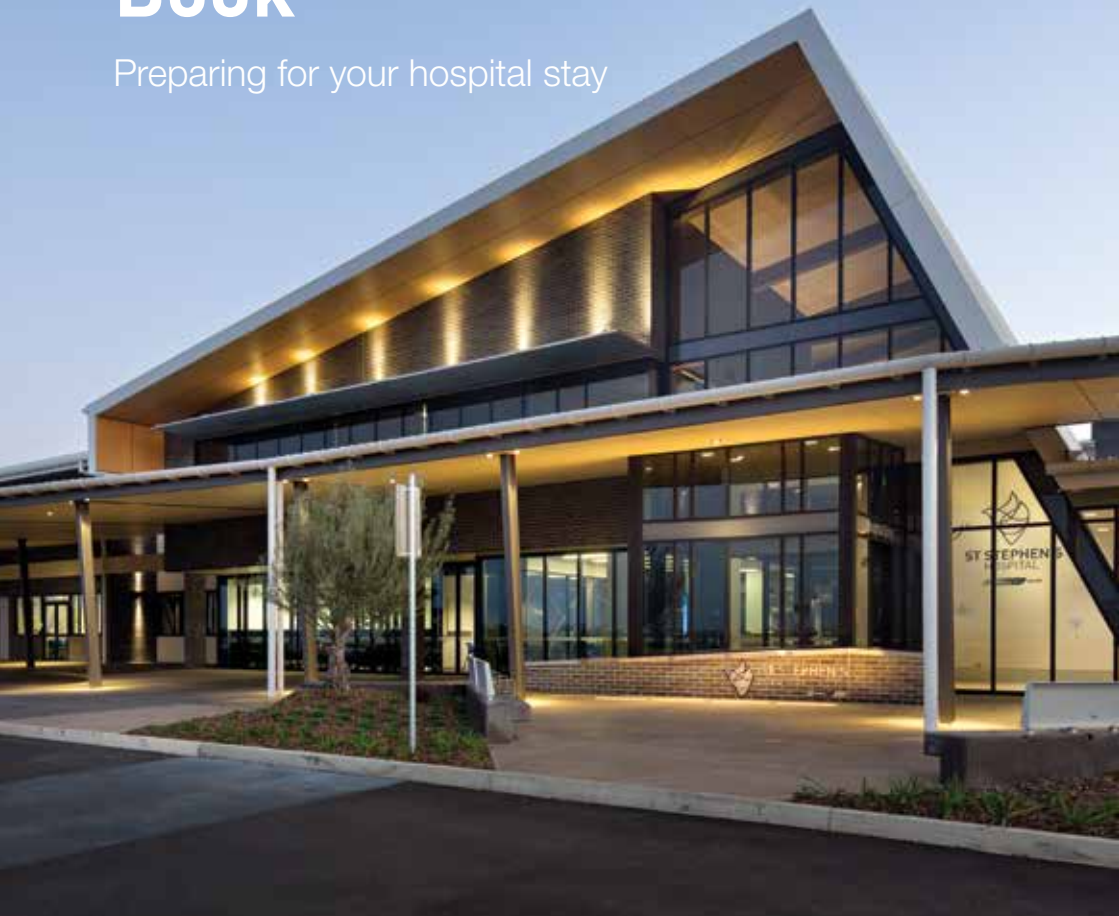


Patient Information Book

Preparing for your hospital stay



Proudly part of



UnitingCare

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Acknowledgment of Country

We acknowledge the traditional custodians of the land on which we work and serve. We acknowledge that these custodians have walked upon and cared for these lands for thousands of years. We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country and commit ourselves to the ongoing journey of reconciliation.



Welcome to St Stephen's Hospital

Thank you for choosing St Stephen's Hospital for your care.

From our origins in Maryborough in 1905 to our present-day location in Hervey Bay, we've grown into an innovative, not-for-profit hospital providing holistic care to local, regional and interstate patients and their families.

St Stephen's Hospital is proudly part of UnitingCare, which operates one of the largest not-for-profit private hospital groups in Queensland, providing values-based healthcare for patients and their families across a comprehensive range of medical and surgical services.

