

Unity Health Toronto
St. Joseph's Health Centre – Reactivation Care
Centre
Staff and Learners Handbook
2023

General Information

What is Reactivation?

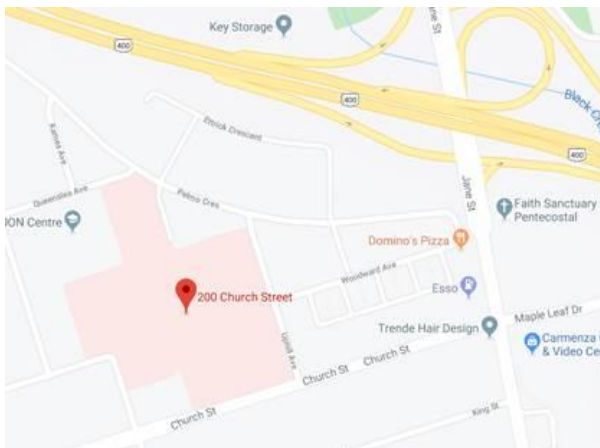
Reactivation provides specialized care to enhance activation typically not provided in acute care settings. Patients do not require acute care, however do need to engage in activities to improve their function. Less medical intervention and more therapy and activity. The Reactivation Care Centre (RCC) aims to reactivate patients, improve restoration and/or maintain social, cognitive and physical functioning. Patient specific, goal based program planning is the foundation of the Reactivation Model. It is a 30-bed unit with semi-private and private rooms.

Programming includes:

- Early mobilization with 7 days physiotherapy/rehabilitation assistants' onsite
- Activation through social and cognitive programming with our Recreational Therapist
- Senior Friendly Care
- Spiritual Care visits once a week
- Care Co-ordination and Transition Planning
- Caregiver Support
- Disease Management Education
- Advance Care Planning

Location & Contact

200 Church Street, North York. Located on Jane and 401 (Humber River Hospital, Church Site). Taking TTC? You can take 59 Maple Leaf and 35 Jane buses with a short walk to Humber River Hospital. Taking Subway? The closest subway station is Lawrence West. St. Joseph's is located on the 4th Floor; B tower. The team station is in front of the elevator. Contact Number: 416 243 4401.



Unit Leaders Contact**Unit Phone Number:** 416-243-4401**Location:** Humber River Hospital Church – Site. B Tower - 4th floor**Patient Care Manager:** Karol Pintier (416) 530-6000 x7194**Clinical Educator:** Lisa Phan, Lisa.Phan@unityhealth.to, 647-278-6195**Team Leader:** Loretta DiSano, Loretta.Disano@unityhealth.to, 416-530-6486 x7190 / 416-243-4401**Building facility**

- St. Joseph's unit is a "tenant" of Humber River Hospital. Please note there are several other partner hospitals: Trillium
- 911 Building
- Cafeteria space is available in the Basement
- Coffee shop located on the 1st floor
- Onsite parking at the Reactivation Care Centre is \$5 a day or 15 passes for \$45
- One day lockers for learners/students in the Basement. Please contact RCC PCM for details
- ATM machine located on the 1st floor

RCC Staff Lounge

Exit the elevator on the 4th floor. Turn right located at the end of the hall. The staff room code is located near the bottom of the door. Bring your own lock.

RCC Team Composition

- Nurse Practitioner Monday to Friday
- Most Responsible Physician
- Transition Planner Monday to Friday
- Unit Clerk, Health care attendant, Nursing (RNs & RPNs)
- Physiotherapist/Rehabilitation assistant/Recreational therapist 7 days a week
- Occupational Therapist 5 days a week
- Registered Dietician/Speech Language Pathologist/Pharmacist 2 to 3 times a week
- Clinical Educator – Nursing Monday to Friday

RCC Nursing Model

Monday to Sunday

Day shift: (2) RNs & (4) RPNs & (2) HCA

❖ (1) Team Leader 07:30 – 15:30. No patient care assignment

❖ 15:30 – 19:30 The RN is charge nurse with a patient care assignment

Night shift: (1) RN & 3 RPNs. The RN is charge nurse with a patient care assignment

Please note: Interprofessional Resource Team Registered Nurses may be assigned as the "team leader or charge nurse" Refer to the RCC Charge Nurse/Team Leader Guidelines (Appendix A)

Humber River (HR) Orientation

Please note all Unity Health Toronto staff employed at St. Joseph Health Centre Reactivation Care Centre is required to complete Humber River (HR) Hospital Orientation on the Learning Centre within (2) weeks of employment. In the search bar type “*Reactivation Care Centre*” All learners and visiting staff is strongly encouraged to complete HR Orientation.

