



Occupancy Manual

YOUR GUIDE TO THE NEW MISSION BERNAL CAMPUS







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 as Leadership in Energy and Environmental Design (LEED), a globally-recognized symbol of sustainability.

The layout of the building is built with a front of house (on stage) and back of the house (off stage) concept. Front of the house refers to all areas that patients and visitors will see, and where we are “on stage” and help 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.

Table of Contents

General	Safety and Security	Equipment and Furnishing
Important Contacts	X Security	X Ergonomics
Building Hours and Entrances	X Emergency Department	X Office Space & Furniture
Badges	X Door Alarms & Stairwell Access	X Kronos
Elevator Usage	X Crash Carts	X Telephone
Staff Lockers	X Automated External Defibrillator (AED)	X Multi-Function Printers
Shared Spaces	X Crisis Management	X Fax
Conference Room Reservations	X Emergency Operations Plan (EOP)	X PBX and Telephone Operating System
Conference Rooms	X Hospital Command Center	X HIPAA – Confidential Document Containers
Department and Divisions by Floor	X Communications in Disaster	X Sustainable Waste Removal
LEED	X Fire Safety	X Wayfinding
Building Reminders	X Emergency Codes	X Vocera
Parking & Transportation	Injuries	X Nurse Call System
Public Transportation	X Workplace Violence	X Temperature Monitoring
CPMC Shuttle Schedule and Routes	X MRI Safety	X Patient Lift System and Mobile Lifts
Parking	X ADA Information	X Pneumatic Tube System
• Staff Parking	X Hand Hygiene	
• Visitor Parking	X Service Dogs	
Services	Amenities	Supplies and Restocking
Support Services	X Information Desk	X Loading Dock / Deliveries
Department Phone Directory	X Waiting Areas	X Supply Chain
Volunteers	X Restrooms	X Supply Chain and Medical Gas Area
Spiritual Care and Chaplaincy Services	X Bicycle Locker & Showers	X Supply Chain Stat Request
Interpreters	X Water Bottle Refilling Stations	X Pharmacy
Respiratory Etiquette	X Dining Services	X Equipment Cleaning
Wheelchairs and Gurneys	X Catering Services	X Aeroscout Asset Management
Lost and Found	X Room Reservation	X Staff Duress
Patient Relations	X Patient Entertainment	X Durable Medical Equipment (DME)
Newborn Connections	X Lactation Lounges	X Linen Services
	X Ambassador Services Suite	X How to Order Forms and Brochures
	X Guest Internet Access	

GENERAL BUILDING INFORMATION



Important Numbers

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

Abuse Hotline (Adult)	800-814-0009
Abuse Hotline (Child)	800-856-5553
Admitting	415-641-6951
Administration	415-641-6536
Ambassador Suite	415-600-2600
Bed Control	415-850-7123
Breast Health	415-641-6545
Cashier	415-641-3333
Cardiac Cath Lab	415-600-5990
Cardiology (Non-Invasive)	415-641-6570
Case Management	415-641-6534
Central Distribution	415-641-6626
Chaplain	415-641-6527
Clinical Lab	415-641-6533
CT	415-641-6545
Diabetes Center	415-600-0506
Dialysis (in-patient)	415-641-3427
Emergency	415-641-6625
ER Registration	415-641-6698
Food & Nutrition	415-641-6594
Hospitalists	415-912-8469
Imaging	415-641-6545
Information/Lobby	415-641-6512
Information Services	888-888-6044
Interpreter Services	415-600-1077
Main Hospital	415-600-6000

Medical Staff Office	415-600-6285
Medical Records	415-641-6515
MRI	415-641-6545
Newborn Connections	415-600-2229
Nursing Admin.	415-641-6536
Occupational Therapy	415-641-6560
Outpatient Surgery	415-641-6889
Patient Relations	415-600-6634
Pharmacy	415-641-6505
PT/OT/ST	415-641-6560
Respiratory Therapy	415-641-6565
Security	415-600-0837
Support Services	415-600-7900
Volunteer Services	415-641-6490

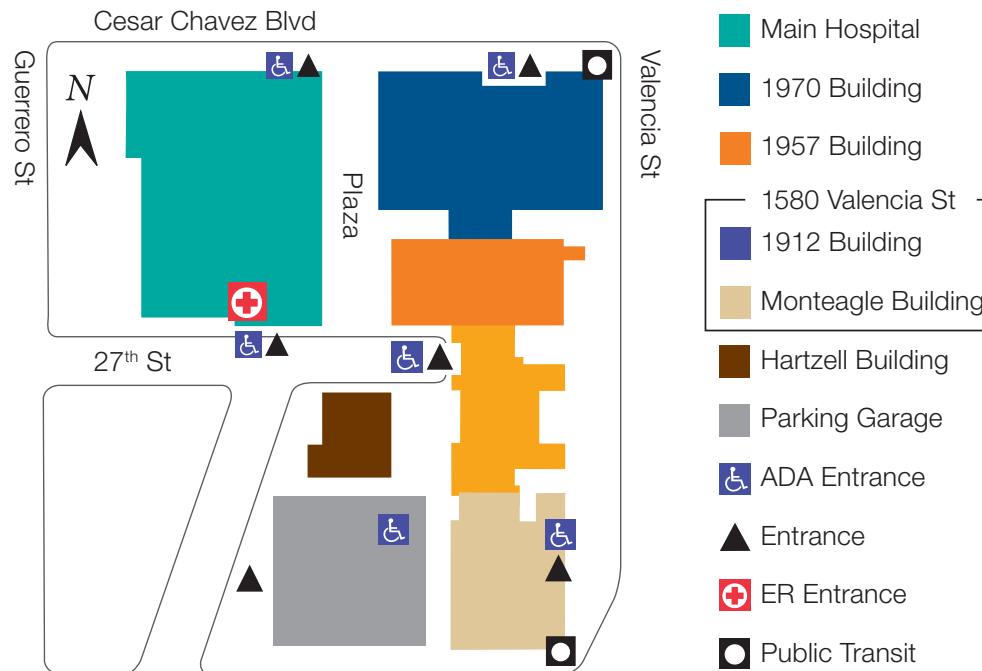
Nursing Stations

3rd Floor ACU	415-641-6889
3rd Floor OR	415-641-6635
3rd Floor PACU	415-641-6638
4th Floor ICU	415-641-6612
4th Floor PCU	415-641-6610
5th Floor Med Surg	415-641-6690
6th Floor Med Surg	415-641-6710
7th Floor L&D	415-641-6630
7th Floor Nursery	415-641-6655
7th Floor Postpartum	415-641-6650

