Sutter Health
CPMC

Occupancy Manual

YOUR GUIDE TO THE VAN NESS CAMPUS

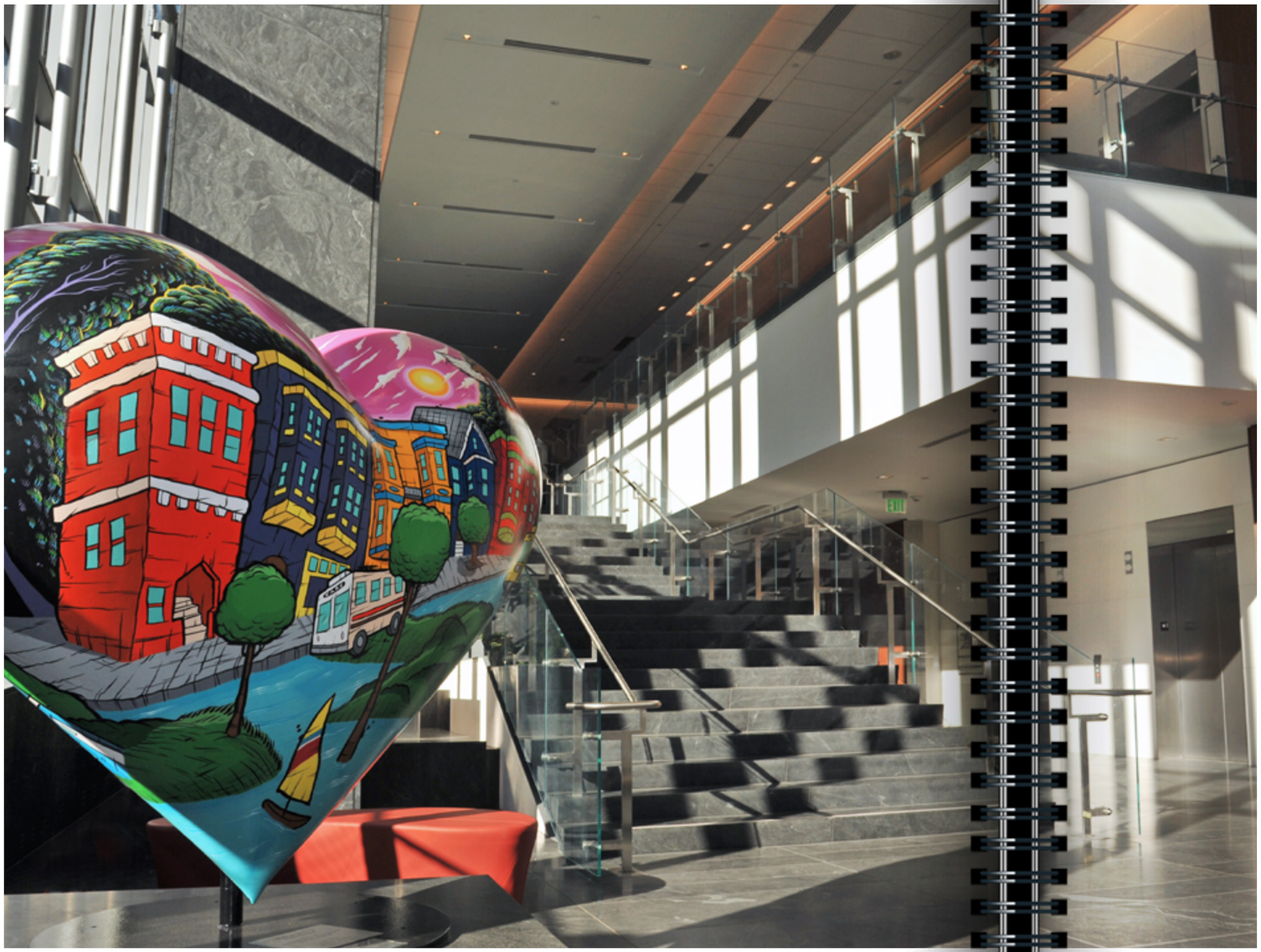

Photo at left: Van Ness Hospital Entryway by Bill Posner. Above: Render of Van Ness Hospital and Medical Office Building.

Information deemed reliable through March 2019 © Sutter Health

Welcome to the Van Ness Campus

We hope you are as excited as we are to begin work at Van Ness campus! This manual is designed to be your "go-to guide" to help orient you to our new facility.

Retaining the "heart" of what we do

The opening of the new Van Ness campus is the culmination of years of hard work, commitment and anticipation. It will continue the legacy of being the neighborhood hospital in San Francisco and retain the "heart" that has made our California and Pacific campuses special for patients and staff alike.

Balancing safety, comfort and sustainability

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

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

Van Ness campus will open on March 2nd, 2019. We are so pleased to be able to create the next generation in health care services for San Francisco.

—Your CPMC Leadership and New Hospitals Transition Team

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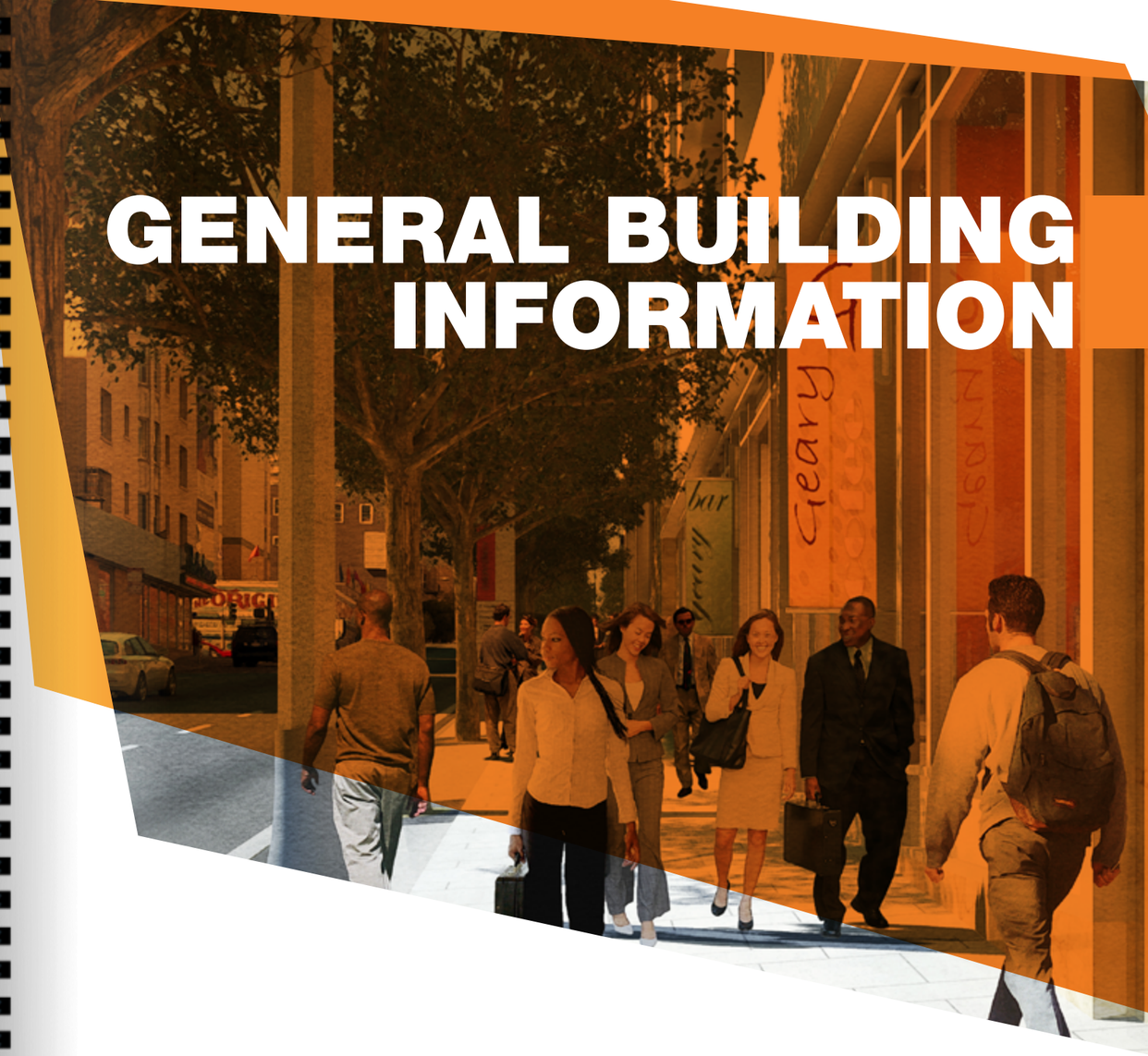
GENERAL BUILDING INFORMATION



