

Queen Victoria Hospital Residential Palliative Care Bed

Information for Clients and Families

We recognize that this is a very difficult and stressful time for you and your family. We, the staff of the Queen Victoria Hospital have designated a special care bed for end of life and/or palliative respite care. Our main goal is to provide comfort and support to you and your loved ones as you experience this journey together. This brochure is intended to help you feel more at home with information on the services available to you and understanding the focus of care for your loved one during your stay. Should you have any questions concerning this information or your stay, please do not hesitate to contact the staff on duty or the manager.

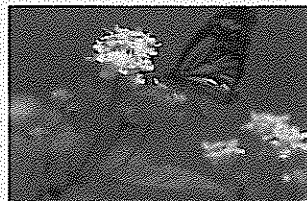
What is Hospice?

The term *hospice* originated in medieval times when it was used to describe a place of shelter and rest for weary or sick travelers on long journeys. The modern Hospice movement began in 1967 when Dr. Cicely Saunders, a British Physician, established St. Christopher's Hospice near London, England. Her program, was the first to combine compassionate care for the dying (which Hospice has always offered) with modern pain and symptom control techniques.

Today, Hospice care is for people like you, whose illness is no longer responding to aggressive curative therapies. Hospice addresses all the symptoms of the disease, with special emphasis on controlling your pain and discomfort. Hospice also deals with the emotional, social and spiritual impact of the disease, on you, your family and significant others.

You and your family are at the core of the Hospice Team and are at the center of all decision-making. Our goal is to improve the quality of your last days and weeks of life by offering comfort, dignity and quality of life.

Please feel free to ask questions or voice your concerns to the nurse on duty.



Community Care Palliative Lead: Audrey Austin
(250) 814 2301

Acute Care Lead: Deena Crane (250) 814 2296

Admission and Discharge Information



Program Access

Referral to the Revelstoke Hospice Palliative Program (RHPP) will be coordinated through Home and Community Care.

Please send referrals to Home & Community Care Team Leader:

Karen Herbert (250) 814 2267.

Admission Criteria

The Palliative room will be available to eligible clients that require respite, assistance with pain and symptom management or are at the end stage of a disease process.

Respite palliative care is available for a maximum of fifteen (15) days for caregivers caring for clients.

Inclusion criteria:

- Lives in the Revelstoke Health Service area, AND
- Has a documented assessment by the attending physician prior to or at the time of admission, AND
- Has a diagnosis of a terminal illness with a prognosis less than one (1) month for a permanent admission, OR less than one (1) year for a respite admission, AND
- Has a declining Palliative Performance Score (40% or less), AND/OR
- Has pain and/or symptom management needs, AND/OR
- Has psychological issues, AND/OR
- Has safety concerns

Exclusion criteria:

- Has care needs requiring acute care services, AND/OR
- Has behaviors that put self or others at risk of harm

Per Diem

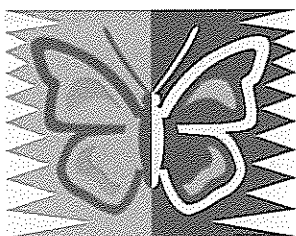
A per diem rate of ~~\$29.40~~ per day applies during your stay. If this rate will create a financial hardship for you and your family, speak to your Home & Community Care Team Leader.

Discharge Criteria

A client may be discharged from the Palliative bed when the following criteria apply:

- A client's care exceeds the resources of the bed (i.e. becomes acute), OR
- At the client's discretion, with notification of the attending physician, OR
- When a client's condition improves and/or stabilizes

To the greatest extent possible, all discharges will be done with input from the physician and the family.



About the Palliative Care Suite

The designated palliative care bed is located on the Acute Care floor of Queen Victoria Hospital. The room is on your left next to the Serenity/Chapel Room and is identified as Room 1.



About the Residential Palliative Care Room

Layout

As you enter Queen Victoria Hospital the elevator or stairs are to the right which will take you to the Acute Floor on Level 1. The Palliative Care Room is on your left next to the Serenity/Chapel Room and is identified as Room 1.

The bedroom is designed for your comfort. It includes a TV, DVD, music system, coffee maker, microwave and small fridge. There is a fold-out sofa bed in the event a family member wishes to spend the night with you.

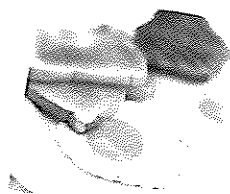
Next to the bedroom is a Serenity/Chapel Room. This room is for the comfort of the family members and significant others.

