



A Safe & Sound Hospital Stay: How to Get the Care You Want for the People You Love

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Today's Plan

How to get the care you want for the people you love, including yourself!

Overview of medical care

Why achieving the best care is not as simple as having the best facilities and brightest personnel

Quick tips and great resources

How you can make a big difference to the quality of care

Q&A – Let's talk!

“Bring someone with you.”

A large heart shape is formed by white, fluffy clouds against a clear blue sky. The heart is positioned in the upper left and center of the frame. There are other smaller clouds at the bottom of the image.

**To all the world,
you are
*just one
person.***

**But to one person,
you could
*mean
the world.***

Sarah's Story



1 in 4 Patients Needlessly Suffer from *Preventable* Medical Complications, often called “Never Events”





MRSA, C diff (staph)

Blood Clots

Medication Mix-ups

Urinary Tract Infection

Falls

Sepsis/Blood infection

Bed Sores

Pneumonia



Why?

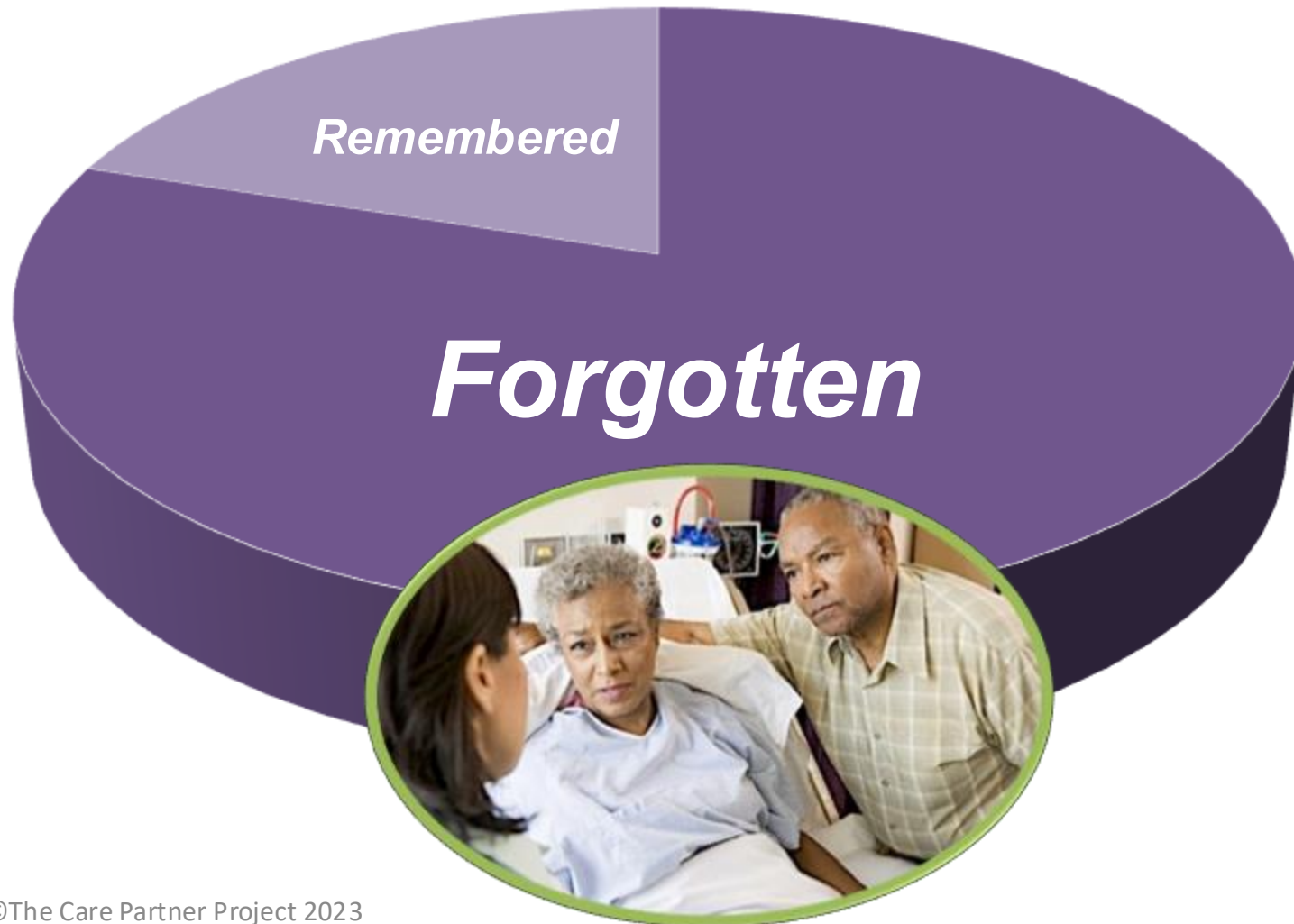
Health Care is Complicated



Stressed.
Strained.
Frazzled.
Sleep deprived.



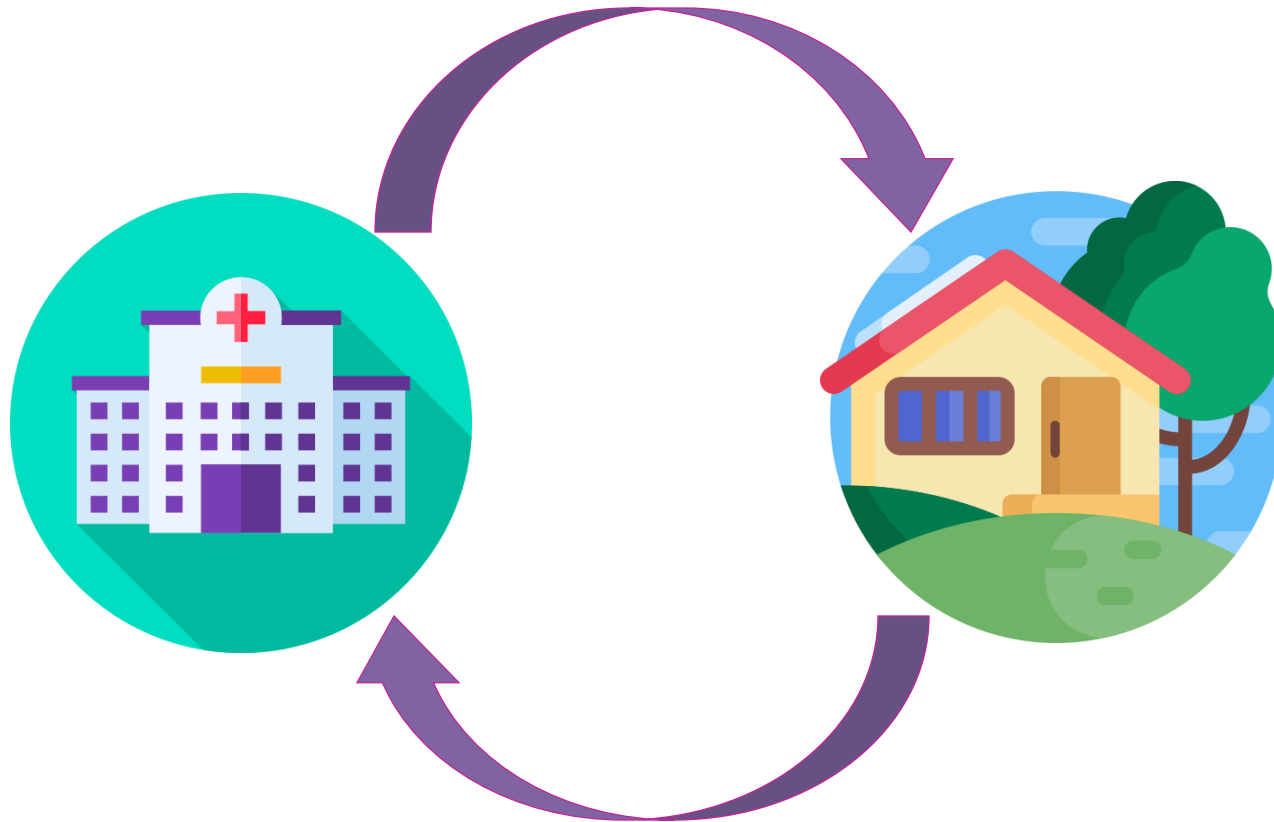
Patients Forget 40 - 80% of What They Hear (which is completely normal)