Telephone Numbers

Emergency	**415-600-3333**
Emergency Pediatrics	**415-600-4444**
Main Hospital	**415-600-6000**
Security	**415-600-0837**
Admitting	**415-600-3676**
Administration	**415-600-1458**
Ambassador Suite	**415-600-2600**
Bed Control	**415-600-1233**
Biomed Engineering	**415-600-7900**
Biomed Eng Internal	**415-600-8653**
Cardiology (Non-Invasive)	**415-600-8970**
Case Management	**415-600-3504**
Cashier	**415-600-8860**
Central Distribution	**415-600-2740**
Chaplain	**415-600-3741**
Child Life Srvs	**415-600-0710**
Clinical Lab	**415-600-2200**
Clinical Lab Internal	**415-600-8770**
CT	**415-600-3232**
CT Internal	**415-600-8752**
Dialysis (in-patient)	**415-600-3273**
Discharge Lounge	**415-600-9425**
Emergency	**415-600-3333**
Emergency Pediatrics	**415-600-4444**
ED Registration	**415-600-3248**
Food & Nutrition	**415-600-3222**
Food & Nutrition Internal	**415-600-3224**
Graduate Medical Education	**415-600-3324**
Interpreter Services	**415-600-2070**
Loading Dock	**415-600-8990**
Main Hospital	**415-600-6000**
MRI	**415-600-3674**
MRI Internal	**415-600-8751**
Newborn Connections	**415-600-2229**
Nursing Administration	**415-600-6509**
Nursing Supervisor	**415-600-1169**
Parking Office	**415-600-1804**
Patient Access	**415-600-3676**
Patient Advocates	**855-711-9450**
Patient Advocates Internal	**415-600-8866**
Patient Relations	**415-600-3280**
Pharmacy	**415-600-3232**
Pharmacy NICU	**415-600-2110**
Plant Operations	**415-600-7900**
Plant Operations Internal	**415-600-6390**
PT/OT/ST	**415-600-3399**
Radiology	**415-600-3232**
Radiology Internal	**415-600-8755**
Respiratory	**415-600-6589**
Security	**415-600-0837**
Surgical Services	**415-600-3288**
Transport	**415-600-4700**
VNC Command Center	**415-600-9400**
VNC Executive Command Center	**415-600-9410**
VNC Patient Transition IS Command Center	**415-600-9500**
VNC Patient Transition Issue Tracking	**415-600-9510**
Volunteer Services	**415-600-3402**

Nursing Stations

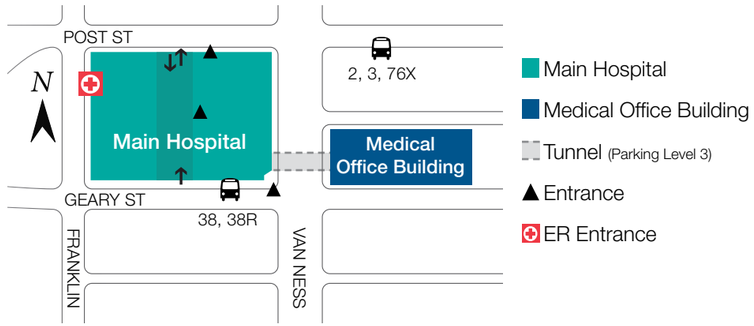
3 Floor Emergency Adult	**415-600-3333**
3 Floor Emergency Ped	**415-600-4444**
4 Floor ACU Pod 1	**415-600-3480**
4 Floor ACU Pod 2	**415-600-8980**
4 Floor GI/IES (control desk)	**415-600-3478**
4 Floor GI/IES	**415-600-3570**
4 Floor IR/CCL/EP (cntrl)	**415-600-8900**
4 Floor OR	**415-600-3288**
4 Floor PACU	**415-600-3482**
5 Floor Antepartum Testing	**415-600-6232**
5 Floor Labor and Delivery	**415-600-6242**
5 Floor NICU	**415-600-6211**
6 Floor ICU	**415-600-3363**
7 West	**415-600-8870**
7 East	**415-600-0740**
7 PICU	**415-600-0720**
8 Floor Nursery	**415-600-6434**
8 Floor Post Partum	**415-600-6437**
9 Floor East Med/Surg	**415-600-8910**
9 Floor West Med/Surg	**415-600-8930**
9 Floor TICU	**415-600-8920**
10 Floor East Med/Surg	**415-600-8810**
10 Floor West Med/Surg	**415-600-8830**

Need to dial an extension?

600 numbers use **6** plus last four digits
ie. 415-**6**00-**0837** = **60837**

Hours of Operation

Van Ness Entrance (L1)	7am–7pm Everyday	Badge after hours
Driveway (L2)	5am–8pm Mon-Fri 7am–7pm Sat-Sun	Open every day
Post Street Stairs (L2)	24 hours a day	Staff & Badge only
Post Street (L2)	7am–7pm	Badge after hours
Geary Street (L2)	24 hours a day	Staff & Badge only
Emergency (L3	24 hours a day	Open every day
Chuck Williams Café (L2)	6:30am–6:30pm Mon–Fri 6:30am–2:30pm Sat–Sun	Closed after hours
Coffee Shop (L2)	6:00am–6:00pm Mon–Fri 6:30am–2:30pm Sat–Sun	Closed after hours
Loading Dock (L3) off Franklin Street	5am–8pm Mon–Fri	Other hours by appointment only
Mailroom (L1) Room No. 111A	24 hours a day	Open everyday Badge required
Newborn Connections 1100 Van Ness	10am–4pm Mon–Fri 10am–2pm Sat	Closed on Sunday
Walgreens Pharmacy 1301 Franklin Street	9am–9pm Mon–Fri 9am–5pm Sat 10am–6pm Sun	
CVS Pharmacy 1285 Sutter Street	9am–7pm Mon–Fri 10am–5pm Sat–Sun	
Walgreens Pharmacy 1100 Van Ness	Coming Soon	



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General Entry Examples:
Badge Access

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

Restricted Area Examples:
Badge Clearance Required

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

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 3rd Floor Emergency Entrance.**

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.

If someone needs assistance to enter the building

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

Personnel ID 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, go to the Security Office on 1st Floor for a temporary badge.

Elevators

There are three sets of elevators on the campus. There are six **public elevators**, requiring no badge. Staff, volunteers and physicians can use the four **service elevators**. Finally, there are four to five **dedicated patient transport elevators**, only use these elevators when transporting a patient.

Shared Spaces

Van Ness is designed as a shared work space.

Multi-disciplinary workrooms are conference-style 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 work space etiquette; keep the volume down, no eating and clean up after yourself.

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

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

There are six **On-Call rooms, 5344, 5362, 5364, 6433, 6515** and **6530** (ADA), available for scheduling. Contact Support Services at **415-600-7900** or use the Online Room Scheduling Portal at http://dcpwdbs405/virtualems/ to reserve a room up to a week in advance. Same-day or after-hours requests can be directed to security.

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

Staff Lockers

Lockers are available for staff use in department areas.

- All lockers will be day use only.
- Lockers accept standard padlocks.
- Department managers are responsible for distribution.

Department Lockers	Location
Central Sterile	2273, 2275
Clinical Lab	1427, 1428
Emergency Dept	3374
Engineering	2302, 2304
Environmental Service	2251, 2253
Food Service/ Kitchen	1530, 1632
ICU	6053, 6055
Imaging	3540, 3542
Interpreters	2856
Invasive Services / Surgery	4202, 4204
Labor & Delivery	5030, 5172, 5174
Med Surg / Acute Care	9063, 10063
Pathology	1322
Patient Transport	1206
Pediatrics	7063
Pharmacy	1629
Postpartum	8300A
PT/OT	9067
Residents	C610A
Respiratory Therapy	6210B
Security	1303B
Volunteers	1651

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Conference Room Reservations

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

Room (Max. Capacity, Joined Capacity)	
110 A (20)	312 A (10)
110 B (75)	312 B/C (120/120, 240)
270 A/B (40/40, 80)	3180 (10)

To reserve a conference room, go to the on-line room scheduling portal at http://dcpwdbs405/virtualems/.

