

# Emergency Situations - ED

## How do I Respond when I hear a Code?

Emergency: Dial 7111

Routine Security Assistance: Dial 8888

### Emergency Code (and Overhead Call)

### Definition

### Volunteer Action

#### Facility Alerts

<p style="text-align: center;"><b>Fire</b></p> <p style="text-align: center;">"Fire Alarm + Location + Action Required"</p>	<p style="text-align: center;">Fire</p>	<p>SOP 8420-11</p> <p><b>Follow Emergency Fire Procedure R.A.C.E.</b></p> <p>R- Rescue: Assist anyone in immediate danger of the fire (only if safe to do so)</p> <p>A- Alarm: Pull the nearest fire alarm and call x7111</p> <p>C- Contain the fire by closing all doors in the fire area</p> <p>E- Extinguish/Evacuate: Extinguish the fire if trained to do so. Evacuate to the nearest exit away from the fire.</p> <p><b>Emergency Exits:</b> Located by stairwell between Rms 22 and 23, Ambulance bay, Triage area, by Consult Room 2, and by Lifeguard/Breakroom.</p> <p><b>Location of extinguisher:</b> By stairwell between Rms 22 and 23, and next to Team 1 Nurse's station.</p> <p><b>Location of pull station:</b> Next to Arrival Desk, Team 2 Nurse's station, and Team 3 Nurse's station.</p> <p>Doors are fire-safe for 20 minutes.</p> <p><b>Fire drill:</b> If a fire drill is announced no action is required. The drill will only apply to the department specified in the overhead alert. If a fire drill is being conducted in <b>the Emergency Department</b>, follow the directions of staff.</p>
<p style="text-align: center;"><b>Evacuation</b></p> <p style="text-align: center;">"Evacuation + Location + Description + action required"</p>		<p>Follow direction of staff and security.</p>

#### Weather Alerts

<p style="text-align: center;"><b>Severe Weather</b></p> <p style="text-align: center;">"Weather Watch + Type (thunderstorm/Tornado) + ETA + Action required"</p>	<p style="text-align: center;">Severe weather (thunderstorms, tornado watch/warning etc.)</p>	<p>SOP 8420-32</p> <p>Volunteers should take precautions and follow the action described. Report to supervisor for further instruction.</p> <p><b>Watch:</b> Conditions are favorable for a storm/tornado to happen but not occurring or imminent</p> <p><b>Warning:</b> Conditions are occurring or imminent</p>
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		<p><b>Severe Thunderstorm/Tornado Watch:</b> For Volunteers - No action required unless assistance requested by staff and/or security.</p> <p><b>Severe Thunderstorm/Tornado Warning:</b> For Volunteers - No action required unless assistance requested by staff and/or security.</p>
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### Other Codes

<p><b>Code Blue</b> "Code Blue + Location"</p>	<p>Emergency resuscitation response and location</p>	<p>SOP 6000-23</p> <p><b>In the event of a medical emergency</b>, dial x7111 and report the location of the incident. Health care providers will immediately respond to the medical emergency. Observe without interfering. <b>If it is a situation you witnessed, stay available to provide pertinent information to responders.</b></p> <p><b>If not in the immediate presence of the Code Blue-</b> No action required</p>
<p><b>Code Green</b></p>	<p>Oxygen system failure</p>	<p>SOP 6750-01 No volunteer response necessary.</p>

### Security Alerts

<p><b>Abduction/Elopement</b> "Missing Person/Infant + Location + Description + Action Required"</p>	<p>Patient Abduction notification</p>	<p>SOP 8420-48 <b>Monitor hallways, stairs, and exits.</b> Call #7111 if you see a person matching the description. Give them detailed information of where you saw the person and which direction they were headed.</p>
<p><b>Security Incident/Active Shooter/Acts of Violence</b> "Security Incident + Description + Location + Action Required"</p>	<p>Critical Incident Response, Bomb Threat, Active Shooter, Acts of Violence</p>	<p>SOP 8420-43 Report to supervisor for further information. Follow RUN-HIDE-FIGHT protocol. <b>No action required for volunteers, unless directed by staff/security.</b></p>
<p><b>Bomb Threat</b> "Security Alert + Location + Description + Action Required"</p>	<p>Bomb Threat Received</p>	<p>SOP 8420-23 <b>Volunteers should be aware and report immediately any suspicious activity by calling x7111.</b>  Follow the instructions of security</p>
<p><b>Disaster (internal or external)</b> "Internal Emergency + Location + Description + Action Required or External Emergency + Location + Description + Action Required"</p>	<p>Internal or external disaster has occurred (i.e., mass casualty, power outage)</p>	<p>SOP 8420-27 Report to staff for further information.  <b>All volunteers will cooperate immediately and fully with all directions issued during the event from Security personnel.</b></p>

