

# HCA

## MidAmerica Division

KANSAS | LOUISIANA | MISSISSIPPI | MISSOURI



**2014 Facility Orientation Manual**



## HCA MIDAMERICA DIVISION

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The HCA MidAmerica Division is a multi-market healthcare network that spans Kansas, Louisiana, Mississippi and Missouri. The network includes 14 hospitals, outpatient centers, physician clinics and seven ambulatory surgery centers serving an array of urban, suburban and rural communities.

The physicians, nurses, licensed allied health professionals and support staff who comprise the HCA MidAmerica Division team are dedicated to providing quality, compassionate care and improving the health of their communities.

**HCA**  
MidAmerica Division

# HCA

## MidAmerica Division

### INTRODUCTION

#### MISSION STATEMENT

“Above all else, HCA MidAmerica Division is committed to the care and improvement of human life. Whether your needs are urgent and critical or simply routine and preventive, our capabilities allow us to ensure that your healthcare needs are met and your expectations exceeded.”

Welcome and thank you for your interest in staffing our HCA MidAmerica Division facilities. This document has been created to assist you in understanding the key components of our hospital environments, patient safety tips, important facility specific information and general instructions. The beginning of the document will walk you through the basics of checking in and out for your shift. Next, there is a review of the patient safety and regulatory requirements. At the back of the document, you will find facility specific information including maps and where to park!

Please review this information carefully, as it will guide you through your shift and help you to be comfortable and productive during your time here.

**GENERAL INFORMATION  
FOR  
Dependent Healthcare Providers (DHPs),  
Shared and Agency Employees**

<b>CRITERIA</b>	<b>DESCRIPTION</b>
<b>1. Location of parking facilities:</b>	Please see map and description located under specific facility section at back of this document.
<b>2. First Shift Worked:</b>	<p><b>ALL DHP, AGENCY AND SHARED EMPLOYEES:</b></p> <ul style="list-style-type: none"> <li>• Parallon Workforce Management Solutions (PWMS) or HCA facility issued picture ID must be worn at all times. DHP staff must check in at designated kiosks to obtain and print a photo ID each day.</li> <li>• For Patient Units: Nursing staff will sign in prior to reporting to the assigned unit and out of facility in the Nurse Staffing Office.</li> <li>• OR, PT, OT, RT and other ancillary staff will sign in and out in their work area.</li> <li>• Time clocks are located by the Staffing Office as well as each work area. Unit codes are posted by the time clocks.</li> <li>• At the end of your shift the Charge Nurse, Supervisor or designated Co-Worker will complete a shift evaluation form. <ul style="list-style-type: none"> <li>• Shared Employees – leave form with Charge Nurse or Supervisor.</li> <li>• Agency employees - Fax completed form to PWMS Local Office @ 913-345-9227.</li> </ul> </li> </ul> <p><b>AGENCY STAFF ONLY MUST:</b></p> <ul style="list-style-type: none"> <li>• Provide the following documents when presenting to work: <ul style="list-style-type: none"> <li>• Professional Licensure for the State in which you are working.</li> <li>• BLS Card, ACLS, NRP, ENPC/PALS if applicable.</li> </ul> </li> <li>• Complete Life Safety Orientation Competency Inventory during your orientation shift.</li> <li>• Complete General Orientation Competency form Nursing (OCI's) and non nursing competency determined by the department to demonstrate your competency in area of practice during your orientation shift.</li> </ul>

<b>CRITERIA</b>	<b>DESCRIPTION</b>
<p><b>3. HCA Policy - Meal and break periods.</b></p>	<ul style="list-style-type: none"> <li>• The privilege of a 15 minute paid break during the first and second half of a shift of eight hours or longer, is observed by the facility as long as the break does not interfere with providing timely service to our customers or the quality of facility operations.</li> <li>• Breaks are not “automatic” and workload on a given day may eliminate a break period.</li> <li>• Employees on break or a meal period should not go into other work areas for non-business purposes or interfere with or distract other employees who are working.</li> <li>• Breaks are not allowed within an hour of arriving or leaving from work.</li> <li>• Non-exempt employees should not work more than five hours without taking a 30-minute meal period.</li> <li>• The meal period is unpaid and eating at a workstation located in a clinical/patient care area is not permitted.</li> <li>• If a non-exempt employee is interrupted to perform work during an approved meal period, the employee will be paid for the entire meal period. It is the employee’s responsibility to notify his or her supervisor of an interrupted meal period and complete a Krono’s Time Edit Sheet for signature.</li> <li>• Procedures for clocking in or out for meals and breaks are determined and communicated by management.</li> </ul>
<p><b>4. HCA Smoking Policy</b></p>	<p><b><i>All HCA MidAmerica Division facilities and grounds are tobacco-free environments.</i></b></p> <ul style="list-style-type: none"> <li>• Our Smoke Free Policy prohibits all health care members, customers and visitors from smoking in the workplace.</li> <li>• The use or sale of tobacco products, to include cigarettes, cigars, pipes and smokeless tobacco is prohibited in any HCA MidAmerica Division facility and surrounding grounds, to include parking lots and within any vehicle owned by HCA MidAmerica Division.</li> <li>• The policy applies to all people while on campus, to include, but not limited to, patients, families, visitors, Physicians, all Health Professionals, Physician Office personnel, Volunteers, Students, Vendors, Contractors, and Employees.</li> <li>• It will be policy to establish and support the uniform prohibition of smoking on the campus of any HCA MidAmerica Division facility.</li> <li>• Tobacco use will not be permitted on any part of the campus, or within twenty feet of grounds owned by HCA MidAmerica Division.</li> <li>• In any vehicle owned by HCA MidAmerica Division.</li> </ul>

CRITERIA	DESCRIPTION
	<ul style="list-style-type: none"> <li>• At any office/program operated off-site by HCA MidAmerica Division.</li> <li>• It is the responsibility of every employee of HCA MidAmerica Division to support and comply with the tobacco-free policy.</li> <li>• If employees observe anyone using tobacco products while on campus, they should politely inform the individual of the tobacco-free policy.</li> <li>• If the individual refuses to comply, becomes belligerent or agitated, employees should notify their supervisor or Security.</li> </ul>
<p><b>5. Policy &amp; Procedures</b></p>	<p>HCA HealthStream utilizes a web based policy system called Policy Tech for all Hospital Based Policies. Access to these policies is through each facility's intranet site. A password is required to access the site and should be shared with you during your orientation. The Nursing Procedure manual used by HCA MidAmerica Division facilities is the online Lippincott Manual which is also available through the facility intranet site. Should you have questions regarding access to these systems, please contact the Charge Nurse/Supervisor on your assigned department.</p>
<p><b>6. Conflict resolution occurring in the patient care setting</b></p>	<p>Employee should report incidences in a professional manner to the Charge Nurse, Supervisor, Manager, Director and/or Administrative Supervisor at the facility.</p>
<p><b>7. Occurrence Reporting should be completed in Meditech QM/RM Module as soon as possible and/or within 24 hours of any safety events involving.</b></p>	<p><b>What is reportable?</b> Preventable adverse events, near misses or close calls to our patients including injury or safety events (both actual and near misses) to employees and visitors.</p> <p><b>Standard Patient Notification Types that are available:</b></p> <ol style="list-style-type: none"> <li>1. Behavioral Issue</li> <li>2. Blood Administration</li> <li>3. Treatment Related or Medical Comp</li> <li>4. Complaint / Privacy Issue</li> <li>5. Fall</li> <li>6. Infection Prevention Issues</li> <li>7. Medication</li> <li>8. Invasive Procedure</li> <li>9. Patient Injury/Non-Procedural</li> <li>10. Diagnostic</li> <li>11. Property or Security</li> <li>12. Equipment / Device</li> <li>13. Perinatal</li> <li>14. Patient Grievance</li> </ol>

CRITERIA	DESCRIPTION
<p><b>8. RISK MANAGEMENT: The procedure for Occurrence Reporting</b></p>	<p><b>How to File a Patient Notification Report</b></p> <p><b>MEDITECH NOTIFICATIONS</b></p> <ol style="list-style-type: none"> <li>1. Sign-on to Meditech. Choose MOX</li> <li>2. Select #20, to file a Patient Notification, Then Press enter.</li> <li>3. In patient prompt box, enter patient's LAST NAME, then FIRST NAME, and then press enter.</li> <li>4. An index search will appear where the correct patient must be chosen. F12 or Right arrow at your selected patient.</li> <li>5. If there are not previous notifications documented on the patient, a pop up message will ask if you want to create a new one. Select Yes.</li> <li>6. Now that the patient has been selected, select Notification Type by pressing F9, and then select the appropriate Notification Type. Example: HCA HAI- Infection Prevention Issues, then press ENTER.</li> <li>7. Note that all patients' information is auto-populated upon patient selection. Then select F12 to go to the next screen.</li> <li>8. Press F9 to look up SPECIFIC CODES. Select applicable code such as Infections Disease Exposure, Other, BSIE, etc.</li> <li>9. Enter all other information using F9 for look up. Example: location, shift, etc.</li> <li>10. Use F12 to move to the next screen or press enter until all the information is entered.</li> <li>11. When done, save by selecting F12 then file.</li> </ol> <p><b>NOTE:</b> For Assistance in filing a report, contact your charge nurse and or call the Risk Management Department at your facility.</p> <p><b>For Anonymous Reporting:</b> Call the HCA Ethics and Compliance Line at 800-455-1996.</p>
<p><b>9. Performance Evaluation:</b></p>	<p>The performance review is viewed as an ongoing process of your performance. The facility is responsible for completing a performance evaluation on an annual basis at a minimum. Original evaluation forms remain at the facility. Agency Staff Only – The first written evaluation occurs upon completion of your first assigned shift at each facility. Midwest Market agency personnel are responsible to assure the evaluation form is completed and faxed to PWMS @ 913-345-9227.</p>

CRITERIA	DESCRIPTION
<p><b>10. Floating Policy</b></p>	<p>The floating policy is based on HCA Healthy Work Environment. This policy allows us to maintain the delivery of high quality, cost effective patient care without asking staff to perform a task for which they are not qualified.</p> <p>The agency staff must <i>not</i> be floated to units <i>not linked</i> by common competencies unless performing tasks for which competency has already been demonstrated and documented. <i>Under no circumstances</i> will an agency or staff employee be required to perform a patient care related task for which she/he is <i>not</i> qualified to perform.</p> <p>Units are linked based on common competencies. Staff will not be expected to perform patient care if they are not qualified.</p> <p><b>Order of Selection to Float:</b></p> <ol style="list-style-type: none"> <li>1. Float Pool (if applicable)</li> <li>2. Agency Staff</li> <li>3. Traveling Staff</li> <li>4. Employed Facility Staff</li> </ol> <p>Managers can use volunteers at any point in the selection process.</p>
<p><b>11. Fire Safety</b></p>	<p>In the event of fire, all employees are to practice R.A.C.E. and P.A.S.S. as outlined below.</p> <p><b><u>R.A.C.E.</u></b></p> <p><b>R = Rescue</b> any person who is in immediate danger. Close the doors to the area of the fire and adjacent doors to the area.</p> <p><b>A = Activate</b> the nearest pull station or have someone do it for you. <b>DIALS XXXX (check at the facility)</b>. Give your exact location, location of the fire, your name and if the fire is contained.</p> <p><b>C = Confine</b> the fire by closing all doors and windows in the area.</p> <p><b>E = Extinguish</b> the fire with a fire extinguisher if possible.</p> <p><b><u>P.A.S.S.</u></b></p> <p><b>P = Pull</b> the pin on the Fire Extinguisher</p> <p><b>A = Aim</b> the extinguisher nozzle or horn at the base of the fire.</p> <p><b>S = Squeeze</b> or press the handle.</p> <p><b>S = Sweep</b> the extinguisher side to side at the base of the fire until it goes out. Shut off the extinguisher. Watch for the Re-Flasher and reactivate the extinguisher if necessary.</p>



## **GENERAL INFORMATION**

### **Equipment Safety**

Always inspect equipment before use. DO NOT use if the equipment:

- Has a plug that does not fit properly in the outlet
- Feels unusually warm to the touch
- Smells like it is burning, makes an unusual noise
- Has a power cord longer than 10 feet
- Gives inconsistent readings
- Has a loose knob or switch
- Is missing a grounding pin on the plug
- Has a frayed cord.

The *Safe Medical Devices Act* is a federal law established to protect patients and/or staff from medical devices that may fail or cause injury. Medical devices include IV pumps, defibrillators, monitors, implantable devices, beds, syringes, bandages, wheel chairs, and almost anything used in patient care or diagnosis that is not a drug. A Medical Device Report (MDR) incident occurs when:

- A device contributes to or results in the death of a patient or staff member.
- A device causes or could potentially cause serious illness or life-threatening injury.
- A device causes permanent injury.

### **Electrical Safety**

To prevent electrical injury, follow these simple safety rules:

- NEVER unplug an object by pulling on the cord
- Use only approved extension cords/ approved power strips
- Do not roll over cords with beds or equipment
- Do not use electrical equipment around water or fluid
- All electrical equipment brought in to the hospital needs to be inspected prior to use.

In the event of an electrical outage, hospitals have emergency generators that switch on automatically. Some of the overhead lights, elevators and outlets are connected to the emergency generator, but not all.

**RED outlets** are designated as the emergency outlets and are connected to the emergency generator. Only these outlets will function during an electrical outage. Essential equipment should always be plugged into these **RED outlets**. During an electrical outage, turn off or unplug all non-essential equipment to protect from power surges.

### **Back Safety**

The following guidelines are designed to make safe use of the body as a lifting device:

- Assess your need for lifting assistance before starting
- Assure a firm footing and a clear path
- Tighten your stomach muscles
- Bend your KNEES, not your waist
- Hold the object close to your body
- Avoid twisting

## **Hazardous Materials- MSDS**

Each person is responsible for knowing the chemicals used in a work setting. Even common substances such as bleach, cleaning supplies, mercury, and White Out can be considered dangerous. **Always read the label before use.**

- Hazardous materials and waste should be kept in a clearly labeled container made of an appropriate material and stored in a cabinet or area approved for the material.
- Cleaners and disinfectants should not be stored in unmarked plastic spray bottles.
- Bio-hazardous (infectious) waste should be contained in red bags and placed in impervious plastic containers marked with the bio-hazardous symbol.
- If a chemical spill, exposure or poisoning occurs, the MSDS = Material Safety Data Sheet must be obtained. To obtain a MSDS any time of day, contact the 3E Company at 1-800-451-8346.

## **OSHA**

### **BLOODBORNE PATHOGENS**

Eating, drinking, applying cosmetics or lip balm, and handling contact lenses is prohibited in work areas where there is a likelihood of occupational exposure to blood or other potentially infectious materials. All contaminated items will be cleaned and disinfected with a hospital approved disinfectant before use on another patient. Spills of blood or body substances must be cleaned up immediately and the area disinfected with a hospital-approved disinfectant.

### **PROTECTIVE PERSONAL EQUIPMENT (PPE)**

Gowns, gloves, masks, eyewear, and other protective apparel are available and must be worn whenever there is reasonable anticipation of exposure to blood or other potentially infectious materials. Clothing penetrated by blood or other potentially infectious materials must be removed immediately.

### **TUBERCULOSIS**

Quick identification, evaluation and treatment of potential tuberculosis patients are essential to minimize exposure of other patients, staff and families. Patients with known or suspected TB must be kept in a negative pressure room and respiratory precautions maintained at all times. The door to the isolation room must be closed to maintain negative air pressure. All persons entering the room must wear a TB mask or respirator. Masks may vary from one facility to the next. Special fit testing and a fit check must be done before wearing the respirator.

### **C.DIFF**

*Clostridium difficile* [pronounced Klo-STRID-ee-um dif-uh-SEEL], also known as “*C. diff*” [See-dif], is a germ that can cause diarrhea. Most cases of *C. diff* infection occur in patients taking antibiotics. The most common symptoms of a *C. diff* infection include:

- Watery diarrhea
- Fever
- Loss of appetite
- Nausea, belly pain and tenderness

### ***Who is most likely to get C. diff infection?***

The elderly and people with certain medical problems have the greatest chance of getting *C. diff*. *C. diff* spores can live outside the human body for a very long time and may be found on things in the environment such as bed linens, bed rails, bathroom fixtures, and medical equipment. *C. diff* infection can spread from person-to-person on contaminated equipment and on the hands of doctors, nurses, other healthcare providers and visitors.

### ***What are some of the things that our hospitals are doing to prevent C. diff infections?***

To prevent *C. diff* infections, healthcare providers should:

- **Clean their hands** with soap and water or an alcohol-based hand rub before and after caring for every patient. This can prevent *C. diff* and other germs from being passed from one patient to another on their hands.
- Carefully **clean hospital rooms and medical equipment** that have been used for patients with *C. diff*.

- Use **Contact Precautions** to prevent *C. diff* from spreading to other patients. Contact Precautions mean:
  - Whenever possible, patients with *C. diff* will have a single room or share a room only with someone else with *C. diff*.
  - Healthcare providers will put on gloves and wear a gown over their clothing while taking care of patients with *C. diff*.
  - Visitors may also be asked to wear a gown and gloves.
  - When leaving the room, hospital providers and visitors remove their gown and gloves and clean their hands.

## **MRSA**

*Staphylococcus aureus* (pronounced staff-ill-oh-KOK-us AW-ree-us), or “*Staph*” is a very common germ that about 1 out of every 3 people have on their skin or in their nose. This germ does not cause any problems for most people who have it on their skin. But sometimes it can cause serious infections such as skin or wound infections, pneumonia, or infections of the blood. Antibiotics are given to kill *Staph* germs when they cause infections. Some *Staph* is resistant, meaning they cannot be killed by some antibiotics. “*Methicillin-resistant Staphylococcus aureus*” or “MRSA” is a type of *Staph* that is resistant to some of the antibiotics that are often used to treat *Staph* infections.

### ***Who is most likely to get an MRSA infection?***

In the hospital, people who are more likely to get an MRSA infection are people who:

- have other health conditions making them sick.
- have been in the hospital or a nursing home.
- have been treated with antibiotic.

People who are healthy and who have not been in the hospital or a nursing home can also get MRSA infections. These infections usually involve the skin. More information about this type of MRSA infection, known as “community-associated MRSA” infection, is available from the Centers for Disease Control and Prevention (CDC) <http://www.cdc.gov/mrsa>

### ***What are some of the things our hospitals are doing to prevent MRSA infections?***

To prevent MRSA infections, healthcare providers should:

- **Clean their hands** with soap and water or an alcohol-based hand rub before and after caring for every patient.
- Carefully **clean hospital rooms and medical equipment**.
- Use **Contact Precautions** when caring for patients with MRSA. Contact Precautions mean:
  - Whenever possible, patients with MRSA will have a single room or will share a room only with someone else who also has MRSA.
  - Healthcare providers will put on gloves and wear a gown over their clothing while taking care of patients with MRSA.

## **Disaster Preparedness**

The MidAmerica Division facilities have developed and maintain emergency preparedness plans for events that may occur internal or external to the facility. Specific plans are available at each facility. Critical components of the plans include:

- Communication plans
- Direction of key personnel to specific areas or tasks
- Evacuation procedures
- Restricted access to the facility – Wearing your HCA issued picture ID badge is essential!

In the event of an internal or external disaster, please report to the unit/department supervisor, lead or Charge Nurse for direction.

## **HIPAA**

Health Insurance Portability and Accountability Act of 1996, called HIPAA, is federal law enacted by Congress. It is healthcare reform and impacts all healthcare industries. Compliance to HIPAA is mandatory. Failure to comply may result in civil and criminal penalties. Health insurance plans, health care clearinghouses, physician offices, hospitals, clinics, and self-insured employers are examples of “covered entities” that must comply with HIPAA regulations.

### ***Intent***

HIPAA touches on many aspects of healthcare. This includes:

- Protecting health insurance coverage and improving access to care
- Reducing the incidence of fraud and abuse
- Improving the quality, efficiency, and effectiveness of healthcare
- Protecting privacy and security of patient health information
- Reducing healthcare administrative costs

### ***How HIPAA Protects Patient Privacy***

- Establishes standards giving patients new rights and protection against the misuse and disclosure of their health information
- Sets boundaries on others for the use and release of medical information
- Provides resources if privacy protections are violated, including civil and criminal penalties to those who knowingly violate HIPAA regulations.

You can learn more about health information privacy on the web site: [www.hhs.gov/ocr/hippa](http://www.hhs.gov/ocr/hippa)

### ***Information that HIPAA Protects***

Protected Health Information (PHI) may be individually identifiable if any of the following are present:

* Name	* Telephone calls
* Address including street, city, county, zip and geo-codes	* Faxing
* Names of relatives	* Account number
* Name of employers	* Certificate or license number Vehicle or other device serial number
* Birth date	* Web Universal Resource Locator (URL)
* Telephone numbers	* Finger or voice prints
* Fax numbers	* Photographic images
* Electronic e-mail addresses	* Any other unique identifying number, characteristic, code
* Social security number	* Computers
* Medical record number	* Patients
* Health plan beneficiary number	* White boards
* Medical Records	* Sign in sheets
* Medical history interviews	

### ***What does this mean to the healthcare worker?***

- Facilities must identify a process for patient’s family members/friends, designated by the patient to obtain clinical information.
- You may still share information without patient authorization as it relates to TPO (Treatment, payment or business operations.)
- Required validation of fax numbers and available, appropriate recipients for patient information.

## **Cultural Competence**

The HCA Code of Conduct defines cultural competence as “having the knowledge and ability to recognize and respond appropriately to our similarities and differences and use that knowledge and understanding to make better decisions. It’s a skill that all of us are responsible for developing.”

**Culture** is a system of shared beliefs, values and rituals that are learned and passed on.

**Diversity** is the condition of being different or having differences.

**Respect** is showing appreciation and regard for the rights, values and beliefs of others.

**Cultural Competence** is the development of skills for improving interactions across cultures. This requires an attitude of compassion, curiosity, and responsiveness to the needs, values, and expressed preferences of individuals. Culturally competent professionals see every cross-cultural interaction as an opportunity to learn about the cultures of others and to grow personally. "Cultural competence" encompasses both interpersonal and organizational interventions and strategies for overcoming those differences.

Health care providers take many approaches to bridge barriers to communication that stem from racial, ethnic, cultural, and linguistic differences. Lack of awareness about cultural differences can make it difficult for both providers and patients to achieve the best, most appropriate care. When cultural perspectives or customs are not understood, conflicts can arise.

Despite all our similarities, fundamental differences among people arise from nationality, ethnicity, and culture, as well as from family background and individual experiences. These differences affect health beliefs, practices, and behavior on the part of both patient and provider, and also influence the expectations that patient and provider have of each other.

Often in the medical community (and the community in general) there is lack of awareness of these differences and their impact. This most likely results from a combination of factors that may include:

- **Lack of knowledge** - resulting in an inability to recognize the differences
- **Self-protection/denial** - leading to an attitude that these differences are not significant, or that our common humanity transcends our differences
- **Fear of the unknown or the new** - because it is challenging and perhaps intimidating to get to understand something that is new, that does not fit into one's world view
- **Feeling of pressure due to time constraints** - which can lead to feeling rushed and unable to look in depth at an individual patient's needs

Research has shown that effective communication (including cross-cultural communication) is directly linked to improved patient satisfaction, adherence, and subsequently, health outcomes.

**Cultural Considerations** should include:

- Use of interpreters: Family may withhold important information
- Role of family: Numerous family staying with the patient
- Time Orientation: Specific prayer times
- Personal space: Can female patient have a male caregiver?
- Eye contact: Is it offensive to look the patient in the eye?
- Diet: Is pork or beef allowed?

# ***PATIENT SAFETY***

## **NO PASS ZONE**

In order to support our clinicians in implementing intervention strategies, our MidAmerica Division facilities have agreed to implement the “No Pass Zone” concept which reinforces that fall reduction is a responsibility of all employees in the hospital. The concept is simple, if any employee should come across an unanswered call light, he/she must respond as appropriate and not pass up the opportunity to assist the patient. This concept also supports our strategic initiative to improve staff responsiveness which is reflected in our satisfaction scores.

Purpose of “No Pass Zone” is to decrease falls, increase patient safety, increase patient satisfaction and experience and increase team work.

## **FALL Prevention**

- Patients ***at risk for fall*** should have the following
  - Yellow Socks
  - Signage at the door
- Patients ***at high risk for fall*** should have the following
  - Low bed
  - Bed alarm
  - Chair alarm
- Educational materials regarding falls should be explained to the family when falls precautions are initiated and reinforced every shift.
- If your patient does experience a fall, the following should be documented:
  - Meditech notification
  - Post Falls Investigational Tool: Paper form (notify the charge nurse to assist).
- Meditech Post Falls Assessment

## ***Clinical & Non-Clinical Staff Expectations***

- *Clinical Staff*
  - Always address an alarming call light, any alarming equipment and any patient request for help.
  - Perform ongoing assessment and intervention (s) required for potentially unsafe situations.
- *Non-Clinical Staff*
  - If you come across a patient need that you cannot address, notify the clinical staff and stay with the patient until additional staff arrives.

## **Verbal Orders**

Verbal orders for medication and/or treatment shall be acceptable if dictated by duly authorized persons functioning within their scope of practice. In improving patient safety the communication of orders from a physician must be written on a Physician Order Sheet by the licensed person receiving the order, the date and time the order was received, the name of the physician and the name and title of the person writing the order. The licensed employee receiving the order must read back the verbal order to the physician to assure accuracy and safety for the patient. The order will then note verified and documented.

## **Assessing and Managing Pain**

- All patients admitted to inpatient units and presenting to the emergency department will be assessed as to whether they are experiencing pain. Ambulatory patients need not be assessed for the presence of pain unless: pain is commonly associated with the condition for which they are seeking care, **or** pain may be induced by subsequent treatments or interactions (for example, patients undergoing an outpatient invasive procedure or potentially painful therapy).
- An age and ability-appropriate comprehensive initial pain assessment is conducted for any patient reporting or suspected of having pain. The details of the initial pain assessment may vary depending on the clinical presentation and setting.
- The intensity of a patient's pain should be recorded using the age and comprehension specific scales reflected in the facility's current pain education program. It is acceptable to document the absence of pain without using a pain scale.
- Patient Education: When indicated by the patient's condition or assessed needs, the patient and family/significant others will be educated in the risk for pain, the importance of effective pain management, the pain reassessment process, and methods for pain management.
- Pain is documented in the Meditech documentation system per the facility documentation policy.

## ***Reasons for Poor Pain Management***

1. Lack of adequate assessment
2. Physician's under-prescribing pain medications
3. Nurses under medicating
4. Patient under-reporting pain

## ***Comprehensive Pain Assessment***

1. Intensity (using an age-appropriate pain scale when practical and available),
2. Site(s), and
3. Nature (e.g. dull, sharp, throbbing, stabbing, and radiating).
4. What increases or exacerbates the pain
5. What alleviates or decreases the pain

## ***Reassessment of Pain (Evaluation)***

1. At a minimum reassessment will be each shift.
2. With complaint of pain.
3. Following interventions intended to lessen the patient's pain, e.g. administration of pain medications, application of cold packs, or repositioning.
4. Within a clinically appropriate time frame (e.g. within a half hour of intravenous doses or within an hour of an oral dose). \*\*Follow facility policy regarding reassessment documentation in Meditech.

## **Reporting Care Concerns to The Joint Commission**

The Joint Commission standards provide for each accredited facility to educate its staff and patients on the following:

- Any employee, patient or concerned party who has concerns about the safety or quality of care provided in the hospital may report these concerns to The Joint Commission.
- No disciplinary or retaliatory action can be taken against an employee or patient when they do report safety or quality concerns to The Joint Commission.
- The Joint Commission's Office of Quality Monitoring is interested in the details of every complaint, although they cannot serve as complaint mediators, they can use the information provided to identify possible noncompliance with accreditation or certification standards.
- For direct resolution of any identified safety or quality complaint, you may want to bring your issue to the attention of the health care organization's leadership.

## **EMTALA**

The Emergency Medical Treatment and Active Labor Act (EMTALA) was part of 1986 COBRA law. The purpose of the law was to prevent patient dumping because of inability to pay. EMTALA is a much larger scope. It applies to all individuals who present to the Emergency Department or anywhere in the hospital grounds and request examination and treatment of a medical condition. An appropriate medical screening examination must be performed by a licensed independent practitioner to determine if an emergency medical condition exists.

A triage assessment by a nurse is not considered an appropriate medical screening examination. The patient must be seen by a licensed independent practitioner qualified to perform the medical screening examination. If a patient asks about insurance, payment or specific clinical services offered, tell the patient that our facilities will provide an appropriate medical screening examination and treatment regardless of the patient's ability to pay or insurance.

