

Visitor Badges

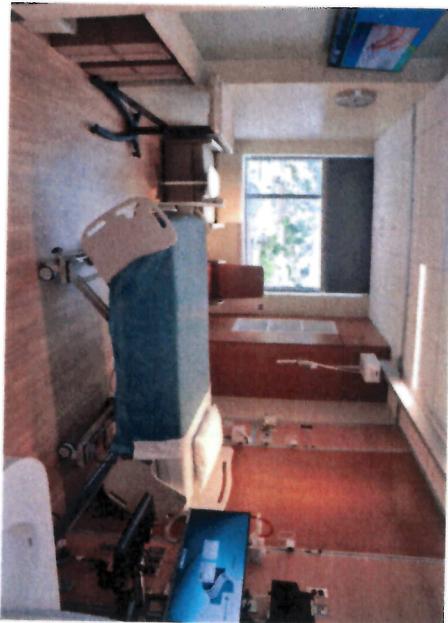
Visitors and vendors who are coming to the hospital will be required to wear a visitor badge between 8pm and 7am. They may sign in and receive badges at the Security Desk on the 2nd Floor.

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

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

If someone needs assistance to enter the building

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



Personnel Identification Badges

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

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

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

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

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

Do not let anyone use your badge.

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

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

General Entry Examples: Badge Access

- All exterior doors with card readers
- All back of house space (hallways, etc.)

Multi-disciplinary / Conference Rooms

Consult Rooms

Bicycle Storage

Locker Rooms

Emergency Department

Imaging Entrance

Patient Floors
(unless otherwise specified)

Service Elevators

Restricted Area Examples: Badge Clearance Required

- Admitting
- Administrative Suite
- Clean/Soil Utility Room
- Clinical Lab

Food and Nutrition Area

Materials Mgmt/Supply Chain

Medical Equipment Rooms

Medrooms

Morgue

MRI Suites

Nourishment Rooms

Nursery/SCN

PBX

Pharmacy

PT/OT Area

Security

SPD, OR, PACU/ACU

Elevators

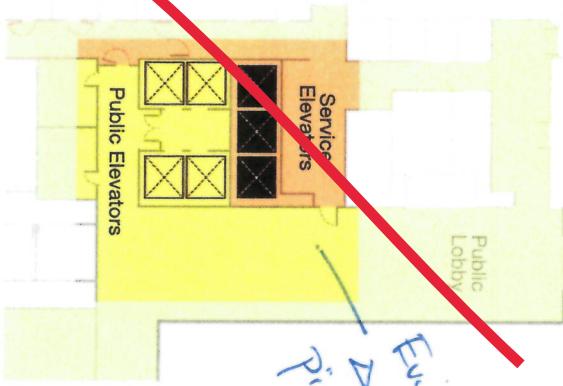
There are two sets of elevators on the campus. Please yield to patients being transported.

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

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

~~Four to Five Patient Transport elevators dedicated to Staff only on dedicated floors~~

~~These elevators were built for patient transport.~~



Staff Lockers

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

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

Lockers accept padlocks and are two or three high. Department managers are responsible for handling locker buddy assignments and distribution.

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

Shared Spaces

Mission Bernal is designed as a shared work space.

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

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

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

There are two On-Call rooms, 5361 or 5359, available for scheduling. Contact Support Services at 415-607-7900 or use the Online Room Scheduling Portal at <http://dcpwdb405/virtualmst/> 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.

5344, 5362, 5344
6433, 6515, 6530 (ADA)

~~Four Service elevators for staff, volunteers, & physicians~~

~~need for medical procedure service~~

Conference Room Reservations

Conference Rooms

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://dcpwdsbs405/virtualams/>.

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.

3180

1100
1104
2700
2710
3100
3120

3130

3180

Departments and Divisions by Floor

The Mission Bernal Campus is a seven-story, 120,000 sf full-service medical center with an emergency department and supporting services, including imaging services, and laboratory. The building is thoughtfully designed to enhance patient comfort, be environmentally conscience, be seismically safe, and support current and future technologies.

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

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

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.

Building Reminders

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



- Remember you are "onstage" in front of house areas (areas that patients and visitors will see).
- No moving furniture or equipment in the building.
- No hanging things on the wall (art and bulletin boards provided).
- No fish or pets will be permitted, with the exception of service animals ([page 30](#)).
- Personal packages will no longer be accepted at the campus. Materials Management will not sign for them.

Sustainability

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

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

Bottle water refilling stations ([page 32](#)) and the sustainable waste removal program ([page 37](#)) are other examples of ongoing sustainable processes.

