



Occupancy Manual

YOUR GUIDE TO THE NEW MISSION BERNAL CAMPUS





Information deemed reliable through March 2019

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Welcome to the New Mission Bernal Campus

We hope you are as excited as we are to begin work at Mission Bernal campus! This detailed Occupancy Manual is designed to be your “go-to guide” to help orient you to our new campus.

Retaining the “heart” of what we do

The opening of the new Mission Bernal campus is the culmination of years of hard work, commitment and anticipation. It will continue the legacy of being the neighborhood hospital in the Mission District and retain the “heart” that has made St. Luke’s special for patients, staff, physicians and volunteers alike.

Balancing safety, comfort and sustainability

The new building balances the safety and technical needs of staff, physicians, and volunteers with the comfort and safety of our patients. The modernized campus is seismically safe and certified by Leadership in Energy and Environmental Design (LEED), a globally recognized sustainability program.

The layout of the building employs a front of the house (onstage) and back of the house (offstage) concept. Front of the house refers to all areas that patients and visitors will see, and where we are “onstage,” and helps create a positive environment for our patients and visitors. Back of house includes staff-only hallways and elevators. This design will help us put our best foot forward.

Mission Bernal Campus will open on August 25, 2018. We are so pleased to be able to create the next generation in health care services for San Francisco.

—Your CPMC Leadership and New Hospitals Transition Team

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GENERAL BUILDING INFORMATION



Telephone Numbers

Emergency	415-641-6625
Main Hospital	415-600-6000
Security	415-600-0837

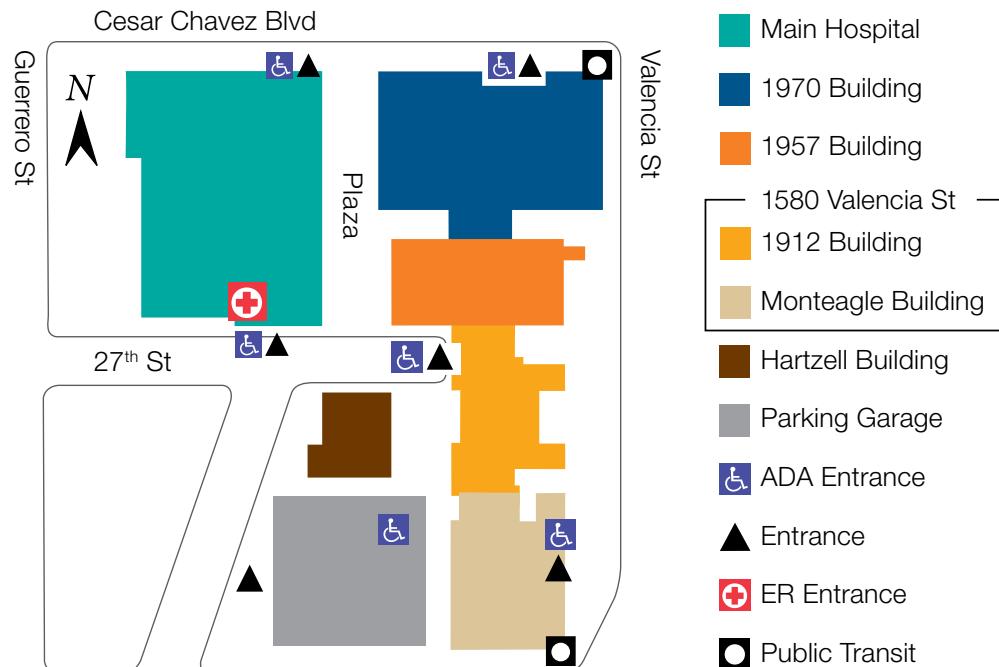
Abuse Hotline (Adult)	800-814-0009	Medical Records	415-641-6515
Abuse Hotline (Child)	800-856-5553	MRI	415-641-6545
Admitting	415-641-6951	Newborn Connections	415-600-2229
Administration	415-641-6536	Nursing Admin	415-641-6536
Ambassador Suite	415-600-2600	Occupational Therapy	415-641-6560
Bed Control	415-850-7123	Outpatient Surgery	415-641-6889
Breast Health	415-641-6545	Parking Office	415-600-1986
Cashier	415-641-3333	Patient Relations	415-600-6634
Cardiac Catheter Lab	415-600-5990	Pharmacy	415-641-6505
Cardiology (Non-Invasive)	415-641-6570	PT/OT/ST	415-641-6560
Case Management	415-641-6534	Respiratory Therapy	415-641-6565
Central Distribution	415-641-6626	Safety Department	415-600-4620
Chaplain	415-641-6527	Security	415-600-0837
Clinical Lab	415-641-6533	Support Services	415-600-7900
CT	415-641-6545	Volunteer Services	415-641-6490
Diabetes Center	415-600-0506		
Dialysis (in-patient)	415-641-3427	Nursing Stations	
Emergency	415-641-6625	3rd Floor ACU	415-641-6889
ER Registration	415-641-6698	3rd Floor OR	415-641-6635
Food and Nutrition	415-641-6594	3rd Floor PACU	415-641-6638
Hospitalists	415-912-8469	4th Floor ICU	415-641-6612
Imaging	415-641-6545	4th Floor PCU	415-641-6610
Information/Lobby	415-641-6512	5th Floor Med Surg	415-641-6690
Information Services	888-888-6044	6th Floor Med Surg	415-641-6710
Interpreter Services	415-600-1077	7th Floor L&D	415-641-6630
Main Hospital	415-600-6000	7th Floor Nursery	415-641-6655
Medical Staff Office	415-600-6285	7th Floor Postpartum	415-641-6650

Need to dial an extension?

641 numbers use **8** plus last four digits
600 numbers use **6** plus last four digits
ie. 415-600-0837 = 60837

Hours of Operation

Cesar Chavez Entrance	7am–7pm every day	Badge after hours
27th St. Plaza Entrance	24 hours a day	Open every day
Emergency Entrance	24 hours a day	Open every day
Cafeteria 1st Floor	6:30am–6:30pm Monday–Friday	Closed on weekends Closed after hours
Mail Room 1912 Building	24 hours a day	Open every day
Peet's Coffee Cart Monteagle Building	7:30am–3pm Monday–Friday	Closed on weekends
Walgreens Pharmacy Monteagle Building	9am–6pm Monday–Friday	Closed on weekends
Newborn Connections Monteagle Building	9am–6pm Monday–Thursday 9am–4pm Friday	Closed on weekends
Loading Dock/ Delivery Hours	5am–8pm Monday–Friday	Other hours by appointment only



General Information
 Telephone Numbers
Hours & Entrances
 Badges
 Elevators
 Lockers
 Shared Spaces
 Conference Rooms
 Depts. & Divs.
 LEED
 Reminders

Visitor Badges

Visitors and vendors who are coming to the hospital will be required to wear a visitor badge between 8pm and 7am. They may sign-in and receive badges at **the Security Desk on the 2nd Floor.**

Photo identification is required for those 18 years and older. Children without an ID will also receive a badge as long as they are accompanied by an adult.

Patients/visitors going to appointments in the Medical Office Building will not require a badge.

If someone needs assistance to enter the building

Should an individual arrive after hours at the Cesar Chavez Street entrance and need assistance (ADA accommodation), he/she should use the phone at the entrance to contact Security. A security officer will then assist the individual into the building.

Personnel Identification Badges

Providers, staff and volunteers must wear their hospital identification badge while on campus. Badges are required for identification and to gain access to non-public areas and devices.

Staff must tap their badge to the respective device, to activate the corresponding system.

Registry staff is required to show registry ID before being issued a badge. Hospital issued badges must be returned to the charge nurse at the end of the shift.

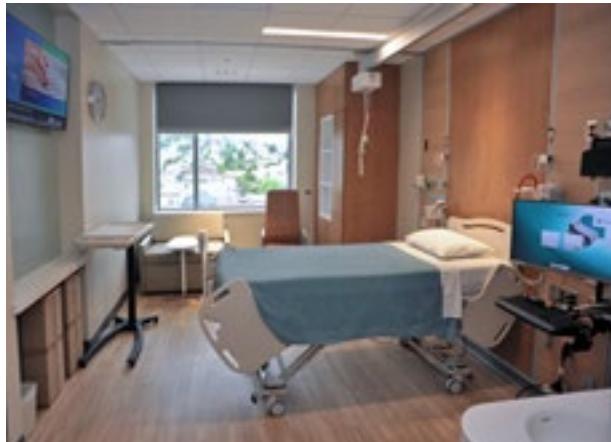
Internal stairwells may be used for exiting the building; however, badge access is required on the ground floor for re-entry.

You will need your badge if you are moving from one floor to another.

Do not let anyone use your badge.

Pay attention to your surroundings when badging in, and ensure that no one enters behind you.

If you forgot your badge, please go to the Security Desk for a temporary badge.



General Entry Examples:

Badge Access

- All exterior doors with card readers
- All back of house space (hallways, etc.)
- Multi-disciplinary / Conference Rooms
- Consult Rooms
- Bicycle Storage
- Locker Rooms
- Emergency Department
- Imaging Entrance
- Patient Floors
(unless otherwise specified)
- Service Elevators

Restricted Area Examples:

Badge Clearance Required

- Administrative Suite
- Admitting
- Biomedical Engineering
- Clean/Soil Utility Room
- Clinical Lab
- Food and Nutrition Area
- Materials Mgmt/Supply Chain
- Medical Equipment Rooms
- Medrooms
- Morgue
- MRI Suites
- Nourishment Rooms
- Nursery/SCN
- PBX
- Pharmacy
- PT/OT Area
- Security
- SPD, OR, PACU/ACU

General Information

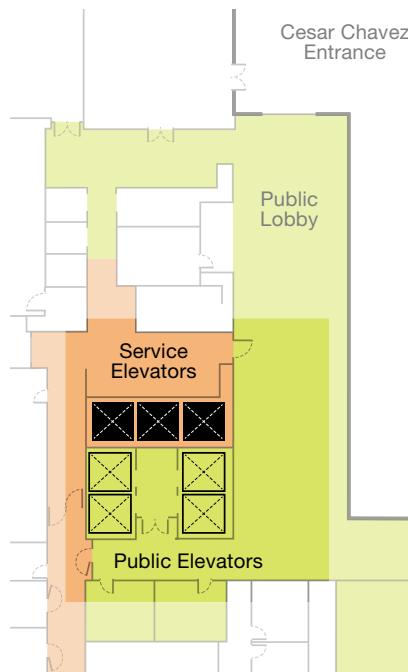
- Telephone Numbers
- Hours & Entrances
- Badges**
- Elevators
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- Shared Spaces
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Elevators

There are two sets of elevators on the campus. Please yield to patients being transported.

Four public (green) elevators are available for patients and visitors. Badge access is not required.

Three transport/service (orange) elevators are for staff, volunteers and patient transport. Badge access is required to activate elevator.



General Information

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Hours & Entrances

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Shared Spaces

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Depts. & Divs.

LEED

Reminders

Staff Lockers

Lockers are available for staff use in department areas (see table below).

All lockers will be day use only, unless otherwise designated by management.

Lockers accept padlocks and are two or three high.

