

The Hospice Room

Virginia's Perspective

What's working...

- ☹ Compassionate nurses, I have had excellent care, I love my nurses – they really care about me, genuinely.
- ☹ My doctors have been great, Dr. McDreamy, Dr. McHandsome, Dr. McNicely...
- ☹ Being able to say when I had a personality conflict with one of the care aides and not having this woman work with me on her own again.
- ☹ Feeling okay to say when something is wrong even if it is little i.e. when the curtain is off the tracks it drives me crazy because I lay there and see it all the time.

What's not working...

- ☹ Need more room for flowers and gifts to be displayed - tried to put flowers on the window sill, but then I can't see out and it interferes with the blinds, plus the flowers froze
- ☹ I can't see outside, windows are too high - the bed rises up but it goes too high and scares me
- ☹ Not being able to clean the outside of the window, which now has bird poop on it, so my family hung up a picture to hide it but it obstructs my view.
- ☹ Not being able to access the internet – my children live in Ontario and they would Skype – this is a great way to access the outside world. I would go on face book and email.

Suggestions for the future...

- ☹ To continue as much as possible to schedule people together who work well together, to match skills, personality as much as possible between patients and nurses or care aides
- ☹ To create an environment where it is welcomed for patients to voice their concerns, i.e. a conflict in either care or personality
- ☹ Shelving for flowers on opposite side of room from bed so I can see them
- ☹ Moving TV's into the corner makes it look more natural as you would set up a living room and leave more room for shelving
- ☹ Windows lowered so we can see out – understanding that this is our 'window to the world'
- ☹ If possible being able to clean the outside window somehow, I would recommend handsome shirtless firemen to hose down the windows.
- ☹ Have internet or wireless access
- ☹ Ask what name people like to be called by and then post on the door so all will know i.e. I don't mind Virginia, Gin or Ginny but I hate the nickname Virg

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Family Perspective

What's working...

- Being able to bring in items that personalize her room i.e. pictures for on the wall of her kids and family, air fresheners that are changed on a regular basis (person's choice i.e. no vanilla for Gin), real Kleenex and toilet paper, or baby wipes, a calendar posted to mark off days so she knows what day it is, hanging up Christmas lights in her window.
- Being able to come and visit at all hours, stay for as long as you want
- For children to be able to come
- The larger room is great for lots of visitors, room to move around, feel like you can breathe when you spend hours there (smaller room not so much however having access to the larger OT room for parties was great!)

What's not working...

- Weren't sure what to expect or do when Gin was admitted – did not know what all we were allowed to do
- The chair/couch is uncomfortable to sit in or sleep on.
- Parking costs and availability – considering the other financial pressures the family members are on and they have to pay \$60.00 for a month's parking pass

Suggestions for the future...

- If there could be a small introduction or orientation to the experience, in writing to refer to...i.e. directions to the bed, do's and don'ts for bringing in items to make the room homey i.e. do bring in pictures, afghans, favourite blankets, don't bring in a throw rug.
- A normal lazy boy chair is more comfortable.
- Considerations for decrease in parking fees for seniors and people on disability (AISH) or based on ability to show financial hardship.