

Managing the Mandatories

December 2021



EXTRAORDINARY CARE FOR EVERY GENERATION

In order to satisfy your annual training and education requirements from CMS (42 CFR 482.15) and HFAP (09.03.01), please read this entire course and quiz.

Because there are several different locations within Covenant HealthCare, you will also need to review any departmental policies and procedures, specific to your area, for any of the topics covered in this course. If you have any questions, please contact your manager, Safety Officer/EM (3.2756), Safety Manager (3.4090), or Infection Prevention and Control. Quizzes are due by December 31, 2021. Newly hired employees must complete within 14 days of their start date.



HERE FOR YOU (SECOND VICTIMS)

POST CRISIS MANAGEMENT



Did You Know?

Covenant HealthCare provides a Second Victim Support Service known as the Here For You – HOPE Team.

What is a second victim?

A second victim is a healthcare provider who is involved in an unanticipated high-risk event that has caused harm or has the potential to cause harm to a patient, causing the healthcare provider to become victimized due to the trauma of the event. Common reaction to stressful events...

<u>Physical symptoms:</u>	
Sleep disturbances	Rapid breathing
Difficulty concentrating	Muscle tension
Eating disturbance	Uncomfortable returning to work
Headache	Anger and irritability
Fatigue	Depression
Diarrhea	Self-doubt
Rapid heart rate	Flashbacks

If you are experiencing any of these symptoms and want to discuss resources available or talk through your concerns, please contact the program's lead supporter: **Kristen Tomke, Risk Management Specialist; Office: 583-7264**

On weekends or off-shifts, contact the Shift Administrator who can contact someone from the program.

[AP.607 Here for You - Second Victim Support Program for Staff](#)

CODE YELLOW – DISASTER RESPONSE PLANS

CODE YELLOW LEVEL 1 - ALERT

A disaster is an event which requires expansion of facilities, staff and services to receive and care for a large number of casualties from any number of man-made or natural disasters, such as a plane crash, chemical spill, tornado, mass food poisoning or civil riot. It can also include events that cause or threaten to cause physical damage to the hospital buildings and/or injury to all hospital personnel, licensed independent practitioners, patients, visitors and volunteers.

"Code Yellow Level 1 - Alert" - A Code Yellow Level 1 is called when the hospital has been notified of a potential incident involving the possibility of numerous patients.

Level 1 response should include:

- Review of census and bed distribution
 - Decide who might be able to go home
- Assess supplies on hand
- Assessment of personnel needs according to disaster responsibilities
- Assess available staff on duty
- Reviewing the departmental call list available
- Do not send personnel to the Staging Area.

****Early 2022 –New Safety Manual policy DER.003 Mass Casualty Disaster Response.*

****5 Minute Focus Education will be sent out to alert staff when the policy is published.*

CODE YELLOW – DISASTER RESPONSE PLANS

CODE YELLOW LEVEL 2 - IMPLEMENT

"Code Yellow Level 2 -Implement" - A Code Yellow Level 2 is called when the alert has been confirmed and the hospital has been notified that patients will be transported there.

Level 2 response should include:

- Contact Managers or designates and suspend normal activities
- Discontinue any normal business activities;
- Suspend all activities not dealing with patient care
- Postpone or cancel all routine activities
- Check Network/email for messages
- If directed by department management; activate departmental phone fan to notify employees to report to the hospital



Each individual department or unit has a response plan for both Level 1 and Level 2. *(See next slide for your department plan).* Plans can be viewed in the safety manual.

