



Your Hospital Stay

Meeting Your Expectations



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What to Expect During Your Stay

Your Satisfaction is Our Priority

When you're in the hospital, it can be a difficult time for both you and your family. Our team is here to provide you with exceptional clinical care and the best possible hospital experience. We are counting on your partnership to let us know if, at any time during your hospital stay, you are not 100 percent satisfied with your care or service.

If you have questions or concerns at any time, do not hesitate to ask your nurse so that we have an opportunity to meet your needs and promote your well-being. We encourage you and your family members to speak with the unit manager or email us at patientexperience@scrippshealth.org if you have any unmet needs while receiving hospital care.

During the Admission Process

When you're first being admitted to the hospital, you can expect to be asked for input into how your daily care takes place. This is a great time to ask questions, share fears or concerns, and begin to establish expectations and personal goals for your hospital stay and after. Please continue to ask questions or have us provide more clarification until you fully understand the activities that will be a part of your daily care.

Partners in Your Care

How to be More Involved

We consider you and your family to be our primary partners in your care. One way you can be involved is to speak up, share information you think we may need to know and ask questions. Sometimes it helps to write your questions on a piece of paper or on the care board in your room. You might also consider choosing a family member or friend to be your advocate and to help communicate with the doctors and nurses.

Your Nurse

You will have a registered nurse (RN) assigned to your care at all times during your hospital stay. The RN supervises your care plan and coordinates your care team. You can expect to be visited by a nurse at least every two hours, as well as once a day by a nursing leader. At the change of shift you will be introduced to the next nurse who will continue to supervise your care. You will meet other team members as they assist you throughout your stay.

Your Care Team

Certified nursing assistants (CNA), technical partners or nurse's aides care for you under the direction of the registered nurse assigned to your care. They are here to help you with activities of daily living, such as bathing, dressing, feeding and toileting. They may be taking your blood pressure, temperature and pulse, as well as helping you walk and move between beds and chairs.

Your Health Care Techs

Health care technicians and technologists are skilled professionals who perform and assist with procedures that help in diagnosing and treating your illness or injury. Examples include blood tests, X-rays, ultrasound, CT scans, MRIs, cardiac catheterization and radiation therapy.

Your Case Manager and Care Navigator

Because health care and a stay in the hospital can sometimes be complex, you will have a case manager and/or care navigator assigned to help manage your transition through the health care system. The goal of this care management team is to provide you with a seamless experience, whether your transition is to another part of the hospital, another facility or to your home.

It is never too early to begin thinking about going home. Your case manager or care navigator will help educate you about other health care needs like home health, home intravenous infusions, rehabilitation or medical equipment. Finally, when it is time to be discharged, your care management team will assist in making those arrangements.

We would also like to remind you of your right to request a discharge planning evaluation at any time during your stay. Let your nurse know if you would like an evaluation.

Your Social Worker

During your hospital stay, social workers are available to provide emotional support, counseling and guidance to you and your family. This type of support can be especially helpful in managing financial, social and emotional issues that arise related to your illness or hospitalization.





The goal of your care management team is to provide you with a seamless health care experience.

Your Spiritual Care Partner

Hospital stays can be stressful and having someone to talk to is often helpful. Spiritual care partners promote the health of the whole person and can provide comfort and support from within your own faith or spiritual tradition. If you have concerns or fears, are having difficulty making an important decision or talking with your family, or just need a good listener, ask your nurse for a visit from a spiritual care partner.

Your Physicians

While in the hospital, you will have an attending or admitting physician and may also be treated and cared for by a staff hospitalist or intensivist. Hospitalists and intensivists are physicians who partner with your attending physician and help manage your medical care until you are discharged.

Your Clinical Pharmacists

Clinical pharmacists are your medication experts and are actively involved in reviewing your therapy for the right dose and drug interactions. They may be consulted about your medications — those you began taking in the hospital and those you will take home.