While you are here

General Staff Procedures

- Mask upon entry to Humber River building is mandatory
- Daily attestation is required. All staff must **self-screen for Covid-19 symptoms** at the team station beginning of their shift
- All agency staff must sign-in at the team station in the log book

How do I contact the RCC MRP/Physician/Nurse Practitioner?

RCC Nurse Practitioner is onsite Monday to Friday 08:00 – 16:00. After 16:00 to 22:00. Please follow the procedures below:

1. Click on Petal MD.



2. Search for the heading as seen below: ALC 6G and HRRCC

ALC Call-SJHC ALC 6G and HRRCC	No physician required
-----------------------------------	-----------------------

3. After 22:00, please contact the ER Internist (Medicine) (same procedures at the main-site).

What is the Admission Criteria to the RCC?

The Interprofessional Team including RCC Team Leader in consultation with various stakeholders will screen patients for eligibility and considerations.

General criteria include:

- Ability to participate in active therapy with physiotherapy
- Must not have advanced/acute wounds with active treatment
- Must not require restraint use
- Must be ALC and medically stable
- Must have a discharge plan in progress

If the patient is deemed appropriate, a bed offer is sent via email to all the appropriate stakeholders.

What is the Admission Process?

The RCC follows the same admission process as the Medicine, Surgery, and Transitional Care & Oncology Program

- Complete the *nsg admission* document in Sunrise
 - Review and enter *belongings* document in Sunrise
 - Head to toe assessment
 - Weight on admission
 - Vital signs
 - MRSA/VRE/CPE swab
 - All screening tools and a focus note
 - Review the eMAR of the sending unit and transfer of accountability (TOA) to avoid medication error(s) i.e. omission or double dosing. See attached Sunrise Tipsheet (Appendix B) on how to search for the patient MAR from a previous admission.
1. Prior to admission, the patient must have a negative covid-19 result within 24 hours.
 2. All patients coming from the main site is a new admission. The nursing admission process is crucial at the RCC. It must be done in a timely manner. The NP/MRP will enter the Admission Orders.

What if the patient has valuables and belongings that need to be secured?

A lock box is available on the unit. Please notify the TL/CN to place the valuable and belonging labelled with the patient identifier. Be sure the belongings document is entered in Sunrise.

What is the discharge process?

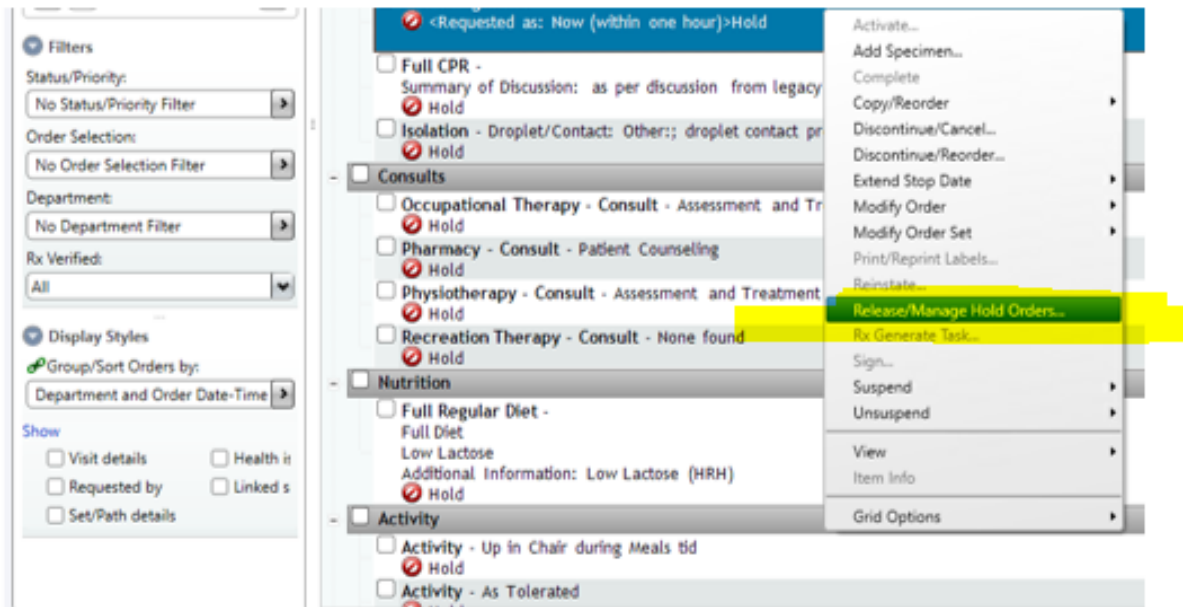
The discharge process is the same at SJHC. Physician Order, Nursing Discharge Summary, Prescription as Needed, DNR form if applicable, Transportation arranged accordingly etc.

