

Partners in Care

Club Ortho - **COACH**



M
MADISON
MEMORIAL HOSPITAL

Welcome to 'Club Ortho'

Someone important to you is getting ready for a hospital stay. Your loved one is on a journey to greater mobility with a total joint replacement. This journey requires a “coach” and **you** have been selected. In advance, we would like to thank you for your participation as a critical member of the care team. We want to provide you with some information and helpful checklists that will guide you as you assist your loved one through the plan of care.

In this little booklet you will find simple action steps that you can take to help the clinical staff care for your loved one. You will also find pages that can be used as tools to help you keep track of important information and plan for a smooth transition after your loved one leaves the hospital.

Take time to take a look at the information in the Club Ortho book provided to your loved one. They will need your help and support as they follow the plan of care outlined by their surgeon. There are tools in that book to help facilitate as we progress through the healing process. Please help and encourage your loved one to learn, participate and track their progress throughout their recovery.

Your loved one is very fortunate to have you as part of the care team. Take time to prepare early for the hospital stay. Your partnership will help enhance the overall outcome of the hospital stay and the recovery. I hope that you find this information helpful as we join together to create the exceptional experience for your loved one.

Take good care,

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The caring hospital staff at Madison Memorial hospital will put your loved one's needs at the center of everything they do. Each person that you meet at the hospital has a special skill to offer and **you** are the expert on your loved one. Together we make a great team. The hospital experience will be tailored to the patient with your help as a care partner.

Take time to prepare

- Ask your loved one how you can help
- Discuss anything that you can think of to prepare.
- Trust but Verify
- Stay focused on what is right for your loved one

Keep these things in mind.....

- Nurses and Doctors are professionals, trained to separate emotion and reason.
- We are all human- Please speak up if you have any questions or concerns for your loved one.
- Continue to speak up- We are ALL patient advocates.

Get to know everyone that will take care of your loved one

- Know how to call for extra care/help if necessary
- Make a list in advance of your loved ones medications.
- Allergies

Help your loved one prepare for surgery

- Remind your loved one to shower with the antibacterial soap (Hibiclens) as instructed.
- With Total Knee and Hip replacements be there to clarify the surgical site. Right or Left leg. Madison Memorial hospital has many "time outs" that staff use to make sure that the right surgical site is identified. They will ask the patient many times.
- Keep your loved one warm- In cold Idaho weather, warm up the car first. Make sure hair is dry. Bring an extra sweater or other soft warm clothing. Hospitals have some very chilly areas especially surgery areas. Nurses have warm blankets available. Please ask a nurse if your loved one could use a warm blanket.

- Be prepared to stay with your loved one while hospitalized if possible. There are only approximate times that the surgeons will make rounds. It is best to be with your loved one, - close and available for questions.
- Bring supplies that you may need to stay with you loved one 1- an overnight bag 2- things you enjoy doing crossword puzzles, games, handwork like sewing, knitting, crochet. 3- Electronic devices, these items may be used and brought in at your own risk like lap tops, i-pads, or an i-pod, MP-3 player etc.

What to do at the hospital on the day of the surgery

- The surgeon and nurses will find you to “touch base” before surgery starts. (if not, ask a nurse to help you find them.)

During this pre surgery conversation with the doctor, go over these details to confirm:

- Your loved ones name
- Procedure
- Location (ask for it to be marked)
- current medications (if not already discussed)
- Allergies
- Any other information that your loved one is concerned about
- Any other information the surgeon feels is important
- How long the surgery will take
- If you can expect the surgical team to check in with you after surgery

Go over the safe surgery steps below to confirm the surgical team will:

- Take a “time out” just before surgery
- Introduce team members
- Use a surgical checklist
- Clip not shave hair (that may need to be removed)
- Give an antibiotic on time (Who is responsible? What time?)
- Review your loved one’s medications, allergies and any other special conditions.
- Keep your loved one warm
- Provide additional oxygen.



Help your loved one recover from surgery

- Wait in the area instructed by surgery staff
- Follow the checklist in this booklet to help prevent infection, blood clots and other conditions.
- Make sure your loved one is warm.
- If necessary make sure your loved one gets oxygen. (Politely insist if necessary.)