Your Rehabilitation Partners

Do you have goals that will require some level of rehabilitation? While you are in the hospital, you may receive a visit from a physical, occupational or speech therapist. They will discuss your goals with you and how you can best achieve them to regain the greatest level of physical independence.

Your Clinical Dietitian

What you eat can help you heal. Food and nutrition professionals will be reviewing your diet and nutritional needs and making adjustments as needed to make sure you receive the right amount of healing nutrition while you are in the hospital.

Behind the Scenes

There are many people working to make sure you receive the best care and service during your stay. You may have an opportunity to meet many members of our hospital care team, from housekeeping to finance to our excellent volunteers. We are all here for your care and to assist you with a speedy recovery.



Keeping a Watchful Eye on You

Your Care Board

The care board in your room is used to help communicate and connect with you and your family about your daily care and what to expect. Your care board is not meant to be a one-time report. Instead, it will be continually updated with the names of your care partners and your daily plan. It is also used to alert or remind your care partners about personal or communication items you may need, such as eyeglasses, an interpreter telephone, dentures or hearing aids.

The care board is also a great place to list questions you may have for your care team or information you want to share with your family or care partners.

Frequent Visits

For your safety and satisfaction, one of your care partners will be visiting you frequently during the day and night. We want to make sure your needs are being met, that you're comfortable, safe, pain-free and able to use the toilet (if appropriate) and that important items are within your reach. If you are sleeping, we will continue to check in but will try not to wake you unless necessary.

Call Lights

Please use your call light when you need us for anything. Our goal is to respond within 5-10 minutes. If help does not arrive within that time frame, please use your call light to notify us again. Please be assured there is always someone to help you.



About the Hospital Environment

Getting the Rest You Need

Getting the rest and sleep you need are important factors in your recovery. We do our best to minimize noise levels and provide a restful environment. We will coordinate our tasks and your care so as not to disturb your rest. We want you to know that we may wake you occasionally for a necessary examination or to provide treatment. Of course, if you have specific concerns, please let your nurse know.

Your Visitors

As a patient you have the right to select visitors of your choice, and your care team respects that.

Visiting times are from 8 a.m. to 8:30 p.m. and are limited to two guests at a time (though this may vary on specialized units).

Our visitor policy is designed to promote rest and healing. We understand that many people will be concerned and want to visit you while you are in the hospital. Please ask your nurse if you need assistance in limiting your visitors or visiting times.

If there are specific restrictions related to your treatment, you and your support person or representative will be made aware of the special circumstances that limit visiting. In promoting your recovery and safety, it is also important to remind those who are ill or not feeling well to postpone a personal visit.

The CARE Channel

Relax with our hospital CARE television channel or our customized relaxation channel. The experience offers natural imagery accompanied by soft, relaxing music. The continuous loop of music transitioning from day to night may be beneficial in promoting rest and sleep, reducing stress and noise and supporting pain management. Ask your care team to help you find one of these channels.

Service Dogs and Pet Therapy

If you have a disability for which you have a service dog, please let us know. We will provide you with information that explains our guidelines while you are in the hospital.

Even if you don't have a service dog, studies have shown that dogs can provide comfort for patients while in the hospital. With this in mind, Scripps created the Pet Therapy Program. If you would like a visit from one of our volunteer therapy dogs, please ask your care partners.

We understand that you may be missing your own dog while you are with us. However, due to infection control considerations and for the comfort and safety of our patients and staff, we are unable to allow personal pets, comfort dogs or companion dogs in our facilities.

Update Your Family and Friends

In today's world of websites and social media, it can be helpful to reach out to family and friends electronically. You can do that in a controlled way using Care Pages. This personal and free website

allows you, a family member or friend to share the information you would like shared with others. It can be updated as your care progresses.

It's easy to set-up a Care Pages website:

1. Visit www.carepages.com.
2. Click on "Create a Care Pages site" and follow the easy directions.
3. Tell your friends and family about your Care Pages site.