What is the process if the patient has an outpatient and/or fracture clinic appointment?

The RCC team will arrange for transportation to their outpatient appointment. Fracture clinic appointments are important follow-up as part of their discharge planning. It is important that they do not miss the appointment. A *fracture clinic appointment form* must accompany the patient and their care plan must be reviewed upon return, as their mobility status may have been re-assessed.

What happens if there is a late admission i.e: 18:00?

- If the RCC Unit Clerk is absent:
 - Call Access & Flow at x6253 to Admit/Discharge the patient from the system
 - The patient will be “pre-registered” which means Admission Orders have been entered
 - Provide access & flow with patient specific information J#, diagnosis, DOB, Name etc
 - Release all active orders (Screenshots of how it looks) once in the system
 - Right click and select “Release/Manage Hold Orders” (see screenshot) (Appendix C)



Mobility Aides & Seating Equipment

Commonly seen mobility aides and seating equipment



Wheelchair Cushioning

Please consult OT/PT for appropriate wheelchair cushioning



Common Weight Bearing Status Terminology

- Non-weight bearing
- Partial weight bearing
- Weight bearing as tolerated
- Feather weight bearing

Common Orthopedic Devices



Other commonly used equipment



Please note all the patient care beds at HR is the VersaCare-P500 with built-in bed alarms & scale.



Medication Procedures

How does the RCC receive medication?

All medication and supplies is delivered and sent using PDS courier. There is (2) key delivery times.

1. 11:30 – Courier picks up the **first** delivery from St. Joes to RCC, arriving at 12:30
2. 14:30 – Courier picks up the **second** delivery from St. Joes to RCC, arriving at 15:30

New orders or Missing Dose entered	Pick-up at SJHC	Delivery to RCC
Prior to 11:00	11:30	12:30 (1 st delivery)
Between 11:00 – 14:00	14:30	15:30 (2 nd delivery)
After 14:00	Pharmacy can be notified & medication sent via courier; if deemed urgent or essential	
After 14:00 on Fridays	New medications not available until Monday. No scheduled delivery on Weekends and STAT holidays.	



All medication(s) will arrive in the blue tote (*as seen*) locked with a blue plastic tag sealed with a tag number. A **red tag** indicates the box is for return.

If there is no Pharmacist, the TL/charge nurse will need to record tag number in blue *Pharmacy Log Record* at team station. Call SJHC Inpatient Pharmacy to report tag number. The tag number must be logged in a folder.



What if there is a missing medication?

There are several ways to obtain a missing medication. Search the unit in other medication drawers, check if it is a stocked medication, search in other discharged bin, submit a missing dose via Unitynet if it is during business hours.

What if I have a missing medication during after-hours?

Call SJHC Pharmacist on-call and discuss whether the medication is deemed essential. Courier is available for delivery. Humber River follows the Medication Sharing Policy for all partner hospitals. (See PDF). Appendix D This means nurses can purchase a medication from other partner hospitals.

What if I have a missing medication that is a narcotic controlled substance after-hours?

- The primary nurse shall discuss with the SJHC Pharmacist-on call for authorization to purchase from a partner hospital
- Only 1 dose can be purchased from another RCC partner hospital at any one time
- The purchased dose must be administered to the patient within the same nursing shift of purchase
- The purchaser must bring the partially completed *Medication Purchase Record* to the selling unit
- Upon arrival to the home unit, the narcotic must be signed into the *Narcotic Record Sheet* and signed-out again

Please refer to the *Medication Sharing Policy* for further instructions and details. Hardcopy available in the RCC Medication Room black binder.

