



ORIENTATION GUIDE

This document has been developed as a reference guide to familiarize employees, non-employees, students, and physicians with the Warren Campus and provide information about working conditions, key policies, and procedures specific to St. Luke's Hospital - Warren Campus.

Your department manager / designee will orient you to the specific requirements of your assignment.

Please:

- **Read this information carefully**
- **Sign the paper or electronic acknowledgement form**

If you have any questions while at St. Luke's Warren Campus, please contact your manager or direct supervisor. Evening shift, night shift, and weekend shifts should contact the Nursing Supervisor at 908-847-7190.

St. Luke's Warren Campus

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Parking Map

Orientation Guide Acknowledgement

Getting Started – Introduction to the Facility

ID Name badge: refer to APPM Policy # 97

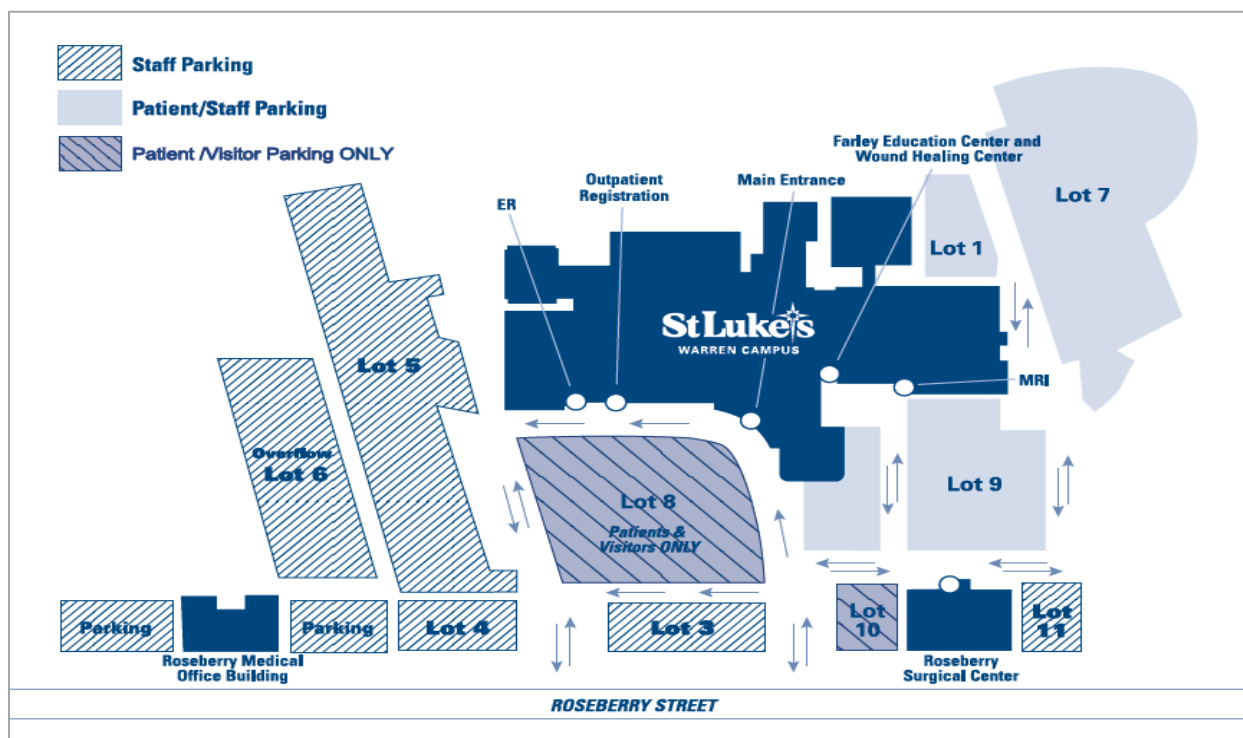
You must wear a St. Luke's name badge whenever you are working on hospital property. Your badge is worn above the waist, preferably on right side of chest. For staff, your first name, last initial, position and department must be clearly visible; for Managers and Providers, your full name, position, and department must be clearly visible. No other pins, stickers, or other items are allowed on your badge.

