

Section 2 ENVIRONMENT OF CARE (EOC)

Environment of Care

The Environment of Care Team (EOC) provides a functional, safe, and effective environment for patients, staff and visitors.

ENVIRONMENT OF CARE

The goal of the Environment of Care Program here at St. Bernardine Medical center is to provide a safe, functional and effective environment for patients, staff and visitors. We accomplish this goal through activities that:

- Reduce and control the environmental hazards and risks
- Prevent accidents and injuries
- Maintain safe conditions for patients, staff and visitors



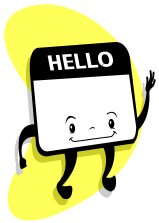
ENVIRONMENT OF CARE

There are 6 areas included under the Environment of Care:



Each facility has written plans and programs to design, implement, assess, evaluate and improve these areas. Each plan outlines activities that will reduce hazards in the workplace. The Environment of Care Committee is made up of employees like you.

Identification Badges

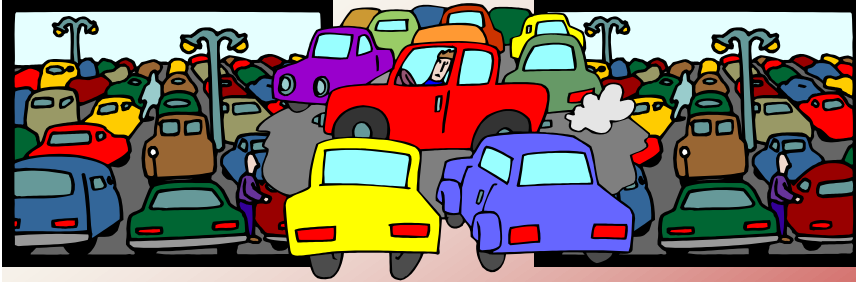


Upon hire, all SBMC employees are issued I.D. badges with a badge buddy. The badge buddy is designed to provide a quick reference for employees in an emergency. ID Badges must be worn at all times at “Eye Level” and must be worn with the picture and name facing front. Security should be contacted immediately to deactivate the badge if a badge is lost or stolen.

Badge Buddy – front & back view

<p>FIRE: Rescue patient Alarm Contain Extinguish/Evacuate</p> <p>EVACUATION: Through doors to next safe smoke compartment</p> <p>VISITOR INJURY Dial 1000</p> <p style="text-align: center;">Emergency Identification</p> <p>Notice to Police and Fire Authorities: In event of a disaster or civil disorder please permit cardholder to report to the hospital. This card must be returned to the Security Department upon termination of employment. If found, please drop in any U.S. mailbox. 2101 Waterman Ave., San Bernardino, CA 92404. In the event of an Emergency employees should call 1-866-750-5640 for info.</p> <p>Front 026 - 1/1 Black</p>	<p style="text-align: right; font-size: small;">Identicon® Systems Lancaster, PA USA</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="background-color: #FFC0CB; padding: 5px;">CODE PINK Infant Abduction Dial 2000</td> <td style="background-color: #FF0000; padding: 5px;">CODE RED Fire Dial 1000</td> <td style="background-color: #800080; padding: 5px;">CODE PURPLE Child Abduction Dial 2000</td> </tr> <tr> <td style="background-color: #FFFF00; padding: 5px;">CODE YELLOW Bomb Threat Dial 2000</td> <td style="background-color: #00FF00; padding: 5px;">CODE GREEN PATIENT ELOPEMENT Dial 1000</td> <td style="background-color: #0000FF; padding: 5px;">CODE BLUE Respiratory/Cardiac Arrest Dial 2000</td> </tr> <tr> <td style="background-color: #808080; padding: 5px;">CODE GRAY Combative Person Dial 2000</td> <td style="background-color: #FFA500; padding: 5px;">CODE ORANGE HazMat Spill/Release Dial 1000</td> <td style="background-color: #C0C0C0; padding: 5px;">CODE SILVER Weapon and/or Hostage Dial 2000</td> </tr> <tr> <td colspan="2" style="background-color: black; color: white; padding: 5px;">CODE TRIAGE INTERNAL/EXTERNAL DISASTER</td> <td style="background-color: black; color: white; padding: 5px;">ACTIVE SHOOTER Dial 2000</td> </tr> </table> <p>Back 026 - 1/4 Cyan Back 026 - 2/4 Magenta Back 026 - 3/4 Yellow Back 026 - 4/4 Black</p>	CODE PINK Infant Abduction Dial 2000	CODE RED Fire Dial 1000	CODE PURPLE Child Abduction Dial 2000	CODE YELLOW Bomb Threat Dial 2000	CODE GREEN PATIENT ELOPEMENT Dial 1000	CODE BLUE Respiratory/Cardiac Arrest Dial 2000	CODE GRAY Combative Person Dial 2000	CODE ORANGE HazMat Spill/Release Dial 1000	CODE SILVER Weapon and/or Hostage Dial 2000	CODE TRIAGE INTERNAL/EXTERNAL DISASTER		ACTIVE SHOOTER Dial 2000
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Employee Parking Area



