

Patient information booklet

Rehabilitation





Welcome to Rehabilitation at Buderim Private Hospital

Thank you for choosing Buderim Private Hospital. We hope that the care and service you receive during your stay meets your physical, emotional and spiritual needs. This booklet provides helpful information to assist you during your stay with us.

At Buderim Private Hospital, we have a deep and real connection to the Sunshine Coast. In our peaceful, leafy natural environment, we offer a unique blend of care, commitment and expertise. With experience that's more than 40 years in the making, our team of over 800 staff and specialist doctors are driven by a desire to consistently exceed the needs and expectations of our patients, their families and the community.

As one of the Sunshine Coast's largest hospitals, we show consideration of the whole person and not just their physical health, placing our patients and their loved ones at the heart of everything we do.

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About Rehabilitation

Rehabilitation is the process of assisting you to achieve your highest level of independence and function. Rehabilitation may be recommended by your Doctor or Surgeon following major injury or surgery, lengthy illness or disease to reduce disability and optimise independence. It aims to restore, maintain and maximise strength, movement and cognitive as well as physical function. It can include exercise, balance and strength training, education of disease process, daily activity, medication and device training as well as social, mental and emotional interventions. These may not all be relevant to your circumstances. Our multidisciplinary team will tailor a program that is unique to you, your needs and requirements.

The benefits of inpatient rehabilitation include:

- + A faster recovery time
- + Minimised injury impairment
- + Reduced instance of hospital readmission
- + A coordinated and safe return to home with extra supports if needed.

Our rehabilitation programs are individualised and designed to:

- + Improve mobility
- + Improve balance and coordination
- + Improve strength and function
- + Improve quality of life
- + Increase independence
- + Increase confidence
- + Reduce impairment and prevent further disability.

We provide comprehensive treatment plans for the following conditions:

- + Orthopaedic - Shoulder, arm, wrist or hand conditions
- + Orthopaedic - Lower limb conditions including total hip replacement, total knee replacement and orthopaedic fracture management
- + Multi-trauma - for those with multiple traumatic issues following accident or injury
- + Cardiac - reconditioning following cardiac surgery or cardiac conditions
- + Neurological - Stroke, Multiple sclerosis, Parkinson's disease or spinal cord injury/surgery
- + Reconditioning - General or after medical or surgical procedures
- + Cancer rehabilitation
- + Geriatric rehabilitation.

Our multidisciplinary team

- + Doctors
- + Nurses
- + Physiotherapists
- + Occupational therapists
- + Allied health assistants
- + Dieticians
- + Speech pathologist
- + Discharge planner
- + Pastoral care (chaplain)
- + Ward clerk
- + Support staff (food services, cleaning and orderlies).

Doctor/ Rehabilitation consultant

Your Doctor will supervise and manage your rehabilitation program, prescribe your medication and monitor your general health and wellbeing. Your Doctor will also address any medical problems which could arise during your stay.

Nurse

Your Nurse will monitor your general health, provide education and training, assess and treat wounds, assist with daily activities as well as provide pain management and supportive care.

Physiotherapist

The Physiotherapist (PT) is primarily concerned with your mobility and general level of activity and fitness. Physiotherapists will look at your muscle strength, balance, gait and endurance. Therapy sessions will be one on one as well as in a group class depending on your level of ability.

Occupational therapist

Your Occupational Therapist (OT) will work with you to regain independence in everyday activities. They will make recommendations and provide training in the areas of personal care activities, household tasks, equipment, community access and services, upper limb retraining, energy conservation, cognition, memory, problem solving and decision making skills.



Allied health assistant

Allied health assistants support the allied health team. They perform various duties such as assisting with exercise programs, creating your therapy schedule and assisting you to and from sessions.

Dietician

The Dietician will help you learn to eat better and manage your health condition through good nutrition. They will provide education and guidance about healthy eating and the role nutrition plays in disease management and recovery. A Dietician may prescribe nutritional supplements, request a daily record of your food intake and monitor your weight whilst you are in hospital. If you have special dietary requirements your Dietician will communicate this to your team and to the hospital kitchen.

