





# 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

<b>General</b>	<b>Safety and Security</b>	<b>Equipment and Furnishing</b>
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 .....
<b>Parking &amp; Transportation</b>	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 .....	
<b>Services</b>	<b>Amenities</b>	<b>Supplies and Restocking</b>
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

<b>Emergency</b>	<b>415-641-6625</b>
<b>Main Hospital</b>	<b>415-600-6000</b>
<b>Security</b>	<b>415-600-0837</b>

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

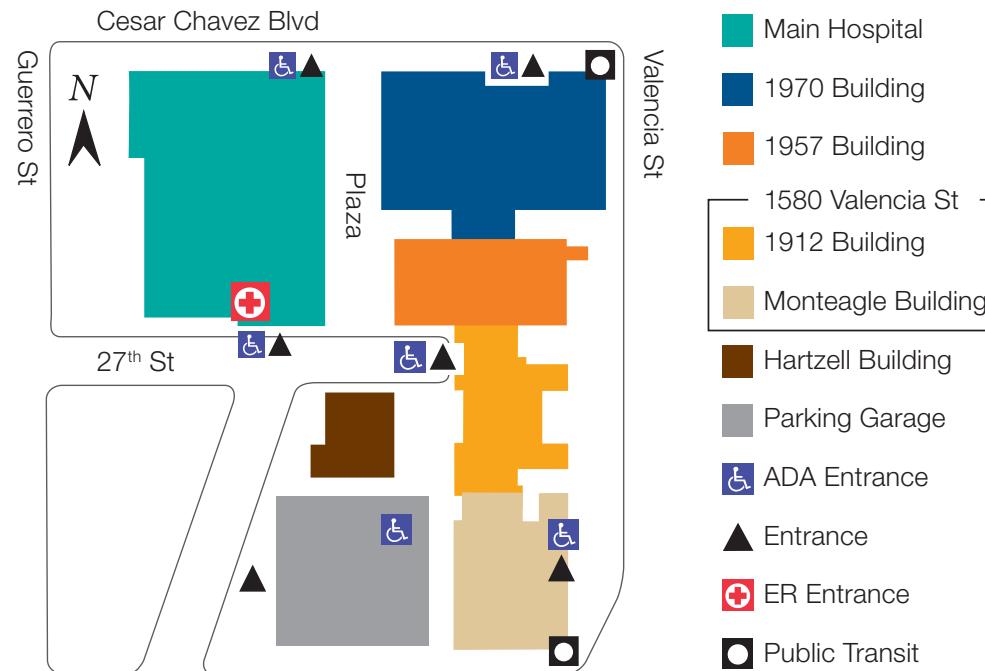
### Nursing Stations

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

<b>Cesar Chavez Entrance</b>	7am–7pm Everyday	Badge after hours
<b>27th St. Plaza Entrance</b>	24 hours a day	Open Everyday
<b>Emergency Entrance</b>	24 hours a day	Open Everyday
<b>Cafeteria</b> 1st Floor	6:30am–6:30pm Monday–Friday	Closed on weekends Closed after hours
<b>Mail Room</b> 1912 Building	24 hours a day	Open Everyday
<b>Peet's Coffee Cart</b> Monteagle Building	7:30am–3pm Monday–Friday	Closed on weekends
<b>Walgreens Pharmacy</b> Monteagle Building	9am–6pm Monday–Friday	Closed on weekends
<b>Newborn Connections</b> Monteagle Building	9am - 6pm Monday–Thursday 9am - 4pm Friday	Closed on weekends
<b>Loading Dock/ Delivery Hours</b>	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 1<sup>st</sup> and 2<sup>nd</sup> 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](#)

