

Welcome to Day Kimball Hospital

To Our Patients:

Welcome to Day Kimball Hospital. As our valued patient, you can be assured that you are in the capable hands of an expert team of physicians and caregivers. At the heart of everything we do is our commitment to provide the highest quality of care in the safest environment possible.

When patients take an active role in their own care, medical errors are less frequent and health outcomes improve. While we vow to give you specialized, high-quality care, you can help make your stay more comfortable and safe. We have supplied you with this packet of information on infection prevention, patient safety, patient rights and about your hospital stay. The *Patient Handbook* located by each bed and in the lobby and waiting rooms, contains a wealth of additional information from hospital policies to patient safety. We encourage you to read through the *Patient Handbook* and use this information to your advantage and become an advocate for your care. Please ask questions and speak up if you have any concerns so you can fully participate in all treatment decisions. Remember, you are at the center of your health care team.

Thank you for choosing Day Kimball for your health care needs. We pledge to do our best to exceed your expectations.

Sincerely,



Robert Smanik, CEO

About Day Kimball Healthcare:

Day Kimball Healthcare is a non-profit, integrated medical services provider comprised of Day Kimball Hospital, four healthcare centers in Danielson, Dayville, Plainfield and Thompson, Day Kimball HomeCare, Hospice & Palliative Care of Northeastern Connecticut, Day Kimball HomeMakers and Physician Services of Northeast CT. Our service area includes Northeast Connecticut as well as nearby Massachusetts and Rhode Island communities. Day Kimball Healthcare's comprehensive network offers more than 1,000 employees including more than 200 highly-skilled physicians, surgeons and specialists.

Essential Patient Rights and Information

Essential Patient Rights

- The right to personal privacy.
- The right to have all medical and personal information handled with complete confidentiality.
- The right to be treated respectfully, regardless of ethnicity, gender, or religious preference.
- The right to be fully informed about all aspects of your diagnosis and your care.
- The right to understand your treatment options and alternatives and to give informed consent.
- The right to participate in decisions regarding your care and treatment options.
- The right to choose to have life sustaining treatment withheld or withdrawn and to refuse treatment.
- The right to fill out and/or to have an Advance Directive/Living Will (ask your nurse or call ext. 2644 for help).
- The right to a safe, harassment and abuse free environment.
- The right to receive necessary medical treatment regardless of ability to pay.
- The right to have all your charges/bills explained.
- The right to expect prompt and effective treatment of pain.
- The right to have problems or conflicts in your care acknowledged, addressed and resolved in a timely fashion
- The right to review your medical record with a doctor or nurse.
- The right to know the names and credentials of the people treating you and their relationship with the Hospital
- The right to have an interpreter if English is not your primary language (ask your nurse if you need an interpreter).
- The right to have access to special equipment and/or an interpreter if you are hard-of-hearing or deaf (ask your nurse).

How To Resolve Any Problem or Concern While You Are Here

- We encourage you to share any concern you may have about your care. We want you to be satisfied with your care and happy with your experience here. We have a comprehensive plan for listening to and responding to your concern or problem. Our plan offers you several ways to make your concern known to us. You may talk with the volunteer patient representatives who will visit your room daily (call ext. 2279 to ask for a Patient Representative).
- You may speak to your nurse or doctor or the director of your unit (see the Patient Handbook binder for a list of phone extensions). If these individuals cannot address your concern or solve your problem to your satisfaction, you may contact the office of the President and CEO by telephone or by mail. The phone number is 928-6541, ext.2211 and the mailing address is Day Kimball Hospital, 320 Pomfret Street, Putnam, CT 06260.
- A patient “grievance” is defined as a formal or informal written or verbal complaint that is made to the Hospital by a patient or the patient’s legal representative when a patient issue cannot be resolved promptly by the staff present.
- All grievances or issues regarding patient care are reviewed by hospital administration. You will receive a letter regarding the resolution of your grievance or a timetable for its resolution within seven business days of the receipt of your grievance.
- If appropriate, your concern may be forwarded to a nurse manager, a department director, or a member of the medical staff for investigation and follow up. You may be contacted by one of these persons if additional information is needed.
- The President and CEO has the final authority for the resolution of all patient grievances.
- If after administrative review you wish to pursue your concerns, you may contact the following state agencies: 1.) The Department of Public Health, 410 Capital Avenue Hartford, CT 06134. Phone: 860-509-7400 or 860-509-7191. 2.) The Joint Commission’s Office of Quality Monitoring. Call 1-800-994-6610 or e-mail complaint@jcaho.org.

