

## EXPECTATIONS OF THE PATIENT AND FAMILY

Your health care team expects you and your family will:

- engage in the recommended treatments and leisure activities;
- participate in interdisciplinary team meetings about your care plan;
- help us reassess goals on a timely basis;
- be active participants in the discharge planning process;
- be informed about monthly co-payment fees if admitted to medically complex at any point during your stay based on a personalized assessment;
- actively work toward achieving goals (i.e. stand, transfer, strengthening, endurance, toileting, use of devices);
- seek to purchase/rent mobility aids/assistive devices as required (i.e. special wheelchairs/walkers);
- remember, this is a transitional unit with an expected length of stay between 14 and 90 days; assistance will be provided for alternative living arrangements;
- be assured that family members are invited to participate in care and therapy.



## REGIONAL NORTH SIMCOE MUSKOKA COMPLEX CONTINUING CARE

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- ❖ GEORGIAN BAY GENERAL HOSPITAL
- ❖ MUSKOKA ALGONQUIN HEALTHCARE
- ❖ ORILLIA SOLDIERS' MEMORIAL HOSPITAL

"All residents of North Simcoe Muskoka will receive quality complex continuing care appropriate to their needs"

~ Caregivers

## INFORMATION FOR PATIENTS & FAMILIES

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## ADMISSION INFORMATION FOR NON PALLIATIVE PATIENTS & FAMILIES

Complex Continuing Care (CCC) is a specialized program of care providing programs for medically complex patients whose condition requires hospital stay, regular on-site physician care and assessment, and active management by specialized staff.

A province-wide scoring system is used to determine a patient's needs for our services. CCC is not a final destination but rather a transitional program and, when your stay is over we will provide assistance to plan for alternative living arrangements.

CCC is a resource to help the patient move towards an improved level of functioning and personal independence. Our teams may include Physicians, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Physical Therapists (PTs), Occupational Therapists (OTs), Speech Language Pathologists (SLPs), Nurse Practitioners (NPs), Dietitians (RDs), Social Workers (SWs), Physio Assistants (PTAs) and other health professionals.

## ACCESS CCC PROGRAM IN NORTH SIMCOE MUSKOKA

Application and access for admission to CCC beds is facilitated through the North Simcoe Muskoka CCAC.

Within North Simcoe Muskoka, three acute care hospital organizations deliver Complex Continuing Care with designated beds to provide the appropriate level of care to these patients.

The hospitals offering CCC services include:

- **Orillia Soldiers' Memorial Hospital**  
- (Orillia)
- **Georgian Bay General Hospital**  
- (Midland)
- **Muskoka Algonquin Healthcare**  
- (Bracebridge)

Patients from North Simcoe Muskoka requiring CCC are provided access and admission to one of the above facilities.

When admitting a CCC patient at one of the three hospital organizations, consideration will be given to keeping the patient as close to family and friends as possible. However, due to availability, that may not always be possible, in this case the first available bed must be accepted. Every effort will be made to ensure palliative care patients are admitted to the facility of their choice.

## EXPECTATIONS OF THE HEALTH CARE TEAM

As a patient/family member, you can expect your health care team to:

- treat you and your family with care and respect;
- work with you to provide specific goals of care;
- assess your swallowing capability, and provide appropriate dietary choices;
- recommend and encourage appropriate leisure activities;
- educate you and your family about your anticipated length of stay and identify discharge options/ expectations;
- provide individual and/or group therapy sessions Monday to Friday excluding holidays;
- provide therapy based on your needs and resource availability.

Revised November 7, 2014