Please refer to the Missing Dose algorithm below **(NEW!)**

Department of Pharmacy

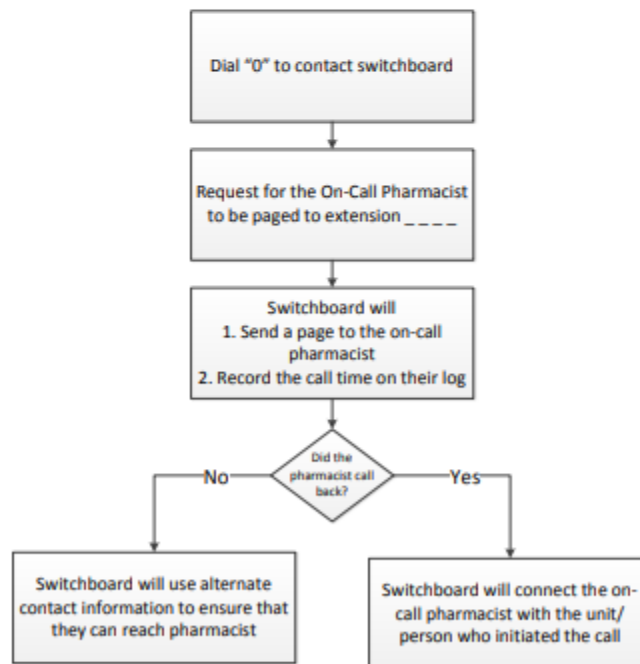
Contacting the On-Call Pharmacist



To streamline the process of calling the on-call pharmacist contact Switchboard to initiate the page and follow-up.

Switchboard will ensure that in the event that the pharmacist has not responded within 15 minutes to the call they will call the secondary/tertiary number available to them.

On-Call Pharmacist Request Process

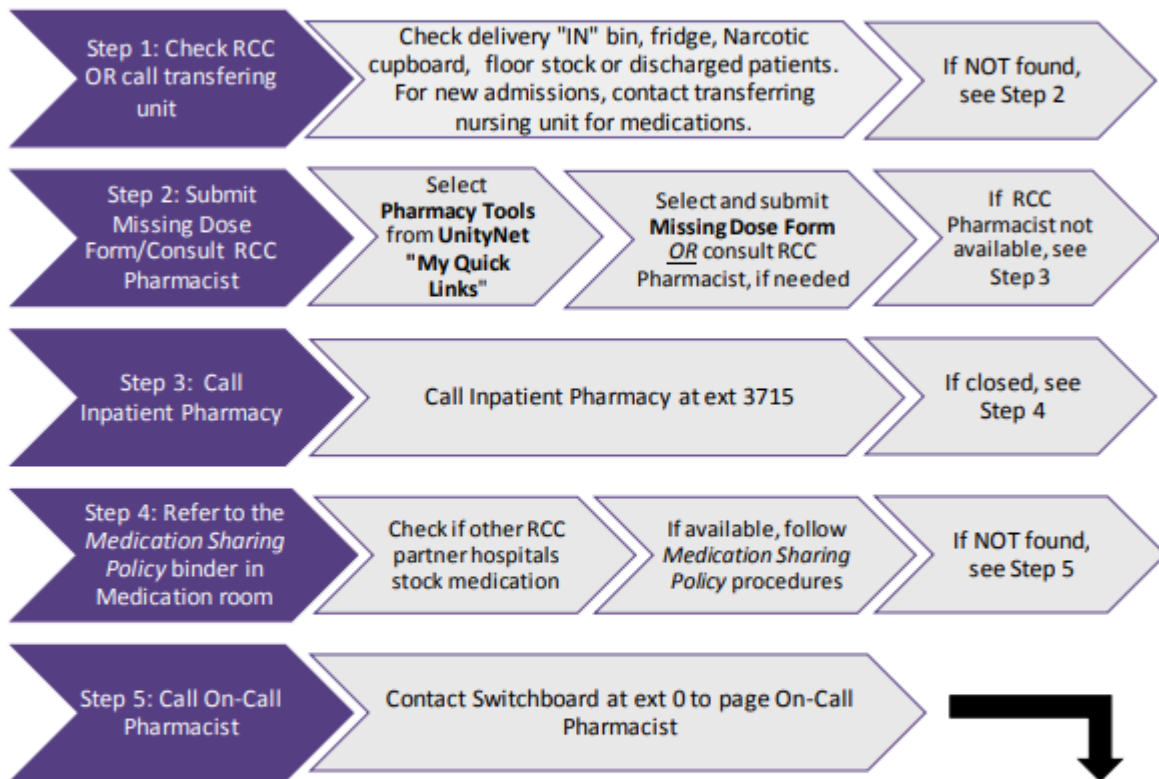


We appreciate your attention to this change and for additional information, or recommendations please contact your clinical pharmacist or contact pharmacy at extension 3894

Is Your Medication Missing?

