



## **Chronic Complex Care Program**

Personalized care in a supportive setting

## Welcome to the Chronic Complex Care Program

### What is Chronic Complex Care?

The Chronic Complex Care Program is designed for clients living with complex disease or life threatening illness. It is primarily for residents on hemodialysis or peritoneal dialysis and residents who require specialized respiratory support including a ventilator. The nursing staff is trained to assess and care for high needs clients whose physical status can fluctuate.

Hemodialysis is provided at the on-site clinic which is staffed by Alberta Health Services hemodialysis nurses. The clinic staff will consult with your current dialysis site to set up your schedule.

Peritoneal dialysis, both CAPD and CCPD are provided on 3 West where the nurses have specialized training in these procedures.

The Calgary Zone Chronic Ventilator program is run jointly between 3 West Fanning and unit 39 at the Peter Lougheed Hospital. The nurses on 3 West have the knowledge and skills required to meet the high needs of ventilated clients and respiratory therapists from the PLC are on site daily.

The Chronic Complex Care Program also accepts tracheostomy clients who can breathe independently but require professional assessment and airway management.

Chronic Complex Care is only available at the Dr. Vernon Fanning Centre. There are fifty-four beds for the program, forty-four on 3 West and ten on 3 East. The program is intended to foster a home-like environment while providing the care and treatments needed to sustain an adequate standard of health.

### What Are the Goals of the Chronic Complex Care Program?

**We offer person centered care that values dignity, autonomy and independence**

The Chronic Complex Care staff recognizes that you are a unique individual with personal likes, dislikes and special interests. As staff get to know you they can design an integrated care plan that considers your abilities, preferences and habits. The Care Plan is a written document that is reviewed and updated regularly and followed by all care staff. Your care coordinator will work with you to develop a Care Plan that is specific to your physical, mental, cultural, social and spiritual needs.

We encourage you to live as independently as possible even while requiring support from the health care team. We encourage you to participate in your care. Let your nurse or therapist know what is working and what is not working so they can make adjustments that suit you.

### **Family and friends will be welcomed as partners, helping to support the residents' quality of life**

Participation is valued in our program. If there is any aspect of care that you would like your family or friends to be involved in, you are encouraged to discuss it with the care team. We know that you and those close to you have expert knowledge of your medical condition and staff welcome the opportunity to learn from you about what works best.

You may invite family and friends to attend your Care Conferences if you wish. As outlined in the Carewest Handbook, care conferences are held within 6 weeks of admission and then yearly. However, if you want to have a conference at any time please let us know and it will be arranged

### **Residents have the opportunity to live in an environment that is comfortable and homelike**

While we can never replace home, we try to make the unit as homelike as possible. We hope that you can experience the activities of a home in our center and we encourage you to decorate your room and add personal touches. You may bring personal items with you, space permitting. Many of our clients bring their own televisions, computers, telephones and radios. Carewest supplies basic cable but for other channels and Wi-Fi you will need to make your own arrangements.

We welcome visits from pets! For safety and infection control, pets must be on a leash, be clean and have up to date immunizations. Pets are not allowed in dining areas or the cafeteria.

### **Residents will have the opportunity to maintain and develop community ties**

We will support you in participating in recreation and leisure activities of your choice and help make arrangements as needed. You are encouraged to maintain your usual community activities such as going to church, dining out or visiting friends as much as possible. Overnight or weekend passes can also be arranged; we require enough notice for the pharmacy to prepare your medications.

The Chronic Complex Care recreation therapist offers a range of outings and in house activities to choose from. She values suggestions and ideas from residents and will work with you to provide activities that match your interests and abilities.

### **Who Are the Members of The Care Team?**

Residents of the Chronic Complex Care Program benefit from professional and support staff who are trained to meet your health care needs, but the most important member of the team is you. You will collaborate with an interdisciplinary team including doctors, nurses, health care aides, therapists, a dietitian, a social worker and a spiritual health worker.

The Chronic Complex Care clients are supervised medically by one of our seven physicians. As a renal client you will also continue to consult your nephrologist. Ventilator clients are followed by the pulmonary team from the Peter Lougheed Hospital.