Department managers are responsible for handling locker buddy assignments and distribution.

Department Lockers	Location
Pharmacy	Floor 1
Kitchen	Floor 1
Materials Management, EVS, Biomed, Engineering	Floor 1
Emergency Department	Floor 2
Imaging	Floor 2
Surgery, Prep/Recovery, PACU, CSPD	Floor 3
Lab	Floor 3
ICU	Floor 4
Med/Surg	Floors 4, 5, 6
Respiratory Therapy	Floor 4
Labor and Delivery	Floor 7

Shared Spaces

Mission Bernal is designed as a shared work space.

Multi-disciplinary workrooms are conference-style rooms on patient care floors. These rooms accommodate 10 people sitting around a rectangular conference table and may be used for small group meetings, education sessions and so forth. The rooms are equipped with a large wall monitor and teleconferencing.

Inter-disciplinary workrooms are individual computer workstations in a shared workroom environment. Workstations are not to be "claimed" for any specific individual use. Practice shared work space etiquette; keep the volume down, no eating and clean up after yourself.

Consult rooms are designed for providers to have private conversations with patient family member(s) and significant others. Rooms may be locked; request keys from the charge nurse. Please clean the room after every use.

Family rooms are public areas for family members to sit and gather, outside the patient room.

There are two **On-Call rooms**, 5361 or 5359, available for scheduling. Contact Support Services at **415-600-7900** or use the Online Room Scheduling Portal at <http://dcpwdbs405/virtualems/> to reserve a room up to a week in advance. Same-day or after-hours requests can be directed to the hospital operator or the Nursing Supervisor.

Staff lounges are for non-physician staff. Nursing staff is responsible for cleaning the coffee maker.

Conference Room Reservations

There are conference rooms on the 1st and 2nd floors, available for hospital and public use: Conference Rooms A & B (1st floor) and **Room 2910** (2nd Floor). To reserve a conference room, go to the online room scheduling portal at <http://dcpwdbs405/virtualems/>.

Each room is equipped with large monitors and teleconferencing. Rooms will be locked after hours, by Security, and reopened by Security. There will be video displays outside of these rooms that will provide meeting schedules.

Conference Rooms

Conference rooms are available on the patient care floors for patient care team use.

Floor conference rooms are dedicated to the floor. Oversight and scheduling of these rooms lie with the Nurse Manager. In general, these can be used for small classes, in-services and department meetings.

Departments and Divisions by Floor

The Mission Bernal Campus is a seven-story, 120-bed, full-service medical center with an emergency department and supporting services, including imaging services, and laboratory. The building is thoughtfully designed to enhance patient comfort, be environmentally conscience, be seismically safe, and support current and future technologies.

A department phone directory is on [page 2](#).

Floor 7	Postpartum (14)	Antepartum (2)	LDRP (6)	C-Section (2)	Nursery
Floor 6		Med-Surg (34)			Non-invasive Cardiology (IP)
Floor 5		Med-Surg / ACE (34)			PT/OT/SP
Floor 4		ICU (10)			Med-Surg (20)
Floor 3	Surgery (5)	PACU(8)	ACU (12)	Clinical Lab	Nursing Admin
Floor 2	ED (16)	Patient Access	Meditation Area		Imaging [CT (1), MRI (1), U/S (2), Xray (2)/Fluoro (1)]
Floor 1	Loading Dock / Materials Management	EVS, Plant Ops, Biomed	Pharmacy	Conference (24/24, seated)	Physician Dining
					Kitchen/Cafeteria

General Information

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Conference Rooms

Depts. & Divs.

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Reminders

First Floor Main Areas

Bicycle Storage
Biomed
Cafeteria
Cesar Chavez Entrance
Central Distribution
Conference Rooms A & B
EVS
Loading Dock
Locker Rooms & Showers
Pharmacy
Physicians Dining/Lounge

Public



Limited



Guest Restroom



Staff Restroom



Water Fountain



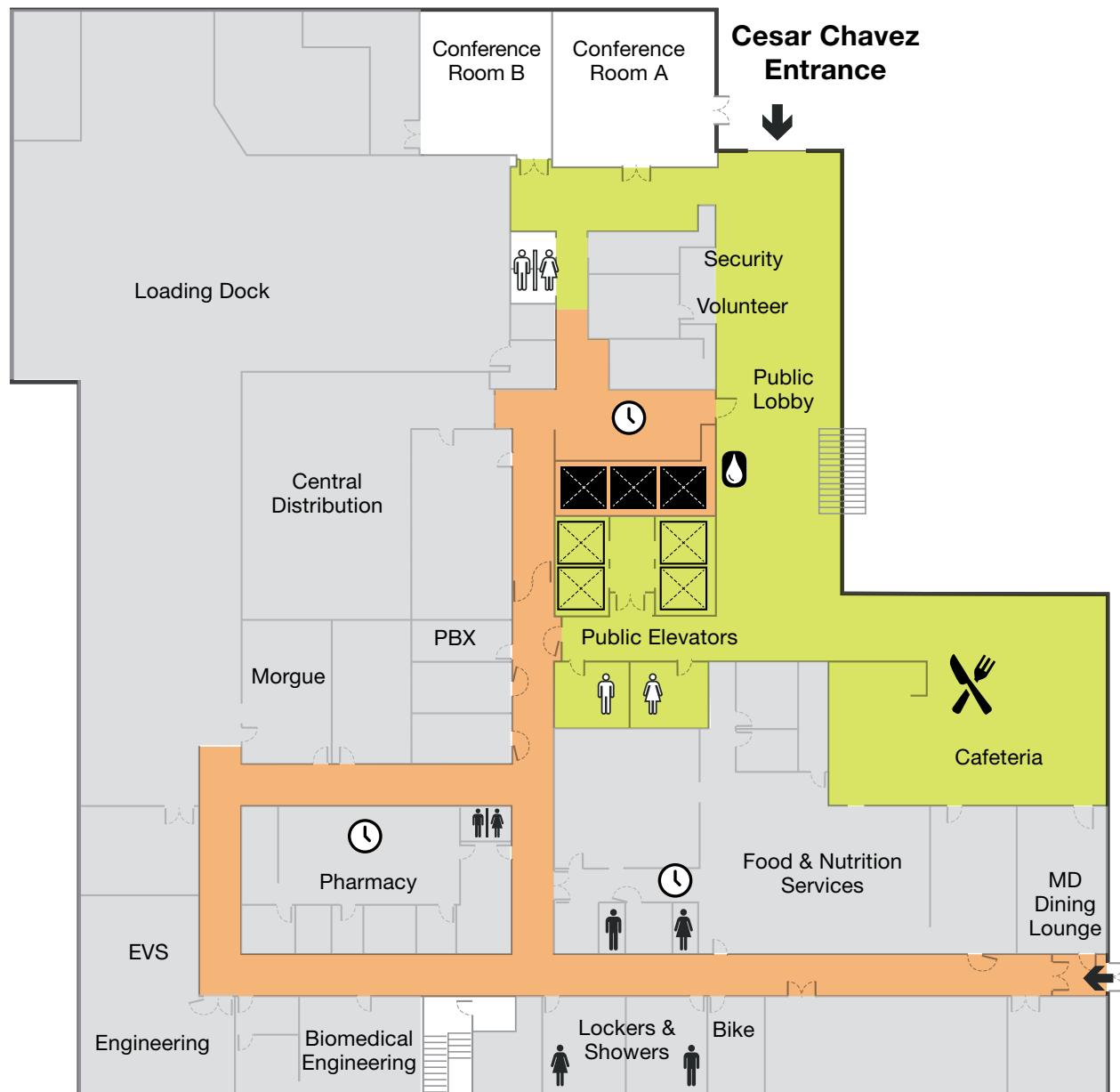
KRONOS



Service Elevators



Public Elevators



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Second Floor Main Areas

Admitting/Cashier/Request of Information
 27th Street Entrance
 ER Entrance
 Ambulance Entrance
 Imaging
 Information Desk
 Meditation Room
 Vending Machines

Public



Limited



Guest Restroom



Staff Restroom



Water Fountain



KRONOS



Service Elevators



Public Elevators



General Information

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Third Floor Main Areas

Ambulatory Care Unit (ACU)
 Operating Rooms
 Post Anesthesia Care Unit (PACU)
 Sterile Processing
 Nursing Administration
 Ambassador Services
 Clinical Lab/Blood Bank

Public	
Limited	
Guest Restroom	
Staff Restroom	
Water Fountain	
KRONOS	
Service Elevators	
Public Elevators	

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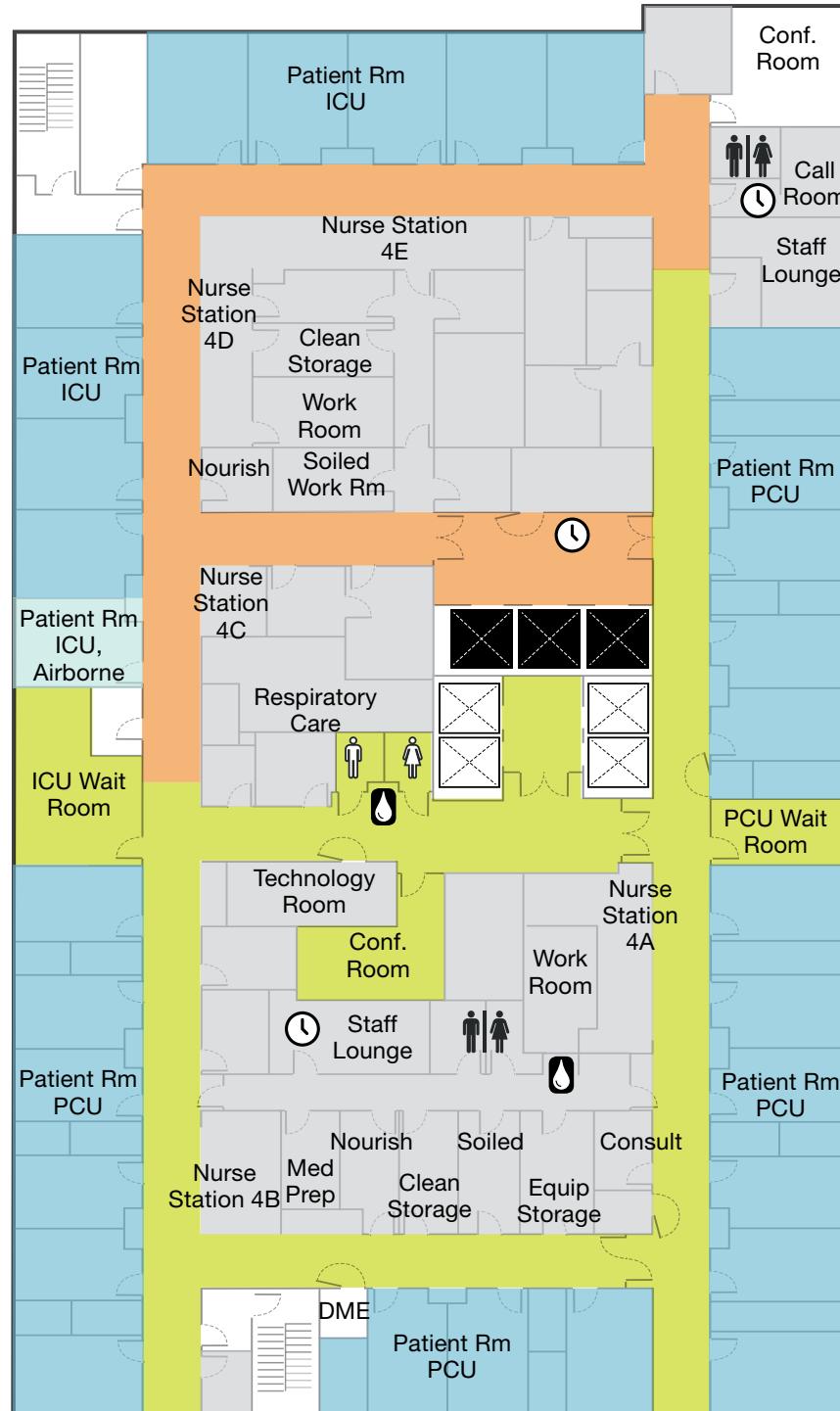


