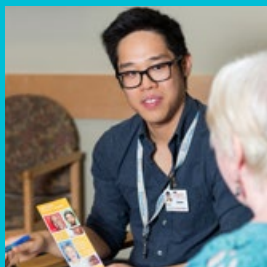
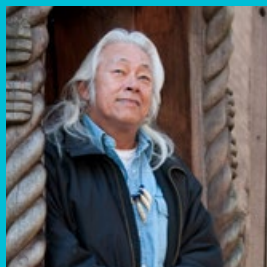




Provincial Health Services Authority

PATIENT SAFETY IS #1

Your role in patient safety at BC Cancer
Information for patients and families



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Welcome to BC Cancer

BC Cancer is committed to providing you and your family quality, ethical and safe care within a welcoming environment supportive of lifestyle, privacy and dignity.

This booklet provides safety information for you to use while at BC Cancer. The booklet also contains information about how to be involved in communication with your health care providers about your condition and plan of care at BC Cancer.

The BC Cancer approach to people centred care builds upon the strength and skills of patients and families. You play an important role in your care and you know your specific needs. We encourage you to let us know how you would like to be involved in your care at BC Cancer.

Your role in your care – patient rights and responsibilities

AS A PATIENT OR FAMILY MEMBER, YOU HAVE THE RIGHT TO:

- Have your privacy and confidentiality protected
- Be treated with respect
- Be treated with compassion
- Be supported in maintaining spiritual and cultural practices
- Ask questions, agree or disagree to care options, and/or ask for a second opinion
- Be involved in decisions about your care
- Access the information in your health record
- Have a support person or advocate involved in your care
- Take part in or refuse to take part in research or clinical trials
- Receive safe, competent care
- Refuse treatment
- Raise concerns or ask questions about the quality of care

AS A PATIENT OR FAMILY MEMBER, YOUR RESPONSIBILITIES INCLUDE:

- Provide accurate information
- Report safety concerns
- Follow hospital and cancer centre policies
- Treat others respectfully

Your role in your care – treatment planning

Care planning

To help keep you safe at BC Cancer, it is important that you understand your condition and your treatment plan. You and your health care team will work together to create a plan for your care while at BC Cancer and what you are to do at home. This includes any medications prescribed for you, your nutrition, as well as the types of activities you can be involved in.

Please know that you can ask questions about your treatment plan at any time. Write down all of your questions ahead of your appointments, whenever possible. This will help you remember the questions you wish to discuss with your health care team.

During discussions with your health care providers, please share your needs and preferences about your care. If what is being discussed is not clear to you please let us know. When patients, families and the health care team partner together the best care for you can be achieved.

KNOW WHO IS IN CHARGE OF YOUR CARE

This is important if you have many health problems or are being cared for by many health care providers. It can be confusing if there are many different specialists involved in your care, but there will only be one person in charge (called the 'Most Responsible Physician'). Ask who this person is and review your care with them on a regular basis.

TELL ALL HEALTH PROFESSIONALS INVOLVED IN YOUR CARE ALL YOUR HEALTH INFORMATION

Do not assume that every health care provider knows all of your information. This may mean repeating yourself sometimes, which may be frustrating, but don't be afraid to speak up. Please answer all of the health and safety-related questions your health care provider asks you about, including:

- Risk of falling,
- Nutritional status,
- Medications you are taking,
- Emotional care needs,
- Physical symptoms you are experiencing,
- Advance care planning

LET YOUR HEALTH CARE PROVIDERS KNOW HOW YOU ARE FEELING

Going through treatment and/or caring for a family member can cause stress and anxiety. It is very helpful when you let us know how things are going for you and your family. Tell us what you think is going well in addition to any concerns or worries that you may have.

Please help us to understand your needs. Our goal is to keep you safe and comfortable during your care. Your health care providers will work with you to develop a specialized care plan and help you access resources to assist you to reduce stress and anxiety.

LEARN AS MUCH AS YOU CAN ABOUT YOUR CONDITION AND CARE USING RELIABLE SOURCES

Ask your health care provider for information about your condition and the latest scientific evidence. Your health care provider may have copies of, or links to, research articles that you may wish to review.

