

MISSION

A world free of cancer

VISION

To lead in transformative cancer care, research and education through courage, commitment and compassion

Providing a safe and caring environment for all patients and visitors.

BARBARA ANN KARMANOS CANCER INSTITUTE

4100 John R, Detroit, MI 48201



YOUR BEST CHANCE.

1-800-KARMANOS | KARMANOS.ORG

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PARTNERING FOR YOUR SAFETY

**THE KARMANOS CANCER CENTER
IS DEDICATED TO PROVIDING
A SAFE ENVIRONMENT FOR ALL
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P.A.R.T.N.E.R.S.

The Karmanos Cancer Center is dedicated to providing a safe environment for all our patients and visitors. When you have guests in your home, you want them to be safe. That's how we feel at Karmanos. We want all of our patients and guests to feel and be safe at all times. One of the best ways to accomplish the goal of patient safety is to encourage health care workers and patients to be partners in the process. Karmanos wants you to be involved. When patients participate in their health care, better outcomes result.

PARTICIPATE IN DECISIONS

Being ill and in the hospital is frightening. Having cancer is even more frightening. We understand. We believe you have the right to understand what is happening to you and to participate in those decisions.

What Karmanos will do

- We will keep you informed.
- We will provide you with high quality evidenced-based treatment options.
- We will encourage you to take part in decisions regarding your care.

How you can help

- Share your health care goals, values or spiritual beliefs that are important to your well-being. Let us know what they are.
- Share your health history with your caregivers.
- Discuss options so you and your health care team can agree on what will be done every step of the way.

ASK QUESTIONS

Asking questions lets us know what is difficult or confusing for you to understand. Since treatment is changing so rapidly, questions also help us to clarify myths and old information.

What Karmanos will do

- We will introduce ourselves to you and wear our identification badges.
- If you are not comfortable communicating in English, we can provide translators to help us understand one another.
- Nurses will explain your medications and what they are used for.
- We will clean our hands before examining you and after all care activities.
- We will perform infection prevention activities to help prevent infections.
- We will encourage you and your family to get a yearly immunization to prevent influenza.

How you can help

- Don't be afraid to ask questions and make sure you understand the answers.
- Ask a family member, caregiver or friend to be with you to help take notes, ask questions, and help understand the answers.
- Ask your caregiver to clean their hands if you don't see this being done. It's okay to ask!
- Clean your hands often and ask your family and other visitors to do the same.
- Talk to your family and visitors about covering their mouth when they cough, especially during cold and flu season.
- Ask your doctor about getting a yearly influenza immunization.
- Ask your nurse about how you can care for any devices (such as a urinary catheter or an IV line) while in the hospital or, if necessary, at home.

REMEMBER

Bring as much health information with you as possible. The more we know, the easier it is for us to safely care for you.

- Bring an updated list of your medications to the hospital stay or to your clinic visit, including all over the counter and herbal products or vitamins.
- Let us know if you have any allergies to medicine or food.
- Bring your patient portfolio if you have one.
- Bring your Karmanos identification card.

TEAM TREATMENT PLAN

We believe you should know what is happening to you so you can make important decisions about your care and treatment.

What Karmanos will do

- We discuss options with you.
- We will provide you with information on benefits and risks of your treatment so you can make an informed decision.
- We will help you with home care needs should this become necessary.

How you can help

- Be actively involved in your health care.
- Let us know how you are feeling.
- Let us know if you are having pain.

NOTIFY US IF YOU HAVE CONCERNS

The more we know about you, the better able we are to help you.

What Karmanos will do

- We will provide you with ways to contact your health care team.
- We will respect your confidentiality and your privacy.
- We will confirm your identity by checking your wrist band and asking your name and birth date before providing care.

How you can help

- Let us know if something doesn't seem right.
- Feel free to contact the manager, charge nurse or Customer Service Department if you have concerns.
- Feel comfortable asking for identification of individuals that come into your room if you don't know who they are.

EDUCATE YOURSELF

We have many resources available to help you understand what is happening to you.

What Karmanos will do

- We will provide you with appropriate resources.
- We will keep you informed of test results.

How you can help

- Visit our Education and Resource Center located in the Wertz atrium.
- Only use reliable resources such as those from American Cancer Society or the National Cancer Institute for cancer information.
- Visit our website at karmanos.org

REDUCE YOUR RISK OF FALLING

Not feeling well, staying in bed more than usual and sleeping in a strange place can cause people to fall when they normally would not. We need your help to prevent falls.

What Karmanos will do

- We will notify you and your family if we feel you are at risk of falling.
- We will post a sign to remind you to ask for assistance when getting out of bed.
- We will place your personal items including the nurses call light within your reach.
- We will assist you to the bathroom and assist you when walking in the corridor.

How you can help

- Discuss your plans with the staff for getting out of bed.
- Use your call light -- ask for help anytime. We're here for your safety.
- During your stay you may need temporary help getting out of bed and walking- Please ask for help to keep you safe!
- Ask for help if you feel dizzy, tired, or unsteady.
- Tell your nurse if any medications make you feel dizzy or sleepy.
- Wear non-slip socks or shoes.
- When getting up, first sit on the side of the bed, then stand up slowly.
- Untangle sheets or equipment before getting up.
- Notify staff of cords, equipment, or spills on the floor.

STAY ORGANIZED

You will receive a lot of information during your clinic or hospital visits. It helps to keep information in one place so you can find it when you need it.

What Karmanos will do

- We will provide you with a patient portfolio to keep your important information.

How you can help

- Notify us if you did not receive a patient portfolio.
- Keep your materials in your patient portfolio.
- Bring your patient portfolio to every visit and every hospital stay.