UnitingCare is a health and community services provider, and since the early 1900s, has been helping people across Queensland and the Northern Territory

live life in all its fullness. Our connection with the Uniting Church means we're an organisation built on compassion.

This information booklet has been put together to assist you during your stay. If you have any questions or concerns during your stay with us, please speak to a member of your treating team or ask to speak to your ward manager.

We look forward to supporting you to make your visit with us as comfortable as possible.

Mission Statement

UnitingCare is committed to improving the health and wellbeing of individuals, families and communities as we:

- reach out to people in need
- speak out for fairness and justice
- care with compassion, innovation and wisdom.

As a mission of the Uniting Church we make an enduring social impact by helping the people we serve **'live life in all its fullness'** John 10:10.



Our Mission Practices

Seven mission practices align our mission to the values and behaviours that guide focussed decision-making and action toward our goals.



We demonstrate the worth and dignity of every person



We walk together with First Peoples



We participate in God's healing power to the whole person



We cultivate practices centred on people and relationships



We value reflective action



We are faithful stewards of the resources entrusted to us



We stand up for what is fair and just



Ward routine

Nurses' shifts are as follows:

7am - 3.30pm

2.30pm - 11pm

10.30pm - 7.30am

Meal times vary depending on the ward you are in. The below is a guide only.

Breakfast 7.30am - 8am

Morning tea 10am - 11am

Lunch 12pm - 1pm

Afternoon tea 2pm - 3pm

Dinner 5pm - 5.30pm

Supper from 7pm

Visiting hours

As visiting hours are subject to change, please visit our website - ststephenshospital.com.au - for our current visiting hours. If you are unable to access the internet our staff will be happy to update you.

Café

Our café is open Monday to Friday from approximately 7.30am to 3pm and Saturday from 9.30am to 1.30pm. The café is closed on Sundays.

Chaplain, Pastoral Care Services and chapel

Chaplains, ministers, priests and lay people are available to visit members of their denominations. Chaplains also regularly visit each ward and are available to support patients and their families. Please ask one of the nursing staff to arrange a visit.

The chapel is located on the ground floor. It is available at all times for reflection, prayer and as a quiet and sacred place.

Accessing wifi on your computer, phone or device

St Stephen's Hospital has Wifi available, the network is: UCH_GUEST, no password is required.

Your rights and responsibilities

The Australian Charter of Healthcare Rights allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare. This helps everyone to work together towards a safe and high-quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcome. You can read the Australian Charter of Healthcare Rights on page 6 of this information booklet. The Charter describes what you, or someone you care for, can expect when receiving healthcare.

Goals of Care

Goals of Care describe what you want to achieve during your hospitalisation. This involves goal setting which gives clear clinical expectations, and takes into consideration your personal needs and preferences as well as the likely steps required to attain the agreed goals.

Your Goal of Care may be as simple as 'feeling better'. Our healthcare team will work with you to achieve your goals. Please talk to the team if you have specific goals. Your goal will be written on the communication board in your room.

Shared decision making

Shared decision making involves discussion and collaboration between you and your treating team. It is about providing you with the best available information about benefits, risks and uncertainties of treatment, in order to

reach the most appropriate healthcare decisions for you. If you have enduring power of attorney and/or an advance health directive document/s please provide a copy to your nurse.

Clinical handover

One of the ways we ensure the clinical team is aware of your goals and decisions is through clinical handover. At least once per day the nursing team will conduct handover in your room. Feel free to be involved in the conversations about the care planned for you.

Communication board

Each patient room has a communication board. These boards provide information about your care team and highlight your Goals of Care.

Going home from the ward

Discharge time is usually between 9am and 10am. We ask that you respect this time so that we are able to accommodate other patients awaiting surgery or treatment. Before you leave, you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.

You should plan ahead for your discharge as much as possible. If you believe you will require assistance once you go home, do not hesitate to alert our nursing staff who will arrange for our Discharge Planner to assist you.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



PUBLISHED JULY 2019

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

A guide to using your entertainment system

The Patient Entertainment System provides you with access to a range of entertainment and information services. These include: television, music, internet, telephone, general information, meal ordering, and nurse call bell.

