

<b>Topic: Improved Emergency Communications and Transition to Plain Language</b>	<b>Go-live Date: May 15, 2017</b>
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**What is changing within the organization?**

- Stanford Health Care and Stanford Children’s Health are improving emergency communications across both health systems. This change includes:
  - Simplified instructions for emergency response through intuitive tools and plain language.
  - Resources that empower staff to act for immediate safety during emergencies.
  - Distinction between hospital and offsite response.
  - Targeted notification to relevant responders.
  - A quieter environment for healing with fewer overhead announcements.

**What changes will I notice?**

- **New badges** worn by all staff. They have actionable steps for initiating an emergency response at both hospital and offsite locations.
- **New Flipbooks** will be replaced hospital-wide. Clinics and business buildings will have a version with differentiated procedures.
- **Hospital overheard announcements** for disaster/emergency alerts will be different, but will have more clear information. Examples of the messages are on the other side. Offsites do not have overheads.
- **Some alerts will not go overhead in the hospital**, but will go out as a page or text message to targeted staff who have a role in the response.
- **When you call 211, there will be two options.** Press 1 for medical emergency medical alert sent to a specific medical team page group. Press 2 for all other emergencies. If you do not press anything, it will automatically be answered after 5 seconds and the operator will route your call appropriately.

**If I have to call 211 in the hospital, how do I know to press 1 or 2?**

<b>Press 1 (Page Operator) for: MEDICAL TEAMS</b>	<b>Press 2 (Security) for: DISASTER/EMERGENCY TEAMS</b>
Code Blue (unresponsive patient, staff, visitor) RRT Stroke Alert STEMI Alert OB Stat Trauma 99, 97, 95 (ED only) Airway Pediatric Airway Severe Sepsis	Fire/Smoke Threatening Person Hazardous Material Spill or Odor Elopement or Missing Person Missing Child or Infant Utility Failure Bomb Threat Decontamination Mass Casualty Incident Active Shooter (always first call 911)

**What is plain language? For Example:**

- |   |  |                  |                                 |                       |                                    |                        |  |                         |   |                          |  |
|---|--|------------------|---------------------------------|-----------------------|------------------------------------|------------------------|--|-------------------------|---|--------------------------|--|
| <ul style="list-style-type: none"> <li>Clearly describing what is happening in words everyone can understand. Including:           <ul style="list-style-type: none"> <li>No colors, no codes</li> <li>No abbreviations, no acronyms</li> <li>No lingo, no jargon</li> </ul> </li> <li>What actions should be taken.</li> </ul> | <table border="0"> <tr> <td><b>Old Code:</b></td> <td><b>Plain Language Overhead:</b></td> </tr> <tr> <td><del>• Code Red</del></td> <td>• <u>Fire Alarm</u>: follow RACER</td> </tr> <tr> <td><del>• Code Pink</del></td> <td>• <u>Infant Security Alert</u>: guard exits</td> </tr> <tr> <td><del>• Code Brave</del></td> <td>• <u>Power Outage</u>: check red plugs</td> </tr> <tr> <td><del>• Code Silver</del></td> <td>• <u>Active Shooter</u>: Take protective measures, run, hide, fight</td> </tr> </table> | <b>Old Code:</b> | <b>Plain Language Overhead:</b> | <del>• Code Red</del> | • <u>Fire Alarm</u> : follow RACER | <del>• Code Pink</del> | • <u>Infant Security Alert</u> : guard exits | <del>• Code Brave</del> | • <u>Power Outage</u> : check red plugs | <del>• Code Silver</del> | • <u>Active Shooter</u> : Take protective measures, run, hide, fight |
| <b>Old Code:</b>  | <b>Plain Language Overhead:</b>  |                  |                                 |                       |                                    |                        |  |                         |   |                          |  |
| <del>• Code Red</del>   | • <u>Fire Alarm</u> : follow RACER   |                  |                                 |                       |                                    |                        |  |                         |   |                          |  |
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| <del>• Code Silver</del>  | • <u>Active Shooter</u> : Take protective measures, run, hide, fight   |                  |                                 |                       |                                    |                        |  |                         |   |                          |  |

**What do the new materials look like?**

**New Safety Badges:**

1. Recognize the Emergency	Hospital #	Offsite #
Medical Emergency (Code Blue)	211	911
Fire or Fire Alarm Response to smoke or fire: <b>Rescue Alarm Contain Extinguish Relocate</b> Using the extinguisher: <b>Pull Aim Squeeze Sweep</b>	211	911
Security Needed Threatening person, Missing child or infant, Elopement, Bomb Threat	211	911
Hazardous Odor or Spill	211	650-723-7222
Utility Failure or Flood Power, water, medical gas outage	211	650-723-7222
Active Shooter or Person with a Weapon	911	911

**2. Report the Emergency**

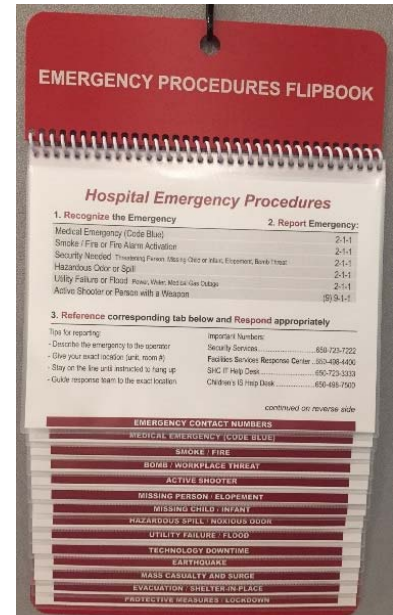
- Describe the emergency to the operator
- Know your exact location address, department
- Stay on the line until instructed to hang up
- Guide response team to exact location

**Other Important Numbers:**

- Security.....650-723-7222
- Facilities Services Response Center.....650-498-4400
- Hospital Operator.....650-723-6661
- SHC IT Help Desk.....650-723-3333
- Children's IS Help Desk.....650-498-7500

**3. Reference the Emergency Procedures Flipbook and Respond appropriately**

**New Flipbooks:**



**How will you receive your new materials?**

- The Office of Emergency Management will be giving **badges** out to leaders for further distribution to their service line staff. OEM will be conducting unit rounding and more badges are available at photo ID.
- Flipbooks** will be manually replaced in the hospital by OEM the week of May 15, 2017.

**How do I update my profile to receive emergency alerts?**

In life-threatening situations where we need to notify all staff (like an active shooter), we will use OEMAlert, a mass-notification tool that can send you an alert (phone call, text message, and/or email) to any device you register. It is **your responsibility** to program your devices into your profile! Please do this now and whenever your information changes.

To update your contact information, go to: [OEM.stanfordmed.org](http://OEM.stanfordmed.org) > Communications > Update Your Contact Information in OEM Alert > Click the link for your organization (Children's employees update their Access HR "profile").

**What if you would like more assistance or for OEM to attend your huddle?**

Contact the Office of Emergency Management to attend your department huddle!  
[oem@stanfordhealthcare.org](mailto:oem@stanfordhealthcare.org)