

Essential Care Partner's Guide for Moments of Care at NHH Standard Process for Pilot Project

Essential Care Partners (ECPs) are not expected to assume the role of a health professional for patient care at NHH. However, it is recognised that there are often “moments of care” where ECPs support or are supported to provide certain aspects/activities of patient care. These moments of care, outlined below, provide guidance for ECPs on activities they may be invited to assist with during a patient's hospital stay and activities that must be provided by a health professional while in hospital. Activities have been colour-coded as green (appropriate for ECP to support), yellow (sometimes appropriate for ECP to support in conjunction with a health professional) and red (requires a health professional to perform). Please note: Although some yellow or red moments of care may be regularly completed by the ECP while the patient is at home, it is important to connect with the care team to determine which moments of care an ECP may support during the patient's admission to hospital.

As a part of the discharging planning process, please note, some moments of care colour-coded as red while the patient is in hospital may eventually require training to support the ECP (or most appropriate person) to assume those moments of care after the patient has been discharged from hospital. This training would follow NH's typical discharge planning teaching process for all patients as appropriate.

Legend
Green - ECP able to support without guidance from hospital care team
Yellow - ECP may support with confirmation or training from hospital care team
Red - Care moment to be completed by hospital care team only
Please note moments of care outlined as yellow or red may be reviewed with the ECP as part of discharge planning

Moments of Care		
Activity		Notes
Communication with the Health Care Team and Family/Friends		
Green	Discuss patient preferences, changes in behaviour or thinking, past history, or other care needs with health care team	- Changes in the patient's behaviour, thinking, or condition - How to request meeting with Most Responsible Provider
Green	Supporting virtual calls and/or calls with family/friends	- Support patient with calls on personal device or hospital telephone
Green	Care planning meetings	- Confirmation of movement goals

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		- Identify what moments or appointments the ECP should be present for
Green	Speciality disease or disorder specific conversations & teachings (i.e. diabetes management)	- Engage in conversations with health care team regarding speciality care management
Green	Discharge planning meetings	- Support conversations as appropriate with discharge planning goals
Meal Support/Nutrition/Hydration		
Yellow	Oral (by mouth) feeding and drinking	- Discuss with hospital care team any guidelines or requirements for feeding or nutrition before supporting feeding and drinking
Green	Food preferences	- Support confirmation of food preferences, allergies, or intolerances of the patient
Red	Feeding Tubes	- Any feeds completed through a feeding tube must be supported by hospital staff - During discharge planning, training may be provided to the ECP as appropriate following hospital procedures
Toileting Support		
Yellow	Going to the toilet	- Discuss with hospital care team any guidelines or requirements for toileting supports before supporting
Yellow	Using a bedpan	
Yellow	Transferring to and from commode	
Yellow	Changing briefs/underwear	
Red	Incontinence support	- Supported by hospital staff - During discharge planning, training may be provided to the ECP as appropriate following hospital procedures
Red	Ostomy or catheter care	- Ostomy or catheter care will be supported by hospital staff

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Hygiene/ Oral Care/ Dressing		
Yellow	Bathing	- Discuss with hospital care team any guidelines or requirements for hygiene care before supporting
Yellow	Hygiene care (hair care, nail care, shave, wash face)	
Yellow	Foot care	
Yellow	Brushing teething or cleaning dentures	
Green	Cleaning glasses or eye wear	- Support patient with ensuring eye wear is clean
Yellow	Changing linens	- Discuss with hospital care team before completing linen changes will be supported by hospital staff
Green	Bring in any patient personal clothing, footwear, eye wear, hearing aids, etc.	- For patients located on 1A/1B bring personal clothing and footwear from home - Refer to unit specific brochures for more details on other personal items to bring in to support patient while they are admitted.
Yellow	Changing gown or getting dressed	- Discuss with hospital care team any guidelines or requirements for hygiene care before supporting
Positioning and Mobility		
Yellow	Support the prevention of falls based on individualized plan	- Discuss with hospital care team any guidelines or requirements for positioning and mobility before supporting
Yellow	Assist with positioning in bed/ bed movement	
Yellow	Assist with transferring from bed	
Yellow	Assist with mobility (i.e. walking, OT/PT rehab)	
Yellow	Bring in any home equipment (i.e. walkers, canes, wheelchair)	- Please connect with the hospital staff to confirm any home equipment that should be brought in during hospital stay
Red	Mechanical lift use	- Although mechanical lifts may be utilized at home, while patient is at the hospital any

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		patient movement requiring mechanical lifts will be supported by hospital staff
Yellow	Patient leaving the unit	- Please connect with hospital staff prior to leaving the unit for any reason while the patient is admitted to hospital
Medications/Equipment		
Red	Medication administration	- Any medication or equipment support required during hospital admission will be supported by hospital staff
Red	Oxygen use	
Red	IV Pumps	
Red	Breathing devices (CPAP)	
Yellow	Home Medical Equipment	- Please connect with hospital staff prior to supporting the patient with their home medical equipment before supporting
Yellow	Bring in any home remedies (i.e. supplements or home medications)	- Please connect with the hospital staff to confirm any home remedies that should be brought in during hospital stay
Wound Care		
Red	Dressing and wound care	- Please connect with hospital staff for any dressing or wound care needs - Important to confirm any wound care requirements for patient as a part of discharge planning