



CREDIT VALLEY
THE CREDIT VALLEY HOSPITAL

A GUIDE TO 2B FOR PATIENTS AND FAMILIES

2B Mission Statement

2B believes in combining **teamwork, respect** and **compassion** to achieve **quality care** for patients, their family and each other.

2B Values

RESPECT for self, peers, patients and their families celebrating diversity and individuality.

TEAMWORK encouraging communication, motivation, support, trust and understanding, working in partnership within the unit and other health care teams at CVH.

QUALITY CARE by meeting the needs of patients, their families and each other through the provision of evidenced-based, non-compromising care encompassing safety, advocacy and honesty.

COMPASSION through the development of holistic, therapeutic relationships by being empathetic, considerate and responsive to individual needs and challenges.

2B Feedback Form

In order to continually improve the quality of patient care we provide to our patients and their families, we appreciate your feedback.

Please share your thoughts with us and leave your completed forms in the **Feedback Box located on the Patient Information Wall at the front of the unit.**

What do we do well?

What could we do better?

Thank you

TELEPHONE CALLS

Patients may be reached directly by telephone by calling the number and using the extension located on the wall above the bed. Please note that incoming calls are blocked from 10 pm to 6 pm to allow patients to rest. **Patients may call out at any time by dialing "8" first.**

You may call the nursing station at any time. **The direct telephone line to the nursing station is 905-813-1982.**

PERSONNEL BELONGINGS

Please remember that you are responsible for your belongings while you are in hospital. Please send home all valuables and any medications that you brought with you.

DISCHARGE

Once you have been notified that you are being discharged, it is very important that you make arrangements to leave the hospital as soon as possible. Wherever possible discharge should occur prior to 0900. If this is not possible, please speak with the coordinating nurse. **Please be sure you have received all your discharge instructions, prescriptions and any medications you brought with you from your assigned nurse before you leave.**

WELCOME TO 2B

Welcome to 2B, a forty-five bed patient care area specializing in **Nephrology, Neurology and General Medicine.**

THE FOLLOWING INFORMATION WILL ASSIST YOU DURING YOUR STAY:

The unit is composed of highly trained and dedicated professionals who work as a **team** valuing patient care and well-being.

The **team** includes registered nurses, physicians, registered dietitians, speech and language pathologists, physical therapists, occupational therapists, pharmacists, physical and occupational assistants, social workers, neuro-psychologist, unit coordinating assistants, coordinating/charge nurses, clinical educators and the nurse manager.

COMMUNICATION

We ask that your family designate one consistent spokesperson to direct communication through in order to allow the nurses maximum time at the bedside

The coordinating nurse is available from 7:30 am to 10:30 pm Monday to Friday. On the night shift and on weekends or statutory holidays, there is a designated charge nurse who can assist you. During your stay on 2B, should you or your family members have any questions or concerns pertaining to your care, you, or your designated spokesperson, may direct your questions to your assigned registered nurse, the coordinating or charge nurse or the nurse manager.

NURSING CARE

We value your involvement in the development of your care plan and encourage family participation. While on 2B, your care will be provided by one primary nurse for either an eight or twelve hour shift. Continuity of care throughout your stay is maintained by the assignment of the same nurse as much as possible. On day shift each nurse is responsible to provide total care for 4 to 5 patients. This increases to 6 to 7 patients on evenings and to 9 patients on the late night shift. Twelve hour shifts run from 7:15 am to 7:15 pm and from 7:15 pm to 7:15 am. Eight hour shifts run from 7:15 am to 3:15 pm and from 3:15 pm to 11:15 pm. Time is allowed at the beginning and end of each shift for the reporting of patient information and care plans between nurses. The coordinating nurse or charge nurse on days or evening does not have a patient assignment. However, the charge nurse on nights carries a full assignment.

TEAM ROUNDS

All patients' care plans are reviewed in **team** rounds weekly. A family meeting can be requested by a family member or a member of the **team** to discuss patient concerns.

PATIENT CALL BELLS

Call bells go directly to the primary nurse. In the event the primary nurse is unavailable, calls will be transferred to the covering nurse. **As nurses are involved in many aspects of patient care, it is helpful if you are able to identify your needs when you call, e.g., difficulty breathing, bathroom, pain medication.** Your call will be acknowledged.

VISITING HOURS

Visiting hours are from 2:30 to 8:30 pm daily. However, family and nurse discretion is needed around visiting to ensure adequate rest and sleep and to provide time for treatments/tests. If you have concerns about these hours please speak with your assigned nurse or the coordinating nurse.

We discourage children under the age of 12 years from visiting except under critical circumstances. Please discuss the visiting of children with the coordinating nurse. Keep in mind, that the hospital environment may be hazardous. It is essential that if children do visit that they be closely supervised by an adult at all times.

No more than two persons per patient may visit at any one time unless approved by the coordinating nurse.