



PRHC Reactivation Care Centre

Information for Patients and Caregivers



PRHC
Peterborough Regional
Health Centre

One team, here when you need us most.
www.prhc.on.ca



This booklet has information about

My healthcare team members

What I need to know while
staying on the reactivation unit

4Ms framework

Partnering with families

Care agreement

Directions to get to the unit



Peterborough Regional Health Centre is now an
Age-Friendly Health System participant.
For more information, visit www.ihf.org/agefriendly.

About the Reactivation Care Centre

Peterborough Regional Health Centre (PRHC) is excited to announce the opening of its new Reactivation Care Centre, a specialized, acute medical unit dedicated to patient reactivation and restoration.

This new patient care space will provide up to 12 beds and is designed to support patients like you in preparing to return home once you no longer require acute, hospital-level care.

The unit provides dedicated support for identified patients and their caregivers/families through a time-specified, short-stay admission, helping each patient to achieve specific goals that will allow them to safely transition back into the community.

Through a custom-designed approach for each patient, the Reactivation Care Centre's interprofessional team will help patients to become as independent and active as possible and will work with patients and caregivers/families to connect them with the appropriate hospital and community partners and supports before they return home.

Location:

Peterborough Regional Health Centre
Reactivation Care Centre
Level 1, C1
One Hospital Drive
Peterborough, ON
K9J 7C6

Primary: 705-743-2121 x. 3782

Secondary: 705-743-2121 x. 3783

Room amenities

- Each room is equipped with a bed, overbed table, bedside cabinet and chair.
- Electronic whiteboards will be displayed for each patient that will be updated at a minimum of once per shift. Patients and families are encouraged to add to the information.

My room number is:

My meal times:

Who is a part of my healthcare team?

The interprofessional team on the unit includes:

Nursing

Provides care and attention to you while on the unit. Nursing also includes the promotion of health and prevention of illness.

Occupational Therapy

Helps you safely manage everyday activities that you need to do at home.

Pharmacist

Collaborates with other members of your care team to manage your medication.

Physicians

Also known as doctors, they are qualified to practice medicine. You may see different types of physicians in different specialties when on the Reactivation Care Centre unit.

Physiotherapy

Helps you improve your physical movement and manage symptoms like pain and stiffness.

Recreation Therapy

Uses recreation and other activity-based interventions to help you with your care goals.

Social Worker

Listens to and supports you and connects you with the services needed to reach your care goals.

Contact information for each team member working on the unit includes:

Physiotherapist

Kaitlyn McLeod

Occupational Therapist

Beth Morgan

Rehabilitation Assistant

Raylene Dooley

Social Worker

Lisa Greci

Recreation

Karen Bendall

Elder Life Specialist

Melissa Whiteway
mwhiteway@prhc.on.ca

Senior Care Lead

Sarah Grasley
sgrasley@prhc.on.ca

Manager

Brendan Sova
bsova@prhc.on.ca

Director

Sarah Berges
sberges@prhc.on.ca
705-743-2121 x.3609

Personal items to bring

- All current medications, including prescription and non-prescription/over the-counter medications, in their original containers and packaging.
- If you use eyeglasses, dentures and/or hearing aids, please bring them with you. For your hearing aids, remember to bring along extra batteries.
- You will be getting dressed each day, please ensure you have appropriate day clothing, pajamas or nightgown, bathrobe, slippers and a pair of sturdy shoes with non-slip soles.
- You will also need a toothbrush, toothpaste, soap, shampoo, brush or comb, body/hand lotion (unscented only), cosmetics and shaving items.
- Experienced patients always try to bring something comforting, something for warmth, and something for entertainment to pass the time.
- PRHC is a scent-free environment. Strong perfumes or scents can cause severe allergic reactions in some people. Please respect our patients, visitors and staff by not using perfumes, body lotions, colognes, aftershaves or other strongly-scented products while at the Health Centre.
- **Please do not bring any valuables to the hospital and make sure your name is on all your personal items!**

- socks
- slippers
- books
- medications
- hearing aid
- toothbrush/denture care
- glasses
- sweater
- list of contact numbers (emergency/caregivers)
- hair brush
- health card
- shampoo
- note pad and pens/pencil
- pajamas
- pants
- non-slip sturdy shoes
- _____
- _____
- _____

Please note that laundering your clothing is the responsibility of the patient and/or caregiver.

My daily schedule

A care plan will be created with you and your care team. It will be designed to replicate what you need to be able to do at home, such as making your bed, washing and dressing or walking to the bathroom.

You will be encouraged to:

- Get up into your chair for all meals
- Sit up in a chair when you have visitors
- Stand up every half an hour (while awake)
- Walk around the unit, either alone or with help
- Do gentle exercises on your own throughout the day, even in a bed or chair - we can show you how!
- Let us know what you are normally able to do so we can make sure your care is aimed at returning you to your usual abilities
- Participate in Reactivation Care Centre activities

Resources

Along with this booklet, you and your caregiver/family will be provided a series of other resources on the following topics:

- Delirium
- The Hospital Elder Life program
- Supporting the hospitalized older adult
- End PJ Paralysis
- A watch your step guide



**Get dressed
and get moving.
End PJ Paralysis.**



**What matters to
you matters to us.**

4Ms framework

The Reactivation Care Centre will be providing care using the 4Ms framework.

