

Friday, August 25th, 2017

Getting everyone on the same page: QBP Pathway Improvement Program has launched!

Over 25 patients with primary diagnoses of **COPD, Community Acquired Pneumonia, CHF, Ischemic Stroke and Hip Fracture** are now receiving care as part of the new QBP Pathway Improvement Bundles. These bundles includes best practice medical orders (Order Sets), guides to care (Clinical Pathways), and patient and family information (My Care Journey) and will improve care for patients.

A patient with CHF shared this week: “I was so afraid of what was going to happen. I was told I would stay for a day, then someone else said a few days, and then my doctor said more than that. If you are not a nurse, you don’t know what is going to happen to you.” This patient, and others, appreciated receiving the new My Care Journey booklets that help to explain what patients and family members can expect while they are in the hospital.

Patients are interested in getting the same information available on their mobile phones. Currently in development is the “WRH My Care Journey” mobile app, which will be available in the Apple and Google app stores. Look for more information coming soon!

My CARE JOURNEY

HOSPITAL TO HOME

The expected hospital stay for patients with a Hip Fracture is up to 5 days after your surgery. You may be ready for discharge sooner depending on your condition.

If you have questions during your journey, ask!

BEFORE THE OPERATION

- Medication will be given to reduce pain. If you are still uncomfortable, talk to a member of your care team.
- You may receive safety tools like special socks or a bed alarm to help prevent you from falling while you are in hospital.
- Your care team will provide you with information about when to stop eating and drinking before surgery.
- A catheter (tube) will be inserted to drain your urine.
- Your surgeon will schedule your operation at the earliest possible time. Everything possible will be done to keep you comfortable until you go to the operating room.
- Prior to surgery, your surgeon will discuss the procedure with you and your family and answer questions you may have.
- If possible, identify a family member or caregiver who can support you throughout your care journey and help you with next steps after you are discharged from the hospital.

OPERATION DAY

- A hospital gown will be provided for you to wear. Remove all jewellery, glasses, dentures and contact lenses before surgery and have family members take any valuables home.
- The surgeon will visit your family in the OR waiting room after the procedure to provide an update.
- After surgery, you will be moved to the recovery room and returned to your hospital room once you are fully awake.
- There will be an incision (cut) on your hip following your surgery. It will be covered with a bandage.

POST-OP: DAYS 1 & 2

- Pain control is important to your recovery. Let your care team know if your pain is not under control.
- After your surgery, you will be allowed to eat your regular diet. It may take some time to regain your appetite.
- Physical activity is an important part of your recovery and you are encouraged to participate in as much activity as possible. This might include sitting at the edge of the bed, walking with a walker or crutches, or getting up for meals. Your team will assist you.
- A physiotherapist (PT) will teach you how to move around safely and teach you exercises you can do to help build strength and prevent stiffness and weakness.
- An occupational therapist (OT) teaches you how to complete your daily activities safely while your hip is healing. They will recommend equipment for a safe discharge from the hospital.
- You will be encouraged to take deep breaths, to cough and to pump your feet and toes up and down every hour. These exercises help to prevent complications.

POST-OP: DAYS 3 & 4

- Work with your care team to safely increase your activity level.
- You may also need to learn how to dress and wash yourself.
- You will be able to get out of bed with assistance. Use a walker or crutches to go to the bathroom and walk in the hallway.
- Try to sit in a chair for all of your meals.
- A social workers or community partners will meet with you to talk about how you can best be supported after discharge!

POST-OP: DAY 5 - DISCHARGE

- Review your discharge plan with a member of your care team. Make sure you understand next steps and discuss any concerns or questions.
- You may need to purchase or rent equipment like a walker, bath bench or a raised toilet seat to assist you at home. Your Occupational Therapist will give you more information.
- Keeping active is the most important part of your recovery. Take short walks to build your strength and endurance. If you feel weak or tired, allow yourself rest but do not sit or lie in one place for too long.
- You will receive a follow-up appointment with your surgeon. You should also make an appointment to see your family doctor.
- Your nurse will provide information about caring for your incision and your dressing, including how to bathe when you get home.

WINDSOR REGIONAL HOSPITAL

HIP FRACTURE

A RECOVERY GUIDE FOR YOU AND YOUR FAMILY

Patients and family members now receive specific information about their condition. Patients have told us that this information will help them better understand their treatment and ask fewer, but better, questions of their care team.

Getting organized in the ED

The Emergency Department (ED) Standard Unit “5S” bundle work officially started this week! 5S is a LEAN process that helps improve workplace efficiency which ultimately contributes to more time nurses can spend with their patients. The 5 “Ss” are: Sort, Set, Shine, Standardize, and Sustain. Frontline staff in the ED will be receiving information from the SOP team about their 5S events and “activity follows” that will be occurring in their areas. Their feedback will be integral to identify 5S opportunities.

Jeff Theriault, CPM states “the Met Campus ED has undergone several LEAN and 5S events over the years and a lot of those changes are still being sustained which tells us the staff are committed to them”. Validating sustained changes will help, as the standardization work then carries over to the Ouellette Campus ED, following the same process to streamline and optimize patient care!

EMERGENCY DEPARTMENT “5S” DATES		
	<u>MET CAMPUS</u>	<u>OUELLETTE CAMPUS</u>
<i>Pre-5S Walkthrough</i>	August 23	September 13
<i>Activity Follows</i>	August 29-September 11	September 11-22
<i>5S Event</i>	September 12	September 25-26

Have a great weekend!

The SOP Team

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