



**HONORHEALTH®**

# Handbook for trauma patients

**AND THEIR FAMILIES**

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## INTRODUCTION

# We are here to help

Trauma is an unexpected occurrence. Hardly anyone thinks, “I’m going to get hurt today.” A sudden injury, being in the hospital and going through recovery can cause anxiety, fear and frustration. You may feel confused and frightened by some things you hear and see. You may not understand some of the words that people use. This experience of advanced medical care may be a whole new world for you.



**We hope that the information in this handbook will help you and your family better cope during this difficult time. It includes basic facts about the patient care process, hospital services and policies.**

### **We are dedicated to fostering a patient and family-centered care approach**

To ensure you’re getting the highest quality care, our physicians round on a daily basis. On each of our campuses and in our various departments, there are standard times the rounding occurs. However, this time could vary based on unpredictable and urgent situations that may arise. **Your family is encouraged to be with you during physician rounding times** to allow for communication and updates between you, your family and your care team.

### **Ask questions and stay informed**

The trauma team knows how important regular updates are to your family and friends. The family is an important part of the healthcare team. If possible, please **choose one person to represent your family and allow that person to share the information with the rest of your group**. This allows team members to focus on caring for you instead of repeating the same updates.

## STAY

# Where you may stay while in the hospital

After being evaluated by doctors, you'll be moved to another unit in the hospital based on multiple factors including:

1. Severity of your injury and the level of care necessary to monitor and manage your needs.
2. Your current medical conditions that may or may not be associated with the injury.

## Here's where you may stay:

### Trauma intensive care unit (ICU)

- Provides care if you are seriously injured.
- Your care team will help you return to as normal a life as possible, as quickly and safely as possible.

### What to expect in the ICU

- You'll be attached to equipment to provide your care team with important information. The equipment monitors you, delivers medicine and helps you breathe.
- Don't worry if you hear alarms — some alarms do not need immediate attention. Your care team knows which ones to respond to.
- The trauma team rounds each day to do exams, check your progress and plan your care.
- Occupational and physical therapists and your nursing team will work together to help you with early mobilization to optimize recovery, including turning you every two hours, active/passive range of motion and helping you sit on the bed or in a chair.
- You may be moved to other areas of the hospital for tests.



### Step-down unit

- If you don't need the level of care provided by an ICU, you may come to this unit directly from admitting.
- You can also come to this unit after your condition improves following an ICU stay.

### Medical and surgical care units

- If your injuries aren't as severe, you may go directly to a med-surg unit.
- You can also be moved here if you no longer need the level of care provided by the ICU or a step-down unit.



**NOTE:** Your care team members will do their best to let family and friends know when you are being moved from one unit to another. Family members can also call the hospital operator for your new room number.

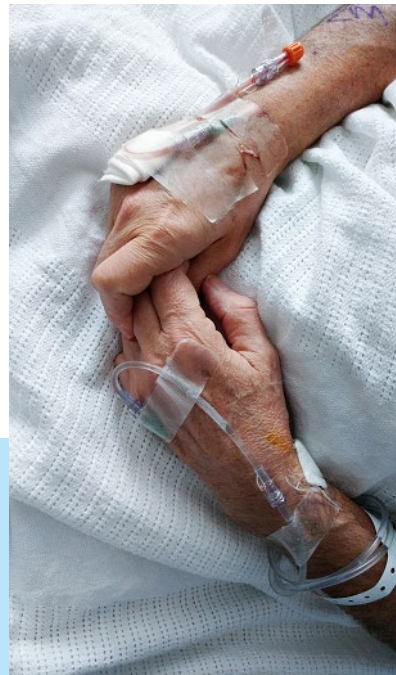


## Geriatric trauma

At HonorHealth, geriatric trauma is defined as traumatic injuries in older adults, 60 years and older. This special population creates unique challenges due to age-related physiological changes and preexisting medical conditions, making even minor injuries potentially life-threatening.

### Risk factors that can negatively impact patient outcomes include:

- Cognitive impairment
- Cardiovascular disease
- Organ-system insufficiency contributing to frailty
- Decreased bone density and muscle mass
- Slower healing process



### HonorHealth Trauma utilizes:

- The trauma-specific frailty index screening risk assessment tool to help guide care management.
- Elderly-specific care protocols.
- Collaboration with geriatricians or geriatric-focused internal medicine specialists who will provide expert guidance to assist in providing preventative measures, and early recognition and treatment of complications to ensure optimal outcomes for our older adults.