- Read the discharge section in the Club Ortho education book provided to your loved one and begin planning for care at home.
- Follow up on whether post- surgery antibiotics are given
- Ask the surgeon: “Were there any complications during surgery?” if so “What were they?” examples include unexpected blood loss or changes in the original surgery plan.

During your loved ones time on the Medical Surgical floor after surgery...

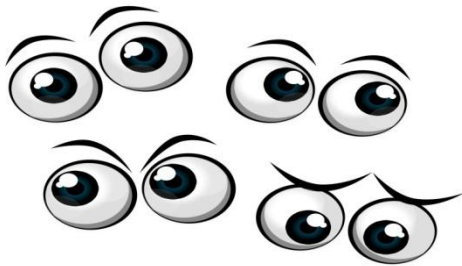
- Let the nurse know that you are the patient’s care partner/ Coach.
- Give the nurse your contact information. (Write it on the white board)
- Ask about bedside report. This will happen two times a day- As a coach you can be involved in the report as long as your loved one consents.
- Make sure that the nurse is updating the whiteboard in your loved ones room each day, after together you have discussed the plan of care and the discharge plans.
- Make sure that you are asking the doctors nurses and physical therapists what needs to happen before your loved one is able to leave the hospital.

Please call for a nurse if:

- A monitor alarm goes off
- Your loved one show signs of (or tells you about):
- Chills, shivering, body aches
- Headaches, confusion
- Unusual or extreme pain
- Extreme redness, or any oozing or pus, where incisions were made during surgery

How can you support nurses during the hospital stay-

- Our nurses are truly great champions for quality care- but they are in charge of several patients at once and are often pulled in different directions. That is why you are so important to the care team.
- As a Coach you can be an “extra” pair of eyes, ears and hand to help prevent the most common potential problems nurses watch for.



Help prevent infections

Madison Memorial Hospital's Infection Control team and housekeeping staff work very hard to keep germs from being a risk. Keep in mind germs are everywhere in the hospital- even on clothing. Hospital infections can be a risk because patient's immune systems may be low and germs are especially strong in hospitals. Every patient in the hospital is at risk for infection. Our team takes special care to avoid the risk of infection but as a coach you can help.

Conditions That Put Patients at Risk

Even the tiniest opening in your loved one's skin can be an open door for infection.

- Always wash your hands with warm soap and water or an alcohol gel, as soon as you enter the room, before you touch your loved one. This goes for visitors too.
- Always wash your loved ones hands and nails before eating and after they use the bathroom. The hospital can provide "hand wipes" that can be placed at the bedside for your loved one to use in addition to walking to the sink. Walking to the sink this may be a chore the first few days after joint surgery.
- Watch to make sure that doctors and nurses always:
 - Wash their hands thoroughly before touching your loved one.
 - Sterilize skin before inserting an IV or giving an injection.
 - Use sterile supplies

If anyone forgets to wash their hands, politely remind them- even doctors and nurses. We welcome reminders from patients and families to keep excellent hand hygiene practices.

Beware! Gloves protect your loved one only if put on with clean hands.

Insist others wash their hands and that they sterilize instruments in your loved ones room.

Get a nurse if:

You see any changes around the surgery site and/or IV site.

- Tenderness
- Oozing, pus
- Extreme redness
- Bumps or spots that look like boils, pimples or bug bites
- A skin rash

Your loved one shows signs of (or tells you about):

- Chills, shivering
- Confusion
- Extreme pain
- Fast heart beat
- Headache
- Diarrhea

- Nausea
- Fast Breathing
- Body Aches
- Cramps
- No appetite
- Low blood pressure

More you can do to prevent infection

- Keep a bottle of alcohol gel on your loved ones tray table
- Ask where you can find alcohol wipes(kills “staph” bugs which cause MRSA, VRE and CRKP infections) and bleach wipes (kills C. diff germs) to detail these items after every touch/ contact:
 - ✓ TV remote
 - ✓ Telephone
 - ✓ IV Pole
 - ✓ Call buttons
 - ✓ Door knobs
 - ✓ Bedside chair
 - ✓ Bed rails
 - ✓ Bedside tables
 - ✓ Toilet handle faucets
 - ✓ Wheelchairs (especially back and arms)
 - ✓ Personal items – cell phone, iPod, laptop, pens glasses and case
- Make sure that these instruments are sterilized or sterile cover are used: (If you don’t know what any of these are just ask.)