General Information	
Important Contacts	
Hours and Entrances	
Badges	
Elevators	
Lockers	
Shared Spaces	
Conference Rooms	
Department Divisions	
LEED	
Reminders	

Hours of Operation

Cesar Chavez Entrance	7am–7pm Everyday	Badge after hours
27th St. Plaza Entrance	24 hours a day	Open Everyday
Emergency Entrance	24 hours a day	Open Everyday
Cafeteria 1st Floor	6:30am–6:30pm Monday–Friday	Closed on weekends Closed after hours
Mail Room 1912 Building	24 hours a day	Open Everyday
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



Visitor Badges

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

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. Visitor Badges will become void after 8 - 12 hours and will need to be reissued.

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 at the Cesar Chavez St. 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 badges 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.)
- Multidisciplinary / Conference Rooms
- Consult Rooms
- Bicycle Storage
- Locker Rooms
- Emergency Department
- Imaging Entrance
- M/S, L&D and M/S 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 & 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

- Important Contacts
- Hours and Entrances
- Badges
- Elevators
- Lockers
- Shared Spaces
- Conference Rooms
- Department Divisions
- LEED
- Reminders

Elevators

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

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

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

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 Mgmt, 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
LDR	Floor 7

Shared Spaces

Mission Bernal is designed as a shared work space.

Multi-disciplinary workrooms are conference-style type rooms on patient care floors. These rooms accommodate ten 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 workspace 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; requests 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 x77900 (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 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, inservices, and department meetings.

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 re-opened by Security.

There will be video displays outside of these rooms that will provide meeting schedules.

Department and Divisions by Floor

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, seismically safe, and support current and future technologies.

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

Floor 7	Post Partum (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 (1)/Fluoro (1), Dexa (1)]
Floor 1	Loading Dock / Mat Mngt	EVS, Plant Ops, Biomed	Pharmacy	Conference (24/24, seated)	Physician Dining
					Kitchen / Cafeteria

General Information

[Important Contacts](#)

[Hours and Entrances](#)

[Badges](#)

[Elevators](#)

[Lockers](#)

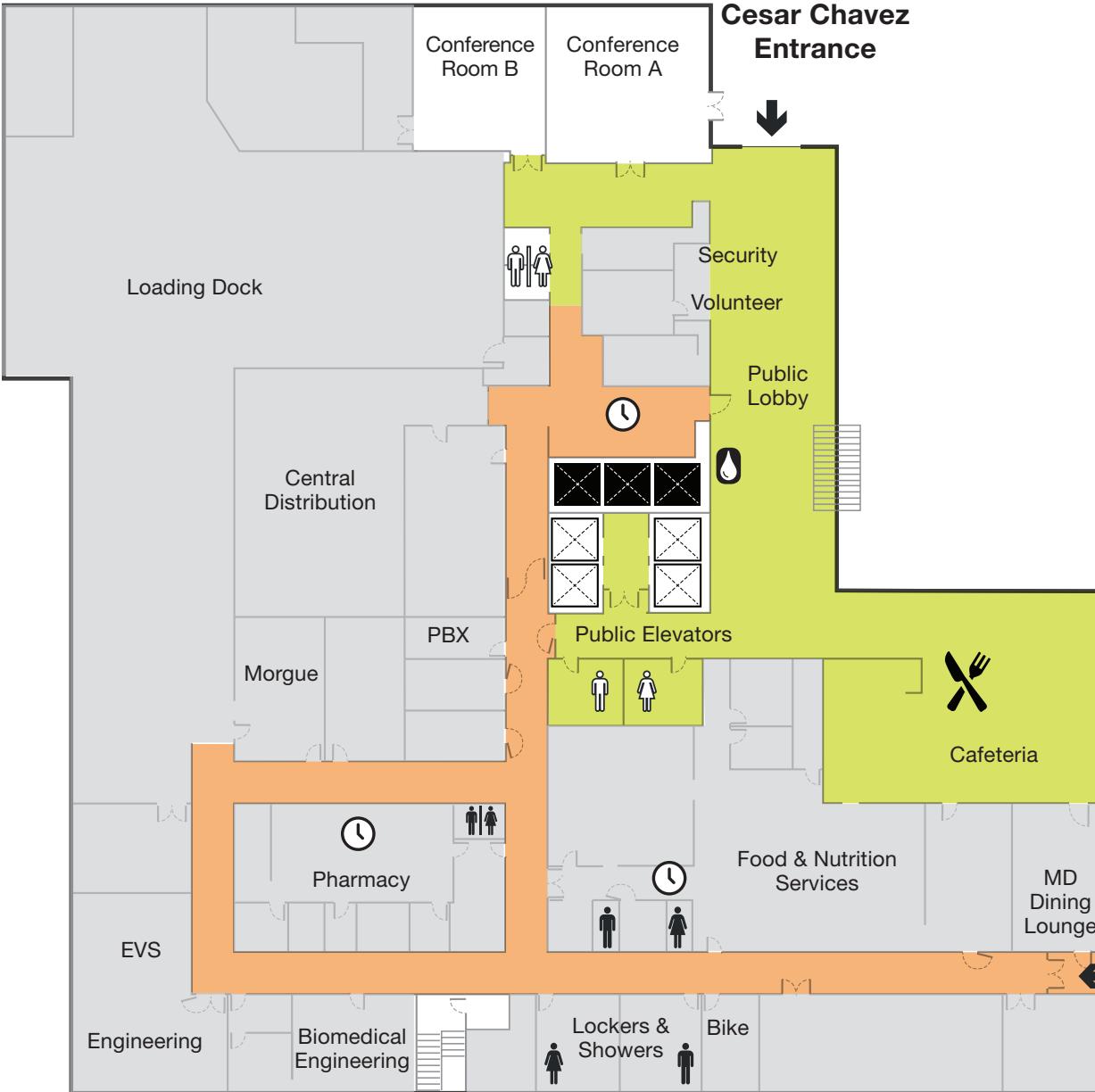
[Shared Spaces](#)

