

Crisis Bed Offer	
Type of Policy: Clinical	Policy Number: I-R-67
Reviewed by: Dr. Alex Hodgson - Medical Director	Approved by: Dr. Alex Hodgson - Medical Director
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Preamble:

At times a person from community who is best suited to fill an empty bed at Chapman House – Residential Hospice Grey Bruce may not have been identified during the week by their regular care coordinator. A Crisis Bed Offer is when we receive the referral the same day as the resident is requiring admission. The Registered staff member will need to follow the procedure from entering the referral into our data base system to making the bed offer if appropriate.

Policy:

Business hours are classified as Monday to Friday, 0830 to 1630 with exception of Statutory Holidays. Our staff will be responsive to applicants in need outside of business hours to ensure accessibility to our services and avoid delays in bed offers. Most after hour admissions will be planned in advance but it is important for our staff to be equipped for an unplanned request for our Hospice services.

Procedure:

1. Once the referral of the identified person in crisis and next to come in has been received from the HCSSS or the on call physician, and the Hospice physician has verified, you may enter it into IA.
 - (a) Open IA.
 - (b) Select the **client** tab.
 - (c) Select **add residential** from drop down tab.
 - (d) Fill in the information you receive from the referral.
 - (e) Once saved it will say “**requires first contact.**”
 - (f) Once you have spoken to the applicant or their family, you can select this link

and fill in your conversation with family into the box. Hit save.

- (g) It will then be asked "**requires suitability**". Once you have completed the suitability over the phone, you can select this link and fill in the additional info you received over the phone, and enter this into IA.
 - (h) After hitting save it will then ask you, "**requires admittance decision**", select this and hit "**approved**" and then select the box to give more details.
 - (i) You will then see the link change to "**awaiting room assignment**", when you click on this the name will pop up into the open rooms stating "**assign room to ____**" click on the room you want the applicant to go into.
 - (j) Ensure the room you select is congruent with the chart and the orders being faxed to Shoppers Drug Mart (East Side).
 - (k) Lastly, once admitted, ensure you select, **requires Admittance Assessment**, and fill out further information, then hit save.
2. Call the applicant, or their SDM if they are incapable of speaking for themselves. Inform them that you are calling from Chapman House and that you have been informed of a request for them to be admitted to Chapman House.
 3. Start by asking them about their family tree? Who is important to them? Who is involved in their care? Write down this information under family dynamics.
 4. Ask if the resident is double vaccinated for COVID 19.
 5. Ask if designated visitors are double vaccinated for COVID 19. Communicate with them that proof of vaccine will need to be shown including 1 piece of photo identification.
 6. Ask them what they used to do for a living? What are their hobbies or personal interests?
 7. Ask about their understanding of their condition and prognosis.
 8. Ask about pain: is it well managed? If yes, fill out the Pain Assessment PQRSTUV on the 3rd sheet.
 9. Ask how their mobility is, are they still transferring or are they bed bound?
 10. Ask if they have any open areas, if so where and what type of dressing supplies are being used to dress it?
 11. Ask if they have any visual or hearing impairments.
 12. Ask if they follow any religious background. Do they have someone involved from their church already? Would they be interested in speaking with our Chaplain?
 13. Are they using any special equipment or supplies?
 14. What pharmacy are they with if they are at home? If they are from hospital, ask the nurse to fax over a med list.
 15. Do they have any extended coverage?
 16. Have they had any nausea or vomiting?
 17. What is their appetite like? Do they have any issues swallowing?
 18. What are their bowel and bladder routines? Are they continent? When was their last BM? When was their last catheter change?

19. How are they sleeping at night? Are they feeling drowsy throughout the day?
20. How is their mood? Anxiety? Depression? Wellbeing?
21. How many steps are there to get from the outside to where the patient currently is?
22. Do they have any isolation precautions?
23. Are they under 250lbs? This will be important for Voyageur as if they are over, Voyageur will need to dispatch two teams which is double the cost.
24. Have they had a chance to make funeral plans? If yes, what home? Burial or cremation? If no, please let them know that it is important to have this in place upon admission should anything happen suddenly, as we are not a facility that is equipped to hold a body for any length of time.
25. Has there been any social work involved to help support them at EOL?
26. Do they have a signed DNR? This will need to accompany them during their Voyageur transfer.
27. Have they ever inquired about MAID or had any assessments completed? If they decide it is something they want AFTER they come to Chapman House, they will need know that we do not complete MAID at Hospice, so they will need to be transferred back to Hospital or Home.
28. Voyageur- are they comfortable baring this cost? If yes, then ask if they plan to pay with cash at time of pick up or credit card over the phone after you book. If no, then put it on our Grey Bruce Hospice account.
29. Notify them that we do not offer IV hydration, ask if they have any questions or concerns related to this. If they want it explained, let them know that IV hydration is more of an invasive, life prolonging measure and it is our general policy not to provide at end of life because it can cause more discomfort. As the circulatory system slows down, IV hydration can cause other complications such as fluid overload, contributing to congestion and edema. Reassure them that we will offer fluids of all textures, and once they are unresponsive, we will keep them comfortable with frequent oral care and medications.
30. Are they a smoker?
31. Are they using any non-prescription medications (that is anything from a dispensary or any herbal remedies)?
32. Are they using any medical MJ?
33. Are they using any alcohol?
34. Family must bring in a copy of the Power of Attorney document on admission.
35. Medication costs may come up if symptoms require using medications out of what is covered by ODB. Let family know that we will notify them if the physician orders something that may not be covered.
36. Let them know that there is a space for them to stay while their loved one is here. They must be able to look after themselves and bring their own meals, towels, and toiletries as well as look after their own personal laundry off site.
37. Are they on any oxygen? (we will need to fax Vital Aire if yes and Voyageur will need to

know).

38. If on a pain pump request that they bring all pain pump supplies and any bags of medications with them. If they have any other special supplies, ensure we have these supplies or something similar on hand.
39. Ensure we have an address of the POA for billing info for Shoppers.
40. Ask them what time would work for pickup, then hang up and call Voyageur.
41. Voyageur will want to know patient's full name, location, whether it is a patient pay or going on the Hospice's account, and whether family is calling in with credit card or paying with cash. They will ask if they are under 250lbs, if they have oxygen or an escort going with them, if they have any isolation precautions. If there are any stairs into or in the home. Give them requested time for pickup and they will ensure with dispatch that the requested time is available. Write down confirmation #.
42. Return call to patient/family and notify them of pick-up time. If they are paying with credit card, give them Voyageurs number, along with confirmation number and total cost. Encourage them to call in ASAP with payment.
43. If coming from hospital, call charge nurse and notify of pickup time.
44. Notify staff, write on white board.
45. Notify reception and kitchen.
46. Notify HCSSS via Admissions notification Group Email.
47. Assemble chart.
48. Fax orders, Shoppers forms, response form to the LHIN (if coming from home call their personal pharmacy and ask for a med list for the hospice physician to fill out).
49. Ensure the room is ready and any additional supplies are available.
50. Follow admissions workflow for admission process.