No Smoking at Scripps

One of our top priorities is to create and maintain a healthy environment for you, your family, visitors and our staff. This means there is no smoking (including electronic cigarettes) within any Scripps facility or on Scripps property.

If you are concerned about not having the ability to smoke while in the hospital, ask your nurse or doctor about non-smoking assistance.

A personal, free website allows you to share information you would like shared with others.



Roommates

While in the hospital, you may need to share a hospital room with another patient. We make every effort to meet your specific needs regarding roommates, but there are a few tips that can help you both share a room and still get the rest you need.

- **Please respect** the privacy and comfort level of your neighbor. This may include limiting the number of visitors at a given time, limiting cell phone use in the room and avoiding foods with strong odors.
- **Be considerate:** If your roommate is sleeping or attempting to sleep, please keep noise and light levels down. Also, encourage family and other visitors to follow visiting hours. All patients need proper rest for healing.
- **Ear plugs:** Consider asking a care partner for a pair of ear plugs if the noise level is interfering with your rest. They can be very helpful in decreasing noise.
- **Cell phones:** To promote a restful environment for patients, visitors are asked to limit cell phone use in direct patient care areas and to use discretion in other areas. In consideration for others, please avoid using your cell phone in speaker mode.
- **Keep it clean:** Encourage family, visitors and care partners to keep your hospital room neat and tidy. Cluttered environments do not promote relaxation and can be unsafe. You might also consider sending items home that you may not need.

Valuables

Scripps cannot be responsible for the replacement of any valuables including jewelry, money, credit cards, watches, driver's licenses or other forms of identification. If you have these items with you, we recommend you send them home with a family member or friend. If this is not possible, please ask a care partner to call a security officer, who will lock your valuables in our safe.

Security is available 24 hours a day, seven days a week. Security staff can access the safe at any time to retrieve your valuables should you need them.

Store Your Personal Items

Please keep personal items where you can reach them easily, such as in your bedside drawer. Be careful not to leave items loose on your bed, in gown pockets or on a food tray as they may be easily damaged or lost. Personal items might include:

- Contact lenses
- Eyeglasses
- Cell phones, tablet computers, MP3 players, computers and other electronic devices
- Hearing aids
- Dentures (Please store these in a denture container. If you need a container, please ask.)

Personal Assistive Devices

Assistive devices such as wheelchairs, braces, canes, prostheses and walkers will be labeled with your name and medical record number. If you do not have a need for these items while in the hospital, our security officers can put them into a secured storage area for you until you need them.

Be Our Partner in Fighting Infections

Scripps Health takes infection prevention very seriously. The single most important thing you can do to help prevent infections is to clean your hands and make sure everyone who touches you — including your doctors, nurses, friends and family — cleans their hands too.

Hand sanitizer "gel" stations are available in patient rooms and throughout the hospital for use by patients, staff and visitors. We encourage individuals to "gel in and gel out" when entering and exiting patient care areas.

Diet Orders

Your doctor will write an order for the type of diet you need while in the hospital. Good nutrition and good health go hand in hand and are an important part of your treatment.

Our cafe will only allow you to order what is acceptable for the specific diet ordered by your physician. If you are on a diabetic or heart-healthy diet, for example, the choices on your menu will not



include foods high in sodium, calories or fat. We also have meals and snacks that meet cultural, religious and vegetarian needs. Please let us know if you have a special request as we will do our best to honor it.

Your diet may change during the course of your hospital stay based on your treatment plan. At times you may be informed about a diet change prior to the order being processed through dietary services. In the event this happens, the care team will work to provide you with food appropriate for your new diet as quickly as possible.

How to Access the In-Room Café

We offer you the ability to select items from a menu of healthy choices from the convenience of your room.