## Meet your trauma team

Many types of caregivers may take care of you during your stay in the hospital. Different patients will need different types of care. Here's a list of the potential care team members that you may meet or hear about:



### Trauma surgeon

Trauma surgeons have years of training in trauma surgery and are in the hospital 24 hours a day. They'll oversee your care while you're in the hospital and will regularly check on your progress and coordinate with other trauma team members.



### Advanced practice providers (APPs)

Physician assistants or nurse practitioners have advanced training and manage your care along with your doctor. Trauma APPs:

- Perform physical exams.
- Order and interpret tests.
- Prescribe medications and other treatments.
- Perform invasive procedures.
- Provide referrals to other specialists.



### Resident

Residents are licensed physicians who are getting more training in a specialty. They provide patient care and keep the attending doctor informed of your progress.



### Anesthesia and pain management specialists

Anesthesia physicians will support your airway and breathing for any surgical needs. Pain management specialists are specially trained to create a plan to ease your pain and improve quality of life. Treatments may include medications or implanting pumps or nerve stimulators.

**Case manager**

All admitted patients have a case manager to help you through your stay in the hospital. Your case manager can:

- Work with your insurance company to ensure appropriate management of your benefits.
- Get supplies you will need at home if covered by your insurance provider.
- Help you learn how to care of yourself.
- Refer you to a home health agency if you need it.
- Help you get continued care with a specialist.
- Coordinate your transfer to a rehabilitation facility.

**Chaplain (spiritual care team)**

Chaplains are available from many different religions to assist you and your family with any spiritual needs including visits, counseling, worship and memorial services. They visit all who want spiritual support.

**Dietitian**

Dietitians are the food and nutrition experts and work closely with the trauma team in caring for you. For example, if you need a feeding tube at home, the dietitian explains the proper diet.

**Geriatrician**

Geriatricians are doctors who treat older adults.

**Specialty surgical physicians**

Depending on your injuries, you may require specialized surgical services that may include:

- Neurosurgery
- Orthopedic surgery
- Hand and wrist surgery
- Vascular surgery
- Cardiovascular and thoracic surgery
- Urology
- Plastic surgery
- Ophthalmology
- Otolaryngology (ear, nose and throat)

**Occupational therapist**

Occupational therapists help you regain strength for daily activities, including getting out of bed, eating, dressing, using the toilet and bathing. They can also recommend equipment that can help you.

**Pharmacist**

Pharmacists are medicine experts who work closely with your nurses and doctors to help choose the best medicines for you.

**Physiatrist or rehabilitation medicine physician**

Physiatrists are doctors who perform a variety of tests and exams to plan your rehabilitation with the goal to help you live independently. They prescribe devices including wheelchairs, braces and artificial limbs.

**Physical therapist**

Physical therapists help you regain your strength and movement. They also help with stiff joints and other problems with moving and wound healing.

**Respiratory therapist**

Specially trained and state licensed, respiratory therapists provide breathing support and treatments.

**Social worker**

Hospital social workers specialize in medical and crisis counseling to help you and your family members adjust to the injury. They also help assist with services both within the hospital and in the community, easing the change from hospital to home.

**Speech and language therapist**

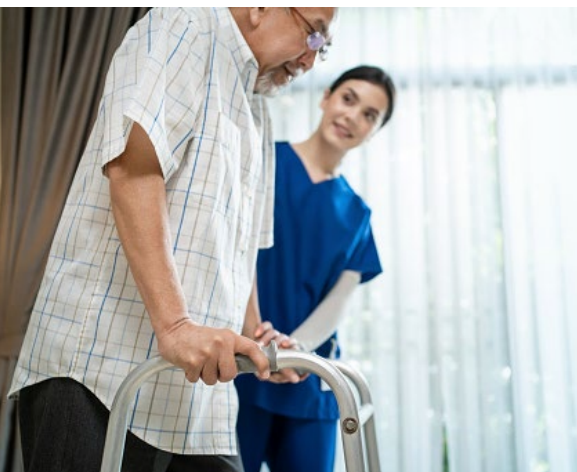
Speech therapists work with you on language, memory and swallowing problems, often under the direction of a physiatrist. They may also evaluate hearing.

**Trauma Survivors Network coordinator**

The Trauma Survivors Network (TSN) coordinator is specially trained by the American Trauma Society to coordinate your support and provide helpful resources throughout your recovery.