Stethoscopes thermometers spirometer inhalers nasal cannula

- Make sure visitors wash hands before and after touching your loved one.

Help prevent blood clots

Blood clots can form in the deep veins of legs and arms. Sometimes a piece of the clot breaks off and travels to the lung, which is called an embolism. Blood clots and embolisms are serious.

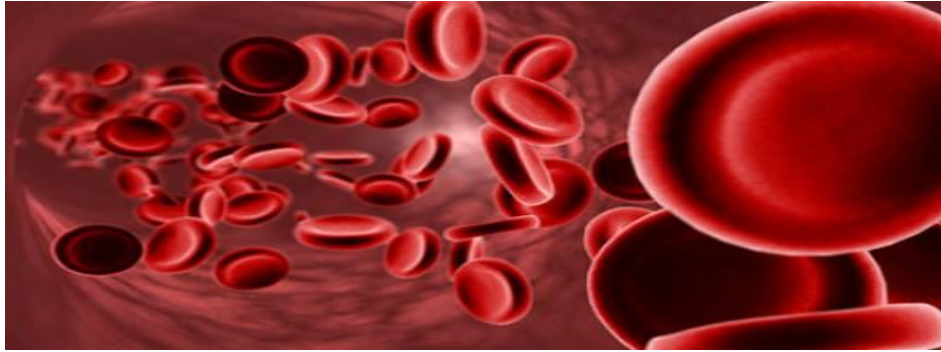
CONDITIONS THAT PUT PATIENTS AT RISK:

Hip and Knee surgery can put a patient at risk. Family history of clotting, diabetes, smoking, hormone replacement, obesity, lack of exercise increase risk for the patient.

- Tell doctors and nurses that you are concerned about blood clots.
- Make sure your loved one has:
 1. SCD’s –(Sequential compression devices) calf compression sleeves
 2. Regular and frequent walks – if able and allowed by your loved ones doctor

3. Prescription for a blood thinner (If Xarelto is prescribed it may need an authorization from the patient's insurance company.)

(To be on the safe side, make sure the doctor is aware of other medications your loved one is taking- plus any prior bad reactions to medications)



Make sure you are watching for signs of blood clots for at least one month after your loved one leaves the hospital.

- Remember that blood clots can form even if your loved one feels 100% “back to normal” in other ways.
- Encourage frequent walks and exercise after your loved one leaves the hospital (if it is OK'd by the doctor).

Get a nurse – or if discharged, call the doctor if:

Your loved one shows signs or tells you about:

- Swelling in a leg or arm
- Pain or a burning feeling in leg or arm
- Shortness of breath, difficulty breathing

Help prevent medication mix-ups

Over a dozen steps are taken by staff at Madison Memorial Hospital each and every time a patient gets a medication in the hospital. Several safety checks are implemented in this process, but it is important for the team to have your help too- there is no way we can be too safe for your loved one!

Conditions that put patients at risk:

Patients tend to get several medications in the hospital. Many look alike and the names sound alike. Nurses can be distracted especially when others talk or interrupt them.

- Make sure that your loved one's allergies are on a yellow arm band around the patient's wrist.
- Before a nurse gives a medicine, ask:

1. What is the medicine you're planning to give? (if an IV bag is used, read the label to double check it's the right medicine)
 2. What is it for?
 3. What is the dose?
 4. Who prescribed it?
 5. Verify that the nurse is scanning the patient's arm band and then the medication.
- Try not to talk to nurses when they are giving the medications- or distract them. (However speak up immediately if you sense a mistake is being made ie. Wrong patient, wrong medicine wrong time, wrong dose, wrong way)
 - Research the possible side effects of all medications prescribed for your loved one.
 - Keep your own record of the times you loved one gets a medicine. There is a pain medication log in the Club Ortho Book, we recommend tracking medication administration.

Pain Control

- Make a pain control goal with the care team for your loved one.
- Help your loved one stay on top of their pain
- Remind staff to provide pain medication before Physical therapy sessions. This way pain will be controlled and the patient can complete the therapy regimen.

Get a Nurse if:

- Diarrhea
- Stomach cramps
- Coughing Wheezing
- Swelling in neck
- Difficulty breathing
- Difficulty swallowing
- Swelling/itchy eyes
- Rash or hives
- Confusion, anxiety, restlessness
- Lightheadedness, dizziness
- Fainting
- High blood pressure
- Bluish lips
- Cool, clammy skin
- Chest pain
- Unusual sweating

Or if you have any worries or concerns at all please let one of the nurses know. You know your loved one best. That makes you the expert!