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

Conference Rooms

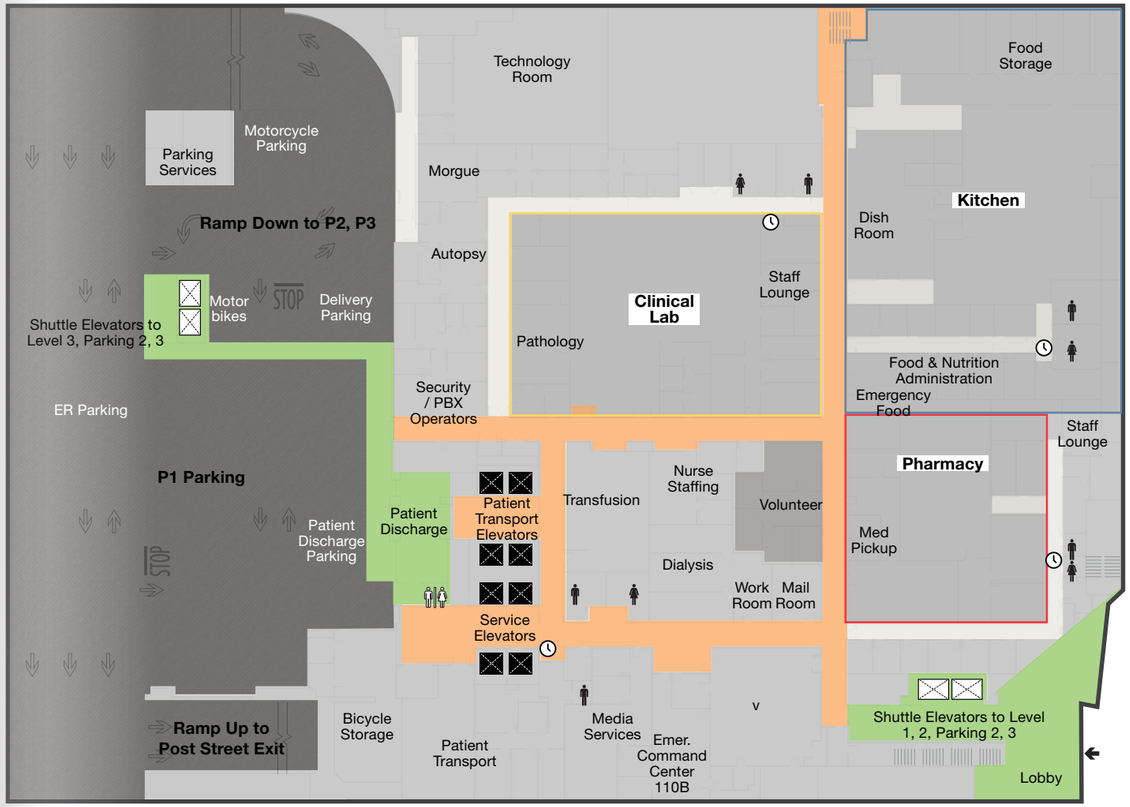
Conference rooms are available on the patient care floors for patient care team use.

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

Departments and Divisions by Floor

The Van Ness Hospital is a 11-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 02.

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 / IES (**7**)	CCL/EP/IR (**6**)	Non-Invasive Cardiology (**3**)	PACU (**31**)	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*	SPD	Conference Rooms	Retail	Patient Access Services	Patient Relations/ Interpreter Services	Cafeteria	Meditation
Floor 1	Pharmacy	Lab/ Pathology	Dialysis Workroom	Kitchen	Security Services	Media Services	Nurse Staffing	Morgue	Discharge	Conference Room



First Floor

Bicycle Storage
Blood Transfusion
Emergency Command Center
Food Prep
Morgue
Volunteer Offices

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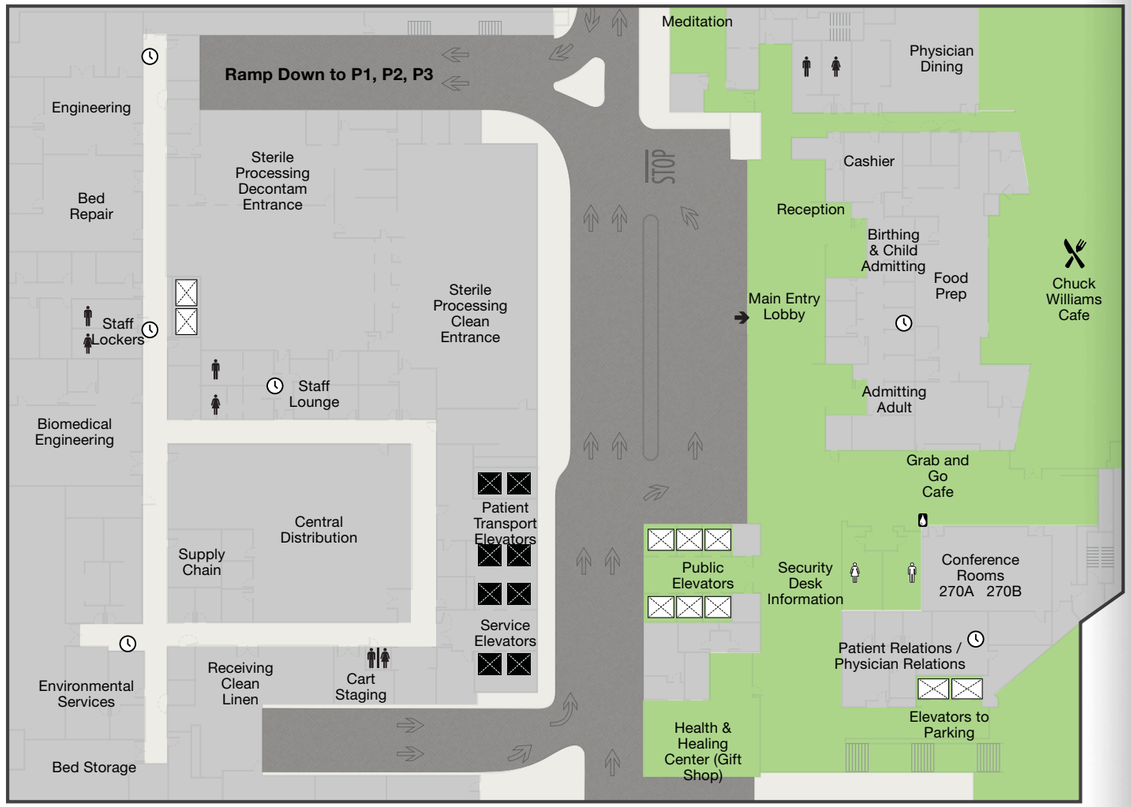

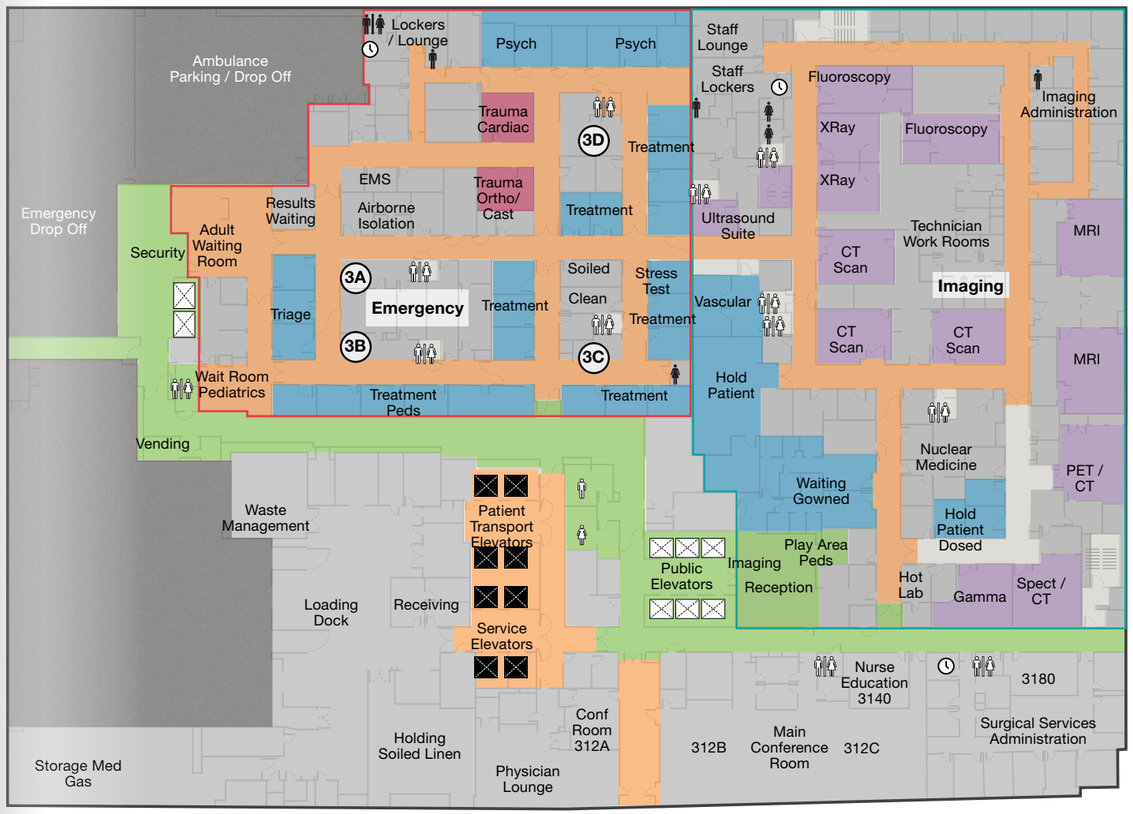

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Second Floor

Bed Repair
Biomedical Engineering
Cafeteria
Cart Case Staging
Conference Rooms
Main Lobby
Physician Dining

