

# Handbook for Trauma Patients and their Families



This handbook has been developed for you by Trauma Services at York Hospital in collaboration with the Trauma Survivor Network (TSN) of the American Trauma Society. We hope this information will help you and your loved ones during the hospital stay.

At the back of this handbook there is room for you to take notes and to write down questions for the hospital staff. You can use this to make sure you get all your questions answered.

We also encourage you to visit the TSN website at [www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org) to learn about the services this program provides. You can also use this website to keep your friends and family informed during your loved one's hospital stay.

## Trauma Services at York Hospital

WellSpan York Hospital is a Level I Trauma Center. There are four levels of trauma centers in Pennsylvania. Level I is the highest level. Pennsylvania Trauma Centers must follow the rules and regulations set by the state. As a Level I center, we must be ready at any time for any type of injury!

Trauma care is a team approach. The head of the trauma team is a trauma surgeon called the Trauma Attending. The Trauma Attending (Surgeon) has several years of training in trauma care. Unlike other hospital patients, a trauma patient probably won't have a single doctor, but will have a team of surgeons. This team meets daily to share information and the care needed by your loved one.

In addition to the Trauma Attending, other doctors may be involved with the care of your loved one. They include orthopedic (bone) doctors, thoracic (chest) doctors and neurosurgeons (brain doctors). The Trauma Attending manages the entire team. The trauma attending works with the other doctors to determine the care of your loved one.

Other trauma team members include:

- Residents (doctors in training)
- Advanced Practice Nurses
- Physician Assistants
- Nurses
- Medical Students
- Respiratory Therapist (work with the lungs)
- Dietitians (specializes in providing diet management)
- Laboratory workers
- Chaplains
- Rehabilitation Therapists (help patients gain strength back)
- Case Management (help with insurance concerns)
- Social Workers

All members of the team have received special trauma education (training). Together, this entire team works very hard to make sure our patients receive the best care possible!

We hope that you find our Trauma Program to be caring and compassionate. May you find comfort in knowing we will always be here!

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# ARRIVAL

**In this section, you will find information on what happens when you arrive at our Trauma Center. Visiting your loved one and the role of the family during a patient's stay will also be discussed.**

## 1. INTRODUCTION

### WE ARE HERE TO HELP

Trauma is an unexpected occurrence. Hardly anyone thinks, “I’m going to get hurt today.” A sudden injury, being in the hospital and going through recovery can cause anxiety, fear and frustration. You may feel confused and frightened by some things you hear and see. You may not understand some words that people use. This experience of advanced medical care may be a whole new world for you.

We hope that the information in this book will help you better cope during this difficult time. It includes basic facts about the most common types of injuries and their treatments, the patient care process, and hospital services and policies.

There is space within this book to take notes. We encourage you to write down questions that you have for the doctors and staff. **Every** member of the hospital staff is here to help you.

### WELLSPAN YORK HOSPITAL

WellSpan York Hospital is the region's leader in advanced specialty care. What began in 1880 has grown to a 596-bed community teaching hospital that employs more than 4,400 people and serves a population of 520,000+ in south central Pennsylvania.

The hospital offers services and programs that feature highly skilled clinical staff, life-saving technology and state-of-the-art facilities to address some of the most complex medical, surgical and behavioral conditions.

WellSpan York Hospital's Regional Resource/Level I Trauma Center has been accredited by the Pennsylvania Trauma Systems Foundation and is the only accredited trauma center in York, Adams and Franklin counties,

WellSpan York Hospital is a nationally recognized teaching hospital with seven residency programs, five allied health schools and other training programs. More than 690 physicians and other professionals are members of WellSpan York Hospital's medical and dental staff.

***“The perspective we take in the trauma group is that we provide value to the community and the community is healthier and safer because of what we do.”***

***~Dr. K. Michael Hughes***

## 2. IMMEDIATELY AFTER THE INJURY

### ARRIVAL AT THE HOSPITAL

Here is what has happened so far...

Most likely you or your loved one was brought to the York Hospital Emergency Department by an ambulance or helicopter. The trauma staff can tell you which service brought you or your loved one to the hospital.

During the transport, the rescue crew was in radio contact with the hospital. They gave information about you or your loved one's injuries. This allows the team at the trauma center to be ready to provide treatment as quickly as possible.

The trauma team typically includes:

- trauma surgeons
- emergency doctors
- nurse
- respiratory therapist,
- X-ray staff
- Social worker.

The team is ready 24 hours a day, seven days a week. Also, board-certified specialty doctors are on call to help with care.

### INITIAL ASSESSMENT

Trauma care at the hospital begins in the Emergency Department (ED). It includes:

- An exam to find life-threatening injuries
- X-rays, ultrasound and perhaps a CT scan so that doctors can better understand the extent of the injuries
- If needed, transfer to the OR for surgery. The OR is staffed by an expert team.
- Transfer from the admitting area, ED or OR to a unit in the hospital.

### HOW THE HOSPITAL CARES FOR THE FAMILY

Initially the patient is evaluated in the ED. Please note that the ED is under Restricted Access. While the patient is being assessed, family can't be present in the room. A member of the medical team will keep the family and friends informed. Every attempt will be made to update the family as soon as possible.

### WHY A PATIENT MAY HAVE A FAKE NAME

Sometimes the hospital does not know the name of the patient. To make sure that doctors can match the right lab and other reports with that patient, the hospital may give the person a fake name. These names may be WSH Hi Xviii.

The fake name may have made it hard for you to locate your loved one at first. When hospital staff can be sure of your loved one's name, they change to the real name.

If the patient is a victim of crime, they may have heightened security measures. This is for safety reasons.

### 3. VISITORS ARE IMPORTANT

Visiting is a time to be with your loved one, ask questions, and meet with staff. Research shows that comforting visits from friends and family help most patients to heal. Family and close friends know the patient better than anyone else and can make a difference in treatment. Visiting is often a good time to begin learning how to take care of your loved one at home.

You may have to wait before you can visit your loved one. Visits are often limited for patients with brain injuries because they need quiet to recover.

#### **WE ARE HERE TO HELP**

Feel free to ask for help finding a patient room, department, etc. **All our employees, doctors and volunteers wear ID badges.**

#### **»Family Waiting Rooms**

The family waiting room for the Trauma Surgical Intensive Care Unit (TSICU), shared with the Surgical Intensive Care Unit (SICU), is located on the 3<sup>rd</sup> floor of the Century Project. It is in the small hallway around the corner from the care units. Feel free to ask the staff to help you find this room.

Public restrooms can be found in the hall next to the waiting room. Please remember there is no smoking on the hospital campus.

Although, it is understandable that families are overwhelmed with the onset of their one's trauma, it is recommended that families and well-wishers do not sleep overnight in the family waiting room. A list of hotel accommodations can be provided upon request.

Family waiting rooms can be noisy, overwhelming, and offer little privacy or opportunity for rest. It is best for the patients' well-being that family members and supporters are well rested and able to advocate for their needs and continued care.

#### **»Additional Gathering Areas**

If you need a break from visiting and the waiting room, there is a coffee shop (Atrium Café) and a gift shop located on the first floor of the hospital by the main entrance.

Hours for Atrium Cafe: Monday-Friday - 6:30am-11:00pm; Saturday-Sunday - 7:00am - 11:00pm

A cafeteria is located on the second floor of the main hospital.

Hours for cafeteria: Breakfast: 6:00am-9:00am; Lunch: 11:00am-2:00pm; Dinner: 4:00pm-7:00pm; Midnight: 11:30am-3:00am  
The cafeteria will remain open with grab and go items including, sandwiches, salads, soups, pizza, and desserts.

An Interfaith Chapel is located on the first floor of the hospital and is always open for private and personal use of patients and family members. A special prayer request book is also located in the Interfaith Chapel.

## »Family Contact

Please identify one person to be the patient spokesperson. This will be the “go to” person. The family spokesperson is the one the medical team will speak with concerning the plan of care. This person can then share the information with others. We suggest the patient and family write questions and answers down so that there is a journal of events.

Since trauma is an unplanned event, please understand that staff may get interrupted. We may be needed to take care of a new trauma patient or a very sick one. This may mean that we don’t get to answer your questions right away. Please know that we make every effort to get to the family as quickly as we can. We must decide which patients need more immediate care and attention at that time. Know that our team is present in the hospital 24 hours a day, seven days a week. There is always someone from our team here.

Ask questions. If you do not understand something, please have your spokesperson ask. We recognize that this event is new for you and probably leaves you wanting more information. Again, provide those questions to your spokesperson, and have them ask your questions.



## 4. THE HEALTH CARE TEAM NEEDS A FAMILY'S HELP

The primary job of the trauma unit team is to treat patients. We need your help in taking care of your loved one and making sure he or she gets the best care possible. Here are things you can do to help us and your loved one.

### » Take Care of Yourself

Worry and stress are hard on you, and you need strength to offer support to your loved one. The trauma unit team understands that this time can be just as stressful for family and friends as it is for patients.

Be sure to continue taking any medicines that your doctor has prescribed for you. Take breaks. Go for a walk around the hospital campus. Getting plenty of sleep and eating regular meals helps you think better, keep up your strength and prevent illness so you can be there for your loved one when you are needed.

### » Ask for Help from Your Family and Friends

Do not hesitate to ask for help. Make a list in the back of this book so you will be prepared to accept help when friends offer. Friends often appreciate being able to help and be involved in the patient's care.