Write down your questions and bring them with you to your appointments/treatments. This is one method to help you discuss your condition and treatment plan with your care providers.

You can also get assistance with finding information about your condition from the BC Cancer Resource Library at each centre.

IF YOU ARE FEELING OVERWHELMED

Sometimes balancing the demands of an illness with other life demands (such as your job or children) can be overwhelming. If you have somebody who can help you balance these demands and advocate for you, you may find it easier to manage your health care.

If possible, ask a family member or friend to be with you during appointments, treatments or procedures. Choose a support person who can help you get things done and speak up for you if you can't.

Write down information that your health care provider tells you so you can review it for better understanding.

PATIENT CARE NURSE LINE

If you feel unwell, or do not understand how to follow your treatment care plan at home, please contact the BC Cancer Patient Care Nurse Line.

Each BC Cancer centre has a telephone number for you to call and speak to a registered nurse with general questions about your treatment or symptoms. Please ask your health care provider for the telephone number for your community.

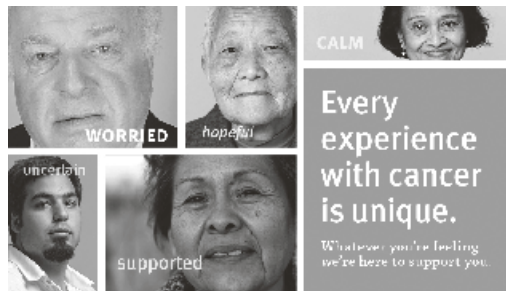
Emotional care and support

Every experience with cancer is unique. Whatever you are experiencing, we are here to support you. While you are at BC Cancer your physical and emotional care is our top priority.

- **Would you like to connect with another patient who has been through a similar cancer experience?**
- **Are you wondering what types of support services are available to you and your family?** e.g. Financial support, Staying/Returning to Work, How to cope with treatment, Sleep, Nutrition
- **Are you looking for support groups in your community?**

There are many resources available to you and your family free of charge.

For information about Emotional Support Resources, please go to www.bccancer.bc.ca/emotional-support or speak to a member of your health care team.



Language services

If English is not your first language and you would like to use our language translation services, please let your health care provider know. In person and virtual interpreters are available in many languages. Language translation needs to be arranged before your appointments.

Advanced care planning

Advance Care Planning is one part of broader personal planning. Personal planning can cover many topics, but Advance Care Planning relates specifically to health care decision making.

Advance Care Planning (ACP) is a way for you and your family to prepare to make decisions about your future health care. It involves understanding and sharing your values, beliefs and wishes regarding health and personal care with those close to you and your health care provider. It also involves determining who would make health care decisions for you if you cannot. This information is used during conversations with health care providers about the treatments and care you receive, to help you get the care that's right for you.

Please see the following resources that are available:

BC Cancer Website www.bccancer.bc.ca:

This website has resources that can be accessed by searching the term "advance care planning" in the search box.

The BC Cancer Patient & Family Counselling Program offers counselling services to cancer patients and family members. Visit www.bccancer.bc.ca for more information.

The BC Cancer Pain & Symptom Management Program can help you improve pain control and cope with other physical problems related to cancer (for example, fatigue). Our program can support you and your family with emotional and social concerns that come with living with cancer and can assist with care planning and decision-making, especially around transitions. Visit bccancer.bc.ca/psm for more information.

The BC Centre for Palliative Care provides leadership for best practices, research and education in advance care planning, serious illness conversations, integration of a palliative approach to care, and building compassionate communities.

To learn more about advanced care planning, including information, further resources and events around the province visit: www.bc-cpc.ca/acp

Your role in your care – patient safety

We want you to be safe during your appointment, treatment or procedure while you are at BC Cancer. There are specific safety procedures that all BC Cancer employees will follow to ensure patient safety. Here are some safety topics for you to be aware of and ways you can help to make sure the BC Cancer care environment is safe for you:

- Medication Safety
- Medical Procedures and Treatments
- Intravenous Therapy
- Infection Control and Hand Hygiene
- Patient Falls Prevention and Mobility Assistance
- Pressure Injury Prevention (Pressure Ulcer)
- Emergency Preparedness
- BC Cancer Patient Appointments
- Access to Patient Records
- Patient Role in Improving Quality of Care

Details about these Patient Safety topics are listed in the following pages of this handbook.

