

## PARTNERING WITH YOUR CARE TEAM

The ICU Team at Windsor Regional Hospital is committed to including you as a partner in the care of your loved one.

*As a family member or friend you are an integral member of the health care team, **TOGETHER** with the patient and healthcare team providers.*

**T - Talk about your role:** Introduce yourself to staff.

**O - Observe changes:** (physical, behavioral, emotional) in the patients and report them to health care providers.

**G - Gather helpful information:** including current medication and medical history.

**E - Ensure that you're present:** if possible, at times when information is shared and decisions are made.

**T - Tell Staff:** if you have concerns about the patient's condition or safety.

**H - Help with decision making:** about care and treatment.

**E - Enlist Help:** from staff so that they can support you and your loved one as you participate in care and decision making.

**R - Ready yourself:** for the transition home or to community care.

# COMPASSION is our PASSION

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Met Campus  
1995 Lens Avenue  
Windsor, ON  
N8W 1L9

[www.wrh.on.ca](http://www.wrh.on.ca)



For information about the new  
Windsor-Essex Hospital System  
[www.windsorhospitals.ca](http://www.windsorhospitals.ca)

## FAMILY CENTERED ROUNDS



OUTSTANDING CARE – NO EXCEPTIONS!

## WHO ATTENDS ROUNDS?

The ICU team at Windsor Regional Hospital is made up of a number of healthcare professionals. There may be:

- Doctors
- Nurse Practitioners
- Nurses
- Respiratory Therapists
- Medical Students and Residents
- Other Team members

**\*The team members change on a day-to-day basis based on the needs of the patient\***

## WHEN AND WHERE ARE ROUNDS?

ICU rounds typically occur between 9am and 1pm. Your loved one will be assessed by a Physician or Nurse Practitioner. During Rounds the team will talk about your loved one's medical condition and plan for the day. If you have any additional questions or would like further clarification please schedule a meeting with your family member's physician. If you miss the rounds the bedside nurse can help clarify what was discussed.

## WHAT ARE THE DIFFERENT TYPES OF ROUNDS?

- **Rapid Rounds:** When the team goes from bed to bed to briefly discuss the plan for each patient. Very brief and helps prioritize care and multi-disciplinary rounds.
- **Multi-disciplinary Rounds:** The physician and team comes around to create a treatment plan for each patient. The team gives updates and discusses the goals of care.

## WHAT IS DISCUSSED DURING ROUNDS?

The discussion at Rounds will be about your loved one's care. This may include:

- Overnight issues and changes in the last 12-24 hours
- Health history and current condition
- Lab and/or test results
- Daily plan of care
- Goals for the day or discharge criteria

## WHAT IS THE PATIENT AND FAMILY ROLE AT ROUNDS?

Family members are welcome to write down questions before and during rounds, we will do our best to answer any questions at the end of rounds. Longer discussions about care decisions require more time and are better for a family meeting setting. You can ask your nurse or doctor to schedule a meeting at any time during your loved one's stay.

## WHAT IF YOU DON'T SPEAK ENGLISH?

Interpretalk provides direct interpretation of over 50 languages through a 'two-way' telephone.

## WHAT ARE FAMILY CENTERED ROUNDS?

Every morning the health care team will meet to discuss each patient they are caring for.

2-3 family members with the patient code number can attend rounds. We strongly encourage electing a family spokesperson to disseminate information to the larger group.

**\*Rounds do not replace family meetings with physicians\***

Patient Code # \_\_\_\_\_

## INTENSIVE CARE UNIT VISITOR POLICY

Our goal in Intensive Care is to give you as much visiting time with your loved one as possible.

- **Visiting Hours:** you can come and see your loved one 24 hours a day, keeping in mind that they do need to rest.
- Use the phone at the doors to the ICU to call reception when you want to enter the unit.
- Follow isolation protocols for the safety of yourself and your patients.
- Use hand sanitizer when entering and leaving the unit.
- Limit the number of visitor to 2-3 at a time per patient.
- Visitors under the age of 12 are strongly discouraged for their own safety. Please talk to staff if you feel an exception is necessary.
- You may be asked to step out of the unit at various times for medical or nursing care.

## CONFIDENTIALITY IN THE HOSPITAL

While you are in the hospital you may overhear another patient's personal information. At Windsor Regional Hospital, we are committed to protecting the privacy of patients and family members.

We kindly ask that you:

- Refrain from sharing overheard information with others
- Refrain from asking staff about other patients
- Refrain from visiting other patients