

Welcome to Complex Transitional Care 3 North

*This booklet outlines particulars about our department, our team, and the services we provide.
If you have any questions or concerns, please feel free to call us.*

Important Information:

Hospital Main Phone #: (905) 845-2571

Unit Phone Extension #: CTC Unit 1 - Ext 3524 CTC Unit 2 – Ext 4220

Patient's Room #: 3N _____

Patient's Phone Extension #: _____

Clinical Resource Nurse: _____

Patient Information

Patient Values

Halton Healthcare is committed to providing exemplary patient experiences. Our patients and families have developed statements to guide the care they receive in our hospitals.

As a patient or family member I will:

Work with my healthcare team with patience and understanding.

Ask questions when I don't understand.

Give constructive feedback on how to improve my care.

Recognize that hospital staff are people with families too and should be treated with respect and dignity.



As a patient I expect:

Compassion

Be sensitive to my values, beliefs, and cultural practices.

Be patient with me and my family, show me empathy and kindness.

Listen and respond to my fears and concerns.

Accountability

Provide me with a means of expressing my opinion, positive or negative, about my health care experience.

Provide me timely care reflective of best practices and standards.

Honour your commitment to honesty and transparency.

Respect

Preserve my dignity and honour my privacy.

Involve and educate me so that I may make informed decisions about my health.

Include me and those most important to me in my health care plan.

Welcome to Complex Transitional Care – Oakville Trafalgar Memorial Hospital

We realize this may be a stressful time for you and your family. Your safety and health is our number one priority. We prepared this information to provide you with some basic information about your stay on our unit.

When a patient no longer requires the hospital's acute care services, they may be transferred to the Complex Transitional Care (CTC) Department – 3 North.

Care on CTC is provided by a team of health care professionals to persons who have medically complex, nursing, and therapeutic needs. The complexity of patient needs requires the intensity of staffing levels, typical of a hospital environment.

The goal of the program is to optimize patients' quality of life, maximize their independence and improve their function, to the extent possible.

CTC provides care for patients requiring:

CTC Unit 1:

- Palliative Care
 - Goal of Palliative Care is symptom management and comfort care for those who are suffering from a life-limiting illness
- Long Term Complex Medical Management (LCMM)
 - Goal of LCMM is maintenance. Medically and complex specialized services are offered over an extended period of time to maintain/slow the rate of functional losses

CTC Unit 2:

- Short Term Complex Medical Management (SCMM)
 - Goal of SCMM is stabilization and progression. Medically complex and specialized services to increase activity tolerance and progress functioning overall

The initial weeks of your admission to 3N - CTC is an assessment period. During these weeks, members of our inter-professional team (i.e. PT, OT, etc.) will meet with you to assess your current level of function, set you up with appropriate equipment, and to develop a therapy schedule to help you progress towards your goals.

The Discharge Planner/Social Worker may meet with you and your partners in care during your stay to discuss your progress and discharge planning options.

Patients and their partners in care will be asked to provide a Power of Attorney (POA) document, if available. Patients/partners in care will also be asked to assign one family member to be the main contact who communicates with the patient care unit. This person may be the Attorney for Personal Care designated in your Power of Attorney document. Information about your health will not be released to anyone other than the designated family member, unless specifically requested by you.

Philosophy of Complex Transitional Care

Our philosophy of care promotes quality of life and patient independence in an environment that supports our patients and partners in care with dignity, compassion, and respect.

Through an individualized plan of care, developed together with patients and their partners in care, we strive to assist patients in maintaining or increasing their level of functioning in a comfortable and supportive environment.

Patients are encouraged to participate in therapeutic group programming, as able.

Our Interprofessional Team Members

The Complex Transitional Care Unit is both patient and family focused. Our team members are sensitive to our patient's individual and special needs. Care is delivered by a team of healthcare professionals who provide a collaborative approach to care.