Help prevent falls

Falls can happen to anyone but orthopedic patients are at risk due to the compromised surgical leg. Risk is increased due to patients being in an unfamiliar place, they are tired, weak and possibly sleepy from pain medications. All patients are at risk for falling.

Watch for the nurses to place a yellow blanket on the foot of the bed. This alerts all staff that the patient is at risk for a fall. A picture of a leaf may be placed just outside of the patient's room as another indicator to staff members that the patient is a high fall risk.

How you can help....

- Tell nurses of your concerns- make sure that the yellow blanket is in place and that staff is aware of the risk.
- Look for items in your loved one's room that might cause a trip and fall
- If your loved one is wanting to get up without assistance -ask for a bed alarm to be turned on and possibly a room close to the nurses' station.
- Make sure someone is on standby, in your loved one's room, when your loved one uses the bathroom or commode.
- Ask for or bring non-skid socks or slippers for your loved one to wear when out of bed,
- Make sure your loved one understands the instructions that are given by physical therapy. PT provides proper gait training and safe technique to be used when ambulating.
- Watch to make sure the hospital gown and any IV tubes won't trip your loved one.

Get a Nurse right away if your loved one falls:

- Hit the call button immediately.
- Go in the hall and call for help.
- Make sure someone hears you and comes right away.
- Do not move your loved one.
- Place a blanket over him/her- until staff quickly responds.

Prevention

Urinary Tract Infection / UTI-

Your loved one is at risk for a Urinary Tract Infection if a Foley catheter has been placed. The catheter is usually placed in surgery.

How you can help your loved one prevent a urinary tract infection- UTI-

- Make sure that as soon as the catheter is no longer needed that it is removed. Nurses have to obtain a doctor's order for the removal of the catheter.
- Ask the nurse about a cleaning plan (daily is ideal).
- Watch for kinks and tangles in the tube try to straighten them.

- Make sure that the urine bag hangs below your loved ones stomach area so urine can't back up in the tube.

Prevent Pneumonia-

- Breathing exercises are important the first few days after surgery.
- Make sure your loved one is exercising their lungs by using an Incentive spirometer or, by coughing and breathing deeply.
- As soon as directed by your loved ones doctor make sure that they are sitting up in a chair and that they are completing the physical therapy exercises. Movement is key to avoid pneumonia.

These tips will help aid the lungs and avoid fluid from accumulating.

Discharge list-

Madison Memorial hospital would like to make sure that your loved ones hospital stay was excellent and that the discharge process proceeds as smoothly as possible. Here is a checklist to identify key things that need to occur before discharge. Using this list will help ensure a seamless transition home.

Make Sure needs are met for leaving the hospital...

- The nurse and discharge planner are aware of special needs that your loved one may have to leave the hospital like a walker, cane, wheelchair, oxygen and home care.
- Discussed with the nurse, case manager/discharge planner arrangements for any home care and or delivery of equipment.
- Talked with my doctor/nurse/ case manager about possible placement needs after discharge. Such as a rehabilitation facility or Home Health care needs.
- The nurse has met with you (Coach / Care Partner) and your loved one and discussed all of the discharge teaching.
- A ride has been arranged for home or to a care facility
- If your loved one is to go home with the medication Xarelto please make sure that an authorization is in place with your loved ones insurance company. Work closely with your care team to avoid a lapse in treatment due to your insurance coverage.

The day your loved one leaves the hospital...

- Make sure you have asked your doctor, nurse, discharge planner/ case manager all of the questions that you and you loved one have.
- Make sure that you have signed the discharge plan and have received your copy.
- Verify that you loved one has all prescription(s), or the medication has been called in to a pharmacy of the patient's choice.
- A complete medication list and instructions, including work release information and appointment information so you loved one can follow up with the doctor and physical therapy.
- Make sure that you look over the room carefully and make sure that nothing is left behind.
- You may want to stop by the financial planners office and

THANK YOU!

As you can see it takes a special team to support patients in the hospital. We are so thankful that you have been part of our team. We appreciate the support you have given to your loved one and your team. Thank you for trusting your loved one to our care. Our commitment to you and your family is our top priority.