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

Public Transportation and CPMC Shuttles

Shuttle Routes

B	Civic Center BART to Pacific Campus <i>Van Ness</i>
C	California Campus to Pacific Campus
D	Davies Campus to Pacific Campus <i>Von Ness</i>
JG	Japantown Garage to <i>Von Ness</i> Pacific Campus
K	Kabuki Hotel to <i>Von Ness</i> Pacific Campus
MBC	Mission Bernal Campus to Davies Campus
MBC24	Mission Bernal Campus to 24th Street Mission BART
SAC	1825 Sacramento to Civic Center BART

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

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

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

cpmc.org/visiting/shuttle.html

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

Ask your shuttle driver about courtesy stops.

Transportation
Public Transit
PMC Shuttles
Parking

① You can take BART
You can take Muni
You can take Ferry

Parking

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

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

Payment machines are on Level 1 by the elevators. Payment machines accept cash and credit cards. Please pay before exiting; cashiers are not stationed at the exit gates.

Detachable

Staff Parking

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

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

Visitor Parking

Visitor parking is available for patients and their families. The entrance to the parking structure is on ~~but~~ San Jose Avenue. *Geary and Rock Street*



Support Services are composed of CPMC departments such as Environmental Services, Facilities, Engineering, Biomedical Engineering, Materials Management, and Nutrition & Food Services. At Mission Bernal, they are located on the First Floor, see "First Floor Map Areas" on page 7.

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The Mission Bernal Volunteer Office is located in the 1912 Bernal building. See page 3. The telephone number is 415-641-7200.

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 415-641-6334 or ask a Nursing Supervisor.

Volunteers

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

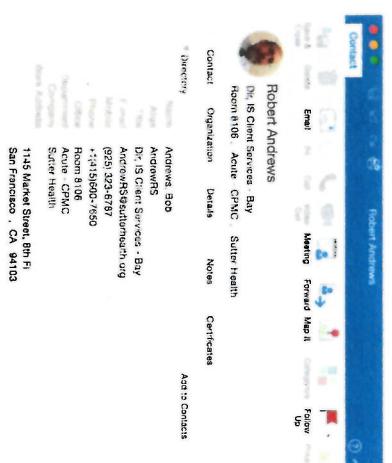
Department Telephone Directory

The Microsoft Outlook Address Book is an application to access the Employee Department Phone Directory for all CPMC and Sutter Health campuses. The

standard process for adding/changing staff locations will synchronize with the address book to keep the directory accurate without additional administrative work. The Department Phone Directory by campus is located in our Intranet.

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

A list of important department phone numbers in the Mission Bernal Campus can be found on page 2.



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, the sacrament of sick, confessing, chanting, and more.

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

Call 415-641-6057 to request a chaplain visit.

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 415-641-6334 or ask a Nursing Supervisor.

The Patient Relations Team can do the following:

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

Coordinate patient grievance issues to align with regulatory standards

Coordinate ADA concerns

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

Round on patients (in addition to nursing leadership rounds)

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

Support Services

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

Interpreter Services

Our Interpreter Services Program offers the following services:

- In-person interpreting by professionally-trained medical interpreters
- Video interpreting via an iPad
- Telephonic interpreting via a dual handset phone system

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

These services are available to all departments at no cost. Please access Interpreter Services by calling 415-600-0777.

Newborn Connections

Newborn Connections is a community resource new to the Mission Bay Campus that offers support and education from pregnancy through early parenting. Located in the Maternal Health 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 am-6pm, Friday, 9am-4pm. Closed Saturday and Sunday. The telephone number is 415-600-0227.

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.

Cough/Cough



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.

Buggies

Lost and Found

Lost and Found is located in the 1912 Building on the 3rd Floor. Please contact Security at 415-600-0316 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 415-600-6633.

Wheelchairs are located at the entrance to the ER, Driveway and Discharge lobby.

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

Security Awareness

Be aware of your surroundings.

If you see something, say something.

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

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

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

Make sure vendors have a vendor badge.

Wear your hospital badge.

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

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

Safety & Security

Security Awareness

Security Station

Door Alarms & Stairwell Access

ED Team

Crash Carts

Automated External Defibrillator (AED)

Emergency Management/EOP

Communications

Hospital Command Center

Code Team

Standardized Emergency Codes

Fire Safety

MRI Suite Safety

Injury Reporting

Workplace Violence

Hand Hygiene

ADA Information

Service Dogs

*Security Duress
located on 2nd main level
2 3rd floors
Emergency Room.*

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.