What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

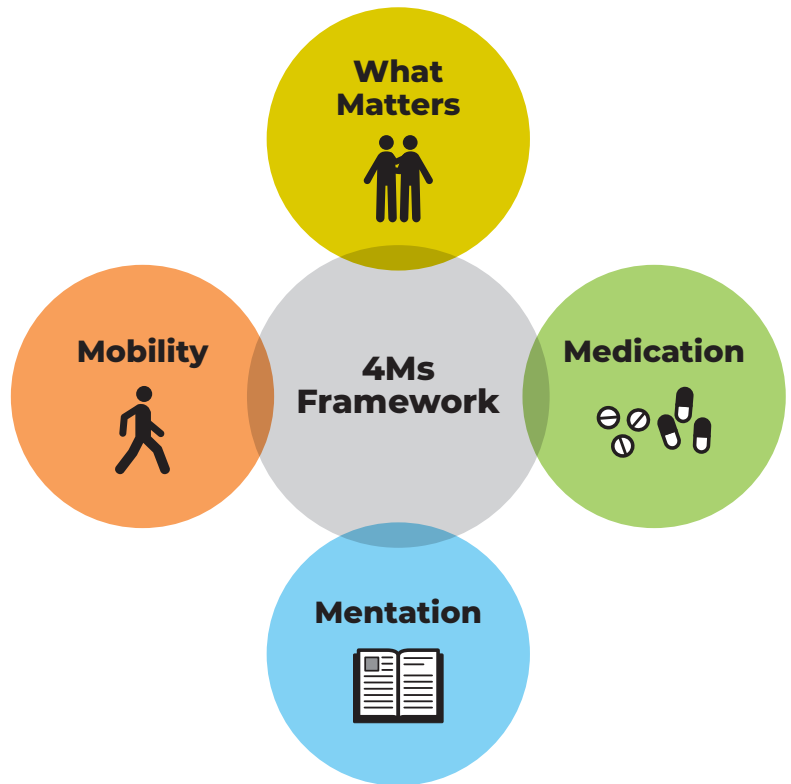
If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.



Partnering with caregivers and family

Family presence

We know how important it is for you to have your family members and partners in care involved in your care and care planning. Our family presence policy expands on the standard visiting hours to 24/7 access for partners in care, allowing them to spend more time with you.

A care partner is someone...

- Identified by you, who is significant to your well-being.
- You decide you want involved during your stay at the hospital.
- You define as your care partner(s) and how they will be involved in care, care planning and decision making.
- Who is a member of the care team, not a visitor.

Patient, family/ caregiver agreement

It is expected that patients and their family/caregiver understand that discharge will take place from the unit back to the community unless further hospital care is required on another unit.

To our valued patients, family members, and care partners:

Our commitment is to provide patients with the safest and most appropriate care. The Reactivation Care Centre is a short-stay care admission area of the hospital.

We ask that patients and families work cooperatively with their care team to discuss timely discharge options when patients have reached the end of their treatment on the Reactivation Care Centre unit. There will be patients who have to be transferred to a more appropriate unit within Peterborough Regional Health Centre to receive further treatment or to wait for their discharge destination to become available.

Your collaboration with the discharge process is important as timely hospital discharges are necessary so that we can admit patients waiting in the Emergency Department.

Discharge planning

The expected length of admission on the Reactivation Care Centre unit is eight (8) to 10 days.

The team will start working with you immediately after you are admitted helping develop your discharge plans back to the community.

The discharge planning process will be supported by the PRHC@Home Transition Navigators, this team will ensure that patients have a fully integrated comprehensive care program provided in the community.

If you have questions about your discharge plan you can speak to any member of your care team.

