



**welcome to resident orientation**

# our purpose & mission

- Purpose

- To improve the health status of children of the Miami Valley

- Mission

- Provide quality care for children age 0 through 21
- Provide pediatric training for health care professionals
- Support appropriate research activities
- Be an active advocate for children

# our expectations for you

- Provide excellent patient care by.....
  - Maintain accurate daily notes
  - Timely notification to your senior, resident or attending
  - Significant changes in your patient
  - Uncertainty of what to do
  - Just need to double check your thought process
  - Obey HIPPA
  - Timely completion of medical records

# our expectations for you

- Take full advantage of your training opportunity
- Be compassionate and kind to families and patients
- Treat staff with dignity and respect
  - Everyone from you attending to the housekeepers
- Follow the rules, regulations, policies and procedures of dayton children's.

# dress code

- **Business casual**

- No jeans or denim
- No t-shirts with writing except dayton children's logo
- No flip flops
- No capris or shorts

- **Id badges need to dayton children's issued**

- Worn above the waist
- No lanyards
- Do not cover badges with pictures, stickers or pins

- **Scrubs**

- If on call, or appropriate for work area (OR or ED)

# dress code

- Tattoos

- Need to be covered

- Piercings

- Only ear piercings

- No large hoop earrings

- No artificial nails

- No excessive cologne/perfume/smell of smoke

# epic at dayton children's

- Training is required prior to seeing patients at dayton children's, regardless of previous training at other facilities (inpatient, ambulatory, asap and inpatient surgery) are the areas of epic training provided.
  - Epic training will be completed and test passed before any patient care is initiated.
- Do not give out your passwords.
- Remember to log off computers when done.

# epic guidelines

- Medical students are allowed
  - MS-3-write daily notes, discharge summaries
  - MS4- write h&ps. Daily notes, discharge summaries, pend notes
- All medical student notes need co-signatures
- Do not copy any portion of a medical student notes and paste in your own



# general documentation guidelines

- Chart factual information only
- Chart procedures, responses to care, treatments, major changes in your patient
- Chart patient/parent refusals
- Document cross-cover interactions
- Don't reference incident reports
- Don't back date or tamper with records
  - Remember there is always an audit trail in EPIC

# handwritten documentation

- For areas without EPIC, or during down-time
  - Legible, dark ink
  - All entries dated and timed (Military preferred)
  - Use only accepted abbreviations
- Abbreviations can be found on focus (dayton children's internal intranet), clinical resources tab, medical abbreviations link
- Drug orders need dose, route, frequency, and reason if prn
- Single line out all errors and place your initials

# formulary/drug orders

- Lexicoms is standard reference for dayton children's
  - Can access through medication resource link on desktop
- Remember pediatrics is mostly weight based dosing
- Discharge scripts
  - Be cautious of taking dosage straight from MAR
  - Be realistic in volumes asking parents to measure

# orders

- Use order sets when possible
- Don't forget to include reasons for prn drugs
- Cannot use dose ranges
  - i.e. Tylenol 1325 mg 1-2 tab po q4-6h prn pain
- Give reasons for imaging studies
- When asking for a consult, ask a question
  - Why do you need the consultants help

# hyperalimentation

- Order sets available in EPIC
  - Standard formulations available
- If unfamiliar, have senior or attending review
- Dietician consults are routine
- When in doubt, ask for help

# dictations

- Required

- OP notes

- Discharge summaries

- Optional

- Consult notes

- A short discharge summary will be completed in EPIC on every inpatient

- Suffices for patient stays <96 hours

# things to watch

- Medication reconciliation

- Joint commission requirement
- Included in admission and discharge navigator
- Must be completed

- Procedural time-out

- Joint commission requirement
- Anything invasive, including LPSs, bedside I&D, PICC or central line placement, chest tube placement must be documented

# medical emergencies

- Code Blue

- Code blue adult-any adult needing immediate medical attention

- Code blue-pediatric patient with impending or occurring cardiac or respiratory arrest

- Pediatric rapid response team (PRT)

- Only for pediatric inpatients

- Deteriorating, not coding

- ICU Resident/RN/RT/Attending/ARD

- Anyone can activate



# medical emergencies

- Emergency drug cards
  - Printed by nurse for each patient when admitted
  - Usually taped to end of bed/crib
  - Standardized cards for weights can be found on code cart

# medical emergencies

- Code carts
  - General principle “Work from bottom up”
- Respiratory /airway supplies are in bottom drawers
- IV supplies in upper drawers
- Meds on top
- Rapid sequence intubation medication are in drawer 3 with intubation supplies

# post exposure procedure

- Wash area immediately with soap and water
  - Exposure to blood, urine, CSF, peritoneal fluid
- Daytime (0730 – 1630)
  - Go to employee health immediately ext. 4570
  - After hours ( evenings, weekends)
  - Go to NICU (4<sup>th</sup> floor) and ask for charge RN
- Immediate collection of source and your labs
- Prophylaxis
  - If any questions, will be discussed with ID