[Conference Rooms](#)

[Department Divisions](#)

[LEED](#)

[Reminders](#)



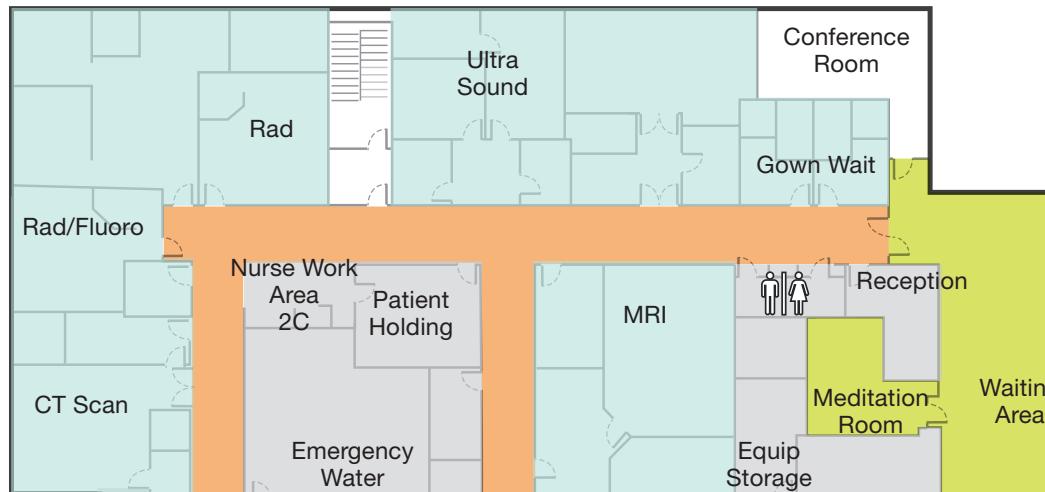
First Floor Main Areas

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

Second Floor Main Areas

Admitting/Cashier/Request of Information
 27th 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

Important Contacts

Hours and Entrances

Badges

Elevators

Lockers

Shared Spaces

Conference Rooms

Department Divisions

LEED

Reminders



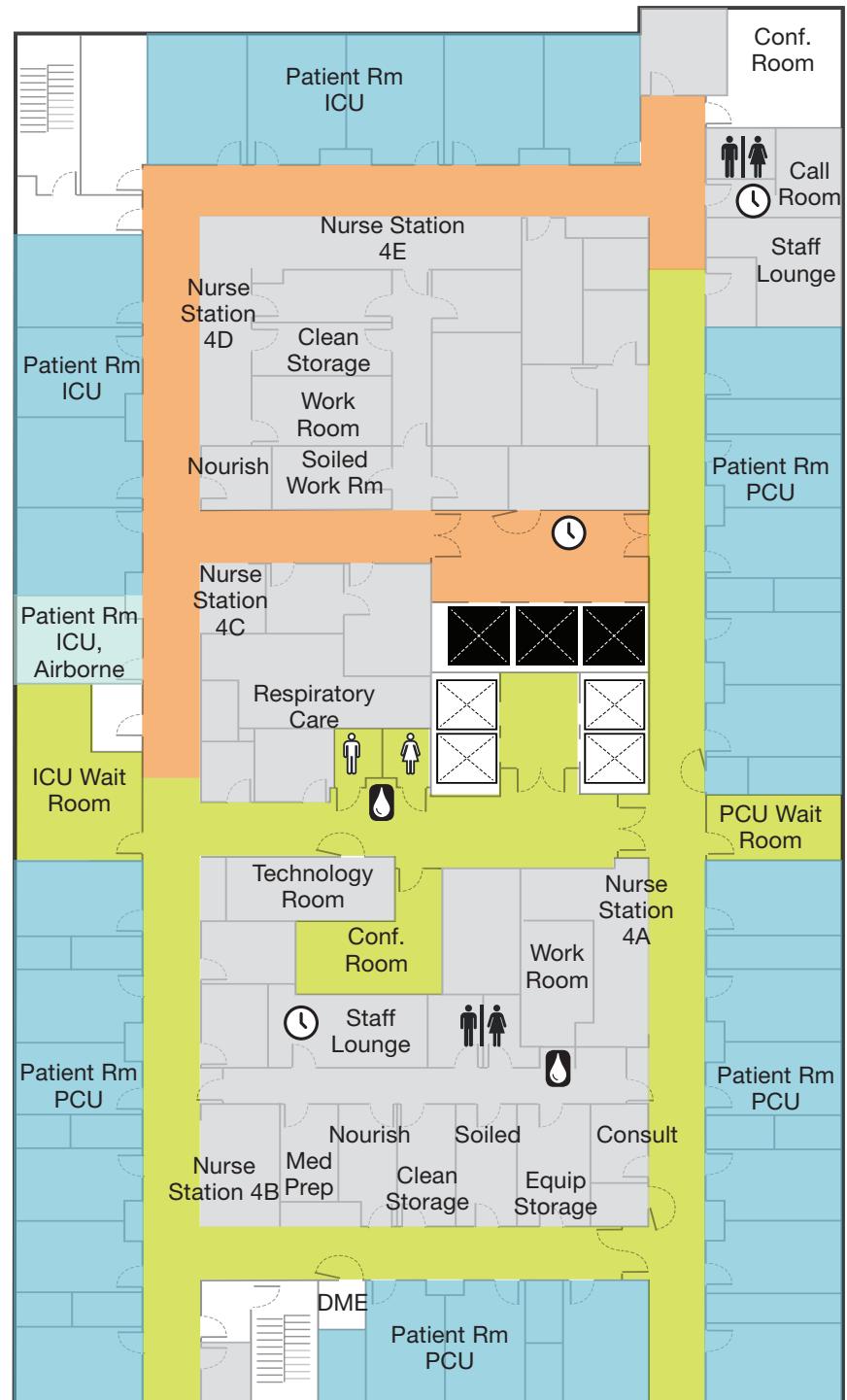
Third Floor Main Areas

Ambulatory Care Unit (ACU)
 Operating Rooms
 Pediatric Ambulatory 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