EMERGENCY OPERATIONS PLAN

DEPARTMENT RESPONSE PLANS

DER.050	2 Main Harrison	DER.077	CRM	DER.104	OR cooper Harrison
DER.051	2 South Harrison	DER.078	CVICU	DER.105	Pastoral Care
DER.052	3 East Cooper	DER.079	Diabetic Education Mackinaw	DER.106	Pediatrics Harrison
DER.053	3 Main Cooper	DER.080	eCovenant House	DER.107	Pharmacy
DER.054	3 North Cooper	DER.081	EEG Non-invasive Imagine	DER.108	PM&R
DER.055	4 Main Cooper	DER.082	Emergency Department	DER.109	POHA-PACU
DER.056	4 North Cooper	DER.083	Endoscopy	DER.110	Pre-admission testing
DER.057	5 East Cooper	DER.084	Engineering Division	DER.111	Pt. Serv. –Busin.-EST-PICC-bed
DER.058	5 Main Cooper	DER.085	Environmental Division	DER.112	Pt. Safety and Quality
DER.059	5 North Cooper	DER.086	Finance	DER.113	Rehab Units
DER.060	6 Main Harrison	DER.087	Foundation - Volunteer	DER.114	Rehab Care
DER.061	6 North Cooper	DER.088	Health Information	DER.115	Respiratory Therapy
DER.062	7 Main Cooper	DER.089	Hospitalist	DER.116	Risk Management
DER.063	Administrator	DER.090	Human Resources	DER.117	RNICU
DER.064	Admitting	DER.091	ICU Harrison	DER.118	Security
DER.065	Ambulatory Surgery C and H	DER.092	Imaging - Diagnostics	DER.119	Shift Administrator
DER.066	Anesthesia	DER.093	Information Technology	DER.120	SICU
DER.067	Business Development	DER.094	Infusion Therapy Mackinaw	DER.121	Sleep Disorders
DER.068	Cardiac Rehab	DER.095	Laboratory Services	DER.122	Sterile Processing
DER.069	CCU	DER.096	LDR Labor 3M	DER.123	Supply Chain Management
DER.070	Center for the Heart and EKG	DER.097	Materials Management	DER.124	TCU
DER.071	Central Business	DER.098	Med Staff Office	DER.125	Transcription
DER.072	Children's Center	DER.099	MSO	DER.126	VNA
DER.073	Clinical Decision Unit	DER.100	Neuro ICU	DER.127	Wound Healing Center
DER.074	Clinical Engineering	DER.101	Nuclear Medicine		
DER.075	Communication-Switchboard	DER.102	Nutrition Services		
DER.076	Corporate Compliance	DER.103	Occupational Health		

QUIZ

TEST YOUR KNOWLEDGE

1. Code Yellow Level 2 means?
 - a. Alert
 - b. Implement**



QUIZ

TEST YOUR KNOWLEDGE

1. Where can you find your department/unit plan for Disaster Code Yellow?
 - a. Infection Control Manual
 - b. Nutrition Services Manual
 - c. **Safety Manual**
 - d. Engineering Manual



BOMB THREAT (CODE ORANGE)

BOMB THREAT

Bomb Threat is a threat of the placement of an explosive device with the purpose of causing either panic in the facility or to cause damage to the facility.

Homemade bombs are either open or disguised, and often consist of sticks of dynamite tied together with a fuse and blasting cap. A substance that resembles putty may be used. Disguised bombs may be hidden in shoeboxes, lunchboxes and briefcases. 7-Up bottles with Drano added might also be a device used for explosion, as well as mousetraps, clothes pins, mercury switches, radios, and clocks. A one-foot length of pipe with a cap threaded at both ends is also used as an explosive device.



BOMB THREAT (CODE ORANGE)

PERSON RECEIVING THE CALL

Take down as many details as possible then immediately go to the safety manual policy [SM.014 Bomb Threat](#) and fill out the form.

Flag someone else in your area to call your emergency number, either 5.2222 on campus or 911 off campus

Questions to ask:

- When will it go off?
- Where is it located?
- What does it look like?
- Why are you doing this?
- Who are you?

Background Noises:

- Office Machine
- Animals
- Quiet
- Street Traffic
- Trains
- Music

Description of Caller:

- Male
- Female
- Adult
- Child
- Approximate Age

Click to view the
[Safety Manual Policy SM.014 Bomb Threat](#)
for more detailed information.

BOMB THREAT (CODE ORANGE)

UPON CODE ORANGE NOTIFICATION:

Each department will need to assign own staff to make a QUICK VISUAL search of the area. Staff should report back to the department manager or shift charge nurse.

- While sweeping staff should be performing a quick visual sweep of the department/unit
- Each team member should take either the lower half or the upper half of the area
 - Searching should occur in opposite directions, so as to not interfere with each other
- Be sure to look under and on top of equipment (without disturbing the equipment)
- Note any equipment out of place, or anything unusual that normally does not belong
- DO NOT TOUCH, MOVE OR CHANGE ANYTHING!
- Look for things that don't belong, such as a fast-food container, shopping bag, shoe box, etc.
- Do not turn lights on or off
- Use a flashlight as necessary
- **Do not use radios or cellphones**

Call Security at 3.6149 or 911 if you find something suspicious!