If the patient has an emergency medical condition, there is a duty to stabilize the patient. If the patient is transferred, an appropriate transfer must be made. An appropriate transfer includes:

- medical treatment to minimize any risks of transfer;
- the receiving facility accepts the patient prior to the patient leaving the hospital; transfer is effected with qualified personnel; appropriate transportation, and any medically appropriate life support life support measures or equipment;
- a completed certificate of transfer; and copies of all medical records relating to the patient's emergency condition available at the time of transfer are sent.

**A supervisor must be notified of any patient transferring from our facilities to another outside facility.**

## **Patient Rights**

All patient care and patient-related functions will be performed with an overriding concern for the patient and his dignity as a human being. Healthcare providers and service providers in the HCA MidAmerica Division facilities will at all times and in all acts observe and respect the moral and legal rights of each patient as set forth in the Patient Bill of Rights.

Each patient is provided with a written statement of patient rights and notice of privacy practices. These statements include the rights of the patient to make decisions regarding their medical care, the right to refuse and accept treatment, the right to informed decision making, and the patient's rights related to his or her health information maintained by the facility.

## **Language Translation/Sign Language**

The HCA MidAmerica Division facilities provide an environment that enables patients and individuals with special communication needs to fully and equally participate in and benefit from the services, education, facilities, privileges, and accommodations of our facilities. Each facility has the availability of language translation/sign language services at no cost for communication with our patients. Please review the facility specific policy regarding who to notify for accessing the appropriate translator.



## **Infection Control Overview**

There is an effective MidAmerica Division wide program for the surveillance, prevention and control of infection. A coordinated process is used to reduce the risks of endemic and epidemic hospital associated infections in patients and health care workers, which is based on sound epidemiologic principles and research. The key to reduce the spread of infection is the practice of hand hygiene. Wherever you work, you can protect your patients and yourself from hospital acquired infections by washing your hands or using alcohol-based hand sanitizer.

## ***Practice Hand Hygiene***

**WHAT:** Soap and Water

**WHEN:**

- Hands are visibly soiled
- Before entering a room for patient care.
- Between patient contacts
- After touching environmental surfaces or equipment
- After sneezing, coughing, or blowing your nose
- After using the bathroom
- Before and after eating, handling food, or smoking

**WHAT:** Alcohol based Instant Hand Sanitizer

**WHEN:**

- Before entering a room for patient care.
- Between patient contacts
- After touching environmental surfaces or equipment
- After sneezing coughing, or blowing your nose
- After using the bathroom
- Before and after eating, handling food, or smoking
- Before and after any invasive procedure.

## *Abuse and Neglect*

Abuse or Neglect Identification	Children Less than 18	Young and Middle Adults 18-59	Older Adults 60 or older
Presentation or Manifestation	Behavioral issues (truancy, acting out) Nightmares Insomnia Inappropriate family reactions Sexual acting out Withdrawal Bruises, cuts, cigarette burns Frequent UTIs STDs No proper parental care (young child left alone)	Fatigue Anxiety Depression Possible suicide attempt Extent or type of injury inconsistent with patient's explanation Frequent ED visits Problem pregnancies Feeling trapped	Bruises, especially on upper arms from where shaken Laceration to the face; injuries at various stages of healing Flinching, especially if sees abuser Depression Poor eye contact Delay in treatment (caretaker not giving meds, not being taken to appointments) Over-sedated Unclean appearance
Whom do I call?	Per facility procedure, may be hospital social worker or nursing supervisor	Per facility procedure, may be hospital social worker or nursing supervisor	Per facility procedure, may be hospital social worker or nursing supervisor
Does the law require Social Services to be notified?	Know the laws in the state you work.	Know the laws in the state you work.	Know the laws in the state you work.
What do I do if I suspect a criminal act has occurred? (e.g. use of firearm, knife or sharp instrument, sexual assault)	Notify the appropriate party per facility procedure. May be hospital social worker or nursing supervisor. Requires reporting to the police by either the physician or hospital designated representative.	Notify the appropriate party per facility procedure. May be hospital social worker or nursing supervisor. Requires reporting to the police by either the physician or hospital designated representative.	Notify the appropriate party per facility procedure. May be hospital social worker or nursing supervisor. Requires reporting to the police by either the physician or hospital designated representative.
Since my job requires documenting in the patient record, what do I have to document?	All pertinent documentation including patient quotes regarding circumstances; specific location and size of injuries or bruises; conversations related to injury. Refer to facility procedure for specifics.	All pertinent documentation including patient quotes regarding circumstances; specific location and size of injuries or bruises; referrals provided; that patient encouraged to report domestic violence; conversations related to injury. Refer to facility procedure for specifics.	All pertinent documentation including patient quotes regarding circumstances; specific location and size of injuries or bruises; conversations related to injury. Refer to facility procedure for specifics.
Source: HCA PWMS.			

## **Emergencies and Emergency Care**

Appropriate response to medical emergencies requires rapid assessment and prompt intervention to avoid further deterioration of the patient. Hospital medical emergencies are usually announced through pre-designed codes in use by the facility. (See individual facility Emergency Code listings)

As a participant in the Institute for Healthcare Improvement's "100,000 Lives" campaign and in compliance with The Joint Commission's National Patient Safety Goal #16, "*Improve recognition and response to changes in a patient's condition,*" Rapid Response Teams (RRTs) or Medical Emergency Teams (MET) have been implemented throughout our facilities. These teams, the make-up of which varies, typically consist of critical care nurses, respiratory therapists, and hospitalists if available. These teams may be in additions to the Code Cardiac Arrest Team or may be the same team. The concept is to give the bedside caregiver additional assistance when a patient begins to deteriorate and before cardiac or respiratory arrest. Criteria and guidelines for activating the RRT/MET teams may vary from facility to facility but the basis is the deterioration of the patient. Precious time is not wasted trying to locate the attending physician and the team works with and communicates with the attending physician after the patient is stabilized.

## **Core Measures**

The Core Measures are mandated by CMS, the Centers for Medicare/Medicaid services, and are publicly reported on the internet. They are linked to hospital reimbursements for Medicare and Medicaid patients. Third party payers are basing reimbursement on core measures performance, aka, "pay for performance".

The MidAmerica Division is currently looking at the following key Core Measures and each of these conditions have several specific procedures or required care measures that are monitored.

1. Heart Failure
2. Acute Myocardial Infarction
3. Pneumonia
4. Surgical Care Improvement
5. Childhood Asthma Care
6. Hospital Outpatient Department
7. Perinatal Care
8. Stroke
9. Venous Thromboembolism
10. Hospital Based Inpatient Psychiatric services
11. Substance Use
12. Tobacco Treatment
13. Immunization
14. IP Emergency Department

## **SBAR(R) Clinical Support Tool:      **Communication Tool in Healthcare****

SBAR is a standardized way of communicating with other healthcare givers. It promotes patient safety because it helps physicians and nurses communicate with each other. Staff and physicians can use SBAR to share what information is important about a patient.

**SBAR** is an acronym that stands for:

- S**      **Situation:** What is happening at the present time?
- B**      **Background:** What are the circumstances leading up to this situation?
- A**      **Assessment:** What do I think the problem is?
- R**      **Recommendation:** What should we do to correct the problem?
- (R)**    **Read Back and Verify** the telephone order!

**Standardize Communication:** Because clinical teamwork often involves hurried interactions between human beings with varying styles of communication, a standardized approach to information sharing is needed to ensure that patient information is consistently and accurately imparted. This is especially true during critical events, shift handoffs, or patient transfers. SBAR offers hospitals and care facilities a solution to bridge the gap in **hand-off communication** through a standardized approach to patient reporting at shift changes and during patient transfers.

This simple, yet highly effective communication technique can be used when:

- A nurse is calling a physician
- Nurses are handing off patients to one another
- Nurses are transferring patients to other facilities
- Nurses are transferring patients to another area for procedures
- Nurses are transferring patients to another level of care

Communication breakdowns between health care providers are a central feature in episodes of avoidable patient harm.

Why SBAR? The safe and effective care of patients depends on consistent, flawless communication between caregivers. Hand-offs, or the process of passing on specific Information about patients from one caregiver team to another, is an area where the breakdown of communication between caregivers often leads to episodes of avoidable harm to a patient.

SBAR creates a shared mental model for effective information transfer by providing a standardized structure for concise factual communication among clinicians — nurse-to-nurse, doctor-to-doctor, or between nurse and doctor. Other tools like critical language, psychological safety and effective leadership are central to providing safe care. HCA adopted the SBAR communication tool to enhance communication efficiency among caregivers and to decrease potential errors related to communication.

### **Improving Patient Experience**

Patient experience is one of the key pillars of performance for the MidAmerica Division facilities. The patient's perception of his or her care is a tangible reflection of your delivery of quality care. The MidAmerica Division facilities participate in the HCAHPS survey assessment of patient satisfaction. The HCAHPS survey assesses patient perception of FREQUENCY and CONSISTENCY of staff behaviors throughout their stay. (Never, Sometimes, Usually and Always). The HCAHPS survey assesses patient perception of interaction with nurses and doctors. All staff must exhibit the behaviors because the patient may not remember who was a nurse or doctor. As part of our commitment to improving the patient experience, we use tools like Hourly Rounding® on patients and key actions and key words to help meet our patient's needs. This ensures that our patients and families are better informed, helps reduce anxiety, builds trust, and ultimately, this leads to better quality care.

## **Hourly Rounding® ON PATIENTS**

- Why Rounding is important
  - Improves patient care
  - Improves patient safety by reducing falls and pressure ulcers
  - Improves patient perception of care
  - Improves communication
  - Provides reassurance to family that loved one is being checked on frequently
  - Improves physician alignment and satisfaction
- Benefits of Hourly Rounding® on patients for staff
  - Fewer call lights
  - Fewer interruptions for staff
  - More satisfied and content patient and family
  - Less chaotic and quieter environment
  - Less apologies and service recovery
  - Appropriate patient length of stay
  - Increases job satisfaction and feeling of making a difference

***What is Hourly Rounding® ON PATIENTS?*** Nurses/care providers round on each patient at least once an hour focused on specific areas that are known to be the top reasons why patients use their call lights (bathroom assistance, IV or pump alarms, pain meds or for repositioning/transfer ). Once patients understand that the nurse will round consistently to address these issues, they stop using the call light. Hourly Rounding® on patients is focused on:

- ***3 P's and E***
  - Pain
  - Position
  - Potty
  - Environment
- ***Focus on 4 R's***
  - Rx (medicines needed)
  - Reach for personal belongings
  - Respond to Requests about plan of care
  - Reassure your return

<b><i>Key Actions</i></b>	<b><i>Key Words</i></b>	<b><i>Rationale</i></b>
Call the patient by their preferred name	Mrs. _____, our goal is to always treat you with courtesy	Let's the patient and family know that we recognize that they are individuals
Introduce yourself	Good morning, my name is _____ and my goal is .....	Patients have many people coming in and out of their rooms....
Sit and talk at eye level	My goal is to ensure that I listen to you and understand what your needs are....	Patients want to know that each staff person will take the time and listen with empathy
Touch the patient, as culturally appropriate, when you talk or listen	We want to ensure that we manage your pain effectively so we will be asking questions about your level of comfort	The patients perception of how we manage their pain correlates highly to their perception of the hospital
Explain what is going to happen	The physician wants to check your blood in order to confirm his diagnosis. When Mary arrives, the first thing she will do....	Helps them understand what you are doing and why..

### **Key Words at Key Times**

***The Five Fundamentals of Patient Communication or AIDET® are:***

**Knock and wait for permission before entering the room.**

**A**cknowledge the patient; use their last name of possible; look him/her in the eye. Smile!

**I**ntroduce yourself, your skill set/experience, your professional certification, and your training.

**D**uration. Describe how long things are going to take, how long they will be there, how long they will have to wait; how long what you are doing with the patient will take.

**E**xplanation. Explain the tests, the pain involved, and what happens next. It is very important to ensure that the patient's white board is accurate and complete. This helps reduce anxiety for the patient.

**T**hank you! "Thank you for choosing our hospital!" "Thank you for allowing me to care for you today"

### **Patient Assessment/Reassessment**

Each patient is assessed by appropriate disciplines beginning with admission/pre admission and progressing through discharge. The patient's relevant physical (including nutritional, functional, and pain) psychological, and social status, as well as educational and discharge needs are included in the assessments. The types of assessment performed are dependent upon the patient's status, diagnosis, care setting, response to treatment, scope of the discipline, and the patients consent. Facility specific timeframes for assessment can be found in the facility policy manual. All assessments, data, information, plan of care and means to address identified needs are documented in Meditech.

### **Bed Management/Patient Throughput**

HCA MidAmerica Division facilities believe in providing the right bed for the right patient at the right time, every time. Our commitment to excellence in customer service supports this philosophy. Leadership recognizes that the ownership of patient flow belongs at the department level. Each department is responsible and accountable for the timeliness of admissions and discharges and works collaboratively with other departments to expedite patient flow.

Patient placement will be made using the following information:

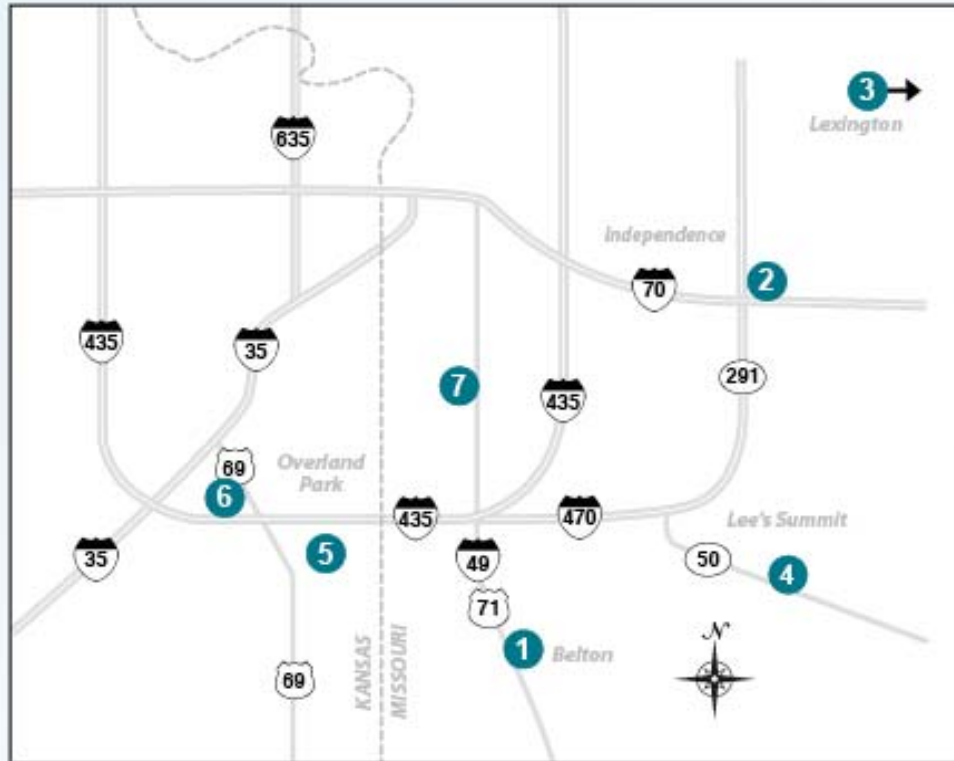
- Priority of placement
- Level of care
- Diagnosis and health history
- Admission status
- Special needs
- Bed availability
- Physician preference

The patient's acuity and clinical needs will drive the priority and location of a bed assignment. Bed assignments will be prioritized in the following manner:

- A. Emergency department admission - (Highest Priority)
- B. In-house transfers / OP admission
- C. Direct admissions from the physician office
- D. Routine admissions – (Lowest Priority)
- E. Facility transfers (prioritize EMTALA requirements)

Discharge orders are considered STAT at all HCA MidAmerica Division facilities. The goal is to discharge 50% of all discharged patients by 2pm. This goal is set to maximize the patient's safety as they transition to home. Early in the day discharge allows the patient and patient's family to fill prescriptions, arrive home, control pain, and maximize availability of resources for questions and assistance. Staff taking care of patients who are discharged, prioritize the work of discharging the patients to home with a goal of 60 minutes from qualified discharge order to release to home. Keeping beds open for admissions through timely discharge allows us to best serve our communities by keeping our Emergency Departments open to EMS and walk in traffic.

## KANSAS CITY MARKET



**1. Belton Regional Medical Center**  
 17065 S. 71 Highway  
 Belton, MO 64012  
 (816) 348-1200  
[beltonregionalmedicalcenter.com](http://beltonregionalmedicalcenter.com)

**2. Centerpoint Medical Center**  
 19600 E. 39th Street  
 Independence, MO 64057  
 (816) 698-7000  
[centerpointmedical.com](http://centerpointmedical.com)

**3. Lafayette Regional Health Center**  
 1500 State Street  
 Lexington, MO 64067  
 (660) 259-2203  
[lrhc.com](http://lrhc.com)

**4. Lee's Summit Medical Center**  
 2100 SE Blue Parkway  
 Lee's Summit, MO 64063  
 (816) 282-5000  
[leessummitmedicalcenter.com](http://leessummitmedicalcenter.com)

**5. Menorah Medical Center**  
 5721 W. 119th Street  
 Overland Park, KS 66209  
 (913) 498-6000  
[menorahmedicalcenter.com](http://menorahmedicalcenter.com)

**6. Overland Park Regional Medical Center**  
 10500 Quivira Road  
 Overland Park, KS 66215  
 (913) 541-5000  
[oprnc.com](http://oprnc.com)

**7. Research Medical Center**  
 2316 E. Meyer Boulevard  
 Kansas City, MO 64132  
 (816) 276-4000  
[researchmedicalcenter.com](http://researchmedicalcenter.com)





## DELTA MARKET

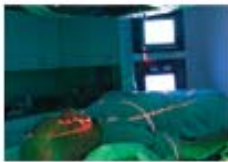


- 1. Garden Park Medical Center**  
 15200 Community Road  
 Gulfport, MS 39503  
 (228) 575-7000  
[gpmedical.com](http://gpmedical.com)
- 2. Lakeview Regional Medical Center**  
 95 Judge Tanner Blvd.  
 Covington, LA 70433  
 (985) 867-3800  
[lakeviewregional.com](http://lakeviewregional.com)
- 3. Rapides Regional Medical Center**  
 211 Fourth St.  
 Alexandria, LA 71301  
 (318) 769-3000  
[rapidesregional.com](http://rapidesregional.com)
- 4. The Regional Medical Center of Acadiana**  
 2810 Ambassador Caffery Parkway  
 Lafayette, LA 70506  
 (337) 981-2949  
[OurNameIsRegional.com](http://OurNameIsRegional.com)
- 5. Tulane-Lakeside Hospital**  
 4700 I-10 Service Road  
 Metairie, LA 70001  
 (504) 988-5800  
[tulanelakeside.com](http://tulanelakeside.com)
- 6. Tulane Medical Center**  
 1415 Tulane Ave  
 New Orleans, LA 70112  
 (504) 988-5800  
[tulanehealthcare.com](http://tulanehealthcare.com)
- 7. Women's and Children's Hospital**  
 A Campus of The Regional Medical Center of Acadiana  
 4600 Ambassador Caffery  
 Lafayette, LA 70508  
 (337) 521-9100  
[womens-childrens.com](http://womens-childrens.com)



Allen County Regional  
HOSPITAL

# Allen County Regional Hospital



#### Awards/Accreditations

- 2011 top performing hospital according to the Joint Commission
- ACR accredited for CT & Mammography
- Five-Star Excellence Award for physician satisfaction in the areas of Surgery, Anesthesia, Emergency Department and Administration
- Kansas Critical Access Hospital
- Accredited Clinical Laboratory
- Joint Commission Accreditation

#### Education and Support Groups

- CPR
- Grief Support
- Nutrition Counseling
- Prenatal Care

#### Emergency Services

#### Gastroenterology

#### Home Health/Hospice

- Lifeline Emergency Response System
- Palliative Care

#### Intensive Care Unit

#### Laboratory Services

#### Obstetrics

#### Orthopedics

#### Outpatient Infusion Center

#### Pulmonary and Respiratory Services

#### Radiology/Imaging Services

- Bone Density
- CT
- Digital Mammography
- MRI
- Nuclear Medicine
- Radiology
- Ultrasound

#### Rehabilitation

- Inpatient
- Lymphedema Care and Treatment
- Occupational Therapy
- Outpatient
- Physical Therapy
- Speech Pathology

#### Sleep Lab

#### Specialty Clinics

- Allergy
- Cardiology
- Oncology/Hematology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Podiatry
- Urology

#### Surgical Services

- General Surgery
- Ophthalmology
- Orthopedic
- Pain Specialists
- Urology

#### Telemedicine

#### Wound Care

#### Additional Resources

- Family meeting rooms
- Patient Advocate
- Private and semi-private rooms
- Sleeping arrangements for overnight support companions

3000 N. Kentucky Street  
Iola, KS 66749  
(620) 365-1000  
allencountyregional.com

Beds: 25  
Employees: 165  
Physicians: 11

Allen County Regional Hospital is a 25-bed Joint Commission accredited critical access hospital located in Iola, Kansas. The medical staff includes primary care physicians as well as specialists in allergies, cardiology, ENT, general surgery, oncology, ophthalmology, orthopedics, pathology, podiatry, pulmonology, radiology, and urology. This primary care facility offers quality healthcare in a small town environment.

## ***Allen County Regional Hospital (ACRH)***

Is a 25 bed, Joint Commission Accredited critical access facility located in Iola, Kansas. The 104 active member medical staff features primary care physicians and specialists in general surgery, radiology and urology. Allen County Regional has been honored with awards of excellence for the care they provide.

- Kansas Critical Access Hospital
- Accredited Clinical Laboratory by the College of American Pathologists and CLIA

Allen County Regional's team consists of 165 skilled employees who staff the hospital 24 hours a day, 365 days per year.

### ***MISSION STATEMENT AND VALUES***

Together, we provide progressive, compassionate care that:

- Promotes wellness
- Relieves suffering and
- Restores health.

### ***GENERAL INFORMATION***

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing</b>	Main level	620-365-1187	M-F 7:00a – 3:30p
<b>Pharmacy</b>	Main level	620-365-1122	M-F 8:00a – 4:30p
<b>Cafeteria</b>	Main level	620-365-1147	7:00a – 5:00p
<b>Dietary</b>	Main level	620-365-1148	7:00a – 5:00p
<b>M/S Floor</b>	Main level	620-365-1125	24 hours/day
<b>ICU</b>	Main level	620-365-1181	24 hours/day
<b>Same Day Surgery</b>	Main level	620-365-1244	7:00a – 4:30p
<b>OR</b>	Main level	620-365-1244	7:00a – 4:30p
<b>Emergency Dept</b>	Main level	620-365-1185	24 hours/day

Upon arrival at the hospital for your shift, please report to your assigned unit and notify the staff on the unit and the supervisor you are here.

## ***EMERGENCY CODES AND OTHER SAFETY REMINDERS***

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
Code Red	Fire	Close all doors and get a "head count" of all patients and visitors and give to house supervisor. If needed, evacuate patients to safe area.
Code Blue	Medical Emergency	ACLS Code team assigned at the beginning of the shift – respond with crash cart and assist
Code Pink	Infant Abduction	Secure all exits and question anyone walking by of the contents in their possession. No one is allowed through double doors, in, or out exits.
Code Orange	Hazardous Accident	Notify plant ops Director for assistance.
Code Adam	Missing/Abducted Child	Secure all exits and question anyone walking by of the contents in their possession. No one is allowed through double doors, in, or out exits.
Code Black	Bomb Threat	Notify Administration on Call and Law enforcement. Be alert of suspicious packages.
Code Grey	Tornado Warning	Close all windows and blinds. Perform a head count of all patients and visitors. If tornado spotted – move patients to "safe room".
Code Yellow	Disaster Alert	Check with house supervisor if assistance is needed.
Code Green/Steele	Emergency Assistance/Weapon present	Report to area and assist employee who is being threatened. Notify Administrator on Call and Law Enforcement
Code Tan	Hostage Situation	Notify Administrator on Call and Law Enforcement

***Location of parking facilities:***

Employee Parking is on the front side of the hospital, marked with white stripes.



**Allen County Regional**  
**HOSPITAL**



**Allen County Regional Hospital**  
**3066 N. Kentucky Street**  
**Iola, KS 66749**  
**(620) 365-1000**  
**[allencountyregional.com](http://allencountyregional.com)**



# Belton Regional Medical Center



#### Accreditations/Awards

- Level III Trauma Center
- Accredited Cancer Center by Oncology Commission on Cancer
- Joint Commission Certified Orthopedic Center of Excellence for hip and knee replacement surgery
- American College of Radiology Accredited Facility for MRI, CT, Mammography, Ultrasound and Nuclear Medicine
- 2010, 2011 and 2012 Top Performing Hospital Hospital for pneumonia and surgical care according to Joint Commission
- CLIA Accredited Clinical Laboratory
- Raymore Chamber of Commerce 2012 Business of the Year
- GrandView Chamber of Commerce Business Award
- "Missouri Excellence in Safe Care" award
- Belton Corporation for Economic Development 2012 "Bee" Growth Award

#### CVIR Lab

- #### Cancer Care
- Chemotherapy
  - Hematology
  - Oncology Clinic

#### Education & Support Groups

- MS Support Group

#### Emergency Services

- Level III Certified Trauma Center

#### Gynecologic Services

#### Intensive Care Unit

#### Laboratory

#### Radiology/Imaging Services

- 16-Slice CT
- Biopsy-CT & US
- Breast Imaging Center (with digital mammography)
- MRI
- Nuclear Medicine
- Radiology
- Ultrasound

#### Rehabilitation

- Inpatient
- Occupational Therapy
- Outpatient
- Physical Therapy
- Speech Therapy
- Sports Medicine ATCs

#### Sleep Lab

#### Specialty Clinics

- Allergy
- Cardiology
- Dermatology
- Otolaryngology (ENT)

- EMG
- Endocrinology
- Family Practice
- Gastroenterology
- Internal Medicine
- Neurology
- Orthopedics
- Pain Management
- Plastic Surgery
- Podiatry
- Spine Care
- Urology

#### Surgical Services

- ENT
- Inpatient
- Outpatient
- Oral Maxillofacial
- Orthopedic
- General
- Urological
- Gynecologic
- Podiatry

#### TIA Clinic

#### Additional Resources

- Patient Advocate
- Private rooms
- Sleeping arrangements for overnight support companions
- Walking trail
- Beautiful Memorial Garden

17065 S. 71 Highway  
 Belton, MD 64012  
 (816) 348-1200  
[beltonregionalmedicalcenter.com](http://beltonregionalmedicalcenter.com)

Beds: 71  
 Employees: 286  
 Physicians: 268

Belton Regional Medical Center is located at I-49 and 58 Highway in Belton, Missouri, just 20 minutes south of Kansas City. The hospital offers a full range of inpatient and outpatient services to residents of southern Jackson and northern Cass counties.

## ***Belton Regional Medical Center (BRMC)***

Is a full-service acute care facility serving northern Cass and southern Jackson counties and the surrounding areas. In December 2012, Belton Regional Medical Center became the areas first Level III Trauma Center certified by the Missouri Department of Health and Senior Services, Bureau of Emergency Medical Services. Belton Regional Medical Center has been recognized by The Joint Commission as a “Top Performer in Key Quality Measures” for Surgical Care and Pneumonia in 2010, 2011, and 2012. In 2011, the hospital became a Joint Commission Certified Orthopedic Center of Excellence for total joint replacement in hip and total joint replacement in knees. In 2013, Belton Regional Medical Center’s cancer proram earned the distinction of being named Hospital Associate in Cancer Care Program by the Joint Commission on Cancer. The 71-bed advanced technology hospital completed a \$39.2 million dollar expansion and renovation project in April of 2013 allowing the hospital to have 43 private patient rooms, 5 ICU rooms for critical care patients, a CVIR lab, 3 state-of-the-art surgical suites, and 15 private treatment rooms in our emergency department including a new state-of-the-art trauma room. All services of the hospital are supported by nearly 300 physicians and specialists.

### ***MISSION STATEMENT, VISION AND VALUES***

#### **Mission**

To enhance the lives in our community through compassionate, quality, innovative healthcare.

#### **Vision**

Together, we will be the leading provider and employer of choice.