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

A metal detector at the ED entrance

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

Security stations located at key main entrances to include the ED and loading dock, ~~and drive through~~ Staff Duress buttons on Aeroscout RFID tags worn by staff

Crash Carts

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



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.

AED

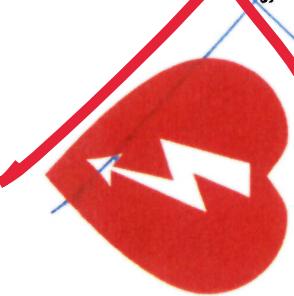
Automated External Defibrillator (AED)

Automated External Defibrillator

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

Outside Conference Room, A and B

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

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

The full plan is located on the CPMC Intranet at

<http://mysutter/bay/CPMC/Resources/Safety/Pages/EmergencyManagement.aspx>

Communications in a Disaster

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

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

What to do when a notification is received:

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

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

How to update your personal contact information:

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

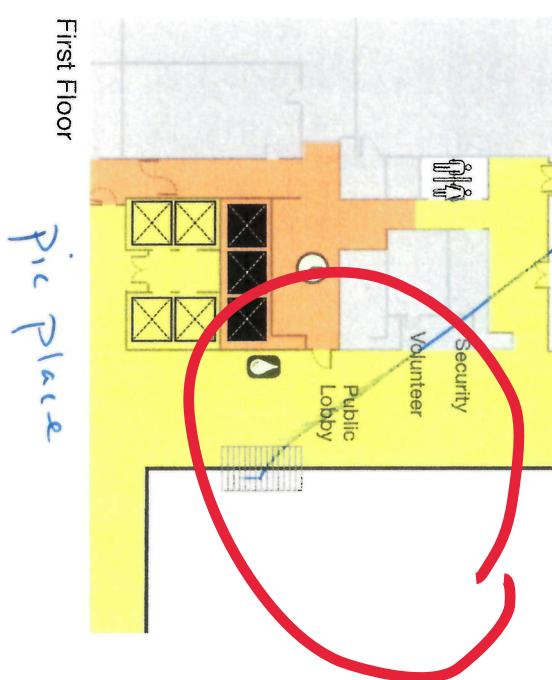
Please direct questions regarding Everbridge to the Safety Department at 415-600-4620 or email

sforzok@sutterhealth.org.

Hospital Command Center

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

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



Information Desks

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

General information

Directions and wayfinding

Shuttle schedule information

Taxi and transportation services information

Waiting Areas

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

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

Restroom Locations

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

Lactation Lounge

A dedicated lactation lounge for staff and physicians only is located on the ~~5th~~ ^{1st} floor. Floor, Room 5357 ([page 11](#)). Badge access is required.

Room Reservations

To reserve a room, complete the Online Conference Room Request form,

<http://dcpwdb405/virtualems/>

Bicycle Storage

Bicycle parking is available on a first come, first served basis. The bicycle storage is located on the 1st Floor in Room 1388, accessible via 1st Floor 27th Street or Cesar Chavez front entrance (through the conference center corridor). On ~~1st~~ ^{2nd} floor Post or Geary and ~~Building off~~ ^{Building off} Cesar Chavez. Badge access is required. Proceed down car ramp.

Reserved bicycle space may be available. Contact the ~~Parking Office~~ ^{DCP}, 415-600-1986 to register to use this facility and to program your badge for access. ~~as well as~~ ^{as well as} ~~bathrooms~~ ^{bathrooms} & ~~shower~~ ^{shower} facilities. Day use lockers are available on department floors.

Additional bicycle racks are available at the ~~27th~~ ^{Street} and Cesar Chavez entrances.

Water Cooler/ Bottle Filling Stations

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

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

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

Dining Services

Several choices for food and beverages are available during regular business hours. The Cafeteria and Grab and Go are on the ~~2nd~~ ^{1st} Floor, to the left of the elevators and are open Monday–Friday from 6:30am–6:30pm. They are closed after hours and on weekends.