Parking:

Employees may park in the Lots marked #3, 4, 5, 6, 7 & 9. Accommodations can be made for staff with special needs and/or staff who have a valid handicapped parking placard. Please discuss your needs with your manager and/or with Human Resources so that appropriate arrangements can be made.

Please use the following Hospital Entrances:

Main Lobby Entrance:	Monday – Friday	6:00 AM – 8:00 PM
	Saturday – Sunday	7:00 AM – 8:00 PM
Emergency Room Entrance:	Monday – Friday	8:00 PM – 6:00 AM
	Saturday – Sunday	8:00 PM – 7:00 AM



Eating Facilities:

A Cafeteria is available in the basement of the main building. Payment is accepted via credit/debit card and badge pay for employees; cash payment is not available. If closed, there is a vending machine area adjacent to the North elevators in the basement. Additional vending machines are located near the Emergency Department on the first floor of the hospital.

- **Cafeteria Hours:** **Monday – Friday** **6:30 am – 6:00 pm**
 Saturday – Sunday **6:30 am – 2:00 pm**

Safety and Security

Safety

All staff members are responsible for patient safety! Some ways that we provide a safe environment is by using two (2) different patient identifiers (not room number) prior to providing any service or treatment, always performing proper hand hygiene in caring for our patients, following the posted isolation precautions posted on patient rooms, and adhering to safe medication practices.

Security

Security personnel are available 24/7. Security staff carry radios to communicate on campus. Warren personnel should contact security at 908-847-2329 or via Epic Secure Chat at “WA Security” for non-emergencies (e.g., lost & found, parking questions) and **dial 5555 for emergencies (aggressive persons, crimes in progress, etc.)**. Non-hospital locations should dial 911 for all emergencies.

Magan Watkins – Manager, Safety & Security Phone: 908-847-8858

Emergency Response









St Luke’s Emergency Response Matrix



Rapid Response: Dial 5555 to activate the Rapid Response Team. The responders will be notified via beeper and overhead page. The team will consist of an ICU nurse, Respiratory Therapist, and a Resident.

See Emergency Response Matrix on the next 2 pages.

Emergency Response Matrix

Emergency Number: 5-5-5-5 (Leighton 7-9-9-9)

Announcement	Situation or Condition	General Response
Active Shooter (+ location) 	Person pointing a gun and threatening to use it or actively in the process of firing a weapon.	Stay away from the location announced over the public address system. Evaluate surrounding area for location to secure in place. Monitor Emergency Alert System (EAS) for updated text messages.
Code Red (+ location) 	Fire at location announced.	R.A.C.E. procedure to be implemented at the scene. Response Away From Scene: - Close all corridor/patient room doors. - Move equipment out of hallway or at least to one side. - Reassure patients and visitors - Avoid Using Elevators.
Code Adam 	Maternity Unit Infant abduction if nothing other than "Code Adam" is announced. If "Code Adam" is announced with sex and age, and possibly a location, it is a missing child. Example: "Code Adam, male – 5, Pediatrics" means a 5-year-old boy is missing from Pediatrics.	Go to nearest corridor, stairwell, elevator landing or exit and look for a person carrying an infant. State the following to anyone carrying an infant: "Our missing baby alarm has sounded and you are carrying an infant. Would you mind talking to Security before leaving?" If they refuse to stay, note their description, and direction of travel. Attempt to get a vehicle license number.
Control Team 	Combative person, assistance needed. Control Teams should be called in situations where 6 or more persons may be needed to physically restrain a person escalating toward or having progressed to physical violence.	Control teams should be called using the emergency number whenever a person is verbally threatening, or potentially assaultive. Security may be called first in cases where assault does not appear imminent. Do not call for a Control Team if a firearm is potentially involved, as this would place others at unnecessary risk.
Medical Emergency (Non-Patient) 	<u>Non-patient</u> in need of medical assistance due to sudden onset of illness or acute injury.	Trained and designated persons respond to the scene. Medical Emergency may be called by dialing emergency number.
Rapid Response (Patient) 	<u>Patient</u> experiencing medical distress, but patient is not in cardiac arrest.	Trained and designated persons respond to the scene. Rapid response may be called by dialing emergency number.
Code Blue 	Person in cardiac arrest, an emergency resuscitation team is needed.	Trained and designated responders will respond to the scene. Code Blue may be called by dialing emergency number.
Bomb Threat (No PA Announcement) 	No announcement is expected to be made over the public address system. Threat will be communicated through Emergency Alert System (EAS) and Tiger-Text	When you are aware of a bomb threat, check your department for any suspicious packages. Dial the emergency number if any article is found. If you receive the bomb threat over the telephone, complete bomb threat checklist found in the Safety Manual. Check and monitor e-mail for more detailed information.