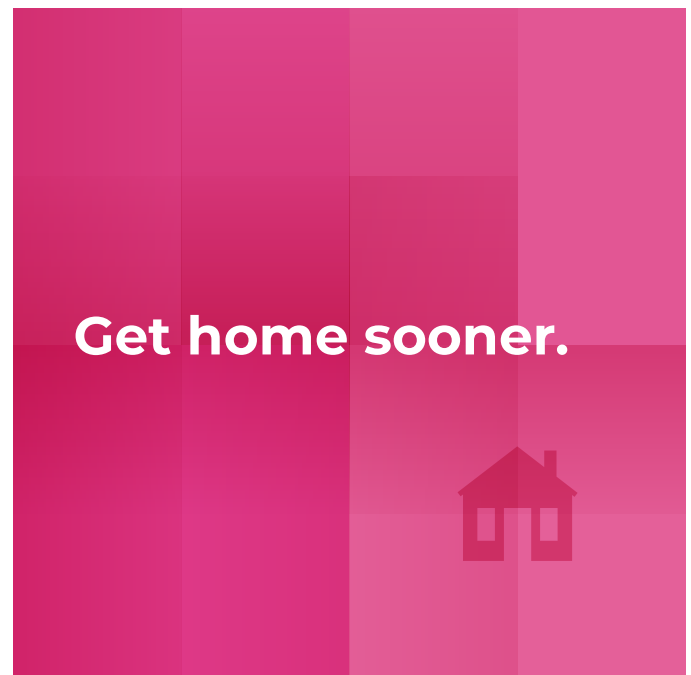


Patient relations

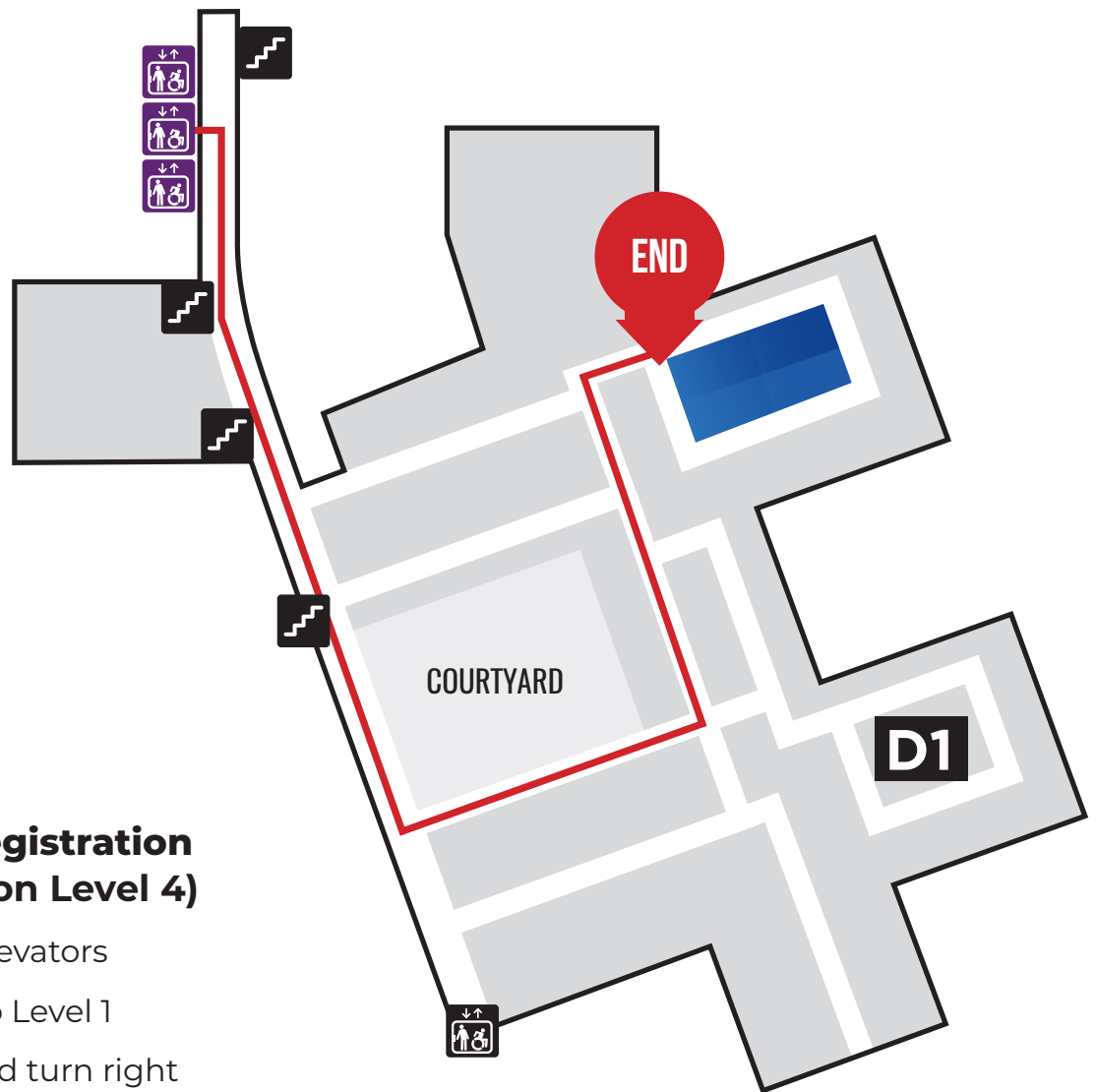
If you need the assistance of our Patient Relations representatives to address compliments, concerns, complaints, disagreements, or conflict, please do not hesitate to contact us at 705-743-2121 x. 3674 between 8:00 a.m. and 4:00 p.m.

Or email at patientr@prhc.on.ca.








Our mailing address is:
Patient Relations
Peterborough Regional Health Centre
1 Hospital Drive, Peterborough, ON K9J 7C6



How to get to the Reactivation Care Centre



From Central Registration (main entrance on Level 4)

-  Head to spine elevators
-  Take elevators to Level 1
-  Exit elevators and turn right
-  Turn left at the entrance to D1
-  Turn left at the next corridor
-  Turn right at the end of the corridor
-  The Reactivation Care Centre entrance

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