#### **Values**

Integrity, Compassion, Attitude, Respect, Excellence – “I CARE”

## **GENERAL INFORMATION**

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing</b>	1 <sup>st</sup> floor	1211	Mon-Fri 7a-3p After hours call Supervisor at 1600
<b>Pharmacy</b>	1 <sup>st</sup> floor	1209	Mon-Fri 7a-4:30 Sat-7a-11a
<b>Cafeteria</b>	1 <sup>st</sup> floor	2281	Monday-Friday <ul style="list-style-type: none"> <li>• Breakfast 7a-9:30a</li> <li>• Lunch 11a-1:30p</li> </ul> Saturday/Sunday <ul style="list-style-type: none"> <li>• Breakfast 8a-9a</li> <li>• Lunch 12noon-1p</li> </ul>
<b>Dietary</b>	1 <sup>st</sup> floor	1267	6a-6:00p
<b>M/S Floor</b> <b>2 W</b> <b>2 E</b>	2 <sup>nd</sup> floor	1216 1816	
<b>ICU/CCU</b>	2 <sup>nd</sup> floor	1254	
<b>CVIR Lab</b>	1st floor	1890	Mon-Fri
<b>GI / Pain Clinic</b>	1 <sup>st</sup> floor	1991	Mon-Fri
<b>Emergency Dept</b>	1 <sup>st</sup> floor	1250	
<b>Lab</b>	1 <sup>st</sup> floor	1230	
<b>Medical Imaging</b>	1 <sup>st</sup> floor	1221	
<b>Oncology / Infusion</b>	1st floor	1900	Mon-Fri 9a-6p
<b>Rehabilitation</b>	1st floor	1203	Mon-Fri 7a-5p
<b>Respiratory Therapy</b>	1 <sup>st</sup> floor	1240	
<b>Surgery</b>	1st floor	1245	Mon-Fri Weekends on call
Upon arrival at the hospital for your shift, please report to your assigned unit and notify the staff on the unit and the supervisor that you are here.			



# EMERGENCY CODES AND OTHER SAFETY REMINDERS

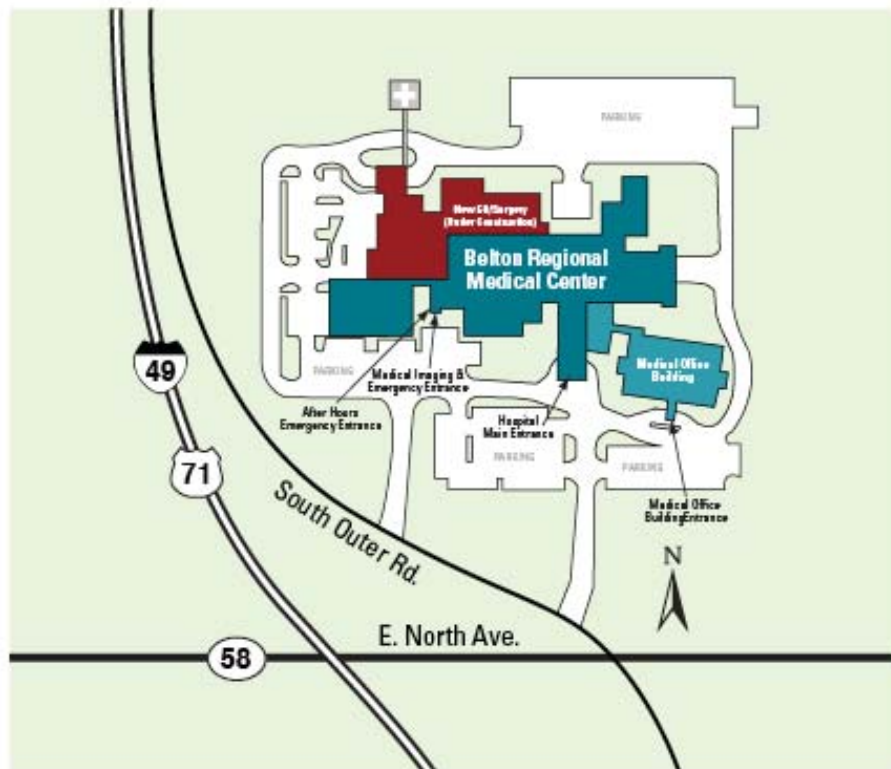
**DIAL \*41111 TO ACTIVATE**

Revision 10/14/2013

Event Code	Description	ACTION
CODE SILVER	ACTIVE SHOOTER/HOSTAGE	Evacuate / Take Cover
CODE STEMI	CADIAC EMERGENCY RESPONSE	Cardiac Response – 30 minutes from door to transfer to a Cath Lab.
TRAUMA TEAM	TRAUMA EMERGENCY	Trauma Emergency requiring additional Medical Resources related to condition of patient.
RAPID RESPONSE TEAM	Code Help is Called to PBX (*41111) for a MEDICAL EMERGENCY	Team of Clinicians who bring critical care expertise to the patient outside of ED or ICU. Team: Clinical Coordinator, RT, & ICU RN/ED Charge Nurse if available.
CODE STROKE	Code Stroke called to PBX for Stroke Team Activation	ER nurses; ER physicians; EMS; Neurologist “on Call” Lab Phlebotomist will respond.
CODE RED	FIRE EMERGENCY	Assemble Patients - prepare for evacuation if required. <b>Rescue, Alarm, Contain, Extinguish</b> * Automatic Alarm to Fire Department
FIRE WATCH	FIRE WATCH AWARENESS	Awareness for Smoke or Fire – If discovered, dial X *41111 – (all or part of Fire Alarm, Detection System, or Sprinkler System may be out temporarily Out of Service over 4 hours.) Blocked or Alternate Exits.
CODE BLUE	ADULT MEDICAL EMERGENCY / CARDIAC ARREST	Code Blue team would respond to stabilize patient. Adult AED equipment.
CODE PINK	PEDIATRIC MEDICAL EMERGENCY / CARDIAC ARREST	Code Pink team would respond to stabilize patient. Child AED equipment.
“CODE ORANGE” (Internal Chemical Spill)  “CODE ORANGE EXTERNAL”	CHEMICAL SPILL (Internal)  External Spill – ED Prepare for Decon Team.	<b>Internal Spill</b> <b>First Manager / Supervisor on site assumes role as coordinator to determine risk and response</b> - 1) Contain Spill, 2) Determine what has been spilled and risk from vapor / exposure by acquiring MSDS @ <b>1-800-451-8346</b> . 3) Initiate clean up – Supplies in Haz Mat Cabinet located in Kitchen receiving dock area. Additional Spill response supplies in laboratory to include formalin spills 4) Notify Safety Officer or designee (Lead Engineer) for any additional response. 5) Fill out Incident Report.
SECURITY ALERT - MISSING PERSON	ADULT ELOPEMENT / LOST / DISORIENTED PATIENT	Elopement or Confused Patient Lost. Description of person will be paged overhead. Staff will check their areas and public areas including parking lot.
SECURITY ALERT – MISSING CHILD	MISSING CHILD / ELOPEMENT / ABDUCTION (12 yrs age & younger)	Staff will check their areas and public areas including parking lot.
WEATHER ALERT-TORNADO WATCH	TORNADO WATCH	Employee assessment of patients for those that need additional assistance in moving to corridor.
WEATHER ALERT-TORNADO WARNING	TORNADO WARNING (Take cover)	Assemble patients to take cover in interior corridor away from windows, provide pillow or blankets to protect from debris, close all patient room doors. Close Fire Doors for additional protection.
CODE ASSIST	COMBATIVE PATIENT	Need Immediate Assistance with Combative Patient.
POWER OUTAGE	POWER OUTAGE PAGE	Loss of Municipal Electrical Power – Emergency Power Generator on – line - USE RED OUTLETS.
EVACUATION OF HOSPITAL	EVACUATION PAGE	Evacuation must be approved by Administrator / CEO/ Administrator “on call” or Fire Department (Incident Commander)
CODE BLACK (Bomb Threat)  <u>All Managers:</u> Please report to the Administrative Conference Room	BOMB THREAT – (NO Code paging)	Try to get as much information as possible. (i.e. location of device, type of device ) Response team will be contacted. Belton Police Department will be contacted. Threat and risk will be reviewed and assessed to determine need for visual inspection and or evacuation. Inspection will include manager or employee familiar with the area to identify what is normal and abnormal. Evacuation will be determined by assessment of Belton Police Department and response team.
Medical Alert Mass Casualty	Mass Causality requiring additional resources in the ED.	Activation from EMSsystems located in emergency department or from EMS via radio.

**Location of parking facilities:**

Parking is available for staff in the Employee Parking lot located behind the hospital on the north side. Entrance from the parking area is through the door beside the Physician Parking area by the cafeteria.



**Belton Regional Medical Center**  
17065 S. 71 Highway  
Belton, MO 64012  
(816) 348-1200  
[beltonregionalmedicalcenter.com](http://beltonregionalmedicalcenter.com)



# Centerpoint Medical Center

## Ambulatory Surgery Center

- Centerpoint Ambulatory Surgery Center

## Awards/Accreditations

- Joint Commission, Top Performer on Key Quality Measures™ 2012
- STS 3-STAR quality rating for Adult Cardiac Surgery in 2012
- America's Best Hospitals for Cardiac Surgery by HealthGrades in 2014
- Ranked among the Top 5% in the nation for Cardiac Surgery in 2014 by HealthGrades
- Five-star Recipient for Total Hip Replacement in 2014 by HealthGrades
- National Accreditation Program for Breast Centers
- Recognized by HealthGrades with a 5-star rating for Valve Replacement & Treatment of Stroke (2012-2014)
- Ranked #1 in Missouri for Cardiac Surgery and #5 in Missouri for Neurosciences by HealthGrades
- Joint Commission Certified Primary Stroke Center
- Joint Commission Certified Advanced Heart Failure Center
- ACTION Registry® - GWTC® - Platinum: STEMI & NSTEMI
- American Heart Association (AHA) Get With The Guidelines® - Heart Failure - Gold Plus
- AHA Mission: Lifeline® - Bronze
- AHA Get With The Guidelines® - Stroke - Gold Plus Honor Roll
- AHA Target Stroke Honor Roll
- Accredited Chest Pain Center with PCI
- Accredited Cancer Program
- Accredited Echocardiography Lab
- Certified Cardiac Rehab Program
- American Association of Blood Banks (AABB) Accreditation

- Accredited Clinical Laboratory
- Accredited Sleep Lab

## Cancer Care

- Breast Center
- Outpatient Cancer Clinic

## Cardiology

- Cardiac Rehabilitation
- Catheterization Lab
- Electrophysiology Lab
- Heart Surgery

## Telemetry Unit

## Education and Support Groups

- Breast Cancer Support Group
- Breastfeeding Support Group
- Lunch for Life: Community Education
- Prenatal Classes

## Emergency Services

- Level II Trauma Center

## Gastroenterology

## Neonatal Intensive Care Unit (NICU)

- Level III NICU
- Neonatal Nurse Practitioners
- Neonatologist
- Perinatologist (on call)

## Neurosciences

- Deep Brain Stimulation
- Video EEG Monitoring

## Orthopedics

- Joint Replacement
- Spine Center

## Radiology/Imaging Services

- 3T MRI
- Breast imaging Center (with digital mammography)
- CT (64 Slice)
- Diagnostic Radiology
- Embolizations

- MRI
- Nuclear Medicine
- Peripheral Vascular Services
- Radiology
- Ultrasound

## Rehabilitation

- Occupational Therapy
- Pain Management
- Physical Therapy

## Sports Medicine

- Concussion Management Program

## Sleep Disorders Center

## Surgery

- Minimally Invasive Robotic Surgery Institute with da Vinci Surgical System
- Endovascular Lab

## Women's Center

- Antepartum Testing Area
- Dedicated Antepartum Unit
- Delivery ORs
- Gynecologic Oncology
- LDR Suites
- Obstetrics/Gynecology
- Postpartum Unit

## Wound Care

- Advanced Wound Care Center
- Hyperbarics

## Additional Resources

- "Just for You" Room Service Dining
- Family Meeting Rooms
- Private Rooms
- Sleeping Arrangements for Overnight Support Companions
- Walking Trail
- Wireless Internet Access

19600 E. 39th Street  
Independence, MO 64057  
(816) 698-7000  
centerpointmedical.com

Beds: 221 Private  
Employees: 1,350  
Physicians: 444

Centerpoint Medical Center is unlike any other hospital in eastern Jackson County. The hospital features the latest healthcare technology and offers innovative programs and services for patients and their families. Centerpoint Medical Center offers high-tech care in a beautiful, comfortable setting designed to exceed the expectations of those we serve.

## ***Centerpoint Medical Center (CTMC)***

Features 221 private rooms, state-of-the-art equipment and technology, and some of the latest clinical services available to patients. Along with high-tech services, the focus remains on providing compassionate care and the best possible customer service for patients.

Hospital Features:

- Level II Trauma Center (the only one in eastern Jackson County) with 24/7 Emergency Services
- An accredited Chest Pain Center and a variety of Cardiovascular Services.
- Orthopedic Services including Total Joint and Sports Medicine.
- An Accredited Cancer Program and a state-of-the-art Breast Center with a nurse navigator.
- Neuroscience Services for the treatment of brain and spine disorders as well as injuries.
- Women’s Services, including the only Level III Neonatal Intensive Care Unit in Eastern Jackson County to provide care for early or ill newborns and a labor and deliver unit.

Outpatient Services, including a surgery center, advanced wound care center, sleep disorders center, imaging, rehab and more.

## ***MISSION STATEMENT, VISION AND VALUES***

### **Our Mission...**

Above all else, we are committed to the care and improvement of human life. We strive to deliver high quality, compassionate patient care by fostering an environment of engaged employees and physicians committed to service excellence.

### **Our Vision...**

To perform our mission at the highest level, we commit to constantly strive to be regarded as the “provider of choice,” “employer of choice” and “preferred community partner”.

### **Our Values...**

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity. Centerpoint Medical Center celebrates the diversity in our work force and in our community. We serve persons without regard to race, color, national origin, religion, gender or disability.

## ***GENERAL INFORMATION***

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing Lizbeth Cheney - Secretary</b>	Main Level of hospital - first floor	816-698-8191	24/7
<b>Security (Badges) Richard Bower – Director</b>	ED Entrance next to triage	816-698-8185	24/7
<b>Operating Room</b>	Main level of hospital – first floor	816-698-7110	24/7
<b>Cafeteria</b>	Lower Level	816-698-7060	0700-0930 Breakfast 1100-1400 Lunch 1630-1930 Dinner  Cafeteria is open between time for drinks and snacks.
<b>Lab Paula McNeary – Director</b>	Lower Level	816-698-7010	24/7
<b>Pharmacy Terry Glaizer – Director</b>	Lower Level	816-698-7030	24/7

## ***PERSONNEL***

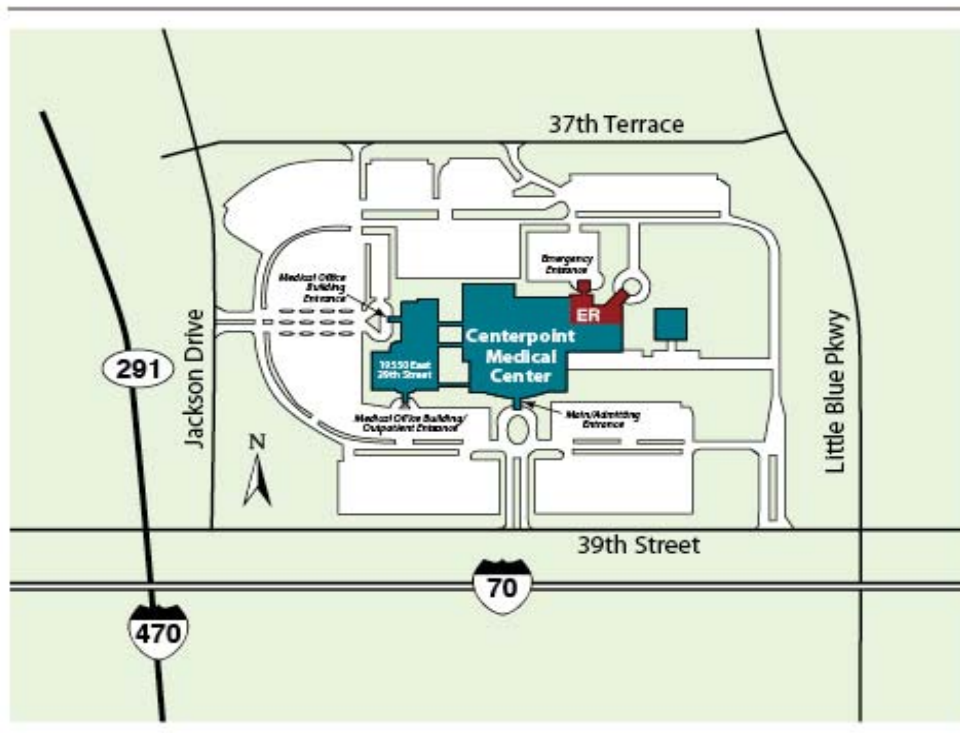
<b>Name</b>	<b>Title</b>	<b>Phone Ext.</b>
<b>CTMC</b>	House Supervisor	EXT. 8543

## ***EMERGENCY CODES AND OTHER SAFETY REMINDERS***

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
<b>Code Red</b>	<b>Fire</b>	<b>Dial 0-</b> Tell operator it is a code red and then the room number or location of the fire and / or smoke. Follow directions of charge nurse regarding evacuation.
<b>Code Blue</b>	<b>Cardiopulmonary Arrest</b>	<b>Dial 2222</b> to notify PBX. A Rapid Response Team Code Team is available in the facility
	<b>Chemical Spill</b>	Dial Security at 8185.
<b>Activate Emergency Plan</b>	<b>Disaster</b>	Follow charge nurse's direction regarding evacuation Tornado watch Tornado warning For disaster—PBX operator states: Activate phase one (or two) of emergency disaster plan.
<b>Stat Team</b>	<b>Combative Situation</b>	<b>Dial O</b> —tell operator to page STAT team to the room number.
<b>Code Yellow</b>	<b>Bomb Threat</b>	Not announced overhead—look for all suspicious mail, boxes, people  If item is found, leave alone, evacuate the area and notify security at 8185.
<b>Code Pink</b>	<b>Infant Abduction</b>	Stand in front of doors that lead to outside, observe for suspicious people carrying boxes, large purses, or look suspiciously pregnant—call Security at 8185.
<b>Code Exit</b>	<b>Patient Abduction and/or Elopement</b>	Stand in front of doors that lead to outside, observe for suspicious people carrying boxes, Or persons fitting description heard overhead.
<b>Code Silver</b>	<b>Person with weapon</b>	Move to locked area immediately and remain there until all clear.

**Location of parking facilities:**

North side of loop road north parking lots L, K and J.



**Centerpoint Medical Center**  
19600 E. 39th Street  
Independence, MO 64057  
(816) 698-7000  
[centerpointmedical.com](http://centerpointmedical.com)



# Garden Park Medical Center

## Awards/Accreditations

- Joint Commission Accredited
- 2010, 2011 & 2012 top performing hospital for heart failure, pneumonia, and surgical care according to Joint Commission
- Blue Cross/Blue Shield Center of Distinction – Knee, Hip and Spine
- College of American Pathologists Lab Accreditation
- Accredited by the American College of Radiology Mammography, MRI, Nuclear Medicine and Computed Tomography
- Accredited by the FDA for Mammography
- Advanced Burn Life Support Certification
- Advanced Cardiac Life Support
- Level III Certified Trauma Center

## Bariatric (Weight loss) Surgery

### Cardiology

- Endovascular Lab
- Telemetry Unit (37 beds)

### Certified Nurse Midwives

### Critical Care

### Diabetes

- Support Group

### Diagnostic Imaging Services

- CT (16 slice and 128 slice)
- DEXA (Bone density scan)
- Interventional Procedures
- Mammography (Digital)
- MRI
- Nuclear Medicine

- PET CT

- Radiology
- Ultrasound

### Patient Education and Support Groups

- Senior Seminars
- Prenatal classes
- Diabetes support group
- Dementia Caregivers support group

### Emergency Services

- Level III Certified Trauma Center

### Gastroenterology

### GeroPsychiatric Unit

- Seasons Behavioral Health

### Gynecologic Services

### Infectious Diseases

### Intensive Care Unit

### Laboratory

### Lithotripsy

### Neurology

### Neurosurgery

### Nephrology

### Nutritional Counseling

### Oncology

### Orthopedics

- Joint Replacement

### Pediatrics

### Pulmonary/Respiratory Services

## Rehabilitation

- Inpatient Unit
- Outpatient Clinic
- Physical Therapy
- Speech Therapy

## Spinal Surgery

## Sleep Lab

## Specialty Physician Clinics

- Certified Nurse Midwives
- Family practice
- General Surgery
- Internal Medicine
- Pediatrics

## Surgery

- da Vinci Robotic
- General
- Gynecologic
- Inpatient
- Outpatient
- Orthopedic
- Podiatry
- Urological

## Urology

## Women's Services

- Antepartum Testing Area
- Gynecology
- Labor and Delivery Suites
- Obstetrics

## Wound Center

- Hyperbaric Chamber

## Facility Amenities/Resources

- Private Rooms
- Sleeping Arrangements for Overnight Companions
- Wireless Internet Access
- Meeting rooms

15200 Community Road  
 Gulfport, MS 39503  
 (228) 575-7000  
 gpmedical.com

Beds: 130  
 Staff: 500  
 Physicians: 200

Garden Park has a rich history of serving the Mississippi Gulf Coast region for more than 40 years. During this time, Garden Park has continually expanded services to meet the needs of our patients with a wide range of inpatient, outpatient, surgery and emergency services.



***Garden Park Medical Center (GPMC)*** is a 130-bed acute care facility located at the intersection of I-10 and Hwy. 49 in Gulfport. The hospital provides an extensive array of inpatient and outpatient services including 24-hour emergency room services. The hospital is an affiliate of HCA Inc., the nation's leading provider of healthcare services with 170 hospitals and 113 outpatient centers in 20 states and England, and is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations.

## ***MISSION STATEMENT, VISION AND VALUES***

### **Mission**

Above all else, we are committed to the care and improvement of human life.

### **Vision**

Garden Park Medical Center: The Crossroads Where Compassion Meets Clinical Excellence

### **Values**

#### **I CARE**

**(I)**ntegrity

Doing the right thing, no matter what.

**(C)**ompassion

A selfless passion from the heart to help those in need.

**(A)**dvocacy

Upholding the best interests of those we serve.

**(R)**esourcefulness

Use our human and financial resources in a way that makes the greatest difference.

**(E)**xcellence

A commitment to the relentless pursuit of improvement by every employee.

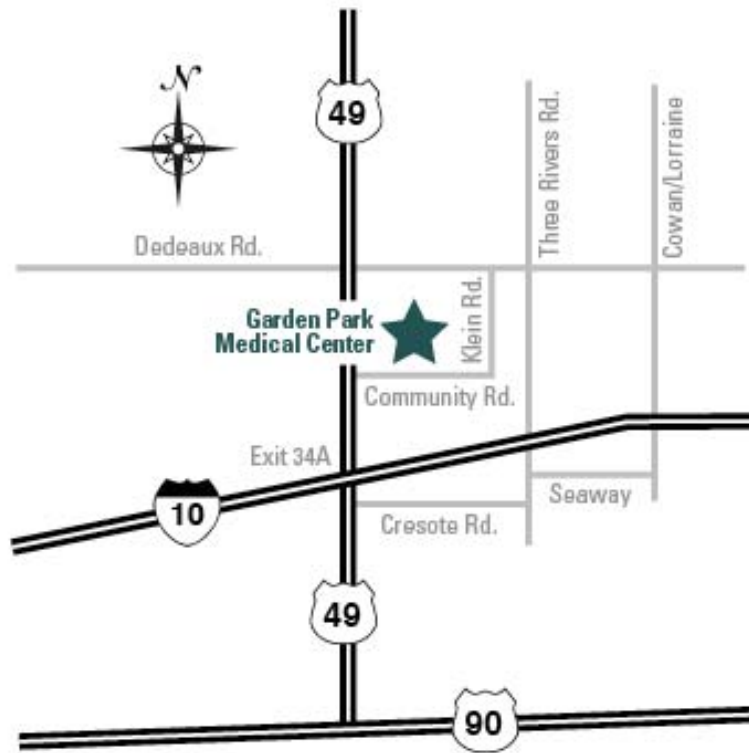
## **GENERAL INFORMATION**

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Main Line (external) Operator (internal) To call a Code</b>		228-575-7000 Ext 7000 or 0 Ext 7777	
<b>Human Resources Employment Director</b>	1 <sup>st</sup> Floor Human Resources	228-575-7066 or ext 7066 228-575-7163 or ext 7163 228-575-7100 or ext 7100	Monday- Friday 7:30a-4:30p
<b>Administration</b>	1 <sup>st</sup> Floor Administration	228-575-7007 or ext 7007	Monday- Friday 8:00a-5:00p
<b>Ethics &amp; Compliance Officer  E&amp;C Hotline</b>	1 <sup>st</sup> Floor Administration	228-575-7005 or ext 7005  800-455-1996	Monday- Friday 8:00a-5:00p 24/7
<b>IS Security Officer</b>	1 <sup>st</sup> Floor IT&S	228-575-7064 or ext 7064	Monday- Friday 8:00a-5:00p
<b>Privacy Officer</b>	4 <sup>th</sup> Floor Quality	228-575-7125 or ext 7125	Monday- Friday 8:00a-5:00p
<b>Safety Officer</b>	1 <sup>st</sup> Floor Plant Operations	228-575-7075 or ext 7075	Monday- Friday 7:00a-3:00p
<b>Infection Prevention</b>	4 <sup>th</sup> Floor	228-575-7124 or ext 7124	Monday- Friday 8:00a-5:00p

## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

### **SAFETY CODES (Dial "7777")**

<b>CODES</b>	<b>DEFINITION</b>
<i>Code Red</i>	<b>Fire (or Fire Drill)</b>
<i>Code Green</i>	<b>Special Healthcare Assistance Needed</b>
<i>Code Blue</i>	<b>Cardio-Respiratory Arrest</b>
<i>Code Yellow</i>	<b>Trauma Team Activation</b>
<i>Code Black</i>	<b>Tornado Warning in Area</b>
<i>Code Orange</i>	<b>Hazmat Release or Incident</b>
<i>Code Pink</i>	<b>Infant/Child Abduction</b>
<i>Code Grey</i> Priority 1: Bomb or suspicious package (Security staff only) Priority 2: Weapon seen in house (Security staff only) All Hands: Combative person (all male staff)	<b>Security Assistance Needed</b>
<i>Code Triage "Standby"</i>	<b>ICS Team Activation</b>
<i>Code Triage</i>	<b>Disaster Team Activation</b>
<i>Code Silver</i>	<b>Active shooter / hostage situation.</b>
<i>Code Star</i>	<b>Stroke Team Activation</b>



**15200 Community Road  
Gulfport, MS 39503  
(228) 575-7000  
gpmedical.com**



# Lafayette Regional Health Center



#### Awards/Accreditations

- Top performing hospital for pneumonia care (2010, 2011 & 2012) and surgical care (2012) according to Joint Commission
- 2014 Women's Choice Award recipient as America's best hospital for women's emergency care
- Top 5 percent of 164 HCA hospitals in employee engagement
- Joint Commission Accredited Hospital Program
- Top 10 percent of HCA facilities nationwide for physician satisfaction
- College of American Pathologist laboratory accreditation
- American College of Radiology – Accredited in CT, MRI and Mammography
- Accredited Clinical Laboratory
- Missouri Critical Access Hospital

#### Cancer Care

- Inpatient Chemotherapy
- Oncology Clinic

#### Education and Support Groups

- CPR

#### Emergency Services

- Available 24/7

#### Intensive Care Unit

#### Laboratory Services

#### Med-Surg

#### Pulmonary and Respiratory Services

#### Radiology/Imaging Services

- CT
- Breast Imaging Center (with digital mammography)
- MRI
- Nuclear Medicine
- PET
- Ultrasound
- X-ray

#### Rehabilitation

- Inpatient/Outpatient
- Occupational Therapy
- Outpatient
- Pediatric Therapy
- Physical Therapy
- Speech Therapy
- Work Conditioning
- Wound Care

#### Sleep Lab

#### Specialty Clinics

- Cardiology
- Family Practice
- Gastroenterology

- General Surgery
- Internal Medicine
- Nephrology
- Neurology
- Nutritional Counseling
- OB/GYN
- Oncology/Hematology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Physiatry
- Podiatry
- Pulmonology
- Urology
- Wound Care

#### Surgical Services

- ENT
- General
- Gynecologic
- Inpatient/Outpatient
- Ophthalmology
- Orthopedic
- Podiatry

#### Swing Bed or Skilled Recovery

#### Additional Resources

- Family Meeting Rooms
- Internet Access
- Private Rooms

1500 State Street  
Lexington, MO 64067  
(660) 259-2203  
LRHC.com

Beds: 25  
Employees: 220  
Physicians: 22

Lafayette Regional Health Center is a Joint Commission accredited critical access hospital located in historic Lexington, Missouri, 50 miles east of Kansas City. This primary care hospital offers a comprehensive array of services in a small town environment. Patients enjoy the comfort of knowing they're receiving quality healthcare in their hometown. Lafayette Regional Health Center also owns and operates five physician clinics throughout Lafayette County.