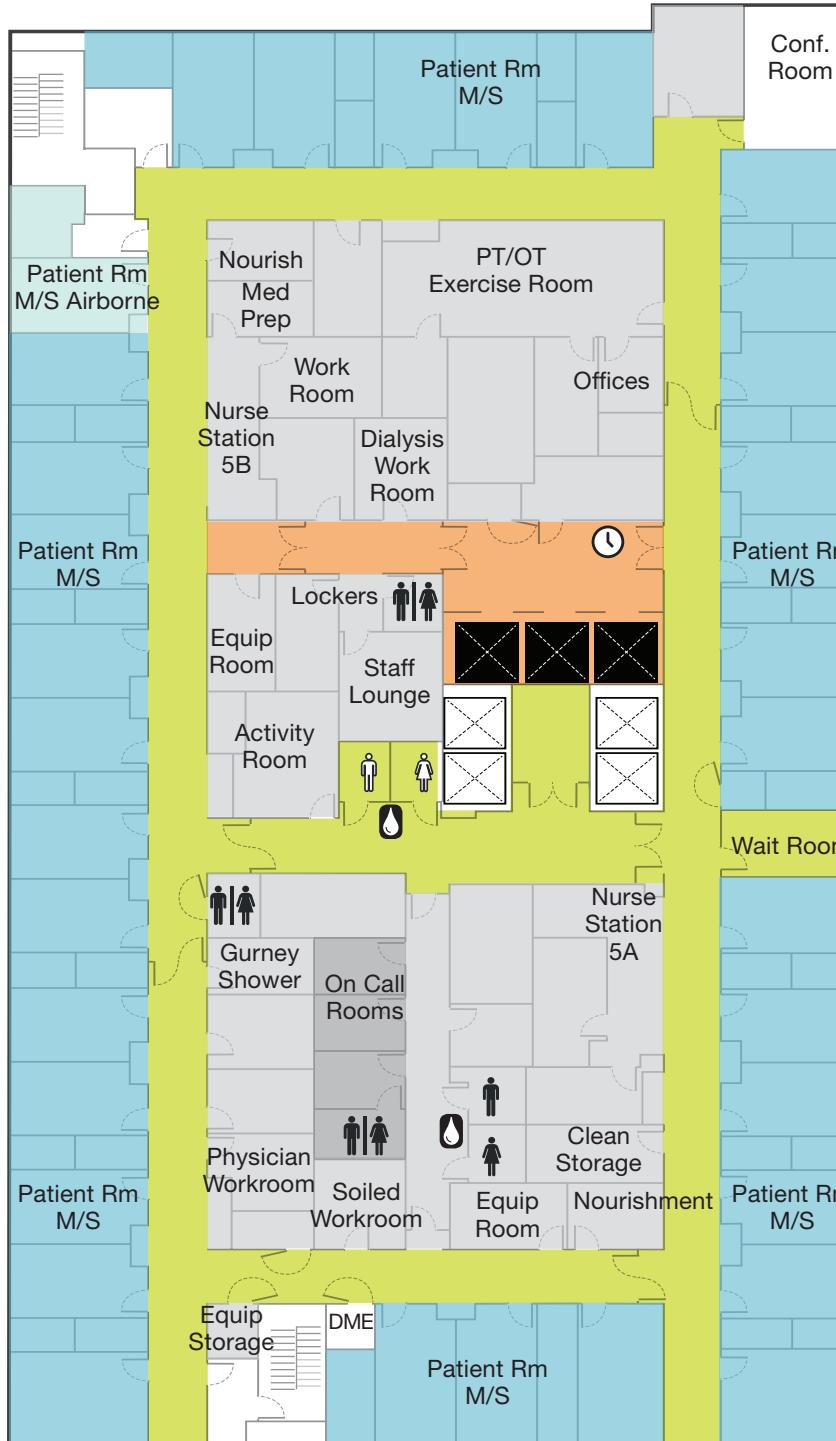
Fourth Floor Main Areas

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



General Information

- Important Contacts
- Hours and Entrances
- Badges
- Elevators
- Lockers
- Shared Spaces
- Conference Rooms
- Department Divisions
- LEED
- Reminders