B4 Reactivation Care Centre (RCC) – St. Joseph Health Centre

If your medication is not available, please use the following steps:



Step 5 (continued) - The On-Call Pharmacist will advise **one of the following:**

- 1) If medication is available from another patient on the unit, they will instruct you to borrow dose from another patient.
- 2) Contact On-Call MD to place order on hold or order an alternate available medication.
- 3) Wait for On-Call Pharmacist to come into hospital to obtain/prepare/send dose.*

*Please note a courier can be requested to deliver to RCC

IMPORTANT: Do **NOT** mark "Task not done" if unable to give a medication because it is not readily available. This cancels the dose in the eMAR and can cause a missed dose or omitted medication for the patient. Reschedule the task or mark as done late if there is a delay in receiving the dose on the unit. Add a focus note and include in shift TOA

Equipment/Supplies/Environmental Services

Who do I contact if there is broken equipment and/or missing supplies?

SJHC is a tenant of Humber River therefore, equipment that belongs to Humber River requires HRH attention. Equipment that belongs to SJHC requires SJHC attention.

Nursing supplies is divided in (2) carts – Humber River & SJHC. Humber River stocks basic nursing supplies twice a week. If there is missing supplies and/or needs to be ordered directly the charge nurse and/or team leader for review.

Why is there (2) different phones on the unit?

1 phone is connected to Humber River Telephone system and 1 phone is connected to SJHC Intranet. Therefore, to connect directly to SJHC departments via extension numbers, use the SJHC phone (white) and HRH phone (black).

What if PPE supply is low?

Linen and re-usable isolation gowns is supplied by Humber River with a quota for each unit. Additional linen required is at the cost of the individual partner hospital. Linen is delivered twice a day to the unit. The RCC has a storage room dedicated to each partner hospital located in the Basement with PPE supplies. The key to the storage room, is at the team station. Additional PPE supplies is required, please contact SJHC Stores.

What other technology devices does the RCC have?

The RCC has dedicated iPOD touch for virtual wound care consults. Several iPads for patient use.

What if I need urgent cleaning request?

Service hours 24 hours 7 days a week. There is a dedicated EVS on the unit from 07:30 – 15:00 and on evening and night coverage for building. For urgent cleaning request, call 4366. If there is a delay in services, you may escalate it to the EVS manager at 647-294-4686

Falls Prevention & Management

Does the RCC follow the same Falls Prevention & Management Protocol as SJHC main site?

Yes. The RCC follows Unity Health Fall and Injury Reduction Policy: Admitted and Emergency Department Patients. Link here: <https://policies.unityhealth.to/doc.aspx?id=3573>

Pressure Injury Prevention

What is the process for a newly discovered wound?

The RCC follows St. Joseph Pressure Injury Prevention and Management Policy. All nurses is able to provide treatment for superficial wounds following the *Managing Superficial Wounds Algorithm* found here: <https://unitynet.unity.local/wp-content/uploads/2022/03/managing-superficial-wounds-flow-diagram.pdf>

The nurse may provide intervention, complete appropriate assessment and documentation and inform the MRP as possible treatment orders may be required.

All other wounds i.e: Stage III and above require consult. A skin & wound consult must be entered into Sunrise. The NP/MRP must be aware.

Virtual Wound Care Services at the Reactivation Care Centre (NEW!)



Wound Criteria

- Stage III and Deep Tissue Injury (DTI) will be considered case by case
- Recent consultation by the skin and wound team prior to transfer to the RCC



How Virtual Wound Care Works at RCC

- RCC Clinicians enters the wound care consult in SCM
- Wound Care CNS receives the consult and calls the RCC to connect with the primary nurse to determine which virtual modality will be most appropriate
- Primary Nurse obtains consent
- Primary Nurse uses wound care iPod touch to either:
 - Take photos and email to CNS, or
 - Conduct zoom consult
- Wound Care CNS enters treatment orders in Sunrise and calls RCC to arrange follow up, if necessary



What We Ask of Sending Units

- The sending unit will notify unit in advance of patient's wound care requirements. Examples include hydrofera blue, aquacel, size of ostomy appliance etc.
- **The sending unit will send patient-specific wound care supplies on the day of discharge**

Courier

What is the courier process?

Any RCC staff member can call PDS courier available anytime for transport of supplies and specimen. The slip (as seen below) is an old process and is replaced by an electronic submission.

St. Joseph's Hospital (RCC) - PDS INC. Web Portal Guide

- 1) Launch Web Portal. (Save to Desktop for easy access)
<https://secure.ontime360.com/sites/Pdsinc/login.aspx>
- 2) Enter Username or email and password.

Username: 1010

Password: RCC1010!

