

PATIENT CARE HANDBOOK



*SALEM HOSPITAL
REGIONAL HOME CARE SERVICES*

503-561-5999

SALEM  HOSPITAL
REGIONAL HEALTH SERVICES
P.O. Box 14001
Salem, OR 97309

SALEM HOSPITAL HOME CARE

Patient Emergency Plan

**Emergency Health Care Needs including life threatening symptoms,
Fire, Natural Disaster, Earthquake, Hurricane, Abuse or Violence
Call 911**

Your primary fire exit: _____

**PERSON(S) YOU CONTACT IN CASE OF EMERGENCY
OR URGENT SITUATION:**

Salem Hospital Home Care – 503-561-5999

Name(s): 1. _____ Phone Number: _____

Name(s): 2. _____ Phone Number: _____

Physician Name: _____

Physician Phone Number: _____

Signs and Symptoms to report to Physician:

- | | |
|--|-----------------------|
| ___ Temperature of ___ or greater | ___ Uncontrolled Pain |
| ___ Constipation: straining, no BM in ___ days | ___ Nausea/Vomiting |
| ___ Diarrhea: more than ___ # liquid stools in 24 hours | ___ Any falls |
| ___ Signs or Symptoms of infection: redness, swelling increased drainage, foul smell | |

Other Specify: _____



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EMERGENCY PREPAREDNESS INFORMATION

The keys to coping with an emergency are awareness and planning. The guidelines here are designed to help residents prepare for a live through emergencies that may occur in this area. For more information contact the local city or county emergency manager, civil defense director, or the local chapter of the American Red Cross.

BE PREPARED

- Schedule family conferences to discuss emergency procedures; hold practice drills.
- Post and memorize emergency telephone numbers (including poison control).
- Assemble and store a survival kit (see below).
- Learn first aid.
- Establish a location where the family should reunite if separated.
- Arrange for a friend or relative in another town to be a communication contact for the extended family.
- Learn the emergency plans of the family's schools, day-care centers, clubs, and workplaces.
- Tune in to daily weather forecasts and be alert to changing conditions. The Emergency Broadcast system on radio and TV stations will announce a WATCH if an emergency situation is expected and a WARNING if it is imminent or in progress.
- Learn emergency food and water procedures (see below).
- Determine an evacuation route and alternates.
- Know where main utility switches are located and learn how to turn them off if lines rupture and trained technicians are unavailable.

UTILITIES

ELECTRICITY

- Turn off electricity ONLY if you see sparks or a fallen wire.
- Locate the main circuit breaker or fuse. Switch the circuit breaker to the off position, or pull out the fuse.

GAS

- If you smell gas, evacuate the house. Don't use the phone, light switches, or electrical appliances, or do anything that will cause sparks.
- Go to a phone booth or neighbor's house and report the leak to the gas company.

WATER

- Find the main water shut off valve inside the house (located where the water line enters the building). Turn the valve in direction of the arrow, usually clockwise.
- If necessary (an possible), shut off the main water valve outside your home. It may be next to a meter in a concrete box in the sidewalk.

SURVIVAL KIT

- Water (one gallon per person per day) and chlorine bleach to purify it.
- Store water in sealed, unbreakable containers. Mark date and replace every six months.
- Emergency food and beverage supply (nonperishable food and juices).
- A hand can opener, cooking equipment, fuel for alternate cooking a heating devices.
- A change of clothing for each person, rain gear, sturdy shoes.
- Blankets or sleeping bags.
- First aid kit, prescription medicine, and extra pair of eyeglasses.
- Flashlights, portable radio with batteries, matches, candles.
- Credit cards, cash, extra set of car keys.
- A list of important family information including the style and serial numbers of medical devices such as pacemakers.
- Special needs for infants, the elderly, and disabled.
- Sanitation supplies (plastic trash bags, soap, toothbrush and paste, toilet paper, newspaper, and camp shovel).