Visit the Trauma Survivors Network Website at [www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org) and find out how you can create your own "CarePage". This makes it easy for you to connect with friends and family.

### » Ask Questions and Stay Informed

The trauma team knows how important regular updates are to family and friends. The family is an important part of the health care team. It helps if you choose one person from your group to represent the family. This allows staff to focus on caring for the patient instead of repeating the same updates.

**When you think of questions during the day, write them down. Be sure to ask your doctor these questions when you see them. You will want to ask questions until you understand the diagnoses and options for treatment. It's all right to ask the same question twice. Stress makes it hard to understand and remember new information. Ask until you understand. Write down what you are told so you can accurately report the information to other family members. We have provided space throughout this handbook to write down your questions and the answers.**

### » Help Maintain a Restful and Healing Place

When you are visiting, please talk in a quiet voice. Patients need quiet and families deserve your courtesy. To help maintain a healthy environment for patients and their families, the hospital counts on your help. Please:

- Observe the visiting hours for the area you are visiting.
- Do not sleep in patient rooms or waiting rooms unless you have permission.
- Respect other patients' right to privacy.
- Leave the patient room or care area when asked by hospital staff.
- Knock or call the patient's name softly before entering if a door or curtain is closed.
- The medical record is a private document.
- Wash your hands before you go into a patient's room and when you come out.
- Do not visit if you are not feeling well or have an illness that could be transferred to our patients.
- Talk with the patient's nurse before bringing any children under the age of 16 into a patient's room.

- For the safety of young children, provide adult supervision in all areas of the hospital.
- Respect the property of other people and of the hospital.
- Do not ask other patients and families about private details of their care.
- Respect the rights of all patients and hospital staff.

# STAY

**In this section, you will find answers to questions that come up during your hospital stay. This includes information about the nursing care areas and the role of the trauma team member. Medical terms are also described in this section.**

## 5. WHERE PATIENTS STAY WHILE IN THE HOSPITAL

After patients are evaluated by doctors they are moved to another unit in the hospital. Where they are moved depends on their injury.

Patients may first go to the intensive care unit. When they are ready, they may then move to a step-down unit. They may also go to another unit in the hospital. Patients are only moved from one unit to another when the trauma team believes they are ready.

The hospital staff does its best to let family and friends know when a patient is moved from one unit to another. If your loved one has been moved and you do not know where he or she has gone, please call the hospital operator at 717-851-2345.

These are the hospital units that care for trauma patients:

### » Trauma Surgical Intensive Care Unit (TSICU) or Surgical Intensive Care Unit (SICU)

Patients in the ICU receive care from a team of doctor and nurses. They trained to take care of seriously injured patients. The first step is to make sure the patient is medically stable. Medically stable means that all body systems are working. As the patient is being treated, the team begins to plan with the patient and family. This plan will help the patient return to as normal a life as possible, as quickly and as safely as possible.

### » Medical and Surgical Care Floors

Less injured patients may be moved to another unit in the hospital. Also, those who no longer require the care found in ICU may be moved to these units. This is typically Tower 3 or 6 South.

### A TYPICAL DAY IN THE ICU

Most patients are attached to equipment that gives doctors and nurses important information. This allows them to make the best decisions. The equipment;

- Monitors patients
- Delivers medicine
- Helps patients breathe.

Do not worry if you hear alarms. Some alarms do not need immediate attention. The staff knows which ones to respond to.

In the morning, the trauma team “rounds” to each patient’s bed to do exams, check progress and plan the patient’s care. This time is valuable for everyone involved in the care of your loved one. Family members are encouraged to be involved in the patient’s plan of care.

Physical therapists, occupational therapists and nursing staff work together to help patients begin to move normally and regain strength. For instance, they may;

- raise the head of the bed
- turn a patient every two hours
- Help a patient sit on the bed or in a chair.

Patients may be moved to other areas of the hospital for tests. During this time, other patients may be brought into the unit. You can expect a busy place. Sometimes, the staff asks all visitors to leave the unit to preserve a patient’s privacy.

## **CARING FOR CHILDREN**

Children who have serious life-threatening injuries, are transferred to the Penn State Hershey Children's Hospital.

If your child does not have life threatening injuries, they may be cared for on our Pediatric Unit (3<sup>rd</sup> floor of the Main Hospital). The Pediatric staff also has additional training in caring for trauma patients. The staff will be there to care for your child and to support you during this difficult time.

## **HELPING CHILDREN**

Be direct, simple, and honest. Explain what happened in terms that the child can understand. Encourage the child to express feelings openly. Crying is a normal reaction to loss. Accept the child's emotions and reactions; be careful not to tell the child how he or she should or should not feel. Maintain as much order and security in the child's life as possible. Be patient. Know that children need to hear "the story" and ask the same questions again and again.

***“In your darkest day, know that  
it is only temporary.”***

***~Jen, Trauma Survivor***

## 6. WHO TAKES CARE OF THE PATIENT

Many types of caregivers may take care of your loved one while he or she is in the hospital. Different patients will need different types of care. Here is a list of the kinds of doctors, nurses, and other caregivers you may meet or hear about.

### » Anesthesia and Pain Management Specialists

These specialists are specially trained to work with patients who have are in pain. They create a plan to ease pain and improve quality of life. Treatments may include:

- Medications
- Implanting pain pumps (pain balls, epidurals)
- Physical therapy or behavioral programs.

### » Case Manager

All admitted patients have a case manager. Case managers have experience to help you through your stay in the hospital.

Your case manager can:

- Work with your insurance company to ensure appropriate management of your benefits
- Get supplies you will need at home if covered by your insurance provider
- Help you learn how to care of yourself
- Refer you to a home health agency if you need it
- Help you get continued care with a specialist
- Coordinate your transfer to a rehabilitation facility

### » Chaplain

Chaplains have special skills to help people during times of illness. They meet the spiritual needs of patients and families from many different religions. Chaplains visit all who want spiritual support.

This department provides:

- Pastoral care visits
- Pastoral counseling
- Worship
- Memorial services
- Support groups

Pastoral Care can be contacted by phone at 717-851-2305. You can also make a request through the medical team.

### » Clinical Nurse Specialist

Clinical nurse specialists are registered nurses who have a master's degree. They also have expertise in trauma care. They monitor the patient's plan of care. They also act as a link between the patient and the patient's various caregivers.

### » **Dietitian**

Dietitians are the food and nutrition experts. They work closely with the trauma team in caring for patients. For example, if a patient needs a feeding tube at home, the dietitian explains the proper diet.

### » **Neurosurgeon**

Neurosurgeons are doctors who are trained in surgery for the brain or spinal cord.

### » **Nurse**

Nurses manage care and recovery of patients. They talk with the trauma team about the patients' care.

### » **Nurse Practitioner**

Nurse practitioners are nurses who have advanced training and manage patients along with the doctor.

Trauma nurse practitioners do:

- Physical exams
- Order and interpret tests
- Prescribe medications and other treatments
- Refer patients to other specialists

### » **Occupational Therapist**

Occupational therapists help the patients regain strength for daily events.

This includes:

- Getting out of bed
- Eating
- Dressing
- Using the toilet and bathing.

They also recommend equipment that can help patients.

### » **Orthopedic Surgeon**

Orthopedic surgeons are physicians who have specialized training in repairing broken bones.

### » **Pharmacist**

Pharmacists are medicine experts. They work closely with nurses and doctors. They provide information and help with choosing medicines.

### » **Physical Therapist**

Physical therapists help patients regain their strength and movement. They also help with stiff joints and other problems with moving and wound healing.

### » **Procedure Nurse**

Procedure nurses have special training to help surgeons perform such procedures as opening patients' airways, examining their lungs and changing surgical dressings.

### » **Psychologist**

Psychologists are licensed mental health professional. A psychologist is not a medical doctor but has advanced training at the masters or doctoral level (a Ph.D. or Psy.D.)

### » **Psychiatrist**

Psychiatrists are medical doctors (MDs) who treat of mental and emotional disorders. Psychiatrists can prescribe medication.

### » **Resident**

Residents are licensed physicians who are getting more training in a specialty. They provide patient care and keep the attending doctor informed of each patient's progress.

### » **Respiratory Therapist**

Respiratory therapists provide breathing support and treatments. Respiratory Therapists are specially trained and state licensed.

### » **Social Worker**

Social workers help patients and family members adjust to the injury. Hospital social workers specialize in medical and crisis counseling. They talk with patients and the medical team. They also help patients and families with services both within the hospital and in the community. The social worker also may help ease the change from hospital to home.

### » **Speech and Language Therapist**

Speech therapists work with patient on language, memory and swallowing problems, often under the direction of a physiatrist. They may also evaluate hearing.

### » **Trauma Surgeon**

Trauma surgeons are doctors who have years of training in trauma surgery. A trauma surgeon is in the hospital 24 hours a day. They will oversee the total care of you or your family member in the hospital. They regularly visit patients to check on their progress and coordinate with other members of the trauma team.

### » **Pediatrician**

Pediatricians are doctors who have specialized training in treating children and adolescents.

### » **Patient Transport**

Patient Transporters members of the health care team that assist with the physical transportation of patients between departments. They are under the direction of the Nursing staff and are skilled in handling patients during transitions.

### » **Unit Secretaries**

Unit Secretaries are available to assist with the patient and family direction and assist with scheduling follow-up appointments. They are also available to answer questions regarding general hospital navigation and policies.