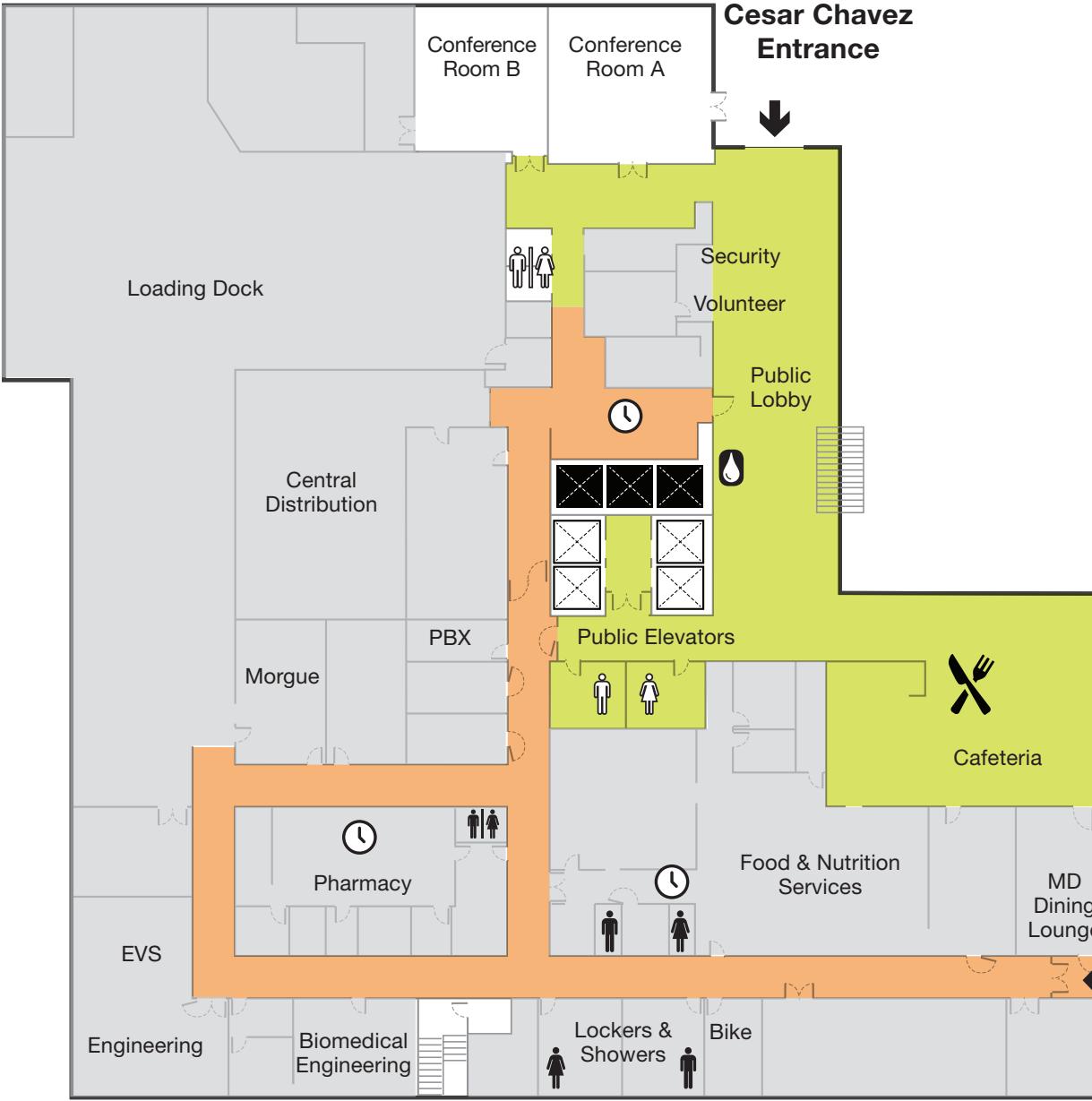
[Shared Spaces](#)

[Conference Rooms](#)

[Department Divisions](#)

[LEED](#)

[Reminders](#)



