

Attention, Please-

Emergency Codes Moving to Plain Language Alerts.

The color-coded emergency announcements that ring out over the PA system will be replaced with plain language alerts beginning July 1.

Lack of clarity caused by conflicting colors about major concerns — such as fires, medical emergencies, disasters and dangerous weather — can result in poor coordination, delays in response and confusion for patients. Lack of standardization can be confusing for people who work at more than one hospital.

Following a review of emergency codes in use at all of our hospitals, Saint Joseph Mercy Health System has decided to follow a Joint Commission recommendation to use “plain language” when alerting staff to crisis events.

Starting on **July 1, 2018, color codes will be replaced with the scripting listed below**. The only exception is **Code Blue** – an engrained term in the nurse call systems, elevator panels, and code teams. Only the scripting for overhead pages will change; local response policies and procedures remain unchanged.

The use of colors to announce emergency codes has been a daily part of life within our hospitals for many years. We’re all accustomed to hearing them on the overhead paging system. While they quickly convey emergency information, the risks now outweigh the benefits.

The national trend to adopt plain language is supported by the U.S. Department of Health and Human Services, FEMA, Emergency Nurses Association, the U.S. Department of Homeland Security, and the National Incident Management System. Plain-language scripting ensures our audiences will understand the emergency the first time they hear it.



For more than the color.

Some codes have been combined too. (See below)

CODE YELLOW/CODE ORANGE:

Disaster [Ministry] is responding to a (specific) disaster. More information to follow.

CODE RED Fire alarm “There is a fire alarm activation at [floor / unit / department]”

CODE BLUE Cardiac or Respiratory “There is a Code Blue on [floor / unit]

CODE GREEN Medical Emergency “There is a Medical Emergency on [floor / unit]

RAPID RESPONSE Rapid Response “Rapid Response needed on [floor / unit]

CODE GREY/CODE BLACK

Tornado Watch / Warning “There is a [tornado / thunderstorm] [watch/warning] in effect until [time]

CODE PINK/CODE AMBER/CODE TEAL

Missing Infant or Child or Patient “There is a missing [patient / child / infant] described as [age, gender, wearing -, last seen]

CODE WHITE Security Needed “Security Assistance is required in [location]

CODE SILVER/A.L.I.C.E.: Active Shooter There is an Active Shooter in [Location](Frequent updates as situation progresses)



Performance Standards



The performance of our volunteers is very important to our organization. The expectations we hold our volunteers is standard for SJMHS. –

Cell phone use is not permitted where it is a distraction. Keep on vibrate

- Greet every patient or family member you see
- Working on homework is not permitted
- Keep all patient information confidential
- Wear badge and jacket at all times
- Avoid scented personal products
- Be respectful

Service Excellence Standard Focus of the Month

"Reverence"

I connect with compassion and courtesy.

I respect every person.

I am aware of my facial expressions and body language

Resist the temptation to react when angry

Move from blaming to forgiving

Everyone has a story

🇺🇸 It's Grilling Season!!! 🇺🇸

The 4th of July was a great day to grill to enjoy fun, family, and Independence.

Italian Chicken Marinade

Ingredients

- 1 (16 ounce) bottle Italian-style salad dressing
- 1 teaspoon garlic powder
- 1 teaspoon salt
- 4 skinless, boneless chicken breast halves



Directions

1. In a shallow baking dish, mix the salad dressing, garlic powder, and salt. Place the chicken in the bowl, and turn to coat. Marinate in the refrigerator at least 4 hours. (For best results, marinate overnight.)
2. Preheat the grill for high heat.
3. Lightly oil grate. Discard marinade, and grill chicken 8 minutes on each side, or until juices run clear.

<http://allrecipes.com/recipe/8948/italian-chicken-marinade/?internalSource=staff%20pick&referringId=88&referringContentType=recipe%20hub>

4 Benefits to Grilling

1. Generally consume less fat
2. Vegetables on the grill are better for you
3. Meat retains nutrients
4. Grilling makes outside activities more fun!

<http://learn.livingdirect.com/health-benefits-of-grilling/>



St. Joseph Mercy Ann Arbor

Alisha Witkowski

James Murtha

Zhongyao Li

Darryl Howard

Anna Kemp

Charlotte Murrel

Carolina Ayers

Denise Cutlip

Edward Ernst

William Bergsma

Lorre Douglas

JoLynette Watts

Tashaun Garrett

James Madigan

Joy Wallace

Mary Beaton

Shea Howe

Devan Wetzel

Lewis Fichera

Richard Ager

Alan Freeborn

Connie Zatsick

Laura Schwartz

Cathy Skelton

Mary Ann Sultana

Anita Henlein

Diane Briggman

Samer Alkhalili

Dinh Luu

Mary Lou Feight

Karen Near

St. Joseph Mercy Brighton

Alexander Shevchik

Linda Cranfill

Sheri Glabach

Karen Baker

Pamela Spencer

St. Joseph Mercy Canton

Christina Cai

St. Joseph Mercy Livingston

Thomas Herpel

Sharon Zurcher

Pam Olech

Hazel Swain

Alice LeBaron



Pet Therapy-

In need of compassionate, and dedicated registered Pet Therapy teams for patient visits or greeting and escorting visitors in the lobby.

Please apply on line at: www.stjoesannarbor.org/volunteering

The SJMHS Pet Therapy Program is a unique way that we show compassion to our patients, their families and even our hospital staff. Pet Therapy visits lift the spirits of our patients and help them reconnect and give them unconditional love which boosts their mental and physical health. It cannot be stressed enough on how important are teams with their care, compassion and commitment make a success of our therapy dog program. Every opportunity dog handlers have to make new friends is a gift that helps strengthen the bond with their dog.

Volunteer Opportunities

St Joseph Mercy Ann Arbor & Livingston

Welcome Ambassadors & Emergency Department

volunteers required for all shifts
and days.

Become an expert in providing comfort measures, directions, and escorting patients and family members. Create Wow! Patient experience and improve the perception of receiving healthcare in Livingston county.

If you are warm, friendly, and compassionate then give us a call.

734-712-4164 or visit
stjoesannarbor.org/volunteering,

stjoeslivingston.org/volunteering-Livingston.

St. Joseph Mercy Brighton

Emergency Department Volunteers needed to provide comfort measures and compassion during an ED visit.

Volunteer opportunities as an Experience Advisor by becoming more deeply involved in improving health care

Process Improvement projects

For example: Provider Communication Improvements

- Become trained to be provide Physician/midlevel provider observations and feedback

Simulation training patient

- Trained to be a 'standardized patient' in simulations

Experience Observer

- Shadow patients during their care experience and collect touchpoint information
- Meet with patients or family members to learn about their current experience and how we might make improvements.

Quality and Safety work

- Represent the patient/family perspective in case/process reviews

Seeking Livingston County residents to be part of a Patient Experience of Care team heavily involved in the new Livingston and Brighton Transformation Project. Requires monthly committee participation and occasional sub group work

Anyone interested can contact Susan Kheder directly at 734-712-4945 or email at susan.kheder@stjoeshealth.org

St Joseph Mercy Canton

Ambulatory Surgery - Greet and escort patients to cubicles. Give patient nourishments as necessary and assist patient with dressing as needed.