We understand that you may have questions or concerns. Please ask any of your BC Cancer health care providers to discuss these topics with you. We want to ensure your safety at BC Cancer!

Patient identification

Making sure we are providing correct care to the right patient is very important to us. At all appointments and before receiving treatments, procedures or medications, we will ask you specific questions to make sure we have the right patient. You will be asked for your full name and at least one other source of identification which could include your:

- Date of birth
- BC Cancer appointment card
- Government issued identification
(eg passport, driver's license, BC Care Services Card)
- Some BC Cancer programs use patient photographs

At the Vancouver Centre, all patients having medication for treatment or a procedure will get an armband. The armband is for closed loop medication management. This is a process to make sure you are getting the right medication. Before you get your medication, a care team member will scan your armband. They will then scan your medication. Both labels need to match. This is an extra layer of safety. You will get an armband in the inpatient area, Operating Room, Medical Daycare or Chemotherapy unit.

All health care providers and staff will introduce themselves to you each time you are at BC Cancer for an appointment or receiving a treatment or procedure. Please ask us who we are and what our role is in your care. You have the right to know who is providing your care.

Medication safety

MAKE SURE THAT YOUR CARE PROVIDERS KNOW ABOUT ALL OF THE MEDICINE YOU ARE TAKING.

BC Cancer health care providers will refer to your prescribed medication list from PharmaNet (a system that records your prescriptions prescribed to you by other health care providers in the community). Your health care team will review this list with you to ensure we have the most current information about medications you take at home.

Your health care team will also ask you about other medication you take at home. These include:

- Over the counter medicine (medicine that you buy without a prescription)
- Dietary supplements such as vitamins and herbs
- Complimentary or naturopathic medicines

It is important that you share this information with us to ensure your safety. Some medications or supplements you take at home could react with, or impact the effectiveness of, the medications prescribed to you at BC Cancer. Please bring a list of all the medication you take at home, including the amount and times you take them. If this is too difficult for you to do, please bring all the medication bottles with you.

MEDICATION ALLERGY OR REACTION

Please tell your doctor and health care team members about any allergies or reactions you have to food and/or medicine. This helps you to avoid getting a medicine that can harm you.

When a new medication is prescribed, ask the doctor if the new drug is similar or 'related to' any of the medication to which you are allergic. Even drugs with different names can contain the same ingredient to which you can react.

Keep a record of your allergies on your medication chart and share it with all health care providers that are caring for you.

RECORD OF MEDICATIONS

Keep a record of all the medications you are taking. Many pharmacies will provide you a medication chart for you to use. If you can't find a chart, use the one at the back of this booklet and fill in the following information:

Name of medication	Medications often have two names (generic and brand names). Record both names. This information can be found on the medication package (bottle or box) or the information sheet that comes with it.
Date started	Write down the date that you started taking this medication.
Amount/ time taken	Record the medication: <ul style="list-style-type: none">• Dose – amount of medication to be taken (follow the directions on the label)• Time of day the medication is to be taken.
Date ended	Write down the date that you stopped taking the medication
Medication allergies	Keep a record of all medications you are allergic or have reactions to.

Keep this chart with you at all times. It makes it easier for all of the health care providers to see clearly what medication you are taking.

WHEN YOUR DOCTOR WRITES YOU A PRESCRIPTION, MAKE SURE YOU CAN READ IT.

If you can't read the doctor's handwriting, your pharmacist might not be able to either. Ask the doctor to use block letters to print the prescription so you can read it.

ASK FOR INFORMATION ABOUT YOUR MEDICATION IN TERMS YOU CAN UNDERSTAND.