<p align="center"><b>Lockdown</b> "Location + Lockdown"</p>	<p align="center">Lockdown</p>	<p>Volunteers must follow directions of staff and security. Lockdown situations could affect Emergency Department (SOP 8420-42), Critical Care Units (SOP 8420-50), the Women's and Children's Center (SOP 8420-49), and overall Hospital (SOP 8420-44).</p> <p>Lockdown means that there is only one point of entry and exit to a department and it is monitored by security personnel</p> <p><b>No action required for volunteers, unless directed by staff/security.</b></p>
<p align="center"><b>Code 33</b></p>	<p>Security and/or Behavioral Health Manpower Emergency</p>	<p>SOP 8420-45 If directed, assist with protecting other patients/visitors. <b>Do not interfere with Security.</b></p> <p><b>No action required for volunteers, unless directed by staff/security.</b></p>

## What is an Emergency Department ALERT?

Our Emergency Department calls the following ALERTS:

- Stroke Alert
- STEMI/Cath Lab Alert
- Sepsis Alert
- Trauma Level 1
- Trauma Level 2

An ALERT is an announcement made when a patient presents to the Emergency Department (ED) with a time sensitive need that has potential to end in death or serious injury if not treated quickly.

Critically ill patients who walk in the front door or are coming by ambulance and **DO NOT** meet criteria for any of the "alerts" may be announced overhead as "Emergent" or "Urgent" and will also be discussed in this module.

# Safety Hot Topics

## General Safety

- **S.T.A.N.:** Speak up, Take Action Now
  - Report any hazard to your supervisor or safety officer
- St. Luke's Responsibilities
  - Provide a workplace that is free from recognized hazards that could cause injury
  - Ensure that volunteers comply with all safety standards
  - Environmental Tours & Tracers – regular walks through departments
- Volunteer Responsibilities
  - Follow safety rules
  - Use and or wear personal protective equipment while working
  - Speak up, understand why
- Volunteer Injury Reduction Program
  - Safe Patient Handling
  - Report any injury to your supervisor
  - Document injuries in Peminic



## Electrical Safety

- **Red Outlets** – Are generator powered in case of a power failure
- What is your plan if you need more red outlets than are available?
- All equipment requires an electrical inspection before use

## Fire Safety

- **R.A.C.E.:** Rescue-Alarm-Contain-Extinguish
- ANYONE can shut off the O<sub>2</sub>-provided the patient's needs are met
- Fire Zones – Between fire doors
- Evacuation – To a different fire zone (horizontal)
- Keep halls clear – Bowling Ball Theory
- Drills – (1 per shift/per quarter), expect associates to participate and move med carts, gurneys, wheelchairs
- **P.A.S.S.:** Pull-pin...Aim...Squeeze...Sweep Side to Side

## Respiratory Protection

- Negative Pressure Rooms – 17 within the hospital (5E, CWCH, Digestive Health Center, ICU, ED...2 Portable units)

## Workplace Violence

- Notify your supervisor
- Contact Human Resources for assistance
- Call Security if needed



# ISOLATION

## CONTACT PRECAUTIONS

**STOP**

**FAMILY & FRIENDS**

Clean hands for at least 15 seconds prior to entering and exiting the room.

Wear gowns & gloves if visiting more than one patient or if you are helping to care for the patient.

**TRANSPORT**

Staff should remove, dispose of PPE and perform hand hygiene prior to transporting patients. Staff to use PPE at transport destination. Patient to perform hand hygiene. Cover patient with clean gown, gloves, or blanket during transport. PPE as appropriate for ambulation in hall when patient contact is required.

**HEALTHCARE TEAM**

**Gloves**  
Clean your hands for at least 15 seconds before putting on gloves and after taking them off.

**Gowns**  
Required to enter room.

**Masks**  
If needed to prevent exposure, such as patient coughing.

**Equipment**  
Keep in room. If removed, use hospital provided disinfectant wipes.

This is the most common type of isolation precautions found in the hospital. Types of infections found in this category would include Methicillin Resistant Staphylococcus Aureus and Vancomycin Resistant Enterococcus. We should assume that everything we come in contact with in the room could be contaminated. Our major concern in these types of isolation is not necessarily to protect ourselves but that we protect the next patient we come in contact with. **IMPORTANT:** Gown and glove ALWAYS, mask as needed if patient is coughing. Take minimal equipment into this room and all items must be cleaned when exiting.

## CONTACT GASTROENTERITIS PRECAUTIONS

ISOLATION TO BE MAINTAINED FOR ENTIRE STAY

**STOP**

**ATTENTION**

**FAMILY & FRIENDS**

Gown and gloves required before entering the room. If you have questions check with a staff member for assistance.

Clean hands prior to exiting the room with soap and water for at least 15 seconds.

