



NHH

Northumberland
Hills Hospital

Essential Care Partners Education



Objectives

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- Throughout this training module, you will learn:
 - Roles and responsibilities of the Essential Care Partner (ECP)
 - ECP role limitations
 - Healthcare team member roles
 - Infection prevention and control (IPAC)
 - Hospital emergency codes
 - Patient privacy and confidentiality
 - Support resources for ECPs



Common Terms

Roles of a caregiver

- Essential Care Partner (ECP)
 - someone (e.g., a family member, friend, a private paid caregiver, or the patient's own SDM) who is: identified by the patient and/or their SDM, willing and able to provide comfort and support, is at least 16 years old, and has completed the ECP onboarding.
- Visitor
 - any person who comes to visit the patient (family, partner, friend, etc.).
- Substitute Decision Maker (SDM)
 - someone legally authorized to make decisions for a patient when they are incapable of making their own as defined in the Health Care Consent Act, 1996.
- Power of Attorney for Care (POA)
 - a person who is appointed with supporting legal documentation to make decisions about the patient's care if they are incapable.



What is the ECP Program?

Essential Care Partner Program

- The Essential Care Partner Program recognizes the significant person(s) who work together with the care team to provide the needed support and/or care to a patient during their admission.
- In keeping with this principle, a patient and/or their SDM will have the ability to request **one or two individuals significant to them who will be identified as an Essential Care Partner (ECP)** and be included as an integral partner in the care provided
- It is important to note that a patient is not required to select an ECP as a part of their care journey.
- ECPs are not expected to take the place of a health professional
- During outbreaks, an ECP will be ensured access to the person who may be admitted while following appropriate Infection Prevention and Control (IPAC) protocols and other hospital policies

Essential Care Partner Program

- Northumberland Hills Hospital (NHH) will be launching our tailored program as a pilot on 1A/1B units, inclusive of restorative care, inpatient rehab, stroke, and palliative care
- During the pilot project the ECP role will only formally be recognized on the 1A & 1B units
- If the patient is transitioned to other units within NHH the role of the ECP will not be recognized throughout the duration of the pilot project. The ECP will remain as visitor status on these units.



Essential Care Partner Role

What is the role of an ECP?

How is an ECP selected?

- The patient will be granted the opportunity to choose their support person(s) while they are admitted to the hospital.
- Consent from the patient or SDM, where appropriate, is required prior to ECP selection.
- The ECP will be granted the opportunity to accept the role. Please note at any point during the patient's admission the ECP status may be updated or changed.
- This individual will be considered an integral part of their care team.

ECP will also be provided with resources for support for caregivers please refer to slide 28

What is the role of an ECP?

The ECP role could include:

- Emotional support to the patient
- Assisting with activities of daily living
 - Meal support, personal care, hygiene, mobility, etc.
- Support communication with the health care team and family/friends
- Support the patient with attendance to recreational activities

Please note if at any time you feel overwhelmed or find the role difficult, please speak with the Ward Clerk or Team Lead. Your participation is based on your comfort level – you may choose to participate in care moments, but you are not required to.

Example ECP
Identification
Badge



ECP Role Limitations

- To support understanding the role and limitations of an ECP, the [Essential Care Partner's Guide for Moments of Care](#) outlines various care moments with a green, yellow, or red category system.
- The categories are outlined below:

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

- It is important to understand the different categories prior to supporting any moment of care for the patient. If there are any questions, please connect with the hospital care team.

ECP Role Limitation

- The ECP **will not**:
 - Lift or transfer patients without appropriate training
 - Provide care to another person who is not the defined patient on the ECP acknowledgement form
 - Administer medication including oxygen
 - Adjust medical devices or equipment (i.e. lifts, IV Pumps, breathing devices, etc.)
 - Disregard infection prevention and control requirements (i.e. removing Personal Protective Equipment (PPE))
 - Use the patient washroom for personal use



Healthcare Team

Healthcare Team

- Healthcare professionals from many disciplines may be involved in the care of the patient to ensure patient safety and quality of care needs are met.
- The different roles that may be involved in the patient's care journey are:

Doctors	Recreational Therapist
Nurse Practitioners	Social Worker
Nurse	Spiritual Care
Personal Support Workers (PSWs)	Volunteers
Physical Therapists (PT)	Environmental Services
Occupational Therapist (OT)	Food Services
Respiratory Therapist (RT)	Dietician
Ward Clerk	Patient Care Manager
Rehab Assistants	Behavioural Support Nurse
Clinical Externs	Health professions students
Pharmacist	Pharmacy Tech
Speech-Language Pathologist	



Infection Prevention & Control

Infection Control in Health Care: We All Play a Part

Health care workers, patients, ECPs, and visitors all have an important role in controlling the spread of germs and infections.

Our patients, especially those with weakened immune systems, are at higher risk of developing infections.

It's essential for the safety and healing of our patients!

These techniques will also help with keeping you safe and healthy!

What can you do?

