

Guide for Emergencies & Unusual Occurrences

June 2017



Defective Medical Equipment	Unannounced Survey	Fraudulent Activity	Disruptive or Threatening Individual	Flood	Power Outage	Severe Weather	Building Hazard
Bloodborne Pathogen (BBP) Exposures/Needlesticks	Employee and Physician Injury	Error/Close Call/Patient Safety Concern	Patient Injury/Adverse Event	Member/Visitor Injury on KP Property			
CODE RED: Fire	CODE PINK: Missing or Abducted Infant/Child/At-Risk Adult	CODE BLACK: Bomb Threat or Suspicious Package	CODE ORANGE: Hazardous Spills	CODE SILVER: Active Shooter/Imminent Physical Danger			

Unannounced Survey

**IN THE EVENT OF AN UNANNOUNCED SURVEY ACTIVITY
FOLLOW THE SUGGESTIONS BELOW:**

If you observe auditors visiting your facility:

1. Contact your supervisor or call the Compliance Hotline at **1-888-774-9100**.
2. Call the compliance officer at **303-344-7489** if auditors from the Division of Insurance or the Colorado Department of Public Health and Environment (CDPHE) visit your facility unannounced.
3. Call Environmental Health & Safety at **303-344-7650** if inspectors from CDPHE, Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), or the Department of Transportation (DOT) visit your facility unannounced.
4. Notify Risk Management at **303-344-7298**.

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Power Outage

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STAFF

1. Notify your manager/supervisor or designee.
2. If management is not immediately available, overhead page the building engineer or call the Maintenance Line at **303-344-7667, Option 2** (urgent), and describe the problem.
3. Reassure patients and provide them information, as it's made available, about expected recovery times. Patients who do not wish to remain in the building should be assisted in rescheduling their appointment and then escorted outside.
4. Perform work activities as much as possible during your normal work shift, unless otherwise instructed by manager/supervisor.
5. If instructed to evacuate the building, follow the Building Evacuation Procedure.

BUILDING MANAGER/MEDICAL OFFICE DIRECTOR

1. Call the Security Operations Center at **303-344-7500** and alert them of the power outage.
2. Overhead page the building engineer or call the Maintenance Line at **303-344-7667, Option 2** (urgent). Maintenance will then determine the source and extent of the outage.
3. When advised by Maintenance of the source, extent, and duration of the outage, notify all affected departments, which will then determine their ability to provide continued services during the power outage.
4. If the power outage is expected to continue for an extended period of time, coordinate communications of departmental shutdowns with staff and members. Notify Operations leadership to make a decision about facility closures and possible activation of the Regional Emergency Operations Center.
5. If building evacuation is necessary, follow the Building Evacuation Procedure.



Building Hazard

Examples: Power outage, flooding, large hazardous spills, inadequate lighting, uneven walkways, etc.

IN THE EVENT OF A BUILDING HAZARD FOLLOW THE SUGGESTIONS BELOW:

1. Call the Security Operations Center at **303-344-7500** and give a description of the hazard.
2. Call the Facilities Maintenance Work Order Line at **303-344-7667**.
If the request is an emergency, select Option 2, which will connect to a 24-hour/7 day-a-week operator.
3. Provide the following information:
 - a. Name and phone number of the contact person
 - b. Name of facility where the work is requested
 - c. Department name/room number where the work is needed
 - d. Detailed description of the work to be performed

Notes:

Employee and Physician Injury

All work-related injuries must be reported.

If the injury is life-threatening, get immediate medical attention by dialing **911**.

Accidents resulting in death, hospitalization, or severe injury must be reported immediately by calling **303-344-7500**.

IN THE EVENT OF EMPLOYEE AND PHYSICIAN INJURY ACTIVITY FOLLOW

THE SUGGESTIONS BELOW:

Please note: *If your injury involves a needlestick or Bloodborne Pathogen exposure, please refer to the Bloodborne Pathogen (BBP) Exposure/Needlesticks section.*

Reporting:

1. Call **911** for major trauma or a “life- or limb-threatening” emergency.
2. To report your work injury:
 - a. First, notify your manager/supervisor or designee.
 - b. Second, report as soon as possible online in SafetyConnect as an “Employee Event” by going to **insidekpcoco.net/safety-central**.
3. For nonemergency medical treatment, an employee must be treated externally, by **approved occupational health providers**.
4. An occupational provider list and process instructions can be found at **insidekpcoco.net/idm/workers-compensation-program-integrated-disability-management**.

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Error/Close Call/Patient Safety Concern

Error: A flawed system, plan, or action that has potential to produce harm if undetected or uncorrected.

Close Call: An error that was detected and corrected before any harm occurred. Generally, this means the error “did not reach the patient.”

Patient Safety Concern: An activity or condition related to the process of care that poses a threat of harm.

Enter events or “good catches” into SafetyConnect by going to insidekpcو.net/safety-central and clicking on the **SafetyConnect** icon.