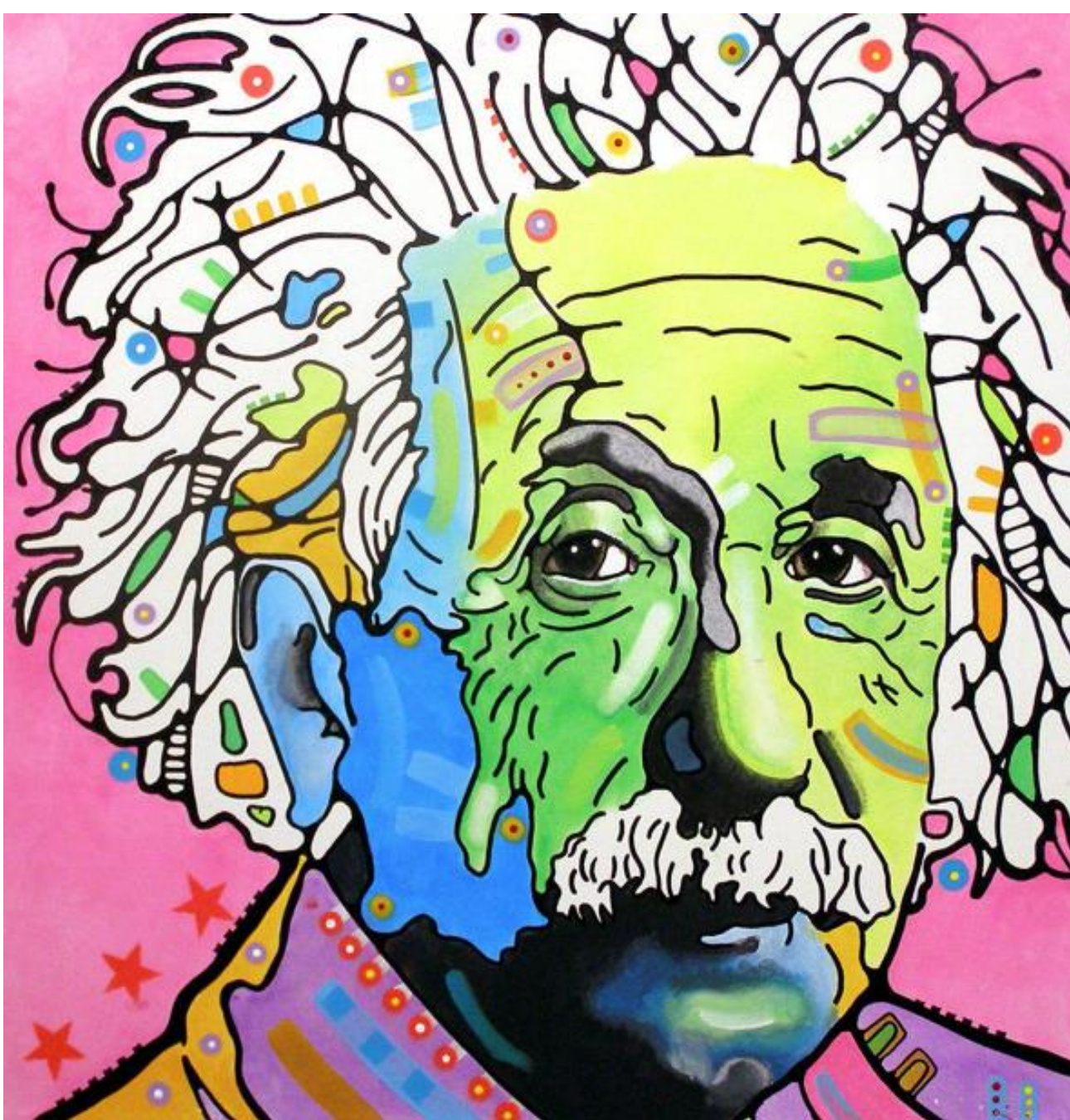
**3-out-of-4 patients, age 65+,
leave the hospital with an
incorrect prescription or no
understanding of their
medication schedule to
follow at home.**