Employee Parking

Second and Third floor of parking structure
(Orange columns have alarm call boxes on every level of the parking garage)

Valencia Lot- east of parking structure

21st parking lot- across the street from the E.D.

1. Ride Share if applicable
2. Staff illegally parking on the campus may be subject to boot or tow at their expense.

Medical Assistance in the Medical Office Building-399/401 Highland Avenue



For any medical related assistance required in the Medical Office Building, the proper response would be to dial 911.

Pest Control



If you observe a pest or rodent on the campus please contact the Environmental Services Department by dialing 4430. EVS will contact the pest control vendor so that the affected area can be treated and monitored. Staff should be aware that leaving food of any kind unopened and unrefrigerated attracts both pest and rodents. See EVS policy G08000 online.

Eye Emergencies



Staff should be aware of the following symbols designating eye wash stations. In the event an eye wash station is required the following procedure should be followed:

1. Located eye wash station
2. Activate eye wash station by pushing the handle
3. Flush eyes with fluid from the eye was station

Hazardous Spills



In the event of a Hazardous spill, first call the operator by dialing 1000, “Code Orange” shall be used for all hazardous spills. Redirect all traffic away from the spill area, until the spill can be contained and mitigated.

Material Safety Data Sheets (MSDS)

HAZARDOUS MATERIALS

In case of small spills

Act Quickly

Contain the spill

Wear PPE

Notify proper personnel



HAZARDOUS MATERIALS

Hazardous Substance Spill Procedures-Code Orange

1. Remove anyone near the spill
2. Isolate and deny access
3. Notify PBX (Dial 1000)
4. Notify Hazmat Company if it's a large spill/Fire Department

Hazardous Material Tracking

- A. Cradle to grave tracking



MSDS-Material Data Safety Sheets IS NOW SDS

The SDS (MSDS) online icon should be clearly visible on each hospital computer

Login :bernardine Password: safety

HAZARDOUS MATERIALS

KNOW WHERE to THROW!

BIOHAZARD RED BAG WASTE

Fluid blood
Blood-saturated items
Bags and IV tubing containing blood products
Suction canisters
Hemovacs
Chest drainage units
Hemodialysis products

THESE DON'T GO in the red bag:

- GARBAGE
- SHARPS
- HAZARDOUS WASTE
- IV BAGS (Check your facility and/or procedure manual for disposal requirements of IV bags)
- PATHOLOGY SPECIMENS
- MEDICATION

For more information, contact:

Red Bag Waste

KNOW Where to Throw!

Radiation Safety (Policy NM 0070 – Radioactive Waste Disposal)



The presence and use of radiation in an open environment requires strict controls which are mandated by Federal and State laws. Compliance guidelines with safe handling and disposition of radioactive waste or materials must be strictly adhered to. Review the policy.

For any questions relating to radiation exposures, please contact the Radiation Safety Officer ext. 7129 or the Nuclear Medicine Department at ext. 3653.