## ***Lafayette Regional Health Center (LRHC)***

Is a 25-bed acute care facility with state-of-the-art imaging and testing services, in addition to a full range of general and laparoscopic surgeries. Nearly 20 medical specialties are covered, including wellness programs and rehabilitation services.

In addition to our main facility, Lafayette Regional Health Center offers the convenience of physician offices and clinics throughout the region. Lafayette Regional Health Center has 24-hour Emergency Department services, board-certified physicians and staff trained in pediatric and advanced cardiac life support. Lafayette Regional Health Center has been commended for excellence in healthcare services, including Missouri Critical Access Hospital, an Accredited Clinical Laboratory by the College of American Pathologists and CLIA and a Certified provider of Workwell Work Conditioning and Functional Capacity Evaluations.

## ***MISSION STATEMENT, VISION AND VALUES***

### **Our Mission & Values**

We pledge to RESPECT those we serve. In recognition of this commitment, we strive to deliver high-quality, cost-effective healthcare in the communities we serve.

*In pursuit of our mission, we believe the following value statements are essential and timeless.*

We recognize and affirm the unique and intrinsic worth of each individual.

•

We treat all those we serve with compassion, kindness and respect.

•

We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives

•

We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.

### **Vision**

To be the healthcare provider and employer of choice.

## ***Ethics***

We will strive to be honest and forthright and meet the highest ethical standards, especially in the areas of marketing, admission, transfer, discharge billing practices and relationships between its patients and staff, to members of health care providers and payers.

We are committed to a code of ethical business and professional behavior which protects the integrity of clinical decision making, regardless of how the hospital is compensated or shares financial risk with its leaders, managers, clinical staff, and licensed independent practitioners.

## ***Locations***

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing</b>	1 <sup>st</sup> Floor	(660) 259-6872	M – F 7:30a – 4:30p
<b>Pharmacy</b>	Basement	(660) 259-6882	M - F 8:00a - 4:30p Sa - Su 8:00a – 1:00p
<b>Cafeteria</b>	1 <sup>st</sup> Floor	(660) 259-6883	8:00a – 6:00p
<b>Dietary</b>	1 <sup>st</sup> Floor	(660) 259-6891	M - F 8:30a – 5:00p
<b>M/S Floor</b>	2 <sup>nd</sup> Floor	(660) 259-6861	24 Hours/Day
<b>ICU/CCU</b>	2 <sup>nd</sup> Floor	(660) 259-7303	24 Hours/Day
<b>Same Day Surgery</b>	2nd Floor	(660) 259-6894	M – F 7:00a – 3:30p
<b>OR</b>	2nd Floor	(660) 259-6894	M – F 7:00a – 3:30p
<b>Emergency Dept</b>	1 <sup>st</sup> Floor	(660) 259-6862	24 Hours/Day
<b>Out-Patient Dept</b>	1 <sup>st</sup> Floor	(660) 259-6897	M – F 7:30a – 4:30p

Upon arrival at the hospital for your shift, please report to your assigned unit and notify the staff on the unit and the supervisor that you are here.

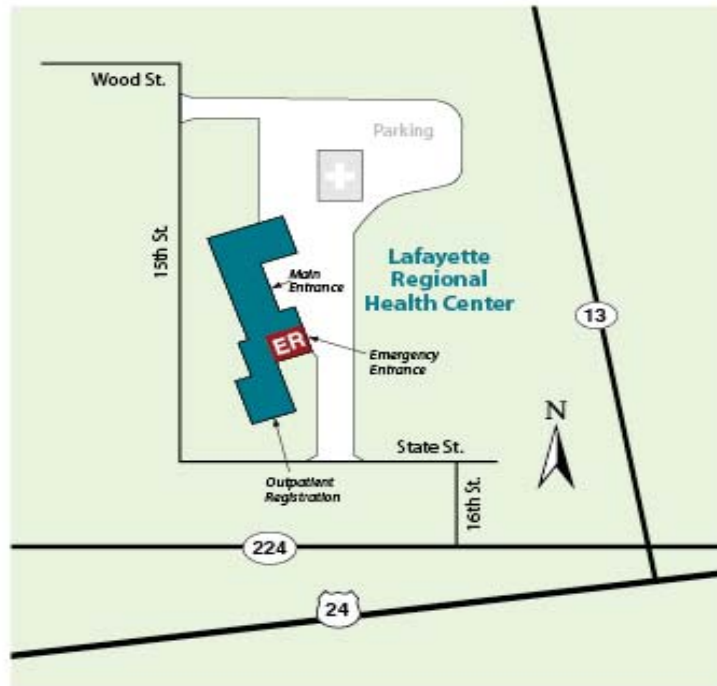
## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
Code Red	Fire	Close all doors and do a "head count" of all patients and visitors and give to house supervisor. If needed, evacuate patients to safe area.
Code Blue, Code STEMI, Code STROKE	Medical Emergency	If someone stops breathing, <b>call 6565</b> and say " <b>Code Blue (location)</b> ". Start CPR. If you hear "Code Blue" other than ER, go to the location to see if you can help.
Child Abduction	Missing Child	<b>Dial 6565</b> and say " <b>Child abducted from (location)</b> " <b>Call police 9911</b> or block exits. <b>Do Not Endanger Your Life.</b>
Patient Leaving	Patient leaving	<b>Dial 6565</b> and say "Patient leaving from (location)" <b>Call police 9911</b> or block exits. <b>Do Not Endanger Your Life.</b>
Tornado Watch/ Warning	Severe wather coming	<b>WATCH</b> -close blinds and drapes <b>WARNING</b> -help move as many patients and visitors to basement as possible, all others to hallways with doors closed.
Armed intruder/ Hostage	Someone has a gun or knife	<b>Call 6565 and say "Armed Intruder or Hostage (location). Call 9911</b> and report if possible. Leave the building. Hide behind locked doors silencing equipment. <b>Do Not Endanger Your Life.</b>
Bomb Threat	Someone has said there is a bomb in the building.	If you take the call, <b>get</b> as much <b>information</b> about the bomb as possible. <b>Call the supervisor 7317, then call police 9911.</b>
Security request	Combative person	<b>Dial 6565</b> and say " <b>Security to (location)</b> ". Call supervisor <b>7317, then police 9911.</b>



**Location of parking facilities:**

Employee Lots located on the Northeast and South lots of the facility.



**Lafayette Regional Health Center**  
**1500 State Street**  
**Lexington, MO 64067**  
**(660) 259-2203**  
**LRHC.com**



**Lakeview Regional  
Medical Center**

# Lakeview Regional Medical Center

#### Awards/Accreditations

- Accreditation certification from Joint Commission
- Named "Top Performer on key Quality Measures" by The Joint Commission, 3 years in a row
- Nationally recognized within HCA (Hospital Corporation of America) for outstanding patient satisfaction scores
- Guided Infant Feeding Techniques (GIFF) Certified
- ACR Accreditation of MRI and Mammography
- 2012 Louisiana Hospital Quality Capstone Award presented by eHealth Solutions
- Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) Certified
- "Top 100 Nurses" Award

#### Allergy/Immunology

- Intensive Care Unit 18 beds
- Step Down Unit 18 beds

#### Diagnostic Radiology & Imaging Services

- CT (64 slice)
- DEXA
- Interventional Procedures
- Digital Mammography
- MRI
- Nuclear Medicine
- C-Arm In OR
- Ultrasound
- PACS

#### Education and Support Groups

- Adult Seminar Programs
- CPR Family and Friends
- h2U
- Kid Classes
- Prenatal

#### Emergency Services

- Board Certified Physicians
- Adult and Pediatric
- Emergency Services
- 24 hour Anesthesia
- Telemedicine

#### Endocrinology/Diabetes

#### Gastroenterology

- Geriatric Services
  - Individual psychiatric care in a small setting
  - Intensive Inpatient Program

#### Heart Center & Surgical Institute

- Cardiology
  - Arrhythmia Institute
  - Autologous Stem Cell Program
  - 3 Catheterization Labs
  - Cardiac Rehabilitation
  - Cardiac Imaging
  - Heart Surgery
  - Electrophysiology Lab
  - Endovascular Lab
  - Telemetry Unit (52 beds)
  - Vascular Surgery

#### Surgical Institute

- 6 OR suites
- Comprehensive General and Minimally Invasive Services
- 2 Open Heart Surgical Suites
- Neurosurgery
- Orthopedic Surgery

- Outpatient Surgery Unit
- Pre-operative Testing

#### Hematology/Oncology

#### Infectious Diseases

#### Laboratory

- AABB Accredited Blood Bank
- Neonatal Intensive Care Unit
  - 11 beds
  - Level III NICU
  - 24-hour Neonatal Nurse Practitioners
  - Neonatal Transport Team
  - Neonatologist

#### Neurology

- Neurosurgery
- Stroke – Code Purple Team

#### Nephrology

- Inpatient Dialysis

#### Orthopedics

- LRMC Joint Program
- In Patient Facilities

#### Pediatrics

- General Pediatric Medicine
- Pediatric Inpatient (11 beds)
- Pediatric Emergency Services in Emergency Department
- Pediatric General Surgery
- Pediatric Hospitalist
- Therapy and Rehab Services
- Well Baby Nursery (17 beds)

#### Pediatric Surgical Specialties

- Orthopedics

- Otolaryngology
- Ophthalmology
- General Surgery

#### Pulmonary/Respiratory

#### Rehabilitation & Sports Medicine

- Dedicated Outpatient Facility
- Inpatient and Outpatient Therapies for Adult and Pediatrics
- Physical therapy
- Speech Therapy
- Occupational Therapy
- Therapies for Special Needs Children

#### Women's Center for Wellness

- Antepartum Testing Area In Labor and Delivery
- Digital Mammography with CAD
- Bone Density (DEXA scan) with LVA
- Breast Ultrasound
- Breast MRI
- Gynecology
- Lactation Services
- 7 Labor and Delivery Suites and 2 OR rooms
- Obstetrics – 2 Monitored Antenatal Beds
- Postpartum Unit (23 beds)

#### Facility Amenities/ Resources

- Complimentary Valet Parking
- Walking Path/Outdoor Sitting Area
- Nurses On Call-Registered Nurse call center that can answer patient questions
- Wireless Internet Access

95 Judge Tanner Blvd.  
Covington, LA 70433  
(985) 867-3800  
lakeviewregional.com

Beds: 172  
Staff: 813  
Physicians: 385

Lakeview Regional Medical Center is connected. We have the power of the county's most advanced life-saving technologies. The most qualified team of caregivers. One very well-connected team sharing one focus — your health.

## ***Lakeview Regional Medical Center (LRMC)***

Is a full service 172-bed acute care, community hospital that has been delivering high quality, cost effective healthcare for more than 25 years. Lakeview offers the highest quality patient care through state-of-the-art technology and a highly trained and dedicated staff. In addition to the main facility, Lakeview Regional Medical Center offers the convenience of physician offices in near proximity. Lakeview Regional has a 24-hour Emergency Department, board-certified physicians and staff. Lakeview Regional Medical Center is a Joint Commission accredited hospital. For more information on Lakeview Regional Medical Center, visit [LakeviewRegional.com](http://LakeviewRegional.com)

### ***MISSION STATEMENT, VISION AND VALUES***

#### **Our Mission & Values**

Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost effective healthcare in the communities we serve.

#### **Values:**

- We recognize and affirm the unique and intrinsic worth of each individual
- We treat all those we serve with compassion and kindness
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.
- We will be innovative and responsive in meeting the needs of our customers in the changing healthcare environment.

#### **Vision:**

The Lakeview Regional Healthcare Network will be the healthcare provider of choice for patients, physicians and managed care companies.

### ***Ethics***

We will strive to be honest and forthright and meet the highest ethical standards, especially in the areas of marketing, admission, transfer, discharge billing practices and relationships between its patients and staff, to members of health care providers and payers.

We are committed to a code of ethical business and professional behavior which protects the integrity of clinical decision making, regardless of how the hospital is compensated or shares financial risk with its leaders, managers, clinical staff and licensed independent practitioners.

## **GENERAL INFORMATION**

<b>AREA</b>	<b>LOCATION</b>	<b>TELEPHONE EXT.</b>	<b>HOURS OF OPERATION</b>
Nursing Office/Staffing	3rd Floor	(985) 867-4063	24/7
Pharmacy	1st Floor	(985)-867-4036	24/7
Food & Nutritional Services Department	1st Floor	(985) 867-4025	<p style="text-align: center;"><b>Weekdays</b>                      Breakfast: 7a-930a                      Lunch: 11a-1:30p                      Grill: 6p-8:30p</p> <p style="text-align: center;"><b>Weekends/Holidays</b>                      Breakfast: 7a-9a                      Lunch: 11a-1:30p</p>
M/S	4th Floor	(985) 867-4450	24/7
ICU	2nd Floor	(985) 867-4250	24/7
SCU	2nd Floor	(985) 867-4433	24/7
Outpatient Surgery	2nd Floor	(985) 867-4084	Routine M-F 5:30a—7:00p
Surgery	2nd Floor	(985) 867-4090	24/7
Emergency Dept	1st Floor	(985) 867-4000	24/7
L&D	3rd Floor	(985) 867-4355	24/7

## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

Emergency Preparedness Procedures manuals are available on all units.

CODE BLUE	Cardiac Arrest	<ol style="list-style-type: none"> <li>1. Activate Code Blue. Note the time.</li> <li>2. Summon help while remaining at the person's side. Shout or yell, if necessary.</li> <li>3. Send someone to call PBX. Dial 7777 and tell the paging operator, "Code Blue" and where you are—department, floor number, room number or the exact location</li> <li>4. Begin CPR</li> <li>5. Send for crash cart</li> </ol>
CODE PINK	Infant/Child Abduction	<ol style="list-style-type: none"> <li>1. When a staff member suspects a missing infant or child they will immediately notify and collaborate with the Director or Manager of the unit.</li> <li>2. If the alarm rings and there is no evidence of an infant or child with a sensor visible near the location of the alarm, dial 7777 and state Code Pink. The Manager will triage staff from the nursery, L&amp;D, and Mother/Baby unit to cover all 2rd floor exits and assure all visitors remain in patient rooms.</li> <li>3. All hospital staff are to immediately stop all non critical work and cover all exits</li> </ol>
CODE BLACK	Bomb Threat	<ol style="list-style-type: none"> <li>1. When a bomb threat is received, a second person will immediately notify the nursing supervisor, administrator on-call, security and safety officer.</li> <li>2. Keep the caller on the hone for as long as possible. Note as much as possible, what you hear in the background, sound of the caller's voice, accent, sex, age, any unusual words or phrases, bomb location, etc.</li> <li>3. When call is over, complete the bomb threat report.</li> <li>4. The CEO, COO, or administrator on-call will decide the course of action: <ul style="list-style-type: none"> <li>• Whether or not a code should be announced.</li> <li>• Whether the fire department and police should be notified.</li> <li>• The house supervisor will notify staff to stand by for further instructions.</li> </ul> </li> </ol>

CODE ORANGE	Hazardous Material Spill	<ol style="list-style-type: none"> <li>1. Contain and absorb the spill.</li> <li>2. Tag the spill residue for pickup by environmental services</li> <li>3. Contact the safety officer and infection control.</li> <li>4. Complete an Incident or Occurrence report.</li> </ol>
CODE GREY	Severe Weather	<p>Upon notification of and impending weather emergency, the administrator on-call will declare that a weather emergency exists for LRMC. PBX Operator will provide support and assistance by activating the call list. Employees must be prepared to move all individuals to a safe area per the departmental plan and move unsecured equipment and hazardous chemicals to a safe area (as time allows). Depending upon the extent of damage and number of injuries, it may be necessary to implement the external disaster plan.</p>
CODE PURPLE	Stroke	<p>Code Purple decision tree and standardized diagnostic order sets are utilized for acute diagnosis of the stroke/TIA patient upon admission in the ER or after discovery on the inpatient side.</p>

CODE RED	Fire/Smoke/Explosion	<p>Know where the fire alarm is, pull alarm to notify Fire Dept. Know where the fire extinguishers are and remember :</p> <p>R—Rescue                      P—Pull Pin  A—Alarm                        A—Aim  C—Contain/Confine        S—Squeeze Pin  E—Extinguish                S—Sweep side to side</p>
CODE YELLOW	Internal/External/ MassCasualty	<p>Any emergency situation during which Lakeview Regional Medical Center expects to receive more patients than they can accommodate at one with regular number of staff.</p> <p>Where to go? To you department. Directors only report to Incident Command Center.</p>
CODE WHITE	Combative Person without a Weapon	<p>For assistance in securing an out-of-control patient or visitor who presents an immediate danger to self or other.</p> <ol style="list-style-type: none"> <li>1. Dian 7777, advise the PBX operator of the patient or visitor and explain the situation in as much detail as possible.</li> <li>2. The PBX operator will announce CODE WHITE over the PA system.</li> <li>3. The House Supervisor/Security determines when enough staff have arrived.</li> </ol>
CODE SILVER	Active Shooter or Hostage Situation	<ol style="list-style-type: none"> <li>1. Call Security at 7777 to report hostage situation.</li> <li>2. Evacuate if there is an accessible escape route/</li> <li>3. Hide out in a place where the shooter is less likely to find you if evacuation is not possible.</li> <li>4. Remain calm, dial 911, if possible, to alert police to the active shooter's location.</li> <li>5. Take action against the active shooter as a last resort and only when your life is in imminent danger.</li> </ol>

## **GENERAL INFORMATION**

### **FOR**

#### ***Dependent Healthcare Providers (DHP) and Healthcare Industry Reps (HCIR)***

<b>CRITERIA</b>	<b>DESCRIPTION</b>
1. Location of parking	Parking is provided and is restricted to certain employee only areas. DHPs and HCIRs are not allowed to park in areas designated for patients, physicians, volunteers and visitors.
2. Badges	All DHPs and HCIRs must log into the Parallon Workforce Management Solutions (PWMS) kiosk located outside the PBX office. PWMS badge must be worn at all time. PBX will issue an access badge upon viewing PWMS badge.
3. Smoking	Smoking by employees, patients, physicians, DHPs, HCIRs and visitors is prohibited in LRMC. Smoking is allowed in designated areas outside the hospital for patients and visitors only.
4. Policies & Procedures	LRMC Policies and Procedures are accessible on the LRMC Intranet.
5. Fire Safety	<p>In the event of fire, all personnel are to practice R.A.C.E. and P.A.S.S. as outlined below:</p> <p><b><u>R.A.C.E.</u></b></p> <p>R= Rescue any person who is in immediate danger. Close the doors to the area of the fire and adjacent doors to the area.</p> <p>A= Activate the nearest pull station or have someone do it for you. Dial 7777. Give your exact location, location of the fire, your name and if the fire is contained.</p> <p>C=Confine the fire by closing all doors and windows in the area</p> <p>E= Extenguish the fire with a fire extinguisher if possible.</p> <p><b><u>P.A.S.S.</u></b></p> <p>P= Pull the pin on the Fire Extinguisher</p> <p>A= Aim the extinguisher nozzle or horn at the base of the fire</p> <p>S. = Squeeze or press the handle</p> <p>S = Sweep the extinguisher side to side at the base of the fire until it goes out. Shut off the extinguisher. Watch for the Re-Flasher and reactivate the extinguisher if necessary.</p>



*Location of parking facilities:*



## Lakeview Regional Medical Center



**95 Judge Tanner Blvd.  
Covington, LA 70433  
(985) 867-3800  
lakeviewregional.com**



# Lee's Summit Medical Center

## Awards/Accreditations

- ACR Accreditation in Nuclear Medicine, Ultra Sound, MRI, CT and Mammography
- 2010, 2011 and 2012 top performing hospital for heart attack, heart failure, pneumonia and surgical care according to Joint Commission
- ACTION Registry® – GWTG® – Platinum: NSTEMI
- American Heart Association Get With The Guidelines® – Stroke – Gold Plus
- AHA Target: Stroke Honor Roll – 2011 & 2012
- Joint Commission Certified Primary Stroke Center
- Accredited Chest Pain Center with PCI
- BCBS Cardiac Center of Excellence
- AACVPR Certified Cardiac Rehab Program
- Accredited Clinical Laboratory

## Cancer Care

- Chemotherapy
- Oncology Clinic

## Cardiology

- Cardiac Rehab (Phase I/III)
- Catheterization Lab
- Clinical Trials
- Telemetry Unit
- Vascular Surgery

## Education and Support Groups

- Alzheimers Support Group
- CPR & First Aid
- Lap Band Support Group
- Total Hip and Total Knee Replacement Pre-Op Classes

## Emergency Services

- Level III Trauma Center

## Gastroenterology

## Intensive Care Unit (ICU)

## Laboratory

## Neurology

- HCA Midwest Neuroscience Institute

## Orthopedics

- Spine & Joint Center

## Pain Management

## Pulmonary and Respiratory Services

## Radiology/Imaging Services

- Breast MRI
- CT
- Breast Imaging Center (with digital mammography)
- Coronary Calcium Scoring
- Interventional Procedures
- MRI
- Nuclear Medicine
- Radiology
- Walk-in Mammography Appointments

## Rehabilitation

- Aquatic Therapy
- Hand Therapy
- Inpatient
- Lymphedema Program
- Outpatient
- Pediatric Therapy
- Pelvic Floor Program
- Speech Therapy
- Sports Medicine

## Sleep Lab

## Stroke & TIA Clinic

## Surgery

- daVinci Si Surgical Robot with FireFly Technology
- ENT
- General
- Gynecological
- Neuro
- Podiatric (foot)
- Spine
- Urological
- Vascular

## Wound Care

## Additional Resources

- Free Refreshments and Snacks in the Lobbies
- "Dining on Call" Room Service
- Free Wireless Internet Access
- Post-procedure Meal Tickets for NPO Patients
- Private Rooms

2100 SE Blue Parkway  
 Lee's Summit, MO 64063  
 (816) 282-5000  
[leessummitmedicalcenter.com](http://leessummitmedicalcenter.com)

Beds: 64  
 Employees: 425  
 Physicians: 301

In 2007, Lee's Summit Medical Center opened its new 64-bed, advanced technology hospital in Lee's Summit, Missouri. As a dually-accredited chest pain and primary stroke center, the hospital's highly trained and experienced staff and physicians are ready to meet the healthcare needs of Lee's Summit and surrounding communities.

## ***Lee's Summit Medical Center (LSMC)***

Is a full-service acute care facility serving Lee's Summit and surrounding areas. Lee's Summit Medical Center is both an award winning Accredited Chest Pain Center and Joint Commission Certified Primary Stroke Center. The 64 bed advanced technology facility has all private rooms: 54 Med-Tele and 10 ICU. The ED is a Level III Trauma Center with 14 private treatment rooms and there are 5 fully equipped surgical suites. All services are supported by over 300 physicians representing 40 specialties. Lee's Summit Medical Center offers a wide variety of services including: cardiovascular care, stroke care, orthopedic surgery, general surgery, and advanced imaging and rehabilitation services.

### ***MISSION STATEMENT***

#### **Mission:**

Above all else, we are dedicated to the care and improvement of human life – every person, every time.

#### **Vision:**

To be recognized as the BEST healthcare provider in the region.

#### **Values:**

##### **High Performance**

Taking personal pride and always exceeding expectations

##### **Empathy**

Listening attentively and meeting the needs of others

##### **Adaptability**

Enhancing and promoting positive improvements

##### **Respect**

Honoring every person, I encounter

##### **Teamwork**

Taking ownership for how my actions impact positive outcomes

### ***GENERAL INFORMATION***

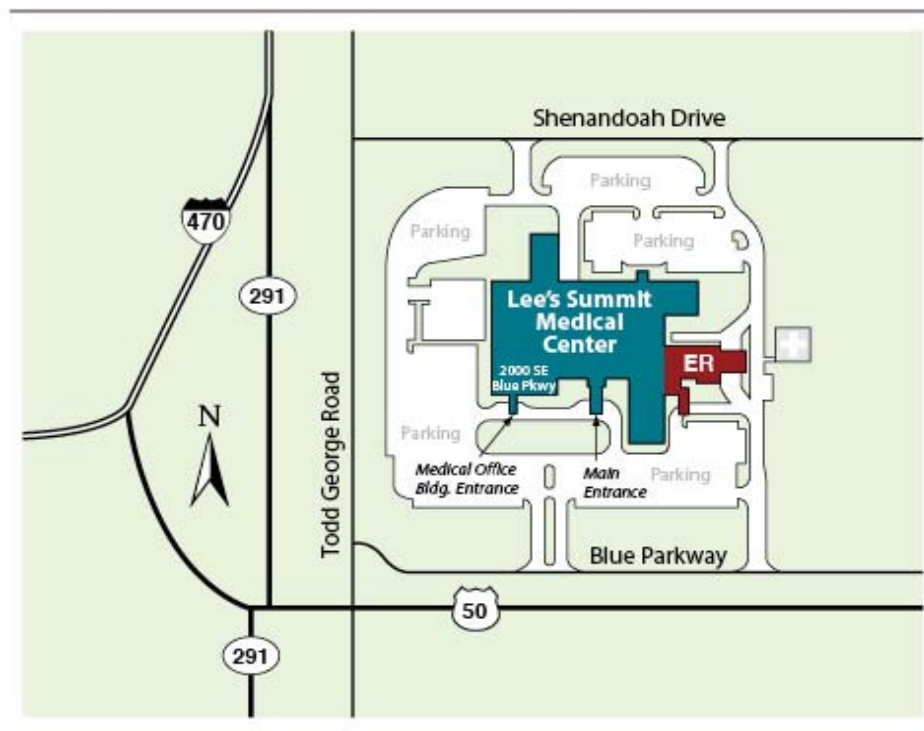
<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing</b>	2 <sup>nd</sup> floor across from room 225 on the East wing	816-282-5900 Staffing Office 816-282-5911 Bed Manager/House Supervisor	0730-1600 M-F House Supervisor 24/7
<b>Human Resources (Badges)</b>	1 <sup>st</sup> floor	816-282-5742	0830-1630 M-F
<b>Operating Room</b>	1st floor, badges access hallway	816-282-5500	On Call 24/7
<b>Cafeteria</b>	1 <sup>st</sup> floor, Medical Office Building Entrance		0700-0930, 7 days per week 1100-1330, 7 days per week 1630-1830 M-F

## ***EMERGENCY CODES AND OTHER SAFETY REMINDERS***

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
<b>Code Red</b>	<b>Fire</b>	Call 333
<b>Code Blue</b>	<b>Cardiopulmonary Arrest</b>	Call 222
<b>Code/NA</b>	<b>Pediatric Cardiac Arrest</b>	No inpatient Pediatric Services Call 222
<b>Overhead Page</b>	<b>Chemical Spill</b>	Call 5720 Environmental Services or contact Facilities/Security. Refer to Safety Data Sheets
<b>Overhead Page</b>	<b>Disaster</b>	Call Operator to initiate Emergency Plan. Senior Administrator or Administrator on call will Activate Emergency Plan.
<b>Overhead Page</b>	<b>Combative Situation</b>	Call 444 – STAT Team
<b>Code Black</b>	<b>Bomb Threat</b>	Call 444 – Code Black
<b>Code Exit</b>	<b>Missing Patient/Elopement</b>	Call 444 – Code Exit with description of patient and what they were last seen wearing
<b>Code Pink</b>	<b>Infant Abduction</b>	Call 444 – Code Pink
<b>Code Silver</b>	<b>Individual with weapon</b>	Call 444 – Code Silver
<b>Code White</b>	<b>Hostage Situation</b>	Call 444 – Code White
<b>Rapid Response</b>	<b>Medical Urgency</b>	Call 444 – Rapid Response

**Location of parking facilities:**

Parking located outside the ED or main parking lot with entry through the main entrance. Both these lots are on the south side of the building and face the outer road and 50 Hwy. Do not park in the employee lot on the north side of the building because the entrance there requires badge access for entry. Please park in the outer row of parking lot.



