

Welcome to the Pediatric Intensive Care Unit (PICU)

MICHAEL G. DEGROOTE
PEDIATRIC INTENSIVE CARE UNIT

(905)-521-2610
(Direct Line)

(905)521-2100
ext. 72610

Welcome!

Your Child has been admitted to the Pediatric Intensive Care Unit (PICU) because he or she needs special care from a highly skilled healthcare team.

As a parent, you have a special role. During your child's stay in the hospital, your child's healthcare team will give you information about your child's health. We encourage you to take part in your child's care as much as possible.

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Family-centered care

The PICU is a part of McMaster Children's Hospital at Hamilton Health Sciences. The care we provide reflects what matters most to our patients and families. We call this family-centered care.

We will:

Communicate

- Get to know you and your family and treat you with dignity and respect.
- Communicate with you and your family about your child's care.
- Update you on your child's progress.

Collaborate

- Ensure you understand the health concerns about your child.
- Partner with you in decisions about your child's care.
- Help you take part in your child's care.
- Plan the next steps in your child's care together.

Respond

- Respond promptly when you or your family need help.
- Include persons who are important to you in your child's care.
- Provide a convenient, accessible, child-friendly and welcoming environment.
- Seek and respond to your family's comments about our care.

Mutual respect

At Hamilton Health Sciences, we provide care to meet the needs and goals of patients and their families. We invite you and your family to work closely with us in providing the best possible care.

Our goal is for the hospital to be a place where everyone is treated with respect. To achieve this goal, our staff provide Patient and Family-Centered Care and follow a Code of Conduct based on values such as caring and respect.

Coming to the PICU

How to enter the PICU

The PICU doors are always locked.

Use the wall phone by the entrance of PICU. The business clerk inside will ask who your are coming to visit and then open the door.



What is available for parents?

Our family room has comfortable seating, a T.V, refrigerator, microwave oven, telephones and a T.V screen with information about the PICU.



At your child's bedside there is a comfortable chair and a pull-out bed for one parent to sleep in over night. Rooms have a T.V with cable and a personal cupboard for your belongings, that you are responsible for. We want you to feel at home while you are staying with us.





Inside the PICU

The PICU is a busy place with lots of people, monitors and equipment. It can seem scary to children and families. The members of your health care team will explain their roles and describe the equipment that helps them care for your child. They welcome your questions at any time



Your child's nursing care

The PICU is filled with dedicated individuals who work hard to care for your child. There may be times when your nurse has more than one patient depending on their health needs. When this happens, they will let you know.

There may also be times when a different nurse will care for child when your designated nurse is on break or with another patient. Your nurse will ensure that any medical team members caring for your child is aware of their care needs.

Getting information about your child

When can I see my child?

Please come and stay with your child as often as you can. You are very important to your child and to your child's healthcare team. Parents, legal guardians and primary caregivers can visit at any time. Because many of the children in our unit are very ill, we do need to limit the number of visitors. This keeps our unit as quiet as possible, which helps the children rest and recover. We must also respect each family's need for privacy.

How can I find out how my child is doing?

When you are in the PICU, the team will update you about your child. Please ask any questions you have about your child's health. If you are unable to be with your child, we encourage you to call in.

Each time you **CALL** the Unit you will need to give:

- your name
- your child's full name

No information about you or your child will be given over the phone or in person to other family members or friends. We will tell people that only you, the parents, can share this information.

From outside the hospital:

→ 905-521-2610

From inside the hospital:

→ Pediatric Intensive Care Unit (PICU)
ext. 72610

How do we keep your child safe?

While in the hospital, the staff will do many things to make sure all patients are safe. One of these things includes checking your child's identity before tests, medications and other procedures. The staff will do this with you, they may ask you for your child's name or birthday. While this might happen many times, it's very important to make sure your child gets the right care at the right time.



Visiting the PICU

When can I visit my child? Can my child have other visitors?

You are part of your child's health care team and are welcome in the PICU 24 hours a day. You may choose a few people to visit your child. Visitors must come with a parent or guardian. Your child may have a total of 2 people in the room at a time. If you wish to restrict visitors, please let us know.

Who can visit my child?

People who are special to you may visit at any time, however because sleep is so important for recovery, we suggest limiting visitors after 10pm. There may be times when we need to restrict visiting in the PICU. Your nurse will let you know if this happens.

Can my other children visit?