### » **Student Nurses**

As an affiliated academic institution, Student Nurses are present on the medical floors during the patient's care. They assist with direct patient care under the direction supervision of the Registered Nurse.



### »Trauma Survivors Network Coordinator

The Trauma Survivors Network (TSN) Coordinator helps coordinate support through your recovery. The TSN Coordinator is specially trained by the American Trauma Society the Johns Hopkins Bloomberg School of Public Health to provide helpful resources and support during recovery from major injury.

### »Trauma Survivors Network Peer Visitors

All Peer Visitors have received hospital training as volunteers, and specialized training as peer visitors. Although Peer Visitors are not trained counselors and will not offer medical, legal, or personal advice, they understand the concerns of a new trauma patient and provide a “been there, done that” perspective. They are available upon request through the Trauma Survivors Network Coordinator.

*“My deep commitment to the Trauma Survivors Network is a way for me to make sure that trauma survivors everywhere finally receive the resources that few, if any of us, had before”*

*~Steve, Trauma Survivor*

## 7. PATIENT RIGHTS AND RESPONSIBILITIES

This hospital provides medical treatment without regard to race, creed, sex, nationality, gender or source of payment. As our patient, you are entitled to safe, considerate, respectful and dignified care at all times.

### **PATIENT RIGHTS**

As a patient of a WellSpan Health care location (including WellSpan hospitals), or as a family member or healthcare representative of a patient at this care location, we want you to know the rights you have under federal and Pennsylvania state law as soon as possible in your care location stay. We are committed to honoring your rights and want you to know that by taking an active role in your health care, you can help your caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

While you are a patient at this hospital, your rights as a patient include the right to:

- Communication
- Informed Decisions
- Visitation
- Advance Directives
- Care Planning
- Care Delivery
- Privacy and Confidentiality
- Hospital Bills
- Concerns, Complaints/Grievances, and Questions

### **PATIENT RESPONSIBILITIES**

The care you receive while you are a patient depends partially on you. Your responsibilities include:

- Provide Information
- Respect and Consideration
- Safety
- Actions for Refusing Care
- Charges
- Cooperation

For more information visit [Wellspan.org](http://Wellspan.org), click on the “Families and PATIENTS” tab at the top, click on “Patient Guide,” and then “Your Rights & Responsibilities as a Patient.”

### **[YOUR RIGHTS & RESPONSIBILITIES AS A PATIENT](#)**

## 8. MEDICAL INFORMATION: WHAT IS KEPT, WHY, AND WHO HAS ACCESS?

When you come to the hospital, we will ask for info related to your care. We may keep this info as paper records or in a computer file. We keep the following:

- Name
- Address
- Date of birth
- Next of kin
- Information about your medical conditions and treatments.

We also keep any X-rays and test reports on file for a limited period.

### **There are very strict laws about who may see this information:**

- You can see your own medical records
- Your own medical caregivers can see them.
- Some other members of the hospital staff may see the information for other reasons, such as teaching purposes or to monitor care in the hospital.
- Your family and friends are not allowed to see your records unless you give permission.
- Your legal representative can see the information.

### **AUTHORIZATION FOR ACCESS TO MEDICAL RECORDS**

A patient may give someone else permission to see his or her medical records. To do this, a patient completes an *Authorization to Access Medical Record* form. In some cases, you may need an attorney.

For instance, you will need an attorney if:

- Your loved one is over 18 years of age
- Is unable to sign and no one has Power of Attorney for him or her.

Your trauma team can help you choose a person for direct communication and updates.

### **Notes:**

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## 9. IF A PATIENT CANNOT MAKE DECISIONS

Ideally, patients would always be able to make their own health care choices. When they are not able to do so, the trauma team will consult the patient's Power of Attorney for Health Care. This is a person chosen by the patient who can make decisions that are in keeping with the patient's wishes. This type of power of attorney only applies to health care. Another option is a court-appointed guardian. This is a person named by the court, not the patient, to make choices about the patient's health care.

When a Power of Attorney for Health Care or a court-appointed guardian is not available, the trauma team will consult a backup decision maker. This is an adult who has shown care and concern for the patient, knows the patient's values and is available. When a patient cannot make his or her own choices due to injury or illness, the medical team will choose one person to make all decisions for the patient. This choice is spelled out by law and is made in the following order:

- Husband or wife
- Adult child
- Parent
- Adult brother or sister
- Any other adult relative of the patient
- Any other adult friend who meets the above criteria

If you have questions about making decisions for the patient, please ask the trauma unit staff.

## 10. COMMON TRAUMATIC INJURIES AND THEIR TREATMENT

Injuries may be due to blunt or penetrating forces. Blunt injuries occur when an outside force strikes the body. These injuries occur because of a motor vehicle crash, a fall, or an assault. Penetrating trauma occurs when an object, such as a bullet or knife, pierces the body. Sometimes, patients have both types of injuries.

In this section of the handbook, we describe some of the common types of injuries people have and how they are typically treated. The trauma staff can give you more details about your loved one's injuries. At the end of the book there is a place for you to list these injuries.

### HEAD INJURIES

A traumatic brain injury, sometimes called a TBI, is an injury to the brain due to blunt or penetrating trauma. There are many types of brain injuries:

- **Cerebral concussion:** brief loss of consciousness after a blow to the head. A head scan does not show this injury; a mild concussion may produce a brief period of confusion; it is also common to have some loss of memory about the events that caused the injury.
- **Cerebral contusion:** contusion means bruising, so a cerebral contusion is bruising of the brain; this can occur under a skull fracture. It can also be due to a powerful blow to the head that causes the brain to shift and bounce against the skull.
- **Skull fracture:** cracks in the bones of the skull caused by blunt or penetrating trauma; the brain or blood vessels may also be injured.
- **Hematomas:** Head injuries and skull fractures may cause tearing and cutting of the blood vessels carrying blood into the brain. This may cause a blood clot to form in or on top of the brain. A blood clot in the brain is referred to as a hematoma. There are several types of hematomas:
  - **Subdural hematoma:** bleeding that occurs when a vein on the outside of the brain is damaged; a blood clot slowly forms and puts pressure on the outside of the brain.
  - **Epidural hematoma:** bleeding that occurs when an artery on the outside of the brain is injured; a blood clot can occur quickly and put pressure on the outside of the brain.
  - **Intracerebral hematoma:** bleeding inside the brain itself; it usually happens when blood vessels rupture deep within the brain.

A traumatic brain injury that is described as “mild” implies that there was little or no loss of consciousness at the time of injury. These types of injuries often are not reported or treated. Neurological exams may appear normal, which makes it hard to diagnose the injury, but symptoms often show up later. Such symptoms may include foggy memory, a hard time solving problems, headaches, dizziness, nausea, fatigue, mood swings, anxiety, depression, disorientation, and delayed motor response.

### Diagnosis and Evaluation

The trauma team watches patients with a head injury very closely, including:

- Checking the patient's pupils with a light
- Checking the level of consciousness. They use the Glasgow Coma Scale (GCS) to find out how badly the brain has been injured. The GCS includes testing for eye opening, talking and movement. Scores range from a high of 15 (normal) to a low of 3 (coma from injury or drugs).
- Checking to see if patients react to touch or if they feel dull, sharp, or tingling feelings.

When doctors think that a patient has a brain injury, they often order a scan of the brain (CT scan). This scan can find out if there is swelling, bleeding, or a blood clot.

## **Treatment**

Doctors base treatment for a brain injury on the type and location of the injury. Treatments may include:

- Drugs to lower brain pressure, drugs to lower anxiety, and drugs that change the fluid levels in the brain
- Intracranial pressure monitor (ICP), which measures pressure in the brain. There are two types of monitors: a tube placed in the brain that only measures brain pressure, and a tube placed into a small space in the brain that measures brain pressure and also drains fluid from the brain to lower the pressure on the brain.
- Craniotomy, which is an opening in the skull to remove a clot and lower brain pressure. This is done in the operating room.
- Shunt, which is a tube placed to drain excess fluid in the brain. This is done in the operating room.
- Craniectomy, which involves removing a part of the skull bone to give the brain more room to swell. This type of surgery may also be done when a clot is removed. The skull bone is replaced when the patient is better (usually several months later).

## **CHEST INJURIES**

Chest injuries may be life threatening if the lungs are bruised. The goal of early trauma care is to protect breathing and blood flow. Types of chest injuries include:

- Rib fractures: the most common type of chest injury; they can be very painful but will usually heal without surgery in three to six weeks.
- Flail chest: two or more ribs are broken in more than two places and the chest wall is not working as it should during breathing.
- Hemothorax: blood pools in the chest cavity, often due to rib fractures.
- Pneumothorax: air collects in the chest cavity due to an injured lung.
- Hemo-pneumothorax: both air and blood collect in the chest cavity.
- Pulmonary contusion: bruising of the lung; if severe, it can be life threatening because bruised lung tissue does not use oxygen well.

## **Diagnosis and Evaluation**

Doctors often use a chest X-ray or CT scan to find out more about the injury. They can tell how the lung is using oxygen by taking some blood from an artery. They may need to open the chest to examine and treat the injury.

## Treatment

The goals are to increase oxygen to the lungs, control pain and prevent pneumonia. Doctors and nurses may ask the patient to cough and do deep-breathing exercises, which help the lungs heal. They will also tell the patient to stop smoking. The doctor will order drugs to treat pain and soreness.