Emergency Codes



Internal Disaster Hazardous Materials CODE ORANGE



- Hazardous Substance Spill
 - Remove anyone near the spill
 - Isolate and deny access
 - Notify PBX (Dial 1000)
 - Hazmat Company/Fire Department
- Hazardous Materials Program
 - Cradle to grave tracking
 - MSDS-Material Data Safety Sheets
 - MSDS Online icon on each computer:
login: bernardine password: safety
 - Department hard copies



Security = 2911 or 2912



- Code Gray = Combative Person
- Code Silver = Weapon/Hostage
- Code Black = Active Shooter



Dial 2000

Stay on phone --don't hang up



Security Management



Code Pink

Code Purple

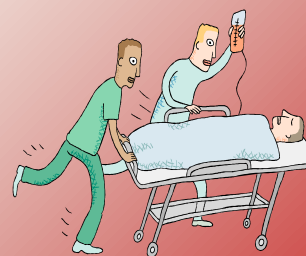
- Dial 2000

- Access Control
- Monitoring Exits
- Tags
- Education



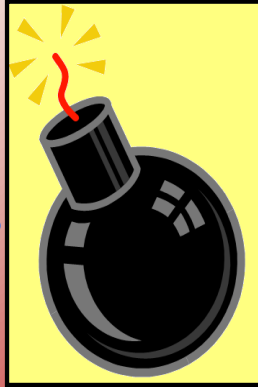
Code Blue

Dial 3000



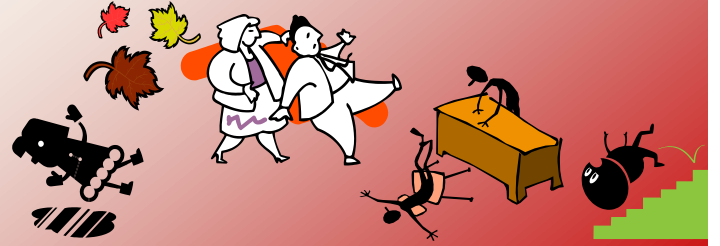
Security Management

- Bomb Threat
 - Code Yellow
 - Look around
 - Phone Threats
 - Ask questions
 - Dial 1000



Medical Emergency Injuries Report **ALL** Injuries

Non Employee - Call 5000
Inside or Outside



Hospital Code for reporting a fire emergency.



- CODE RED** is the appropriate hospital code when reporting a fire.
- Fire drills are performed periodically to test all the systems involved in the fire safety program.
- It is important to be familiar with all the emergency codes for St Bernardine Medical Center.

Security Department



Security can be reached by dialing 2911 for all emergency calls and 0 for all non emergent calls for service. Upon calling the operator please state your first name, last name and your department. The hospital operator will then locate and dispatch the closest officer to your location.

Emergency Call Boxes



Emergency call boxes are currently located in the parking structure. If help is required please push the Red button on the call box. The hospital operator will be notified immediately and the nearest Security Officer will be dispatched to your location. The call boxes are Yellow and are located on each level of the parking structure.

General Safety/Employee Safety



All employees need to be aware of the surrounding environment inside and outside of the facility. All employees must display I.D. badges. All visitors and Vendors must display wristbands or vendor badges. Someone in the facility with no ID/ID band needs to be reported to the nearest Security Officer or dial 0 for Operator assistance.

Workplace Violence



SBMC has ZERO tolerance for workplace violence. Any implied, actual threats or acts of violence should be reported immediately following the Chain of Command protocol.

Employee Valuables



All employee personal belongings/valuables should be secured in a locked locker while on duty. High dollar items such as laptops, tablets, and smart phones should never be left unsecured or unattended. Employees will be held responsible for any lost items not secured while on SBMC property. Employees are encouraged to properly tag their personal belongings in case they are stolen and recovered.

Escorts



Employees are encouraged to use the Security escort service 24 hours a day. Please call the hospital operator. For visitors and patients leaving at night, security asks that you call, so that an escort can be provided to our guests and patients as well. Security will be more than happy to assist you 24 hours a day, seven days a week.

ELECTRICAL SAFETY

When electrical equipment problems are identified, **Tag** the item, **Lock** it out of service, and call Engineering to report it. Do not use if safety sticker is outdated (see below for sample of Biomed Safety sticker). Any electrical equipment (for personal or patient use) brought from home to the hospital **MUST BE CHECKED BY BIOMED** before use.

