

Policy: Code Outlook

ORGANIZATIONAL: Affects two or more departments.							
Folder	Organizational Choices: Emergency Mgmt			Sub-Folder (If Applicable)	Click here to enter text.		
Original Effective Date	4/1/2013	Scope	<i>What departments does this policy apply to? State "All" as is may apply to the entire organization.</i> All				
Approved <small>(Approver/Date)</small>	EPC 11/4/16; MDRC: 11/17/16						
Last Reviewed/ Revised Date	11/21/16 This is the date the revisions were completed.	OSHA Category (If Applicable)	Not Applicable	Standard (If Applicable)	Click here to enter text.	Number of pages	3

PURPOSE:

This policy provides guidelines for initiating an overhead page and Outlook e-mail message for certain important situations that require immediate attention of hospital personnel, but fall out of the parameters of the specific emergency codes that already exist.

SKILL LEVEL:

All staff respond
Specific staff listed in policy initiate and/or send

GUIDELINES:

A Code Outlook will be initiated to notify employees that information has been sent via an Outlook email message that may require immediate attention. A Code Outlook will be initiated only when immediate attention is necessary, NOT for routine announcements such as sales in the Gift Shop, award ceremonies, raffles, fund raising notices, training, or in-service notices.

The following occurrences are examples of situations that would require initiating a Code Outlook:

- Telephone Outage
- Electrical Outage
- Sewer Outage
- Water Outage
- Medical Gas Failure
- Medical Vacuum Failure
- **Partial** implementation of the Emergency Operation Plan is required
- IT Outage (specific application)
- Hospital Pager System Failure
- Nurse Call System Failure
- Hospital PA System Failure
- Access System Failure in a sensitive area
- Important Security Alerts
- Implementation of the Snow or Ice Storm Emergency Policy
- Adult patient who is missing, lost or has wandered from treatment area/patient room and cannot be located by hospital staff

The following employees are authorized to send Code Outlook messages to all appropriate employees as necessary:

- Executive Team
- House Supervisors (Available 24/7)
- Director of Marketing or Public Information Officer
- Director of Facilities and Construction
- Director of Security
- Director of Information Systems

PROCEDURE:

To initiate a Code Outlook the Department Director, Department Manager or their designee must do the following:

- Prepare an email message containing the information to be communicated to employees. Include 'CODE OUTLOOK' in the message subject.
- Contact one of the above authorized employees to send the prepared Code Outlook message. Specify what group(s) the message should be sent to (i.e. DL- All Cape County employees, DL- All Ripley County employees etc.), and then forward it to the authorized employee.
 - A House Supervisor is available 24/7 if a Code Outlook needs to be initiated during non-business hours.
- After the employee authorized to send the Code Outlook has confirmed that it meets the criteria of a Code Outlook, and has sent the message to the appropriate group(s), contact the Switchboard Operator and request a 'CODE OUTLOOK' announcement.
- The Switchboard Operator will page 'CODE OUTLOOK' three times.

When a request to send a 'CODE OUTLOOK' message is received, the employee authorized to send the message should complete the following actions:

- Evaluate the situation to assure that it meets the Code Outlook criteria listed in the guidelines section of this policy.
- Assure that 'CODE OUTLOOK' appears in the subject line of the message to be sent.
- Confirm with the requesting employee which group(s) need to receive the message (i.e. DL- All Cape County employees, DL- All Ripley County employees).
- Assure that appropriate staff has assumed responsibility for operational command of the situation and will continue to communicate updates as necessary.

Staff Response to a 'CODE OUTLOOK' should include the following actions:

- Check Outlook messages immediately.
- Take appropriate actions based on the information provided in the message.
- Refer to any policies referenced in the message to assure an appropriate response.

If at any point the event escalates into an emergency situation, the Administrator-On Call will be notified and Incident Command will be set up as appropriate.

At the conclusion of the event, the following actions should be completed to CLEAR the Code Outlook:

- The employee who initiated the Code Outlook or their designee will prepare an Outlook message indicating the conclusion of the event, and contact an authorized employee to forward it to appropriate staff.
- The employee who initiated the Code Outlook or their designee will then contact the Switchboard Operator to request a 'CODE OUTLOOK ALL CLEAR' announcement.
- The Switchboard Operator will announce 'CODE OUTLOOK ALL CLEAR' three times

REFERENCES: N/A

Attachments: N/A