Switching on and accessing the home screen

To switch on the unit, press the power button located at the bottom of the screen. Then press the Home button to navigate to the home screen.



Home

Power

Using the home screen

The home screen provides easy access to all services on the patient entertainment system.

To access these services, you can touch the icon on the screen.

You can also access the help screen which provides further information on how to use the system.



Help

Television and radio functions

To access the television menu, you can press the My Entertainment icon on the home screen or the Television button at the bottom of the unit or on the handset.



Television button



Television button

Television icon

From the television menu you can now select the channel you wish to watch by touching the required icon.



To access the radio, simply select the My Music icon on the touch screen or My Music button at the bottom of the screen or on the handset to access the Music menu. Then select the icon of the radio station you wish to listen to.

To navigate between channels, you can either press the My Music or My Entertainment icon to navigate back to the relevant menu and then select another channel or alternatively use the channel scroll button on the screen or handset.



Music button

To change the volume, you can use the volume buttons located next to the channel scroll button on the screen or below the channel scroll button on the handset.



Music button



Volume buttons **Channel buttons**

Channel buttons
Volume buttons



Using the telephone

The telephone is provided free of charge to patients who can make and receive calls. Outgoing calls are limited to local landlines only. To make a call to a mobile please ask your nurse who can assist with this.

Calls can be made or answered by selecting the phone icon on the touch screen or pressing the telephone button on the bottom of the screen or handset.

To place a call, press the phone button. You can then dial the number required ensuring you use the prefix 0 to gain an outside line.

To hang up or reject a call push the red hang up button on the touch screen or handset.

Your telephone number is located at the bottom right-hand side of the screen.



Telephone icon



Telephone button



Using the internet

To access the internet, navigate to the home screen then select the My Entertainment icon.

From the My Entertainment menu, select the Internet icon. You can then select the Google button to search for websites or alternatively select one of the other quick link buttons to visit frequently used websites.



Entertainment icon



Internet button

Nurse call bell and lights

As well as functioning as a TV remote and phone the handset can be used to call your nurse and switch on and off the lights in your room.



Accessing the online Bible and information videos

To access the online Bible and information videos navigate to the home screen then select the My Services icon then the online Bible or Patient information icon.



Services icon



Online Bible: Contains a link to the New Testament and Psalms. If you require a different religious text please ask the nursing staff to contact the chaplain who will be happy to arrange this.



Settings: Allows you to access and change screen brightness, contrast and font size.



Patient information: Contains links to informative videos that provide an overview of St Stephen's and the services offered.

A guide to ordering your meals

You can order your meals through your PES (personal entertainment system) machine in your room.

On the welcome page click on My Meals and select the meal time that you would like to order (i.e. breakfast, lunch or dinner).

Choose the food and drink that you would like to order (if you want salt and pepper - don't forget to add it on!) and then, select confirm order. Repeat the process for each meal time.

Top tips

Order by: You will need to order your meals at least 2 hours prior to the meal.

Changed your mind? You can change your meal selection up to 2 hours prior to that meal service.

Day of discharge: On the day of your discharge you should order your breakfast and lunch (in case of any unforeseen delays in discharge).

Having trouble? If you are having any trouble with ordering or would like somebody to do it for you please ask any of our staff.



My Meals



Your safety in hospital

Your safety is our priority. The hospital has a number of programs in place to assist in maintaining your safety during your stay. Our strategies include:

- + preventing falls
- + reducing the risk of developing a blood clot
- + preventing pressure injury
- + reducing the risk of infection
- + confirming correct patient identity prior to any care delivery
- + preventing malnutrition
- + managing delirium (acute and chronic).

We have included some information about these in this booklet. If you would like further information please ask your nurse.

Medications

Please bring with you sufficient supplies of all medications you will need for the duration of your admission in their original, labelled packaging. Remember to bring any inhalers, creams, ointments, patches, eye or ear drops, injections or complimentary medicines that you use.