Speech pathologist

The Speech Pathologist role is to diagnose and treat communication problems as well as to provide strategies if you are experiencing swallowing difficulties. A speech pathologist will work with you when your communication, thinking ability or swallowing function has been compromised following injury or disease. They may prescribe exercises for you to complete, educate nursing staff about completing these exercises with you and also communicate modified diet requirements to the kitchen.

What to expect on arrival

Welcome. The first few hours after arrival can be a busy time. There will be initial assessments from the allied health team and your Doctor as well as risk assessments from your nurse. This is important information that your team will use to tailor a specialised rehabilitation program just for you. You will be asked what is important to you and what goals you would like to achieve whilst you are here. Please see **goal setting** for more information. These assessments may take a few hours. We will try our best to do these quickly so you can focus on settling in and familiarizing yourself with your new surroundings. Please let us know at any time if you are uncomfortable or in pain and we will address this promptly.

These assessments may include:

- + Being fitted with a hospital identification band
- + ECG (electrocardiogram)
- + Weight and dietary preferences/ requirements
- + Swabs to identify multi resistant bacteria if coming from another healthcare facility
- + Admission forms including health/ surgical history, risk assessment forms
- + Mobility assessment
- + Equipment needs assessment.



What to bring

- + Regular medications
- + Enduring power of attorney, advanced health directive & any legal paperwork
- + Usual walking aid
- + Glasses and hearing aid/s if worn
- + Loose, comfortable clothing that you feel comfortable relaxing and exercising in ie. t-shirts, tracksuit pants or leggings, skirt, dress, shorts
- + Nightwear, dressing gown and underwear
- + Toiletries - toothbrush and paste, shampoo and conditioner, deodorant, shaving cream, razor, body wash, hair comb/brush, denture tablets
- + Reading material and/or electronic devices and charges.



Daily schedule

Your daily schedule will be written on the patient communication board in your room. It will be updated the afternoon prior to the following days therapy sessions. Sessions usually last between one to one and a half hours. There is an expectation from your team and also your health insurance provider that you attend all planned therapy sessions. This could be up to three hours a day depending on your circumstance. To avoid disappointment and inconvenience please advise visitors that you will be unavailable during the times allocated.

Our therapy centre has state of the art and specialised equipment, is spacious and welcoming. When attending for the first time a team member will come to your room and walk with you to the therapy session. For all following sessions a team member will collect you from your room unless you are deemed independent, in which case you can make your own way to the centre for planned sessions.

The thought of going to a gym session may seem daunting. You may not know what to expect and feel anxious. If you are feeling this way please talk to your team, they can help support and reassure you in this process. Remember that everything we do here is done with the thought in mind of helping you to get better and get home quickly and safely.

There is also an expectation that where possible throughout the day you will limit bed rest (unless clinically indicated or requested by your Doctor/team). Sitting out of bed, especially at meal times, has been shown to aid digestion, increase food intake and prevent possible complications that could arise.

Following the completion of therapies during the day, the afternoon and evening are a good time to catch up on rest and prepare your body for the following day's activities.



Goal setting

Take some time to think about what it is you would like to get out of your rehabilitation program. Are there any specific issues that are limiting you in your day to day activities? Are there functional tasks that you find challenging? Or would you just like to improve your independence and mobility so that you can get to the toilet, walk around the house or the shops safely? We want to know. Goal setting in rehabilitation is important as it guides the team in designing a program that is both meaningful to you and specific to your needs.

The team will work with you to identify goals that are **SMART** :
Specific, **M**easurable, **A**chievable, **R**ealistic and **T**imely.

There may be both short term and longer term goals that you identify. Long term goals may seem out of reach and even overwhelming but remember these can be broken down into smaller steps, some of which you will achieve while an inpatient here and others which you will continue to work on in the community after discharge. Talk to your team if you have any questions about goal setting.

