

ED 3317

AW 4227

SUPPLIES AND RESTOCKING

Loading Dock

The loading dock is located off Franklin Street on Level 3. Interior access is adjacent to the service elevators.

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 Pysis 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.

Supply Chain

The Central Distribution area is located on the 2nd floor, Room 2200, adjacent to the services elevators. Staff, supplies and receiving will be staged here to support a Low Unit of Measure (LUM) Just in Time (JIT) distribution model.

Supply Chain will utilize two points of entry for supplies and deliveries: The Loading Dock, and a Receiving Office-Room 1400, located on Level P. The receiving area on Level P1 will be for Fed-Ex, UPS, florist, Lab carriers, Blood Bank, Pharmaceuticals, etc.

Central Distribution will operate 7 days/week on 3 shifts: 7:00a-3:30p, 3:00p-11:30p, and 11:00a-9:30p. For supplies needed between 11:30p-100a, contact the Nursing Supervisor who has access to the Central Distribution area, Room 2200.

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 Intranet requests: http://apps.insidecpmc.org/CPMC_SRO/Servlet/LoginServlet?cpmc_role_id=180

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

Medical Gas Area

The Supply Chain Team is responsible for replenishment of medical gases, housed in the Medical Gas Storage room on Level 3, accessed directly off the loading dock in Room 3244.

Durable Medical Equipment (DME)

The DME process will be the same as currently in place, with consigned inventory available in certain areas (overseas patient care areas in the ED (Room 1404), OR (Room 1405), and Inpatient Units (Rooms 4450-4459 and 4457). DMEPOS will be replenished by our DME partner Pacific Medical.

Pharmacy

The Pysis 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 Pysis Anesthesia carts.

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

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 through Friday. For supply needs during evening and weekend hours, follow current process and contact the Nursing Supervisor who has access to the distribution storage area.

Central Distribution, normal business hours: 415-644-9366

Receiving, normal business hours: 415-644-6901

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

Start you regarding conference rooms (11/14)

Conference Room Reservations

There are conference rooms on the 1st, 2nd and 3rd floors, available for hospital and public use:

1100	2700	3130
1104	2710	3180

To reserve a conference room, go to the on-line room scheduling portal at <http://dcpwibsc43.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 Van Ness Hospital is a 13-story, 274-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. The department phone directory is on [page 4](#).

Floor 11	Executive Administration	Graduate Medical Education	Medical Staff Services	Ambassador Suite	Nursing Admin
Floor 10	10 West (32) Med/Surg Transplant/Complex GI	10 East (28) Med/Surg Cardiovascular		Therapy Gym	EEG Workroom
Floor 9	9 West (28) Med/Surg	9 East (23) Med/Surg Oncology		TICU (9)	PT/OT/SP
Floor 8	Post-Partum (44)			Well Baby Nursery (40)	
Floor 7	7 West (13); Pediatrics	7 East (12); Pediatrics	PICU (8)		Child Life
Floor 6	ICU (36)	Respiratory Therapy / Pulmonary Function			On-Call Rooms
Floor 5	LDR (20)	C Section (3)	Ante-Partum (6)	NICU (35)	Antepartum Testing
Floor 4	OR (13)	GI / IBS (7)	Non-Invasive Cardiology (13)	PACU (30)	ACU (39)
Floor 3	ED (32-4 holding)	Imaging [MRI(2), CT(3), XRay(2), Fluoro(2), US(5), Nuc Med(3)]	Loading Dock	Conference Rooms	Physician Lounge
Floor 2	Support Services	Conference Rooms	Patient Access Services	Patient Relations/Interpreter Services	Cafeteria
Floor 1	Pharmacy	Lab/Pathology	Security Services	Media Nurse Staffing	Morgue

ADD FLOOR PLANS

Telephone Numbers
Hours & Entrances
Elevators
Lockers
Shared Spaces
Conference Rooms
Diets & Dns.
LEED
Reminders

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.

Crash Carts

Crash carts are strategically located throughout the Van Ness Hospital in the event of a medical emergency for patients, visitors or staff.



Security

Security Desks are located on 2nd floor (Main Lobby) and 3rd floor (Emergency Room). 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 including the ED, loading dock, and drive through
- Staff Duress buttons on Acroscore RFID tags worn by staff
- HUGS Infant Security & Adult patient elopement

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.

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 (HIMS), and addresses the six critical areas mandated by Joint Commission standards:

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

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.

Security Awareness	Security Station
Door Alarms & Stairwell Access	FD Team
Crash Carts	Automated External Defibrillator (AED)
Emergency Management EIP	Communications in a Disaster
Hospital Command Center	Crash Team
Standardized Emergency Codes	Medical Alerts
Fire Safety	MRI Safe Safety
Injury Reporting	Workplace Violence
Hand Hygiene	ADA Information
Service Dogs	

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 Three.

Code Three is initiated, the Hospital Command Center (HCC) is activated; it is located on the 1st Floor in Conference Room 101. Additional resources are needed to manage the event, the HCC will be activated; it is located in the hospital cafeteria.

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.

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.

Outside of the Hospital

For patient and non-patient emergencies in the Medical Office Building, Pacific Campus, or California Cancer Center, call 911.

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 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)

If 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 Pink - Infant/Child

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

Staff response to 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.

Security Awareness	Security Station
Door Alarms & Starwell Access	Door Alarms & Starwell Access
ED Team	ED Team
Crash Carts	Crash Carts
Automated External Defibrillator (AED)	Automated External Defibrillator (AED)
Emergency Management EOP	Emergency Management EOP
Communications	Communications
In a Disaster	In a Disaster
Hospital Command Center	Hospital Command Center
Code Team	Code Team
Standards	Standards
Emergency Codes	Emergency Codes
Medical Alerts	Medical Alerts
Fire Safety	Fire Safety
MRI Safe Safety	MRI Safe Safety
Injury Reporting	Injury Reporting
Workplace Violence	Workplace Violence
Hand Hygiene	Hand Hygiene
ADA Information	ADA Information
Service Dogs	Service Dogs