Snack and beverage vending machines are located on the ~~2nd~~ ^{3rd} Floor near the public elevators. Emergency room

Catering Services

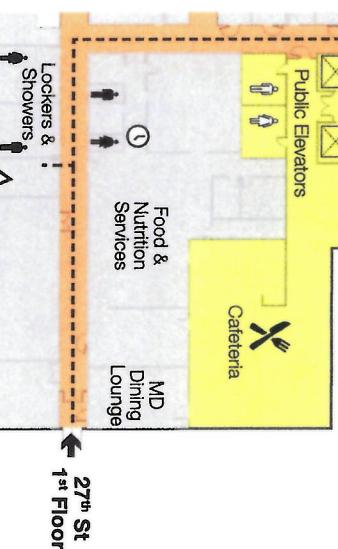
All catering requests must be submitted to the Food and Nutrition Services Department three days in advance of the meeting or event.

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

www.cpmc-slukes.catertrax.com

For training on Catertrax, go to:

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

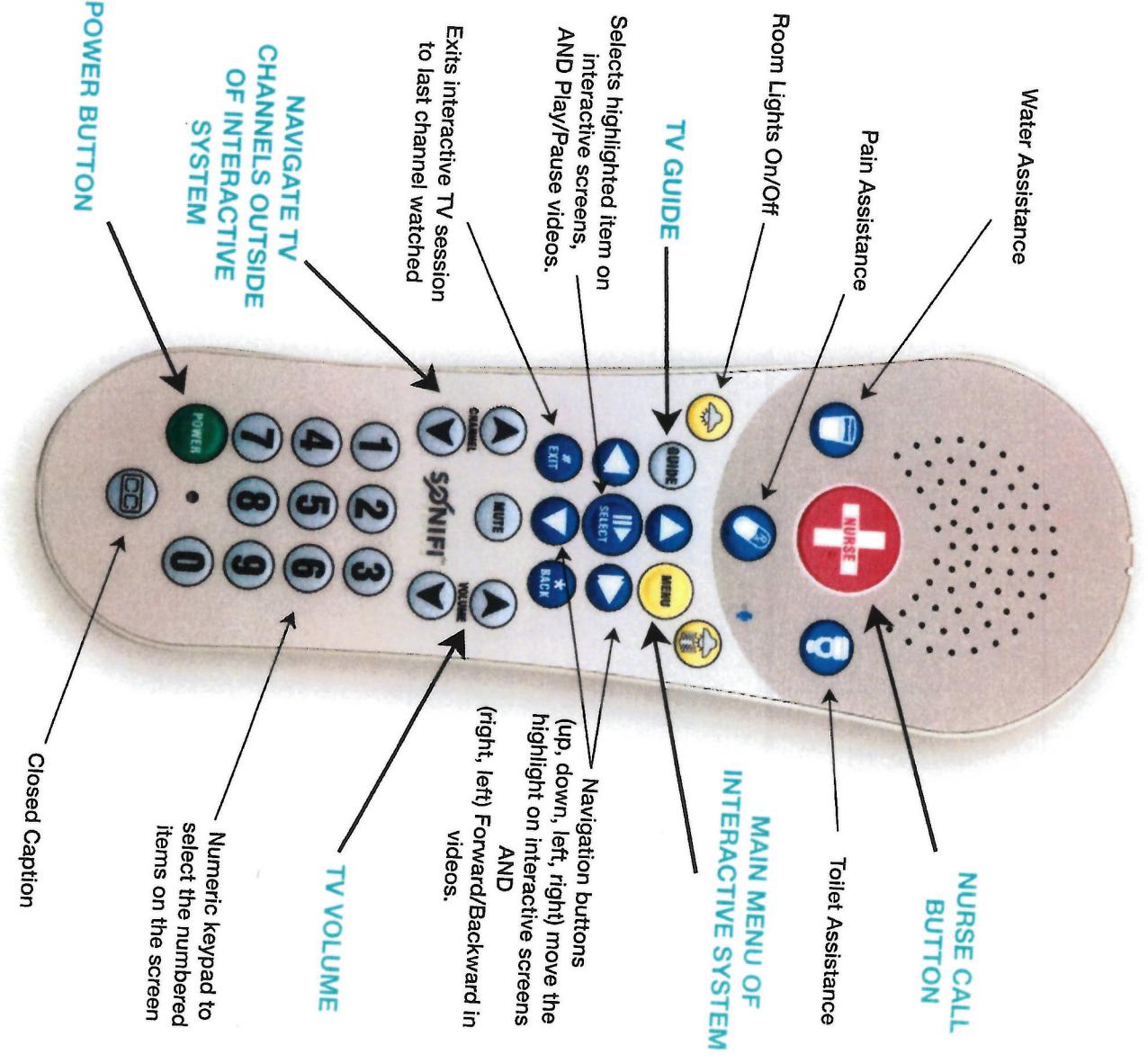


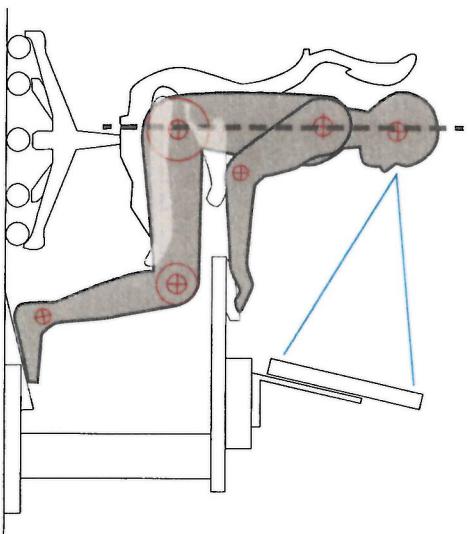
Patient Entertainment/Education (Powered by Sonifi)

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

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

HOW TO USE **Pillow Speaker**





Ergonomics

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

Office Spaces

Office spaces include the following:

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



Kronos Time Clocks

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

- Elevator lobbies
- Main corridors
- The Lab and Pharmacy

Some staff lounges

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

Multi-function Printers (Scan, Print, Copy)

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

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



Telephone System

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

Cisco Unity voicemail

Connection to the Vocera badge application, allowing calls to be made between telephones and Vocera badges.

Informacast for Paging and broadcast messaging

Emergency red phones will be installed in key locations.

Printers

Voice over IP (VoIP) phones

Emergency red phones

Informacast for Paging and broadcast messaging

Emergency red phones will be installed in key locations.

Equipment
Office Spaces
Kronos Time Clocks
Multi-function Printers
Voice over IP (VoIP) phones
Vocera
Nurse Call System
HIPAA Containers
Sustainable Waste
Temperature Monitor
Pneumatic Tube
Patient Lift

Fax Machines

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

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

Communication Operations PBX/Phone Operating System

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