Fourth Floor Main Areas

Intensive Care Unit (ICU) - 10 Beds
 Progressive Care Unit (PCU) - 20 Beds
 Respiratory Care

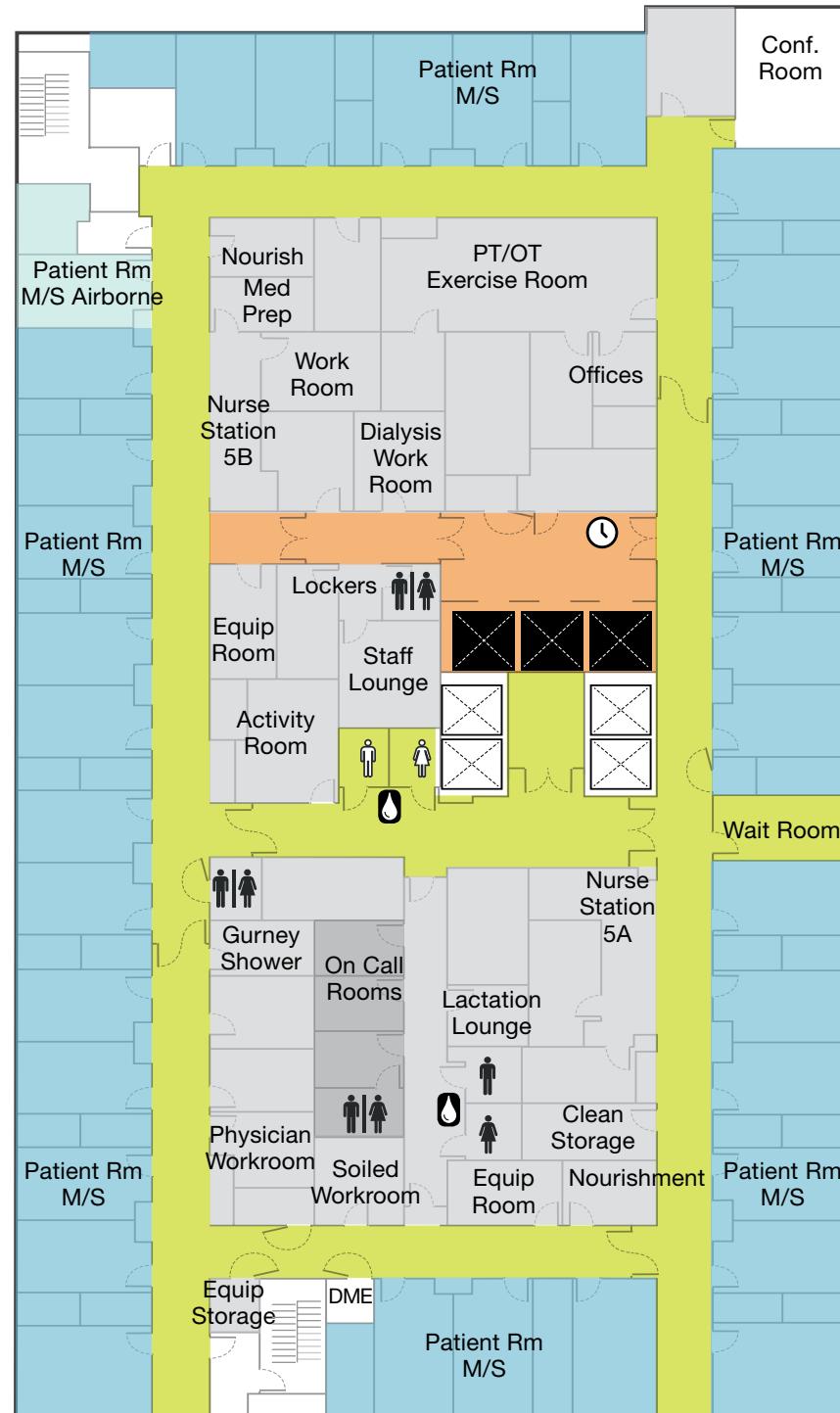
- Public
- Limited
- Guest Restroom
- Staff Restroom
- Water Fountain
- KRONOS
- Service Elevators
- Public Elevators

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Fifth Floor Main Areas

Med/Surg - 34 Beds
PT/OT Exercise Room
Dialysis Workroom



Public



Limited



Guest Restroom



Staff Restroom



Water Fountain



KRONOS



Service Elevators



Public Elevators



General Information

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Shared Spaces

Conference Rooms

Depts. & Divs.

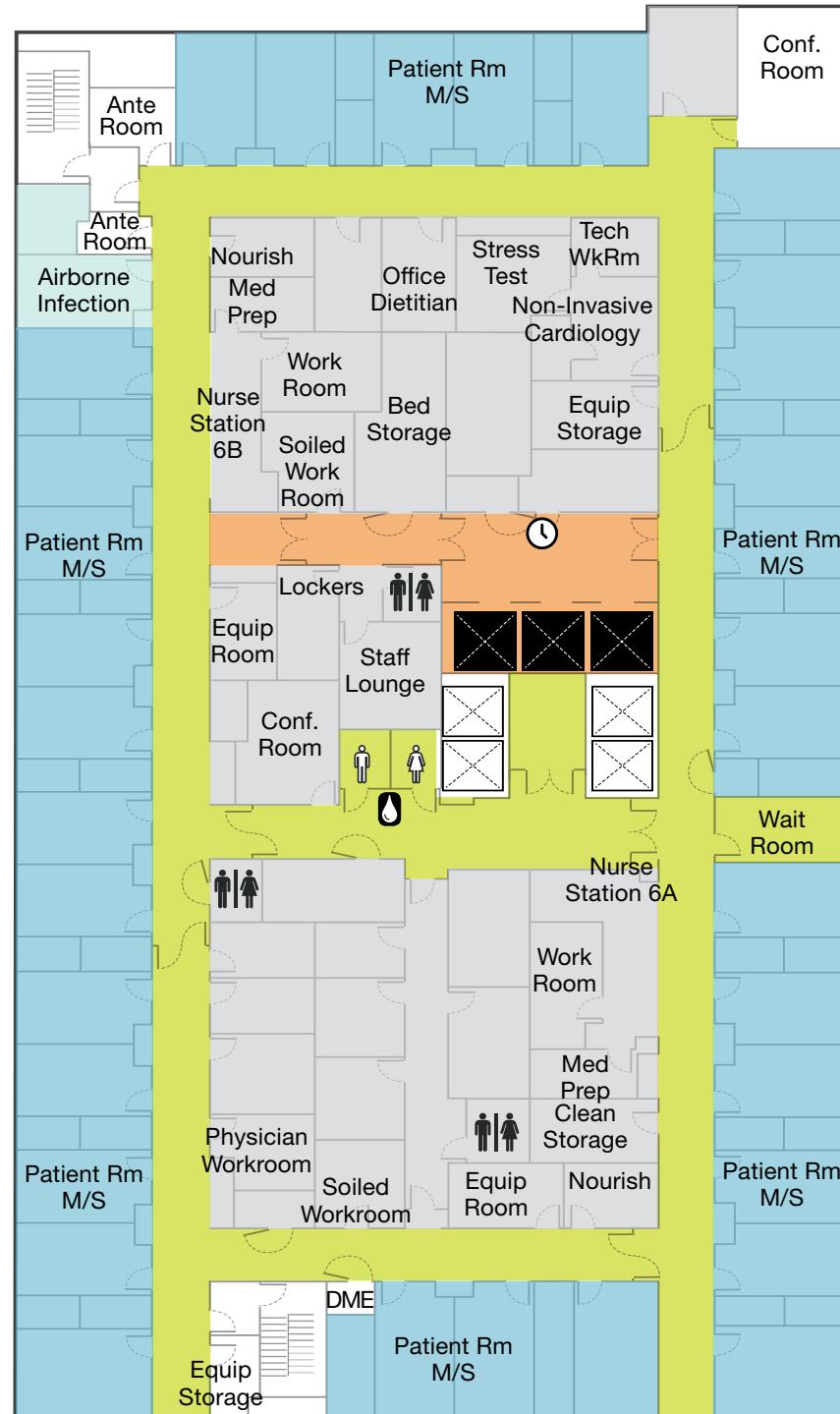
LEED

Reminders

Sixth Floor Main Areas

Med/Surg - 34 Beds

Non-Invasive Cardiology (Inpatient)



Public



Limited



Guest Restroom



Staff Restroom



Water Fountain



KRONOS



Service Elevators



Public Elevators



General Information

Telephone Numbers

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Shared Spaces

Conference Rooms

Depts. & Divs.