## DISCHARGE

## After the hospital: Planning for discharge



You may continue to need specialized care after you leave the hospital. This can include:

- Special equipment
- Nursing care
- Physical therapy
- Occupational therapy
- Speech therapy

A case manager or social worker will work with you to create a

plan. They may talk with your insurance company to see what it will pay for. They can also help you arrange for care. If you do not have health insurance, the social worker or financial counselor can help find out where you can apply for assistance.

### Levels of care in the community

Your injury and path to recovery is unique. Your trauma team will tell you which level of care is best. Your social worker or case manager will help you find the care you need. They will consider your insurance and your ability to pay.

Here are the levels of care:



### Home with no home care

If you need care at home from a nurse or therapist, your case manager will arrange for these types of services. They can also give you the name and number of a home health agency.



### Rehabilitation hospital

Upon evaluation from the therapy team, they may recommend you go to an acute rehabilitation hospital. You'll have the freedom of choice when deciding upon a facility.



### Skilled nursing facility

If your current medical condition is limiting your therapy participation, but you still need therapy, you may benefit from a short stay at a skilled nursing facility. This type of care is available at many local nursing homes and can be arranged by your case manager.



### Outpatient care

If you're able to leave your home for therapy, you'll be given a prescription when you are discharged. You'll need to make your own therapy appointments. Your case manager can give you the names of providers near your home.



### Transfer to another acute hospital

In special situations, you may require the transfer to another acute care hospital for specialized care that is not available at your current facility.

## Emotional recovery and Trauma Survivor Program

Navigating a traumatic injury is often unfamiliar territory. A sudden injury, hospital stay and length of recovery can fill you with uncertainty, anxiety and frustration. At HonorHealth, we understand these challenges, which is why we have established the Trauma Survivors Network (TSN) to support you and your family during this critical time.

Each campus has dedicated team members available to come to the bedside and are available upon request. Please inform a member of your care team if you would like to request a Trauma Survivor Consult.

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## Injury Prevention Programs available to our community



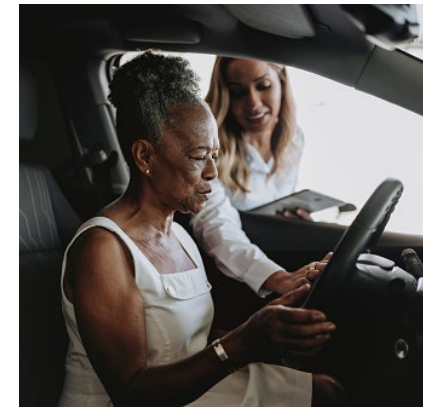
### Drive with Honor Program

This interactive educational program provides participants of all ages an understanding of driving distractions and shares suggestions to minimize distractions. It also offers interactive tools to help drivers experience how different conditions impact visualization.



### CarFit

At a CarFit event, a team of trained technicians and/or health professionals work with older adults to ensure they “fit” their vehicle properly for maximum comfort and safety. The check takes about twenty minutes to complete. This program was developed by AARP and the American Occupational Therapy Association.



### HonorHealth ATV/OTV safety

Education is provided in collaboration with Arizona Game and Fish to bring awareness to the risks associated with unsafe decisions and behaviors while operating or riding in an ATV or OTV vehicle.



### Stop the Bleed course with or without firearm safety

These classes, created by the American College of Surgeons, are offered by HonorHealth with qualified instructors, at no cost. This in-person, hands-on class teaches the basics of identifying and treating life-threatening bleeding using tourniquets, wound packing and pressure dressings.



## HonorHealth Fall Prevention Program

Through this program, HonorHealth offers inpatient education for fall prevention and the Matter of Balance class for community members.



## Matter of Balance

A community program specifically designed to reduce the fear of falling and improve activity levels among older adults. The program includes eight, two-hour classes presented to a small group of eight to 12 participants led by trained coaches.

## Connect with us

If you would like assistance or are interested in learning more about our prevention programs. Please email one of our injury prevention and outreach coordinators.

HonorHealth Deer Valley Medical Center

**TraumaSrvsInjuryPreventionDV@honorhealth.com**

HonorHealth Four Peaks Medical Center

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HonorHealth John C. Lincoln Medical Center

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HonorHealth Scottsdale Osborn Medical Center

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## Notes

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