Fifth Floor Main Areas

Med/Surg - 34 Beds

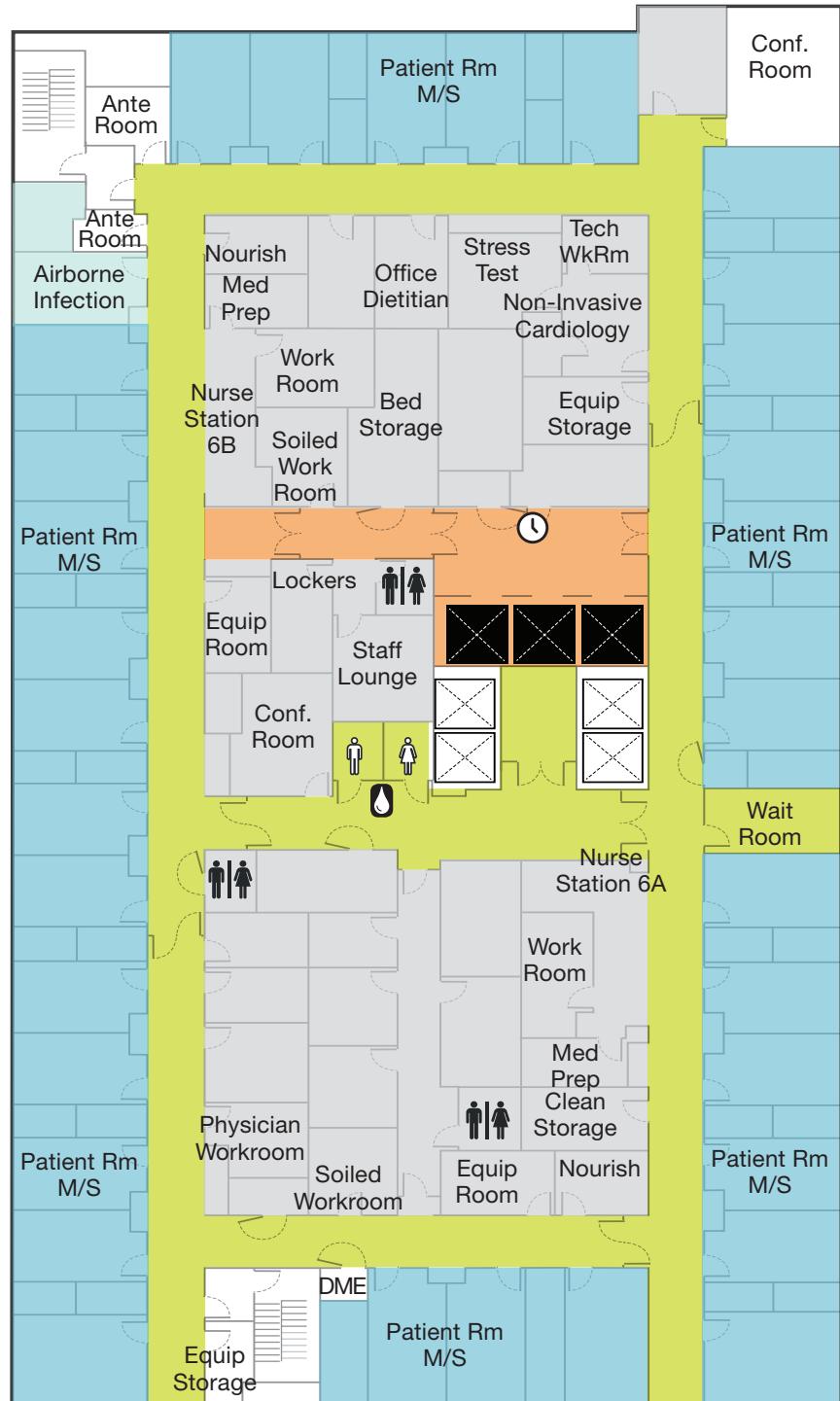
PT/OT Exercise Room

Dialysis Workroom

Sixth Floor Main Areas

Med/Surg - 34 Beds

Non-Invasive Cardiology (Inpatient)



