



Pediatric Intensive Care Unit

10 East PICU

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**C.S. MOTT
CHILDREN'S HOSPITAL**
UNIVERSITY OF MICHIGAN HEALTH

Standards and guidelines in the Pediatric Intensive Care Unit (PICU)

Welcome to the PICU. My name is Michele Derheim, and I am the Clinical Nurse Director.

In the PICU, we view our patients and their families as partners in care. We recognize you as an important member of your child's healthcare team because you know your child better than anyone. During your child's stay, you can expect care providers to:

- Share information with you about your child
- Welcome your participation in caring for your child as much as you are comfortable
- Help you learn how to partner with staff to create a safe, clean, and healing environment for your child
- Listen to your feedback and concerns

To help us provide the best possible care experience, we ask that you please follow these guidelines:

- Check with Guest Services every time before entering the PICU. This is necessary for sterile (cleanliness) procedures to keep all our patients safe.
- You may have up to 4 family members and visitors at your child's bedside. This limit of 4 at any one time is so staff can have ready access to your child if they need to provide urgent care.
- PICU staff welcome having you there during our nursing shift changes and provider rounds. These are important times for staff to share information with each other about the safety and care of your child, so we ask that you not ask questions during these times. We would be happy to address all of your questions and concerns after the nursing report. The team can also answer your urgent questions at the end of rounds, but your providers may need to come back to answer all of your questions after they complete rounds on other patients.

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- For the safety of your child, please do not touch their medical equipment (monitors, pumps, ventilators, etc.). If you hear an alarm or have a concern, please tell your nurse, tell a medical team member, or use the nursing call button located on your TV remote control.
- Please keep phones, TVs, and other electronic devices at low volume. This supports the PICU's quiet healing environment for our patients' recovery.
- Because this is a children's hospital, we ask that you use appropriate language (avoid swearing and offensive language) in conversations and with the use of TVs, movies, or music while you are here.
- Do not take pictures or videos of staff without their permission.
- Please help us keep the PICU clean by storing your personal items in the closet and shelves in your child's room. Because of the limited space, try to limit the number of personal items in the room, including decorations, stuffed animals, and food items. Please do not bring electrical items to your child's room, such as hair dryers, lamps, or string lights.
- Be aware that you will see team members using phones to communicate and document your child's care while they're in the PICU. This is part of our Unified Clinical Communications (UCC) system that allows easy messaging between members of your child's healthcare team.
- As a parent, you are responsible for caring for and watching your child's siblings and visitors under the age of 18. Do not leave them alone in the hospital room.
- It is important to be an active partner in your child's care. We encourage families to be at the bedside with the nurse for your child's daily care.

Please feel free to contact me through e-mail at mdrheim@med.umich.edu if you have questions, comments, or concerns about your child's care.

Warm regards,

Michele Derheim, MSN RN CNML

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Your child's care team

Members of your team may include doctors (residents, fellows, and attendings), medical students, nurse practitioners, nurses, respiratory therapists, physical and occupational therapists, social workers, pharmacists, dietitians, spiritual care experts, and child life specialists. Descriptions of some of these professionals are included below:

- A **medical student** is someone who has completed college and is enrolled in a university medical school. Medical school is 4 years long, and medical students you may meet are in their 3rd or 4th year of training to become a doctor. They may become a primary care provider, hospital physician, surgeon, psychiatrist, or any other type of doctor.
- A **resident** is a doctor who has completed medical school and is receiving training in a general field of medicine. In our unit, you will meet residents training in pediatrics or emergency medicine. Residents are always supervised by a fellow and an attending.
- A **fellow** is a doctor who has completed their resident training and is certified in general pediatrics. They are receiving specialized training in pediatric critical care, which is 3 years long. Fellows have a lot of knowledge and experience, and their work is supervised by an attending.
- An **attending** is a doctor who has completed resident training (called residency) and fellow training (called fellowship). They are certified in pediatric critical care medicine. They supervise the team caring for your child, and they are responsible for all decisions made in your child's care.
- A **nurse practitioner (NP)** is a pediatric nurse with more training, knowledge, and expertise that allows them to develop treatment plans and order medications or tests as needed for your child. They have gone to nursing school, followed by graduate school with special clinical training in acute care conditions in pediatric patients. Their work is supervised by a fellow and attending.

Patients and families are encouraged to participate in daily rounds with these team members as you're comfortable. Daily rounds start at 8:00 AM.

Basic operations in the PICU

Patient information and privacy

Patient information is private. We cannot share any information with you about other patients or share your child's information with others. To protect our patient's private information, patients, family members and visitors are not allowed in staff areas (like the staff room or the clerk or staff desk area). Please do not stand in the hallways outside of our patient's rooms.

Visiting hours

Parents and legal guardians are allowed to visit their child anytime, day or night. Other visitors may visit between 9:00 AM - 9:00 PM.

- Parents, guardians, and visitors need to wear a dated badge at all times. Usually you will get this badge from Guest Services when you arrive.
- The number of visitors allowed to visit a patient depends on the patient's medical needs, the current level of activity in the PICU, and available space. The largest number of visitors a patient may have at a time is 4.
- Parents are responsible for the care and supervision of siblings and visitors under the age of 18 years.
- No one under the age of 18 years, including siblings, is permitted to stay overnight.
- All visitors are to remain at the bedside of the patient they are visiting and may not wander into other patient rooms or hallways.

