

Patient Care workers in health care

F A C T S H E E T

HEU patient care workers provide a wide range of nursing and therapeutic services within more than 20 job classifications. In the face of escalating bed and staff shortages, these workers are increasingly the "eyes and ears" for other health care professionals.

OUR WORK MATTERS!

WHAT THEY DO:

- provide bedside nursing for patients and residents within LPNs' expanded scope of practice
- carry out all aspects of personal care, from feeding to bathing and toileting
- transport patients for tests and other procedures, relaying important medical information between other members of the health care team
- assist patients to recover or strengthen physical capacities lost through accidents and illnesses
- check medication orders and drug interactions, monitor pain management, and update medical charts
- provide activity and recreational support, counselling, assessment and diagnostic work
- advocate for patients and residents, provide input into patient and resident care plans
- support and, when needed, train family members to assist with patient recovery
- provide respite, palliative care and end-of-life support to people who are dying and their family members

**One out of every two
HEU members provide
direct patient care.**

activity aide • activity worker • activity assistant • rehabilitation aide • rehabilitation assistant • social services assistant • social services/child and youth counsellor • recreation therapy aide • activity coordinator • recreation activity worker • care aide • long-term care aide • resident care aide • personal care aide • clinical assistant • licensed practical nurse • porter • porter aide • porter/patient escort • physiotherapy assistant • occupational therapy assistant •
among others...

WHY IT MATTERS:

- providing safe, respectful, compassionate care – whether it's at the bedside or in any other area of patient and resident support – is imperative to convalescence
- quality rehab and nursing care speeds up the healing process, opening up beds for other acute care patients
- getting the right patient, with the right medical equipment and paperwork to the right destination – under critical time pressures – is crucial for patients and staff

WHAT ARE THE CHALLENGES?

- evolving responsibilities require employer supported training and opportunities for upgrading
- staffing shortages and high patient/staff ratios diminish quality care and increase risks to patients and residents
- patient acuity has escalated, making workloads heavier and stress levels higher



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