

SPEAK UP

PATIENT SAFETY

WHAT PATIENTS AND FAMILIES NEED TO KNOW

HAND WASHING

This is the most important way to prevent the spread of infections in the hospital and at home.

WHAT CAN YOU DO?

Expect everyone to wash their hands or use hand sanitizer when entering and leaving your room. If you are unsure, please ask.

- When entering and leaving your child's room
- Before and after preparing food, eating or feeding your child
- After using the bathroom or changing a diaper

SPEAK UP

"Excuse me, I didn't see you wash your hands. I'd like to be sure everyone's hands are clean. Please wash them before caring for my child."

PATIENT IDENTIFICATION (PATIENT ID)

This is our way to confirm that we are providing the correct care to your child. We require two forms of identification, like name and date of birth, to be used with each test, treatment or medication.

WHAT CAN YOU DO?

Make sure your child is wearing their patient ID armband at all times and that the name and date of birth are correct. The armband should be on your child and not in the crib or bed. Participate in our patient ID process:

- Expect staff to confirm your child's identity two ways: by name, account number or date of birth.
- Stop us if you don't see us check your child's armband when we are about to give a test, treatment or medication.
- Ask questions if a caregiver wants to do something that you are not expecting (test, treatment, medication or transport, etc.).

SPEAK UP

"Excuse me, I did not see you check or ask for my child's two forms of identification. Please double-check."

FALLS

These are common causes of injuries in hospitals and most can be prevented. All children are at risk for falls.

YOUR CHILD IS AT HIGHER RISK FOR FALLING IF HE/SHE:

- Is 5 years old or younger
- Is connected to any type of wires or tubing such as IV's, feeding tubes, monitors or drain tubes
- Is receiving medication that makes him sleepy or dizzy
- Has a condition that affects balance and ability to walk safely on their own

WHAT CAN YOU DO?

- Call for help when you move your child from one place to another.
- Keep side rails up at all times.
- Make sure your child is assisted while using the bathroom.
- Make sure your child has on gripper socks or shoes when they are up walking in his/her room or hallway.

SPEAK UP

"I am concerned that my child might fall. Please tell me what I can do."

PRESSURE ULCERS (BED SORES)

These are caused by pressure from sitting or lying in one position too long. They can also be caused by a cord or device that puts pressure on the skin. They are most likely to happen on skin over bony areas.

WHAT CAN YOU DO?

- Help your child change positions regularly to help avoid pressure ulcers. Call your nurse if you need help moving your child.
- Call a nurse to help change the position of any devices that put pressure on your child's skin.
- Keep your child's skin clean and moisturized.
- Change your child's diaper often.
- Pay close attention to your child's body, especially in areas where he/she has no feeling.

SPEAK UP

"I am concerned about my child's skin. Please look at it with me."

MEDICATION SAFETY

Medication errors are the most common mistakes that hospitals make. Your child should only receive medications prescribed for them; it should always be the right amount, given the right way and at the right time.

WHAT CAN YOU DO?

- Always bring a complete list of your child's home medication with you when you come to see a doctor or health care provider.
- Before a medication is given to your child ask what it is and always make sure that both the medication and your child's ID are scanned before the medication is given.
- Make sure any new medications your child will receive are communicated.
- If your child is getting medications that are not on a regular schedule, such as medications for pain or fever, the time they can receive the next dose should also be communicated.

SPEAK UP

"Excuse me, can you tell me what medication you are giving?"

IV SAFETY

An IV that is not working can be harmful to your child.

WHAT CAN YOU DO?

- An IV site needs to be checked every two hours.
- It should feel soft, warm and be pain free.
- It should be dry and without redness.
- It should look the same as the other side.
- IV checks should happen while your child is sleeping.

SPEAK UP

"Excuse me, can you check my child's IV?"

QUESTIONS?

Be an active member in your child's health care team and **SPEAK UP** if you have any questions or concerns.