Upon arrival to hospital, your own medications will be reviewed and secured into your bedside cabinet for safety purposes. Some specific medications will be required to be secured in the hospital's medication safe as per Legislative requirements. Should this be required, you will be provided with a receipt tag for your medications to be returned to you on the day of your discharge.

Nurses will scan the medication and your arm band when administering your medication. Medications will be administered within 1.5 hours of the time

your doctor has prescribed. If you notice you are missing any of your regular medication or the administration times are not the same as your usual routine please discuss with your nurse.

Personal belongings

Please bring your personal belongings in a small and secure bag. It is recommended that you do not bring any valuable items or large amounts of cash into hospital, although we understand this can sometimes be unavoidable.

Any valuable items will be itemised on admission to ensure appropriate security measures can be undertaken. It is suggested cash amounts greater than \$50 be secured into the safe, and a receipt will be provided to you for return on the day of your discharge.

Speaking up about concerns or issues

If you have any issues or concerns about your medical or nursing care, or about your loved one's condition while in hospital, please follow our 'Let us know' escalation process (see next page). If the issue is not urgent ask to speak to the Ward Manager or After-Hours Coordinators (Mon-Fri after 3pm to 7am and over the weekend and public holidays) who will be able to assist you directly or contact the appropriate person.

If you are not happy with the manner in which your issues were managed or if you wish to make a more formal complaint you can write to the General Manager, address: GPO Box 1558, Hervey Bay QLD, 4655, or contact us by clicking on the 'Provide Feedback' button on the hospital's website.

Let us know

If you're worried, we're worried

Let us know is an escalation process to immediately address the concerns about a patient's condition.

You may be the first to detect these changes, before it is obvious to your healthcare team.



STEP 1 – TALK to your nurse or doctor who will listen to your concerns

- + If you aren't satisfied with the response, move to step 2



STEP 2 – TALK to the nurse in charge

- + If you aren't satisfied with the response, move to step 3



STEP 3 – CALL 4120 6157

- + Activate **Let us know** by telephoning **4120 6157**
- + Tell them you are activating **Let us know** and give your name, ward, bed number and doctors name.
- + A senior clinician will be with you within 15 minutes.

For more information visit ststephenshospital.com.au/letusknow

Preventing and controlling infections in hospital

Micro-organisms and germs

Bacteria, viruses, fungi or parasites may all cause infections. Sometimes they are collectively referred to as micro-organisms or germs.

Normal flora is bacteria that live in or on a healthy person's body. These bacteria are usually of benefit to us, e.g. they aid digestion and manufacture vitamins.

When normal flora increases in number, an infection may result.

Micro-organisms can be transferred from person to person or from the environment to a person. These micro-organisms, called exogenous flora, may also cause an infection.

How is infection spread?

1. The person with the infection spreads the germ to their environment.
2. The germ must survive in the environment.
3. The germ is then passed through to another person.
4. The next person becomes infected.

How can you limit the spread of infection?

Hospital staff try very hard to limit the spread of infection. Hand hygiene before and after contact with patients is the single most effective way to reduce the risks of passing germs from one person to another.

Hospital staff will wear plastic aprons or gowns, masks, gloves and eye protection during the care of infectious patients, depending on the nature of the infection. For the safety of others, infectious patients may need to be isolated in a single room to contain the spread of multi-resistant or significant micro-organisms.

Hand hygiene

Hand hygiene is a general term that refers to a method of removing micro-organisms from the hands so the germs cannot be transmitted to anyone. The two most common types of hand hygiene are hand washing with soap and water and using an alcohol-based hand rub.

It is important to perform hand hygiene as you enter and leave a healthcare facility and also:

- + after going to the toilet
- + before and after having contact with people
- + after smoking
- + when your hands are visibly dirty/soiled
- + after blowing your nose, coughing or sneezing
- + before and after touching any wounds
- + before eating.

Your healthcare worker should always perform hand hygiene in front of you. If you did not see them and are worried please feel free to remind them.

Hospital acquired infections

Some people are admitted to hospital with an infection. Others may develop an infection while in hospital. A healthcare associated infection develops as a result

of being in hospital or as a complication of specific treatment, e.g. surgery.