Announcement	Situation or Condition	General Response
Facility Alert (+ issue + action) 	The type of event will also be announced. Example: "Facility Alert – Evacuation PPHP-5 water pipe break." Available staff please respond to assist.	Specifcics to be communicated via Emergency Alert System and Tiger-Text. In some cases, a Labor Pool may need to be formed. See Campus Specifics Below
Mass Casualty Event (+ number of patients) 	Mass casualty incident (disaster) such as a plane crash or bus accident. Surge of ED patients expected. Anticipated number of victims needing treatment will also be announced.	Implement appropriate departmental staff recall plan based on number of expected victims. - If you have no specific role, go to your <u>Labor Pool</u> and wait to be reassigned. Contact Command Center to request all resources. See Campus Specifics Below

Campus	Command Center	Labor Pool	Physician Pool	Family Reception
Allentown	Weiland Conference Room. 610-628-7804	Cafeteria	Physician Lounge	Ambassador Conference Room/ICU Waiting Room
Anderson	Conference Rm. B 484-503-0353	Conference A	Conference A	Cafeteria
Bethlehem	Blue Conference Room Coxe Bldg. 484-526-6304 484-526-6302	Education Center Lecture Rooms	Physician Lounge	Estes Library
Carbon	Education Center	OR Waiting Room	OR Waiting Room	Cafeteria
Easton	Facilities 484-822-0056	Cafeteria	Physician Lounge	Atrium
Geisinger St. Luke's	Basement Conference Room 272-639 0091	Conference Room B	Main Lobby	MOB Community Room
Lehighton	Admin. Conference Room	Main Lobby	Main Lobby	Community Room
Miners	Admin Conference Room 484-658-1560	Cafeteria	Emergency Dept.	Community Room
Monroe	Conference Rm. A	Conference Room B	Conference Room B	Cafeteria
Penn Foundation	HR Wing Main BLDG	Main Lobby of current BLDG	Main Lobby of current BLDG	Loux Univest Room
Quakertown	Cafeteria Conference Room 215-538-4625	Cafeteria	2 nd Floor BHU Staff Corridor	Taylor Conference room
Sacred Heart	Conference Ctr. Room 3AB 610-776-4536	Cafeteria	Physician Dining Area	Reception Room
Upper Bucks	1 st Floor Conference Room 267-985-1145	OR Waiting Room/ Main Lobby 267-985-1059	Emergency Dept. 267-985-1100	Cafeteria
Warren	Roble Board Room 908-847-2144 908-847-2212	Ground Level Admin. Tower	Physician Lounge	Cafeteria

Microwave Safety

- Only hospital staff may use a hospital microwave outside the cafeteria or in their department.
- Any hospital employee using a hospital microwave **MUST** remain at the microwave during the entire period the microwave is in use.
- Easily flammable foods or containers shall not be warmed in any microwave (e.g., food in Styrofoam containers, paper wrappers).
- Microwave popcorn is forbidden throughout the facility.
- “Patient Food Warming Units” are not allowed in the microwaves.