Third Floor

Ambulance Parking
Conference Rooms
Imaging

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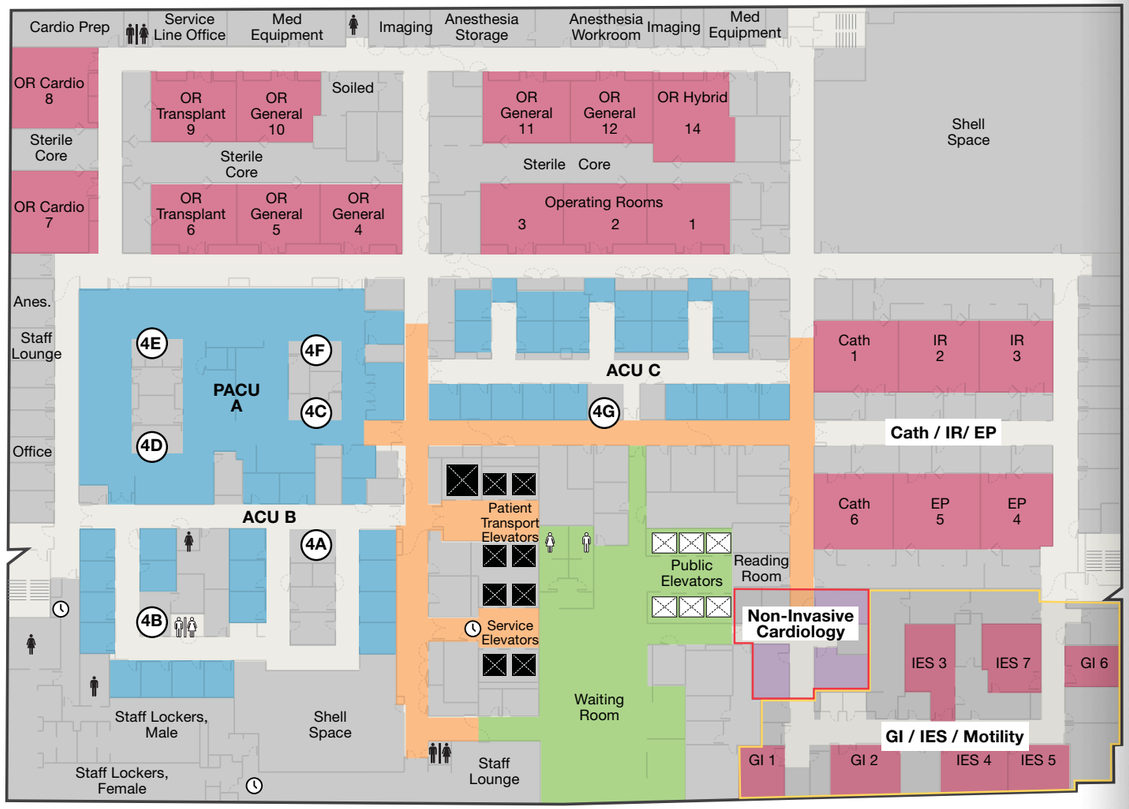

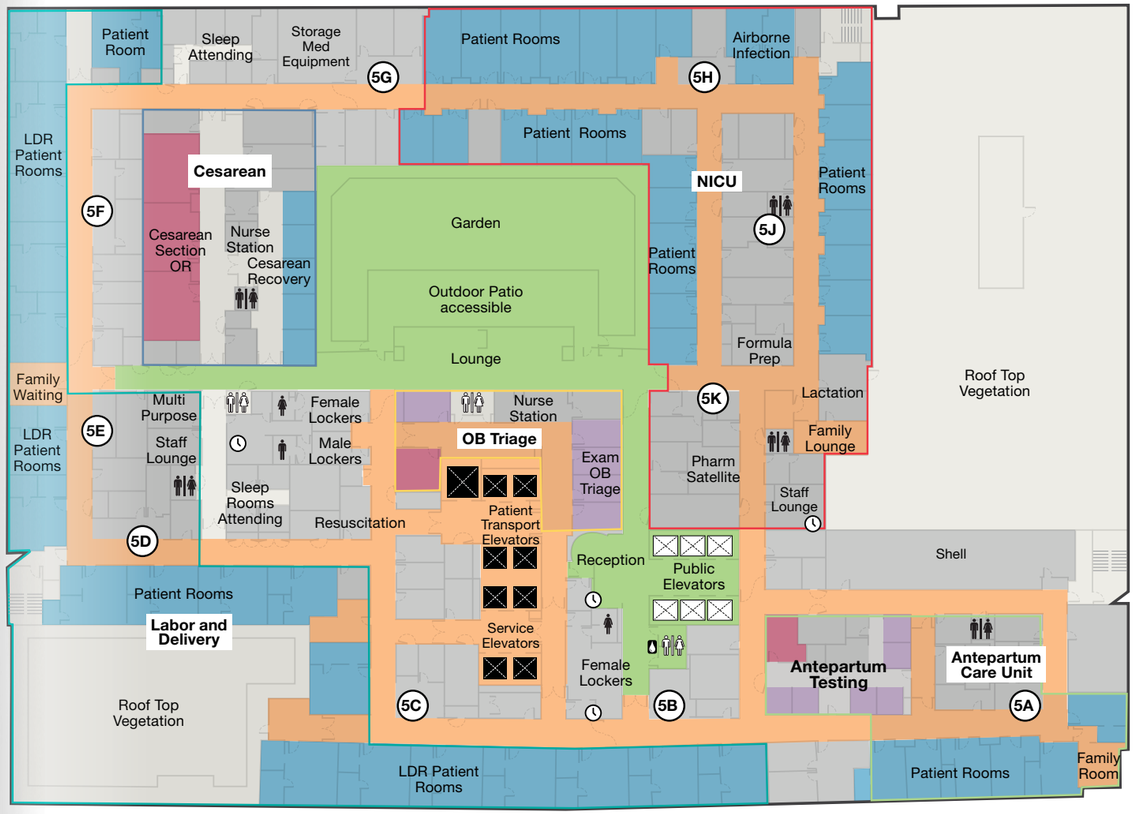

Fourth Floor

Interventional Services
Cardiovascular
Endoscopy
Transplant

Fifth Floor

Birthing Center
OB Triage
Rooftop Garden

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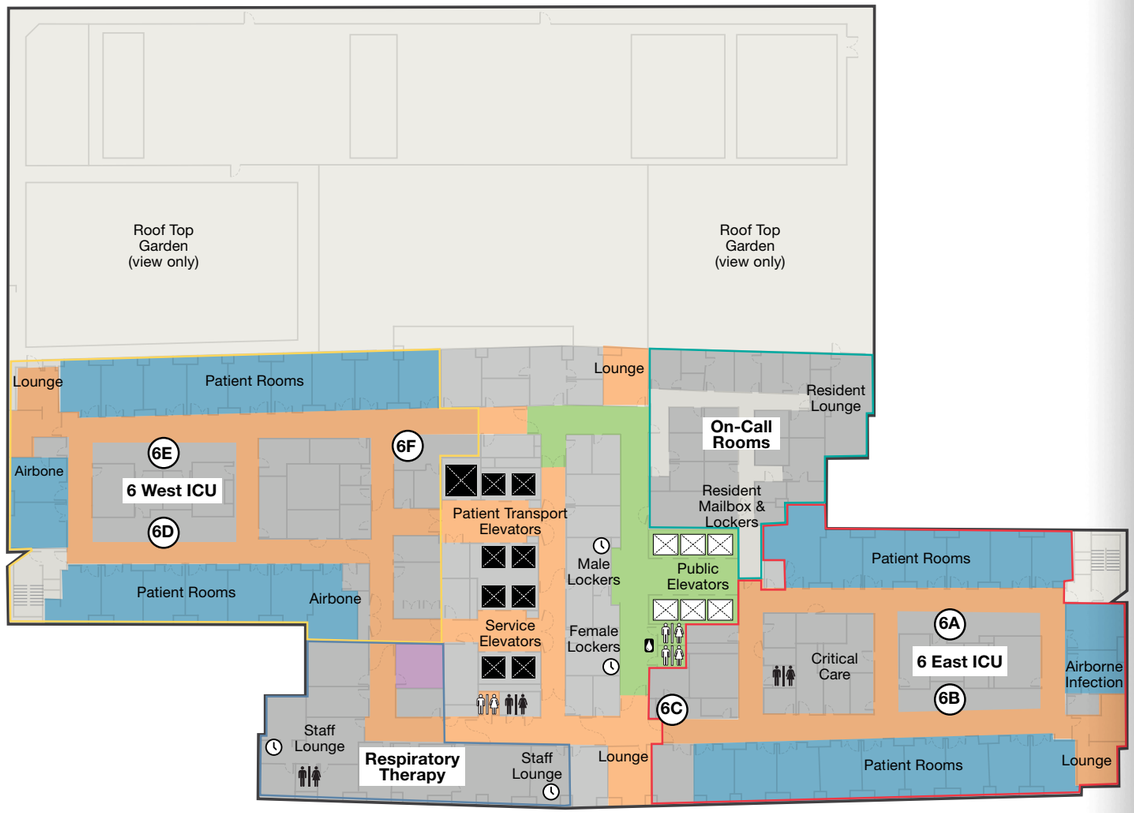