It is important that the patient take part in the healing process. It greatly reduces the risk of other problems, such as pneumonia or lung collapse, that may need to be treated with a ventilator (breathing machine).

## ABDOMINAL INJURIES

Blunt or penetrating trauma to the abdomen can injure such organs as the liver, spleen, kidney, or stomach. The injuries may be:

- Lacerations (cuts)
- Contusions (bruises)
- Ruptures (severe tearing of the tissue)

## Diagnosis and Evaluation

There are many ways to diagnose an abdominal injury, including:

- physical examination
- CT scan
- a blood count to check hemoglobin and hematocrit, two measures of blood loss
- ultrasound
- surgery called a laparotomy in which the surgeon makes an incision in the abdominal area

## Treatment

Treatment depends on the organ that is injured and the severity of the injury. It may range from watching the patient closely to surgery. Many injuries to the kidney, spleen or liver can be treated without surgery. Often, however, severe injuries to the abdomen require several surgeries.

## BONE, LIGAMENT AND JOINT INJURIES

Blunt and penetrating trauma can harm bones, ligaments, and joints.

Types of fractures or broken bones include:

- Open or compound fracture: a broken bone pushes through the skin; it is serious because the wound and the bone may get infected.
- Closed fracture: the broken bone does not pierce the skin.
- Greenstick fracture: a bone is partly bent and partly broken; occurs most often in children.
- Spiral fracture: a break that follows a line like a corkscrew.
- Transverse fracture: a break that is at right angles to the long axis of the bone.
- Comminuted fracture: a bone that is broken into many pieces.



Simple



Greenstick



Comminuted



Hairline



Compound



Spiral

- Hairline fracture: a break that shows on an X-ray as a very thin line that does not extend entirely through the bone; all parts of the bone still line up perfectly.

### Diagnosis

Doctors can usually see whether most bones are broken by using regular X-rays. However, for other bones, doctors may use a CT scan. To find out if there is any damage to joints or ligaments, doctors may do a magnetic resonance imaging scan (MRI).

### Treatment

Treatment for a broken bone depends on the type, severity, and location and whether the tissue around the bone is damaged. A doctor may choose to treat a fracture in several different ways:

- A cast, sling, or splint
- Closed reduction: moving the limb or joint to its normal position without open surgery. Pain or sedation drugs are used during the procedure.
- Open reduction: surgery that returns the bone to its normal position. Surgeons may use pins, wires, plates and/or screws to hold the bone together.
- External fixator: the surgeon puts pins in the bone above and below the break and connects the pins to bars outside the skin that hold the bones together to heal. The doctor takes the fixator off after the fracture heals.

## SPINAL CORD INJURY

Blunt or penetrating trauma can injure the spinal cord. Two main types of injury can occur:

- Quadriplegia (also called tetraplegia): injury to the spinal cord from the first cervical vertebra (C1) to the first thoracic vertebra (T1) level (see section under Anatomy). This means the patient has paralysis of (cannot move) the arms and legs. Injury at or above the C4 level affects breathing and patients often need a ventilator (a breathing machine).
- Paraplegia: injury to the spinal cord from the second thoracic vertebra (T2) to the 12<sup>th</sup> thoracic vertebra (T12), causing paralysis of both legs and possibly the chest and abdomen.

Doctors may also say the patient has a complete or an incomplete injury:

- A complete spinal cord injury means that the patient cannot move and has no feeling. It does not always mean that the spinal cord has been cut in two.
- An incomplete spinal cord injury means that the patient has some movement or feeling. Incomplete injuries may be to the back, front, or central part of the spinal cord. With injury to the back part of the spinal cord, the patient may have movement but be unable to feel that movement. With injury to the front part of the cord, the patient may lose movement but may be able to feel touch and temperature. An incomplete injury may get better in time. It is hard to know when or if full function will return.

### Diagnosis and Evaluation

Doctors use physical exams, X-rays, CT scans and Magnetic Resonance Imagry (MRI) scans to diagnose a spinal cord injury. X-rays do not show the spinal cord itself but do show damage to the vertebral column or the bones around the spinal cord. CT scans and MRIs give the best picture of the spinal cord and bones. Sometimes doctors cannot do an MRI because of other injuries the patient has, because of the patient's weight, or because the patient has a pacemaker, monitor or other metal device. In these cases, doctors use other tests to evaluate the patient.



## Treatment

In the first 12 hours after a blunt spinal cord injury, doctors often give steroids to the patient to reduce spinal cord swelling and improve recovery from the injury. If the spinal cord was cut in two, no treatment can reduce paralysis.

Patients need special attention to bladder and bowel function and skin care. They may need surgery to give support to the spine. Surgery may not change paralysis but will allow the patient to sit up. Talk with the surgeon about the goals of surgery. In any case, getting out of bed improves healing and the sense of well-being and lowers the risk of pneumonia, pressure sores and blood clots.

Patients with spinal cord injuries receive special attention to prevent pressure sores and a condition called autonomic dysreflexia:

- Pressure sores (also known as pressure ulcers or decubitis) are breakdowns in the skin caused by constant pressure on one area and decreased blood flow from not moving. Pressure sores can occur on the bottom, hips, back, shoulders, elbows, and heels. Skin redness is the first sign that a sore may be starting, so it is important to check the skin every day to prevent these sores. If a sore occurs, it can take many months to heal or even need surgery. Moving the patient from side to side and propping up the feet can help prevent pressure sores.
- Autonomic dysreflexia may occur when the spinal cord injury is at or above the T6 level. It means that messages about blood pressure control are not being sent as they should be. As a result, when blood pressure goes up due to pain (for instance), it may not return to normal once the pain is treated. High blood pressure can cause a stroke, so it is very important to know the warning signs and find the cause. Signs of autonomic dysreflexia include headache, seeing spots or blurred vision, sweating, or flushing (redness) of the skin.

## 11. GLOSSARY OF COMMON MEDICAL TERMS

### PROCEDURES

**craniotomy:** making a surgical incision through the cranium (the part of the skull that encloses the brain); usually done to relieve pressure around the brain.

**craniectomy:** removing part of the skull bone to give the brain more room to swell. This type of surgery may also be done when a clot is removed. The skull bone is replaced when the patient is better (usually several months later).

**gastrostomy:** surgery to make an opening into the stomach to place a feeding tube. This surgery is often done at the bedside. The feeding tube is usually temporary. The doctor may remove it when the patient is able to eat food.

**jejunostomy:** surgery to make an opening in the small intestine to place a feeding tube. The feeding tube is often temporary. The doctor may remove it when the patient is able to eat food.

**laparotomy:** surgery that opens the abdomen so doctors can examine and treat organs, blood vessels or arteries.

**suction:** a procedure to remove secretions from the mouth and lungs. Doctors also use suction to remove fluid during surgery.

**thoracotomy:** surgery to open the chest.

**tracheostomy:** surgery that makes an incision in the throat area to insert a breathing tube. When it is complete, the breathing tube in the mouth will be taken out. This surgery is done at the bedside or in the OR. The tracheostomy tube may be removed when the patient can breathe on his or her own and can cough up secretions.

### EQUIPMENT

**ambu bag:** a device used to help patients breathe.

**blood pressure cuff:** a wrap that goes around the arm or leg and is attached to the heart monitor. The cuff lightly squeezes the arm or leg to measure blood pressure.

**cervical collar (C-collar):** a hard-plastic collar placed around the neck to keep it from moving. Most patients have a C-collar until the doctor can be sure that there is no spine injury. If there is no injury, the doctor will remove the collar.

**continuous passive motion (CPM):** a machine that gives constant movement to selected joints. It is often used in the hospital after surgery to reduce problems and help recovery.

**ECG/EKG (electrocardiogram):** a painless tracing of the electrical activity of the heart. The ECG gives important information about heart rhythms and heart damage.

**endotracheal tube:** a tube that is put in the patient's mouth and down into the lungs to help with breathing. The patient cannot talk while it is in place because the tube passes through the vocal cords. When it is taken out, the patient can speak but may have a sore throat.

**Foley catheter:** a tube placed in the bladder to collect urine.

**intracranial pressure (ICP) monitor:** a tube placed in the brain to measure pressure on the brain caused by excess fluid.

**IV fluid:** fluid put in the vein to give the patient drugs and nutrition (food).

**IV pump:** a machine that gives a precise rate of fluids and/or drugs into the vein.

**nasogastric (NG) tube:** a tube put into the patient's nose to give drugs and nutrition (food) directly into the stomach. It can also be used to get rid of excess fluids from the stomach.

**orthotic:** a device, such as a splint, that keeps a part of the body from moving around.

**prosthetic:** a device that replaces a missing body part, such as a leg, arm, or eye.

**pulmonary artery catheter:** a line placed into a shoulder or neck vein to measure heart pressure and to tell how well the heart is working.

**pulse oximeter:** an electronic device placed on the finger, toe or ear lobe to check oxygen levels.

**triple lumen catheter (central line):** a line placed into a chest or neck vein to give IV fluids and drugs.

**tube feeding pump:** a machine to give fluids and nutrition (food) in the stomach or small intestine using a nasogastric (NG) tube.

**ventilator:** a breathing machine, sometimes called a respirator, that helps patients breathe and gives oxygen to the lungs.