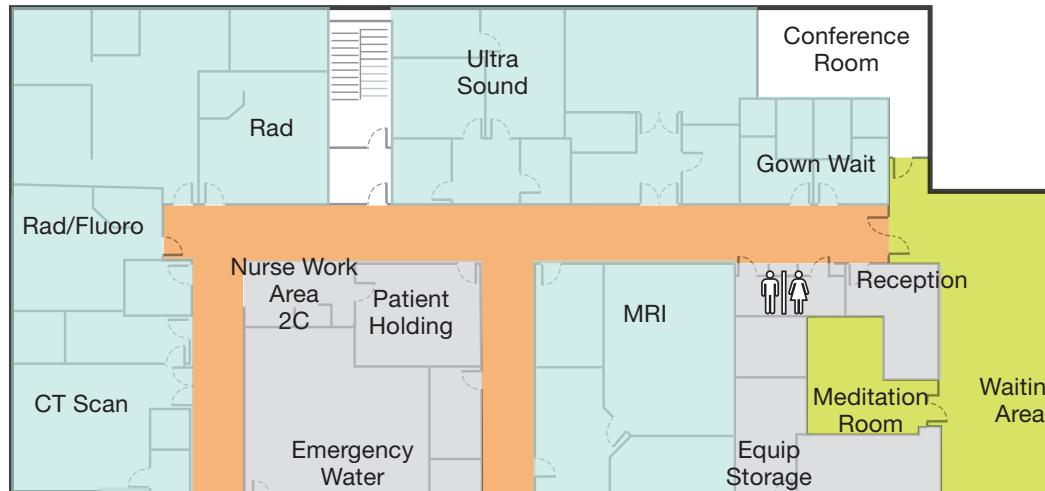
## First Floor Main Areas

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  
 27<sup>th</sup> 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