- ☒ Dietitian/Food Services
- ☒ Discharge Planner
- ☒ Ethicist
- ☒ Local Health Integrated Network (LHIN) – Home and Community Care
- ☒ Nursing Staff
- ☒ Occupational Therapy (OT)
- ☒ Occupational Therapy Assistant / Physiotherapy Assistant (OTA/PTA)
- ☒ Physicians
- ☒ Physiotherapy (PT)
- ☒ Recreational Therapy
- ☒ Social Worker
- ☒ Speech Language Pathologist
- ☒ Spiritual Care Services
- ☒ Unit Assistant
- ☒ Unit Clerk
- ☒ Volunteers

Dietitian/Food Services

Dietitian/Food Services provides nutritionally balanced and appetizing meals consistent with dietary restrictions. Food intake is monitored and supplements are implemented as necessary to maintain optimum nutritional requirements. The Registered Dietitian (RD) assesses patients at risk for poor nutrition and implements care plans to prevent malnutrition. The RD works closely in collaboration with the interdisciplinary team members to achieve common goals.

Discharge Planner

The Discharge Planner assists in planning appropriate home care services and/or community resources.

Ethicist

While in hospital you may be faced with making difficult treatment decisions for yourself or a family member. The Ethicist's role is to facilitate good decision-making processes and support individuals through those processes. The Ethicist may be able to help you:

- Identify the information you need to make a treatment decision
- Understand the ethical and legal implications of your treatment decision
- Explore the benefits and burdens of different treatment options
- Link you with other persons and resources within and outside the organization

Local Health Integrated Network (LHIN) – Home and Community Care

LHIN Home and Community Care provides:

- Home Care Services
- Information about community services available

Nursing Staff

Nurses help to develop a care plan, working together with physicians, therapists, the patient, the patient's partners in care, and other team members, that focus on treating illness to improve quality of life. Care plans are established and implemented using a team approach. Expert and competent nursing care is provided at all times by our nursing team.

The Clinical Resource Nurse (CRN) oversees the nursing team in providing nursing care to your loved one and is able to respond to questions patients and/or partners in care may have regarding the unit or the care plan during the week.

Occupational Therapy

Occupational Therapy (OT) focuses on quality of life and independence in daily activities. Referred patients are assessed in the areas of self-care, cognition, and the need for mobility or positioning devices. The OT staff assists nursing staff with skin care and work closely with the Social Worker/Discharge Planner and partners in care to co-ordinate equipment for discharge. The OT staff works closely with the physiotherapy staff to promote maximum independence in mobility. The OT staff also collaborates with the Recreational Therapist to promote participation in leisure and social activities.

Occupational Therapy Assistant / Physiotherapy Assistant

Occupational Therapy Assistant / Physiotherapy Assistants work under the direction of a Physiotherapist and/or Occupational Therapist in the provision of physiotherapy services and occupational therapy services

Physicians

Physicians will not always visit daily. Visits may occur more often should the patient's condition warrant or at staff, patient, or family's request.

Physiotherapy

Physiotherapy provides treatment to maintain and increase referred patients' physical functioning, mobility, and quality of life. Each patient is assessed by the Physiotherapist (PT) for:

- Ability to transfer safely
- Ability to ambulate safely
- Physical strength
- Range of motion
- Balance
- Functional mobility
- Their need for a safe walking aid

Physiotherapy is provided by the Physiotherapist and the Physiotherapy Assistant. Group exercise classes, individual exercise programs, transfer and ambulation training help to improve movement, strength, and walking ability.

Modalities may also be used to help decrease pain and increase patient comfort as well as achieve personal physiotherapy goals. The physiotherapy staff works closely with all other team members to ensure the patient achieves their maximum level of mobility and quality of life.

Therapy may be provided by any member of our interdisciplinary team.

Recreational Therapy

The Recreational Therapist utilizes recreation and leisure to enhance patient well-being and contribute to quality of life. Recreational therapy adopts a holistic approach, focusing on the spiritual, emotional, physical, cognitive, and creative needs of the patients. Programs are designed to reflect and meet these needs. Programs are offered in large and small groups and on an individual basis.