Ask the following questions when a medication is prescribed by your doctor. Repeat these questions when you pick up your medication at the pharmacy:

- 1. Changes?** Have any medications been added, stopped or changed, and why? What is the name of any new medication?
- 2. Continue?** What medications do I need to keep taking and why?
- 3. Proper Use?** How do I take my medications, and for how long? Is the dose of this medicine appropriate for me based on my weight? Is this medicine safe for me to take with other medicines or dietary supplements I am taking? What food, drink, or activities should I avoid while taking this medicine?
- 4. Monitor?** How will I know if my medication is working, and what side effects do I watch for? What do I do if they occur?
- 5. Follow-up?** Do I need any tests and when/how do I book my next visit?

WHEN YOU PICK UP YOUR MEDICINE FROM THE PHARMACY

Repeat the name of the medicine and the dose to the pharmacist so that you can double check that you have the right medication.

Some medicine labels can be hard to understand. For example, ask if “four doses daily” means taking a dose every 6 hours around the clock or just during regular waking hours, or before meals and bedtime.

When you have questions about the directions on your medicine labels, ask the pharmacist for clarification.

ASK FOR WRITTEN INFORMATION ABOUT THE SIDE EFFECTS OF MEDICATIONS.

Some medications may not have any side effects, while others may be mild or more serious. Before starting on a new medicine or treatment, be sure to talk to a health care provider/pharmacist about any side effects. Report any problems to your health care provider right away.

IF YOU FEEL UNWELL AFTER TAKING A MEDICATION

When you are at home and feeling unwell after taking a medication, call the Patient Care Nurse Line or 911 for more immediate medical assistance.

RECEIVING MEDICATION WITHIN BC CANCER

If you are receiving a medication within any BC Cancer department such as chemotherapy, or are admitted to the BC Cancer - Vancouver In-patient unit, the nurse will tell you what medicine they are giving you before each dose.

The nurse will also check the following before giving you the medication:

The right patient • your identification is confirmed

The right drug • the medication is prescribed for you

The right dose

The right time

The right route • by mouth, through a feeding tube or intravenous (IV) line, or by injection

The right purpose

The right documentation is done in your chart

Review the medication label with the nurse, whenever possible. Ask your nurse to review any changes in your medicine with you each day to ensure you know about any changes in your schedule or treatment. .

If you feel unwell during and/or after receiving medication tell the nurse or care provider immediately. Don't be afraid to ask questions or voice concerns if something is unclear.

Medical procedures and treatments

Here are some topics for you to be aware of and discuss with your health care provider if you are having a test, procedure or surgery:

ASK WHY EACH TEST OR PROCEDURE IS BEING DONE.

Before any procedure, treatment or surgery, it is a good idea to discuss these topics with your care provider:

- Why a test or treatment is needed and how can it help you?
- What does the treatment involve?
- How long will the treatment take?
- What side effects can I expect?
- What do I need to do after the procedure, treatment or surgery?
- When will the test/procedure/surgery results be available?
- How will I find this information?

Ask your health care provider for information pamphlets on the test or procedure that is ordered. This will help you ask the right questions so that you understand what to expect.

If you have not heard from your doctor or care provider about a test, procedure or treatment by the time you were told to expect, call BC Cancer and ask for more information or enquire if there has been a delay.

KNOW WHAT IT MEANS TO GIVE INFORMED CONSENT FOR HEALTH CARE TREATMENT.

Your health care provider will be able to provide you with information on giving informed consent. You should not agree to any treatment without fully understanding what it means, including risks, benefits and alternatives. You can withdraw your consent at any time.

WHEN YOU ARE HAVING YOUR PROCEDURE, MAKE SURE THAT YOU, YOUR HEALTH CARE PROVIDER ALL AGREE AND ARE CLEAR ON EXACTLY WHAT WILL BE DONE.

For all procedures, ask the health care provider to confirm the part of the body and the correct location they will be performing the procedure, i.e. radiation therapy to the left lung.

If you are to have surgery the doctor and/or anaesthesiologist (the doctor who will be helping with your sedation and pain management) before surgery, will discuss 'surgical site marking' with you. This process is for your safety and assists your care providers to provide the correct procedure or treatment.