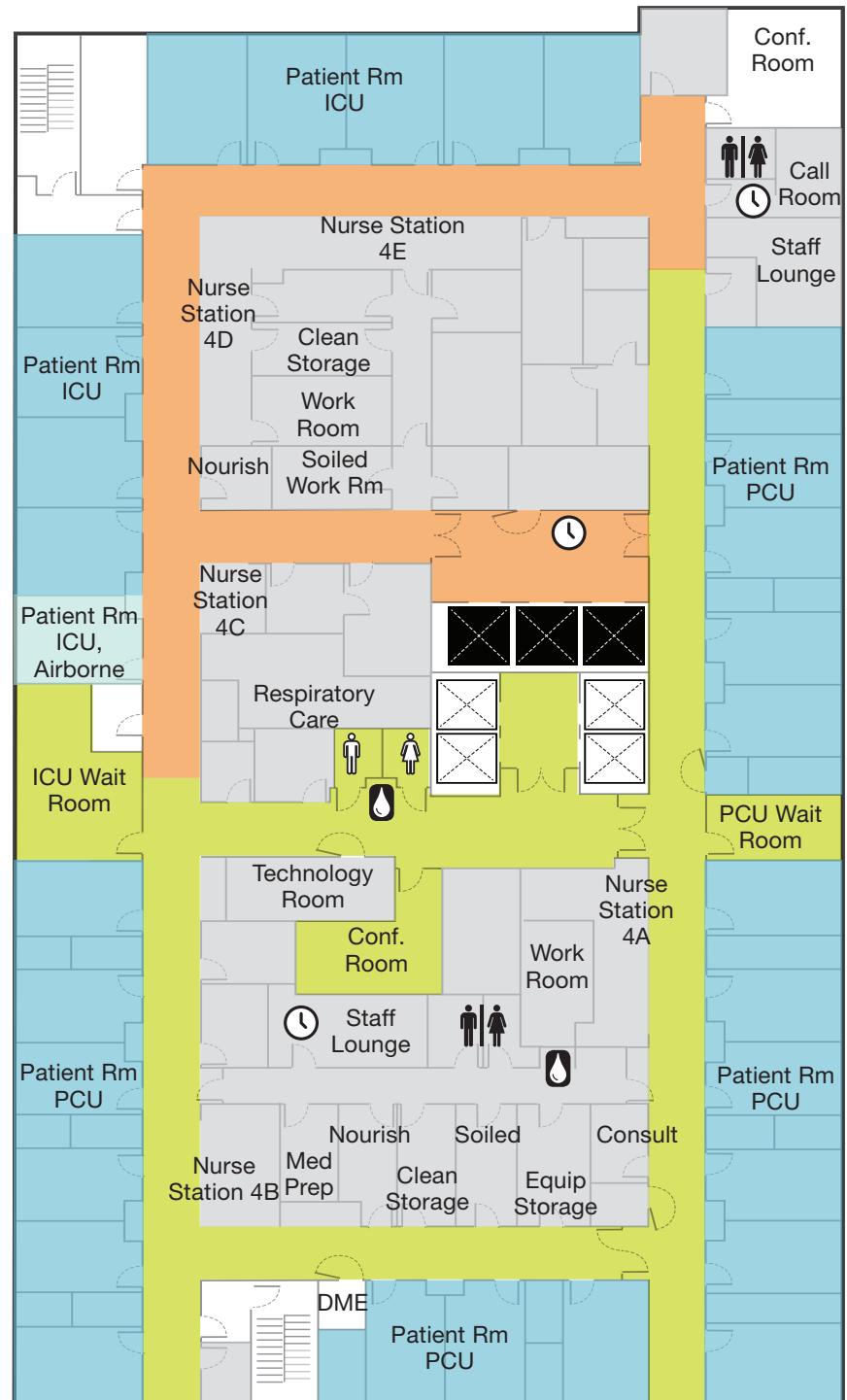
## Third Floor Main Areas

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

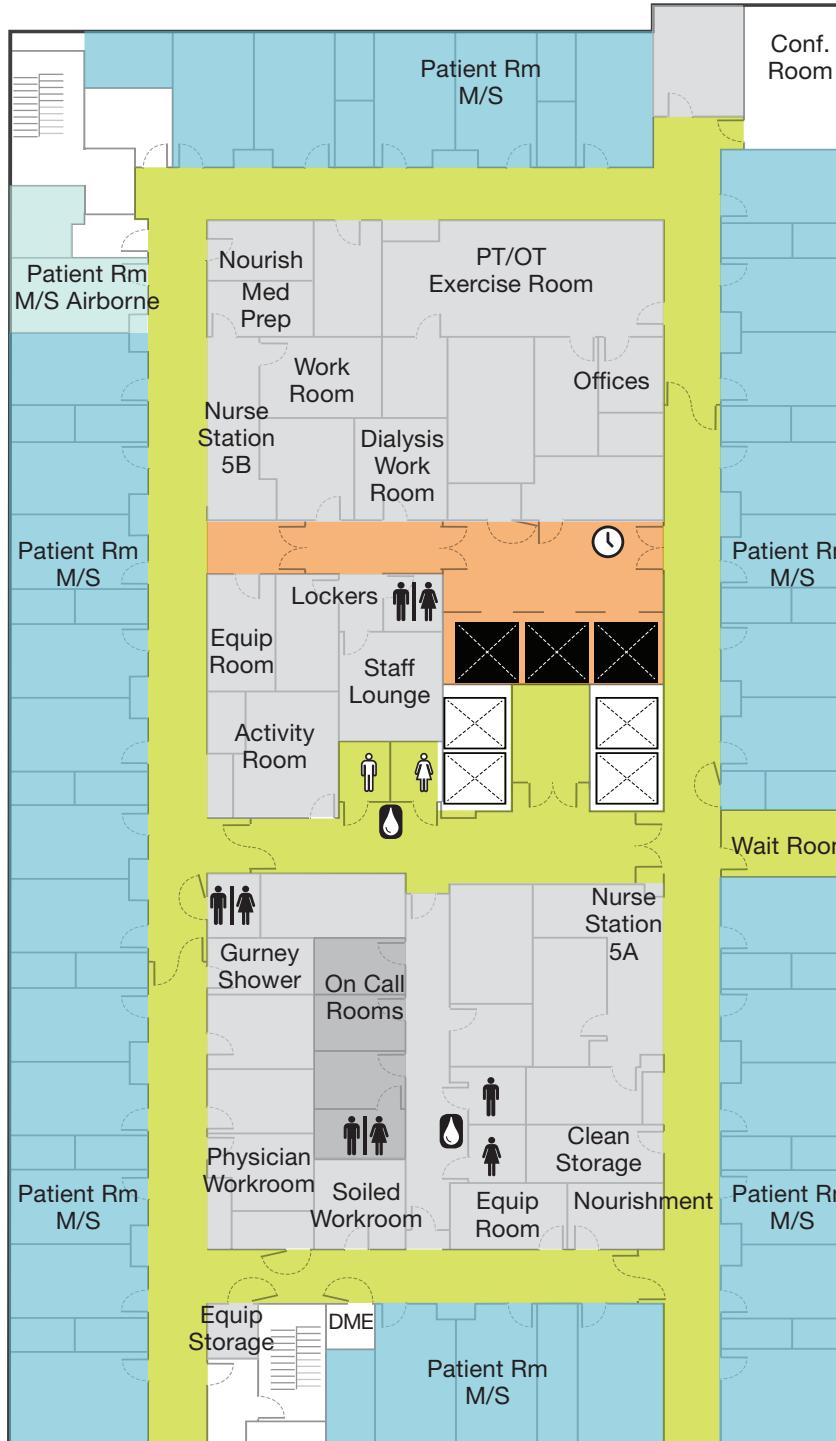
Shared Spaces

Conference Rooms

Department Divisions

LEED

Reminders



## Fifth Floor Main Areas

Med/Surg - 34 Beds

PT/OT Exercise Room

Dialysis Workroom

■ Public

■ Limited

♂♀ Guest Restroom

♂♀ Staff Restroom

💧 Water Fountain

🕒 KRONOS

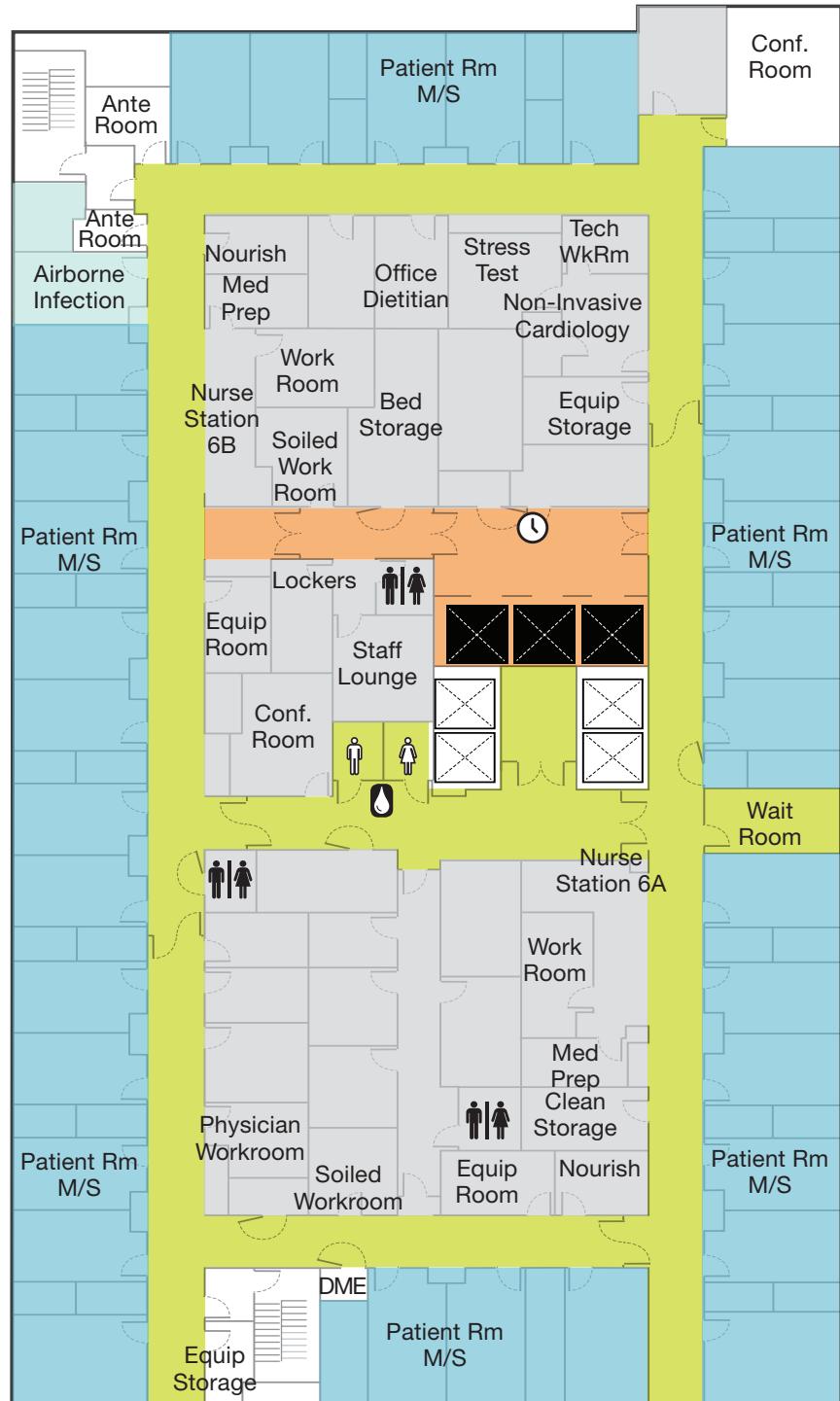