FOOD AND WATER

- Be prepared to take care of yourself and your family for up to five days.
- Take emergency drinking water from ice cubes, water heater, and canned fruits and vegetables.
- Don't drink unbottled water (including municipal tap water) until it has been strained with a clean cloth and treated. To treat water add ten drops of chlorine bleach to each gallon of water, mix well, and let stand for about 30 minutes.
- Freezer foods will last from 48 to 72 hours if the freezer is full and the door stays closed.
- Eat perishable foods first.
- Discard all open food and beverages that may have been contaminated.
- Cook on portable grills, but only outdoors.

HOMECARE

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Home Care consumers (clients) have a right to be notified in writing of their rights and responsibilities before treatment is begun. The client's family or guardian may exercise the client's rights when the client has been judged incompetent. Home Care providers have an obligation to protect and promote the rights of their clients, including the following rights.

Clients and Providers Have a Right to Dignity and Respect

Home Care clients and their formal caregivers have a right to mutual respect, dignity and safety. Caregivers are prohibited from accepting personal gifts and borrowing from clients.

Clients Have the Right:

- *To have relationships with home care providers that are based on integrity and ethical standards of conduct;*
- *To be informed of the procedure they can follow to lodge complaints with the home care provider about the care that is, or fails to be, furnished, and regarding a lack of respect for property*
- *To lodge complaints with call Salem Hospital Home Care (503) 561-5999;*
- *To know about the disposition of such complaints;*
- *To voice their grievances without fear of discrimination or reprisal for having done so; and*
- *To be advised of the telephone number and hours of operation of the state's home health "hot line". The hours are 8:00 am - 4:30 pm and the number is 1-800-542-5186.*

Decision Making

Clients Have the Right:

- *To be notified in writing of the care that is to be furnished, the types (disciplines) of caregivers who will furnish the care and the frequency of the visits that are proposed to be furnished.;*
- *To be advised of any change in the plan of care before the change is made;*
- *To participate in the planning of the care and in planning changes in the care, and to be advised that they have the right to do so, and;*
- *To refuse services or request a change in caregiver without fear of reprisal or discrimination.*

The home care provider or the client's physician may be forced to refer the client to another source of care if the client's refusal to comply with the plan of care threatens Staff safety or compromises the provider's commitment to quality care.



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Privacy

Clients Have the Right:

- *To confidentiality with regard to information about their health, social and financial circumstances and about what takes place in the home;*
- *To expect the home care provider to release information only as required by law or authorized by the client.*

Financial Information

Clients Have the Right:

- *To be informed of the extent to which payment may be expected from Medicare, Medicaid or any other payor known to the home care provider prior to the start of care;*
- *To be informed of the charges that will not be covered;*
- *To be informed of the charges for which the client may be liable;*
- *To receive this information, orally and in writing, within fifteen working days of the date the home care provider becomes aware of any changes in charges;*
- *To have access, upon request, to all bills for service the client has received regardless of whether they are paid out-of-pocket or by another party.*
- *Questions regarding bills for services, call 503-561-5999. (Ask for Billing Specialist)*

Quality of Care

Clients Have the Right:

- *To receive care of the highest quality;*
- *In general, to be admitted by a home care provider only if it has the resources needed to provide the care safely, and at the required level of intensity, as determined by a professional assessment; however, a provider with less than optimal resources may nevertheless admit the client if a more appropriate provider is not available, but only after fully informing the client of its limitations and the lack of suitable alternative arrangements;*
- *To be told what to do in the case of an emergency.*

Clients are Responsible:

- *To notify Salem Hospital Home Care if they wish to terminate services.*
- *To notify Salem Hospital Home Care regarding concerns or complaints.*
- *To provide Salem Hospital Home Care with correct/valid insurance information.*
- *To treat Salem Hospital Home Care staff with respect.*
- *To contact Salem Hospital Home Care staff only through Salem Hospital Home Care phone number.*

The Home Care Provider Shall Assure That:

- *All medical related home care is provided in accordance with physicians' orders and that a plan of care specifies the services to be provided and their frequency and duration;*
- *All medical related personal care, is provided by an appropriately trained home health aide, who is supervised by a nurse or other qualified home care professional.*
- *All patients and Home Care staff are educated regarding Home Care policy for zero tolerance regarding workplace violence. If confronted by violent situation call 911.*

SALEM HOSPITAL HOME CARE

INFORMATION

Salem Hospital Home Care offers Home Health and Community Based Services.