**Lee's Summit Medical Center**  
2100 SE Blue Parkway  
Lee's Summit, MO 64063  
(816) 282-5000  
[leessummitmedicalcenter.com](http://leessummitmedicalcenter.com)



# Menorah Medical Center

#### Ambulatory Surgery Center

- Mid America Surgery Institute

#### Awards/Accreditations

- IAC Accreditation in Echocardiography
- AACVPR Certified Cardiac Rehab Program
- AASM Accredited Sleep Lab
- ACR Accreditation in Imaging Services
- AHA Get With The Guidelines® – Action Registry – Silver
- AHA Get With The Guidelines® – Heart Failure – Gold Plus
- Accredited Chest Pain Center with PCI
- Blue Distinction Center for Knee and Hip Replacement
- CoC Accredited Comprehensive Cancer Program
- Joint Commission Accredited
- Joint Commission Certified Primary Stroke Center
- MBSAQIP Accredited Bariatric Surgery Program
- National Accreditation Program for Breast Centers

#### Breast Center

- 3D Ultrasound
- Breast Health Nurse Navigator
- Digital Mammography

#### Cancer Care

- Breast Cancer Prevention Program
- CyberKnife®
- Genetic Counseling
- High Dose Rate (HDR) Brachytherapy
- Infusion
- Inpatient Specialty Unit
- Lung Cancer Screening Program
- Lymphedema Therapy

- Medical Oncology
- Radiation Oncology

#### Cardiology

- Catheterization Labs
- Cardiac Testing Center
- Cardio Pulmonary Rehabilitation
- Congestive Heart Failure Clinic
- Cardiovascular Surgery
- Electrophysiology Lab
- Telemetry Unit
- TIA Clinic

#### Education and Support Groups

#### Emergency Services

- Dual certified – Accredited Chest Pain Center and Primary Stroke Center

#### Family Birthing Center

- LDRP Suites
- Neonatal Intensive Care Unit
- Neonatal Nurse Practitioners
- Perinatologist (on-call)

#### Gastroenterology

- Endoscopic Ultrasound (EUS)
- SpyGlass Direct Visualization System

#### Intensive Care Unit (ICU)

#### Joint and Spine Care

#### Laboratory

#### Neurology

- EEG and AEEG Monitoring
- Epilepsy Center
- Pediatric Neurology

#### Orthopedics

- Joint and Spine Center
- Joint and Spine Nurse Coordinator

#### Pain Management

#### Pulmonary and Respiratory Services

#### Radiology/Imaging Services

- CT (64 slice)
- Interventional Procedures
- Breast Imaging Center
- MRI (1.5 Tesla, wide bore)
- Nuclear Medicine
- PET CT
- Ultrasound
- Radiology

#### Rehabilitation

- Inpatient Rehabilitation Hospital
- Outpatient Therapy
- Speech Therapy

#### Sleep Lab

#### Surgical Services

- Bariatric Surgery
- da Vinci® Robotic Surgery
- Specialty equipped surgical suites, including those for open-heart surgeries

#### Vascular Lab

#### Women's Services

- Breast Center
- Gynecology Oncology
- Obstetrics/Gynecology
- Women's Heart Health
- Women's Imaging
- Women's Services Unit

#### Additional Resources

- Complimentary Valet Parking
- "Dining on Call" Room Services
- Family meeting rooms
- Free Wireless Internet Access
- Patient Advocate
- Walking trail surrounded by beautiful gardens and fountains

5721 W. 119th Street

Overland Park, KS 66209

(913) 498-6000

[menorahmedicalcenter.com](http://menorahmedicalcenter.com)

Beds: 158

Employees: 846

Physicians: 610

Menorah Medical Center is a full-service, acute-care hospital located on the corner of 119th and Nall in Overland Park. The hospital serves our community's healthcare needs by providing compassionate care and some of the most advanced treatment options available in the Kansas City area. Menorah has a medical staff with more than 600 physicians covering the spectrum of specialties, and offering exceptional experiences and extraordinary medicine for adults, newborns, children and teens. Menorah was the first hospital in Johnson County dual-certified as an accredited chest pain center and certified primary stroke care center.

## ***Menorah Medical Center (MMC)***

Is a full-service, acute care hospital on the corner of 119th and Nall Avenue in Overland Park. MMC serves our community's healthcare needs by providing compassionate care and some of the most advanced treatment options available in the Kansas City area. MMC has a comprehensive medical staff with more than 600 physicians who offer exceptional experiences and extraordinary medicine for adults, newborns, children and teens.

- Is dual certified as an Accredited Chest Pain Center and Certified Stroke Care Center.
- Progressive cardiology services include the area's first congestive heart failure clinic, specially equipped surgical suites for open-heart surgeries and sophisticated echo cardiology and nuclear medicine techniques.
- MMC is a leader in cancer care. MMC was the first to introduce the area's first and only CyberKnife-at a time when there were only 20 other machines in the United States.
- MMC is the only hospital in Johnson County to offer Mammosite®, an advanced technology for breast cancer that targets cells and limits the exposure to healthy tissue to radiation.
- The Mid America Sarcoma Institute at MMC is a regional center of excellence for the treatment of bone and soft tissue sarcomas.
- The Breast Center of Menorah offers a full complement of services including diagnostic digital mammography, Ultrasonography and MRI guided biopsy.

### ***MISSION STATEMENT***

Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost effective healthcare in the communities we serve. In pursuit of our mission, we believe the following value statements are essential and timeless.

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honest, integrity, and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and dignity.

### ***GENERAL INFORMATION***

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing</b>	4 <sup>th</sup> floor across from visitor elevators	913-498-7873	24 hours
<b>Security (Badges)</b>	1st floor, in the emergency room	913-498-7777	24 hours
<b>Operating Room</b>	2 <sup>nd</sup> floor	913-345-3820	24 hours
<b>Cafeteria</b>	2 <sup>nd</sup> floor	Menu Hotline 913-498-3850	7a to 9a 11a to 2p 4p to 6:30p

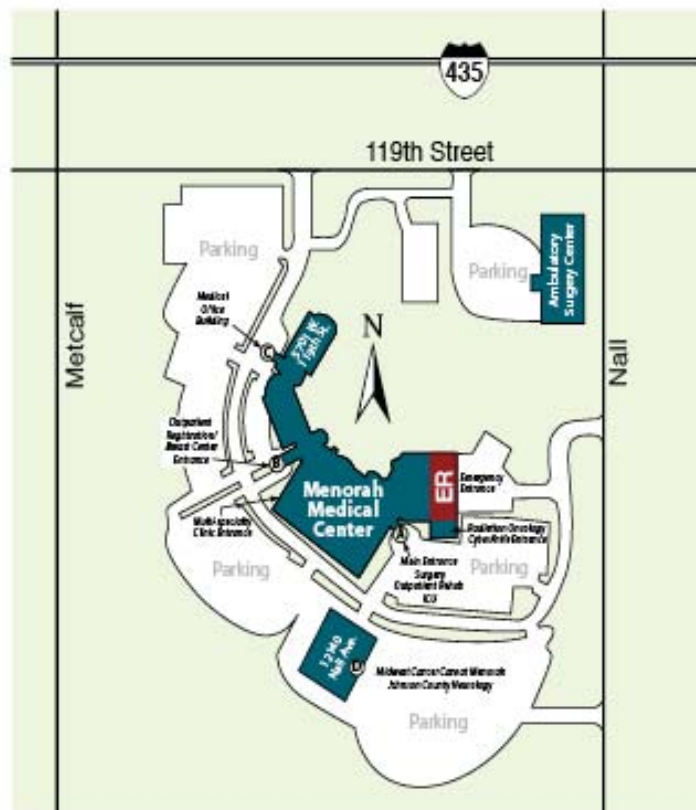
## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
<b>Code Red</b>	<b>Fire</b>  (Refer to your Red Book)	Close all doors Evacuation would be ordered by Security or an administrator and would first move laterally through the nearest fire doors If evacuation becomes necessary, the charge nurse on each unit should obtain a list of patients to present to the Administrative Representative in the "Safe Area"
<b>Code Blue</b>	<b>Medical Emergency</b>  (Refer to your Red Book)	Dial 3333, tell the operator location of code blue, let the operator hang up first Begin CPR Respond with department crash cart to the code blue location.
<b>Code Orange</b>	<b>Hazardous Material/ Chemical Spill</b>  (Refer to your Red Book)	<b>C</b> Contain the chemical spill <b>L</b> Look up the MSDS 1-800-451-8346 <b>E</b> Provide Emergency care <b>A</b> Alert Security x7777 and EVS x6400 <b>N</b> Notify the supervisor.
<b>Code Assist</b>	<b>Civil Disturbance</b>  (Refer to your Red Book)	Call for help Dial 7777, tell the security officer location of code stat team Wait for help to arrive.
<b>Code Black</b>	<b>Bomb Threat</b>  (Refer to your Red Book)	Keep the person on the phone as long as possible. Have another staff member call security at 7777 to report bomb threat.  Follow security's instructions.
<b>Code Pink</b>	<b>Infant Abduction</b>  (Refer to your Red Book)	Check department for unauthorized personnel. Be alert for anyone carrying an infant or an item large enough to conceal an infant. Staff should stand by all stairwells and elevators and be alert for anyone or anything suspicious. If you see a suspicious individual, maintain visual contact with the person Approach the individual at your discretion, informing them that an emergency has occurred and no one is to leave the building. Keep yourself safe at all times. Call Security at 7777 to clear them for exit. If the person will not wait/stop, give a detailed description of physical characteristics and clothing to Security and if they exit the building, observe the automobile and license plate.
<b>Code Silver</b>	<b>Active Hostage or Shooter Situation</b>	Call Security at 7777 to report hostage situation. Check department for unauthorized personnel. If you see a suspicious individual, maintain visual contact with the person. Approach the individual at your discretion, informing them that an emergency has occurred and no one is to leave the building. Keep yourself safe at all times Call Security at 7777 to clear them for exit. If the person will not wait/stop, give a detailed description of physical characteristics and clothing to Security and if they exit the building, observe the automobile and license plate.



**Location of parking facilities:**

Employee parking is located in Lot D. Parking is allowed in the spaces with yellow lines. This is an elevated parking lot across the street from the main hospital entrance.



**Menorah Medical Center**  
5721 W. 119th Street  
Overland Park, KS 66209-3722  
(913) 498-6000  
[menorahmedicalcenter.com](http://menorahmedicalcenter.com)



# Overland Park Regional Medical Center

## Acute Hemodialysis

### Ambulatory Surgery Centers

- Heart of America Surgery Center
- Overland Park Surgery Center
- Surgicenter of Johnson County

### Awards/Accreditations

- Department of HHS Silver Medal
- Midwest Transplant Network Silver Medal of Honor
- 2010 top performing hospital for heart attack, heart failure, pneumonia and surgical care according to Joint Commission
- National Accreditation Program for Breast Centers
- BCBS Center of Distinction for Knee & Hip Replacement Surgery
- Joint Commission Certified Primary Stroke Center
- ACTION Registry® – Get With The Guidelines® – Platinum: NSTEMI
- American Heart Association Mission: Lifeline® – Silver
- American Heart Association Get With The Guidelines® – Stroke – Silver Plus
- American College of Surgeons Level II Trauma Center
- Accredited Chest Pain Center with PCI
- American Association of Blood Banks (AABB) Accreditation
- Accredited Clinical Laboratory
- Organ Donation Medal of Honor
- NLC Excellence in Donation silver medal
- American Academy of Sleep Medicine (AASM)

### Blood Bank

### Cancer Care

- Chemotherapy/Infusion Clinic
- Lymphedema Therapy
- Oncology Clinic

### Cardiology

- Catheterization Labs

- Cardiac Rehabilitation
- Cardiothoracic Surgery
- Endovascular Lab
- Heart Surgery
- Telemetry Unit
- Cardiac Angiography

### Diabetes/Wound

- Advanced Wound Care Center
- Diabetes Center
- Education Programs
- Hyperbaric

### Education and Support Groups

- Adult Monthly Seminar Programs
- Prenatal Community Education Classes

### Emergency Services

- Level II Trauma Center

### Gastroenterology

- Joint Replacement Program
- Human Motion Institute
- Joint Program
- Pediatric/Adolescent Services
- Sports Medicine

### Neonatal Intensive Care Unit

- Level III NICU
- Family Cam
- Neonatal Nurse Practitioners
- Neonatologist
- Pediatric Surgery
- Private Rooms - Family Centered Focused
- Social Services

### Neurology/Neurosurgery

### Intensive Care Unit

### Laboratory

### Pulmonary and Respiratory Services

### Radiology/Imaging Services

- CT (64 slice)
- Interventional
- Breast Imaging Center (with digital mammography)

- MRI (including breast and cardiac)
- Nuclear Medicine
- Radiology
- Ultrasound

### Rehabilitation

- Balance/Vestibular Program
- Hand Specialty Program
- Lymphedema Therapy
- Occupational, Physical & Speech Therapy
- Pelvic Floor Program
- Sports Rehab

### Sports Medicine

- Adolescent/Adult Orthopedics
- Concussion Management Program
- Therapeutic Sports Programs

### Sleep Lab/Sleep Disorders Center

### Women's Center

- Advanced infertility
- Gynecologic Oncology
- Gynecology
- Neonatal Intensive Care Unit
- Obstetrics
- LDR Suites
- Postpartum Unit
- 3 C-Section Rooms
- Dedicated Antepartum Unit
- On-site Perinatologist
- Urogynecology
- Women's Heart Health
- Women's Imaging

### Additional Resources

- Private Rooms
- Complimentary Valet Parking
- "Dining on Call" Room Services
- Family Meeting Rooms
- Landscape Excellence Award from City of Overland Park
- Sleeping Arrangements for Overnight Support Companions
- Wireless Internet Access

10500 Quivira Road  
Overland Park, KS 66215  
(913) 541-5000  
oprmc.com

Beds: 350  
Employees: 1,150  
Physicians: 363

Since its founding in 1978, Overland Park Regional Medical Center has grown to reflect the changing needs of the community it serves. Located at I-435 and Quivira Road in Overland Park, Kansas, this acute care hospital offers the only nationally accredited Level II Trauma Center and Level III Neonatal Intensive Care nursery in Johnson County. In 2012, Overland Park Regional broke ground on a historical \$110-million hospital expansion. Our renovations, which will be complete by the end of 2014, include a new patient tower and a state-of-the-art Emergency Department and Trauma Center.

## ***Overland Park Regional Medical Center (OPRMC)***

Is one of the premiere medical facilities in Johnson County. The hospital is a licensed 343-bed facility offering acute and outpatient medical care services to the Overland Park Community and the surrounding areas since December 1978. The hospital campus features four medical office buildings, two pharmacies and the offices of more than 100 physicians.

Our services include Emergency Services, a Regional Level II Trauma Center, an Accredited Chest Pain Center, and The Women’s Center with Level III NICU, the Human Motion Institute, advanced diagnostic imaging, a Diabetes center and many other specialty care services. We offer the latest in technological advances and we are committed to providing every patient with the highest level of care in an environment where people, compassion, community and integrity are valued.

### ***MISSION STATEMENT, VISION AND VALUES***

#### ***Mission Statement***

Together We Touch Life ..through Physical Enrichment and Emotional Healing.

#### ***Our Vision***

OPRMC is considered a national model of excellence as an employer and a provider of healthcare services; and the communities we serve are healthier because of our quality, humanity and partnership.

#### ***We Value***

Customer Service, Integrity, Diversity, Innovation, and Commitment to Excellence

#### ***Pillars***

Quality, People, Service, Growth, Community and Finance

### ***GENERAL INFORMATION***

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing</b>	Second floor West wing	913-541-5369	24/7
<b>Security (Badges)</b>	Outside of ED	913-541-5405	24/7
<b>Operating Room</b>	Main level of hospital – first floor	913-541-5379	
<b>Cafeteria (Sunflower Café)</b>	First Floor		0700 to 1900 M-Th, S/S 0700 to 1400 Fri only

## ***EMERGENCY CODES AND OTHER SAFETY REMINDERS***

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
<b>Code Adam</b>	<b>Child Abduction</b>	Assist in search- man all exits, entrances and stairwells
<b>Code Blue</b>	<b>Cardiac / Respiratory Arrest</b>	Alerts appropriate staff to assist (Code Blue Team)
<b>Code Blue Adam</b>	<b>Pediatric Code</b>	Alerts appropriate staff to assist (Code Blue Team)
<b>Code Exit</b>	<b>Patient Elopement</b>	Assist in search – overhead description of missing person – man all exits, entrances, elevators, and stairwells.
<b>Code Grey</b>	<b>Tornado Watch/Warning</b>	A <b>watch</b> warrants that blinds and drapes are closed. A Tornado <b>Warning</b> requires that Ambulatory patients, visitors and non-essential personnel be moved to the Materials Management Department. Emergency Department personnel should move into the ER Nurses Station provided they have no critical patients. Respiratory Therapy should be notified of portable oxygen needs. All other remaining patients should be moved into the hallway. All doors should be closed.
<b>Code Ice</b>	<b>Post Arrest Therapeutic Hypothermia</b>	Alerts appropriate staff to assist with this patient’s care.
<b>Code Orange</b>	<b>Hazardous Materials Incident Spill</b>	Alerts EVS and Security to clean up spill.
<b>Code Pink</b>	<b>Infant abduction (newborn-30 days old)</b>	Assist in search – overhead description – man all exits, entrances, elevators and stairwells. Search large bags, purses, coats etc
<b>Code Red</b>	<b>Fire/Smoke/ Explosion</b>	Know where the fire alarm is, pull alarm to notify Fire Dept. Know where the fire extinguishers are located.
<b>Code Seven</b>	<b>Bomb threat (verbal, electronic or telephone)</b>	Assist with search. Looking for suspicious items or areas
<b>Code Silver</b>	<b>Active Violent Intruder on Campus/in building</b>	Do not go to the area to help. Allow Security and OP police department to investigate. Listen for further instructions.
<b>Code SRT</b>	<b>Security Response Team Activation</b>	Security assisting employees/department with emergent situation.
<b>Code STEMI</b>	<b>ST elevated Myocardial Infarction</b>	Alerts appropriate staff to assist in this patient’s care.
<b>Code Stroke</b>	<b>Emergent Stroke Patient</b>	Alerts appropriate staff to assist in this patient’s care.
<b>Code Surge</b>	<b>Sudden influx of patients</b>	Alerts the hospital and employees to be ready for influx of patients. Report to the charge nurse for further instruction.
<b>Code White</b>	<b>Hostage Situation</b>	Do not go in this area. Allow Security and OP Police Dept to investigate. Listen to further instruction.
<b>Code Orange</b>	<b>Hazardous Materials Incident Spill</b>	Alerts EVS and Security to clean up spill.

**Location of parking facilities:**

Across the street from the OPRMC ED department OR back parking lot of the Medical Plaza West building. These areas have signs designating these areas for Hospital Employees. Please abide by the signs.



**Overland Park Regional Medical Center**  
10500 Quivira Road  
Overland Park, KS 66215  
(913) 541-5000  
oprnc.com



# Rapides Regional Medical Center

## Awards/Accreditations

- AAB Lab Accreditation
- Louisiana Hospital Award
- TJC Accredited
- Level II Trauma Center
- Louisiana Quality Award – Platinum Level
- 100 Top Hospitals – Cardiovascular
- Stroke Certification
- GIFT Certified
- US News & World Report BEST Hospital
- Consumer Choice Award
- TJC Top Performer

## Allergy/Immunology

### Cardiology

- Chest Pain Center
- 4 Cath Labs
- Cardiac Rehabilitation
- Cardiovascular Surgery
- Stroke Center of Excellence
- Electrophysiology Lab
- Telemetry Unit (140 beds)
- Vascular Surgery
- Nuclear Stress Testing
- Calcium Scoring
- Echocardiology

## Diagnostic Imaging Services

- Diagnostic Imaging Services
- CT (64 slice)
- DEXA
- Interventional Procedures
- Mammography (Digital)
- MRI
- Nuclear Medicine
- Radiology
- Ultrasound

## Patient Education and Support Groups

- Adult Seminar Programs
- CPR – First Aid
- Cancer Support
- Exercise Classes – Health Club
- Salsitter

- Expectant Parent Classes
- Smoking Cessation
- Look Good, Feel Better
- Variety of support groups

## Emergency Services (26 beds)

- Adult Emergency Room
- Pediatric Emergency Services
- Trauma Services

## Gastroenterology

- Hematology/Oncology
- Outpatient Infusion Center
- Radiation Oncology
- Surgical Oncology
- Trilogy

## Infectious Diseases

- Adult Critical Care
- Medical ICU (26 beds)
- Dedicated Surgical ICU (15 beds)
- Intensive Care

## Laboratory

- Newborn/NICU
- Newborn Nursery (32 beds)
- Newborn Assessment Clinic
- Level III Regional NICU (34 beds)

- Neonatal Nurse Practitioners
- Neonatologists
- Perinatologists

## Neurology

- Neurosurgery

## Nephrology

- Dialysis Center (4 beds)

## Orthopedics

- Joint Replacement

## Pain Management

## Pediatrics

- General Pediatric Medicine (18 beds)

- Pediatric Intensive Care Unit (6 beds)
- Pediatric Hospitalist
- Pediatric Intensivist
- Acute Care Pediatric Nurse Practitioner
- Pediatric Sedation Services
- Pediatric Bronchoscopy Services

## Pediatric Specialty Clinics

- Cardiology
- Critical Care
- Dermatology
- Developmental Clinic
- Emergency
- Gastroenterology
- Human Genetics
- Hematology/Oncology
- Infectious Diseases
- Intensive Medicine
- MDA Clinic
- Neonatology
- Neurology
- Orthopedics
- Ophthalmology
- Pulmonary
- Reproductive Endocrinology

## Primary Care

- Hospitalists
- After Hours/Urgent Care

## Rheumatology

- Respiratory
- Pediatric Pulmonology
- Stress Testing
- Pediatric Sleep Studies
- CP Pulmonary Function

## Surgery

- Day Surgery
- 17 OR Suites
- 2 Urology Suites
- Separate Surgical ICU
- Separate Women's & Children's Surgery Suites
- Comprehensive General and Minimally Invasive Services
- Trauma Surgeons

## Surgicalists

### Surgeons:

- Cardiovascular Surgery
- Colon/Rectal
- ENT
- Gastroenterology
- General
- Gynecology
- Neurosurgery
- Oncology
- Ophthalmology
- Oral
- Orthopedic
- Plastic & Reconstructive
- Urology

## Therapy Services

- Inpatient Occupational Therapy
- Inpatient Physical Therapy
- Inpatient Speech Therapy

## Women's Services

- Antepartum Testing Area
- Fertility
- Gynecology
- Lactation Center
- Labor and Delivery Suites (10 beds)
- Obstetrics
- Perinatology
- Postpartum Unit (34 beds)
- Bilirubin Clinic
- Separate Women's & Children's Surgery Suites

## Wound Care

## Facility Amenities/Resources

- Complimentary Parking (Valet)
- Family Meeting Rooms
- Patient Advocate
- Private Rooms
- Wireless Internet Service
- Pastoral Services
- Chapel
- Cafeteria
- Post Office

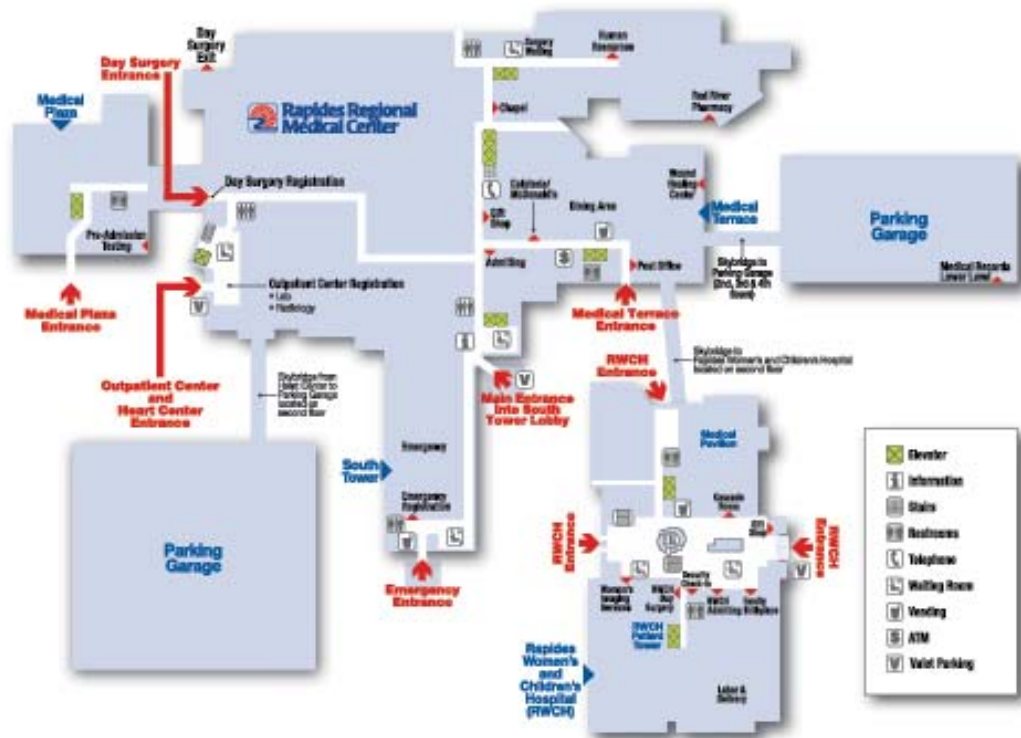
211 Fourth St.  
Alexandria, LA 71301  
(318) 769-3000  
rapidesregional.com

Beds: 325  
Staff: 1660  
Physicians: 250

Founded in 1903 on the banks of the Red River in Alexandria, Louisiana, Rapides Regional Medical Center represents a proud heritage of compassionate healthcare services coupled with the most advanced technology to date. With a continued emphasis on progressive care, Rapides Regional has grown to meet the continually changing needs of our patients and the rapidly advancing technology of modern healthcare.



# Rapides Regional Medical Center



211 Fourth St.  
 Alexandria, LA 71301  
 (318) 769-3000  
 rapidesregional.com



# The Regional Medical Center of Acadiana

## Awards/Accreditations

- Joint Commission 'Top Performer on Key Quality Measures'
- "A" Grade in Leapfrog Group Hospital Safety Scorecard
- Cycle II Chest Pain Center Accredited-Society of Chest Pain Centers
- Top 100 in the Nation-Major Cardiac Surgery
- Top 10% the State - Cardiac Care
- Top 100 in the Nation - Coronary Bypass Surgery
- #1 in the Market - Vascular Surgery (Source: CareChex.com)
- Patient Safety Excellence Award – Healthgrades
- Capstone Quality Award
- American College of Radiology Accreditation – Ultrasound, MRI, Nuclear Medicine, CT

## Cardiovascular

- Heart Institute (Dedicated CV Center)
  - Dedicated Hybrid OR
  - Dedicated CV OR
  - Dedicated CV Recovery Unit
  - Dedicated CV ICU
  - Dedicated CV Unit
- 3 Cath Labs
- Mumur Clinic

## Cardiac Rehabilitation

- Cardiovascular Surgery
- Endovascular Services
- Telemetry Unit (39 beds)
- Transcatheter Aortic Valve Replacement (TAVR)
- Vascular Surgery
- Open Heart Surgery
- Cardiopulmonary Services
- Coronary Angiography
- Right & Left Heart Catheterization
- Aortography
- Arteriography
- Intravascular Ultrasound
- Coronary Stenting
- Coronary Atherectomy
- Percutaneous Transluminal Coronary Angioplasty
- Percutaneous Transluminal Angioplasty
- Peripheral Stenting
- Carotid Artery Stenting
- Distal Protection Devices
- Pacemaker/ICD Implantation
- Cardiac Resynchronization Therapy
- IVC filter
- Endovascular Aneurysm Repair
- Access to CT Angiography
- Limb-Salvage Program

## Critical Care

- SICU/MICU (11)
- CV ICU (6)

## Diagnostic Imaging Services

- 64-Slice CT
- Interventional Procedures
- MRI
- Nuclear Medicine
- Ultrasound
- Picture Archiving System
- ACR Accreditation

## Emergency Services

- Adult Emergency Dept. - Level II (14 beds)
- Cycle II Chest Pain Center Accreditation

## Gastroenterology

- GI Lab

## Hospitalist Program

## Hyperbaric Medicine

- 3 Chambers

## Laboratory

## Neuroscience Services

- Neurology
- Neurosurgery (Minimally-Invasive Spine Surgery)
- Certified Concussion Management

## Nephrology

- Dialysis Unit

## Orthopedics

- Joint Replacement

## Shoulder Replacement

- Arthroscopic procedures
- Ortho Trauma
- Ankle Replacement
- Sports Medicine Program
- Concussion Management

## Pulmonary/Respiratory

- Comprehensive Pulmonary Services

## Rehabilitation

- 9-bed Inpatient Unit
- Outpatient Therapy
- Physical, Occupational & Speech Therapy
- Multidisciplinary Team Approach / Cooking/ Advanced ADLs
- Wound Care-Related Therapy
- Long-Term Acute Care Unit

## Surgery

- 6 suites
- Comprehensive General and Minimally Invasive Surgical Services
- Hybrid CV OR (Heart Institute)
- CV OR (Heart Institute)

## Facility Amenities/Resources

- Business Center for families and guests (Complimentary computer and Wi-Fi access)
- Gift Shop

2810 Ambassador Caffery Parkway  
Lafayette, LA 70506  
(337) 981-2949  
OurNamesRegional.com

Beds: 128  
Staff: 500+  
Physicians: 423

The Regional Medical Center of Acadiana is part of The Regional Health System of Acadiana, which also includes Women's & Children's Hospital, a campus of The Regional Medical Center of Acadiana. The two complementary facilities have a total of 238 licensed beds, 51 NICU beds and 45 bassinets. Affiliated healthcare facilities in The Regional Health System of Acadiana include: The Elaine M. Junca Women's Imaging Centre and Lafayette Surgicare.