Sixth Floor

Intensive Care Unit
On-Call Rooms
Respiratory Therapy

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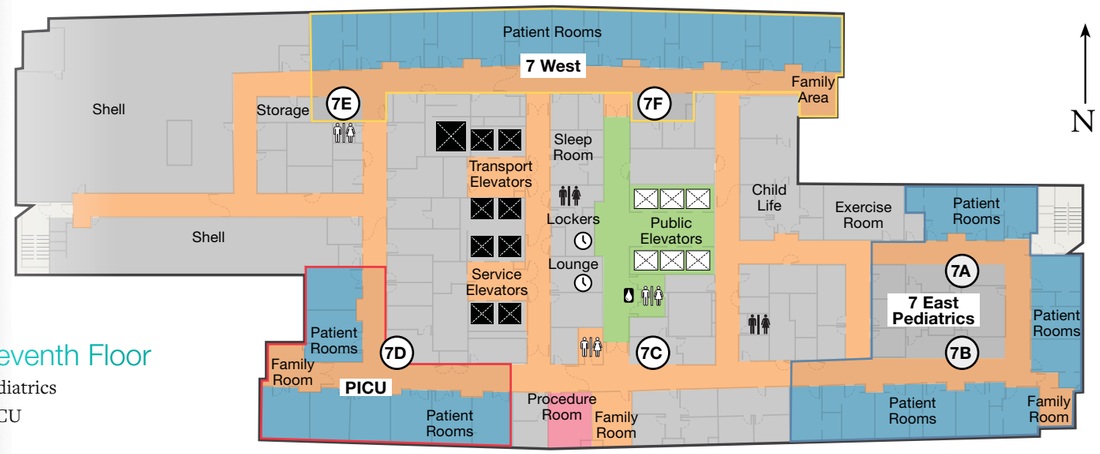
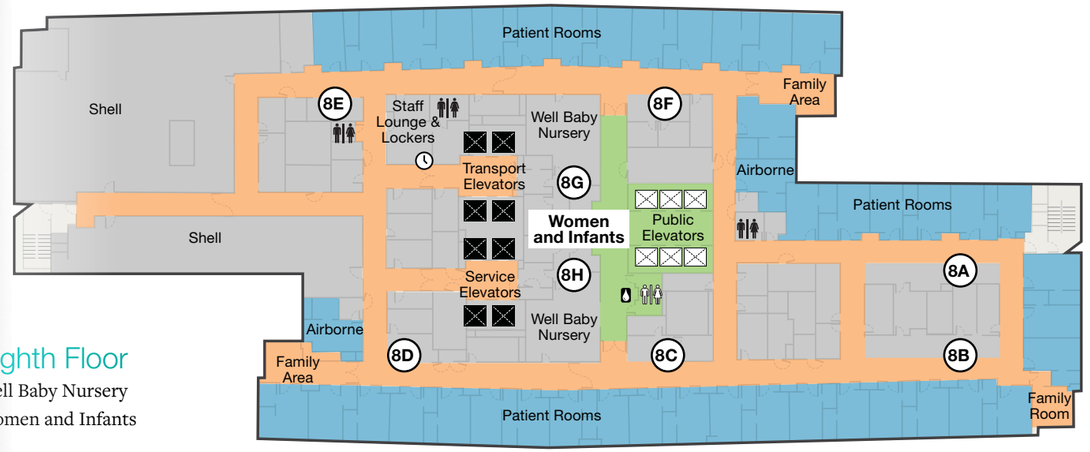


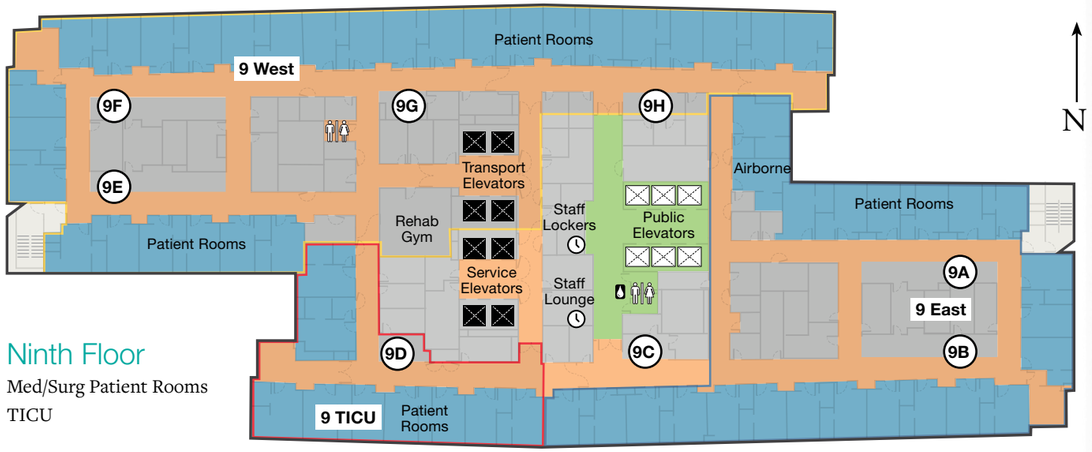
Seventh Floor

Pediatrics
PICU



Eighth Floor

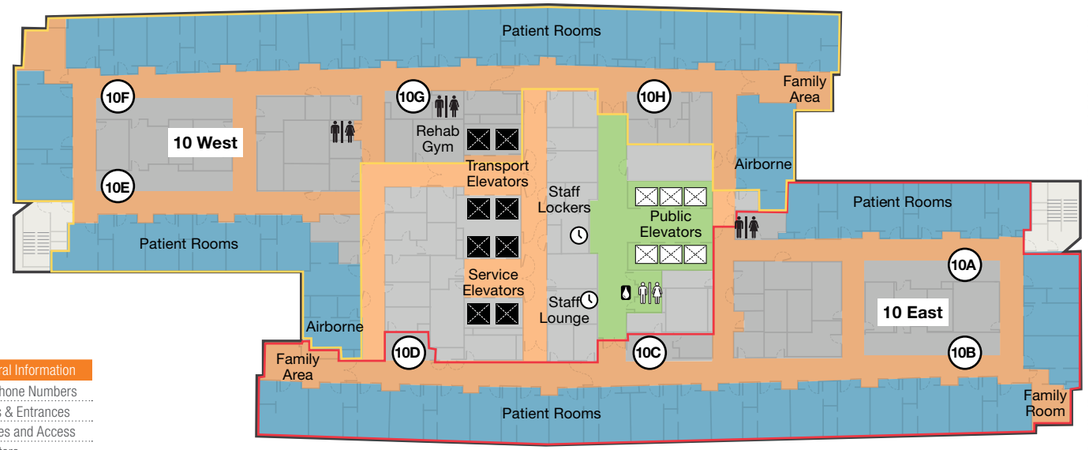
Well Baby Nursery
Women and Infants



Ninth Floor

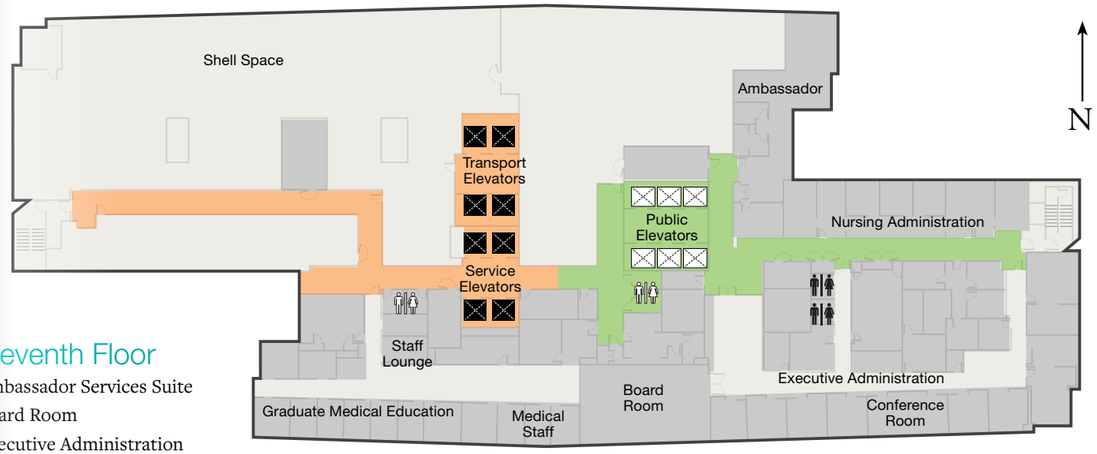
Med/Surg Patient Rooms

TICU



Tenth Floor

Med/Surg Patient Rooms



Eleventh Floor

Ambassador Services Suite

Board Room

Executive Administration

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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.

New roof top gardens are designed to be an urban oasis which 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 35) and the sustainable waste removal program (page 41) are other examples of ongoing sustainable processes.

Building Reminders

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

- ☐ Remember you are "onstage" in front of house areas (areas that patients and visitors will see).
- ☐ No moving furniture or equipment in the building.
- ☐ No hanging things on the wall (art and bulletin boards provided).
- ☐ No fish or pets will be permitted, with the exception of service animals (page 33).
- ☐ Personal packages will no longer be accepted at the campus. Materials Management will not sign for them.
- ☐ Ordering food for delivery—Staff are responsible to come down to the 3rd Floor Security Desk at Emergency Department to pick up food. Food delivery will not be allowed to come to the care department.