Inputting a new order:

- 1) Select Order Entry tab.
- 2) Fill in Requested By.
- 3) Select the Department by using the drop-down menu.
- 4) Enter Collection location.
 - a) Select a Recently used location.
 - b) Search Address book.
 - c) Enter a new address.
- 5) Enter Delivery location.
 - a) Select a Recently used location.
 - b) Search Address book.
 - c) Enter a new address.
- 6) Select Level of Service.
 - a) Standard Rush
 - b) Emergency (STAT)
- 7) Select Ready for collection time. Latest delivery time will automatically generate based on service.
- 8) Add a Description for special instructions.
- 9) Add Weight and Quantity if applicable.

Laboratory & Specimen

What is the laboratory & specimen collection process?

All laboratory specimen including swabs, blood work, urine etc. will be picked up at 12:30pm when the courier arrives to deliver the 1st batch of medication. All collection of laboratory specimens' should be completed prior to 12:30. All nursing staff is responsible to ensure that the specimen is processed and reviewed thereafter in a timely manner. *Please note, laboratory does not always call the unit to report abnormal results.*

What if I receive a STAT order?

Additional, PDS courier can be called to deliver specimen(s) to SJHC at any time.

Who does venipuncture?

Humber River phlebotomist is on site Monday, Wednesday and Friday until 10:00 am. Scheduled blood work, lab labels will be pre-printed and left at the team station for the phlebotomist to pick-up. All other times, nursing staff with appropriate knowledge, skill and judgement can perform venipuncture.

Nursing staff is responsible to ensure orders for laboratory and specimen collection is completed, processed and followed-up as needed.

Infection Prevention & Control

Does the RCC follow Humber or Unity Health Protocol?

Both. New hospital acquired infections (HAI) such as MRSA, VRE, C.difficile, CPE, Covid-19 the RCC must follow St. Joseph Health Centre and/or Unity Health policies **and** Humber River partners should be made aware. Single/private room(s) is available at the RCC.

The team leader/charge nurse completes the DUSST tool and submits to IPAC daily in the AM including weekends.

Refer to the Policies & Procedures and search the organism for more information.

IPAC after-hours decision support tool should be reviewed and implemented wherever possible prior to calling IPAC. Link here: <https://covid.unityhealth.to/wp-content/uploads/media/IPAC-After-Hours-Decision-Support-Tool.pdf>

911 Procedures

What happens if a patient requires urgent medical attention?

Humber River is a 911 facility. If a person requires urgent medical attention, call 911 for EMS. Please use the script provided at the team station, as you will be asked several questions.



The crash cart with AED is located by the elevator. All code blue is treated under the assumption of Covid-19.

Medical Directive: USE OF AN AUTOMATIC EXTERNAL DEFIBRILLATOR (AED) BY NURSES AT THE ST. JOSEPH'S REACTIVATION CARE CENTRE – CHURCH found here:

<https://policies.unityhealth.to/doc.aspx?id=2622>

What needs to accompany the patient when EMS arrives?

The following items shall be printed and given to the EMS team:

- ✓ Fill out *Transfer Report Form* required by EMS (**NEW!** Effective November 10, 2022)
- ✓ DNR form if applicable
- ✓ Print MAR (last 48hours)
- ✓ Print admission note from NP or Physician – Located in Documents tab
- ✓ Photocopy/print focus notes (last 48 hrs)
- ✓ Print lab results Covid-19 etc. latest blood work results, urine, chest x-ray (whichever is available)
- ✓ Copy of the facesheet

What does the nurse need to do after the patient is transferred to an acute care facility?

Please be sure the SDM/Family, NP/MRP, Humber Security (dial 5000 on Humber phone) is aware. A follow up with the acute care facility is required regarding patient status: admitted, transferred, expired, treated, awaiting consult etc.

- EMS will determine the appropriate CTAS level and will transport patient to an emergency department according to their CTAS level
 - CTAS Definition: *The Canadian Triage and Acuity Scale (CTAS) is a tool used both nationally and internationally to assess patients according to the urgency of their condition.*
- Security will notify the Humber patient flow manager of the patient's destination as directed by EMS
 - a. If the patient while in ED needs to be admitted for further treatment/investigation, the patient will be sent to St. Joseph Health Centre Emergency Department.
 - b. If the patient while in ED does not require further treatment/investigation, depending on report from Humber River ED, the patient may return back to the RCC. Whenever in doubt, please consult with TL and/or MRP/NP. Upon the patients return to the unit, please follow-up such as new prescription, investigations done and the MRP/NP is made aware.

Dietary

Is the dietary process the same at the main site?

