

St. Jude Parents



FEBRUARY 2017

We care about your concerns

St. Jude is dedicated to providing safe, effective, quality patient care. This 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 medical concerns

For immediate attention to your child's urgent medical needs anytime you are inside the patient care buildings, you may ask for the St. Jude 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. You can also send a letter: Patient Abuse Officer/ HelpLine, St. Jude Children's Research Hospital, 262 Danny Thomas Place, MS 741, Memphis, TN 38105-3678.

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,

continued on back

Ongoing projects at St. Jude

If you have been around St. Jude for more than a few months you know that there is always some kind of renovation or building project occurring somewhere on the hospital grounds. Currently, the Chili's Care Center Lobby is being renovated, and it should be completed in mid-March. The updates to the Tri Delta Place guest rooms should be complete toward the end of February. And, of course, all the inpatient units recently moved into the Kay Research and Care Center. St. Jude staff also add and update patient services on a regular basis. The goal of all these changes is to improve patient care and the patient family experience at St. Jude.

The staff understands that some changes can be inconvenient and disruptive for families. Hospital staff members try to do all they can to notify patient families ahead of time when a change will occur. Look for these announcements in newsletter articles, memos, handouts, signs and on the electronic bulletin boards.

"Although most of our patients are treated as outpatients, they will occasionally need to stay on an inpatient unit," said Pam Dotson, RN, senior vice president of Patient Care Services and chief nursing officer. With the move to the Kay Research and Care Center, St. Jude now has more inpatient beds than ever before, but the number of patients treated continues to grow each year.

The St. Jude staff sees about 7,800 patients annually, and last year 945 were new patients.

"We try to balance our resources as best we can between inpatient and outpatient units," Dotson says. Sometimes when the number of patients being served is at a peak, there will be a wait time for an inpatient room. To families, Dotson said, "We appreciate your understanding in these situations. Our staff will continue to provide your child with the best care possible during these times. Please know that we are working as fast as we can to find your child a room."

Always talk to your clinic nurse or the nursing coordinator if you have concerns about your child's care or if you are confused about where to go when renovations are ongoing. The staff is here to serve you.

Chili's Care Center lobby closed

The Chili's Care Center lobby will be closed to patients and families through mid-March for renovation. Patient parking and valet service will not be affected. To enter from patient parking or after using valet service, families can use the door just to the right of the current main entrance. Signs will direct you to this door.

During this time, Patient Registration and Assessment Triage will only occur on the first floor of the Patient Care Center.

To reach the Chili's Care Center and Kay Research and Care Center buildings, patients and families must use the second-floor hallway connected to the Patient Care Center. Please look for signs or ask staff for directions as needed.

Thank you for your patience as workers improve this lobby for all St. Jude patients and families.



Talking about Medicines

What's in a name?

By Shane Cross, PharmD, Pharmaceutical Services

Did you know that medicines have more than one name? It's true, and it can be 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 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.

We care about your concerns

continued from front

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 message so 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 Kmart St. Jude Life Center.

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. St. Jude staff are here to serve you and your child.

St. Jude Parents is published on the first of each month by Family-Centered Care Services and Biomedical 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) or Lois Young (lois.young@stjude.org). To subscribe to an online version of this newsletter or to learn more about *St. Jude Parents*, visit www.stjude.org/parents-newsletter. St. Jude is an Equal Opportunity Employer.

St. Jude complies with health care-related federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak another language, assistance services, free of charge, are available to you. Call 1-866-278-5833 (TTY: 1-901-595-1040).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-278-5833 (TTY: 1-901-595-1040).

تنبيه: إذا كنت تتحدث بلغة أخرى، فيمكنك الاستعانة بخدمات المساعدة اللغوية المتوفرة لك بالمجان. يرجى الاتصال بالرقم 1-866-278-5833 (الهاتف النصي: 1-901-595-1040).



St. Jude Children's Research Hospital

ALSAC • Danny Thomas, Founder

Finding cures. Saving children.

262 Danny Thomas Place
Memphis, TN 38105-3678