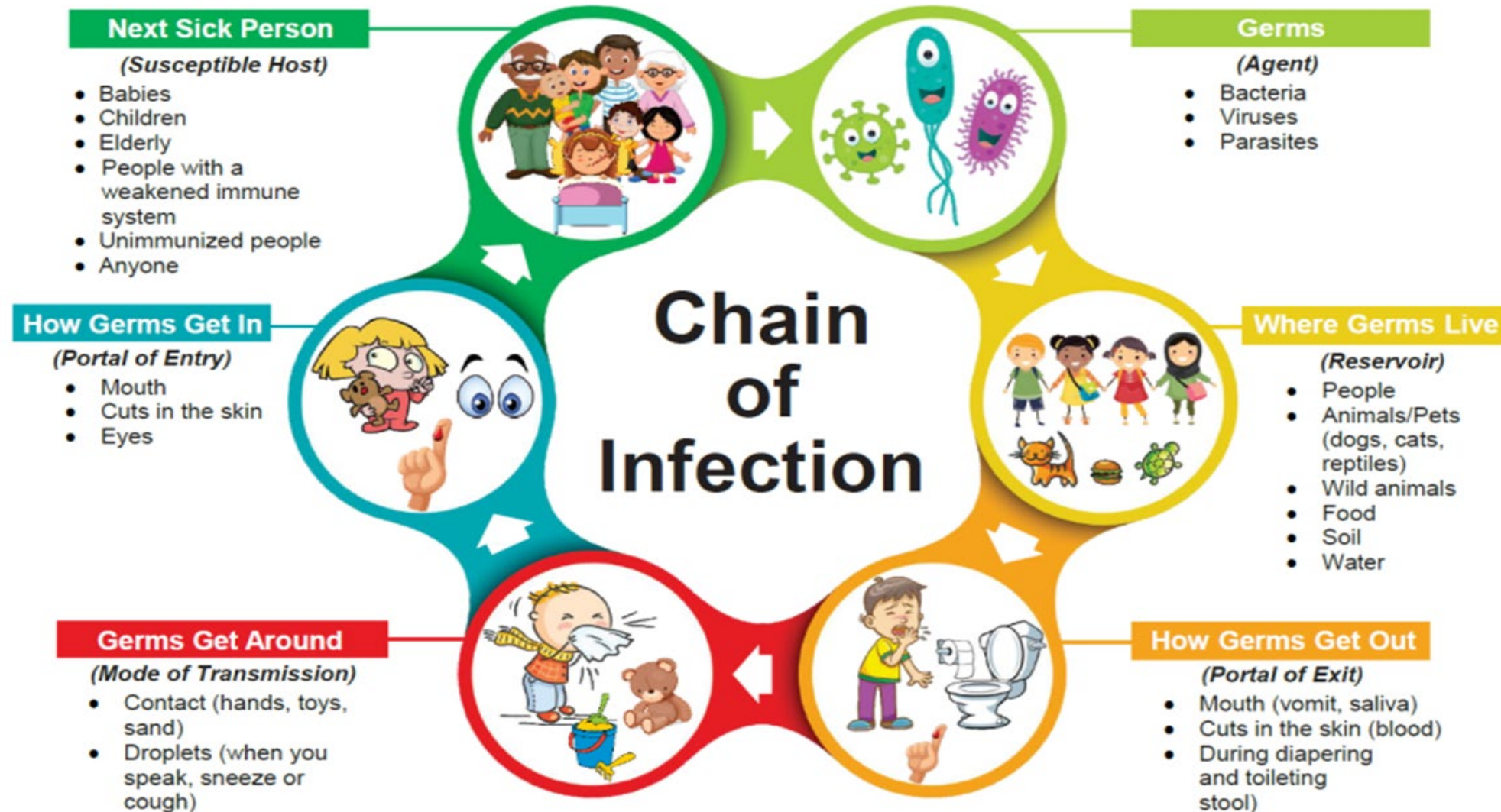
Help to protect our vulnerable patients

Take steps to break the Chain of Infection

Prevent health care associated infections



Breaking any of the links in the chain can help stop transmission of infection from person to person



How We Can Break the Chain Together



There are six points at which the chain can be broken to stop transmission to another person.

Our everyday actions include:

1. Staying home when sick
2. Cleaning our hands frequently
3. Staying up to date on our vaccines (including the flu shot)
4. Always covering coughs and sneezes
5. Using required personal protective equipment
6. Cleaning surfaces and disinfecting the environment and patient care equipment, as supported by hospital care staff

Personal Protective Equipment (PPE)

- Some of our patients have infections which make it necessary for PPE to be used during their care. This may include gowns, gloves, masks, or eye protection
- Signage outside the patient's door will indicate the type of PPE you will require
- Proper hand hygiene is essential before applying PPE, after you have removed PPE, and before you leave the patient's room
- Please ensure to not exit the patient room while wearing your PPE
- Feel free to ask a health care provider if you're unsure!

Hand Washing Techniques

Alcohol-based hand rub or soap?

Soap and water is best when your hands are visibly soiled, if they feel greasy or sticky, or if you have been in contact with soiled diapers or other body fluids.

Alcohol-based hand rub is very effective the rest of the time.