LEED

Reminders

Seventh Floor Main Areas

Antepartum/Postpartum - 16 Beds
 C-Section
 Labor and Delivery - 6 Beds
 Special Care - 4 Beds
 Well Baby Nursery - 4 Beds

Public



Limited



Guest Restroom



Staff Restroom



Water Fountain



KRONOS



Service Elevators



Public Elevators



General Information

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Lockers

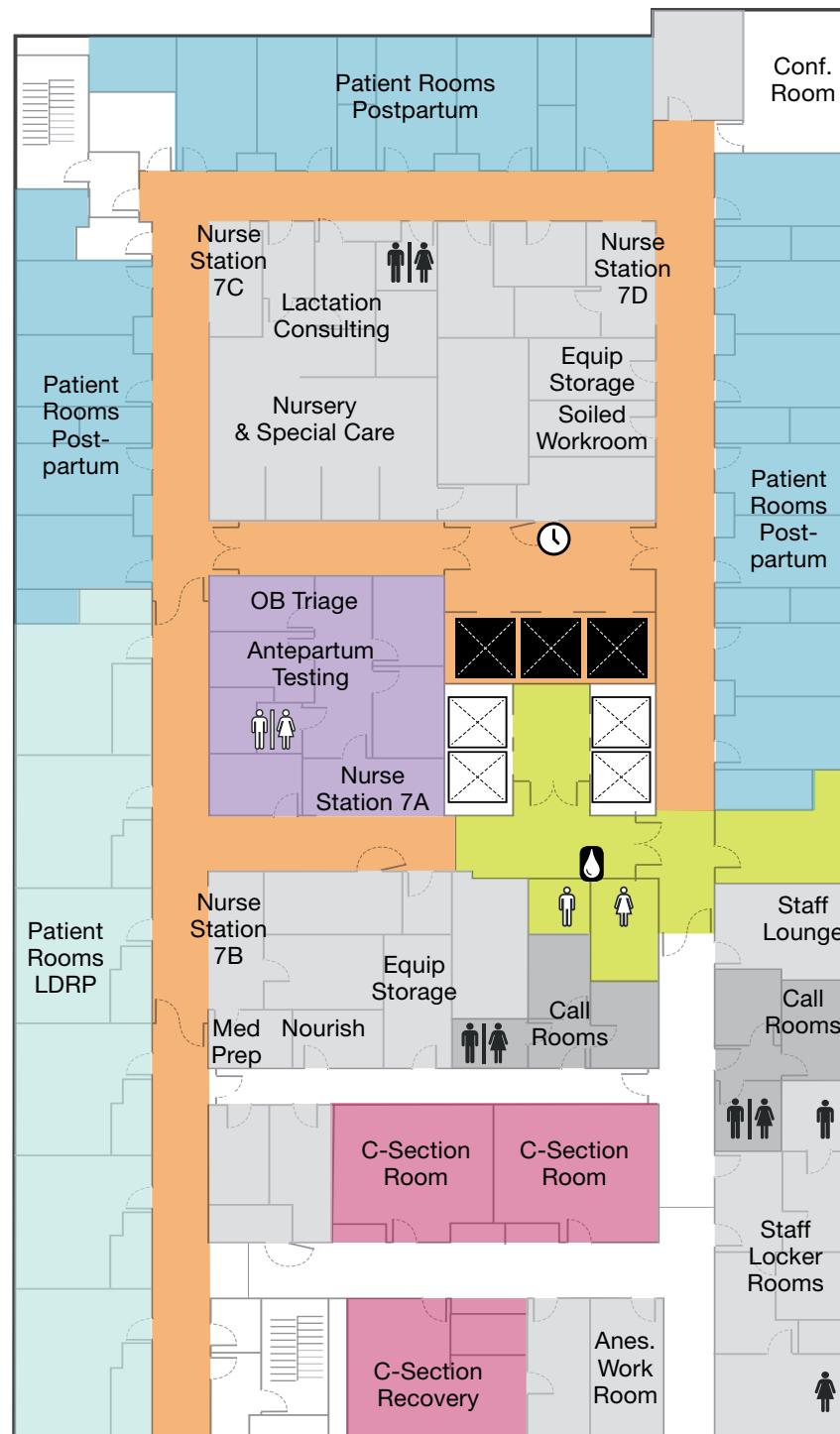
Shared Spaces

Conference Rooms

Depts. & Divs.

LEED

Reminders





Sustainability

The campus is Leadership in Energy and Environmental Design (LEED) certified, a globally recognized symbol of sustainability. The building is constructed to lower greenhouse gas emissions by reducing the use of energy and water.

A new pedestrian plaza is designed to be an urban oasis with shade trees and plantings and to help with water drainage. Approximately 360,000 gallons of storm water will annually be diverted from the city's water system. In addition, about 50,000 gallons of rainwater will be diverted to help dissipate heat from the heating, ventilation and air conditioning (HVAC) system at the building's rooftop cooling towers.

Bottle water refilling stations ([page 31](#)) and the sustainable waste removal program ([page 36](#)) are other examples of ongoing sustainable processes.

Building Reminders

Help us create a positive environment for our patients and visitors. Please remember that we are moving into a brand new hospital that we want to keep as beautiful and tidy as the day we move in.

- Remember you are “onstage” in front of house areas (areas that patients and visitors will see).
- No moving furniture or equipment in the building.
- No hanging things on the wall (art and bulletin boards provided).
- No fish or pets will be permitted, with the exception of service animals ([page 29](#)).
- Personal packages will no longer be accepted at the campus. Materials Management will not sign for them.
- Ordering food for delivery—Staff are responsible to come down to the 2nd Floor Security Desk to pick up food. Food delivery will not be allowed to come to the care department

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TRANSPORTATION AND PARKING



Public Transportation and CPMC Shuttles

CPMC encourages visitors and staff to follow San Francisco's Transit First policy and use alternative modes of transportation whenever possible. The Mission Bernal Campus is easily accessible by a combination of rail, bus, shuttle, ferry and/or bicycle. Visit 511.org for a comprehensive list of transit options to spare the air and keep our campuses safer for you and your family.

Complimentary shuttle services to and from Mission Bernal Campus to 24th Street Mission BART station is available for staff, physicians, volunteers, patients and their families.

To connect with other CPMC campuses, additional shuttles are available. In general, shuttle service is available approximately every 30 minutes, Monday–Friday, 6am to 6pm. For more specific times and pick-up information, go to:

cpmc.org/visiting/shuttle.html

Patients and visitors may also obtain additional information on public transportation and shuttle timetables at the Information Desks. Staff and providers may visit our Intranet for additional public transportation and shuttle service information.

Ask your shuttle driver about courtesy stops.

Shuttle Routes

B	Civic Center BART to Pacific Campus
C	California Campus to Pacific Campus
D	Davies Campus to Pacific Campus
JG	Japantown Garage to Pacific Campus
K	Kabuki Hotel to Pacific Campus
MBC	Mission Bernal Campus to Davies Campus
MBC24	Mission Bernal Campus to 24th Street Mission BART
SAC	1825 Sacramento to Civic Center BART

Parking

Parking is limited, so please take public transportation whenever possible.

Level 1 has van accessible spaces and spaces for oversized vehicles. Vehicle charging stations are located in the garage on Level 1.

Payment machines are on Level 1, by the elevators.

Payment machines accept cash and credit cards. Please pay before exiting; cashiers are not stationed at the exit gates.

Staff Parking

In addition to the Cesar Chavez Street Garage, two other off-site parking lots have been made available to provide more parking spaces during business hours. These parking lots are within five minutes' walking distance to the hospital.

Security escorts are available if needed. The Cesar Chavez Street Garage is available to staff after hours and on weekends.

Visitor Parking

Visitor parking is available for patients and their families. The entrance to the parking structure is on San Jose Avenue.

Transportation

Public Transit

CPMC Shuttles

Parking



SUPPORT SERVICES

 Sutter Health CPMC
Mission Bernal Campus



Support Services are composed of CPMC departments such as Environmental Services, Facilities, Engineering, Biomedical Engineering, Materials Management, and Nutrition & Food Services. At Mission Bernal, they are located on the First Floor, see “[First Floor Main Areas](#)” on page 7.

Volunteers

At the Mission Bernal Campus, volunteers help at the Information Desks, provide hospitality, escort patients, and help with selected non-clinical patient care activities. CPMC offers volunteer opportunities to students and adults.

The Mission Bernal Volunteer Office is located in the 1912 Building. See [page 15](#). The telephone number is **415-641-6490**.

Spiritual Care and Chaplaincy Services

The CPMC Spiritual Care Team provides spiritual care to patients, families and staff inclusive of all religious traditions, cultural backgrounds and spiritual expression. The Spiritual Care Team offers or arranges for the practice or experience of religious sacraments and rituals such as baptism, blessings, communion, sacrament of sick, confessions, chanting, and more.

In addition, the team is available to support families and loved ones. The Spiritual Care Team is available to visit patients 24/7 on all four campuses.

Call **415-641-6527** to request a chaplain visit.

Support Services
Volunteers
Spiritual Care
Patient Relations
Telephone Directory
Interpreter Services
Newborn Connections
Respiratory Etiquette Stations
Wheelchairs & Gurneys
Lost & Found

Department Telephone Directory

The Microsoft Outlook Address Book is an application to access the Employee Department Phone Directory for all CPMC and Sutter Health campuses. The standard process for adding/changing staff locations will synchronize with the address book to keep the directory accurate without additional administrative work. The Department Phone Directory by campus is located in our Intranet.

Use the advanced search on the address book for quick lookups.

A list of important department phone numbers in the Mission Bernal Campus can be found on [page 2](#).

The screenshot shows a Microsoft Outlook contact window for "Robert Andrews". The contact card includes a photo, name, title ("Dir, IS Client Services - Bay"), and location ("Room 8106, Acute - CPMC, Sutter Health"). Below the card, a "Details" section displays the following information:

Name	Andrews, Bob
Alias	AndrewsB5
Title	Dir, IS Client Services - Bay
E-mail	AndrewB5@sutterhealth.org
Mobile	(925) 323-6787
Phone	+1(415)800-7650
Office	Room 8106
Department	Acute - CPMC
Company	Sutter Health
Work Address	1145 Market Street, 8th Fl San Francisco, CA 94103

Patient Relations

Patients are at the center of everything we do. If a patient or a family member has a question or concern about their hospital stay, they are encouraged to tell their care team. They may also contact Patient Relations at **415-600-6634** or ask a Nursing Supervisor.

The Patient Relations Team can do the following:

Assist with lost patient items (coordinate an investigation, conduct a follow-up, facilitate reimbursement)

Assist with difficult patient/family incidents

Coordinate patient grievance issues to align with regulatory standards

Coordinate ADA concerns

Meet with patients/families to de-escalate issues before they become grievances

Round on patients (in addition to nursing leadership rounds)

Enhance patient experience (facilitate trainings and in-services to help staff improve the experience)

Interpreter Services

Our Interpreter Services Program offers the following services:

- In-person interpreting by professionally trained medical interpreters

- Video interpreting via an iPad

- Telephonic interpreting via a dual handset phone system

A dual handset interpreter phone is stored in the nurse server in every Med/Surg patient room.

These services are available to all departments at no cost. Please access Interpreter Services by calling **415-600-1077**.

Newborn Connections

Newborn Connections is a community resource new to the Mission Bernal Campus that offers support and education from pregnancy through early parenting. Located in the Monteagle Building, the program includes prenatal classes, massage services, breastfeeding support, and support groups, as well as breastfeeding, baby and lactation supplies.

Hours are Monday–Thursday, 9am–6pm, Friday, 9am–4pm. Closed Saturday and Sunday. The telephone number is **415-600-2229**.

Respiratory Etiquette Stations

To prevent the transmission of respiratory infections, complimentary respiratory etiquette stations with gloves, antibacterial gel and masks are available in the main registration areas and on each floor.



Wheelchairs and Gurneys

Wheelchairs and gurneys are available for general patient use and are tagged with Aeroscout RFID (GPS tracking devices) to facilitate ease of location for patient use. Equipment will be cleaned after each patient use by clinical or transport staff.

Lost and Found

Lost and Found is located in the 1912 Building on the 3rd Floor. Please contact Security at **415-600-0837** if you have a missing item that cannot be located.

For patient lost and found items, please direct them to Security or contact Patient Relations at **415-600-6634**.