IN THE EVENT OF ERROR/CLOSE CALL/PATIENT SAFETY CONCERN ACTIVITY FOLLOW THE SUGGESTIONS BELOW:

If you observe or are involved in an error, close call, or patient safety concern during the course of providing care to a patient:

1. Initiate immediate actions to reduce the likelihood of further harm to the person.
2. Factually document the event and subsequent care in the patient’s medical record.
3. Report errors, close calls, or patient safety concerns to the Patient Safety Hotline at **303-344-SAFE (7233)**. Provide the following information:
 - a. Patient’s health record number
 - b. Patient’s first and last names
 - c. Patient’s gender
 - d. Date of birth (if available)
 - e. Date of event
 - f. Today’s date
 - g. Location
4. Document in **SafetyConnect**

Notes:

Member/Visitor Injury on KP Property

**IN THE EVENT OF A MEMBER/VISITOR INJURY
FOLLOW THE SUGGESTIONS BELOW:**

If a member or visitor suffers an injury on KP property:

1. **Outside the building:** Call **911** and stay with the patient
2. **Inside the building:** Provide care and treatment to stabilize the patient.
 - a. Document member care in the medical record.
 - b. If a visitor is injured, document care as a nonmember in the automated medical record.
 - c. Document the incident in **SafetyConnect**.
3. Conduct an investigation of the injury location and contain the area to prevent further incidents. Notify the Security Operations Center at **303-344-7500** to complete an incident report and document the event.
4. Call Risk Management at **303-344-7298**.
5. Patient or visitor concerns can be directed to Customer Service at **303-338-3800**.

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CODE PINK

When you hear a "Code Pink" announced, all staff members should:

1. Thoroughly search the entire department, including exam and storage rooms, cabinets, paper bins, restrooms, hallways, stairwells, etc.
2. Look for suspicious persons with an infant or child. Approach them and ask if you can be of assistance. Immediately notify the medical office director if you suspect them.
3. If a suspect flees from you, do not attempt to restrain. Safely follow as far as possible to the edge of the property. Get a good description of the individual(s), vehicle and license plate number.

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MISSING OR ABDUCTED INFANT/CHILD

If you think an infant or child has gone missing in a medical office:

1. Immediately notify the medical office director or designee.
2. The medical office director or designee should:
 - a. Call the Security Operations Center at **303-344-7500** and give a description of the missing person, including a clothing description.
 - b. Notify Operations leadership.
 - c. Repeat "**Code Pink**" on an overhead page three (3) times to direct building staff to begin department searches.
 - d. Assign staff to common areas (main-level lobbies, elevators, restrooms, etc.).
 - e. Assign staff to lock and monitor each entrance and exit.
 - f. Assign staff to monitor parking areas and record license plate numbers as cars leave.
 - g. Gather search reports from each department in the building.

MISSING AT-RISK ADULT

If you think an at-risk adult has gone missing in a medical office:

1. Immediately notify the medical office director or designee.
2. The medical office director or designee should:
 - a. Call the Security Operations Center at **303-344-7500** and give a description of the missing adult, including a clothing description.
 - b. Notify Operations leadership.
 - c. Repeat "**Code Pink**" on an overhead page three (3) times to direct building staff to begin department searches.
 - d. Assign staff to search the common areas of the building (main level lobbies, elevators, restrooms, etc.).
 - e. Gather search reports from each department in the building.
 - f. Thoroughly search the entire department, including exam and storage rooms, restrooms, hallways, stairwells, etc.
 - g. If you cannot locate the individual, contact the police/**911**.



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CODE BLACK

When you hear a “Code Black” announced, all staff members should:

1. Refer to the Emergency Management Bomb Threat or Suspicious Package Procedure for detailed instructions at kpcolorado.net/emc.
- 2 Consider a letter or package suspicious if there is/are:
 - Protruding wires or strange odors
 - Excessive tape or string
 - Oily spots, discolorations, or crystallization on the wrapping
 - Excessive postage or address mistakes, such as misspelled words, badly typed or written addresses, wrong titles with names, no return addresses, etc.
 - Possibly mailed from a foreign country
 - Unknown powder, residue, or suspicious substance on the package
 - It’s unattended or seems out of place

BOMB THREAT

Remain calm and obtain as much information as possible

1. Use the FBI Bomb Threat Checklist to ask questions and document information.
2. Notify the medical office director, building manager, or designee, who will then notify Operations leadership, and then call the Security Operations Center at **303-344-7500**.
3. If authorized, overhead page “Code Black” three (3) times.
4. Visually survey the area for any suspicious items.

SUSPICIOUS PACKAGE

If you come across a suspicious package, or a suspicious or threatening letter, **DO NOT** touch, move, open, smell, or taste it. **DO NOT** show it to others.

1. Isolate the area by closing doors and eliminating access.
2. Wash your hands with soap and water immediately.
3. Notify the medical office director, building manager or designee, who will then notify Operations Leadership, and then call the Security Operations Center at **303-344-7500**.

Notes:



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CODE ORANGE

1. Take responsibility for learning about hazardous chemicals in the workplace and how to respond when hazardous spills occur.

2. Safety Data Sheet (SDS)

Location:

kpnet.kp.org/ehs/sds/colorado.html or call

Toll Free Hotline:

1-800-451-8346.

3. To access SafetyConnect, go to insidekpco.net/safety-central and click on the **SafetyConnect** icon.

WHEN A SPILL OCCURS:

1. Do not touch the spill and do not remain in the affected area unless you're familiar with the appropriate clean-up procedures.
2. Consult the Safety Data Sheet (SDS).
3. Use appropriate spill kit materials for minor spills. Complete a Spill Report Form in **SafetyConnect** (Safety/Security: Chemical Spill Event).
4. If you or anyone in the area experiences a reaction, such as irritation in your throat, lungs, or eyes, and/or dizziness or difficulty breathing:
 - a. Evacuate everyone in the immediate area
 - b. Close all doors
 - c. Use eye-wash stations, where appropriate and if needed.
 - d. Notify a supervisor and the Security Operations Center at **303-344-7500**.
 - e. Call **911** if the effects of the spill are immediately dangerous to life or health, cannot be contained, or as otherwise necessary.
5. For large spills, notify the Security Operations Center at **303-344-7500**.
6. Wait near the affected area and out of danger.
7. Send a copy of the Safety Data Sheet along with anyone requiring medical attention.

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