Call 3339.



• Medical Equipment -- *TriMedx* Call x3347 for service

- Equipment Selection
- Incoming Inspections
- Preventative Maintenance
- Safe Medical Device Act



Always use **three-pronged (grounded) plugs**. If you feel a "tingle or shock," immediately **Tagout/Lockout** and report.

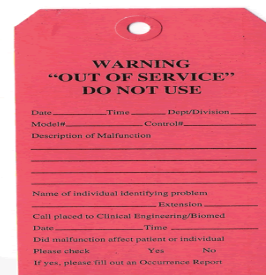
DO NOT USE! Any broken piece of equipment should be tagged **Tagout/Lockout** and reported to Engineering immediately.

EMERGENCY POWER is provided by emergency generators during an outage. Locate **RED OUTLETS**--these are the **only outlets** generated by the emergency generator. All life-saving or life-sustaining equipment should be plugged into a RED outlet. Know the location of flashlights and emergency extension cords. Use electrical equipment properly and teach patients to do the same.

Medical Equipment

All new clinical equipment must be evaluated by clinical engineers from the Bio-Medical Department.

- Staff should review procedures for the proper use of equipment
- Immediately remove faulty equipment from service and tag it for repairs (**Lock out/Tag out**).
- Notify your supervisor if faulty equipment has caused serious harm to patients or employees
- Each piece of medical equipment is labeled with a inspection tag that should be checked each time, before the equipment is used. The tag itself will have the expiration date of when the equipment has to be re-inspected
- Bio Med staff can be reached by dialing extension **#3347**



Fire/Life Safety

Fire/Life Safety

Fire/Life Safety education is essential for the protection of everyone should a fire occur.

Each staff member should:

- Comply with all fire policies
- Know your department specific Fire/Emergency response plan
- Understand what to do in the event of a fire
- Know your responsibilities both for a fire in your area or in another part of the facility.
- Know where your nearest fire extinguisher is located on your unit
- Know where the closest fire pull station is location within your area.
- Know where the closest two evacuation routes are in your area.



Fire Safety Equipment

Operate the extinguisher using the “pass” method.

- P**ull the safety pin
- A**im at the base of the fire
- S**queeze the trigger
- S**weep back and forth

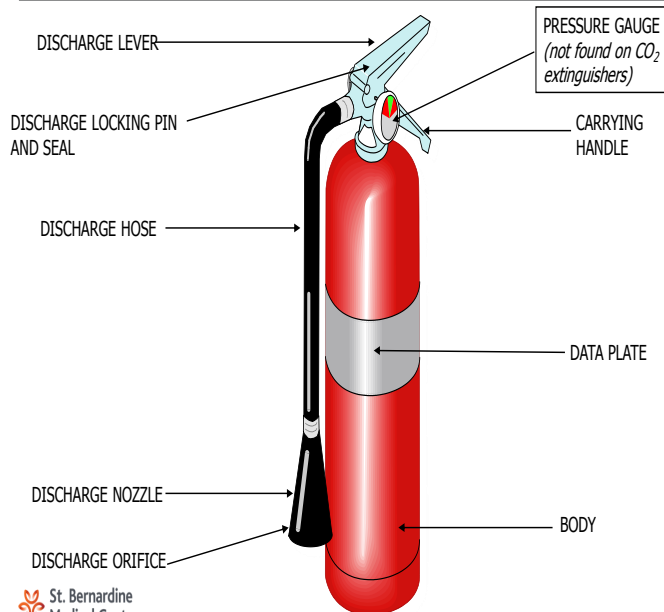
When confronted with a fire, use the acronym **RACE** to remember the correct procedures to follow:

- R**escue those in immediate danger
- A**larm others in the area by activating the nearest fire alarm
- C**onfine the fire and **C**all security or your designated emergency contact
- E**xtinguish the fire if small, or **E**vacuate