Visiting

While visitors are welcome at any hour, we ask that you respect the other patients on the Acute Floor. It is also possible that visitors may be restricted depending upon your direction.

Services

Meals

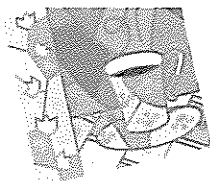


All meals are provided for the client. Food served is prepared in our own kitchen by Interior Health employees. If you do not feel like a full meal, we are able to accommodate with a lighter choice. If you have special meal requirements, please ask for a consultation with the dietician. Meals are offered at 09:00, 12:00 and 17:00. Snacks are offered mid-morning, mid-afternoon and at bedtime. Please let one of the staff know if you are hungry at a different time, as the vending machine located in the Cafeteria also has a selection of snacks.

Family members may bring a favorite food in for you.

Additionally, our kitchen will provide one dinner/supper daily for a family member/significant other. Snacks for other family may be purchased in the cafeteria from the vending machine from 8.00 a.m. to 8.00pm.

Serenity/Chapel Room

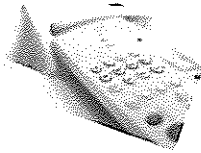


Coffee and tea are available for you to make in Room 1 to take into the serenity room.

Please observe quiet time from 10 p.m. to 7 a.m. The Palliative Care Room and the Serenity/Chapel Room are situated on the Acute Care floor next to acute care rooms with other patients.

Services

Telephones



A telephone is located in your room for local calling. A calling card may be used for long distance calls. If you require assistance to make a call, please ask one of our staff.

Children

We request that small children are supervised at all times for their safety and the safety of our other patients.

Pets

Well-behaved, supervised pets may come into visit with your family. Please keep the door to your room closed when you have a pet visiting. Health regulations do not allow pets in the kitchen or common dining areas. Please clean up after your pet.

Alcohol

Clients may bring alcohol to the Palliative Care Room with a Physician Order. All alcohol is kept in the nursing station for the safety of the other patients. Please notify nursing staff as needed.

Revelstoke Hospice Society

Hospice Volunteers are members of our community who have received specific training and are available to you and your family. Confidentiality is respected.

Their companionship takes many forms:

- Social
 - to be present
 - read aloud, play cards, provide music
- Emotional
 - to offer relaxation and stress reduction techniques
 - guided imagery, healing touch, meditation
- Spiritual
 - to write a letter, to hear your story
- Respite
 - to be present when family members or friends need to attend to matters away from the suite

Tel No: (250) 837 5523

Email: revhosp@telus.net

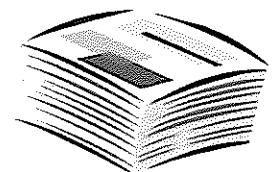
Website: www.revelstokehospicesociety.com

Pastoral Care

Please contact nursing staff if there is someone you want them to call for you for pastoral care.

Information Corner

Please feel free to look at the material in the Information Corner of the Serenity Room.



Other Information

Smoking

There is no smoking on Interior Health property. An exemption can be made for the client only. Please discuss with physician and nursing staff. The staff may not assist clients to smoke, but your family/significant other may assist you. Please remember that family and visitors will need to leave Interior Health property if they wish to smoke.

What should I bring with me?

Please bring your personal toiletries, nightgown/pajamas, robe, slippers, razor, denture cup, comb/brush and any other items you may require. There is a small closet to accommodate any clothing you may wish to bring.

Please bring your current medications, in their original containers. Please bring any mobility aids (e.g. wheelchair, walker, etc.) that you use with you.

You may wish to bring some family pictures or other special items such as favorite coffee/tea.

Laundry of personal clothing will be the responsibility of the family.

Evaluation

We have included an evaluation form in this brochure. If you or your family feel comfortable filling it in, we would very much appreciate your input. The completed evaluation can be given to a staff member or placed in the suggestion box located in the Serenity Room.



Evaluation Form

1. Do you feel that your needs are being met? **Yes / No**

2. If no, what would you like to see improved?

3. Do you have any anxiety or worry about your situation that has not been addressed by the staff or volunteers? If so, please identify below.

4. Would you feel comfortable sharing them with someone now? **Yes / No**

5. Please let us know how you would rate your overall care while staying with us?

1 2 3 4 5

Please circle a number, with 1 being the lowest score and 5 being the highest score.

Please use the reverse side if you require more room.