QUIZ

TEST YOUR KNOWLEDGE

1. If a bomb threat is called into the Cooper front desk for the ECC, who should be called to report the threat?
 - a. Shift Administrator
 - b. Safety Officer/EM
 - c. **Emergency Line 5.2222**
 - d. Engineering Manger



QUIZ

TEST YOUR KNOWLEDGE

1. How should departments sweep for bombs?
 - a. Wait for the police to arrive
 - b. Have security sweep the area
 - c. Department staff do a visual check of the area
 - d. Engineering staff do a visual check of the area



CODE PLATINUM - LOCKDOWN

LOCKDOWN

Locking down the hospital is the process by which pedestrian traffic is channeled to specific entry/exit points. This includes a physical lockdown of all entrances to the main building(s).

Employee photo identification badges are the primary means of accessing the building during a lockdown. All employees will enter the building through the front lobby.

Security officers or designees may be assigned to specific entrances in order to facilitate entry by authorized persons.

[SM.024 Code Platinum Lockdown Access Control](#)

CODE PLATINUM - LOCKDOWN

LEVELS OF LOCKDOWNS

Lockdown Levels *(New to the procedure)*

1. Total Lockdown

2. Controlled Lockdown

- Type 1 – Controlled Lockdown/Exit Only
- Type 2 – Controlled Lockdown/Entry Only
- Type 3 – Controlled Lockdown with Entry/Exit
- Type 4 – Partial Lockdown
- Type 5 – Emergency Department Lockdown

CODE PLATINUM - LOCKDOWN

TOTAL LOCKDOWN

Total Lockdown:

- This is the highest level of facility and perimeter security and may be a life-threatening situation. During a total lockdown, ALL perimeter doors are secured, and NO ONE is allowed to enter or exit the facility. Security personnel or designees will be assigned to key entrance/exit points.

CODE PLATINUM - LOCKDOWN

TOTAL LOCKDOWN

Controlled Lockdown:

- **Type 1 – Controlled Lockdown/Exit Only:** During a controlled lockdown/exit only, ALL perimeter doors are secured. Security personnel/designees are assigned to ALL perimeter doors. Each person attempting to leave would be screened, as defined by this policy.
- **Type 2 – Controlled Lockdown/Entry Only:** During a controlled lockdown/entry only, ALL perimeter doors are secured, and security personnel/designees are assigned to these doors. Each person attempting to enter would be screened, as defined by this policy, by security staff.
- **Type 3 – Controlled Lockdown with Entry/Exit:** During a controlled lockdown with entry/exit, ALL perimeter doors are secured, and security personnel/designees are assigned to ALL entry/exits. Each person attempting to enter or exit would be screened in accordance with this policy.

CODE PLATINUM - LOCKDOWN

CONTROLLED LOCKDOWN

Controlled Lockdown:

- **Type 4 – Partial Lockdown:** During a partial lockdown, ALL foot traffic is directed towards pre-designated controlled entrances/exits (Main Lobby, Emergency Triage/Trauma doors). Security or designee will maintain control at these locations. Each person attempting to enter, or exit would be screened in accordance with this policy.
- **Type 5- Emergency Department Lockdown:** Please refer to: [ECC.314 Code Grey- Securing the ECC Policy.](#)

CODE PLATINUM - LOCKDOWN

LOCKDOWN REPORTING/NOTIFICATION

Staff observing or becoming aware of a security/safety incident shall call ext. **5.2222** and report the known details.

- *In the event of a true emergency that requires immediate intervention, such as a **CODE SILVER** (active shooter), this action may be undertaken independently by Security.*

The determination to declare and/or initiate total or controlled lockdown will be at the discretion of the Administrator On-call, Security Manager, and/or Shift Administrator.

Operator will announce three (3) times via overhead page:
“A “level of lockdown” is now in effect”.

CODE PLATINUM - LOCKDOWN

SCREENING

Individuals will be screened upon entry and/or exit of the facility. Security or designee will check the following:

- Hospital Identification Badges
- Driver License / Personal Identification Cards
- Bags
- Packages
- Equipment
- Supplies

CONGRATULATIONS!



Congratulations!

You have successfully completed this course! Please use the button below to exit and return to Halogen in order to receive credit for this course.