During our recent CMS Survey staff were asked to recite **PASS/RACE**

Fire Safety Equipment

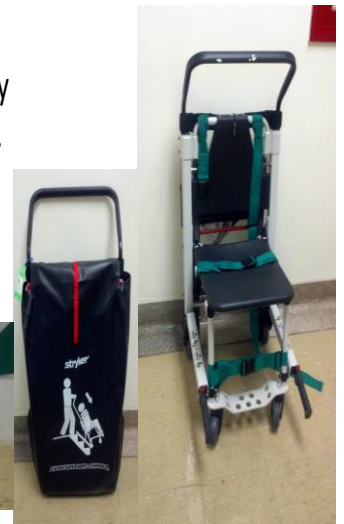


Fire Safety Equipment

Evacuation Chair

Primary function is to evacuate non ambulatory patients down stairwells.

Stored in special cover
Max weight **500LB**



Fire Safety Equipment

Parasyldes & Barasyldes

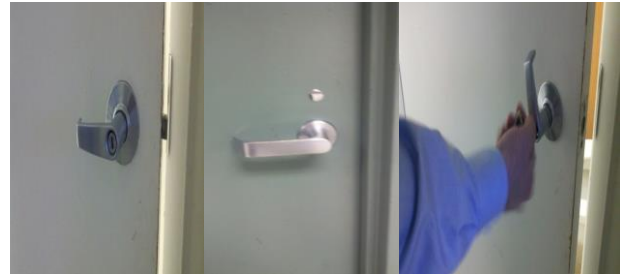
Barasylyde – Max Weight limit 800LBS – Used to evacuate heavier non ambulatory patients down stairwells.

Requires multiple staff



How to unlock patient restrooms

❖ SBMC uses dime locks in all its patients bathrooms. The locks can be open by staff by using a dime in the slot on the outside door handle. A small key can also be utilized to open the door.



❖ Common area restrooms may have a small chrome cap over the outside of the door and will require a hex key to open. Each nursing station should have a set of keys for accessing the restrooms in case of an emergency.

Fire/Life Safety

Practical tips

- Practice good housekeeping by keeping your area clean
- Keep overhead storage at least 18 inches below the sprinkler heads
- Minimize storage, zero hallway clutter
- Do not prop open doors



18 inch clearance below sprinkler



Hallway clutter



Do not prop doors

Fire/Life Safety

St. Bernardine Medical Center
No smoking allowed on campus

Smoke-Free Campus



Smoke/Tobacco Free Campus

Policy ADM 10810

Fire/Life Safety

What is Fire Watch?

- We go on "Fire Watch" when the fire alarm system is down for an extended time for repair.
- Be on the alert for smoke or fire.
- Dial 1000.



Fire/Life Safety



What is a Fire Drill?



A practice of the emergency procedures to be used in case of fire.

- The Operator announces, "Code Red Drill"
- Respond as if it were a real fire, but do so Safely.
- Practice makes perfect.
- Once the drill is over the operator will announce "Code Red, All Clear".



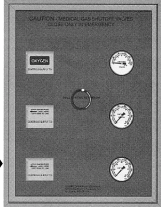
Utility Management



Red Outlets are connected to emergency power and continue to provide electricity in the event the hospital's power supply fails. All critical equipment should be plugged into **Red Outlets** only!

Communications Medical Gas

St. Bernardine Medical Center have back-up plans for utility systems so we can continue to provide patient care services during an outage. Know the location of the utility shut off valves in your area.



Utility Management

Communications



St. Bernardine Medical Center has back-up plans for utility systems so we can continue to provide patient care services during an outage. Know your emergency plans and the location of disaster equipment in case of an emergency.

Utilities Management

- Power
 - So. CA Edison
 - 3 Emergency Generators
 - Uninterrupted Power Sources (UPS)
 - Red Outlets
 - Portable Generators



- Service Team Rounding
- All Department Managers & Directors Participate in Rounding.
 - All EoC items are forwarded to Engineering or EVS for correction.