Some examples:

- + Getting in and out of bed or a chair
- + Showering and dressing yourself
- + Walking longer distances or climbing stairs
- + Managing your own medications
- + Making a meal
- + Cleaning your house
- + Returning to work or travel
- + Returning to leisure or sporting activities.

Setting your own goals and understanding how specific therapy activities help you to achieve these goals is very motivating. We want you to feel motivated to do your best. To maximise the benefits of rehabilitation you must be an active participant in your treatment program. This means attending therapy sessions, practising prescribed exercises in your room when not in therapy and making sure you are well rested, hydrated and have adequate analgesia prior to your appointments if required.

Health funds, self-funded, Work Cover and DVA

Please contact your private health fund prior to your admission to confirm your cover for Rehabilitation. This will also be checked before your arrival.

Some policies may require you to pay an excess depending on your level of cover.

Self-funded patients may be required to pay an estimate of the hospital account upfront.

All Work Cover insurance claims will need a written approval for inpatient rehabilitation from your insurance company prior to admission.

Case conference

Case conferences are held weekly. They are attended by all members of your team including medical, nursing and allied health. Case conference provides your team with the opportunity to discuss your progress (in relation to the goals that you identified), discuss any complications or barriers to progress and create an estimated discharge date and plan.

After the case conference you will receive a summary of what has been discussed around your goal progression and an estimated discharge date. Please read through and sign the back of the form to indicate you have read and understand the information provided. The nurse will then place it in your file.

Length of stay

Your Doctor will tell you how long you can expect to stay. This will depend on your individual needs, your condition and level of limitation/ disability and also your current level of function. Your estimated discharge date will be set during weekly case conference, see above. The team will write this date on your patient communication board.

Feedback

Your experience as a patient in our ward is important to us. If you have any questions or concerns please let us know. If you would like to raise a concern or make a complaint you can ask to speak to the Clinical Nurse Manager or team leader if it is after hours. We regard patient safety and comfort our highest priority. Buderim Private Hospital has a policy in place for complaint management. Your concerns will be addressed professionally and confidentially and your treatment will not be affected in any way. Please also see the back of this booklet for information about our **Let us know program**.

We would also like to know If you are happy with your experience. The team is always pleased to hear positive feedback and thanks. At the end of your stay you will be given a patient feedback form to let us know what we did well and how we can improve. You can drop this form into the **patient feedback box** located at the nurse station.

After you are discharged, Buderim Private Hospital also seeks patient feedback via electronic patient experience surveys which are delivered by InSync.

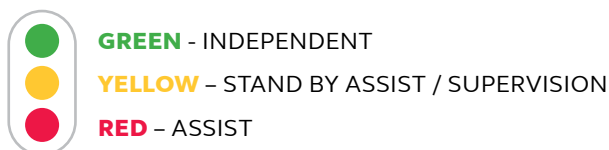


Preventing falls

Falls happen in hospital more often than we would like. Having a fall in hospital can lead to further injury, loss of independence and functional decline as well as a prolonged stay. Please follow your clinical team's advice about what you can and cannot do safely on your own. All of our staff are trained in falls prevention management and complete detailed falls risk assessments on your arrival to our ward. These risk assessments are reviewed every three days by your nurse or after any change in your condition.

Please refer to the Falls prevention handout attached to your patient information board for more information about falls prevention and management at Buderim Private Hospital. If you do fall try to remain calm, don't move and alert staff via the call bell or by calling out.

We use the 'traffic light system' so that staff can quickly identify a patient's current mobility status. The purpose of this system is to keep patient's safe while encouraging their mobilisation.



Please do not walk on your own unless you are deemed safe by the physiotherapist. This means you will be independent when mobilising - **GREEN**.

If you have **YELLOW** or **RED** signage in your room and on your walking aid you must wait for assistance before mobilising.

