



Families are Partners Your Role in Patient Safety



INFORMATION FOR FAMILIES





BC CHILDREN'S HOSPITAL is committed to providing Patient and Family Centred Care. Patient and family-centred care is an approach where planning, delivery, and evaluation of health care is co-designed with patients and families. This approach promotes the health and well-being of patients and their families. Patients and families are treated with respect and dignity, information is shared in a complete and timely manner, and patients and families are encouraged to be involved in decision making. Patient and Family Centred Care builds upon the strengths and skills of patients and families.

You play an important role in the care of your child and you know your child's specific needs. We encourage you to let us know how you'd like to be involved in your child's care.

Your Role in Treatment Planning

Care Planning: To help keep your child safe, it is important that you understand your child's condition, your child's treatment plan and how to care for him or her. You and your healthcare team will work together to create a plan for your child's care. Please share your ideas on what works well for you and your child. If something is not clear to you, please let us know. When patients, families and their healthcare team partner together, the best care for your child can be achieved.

Language Services: If English is not your first language and you would like to use our language translation services, let your nurse or doctor know so we can arrange this.

Your Role in Improving the Quality of Care

We conduct regular patient and family experience surveys and by participating, you have an opportunity to tell us what we are doing well and where we can improve.

If you have any concerns about your child's care, we encourage you to discuss them with your care team (nurses, doctors, or team member). If your concern is not resolved, you can ask to speak to the Clinical Nurse Coordinator and/or the Program Manager.

Alternatively, the Provincial Health Services Authority (PHSA) also has a Patient Care Quality Office that helps answer questions about care quality and assist leaders to resolve care quality complaints.

Contact info: Toll free 1-888-875-3256 or pcqo@phsa.ca

Website: www.phsa.ca/PatientCareOffice

Resources: Information about BC Children's Hospital services and about children's health topics is available on our website www.bcchildrens.ca



IV therapy: Intravenous (IV) therapy is an important part of treatment for children who have an infection, require fluids, pain management or other medications. A small tube is placed into the vein to deliver medications or fluids into the blood stream.

To prevent problems related to an IV, it is important to check the IV site frequently for redness and swelling. Your nurse will be checking for these signs during the day and night, even when your child is asleep. If you notice any redness or swelling or believe your child has pain around the IV, please tell your nurse immediately.

PEWS: Our healthcare providers use the Pediatric Early Warning System (PEWS) to identify patients who are becoming increasingly ill. The nurse records a number score based on heart rate, breathing rate and effort, need for oxygen, level of alertness and healthcare provider or family concern. The nurse will change the plan of care according to the score and care standard. We encourage you to participate by voicing your concerns about a change in your child's condition.

Care Continuation: Continuing your care at home often requires planning early during the hospital stay. You may be asked to complete a form to help you plan for going home and you should receive written instructions prior to discharge, and if not, please ask for them.

Access to chart: It is possible to view your child's chart while in hospital. Ask your doctor or nurse if he or she is able to review the chart with you to support your understanding. Once discharged, you may request a copy of your child's health record from the Health Information Management Department.

Transfer of care: When a child is transferred to a different care unit within our hospital there will be a handover report from the nurse of the unit where the child has been to the nurse of the new unit. The report will include information about your child's reason for hospitalization, current condition and plan of care. As an important member of your child's care team we encourage you to be present during the handover report and to listen to and provide any information that you feel is important.

Daily rounds for In-patients: Healthcare teams make rounds on the in-patient units and this is an opportunity for you to share information you may have about your child's safety or care with the healthcare team. We encourage you to participate. Please talk to your child's doctor or nurse for more information and to let them know that you'd like to be included in daily rounds.

White Boards for In-patients: White boards are one way to help you and your healthcare team communicate. There's space for everyone's names (your child's, yours, and the members of your team), information about the plan of care for your child, expected date for going home and any questions you may have for your team. It is there for your family and your team to use.

Let us know how you are feeling: It is really helpful when you let us know how things are going for you and your child. Tell us what you think is going well, and also, any concerns or worries that you may have. Caring for an ill or injured child can cause stress and anxiety. Please help us to understand your needs. Our goal is to keep everyone safe and comfortable during your stay. Staff will help you to develop a specialized care plan to assist you in identifying ways to reduce stress and anxiety.