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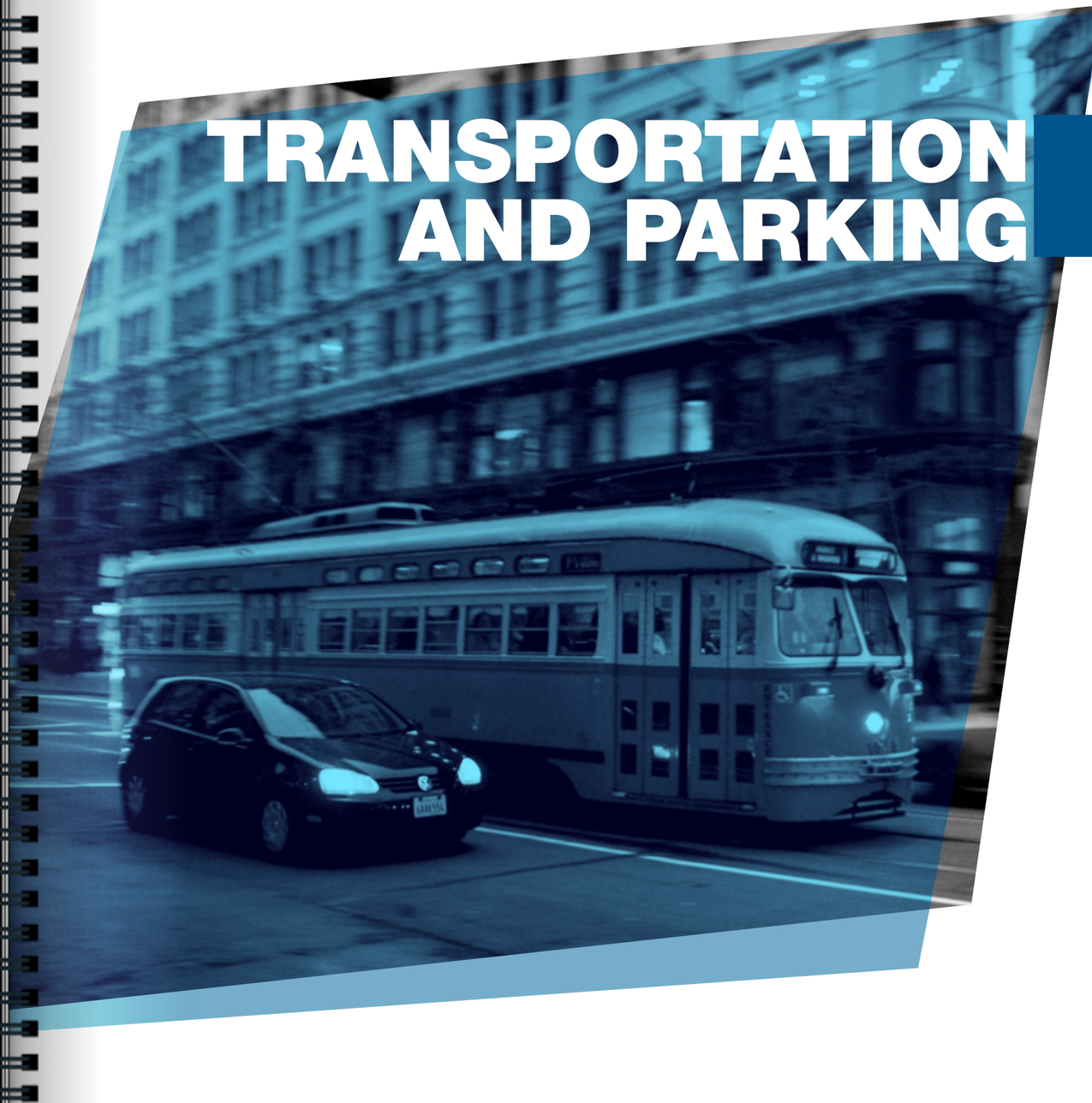
TRANSPORTATION AND PARKING



CPMC Shuttle Routes

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

Public Transportation and CPMC Shuttles

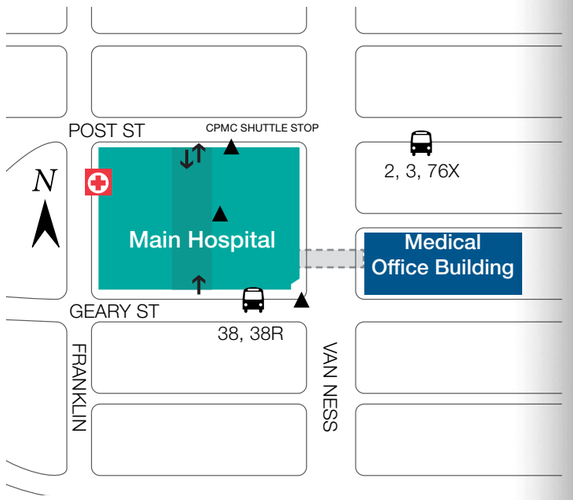
CPMC encourages visitors and staff to follow San Francisco's Transit First policy and use alternative modes of transportation whenever possible. The Van Ness Campus is easily accessible by a combination of rail, bus, shuttle, ferry and/or bicycle. Visit 511.org for a comprehensive list of transit options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

Complimentary shuttle services to and from Van Ness Campus to Civic Center 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 and Kiosks located in lobbies. Staff and providers may visit our Intranet for additional public transportation and shuttle service information. Ask your shuttle driver about courtesy stops.

At the time of this publication additional shuttle routes are still being determined. Check the website for the most up to date information: cpmc.org/visiting/shuttle.html



Parking

Parking is limited, so please take public transportation whenever possible. For parking, public transportation, WageWorks and other related information please contact the CPMC parking office at **415 600-1804** or email cpmcparking@sutterhealth.org

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

Payment machines are on Level P1, P2, P3 by the elevators. Payment machines accept cash and credit cards. Please pay before exiting; cashiers are not stationed at the exit gates.

Staff Parking

Decisions for additional lots, have not yet been resolved. More information to follow.

Visitor Parking

Visitor parking is available for patients and their families. The entrances to the parking structure are on both Geary Street and Post Street.

SUPPORT SERVICES

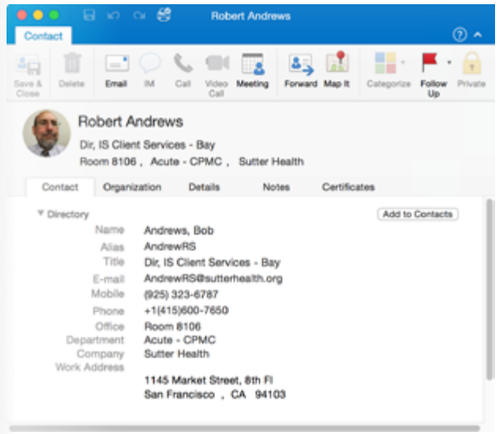
Support Services are composed of CPMC departments such as Security, Transport, Environmental Services, Facilities, Engineering, Biomedical Engineering, Materials Management, and Nutrition & Food Services. At Van Ness, they are located on the First and Second Floors, see page 07.

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 Van Ness Campus can be found on page 02.



Volunteers

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

The Volunteer Office is located on the 1st Floor (page 07). The telephone number is **415-600-3402**.

Spiritual Care and Chaplaincy Services

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

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

Call **415-600-3741** 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 **415-600-3280** or ask a Nursing Supervisor.

The Patient Relations Team can do the following:

- Assist with lost patient items (coordinate an investigation, conduct a follow-up, facilitate reimbursement)
- Assist with difficult patient/family incidents
- Coordinate patient grievance issues to align with regulatory standards
- Coordinate ADA concerns
- Meet with patients/families to de-escalate issues before they become grievances
- Round on patients (in addition to nursing leadership rounds)
- Enhance patient experience (facilitate trainings and in-services to help staff improve the experience)

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Interpreter Services

Our Interpreter Services Program offers the following services:

- In-person interpreting by 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 **415-600-2070**.

Newborn Connections

Newborn Connections is a community resource in the Van Ness Campus that offers support and education from pregnancy through early parenting. Located in the Medical Office Building, 1100 Van Ness Ave, the program includes prenatal classes, massage services, breastfeeding support, and support groups, as well as breastfeeding, baby and lactation supplies.

Hours are 10am–4pm Monday–Friday, 10am–2pm Saturday. The telephone number is **415-600-2229**.

Respiratory Etiquette Stations

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

Wheelchairs and Gurneys

Wheelchairs and gurneys are available for general patient use and are tagged with Aeroscout RFID (GPS tracking devices) to facilitate ease of location for patient use. Equipment will be cleaned after each patient use by clinical or transport staff. Wheelchairs are located at the entrances of the ER, Level 2 Driveway, and Discharge Lounge.

Lost and Found

Lost and Found is located in Security on the 1st 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 **415-600-3280**.