Your feedback is important to us.

If you have any compliments or concerns about the care you receive we want to know. Please ask to speak with the Nurse Director or call the Quality Department at 928-6541 x2208.

Patient Safety

Patient and Family Involvement in Care

At Day Kimball Hospital, we take a team approach to your safety.

We are committed to:

- Explaining your care and treatment options.
- Coordinating your care.
- Listening to your questions or concerns.
- Cleaning our hands often.
- Checking your identification bracelet before any medication, treatment, transfusion or procedure.
- Labeling all specimens in your presence.
- Asking about your pain and keeping you as comfortable as possible.

We welcome your involvement and feedback. Actively participating in your care will help us keep you safe

“Help Us Help You” make your stay a safe and positive experience. Identify Yourself.

- Check the information on your hospital I.D. bracelet to make sure that your name and date of birth are correct.
- Wear your hospital I.D. bracelet at all times. If your bracelet comes off, ask someone to get you a new one.

Help Prevent the Spread of Germs

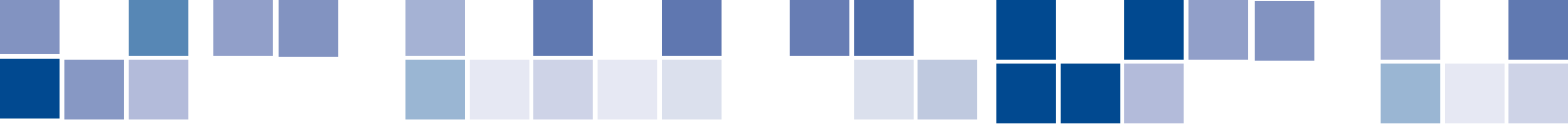
- Be aware that hand washing is the best way to prevent the spread of germs. It is okay to ask your healthcare provider if they have washed their hands.
- Ask friends and relatives who have colds, respiratory symptoms, or other contagious illnesses not to visit you in the hospital.

Medication Safety

- Tell your doctor and nurse about all medicines you are taking, including vitamins, herbal remedies, and over-the-counter medicines.
- Let your doctor or nurse know if you have any allergies or have had previous reactions to any medicines or food.
- Ask your healthcare provider for a personal medication card.
- Don't be afraid to tell a nurse or the doctor if you think you are about to receive the wrong medication.
- Tell your nurse or your doctor if you do not feel well after taking medication.

Preventing Falls

- Most falls occur when patients try to get out of bed on their own to go to the bathroom.
- Ask for help when getting out of bed, especially at night if your nurse has asked you to do so.
- Make sure your nurse call button on your bed works and you know how to use it.
- If possible, call for help before the need to get to the bathroom becomes urgent.
- If you are at risk for falling, your nurse will give you a pair of red non-skid slippers. You also can expect the nurse to discuss the Ruby Slipper Fall Prevention Program with you and your family.



Preventing Wrong Site Surgery

- You and your surgeon should agree on exactly what will be done during the operation.
- Ask to have the surgical site marked with a permanent marker and to be involved in marking the site. This means the site cannot be easily overlooked or confused (for example, right knee instead of left knee).
- Ask questions. You should speak up if you have concerns. It is okay to ask questions and expect answers that you fully understand.

Preventing Adverse Events in Surgery:

At Day Kimball Hospital we are dedicated to providing the highest quality of care. To prevent adverse events in surgery we have a process to correctly identify the patient, surgical site and note of any concerns before surgery begins. Please review this procedure so that you can better participate in your surgical care.