Orders may be placed on a meal-by-meal basis or one time for the whole day. To ensure you receive the meal of your choice, you must call in breakfast orders by 7 a.m., lunch orders by 11 a.m. and dinner orders by 4 p.m. Dial #MEAL from your bedside phone to reach the In-Room Café. A diet clerk will be happy to assist you with choices and will answer any questions regarding your dietary needs and food options.



Tips to Help You Avoid a Preventable Hospital Return

Patients too often leave the hospital without knowing how to care for themselves, leading to a return that could have been prevented. Follow these 11 tips to improve your successful recovery at home.

1. Be sure you understand your illness and the care you received in the hospital. If you do not fully understand, please ask your nurse more questions.
2. Ask if you will require help at home. Can you bathe yourself? Dress yourself? Climb stairs? Will you need bandages changed or shots? If so, do you have a caregiver to help, or will you need to arrange for a visiting nurse?
3. Repeat your care instructions back to your nurse to be sure you understand them.
4. Ask for a written discharge plan that lists your medical conditions, your treatments and the plan for your ongoing care.
5. Get a list of all medications, how to use them, and what to do if you experience side effects. Be sure to ask whether to continue medications you were taking before your hospitalization.
6. Ask what symptoms suggest you are getting worse and what to do, especially if you experience symptoms at night or during the weekend.
7. Go to all follow-up appointments.
8. Plan ahead: Do you have transportation home, to follow-up appointments or to the pharmacy?
9. If you have a regular physician, make sure the hospital sends a report of your hospital stay to this doctor.
10. If you need financial assistance in filling your medication prescriptions or obtaining follow-up care, please ask your nurse to contact a discharge planning resource who can connect you to helpful community resources.
11. Write down the name and phone number of who to call if you have questions about your hospitalization or discharge.

We Hope We Always Meet Your Needs

Satisfaction Survey

After you are discharged you will receive a survey from a company called Press Ganey. This survey provides us with feedback on your overall satisfaction with your hospital experience.

We hope you will take a few moments to complete the survey and include comments on your stay. This important feedback will assist us in recognizing outstanding care providers and will help us focus on areas that may need our attention. Our care partners are proud of the care and service they provide. We look forward to reading your comments to better understand your hospital experience.

The Grateful Patient Program from Scripps Health Foundation

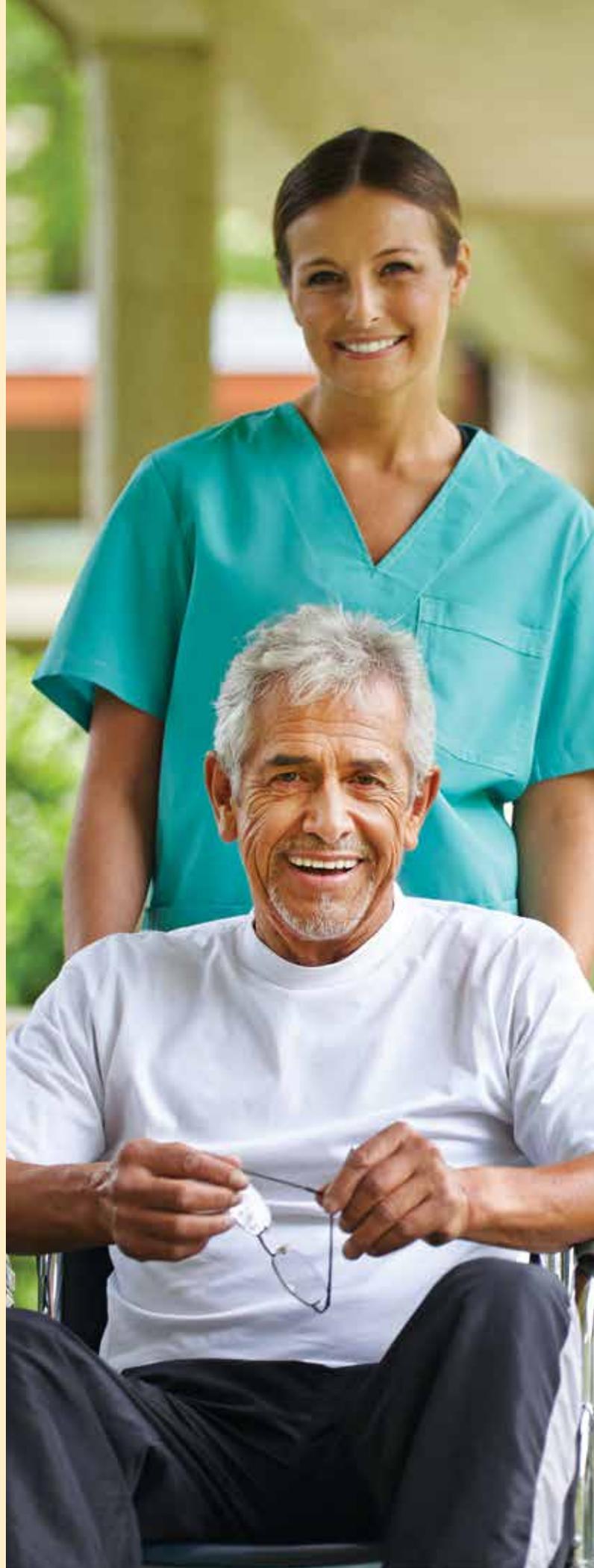
Our Grateful Patient Program is a wonderful way to say “thank you” and to honor the compassionate caregivers who touched your life while you were in our care.