When to clean your hands:

Clean them often when visiting the hospital and:

Before preparing food, eating, or helping others with their meal; after using the bathroom; after coughing or sneezing; after touching garbage; and before or after caring for someone who is sick.

The proper technique is very important!

Don't rush! A proper soap and water wash, covering all surfaces of your hands with lather, will take about 45-60 seconds.

Using hand rub, covering all surfaces of your hands with the product, will take about 15-30 seconds.



Patient
Safety is In
our Hands!



Hospital Emergency Codes

Hospital Emergency Codes

What are Emergency Codes?

- Emergency codes are announced overhead to notify the appropriate response team to act quickly and appropriately to manage a situation.
- Colours represent different emergencies or “mocks”, and staff are trained to respond.
- The set of codes for NHH can be found on the next slide.

What to do when an emergency code is called?

- Listen to the overhead announcement which outlines the type of emergency and

location (e.g., “Code Blue, 2B24”)

- Wait for further directions. Staff within the department will assist you if a response is required for your area.
- A person in charge will ensure that appropriate steps are taken to assist patients, ECPs, and visitors if any response is required (e.g., evacuation).

Why are some staff not responding to a code being called?

- As an emergency code is announced throughout the entire hospital, the code may not affect all staff and/or all areas.

Hospital Emergency Codes

CODE	DEFINITION
CODE BLUE	ADULT OR PEDIATRIC CARDIAC ARREST/MEDICAL EMERGENCY
CODE YELLOW	MISSING PERSON
CODE WHITE	VIOLENT/BEHAVIOURAL SITUATION
CODE RED	FIRE
CODE PINK	CARDIAC ARREST/MEDICAL EMERGENCY -INFANT
CODE BLACK	BOMB THREAT/SUSPICIOUS OBJECT
CODE ORANGE	DISASTER CBRN
CODE BROWN	IN-FACILITY HAZARDOUS SPILL
CODE PURPLE	HOSTAGE TAKING
CODE SILVER	PERSON WITH A WEAPON OR ACTIVE SHOOTER
CODE GREY	AIR EXCLUSION & INFRASTRUCTURE LOSS OR FAILURE
CODE GREEN	EVACUATION



Patient Privacy & Confidentiality

Patient Privacy & Confidentiality

- A patient is in charge of their personal health information.
- Prior to any details related to the care or treatment of the patient being disclosed, the health care team will require permission from the patient before sharing details with the ECP.
 - If a patient is incapable to make their own decisions the health care team will consult with the Substitute Decision Maker (SDM).
- It is important to ensure consent is collected from the patient or SDM before an ECP is selected.
- As an ECP it is important to understand any details surrounding the care of all patient(s) is confidential.
- For additional information regarding privacy please contact the Privacy Office at privacy@nhh.ca or see the [Patient Privacy](#) on nhh.ca



Additional Supports or Resources

Supports & Resources

Supports and resources for caregivers may be found on <https://nhh.ca/patients/patient-resources>

How to scan the QR code:

1. Open the Camera app from your phone or tablet
2. Hold your phone so that the QR code appears in view
3. Tap the notification to open the link



For 24/7 caregiver support please refer to the **Ontario Caregiver Organization** website at ontariocaregiver.ca or contact the helpline at 1-833-416-2273.

A promotional graphic for the Ontario Caregiver Organization. The top half features a photograph of an elderly woman being embraced by a younger woman. Overlaid on the photo are the phrases "YOU'RE THERE FOR THEM." in white and "WE'RE HERE FOR YOU." in yellow. The bottom half is a purple box containing text and icons. The text reads: "If you care for a family member or friend and need support, The Ontario Caregiver Organization is here to help. How we can help you:". Below this, there are eight icons with corresponding text: 24/7 Helpline (1-833-416-2273), Helpful Webinars (Live and Recorded), Online Learning Library, Resource for Young Caregivers: youngcaregiversconnect.ca, Group and 1:1 Peer Support (online or by phone), Group and 1:1 Counselling, Caregiver Coaching Program Toolkits for Caregivers (For New and Working Caregivers), and Time to Talk Podcast. At the bottom, a yellow box says "Visit: ontariocaregiver.ca for more information, to register for a program or sign up to receive our e-newsletter." and includes a small QR code. The Ontario Caregiver Organization logo is in the bottom right corner.

YOU'RE THERE FOR THEM. **WE'RE HERE FOR YOU.**

If you care for a family member or friend and need support, The Ontario Caregiver Organization is here to help.

How we can help you:

- 24/7 Helpline (1-833-416-2273)
- Helpful Webinars (Live and Recorded)
- Online Learning Library
- Resource for Young Caregivers: youngcaregiversconnect.ca
- Group and 1:1 Peer Support (online or by phone)
- Group and 1:1 Counselling
- Caregiver Coaching Program Toolkits for Caregivers (For New and Working Caregivers)
- Time to Talk Podcast

Visit: ontariocaregiver.ca for more information, to register for a program or sign up to receive our e-newsletter.

THE ONTARIO caregiver ORGANIZATION



Thank you for completing the Essential Care Partner Training!

Please complete the attestation form which can be
found here: [Essential Care Partner Attestation Form](#)