No. The diet office at Humber Church is not connected to Sunrise therefore; HRH dietary department cannot view SJHC dietary orders. All changes to diet orders such as new admissions and discharges shall be faxed at 416 243 4176 or emailed to HR dietary department directly. ChurchDietary@hrh.ca

How do I consult the Dietician?

Refer to dietician available on the unit Tuesday, Wednesday, Thursday or call diet office x4810 or x4812 for urgent diet issues.

Emergency Codes

All learners and staff will follow the Humber River Emergency Code Response. Please refer to Appendix E. The HRH security team conducts mock code red monthly on the unit.

Inpatient Vaccination

Is the covid-19 vaccine administration process different from the main-site?

No. The nursing process is the same as Unity Health. Consent is required, record the Lot# and expiry date, monitor the patient directly for 15 minutes and provide patient and/or family education.

COVID-19 Procedures

What happens if a patient is confirmed COVID-19+?

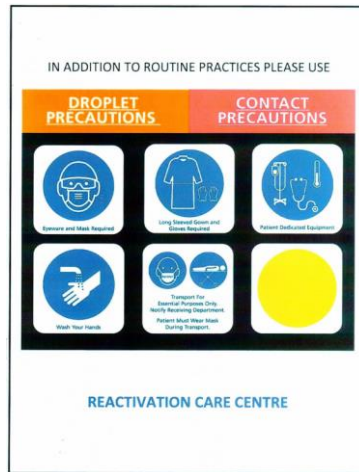
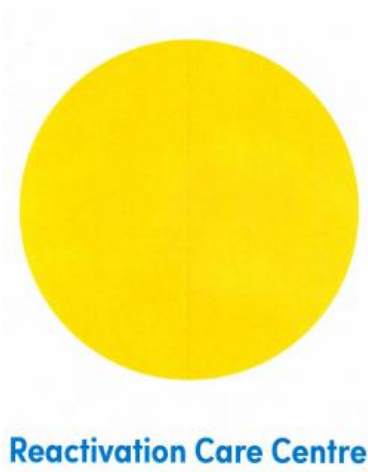
All covid-19 standard procedures shall be implemented. IPAC after-hours decision support tool should be referred. SJHC leadership team and Humber River partners should be informed.

What do I do when a patient develops new onset of COVID-19 symptoms?

The following procedures shall be implemented:

- Immediate droplet/contact precautions. Any regulated staff member may enter an Isolation Order on Sunrise
- COVID-19 swab
- Dedicated equipment and/or disinfect all shared equipment before and after each use
- Consult with the team if the patient should be moved to a private room. Consult with IPAC as necessary
- Inform MRP/NP & the team
- Inform POA as necessary and visitors/friends if patient consents
- Continue to monitor the patient clinical condition

Visible Identifiers for COVID+ Positive



Last Updated: *May 2023*

Prepared by:

Phuong (Lisa) Phan RN MN GNC(C)

Clinical Educator – Nursing

Unity Health Toronto

Appendix A



RCC -
CNTLguideline2023.

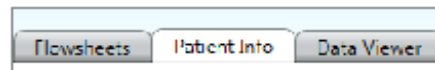
Appendix B



Sunrise Quick Reference Guide to Printing EMAR

Viewing and Selecting Previous Patient Visits

Step 1. Select the patient and go to the "Patient Info" tab.



Step 2. Select the previous patient visit you wish to view.

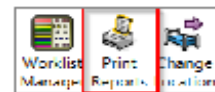
Admission Date	Discharge Date	Visit Care Level	Facility	Location	Provider	Provider Specialty	Visit Reason	Visit ID	General
20 Jun 2017 06:23		Regular/AC	St. Joseph's Health C	4NLS 1	Agustin, Anna	Arthroplasty		400004507	ACN
20 Jun 2017 06:26	25 Jun 2017 13:02	Regular/AC	St. Joseph's Health C	20 Riley Surgery - Bldg. 602		Surgey - Plastic		400003910	CR

- At the bottom of the screen, click on "Open Visit(s)"

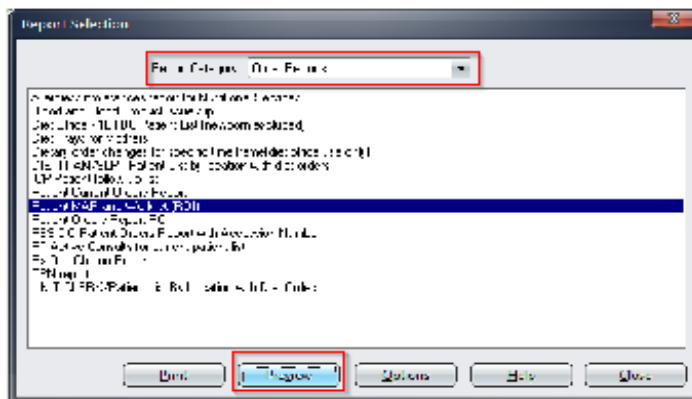


Printing MAR and Worklist (ROI)

Step 1. Select the patient and click on the "Print Reports" icon from the Toolbar



Step 2. Under the Report Category dropdown menu, select "Order Reports". Choose "Patient MAR and Worklist (ROI)" from the list below and click the "Preview" button.