What is Home Health Care?

Home Care is a skilled, intermittent, part-time service provided through the Salem Hospital Regional Home Care Department, to you, where you live. Salem Hospital Home Care Home Health provides services to you as ordered by your physician.

Who Can Have Home Health Care Services?

Eligibility for services is determined by.

- *Your physician*
- *Your insurance company*
- *Medicare guidelines*
 - *You must require skilled, intermittent and part time services.*
 - *You are confined to your home except for short absences primarily to seek medical treatment*
 - *Your needs can be safely met.*
 - *You must be referred for services by your physician*

What Services Are available?

The Home Care Team designs an individualized plan of care based on each patient's changing needs. These may include some of the following services and treatments:

- **Skilled Nursing Care** - *services are provided by Registered Nurses and Licensed Practical Nurses. The nurse provides health assessment, treatments, teaching and training designed to prevent hospitalization, promote recovery and independence in care.*
- **Home Health Aide** - *provides personal care as assigned by Registered Nurse. Personal care may include assistance with bathing personal hygiene, and activities of daily living.*
- **Physical Therapy** - *evaluates physical abilities, teach exercises, and provide treatments to help prevent injury, improve mobility, reduce pain, and increase physical skills while you recover from surgery, injury or disability.*

Information (Cont.)

- **Occupational Therapy** - provides instruction in relearning the "how-to's" of daily living (i.e., cooking, eating, dressing, and caring for yourself), the use of adaptive devices, and the exercise for strengthening muscles which help in movement and coordination.
- **Speech Therapy** - helps to improve communication problems associated with illness or injury. These include difficulties with swallowing, and problems with speaking or comprehension.
- **Medical Social Worker Services** – Help to remove the barriers to meeting the goals of your plan of care.
- **On-Call RN** – Salem Hospital Home Care provides a 24 hour on-call RN for home health patients. 503-561-5999.

• Medical Supplies

Your Home Care Team will provide required medical supplies necessary during your plan of care. **Our staff do not supply or lend medical equipment.** Your team can assist by recommending additional medical equipment and supplies that may be needed.

• Computers:

Salem Hospital Home Care Staff use laptop computers to document care provided to you. Passwords and other security measures protect patient confidentiality. If you have questions about the computer or wish to see your personal information documented in the computer, please ask your nurse or therapist.

• What is Community Based Services

Community Based Services are offered through Salem Hospital Home Care and include; Wellness, Respite and Homemaker services.



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Information (Cont.)

• *Who Can Have Community Based Services*

Eligibility is determined by:

- *Your desire and needs for the services we provide*
- *Your choice regarding payment for services*

Call 503-561-5999 for additional information

• *Costs of Home Care Services** *(See Your Consent for Admission Form)*

Home Care services are covered by Medicare, the Oregon Health Plan, Workers Compensation, Managed Care, HMO's and by most private and group benefit plans. You will be informed of any charges before care is provided.

*Salem Hospital's Home Care billing department will contact you and advise you of any financial obligations. Call 503-561-5999 with any financial questions and ask for our Billing Department. (*See Condition of Admission Form for additional information)*



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Salem Hospital Home Care Patient Discharge Plan

- *Your physician and insurance company will decide how long home care services are medically reasonable and necessary.*
- *Your Home Care Team encourages you to participate in your discharge plan. We will communicate changes in your care before it is discontinued.*
- *Our staff is committed to working with you, your physician and your insurance company to meet your needs and goals.*
- *If at anytime you feel left out of your plan of care please call us at 503-561-5999.*

Thank you

SALEM HOSPITAL HOME CARE

Health Care Education Goals

Salem Hospital Home Care is committed to meeting your health care educational goals. We will meet these goals by:

- Helping you and your family/caregiver understand your health status, care or service options, and consequences of options selected.*
- Encouraging you to participate in making decisions about care or services.*
- Assisting you in following your plan of care.*
- Assisting you in coping with your health status changes, prognosis and outcomes.*
- Assisting you in promoting a healthy life style.*

Should you feel there are any barriers to reaching your health care educational goals please let us know. We have resources to assist you. 503-561-5999

Thank you.