## ANATOMY

### Bones, Skeletal

**acetabulum:** the hip socket.

**carpals:** the eight bones of the wrist joint.

**clavicle (collarbone):** a bone curved like the letter F that moves with the breastbone (sternum) and the shoulder blade (scapula).

**femur:** the thigh bone, which runs from the hip to the knee and is the longest and strongest bone in the skeleton

**fibula:** the outer and smaller bone of the leg from the ankle to the knee; it is one of the longest and thinnest bones of the body.

**humerus:** the upper bone of the arm from the shoulder joint to the elbow.

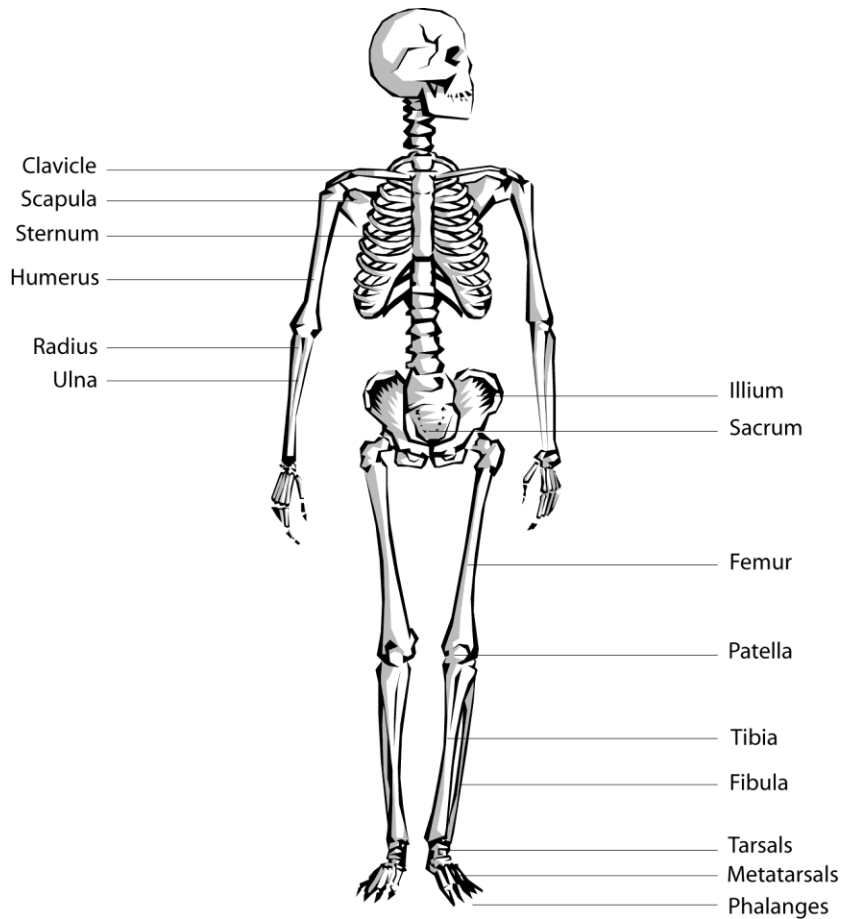
**ileum:** one of the bones of the pelvis; it is the upper and widest part and supports the flank (outer side of the thigh, hip, and buttock).

**ischium:** the lower and back part of the hip bone.

**metacarpals:** the bones in the hand that make up the area known as the palm.

**metatarsals:** the bones in the foot that make up the area known as the arch.

**patella:** the lens-shaped bone in front of the knee.



**pelvis:** three bones (ilium, ischium and pubis) that form the girdle of the body and support the vertebral column (spine); the pelvis is connected by ligaments and includes the hip socket (the acetabulum).

**phalanges:** any one of the bones of the fingers or toes.

**pubis:** the bone at the front of the pelvis.

**radius:** the outer and shorter bone in the forearm; it extends from the elbow to the wrist.

**sacrum:** five joined vertebrae at the base of the vertebral column (spine).

**scapula (shoulder blade):** the large, flat, triangular bone that forms the back part of the shoulder.

**sternum (breastbone):** the narrow, flat bone in the middle line of the chest.

**tarsals:** the seven bones of the ankle, heel and mid-foot.

**tibia:** the inner and larger bone of the leg between the knee and ankle.

**ulna:** the inner and larger bone of the forearm, between the wrist and the elbow, on the side opposite the thumb.

## **Bones, Skull and Face**

**frontal bone:** forehead bone.

**mandible:** the horseshoe-shaped bone forming the lower jaw.

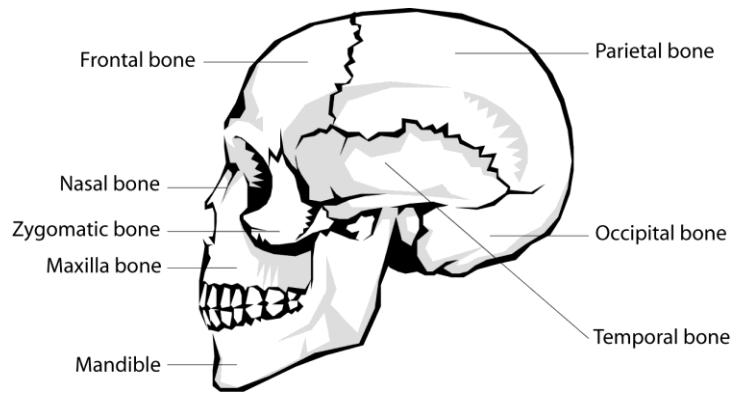
**maxilla:** the jawbone; it is the base of most of the upper face, roof of the mouth, sides of the nasal cavity and floor of the eye socket.

**nasal bone:** either of the two small bones that form the arch of the nose.

**parietal bone:** one of two bones that together form the roof and sides of the skull.

**temporal bone:** a bone on both sides of the skull at its base.

**zygomatic bone:** the bone on either side of the face below the eye.



## Bones, Spine

**atlas:** the first cervical vertebra.

**axis:** the second cervical vertebra.

**cervical vertebrae (C1–C7):** the first seven bones of the spinal column; injury to the spinal cord at the C1–C7 level may result in paralysis from the neck down (quadriplegia).

**coccyx:** a small bone at the base of the spinal column, also known as the tailbone.

**intervertebral disk:** the shock-absorbing spacers between the bones of the spine (vertebrae).

**lumbar vertebrae (L1–L5):** the five vertebrae in the lower back; injury to the spinal cord at the lumbar level may affect bowel and bladder function and may or may not involve paralysis below the waist (paraplegia).

**sacral vertebrae:** the vertebrae that form the sacrum.

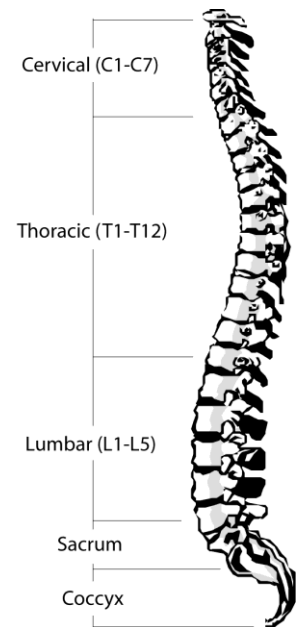
**sacrum:** five joined vertebrae at the base of the vertebral column (spine).

**sciatic nerve:** the largest nerve in the body, passing through the pelvis and down the back of the thigh.

**spinous process:** the small bone that protrudes at the back of each vertebra.

**thoracic vertebrae (T1–T12):** the 12 vertebrae in the middle of the back that are connected to the ribs; injury to spinal cord at the thoracic level may result in paralysis from the waist down (paraplegia) and may affect other organs such as the liver, stomach and kidneys, and functions such as breathing.

**transverse process:** the two small bones that protrude from either side of each vertebra.

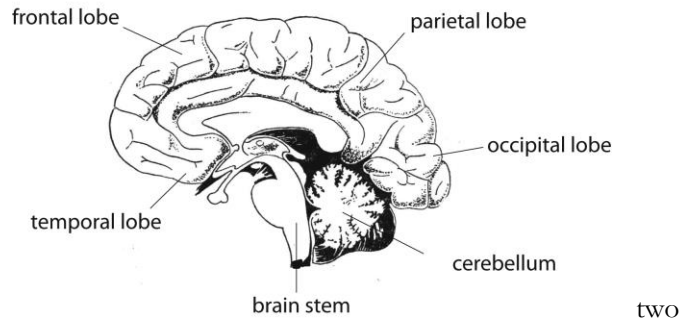


## Brain

**brain stem:** the part of the brain that connects to the spinal cord; it controls blood pressure, breathing and heartbeat.