Brothers and sisters are welcome. Visiting the PICU may be overwhelming for children. We recommend that a Child Life Specialist helps prepare children before visiting PICU. If this is something you are interested in please ask you nurse or social worker.

When are visitors not allowed into the PICU?

Visitors must be in good health. We do this to protect the children from getting sick. Your children, family members and visitors will not be allowed to visit if they have any of these problems:

- ✘ a rash, itchy skin or an infection on the skin or hands
- ✘ a cold, or a runny nose
- ✘ diarrhea (loose or watery bowel movements) for at least 48 hours
- ✘ vomiting (throwing up)
- ✘ fever
- ✘ recent exposure to someone with chicken pox, measles or the flu

If your visitors have any of these problems, please call your child's nurse before you bring them for a visit. If you are not feeling well, talk with your child's nurse. You can decide together the best thing to do.



These precautions are very important for your child's health.

Welcome to the **Pediatric Intensive Care Unit (PICU)**

A **Child Life Specialist** can help children with their questions and fears about many things like:

- Preparing for a procedure or surgery
- Providing education about new surroundings and new diagnosis
- Interacting one-on-one with your child to meet their specific needs.
- Addressing any questions or fears with your child and their siblings



Enhanced precautions

Some patients will have signs on their doors to help remind staff and visitors that added equipment like gowns, masks and gloves must be worn.

Everyone needs to follow these signs to prevent spreading germs to other patients, families and staff.



Cleaning your hands is the best way to stop the spread of germs and infection.

Preventing Infections

Patient safety is our top priority. To keep our patients safe we must do everything possible to prevent infections. Ill children in our unit are not able to fight germs as well as a healthy child or adult. We encourage you to ask anyone who is going to touch your child if they have cleaned their hands.



When you arrive at the PICU

Clean your hands with soap and water for at least 30 seconds.

Use the sinks found at the front of the unit and in your child's room.

For the rest of your visit, you may wash with soap and water, or use the alcohol based hand rub (if your hands are not soiled).



We are a fragrance restricted hospital.

Many people have asthma and other allergies. Please do not wear perfume, cologne, or other scented products.

A Day in the PICU

We encourage you to be present for any medical rounds that occur at your child's bedside. Every morning between 7:30 to 9:00 am the nightshift doctors, nurses and respiratory therapists "hand-over" information about your child to the on-coming day team. During this time we ask that only parents enter the PICU. Parents are welcome to take part in rounds to share information about their child with the team.

Every afternoon between 1 to 3pm, the day team will review your child's care. These are detailed rounds that happen with the whole team. This is a great time for you to ask questions to better understand the plan for your child. This reflects our commitment to working together to give your child the best care.

I'm in a Study!



See my binder
and room for details.



Research in the PICU

During your child's stay in the PICU you may have a chance for them to participate in a research study. Research studies help us find new treatments or improve existing treatments for children like your child in the PICU. Research staff will contact you if your child is eligible to be in a research study.



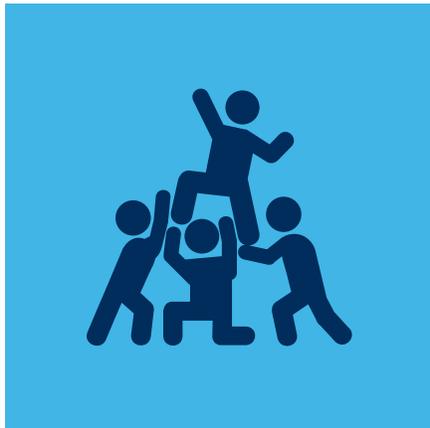
Reviewing your child's home medications

Soon after you are admitted to the PICU, a team member will review your child's home medications. This means that you will be asked for a list of medications that your child is taking at home (both prescription and non-prescription drugs). This is also a good opportunity for you to share any food or drug allergies, and anything specific to your child's medication needs.

Once an accurate medication history is complete, the admitting doctor will decide which medications to continue, and which ones to put on hold while in the PICU.



Your Child's Health Care Team



A special team of people will care for your child. You and your family are an important part of this team.

Together we can identify your child's needs and design a plan of care to meet those needs.

Team members will be happy to answer any questions or concerns you may have and will help support you through your stay in the PICU.