Social Worker

The Social Worker helps patients/partners in care to enhance their individual and collective well-being. Social Workers help patients and families adjust to illness, access community resources and plan for post-discharge needs and services. What differentiates social workers from other professionals is our focus on the social context of clients' lives and on the resources available to help resolve their problems.

Speech Language Pathologist

The Speech Language Pathologist (SLP) assesses and provides therapy for speech/language and swallowing disorders. Components assessed:

- Swallowing: How people eat and drink
- Auditory comprehension: What they understand
- Verbal expression: What they say and how they say it

Staff have 24/7 access to a Language Line for interpreter services for those who do not speak English.

Spiritual Care Services

Spiritual Service is available to patients/partners in care to help with individual spiritual needs.

Patients who wish to be supported by their own faith community are encouraged to contact their church/temple/mosque for direct care. The hospital Spiritual Care Practitioner/Chaplain is also available to offer emotional, socio-psychological and spiritual supports to patients and families.

Weekly non-denominational Christian worship is offered on 3N. Please see Recreational Therapy weekly schedule posted in your room.

Unit Assistant

Unit Assistants provide support to the patient care teams, by maintaining a clean and safe environment for patients, visitors and staff. The Unit Assistant supports the patient meal service and patient flow process. Assist the nursing staff with non-clinical tasks and contributing to an overall patient friendly environment.

Unit Clerk

The Unit Clerk assists clerical functions including, answering telephone; completing requisitions; transcribing doctors' orders; scheduling appointments; ordering and maintaining inventory of supplies; filing; data entry on computer system; staff scheduling.

Volunteers

Our volunteers are an integral part of the functioning of our Complex Transitional Care Unit, providing the "extra human touch", personal attention, conversation and social stimulus. They assist the staff by helping at mealtime and during music therapy, exercise and craft classes.

Please do not hesitate to call any of our team members at any time. We also welcome your feedback and suggestions. We endeavour to make your stay on the Complex Transitional Care Unit as pleasant as possible.

During Your Stay:

What You Will Need

Personal Items

You are encouraged to bring your own sleepwear, underwear, bathrobe and slippers, your eyeglasses, contact lenses or a hearing aid, and personal care items such as Kleenex, shampoo, soap, toothbrush, toothpaste and mouthwash. A limited selection of personal care items can be purchased at our hospitals

Clothing

Patients are encouraged to wear loose, comfortable-fitting clothing (i.e. nighties open up the back) and safe footwear. Please label all clothing to prevent loss. Responsibility of laundering patients' clothing will be left up to the patients' families

PLEASE NOTE: Patients are advised not to bring money or valuables into the hospital. The hospital does not assume responsibility for patient money or valuables. Patients choosing to bring them into the hospital do so at their own risk. It is recognized that patients will have personal items such as clothing, medications and personal support aids with them (e.g. eyeglasses, contact lenses, dentures, hearing aids, mobility aids such as canes, walkers, prostheses or wheelchairs, etc.). However, the hospital will not assume responsibility for these items if they are damaged or go missing. Please mark all items with your name.

What to Leave At Home

Your Valuables

Please leave your valuables at home, including cell phones, iPads and laptops. The hospital is not responsible for them while you are here.

Electrical Appliances, etc.

Appliances which are not in good working order may present a fire hazard or an electrical hazard. The following personal devices are not permitted in the hospital:

- Heating devices of any type, such as heating pads or portable heaters
- Extension cords or power bars
- Fans
- Televisions

All allowable electrical equipment must be checked by our Biomedical Engineering Department to ensure that they are in good working order.

How Long Will Your Stay Be?

Your length of stay will be determined on an individual basis when you arrive.

The Discharge Planner/Social Worker may meet with you and your partners in care during your stay to discuss your progress and discharge planning options.

Patient and Family Information

Visiting Hours

Halton Healthcare recognizes that family members and partners in care play an important part in the patient's healing process and are essential members of a healthcare team. They provide support, comfort and, often essential information.

Family members and partners in care should be identified by the patient and are welcome based on the patient's preferences, wishes and their safety.