General Information

Important Contacts

Hours and Entrances

Badges

Elevators

Lockers

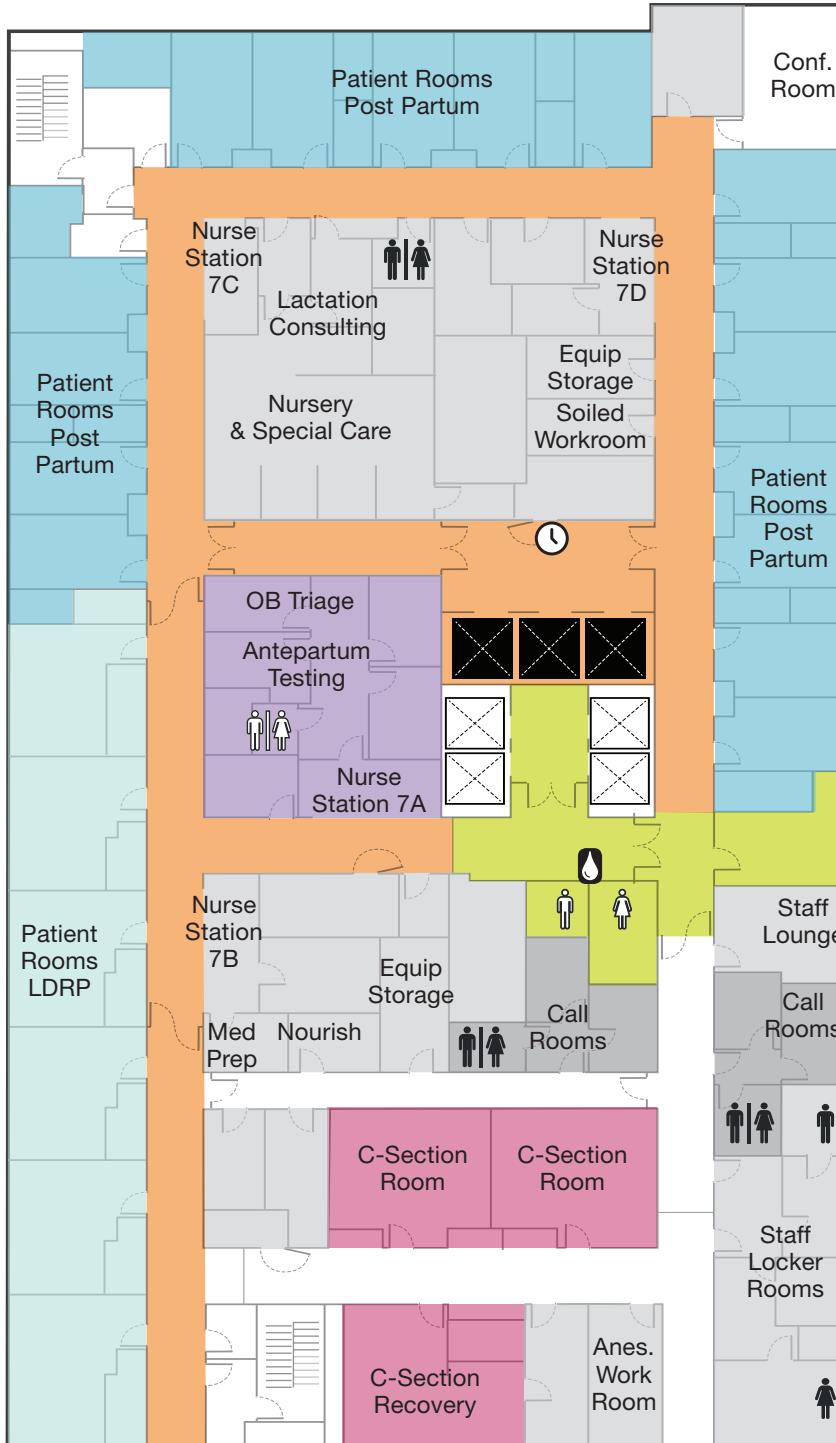
Shared Spaces

Conference Rooms

Department Divisions

LEED

Reminders



Fifth 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

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 ([pg. X](#)) and the sustainable waste removal program ([pg. X](#)) are other examples of ongoing sustainable processes.

Building Reminders

Remember you are “on stage” in front of house areas (areas that patients and visitors will see)

Help create a positive environment for our patients and visitors.

No moving furniture or equipment in the building

No hanging things on the wall (art and bulletin boards provided)

No fish or pets of any kind will be permitted, with the exception of service animals ([pg. xxx](#))

Personal packages will no longer be accepted at the campus. Materials Management will not sign for it.

Ordering food for delivery—Staff are responsible to come down to the second floor Security Desk to pick up food. Food delivery will not be allowed to come to the care department.

General Information

[Important Contacts](#)

[Hours and Entrances](#)

[Badges](#)

[Elevators](#)

[Lockers](#)

[Shared Spaces](#)

[Conference Rooms](#)

[Department Divisions](#)

[LEED](#)

[Reminders](#)



TRANSPORTATION AND PARKING

Public Transportation

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 families.

Complimentary shuttle services to and from Mission Bernal Campus to 24th St. Mission BART station is available for staff, physicians, volunteers, patients and their families. Shuttle service is available every 30 minutes, Monday – Friday, 6:00 a.m. to 6:00 p.m.

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

CPMC Shuttle Schedule and Routes

Additional inter-campus shuttles are available to staff, providers, patients and their families. In general, shuttle service is available every 30 minutes, Monday through Friday, 6:00 a.m. to 6:00 p.m. For more specific information and pickup locations check: cpmc.org/visiting/shuttle.html.

Ask your shuttle driver regarding courtesy stops.

Shuttle Routes

- B** Civic Center BART station to Pacific Campus
- C** California Campus to Pacific Campus
- D** Davies Campus to Pacific Campus
- K** Kabuki Hotel to Pacific Campus
- MBC** Mission Bernal Campus to Davies Campus
- JG** Japantown Garage to Pacific Campus
- GG** Geary Garage to California Campus
- SAC** 1825 Sacramento to Civic Center BART station
- MBC24** Mission Bernal Campus to 24th St. Mission BART Station

Parking

Staff Parking

In addition to the Cesar Chavez Street Garage, two other offsite parking lots have been made available to provide 40 more parking spaces during business hours. These parking lots are within a five minutes walking distance. Security escorts are available if needed. The Cesar Chavez Street Garage is available to staff after hours and on weekends.

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

Visitor Parking

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

Payment machines are on every level, by the elevators. Payment machines accept cash and credit cards. Please pay before exiting; cashiers are not stationed at the exit gates.

Level P1 has van accessible spaces and spaces for oversized vehicles.





SUPPORT SERVICES

Contact

Robert Andrews

Save & Close Delete Email IM Call Video Call Meeting Forward Map It Categorize Follow Up Private

Robert Andrews
Dir, IS Client Services - Bay
Room 8106 , Acute - CPMC , Sutter Health

Contact Organization Details Notes Certificates

▼ Directory

Name	Andrews, Bob
Alias	AndrewRS
Title	Dir, IS Client Services - Bay
E-mail	AndrewRS@sutterhealth.org
Mobile	(925) 323-6787
Phone	+1(415)600-7650
Office	Room 8106
Department	Acute - CPMC
Company	Sutter Health
Work Address	1145 Market Street, 8th Fl San Francisco , CA 94103

Add to Contacts

Support Services

Support Services are comprised 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 ([page 7](#))

Department Telephone Directory

The Microsoft Outlook Address Book is 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. 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 Mission Bernal Campus can be found on [page X](#).

Volunteers

At the Mission Bernal Campus, volunteers help at the Information Desk, 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 Bldg. [See page xxx](#). 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..

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 for your patient.

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

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 x61077 or 415.600-1077.

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.

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 address:

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)

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

Newborn Connections

Newborn Connections is a community resource new to 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, 9 a.m. to 6 p.m., Friday, 9 a.m. – 4 p.m. Closed Saturday and Sunday. The telephone number is 415.600-2229.

SAFETY AND SECURITY



Security Station

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

A metal detector at the ED entrance.

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

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

Staff Duress buttons on Aeroscout RFID tags worn by staff

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, brief cases 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 x60837 (415-600-0837).

Crash Carts

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

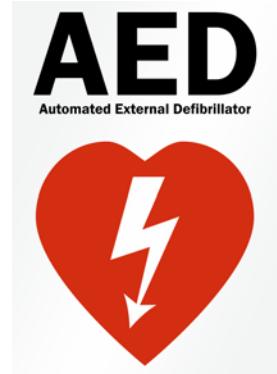


Automated External Defibrillator (AED)

AEDs are in two locations on the first floor of the campus:

Outside the Conference Rooms A and B

Outside the Cafeteria



Emergency Department Team

The ED team will respond to all non-patient emergencies in the main hospital.