1. Patient Identification. Each time you are transferred to a new healthcare provider he or she should ask you to identify yourself by name and date of birth. You will be asked this several times in the process.
2. Site Marking. Your surgeon should mark the surgical site with a permanent marker. Be sure you both agree on the site to be operated on.
3. Time Out. Before surgery the entire OR staff will stop to confirm and agree upon the details of the procedure.

Participating in Your Own Care

- Discuss your treatment plan with your doctor and your nurse.
- Don't be afraid to ask your doctor or your nurse about anything you do not understand.
- Think of yourself as an active participant in the safety and quality of your health care. Studies show that patients who are involved in making decisions about their care are more likely to have good outcomes.

Know Your Role:

As a patient, you play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

How We Control Your Pain:

- We realize that pain is a very personal experience and that patients tolerate pain differently.
- If you are having pain, inform your nurse or your doctor. You and your healthcare team can work together to make you comfortable.
- We will ask you to describe your pain to us using a pain scale. Example: "0" No pain "10" Worst pain.
- We may use medication as well as other methods of controlling pain such as heat/cold, relaxation techniques and repositioning.

Preparing Yourself for When You Go Home:

- Be sure you understand all of your instructions, including medicines you need and information about a follow-up visit with your doctor.
- Ask for a phone number to call if you have questions.
- Continue safe practices at home.
- Never smoke in bed.
- Be cautious if you have oxygen equipment at home. It is highly flammable.
- Keep a phone or bell near your bed if you might need help.

CASE MANAGEMENT

Case Management is a department of Registered Nurses, Social Workers, and a secretary that follows hospitalized patients for existing and newly developed discharged needs. Your needs are determined by your physician in collaboration with case management and other members of the health care team based on nursing assessments, tests and evaluations that are done while you are here.

Case Management will communicate with your current providers or facility such as the visiting nurse agency or a nursing home or rehab center for those patients with existing needs to coordinate re-starting your care when you are discharged.

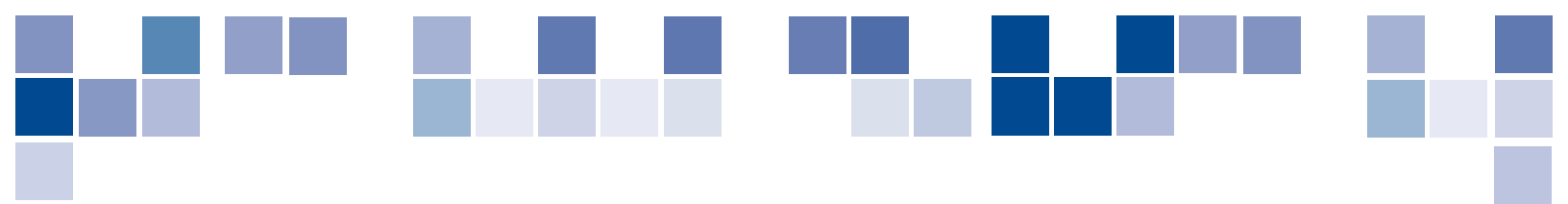
Case Management coordinates with visiting nurse providers, durable medical equipment companies, skilled nursing facilities and acute rehabilitation centers for the services when patients are determined to have new or additional needs.

Case Management will ask you for your 1st, 2nd and 3rd choice from a list of agencies we give to you if this is a new service we need to arrange for you. Once you choose, we begin the search by faxing information with your permission to the choices you give us. All choices are dependent upon your insurance coverage, bed or slot availability and acceptance by the provider we contact.

Case Management will arrange for transportation to another facility or home only if it is determined that you need and qualify for transportation by ambulance to your next destination. It is important to know that Medicare and most insurance companies only pay for non-emergent ambulance transports on a limited basis. While we may feel you meet criteria you may receive a bill from Medicare should they disagree and deny the claim.