SALEM HOSPITAL HOME CARE

Patient Safety Recommendations

(• = Patient specific areas of emphasis)

Electrical and Fire Safety

- *Repair all frayed electrical cords. Do not overload any electrical circuit.*
- *We do not recommend the use of electric blankets.*
- *Do not use candles - they are a fire safety hazard.*
- *Plan for a safe exit in case of a fire.*
- *Install Smoke Detectors - check Spring and Fall.*

Telephone Adaptations

- *Large print dials are available to those who are visually impaired.*
- *Telephones should be strategically located and, if possible, several phones or a portable phone should be available for easy access.*
- *Persons who are at risk for falls may benefit from an automatic distress systems, such as: Lifeline - Call Salem Hospital at 503-561-5279 for information.*
- *Call Salem Hospital Home Care for information regarding other resources, 503-561-5999.*

Home Access Barriers and Ideas for Preventing Injury

Stair Safety

- *Stairs should be well lit at top and bottom.*
- *Stair treads should be in good repair.*
- *Railings should be installed on each side of inside and entrance way steps. Extend the railings above the top stair and beyond the bottom.*

Walkways

- *Scatter rugs, phone cords, and clutter should be cleared to provide a safe walkway.*



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Patient Safety Recommendations (Cont.)

Bathroom Safety

Grab-Bars

- *Available in wall mounted (textured version is best) or bath tub or toilet mounted versions.*
- *Proper placement and installation are important to ensure proper use and stability.*
- *Caution against using towel racks, paper dispensers or wall mounted sinks for support.*
- *5 inch door pulls or utility handles are available at hardware stores and serve as inexpensive substitutes for wall mounted grab bars (can be installed on door frame and window sills).*

Raised Toilet Seats

- *If you have difficulty rising from a regular height toilet seat, you may benefit from a raised toilet seat, as it raises the seat approximately 4 inches.*

Options:

- *Raised toilet seats are available in molded plastic and clamp models. The molded plastic model with suction feet appears to be the most stable and easiest to clean.*
- *Some people need both a raised toilet seat and a wall or toilet mounted grab bar.*
- *A commode aide (built-in raised toilet seat and arms) can be used over toilet, as a bedside commode or as a shower seat or cannot straddle bathtub safely getting in and out of the shower.*

Bath-Benches

- *Bath-benches can be useful if you cannot rise independently from the bathtub floor or become tired when standing to shower.*

Options:

- *A chair from your home that will not disintegrate, deteriorate, or collapse will often work adequately; a molded plastic or metal kitchen chair makes a safe, stable, and convenient bathtub seat. **Be certain that the chair legs sit firmly on the floor of the tub.***

Patient Safety Recommendations (Cont.)

- *Commercially available bath-benches come with or without backs and adjustable or non-adjustable height models: Bath benches with a back are contraindicated for obese people. They tend to push the person too far forward in the chair placing them at risk of falling. It is recommended that you try the various models to choose the best one to meet your needs.*

Soap Holders

- *Soap on a rope or soap placed in the toe of a nylon stocking and then secured to a grab-bar or bath-bench provides a convenient, safe soap holder.*

Miscellaneous Bathroom Safety Hints

- *Turn on cold, then hot water to prevent burns.*
- *Bathtub metal and glass sliding doors are often difficult to manage in limited space for washing. They may present a safety hazard and should be replaced with a shower curtain.*

Scatter Rugs and Shower Mats

- *Scatter rugs should be removed or secured to the floor with carpet tape.*
- *Use of suction rubber mat for bathing or shower floor (replaced yearly) or non-slip decals are highly recommended.*

Kitchen Safety

- *Clothing with long flowing sleeves should not be worn around the stove.*
- *We caution against standing on stools or chairs to reach high objects.*
- *Stove dials can be adapted with raised fluorescent chalking for those who are visually impaired.*
- *We encourage use of oven mitts that extend to the elbow.*

Transporting Objects Safely

- *A kitchen cart can be used to provide stability in walking and to move items safely around the kitchen.*
- *Those using a safety folding walker can make a walker-tray from a cookie sheet, screws, and bolts. Wire baskets are commercially available.*
- *Walker-bags are commercially available.*

SALEM HOSPITAL HOME CARE
Medical Equipment Guide

Salem Hospital Home Care does not provide or lend medical equipment.