Support Services
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Patient Relations
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Newborn Connections
Respiratory Etiquette Stations
Wheelchairs & Gurneys
Lost & Found

SAFETY AND SECURITY

A black and white photograph showing a group of military personnel in uniform standing outdoors. In the foreground, two men are visible from the side; one wears a camouflage uniform and the other wears a plaid shirt. Behind them, another man in a camouflage uniform stands facing away from the camera. To the left, a vehicle with a license plate reading "5185" is partially visible. The background shows some industrial or military structures.

Security Awareness

Be aware of your surroundings.

If you see something, say something.

For emergency situations (other than Code Blue) dial **4-4444**.

Keep your personal property, especially purses, briefcases and bags, locked and secure.

Pay attention to person(s) who look suspicious or look like they don't belong.

Make sure vendors have a vendor badge.

Wear your hospital badge.

Be alert when you are in areas or around people that are unfamiliar to you.

For general security concerns or for an escort to your vehicle, contact Security Dispatch at **415-600-0837**.

Safety and Security

Security Awareness

Security Station

Door Alarms and Stairwell Access

Emergency Department Team

Crash Carts

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Security Station

The main Security Station for the Mission Bernal Campus is located on the 2nd Floor at the 27th Street main entrance / Emergency Department (ED) entrance. Security enhancements include:

A metal detector at the ED entrance

Panic alarms located in identified high-risk areas; when activated, a silent alarm is sent to Security Dispatch

Security stations located at key main entrances to include the ED and loading dock

Staff Duress buttons on Aeroscout RFID tags worn by staff

Door Alarms and Stairwell Access

The new hospital has public and staff only areas. In the event of a fire, all persons in the building must be able to exit by the emergency stairwells. Therefore, **we cannot lock interior doors**, but we can alarm doors to notify Security when a person has entered an authorized hospital staff only area. Signs reading "Authorized Hospital Staff Only, Alarm Will Sound" and "Emergency Exit Only, Alarms Will Sound" are posted on doors that alarm when entered. **To prevent the alarm from sounding, hold your employee badge up to a card reader located near the door.**

Stairwells are "exit only" to the public. In order to re-enter a floor from the stairwell, staff must hold their employee ID badge to a card reader located on the door.

On the Women's and Children's floor, the stairwell doors have a sign which reads "KEEP PUSHING. THIS DOOR WILL OPEN IN 15 SECONDS. ALARM WILL SOUND". Only specific authorized staff, can use their employee ID badge to deactivate these alarms. These doors are part of our infant security system. In case of fire, push on door and it will open.

Emergency Department Team

The ED Team will respond to all non-patient emergencies in the main hospital—for example, if a visitor collapses in the cafeteria.

Crash Carts

Crash carts are strategically located throughout the Mission Bernal Campus in the event of a medical emergency for patients, visitors or staff.



Automated External Defibrillator (AED)

AEDs are in two locations on the 1st Floor of the campus:

Outside Conference Rooms A and B

Outside the cafeteria

AED
Automated External Defibrillator



Emergency Management / Emergency Operations Plan

Emergencies, disasters and other catastrophic events pose a significant threat to the ability of a health care organization to maintain operational capability and provide care, treatment and services to its community.

CPMC has implemented a comprehensive All-Hazards Emergency Operations Plan to respond to the medical needs of the community in the event of an emergency, disaster situation or mass casualty incident.

The All-Hazards Emergency Operations Plan is an organization-wide program that incorporates all services and sites of care under the CPMC license. This plan applies to staff, licensed independent practitioners, contract workers, volunteers and others as appropriate and indicated throughout this document.

The All-Hazards Emergency Operations Plan complies with the elements of the National Incident Management System (NIMS), incorporates the Hospital Incident Management System (HICS), and addresses the six critical areas mandated by Joint Commission standards:

- Communications
- Resources and assets
- Safety and security
- Staff responsibilities
- Utilities management
- Patient clinical and support activities

The full plan is located on the CPMC Intranet at <http://mysutter/bay/CPMC/Resources/Safety/Pages/EmergencyManagement.aspx>

Communications in a Disaster

Sutter Health affiliates use Everbridge Mass Notification System to communicate to all staff simultaneously in an emergency. Everbridge has been implemented to improve the efficiency and effectiveness of communications. The system-wide notification system enables CPMC staff to receive and respond to critical safety and business impact information in a timely manner.

Everbridge allows CPMC to communicate with staff via multiple contact paths including home phone, email, mobile phones and other communication devices during an emergency event.

What to do when a notification is received:

- Read (when received via email) or listen to the message carefully for directions.
- “Confirm the Message” when asked by clicking the link provided in the email, or press 1 if the message is received via phone.

Confirming the message lets CPMC know that you have received the message.

How to update your personal contact information:

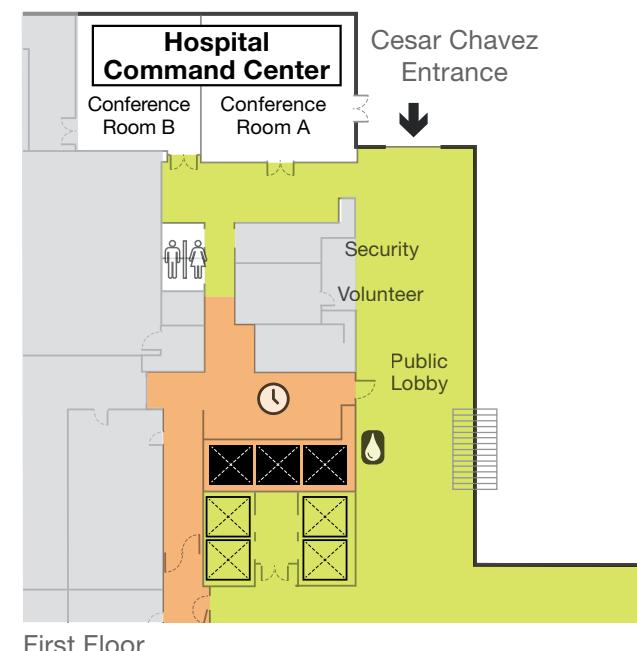
Check the Lawson e-Self Service site on the Intranet portal to confirm that your personal contact information is correct. Having accurate personal contact information is critical for Everbridge to work effectively and staff to receive emergency information. Everbridge pulls from Lawson and if information is inaccurate you may not receive emergency notifications.

Please direct questions regarding Everbridge to the Safety Department at **415-600-4620** or email sforzok@sutterhealth.org.

Hospital Command Center

The hospital uses the Hospital Incident Command Structure (HICS) to manage emergency events, and if the situation warranted, the Emergency Operations Plan would be activated via Code Triage.

If **Code Triage** is initiated, the Hospital Command Center (HCC) will be activated; it is located on the 1st Floor in Conference Rooms A and B. If additional resources are needed to manage the event, the Labor Pool will be activated; it is located in the hospital cafeteria.



Standardized Emergency Codes

Code	Definition and Announcement
Blue	Cardiac or respiratory arrest “Code Blue (Adult, Maternity, Neonate, Pediatric, or V.A.D.) - <i>location</i> ”
Gray	Combative Person “Code Gray - <i>location</i> ”
Orange	Hazardous Material Spill “Code Orange - Hazardous Materials Spill/Release - <i>location</i> ”
Pink	Infant Missing or Abducted (up to the age of 2) “Code Pink last seen - <i>location</i> [insert description, age, gender, race, clothing, and description of individual that may be with, if available.]”
Purple	Child/Adult Missing or Abducted (over age 2) “Code Purple (child or adult) - last seen - <i>location and description</i> .”
Red	Fire “Code Red - <i>location</i> ”
Silver	Person with a Non-Firearm Weapon or Hostage Situation “Code Silver - <i>location</i> . A security threat exists at location. All persons should immediately move away from that location if it is safe to do so. If it is not safe to move away, seek shelter or remain in a room with the door closed until an all clear has been announced.”
Silver - Active Shooter	“Code Silver - active shooter - <i>location</i> . A security threat involving a firearm exists at location. All persons should immediately move away from that location if it is safe to do so. If it is not safe to move away, seek shelter or remain in a room with the door closed until an all clear has been announced.”
Lime	Electronic Health Record is down “Code Lime - initiate (EPIC, PACS, other) downtime procedures.”
Sepsis	Patient is in septic shock and needs emergent attention “Code Sepsis - <i>location</i> .”
Yellow	Bomb Threat / Suspicious Device “Code Yellow - <i>location</i> .”
Triage, Internal/External, Alert/Activate	Disaster/MCI/Patient Surge event. Activate Emergency Operations. Plan for internal or external incident. “Code Triage Internal/External -Alert - <i>describe situation</i> .” OR “Code Triage Internal/External -Activate - <i>describe situation</i> . The emergency operations plan has been activated.” When applicable, the following should be added to the announcement: “Incident management team members should proceed to the location for a briefing.”

* NOTE: Plain language should be used to describe the situation.

Code Team

The Code Team will respond to all patient medical emergencies in the main hospital and will respond to non-patient emergencies only if requested. Code Blue (5-5555) is called. The Code Team is multi-disciplinary, made up of ICU physicians, nurses, respiratory therapists, security and a Nursing Supervisor.

Code Blue or Other Medical Emergency

If you witness a patient, visitor or staff member who is in cardiac and/or respiratory distress, or having a medical emergency, immediately seek medical-nursing assistance by calling for help—and by dialing 5-5555 from a hospital phone.

Patient care areas should also use the Code Blue alarm system and alert the hospital operator by dialing 5-5555.

For other types of urgent medical situations (Rapid Response) and non-medical emergencies (Code Red, Code Gray, etc.), dial 4-4444 from an in-house phone and provide the nature of the emergency, and your name and location.

Outside of the Hospital

For patient and non-patient emergencies in 1912 or Monteagle Buildings, **call 911**.

Code Gray

Initiated for any event with aggressive, hostile, combative or potentially combative behavior from a patient, visitor or staff member, without the display of weapons.

Response Procedures

At the first indication of a perceived Code Gray:

Dial the emergency number **4-4444**.

Describe the incident to the operator, including the specific location.

Security will determine when an “All Clear” will be announced.

Post Incident

Security will conduct a post investigation debriefing. You will be interviewed to gather incident specific information.

Complete the Workplace Violence Incident Report and, if applicable, an electronic Report of Injury (eROI), Patient Safety Report (PSR) and Quality Risk Assessment.

Infant/Child Security

There is an Infant Security System installed in Women's and Infant Center (Labor & Delivery, Nursery) to protect our infants and prevent infant abductions. Code Pink and Code Purple are used in the event of a missing infant or child.

Code Pink

Initiated when an infant or child less than 2 years of age is discovered missing or has been abducted.

Staff response to a missing or abducted infant/child:

Call the emergency number **4-4444** the moment an infant/child is confirmed missing or abducted. State an infant/child is missing or abducted and provide:

Your name and the location where the infant/child was last seen

The infant/child's name and physical description (age, gender, race, etc.)

Any additional details about the abduction or absence (e.g., description of the abductor)

Staff response to a Code Pink announcement:

Immediately stop all non-critical work and proceed to your department's pre-assigned area(s) to observe stairwell door, elevator areas and exit doors. If outside of your department, monitor the nearest exit. Continue monitoring until “Code Pink—All Clear.”

Identify and report suspicious individual(s) to the emergency number **4-4444**.