Reasons you may fall in hospital:

- + Unfamiliar environment
- + You may be weak following illness or surgery
- + Changes to medications or the addition of analgesics
- + You may be starting to gain confidence in your walking and think that you can now get to places on your own and without assistance (please don't as it will set you back)

How you can help:

- + Use your call bell when you need assistance to move ie. going to bathroom
- + Please do not walk on your own anywhere if your team has recommended you need supervision or assistance when mobilising
- + Wear appropriate footwear when mobilising
- + Don't rush
- + Let us know if you are feeling light headed, dizzy or unwell
- + Be especially careful at night time when the environment is dark and you are feeling sleepy and less alert



Preventing pressure injuries

Pressure injuries can occur whenever you lie or sit in the same position for a period of time. A pressure injury can develop quickly. If left untreated it can cause pain, become infected, be slow to heal and therefore delay your recovery. The most common areas for pressure injuries to occur are the heels, buttocks, tail bone, toes and ears. They are also prevalent in people with prolonged use of medical devices such as oxygen tubing, masks, drains, catheters, splints or braces. Please advise your Doctor or Nurse if you have any tenderness in these areas. Please see the **Preventing Pressure Injury** handout attached to your patient information board for detailed information.

How you can help:

- + Keep moving
- + Report tender or painful skin
- + Eat well and stay hydrated



Day of discharge

Discharge time is 10am. Please advise your relatives or friends to organise transport for this time. If you require a taxi or community link service please inform staff in advance so they can book for you. If you are unable to travel by car for any reason then with your Doctor's approval we will request an ambulance transfer. Please be advised that QAS will transport yourself and only one bag under current guidelines. Family or friends will need to collect the bulk of your belongings, including walking aids, prior to transfer or after you have left the hospital.

On the morning of discharge you may be scheduled for an early therapy session to go over any final instructions, answer any questions and organise equipment or follow up therapy in the community. You may be given a home exercise program (HEP) to follow which will help you to maintain the skills you have learnt whilst in hospital.

Pharmacy

After this last therapy session you will meet with the pharmacist who will provide you with a detailed pharmacy discharge summary. The discharge summary will include the medication name, dosage, frequency as well as how long you are expected to be on each medication. It is advised that you make an appointment to see your GP within a fortnight of leaving hospital so that you can get repeat prescriptions and have the medications reviewed if necessary. If you would like a family member present for this discussion please notify your team. If you have previous arrangements for a **webster or blister pack** from your local pharmacy then let your nurse or pharmacist know so that an updated list can be faxed/ emailed to them.

Day rehabilitation

Our hospital day program provides a multidisciplinary service to people who require further rehabilitation but no longer need to be in hospital. To access this service you will need to be referred by your Doctor. Prior to discharge, and if required, your team will discuss possible follow up rehabilitation services with you. This may be attending our day rehab program or private physiotherapy if you prefer.



About the hospital

Mail and flowers

Personal mail and flowers can be addressed to:

C/O Ward 3A (Rehab) Buderim Private Hospital
12 Elsa Wilson Drive,
Buderim Qld 4556



WiFi

Buderim Private Hospital provides free Wi-Fi to patients during their stay.

To access:

- + On your device enable Wi-Fi then search for available wireless networks
- + Click on UCH Guest
- + Your device will connect automatically

Visiting hours

Hospital visiting hours are 11am - 8pm. Please also consider individual therapy timetables.

Hairdresser

We have a visiting hairdresser who can come to your room. Please ask your nurse for updated information about pricing and to request this service.

Podiatrist

Access to a local external podiatry service is available for a cost. Please ask your nurse for updated information about pricing and to request this service.

Laundry

Laundry can be collected at any time from your room by family and friends. Buderim Laundromat also provide a pick up and delivery service to the hospital at a cost. Ask your nurse for updated information about pricing and to request this service.

Let us know

If you're worried, we're worried

Your health and safety is important to us. If patients, families or carers have concerns or worries about care and safety, you have the right to escalate those concerns.