**TRANSPORT**

Staff should remove, dispose of PPE and perform hand hygiene prior to transporting patients. Staff to use PPE at transport destination. Patient to perform hand hygiene. Cover patient with clean gown, gloves, or blanket during transport. PPE as appropriate for ambulation in hall when patient contact is required.

**HEALTHCARE TEAM**

Isolation to be maintained for entire stay

**Gloves**  
Required to enter room. Clean your hands with soap and water for at least 15 seconds when exiting.

**Gowns**  
Required to enter room.

**Equipment**  
Keep in room. If removed, clean with hospital provided bleach wipes.

Commonly, the bacteria we are concerned about is Clostridium Difcile (C Dif). We should assume that anything in the room is contaminated with this bacterium. We want to minimize getting these bacteria on ourselves. We are concerned about protecting the next patient we come in contact with but also ourselves. **IMPORTANT:** Gown and glove ALWAYS. Take minimal equipment into this room and all items must be cleaned when exiting. Because of the nature of C Dif we MUST wash our hands with soap and water. Using hand sanitizer is not an acceptable substitute. Hand hygiene is extremely important.

## DROPLET PRECAUTIONS

**STOP**

**ATTENTION**

**FAMILY & FRIENDS**

Clean hands for at least 15 seconds prior to entering and exiting the room.

Wear isolation mask while in the room. Remove mask and discard in waste basket. Wash hands before leaving.

**TRANSPORT**

**Limit Transport**

Patient must wear surgical mask during transport. Patient to perform hand hygiene.

**HEALTHCARE TEAM**

**Mask Required**

**Hand Hygiene**  
Clean hands upon entering and exiting room for at least 15 seconds.

**Gloves & Gowns, Eyes**  
If needed for exposure.

**Equipment**  
Clean equipment if removed from room. Use hospital provided disinfectant wipes.

Need to be fitted with an N95 mask to enter this room.

This type of isolation is more common in the winter during RSV and influenza season. The type of bacteria or virus we are concerned with here is flu, RSV and meningitis. With this type of precaution we are concerned about the patient coughing and/or sneezing on us and contaminating us or that we might transport that to the next patient we come in contact with. **IMPORTANT:** Mask is required. Glove, gown and eye protection needed if there is a risk of exposure to droplets. Take minimal equipment into this room and all items must be cleaned when exiting.

## AIRBORNE PRECAUTIONS

**STOP**

**ATTENTION**

**FAMILY & FRIENDS**

**Do Not Enter** before checking at the nurse's station.

**Respiratory protection Required (N-95 Mask)**

KEEP DOOR CLOSED EXCEPT TO ENTER & EXIT ROOM.

Clean hands for at least 15 seconds prior to entering and exiting the room.

**TRANSPORT**

**Limit transport**

Patient must wear surgical mask during transport. Patient to perform hand hygiene.

**HEALTHCARE TEAM**

**Respiratory Protection**

To be worn before entry and until exiting room. Keep door closed except to enter and exit room.

**Gloves & Gowns**  
If needed for exposure. Wash hands when entering and exiting room.

**Equipment**  
If removed from room, use hospital provided disinfectant wipes.

Need to be fitted with an N95 mask to enter this room.

This type of isolation is extremely rare in the hospital. The most common concern with this precaution is Tuberculosis although measles or SARS would also fall in this category. We put patients in this precaution until we can rule it in or out as a concern. Because of the higher skill level required in this type of precaution and the increased risk to people entering the room, we do not train volunteers to do airborne precautions. Please ask the nursing staff to follow through with patients with this type of precautions.



# AIRBORNE+ CONTACT PRECAUTIONS WITH EYE PROTECTION



## AEROSOL GENERATING PROCEDURES

Use negative air pressure rooms during aerosol generating procedures if available; prioritize use during intubation, extubation, non-invasive ventilation and bronchoscopy



## HAND HYGIENE

Use hand sanitizer or wash hands with soap & water before **entering** and **exiting** patient room



OR



## WEAR N95 WITH EYE PROTECTION

Put on N95 and eye protection before entering the room

## WEAR PAPR

Put on PAPR before entering the room



## WEAR GOWN & GLOVES

Wear a gown and gloves when entering the room



## EQUIPMENT

Use disposable equipment or **disinfect** items after use in patient's room



## KEEP THE DOOR CLOSED

May remain open for patient safety unless aerosol generating procedure



## LIMIT PATIENT TRANSPORT

Essential tests only  
Patient to mask during transport

Protect Yourself & Others!



# Emergency Situations – Sign-Off

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## How do I Respond when I hear a Code?

Emergency: Dial 7111

Routine Security Assistance: Dial 8888

**Statement:** In signing below, I certify that I have received, read, and will adhere to the hospital codes for emergency situations as outlined and follow department instructions and guidelines.

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Volunteer Signature

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Volunteer Printed Name

Date

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Associate Signature

Department

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Volunteer Coordinator or Supervisor Signature

Date