Quiet time has been designated daily, from the hours of 10 p.m. until 7 a.m., to promote a restful environment for our patients. Other than this, we endeavour to collaborate with the patient, family/partners in care, and the inter-professional care team to determine family supports and number of visitors at the patient's bedside. Careful consideration will also be given to safety and the physical limitations of the space.

We will work with patients and family members to accommodate overnight stay requests where possible. To ensure restful healing environment for all patients, overnight stay accommodations for multiple patient rooms will also be made in consultation with patients sharing the space. For safety, family members and partners in care will collaborate with the patient's assigned clinician (i.e. nurse) for overnight stays.

Fragrance Free Policy

In consideration of the allergies and sensitivities from which people may suffer, and in recognition of the fact that there is evidence to support that scented products may have a detrimental effect on health, the wearing of scented products (i.e. perfume, cologne, after-shave, lotions, hair products etc.) within hospital buildings is to be limited such that the use does not offend any other individual or cause any sort of negative physical reaction or discomfort.

Patients and visitors will be requested to comply with this policy.

Smoke Free Policy

Halton Healthcare is a smoke-free organization. This means that smoking is not permitted anywhere on Halton Healthcare property. This ensures that those who receive care, visit, work or volunteer are not exposed to the health risks associated with second-hand smoke and/or triggers that may compromise their ability to remain smoke-free.

Privacy

Photography, videography and/or other electronic recordings (ie. Smart phones, iPads) are strictly prohibited on all Halton Healthcare properties.

Accessing Hospital/Health Records

Formal Process under Personal Health Information Protection Act (PHIPA):

To request access to your personal health information (health records) please contact the Clinical Information Services Departments at 905-845-2571 Ext. 6712.

Your written direction/consent with signature is required outlining the records you wish to obtain i.e. specific visit/admission dates. If you are requesting records for another person, you will have to provide proof that you have the authority to act for that person.

Handwashing

It is important to wash your hands well and often while you are in the hospital. Washing your hands will reduce the chances that you will become sick or get an infection.

Mutual respect

At Halton Healthcare we strive to live our values of Compassion, Accountability and Respect in all we do.

This helps create a safe and secure environment for everyone.

Verbal or physical abuse of patients, staff, physicians, visitors or volunteers will not be accepted.

If you witness inappropriate behaviour, please immediately report it to hospital staff.

Family Participation

Sometimes families/friends like to bring in specific foods for their loved one. We welcome this but ask that you first check with the nurses to make certain your family member/friend is allowed to have these items on that day. Food types and even food itself is often restricted for tests or procedures. It is also important that after feeding your family member/friend you inform the staff as to the amount and type of food eaten.

Patient Activity

It is not always possible to have all patients out of bed each day. Many circumstances must be taken into consideration (e.g. patient condition and/or overall unit acuity).

Pet Visitation (personal pet)

Please speak to the Clinical Resource Nurse to arrange pet visitation for your loved one. You will be asked to complete a Personal Pet Visitation Checklist.

Recreation Therapy Programming

A schedule of programs is posted in your room. You will be encouraged to attend programming as part of your therapy and to improve quality of life.

External Regulated Therapy

Please speak to the Clinical Resource Nurse or a member of the therapy team to arrange an external Regulated Healthcare Provider. The external provider will be asked to complete forms prior to providing service.

Nourishments

There are food vendors located on the Main Floor of the hospital in the Food Court. Hours of operation are usually Monday to Friday from 9 a.m. to 7 p.m. and Saturday/Sunday from 10 a.m. to 4 p.m.

The Tim Hortons located in the Food Court is 24/7.

Universal Washrooms

Washrooms in patient rooms are for patient use only. Family and visitors are encouraged to use the Universal Washrooms. There is one on each unit.

Therapeutic Spaces

Dining Room

The dining/activity room provides a bright, friendly environment where patients are encouraged to dine together and socialize or participate in group activities. Family members and friends are welcome to participate in unit activities.

Gym

The gym provides space and equipment for strengthening and endurance training. Patients may only access the gym with a staff person.