Door Alarms & Stairwell Access

JIM B TO PROVIDE COPY..Leave space for two paras

JIM B TO PROVIDE COPY..Leave space for two paras

JIM B TO PROVIDE COPY..Leave space for two paras

JIM B TO PROVIDE COPY..Leave space for two paras

JIM B TO PROVIDE COPY..Leave space for two paras

JIM B TO PROVIDE COPY..Leave space for two paras

JIM B TO PROVIDE COPY..Leave space for two paras

JIM B TO PROVIDE COPY..Leave space for two paras

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 a 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:

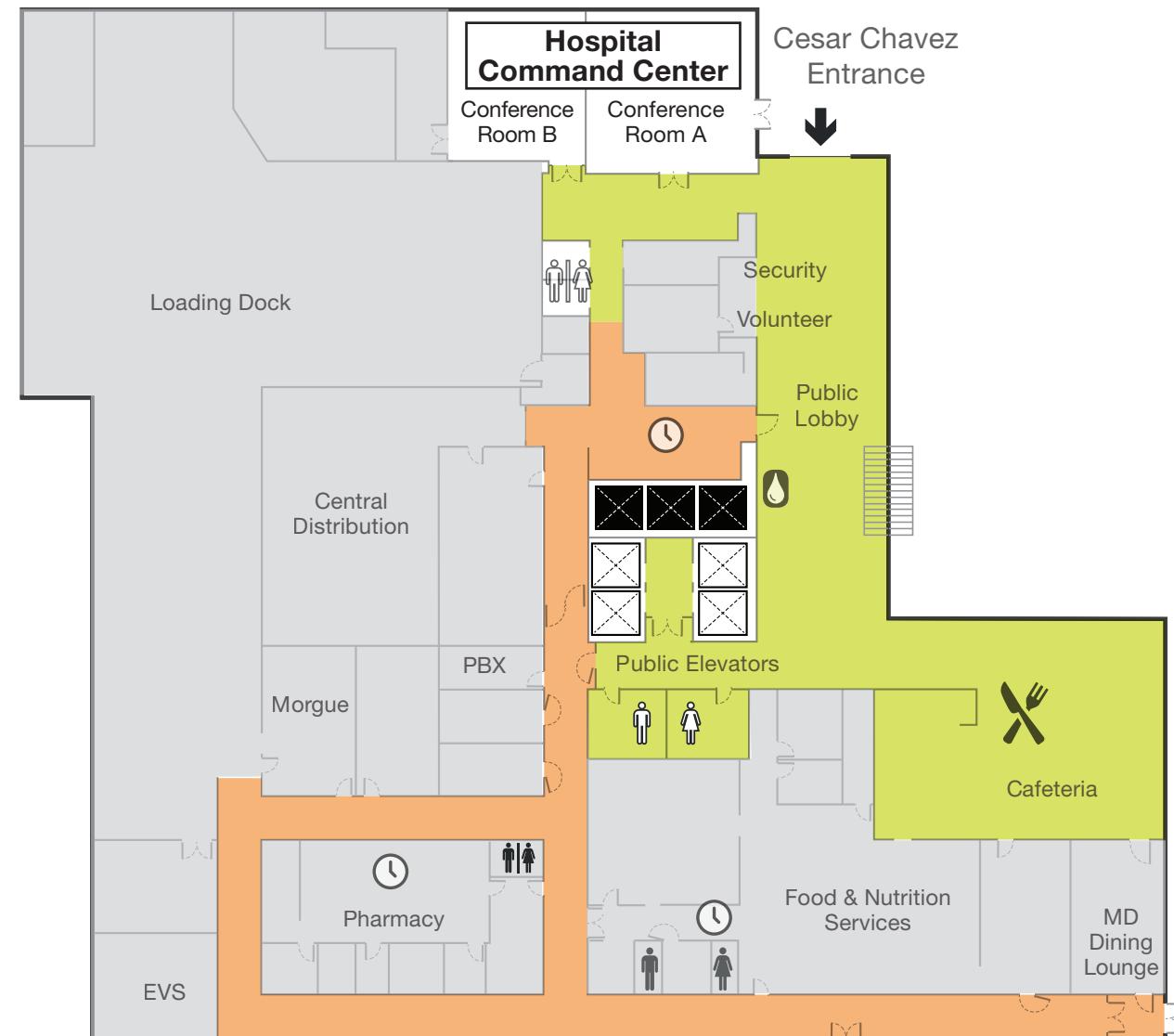
- Communications
- Resources and assets
- Safety and security
- Staff responsibilities
- Utilities management
- Patient clinical and support activities

The full plan is located on the CPMC Intranet

Hospital Command Center

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

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



Communications in a Disaster

Sutter Health affiliates use Everbridge Mass Notification System to communicate to all staff simultaneously in a disaster or other type of 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 on the link provided in the email, or “press 1” if the message is received via phone.

The purpose of confirming the message is so that CPMC knows that you have received the message.

Having accurate contact information is critical for Everbridge to work effectively and staff to receive emergency information.

In some cases, personal contact information such as cell and home are inaccurate or missing in Lawson. Everbridge pulls from Lawson and unless your personal information is accurate you may not receive emergency notifications.

How to update your personal contact information:

Check the Lawson e-Self Service site on the Intranet Portal to confirm your personal contact information is correct.

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

Fire Safety

General Fire Safety

Leave room here for 3 more short paras from Jim Benney

Leave room here for 3 more short paras from Jim Benney **Leave room here for 3 more short paras from Jim Benney** **Leave room here for 3 more short paras from Jim Benney** **Leave room here for 3 more short paras from Jim Benney** **Leave room here for 3 more short paras from Jim Benney**

Leave room here for 3 more short paras from Jim Benney

Never block access to pull stations, fire extinguishers and medical gas value 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 another smoke compartment.

Fire Safety Plan

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.

