



Healthcare Team & Notes

Integrated Stroke Unit



About this Section

Why is this Section Important?

Keeping track of everyone on your Healthcare Team, can sometimes be overwhelming. Having all of the information in one place can reduce the time and frustration spent looking for ways to contact providers in times of need.

It's hard to remember everything after discharge and even during admission. This section provides information about the Integrated Stroke Unit and serves as a place to keep information received during the hospital stay using notes and communication logs.

How to Use this Section

Use and adapt this section to fit your needs. Every healthcare journey is different.

Stroke Care in Huron Perth

This section provides information about stroke services in Huron Perth. Learn about what to bring and what to expect during the inpatient admission.

My Care Team

This template provides a reference resource to keep track of your health care providers. In each of the bubbles you can include information for each discipline. This can also give you an idea of what community resources are available and allow you to discuss with your providers about the potential role that they may have in you or your care recipient's health care.

Questions to Ask Healthcare Providers

Caregivers can be advocates for the person they care for. Here are four questions to consider asking when you interact with healthcare providers:

1. What is the main concern today?
2. What needs to be done next?
3. Why is it important to do this?
4. Who can I contact if I have questions

Communication Log

Make use of the communication log during your hospital stay and hospital bedside white board to keep track of questions you have for healthcare professionals. White boards are handy because questions can be left here for answers to be obtained even when you are not present.

Notes

Notes pages are included in this section for you to record information as you need to. You could use them during a hospital stay or any other interaction with healthcare providers.





Stroke Care in Huron Perth

District Stroke Centre

The Huron Perth Healthcare Alliance - Stratford General Hospital site is the designated District Stroke Centre for the region of Huron Perth. Our team of stroke care providers work together to provide excellent services informed by best practices from the moment a patient enters our Emergency Department through to their return to the community.

Once you have been assessed, you may be referred to one or more of the following services. Your healthcare team will help determine which services are right for you.

Integrated Stroke Unit

Welcome to the Integrated Stroke Unit (ISU)! The ISU manages the acute care and rehabilitation needs of patients who have had a stroke or a transient ischemic attack (TIA).

You are admitted to the acute stroke service. You are in the early stages of your recovery. Your care is based on your individual needs. Assessments will inform your plan of care.

While you are admitted to the ISU the physician will order a number of tests to determine:

- The type of stroke you have had
- The location of the stroke
- Your risk factors for stroke
- Treatments to minimize your risk of having another stroke

We will assess your neurological status, which means assessing your:

- Sleepiness/ability to wake up
- Ability to communicate, understand commands, and orientation to person, place and time
- Ability to see
- Strength in your arms and legs
- Ability to feel your face, arms and legs
- Ability to swallow

The healthcare team will discuss with you and your caregivers about where you will go after your acute stroke care is complete. Our team of healthcare providers will work with you and your caregivers so that you can regain as much independence as possible.

Location: Stratford General Hospital, East Building, Level 3 – Look for Stroke Unit signage

Contact Information: 519-272-8210 ext. 2700 or Toll Free: 1-888-275-1102 ext. 2700





Stroke Care in Huron Perth

Inpatient Rehabilitation

Patients who need further rehabilitation before returning home remain on the Integrated Stroke Unit. This allows for more timely assessment and consistency of care. The healthcare team will work with you to determine the most appropriate pathway for your recovery. Research supports the importance of early therapeutic intervention to help you have the best possible recovery.

During inpatient rehabilitation, you will receive therapy from a team of healthcare providers for up to 3 hours per day to support your goals. The treatment intensity and length of stay in hospital varies depending on your condition and may range from a few days to several weeks.

Location: Stratford General Hospital, East Building, Level 3 – Look for Stroke Unit Signage

Contact Information: 519-272-8210 ext. 2700 or Toll Free: 1-888-275-1102 ext. 2700

Community Stroke Rehabilitation Team - Outpatient Therapy

After discharge from hospital, you may benefit from ongoing support and therapy. The Community Stroke Rehabilitation Team (CSRT) is a specialized team that provides coordinated and personalized services that support stroke survivors in their communities. This team comes to your home or meets you in a community space to provide OHIP funded services.