Too Many Round Trips!



Solutions and Tips





*We cannot
solve our
problems with
the same
thinking we
used when we
created them.*

- Albert Einstein

***“I am the
patient and I
need to be
heard!”***

Morgan Gleeson
Age 15



www.youtube.com/watch?v=iVt3eHAsdK4

For any hospital or surgery care, bring your Care Partner checklists!

- ✓ What to Look For
- ✓ What to Say
- ✓ What to Do
- ✓ When to get a nurse

Peace of Mind!



PLEASE



Wash Hands!

About
Bloodstream
Infections:

Germs can invade the body through cuts or breaks in the skin, resulting in serious infection that's carried through the body in the bloodstream.

Risk Factors:

Use of a tube and bag system called an "IV" or a "central line" to deliver fluids because the skin has to be broken for these lines to be inserted.

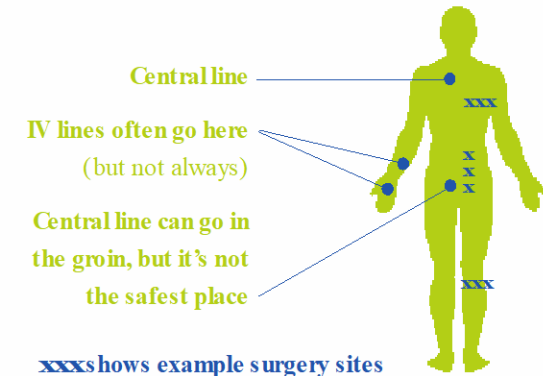
Use this Checklist to
Help Prevent Bloodstream Infection

PWhen a central line is inserted, ask: "Are you using a central line bundle?"

PWatch to make sure that nurses and doctors **always**:

- ▮ Wash their hands thoroughly before touching your loved one
 - ▮ Use sterile instruments and supplies
 - ▮ Sterilize the skin
 - ▮ Choose the safest spot
- Ask, "Why?" if groin is chosen
- ▮ Use a clean sheet to drape your loved one's body
 - ▮ Wear a mask
 - ▮ Cover the area with a sterile pad

PMake sure any openings in the skin are kept covered at all times.



www.TheCarePartnerProject.org

Find the Best Hospital and Doctor

**Check
out
their
ratings!**

- **HospitalSafetyGrade.org**
- **HospitalCompare.gov**



For Every Diagnosis or Surgery Recommendation Get an Independent 2nd Opinion

Learn questions to ask at
TheCarePartnerProject.org

When interviewing surgeons, ask...



How many of these have you done?



Use a Checklist?



Introduce yourselves?



Will you perform, or with others?



Doing another surgery in the hospital same time?



Going on vacation?

See more:
TheCarePartnerProject.org



Take Good Notes!



Ask: **“What is the Plan of Care Today?”**

Goals?

Meds to Start? Stop?

Test Results?

Tests Scheduled?