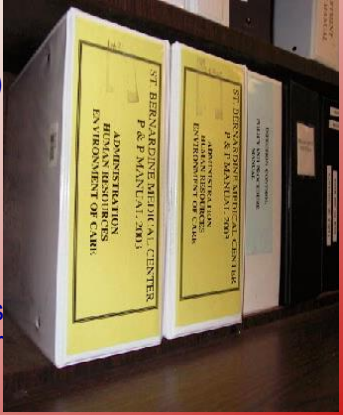
Unsafe Conditions

- What are unsafe conditions?
 - Environmental Hazards- slippery or uneven floors, cluttered work areas
 - Fire Hazards- obstructed corridors and fire exits
 - Equipment Hazards- unsafe or defective equipment
- How do you report an unsafe condition?
 - Report it to your supervisor
 - Call the Operator (if it's an emergency, dial 1000)
 - Fill out an Engineering Work Order & report it as a safety hazard
 - Call the Safety Office, ext. 7640



Safety Education

- Policy Manuals (hardcopy and online)
- Orientation
- Annual Update
- Service Team rounding
- Safety Quizzes
- Departmental Rounds completed 2x's a year



SAFETY MANAGEMENT

You have a right to a safe work place! Here are some things you can do to keep your work environment safe:

- Know your job
- Use good body mechanics
- Work carefully and deliberately and be aware of your surroundings
- Remain Alert; don't take shortcuts
- Report any unsafe conditions **immediately!**
- Follow the Safe Patient Handling policy by using lift equipment when appropriate
- Attend safety training and annual update training



SAFETY MANAGEMENT

You can keep your workplace safe by reducing safety hazards in your area!

REMEMBERTO:

- Keep your area clean and hazard-free
- Be on the look out for hazards such as faulty equipment
- Report any safety hazards to Engineering (Extension 3339/5068) **immediately**, notify your department manager.



SAFETY OFFICER

Every hospital has an assigned Safety Officer. The Safety Officer is available to answer safety questions, provide training on safety topics and follow-up on safety issues impacting you in the workplace. Safety Officers are resources during facility audits and inspections.

SBMC Safety Officer
Bud Rogers



Hospital Contact Number
Extension #5068 pager 432-0091

PATIENT SAFETY

Patients have rights too! Make our patient visits to St Bernardine Medical Center safe by:

- Helping to prevent slips, trip and falls
- Lifting and moving patients safely
- Protecting patient's rights
- Reporting all incidents immediately



EARTHQUAKES

During an earthquake remain calm and seek immediate refuge under a desk and chair. Stay away from windows and be prepared for falling objects. Help patients or visitors to take the same precautions. **NEVER** run outside or use an elevator. **DO NOT** use the hospital phones for personal calls, this may reduce our ability to receive incoming, or make outgoing phone calls.

Flashlights- are available in every department. Locate the Emergency flashlights in your department.



Emergency Management

Emergency Management Response

Incident Status Code:
 Code Stage: Internal Disaster
 External Disaster
 Code Stage: Internal Disaster
 External Disaster

Communications/IT: Administration (IT), Security, Engineering, OIT and Nursing will provide disaster code during regular business hours. The Team Supervisor in consultation with Security, Engineering and OIT will provide code after hours.

Physicians: Report immediately to Doctors Lounge.

Department Managers: Receive Department Disaster Plan and code in Hospital Incident Command System (HICS) and activate as necessary.

Department Employees: If at work, follow instructions of Department Director if away from work, do not report to work unless called, or with specific HICS assignment. Call 1-866-750-5640 for information.

Nonusers: Report to Labor Pool Call-Back Board.



Activity	Location	Function
Hospital Command Center	London, Control Room	Coordinates hospital response activities
Stage/Fall Treatment Center	London, Emergency Entrance	Emergency services
Labor Pool	London, San Rafael Room	Dispatch of appropriate personnel to area of need
Public/Press Information	London, Ophthal Center entrance	List of patients and locations
Public Storage	London, East Lobby	Coordinates controlled discharge of patients
Staff Rest Area	London, Cafeteria	Area for staff and families to rest during disaster
Media Parking	London on 37 th St. by parking structure	Provides space for media vans to park
Facilities of Employees	London, 2100 Easting Lobby	Area for employees to meet their family members