The amount of therapy you receive will depend on your needs and the rehabilitation goals set with the team. The goal is to help you be more independent, return to activities that you enjoy and connect you with local services that will meet your ongoing needs.

Phone: Tel: 519-685-4292 ext. 45034 or Toll Free: 1-866-310-7577

Taking an active part in your assessment and treatment is an important part of your recovery.

Secondary Stroke Prevention Clinic

The Secondary Stroke Prevention Clinic (SPC) provides rapid access to experts, diagnostic tests, and treatments for patients who have had, or are at risk of having signs and symptoms of a recent stroke or Transient Ischemic Attack (TIA). You may attend the clinic to complete further testing, receive education and review information with an Internal Medicine physician.

Location: Stratford General Hospital - West Building, Level 2

Contact Information: 519-272-8210 ext. 2299 or Toll Free 1-888-275-1102 ext. 2299





Stroke Recovery is Possible!

I recognized the signs of stroke and quickly called 911
Every minute can save 2 million brain cells



The ambulance took me to the nearest expert stroke hospital



I received rapid emergency care from professionals with stroke expertise
Specialized emergency treatment can improve recovery by 30-50%



YOU'RE HERE

I was cared for on a stroke unit
Specialized stroke unit care while in hospital reduces risk of disability and death by 30%

A **Stroke Unit** has an interprofessional team of stroke experts. They help to manage complications and start rehabilitation early in order to optimize recovery.

I worked on my recovery goals with specialized rehabilitation
Rehabilitation improves independence



I continued my recovery in the community
Recovery continues for years after a stroke. Community rehabilitation programs improve recovery.



I took steps to prevent another stroke

People who have had a stroke are at risk for a secondary stroke, but lifestyle changes and taking prescribed medications greatly reduces this risk.



Stroke Network
Southwestern Ontario
Serving Erie St. Clair and South West counties
swostroke.ca





Stroke Care in Huron Perth

Visiting

HPHA recognizes the importance of family and essential caregiver presence for the health and well-being of our patients. Caregiver, support person, and family presence is determined in consultation with the patient and their loved ones, considering individual needs and preferences. The current visiting policy is available on www.hpha.ca/visiting. Exceptions to these guidelines may be necessary. Please speak with unit staff for additional information.

Outdoor Visiting

For patients who can be safely transported by a family member or essential caregiver, outdoor visits can be arranged with the ISU staff.

While in the Hospital

- Please stay in your loved one's room until you are ready to leave
- Follow directions to wear personal protective equipment, such as masks and gowns, for the duration of your visit
- Food and/or beverages are not to be consumed in a patient's room or in patient care areas by family and caregivers. Designated areas are available to purchase and consume meals and snacks
- Please do not use the patient washroom. Public washrooms are available; inquire with the unit where the patient is receiving care for locations.

Food and Personal Items for Patients

Prior to bringing in food for the patient, family and essential caregivers should discuss any dietary restrictions with the patient's care team. All food containers are to remain in the room and must be disposed of or taken home.

To maintain Infection Prevention and Control standards and the safety of our staff and patients, please bring only the listed items below to the hospital for patients:

- personal aids, eyeglasses, hearing aids and dentures, sleep aids (earplugs or eye masks)
- mobility items (canes, walkers, wheelchairs)
- personal care items (scent-free) – soap, toothpaste, denture cup, denture cleaning products, toothbrushes, combs and hair brushes
- books, magazines, puzzle books, family photos etc.
- mobile phone/tablet
- comfortable clothing, pajamas and/or robe worn above the ankle
- non-slip and full-back slippers or footwear
- other items as requested by staff

Please direct requests for special items to the unit staff.