Intravenous therapy

Intravenous therapy (IV) involves the administration of medication or fluid through a needle or catheter inserted into a patient's vein. Intravenous therapy is an important part of treatment for patients who receive chemotherapy or other medications, require pain management, fluids, or are undergoing diagnostic imaging.

To prevent any problems related to an IV it is important for your health care team to frequently check the area of your body where the IV is inserted. Your nurse will frequently check for these signs during your treatment or throughout your inpatient stay – even when you are asleep.

If you notice any redness, swelling, pain or oozing of blood or medication around the IV location, please tell your health care team immediately.

Infection control

HAND HYGIENE

When you are at BC Cancer, it is OK to ask everyone who has direct contact with you to wash their hands before they provide care. The best way to prevent the spread of infections in BC Cancer is for everyone to wash hands with soap and water or clean their hands with the hand sanitizer provided. All staff, patients, and visitors should clean their hands at the following times:

1. Before touching a patient or patient's environment
e.g. – entering a patient's room or clinic space.
2. Before doing a procedure or providing care
e.g. – eating or feeding, giving medications or injections
3. After contact with any body fluid
e.g. – using the washroom, coughing, sneezing
4. After touching a patient or patient's environment
e.g. – leaving a patient's room or clinic space

ISOLATION PROCEDURES

Please avoid visiting BC Cancer if you have symptoms, such as fever, cough, diarrhea, vomiting, or a rash. If you have COVID-19 or have had close contact with someone who has been sick with shingles/chicken pox, mumps or measles in the last 3 weeks, contact a health care provider before visiting. This will help to protect our patients, staff and other families.

To protect everyone from the spread of infections while at BC Cancer we follow isolation procedures if a specific illness can be passed on from person to person. Please follow isolation procedures posted on the room doors. Ask for help, if you are unsure what to do.

Patient falls prevention – mobility assistance

While anyone can be at risk of falling, patients with cancer can be at higher risk due to medication or procedure side effects, changes to mobility, or simply by being within a new environment. BC Cancer employees will ask you questions about your mobility to ensure your safety from falls while at BC Cancer.

You and your family can help your health care team by being aware of your Falls Risk and the actions you can take to stay safe:

- Tell any BC Cancer employee if you are unsteady, dizzy or light-headed, are worried about falling or have fallen within the last 6 months.
- Use your usual walking aid/wheelchair and keep it within your reach. Do not lean on hospital furniture for assistance as it often has wheels that move.
- Use the call bell if you feel unwell or need to move, especially if you need help going to the toilet.
- Please use your glasses or hearing aid.
- Ask for help if you have trouble seeing or hearing.
- Foot wear should be on when walking – do not walk in your bare or stocking feet at BC Cancer. Replace and tie your shoes after an examination, procedure or having your weight taken.
- Do not rush when walking at BC Cancer – take your time.
- Be familiar with the BC Cancer environment. If you are lost, please ask for directions or assistance.
- If you see anything that could cause a slip, trip or fall – including clutter in a hallway or room – please tell any BC Cancer employee so they can correct it.

Pressure injury prevention (pressure ulcer)

Pressure injuries are sores or ulcers that result from pressure on your skin from chair or bed rest without changing positions frequently. Help us promote good skin care and prevent your skin from breakdown. Your skin is the most important barrier against infection, so you need to look after it carefully!

Your health care provider will ask questions to assess your risk of developing a pressure injury. What you can do to help:

1. Please tell us if you have a history of pressure ulcer
2. Tell us about any changes you may notice when washing or dressing look closely at your skin and
3. If you are in a chair or bed for long periods, please ask and/or remind us to change incontinent pads frequently (if required).
4. If you are in a chair or bed for long periods please ask and/or remind us to assist you in changing positions frequently (at least every 2 hours).

If you have any questions about pressure injury and what you can do to prevent them, please ask us!

Emergency preparedness

BC Cancer has specific safety procedures in the case of any emergency situation. Emergencies do not happen often, but if they do occur BC Cancer employees are trained to respond and ensure your safety. Please know that your safety is always our top priority. You may hear overhead announcements at BC Cancer announcing different types of emergencies or safety drills.