Through the Grateful Patient Program you can also help these care providers continue to bring healing and hope to more patients and their families.

You can make a gift to show your appreciation for a special staff member, in support of one of the hospital’s planned projects or general fund, or in honor of a loved one or important occasion. Staff members you mention will receive special recognition from Scripps leadership.

However you choose to give, you can be assured that your generosity is very much appreciated and will help to make a positive difference in the lives of patients at Scripps Health and their families.

Please consider making a gift today. Contact us at **1-800-326-3776** for more information about the Grateful Patient Program.



A Message to Family and Friends

How You Can Help

We all want to be there when a friend or loved one needs us most, but it may be difficult to know how to be helpful. Here are some creative ways you can offer help, boost spirits or just provide some much-needed distraction.

Provide a dose of delight: Take a sick friend or family member on an excursion after they are home from the hospital to a “delightful place,” such as a botanical garden, nature trail, beach or forest preserve. It can be a soul-soothing experience.

Comforts of home: For a family member or friend who is seriously ill and housebound, drop off some food, books or videos, but keep your visit short so as not to tire them out. Burn a CD of your loved one or friend’s favorite songs or a selection of soothing, tranquil music.

Food for the soul: Organize a pool of cooks to whip up comfort food and make sure you’ve got a meal delivery team in place.

