriate.

Hospital services

Telephones

Telephone service for individual patient use can be arranged through the Finance Office, located on the main floor of the hospital.

The cost of any long-distance calls is the responsibility of the patient. For calls placed through the hospital switchboard, regular long-distance rates (which may be high) will apply and be billed to the patient.

A courtesy phone is available in the Family Room for making brief, outgoing calls. Please keep in mind it is shared among both palliative units. There is also a pay phone in the lobby, next to the Give Shop.

Cell phones are allowed throughout the hospital. Please be mindful of roommates and other people on the unit who may be in listening range. However, to help maintain a calm, peaceful environment in clinical areas (patient rooms and hallways), we ask you to switch cellphones to vibrate mode. We also ask that visitors, and patients whenever possible, conduct phone conversations of a sensitive nature or lengthy duration outside of patient care areas.



For security, do not leave cell phones and other electronic devices unattended. We also recommend that they be labelled and stored out of sight when not in use.

Internet

Wi-Fi access is available for a fee, directly through the iVisitor network. Ask the unit clerk and/or the Finance Office if you need more information.

Television

In the Palliative Care Program, all patient TVs will be active following admission. Please fill out the application form attached to the TV and return it to the Finance Office as soon as possible.

If you do not wish to purchase TV service, please let the unit clerk know within 72 hours of admission, otherwise you will automatically be billed for TV service. There is a one-time service fee when arranging this service. An optional remote control device can be purchased from the Finance Office.

Patients are asked to supply their own earphones and use them when watching TV in shared spaces.

Laundry

You can purchase hospital laundry service for a monthly fee. A hospital linen attendant will label all items. If you wish laundry service, you will need to complete a request form in the Finance Office.

Label all patient clothing, even if the hospital laundry service is not used. This increases the chances that missing items may be located.

Other options include doing patient laundry in the Family Room or taking laundry home.



External service providers

If you wish to hire someone from an agency to provide one-to-one companionship or care, please speak with a case manager. We can give you an information package that includes forms which must be completed before service begins.

Leaving the floor

When a patient is leaving the floor they are asked to sign-in and out at the unit desk. It is important that staff know the whereabouts of patients at any given time.

Outings

Temporary leaves of absence (TLAs) of up to 72 hours, to visit home or go on outings with family or friends, are encouraged as appropriate and are arranged by the health care team. You will need to get a doctor's order first.

Please give 72 hours' notice for outings longer than 1 to 2 hours. The health care team can help you plan for your care needs and arrange for any medications, supplies and equipment that you need, such as a transport (folding) wheelchair and portable oxygen tanks. You must complete a special TLA sign-out form at the unit desk before you leave the hospital.

Prevent the spread of germs and infections

Stop the spread of germs and infections by cleaning your hands. Hand washing is the most important way to prevent and control the spread of infection. There are 2 ways to clean your hands.

You can use:

- Soap and water, or
- An alcohol based hand rub. Make sure your hands are dry before touching anything after using the hand sanitizer.



Always wash your hands

- before and after each visit,
- after using the washroom,
- after sneezing or coughing.



Clean hands save lives.

Isolation

A patient is put in an isolation room if he or she has an infection that is easily spread to other people or if the infection is resistant to certain antibiotics.

If your loved one is in an isolation room, you may be required to wear a gown, gloves and/or mask before entering the room. Please read the sign on the door and ask the nurse to help if you are not sure.

Before leaving the room, place the gown in the laundry bin and gloves in the garbage.



Reminders

- Clean your hands with the alcohol rub when you enter and leave the patient's room.
- Put coats and other personal belongings in a clean area in the patient's room. Do not put any personal belongings on the patient's bed or on the floor.
- If you bring any food or drink into the patient's room, do not take them with you when you leave. Throw out disposable containers in the garbage in the room.
- Clean your hands with alcohol rub after taking off the gloves.



Sharing information with the health care team

St. Peter's welcomes your visitors. However, it is important to let us know who you wish to be your contact person(s). If you have a Power of Attorney, we will need to see the document and make copies for your chart. People that are important in your life will be listed as your main contacts. We will always turn to the patient first for decision making, but if someday you are not able to make your own decisions, then we will turn to your Power of Attorney or whomever is your legal Substitute Decision Maker.

Please let us know who is important in your life and you want to be involved in your care and decision making.

If you have concerns about certain people visiting you, please talk to a case manager or social worker.

Family spokesperson

We ask that one person be chosen as the family spokesperson/contact person. This person can be a family member or a friend. The palliative care staff will speak and give updates to this person so they can then pass the information on to the rest of the family and friends. Information over the phone will only be given to the spokesperson. There will be times when the doctor or nurse may not be available to come to the phone.



Please give the nurse all telephone numbers where the spokesperson/contact person can be reached. It is important to leave a work and home telephone number.

Funeral arrangements

Because patients who come to us have a life-limiting illness, it is important that they share with their next-of-kin their wishes regarding funeral arrangements and make us aware. We ask next-of-kin to take the person's belongings home at the time of their passing as we do not have storage space.

Frequently asked questions

How long can I stay here?

The Palliative Care Program provides very specialized care designed to support patients at the End of Life. Our team assists patients with their Palliative Goals. In some circumstances, patients will stabilize and are no longer appropriate for our program. Possible discharge options include returning to their home, going to a relative's home, or going to live in a care facility (such as a retirement home or nursing home). Sometimes patients are discharged during a "window of wellness" and return later for Palliative Care. The team assists patients and families with discharge planning, including linking them with community resources.

Is St. Peter's a nursing home or long-term care facility?

St. Peter's is a specialized type of hospital, not a Long-Term Care (LTC) or nursing home. There is a St. Peter's LTC on the west mountain and you may have heard about it. You will see some differences between St. Peter's and what you might expect in LTC.

In LTC, patients are able to bring in many more and larger belongings to decorate their rooms. Here in the hospital, you can bring in small items to personalize your space.

Residents in LTC are usually more stable and do not need as much support from the health care team.

Is St. Peter's palliative care a hospice?

No. St. Peter's is a chronic care hospital providing palliative care.

Hospices are smaller and provide a more home-like environment. Their admission criteria are different from our program.

Working together

You and your family work with our health care team as partners. This creates a supportive environment for the best possible patient care. You and your family can contribute by:

- Sharing information about your health and any special needs.
- Telling us what is most important to you and how we can support you.
- Asking questions when you are unsure or need more information.

Being in the hospital can be frustrating and stressful.

Respect is important when challenges are experienced. The Mutual Respect campaign at Hamilton Health Sciences is about working together and supporting each other.



A Mutual Respect booklet is available for patients and families for more information. If you would like a copy of this booklet, please ask a member of the health care team.

If you have any questions, please ask a member of the health care team.

Compliments or concerns

We welcome your feedback. Hearing from patients and families is the best way for us to know the good things that we should continue doing and what we can do differently to improve your experience.

If you or your family have a concern or feedback, tell us as soon as possible. We encourage you to speak with any member of your health care team.

If you have a concern, please speak to the staff member directly. If you do not feel comfortable or things do not resolve, then speak to our Case Managers or Clinical Manager.

You are also welcome to contact the Patient Experience office at 905-521-2100, ext. 75240 or patientexperience@hhsc.ca

We will listen and respond to your concerns.

