

St. Jude Parents

FEBRUARY 2019

Share your thoughts with St. Jude

The hospital staff likes to hear compliments and to know what you think they are doing well. But, the staff also needs to hear from you when something doesn't go right or you think something could be done better.

You can speak directly to your child's care team, or you may ask to talk with the nursing coordinator or the patient relations coordinator. Also, you are encouraged to fill out the St. Jude Patient Satisfaction Surveys anytime you receive one.

As of January 1, all patient satisfaction surveys are now sent by email. This change allows St. Jude to reach more patients and families quicker. It lets patient families

respond to the surveys at a time and pace that fits their schedules. It also allows the staff to respond faster when changes need to be made based on patient feedback.

Press Ganey conducts these surveys for St. Jude, so your name will not be connected to the survey unless you decide to share it on the survey. The St. Jude staff will not see email addresses or names, only the survey results.

How often are surveys sent out?

You may receive a patient satisfaction survey after your child visits the St. Jude Ambulatory Care Unit (ACU) or stays in the hospital. You might not get a survey for every visit, because patients are chosen at random to receive them. When you do get a survey, it will come between three days and three weeks after your child's visit or hospital stay.

If your child visits the ACU or is admitted to the hospital regularly—such as every day, week or month—

you will only get a survey from the ACU or hospital every three months.

If your child visits the ACU and stays in the hospital during the same three-month period, you might get a survey from each of them. If you do get two surveys, please complete both. We want to know what you think of your child's care in both places.

Why are surveys important?

St. Jude is dedicated to safe, effective, high-quality patient care. Your experience during your child's St. Jude visit is important, and the staff wants to know what you think about it. It's nice to hear what went well, but it's equally important to hear what the staff can do better. Your ideas for improvements could benefit many other patients and their families.

Please share your thoughts with us.

Please share your email address with St. Jude, by giving a copy to a Patient Registration staff member.

Prepare for emergencies

We hear about unexpected emergencies in the news every day—fires, floods, earthquakes, tornadoes, missing children, active shooters.

St. Jude Children's Research Hospital is committed to keeping patients, families and visitors safe.

A handy, new guide will help you know what to do in certain emergency situations. It is called "Responding in an Emergency for Parents and Caregivers." You can pick up a copy of this brochure at the Guest Services desk in the Patient Care Center lobby or Chili's Care Center lobby.

Contacting Security

St. Jude security officers are always here to help you with concerns about your safety, including:

- Theft or property damage
- Fire
- Weather-related emergencies
- Medical or personal safety issues
- A suspicious person or situation

To reach St. Jude Security 24 hours

a day, seven days a week, dial 901-595-4444 from your cell phone or 4444 on any hospital phone.

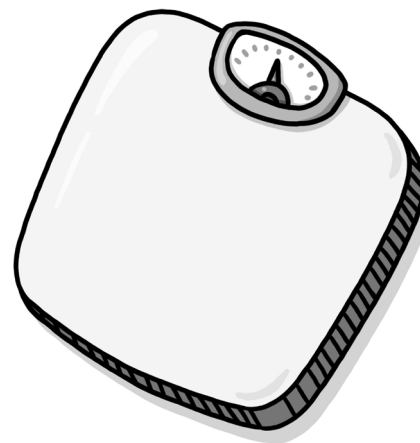
Other resources

Security has a page on the St. Jude Internet site devoted to your personal safety and security. It provides tips on ways you can help keep your child, yourself and your possessions safe. Reach this page with this QR code or



go to www.stjude.org/personal-safety.

The webpage also provides a link to **Do You Know... St. Jude Campus Safety**. This Do You Know talks about child safety, protecting your personal property, rules about weapons, reporting security events, using the 911 service from a campus phone and security call stations.



Reminder: Inpatient Weights

On the St. Jude inpatient floors, all patients must be weighed before 8 a.m. each day. This includes patients on the Kay Research and Care Center third, fourth and fifth floors.

Weights are important for:

- Deciding medicine doses,
- Finding out if your child is getting enough fluids and nutrition, and
- Preventing delays that could cause late discharges.

These weights are needed for staff to take the best care of your child.



Talking about Medicines

Keeping up with medicines

By Shane Cross, PharmD, Pharmaceutical Service

How many times have you looked at your child's medicines and asked, "How am I going to keep up with this?" Whether your child is taking two medicines or 10, keeping up with it all can become confusing. Some doses must be given multiple times a day or only on specific days of the week. Sometimes they need to be taken with food and sometimes on an empty stomach. Although it can be hard to stay organized, giving medicines as prescribed by the doctor is critical for your child's health and safety.

There are many ways to keep up with your child's medicine schedule.

Technology can be your friend. Most cell phones have the option of setting an alarm or multiple alarms. You can use these to help you remember when your child's medicines are due. Some watches also have alarms that can be set to remind you of important medicine doses.

If technology isn't an option, a **paper medicine chart** works well for some parents. You can list the medicines by the time of day they should be taken as well as by days of the week or even by meal times. With a paper chart, parents check boxes next to each medicine dose as it is given. To help your child feel a part of the process, you could have him place a sticker on the check box when a dose is taken. Be sure to post the chart where the whole family can see it or carry it with you to keep it handy. If you need help setting up a paper schedule, your clinical pharmacist can show you examples of these and help you get started.

Pill boxes are another great tool that allows you to organize medicines by days of the week or times of day. At the beginning of the week, you place all the meds into the pill box. When it is time to give your child a dose, find the right day and time on the pill box. While helping you remember doses, pill boxes also serve as good storage spaces for some medicines. If you want to try a pill box, ask for one in the Pharmacy or in your child's clinic.

Remember, St. Jude staff members are always willing to help you find the best system for keeping up with your child's medicines. If you have questions about your child's medicines or about ways to keep up with a medicine schedule, please ask your doctor, nurse or pharmacist.

Hospital birthday wishes for you

St. Jude Children's Research Hospital opened its doors February 4, 1962. For the hospital's birthday, St. Jude friends and supporters from around the world have mailed in cards, sending their heartfelt wishes of love and encouragement your way. You can view a display of the cards at the Kay Kafe Corner Monday, February 4.

St. Jude Parents is published on the first of each month by Patient Education and Information 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 Wright, RN, MSN, at 901-595-5453 (ParentsNewsletter@stjude.org) or Lois Young (loislane.young@comcast.net). 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 باللغة العربية فيمكنك الاستعانة بخدمات المساعدة اللغوية المتوفرة لك مجاناً. يرجى الاتصال بالرقم 1-866-278-5833 (الهاتف النصي: 1-901-595-1040).



St. Jude Children's Research Hospital

Finding cures. Saving children.

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