Stroke Care in Huron Perth

Parking Information

Parking fee is \$6.00 upon Exit. The following forms of payment are accepted: Coins (\$2.00 / \$1.00 / \$0.25 / \$0.10 / \$0.05), Tokens, Credit Card - Visa or MasterCard (you can tap or insert your card), Interac Debit (Tap only), Apply Pay/Google Pay (Tap with your phone or watch)

A number of parking discounts for frequent visitors and patients are available. Please ask staff for more information.

Additional Information

- Patient meals are served at approximately at 8:00am, 12:00 noon and 5:00 pm.
- Bedding and towels will be provided and changed as needed.
- Personal clothing will need to be washed at home.
- There is a Café located in the Atrium on the Ground Floor and a Cafeteria is available on the Lower Level.
- Various vending machines and change machines are located throughout the hospital.

Providing Feedback

We are always happy to hear from our patients, families, caregivers and community members.

Whether you have positive or negative feedback, a suggestion or want to express appreciation, your input is important! Your feedback helps us to better understand your care experience to ensure our services meet the needs of patients and the communities we serve. Patient, Family & Caregiver feedback is also a valuable part of our continuous quality improvement program that helps us improve the way we deliver care.

One way you can provide feedback is by completing the HPHA Patient Experience Survey. All responses collected will be kept private and confidential and are only used for internal quality improvement purposes.

If I have questions or a concern about patient care? Who do I contact?

As a first step, we encourage you to speak with your care provider or ask to speak with the Team Leader or Unit Manager of the unit where you or your loved one is receiving care.

If you feel your question or concern requires further attention, please contact the Corporate Patient Experience Office by phone: 519-272-8210 Ext. 2423 or email: patientexperience2@hpha.ca

My Care Team

You will receive care from a group of healthcare staff. You, your family and caregivers are important members of the team. We encourage and welcome conversations about your care. Staff are here to help everyone learn how to be active members of the care team.





My Acute Care Team - Integrated Stroke Unit

Team Leader & Stroke Care Managers

Social Worker

Physiotherapist

Occupational Therapist

Speech/Language Pathologist

Physicians

Care Coordinator

Dietitian

Therapy Assistants

Nurses

Personal Support Workers

Spiritual Care Provider





My Acute Care Team - Integrated Stroke Unit

Stroke Care Managers are the primary point of contact for patients and caregivers. They help you navigate your stroke recovery and access services.

Social Workers support patients and caregivers in the adjustment process and transitions. They help you access services to improve your quality of life.

Physiotherapists work with you to recover your physical abilities, strength, movement, coordination, balance and endurance for tasks such as walking and stair use. They may suggest mobility aids for safety and independence.

Occupational Therapists help you recover your arm and hand function for tasks like getting dressed and toileting. They may assess and treat your cognition such as your attention and spatial skills as they relate to safety at home and driving.

Physicians oversee your medical care. They monitor the results of your tests, diagnose and treat the cause of stroke and prescribe medications.

Care Coordinators are responsible for assessing, planning, coordinating, implementing and reviewing patients' needs and services. They provide information to patients as well as refer them to alternate community resources. They work for Home and Community Care Support Services.

Dietitians help you to meet your nutrition needs. They provide you with nutrition information and education to assist with maintaining and improving your health.

Speech-Language Pathologists assess and treat communication, such as speech, language, voice, reading, writing and cognitive communication, and swallowing.

Nursing Team Lead coordinates care amongst the team members and helps to ensure that you receive access to the care you need while admitted to the hospital.

Nurses help you with your daily care, answer your questions and concerns, and support your daily needs.

Personal Support Workers assist with daily living that can include bathing, toileting, dressing and feeding.

Pharmacists assesses your medications and dosages. They answers questions about your medications.

Spiritual Care Provider provides spiritual guidance and support.