**cerebellum:** the second-largest part of the brain; it controls balance, coordination, and walking.

**cerebrum:** the largest part of the brain, with halves known as hemispheres; the right half controls the body's left side and the left half controls the body's right side. Each hemisphere is divided into four lobes:

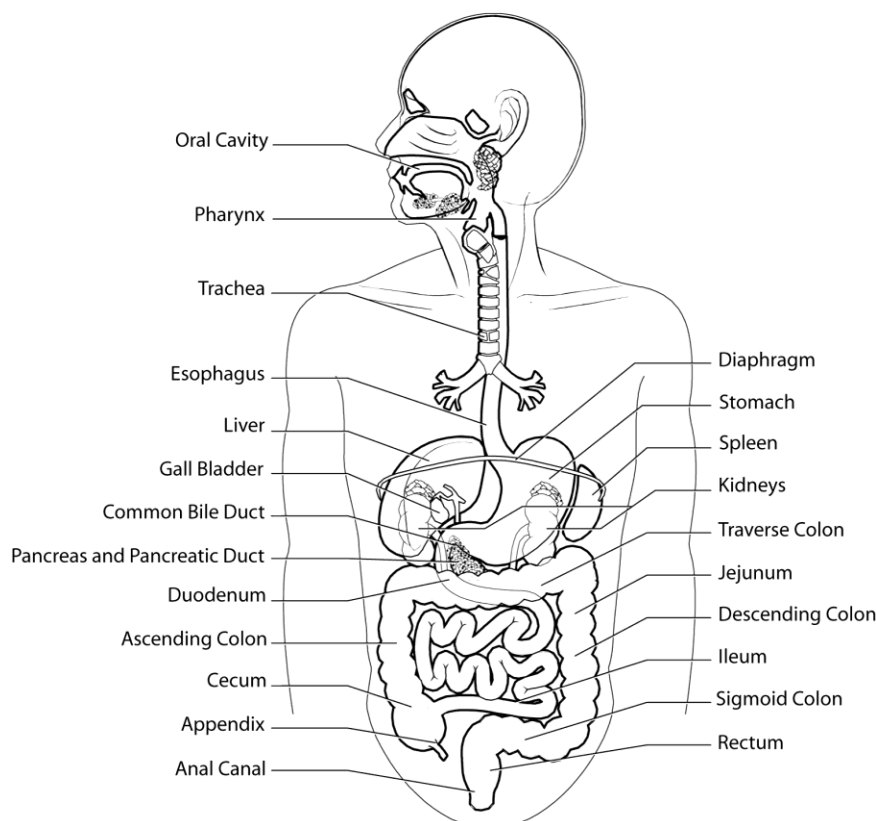


- **frontal lobe:** area behind the forehead that helps control body movement, speech, behavior, memory and thinking.
- **occipital lobe:** area at the back of the brain that controls eyesight.
- **parietal lobe:** top and center part of the brain, located above the ear, helps us understand things like pain, touch, pressure, body-part awareness, hearing, reasoning, memory and orientation in space.
- **temporal lobe:** part of the brain near the temples that controls emotion, memory, and the ability to speak and understand language.

## Digestive System and Abdomen

**colon:** the final section of the large intestine; it mixes the intestinal contents and absorbs any remaining nutrients before the body expels them.

**duodenum:** the first part of the small intestine; it receives secretions from the liver and pancreas through the common bile duct.



**esophagus:** the muscular tube, just over nine inches long, that carries swallowed foods and liquids from the mouth to the stomach.

**gallbladder:** a pear-shaped sac on the underside of the liver that stores bile received from the liver.

**ileum:** the lower three-fifths of the small intestine.

**jejunum:** the second part of the small intestine extending from the duodenum to the ileum

**kidney:** one of a pair of organs at the back of the abdominal cavity that filter waste products and excess water from the blood to produce urine.

**large intestine:** absorbs nutrients and moves stool out of the body.

**liver:** organ that filters and stores blood, secretes bile to aid digestion and regulates glucose; due to its large size and location in the upper right portion of the abdomen, the liver is the organ most often injured.

**pancreas:** gland that produces insulin for energy and secretes digestive enzymes.

**pharynx (throat):** the passageway or tube for air from the nose to the windpipe and for food from the mouth to the esophagus.

**rectum:** the lower part of the large intestine between the sigmoid colon and the anus.

**sigmoid colon:** the S-shaped part of the colon between the descending colon and the rectum.

**small intestine:** the part of the digestive tract that breaks down and moves food into the large intestine and also absorbs nutrients.

**spleen:** organ in the upper left part of the abdomen that filters waste, stores blood cells and destroys old blood cells; it is not vital to survival but without it there is a higher risk of infections.

**stomach:** the large organ that digests food and then sends it to the small intestine.

## **Respiratory System**

**diaphragm:** dome-shaped skeletal muscle between the chest cavity and the abdomen that contracts when we breathe in and relaxes when we breathe out.

**epiglottis:** a flap of cartilage behind the tongue that covers the windpipe during swallowing to keep food or liquids from getting into the airway.

**larynx (voice box):** part of the airway and place in the throat where the vocal chords are located.

**lung:** one of two organs in the chest that delivers oxygen to the body and removes carbon dioxide from it.

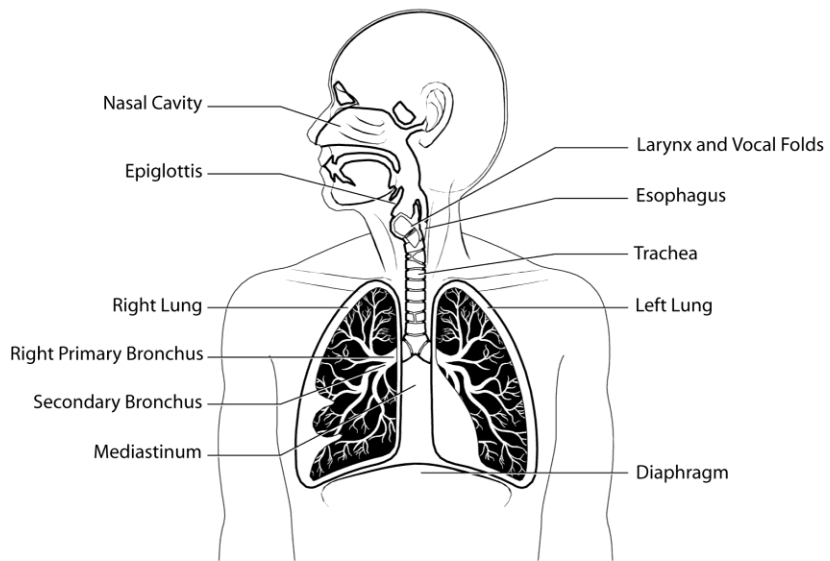
**mediastinum:** the part of the body between the lungs that contains the heart, windpipe, esophagus, the large air passages that lead to the lungs (bronchi) and lymph nodes.

**nasal cavity:** a large air-filled space above and behind the nose in the middle of the face where inhaled air is warmed and moistened.

**pharynx (throat):** the passageway or tube for air from the nose to the windpipe and for food from the mouth to the esophagus.

**trachea (windpipe):** the main airway that supplies air to both lungs.

**vocal cord:** either of two thin folds of tissue within the larynx that vibrate air passing between them to produce speech sounds.





## 12. FOR YOUR COMFORT

### Hospital Resources

#### » PAIN MANAGEMENT

Your health care team knows pain management is important for your recovery. You have the right to receive information about pain and pain relief from your health care providers. They will respond to your reports of pain and provide pain management therapies.

#### » INTERPRETER SERVICE

This service is provided by the hospital at no charge to the patient. The nurse who is working with you can obtain this service whenever you need it. York Hospital also has access to interpreting phone service, which is available 24 hours a day. More than 100 languages can be interpreted.

#### » NEWSPAPERS

Newspapers are available in the Gift Shop located near the main entrance.

#### » CHILDREN'S PLAY AREA

A special children's play area is in the atrium of the main entrance. Children must be supervised while there.

#### » GIFT SHOP

The Gift Shop is located inside the main entrance. The shop provides a wide variety of gifts and personal items.

WellSpan York Hospital has partnered with [Royer's Flowers](#) to create a convenient online ordering system for families and friends who would like to send flowers to patients at our hospital. Select the flower arrangement, plant or gift in our [customized store](#), and Royer's will deliver your order directly to the hospital.

Hours of Operation: Monday through Friday 9 a.m. – 8 p.m.; Saturday and Sunday 11 a.m. – 5 p.m.

#### » eGREETING

Send some words of cheer or encouragement to a friend or loved one in the hospital. [WellSpan eGreetings](#) are a free service and available for patients at WellSpan Hospitals.

#### » BANKING (ATMs)

An automatic teller machine (ATM) is located on the first floor of the main building, near the North entrance and Information Desk as well as at the entrance to the cafeteria on the second floor.

#### » WIRELESS INTERNET

Wireless Internet service is available in many areas throughout the hospital. However, laptop computers should not be used within two feet of electronic patient care equipment.

#### » CUSTOMER SERVICE

Call the WellSpan Customer Care Line: (877) 232-5807 to provide feedback/concerns.  
[Online Feed Back Form](#)

## 13. INSURANCE AND DISABILITY INFORMATION

### INSURANCE AND DISABILITY

Insurance coverage for trauma patients can be very complex. Our Case Management Team can help with insurance and payment questions. Feel free to ask your Case Manager or Social Worker to help you with any questions you may have.

### FINANCIAL ASSISTANCE

If you have limited or no insurance coverage, please contact the Patient Finance Department at (717) 851-5051, Monday through Friday between the hours of 8:30 AM and 4:30 PM. They can help you make plans for paying your hospital bill. You may visit <https://www.wellspan.org/patients-visitors/patient-guide/billing-insurance/financial-assistance/> for more information.

If you have specific questions or concerns about your insurance coverage, or your bill, please feel free to call our Customer Service Billing office at (877) 631-4262.

You can also email billing at [WSHCustomerService@wellspan.org](mailto:WSHCustomerService@wellspan.org).

### MEDICAID

To apply for Medicaid, contact the Department of Social Services (DSS) in the city or county where you live. Our case management team is also available to guide you through this process.