STEP 1 – TALK to your nurse or doctor who will listen to your concerns

- + If you aren't satisfied with the response, move to step 2



STEP 2 – TALK to the nurse in charge

- + If you aren't satisfied with the response, move to step 3



STEP 3 – CALL 0419 779 458

- + Activate Let us know by calling **0419 779 458**
- + Tell them you are activating Let Us Know and give your name, ward, bed number and doctors name.
- + A senior clinician will be with you within 15 minutes

Let us know is an escalation process to immediately address the concerns of families and carers about a patient's condition.

You may be the first to detect these changes, before it is obvious to your healthcare team.

For more information visit – budeirmpivatehospital.com.au

Understanding and managing stress

What is stress?

Stress is as a collection of physical and psychological changes that occur in response to a perceived challenge or threat. In other words, the changes that happen in our body when it thinks we are in danger or when there are challenging circumstances.

What life events can cause stress?

- + Losing a spouse
- + Illness or injury
- + Pain
- + Unfamiliar environments
- + Unexpected or sudden events
- + Being a caregiver
- + Personal conflicts
- + Separation from friends and family
- + Financial difficulties

Symptoms of stress

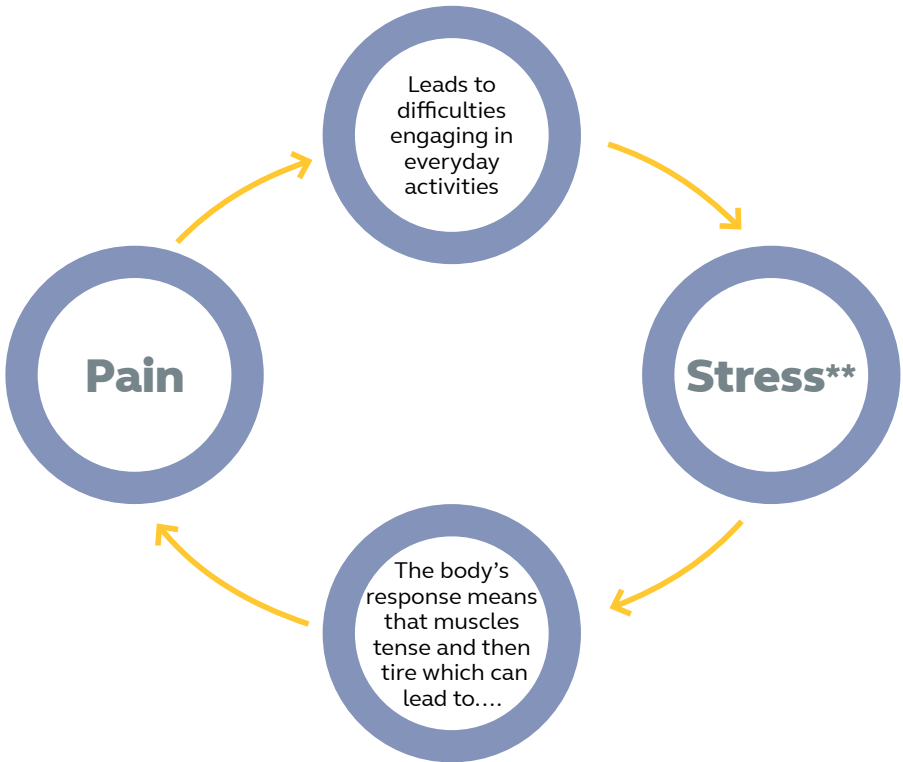
Symptoms can include:

- + Poor concentration
- + Memory problems
- + Indecisiveness
- + Heart palpitations
- + Back pain
- + Crying
- + Irritability
- + Insomnia / teeth grinding

The pain and stress cycle

Stress can affect pain – it does not cause pain.

Stress can increase the intensity of pain and can contribute to depression and anxiety which can then decrease a person's ability to tolerate pain.



**Relaxation aims to reduce stress levels and in turn, reduce pain

Managing stress through relaxation techniques

Relaxation techniques are practices to help bring about the body's relaxation response; which is characterized by slower breathing, lower blood pressure and a reduced heart rate. The relaxation response is the opposite of the stress response.