Human Resources

Human Resources:

Human Resources at the Warren campus is located on the 2nd Floor of the Administrative building which can be accessed through the Main Lobby.

Hours of Operation: **Monday-Friday** **7:30 am to 4:00 pm**

For appointments outside of normal business hours, please call 908-847-6725 or contact “WA-HR” via Teams to schedule an appointment.

HR Director: Morgan Mahl (908) 847-6734

Harassment Policy

St. Luke’s University Health Network is committed to a workplace free of discrimination and harassment based on race, color, religious creed, ancestry, age, sex, national origin, sexual orientation, gender identity, disability, genetic information, or any other protected characteristic as may be defined by applicable law. Offensive or harassing behavior will not be tolerated

Offensive conduct or harassment of a sexual nature, or race, color, religious creed, ancestry, age, sex, national origin, sexual orientation, disability, genetic information, or any other protected characteristic as may be defined by applicable law and will not be tolerated. This may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication (for example, obscene hand or finger gestures or sexually explicit drawings).
- Any type of physical contact when the action is not welcomed by the recipient (for example, brushing up against someone in an offensive manner).
- Expectations, requests, demands or pressure for sexual favors.
- Slurs, jokes, posters, cartoons, and gestures that are offensive.

Harassment Policy *(continued)*

The Network prohibits retaliation against any employee who makes a report of harassment and will take appropriate disciplinary action against any individual engaging in retaliatory behavior.

Any employee who believes he or she is being harassed, or feels harassment is taking place in the workplace, is encouraged to report the harassment promptly to his/her immediate supervisor, any manager, or to Human Resources at (908) 847-6734.

Employee Accidents/Injuries:

Employees should report all work-related injuries and accidents immediately to their manager or the hospital supervisor, and then follow these steps:

1. Notify manager / hospital supervisor immediately for emergencies and within 24 hours if not immediately reported.
2. The employee or their manager must log into Workday to complete a Safety Report as soon as possible and no later than 24 hours after the incident.
 - a. ***Please Note: Injuries resulting in hospitalization, loss of limb or eye, or death must be reported to the Hospital Supervisor, Manager and HR immediately to ensure timely OSHA reporting.***
 - b. *HR / Workers Comp must then report deaths to OSHA within 8 hours, and hospitalizations or loss of limb or eye, within 24 hours of the incident.*
3. Employees should report to the Emergency Room for emergent care of a workplace injury as needed. All follow-up care will be provided by St. Luke's Occupational Medicine via any St. Luke's Care Now location.

Non-employed staff must report all injuries to their SLUHN contact/supervisor. Further reporting to the non-employee's agency, school or other appropriate organizations must also be completed.

Information Management

Password Safety

- Keep your password safe!
- Do not share it
- Do not have it visible

Per the systems Confidentiality Agreement: Computerized information recorded with your User ID in any system is "electronically stamped" with your "electronic signature." You are responsible for all data recorded under your User ID.

Information for Clinical Staff

Abuse and Neglect

Guidelines for identifying abuse, assault, or neglect, and other responsibilities of hospital staff are explained in the specific policies. Phone numbers for referral agencies can be found in the policies or in the blue pages of a telephone directory.

In New Jersey, you are obligated to report suspected child abuse to the Division of Youth and Family Services. Failure to do so may result in six months imprisonment and up to a \$1,000.00 fine. Prior to reporting suspected abuse, you need to discuss it with your supervisor or manager. Also, you can report suspected abuse outside your workplace either by identifying yourself or anonymously.

Communicating with Hearing Impaired and Non-English Speaking

Language: Cyracom Service for language interpretation should be used for all medical interpretation when the care provider does not speak the language of the patient. It provides a trained medical interpreter and is available 24 hours a day. To access Cyracom Service for language interpretation:

- Put call on hold
- Dial 1-800-481-3293
- Request language needed
- Conference in the non-English speaker to the line
- OR
- Access the Cyracom switchboard operator with a clear-link blue dual phone or a cordless dual handset phone located on the unit.