Case Management is responsible for utilization review and management of hospital beds. This means we follow patients for appropriateness of admission according to Medicare and other insurance criteria for inpatient and observation stays. Observation stays are appropriate for patients who do not meet criteria for an inpatient admission and treatment to correct the problem is expected to take less than 48 hours. Observation status is an outpatient designation and you may be responsible for a deductible depending on your insurance. For Medicare patients it is important to know that observation status is covered under Medicare part B. We are in contact with your physician and your insurance company for review of your care on a regular basis.

Case Management can assist with applications for services and referrals to agencies that may be of interest to you. The Medical Social Workers are available to assist you with many things including family stressors, social problems and community resources such as alcohol and mental health treatment or counseling referrals and protective service information.



The Healthy Start Program may assist with securing insurance for those who qualify such as pregnant women, mothers and babies. Case management services may also be provided for this group. Please let us know if you have questions about any issue or concern.

Case Management is involved with three disease management programs. We follow many patients with CHF (congestive heart failure), COPD (chronic obstructive lung disease) and patients having total hip and joint replacement. Please ask if you are interested in learning more about this. Day Kimball Hospital also provides a free camisole for any patient who has surgery here for a mastectomy.

Case Management will keep you informed of the progress regarding your care and if you request it we will keep your family informed. Please ask to speak with the Case Manager or Social Worker if you have any questions regarding your discharge plan or any other questions regarding your care. You may also call the Case Management Department at 860-928-6541 Ext 2343 leave a message and someone from the department will contact you.

Thank you for choosing Day Kimball Hospital for your healthcare needs.



Do You Smoke Cigarettes?

Have you thought about quitting?

Did you quit and start smoking again? Quitting is difficult. Cigarettes become part of daily habits and the body eventually becomes dependent on nicotine. Often, people make many attempts before they are able to quit completely. Don't give up!

Life Without Smoking Means...

- Better health
- Extra money
- Less worry for your loved ones

What is the Best Way to Quit?

- Make a plan before you quit
- Get support from others
- Ask your doctor about "stop smoking medications."

Chemicals in Cigarettes:

The nicotine in cigarettes triggers chemical changes in the brain making a person feel calm and alert. The body can become dependent on nicotine. If the nicotine supply is stopped the body wants more.

Cigarettes also contain other chemicals. With each inhalation, chemicals such as arsenic, ammonia and formaldehyde enter the lungs and cause damage.

The body attempts to repair itself but soon becomes overwhelmed and permanent damage begins.

Quitting is difficult but dealing with the body's dependence on cigarettes and their effects on health is much more difficult.

Use a "Stop Smoking Medication" and Increase your Chance of Quitting Successfully

There are different types of nicotine replacement medications. You could choose a skin patch, a lozenge, gum, inhaler or nasal spray. Some of these require a doctor's prescription and some do not.

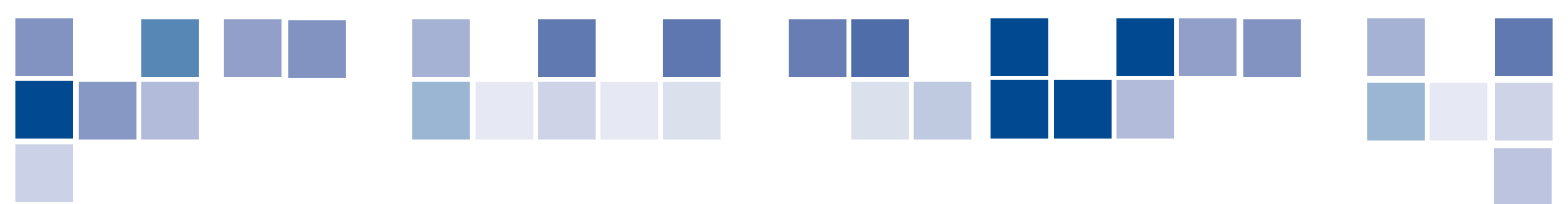
Two other non-nicotine medications are available to help smokers quit: Zyban and Chantix. A doctor's prescription is needed for these.

It is important to choose a type that fits your smoking habit and will not cause side effects.

Smokers who are pregnant, lactating or under 18 should talk to their doctor about using "stop smoking medications."