Get into a comfortable position either in your chair or on your bed and close your eyes. A quiet area works best when practicing these techniques so you may want to close your door.

Relaxation techniques:

Mindfulness

Mindfulness activities can help us to focus on being positive and present as well as assist with regulating our emotions and emotional response to stress.

Progressive muscle relaxation

Focus on slowly tensing and then relaxing each muscle group

Start at your head and work down to your toes- tense each muscle group (including face muscles) for 5 seconds then relax for 20 seconds

Diaphragmatic / Deep breathing

Take a big deep breath and then another

Breathe in deeply through your nose

Fill your belly with air and hold for a few seconds

Exhale slowly

Repeat

With each breath in imagine inhaling peace and calm

With each breath out imagine exhaling stress and tension

Gradually increase the length of time that you inhale and then exhale

This is a powerful and easy way to provoke a relaxation response in a short time frame

These are just some of the techniques you can use to invoke a relaxation response. As well as helping to make you feel calm, relaxation will have a

beneficial effect on your body including a lower blood pressure and heart rate, muscle relaxation, slower breathing, improvements in thought clarity and sleeping patterns.

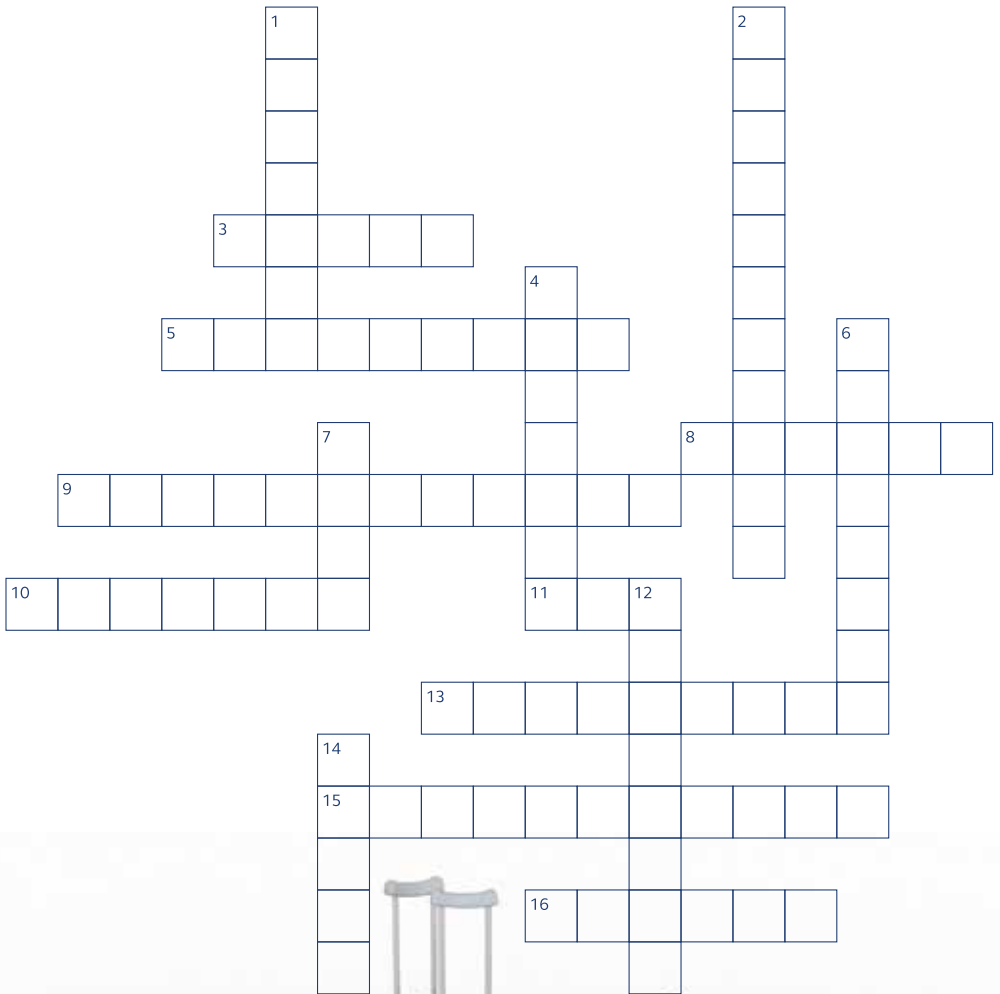
Other ideas for relaxation

- Writing in a journal
- Listening to music
- Reading
- Spending time outside
- Reaching out and spending time with friends and family
- Having a warm shower or bath
- Visualisation
- Guided meditation

Relaxation is very personal and may require some investigation to find the right method for you. Please speak with the Occupational therapist if you would like further information about any of these relaxation techniques or attend our relaxation and mindfulness class which is held once a week on the ward for patients.