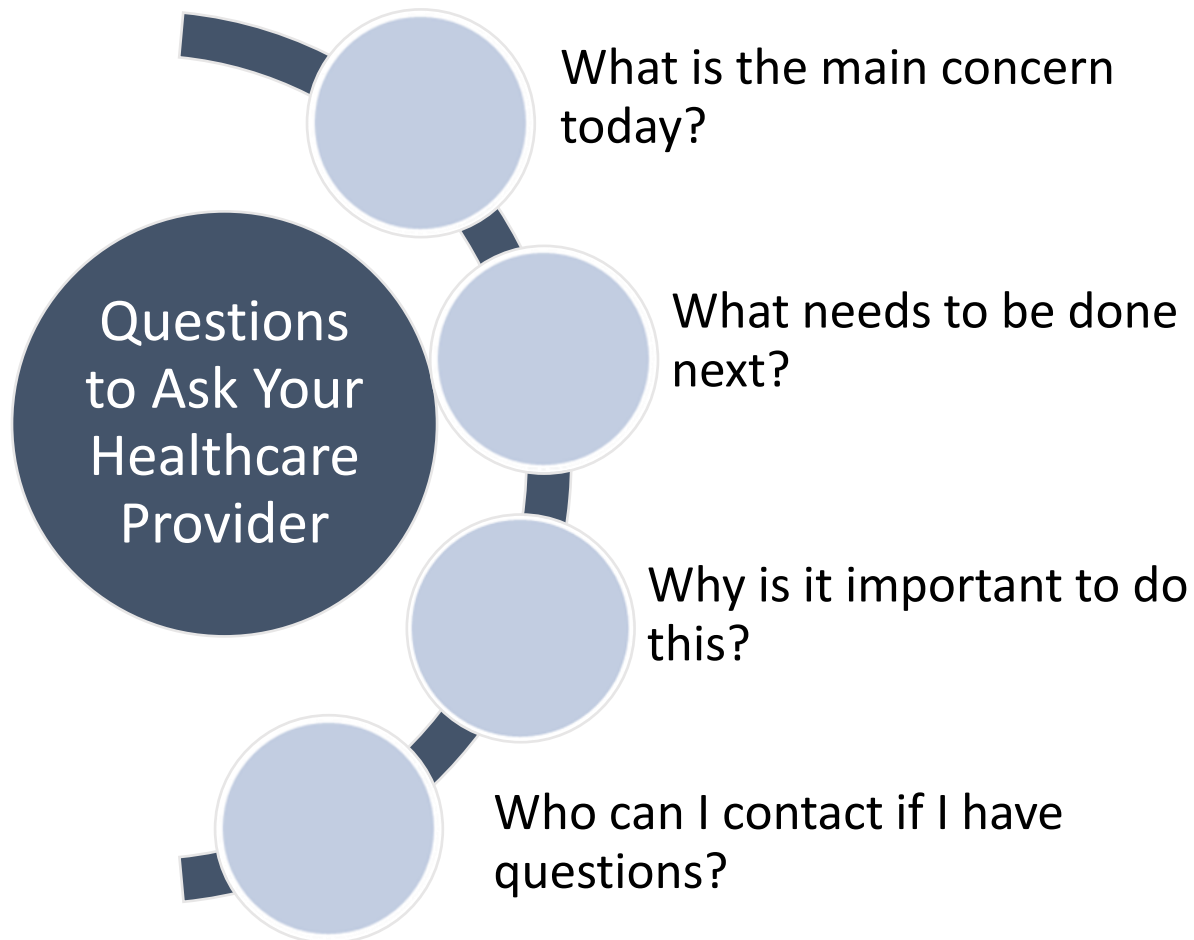
Therapy Assistants support therapy plans developed by the therapists. They may provide care with a therapist or independently with you.





Questions to Ask Healthcare Providers

Caregivers can be **advocates** for the person they care for. Here are **four** questions to consider asking when you interact with healthcare providers.



We understand... This may be a stressful time for you and your family. We recognize that your family/significant others are an important part of your care. The health care team will work with you in a respectful and caring manner.





Communication Log

Question(s) For:			
Date:		Time:	
Question(s) or Concern(s):			
Response/Follow up:			

Question(s) For:			
Date:		Time:	
Question(s) or Concern(s):			
Response/Follow-up			





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Notes





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