

MARCH 2019

A new partnership agreement for inpatients

If your child becomes an inpatient, the staff wants to partner with you for excellent care. It is important for you to take part in providing the care your child receives.

Soon St. Jude families will be asked to sign a Care Partnership Agreement for Inpatient Therapy. An inpatient care plan is needed to give your child the best possible chance for a healthy and safe outcome.

During your child's hospital stay, you can expect the Inpatient Unit team to do the following:

- Invite you to take an active part in the nursing bedside report at about 7 a.m. and 7 p.m. each day.
- Explain what they are doing when they provide care.
- Work with you concerning the daily routine, care needs and what you prefer.
- Explain any changes to the treatment plan.
- Provide regular medical exams.
- Provide sterile central venous line dressing changes by a registered

nurse once a week or when the dressing is soiled or loose.

- Collect lab specimens as needed, such as blood, urine, stool and nasal.
- Weigh the patient each morning, and more often if needed.
- Provide physical therapy as needed Monday through Friday.
- Provide procedures and scans as needed.
- Take vital signs every four hours, and more often if needed.
- Clean the room every day.
- Talk to you with respect and provide any needed support.

What the staff asks from you

For an inpatient stay to be successful, the staff needs you to work with them to provide care for your child. The following are a few of the guidelines you will be asked to follow. A complete list is included on the new care partnership agreement.

- Tell staff about any new caregiver, so the staff can train them properly.
- Ensure that someone with legal

authority is here to consent for the patient's care.

- Speak in a respectful way to all staff, other patients and their family members.
- Know that the staff cannot respond to all needs right away, but tell them if there is an emergency.
- Follow directions from the patient care team and voice any concerns you have about your child's care.
- Ask questions if you do not understand something.
- Take part in providing care and be present for daily updates and teaching.
- Follow all guidelines to help prevent infection, including cleaning hands often and changing clothes and linens daily.
- Follow bed safety rules.

The inpatient staff wants you to be well-informed and to feel safe and comfortable. You know your child better than anyone else. If you have questions or concerns, please share those with a staff member. They are here to serve you and your child.

Patient care team to use new communication devices

Soon, doctors, nurses and other patient care team members will have a new way to share patient information quickly and securely.

St. Jude is introducing a new PatientTouch® device that looks just like a mobile phone, but it will only work within the hospital grounds. This means any information shared between two of these devices will remain private.

With these St. Jude phones, care team members can call each other directly or use text messages. All calls and messages are shared over a secure network, so no patient information is stored on the phones.

These new devices will cut down on delays and improve the staffs' ability to share information with each other. For example, a nurse can send a text message to a doctor, and that doctor can respond as soon as possible either by text or call. That

way the nurse does not have to wait for a paged call to be returned. This might mean the patient family gets an answer to a question quicker or a medicine is prescribed sooner.

The St. Jude Patient Family Advisory Council helped review and provide feedback for this new device. Below, three St. Jude parents and family-centered care advisers give their thoughts on the new devices.

"I like that the doctors from different clinics can see some of my child's medical information on the phone without having to get to a computer," said Jennifer Chavez.

Chris Bridges agreed. "I think it will also help give doctors more time with the patients," he said.

"I like that it will improve and quicken communication between my child's care team," said Jason Winkle. "It is another step in providing excellent care!"





Talking about Medicines

Be aware of drug allergies

By Shane Cross, PharmD, Pharmaceutical Service

A drug allergy occurs when there is an allergic reaction to a medicine. The severity or extent of the reaction can range from mild to severe. Symptoms of a drug allergy can occur within minutes of taking the first dose. They also can begin several days or weeks after taking a medicine. The skin is often the most common body part involved in an allergic reaction. Here are some common signs of a drug allergy:

- Redness of the skin
- Skin rash (that may or may not itch)
- Hives (often looks like small, red welts on the skin)
- Fever

Some signs of a more severe allergic reaction include:

- Trouble breathing
- Tight feeling in the chest
- Swelling of the lips, tongue or face

As a parent or caregiver, it is important for you to know the warning signs of an allergic reaction. If you notice any of the above symptoms, talk to your child's doctor right away. To learn more about drug allergies, please ask your child's doctor, nurse or pharmacist.

Psychosocial Services invites you to celebrate:



Celebrate all the Life Career Cards (Departments) that make up Psychosocial Services the week of March 25–29 at the Kay Kafe Corner.
Monday Careers 12–2 p.m.: Social Work and Transition Oncology Program (TOP)

Tuesday Careers 11 a.m.–1 p.m.: School Program and Psychology Clinic

Wednesday Careers 11 a.m.–1 p.m.: Spiritual Care Services and Resilience Center

Thursday Careers 11 a.m.–1 p.m.: Child Life Program

Friday, March 29, 11 a.m.–1 p.m.: Psychosocial Services Day!

You will have the opportunity to pick your favorite Life Action Card by requesting your favorite song from a DJ. Spin to Win: Ask members of the psychosocial team a question and enjoy fun Game of Life snacks.

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).

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A newsletter made for you

Do you have an article idea that should be featured in the *St. Jude Parents* newsletter? We want to know about it.

Only patients and their parents understand what other St. Jude families face. The editors would like to share your tips, thoughts, poems and stories with other St. Jude families. If you have ideas for the *St. Jude Parents* newsletter or comments about an issue, please email ParentsNewsletter@stjude.org or call 901-595-5453.

To subscribe to an online version of the newsletter visit www.stjude.org/parents-newsletter.



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