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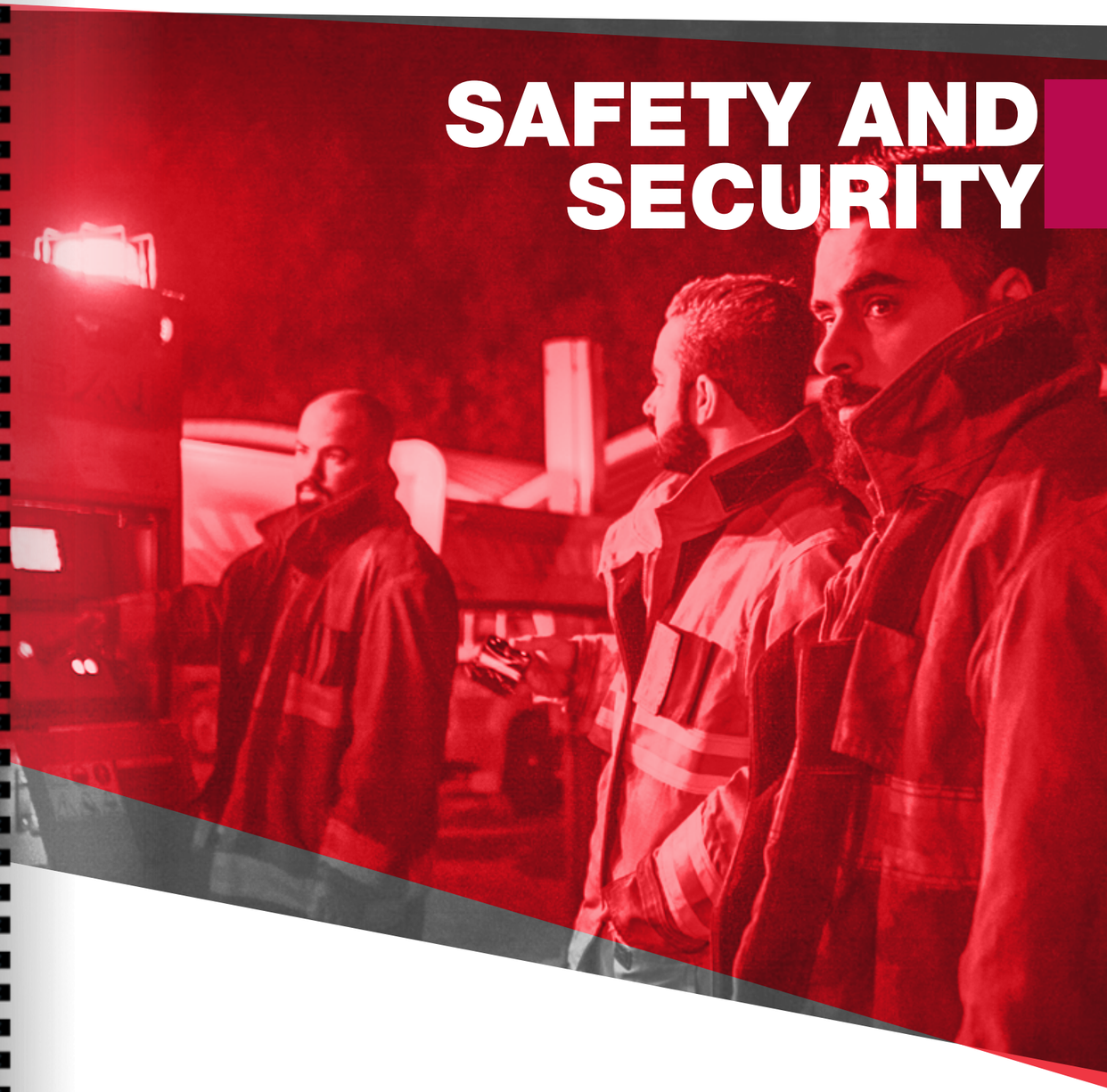
SAFETY AND SECURITY



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 Aeroscout 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.

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

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.

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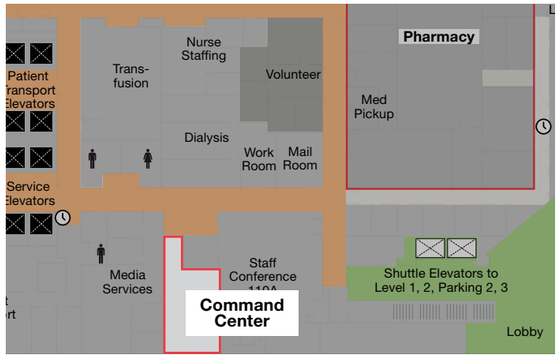
Hospital Command Center

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 Room **#110B**. If additional resources are needed to manage the event, the Labor Pool will be activated; it is located in the hospital cafeteria.



Code Team

The Code Team will respond to all medical emergencies in the main hospital and will respond to non-patient emergencies. The Code Team is multi-disciplinary, made up of ICU providers, nurses, respiratory therapists, security and a Nursing Supervisor.

Outside of the Hospital

For patient and non-patient emergencies in the Medical Office Building, Pacific Campus (after March 2nd), or California Campus (after March 3rd), **call 911**.

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 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 or 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.

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.

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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.*"
Yellow	Bomb Threat / Suspicious Device "Code Yellow - *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.

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Medical Alerts

Alerts	Definition and Telephone Operator Announcement
C-Section	A pregnant patient needs an emergent C-Section "Medical Alert: C-Section - *location*"
Imminent Delivery	A pregnant patient in advanced stages of labor cannot be transported to the Labor & Delivery Unit prior to delivery and needs emergent attention "Medical Alert: Imminent Delivery - *location*"
Rapid Response	A patient with early signs of clinical deterioration needs emergent attention to prevent respiratory or cardiac arrest "Medical Alert Rapid Response - *location and description.*"
Sepsis	A patient has severe sepsis and needs urgent attention "Medical Alert: Sepsis - *location*"
STEMI	A patient with myocardial infarction and ECG evidence of ST elevation needs emergent percutaneous coronary intervention "Medical Alert: STEMI - *location*"

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Fire Safety

General Fire Safety

- ☐ 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 safety, keep the door closed and seal off any cracks. Call hospital operator at **4-4444** and report your exact location.
- ☐ If a door feels cool to the touch, open it cautiously. Be prepared to slam the door shut if the corridor is full of smoke or if you feel heat when opening the door. If the corridor is clear, proceed with evacuation.
- ☐ If you are caught in smoke or heat, stay low until you reach a safe area such as another smoke compartment.

Fire Safety Guidelines

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

Fire Response = RACE

Rescue—Rescue/remove person(s) from the immediate danger.

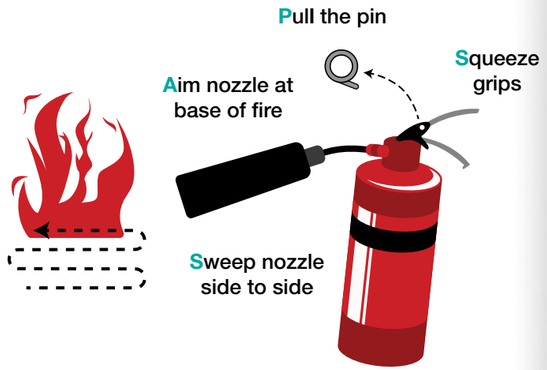
Alarm—Active the nearest fire alarm pull station, then call **4-4444** and/or **911**.

Confine—Confine fire and smoke by closing all doors in the area.

Extinguish or Evacuate—Extinguish a small fire by using a portable fire extinguisher or use to escape from a large fire. Evacuate the building **ONLY** upon order of the Incident Commander or the Fire Department.

How to Use a Fire Extinguisher = PASS

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



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MRI Suite Safety

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

Zone II: Unscreened MRI patients, personnel and visitors

Zone III: Screened MRI patients, personnel and visitors

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

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

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

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

What to Do if You Get injured?

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

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

Workplace Violence Reporting

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

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

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

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

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

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

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ADA Information

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

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

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

Use the Online Interpreter Scheduling system or

Call our ASL vendor at **1-800-975-8150**

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

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

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

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

Hand Hygiene

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

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

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Service Dogs

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

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

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

Remember

- Always ask permission to approach the service dog.
- Address the person directly.
- Do not draw unnecessary attention to the person with the service dog.
- Ask how to accommodate the dog during the medical appointment or hospital stay. If necessary, ask who is designated to care for the dog during the medical procedure or hospital stay.

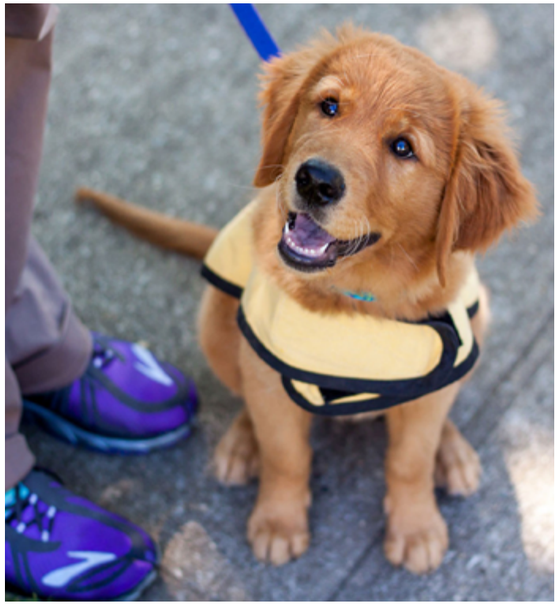
In an Emergency

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

If the patient is **unable to communicate**:

- Look for identifying information on the dog's harness or collar to determine if the dog came from a school or training program. Contact the school or training program.
- If no information is available, contact family members or friends.
- Contact animal control after all options are exhausted.