## ***Regional Medical Center of Acadiana (RMCA)***

Established in 1985. The Regional Medical Center of Acadiana is a full-service, 142 bed acute care hospital that brings a full spectrum of healthcare services to Lafayette families.

Offering nationally recognized heart care, general surgery, orthopedics, emergency care, rehabilitation and outpatient surgery, it's no wonder that Regional is Lafayette's hospital of choice.

Our staff of dedicated, expertly trained Physicians and Nurses is centered on providing you and your loved ones with the highest quality of care right here at home. Our state-of-the-art resources and family of hospitals allows us to coordinate your care no matter your condition.

### ***MISSION STATEMENT, VISION AND VALUES***

Above all else, we are committed to the care and improvement of human life. In recognition of this statement, we strive to deliver high quality, cost effective healthcare in the communities we serve.

### ***GENERAL INFORMATION***

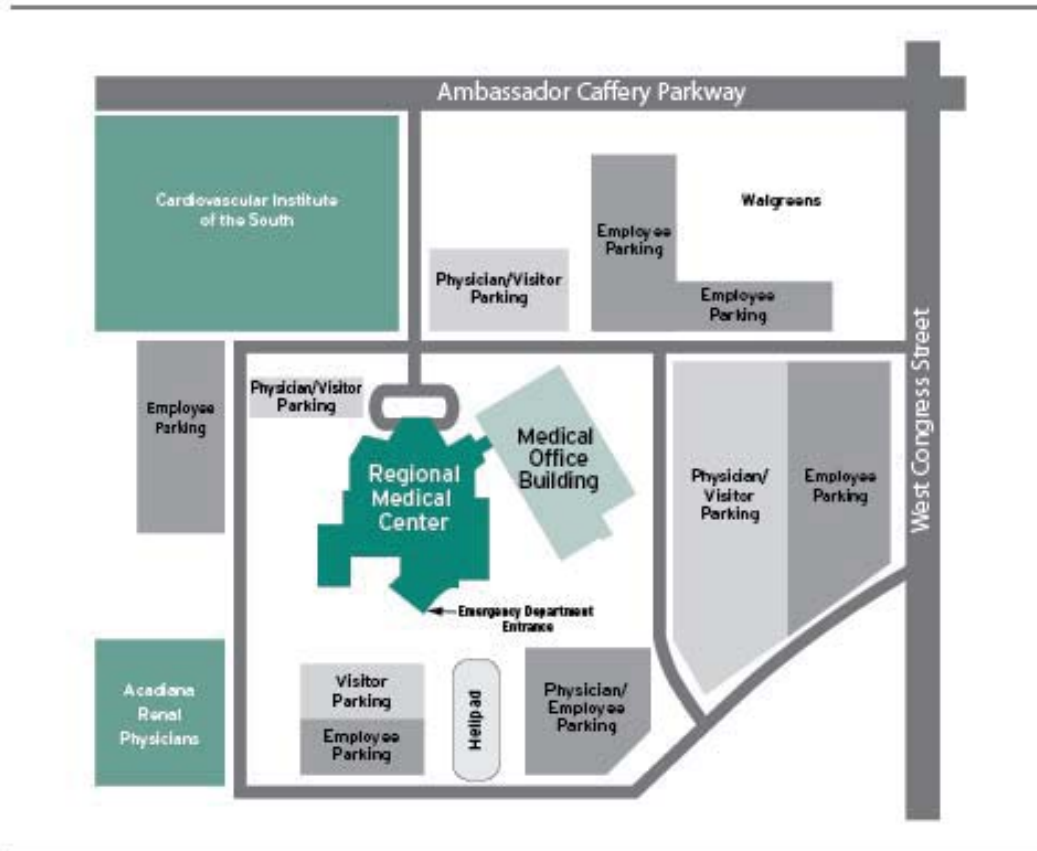
<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Administration</b>	1 <sup>st</sup> Floor	6700	8am-5pm
<b>Nursing Supervision</b>	1 <sup>st</sup> Floor	1199, 6716	
<b>Human Resources</b>	1 <sup>st</sup> Floor	6701	Mon-Fri 7:30am-4:30pm

## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

CODES	DEFINITION	PROCEDURE
<b>Code Red</b>	<b>Fire Response</b>	<p>CODE RED NOTIFICATION</p> <ul style="list-style-type: none"> <li>* Dial 1111</li> <li>* Say "CODE RED + location"</li> <li>* Fire Pull Station</li> </ul> <p>Rescue</p> <ol style="list-style-type: none"> <li>1. Remove patient, visitor, self from source</li> <li>2. Leave lights on</li> <li>3. Leave windows closed</li> <li>4. Close door</li> </ol>
<b>Code Green, Emergency Management</b>	<b>Evacuation</b>	<p>Notification and Response</p> <ul style="list-style-type: none"> <li>* Stated 3 times over PA system</li> <li>* DON'T PANIC</li> <li>* Know what to take</li> <li>* Help with patients if assigned</li> <li>* Meet on grassy area between hospital and apartment complex</li> </ul>
<b>Code Blue</b>	<b>Cardiopulmonary Arrest</b>	<ol style="list-style-type: none"> <li>1. Dial 1111, say "Code Blue + location"</li> <li>2. Under 12 yrs., say "Pedi Code Blue" + location"</li> <li>3. Assigned response team is activated</li> <li>4. Floor personnel should bring the unit code cart to the patient's room. ER will bring an additional pediatric cart in response to Pedi Code Blue</li> </ol>
<b>Code Yellow</b>	<b>Disaster – Mass Casualty</b>	<p>Categories</p> <ul style="list-style-type: none"> <li>* Code Yellow Alert</li> <li>* Code Yellow Implement</li> <li>* Code Yellow Drill</li> </ul>
<b>Code White</b>	<b>Violence, Hostage Situation</b>	<ol style="list-style-type: none"> <li>1. Call for help</li> <li>2. Dial 4444, tell the security officer location of code stat team</li> <li>3. Await for help to arrive</li> </ol>
<b>Code Black</b>	<b>Bomb Threat</b>	<p>Receiving Threat:</p> <ol style="list-style-type: none"> <li>1. Remain calm, question caller, and listen for background sounds</li> <li>2. Signal coworker</li> <li>3. Coworker calls Operator</li> <li>4. Fill out report (write information down as soon as possible)</li> </ol> <p>Search Procedure:</p> <ol style="list-style-type: none"> <li>1. Radio silence, minimal use of beepers, phones</li> <li>2. Do not publicize</li> <li>3. Search public area first</li> <li>4. Search Dept/Unit thoroughly</li> <li>5. Directors report to Control Center</li> <li>6. Never touch a suspicious object, call ext 1105</li> </ol>
<b>Code Orange</b>	<b>Biohazard Contamination</b>	<p>Agent Classification</p> <ul style="list-style-type: none"> <li>* Signal N = Nuclear</li> <li>* Signal B = Biological</li> <li>* Signal C = Chemical</li> </ul>

CODES	DEFINITION	PROCEDURE
<b>Code Pink</b>	<b>Infant/Child Abduction</b>	1. Dial 1111 and say "Code Pink", (age and sex of child)" 2. Notify Administrator on call, Safety Officer & Lafayette Police Dept 3. Secure & search your area including exits. Exits should be monitored
<b>Code Gray</b>	<b>Severe Weather</b>	Categories * Tornado Warning * Hurricane Tornado Warning * "Code Gray Tornado Implement" announced over PA * Be prepared to use emergency equipment * Don't use elevators * Move patients, visitors to inner hallways away from windows Hurricane * Stage 1 Preparatory - Hurricane 500 miles out Strategic Planning (Equipment, Supplies and Staffing) * Stage 2 Implement - Hurricane 150-200 miles out "Code Gray Hurricane Implement" Announced over PA Employee Assignment
<b>Code Silver</b>	<b>Active shooter and/or hostage taken in hospital or on RMCA campus.</b>	Remain calm, seek protection dial 1111 and say Code Silver.
<b>Code Tan</b>	<b>Internal Disaster</b>	Categories * Communication Failure Computer * Utilities Failure Phones Water Sewer

*Location of parking facilities:*



**2810 Ambassador Caffery Parkway  
Lafayette, LA 70506  
(337) 981-2949  
OurNameIsRegional.com**



# Research Medical Center

#### Awards/Accreditations

- Surgicenter of Kansas City

#### Awards/Accreditations

- Organ Donor Silver Medal of Honor
- IAC Echo Lab Accreditation
- MO State Hospital Engagement Network participant
- National Accreditation Program for Breast Centers
- Joint Commission Certified Advanced Heart Failure Center
- Joint Commission Certified Primary Stroke Center
- ACTION Registry® – GWTG® – Platinum: STEM & NSTEMI
- AHA GWTG® – Heart Failure – Gold Plus
- AHA GWTG® – Stroke – Gold Plus
- AHA Target: Stroke Honor Roll
- AHA Mission: Lifeline® – Bronze
- Bronze Award for the Kidney Transplant Program: National Learning Congress
- "Missouri Excellence in Safe Care" Award
- Accredited Comprehensive Cancer Program
- Accredited Radiology Program
- Level I Trauma Center
- Cigna LifeSource Transplant Network Designation
- Accredited Vascular Lab Cycle III
- Accredited Chest Pain Center with PCI
- AACVPR Certified Cardiac Rehab Program
- BCBS Cardiac Center of Excellence
- American Assoc. of Blood Banks (AABB) Accreditation
- Accredited Clinical Laboratory

#### Bum Center

- Grossman Bum Center
- 8-Bed Unit
- Acute and Reconstructive

- Surgical Care
- Psychological Counseling
- Rehabilitation

#### Cancer Care

- Brachytherapy for Prostate and Gynecological
- Breast Cancer Prevention Program
- Breast Center
- CAPRES (Cancer Assessment and Risk Evaluation)
- Infusion Suite
- Linear Accelerators for Image-Guided, Intensity Modulated Radiation Therapy
- Lung Cancer Clinic with EBUS diagnostics
- MammoSite® Radiation Therapy
- Midwest Gamma Knife® Center
- MRI Spectroscopy
- NAPEC Certified
- Respiratory-Synchronized Radiotherapy

#### Cardiology

- Catheterization Labs
- Anticoagulation Clinic
- Cardio Pulmonary Rehab
- Cardiovascular Surgery
- Clinical Trials
- Congestive Heart Failure Clinic
- Electrophysiology Lab
- Endovascular Lab
- Telemetry Unit

#### Chemical Dependency

#### Clinical Pastoral Education

#### Diabetes/Wound

- Wound Care
- Diabetes Center
- Education Programs

#### Education and Support Groups

- Prenatal Classes
- Stroke 411

#### Emergency Services

- Level I Trauma Center
- Regional Hand Center

- Primary Stroke Center

#### Gastroenterology Laboratory

- Intensive Care Unit
- 18 medical, 18 surgical beds

#### Liver & Pancreas Institute of Kansas City

#### Midwest Neuroscience Institute

- Center for Facial Pain
- Center for the Relief of Pain
- Certified Primary Stroke Center
- Certified Neuroscience Registered Nurses
- Gamma Knife® Radiotherapy
- Neuro-Interventional Radiology
- Neurosurgery
- TIA Clinic

#### Neonatal Intensive Care Unit

- Level III NICU
- Neonatal Nurse Practitioners
- Neonatologist

#### Orthopedics

- Joint Camp
- Midwest Spine Care

#### Pain Management

#### Physician Residency Program

#### Pulmonary and Respiratory Services

#### Radiology/Imaging Services

- CT
- Interventional Procedures
- Breast Imaging Center (with digital mammography)
- MR Elastography
- MRI
- Nuclear Medicine
- PETCT
- Radiology
- Ultrasound

#### Rehabilitation

- Inpatient

#### Research College of Nursing

#### Research Medical Center Brookside Campus

- 24/7 Emergency Department
- Complete outpatient services

#### Research Psychiatric Center, a Campus of Research Medical Center

- 100-bed inpatient facility
- Recipient of the 2012 Missouri Quality Award

#### School of Nuclear Medicine Technology

#### School of Radiological Technology

- Surgical Services
- Dedicated Vascular OR Suite
- Minimally Invasive Procedures including Robotic Surgical System

#### Transplant Institute

- Dedicated Unit
- Region's Only Simultaneous Pancreas/Kidney Transplant
- Program at Private Hospital

#### Volunteers

- Junior volunteer program
- The Service Auxiliary

#### Women's Services

- Fertility and Family Planning
- High-Risk Obstetrics
- LDR Suites
- Postpartum/Gynecology Unit

#### Additional Resources

- Assistance with Overnight Accommodations for Patient
- Support Companions
- Covered Parking
- Family Meeting Rooms
- Free Wireless Internet Access
- Patient Advocate
- All Private Rooms
- VIP Patient Rooms

2316 E. Meyer Blvd.  
Kansas City, MO 64132  
(816) 276-4000  
researchmedicalcenter.com

Beds: 590  
Employees: 2,200  
Physicians: 536

Founded in 1886 by German physicians, Research Medical Center is one of Kansas City's most comprehensive hospitals. Over the past century, the institution has built a tradition of serving residents in Kansas City and a 150-mile surrounding region with high-quality patient care and advanced technology. Research has completed more than \$120 million in capital improvements, renovations and expansions, including a new lobby and admitting area, a renovated and expanded Cancer Center and Women's Center, construction of all private patient rooms and reconstruction of the Emergency Department, plus radiology upgrades, an electrophysiology lab in cardiology and unit renovations on the 5th and 6th floors for nephrology and metabolic, orthopedic, neuro and trauma. Research's nearby Brookside campus includes 24/7 emergency care and complete outpatient services.

## ***Research Medical Center (RMC)***

Is a dual-campus HCA MidAmerica healthcare facility, serving patients from a 150-mile region surrounding Kansas City by providing an abundance of services and access to advanced technology. The hospital located at 2316 East Meyer Boulevard in Kansas City, Mo., is one of the region's leading acute care hospitals. The 490-bed facility features a broad range of highly specialized, state-of-the-art services. In addition, the 25-acre Research Brookside Campus, located at 6601 Rockhill Road, Kansas City, Mo., includes outpatient facilities, medical offices building and a comprehensive health and fitness center.

### ***MISSION STATEMENT, VISION AND VALUES***

#### **Mission**

To touch lives with hope, healing, comfort and care.

#### **Vision**

Together, we will be the provider and employer of choice in the communities we serve.

*We will accomplish this through:*

- *Provision of statistically superior care*
- *Achievement of high satisfaction levels*
- *Greater market share presence in the communities we serve*
- *Sound financial performance.*

#### **Values**

##### Compassion

- I smile and make eye contact; I introduce myself and refer to customers by their preferred name.
- I use body language and tone of voice to show kindness and interest.
- I listen and ask questions to clarify.
- I make customers and their needs the focus of my actions.

##### Attitude

- I create a positive culture by showing a courteous attitude under all circumstances.
- I recognize co-workers' strengths and capabilities; I promote co-workers to patients and families.
- I ask customers and co-workers what I can do to help them; I say what I can do, not what I cannot do.
- I treat others as I would like to be treated

##### Respect

- I lead by example; I dress appropriately in clean and neat clothing, wearing my name badge so all can see it.
- I allow others to exit first from elevators; if transporting a patient on a bed, I politely ask others to wait.
- I respect personal and cultural differences.
- I avoid medical jargon and speak to patients in words they understand.
- I am polite. I use proper phone etiquette. I say thank you.

##### Excellence

- I help keep the workplace well maintained. I clean up, pick up and wipe up.
- I will strive to find solutions to problems.
- I offer assistance and directions in a timely manner to all customers and anticipate their needs.
- I ask my patients if they are comfortable and satisfied. I take ownership to resolve any issues.
- I take responsibility for successfully completing assignments.

## **GENERAL INFORMATION**

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Nursing Office/Staffing</b>	2 <sup>nd</sup> Floor	Staffing 3399 Eve/Noc Supervisor 6715 or 3973	Staffing 0700-1730 M-F Supr – 1500-0700 M-F and 24 hr weekends/holidays
<b>Security</b>	A Level	4411	24 Hours
<b>Operating Room</b>	A Level	4136	24 Hours
<b>Cafeteria</b>	1st floor by main elevators		Breakfast 0630-0930 Lunch 1100-1400 Dinner 1600-1900
<b>Lab</b>	A Level	4151	24 hours
<b>Pharmacy</b>	A Level	4163	24 Hours
<b>ICU</b>	A Level	Surgical 3406 Medical 3808	
<b>Emergency Department</b>	A Level	4155	

## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
<b>Code Red</b>	<b>Fire</b>	<ol style="list-style-type: none"> <li>1. Close all doors</li> <li>2. Evacuation would be ordered by Security or an administrator and would first move laterally through the nearest fire doors</li> <li>3. If evacuation becomes necessary, the charge nurse on each unit should obtain a list of patients to present to the Administrative Representative in the "Safe Area"</li> </ol>
<b>Code Blue</b>	<b>Cardiopulmonary Arrest</b>	<ol style="list-style-type: none"> <li>1. Call for help</li> <li>2. Dial 4444, tell the operator location of code blue, let the operator hang up first</li> <li>3. Begin CPR</li> <li>4. Respond with department crash cart to the code blue location</li> </ol>
<b>Code Orange</b>	<b>Haz-Material Chemical Spill</b>	<ol style="list-style-type: none"> <li>1. Contain the chemical spill</li> <li>2. Look up the MSDS 1-800-451-8346</li> <li>3. Provide Emergency care</li> <li>4. Alert Security 4444</li> <li>5. Notify the supervisor</li> </ol>
<b>Code Yellow Phase 1</b>	<b>Disaster/Mass Casualty</b>	<ol style="list-style-type: none"> <li>1. Remain in the department unless reassigned by the Command Center</li> <li>2. Gather all available beds, stretchers and wheelchairs</li> <li>3. Assist with the Bed Status Count, noting which patients are appropriate for discharge or transfer</li> <li>4. Remain in current location until relieved</li> </ol>
<b>Code White</b>	<b>De-escalation Needed</b>	<ol style="list-style-type: none"> <li>1. Call for help</li> <li>2. Dial 4444, tell the security officer location of code stat team</li> <li>3. Await for help to arrive</li> </ol>
<b>Code Black</b>	<b>Bomb Threat</b>	<ol style="list-style-type: none"> <li>1. Keep the person on the phone as long as possible</li> <li>2. Have another staff member call security at 4444 to report bomb threat</li> <li>3. Follow security's instructions</li> </ol>
<b>Code Pink</b>	<b>Missing/Infant Abduction</b>	<ol style="list-style-type: none"> <li>1. Check department for unauthorized personnel</li> <li>2. Be alert for anyone carrying an infant or an item large enough to conceal an infant</li> <li>3. Staff should stand by all stairwells and elevators and be alert for anyone or anything suspicious</li> <li>4. If you see a suspicious individual, maintain visual contact with the person</li> <li>5. Approach the individual at your discretion, informing them that an emergency has occurred and no one is to leave the building</li> <li>6. Keep yourself safe at all times</li> <li>7. Call Security at 4444 to clear them for exit</li> <li>8. If the person will not wait/stop, give a detailed description of physical characteristics and clothing to Security and if they exit the building, observe the automobile and license plate.</li> </ol>



CODES	DEFINITION	PROCEDURE
<b>Code Silver</b>	<b>Hostage Situation/Security Alert</b>	<ol style="list-style-type: none"> <li>1. Call Security at 4444 to report hostage situation</li> <li>2. Check department for unauthorized personnel</li> <li>3. If you see a suspicious individual, maintain visual contact with the person</li> <li>4. Approach the individual at your discretion, informing them that an emergency has occurred and no one is to leave the building</li> <li>5. Keep yourself safe at all times</li> <li>6. Call Security at 4444 to clear them for exit</li> <li>7. If the person will not wait/stop, give a detailed description of physical characteristics and clothing to Security and if they exit the building, observe the automobile and license plate.</li> </ol>
<b>Code Purple</b>	<b>Patient Elopement</b> (Patient that does NOT have the mental capacity or legal authority to leave the hospital)	<ol style="list-style-type: none"> <li>1. Check department for unauthorized personnel.</li> <li>2. Staff should stand by all stairwells and elevators and be alert for anyone or anything suspicious.</li> <li>3. If you see a suspicious individual, maintain visual contact with the person.</li> <li>4. Approach the individual at your discretion, informing them that an emergency has occurred and no one is to leave the building.</li> <li>5. Keep yourself safe at all times.</li> <li>6. Call Security at 4444 to clear them for exit.</li> <li>7. If the person will not wait/stop, give a detailed description of physical characteristics and clothing to Security and if they exit the building, observe the automobile and license plate.</li> </ol>

**Location of parking facilities:**

Research Medical Center staff parking in the multi level parking structure. You may park on any level other than Blue. Non-reserved lots in A, D, C.

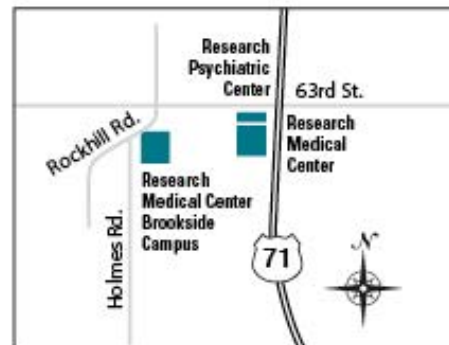


**Research Medical Center**  
 2316 E. Meyer Blvd.  
 Kansas City, MO 64132  
 (816) 276-4000  
[researchmedicalcenter.com](http://researchmedicalcenter.com)

**Research Psychiatric Center,  
 A Campus of Research Medical Center**  
 2323 East 63rd Street  
 Kansas City, MO 64130  
 (816) 444-8161  
[researchpsychiatriccenter.com](http://researchpsychiatriccenter.com)



**Research Medical Center  
 Brookside Campus**  
 6601 Rockhill Road  
 Kansas City, MO 64131  
 (816) 276-7000  
[researchbrookside.com](http://researchbrookside.com)





# Research Psychiatric Center

A Campus of Research Medical Center



Serving the Greater Kansas City area since 1996, **Research Psychiatric Center**, a campus of Research Medical Center, provides experienced physicians and clinical staff who utilize the most advanced treatment options.

**Research Psychiatric Center** is one of the few comprehensive inpatient psychiatric facilities in the metropolitan area. The inpatient hospital is located adjacent to Research Medical Center and offers comprehensive inpatient psychiatric services with specialty programs for adolescents, adults and senior adults. This location also provides one of the region's largest premier Partial Hospital Programs (Day Program) that serves those who may need intensive treatment but do not require around-the-clock hospitalization.

In addition, the hospital has three outpatient clinics located in Independence, Missouri, Kansas City, Missouri, and Overland Park, Kansas, offering a variety of counseling and crisis intervention services including:

- Intensive Outpatient Programs for Adolescents and Adults
- Mental Health and Substance Abuse treatment
- Outpatient Individual Psychotherapy and Family Therapy
- Psychiatric Medication Management

#### **Psychiatric Management Services**

Research Psychiatric Center also manages off-campus psychiatric inpatient facilities, including the SAGE Senior Behavioral Health Unit located within the Cass Regional Medical Center, as well as the Adult Behavioral Health Unit located within Research Medical Center.

2323 E. 63rd Street  
Kansas City, MO 64130  
(816) 444-9161  
[ResearchPsychiatricCenter.com](http://ResearchPsychiatricCenter.com)

Beds: 100  
Employees: 307  
Physicians: 19 Active Psychiatric Staff  
3 Active Consulting Staff

**Recipient of the 2012  
Missouri Quality Award**

## ***Research Psychiatric Center (RPC)***

Is a campus of Research Medical Center serving the Greater Kansas City area for over 26 years. Research Psychiatric Center provides experienced physicians and clinical staff who utilize the most advanced treatment options.

Research Psychiatric Center is one of the few comprehensive inpatient psychiatric facilities in the metropolitan area. The 100 bed inpatient facility is located adjacent to Research Medical Center and offers comprehensive inpatient psychiatric services with specialty programs for adolescents, adults and seniors adults. This location also provides one of the region's largest premier Partial Hospital Programs (Day Program) that serves those who may need intensive treatment but do not require around the clock hospitalization.

In addition, the hospital has three outpatient clinics located in Independence and Kansas City, Missouri, and Overland Park, Kansas, offering a variety of counseling and crisis intervention services including:

- Intensive Outpatient Program for Adolescents and Adults
- Mental Health and Substance Abuse Treatment
- Outpatient Individual Psychotherapy and Family Therapy
- Psychiatric Medication Management

### ***MISSION STATEMENT, VISION AND VALUES***

#### **Mission**

To Provide Excellence in Psychiatric Care.

#### **Vision**

Together, we will be the provider and employer of choice in the communities we serve.

*We will accomplish this through:*

- Provision of statistically superior care.
- Achievement of high satisfaction levels.
- Greater market share presence in the communities we serve.
- Sound financial performance.

#### **Values**

##### ***COMPASSION***

- Respond to our patient's needs with compassion and tenderness.
- Make customers and their needs a primary focus of our action.
- Develop and sustain productive customer relationships.
- Seek first to understand rather than to be understood.

##### ***ATTITUDE***

- Display a caring and courteous attitude under all circumstances.
- Seek opportunities to work with each other to achieve our goals.
- Celebrate individual and team accomplishments.

##### ***RESPECT***

- Uphold the dignity of every individual.
- See and listen through the eyes and ears of others.
- Embrace a culturally diverse work environment.
- Take responsibility for all your actions.

##### ***EXCELLENCE***

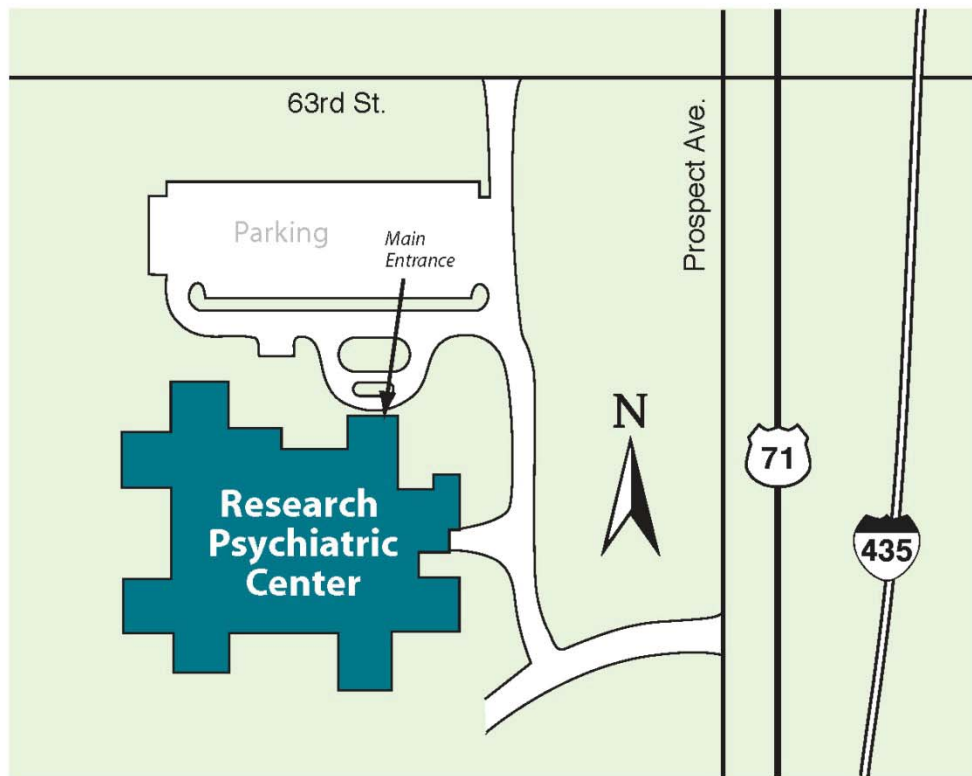
- Exceed the needs and expectations of those we serve.
- Assume responsibility and accountability for successfully completing assignments.
- Self-impose standards of excellence rather than having standards are imposed.

