

Unit 4A Accountable Care Unit

Pasqua Hospital

Making a Difference in Patient Care

We, as a team, strive to make a difference each day by providing compassionate, holistic, safe, competent, evidence based, and multidisciplinary care for the patients and their families who are entrusted to us.

Your Health Care Team

We believe that you are the most important member of your health care team. The Unit 4A team includes :

- Nurse Manager and physician co-leader of ACU
- Doctors
- Nurses — RN and LPN
- Unit clerks
- Pharmacists
- Social Workers
- Assessor coordinator
- Dietitian
- Physical Therapist
- Occupational Therapist
- Speech Language Pathologist
- Spiritual Care
- Native Health Services
- Unit support workers
- Housekeepers
- Food Service workers

Including Loved Ones

We believe that family and loved ones are an important part of the care process and encourage them to visit as often as possible.

We encourage you to invite your loved ones to join daily bedside rounds. This may help them to support you in hospital and during your recovery afterwards.

If more detailed discussions are required to plan your care, additional meeting times may be scheduled with your health care team and your loved ones.

Daily Bedside Rounds Occur Everyday at 10:00 and 11:00 am

A bedside round is when your health care team members visit you and your loved ones to plan and discuss your care. Your team comes to you every day so that you can have your voice heard and we can make sure that your needs are being met.

During daily bedside rounds you can expect a brief (5 minute) discussion including:

- an update about your diagnosis, tests, treatments, and progress
- a discussion about any pain or other symptoms you are having
- a plan for your discharge from hospital including discussing where, when, and how your needs can be met after your hospital stay.

We encourage you and your loved ones to ask questions during daily bedside rounds. If answering your question or addressing your concern appears to need more than a quick response the appropriate team member will return after rounds to spend the time required. If you have any questions about your care throughout the day, feel free to ask any of your health care team members.



Nursing Hand Over

Twice a day, at **7:30 am** and **7:30 pm**, your off going nurses will handover your care to the oncoming nurse at the bedside. Your new nurses will be introduced to you and your care plan will be explained to your new nurses with your participation. This quick touch point will ensure you know your new nurses and that everyone is updated on your status—including you and your loved ones.

Your Consent for Bedside Rounds and Nursing Hand Over

All bedside rounds and hand overs are subject to your consent. We will ask for your verbal permission to do our rounds and handover at the bedside in your presence daily. At any time you may decline to have rounds or handover occur at your bedside. The health care team and nurses will still formally review the information required to provide you safe care, however, it will occur privately away from your bedside.

Whiteboards

Whiteboards are located near each patient bed and are used as a communication tool. You are encouraged to use the board to share your goals, needs, and questions, with your health care team.

General Information

We respect your right to keep health information private. We will not share information with others without your permission.

If you wish to have information shared with family or loved ones, please choose 1 person and tell your nurse who that person is. We will then direct others to contact that person for information about your condition.

Mealtimes are approximately **8:00 a.m.** (breakfast), **12:00 p.m.** (lunch), and **5:00 p.m.** (supper).

You will receive food and fluids if they are allowed by your doctor. Your diet may be restricted because of your medical condition or planned tests. Loved ones should check with the nurse before bringing food from home. We do not have a fridge available for personal food items.

A cafeteria is located on level 0. Robin's Donuts is located by the main entrance.

Telephone and phone service are available (charges apply). Dial 3363 on the phone in your room to have your phone or TV hooked up.

Items to Bring to the Hospital

- List of the medications that you were taking at home (including doses)
- Deodorant
- Tooth brush and toothpaste
- Comb or brush
- Electric razor
- Non-slip sturdy footwear (slippers or shoes)
- Small notebook to write down questions that you want to ask the health care team at daily bedside rounds

Hand Hygiene

Hand hygiene is the most important thing we can do to stop the spread of infection. You and your visitors must wash your hands every time you enter or leave a patient room and the hospital unit. Hand sanitizer is located in every patient room and at the entrance to the unit. Wash your hands before eating and after using the bathroom. Health care providers are expected to wash their hands before and after they contact a patient.