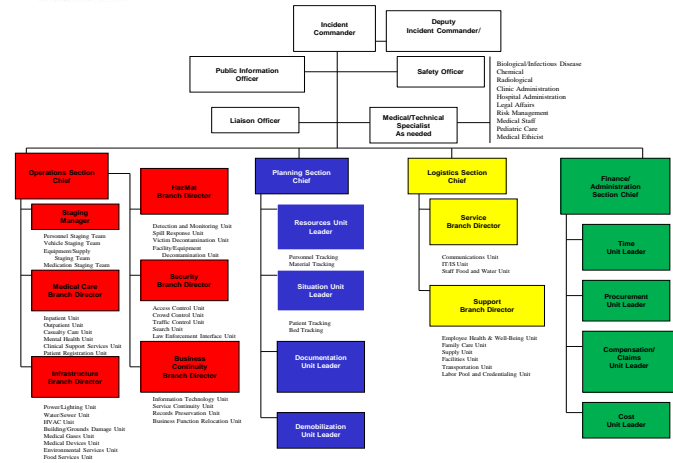
EMERGENCY PREPAREDNESS AND HOSPITAL INCIDENT COMMAND SYSTEM

HICS is:
 A proven Emergency Management System Based on Military and Fire Management Chain of Command
 Designed for all hazards and all sizes of responses, as Necessary
 Flexible and adaptable-only activate what is needed
 Manages routine or planned events
 Provides logistical & administrative support to operational personnel
 Improves Communication- Formal and Informal
 Cost effective avoids duplication of effort
 Allows for adaptation into a common response structure

Emergency Management

St. Bernardine Medical Center

Hospital Incident Command System (HICS) Organizational Chart



REVIEW HICS LINK: <http://www.emsa.ca.gov/HICS/forms.asp>
 THE LIFE YOU SAVE MAY BE YOURS OR YOUR FAMILY'S!



Emergency Management

FIRE:
 Rescue patient
 Alarm
 Contain
 Extinguish/Evacuate

EVACUATION:
 Through doors to next safe smoke compartment

VISITOR INJURY:
 Dial 1000

Emergency Identification:
 Notice to Police and Fire Authorities. In event of a disaster or civil disorder please permit cardholder to report to the hospital. This card must be returned to the Security Department upon termination of employment.
 If found, please drop in any U.S. mailbox.
 2101 Waterman Ave., San Bernardino, CA 92404.
 In the event of an Emergency employees should call 1-866-750-5640 for info.

Front 026 - 1/1 Black

CODE PINK: Infant Abduction Dial 2000

CODE RED: Fire Dial 1000

CODE PURPLE: Child Abduction Dial 2000

CODE YELLOW: Bomb Threat Dial 2000

CODE GREEN: PATIENT ELOPMENT Dial 1000

CODE BLUE: Respiratory/Cardiac Arrest Dial 5000

CODE GRAY: Combative Person Dial 2000

CODE ORANGE: HazMat Spill/Release Dial 1000

CODE SILVER: Weapon and/or Hostage Dial 2000

CODE TRIAGE: INTERNAL/EXTERNAL DEACTIVATED

ACTIVE SHOOTER: Dial 2000

Back 026 - 1/4 Cyan
 Back 026 - 2/4 Magenta
 Back 026 - 3/4 Yellow
 Back 026 - 4/4 Black

Emergency Card

SAFE SURRENDER

What is Safe Surrender?

The Safely Surrendered Baby Law responds to the increasing number of newborn infant deaths due to abandonment in unsafe locations. First created in January 2001, the Safely Surrendered Baby Law was signed permanently into state law in January 2006. The law's intent is to save lives of newborn infants at risk of abandonment by encouraging parents or persons with lawful custody to safely surrender the infant within 72 hours of birth, with no questions asked.

Safe surrender sites are hospitals or other locations, typically fire stations, that are approved by the board of supervisors or fire agency in each county.

Safe surrender sites are required to display the blue and white logo.

The following is the toll-free telephone numbers for safe surrender sites in San Bernardino and Riverside County.



Dial 211



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SAFE SURRENDER

St Bernardine Medical Center employees can accept a surrendered baby from anywhere on the hospital grounds. Confidentiality must be maintained at ALL times.