Some types of emergencies include:

Fire (Code Red)

Medical Emergency (Code Blue)

Aggressive Behaviour (Code White)

BC Cancer employees will notify and assist you with any necessary action. If you have any questions or concerns about any safety issues or overhead announcements, please discuss them with any BC Cancer employee.

For your information: health care centres in communities throughout BC operate on a colour code emergency response system to identify and respond to all types of emergencies. Please see the colour chart on page 27.

Code Blue – Medical Emergency

Code Red – Fire

Code White – Aggression/Violence

Code Black – Bomb Threat

Code Green – Evacuation

Code Yellow – Missing Patient

Code Amber – Child Abduction

Code Brown – Hazardous Spill

Code Grey – System Failure

Code Orange – Mass Casualty

Code Silver – Active Attacker

These emergency colour codes are used to identify and respond to emergencies across British Columbia.

BC Cancer appointments – keeping appointments if you are admitted to a community hospital

If you have a scheduled visit to BC Cancer while you are admitted to a community hospital, please inform the hospital staff. Ask them to inform your oncologist. Your oncologist will determine if it is safe for you to be transferred to BC Cancer to attend your scheduled appointment or treatment. This appointment or treatment may have to be rescheduled to a later date when your safety and stability have improved.

Access to patient record

It is possible to view your patient records while undergoing treatment. You or your family (if you provide consent) may request a copy of your health record from the Health Information Management Department after you have completed the release of information process. Ask your care provider to assist you with the release of information and chart review process. You may also request your doctor to review the chart with you to support your understanding. Please understand that this process does take time to organize.

Patient role in improving the quality of care

BC Cancer conducts regular patient and family experience surveys. By participating in these, you have an opportunity to tell us what we are doing well and where we can improve. You can also join the patient and family partner network to participate in projects and committees to improve care. Visit bccancer.bc.ca/getinvolved for more information

If you have any concerns about your care, we encourage you to discuss them with your care team (nurses, doctors, or team member). If your concern is not resolved, you can ask to speak to the Clinical Coordinator, Manager and/or the Director.

There are many ways that you can provide feedback about what is going well or suggestions for improvement in each BC Cancer centre. This includes filling out a comments card, emailing the centre or mailing a letter. Senior leaders at each BC Cancer centre review this feedback on a regular basis.

Alternatively, the Provincial Health Services Authority (PHSA) also has a Patient Care Quality Office that helps answer questions about care quality and assist patients, family members and health care providers to resolve care quality complaints.

Contact info: Toll free 1.888.875.3256 or pcqo@phsa.ca

Website: www.phsa.ca/PatientCareOffice

RESOURCES

More information about BC Cancer services and about cancer care topics is available on our website www.bccancer.bc.ca

**THANK YOU FOR PARTNERING WITH YOUR HEALTH CARE TEAM
AT BC CANCER!**

BC Cancer Centres

ABBOTSFORD

32900 Marshall Road
Abbotsford, BC V2S 0C2
604.851.4710
or toll-free 1.877.547.3777

KELOWNA

399 Royal Avenue
Kelowna, BC V1Y 5L3
250.712.3900
or toll-free 1.888.563.7773

PRINCE GEORGE

1215 Lethbridge Street
Prince George, BC V2M 7E9
250.645.7300
or toll-free 1.855.775.7300

SURREY

13750 96 Avenue
Surrey, BC V3V 1Z2
604.930.2098
or toll-free 1.800.523.2885

VANCOUVER

600 West 10th Avenue
Vancouver, BC V5Z 4E6
604.877.6000
or toll-free 1.888.675.8001 x 8001

VICTORIA

2410 Lee Avenue
Victoria, BC V8R 6V5
250.519.5500
or toll-free 1.800.670.3322

BC CANCER RESEARCH

675 West 10th Avenue
Vancouver, BC V5Z 1L3
604.675.8000
or toll-free 1.888.675.8001

BC CANCER FOUNDATION

150–686 W. Broadway
Vancouver, BC V5Z 1G1
604.877.6040
or toll-free 1.888.906.CURE/2873