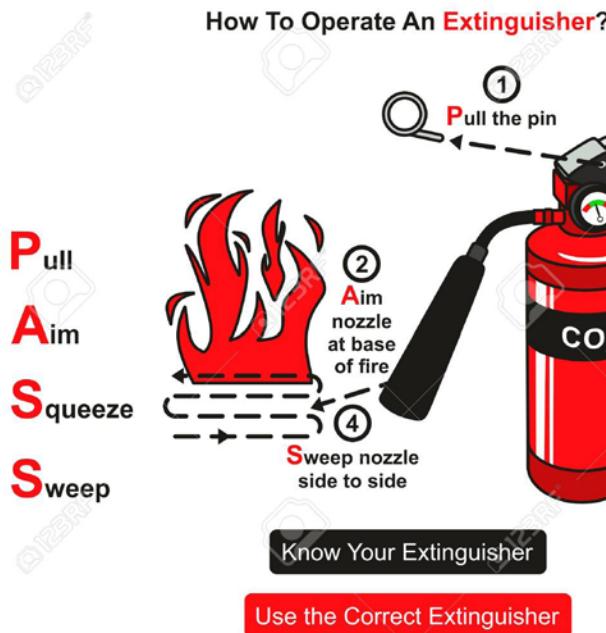
Alarm – Active the nearest fire alarm pull station, then call 44444 and/or 911.

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.

Safety and Security
Security Station
Security Awareness
ED Team
Door Alarms & Stairwell Access
Crash Carts
Automated External Defibrillator (AED)
Emergency Management EOP
Hospital Command Center
Communications in a Disaster
Fire Safety
Standardized Emergency Codes
Code Team
Workplace Violence
MRI Suite Safety
ADA Information
Hand Hygiene
Service Dogs

How to Use a Fire Extinguisher



Standardized Emergency Codes

Code	Definition and Announcement
Blue	Cardiac or respiratory arrest “Code Blue (Adult, Maternity, Neonate, Pediatric, or V.A.D.) - location”
Gray	Combative Person “Code Gray - location”
Orange	Hazardous Material Spill “Code Orange - Hazardous Materials Spill/Release - location”
Pink	Infant Missing or Abducted (up to the age of 2) “Code Pink last seen - location [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 - location and description.”
Red	Fire “Code Red - location”
Silver	Person with a Non-Firearm Weapon or Hostage Situation “Code Silver - location. 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 - location. 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 - location.”
Triage, Internal/External, Alert/Activate	Disaster/MCI/Patient Surge event. Activate Emergency Operations. Plan for internal or external incident. “Code Triage Internal/External -Alert - describe situation.” OR “Code Triage Internal/External -Activate - describe situation. 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.
Yellow	Bomb Threat / Suspicious Device “Code Yellow - location.”

Medical Alerts

Alerts	Definition and Announcement
C-Section	A pregnant patient needs an emergent C-Section “Medical Alert: C-Section - <i>location</i> ”
ECMO	A patient needs an emergent extracorporeal life support “Medical Alert: ECMO (infant, child, or adult) - <i>location</i> ”
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 - <i>location</i> ”
Massive Blood Transfusion	A patient emergently needs a massive blood transfusion “Medical Alert: Massive Blood Transfusion - <i>location</i> ”
Rapid Response	A patient with early signs of clinical deterioration needs emergent attention to prevent respiratory or cardiac arrest “Medical Alert Rapid Response - <i>location and description</i> .”
Sepsis	A patient has severe sepsis and needs urgent attention “Medical Alert: Sepsis - <i>location</i> ”
STEMI	A patient with myocardial infarction and ECG evidence of ST elevation needs emergent percutaneous coronary intervention “Medical Alert: - <i>location</i> .”

Code Gray

Will be 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, NICU & Pediatrics) to protect our infants and prevent infant abductions. Code Pink and Code Purple are used in the event of a missing infant or child.

Safety and Security
Security Station
Security Awareness
ED Team
Door Alarms & Stairwell Access
Crash Carts
Automated External Defibrillator (AED)
Emergency Management EOP
Hospital Command Center
Communications in a Disaster
Fire Safety
Standardized Emergency Codes
Code Team
Workplace Violence
MRI Suite Safety
ADA Information
Hand Hygiene
Service Dogs

Code Pink

Code pink is 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 the 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

Is 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.

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).

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.

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, provide nature of emergency, your name and location.

Note: For patient and non-patient emergencies in the 1912 or Monteagle Bldgs, call 911.

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 a multi-disciplinary, made up of ICU physicians, nurses, respiratory therapists, security, and a nursing supervisor.

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.

MRI Suite Safety

For security and safety reasons, access to 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 MRI technologist before entering the suite.

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](#).

Adopted on October 20, 2016, certain health care facilities as defined by the new Cal/OSHA Workplace Violence Prevention Plan standards, Section 3342, California Code of Regulations Title 8, are required to

Safety and Security
Security Station
Security Awareness
ED Team
Door Alarms & Stairwell Access
Crash Carts
Automated External Defibrillator (AED)
Emergency Management EOP
Hospital Command Center
Communications in a Disaster
Fire Safety
Standardized Emergency Codes
Code Team
Workplace Violence
MRI Suite Safety
ADA Information
Hand Hygiene
Service Dogs

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.

ADA Information

Assistance for the hearing, listening, visually and speech impaired are 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** or ext. **60837**.

For an Amplified Telephone Handset, call **74000** or **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.

Hand Hygiene

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

Enables Infection Control and Process Improvement staff to focus on compliance, education and data analysis.

Does not disrupt routine patient care workflows.

Providing automated data collection and reporting.

Drives accountability down to the caregiver level.



Service Dogs

Service dogs don't require proof of certification or medical documentation to enter public patient care areas. If you are unsure if the 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 **Tim Hern**, ADA Coordinator at **415-561-1304** with any questions or concerns.



Safety and Security

Security Station
Security Awareness
ED Team
Door Alarms & Stairwell Access
Crash Carts
Automated External Defibrillator (AED)
Emergency Management EOP
Hospital Command Center
Communications in a Disaster
Fire Safety
Standardized Emergency Codes
Code Team
Workplace Violence
MRI Suite Safety
ADA Information
Hand Hygiene
Service Dogs