Respectfully engage anyone who is carrying an infant or may be concealing an infant. Explain the situation and request to inspect objects.

If the suspected abductor flees, do not forcibly restrain them. If safe to do so, follow them, taking note of their appearance, what they are wearing and how they exit the building.

If the suspect abductor reaches the parking lot and attempts to leave by car, take note of the vehicle's make, model, color and license plate.

Code Purple

Initiated when a child/adult over the age of 2 is discovered missing or has been abducted.

Staff should initiate a Code Purple when the missing child/adult:

Is a minor

May have been removed from the facility against their will

Has a central line, IV, PICC Line, catheter, etc.

Is awaiting Psychiatric Emergency Service evaluation

Poses a danger to themselves or others as documented by physician

Is on a conservatorship

A Code Purple should also be initiated anytime a clinician has concerns with the patient leaving the facility.

Staff response to a missing or abducted child/adult:

Call the emergency number the moment a child/adult is confirmed missing or abducted.

State a child/adult is missing or abducted and provide:

Your name and the location where the child/adult was last seen

The child's/adult's name and physical description (age, gender, race, etc.)

Any additional details about the abduction or absence (e.g., description of the abductor)

(Continued on Next Page)

Staff response to a Code Purple announcement:

Immediately stop all non-critical work and proceed to your department's pre-assigned area(s) to observe stairwell doors, elevator areas and exit doors. If outside of your department, monitor the nearest exit. Continue monitoring until "Code Purple—All Clear" is announced.

Identify anyone matching the description of the missing child/adult and call the emergency number.

Respectfully engage anyone who is carrying a child or may be concealing a small child. Explain the situation and request to inspect small objects.

Identify anyone in obvious distress (struggling, needing assistance, appearing lost/confused, etc.) and call emergency number.

If the suspect flees, do not forcibly restrain them. If safe to do so, follow them, taking note of their appearance, what they are wearing and how they exited the building.

If the suspect abductor reaches the parking lot and attempts to leave by car, take note of the vehicle's make, model, color and license plate.

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Medical Alerts

Alerts Definition and Telephone Operator Announcement

C-Section **A pregnant patient needs an emergent C-Section**
"Medical Alert: C-Section - *location*"

ECMO **A patient needs an emergent extracorporeal life support**
"Medical Alert: ECMO (infant, child, or adult) - *location*"

Imminent Delivery **A pregnant patient in advanced stages of labor cannot be transported to the Labor & Delivery Unit prior to delivery and needs emergent attention**
"Medical Alert: Imminent Delivery - *location*"

Massive Blood **A patient urgently needs a massive blood transfusion**
"Medical Alert: Massive Blood Transfusion - *location*"

Rapid Response **A patient with early signs of clinical deterioration needs emergent attention to prevent respiratory or cardiac arrest**
"Medical Alert Rapid Response - *location and description*."

Sepsis **A patient has severe sepsis and needs urgent attention**
"Medical Alert: Sepsis - *location*"

STEMI **A patient with myocardial infarction and ECG evidence of ST elevation needs emergent percutaneous coronary intervention**
"Medical Alert: STEMI - *location*"

Fire Safety

General Fire Safety

- Never block access to pull stations, fire extinguishers and medical gas valve boxes. Corridors should be clear except for crash carts, isolation carts or “in use equipment.” If the fire alarm is activated, make sure corridors are clear.
- During an actual fire or smoke event, do not use elevators. Follow exit signs to the nearest, safest exit stairwell.
- Do not open doors if they are hot to touch, or if you can see smoke. If you become trapped in a room and cannot exit safely, keep the door closed and seal off any cracks. Call hospital operator at **4-4444** and report your exact location.
- If a door feels cool to the touch, open it cautiously. Be prepared to slam the door shut if the corridor is full of smoke or if you feel heat when opening the door. If the corridor is clear, proceed with evacuation.
- If you are caught in smoke or heat, stay low until you reach a safe area such as another smoke compartment.

Fire Safety Guidelines

- Smoking is prohibited in all buildings and vehicles.
- Check cords and equipment.
- Report problems.
- Know where pull stations and fire extinguishers are located.
- Know evacuation routes—stop and look: Where are the exit signs?

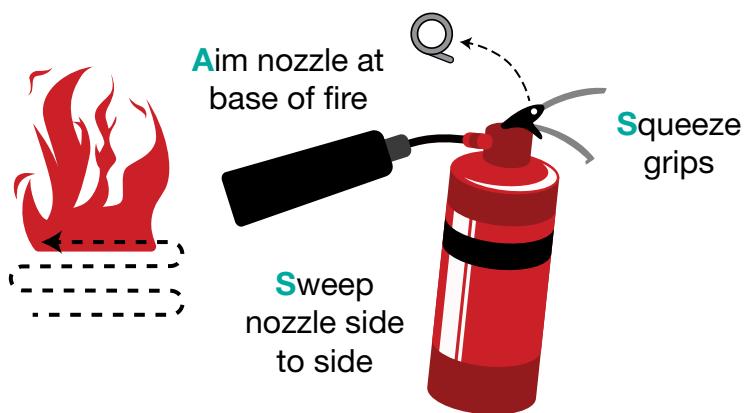
Fire Response = RACE

- Rescue**—Rescue/remove person(s) from the immediate danger.
- Alarm**—Activate the nearest fire alarm pull station, then call **4-4444** and/or **911**.
- Confine**—Confine fire and smoke by closing all doors in the area.
- Extinguish or Evacuate**—Extinguish a small fire by using a portable fire extinguisher or use to escape from a large fire. Evacuate the building **ONLY** upon order of the Incident Commander or the Fire Department.

How to Use a Fire Extinguisher = PASS

- Pull**—Pull the pin
- Aim**—Aim the nozzle at the base of the fire
- Squeeze**—Squeeze the grips
- Sweep**—Sweep nozzle side to side

Pull the pin





MRI Suite Safety

For security and safety reasons, access to the MRI suite is limited to MRI personnel and security and is **controlled**. The MRI spaces are zoned to protect staff, patients and families. Zoning is noted as follows:

Zone II: Unscreened MRI patients, personnel and visitors

Zone III: Screened MRI patients, personnel and visitors

Zone IV: Screened MRI patients, personnel and visitors under constant supervision of trained MR personnel

Any metallic, electronic, magnetic or mechanical implants, devices, or objects are hazardous in the MRI Suite and cannot be allowed in the area. Follow and respect instructions from the MRI technologist.

The MRI suite has a special designated EVS closet with non-metallic supplies and equipment. Regardless, EVS staff should never enter the MRI suite without supervision from an MRI technologist.

Finally, to ensure all zone protocol is followed, always check with an MRI tech before entering the suite.

What to Do if You Get injured?

Employees are required to report all work related injuries and/or illnesses to their supervisor or the on-duty supervisor immediately and complete an Electronic Report of Injury Form (eROI) by the end of shift in which the injury or illness occurred. The forms are located on the CPMC intranet under Frequently Reviewed Forms—Environment of Care.

Upon completion and submission of the form, an incident analysis will be completed by the employee's manager to determine what caused the incident and actions needed to be taken to prevent the incident from reoccurring.

Workplace Violence Reporting

Effective April 1, 2017, employees working in inpatient and outpatient settings and clinics on hospital licenses are required to report workplace violence incidents into the [Midas Workplace Violence Incident Report](#).

Certain health care facilities as defined by the new Cal/OSHA Workplace Violence Prevention Plan standards, Section 3342, California Code of Regulations Title 8, adopted October 20, 2016, were required to maintain a log of all incidents of workplace violence by April 1, 2017.

The purpose of the new standard is to protect employees, physicians, volunteers and contracted personnel from aggressive and violent behavior—for example, physical and/or verbal assault, sexual assault, threats, and violation of a restraining order.

In addition, if an employee is injured in a workplace violence incident, they must complete an Electronic Report of Injury (eROI) Form **AND** a Workplace Violence Incident Report.

If a patient is injured, the employee must go to the Hospital Midas Tools Page and complete a patient injury form.

Safety, Security, Human Resources, Risk Management, and Operations Management will coordinate a post-incident investigation.

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Hand Hygiene

Through our Aeroscout Hand hygiene system, we will be able to monitor and record our hand hygiene events, including number of hand-washings and locations in patient care areas over Wi-Fi. Benefits of the hand hygiene system:

- Enables Infection Control and Process Improvement staff to focus on compliance, education and data analysis.
- Does not disrupt routine patient care workflows.
- Provides automated data collection and reporting.
- Drives accountability down to the caregiver level.



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ADA Information

Assistance for the hearing, listening, visually and speech impaired is available, and contact information can be found below:

MySutter Portal: Interpreter Services & Multilingual Resources <http://mysutter/SHWBR/CPMC/Resources/MoreResources/Pages/InterpreterServices.aspx>

For American Sign Language Interpreter Services, (sign language only, not languages such Spanish, Chinese, etc.), to schedule an ASL interpreter:

Use the Online Interpreter Scheduling system or Call our ASL vendor at **1-800-975-8150**

For Assistive Listening Systems (Pocket Talkers), call campus security at **415-600-0837**.

For an Amplified Telephone Handset, call **888-888-6044**.

Closed caption decoders—Closed captioning feature is available on all TVs in patient areas. In patient rooms, closed captioning can be activated by pressing the Pillow Speaker “CC” button.

For a braille, large print or audio format provider, call LightHouse for the Blind and Visually Impaired at **415-694-7358** (braille) and **415-694-7312** (audio) or by email at ais@lighthouse-sf.org.



Service Dogs

Service dogs don't require proof of certification or medical documentation to enter public patient care areas. If you are unsure if an animal is a service dog, you may ask the following:

1. Is the dog required because of a disability?
2. What work or tasks has the dog been trained to perform?

No other questions about a person's disability or the dog are permitted.

Remember

Always ask permission to approach the service dog.

Address the person directly.

Do not draw unnecessary attention to the person with the service dog.

Ask how to accommodate the dog during the medical appointment or hospital stay. If necessary, ask who is designated to care for the dog during the medical procedure or hospital stay.

In an Emergency

If the patient can communicate, ask who they want to care for their dog to determine how best to care for the patient and service dog.

If the patient is unable to communicate:

Look for identifying information on the dog's harness or collar to determine if the dog came from a school or training program. Contact the school or training program.

If no information is available, contact family members or friends.

Contact animal control after all options are exhausted.

Please contact the ADA Coordinator or Safety Officer at **415-600-4620** with any questions or concerns.

BUILDING AMENITIES



Information Desks

The Mission Bernal Campus Information Desks are located on the first and second floors off the Plaza Entrance. The Information Desk staff provides the following services:

- General information
- Directions and wayfinding
- Shuttle schedule information
- Taxi and transportation services information

Waiting Areas

Waiting areas and lobbies are available throughout the hospital. See General Building Information, [page 7](#).

For safety reasons and to prevent accidental blocking of the retractable fire doors, do not rearrange furniture in the waiting areas.

Restroom Locations

Public restrooms and water fountains are located on every floor near the public elevators. Staff Only restrooms require badge access and are generally near staff lockers, lounges and conference rooms.