Here are the team members you may meet:

Team Members	What they do
Pediatric Intensivist:	A doctor who is an expert in caring for children with severe and life-threatening illness. This doctor is the most responsible doctor for the care plan for your child.
Pediatric Critical Care Fellow	Pediatricians who are getting more training in the care of critically ill children.
Resident	Residents are doctors who are learning about the care of sick children .
Registered Nurse (RN)	The nurses who work in the PICU have additional training and experience providing intensive nursing care for very sick children.
RespiratoryTherapist (RT)	The RT assesses your child's breathing, manages the oxygen and their breathing support.
Social Worker	The Social Worker provides support to patients and their families in the PICU, assists with resources and communicates with community agencies to better help you while in hospital.
Pharmacist	The pharmacist works very closely with the doctors and nurses to provide safe medication therapy.
Pharmacy Technician	The pharmacy technician helps with preparing and distributing medication.
Physiotherapist (PT)	The physiotherapist helps children build their strength, mobility and regain physical function to the greatest extent possible.

Occupational Therapist (OT)	The occupational therapist helps children to develop skills needed to return to activities of daily life.
Registered Dietitian	The dietitian is an expert in nutrition who assess your child's dietary needs and eating patterns.
Business Clerk	The business clerk greets and directs families and visitors to the PICU.
Chaplain	A chaplain is available for families religious and spiritual needs.
Child Life	A child life specialist can meet with your child and their siblings to offer age appropriate information to help them understand and cope with their hospital experience.
Clinical Manger	The clinical manager is responsible for the hospital's pediatric Critical Care Program, including patient care, and staffing.
Learners	As this is a teaching hospital, you may meet student doctors, student nurses and other learners on the health care team. They works under the close supervision of a fully trained health professionals.

What to do when you have concerns:

Step 1: Speak with a member of the health care team. When you or your family have a concern, please tell us as soon as possible. We will listen and respond to your concerns. If you are having trouble with a person, try to speak with them directly.

Step 2: If you don't feel comfortable speaking with the person or your concerns do not get resolved, ask to speak with another member of the team such as the social worker, doctor or chaplain.

Step 3: If concerns are still not resolved to your satisfaction, ask to speak with the charge nurse or clinical manager.

Step 4: Sometimes other hospital resources may be needed to resolve your concerns. We always try to working things out within the team and unit. If for any reason this isn't possible, the team will contact other hospital resources such as:

- Office of Patient Experience
- Ethics Consultation Service.



If you would like help with a concern or wish to provide feedback.

Call 905-521-2100
ext. 75240.



If you have questions about patient care or PICU activities that your child's nurse or the charge nurse cannot help you with, please ask to speak with the Clinical Manager.

Every child's stay in the PICU is different. While other parents may have had similar experiences, we ask that you refer to your child's health care team for the most accurate information.

We will listen to your concerns and feedback.

How can I make my child feel at home?

You are welcome to bring in personal items for your child such as favourite toys, books and music for your child. Please write your child's last name on any items you bring to the unit so that there is less chance that they will get lost.

We have communication "white boards" in every room. Share details about your child here. This allows us to learn more about them. Your team members will update their names on this board every shift.

There are also photo boards in every room to display family pictures and well wishes.



Why does my child seem confused?

Some children who are very sick may experience temporary confusion in PICU.

You may feel 'this is not my child'. If the confusion becomes severe, it is called delirium. Delirium may be caused by many things such as being really sick, medications, noise, poor sleep or lack of activity.

To prevent delirium, your child's team will:

- ✓ help keep a normal daytime and nighttime schedule for your child
- ✓ monitor your child's need for sedation and lower it as your child recovers
- ✓ monitor your child's need for breathing support and slowly take them off the breathing machine when possible
- ✓ help your child with physical activity and exercise as soon as possible

If your child develops delirium, please be reassured that it can be treated and will get better.



How Can I help my child with Delirium?

Your healthcare team is available to help support you

and your child if they experience delirium. You can help your child by

- ✓ remaining calm
- ✓ reassuring them that they are safe in the hospital.
- ✓ Remind them where they are and what time of day it is.
- ✓ Talk about your family and friends

Try to recreate your daily and nighttime routines from home while you are in the hospital.

What does Delirium look like?

- ✓ Being confused
- ✓ Saying mixed up things
- ✓ Becoming very withdrawn or very agitated
- ✓ Seeing or talking to things that aren't real
- ✓ Unable to follow directions or staying focused

If your child seems different, please talk to a team member



Sleep in the PICU

Sleep is important for the healing and recovery of your child's body and mind. We know that sleep can sometimes be difficult in the PICU. It is also important for your child to have normal day and night routines. We will help by encouraging activities in the day and reducing noise and light at night

How can I help my child sleep while in the PICU?

