

JULY 2014

## We care about your concerns

**S**t. Jude is dedicated to providing safe, effective, quality patient care, which requires the staff to continuously seek ways to improve. Hearing your thoughts about the care your child receives is an important part of that process. Please share your ideas, comments, and concerns in any of the following ways.

### Urgent concerns

For immediate attention to urgent concerns about your child's health anytime you are inside the patient care buildings, you may ask for the Rapid Response Team (RRT) to assess your child. If you or your nurse or doctor is concerned about your child's current medical state and calls the RRT, they will arrive within 10 minutes. Please talk to the staff first about your concerns. But if you feel the RRT needs to be called, you are welcome to do so by dialing 3999 from any hospital phone. From a cell phone, dial 901-595-3999.

For urgent concerns about your child's health while away from St. Jude, including in housing and outside hospital buildings, dial 911 or go to the nearest hospital emergency room.

Please do not send any urgent health care concerns to staff by email.

For concerns about possible abuse or neglect of your child, you can reach the Patient Abuse Officer 24

hours a day, seven days a week by calling the hospital switchboard at 901-595-3300.

### Non-urgent concerns

For all other concerns about your child's medical care:

- Talk to a member of the health care team.
- Talk to the nursing coordinator by calling the switchboard at 901-595-3300. A coordinator is always on duty and is prepared to help you as soon as you notice a patient care concern.

For concerns about specific departments or services not related to your child's health or medical care, talk directly to the department involved.

For a patient care concern or other concern that has not been resolved by the staff or nursing coordinator, you may raise a formal complaint or "grievance." When your concern is received, a patient advocate will speak with you and investigate your complaint. St. Jude tries to resolve grievances within seven days.

To call attention to an issue that has yet to be resolved, you may call or write to the St. Jude HelpLine at any time. If you are inside the hospital, dial 2999, 24 hours a day. Outside the hospital, call 901-595-2999. A staff member answers the HelpLine Monday through Friday, 8 a.m.–4:30 p.m. After hours, please leave a mes-

sage so the staff can call you the next business day.

If you want to file a complaint in writing, send it to: HelpLine, St. Jude Children's Research Hospital, 262 Danny Thomas Place, MS 741, Memphis, TN 38105-3678.

To share ideas or comments with staff or other parents:

- Talk directly with staff members.
- Fill out and return a Patient Satisfaction Survey. You may receive a survey by mail after an inpatient visit. The feedback provided from surveys helps us improve care for all St. Jude patients.
- Read the *St. Jude Parents* newsletter and send the editors questions and ideas for future articles.

### Pocket resource

Patient Family Education created a pocket card called "We Care about Your Concerns." It is a handy way to carry these important phone numbers with you. Pick up a copy in Patient Registration, Patient Services or at the lobby desks in the Patient Care Center, Chili's Care Center or the Translational Trials Unit.

You know your child better than anyone else. If you have a concern about your child's health or medical care, do not wait and worry about it. Always feel free to ask questions. The St. Jude staff are here to serve you and your child.

## Protecting caregivers from drug hazards

If your child is receiving chemotherapy (chemo) or other hazardous drugs, you need to be aware that these drugs can be harmful to you and other caregivers. The medicines can sometimes irritate the skin or cause other serious side effects if they soak into the skin or get in the eyes. Also, your child's body fluids (urine, sweat, vomit and blood) may contain the drugs for up to 48 hours after the final dose.

For this reason, caregivers, parents and family members should follow special safety precautions when caring for a child who receives these drugs.

Personal protective equipment (PPE) is one way parents and staff

can protect themselves from being exposed to hazardous drugs or body fluids containing those drugs.

PPE for caregivers, parents, family members, volunteers, Child Life staff and others usually includes gloves, gowns or both. Because nursing staff have repeated exposure risk, they will wear gowns, gloves and sometimes face masks or goggles.

If your child is admitted to the hospital to receive chemo or other hazardous drugs, the staff will place a yellow chemo precautions sign on the patient room door and a yellow chemo bracelet on your child. This is an easy way for anyone entering the room to know when to wear PPE.