Lactation Lounge

A dedicated lactation lounge for staff and physicians only is located on the Fifth Floor, **Room 5357** ([page 11](#)). Badge access is required.

Room Reservations

To reserve a room, complete the Online Conference Room Request form, <http://dcpwdbs405/virtualems/>

Bicycle Storage

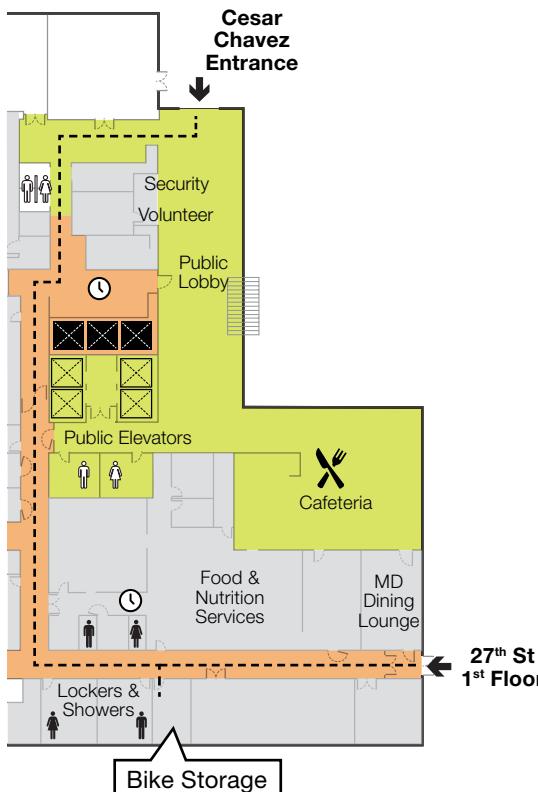
Bicycle parking is available on a first come, first served basis. The bicycle storage is located on the 1st Floor in **Room 1388**, accessible via 1st Floor 27th Street or Cesar Chavez front entrance (through the conference center corridor).

Badge access is required.

Reserved bicycle space may be available. Contact the Parking Office, **415-600-1986** to register to use this facility and to program your badge for access.

First floor lockers are available—however only while utilizing the shower facilities. Day use lockers are available on department floors.

Additional bicycle racks are available at the 27th Street and Cesar Chavez entrances.



Water Cooler/ Bottle Filling Stations

The Mission Bernal Campus is a sustainable and LEED certified building. To reduce the use of disposable bottles, water fountains are available on each floor near the elevators. Bottle filling locations are in the Emergency Department, Cafeteria, and Surgical Waiting Room.

Plumbed coffee makers with hot water dispensers are available on certain floors.

Ice makers are available in patient nourishment rooms (not in staff lounges).

Dining Services

Several choices for food and beverages are available during regular business hours. The Cafeteria and Grab and Go are on the 1st Floor, to the left of the elevators and are open Monday–Friday, from 6:30am–6:30pm. They are closed after hours and on weekends.

Snack and beverage vending machines are located on the 2nd Floor near the public elevators.

Catering Services

All catering requests must be submitted to the Food and Nutrition Services Department three days in advance of the meeting or event.

Use Catertrax, the ordering platform to order food for meetings. Place catering orders at:

www.cpmc-stlukes.catertrax.com

For training on Catertrax, go to:

<https://catertrax-1.wistia.com/medias/ojoa2vlyhm#>

Building Amenities
Information Desks
Waiting Areas
Restroom Locations
Lactation Lounge
Room Reservations
Bicycle Storage
Bottle Fill Stations
Dining Services
Catering Services
Patient Education
Ambassador Services Suite
Guest Wi-Fi

Patient Entertainment/Education (Powered by Sonifi)

Rooms are equipped with a multi-purpose media system capable of providing patient education, communication and entertainment features:

- Access the full complement of TV programming
- Review assigned educational content
- Complete questionnaires
- Order patient meals
- View care team information
- Access patient medical schedule
- Interact with their care team
- Use convenient controls and volume integrated into Pillow Speaker

Ambassador Services Suite

The Ambassador Services Suite is a hospitality space located on the 3rd Floor near Nursing Administration. It is our way of saying “thank you” to our most generous philanthropic donors, as well as volunteers with 500 or more hours of service per year to CPMC.

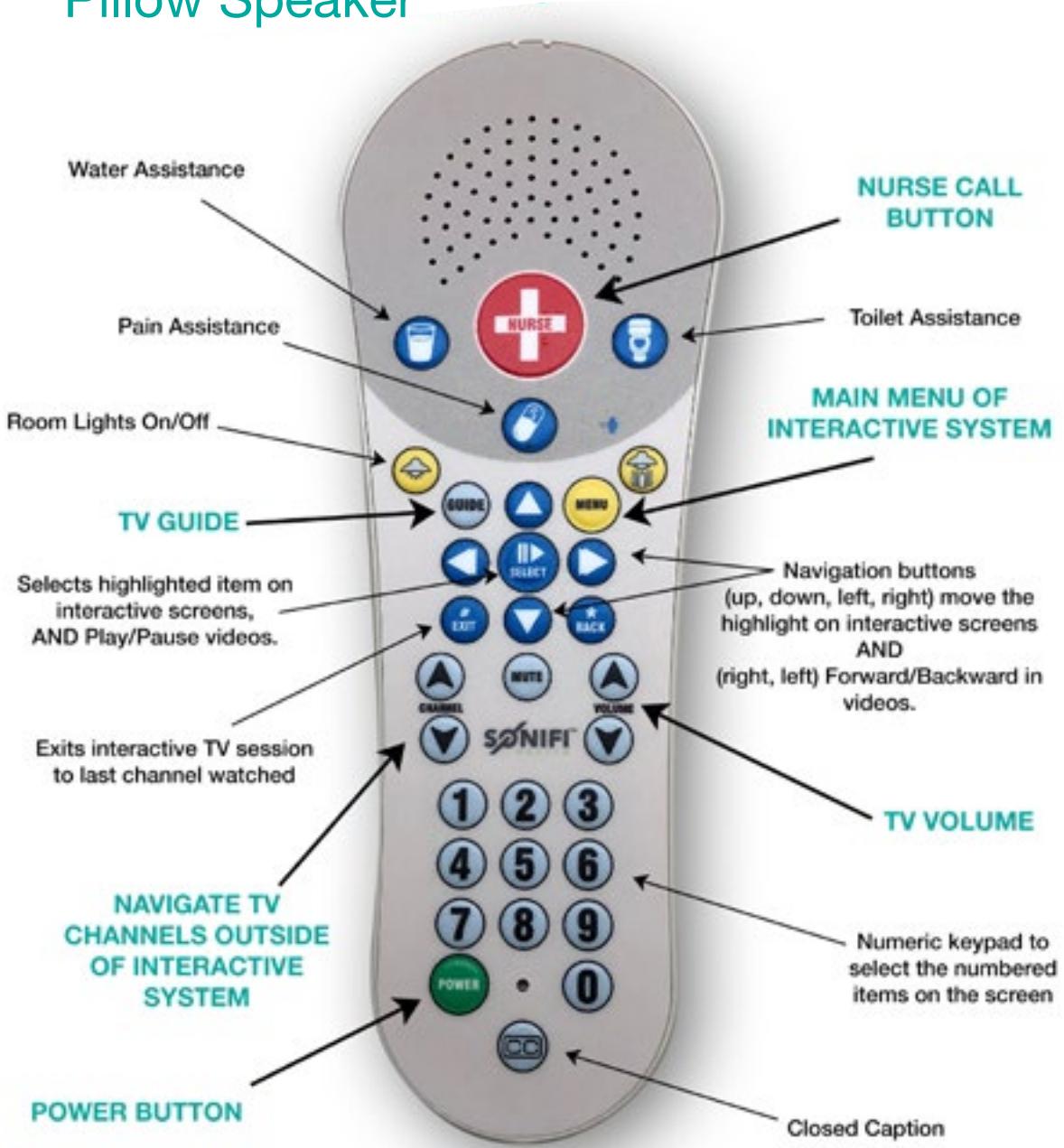
Guest Internet Access (Wi-Fi)

The Mission Bernal Campus offers complimentary internet access. To connect, select “SHGUESTNet” as the wireless network.

Follow the prompts on the device, including accepting the “Terms and Conditions of Use.”

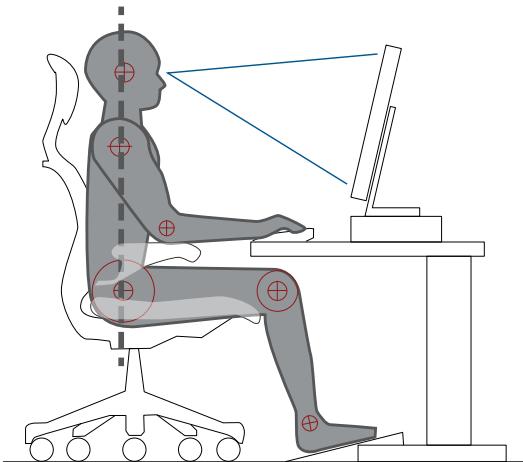
Building Amenities
Information Desks
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Restroom Locations
Lactation Lounge
Room Reservations
Bicycle Storage
Bottle Fill Stations
Dining Services
Catering Services
Patient Education
Ambassador Services Suite
Guest Wi-Fi

HOW TO USE Pillow Speaker



EQUIPMENT AND FURNISHINGS





Ergonomics

Ergonomic chairs and keyboard trays are fully adjustable. For assistance on proper chair and keyboard adjustment, please contact the Safety Department at **415-600-4620** or email sforzok@sutterhealth.org. They will send materials regarding self-assessments and if needed will direct you to complete the online ergonomic assessment.

Equipment
Ergonomics
Office Spaces
Kronos Time Clocks
Multi-function Printers
VOIP Telephones
Fax Machines
Phone Operators
Vocera
Nurse Call System
HIPAA Containers
Sustainable Waste
Temperature Monitor
Pneumatic Tube
Patient Lift

Office Spaces

Office spaces include the following:

- Ergonomic chairs
- Ergonomic keyboard trays
- Electric sit/stand desks
- Monitor arms
- Electrical outlets on the desktop for device charging
- Mobile personal storage—keys will be provided for assigned locations
- Task lighting



Kronos Time Clocks

New InTouch wall clocks are located throughout the campus, conveniently positioned near:

- Elevator lobbies
- Main corridors
- The Lab and Pharmacy
- Some staff lounges

Web App will also be available for some users. Refer to the floor plans ([page 7](#)) for specific locations.

Multi-function Printers (Scan, Print, Copy)

Multi-function networked printers are located throughout the facility and can function as copiers, scanners and printers. Print jobs can be retrieved by tapping your badge on the sensor located on the printer of your choice. Some workflows will default to specific printers (such as in the ED).

For copier and printer support, call Sutter Health Information Services at **888-888-6044** or go to: is.sutterhealth.org



Telephone System

Cisco Voice over IP (VoIP) phones are used at the Mission Bernal Campus, including desk, wall and wireless phones. In addition to the standard features of traditional phones (hold, speaker phone, call forwarding, conferencing, muting), the Cisco phones offer:

- Cisco Unity voicemail
- Connection to the Vocera badge application, allowing calls to be made between telephones and Vocera badges.
- Informacast for paging and broadcast messaging
- Emergency red phones will be installed in key locations.