Look under "Hospital Equipment" in the Yellow Pages of your phone book.

Questions to ask medical equipment companies:

1. *Will the company bill Medicare, or other managed care or insurance company and if so, how much of the cost will the patient be responsible for?*
2. *Do they accept Medicare assignment?*
3. *Is payment required at the time of delivery of equipment? If so, how much? Will the company take credit cards?*
4. *Do they deliver/pickup the equipment, and is the delivery/pickup free of charge? Is there an extra charge per mile for delivery to your home?*
5. *Will the company set up the equipment? (For example, will they move furniture out of the way? Will they assemble? Will they check for safety?)*
6. *What are the business days and hours, and is there an after hours or emergency number to call if there are problems with the equipment?*
7. *Does the company provide timely support services for repairs, questions, etc.?*
8. *Who does the repairs if necessary, and what are the costs?*
9. *For oxygen therapy:
Do they have a respiratory therapist available 24 hours per day?*

SALEM HOSPITAL HOME CARE
Medication Management

Salem Hospital Home Care staff will assess your medication management needs to ensure that your physician(s) are aware of the medications you are taking. We evaluate your need for further assessment by a Salem Hospital Pharmacist. We will need your help regarding your medications, including:

- Informing us of all the medications you are taking;*
- Storing your medications safely;*
- Disposing of outdated medications;*
- Taking your medications at the right time, in the right amount, the right way and for as long as your physician has requested;*
- Reporting any side effects from your medications (i.e. nausea, diarrhea, vomiting, change in sleep habits, behavior changes);*
- Other (specify).*

We will teach you about medication management, including:

- Generic/trade names, correct dose/times, frequency/route duration.*
- Purpose/desired effect - self-monitoring*
- Appropriate compounding, medication interactions*
- Correct disposal/storage of meds, expiration dates*
- Appropriate ability to manage meds, obtain and pay for refill information.*
- Other: Disposal of controlled substances; hazardous and/or cytotoxic agents.*
- Use of "Med Minder" if appropriate.*
- Use of medications in the control of pain.*
- Drug & Food interactions with your medications as appropriate.*

SALEM HOSPITAL HOME CARE
Patient Nutrition Resources

Salem Hospital Home Care staff will evaluate your nutritional needs and offer resource information for the promotion of nutritional health. Please feel free to request a call from our dietitian if you have concerns regarding your nutritional health.

Reasons to consider a nutritional consultation from our dietitian include:

- Weight loss or gain of 5-10% in the last six months.*
- Parenteral or enteral nutrition.*
- Open draining wounds, sores.*
- Diarrhea, constipation (ongoing)*
- Diabetes (newly diagnosed, uncontrolled)*
- Heart problems with complications (i.e. fluid retention)*
- AIDS*
- Renal disease*
- Special diets prescribed by your physician*
- Medications (over five (5) prescriptions)*

Should you agree with our staff that a referral to our dietitian is a good idea, we will request that you fill out a food diary and staff will route it and our assessment findings to Salem Hospital's Dietitian. 503-561-5999

Thank you.



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SALEM HOSPITAL HOME CARE
Infection Control

INFECTION: *is an illness or disease that is caused by "bugs" or "germs" (bacteria). Infections can be passed from one person to another. Infections are most often spread by coming in contact with body fluids of an individual who has an infection. Body fluids include: drainage from wounds or sores, blood, urine, stool, saliva...*

INFECTIOUS WASTES: *are any items that have come into contact, or are wet with the body fluids from a person who has an infection. For example, a used tissue from someone who has a cold or a dressing wet with blood would be considered infectious waste. All of these items should be disposed of or managed in a manner that will prevent others from coming in contact with them*

It is important to remember that not all sick people look sick, therefore

ALL BLOOD AND BODY FLUIDS are to be considered infectious.