Healthcare associated infections are more common in people who are very ill because their hospital stay is longer and their treatment more complex.

Healthcare associated infections may be caused by normal flora or by exogenous flora.



What about infection control and personal effects?

IPhones, iPads, e-readers, and other personal items are a common source of infection. Items can be cleaned with standard supermarket detergents such as spray and wipe solution.

Care of intravenous cannula (IV)

Intravenous cannulas or IVs can be a source of infection in hospitals. If you have an IV follow these directions.

Help to prevent complications

Problems can include pain and discomfort, leakage from the cannula onto your skin or below the skin, blockages, or germs getting into your bloodstream causing infection.

To help look after your cannula:

- + protect it from knocks or being pulled
- + wear loose clothing over the cannula
- + do not touch, fiddle with or move the device
- + keep the cannula and the dressing site clean and dry and try not to get it wet in the shower
- + make sure the dressing stays in place
- + keep your hands clean by washing with soap or using sanitiser.

Report any problems or concerns

Your healthcare team will provide regular care to prevent complications from developing. Let them know if you have any concerns about your cannula at any time.

It is important to tell your healthcare team if you notice:

- + redness, pain or swelling at the insertion site
- + feeling hot, cold or shivery
- + leakage from the device
- + the dressing getting wet, bloodstained or loose.

If you have any of these problems in the first few days after you leave hospital, seek medical advice.

References: Australian Guidelines for the Prevention and Control of Infection in Healthcare' Australian Government NHMRC, 2019

'Looking after your cannula', Australian Commission on Safety and Quality in Health Care, 2021.

Disclaimer: This information is intended as a guideline only and reflects the consensus of the authors at the time of publication. The sources used are believed to be reliable and in no way replace consultation with a health professional.

Preventing pressure injury

What is a pressure injury?

A pressure injury is also known as a pressure ulcer, pressure sore or bed sore. It is caused by unrelieved pressure, shearing forces or friction on any part of the body. Whenever you lie or sit down in the same position for a period of time, pressure is applied to different parts of your body. Any object that has continuous contact with your skin has potential to cause a pressure injury.

Why are pressure injuries a problem?

A pressure injury may look minor, such as redness or a slight change in the colour of the skin, but it can hide more damage under the skin surface. A pressure injury can develop quickly, cause significant pain, become infected, leave scars and may delay your recovery by weeks or even months.

Who is at risk?

Any person of any age may be at risk. Factors that increase the risk of developing a pressure injury include:

- + past history of a pressure injury
- + current illness, general poor health or weakness
- + limited mobility
- + lack of sensation and poor circulation (e.g. diabetes, spinal cord injury or multiple sclerosis)
- + loss of bowel or bladder control
- + poor diet and water intake
- + excess moisture or dryness of skin.

Whilst you are in hospital

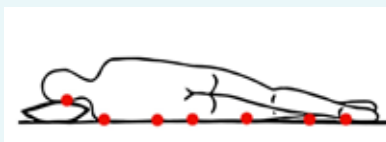
Prior to admission to hospital or once you arrive, you will be required to complete a nursing health assessment which includes this question:

‘Do you currently have, or have you ever had a pressure injury or bed sore?’

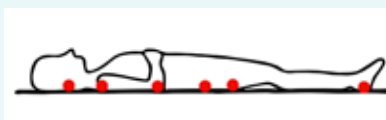
It is very important that we know this!

Where to look?

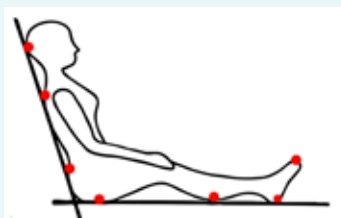
Pressure injuries usually occur over bony areas, especially the heels, elbows, hips, buttocks, tail bone, toes and ears, but can occur anywhere there is continued pressure to the skin - even from medical devices like oxygen tubing, masks, drains and urinary catheters or under plasters, splints or braces.