Preferred language: The language a patient feels most comfortable when discussing health care concerns or reading medical or health care instructions. It is important to ask patients not only their **primary** language but their **preferred** language so we can provide information and education in their preferred language to effectively communicate and achieve the best outcomes.

Speech or Hearing Impairments: The Americans with Disabilities Act states that we must offer whatever auxiliary aids and services necessary for effective communication as soon as possible after determining the need. This may mean providing an interpreter or other listening/speech device to all persons who are deaf, hard of hearing or have communication problems while they are in our hospital and may include sign language interpreters, amplified telephones, close captioning on television or TTY (text telephone).

- Cyracom Video Remote Interpretation services are available offering American Sign Language interpretation via our KubiCart located in the nursing office.
- Use the form “**Request for Service by Deaf and Hard of Hearing Persons**” to complete an assessment of the communication needs and preferences.
- ***Document services and/or devices provided or declined during the visit on this form.***

Cultural Diversity

It is our job to make all patients/visitors as comfortable as possible. Our goal is to honor a patient's cultural / religious beliefs / practices and integrate them into their plan of care.

Equipment Cleaning and Repair

Equipment Repair:

If a problem is identified with a piece of equipment:

- Remove from service.
- Either open an iRequest at <http://az1medimizer/workrequest/Forms/Request.aspx> or call 484-526-1050, option 1. Please do not contact the Biomed technician directly.
- Write "REPAIR" on tag and note description of the problem; please be as detailed as possible.
- Please clean the equipment as needed.
- Place in soiled utility room to be retrieved by Biomed.

Handling of Defective Equipment

- The healthcare worker will tag or note the defect/issue.
- Place tagged equipment in soiled utility room for Biomed retrieval.
- Please clean the equipment before contacting Biomed for evaluation.
- If deemed faulty, equipment will be removed from use for repair service.

To access Safety Data Sheets (SDS) information: MyNet / Quick Links / Safety Data Sheets

Oxygen storage:

All stretchers are equipped with an oxygen storage area located under stretcher.

- Oxygen tanks are **NEVER** to be transported in the bed with the patient.
- Oxygen tanks are **NEVER** to be out of their secure caddy or a rack

Empty and near empty tanks are placed in the rack in the dirty utility rooms. **NEVER** use them for a patient. Full tanks are stored in the clean utility room on your unit. An oxygen tank is considered empty at **1000psi** and should never be placed in a full tank rack. Never leave tanks unsecured as they pose a risk, always use the appropriate holder to store when not in use.

Call Respiratory Therapy at 908-847-7150 if assistance is needed or contact the Respiratory Care Manager at 908-847-6184.

Pharmacy - Warren

St. Luke's Hospital - Warren Campus Pharmacy
908-847-6723
908-847-6810 (fax)

Hours of Operation:	Monday – Friday	6:00 am – 11:00 pm
	Saturdays/Sundays/Holidays	6:00 am – 10:00 pm

Pharmacy Manager:	Nainy Kathuria, Pharm.D.	(908) 847-6649
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Safe Patient Handling:

There are mobile Viking lifts, Sabina sit to stands, Rollboard devices, as well as HoverMat / HoverJack lateral transfer devices available for safe patient transfers. The location of these devices is posted inside the clean utility rooms on all units and in testing areas. If you cannot locate the needed device, contact the supervisor.

There are bariatric rooms equipped with a ceiling lift on the 2 South and 4 North nursing units and in ICU. The slings for the Viking lifts and Sabina sit to stands, and ceiling lifts are available in the equipment/clean utility rooms.