It's Never too Late to Quit and Make Your Life Better

- Develop a plan to prepare for the difficult period once you quit
- Get support to keep you going
- Learn healthier ways to deal with every day stresses
- Speak to your doctor about "stop smoking medications"
- Be prepared for a relapse. Don't get discouraged. Learn from it and try again



Once You Quit the Benefits Begin Immediately

20 Minutes - Blood pressure decreases

60 Minutes - Circulation improves to the fingers and toes

1 Week - Senses of smell and taste improve

2-3 Months - Lung function improves

Get More Information and Prepare to Quit:

American Heart Association Healthy Lifestyles

www.americanheart.org

American Cancer Society

www.cancer.org

Center for Disease Control

www.cdc.gov/tobacco

BecomeAnEx.org

Speak with a Quit Smoking Counselor:

Connecticut QuitLine

Free help 1-866-363-4224

Call to Speak with Respiratory Therapist

Day Kimball Hospital Respiratory Therapy Department

860-928-6541 ext. 2292





KUDOS!

Please use this card to recognize an individual or a department who helped make your stay at Day Kimball better. Once filled out, you may give it to your nurse or the nurse supervisor.

Name of Person / Department: _____

Comments: _____



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Please use this card to recognize an individual or a department who helped make your stay at Day Kimball better. Once filled out, you may give it to your nurse or the nurse supervisor.

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Comments: _____

Living Wills / Advance Directives

What Are They?

If you are 18 years or older you have the legal right to accept or refuse medical treatment. Advance directives/living wills are written instructions to protect this right if you become unable to speak for yourself after a serious illness or accident. With an advance directive/living will you can:

- *Make decisions about artificial life support systems and treatments you choose to have, or not to have. Life support systems include CPR, artificial respiration, and artificial means of providing nutrition and hydration.*
- *Name a person to be your health care representative for health care who will make sure your wishes are carried out if you cannot speak for yourself.*

Who Do I Give It To?

If you already have an advance directive/living will bring it to the Hospital and give it your nurse to put in your medical record. If you would like to create an advance directive/living will: ask your nurse to contact Pastoral Care Services or call them at extension 2644 for assistance in filling out and signing the documents.

What If I Change My Mind?

Remember to update or revise your advance directive/living will, especially if your wishes or beliefs change. You may change your mind about your advance directive/living will at any time. This is why you will need to bring a copy with you each time you are admitted.

Important Information for Surgery Patients

FAQ'S (FREQUENTLY ASKED QUESTIONS) ABOUT "SURGICAL SITE INFECTIONS"

What is a Surgical Site Infection (SSI)?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, infections develop in about 1 to 3 out of every 100 patients who have surgery.

Some of the common symptoms of a surgical site infection are:

- Redness and pain around the area where you had surgery.
- Drainage of cloudy fluid from your surgical wound.
- Fever.

Can SSIs be treated?

Yes. Most surgical site infections can be treated with antibiotics. The antibiotic given to you depends on the bacteria (germs) causing the infection. Sometimes patients with SSIs also need another surgery to treat the infection.

What are some of the things that hospitals are doing to prevent SSIs?

To prevent SSIs, doctors, nurses, and other healthcare providers:

- Clean their hands and arms up to their elbows with an antiseptic agent just before the surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- Wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special soap that kills germs.

Working Together for Infection Prevention

What can I do to help prevent SSIs?

Before your surgery:

- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:

- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.

After your surgery:

- Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your healthcare provider clean their hands, please ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands.

What do I need to do when I go home from the hospital?

- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

If you have additional questions, please ask your doctor or nurse.

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American Hospital Association



Your Role in Infection Prevention

PREVENT INFECTIONS IN THE HOSPITAL

There are a number of ways to prevent infections within the hospital. Listed below are ways you can help prevent infections.