You have the right to...

- Have your privacy and confidentiality protected
- Be treated with respect
- Be treated with compassion
- Be supported in maintaining spiritual and cultural practices
- Ask questions, agree or disagree to care options, and/or ask for a second opinion
- Be an active participant in care
- Access the information in your child health record
- Have a support person or advocate involved in your child's care
- Take part in or refuse to take part in research or clinical trials
- Receive safe, competent care
- Raise concerns or ask questions about the quality of care

Your Responsibilities Include:

- Providing accurate information
- Reporting safety concerns
- Following hospital policies
- Treating others respectfully

Your Role in Safety

We want things to go smoothly for everyone, whether you are staying in the hospital or visiting a clinic. There are specific safety procedures that hospitals follow for all patients. Here is a list of things you will notice and ways you can help to make sure the hospital environment and is safe.

Patient Identification: Making sure we are providing care to the right patient is very important to us. We will ask you specific questions to make sure we have the right patient. We will ask the child's name, date of birth, health card number, address and in the in-patient areas will check your child identification band. Some areas use picture identification for patients. On the in-patient units, it is very important that your child wears his or her identification band. If your child has his/her name band taken off, please ask your nurse for a new one immediately.

Medication Safety: It is important to learn about the medications your child is taking. If you don't recognize the medications being given, tell us right away. Please ask any questions you have about the purpose of medications and possible side effects.

We use a medication list from PharmaNet, a system that records your child's prescriptions filled in the community. We review this list with you to ensure we have the most current information about how your child is taking medications at home. We will ask you about over the counter, non-prescription medications like vitamins, herbal and naturopathic supplements/remedies. Families are encouraged to bring in pictures of their medication bottles to help confirm medication names and dosages.

Falls: Children and youth in hospital/clinics can be at risk for slips and falls, due to medications or illness. Please tell staff if your child feels any symptoms like dizziness or light-headedness. Stay within arms distance when your infant or small child is placed on an examination table and use stretcher and crib side rails at all times to prevent falls. Please supervise young children/siblings in play areas at all times.

Please tell us if you notice a spill or other problem on the floor that could cause a fall.

Infection Control: The best way to prevent the spread of infections that can occur in hospitals is for everyone to wash hands with soap and water or clean their hands with the hand sanitizer provided throughout the hospital. It's okay to remind staff to clean their hands before they provide care. All staff, patients, and visitors should clean their hands at the following times:

1. Before touching a child or child's environment – i.e.: entering a child's room
2. Before doing a procedure or providing care – i.e.: eating or feeding, giving medications or injections
3. After contact with any body fluid – i.e.: using the washroom, changing a diaper, coughing, sneezing
4. After touching a child or child's environment – i.e.: leaving a child's room

To protect everyone from the spread of infections while in hospital we follow isolation procedures if a specific illness can be passed on from person to person. Please follow isolation procedures posted on the door of the room. Ask for help, if needed.

Green stickers on equipment such as commodes and hair wash basins indicate the equipment has been cleaned between patients. If there is no sticker on the equipment, it should be cleaned again before use. Please ask staff for assistance, as needed.

Please avoid visiting the hospital if you are sick with symptoms, such as fever, cough, diarrhea, vomiting, or a rash. If you have had close contact with someone who has been sick with chicken pox, mumps or measles in the last 3 weeks, contact a health care provider before visiting. This will help to protect our patients, staff and other families.

Pressure Sores: Help us promote good skin care and prevent skin breakdown. Our skin is the most important barrier against infection, so we need to look after it carefully! Pressure ulcers are sores that result from constant pressure on your child's skin from casts/splints or lengthy bed rest without changing positions.

Ask the team if your child is at risk of developing a pressure ulcer.

What you can do to help:

- Please tell us if your child has a history of pressure ulcers.
- When washing or dressing your child look closely at their skin and tell us about any changes you may notice.
- If your child uses diapers, change them frequently to prevent moisture build up on the skin
- Help us when we turn or reposition your child. Tell us about your child's favorite sleeping positions
- Please encourage your child to move if they are able

If you have any questions about pressure ulcers and what we are doing to prevent them, please ask us!