Fax Machines

Most faxing will be done using RightFax. There will be a limited number of traditional fax machines on the campus in areas where electronic faxing is not possible.

Faxes will be received into an electronic inbox, can be read online, and can be saved or printed. Use the RightFax application to send faxes by scanning and sending. Sutter EHR will fax records automatically as required by clinical workflows.

PBX/Phone Operating System

Hospital operators will be located at both the Van Ness and Mission Bernal Campuses. Hospital operators will have Nurse Call and other alarm panels to assist in routing alerts.

Vista Point Enterprise Operator Services System (phone console) will support the hospital operator workflows and assist in the management of call queues, routing and call handling statistics.

Equipment

Ergonomics
Office Spaces
Kronos Time Clocks

Multi-function
Printers

VOIP Telephones

Fax Machines

Phone Operators

Vocera

Nurse Call System

HIPAA Containers

Sustainable Waste

Temperature Monitor

Pneumatic Tube

Patient Lift



Vocera

The Vocera badge delivers hands-free, real-time voice communication between the wearer and other staff members. This communication system weighs less than two ounces, allowing users to keep their hands free without the burden of carrying a smartphone.

Nurse Call System

The Nurse Call Rauland Responder 5 system is an application that allows the patient to alert staff from the bedside, among other patient locations. Identified alerts will integrate with other applications in order to produce hospital-wide communications and notification acknowledgment, and it can generate a number of reports. The system utilizes devices at the bedside and in the patient room to accomplish three primary functions:

It serves as a code required system for patient safety and security.

It provides a patient alert-communication system (for hospital staff) that assists patients and allows for increasingly efficient hospital operations.

It interacts with other systems to provide access to patient entertainment and education.

HIPAA—Confidential Document Containers

Confidential document containers are located throughout the hospital and are emptied every two weeks by the shredding company.

If the containers need to be emptied prior to the regularly scheduled pick-up, call Support Services **415-600-7900** to arrange for EVS assistance.

Mission Bernal is dedicated to being a green facility, so please remember to “think before you ink.”



Sustainable Waste Removal

Mission Bernal is designed to be a green hospital. This includes recycling, composting, red-bag (biohazard), pharmaceutical and toxic waste management and medical equipment reuse.

In office spaces and public areas, receptacles are provided for co-mingled recycling (blue) and regular trash (black). In the staff lounges and conference rooms there are receptacles for co-mingled recycling (blue), regular trash (black), and composting (green).

Equipment
Ergonomics
Office Spaces
Kronos Time Clocks
Multi-function Printers
VOIP Telephones
Fax Machines
Phone Operators
Vocera
Nurse Call System
HIPAA Containers
Sustainable Waste
Temperature Monitor
Pneumatic Tube
Patient Lift



Temperature Monitoring

The Mission Bernal Campus uses a combination of two systems to monitor and alert if an equipment temperature goes out of range—the AeroScout system (in the refrigeration units) and the MobileView system.

When a device's temperature goes out of range during department hours of operation:

A primary alert is sent to the department through MobileView

A secondary alert is sent to Plant Operations.

When a device's temperature goes out of range when the department is closed, primary and secondary alerts are sent to Plant Operations.



Pneumatic Tube System

The pneumatic tube system will assist with transporting medications, lab specimens and blood products to/from patient care areas, to expedite patient care. The system has an enhanced “secure send” functionality, which will only allow appropriately licensed staff to send and receive medication and blood products.

Patient Lift System and Mobile Lifts

Patient lift systems are available in med/surg and ICU patient rooms. Patient lifts are a safety feature to assist in patient mobility and reduce the risk of associated employee injuries.

Where ceiling lifts are not available, mobile lifts can assist with patient mobility.



SUPPLIES AND RESTOCKING

Loading Dock

The Mission Bernal Campus loading dock is located off Cesar Chavez Street on Level 1. Interior access is adjacent to the service elevator.

Supply Chain Overview

Supply Chain staff will monitor supply levels, and the automated supply system will generate refill requisitions to order inventory.

Supply Chain will receive delivery from our primary distributor at 8pm Monday through Friday.

Supply Chain will remove corrugated cardboard at the loading dock as per infection control policies and deliver supplies to the Pyxis and supply cart areas throughout the hospital.

Nurse Server carts are department specific and are non-standard storage options some departments use. Supply Chain does not manage or replenish supplies on these carts.

Restocking Supplies
Loading Dock
Supply Chain Overview
Supply Chain & Medical Gas Area
Supply Chain Stat Requests
Pharmacy
Asset Management
Equipment Cleaning
Staff Duress
DME
Linen
How to Order Stationery, Forms & Brochures

Supply Chain and Medical Gas Area

The Supply Chain area is located on the 1st Floor, **Room 1522**, adjacent to the loading dock. Staff, supplies and receiving will be staged here to support a Low Unit of Measure (LUM) Just in Time (JIT) distribution model.

The Supply Chain Team is responsible for the replenishment of medical gases, housed in the Medical Gas storage room on Level 1, accessed directly off the loading dock in **Room 1518**.

The Code Blue Cart quick reference guide can be found here: tinyurl.com/CPMC-CrashCart

A Broselow quick reference guide can be found here: tinyurl.com/GuideCrashCart

Supply Chain Stat Requests

Par Levels for supplies on the units will be calculated for four days of inventory on hand. Supply Chain staff will manage the restocking and storage of Code Blue/Broselow resuscitation and isolation carts.

Supply Chain staff will be on-site between the hours of 7am and 4:30pm, Monday–Friday. For supply needs during evening and weekends, follow current process and contact the Nursing Supervisor who has access to the distribution storage area.

Central Distribution, normal business hours:
415-641-6626

Receiving, normal business hours:
415-641-6901

Supply Chain Intranet requests: http://apps.insidecpmc.org/CPMC_SRQ/servlet/LoginServlet?cpmc_role_id=180

Pharmacy

The Pyxis supply management system will be used in a combination of locked and unlocked cabinets.

Pharmacy staff will make twice daily medication deliveries to inpatient units, and once daily deliveries to ancillary departments, including new Pyxis Anesthesia carts.

Controlled substances are mostly filled in Pyxis, but may be picked up at the Pharmacy by Nursing for one-time medications. Pharmacy staff will make daily rounds to remove discharged orders.

Asset Management

AeroScout is the chosen RFID (Radio Frequency Identification) equipment location system.

Essential equipment that moves will be targeted for RFID tracking.

Items that will have RFID locating include but are not limited to:

- Beds
- Bladder scanners
- Defibrillators
- EKG machines
- Gurneys
- IV pump brains and modules
- Other infusion pumps (mobile)
- Patients, infants or children (HUGS System)
- PCA pumps
- Portable imaging machines
- SCD
- Vital sign monitors
- Wheelchairs

Equipment Cleaning

There is a central medical equipment cleaning process for the following types of equipment

- PCA pumps
- Feeding pumps
- Sequential compression devices
- Infusion pump modules
- Infusion pump control units
- Seizure pads

Process Overview

Support Services will oversee a centralized equipment cleaning process, seven days/week, for work that was done formerly by Pharmacy and/or Supply Chain.

Clinical staff will bring soiled equipment to the soiled holding room, after preliminary wipe down.

Equipment cleaning team will make rounds twice a day (am & pm).

Support Services will stock equipment to par levels

Support Services will pick up soiled equipment

If a department was responsible for completing their own equipment cleaning, that work will remain within the department; however, the department must follow the new cleaning standards that are compliant with regulatory standards.

“Clean Sticker”

Clean equipment is to be tagged and identified with a “Clean” sticker.



Staff Duress

Staff will be able to silently notify Security for assistance. Security will be able to locate the staff in need, via the RFID tag.

AeroScout Tag and Who Wears It?

The categories of caregivers who wear the tag will be identified by the Operations Group.

The badge is used for Staff Duress, and it works in conjunction with Vocera.



Durable Medical Equipment (DME)

The DME process will be the same as currently in place, with consigned inventory available in certain closets near patient care areas in the ED

(**Room 2334**), OR/PACU (**Room 3201**) and Inpatient Units (**Rooms 4334, 5334 and 6334**). DMEs will be replenished by our DME partner Pacific Medical.

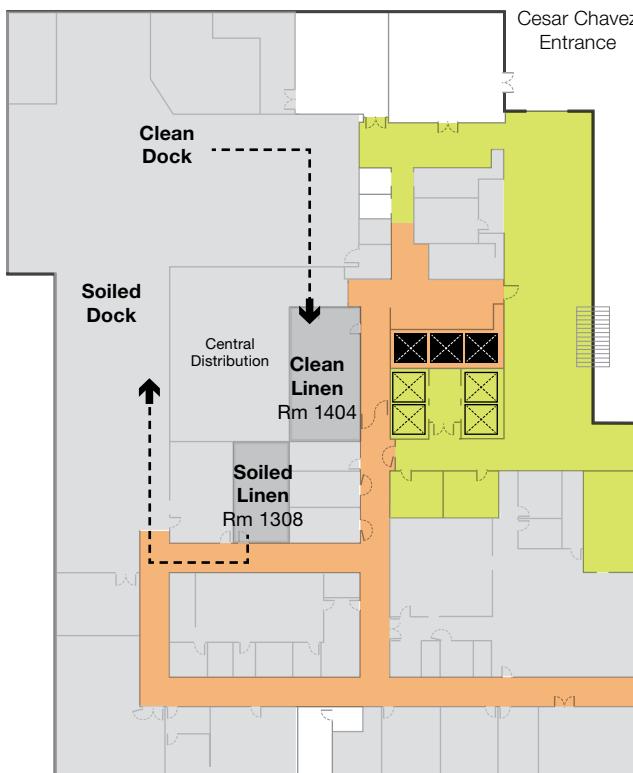
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Linen

Linen will be managed and delivered by EVS at the Mission Bernal Campus just as it has been managed at St. Luke's. Clean linen will be stored in **Room 1404**, next to the Materials Management area adjacent to the loading dock.

Soiled linen will be stored in **Room 1308** and will exit the building through the designated "Soiled" exit pathway as shown in the diagram below.

Clean linen will enter through the "Clean" entrance as shown below.



How to Order Stationery, Forms, and Brochures on the Intranet

For customized stationery and Rx pads:

Order through SmartWorks.

For forms:

Order forms through Standard Register, which you can access through Lawson. Here are the steps:

Go to All Services, then Requisition Center, Shopping, and enter your requesting location (a five digit number).

Go to Find/Shop icon, then OneSource; scroll down to Standard Register.

See icons on top—click on browse catalog icon and find Sutter CPMC forms. Or, for quick search, enter the form number and/or name.

Specify your quantity and complete your order for approval.

For brochures and various marketing materials:

Order brochures, fact sheets, folders, marketing materials, logos, photos, artwork, etc., from Sutter Health through Workamajig.

Go to the Sutter Intranet marketing page ([mysutter/marketing](#))

Fill out the Workamajig request form

If you don't have a Workamajig account, send an email to linten@sutterhealth.org.



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