## **GENERAL INFORMATION**

Area	Location	Telephone Ext.	Hours of Operation
Office/Staffing	Down the hall from Admissions and around the corner to the left	EXT 8171	24/7
Security (Badges)	Your PWMS badge will gain you entry to the hospital	Dial "O" and have Plant Ops paged. After hours, we use RMC security	24/7
Cafeteria	Near the front entrance of the hospital	EXT 8125	Bkf- 7:30-8:30A Lunch 11:30-1:00P Dinner 5:30-6:30P

## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

CODES	DEFINITION	PROCEDURE
Code Red	Fire	Point closest to the fire; remove patients from the immediate area. Follow "RACE": <i>Rescue, Alarm, Contain, Extinguish</i> Fire Extinguishers – Remember "PASS": Pull the pin, Aim, Squeeze, and Sweep. Point away from the origin of the fire; stand by to be directed by person in charge.
Code Blue	Cardiopulmonary Arrest	Dial EXT 8111 to notify PBX. Code Team available in facility
Code Blue	Pediatric Cardiac Arrest (ages 12 to 18)	Dial EXT 8111 to notify PBX. Code Team available in facility
No page	Chemical Spill	Contact Plant Operations for assistance with spill kit. After hours, contact Security by dialing 274-4411.
Level Alert	Disaster	<b>Level 3-</b> information only alert of an incident with potential casualties. <b>Level 2-</b> Mid Level alert of multi casualty event. <b>Level 1-</b> Full area wide alert. All available staff, as identified by Manager/Charge Nurse should report to the Staffing Office for further direction.
Code Green	Agitated Patient	If you are NVCI certified, and assigned to do Code Green for your shift, respond to the scene for assistance as directed by team leader.
No Page	Bomb Threat	Staff will be contacted directly. A search of the area may be required and evacuation, as directed by the Officer-in command.
Rapid Response Team	Patient change in condition medically or psychiatrically needing more assistance	Dial EXT 8111 to have PBX page Rapid Response team and give location. The RRT will respond and assist with the patient's medical care that is required including assistance with transfer to a medical facility.



Research Psychiatric Center:  
2323 E. 63rd Street  
Kansas City, MO 64130  
(816) 444-8161  
[ResearchPsychiatricCenter.com](http://ResearchPsychiatricCenter.com)



# Tulane Medical Center

## Tulane Medical Center

### Awards/Accreditations

- TJC Accreditation
- CAP Lab Accreditation
- Accredited Primary Stroke Center - Gold Plus
- Louisiana Hospital Award
- Outpatient Rehab FOTO Award

### Abdominal Transplant

- Liver Transplant
- Hepatobiliary
- Living Donor
- Kidney Transplant
- Pancreas Transplant

### Allergy/Immunology and Rheumatology

- Cardiac Electrophysiology
- Atrial Fibrillation Clinic
- Cath Lab
- Cardiac Rehabilitation
- Cardiovascular Surgery
- Congestive Heart Failure Clinic
- Interventional Cardiology
- Vascular Surgery

### Critical Care

- Endocrinology
- Diabetes Program

### Diagnostic Imaging Services

- 3D Mammography
- CT (64 slice)
- DEXA
- Interventional Procedures
- MRI
- Nuclear Medicine
- PET CT
- Radiology
- Ultrasound

### Patient Education and

### Support Groups

- Adult Seminar Programs
- Bereavement Groups
- CPR – First Aid
- Cancer Support
- H2U
- Smoking Cessation

### Emergency Services

- Adult Emergency Room
- Pediatric Emergency Room

### Gastroenterology/Endoscopy

- Hematology/Oncology
- Bone Marrow Transplant
- Outpatient Clinics
- Outpatient Infusion Center
- Psychosocial Support
- Radiation Oncology
- Surgical Oncology

### Human Genetics

### Infectious Diseases

### Intensive Care Unit

### Laboratory

- Nephrology
- Dialysis Center
- Kidney Transplant

### Neurology

- Neurosurgery
- Stroke Program
- Interventional Neuroradiology

### Orthopedics

- Joint Replacement
- Sports Medicine
- Spine Center

### Outpatient Surgery

### Pain Management

### Psychiatry

- Outpatient Counseling

### Pulmonary/Respiratory

- Cystic Fibrosis Center
- Pulmonary Services

### Rehabilitation

- Occupational Therapy
- Physical Therapy
- Speech Therapy

### Sleep Center

### Surgery

- Comprehensive General and Minimally Invasive Services
- First Assist Program
- Open Heart
- Robotic
- Transplant

### Urology

### Women's Services

- Gynecological Oncology
- Gynecology
- Incontinence
- OB

### Wound Center

### Facility Amenities/Resources

- Complimentary Valet Parking for patients
- Family Meeting Rooms
- Patient Advocate
- Private and Semi-Private Rooms
- Sleeping Arrangements for Overnight Companions
- Wireless Internet

1415 Tulane Ave  
New Orleans, LA 70112  
(504) 988-5800  
tulanehealthcare.com

Beds: 253  
Staff: 1,300  
Physicians: 630

Tulane Medical Center is an acclaimed teaching, research and medical center serving the greater New Orleans area. Tulane physicians provide leading-edge care ranging from primary to tertiary to quaternary in a vast number of specialties. TMC continues to grow to reflect the changing needs of the community.



**Tulane-Lakeside**  
HOSPITAL

# Tulane-Lakeside Hospital

#### Awards/Accreditations

- TJC Accreditation
- CAP Lab Accreditation
- Louisiana Hospital Award
- G.J.F.T. Certified
- NICHQ Best Fed Beginnings

#### Burn & Wound Clinic

#### Cancer Services

- Breast Health Center
- Gynecological Oncology

#### Cardiology

- Cardiology Clinic

#### Child Life

#### Endocrinology

- Diabetes Center

#### Emergency Services

#### Gastroenterology

- Endoscopy Services

#### Imaging Services

- Bone Density (DEXA)
- Diagnostic X-ray
- Digital Mammography
- Low-Dose CT
- MRI
- O-Arm
- Radiology
- STEALTH System (neurosurgery)
- Stereotactic Breast Biopsy
- Ultrasound

#### Laboratory

#### Neonatal Intensive Care Unit

- 26 beds
- Level III Regional NICU
- Neonatal Transport/ Flight Team

#### Patient Education

- Breastfeeding Outpatient
- Natural Childbirth Class
- Prenatal Education
- Sibling Class

#### Pediatrics

- General Pediatric Medicine
- Pediatric Emergency Room
- Pediatric Endoscopy
- Pediatric Intensive Care Unit
- Pediatric Outpatient Sedation
- Pediatric Transport/ Flight Team

#### Pediatric Specialty Clinics

- Adolescent Medicine
- Allergy/Immunology and Rheumatology
- Cancer Care
- Cardiology
- Critical Care
- Diabetes
- Dermatology
- Gastroenterology
- Genetics
- Hematology/Sickle Cell Disease/Hemophilia
- Infectious Diseases
- Kidney Care
- Lung/Pulmonary Care Cystic Fibrosis
- Neurology
- Ophthalmology
- Orthopaedics
- Outpatient Pediatric Therapy - Physical, Occupational, Speech
- Psychiatry

#### Pediatric Surgical Specialties

- Abdominal Transplant
- Neurosurgery
- Orthopaedics/Spinal Surgery
- Otolaryngology
- Ophthalmology
- General Surgery

#### Pulmonary and Respiratory Services

#### Rehabilitation

- Inpatient Rehab
- Outpatient Rehab
- Physical Therapy
- Occupational Therapy
- Speech Pathology

#### Pregnancy Services

- Antepartum Testing Area
- Fertility
- In-room Newborn Transition Care
- Lactation Center
- Labor and Delivery Suites
- Intensive Care Unit (26 beds)
- OB Unit (all private rooms)
- Skin to Skin Bonding

#### Surgery

- General Surgery
- Minimally Invasive Surgery
- Orthopedic Surgery
- Robotic Surgery

#### Women's Services

- Gynecology
- Incontinence
- Pelvic Floor Therapy
- Plastic Surgery

#### Facility Amenities/Resources

- Child Passenger Safety Seat Installation Site
- Complimentary Parking
- Concierge Service
- Facility Tours
- Lactation Lounge
- Spanish Interpreter
- Gift Shop
- Patient Representative/Guest Relations
- Private Rooms
- Sleeping Arrangements for Overnight Companions
- Wireless Internet

4700 I-10 Service Road  
Metairie, LA 70001  
504-888-5800  
tulanelakeside.com

Beds: 119  
Staff: 500  
Physicians: 630

Tulane Lakeside Hospital for Women and Children is a 119-bed facility located in Metairie, Louisiana. For over 40 years, the hospital has provided the knowledge, expertise and specialized care vital to the healthcare needs of Jefferson Parish. The hospital provides leading-edge technology in many specialties.





**Women's  
& Children's**  
HOSPITAL

A Campus of  
THE REGIONAL MEDICAL CENTER OF ACADIANA

# Women's & Children's Hospital

A Campus of The Regional Medical Center of Acadiana

#### Awards/Accreditations

- Joint Commission Top Performer on Key Quality Measures for Heart Attack, Heart Failure, Pneumonia and Surgical Care
- "A" Grade in Leapfrog Group Hospital Safety Scorecard
- TJC Lab Accreditation
- CLIA Accreditation
- ACR Breast Center of Excellence
- NQMCB Center of Excellence
- ACR Accreditation
- GIFT Award
- IBCLC Care Award
- Capstone Quality Award
- Gold Bear Award for Kids ER
- HealthGrades Patient Safety Excellence Award

#### Cardiopulmonary

- Echocardiograms – Neonatal, Pediatric and Adult
- 24-hour EEG
- Digital EEG
- EKG
- Holter Monitoring
- Pediatric Pulmonary Lab
- PFT
- Pulmonary Diffusion

#### Critical Care

- NICU
- PICU
- Neonatal and Pediatric Transport Team (Air and Ground Transports)

#### Diagnostic Imaging Services

- Aurora Dedicated Breast MRI
- CT (16 slice)
- Digital Mammography with CAD (Computer Assisted Detection)
- MRI
- Nuclear Medicine
- PET/CT
- Radiology
- Ultrasound
- DEXA
- Vacuum Assisted and Stereotactic Biopsies

#### Patient Education Classes and Support Groups

##### Emergency Services

- Pediatric Emergency Department
- Emergency Nurse Pediatric Course Certified Nurses
- Trauma Nurse Core Curriculum Certified Nurses
- Gold Bear Accredited

##### Cancer & Infusion Center

##### Laboratory

##### Neonatal Intensive Care Unit

- 51 Beds
- Level II, III, IIII NICU
- Neonatal Transport Team (Air and Ground Transports)
- Neonatal Nurse Practitioners
- Perinatologist

##### Nursery

##### Pediatrics

- Child Life Specialist
- General Pediatric Medicine/Surgery Unit (28 Beds)
- Pediatric Emergency Department (12 beds)
- Pediatric Intensive Care Unit (13 beds)
- Therapy Services (OT/PT/Speech/Audiology)
- Pediatric Hospitalist/Intensivist Program
- Sedation Services

##### Pediatric Specialty Services

- Allergy/Immunology
- Cardiology
- Critical Care
- Dentistry
- Endocrinology
- Gastroenterology
- General Surgery
- Human Genetics
- Hematology/Oncology
- Infectious Diseases
- Neonatology

- Nephrology
- Neurology
- Neurosurgery
- Ophthalmology
- Orthopedics
- Otolaryngology
- Pulmonary
- Sports Medicine
- Urology

##### Pediatric Surgical Specialties

- Cranio-Maxillofacial Surgery
- General Surgery
- Neurosurgery
- Orthopedic Surgery
- Spinal Surgery
- Otolaryngology
- Ophthalmology
- Urology

##### Sleep Lab

- 4 OR Suites, 1 Cysto Room

##### Women's Services

- Breast Center – Elaine M. Junca Women's Imaging Centre
- Breast Surgery
- Dedicated Antenatal Unit (10 beds)
- DIEP Flap Breast Reconstruction
- General Surgery
- Assisted Reproductive Technology (IVF)
- Gynecology
- Lactation Center
- Labor/Delivery/Recovery Suites (15 beds)
- Obstetrics
- Postpartum Unit (46 beds)

##### Facility Amenities/Resources

- Complimentary Parking
- Gift Shop
- Private Rooms
- Sleeping Arrangements for Overnight Companion
- Wireless Internet Access

4600 Ambassador Caffery Parkway  
Lafayette, LA 70508  
(337) 521-9100  
womens-childrens.com

Beds: 161  
Staff: 670  
Physicians: 423

Founded in 1983, Women's & Children's Hospital, a campus of The Regional Medical Center of Acadiana, has been providing specialized healthcare services for women and children for more than 30 years. Since its humble beginnings as a birthing hospital, Women's & Children's has grown to become one of Louisiana's leading healthcare institutions dedicated exclusively to the care of women and children.

## ***Women's & Children's Hospital (WCH),***

Is a campus of The Regional Medical Center of Acadiana providing specialized healthcare services for women and children for over 20 years. Since its humble beginnings as a birthing hospital, it has since grown to become one of the state's leading healthcare institutions dedicated exclusively to the care of women and children.

### ***MISSION STATEMENT, VISION AND VALUES***

#### **Mission**

The Mission of Women's and Children's Hospital is to provide quality, cost-effective healthcare services for the women and children of Acadiana.

#### **Vision**

Women's and Children's Hospital will continue to be the premier provider and employer of choice for specialized services for women and children in Acadiana.

#### **Values**

*EXCELLENCE*  
*QUALITY*  
*COMPASSION*  
*RESPECT*  
*COMMITMENT*  
*TEAMWORK*  
*INTEGRITY*

### ***GENERAL INFORMATION***

<b>Area</b>	<b>Location</b>	<b>Telephone Ext.</b>	<b>Hours of Operation</b>
<b>Administration</b>	<b>1<sup>st</sup> Floor</b>	<b>*55300</b>	<b>Mon-Fri 8am-5pm</b>
<b>Nursing Supervision</b>	<b>1<sup>st</sup> Floor</b>	<b>*19197</b>	
<b>Human Resources</b>	<b>1<sup>st</sup> Floor</b>	<b>*19177</b>	<b>Mon-Fri 7:30am-4:30pm</b>

## **EMERGENCY CODES AND OTHER SAFETY REMINDERS**

### **SAFETY CODES DIAL \*55555**

<b>CODES</b>	<b>DEFINITION</b>	<b>PROCEDURE</b>
<b>Code Red</b>	Fire Response	<p><b>Code for a FIRE:</b></p> <p><b>R</b> Rescue any patient, visitor or staff from immediate danger</p> <p><b>A</b> Activate the alarm-dial *55555, give location, type &amp; severity of the fire</p> <p><b>C</b> Confine the fire-close all doors, windows; stuff a damp towel under doors to keep smoke out. Turn off all oxygen supply only if directed to do so by a charge nurse.</p> <p><b>E</b> Extinguish-with a fire extinguisher using the PASS method(Pull the pin, Aim at the base of the fire, Squeeze the handles together, Sweep from side to side)</p>
<b>Code Grey</b>	Severe Weather	<p><b>Code for Severe Weather Alert</b></p> <ul style="list-style-type: none"> <li>• Called by Administration when hospital and/or surrounding area has been put under a severe weather warning</li> <li>• Be prepared to move patients and visitors away from windows &amp; into the inner corridors of the hospital</li> <li>• Visitors are cleared from lobby and waiting areas and directed to classrooms, cafeteria or inner corridors</li> </ul>
<b>Code Blue</b>	Cardiopulmonary Arrest	<p><b>Code for Person unresponsive &amp; needs CPR</b></p> <ul style="list-style-type: none"> <li>• Dial *55555 or press code button if available in patient room</li> <li>• Resuscitation will be initiated according to AHA guidelines</li> </ul>
<b>Code Yellow</b>	Disaster	<p><b>Code for Disaster</b></p> <ul style="list-style-type: none"> <li>• Activated when necessary by the highest authority present at the facility</li> <li>• Emergency Management Team will report to the Emergency Operations Center (Administrative Office)</li> <li>• Response team will report to the zone announced by PBX and a triage area will be established in that zone. The disaster box (Stored in ED) will be brought to the Triage area.</li> <li>• Life threatening injuries will be sent to the MAJOR injury station in the ED</li> <li>• Non-life threatening injuries will be sent to the MINOR injury station on 2 North</li> <li>• A temporary morgue is established in the decontamination room in the ED</li> <li>• Your supervisor will tell you if you need to report to the PERSONNEL pool in the classroom</li> <li>• Chief of staff will direct all physicians</li> </ul>
<b>Code Black</b>	Bomb Threat	<p><b>Receiving Threat:</b></p> <ul style="list-style-type: none"> <li>• Be calm, courteous, LISTEN; do not interrupt caller</li> <li>• Have somebody notify the house supervisor and also notify the Lafayette Police Department</li> </ul> <p><b>Search tips</b></p> <ul style="list-style-type: none"> <li>• Search department looking for something that does not seem to belong. DO NOT TOUCH ANYTHING YOU BELIEVE MAY BE A BOMB.</li> <li>• Search public areas; then search areas normally restricted to staff only</li> <li>• Use a 3 level method-ceiling to eye level 1<sup>st</sup>; eye level to waist level 2<sup>nd</sup>; waist level to ground level last.</li> <li>• Evacuation will occur in accordance with the Code Green Policy</li> </ul>
<b>Code Green</b>	Evacuation	<p><b>Code for Evacuation</b></p> <p>Horizontal evacuation for patients to a safe area is the 1<sup>st</sup> step in the evacuation process and usually is all that is required.</p> <ul style="list-style-type: none"> <li>• Disaster team will report to the Emergency Operations Center (Administrative Office) &amp; a member of the disaster team will be assigned as DIRECTOR OF EVACUATION CENTER and is responsible for establishing an orderly</li> </ul>

CODES	DEFINITION	PROCEDURE
Cont.	Cont.	<p>temporary hospital site to provide continued patient care until such time as patients can be stabilized, transferred or discharged. Every effort is made to establish the Evacuation Center within the hospital.</p> <ul style="list-style-type: none"> <li>• Chief of Staff directs physicians</li> <li>• A TRANSFER TEAM (directed by social services) is established if there is a need to coordinate the transfer of patients to other medical facilities or discharge patients.</li> <li>• All available personnel will report to the PERSONNEL POOL in the classroom.</li> <li>• A PUBLIC INFORMATION CENTER is established by marketing. All inquiries about patients are referred to the Public Information Center.</li> </ul> <p>If evacuation is necessitated due to fire and/or smoke-note that each set of fire doors across the corridor provides a one hour fire rated barrier. Evacuation efforts are directed by the Fire Department or in house authorities.</p>
Code Pink	Infant/Child Abduction	<p><b>Code for Infant Abduction</b> The protection of infants &amp; children is a proactive responsibility for everyone in the facility. Be alerted to:</p> <ul style="list-style-type: none"> <li>• Repeated Visiting "just to see the infants"</li> <li>• Close questioning about WCH procedures, security devices and lay of floors- such as when is feeding time; when are babies taken to mothers; where are the emergency exits; where do the stairwells lead</li> <li>• Physically carrying an infant in the corridors instead of using the bassinet to transport the infant</li> <li>• Carrying large packages</li> </ul> <p>When it is suspected that an infant or child is missing-</p> <ul style="list-style-type: none"> <li>• Dial *55555 and notify the hospital operator to call a CODE PINK</li> <li>• Immediately search work areas &amp; adjacent common areas</li> <li>• Departments on 1<sup>st</sup> floor will step outside their departments &amp; monitor hallways &amp; exits. All exits of the hospital will be blocked and designated areas locked until police arrive.</li> </ul> <p>Speak with your supervisor regarding your units specific responsibility for CODE PINK</p>
Code Silver	Active Shooter in or on the Hospital campus	<p><b>Active Shooter in or on campus of Hospital</b></p> <ul style="list-style-type: none"> <li>• Remain calm</li> <li>• Seek Protection by any means available</li> <li>• Call hospital emergency number *55555 and announce a CODE SILVER (with location of incident) and description of person(s)with the weapon, and type of weapon if known</li> <li>• S.A.F.E. rooms with limited access and visibility are available on each unit and are equipped with a telephone</li> </ul>
Code Stork	Emergency Delivery in any area other than L&D	<p><b>Imminent emergency delivery occurring in any other area other than Labor and Delivery</b></p> <ul style="list-style-type: none"> <li>• Dial *55555 to activate giving the location of the delivery</li> <li>• A nurse from L&amp;D will bring a precipitous delivery tray &amp; infant identification bands to the location</li> <li>• Stay with the mother until help arrives; then help direct traffic to provide privacy</li> </ul>

## Hurricane

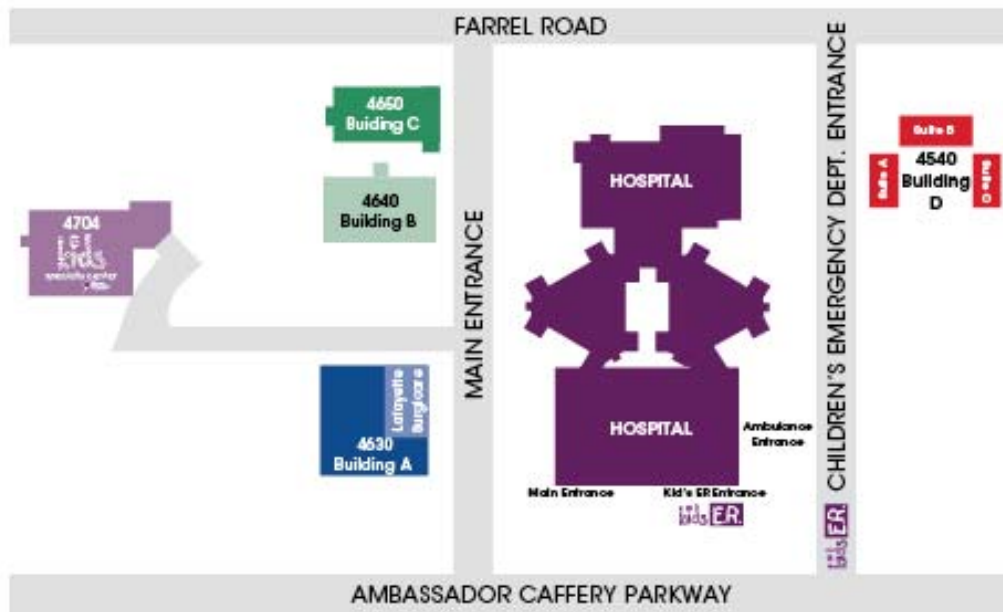
When a tropical storm or hurricane forms in or enters the Gulf of Mexico, its location, extend of dangerous winds, direction and speed of movement will be monitored by the CEO.

- Check with your supervisor to learn which TEAM you have been assigned to (A or B)
- You will be instructed when you are to report to work if you are on TEAM A; you will be instructed on how to learn when it's clear for you to report to work if you are on TEAM B.



Women's  
& Children's  
HOSPITAL

A Campus of  
THE REGIONAL MEDICAL CENTER OF ACADIANA



4600 Ambassador Caffery Parkway  
Lafayette, LA 70508  
(337) 521-9100  
womens-childrens.com



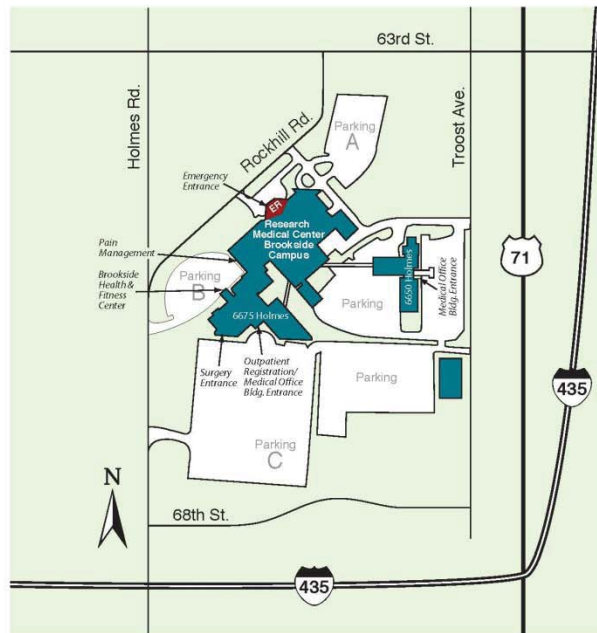
6601 Rockhill Road  
 Kansas City, MO 64131  
 816-276-7000  
 researchbrookside.com

Employees: 300

RESEARCH MEDICAL CENTER BROOKSIDE CAMPUS



Research Medical Center Brookside Campus is a comprehensive center for outpatient services. It is located on a 37-acre campus in south Kansas City, Missouri that includes outpatient facilities, medical office buildings, administrative offices, and a comprehensive health and fitness center.



# SERVICES

## Adult Specialty Care

### Ambulatory Surgery

- ENT Surgery
- Eye Surgery
- Foot Surgery
- General Surgery
- Gynecology Surgery

### Brookside Health and Fitness Center

### Cancer Care

- Oncology Clinic

### Education and Support Groups

- Exercise Classes

### Emergency Services

- Rapid Medical Evaluation

### Gastroenterology

### Laboratory

### Midwest Spine Care

### Outpatient Surgery

## Pain Management

### Radiology/Imaging Services

- CT
- Mammography
- MRI
- Radiology
- Ultrasound

### Rehabilitation

- Outpatient
- Sports Medicine
- Physical Therapy
- Occupational Therapy
- Speech Pathology
- Pediatrics

### Research Family Medicine Residency Program

### Sleep Lab/Sleep Disorders Center

### Additional Resources

- Patient Advocate
- Walk-in Diagnostics

RESEARCH MEDICAL CENTER BROOKSIDE CAMPUS





## AMBULATORY SURGERY CENTERS

### AMBULATORY SURGERY CENTERS OVERVIEW

Ambulatory Surgery Centers (ASCs) perform surgeries that do not require hospital admission. They provide cost-effective services and a convenient environment. Procedures are performed in a fully equipped operating room and recovery is under the care of highly skilled nurses. Whether young or old or somewhere in between, patients and their families benefit from the comfortable environment ASCs have to offer.

Surgeries performed may include:

- Dental/Oral Surgery
- Gastroenterology
- General Surgery
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Plastic Surgery
- Podiatry
- Urology

Patient satisfaction is a hallmark of the ASC industry. Patients and physicians choose ASCs for their convenient scheduling and reliable service. More than a third of ASCs report that greater than 90 percent of their surgeries start within seven minutes of their scheduled start time. In addition to providing high quality health care and excellent service, ASCs save patients and insurers money.