Outdoor Terrace/Courtyards

The terrace located on 3N is accessible all year round with heated walkways during the winter months. Hats, sunscreen, and protective clothing are recommended in the warmer months. There are other accessible courtyards located on the Main Floor (i.e. Cafeteria Courtyard, Spiritual Courtyard).

Smile Zone

The Quiet Room (3N 222) located on 3N CTC UI is designated as the Smile Zone. The wall design and furnishings were generously donated through the Smile Zone Foundation and intended to have a room available for our younger visitors to go to and be kids/youths.

Spiritual Care

There is a quiet space located on I South for patients, families, and visitors for reflection.

Services Offered to Our Patients

Patient Entertainment System

Telephone/Television/Internet services are offered through The Hospitality Network for a fee (weekly and monthly rates available).

Instructions to order telephone/television/internet service is located on the bedside patient entertainment screen.

Temperature and lighting can be adjusted through the Patient Entertainment System.

Television

There is a large screen television located on 3 North in the following areas for shared viewing:

- Patient/Family Lounges
- Dining Room
- Activity Rooms

Mobility Aids

The hospital will provide temporary mobility aids (i.e. wheelchairs, walkers, recliner chairs). The need for permanent equipment will be assessed by the Occupational Therapist who will assist you with these purchase decisions. Families are responsible for the cost of these items. Financial assistance may be possible through the Assistance Devices Program (ADP).

Hairdresser

A hairdresser is available during the week and can be reached at (905) 845-2571 Ext. 6649.

Payment can be made directly to the hairdresser at the time of service.

Footcare

Footcare can be arranged by the patient/partners in care through the Chiropody Clinic at (905) 845-2571 Ext. 3765. They are located on 1 North.

Food Service Delivery

Meal trays are delivered to the patients on 3 North at set meal times.

Patients/partners in care will be able to select meal preferences for the patient in accordance with the type of diet prescribed. Please see '*nourishment*' section under the '*Patient and Family Information*' for nourishment options for our partners in care.

Reiki Therapy

Reiki Therapy is provided as complementary care to our patients to support the organization's approach to patient centered care offering compassion, choice and integrity.

Reiki

What is reiki?

Reiki (ray-kee) is a form of energy healing that helps the body use its own ability to balance itself. It is a non-invasive practice that:

- Helps you relax
- Decreases stress, anxiety, and pain

A reiki session

Reiki is given through gentle touch. Sessions last from 5 to 20 minutes. During your session you will remain fully clothed while sitting or lying comfortably. The trained Reiki practitioner will:

- Lightly place their hands on your head, neck, shoulder, arms, knees, and feet or
- Hold their hands above your body

As energy is transferred, you may feel:

- Warmth or coolness
- A gentle tingling or vibration
- A deep relaxation and sense of peacefulness
- Nothing at all

Our practitioners

Volunteer Reiki Practitioners have been recruited through the Halton Healthcare Volunteer Services Department.

Reiki Practitioners support a comforting environment for patients and their families that respects their individual experiences.

Please speak to your nurse if you or your loved one is interested in receiving Reiki Therapy. There is no cost to patients and patients' families.

Patient Safety

TOGETHER, LET'S PREVENT FALLS

Safety is everyone's responsibility—and YOUR safety is very important to us. We want to partner with you and your family to ensure a safe hospital stay, which includes reducing the risk of falls. People may fall for reasons such as wearing improper footwear, having general weakness or a decline with their physical health, cognitive impairments, medication side effects, and/or mobilizing in an unfamiliar or cluttered environment. Let us know if you've had a fall within the last 3 months. People who have had a fall are at higher risk for falling again.

FOR PATIENTS

Things to have with you in hospital:

- Shoes or slippers with non-skid soles, closed toes and closed heels
- Walking aids such as cane or walker that you use at home
- Eye glasses and hearing aids

IMPORTANT TIPS AND REMINDERS:

- **Ask for help** if you feel dizzy or weak. Always take your time getting up from bed or a chair. Sit for a few minutes until you feel ready to stand. If you feel dizzy stop and sit down immediately, then ring for healthcare provider.
- **Call for assistance** when you need to use the bathroom. Use your call bell to reach your healthcare provider
- **If you use a cane, walker or wheelchair** keep these devices within reach of your bed/chair. **DO NOT USE FURNITURE TO WALK OR STEADY YOURSELF.**
- **Turn on a light** when you're getting up.
- **Shoes / slippers** should fit properly and have a non-skid sole with enclosed toes and heels. If you do not have a suitable pair of shoes or slippers, you can buy a pair at our gift shop and/or pharmacy.
- **Medications:** It is important to let us know all medications you're taking at home as well as any allergies you have. Please provide a list of all of your medications.