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



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Security Awareness
Crash Carts
Security
Door Alarms & Stairwell Access
Emergency Management EOP
Communications in a Disaster
Hospital Command Center
Code Team
Standardized Emergency Codes
Medical Alerts
Fire Safety
MRI Suite Safety
Injury Reporting
Workplace Violence
ADA Information
Hand Hygiene
Service Dogs

BUILDING AMENITIES

Information Desks

The Van Ness Campus Information Desks are located on the 2nd floor of the Main Lobby. 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. Check the floor plans (pages 7–15).

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 First Floor, **Room 1118**. Badge access is required.

Water Cooler/Bottle Filling Stations

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

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

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

Dining Services

Several choices for food and beverages are available during regular business hours. The Chuck Williams Café and Grab and Go are on the 2nd Floor and are open 6:30am–6:30pm M–F, 6:30am–2:30pm Sat–Sun. They are closed after hours and on weekends.

Snack and beverage vending machines are located on the 3rd Floor near the 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-stlukes.catertrax.com

For training on Catertrax, go to:
https://catertrax-1.wistia.com/medias/ojoa2vlyhm#

Conference Room Reservations

To reserve a room, complete the Online Conference Room Request form, http://dcpwdbs405/virtualems/, more information about Conference Rooms and Patient Care Conference Rooms on page 06.

Guest Internet Access (Wi-Fi)

The Van Ness Campus offers complimentary internet access. To connect, select "**SHGUESTNet**" as the wireless network.

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

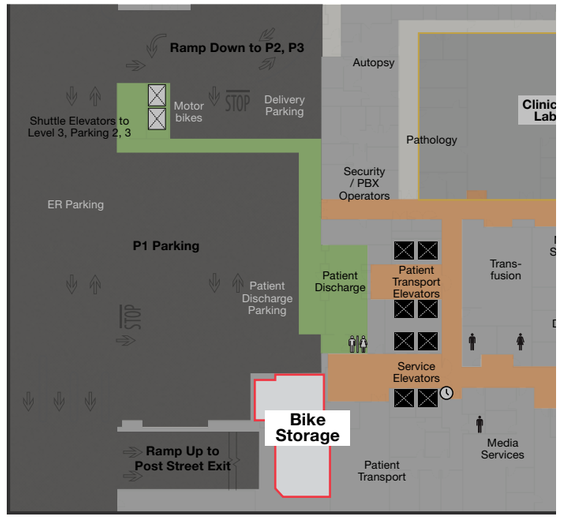
Amenities
Information Desks
Waiting Areas
Restroom Locations
Lactation Lounge
Bottle Fill Stations
Dining Services
Catering Services
Room Reservations
Guest Wi-Fi
Bicycle Storage
Ambassador Services Suite
Patient Education

Bicycle Storage

Bicycle parking is available on a first come, first served basis. The bicycle storage is located on the 1st Floor in **Room 1218**, accessible via Parking Level 1. Cyclist should enter the building off Post or Geary and proceed down car ramp.

- Badge access is required.
- Reserved bicycle space may be available. Contact the Parking Office, **415-600-1804** to register to use this facility and to program your badge for access.
- Day lockers are available—as well as bathroom & showers.

Additional bicycle racks are avaivable at Van Ness entrance.



Ambassador Services Suite

The Ambassador Services Suite is a hospitality space located on the 11th Floor near Nursing Administration. It is our way of saying "thank you" to our most generous philanthropic donors, as well as volunteers with 500 or more hours of service per year to CPMC.

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

Amenities
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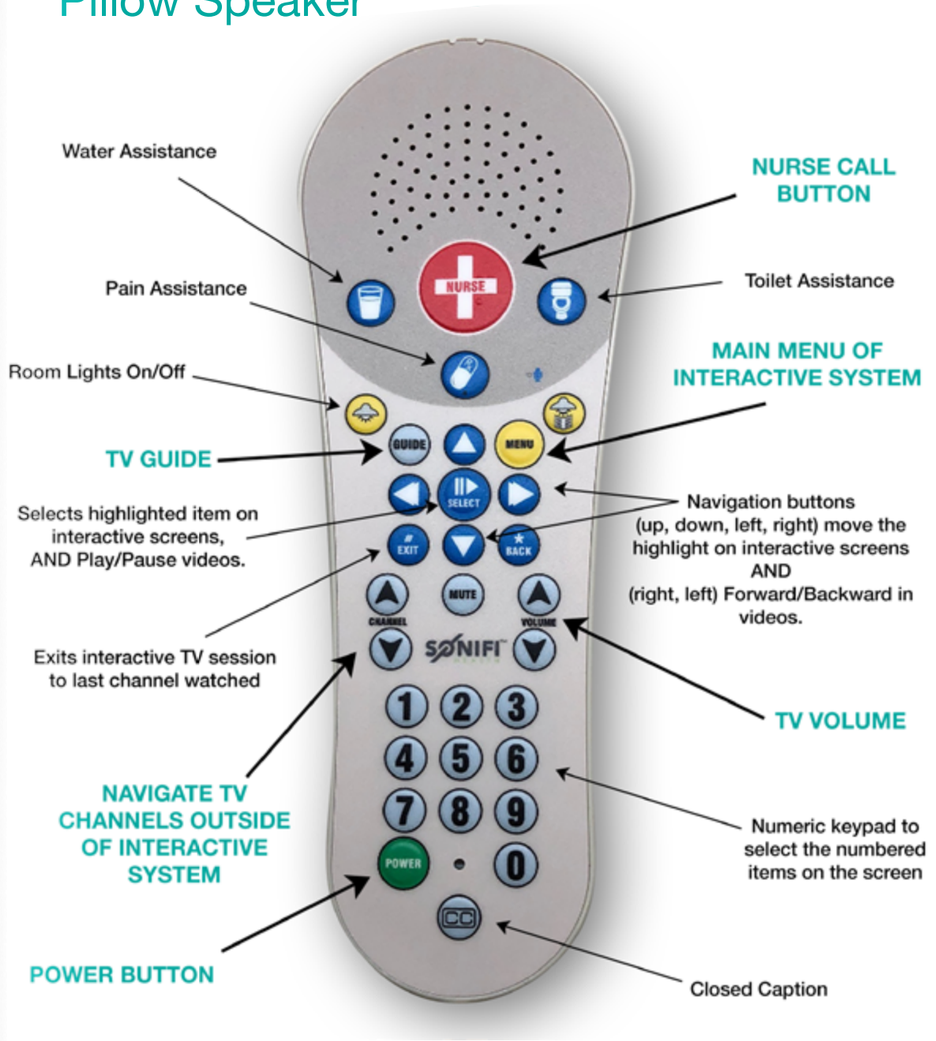
Ambassador Services Suite
Patient Education

HOW TO USE

Pillow Speaker



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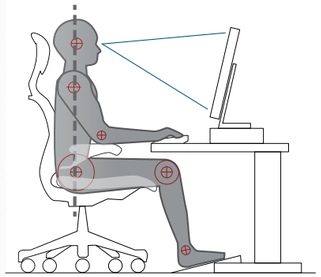
Dining Services
Catering Services
Room Reservations
Guest Wi-Fi
Bicycle Storage
Ambassador Services Suite
Patient Education

EQUIPMENT AND FURNISHINGS



Ergonomics

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

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 07) 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

VoIP Telephone System

Cisco Voice over IP (VoIP) phones are used at the Van Ness 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:

- Connection to the Vocera badge application, allowing calls to be made between telephones and Vocera badges.
- Informacast for paging and broadcast messaging
- Cisco Unity voicemail

Emergency red phones will be installed in key locations.

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

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 (formerly PBX) / Phone Operating System

Hospital operators will be located at the Van Ness Campus. 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.

Vocera

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

Nurse Call System

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

- It serves as a code required system for patient safety and security.
- It provides a patient alert-communication system (for hospital staff) that assists patients and allows for increasingly efficient hospital operations.
- It interacts with other systems to provide access to patient entertainment and education.

HIPAA—Confidential Document Containers

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

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

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

Patient Lift System and Mobile Lifts

Patient lift systems are available in med/surg and ICU/PICU 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.

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

Sustainable Waste Removal

Van Ness 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 Van Ness 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.

Equipment
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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 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

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 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/Broselow resuscitation and isolation carts.

Supply Chain Intranet requests: 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

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 3214.**

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 3317**), ACU (**4227**), OR and Inpatient Units (**Rooms 9349, 10335 and 10135**). DMEs will be replenished by our DME partner Pacific Medical.

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.

Linen

Linen will be managed and delivered by Supply Chain. Clean linen will be stored in **Room 2216**, next to the Central Distribution area adjacent to the service elevators.

Soiled linen will be stored in **Room 3205** located at the loading dock.

Supplies & Restocking
- Loading Dock
- Supply Chain
- Medical Gas Area
- DME
- Pharmacy
- Linen

Equipment Cleaning
Asset Management
Staff Duress
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.

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

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

Staff Duress

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

AeroScout Tag and Who Wears It?

- The categories of caregivers who wear the tag will be identified by the Operations Group.
- The badge is used for Staff Duress, and it works in conjunction with Vocera.

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

For customized stationery and Rx pads:
Order through SmartWorks.

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

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

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

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

Specify your quantity and complete your order for approval.

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

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

Fill out the Workamajig request form

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

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