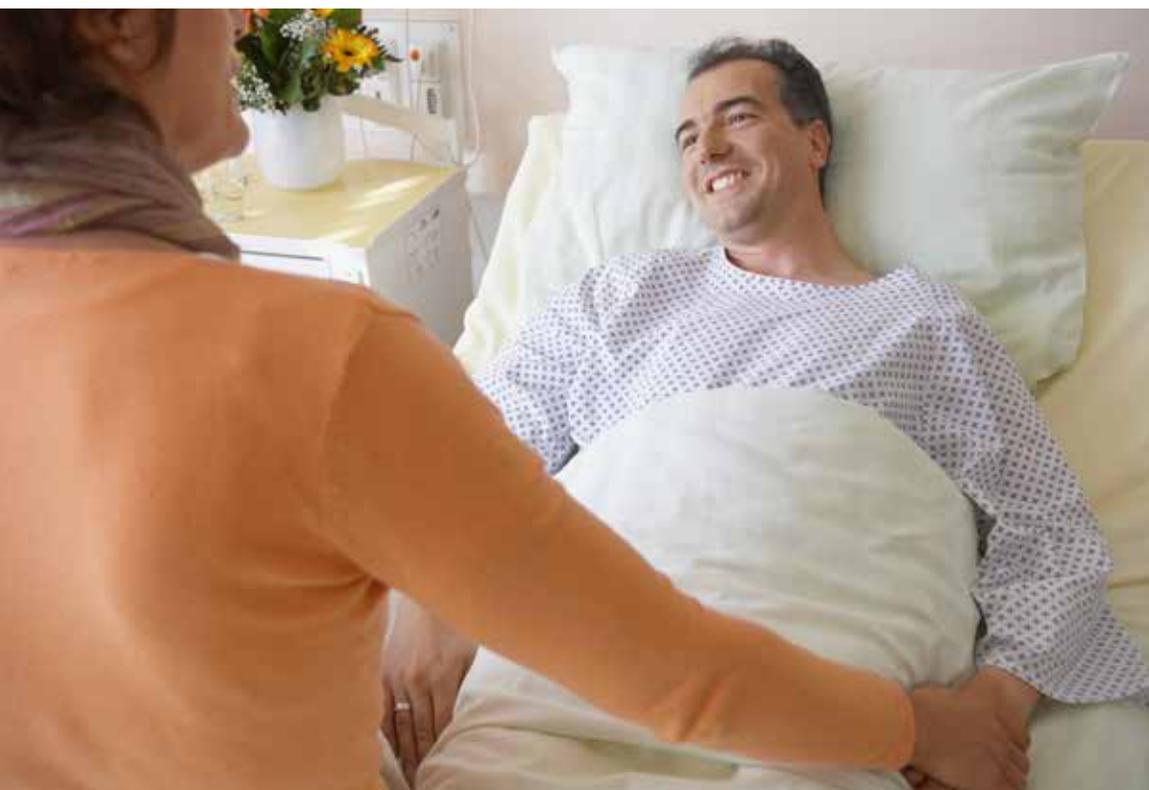
Group support: Organize a care network for a sick loved one. Email a group of close friends, and set up a rotating system for coming over and helping with household chores, meal preparation or care giving.

Be a friend: Be a stable, reliable presence in your friend or loved one’s life. Speaking calmly and checking in regularly can be a huge comfort to someone whose life has been turned upside down by a health challenge.

Be there: Keep in touch through regular emails or website postings. Say something. Say anything. Let him or her know they are not alone.

Is it blooming? A plant or a small bouquet of flowers is often appreciated during the healing process after surgery or illness.

Child care: Offer to arrange child care at no cost when an illness happens to a family with small children. A health crisis can create chaos in so many ways.



Remember that people are not defined by illness. They are still the same person they always were.



Clean house = happy house: Send over a cleaning service to clean the house and restore a sense of serenity and order.

A gift is always nice: Create a gift basket with fruits, granola bars, magazines, a deck of cards, candies, a package of thank you cards, stamps, a notebook and a pen. Send a box of seasonal fresh fruit through a local or national vendor.

Up in the sky: Donate your frequent flyer miles or give an airline gift certificate to a family member of a sick friend who wants to visit from far away.

A manicure: Hire a manicurist/pedicurist to do a house call for a sick friend.

Get comfortable: If your friend is bed-bound or in the hospital for a while, send or drop off some soft, fluffy slippers, a soft bed pillow, lavender-scented linen spray, soft pajamas, comfy socks or foot massage cream to make them feel pampered.

Become the wheels: Offer to drive or accompany your friend to his or her medical appointments.

A get-well kit: Put together a do-it-yourself get-well kit. Include bottled water, green tea, tissues, fruit, vitamin C and a bundle of healthy remedies.

Provide inspiration: Empower your friend or loved one by providing them with a box of inspirational books, inspiring quotes and music.

Laugh, chat and share: Remember that people are not defined by illness. They are still the same person they always were. Share stories and memories that will make you both smile. Laughter promotes healing.