Bedtime guidelines

To help our patients get the rest they need and keep healthy sleep/wake cycles, we use these guidelines:

- Visiting hours end at 9:00 PM.

- We request that TVs are turned off or to a relaxation music channel, that the window shades are pulled down, and their room lights are turned out between 12:00 AM (midnight) and 6:00 AM.

Meals in the PICU

- During your child's PICU stay, they may have certain diet restrictions. Please do not give your child anything to eat or drink before your nurse explains your child's diet and gives the proper menu to order from.
- Patient meals are available through the Room Service Call Center from 6:30 AM - 8:00 PM. Meals are delivered to the patient room within 45 minutes after you order them.
- Families of patients may order a meal tray for a fee from the Room Service Call Center, which will be billed after your child leaves the hospital. Based on your child's condition, you may be able to eat in your child's room.

Preventing infections

- Good handwashing and sanitizer use is the best way to prevent infections, because germs and infections are most commonly spread through hand contact. We ask all healthcare providers, family members, and visitors to clean their hands before entering and upon exiting a patient room.
- Any family members or visitors that are sick should not visit the PICU.
- If your child has a certain illness, we may need to place them under isolation precautions, which include stronger guidelines about cleaning practices and visitors. Information about the different types of isolation precautions is available in your child's room.
- If your child is in isolation, please ask family members and visitors to avoid public areas in the hospital (such as the nourishment rooms, Child Life activity areas, wait areas, Family Center, and the cafeteria).

- To protect our patients, any family member or visitor who has been exposed to a highly contagious disease (diseases that spread quickly and easily, such as chicken pox or measles) must not enter the PICU.

Room changes

During your child's stay in the PICU, we may need to move your child to a different room. We understand that changing rooms may cause stress, and we appreciate your patience and understanding when this happens.

Keeping their room clean

We invite you to be our partner in keeping your child's room clean through weekly theme days:

- Takeaway Tuesday: Take home any unneeded items from your child's room.
- Throw Away Thursday: Throw away any trash and clutter in your child's room.

Available services during your child's PICU stay

Social work services

If you have any questions or concerns about finding community resources, coping with family concerns, or talking with the medical team, please ask your nurse to contact the social worker. The social work team can also help you with lodging (figuring out where to stay), meals, or parking passes.

Lodging

During your child's PICU stay, there are a few different options for where you can stay:

- There is one sleep space and one recliner provided at each bedside for parents and legal guardians. You can stay overnight at your child's

bedside as long as our healthcare team can still provide safe care for your child with you there.

- There are 2 Ronald McDonald houses where you may be able to stay. The Ann Arbor House has community-style shared housing for families who have a child in the hospital and live more than 50 miles away. For more information, please see the unit social worker or call (734) 994-4442. There is also the Mott House which provides short-term housing (for 24-48 hours) for adults only. All referrals for space in the Mott House must be made through the unit social worker.
- Our Patient and Visitor Hotel Accommodations team can help you find lodging outside the hospital. They work with local hotels that may provide discounts for families staying based on medical needs. Call (734) 936-0135 for more information.
- The Med Inn is an independent hotel inside the hospital on the 2nd level. For more information, please call (734) 936-0100.

Other resources to support your stay

We know that having your child stay in the hospital is often unplanned and stressful. At C.S. Mott Children's Hospital, we provide many support services and programs to help you, your child, and your family during a PICU stay.

Please ask a member of your care team for more information about any of these programs:

- Child and Family Life
- Counseling during your hospital stay
- Grief support
- Interpreter services
- Palliative care
- Social work
- Spiritual care
- Therapaws (pet therapy)

Some other tips for taking care of yourself include:

- Take time to eat meals and choose healthy foods.
- Plan time each day to go outside for a walk. Even 15 minutes can be refreshing and relaxing. The arboretum is just a short walk away.
- Do your best to get good sleep. Sleep is important for making decisions and emotional coping.
- During a long hospital stay, it is normal for you to need to return home to spend time with your child's siblings, run errands, and pay bills. Give yourself permission to be away from your child in the PICU to complete these other tasks.

Other hospital locations and resources

Interfaith chapel

The interfaith chapel is located on the 2nd level, and it is open all day and night.

Food and drink options

- **Getaway 'n Play Café** located on the 2nd level. It is open Monday through Friday from 6:30 AM – 12:00 AM (midnight) and Saturday and Sunday from 9:00 AM – 8:00 PM.
- **Subway** is located on the 2nd level. It is open Monday through Friday from 7:00 AM – 12:00 AM (midnight), Saturday 8:00 AM – 8:00 PM, and Sunday 9:00 AM – 8:00 PM.
- **Grand Grounds** is located on the 2nd level. It is open Monday through Friday from 6:30 AM – 4:00 PM.

Gift shop

The Carousel Gift Shop is located on the 2nd level. Please do not buy potted plants or latex balloons, as they are not allowed in the PICU. The gift shop is open Monday through Friday from 9:00 AM – 5:00 PM and Saturday and Sunday from 12:00 PM (noon) – 5:00 PM.

Family Center

The **Wayne and Shelly Jones Family Center** is located on the 2nd level. It is open Monday through Friday from 7:30 AM – 7:00 PM and Saturday and Sunday from 10:00 AM – 2:00 PM. The Family Center includes:

- A library and computers available for parents and family members
- A nourishment area/kitchenette where you can prepare meals
- Other offices and support services like the Patient and Family Centered Care Program, Social Work Guest Assistance Program, and Mott Community Relations

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