■ Service Elevators

■ Public Elevators

## 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

Important Contacts

Hours and Entrances

Badges

Elevators

Lockers

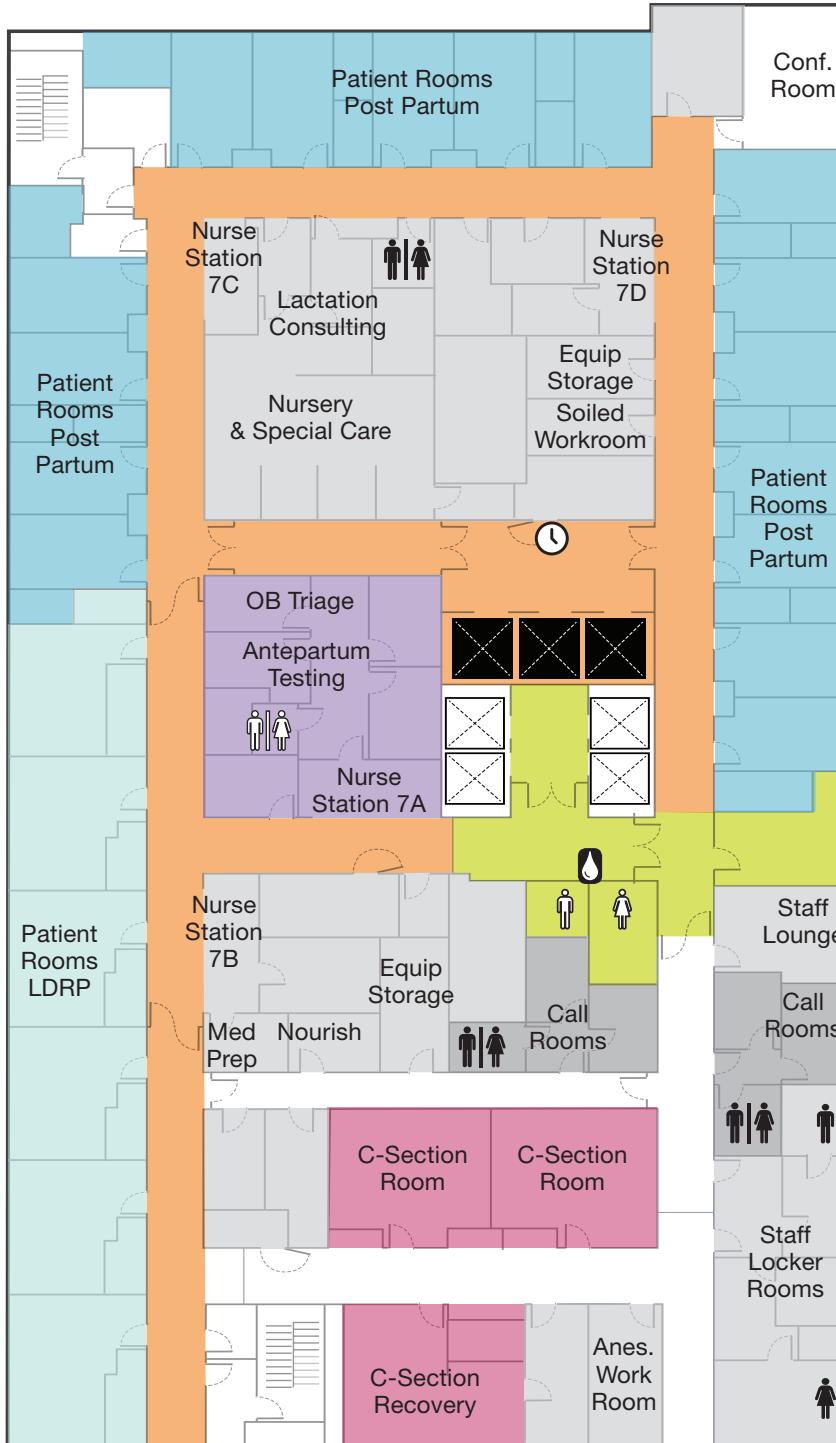
Shared Spaces

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](http://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](http://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.

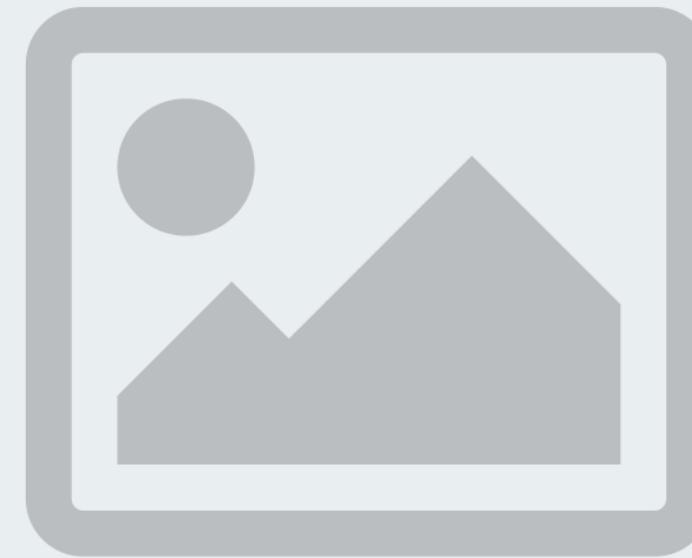
Parking is limited, so please take public transportation whenever possible.

### 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

## 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 Healthcampuses. 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.

## 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.

Support Services
Telephone Directory
Volunteers
Spiritual Care
Interpreter Services
Respiratory
Etiquette Stations
Wheelchairs and Gurneys

## Lost and Found

Lost and found is located in the 1912 building on the 4th floor CONFIRMED?. Please confirm this with Milo Fanene. I do not believe it is on the 4th floor, in the future state. I believe it is 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 patient 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, breast-feeding support, and support groups, as well as breast-feeding, 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.