Spiritual Care

St Luke's Warren campus recognizes the holistic needs of all patients and provides interfaith Spiritual Care Services to support the emotional and spiritual needs of patients, families, and staff. Chaplains are available for prayer, guidance, crisis, death/dying support, ethical dilemmas or to provide listening support without judgment. The hospital chaplain can also contact community clergy upon request (priest, rabbis, imams, specific faith leaders, etc.).

A meditation room is open for quiet reflection or prayer on the first floor of the hospital, across from the North elevators.

Staff can request chaplain support at any time for themselves or those in their care, in a variety of ways:

- Spiritual Care Consults through Epic.
- Via a Rover at "WA Chaplain-On Duty".
- If no one is signed into that role, please reach out to the "Network Crisis Response Chaplain On Duty" for crisis/emergent needs or the "Network Chaplain Supervisor on Duty" role for additional support.
- Finally, feel free to contact the Warren Campus Chaplain 'Grace Newswanger' via Teams.

You Can Speak Up

The Joint Commission provides you the opportunity to voice your concerns related to patient care that you feel the hospital has not addressed.

The Joint Commission Standard: APR.09.02.01:

Any individual who provides care, treatment, and services can report concerns about safety or the quality of care to The Joint Commission without retaliatory action from the hospital.

- The Joint Commission can be contacted via their website at <http://www.jointcommission.org>

Event Reporting: The New Jersey Patient Safety Act

Recognizing a Serious Preventable Adverse Event, Other Adverse Event, or Near Miss

There are three (3) definitions you need to be familiar with:

- **“Serious preventable adverse event”** means an adverse event that is a preventable event and results in death or loss of a body part, or disability or loss of bodily function lasting more than seven days or still present at the time of discharge from a health care facility.
- **“Adverse event”** means an event that is a negative consequence of care that results in unintended injury or illness, which may or may not have been preventable.
- **“Near-miss”** means an occurrence that could have resulted in an adverse event, but the adverse event was prevented.

There are five (5) categories of serious preventable adverse events that need to be recognized and reported to the Patient Safety Committee

- Patient Care Management related events
- Environmental events
- Product or Medical Device related events
- Surgery related events
- Patient Protection events

All of these events ***must be reported to the Patient Safety Committee as soon as possible*** after they occur. The hospital can be fined up to \$1000 a day for a delay in reporting an event to the Department of Health within the law’s required timeframe.

If the adverse event is one of the above, the event must be reported to the Quality Management Department as soon as it is identified at **484-526-4044**. If the event does not meet the above definitions, we are still very interested in knowing about it. Lori Carlton is the hospital’s Patient

Safety Officer, and she chairs the committee. You can contact her via email or Teams in the Quality Management Department with any patient safety concerns you have.

The NJ Patient Safety Act (P.L. 2004, C.9.) and the Patient Safety Regulations (NJAC 8:43E-10.8) require an anonymous, voluntary and confidential reporting system designed to allow employees and health care professionals practicing at a health care facility to submit anonymous reports to the Department of Health regarding preventable adverse events and near misses. The NJ Department of Health anonymous reporting system can be accessed at: [Department of Health | Health Care Quality Assessment | Patient Safety Reporting System](#)