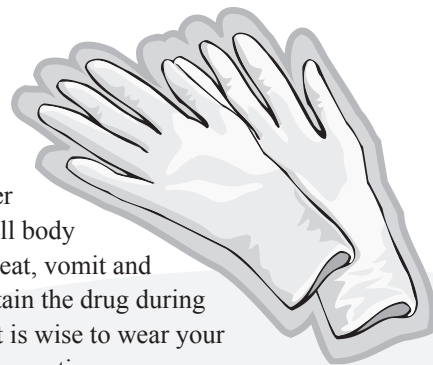
You should follow the safety pre-

cautions while those drugs are being given and for 48 hours after the final dose. All body fluids (urine, sweat, vomit and blood) may contain the drug during this period. So it is wise to wear your PPE gloves and sometimes a gown (as needed) if you might have contact with your child's body fluids.

While in the hospital, please use the following safety measures. Along with PPE, these can help prevent harmful exposures if your child is receiving hazardous drugs or is within 48 hours of the last dose:

- Call staff to change soiled items,

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# Talking about Medicines

## Medication charts and calendars

By Shane Cross, PharmD, Pharmaceutical Services

Did you know that medicines have more than one name? It's true, and it can be very confusing for patients, parents and caregivers.

All medicines have at least two names: a brand name and a generic name. The brand name is the name given to a drug by a particular drug company. The generic name describes the active ingredient. For example, Tylenol® is the brand name for acetaminophen (the generic name).

It's important for you to be familiar with the names of the medicines that your child takes. The Pharmacy staff would be happy to go over these names with you. Keep in mind that all prescriptions from the St. Jude Pharmacy will be labeled with the generic name on the bottle. So the name on the bottle may not always be the name you are most familiar with seeing.

If you have questions about the names of your child's medicines, be sure to check with your doctor, nurse or pharmacist. They are here to help you.



## Protecting caregivers from drug hazards

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including diapers and linens. If you decide to change soiled items, wear your gloves and wash your hands before and afterward.

- Do not place soiled items in the regular trash container. The staff will place these items in hazard bags for proper disposal.
- Remove used gowns and gloves carefully to prevent contact with your skins and other surfaces. You should not reuse gowns or gloves.
- If your child is having diarrhea or wetting diapers often, you might want to place a chemo-safe gown in your lap while holding your child to keep body fluids from touching your clothes or skin.
- If your child uses the toilet, ask a staff member to flush the toilet. If your child is using a bedpan or bedside toilet, staff will empty these.
- Do not try to clean up a medicine spill or other accidents such as leaking diapers. Alcohol-based

cleaners and wipes do not work well enough to clean up hazardous drugs. Please call a staff member to clean and remove the waste.

- If your child's body fluids touch your skin, wash your skin right away with soap and water, then rinse and pat dry.
- If your clothing gets soiled with your child's body fluids, wash your skin below the area that is soiled and change clothing as soon as you can.
- If body fluids splash in your eyes, flush them with water for 15 minutes with your eyes open, and then call your personal doctor. The staff can help you flush your eyes with water.

When at home or in St. Jude housing, follow the guidelines in the handouts called *Do You Know... Protecting Caregivers from Drug Hazards* and *Do You Know... Chemotherapy by Mouth at Home*.

*St. Jude Parents* is published on the first of each month by Patient Education and Bio-medical Communications. Your questions and comments are important to us. **We want to print advice and tips from St. Jude parents to other St. Jude parents.**

To share your ideas or to receive this newsletter by email, please call or email Alicia Huettel, RN, MSN, at 901-595-5453 ([parents\\_newsletter@stjude.org](mailto:parents_newsletter@stjude.org)) or Lois Young ([lois.young@stjude.org](mailto:lois.young@stjude.org)). To subscribe to an online version of this newsletter, visit [www.stjude.org/parents-newsletter](http://www.stjude.org/parents-newsletter).

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## St. Jude Children's Research Hospital

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*Finding cures. Saving children.*

262 Danny Thomas Place  
Memphis, TN 38105-3678

For the latest details on upcoming events, see the bulletin board in the Patient Care Center lobby near Patient Registration.