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

Equipment
Gonomics
Office Spaces
Onos Time Clocks
Ulti-function
Intercoms
JIP Telephones
IX Machines
Line Operators
ICera
ICuse Call System
PAA Containers
Stainable Waste
Temperature Monitor
Jejunatic Tube
atient Lift

Vocera

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

Nurse Call System

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

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

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

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



HIPAA—Confidential Document Containers

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

If the containers need to be emptied prior to the regularly scheduled pick-up, call Support Services 415-600-7903 to arrange for EVS assistance.

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



Sustainable Waste Removal

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

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



Temperature Monitoring

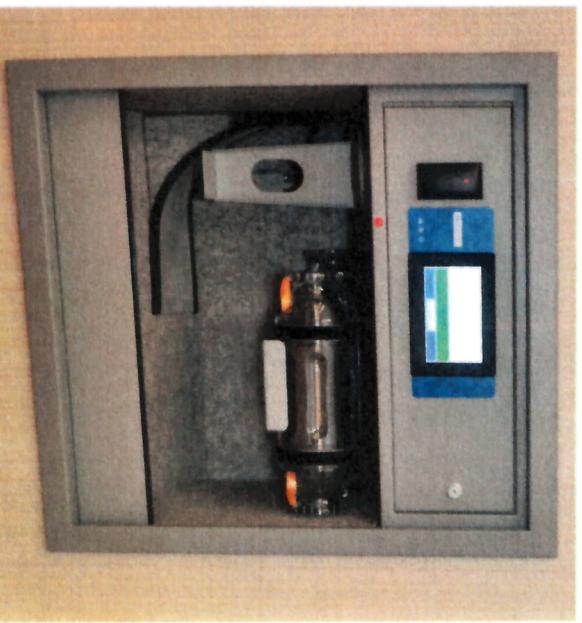
The Mission Bernal Campus uses a combination of two systems to monitor and alert if an equipment temperature goes out of range—the AeroScout system (in the refrigeration units) and the MobileView system.

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

A primary alert is sent to the department through MobileView

A secondary alert is sent to Plant Operations.

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



Pneumatic Tube System

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

Patient Lift System and Mobile Lifts

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

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

Supply Chain

The Central Distribution area is located on the 2nd floor, Room 2200, adjacent to the service 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 located on Level 3 off Franklin Street, and a Receiving Office, Room 1400, located on Level P1. 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 1:00a-9:30p. For supplies needed between 11:30p-1:00a, 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/Broslow resuscitation and isolation carts.