### DISABILITY PAYMENTS

Payments to help a patient through long-term or short-term disability are different. Patients or family members are responsible for applying for these payments. Your social worker or case manager can answer basic questions.

### APPLYING FOR SHORT-TERM DISABILITY

Your loved one may be entitled to short-term disability through an employer. If you are applying for short-term disability, please remember:

- Sign everything on the form that needs to be signed and identify the fax number at work where the forms should be sent (usually the Human or Personnel Services office).
- Ask the nurse where to leave the forms so the doctor can get them. It is best to submit these forms while your loved one is still in the hospital.
- Doctors complete the forms in their offices. The office staff returns the papers to you to submit to the employer, or the doctor may choose to fax the forms directly to the employer.

### SOCIAL SECURITY

Social Security pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death. The Social Security Web site ([www.ssa.gov](http://www.ssa.gov)) is easy to use if you apply for Supplemental Security Income (SSI). You can call 800-772-1213 or call your local Social Security office. It takes many months to process an application, so it is a good idea to get started quickly.

### LETTERS FOR EMPLOYERS, SCHOOLS AND OTHERS

The hospital has letters to send to employers, schools, or courts to inform them that you and your loved one are in the hospital. Your nurse can tell you how to get these letters. They are available only while you are in the hospital. After discharge, you will need to contact your doctor's office directly.

# DISCHARGE

**In this section, you will find information to help you transition out of the hospital. This includes the planning for discharge, practical information and resources. There is also a place to keep track of doctor's names, procedures completed, and any questions you may have.**

## 14. AFTER THE HOSPITAL: PLANNING FOR DISCHARGE

Many people need specialized care after they leave the hospital. This can include:

- Special equipment
- nursing care
- physical therapy
- occupational therapy
- speech therapy

A case manager or social worker will work with you to make a plan. They may talk with your insurance company to see what it will pay. They can also help you arrange for care. If you do not have health insurance, the social worker or financial counselor can help find out where you can apply for assistance.

### LEVELS OF CARE IN THE COMMUNITY

Each person, injury and path to recovery is different. Your trauma team will tell you which level of care is best. Your social worker or case manager will help you find the care you need. They will take into account your insurance and your ability to pay.

Here are the levels of care:

#### » Rehabilitation hospital

People who can do three hours or more of therapy each day may be able to go to an acute rehabilitation hospital. Patients have freedom of choice when deciding upon a rehabilitation hospital.

#### » Skilled nursing facility

People who are not well enough to do three hours of therapy each day but who still need therapy may benefit from a short stay at a skilled nursing facility. Such care is available at many local nursing homes and can be arranged by your case manager.

#### » Home care

Some people can live at home with nurses and therapists coming to them. The case manager will arrange for these types of services. They can also give you the name and phone number of a home health agency.

#### » Outpatient care

People who can go out of their home for therapy will be given a prescription when they are discharged. This is a doctor's that you will need to make your own appointments. The case manager can give you the names of providers near your home.

#### » Home with no home care

Many people do not need home care from a nurse or therapist. They are discharged to the care of family. The trauma doctor may tell you to come back to see him or her or to see your own doctor after you are discharged. You will need to make your own appointments with the physician's office.



## 15. PERSONAL HEALTH INFORMATION

Use the following pages to list:

- Names of the doctors, nurses and others who are caring for your loved one
- Injuries and procedures
- Questions you may have
- Things you need to do and get

There is also space at the end of this booklet for you to write down anything else you may want to note.

### NAMES OF PROVIDERS

Many doctors, nurses and others will be taking care of your loved one. They are all part of the trauma team, led by the trauma surgeon.

Our board-certified trauma surgeons provide 24-hour coverage of the trauma center. They are called the attending trauma surgeons. We also train future surgeons. They are known as surgical residents. Other members of the trauma team and their roles are listed at the beginning of this handbook.

Who are the attending trauma surgeons and residents?

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Who are the physician consultants? These are doctors who help with the diagnosis and treatment of specific types of injuries.

Orthopedic Surgery \_\_\_\_\_

Neurosurgery \_\_\_\_\_

Spine Surgery \_\_\_\_\_

Plastic Surgery \_\_\_\_\_

Rehabilitation \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

Who are the nurses who are taking care of your loved one? \_\_\_\_\_

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Who is the Trauma Survivor Network (TSN) coordinator? \_\_\_\_\_

Who else in the hospital is helping in the care of your loved one?

Physical Therapist \_\_\_\_\_

Occupational Therapist \_\_\_\_\_

Speech Pathologist \_\_\_\_\_

Psychologist \_\_\_\_\_

Psychiatrist \_\_\_\_\_

Social Worker \_\_\_\_\_

Financial Counselor \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

## **INJURIES AND PROCEDURES**

**List of major injuries:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_



**List of major procedures:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_









# RECOVERY

**In this section, you will find information on dealing with grief and loss, Post-Traumatic Stress Disorder (PTSD) and words of wisdom from fellow survivors of trauma.**

## 18. YOUR RESPONSE TO YOUR LOVED ONE'S INJURY: GRIEF AND LOSS

Just as our bodies can be traumatized, so can our minds. Trauma can affect your emotions and will to live. The effect may be so great that your usual ways of thinking and feeling may change. The ways you used to handle stress may no longer work.

Patients may have a delayed reaction to their trauma. In the hospital, they may focus on their physical recovery rather than on their emotions. As they face their recovery, they may have a range of feelings, from relief to intense anxiety.

Family members also may go through a range of emotions between first hearing the news of the injury and on through the patient's recovery.

Trauma patients and their families often feel loss on some level. The loss may relate to changes in health, income, family routine or dreams for the future. Each person responds to these changes in their own way. Grief is a common response. When it does get better, it can delay recovery and add to family problems. Knowing the early signs of depression and post-traumatic stress syndrome (PTSD), is important.

### COPING WITH LOSS

The stress that goes with trauma and grief can affect your health. It can also affect your decision making during the first several months after the trauma. It is important for you to try to eat well, sleep and exercise. If you have any long-term health problems, such as heart disease, be sure to stay in contact with your doctor.

Part of recovery involves using the help of others. You can also find a support system. This can be a friend, family member, a member of the clergy, a support group, or another person who has experienced similar loss. Not everyone knows what to say or how to be helpful. Some people avoid those who have experienced a trauma in their family because it makes them uncomfortable. It may take some time to find friends or family who can be good listeners.

### WHEN A PATIENT DIES

Few things in life are as painful as the death of a loved one. We all feel grief when we lose a loved one. Grief is also a very personal response. It can dominate one's emotions for many months or years. For most people, the intensity of initial grief changes over time. It may take both time and help to move from suffering to a way of remembering and honoring the loved one.

### WHEN IS IT A GOOD IDEA TO SEEK PROFESSIONAL HELP?

Sometimes grief overwhelms us. This is when professional help is useful. You may need help if:

- The grief is constant after about six months
- If there are symptoms of PTSD or major depression
- If your reaction interferes with daily life

Your doctor can help you identify local services available for support, including the Trauma Survivors Network.

## 19. IS IT STRESS OR POST-TRAUMATIC STRESS DISORDER?

Going through a traumatic injury can cause a range of strong emotions. For example, it is common for people to feel or experience the following right after the injury:

- Sadness
- Anxiousness
- Crying spells
- sleep problems
- Anger
- Irritability
- Grief or self-doubt

These emotions are perfectly normal.

For some people, distress resolves over time. For others, it may hold steady or even increase. In about one out of four people, the distress is so severe that it is called post-traumatic stress disorder, or PTSD.

### WHAT IS PTSD?

PTSD is a type of anxiety that occurs in response to a traumatic event. It was first described in combat veterans. Now we know that PTSD occur in everyday life. PTSD has defined symptoms that are present for at least four weeks.

After a trauma, people may have some PTSD symptoms, but that does not mean they have PTSD. PTSD means having a certain number of symptoms for a certain length of time.

There are three types of PTSD symptoms:

Type	Symptoms
<b>Hypervigilance</b>	Having a hard time falling asleep or staying asleep Feeling irritable or having outbursts of anger Having a hard time concentrating Having an exaggerated startle response
<b>Re-experiencing</b>	Having recurrent recollections of the event Having recurrent dreams about the event Acting or feeling as if the event were happening again (hallucinations or flashbacks) Feeling distress when exposed to cues that resemble the event
<b>Avoidance</b>	Avoiding thoughts, feelings, conversations, activities, places or people that are reminders of the event Less interest or participation in activities that used to be important Feeling detached; not able to feel

**Only a mental health professional can diagnose PTSD, but if a friend or family member notices any of the symptoms, it may be a sign that help is needed.**



## GETTING HELP IF YOU ARE A VICTIM OF VIOLENCE

### York County Victim Services

Helps victims of all crimes

**Telephone:** 1-877-326-8262 or 717-771-9600

**Hours:** Monday-Friday 8:00 a.m.- 4:30 p.m.

**Services Provided:** Advocacy, Case Status, Counseling, Court Accompaniment, Courtroom Orientation, Crisis Intervention, Escape Notification, Restitution, Victim Compensation Assistance, Victim Impact Statements, Victim Rights Notification

### YWCA York – ACCESS YORK and Victim Assistance Center

**Telephone:** 717-845-2631

**Hotline:** 800-422-3204

**Services Provided:** Advocacy, Assistance Filing Compensation Claims, Counseling, Emergency Financial Assistance, Information & Referral, Support Groups

## GETTING HELP FOR MENTAL ILLNESS

### Crisis Text Line

Text HOME to 741741 to connect with a crisis counselor

Free 24/7 support

### WellSpan Behavioral Health- Crisis Intervention

**Intake procedure:** To contact crisis intervention, please call 800-673-2496 or 717-851-5320 or walk into Wellspan Gettysburg Hospital Emergency Department, Wellspan York Hospital Emergency Department or Wellspan Behavioral Health at Edgar Square.