## Center for Outpatient Surgery



Center for Outpatient Surgery, located on the Research Medical Center Brookside Campus, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

6675 Holmes Road  
Kansas City, Missouri 64131  
(816) 276-7850

4 ORs  
2 Minor Procedure Rooms



## Centerpoint Ambulatory Surgery Center



Centerpoint Ambulatory Surgery Center, located on the Centerpoint Medical Center campus, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

**Specialties include:**

- Gastroenterology
- General Surgery
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Plastic Surgery
- Podiatry
- Urology

19550 East 39th Street, Suite 100  
Independence, MO 64034  
(816) 478-2600  
[centerpointasc.com](http://centerpointasc.com)

4 ORs  
3 Minor Procedure Rooms



## Heart of America Surgery Center



Heart of America Surgery Center, an affiliate of Overland Park Regional Medical Center, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

**Specialties include:**

- General Surgery
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Plastic Surgery
- Podiatry

8935 State Avenue  
Kansas City, KS 66112  
(813) 334-8935  
hoasc1.com

4 ORs  
2 Minor Procedure Rooms



## Lafayette Surgicare



Lafayette Surgicare, an affiliate of the Regional Health System of Acadiana, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

**Specialties include:**

- Gastroenterology
- General Surgery
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Plastic Surgery
- Podiatry
- Urology

4630 Ambassador Caffery Parkway  
Suite 101  
Lafayette, LA 70508  
(337) 993-1193  
[lafayettesurgicare.com](http://lafayettesurgicare.com)

4 ORs  
2 Minor Procedure Rooms



## Mid America Surgery Institute



Mid America Surgery Institute, located on the Menorah Medical Center campus, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

**Specialties include:**

- Gastroenterology
- General Surgery
- Gynecology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Plastic Surgery
- Podiatry
- Urology

5525 W. 119th Street, Suite 100  
Overland Park, KS 66209  
(913) 906-0855  
[midamericasurgery.com](http://midamericasurgery.com)

5 ORs  
3 Minor Procedure Rooms



## Overland Park Surgery Center



Overland Park Surgery Center, an affiliate of Overland Park Regional Medical Center, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

**Specialties include:**

- Gastroenterology
- General Surgery
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pain Management
- Plastic Surgery
- Podiatry
- Urology

10601 Quivira Road, Suite 100  
Overland Park, KS 66214  
(913) 894-7260  
[opsurgerycenter.com](http://opsurgerycenter.com)

4 ORs  
2 Minor Procedure Rooms



## Surgicenter of Johnson County



8800 Ballentine Street  
Overland Park, KS 66214  
(913) 894-4050  
[surgicenterjc.com](http://surgicenterjc.com)

6 ORs  
1 Minor Procedure Room

Surgicenter of Johnson County, an affiliate of Overland Park Regional Medical Center, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

**Specialties include:**

- Dental/Oral Surgery
- General Surgery
- Gynecology
- Orthopedics
- Pain Management
- Plastic Surgery
- Podiatry



## Surgicenter of Kansas City



Surgicenter of Kansas City, an affiliate of Research Medical Center, is a state-of-the-art ambulatory surgery center where surgeons perform a broad range of outpatient surgical procedures.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Our central location offers easy access for patients and physicians traveling from any direction.

**Specialties include:**

- Ophthalmology
- Orthopedics
- Pain Management
- Plastic Surgery
- Podiatry

1800 East Meyer Boulevard  
Kansas City, Missouri 64132  
(816) 523-0100  
sckcmo.com

4 ORs  
1 Minor Procedure Room



# 2017 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

## Identify patients correctly

- NPSG.01.01.01 Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.
- NPSG.01.03.01 Make sure that the correct patient gets the correct blood when they get a blood transfusion.

## Improve staff communication

- NPSG.02.03.01 Get important test results to the right staff person on time.

## Use medicines safely

- NPSG.03.04.01 Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
- NPSG.03.05.01 Take extra care with patients who take medicines to thin their blood.
- NPSG.03.06.01 Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

## Use alarms safely

- NPSG.06.01.01 Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

## Prevent infection

- NPSG.07.01.01 Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
- NPSG.07.03.01 Use proven guidelines to prevent infections that are difficult to treat.
- NPSG.07.04.01 Use proven guidelines to prevent infection of the blood from central lines.
- NPSG.07.05.01 Use proven guidelines to prevent infection after surgery.
- NPSG.07.06.01 Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

## Identify patient safety risks

- NPSG.15.01.01 Find out which patients are most likely to try to commit suicide.

## Prevent mistakes in surgery

- UP.01.01.01 Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
- UP.01.02.01 Mark the correct place on the patient's body where the surgery is to be done.
- UP.01.03.01 Pause before the surgery to make sure that a mistake is not being made.



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at [www.jointcommission.org](http://www.jointcommission.org).



# Ambulatory Surgery

Annual Medical Staff Education





## Patient Safety is our mission

*Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost effective healthcare in the communities we serve.*



### **Code Designations:**

Cardiac  
Fire  
Weather  
Bomb Threat  
Disaster  
Active Shooter  
Disruptive Person  
Abduction

These are just some examples, please see your center for specific colors for these codes

## ENVIRONMENT OF CARE AND SAFETY



### **Electrical Safety:**

- ✓ DO NOT use equipment with frayed or exposed electrical wires
- ✓ DO NOT use unapproved extension cords in any patient care areas

### **Using a Fire Extinguisher:**

- P-** Pull the pin
- A-** Aim the nozzle at the bottom of the fire
- S-** Squeeze the handle
- S-** Sweep the flames



### **Fire Evacuation Plan:**

After all persons are relocated to a fire safe zone, staff should begin to prepare all persons in the building for evacuation to a designated location and shut off all gas and utilities

### **Fire Safety Plan:**

- R-** Remove/rescue all persons from immediate danger
- A-** Activate the fire alarm
- C-** Confine the fire by closing the doors
- E-** Extinguish the fire with a fire extinguisher





## ENVIRONMENT OF CARE AND SAFETY

### Drills:

Code Blue [adult]  
(Pediatric as applicable)  
Fire Drill  
MH Drill  
Blood Utilization  
Disaster Drill



### Security Management:

- ✓ I.D. Badges are required to be worn by all personnel in the building including vendors and visitors
- ✓ Suspicious items or behavior must be reported to a supervisor immediately

### Spill Kit Locations:

All of the ASC's have different locations at each facility. See your specific facility for location.



### Equipment Failure:

According to facility policy and the Safe Medical Device Act, equipment that has contributed to an adverse event should be reported

## ENVIRONMENT OF CARE AND SAFETY

### **Equipment failure involving patient injury:**

- ✓ Provide care to the patient
- ✓ Immediately report the event to your Risk Manager/Dept. Manager
- ✓ Sequester all suspected devices and remove them from service
- ✓ Collect and package all disposable items with all the packaging used with the equipment
- ✓ Complete a variance report
- ✓ Give all equipment and packaged disposables and variance report to the RM/Dept. Manager



### **Biohazard Waste:**

- Biohazard waste must be segregated and disposed of in designated containers [red bags and/or sharps containers] immediately after use
- Containers must be placed in the designated storage area to await pick up and removal and not stored in any other area of the building



## ENVIRONMENT OF CARE AND SAFETY



### **Chemical Accidents:**

- For eye injuries, flush the eye with solution from the eye wash kit until access to an eye wash station is available
- Flush the eye at the eye wash station for 15 minutes
- For spills, immediately remove any danger
- Place proper signage
- Locate and use the appropriate spill kit as directed in the packaging

### **Equipment Safety:**

- ✓ DON'T attempt to operate unfamiliar equipment
- ✓ DON'T use equipment with an expired inspection sticker
- ✓ DON'T use equipment with exposed wires or does not appear intact
- ✓ DON'T use equipment that has been unintentionally dropped in or exposed to fluid



### **Safety Material Sheets:**

MSDS sheets are not kept on site but a 3E company is used SDS. The number is posted by phones and in the break room at all facilities.

## ENVIRONMENT OF CARE AND SAFETY

### **Borrowed Equipment:**

- All borrowed or loaned equipment must be inspected by a biomedical professional prior to use
- It is YOUR responsibility to check the inspection sticker prior to use
- All malfunctioning equipment must be tagged, reported, and taken out of service



### **Power Failures:**

- ✓ The emergency generator will turn on automatically in the event of a power failure
- ✓ Back up battery operated lighting should be available at all times
- ✓ Throughout the facility red electrical outlets are located in patient care locations and designed to connect to the generator for uninterrupted use
- ✓ All critical patient care equipment must be plugged into a red outlet at all times





## ENVIRONMENT OF CARE AND SAFETY

### Oxygen, Medical Air, and Vacuum Issues:

- All medical gas supplies are stored in the medical gas supply room . See your facility for the location.
- All medical gases have a dual supply system [a left bank and a right bank]
- When one side of the bank runs empty the other side will automatically become active
- Each gas will send alarms to the respective alarm panel located through out the facility
- Portable tanks for oxygen are available in the OR and PACU areas
- Reserved tanks are stored in the medical gas supply room



### Who Can Turn Off the Oxygen System and Turn On the Generator?:

Medical Director  
Administrator



### Alarm Panel Locations:

- ✓ Engineer's office [Master Panel]
- ✓ PACU Nurse Desk [Master Panel]
- ✓ OR Main Hallway/ Business Office [Secondary Panel]



## Standard Precautions

Using standard precautions is a priority for all who are involved in patient care regardless of age, diagnosis, disease state, or infectious status. Proper Protective Equipment [PPE] must be worn at all times during patient care or those at risk of coming in contact with potentially infectious materials.



## Wash Your Hands!

- ✓ Before touching a patient
- ✓ Before applying gloves for a procedure
- ✓ After exposure to blood/body fluids
- ✓ After touching a patient
- ✓ After touching patient surroundings
- ✓ After removing gloves

# Infection Control Standards and Practices

Infection control practices are essential to patient safety and apply to everyone.



## Personal Protective Equipment [PPE] include:

- ✓ Gloves
- ✓ Gowns
- ✓ Masks
- ✓ Hair/Facial Hair Covers
- ✓ Shoe Covers
- ✓ Goggles/Face Shields

## Food and Drinks

Food and drinks are **NOT** permitted in the following areas:

- ✓ Operating/Procedure Rooms
- ✓ Corridors outside the operating rooms
- ✓ Anesthesia work areas
- ✓ Sub-sterile areas
- ✓ Sterile supply areas
- ✓ Medical equipment/sub-waiting areas
- ✓ Central sterile processing

# Infection Control Standards and Practices

It is everyone's personal responsibility to be properly attired and donned with the appropriate PPE in all patient care areas.



## Operating Room Attire

- ✓ Upon arrival attire must be the clean surgical scrubs provided by the facility and changed back to street clothes when leaving
- ✓ Soiled scrubs must be changed as soon as possible
- ✓ Masks must be worn in all operating rooms prior to and during the case
- ✓ Sterile gowns and gloves must be donned immediately after a surgical hand scrub prior to the procedure
- ✓ Clean shoe covers must be worn in the OR at all times and removed prior to leaving the facility
- ✓ Hair must be fully covered at all times
- ✓ Jewelry must be non-visible and not in contact with the work area

## Infection Control Standards and Practices

Proper attire is an effective barrier to prevent infection and promotes patient safety.



## Environment in Patient Care Areas

- ✓ All OR floors must be mopped with a clean mop head between each surgical case when indicated and as needed
- ✓ Patient care items must be disinfected between patients including: tables, cords, knobs, switches, wheels, and removable pieces, etc.
- ✓ All equipment must be cleaned and disinfected prior to returning them to storage
- ✓ Terminal cleaning of every OR will be each evening by Housekeeping staff
- ✓ Pre Op and PACU areas will have all stretchers, monitors, recliners, and tables cleaned between each patient use and at the end of the day
- ✓ All respiratory equipment must be single use only and discarded after each patient use
- ✓ Floors are disinfected nightly and spot cleaned by staff as needed

## Infection Control Standards and Practices

Clean environment is essential to decreasing the potential for surgical infections.

## OSHA Blood Borne Pathogen Standards:

Blood borne pathogens are infectious microorganisms present in the blood and body fluids that can cause disease in humans.

These pathogens include: Hepatitis B virus [HBV], Hepatitis C virus [HCV], Human immunodeficiency virus [HIV].

Workers exposed to these pathogens through breaks in the skin or splashes to mucus membranes should do the following:

- ✓ Rinse the affected area completely and thoroughly
- ✓ Control any bleeding if necessary
- ✓ Report the incident to an immediate supervisor
- ✓ Fill out a variance report
- ✓ Follow up with employee health nurse for further instructions



## Infection Control Standards and Practices

It is everyone's personal responsibility to be vigilant in regards to preventing exposure to yourself and others from dangerous pathogens.



## OSHA Blood Borne Pathogen Standards: Exposure Control Plan

In the event of a workplace exposure to blood or any other body fluid that is potentially infected please be sure to do the following:

- ✓ Notify the patient and/or any other persons directly involved of what happened in a timely manner
- ✓ Obtain consent to draw a blood sample for testing, if applicable
- ✓ Fill out the blood exposure report form and employee injury claim form

## Infection Control Standards and Practices

It is everyone's personal responsibility to be vigilant in regards to preventing exposure to yourself and others from dangerous pathogens.

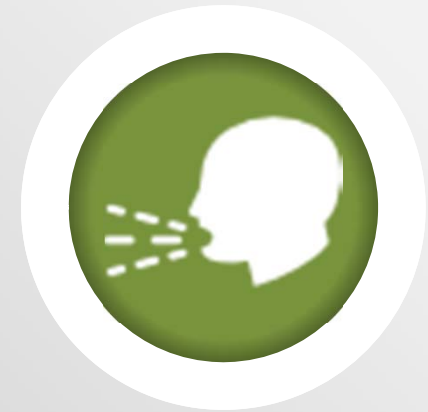


## Influenza

- ✓ Employees are required to have an annual flu shot or wear a mask when in the facility at all times if not receiving the flu shot
- ✓ If flu like symptoms are present, please report off duty to your supervisor to prevent spread of infection to others

## Tuberculosis

- ✓ Tuberculosis [TB] is caused by Mycobacterium tuberculosis and can be fatal if not treated properly
- ✓ TB Symptoms:
  - ✓ Productive cough lasting 3 weeks or more
  - ✓ Chest pain or coughing up blood
  - ✓ Fever, chills, night sweats
  - ✓ Weight loss and fatigue
- ✓ TB is spread by:
  - ✓ A person with active TB disease in the lungs or throat coughs, sneezes, speaks, or sings within close proximity to others
- ✓ TB is NOT spread by:
  - ✓ Casual contact with those persons by touching or touching things they have come into contact with



# Infection Control Standards and Practices

Prevention of communicable diseases can affect patient safety and reduce productivity.





## Prevention and Intervention for Sharp Injuries:

- ✓ Establish a safe zone with all the scrubbed team members
- ✓ Transfer scalpels using a “no touch” technique
- ✓ Improper use of sharps or inattention to yourself and folks around you puts you and others at risk for injury and exposure to blood borne pathogens
- ✓ Proper disposal of all sharp objects is mandatory
- ✓ Notify your immediate supervisor and Risk Manager immediately if you have been injured

## Infection Control Standards and Practices

Increased vigilance leads to decreased injuries.

## Safe Medication Practices:



- Remember: **ONE needle, ONE syringe, ONE patient, ONE time**
  - NEVER store vials or syringes in clothing or pockets!
  - Dispose of multi-dose vials 28 days after opening or sooner if sterility is questioned or compromised
  - Wasting of narcotics requires TWO licensed individuals witnessing the actual disposal and signing off on the narcotic log
- 
- NO medications should be left unattended
  - DO NOT leave the facility until all narcotic counts and waste amounts are accounted for
  - Dispose of narcotic waste in the proper receptacle
  - Be sure to check the one source of truth where allergies are documented prior to giving any medication



## Medication Standards and Practices

Safe medication administration practices are essential to safe practice habits and apply to everyone.

# SAFE SURGICAL VERIFICATION IS ESSENTIAL FOR PATIENT SAFETY



## Patient Identification

- Two identifiers needed [i.e.: name, date of birth]
- Check identifiers/bands prior to performing any task involving the patient

## Site Verification

- Site marked with an awake and alert patient
- Surgeon puts his/her initials on site to verify with patient\*

## Time Out

- Surgeon/Proceduralist to initiate and staff to make introductions
- All talking and performing tasks needs to cease to give full attention to the time out process

## 3 Rights

- Check to make sure the identification verifies:
  - Right Patient
  - Right Procedure
  - Right side/site

# Example of an Anesthesia Time Out



Ok, I am Dr. Snooze.  
Are we ready to do  
the anesthesia time  
out? Nurse Nancy?  
Mr. Smith?



Yes, I am ready. All  
equipment and  
supplies are  
present.



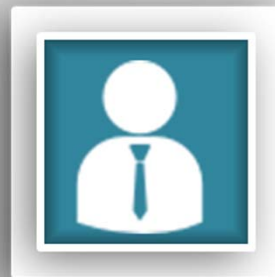
Yes, I am ready.



OK, this is Mr. John  
Smith. DOB 2/14/47.  
He is here for a right  
shoulder arthroscopy  
and we are going to  
do a right shoulder  
block. No allergies.  
Do you agree?



Yes, that is correct.



Yes, I agree.

# Example of a Surgical Time Out



OK, I am Dr. Payne. Let's begin the time out.



Nancy Nurse, I will be your circulator



I am Joe Tech. I will be your scrub tech.



I am Dr. Snooze. I am your anesthesiologist.



This is Mr. John Smith. DOB 2/14/47. He is here for a right shoulder arthroscopy. Is that correct, Mr. Smith?



Yes, that is correct. Gee, it's swell to meet you!



Mr. Smith has no allergies. His X-rays are on the light board. Are we ready to proceed?



Yes, I am ready.



Yes, I am ready. Antibiotics are started.



Ok, Let's begin.



OK, Mr. Smith, you are going to start to feel very sleepy...



Ok, see you real soon!

# Example of a De-Briefing Scenario



OK, I am getting ready to close now.



The count is correct and the specimens are labeled and ready to go.



Ok, are there any instructions or further orders?



The patient is stable, the procedure was without complication, minimal blood loss, no further orders. The patient will be ready for PACU soon.  
Dr. Snooze, do you agree?



Patient has remained stable and ready to wake up when you are finished closing.



## Quality Improvement

Involved in activities to limit or prevent negative consequences of adverse events

## Patient and Healthcare Provider Safety

Has been shown to  
improve when a robust  
Quality Program is in place.

Quality Committee  
Meetings

Survey Preparedness and  
Regulatory Compliance

Data Collection and Analysis for Quality  
Studies and Process Improvement

Action Plans,  
Policies,  
Protocols

## Making quality care a top priority

To avoid unnecessary treatments, undesirable side-effects, and unfortunate outcomes





**Quality Assurance Performance Improvement Studies**

What You Need To Know

# Successful Quality Improvement



Goals must be measurable



Actions must be sustainable



Plans must be meaningful



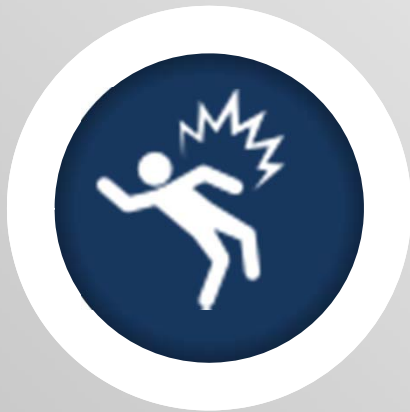
## Safety is our primary goal

*Risk Management is an ongoing process involving medical care monitoring, employee education, evaluation of unexpected treatment outcomes, violations of current healthcare standards, regulatory compliance, and investigations after unexpected events.*



## Risk Management

Ongoing monitoring of measurements and mechanisms that gauge patient satisfaction and safety.



## Variance Reports

Used to document an occurrence, an unusual event, or accident. Forms are available upon request. All reports must be turned in within 24 hours of the event to a supervisor or manager.



## Close Call Reports

Documentation of an unplanned event that does not cause harm or injury to people or property; HOWEVER, under different circumstances COULD cause harm or injury or loss. These are reviewed and analyzed to monitor for trends and used for process improvement to prevent further chance for errors to occur.

# Risk Management Reporting

It is EVERYONE'S responsibility to notify a manager or supervisor immediately after an unanticipated event!

# FALLS PREVENTION/RESTRAINTS



HCA is dedicated to fostering a culture that supports a patient’s right to be free from restraint or seclusion. Restraint or seclusion use will be limited to clinically justified situations, and the least restrictive restraint will be used with the goal of reducing, and ultimately eliminating, the use of restraints or seclusion.

**If the patient is on a stretcher (a narrow, elevated, and highly mobile cart used to transport patients and to evaluate or treat patients), there is an increased risk of falling from a stretcher without raised side rails due to its narrow width, and mobility. In addition, because stretchers are elevated platforms, the risk of patient injury due to a fall is significant. Therefore, the use of raised side rails on stretchers is not considered restraint but a prudent safety intervention. Likewise, the use of a seat belt when transporting a patient in a wheelchair is not considered restraint.**

CMS Definitions: **Voluntary mechanical positioning or securing device:**  
A medically necessary and voluntary positioning or securing device used to maintain the position, limit mobility, or temporarily immobilize the patient during medical, surgical, dental, or diagnostic procedures is not considered a restraint (e.g., backboards, surgical positioning, IV boards, radiotherapy procedures, protection of surgical and treatment sites in pediatric patients). [11](#)  
Recovery from anesthesia:  
Recovery from anesthesia that occurs when the patient is in the intensive care unit or recovery room is considered part of the surgical procedure and is not considered restraint. Recovery from anesthesia would be defined by the organization (i.e., Aldrete score). [11,11](#) CMS §482.13(e)(1)(i)(C) [11](#) CMS §482.13(e)(1)(i)(C)

## Fall Risk Reduction

Prevention of patient falls that can affect patient safety and increase potential for claims.

# FALLS PREVENTION/RESTRAINTS

## Two Tiers of Review

A member of nursing administration/management (e.g., nursing supervisor, manager/director, CNO, etc.) will review the need for restraint or seclusion with the RN who has determined that the patient requires restraint or seclusion

## Order for Restraint or Seclusion

An order for restraint or seclusion must be obtained from an LIP/physician who is responsible for the care of the patient prior to the application of restraint or seclusion. The order must specify clinical justification for the restraint or seclusion, the date and time ordered, the duration of use, the type of restraint to be used and behavior-based criteria for release

***A face-to-face assessment by a physician or LIP, RN or physician assistant with demonstrated competence, must be done within one hour of restraint or seclusion initiation or administration of medication to manage violent or self-destructive behavior that jeopardizes the immediate physical safety of the patient, a staff member, or others***

When an RN determines that the patient meets the criteria for release in the restraint order, restraints or seclusion are discontinued by staff with demonstrated competence.

Education and training will be based on the specific needs of the patient populations served.

***Please refer to policy for complete requirements and guidelines for required documentation and reporting.***



## Fall Risk Reduction

Prevention of patient falls that can affect patient safety and increase potential for claims.



Remember dose rates are greater and dose accumulates more rapidly as patient size and as tissue penetration thickness increases.



Set equipment controls for the best compromise in image quality and dose and in radiation dose accumulation.



Minimize the beam-on time to a single area of the skin to the lowest level commensurate with the benefits of the procedure- The Golden Rule!



Keep the x-ray tube (small end of the C-arm) under the table and behind the lead apron if possible, to reduce scatter radiation.



Keep the image intensifier (big end of the C-arm) above the table and as close to the patient as practical.



Don't overuse magnification as this increases radiation dose, and collimate to the area of interest as this improves image quality without increasing dose.



Remove the grid during procedures on small patients or when the image receptor cannot be placed close to the patient.



Remain at least 6 feet from fluoroscopic area (when possible) and wear RPE.



Monitor fluoro time/dose and maintain a quality control program to review for appropriateness.



Commensurate with their duties, be sure personnel have mastered radiation safety and management through education and competency checks.

## Radiation Safety

### 10 Safety Rules for Minimizing Fluoroscopic Risk





Personnel monitoring is required when there is likelihood that an individual will receive more than one tenth the maximum permissible dose.

The personnel monitor offers no protection against radiation exposure. It simply measures the quantity of radiation to which it was exposed.

Generally, the badge is worn on the collar and positioned outside the protective apron during fluoroscopic procedure

There are time-tested principles to radiation safety that are foundational to any program and should be used to help maximize personal safety.

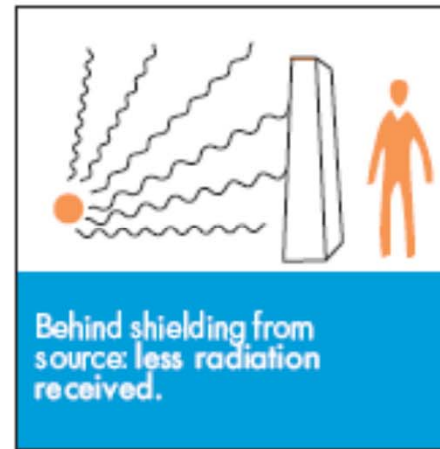
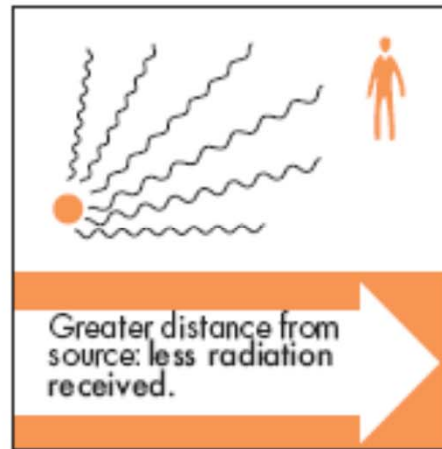
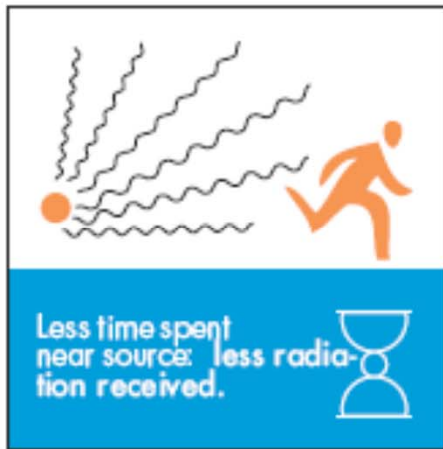
These time-tested principles will lower dose and increase personnel safety.

### Time

### Distance

### Shield

### Awareness



## Radiation Safety

## General Fluoroscopy Guidelines

When performing fluoroscopy, the following rules should be followed:

- Collimate the x-ray beam as much as possible.
- Only radiate when necessary.
- Radiate for as short a time as possible.
- Use automatic dose rate control whenever possible.
- Stay as far away as possible from the anatomic area being fluoroscoped.
- Wear aprons and other protective clothing as appropriate.
- If required, use badges to monitor the radiation levels received. Badges are worn outside lead protection to monitor the maximum dose.
- The distance from x-ray tube to patient should be maximized and the distance from the patient to the Image Intensifier should be minimized.
- Remove all supplementary obscuring objects from primary beam (this includes the hands of the physician or staff).
- Place the x-ray source under table for extra user safety.

**Radiation Safety**

## Cardinal Principles of Radiation Protection (Time, Distance, and Shielding)

1. **Time:** Try to work as fast as possible while x-rays are on. In the case of physicians using fluoroscopy, short, quick exposures will result in drastic reductions in exposures to everyone in the room including the patient. Some fluoroscopic units have pulsed x-ray (low dose mode) that reduces exposure to both patient and staff. Last image hold should be used whenever possible instead of continuous fluoroscopic exposure to the patient.
2. **Distance:** Distance offers great protection for any kind of radiation. All radiation falls off generally as the inverse square of the distance. This means that if you move twice as far away, the radiation exposure will drop by a factor of 4. In general, one should maximize their proximity to the source of radiation (patient).
3. **Shielding:** Always stand behind a protective barrier (control booth) or wear lead protective devices when performing fluoroscopic procedures. These include aprons, thyroid shields and eyewear.

# 2017 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

## Identify patients correctly

- NPSG.01.01.01 Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.
- NPSG.01.03.01 Make sure that the correct patient gets the correct blood when they get a blood transfusion.

## Improve staff communication

- NPSG.02.03.01 Get important test results to the right staff person on time.

## Use medicines safely

- NPSG.03.04.01 Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
- NPSG.03.05.01 Take extra care with patients who take medicines to thin their blood.
- NPSG.03.06.01 Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

## Use alarms safely

- NPSG.06.01.01 Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

## Prevent infection

- NPSG.07.01.01 Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
- NPSG.07.03.01 Use proven guidelines to prevent infections that are difficult to treat.
- NPSG.07.04.01 Use proven guidelines to prevent infection of the blood from central lines.
- NPSG.07.05.01 Use proven guidelines to prevent infection after surgery.
- NPSG.07.06.01 Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

## Identify patient safety risks

- NPSG.15.01.01 Find out which patients are most likely to try to commit suicide.

## Prevent mistakes in surgery

- UP.01.01.01 Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
- UP.01.02.01 Mark the correct place on the patient's body where the surgery is to be done.
- UP.01.03.01 Pause before the surgery to make sure that a mistake is not being made.



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at [www.jointcommission.org](http://www.jointcommission.org).