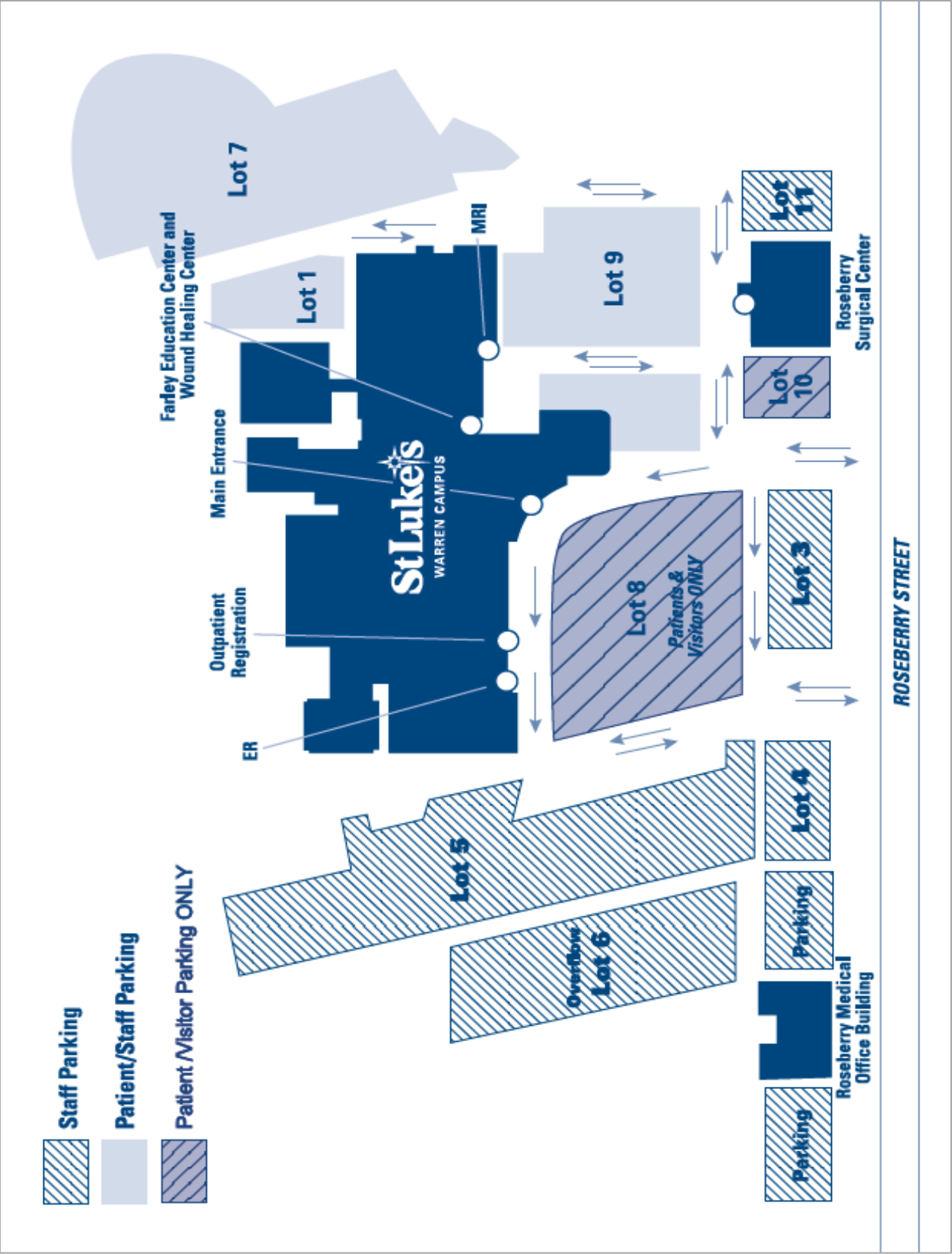
Complaints/Grievances:

If a complaint is received, every effort will be made to resolve this issue immediately with the staff member who received the complaint.

- ❖ **All employees must know what to do when presented with a complaint or grievance**
 - Listen to the patient's complaints
 - When possible, resolve complaints immediately
 - If unable to resolve immediately, report them to your department manager or supervisor
 - Assure the patient that you will report their concern, and someone will address them promptly
 - Document the complaint in the Patient Feedback System found on the Quick Links section of My Net.

No retaliatory action will be taken for raising or submitting any Customer Concerns in accordance with policy.

Notes:





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If you have any questions while at St. Luke's Warren Campus, please contact your manager or direct supervisor. Evening shift, night shift, and weekend shifts should contact the Nursing Supervisor at 908-847-7190.

Your signature below, or your electronic signature, is your acknowledgement that you have reviewed the content in this guide and understand the content provided and that you understand that additional policies and procedures may apply that are not included in this guide.

Signature: _____

Date: _____

Printed Name: _____