**Eligibility:** Anyone experiencing a mental health crisis

**Hours:** 24/7

### WellSpan Philhaven

For all care, call 24/7 800-832-0359

### WellSpan Addiction Services

**Telephone:** 717-356-4323

**Hours:** Monday-Friday 8:00 A.M.- 8:00 P.M.

Accepting new patients.

Contact if you are using opioids, alcohol, nicotine, or any other substances and would like help to stop.

## SUPPORT GROUP RESOURCES

**INSPIRE**, Brain Injury and Stroke Support Group- Meets 3<sup>rd</sup> Tuesday of every month 6:00 P.M.-7:30 P.M., WellSpan Rehabilitation Hospital (WSRH) Activity Room

Contact: Hailey Smith, 717-812-6476, [hsmith10@wellspan.org](mailto:hsmith10@wellspan.org) OR Lauren Ruth, 717-812-6475, [lruth2@wellspan.org](mailto:lruth2@wellspan.org)

**Limb-It-Less**, Amputee Support Group-Meets the 1<sup>st</sup> Thursday of every month 6:00 P.M.-7:30 P.M., WSRH Activity Room

Contact: Jeanette Leiphart, 717-812-6585, [jleiphart@wellspan.org](mailto:jleiphart@wellspan.org) OR Erin Long, 717-812-6468, [elong2@wellspan.org](mailto:elong2@wellspan.org)

**Spinal Tap**, Spinal Cord Injury Support Group-Meets the 4<sup>th</sup> Wednesday of every month 5:30 P.M.-7:30 P.M., WSRH Community Room  
Contact: David Weaver, 717- 812-6478, [dweaver4@wellspan.org](mailto:dweaver4@wellspan.org)

## 20. WISDOM FROM OTHER TRAUMA PATIENTS AND THEIR FAMILIES

- » Dates and times for medical procedures, tests or even discharge from the hospital are not set in stone. There are usually many factors or people involved, and things do not always work out as planned. If you are scheduled for an MRI, for instance, but an emergency case comes in to the unit, they must handle the emergency first. Dates and times are targets, not guarantees.
- » Don't be afraid to ask for pain medicine. But keep in mind that the staff must follow a process, and it may take a while to fill the request. Your nurse must get your doctor's OK before you receive any medications.
- » Get involved in your treatment. You have the right to know about your options and to discuss them with your doctor. If you are told that you need a certain test, feel free to ask for an explanation of the test and what that test will show.
- » Get a person's name at your insurance company and try to always talk to that person. The social worker or case manager at the hospital may be able to help you find this person. It is easier for you and easier for the insurance person too. Having someone who knows your case can be very helpful when the bills start rolling in.
- » Physical therapy can be very important. Muscles weaken very quickly, and any activity that you can handle will help you recover more quickly. Try to arrange for pain medication about 30 minutes or so before you have physical therapy. If you do this, your therapy won't hurt so much, and you will be able to do more and make more progress.
- » Plan ahead. Your discharge from the hospital may come more quickly than you expect, even before you feel ready to go. The best way to be ready is to make plans early. Ask your nurse about what kind of help is available to arrange for rehab, home care, equipment, or follow-up appointments. Even if you plan ahead, you may find that you need other equipment or devices after you return home. Don't panic! Your home care provider or doctor's office can help you once you are home.
- » Be patient with yourself. Your recovery may not always follow a "straight line." You may feel fairly good one day, then really tired and cranky the next. It can be frustrating to feel like you're losing ground, but you'll need to be patient and focus on your progress over time.
- » Take notes. Ask a family member or friend to keep a journal of what happens during your hospital stay. These notes may be interesting to you in the future.
- » Ask for help. Being in the hospital disrupts every bit of your life – routines, schedules, relationships, and plans. You are probably used to being very independent, but you now rely on other people for help. Your family and friends probably want to help in any way they can. They only need your invitation.

## 21. ABOUT THE AMERICAN TRAUMA SOCIETY AND THE TRAUMA SURVIVORS NETWORK

The American Trauma Society (ATS) is a leading group for trauma care and prevention. We have been an advocate for trauma survivors for the past 30 years. Our mission is to save lives through improved trauma care and injury prevention. For details, go to [www.amtrauma.org](http://www.amtrauma.org).

The ATS knows that a serious injury is a challenge. To help, the ATS has joined with your trauma center to help you through this difficult time. The goal of the TSN is to help trauma survivors and their families connect and rebuild their lives.

The TSN is committed to:

- Training health care providers to deliver the best support to patients and their families
- Connecting survivors with peer mentors and support groups
- Enhancing survivor skills to manage day-to-day challenges
- Providing practical information and referrals
- Developing online communities of support

The TSN offers its services together with local trauma centers. These services can include:

- A link to Carepages which helps you talk with friends and family about your injured loved one
- An online library where you can learn from about common injuries and treatments
- This Patient & Family Handbook
- An online forum where trauma survivors and their families can share experiences
- Trauma Support Groups for survivors
- Family Class to support family members
- NextSteps Classes. NextSteps is an interactive program to help survivors manage life after a serious injury
- Peer Visitors who provide support to current Trauma Survivors while they are hospitalized

Please take a moment to explore the TSN programs and services by visiting the Website at [www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org). If you think we can help you—or if you want to help support and inspire others—join the TSN today! Joining takes only a minute of your time and is **completely free**.

## 22. WISDOM FROM OTHER TRAUMA PATIENTS AND THEIR FAMILIES

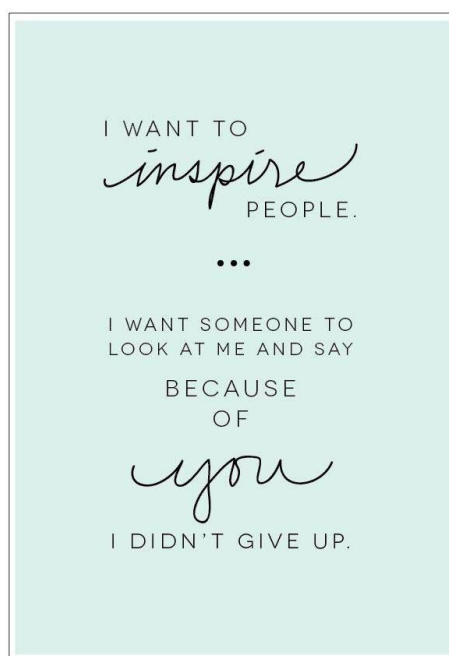
### How Do I Get Through this Trauma? Tammy's Story

That was the question that I asked myself when my 26-year-old son was in trauma care due to a severe motorcycle crash. He laid there with 8 broken bones, a crushed lung, and a traumatic brain injury on life support.

My name is Tammy. I have walked the path that you are now walking. I have also been a trauma patient myself due to a terrible care crash. My neck was broken.

Here are a few things that helped me.

1. **Have a support system.** Now is a time to lean on folks that love you. Accept offers for food or help at home while your focus on your loved one. Remember you are not alone.
2. **Choose someone to help with progress updates.** This will help save you time and energy.
3. **Keep a brief journal.** There is a chance that your loved one won't remember their time in the hospital and will want you to "fill in the blanks". It also helps you to jot down some questions you may have for the medical team.
4. **Be a voice for your loved one.** Ask questions about their care. Make sure you understand what and why things are being done for your loved one.
5. **It is important to take care of yourself.** Food and rest are needed to maintain your strength.



## Darcey's Story – A TSN Survivor Story

**“This is what I learned from my experience, it’s a marathon, not a sprint. Keep your head up no matter how many times it hangs. As a survivor, you ultimately find the true you. Take the challenge that you are handed and choose how you will deal with them. Will you look at the challenges as opportunities, or will you look at them as defeats?”**

As a survivor, you feel alone. Speaking from experience, I found myself grasping and yearning for a sense of acceptance. But I never got it...until I opened my eyes and saw opportunity. There was always that ‘thing’ that hung over me. I was the one who needed to accept my fate. I had an accident and I needed to accept that. I needed to accept the fact that I was here, and Joe wasn’t. I was here for a reason. I was a survivor.

It took a while to see that I was the one putting up the roadblocks. I chose to continue down the same path and constantly found myself disappointed with my destination. I finally realized that I was the one that could move those blockers. I had the ability to change where I was going! You too, can look at the challenges as opportunities.

Almost 8 years ago my world that I knew was forever changed. It was taken from me, rigorously shaken, and returned to me completely upside down. Over the years I have learned to accept that my world will never be the same and my life has changed forever. I’ve lost friends but gained family. And more importantly I know that nothing is guaranteed. But you have a choice....be a survivor!

This booklet is provided as a public service by the American Trauma Society and WellSpan York Hospital Trauma Services. The booklet is based on a Trauma Handbook developed by the Inova Regional Trauma Center at the Inova Fairfax Hospital and Inova Fairfax Hospital for Children in Falls Church, Virginia.