- Wash your hands carefully after handling any type of soiled material. This is especially important after going to the bathroom.
- As a member of your healthcare team, do not be afraid to remind doctors and nurses about washing their hands before working with you.
- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if the dressing looks loose or gets wet.
- If you have a dressing on a wound, let your nurse know promptly if it looks loose or gets wet.
- If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.
- Ask your friends and relatives not to visit if they themselves feel ill.
- If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing lung infections both in and out of the hospital, and may also improve your healing abilities following surgery.
- Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed. Don't be afraid to ask for help, advice or pain medications.
- Don't be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your family/friends will be able to better facilitate your recovery.

Hand Hygiene: It's OK to Ask

Hand hygiene is important to your care because:

- Germs are everywhere.
- Sick people get infections easier.
- Infections can keep you in the hospital longer.
- Even healthy people can spread germs.
- Good hand hygiene is a healthy habit.

Washing with soap and water should be done:

- When hands are dirty.
- When hands are soiled with blood or other bodily fluids.
- After using the rest room.
- Before and after eating.

Washing with waterless alcohol-based hand rubs should be done by everyone when:

- Entering your room or before touching or giving care to you or your loved one.
- Leaving your room, if the person has touched you or any object in your room.

Working Together for Infection Prevention



Both soap and water and waterless alcohol-based hand rubs are effective at reducing the number of germs on the skin.

Waterless alcohol-based hand rub is available throughout the hospital on the walls and in patient rooms. To use it effectively, follow these three steps:

1. Apply one pump of alcohol-based hand rub onto your hand.
2. Spread the rub thoroughly over hands.
3. Rub hands together until dry.

Proper hand washing procedure using soap and water:

1. Wet hands with water.
2. Apply one pump of soap.
3. Lather and wash all surfaces for at least 15 seconds.
4. Rinse both sides of hands with water.
5. Dry hands and shut off faucet with the towel.

Remember, it's "OK to Ask" your caregiver, family and hospital staff if they washed their hands.

Respiratory Hygiene: Cover Your Cough

Why should I cover my cough?

Serious respiratory illnesses can be spread by coughing or sneezing and by unclean hands. These illnesses spread even more easily to sick people or in crowded places where people are in close contact.

How do I stop the spread of germs if I am sick?

- Cover your nose and mouth with a tissue every time you cough or sneeze. Always throw the used tissue in a waste basket.
- If you don't have a tissue, cough or sneeze into your sleeve.
- After coughing or sneezing, clean your hands with soap and water or an alcohol based hand rub.
- Stay home when you are sick.
- Do not share eating utensils, drinking glasses, towels or other personal items.

Infection Prevention: Standard Precautions

Why do we use standard precautions?

These regulations have been established for two reasons:

- To protect health care workers from infections through blood and other bodily fluids.
- To protect patients, like yourself from getting infections from other patients.

These safety measures include the use of gloves, masks, goggles or gowns in the presence of bodily fluids which can cause infection.

Types of Precautions:

Airborne: Because germs can spread by air currents, health care workers may wear special masks and gloves when entering a patient's room.

Contact: Germs may spread from direct skin-to-skin contact. Health care workers may wear gloves, gowns and masks when entering a patient's room.

Droplet: Germs are spread by droplets. Health care workers may wear masks and gloves when entering a patient's room.

If you are put on any type of precaution and you would like more information, please ask your doctor or nurse. Remember, infection control is everyone's responsibility, including the patient. Proper hand and respiratory hygiene promotes a healthier hospital stay for everyone.

Financial Assistance

It is the philosophy and policy of Day Kimball Hospital that medically necessary health care services should be available to all individuals regardless of their ability to pay. Day Kimball Hospital is proud to offer financial assistance to patients who:

- *Do not have insurance coverage and do not qualify for State Medicaid assistance.*
- *Are insured but have financial hardship in meeting their remaining account balances.*

To apply for financial assistance or for any additional questions regarding all of the available financial assistance programs at Day Kimball Hospital, please contact the Patient Financial Counseling Department at 860-963-6337, option #2, Monday - Friday from 8:00 a.m. - 5:30 p.m. or e-mail our financial counseling department at:

Patient_Financial_Counselor@daykimball.org

*Please note that additional asset and/or income verification guidelines may apply depending upon the applicant's determined income percentage of the current Federal Poverty Level.