What should I do if I am handed a baby:

- You must confirm that the parent is surrendering their infant to you
- Contact security who will escort you and the baby to the Emergency Department
- Once the infant is received, the child cannot be returned to the parent, either by request or with a change of mind
- The parent will be given a pamphlet on "Surrendering Parent Rights"
- If a parent attempts to surrender a baby to you outside of the hospital contact security at (909) 881-4580



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ERGONOMICS AND BODY MECHANICS

At work or at home, you perform many tasks that could potentially cause injuries. These include lifting, repetitive motions, prolonged sitting or standing, bending, reaching, pushing, pulling, carrying and turning. Use common sense and protect yourself from injuries. Most injuries are actually caused by the cumulative effect of the things we do every day.

The five major cumulative effects are:

Poor posture

Faulty body mechanics

Stressful living & working habits

Loss of flexibility

Poor physical condition

The key to having a healthy back is maintaining good balance in your spine.

SITTING—Sit close to your work, keeping elbows, hips and knees at 90 degree angles, put both feet flat on the floor, don't cross your legs, if typing or using a computer, adjust monitor so top of screen is at eye level and is at arm's length. Documents should be at same level as screen. Make sure your chair supports your lower back--use lumbar support if desired. Get up at least every hour and stretch or walk around for 3-5 minutes.

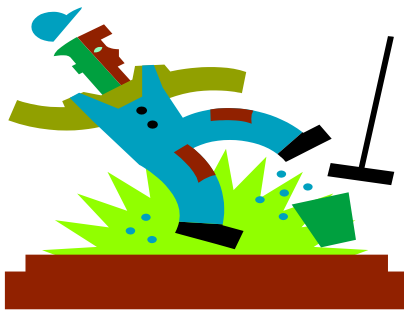
STANDING— Put one foot up and change positions often (30 mins.) when standing for long periods. Stand on a cushioned mat if possible. Wear comfortable shoes-no high heels. Keep repetitive work at a comfortable height, and keep feet apart for a good, balanced stance. Pivot, don't twist if stocking or loading items.

LIFTING— **Assess** before you lift. If you are unsure, get help. Establish a wide-balanced stance. **Bend** at your **knees**, not your back. Hold the load **close**. Lift smoothly and don't jerk. Tighten your abdominal muscles as you lift. Pivot, don't twist. If two or more people are lifting, establish a verbal signal before lifting and then lift in unison. Push or pull rather than lift. Pushing is better!

SBMC “Safe Patient Handling Policy” PCS 1200030

AB 1136 SBMC compliance requires Safe Patient Handling throughout the hospital with the aid of mechanical devices to assist direct care staff in lifting, transferring, and repositioning patients when usage is determined by the assessment. Every patient is assessed on admission using the “Quick 3 Bedside Assessment Tool” to determine the necessity of mechanical lift usage and type of lift accessories to use. Subsequent assessments are performed daily and as needed. Upon completion of lift training, compliance is required with the Safe Patient Handling Policy. Failure to comply may result in corrective action to include disciplinary counseling. **Lift Equipment Training is mandatory for all Direct Patient care staff!**

SBMC FALL REDUCTION PROGRAM



PREVENT PATIENT FALLS....

On patient admission, a Fall Risk screening is performed to identify patients at risk for fall. An orange sign posted at entry to the room identifies the fall risk patient. When leaving a patient room, always ensure:

1. The bed is in the low position
2. The appropriate side rails are up.
3. The bedside table is near the patient.
4. When walking a patient in the hallway.
 - a. Ensure non-skid slippers are worn.
 - b. A gait belt is worn (when deemed necessary).

DOWNTIME PROCEDURES

(Electronic)

DOWNTIME PROCESS

- ◆ Occurs when electronic capability is not available to communicate orders required to be filled e.g. HBOC not available with computers non-functional
- ◆ Manually document request on approved Downtime forms.
- ◆ Document patient's name, medical record #, account #, and name of physician placing order.
- ◆ Immediately send the Downtime form to the department filling the request

SBMC
DOWN - TIME PROCEDURE
(ELECTRONIC)