Your child will benefit from having a normal day and night routine. This includes a longer sleep at night. Here's how you can help:

- During the day, turn on the lights, open the blinds and encourage your child to take part in their care.
- Keep bedtime routines the same as at home. For example, your child may like stories and a bath before bed. Your nurse can help you with this.
- Bring things from home that comfort your child such as a favorite blanket, stuffed toy, pajamas and family photos.
- Reduce screen time (TV, hand-held devices) before bed.

When my child is ready to be transferred to another unit

When your child no longer needs the intensive care provided in the PICU, your child will be transferred to a ward at McMaster Children's Hospital or transferred back to your community hospital. Your child's transfer may happen very quickly, sometimes in the late hours of the night.

The health care team will keep you informed about plans for your child's transfer.

The transfer of a child can be stressful for parents. Feeling both anxious and excited about the move is normal and very common.

PACE

Pediatric Assessment of Critical Events

PACE is a team of health professionals that assess children's need for critical care outside of the PICU. When your child moves from PICU to the ward, the PACE team will assess your child's healthcare needs and review their plan of care for at least 2 days. This follow-up is important to safely transfer your child's care from PICU to the ward

If you are concerned with your child's condition speak to your bedside nurse or doctor right away!

If you are still concerned that your child needs help right away ask your nurse to page the PACE team. You can also page the team yourself by calling ext. 75030 and asking the operator for the PACE TEAM!

The Pace team members include:

- PACE Pediatric Intensivist
- PACE Registered Nurse
- PACE Fellow and or Resident
- PACE Respiratory Therapist.

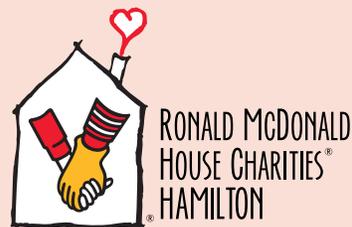


This is the Poster you will see on the wards.

Where can I stay to be close to my child?

If you live more than a 45 minute drive away, the Social Worker may be able to arrange for you to stay at the Ronald McDonald House near the hospital – so you can be with your child as much as possible.

If you need to find a place to stay, please speak with a member of your healthcare team. One parent may stay overnight at the bedside in the PICU.



What is available within our hospital for parents and visitors



Corner Cafe

Enjoy specialty coffees, toasted flatbreads, wraps and panini sandwiches, soup, grab-and-go salads, sandwiches and snacks.

Look for our **Good for You** healthy options

Main lobby, 2nd Floor
(905) 521-2100, Ext. 75344

Open 24 Hours, 7 days a week



McMaster Give Shop

Unique home decor items, magazines, cards, children's books and toys, balloons, plants and fresh flowers. Floral arrangements created by: **www.GivingBlooms.ca**

Main lobby, 2nd Floor
(905) 521-2100, Ext. 75346

Open Monday to Friday,
8:30 a.m. - 7:30 p.m.
Saturday & Sunday,
10:00 a.m. - 5:00 p.m.



Marketplace on Main

Great made-to-order meals, baked goods and freshly brewed coffee Red Area, 1st Floor

(905) 521-2100, Ext. 73904

Call for our daily specials, Ext. 75674

Open Monday to Friday,
7:00 a.m. - 6:00 p.m.



McMaster Drugstore

Main Lobby, Level 2, McMaster University Medical Centre

Hours of Operation: Monday to Friday, 9:00 a.m. - 5:00 p.m.

All profits are donated to enhance patient care.

The Ronald McDonald Room is a place where you can rest and 'recharge' without leaving the hospital. This family room can be found on the 3rd floor red section, behind the elevators. In this room, families can find light refreshments, T.V's, comfortable seating and a self-serve washer and dryer.



Can parents and visitors get a parking pass?

There is an hourly rate for parking with a daily maximum. You pay at the machines by the elevators when you leave the hospital. A variety of long-term parking pass options are available. You can buy a parking pass at the Parking Office, in the red section of the parking garage, beside the Main Street exit. Please ask our Business Clerk for directions to the Parking Office.



For more information about the hospital's parking services, call 905-521-2100, ext. 76156.

MICHAEL G. DEGROOTE PEDIATRIC INTENSIVE CARE UNIT

As a parent, it can be scary to see your child in the hospital! Remember to take care of yourself so you can be there for your child. Reach out to family, friends or your child's health care team for help and support.