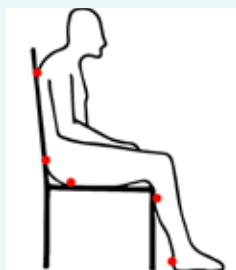
Patient lying on their side



Patient lying on their back



Patient sitting up in bed



Patient sitting in chair/mobility aid

A skin inspection and assessment should happen on admission and when there is a change in skin or medical condition. If you haven't had a regular skin inspection, please speak to your healthcare professional.

What should I look for?

- + skin pain/tenderness (early warning sign)
- + red/purple/blue skin
- + blistering
- + swelling
- + shiny areas of skin
- + dryness or dry patches
- + warm or cool areas

Tell your nurse if you notice any of the above warning signs or if you have any questions.

What can you do?

Keep moving

- + Keep moving as often as you can. Even small movements will help.
- + Avoid sliding or dragging yourself up the bed or in the chair as this can cause friction and shear injuries.

- + Change your position frequently when in bed or sitting in a chair. Talk to your health professional about position changes.
- + If you are unable to move yourself, the staff will help to change your position regularly.

Report painful skin

- + Advise staff if you have any tenderness or soreness over a bony area or if you notice any change in skin colour, blistering or broken skin.
- + Keep your skin and bedding dry. Let staff know if your clothes or bedding are damp.
- + Special equipment such as air mattresses and cushions may be used to reduce the pressure in particular places.
- + Avoid massaging the skin over bony parts of the body.
- + Use mild skin cleanser and moisturiser.

Eat well & stay hydrated

- + We know that not everyone feels like eating when they are unwell. If you notice your appetite reducing or feel you are losing weight - tell your nurse so we can find a solution that helps you maintain adequate nutrition and hydration.

For more information please see www.safetyandquality.gov.au/nsqhs-standards



Falls prevention

Slips, trips and falls can happen to anyone, but as we get older, falls can become more common with an increased likelihood of injury, and possible loss of independence.

Falling is recognised as an issue in all hospitals. There are a number of factors that may contribute to a fall, including (to name a few):

- + Having had a fall in the past
- + Unfamiliar surroundings
- + Poor balance and or vision
- + After surgery due to anaesthetic and medications, IV therapy, drains or catheters.

What we will do:

On admission, staff will assess your risk of falling, discuss the results with you and/or your family and put into place a plan of care suited to your needs.

This may involve you being reviewed by other members of the healthcare team, eg. physiotherapist, pharmacist, occupational therapist or dietician.

What can you do:

- + If you need anything, JUST ASK. If you require assistance, please keep your call bell within reach, and use it early.
- + Use any mobility aids provided (if applicable). Don't use furniture or walls to assist balance and walking, as this can result in a fall.
- + Wait for a staff member to assist you. Staff can be very busy assisting others, but it

is important to wait for their assistance.

- + Take it slowly. Getting out of bed for the first few times after a procedure might make you feel lightheaded.
- + Wear well-fitting, non-slip, low heeled shoes when mobilising.
- + Make sure you wear your glasses and/or hearing aids (if applicable).
- + Wear comfortable clothing that is not too long or loose.
- + Let staff know if you feel unwell or unsteady on your feet.
- + Be aware that new medication might make you feel lightheaded or unwell. Please let staff know.

Preventing falls at home

Preventing falls at home is also important. Before you leave hospital, you may be referred to follow-up services to make your home safer and reduce your risk of falling.

For more information please see www.safetyandquality.gov.au/nsqhs-standards

References: Heng, H., Jazayeri, D., Shaw, L., Kiegaldie, D., Hill, A. M., & Morris, M. E. (2020). Hospital falls prevention with patient education: a scoping review. *BMC geriatrics*, 20(1), 140. <https://doi.org/10.1186/s12877-020-01515-w>

<http://brochures.mater.org.au/brochures/mater-safequest/falls-prevention>



ST STEPHEN'S HOSPITAL

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Hervey Bay QLD 4655

07 4120 1200

ststephenshospital.com.au



Where to find us



**St Stephen's Hospital is proudly part of the
UnitingCare family**



Proudly representing

Blue Care | Lifeline | ARRCs | The Wesley Hospital | Buderim Private Hospital
St Stephen's Hospital | St Andrew's War Memorial Hospital