# questions or concerns

- **First**

- Talk with your attending /site director

- **Second**

- Talk to DME Ann Burke, MD

- Medical education office in Cox building (2<sup>nd</sup> Floor)

- Phone 641-3433

# resident safety orientation

# disasters

- Code Yellow Internal
  - Ex. power or water outages
- Code Yellow External
  - Called when conditions exist that cause influx of patients to exceed staffing
  - Ex. Mass casualty, such as tornado or bus accident

# severe weather

- Code Gray: thunderstorm warning
  - Severe storms is in the area
  - Close blinds in patient care areas, use elevators for emergencies only

# fire

- Code Red
  - Follow staff lead
  - RACE and PASS ( check out the back of your badge)
  - All fire extinguishers are ABC (multipurpose)
- Ash, liquid, and electrical
  - Drills
- Joint commission requirement
- Be an active participant



# severe weather

- Code Gray: tornado watch
  - Conditions favorable for a tornado
  - Once announced, review department procedures
- Code Gray tornado warning
  - Tornado has been sighted in area
  - Cease all normal activity
- Except critical function for health of patients
  - Move patients away from windows
  - Wait for “all clear”

# mri safety

- Level 2 MR personnel have final say as to who enters MRI room
- Everyone entering MRI room will be screened
- Pay attention to posted warning signs
- Any ferrous material will be attracted to mri can cause physical damage to scanner, but more importantly to patient

# security

- Provide safe and secure environment in and around hospital's campus
- Respond to security incidents
  - Conducts investigations and follow up
- Provides employee IDs
- Issues parking permits
- Provides escort services to parking areas
- Conducts patrols of DCH campus

# security

- Provides help controlling visitors and enforcing visiting hours
- Provides courtesy jump starts and car unlocking
- Responds to call of visitor injuries due to falls or other incidents

# missing child/infant abduction

- Code Adam
  - Everyone's responsibility
  - Report suspicious activity
  - Monitor area-hallways, stairwells, and exits
  - Be vigilant and aware
- Staff should be wearing ID badges

# parking

- Residents may park in employee parking lots
  - Located at far ends of building
  - Levee is main employee lot found at north end of building
- Parking is not allowed in the following areas
  - Parking garage
  - ED parking lot in front of the building
  - Credentialed physician parking lot (south end)
  - Any other reserved parking spot

service excellence

# our vision

To be first choice in children's health care



# our mission

To improve the health status of children through

- Service
- Education
- Research
- Advocacy

# our values

- Safety
- Compassion
- Ownership
- Collaboration
- Innovation
- Value Creation

# moment of truth

- Any episode in which a customer comes in contact with some aspect of an organization and forms an opinion about the quality of its service.

# facts

- Flexibility –consistently
- Appreciation –thank you
- Clarity –communication
- Team commitment – common goal
- Standards –performance
- Attract and use the appropriate skills in the right place

# approach

- Exhibit a positive and sincere approach
- Provide tender and compassionate care
- Strive for excellence with attention to care for mind, body, and spirit
- Practice evidence based medicine
- Words and actions support our mission and vision

# responsibility

- Walk the talk
- Take responsibility for providing a positive influence in your department as well as throughout the organization
- Embrace learning and continually seek best practices for constant improvement

# expectations

- Be genuinely approachable
- Encourage and participate in healthy communication among co-workers and our customers
- Extend a healing touch by providing comfort and empathy

# professional

- Be professional at all times
- Treat every individual with respect
- Consistently provide exceptional care to those we serve and those we serve with
- Meet emerging needs and support each other to achieve positive outcomes



# approach in conflict

- Conflict is good
- Conflict is a difference on...
  - Facts, values, methods, goals
- Conflict can be found in ...
  - Voice, body language, tone, attitude
- Customer may not always be right, but must be allowed to be wrong with dignity

# approaches in conflict

- Try to cool off
- Attack the problem, not the person
- Find the right time & place to talk
- Avoid “You” language
- Always be willing to talk it out
- Work cooperatively for solutions
- Always thank the other person

# can you take the heat

- H - hear them out
- E - empathize
- A - apologize
- T - take responsibility, take action

# service recovery

- How do we disappoint?

- Broken promises
- Violated expectations
- Bad behavior

# service recovery

- Takes customer service beyond “lip service”
- Fundamental element
  - Our values
  - Our culture
  - 2020 operating strategy
- Purpose is to provide our customers the most memorable service experience

# service recovery

- Deals with handling of...
  - Customer complaint
  - Customer dissatisfaction
  - Customer problems
  - Difficulties with services we provide

# service recovery

- Created when we disappoint a customer
- Service excellence
  - Meeting the needs of those who come to you for care and those with whom you work in a way which leaves them feeling fulfilled and satisfied.

# have fun