MANAGEMENT AT HOME: *Any item that may have come in contact with blood or body fluids should be considered dangerous for everyone. These items must be managed separately and carefully. Examples of items that should be included: wet dressings, gloves used in changing a dressing, a catheter or other tube that may have entered the body, tape, solution used to clean with, bed sheets, clothing*

Items that are to be disposed of should be placed in a double plastic bag after use. The air should be squeezed out and the bag tied off tightly, so that the contents cannot come out. The bag is then placed in an outside trash can for pickup.

Items that are to be reused must be "disinfected" or "decontaminated." This means that the "germs" need to be killed before reuse. Clothing and sheets can be cleaned in the washer using hot or warm water, detergent and a normal cycle that provides good agitation. Bleach may also be used in the water to insure that "germs" are killed.

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Infection Control (Cont.)

Counters and other surface areas can be cleaned with a good household disinfectant, such as Lysol or Pinesol, or an inexpensive mixture of 1 part bleach and 10 parts water. Cleaning should be done every time something is contaminated or at a minimum of every 24 hours when dealing with wound drainage or urine.

*It is most important to remember to **WASH YOUR HANDS** before and after every contact with the individual who is sick, or any item that came in contact with that person.*

SALEM HOSPITAL HOME CARE
Sharp Objects

SHARP OBJECTS: are objects that are sharp and could cut or break the skin such as needles, and lancets used by diabetics. Other areas where needles or sharp objects may be used at home include IV therapy and blood drawing for laboratory tests. These needles and glass supplies are often called "sharps." Because they come into contact with blood, they are considered "infectious," or capable of causing an infection.

MANAGEMENT AT HOME: Sharps are potentially dangerous for everyone, including the patient. They must be used safely, separated from the rest of the household trash and disposed of in a specific manner.

Needles are **not** to be recapped or removed from the syringe. (Recapping or attempting to remove the needle from the syringe may cause you to stick yourself.) As soon as any "sharp" has been used, it should be placed in a container that is made specifically for the disposal of "sharps" - that is puncture proof. Hands should be washed immediately after any activity in which a "sharp" has been used.

SAFE DISPOSAL: Oregon has passed very strict laws that regulate the disposal of "hazardous wastes"/"sharps." They must be placed in a container that cannot be punctured. Under these laws and to protect their employees from being stuck, Oregon's garbage companies have organized plans for picking up and disposing of sharps. They provide containers that cannot be punctured. When the container is 2/3 full, the company is called to come pick up the container separately from the other garbage. All sharps are then incinerated. There is a fee for this service; but the containers are generally quite large. Many companies only need to pick up the containers 2-4 times per year, depending on the volume of sharps produced.

For information call your local garbage company.

Though not recommended for continued use, coffee cans may be used if properly sealed when full. The fee for pick up is the same as that for use of the puncture proof container provided by the company.

Sharp Objects (Cont.)

BIOCHEMICAL HAZARDOUS WASTES: are another type of waste that is produced when assisting in the care of sick people. Primarily, these include chemotherapeutic agents, and experimental drugs. Any health care supplies that may contain these items are to be treated as a hazardous waste when they are no longer needed.

Items that may contain these chemicals include IV tubing, or bags and urine drainage bags. These are to be doubled bagged in opaque bags, remove all the air and tie the bag securely. They may be disposed of with the regular trash.

It is important to remember that not all sick people look sick. It is for this reason that

ALL BLOOD AND BODY FLUIDS are considered hazardous.

*SALEM HOSPITAL HOME CARE
Spiritual Needs and Concerns*

Salem Hospital Home Care staff believe that your spiritual practices and preferences are very personal. We would like to invite you to share with us any spiritual needs or practices you have that you feel are relevant to your Home Care services. We will treat these preferences and needs with great respect. We are willing to provide information to you regarding spiritual support resources in our community.

NOTES

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Where The Patient Still Comes First

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