FOR FAMILY MEMBERS & VISITORS

- **Consider staying** with your family member if they are at high risk for falling, confused or at risk of wandering.
- **Reinforce the need** for the patient to ask their healthcare provider for assistance when getting up.
- **Before you leave the room**, please make sure the healthcare provider call bell and bed side table are within reach of the patient.
- **Notify the healthcare provider** before leaving a confused or disoriented patient alone, so appropriate safety measures can be taken.

IF A FALL SHOULD OCCUR DURING YOUR HOSPITAL STAY, PLEASE IMMEDIATELY NOTIFY YOUR HEALTHCARE PROVIDER

Helpful Resources

Mississauga Halton Local Health Integration Network (LHIN) www.mhlhin.on.ca

Public Health Agency of Canada
www.phac-aspc.gc.ca

Halton Region www.halton.ca
www.mississaugahaltonhealthline.ca

www.healthcareathome.ca

Preparing for Your Discharge

Planning starts the day you come to the hospital and includes steps such as assessing your needs, setting goals and making plans. We will work with you and your family to start planning early for your safe and successful discharge.

At the end of your stay, we will arrange, if needed:

- Referrals to the LHIN Home and Community Care
- Referrals to outpatient appointments
- A prescription for any medications you require
- A list of follow-up appointments (if applicable) or referrals to other doctors or therapists you may need to see after you leave
- A discharge package that will include Information about recommended equipment, supplies and exercises to do at home (if applicable)

Discharge time is 10:00 a.m.

Patients are responsible for arranging and paying for their own transportation when they are discharged from the hospital.

Please ensure arrangements are made well in advance to avoid delays in your discharge time.

If you have any questions about your discharge or your care needs before you leave the hospital, please do not hesitate to ask a member of our team. We are here to help you.

For a smooth transition, please:

- Identify a family member/friend ahead of time who can help transport you home. If personal transportation is not available, we can provide you with a list of local transportation options such as taxi, wheelchair taxi or private transportation services for patients requiring a stretcher
- Arrange for pick-up at 10:00am. If there is a delay, you may need to wait in a designated area
- Notify the nurse of your plans at least 24 hours before discharge
- Review your discharge instructions and talk to your nurse if you have any questions or concerns

Patient Relations

We are committed to delivering exemplary patient experiences, always.

We recognize that sometimes patients and their families may have concerns or wish to share their positive patient experience with us. To make continuous improvements we want and need to hear from you.

When should I contact a Patient Relations Advisor?

We encourage you to always speak to your nurse or Clinical Resource Nurse. If you are not satisfied with the response (or if they are not available), ask to speak to the Patient Care Manager. If you have concerns that are not resolved to your satisfaction, please contact our Patient Relations Advisor at 905-845-2571 Ext. 4138.

Oakville Hospital Foundation

Healing through gratitude

Maybe it was the smile or a kind word that brought your loved one comfort. Perhaps it was a procedure or treatment available at your hospital, close to home, that made your experience at OTMH exemplary.

Every day, patients and their families ask how they can share their appreciation in a meaningful way for the care they receive at OTMH. There are many ways: give thanks...share your stories...volunteer...contribute financially.

Your contribution – in any form – celebrates your caregivers and puts essential equipment in their hands to ensure patients receive great care that is not possible through government funding.

If you are interested in hearing about what your gratitude can accomplish, please contact a member of our team in the Oakville Hospital Foundation at 905-338-4642 Ext. 6384.

You may also be interested in more information from our website: www.oakvillehospitalfoundation.com



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