Share:

Patient's Goals

Patient's Questions

Patient's Concerns



Keep Track of “Who’s Who” and What They Do



Sweat Every Detail of Every Medicine

MedlinePlus.gov

The Beers List (for
seniors)

The KIDs List

Keep Track of “Meds”

The 5 “Rights” to Prevent Med Mix-ups

1. Right Patient?
2. Right Drug?
3. Right Dose?
4. Right Time?
5. Right Route?

Learn more:
TheCarePartnerProject.org





Keep Track of Tests and Test Results

A cartoon illustration of a doctor and a patient. The doctor, on the right, is a woman with brown hair and glasses, wearing a white lab coat with a stethoscope. She is holding a clipboard and looking at the patient. The patient, on the left, is a man with a large nose and a light blue shirt, looking confused. A speech bubble from the doctor contains a long, nonsensical medical-sounding name. The patient's response is written below him.

Huh?

It's simple.
You have
diber tri-
glycerhemo-
fibromyal-
gianosis!



Trust but Verify



Get Friendly with the Hospitalist

Wash Hands!

**Make Sure
Everyone Else
Does, Too!**

(Even nurses & docs!)

Learn more about how you can
wipe out deadly infections at...
TheCarePartnerProject.org

Stock up! Put in easy reach

- ✓ Bedside table
- ✓ Tray table
- ✓ Bathroom sink







Pick up more tips for preventing falls at TheCarePartnerProject.org



Safeguard Sleep... but Speak Up for Alarms!

Bring

Bring ear
plugs & eye
mask for
your loved
one to use.

Manage

Manage
visitors to
permit rest,
caution to
be quiet (be
considerate
of other
patients!)

Get Help

Get a nurse
when an
alarm goes
off on
monitors or
pumps.

Learn more about “Alarm Fatigue”:
TheCarePartnerProject.org/TIPS

Prepare for Watchful Weekends

- Try to schedule non-emergency surgeries on Tuesday or Wednesday so likely to be discharged by Friday.
- If a weekend stay is needed, consult with docs about any potential problems to watch for.
- Get all doctors' contact info.
- Arrange 24/7 Care Partner (family/friend) coverage at hospital.
- Make sure everyone has **Care Partner Project** guides and will take notes.



Loved one "going downhill?"

Medical staff not responding – or, just not around?

Call the “HOSPITAL 911”



Dial "0"/Operator on the hospital land line



Say: I am calling a **Condition Help** and need a **Rapid Response Team**



Give the room number and patient's name.

Ask for Tests! Get to the Root Cause!

New/Sudden Onset of Mental Confusion

(Or, a dramatic **increase** in pre-existing confusion)



Could be...

- ✦ Staph infection
- ✦ Urinary tract infection
- ✦ Medication side effect
- ✦ Overdose of a narcotic drug
- ✦ Drug interactions

Sometimes confusion results from too much time spent in the hospital room -- a sense of feeling “boxed in” causes hospital delirium.

Take the Time You Need at Discharge

Ask all the questions on your mind. Take Notes!





Record Discharge Instructions Ask First

Explain:

- “Everything you’re saying is important.”
- “I don’t want to miss any details.”
- “I want to review later to make sure I get everything right.”
- “I don’t want to have to bother you later if I forget anything.”



Remember!

Check in with your loved one every day for at least a month after a hospital stay.

Watch and listen for...

Signs of setbacks in recovery

Help Get Medical Care



KEEP
CALM
AND
CARRY
ON

It's OK to Ask for Help!

- www.LotsaHelpingHands.org
- www.CaringBridge.org
- Your friends and family
- A professional advocate

Support Your Nurses

They juggle a lot for several patients at once!

Ask: “What may I do to help?”

If able-bodied, help make the bed

“May I bring you a cup of coffee?”

Keep the room very tidy, uncluttered. Keep things off the floor to prevent trips!

**Take your checklist guides from
TheCarePartnerProject.org!**

Many more great ideas and tips.





Let's Talk! Questions? Your Ideas?



THE CARE PARTNER PROJECT™

How to Get the Care You Want
for the People You Love

- FREE guides with tips for getting good care
- Join us on Facebook... more tips!
- Sign up for our newsletter – even more tips!
- www.TheCarePartnerProject.org

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I speak on other topics, as well – in person or on ZOOM. Just call or drop me a note!

Presenter: Insert
your headshot
here.

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