Supply Chain Intranet request:

http://apps.insidecpmc.org/CPMC_SRQ/servlet/LoginServlet?cpmc_role_id=180

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

The Broslow 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 3214.

Loading Dock

The Mission Bernal Campus loading dock is located off Cesar Chavez Street on Level 1. Interior access is adjacent to the service elevators 3, 3.

Supply Chain Overview

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

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

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

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

Supply Chain and Medical Gas Area

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

The Supply Chain Team is responsible for the replenishment of medical gases, housed in the Medical Gas storage room on Level 1, accessed directly off the loading dock in Room 1518. 3214

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

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

Supply Chain Stat Requests

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

Central Distribution, normal business hours:

415-641-6626

Receiving, normal business hours:

415-641-6901

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

Pharmacy

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

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

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

Asset Management

AeroScout is the chosen RFID (Radio Frequency Identification) equipment location system. Essential equipment that moves will be targeted for RFID tracking.

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

Beds
Bladder scanners
Defibrillators
EKG machines

Gurneys
IV pump brains and modules
Other infusion pumps (mobile)

Patients, infants or children (HUGS System)
PCA pumps
Portable imaging machines

SCD

Vital sign monitors

Wheelchairs

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

Equipment Cleaning

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

PCA pumps

Feeding pumps

Sequential compression devices

Infusion pump modules

Infusion pump control units

Seizure pads

Process Overview

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

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

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

Support Services will stock equipment to par levels

Support Services will pick up soiled equipment

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

Durable Medical Equipment (DME)

The DME process will be the same as currently in place, with consigned inventory available in certain closets near patient care areas in the ED (Room 2334), OR/PACU (Room 3201) and Inpatient Units (Rooms 4334, 5334 and 6334). DMEs will be replenished by our DME partner Pacific Medical.

Staff Dures

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

AeroScout Tag and Who Wears It?

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

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



"Clean Sticker"
Clean equipment is to be tagged
and identified with a "Clean" sticker.



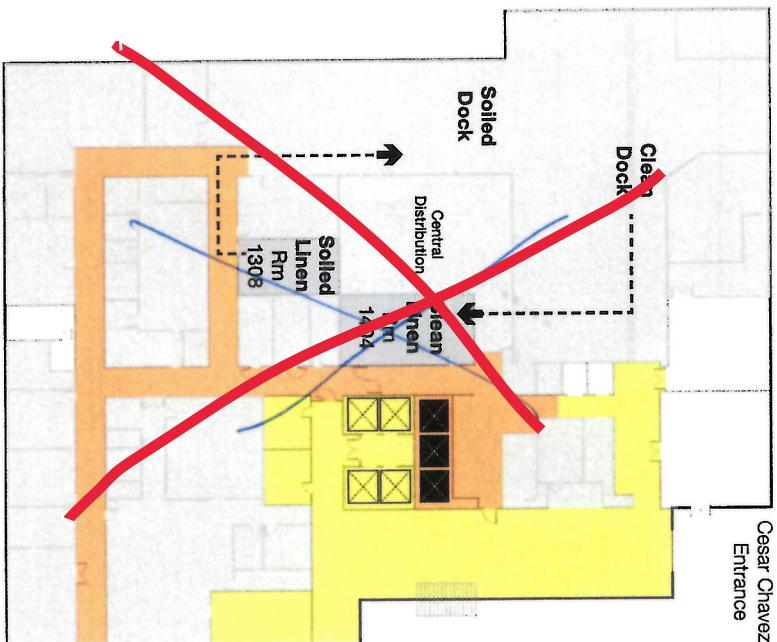
↓
Quinton's
Wanda
Wanda
Wanda

Linen

Linen will be managed and delivered by EVS at the Mission Bell Campus just as it has been managed at St. Luke's. Clean linen will be stored in Room 144, next to the Materials Management area adjacent to the loading dock.

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

~~Soiled Linen will enter through the "Clean" entrance as shown below.~~



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

For forms:

Order forms through Standard Register, which you can access through Lawson. Here are the steps:
Go to All Services, then Requisition Center, Shopping, and enter your requesting location (a five digit number).

Go to Find/Shop icon, then OneSource; scroll down to Standard Register.
See icons on top—click on browse catalog icon and find Sutter CPMC forms. Or, for quick search, enter the form number and/or name.

Specify your quantity and complete your order for approval.

For brochures and various marketing materials:

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

Go to the Sutter Intranet marketing page (mysutter/ marketing)

Fill out the Workamajig request form
If you don't have a Workamajig account, send an email to inten@sutterhealth.org.