Rehabilitation crossword

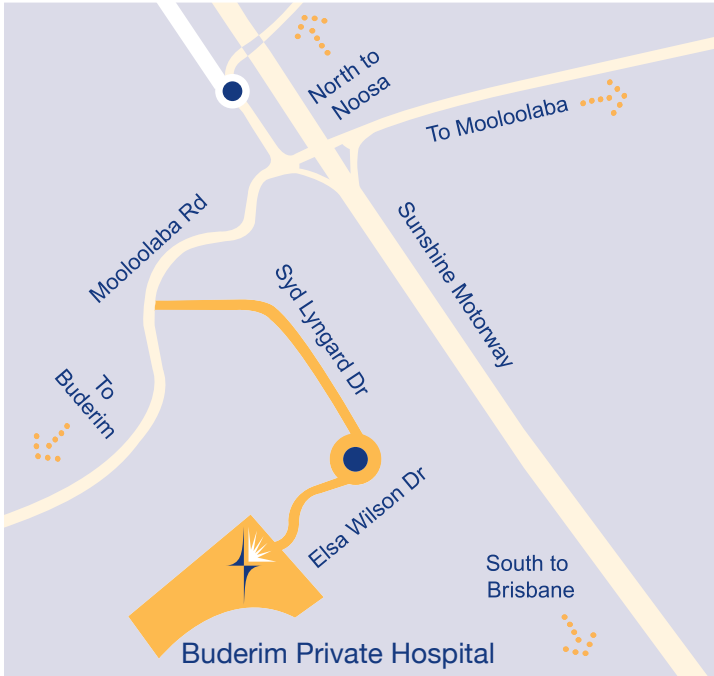


Down

1. to agree with and give encouragement to someone because you want them to succeed.
2. a thing done successfully with effort, skill, or courage.
4. the process of making or becoming sound or healthy again.
6. the activity of learning or teaching the skills and knowledge needed for a particular job or activity.
7. to maintain or support one's existence or someone or provide for oneself.
12. the ability to move or be moved freely and easily.
14. having or showing a high degree of mental ability.

Across

3. an injury to living tissue caused by a cut, blow, or other impact, typically one in which the skin is cut or broken.
5. an internal state that propels individuals to engage in goal-directed behavior.
8. give something to (someone) in recognition of their efforts or achievements.
9. the ability to use different parts of the body together smoothly and efficiently.
10. an even distribution of weight enabling something to remain upright and steady.
11. a large room usually containing special equipment where people go to do physical exercise to get fit.
13. the state of being comfortably healthy and/ or happy i.e. mentally/spiritually/emotionally.
15. the quality or state of being conscious or aware of something.
16. engaged in action or participation etc.



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CROSSWORD – ANSWERS

3 across Wound
 5 across Motivated
 8 across Reward
 9 across Coordination
 10 across Balance
 11 across Gym
 13 across Wellbeing
 15 across Mindfulness
 16 across Active
 1 down Support
 2 down Achievement
 4 down Healing
 6 down Training
 7 down Live
 2 down Mobility
 14 down Smart

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