Revised on: 3-May-19

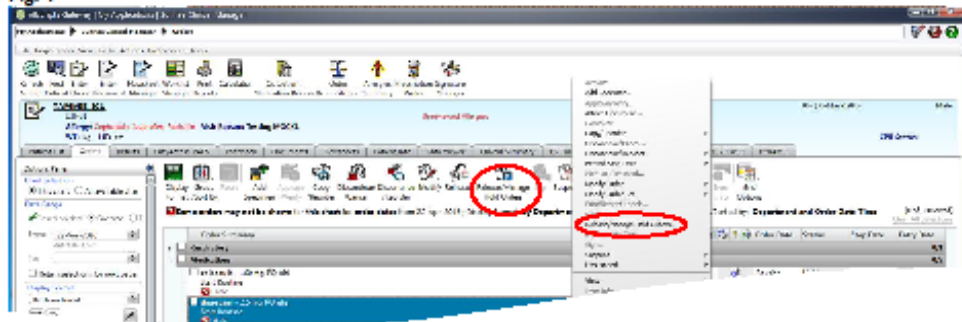
Appendix C

Sunrise Quick Reference
SCM 15.3 – Releasing Hold Orders



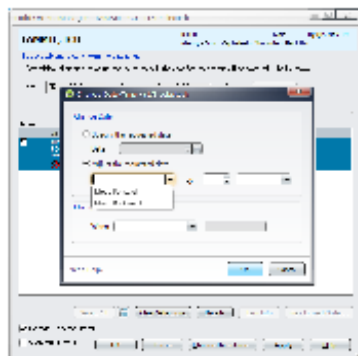
The toolbar icon and right-click menu choice to release hold orders have changed from "Release" to "Release/Manage Hold Orders".

Fig. 1



Within the Hold Orders Manager window, the "Change Date" button is now labeled "Change Date/Time" (see fig 2). After clicking this button the window in figure 2 will appear allowing the user to set the release date and time or adjusting the release by a certain number of days or weeks.

Fig. 2



Appendix D

PHARMACY DEPARTMENT — Reactivation Care Center

Effective Date: April 16, 2019

Location Details: Reactivation Care Centre – Church Site
200 Church Site, Weston, M9N 1N8

Description of Service: MEDICATION SHARING POLICY

When deemed appropriate, prescribed medication dose(s) required for administration at RCC *prior* to the next scheduled delivery from your hospital *and* is not available as stock or patient specific supply (e.g. missing dose), can be purchased from a RCC partner hospital nursing unit stock supply following the procedure below.

What does this mean to partner hospital staff?

PROCEDURE

1. When a prescribed medication is not available in the a) Medication cart or Automated Dispensing Unit (ADU) or b) Medication cart (Lionville cart) or c) in the patient's medication bin on your nursing unit for your hospital:
 - **During my pharmacy hours:** Contact your pharmacist to determine if the next medication delivery time will meet patient clinical need or if other arrangements need to be made including purchasing the medication from another RCC partner hospital.
 - **Outside of the partner hospital pharmacy hours:** The Nurse will access the *RCC partner hospital shared stock list* (e.g. hospital intranet or local binder) to determine if the required dose(s) is available from a partner hospital nursing unit's ADU or Lionville cart, then proceed to purchase the medication(s) or contact your on-call pharmacist for any necessary alternate arrangements.
 - **For Narcotic and Controlled substances:**
 - Contact your Pharmacist (on-call if outside pharmacy hours) to determine need and obtain authorization to purchase any controlled substance from a partner hospital
 - Only ONE DOSE can be purchased from another RCC Partner Hospital nursing unit at any one time.
 - The purchased dose must be administered to the patient within the same nursing shift of purchase.

Note: Except for benzodiazepines, Narcotic and Controlled Substances will NOT be included in the *RCC partner hospital shared stock list*. Contact your pharmacist if a prescribed Narcotic and Controlled Substances is not stock in your hospital's ADU or Lionville cart.



Appendix E



RCC Church Emerg
Codes Sum Guide A)