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

• Lexicomps 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 (4th 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 (2nd 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
- 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
• 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
• 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