Welcome to the New M Health Clinics and Surgery Center!

Online Training
Welcome!

Orientation & training is **vital** to the successful operational performance and assurance of patient safety and experience when the Clinics and Surgery Center opens.
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Research at the Clinics and Surgery Center
Research at the Clinics and Surgery Center-Overview

• Research is central to our M Health mission
• The Clinics and Surgery Center was designed to support and enhance the integration of research with clinical care

Please watch this 4 minute video describing research at the Clinics and Surgery Center:

[Link to research video]

• Research workflows are being finalized and will be shared with applicable staff
Clinics and Surgery Center
Floor Layouts
Patient Flow To and From Building
We ask that providers and staff not use the main front door for entry— we wish to minimize distractions for the staff focused on greeting and assisting patients and families there.

Provider/Staff Entrances

Preferred entrance for providers and staff due to proximity to East elevators and hard flooring to limit tracking onto carpet.

Patient valet exit/car pickup
Third Floor

- Diagnostics & Testing (includes many subspecialties)
- Cardiology/ Pulmonology
- Neurosciences
- Derm, Derm Surg & Vascular
- Lounge
- Lockers
- Touchdown Space
- SOT/Hep/Neph/Rheum/ID/B & C
- Touchdown Space

HEALTH
Fourth Floor

Diagnostics & Testing (includes many subspecialties)
Surgery & PAC
ENT
Dental
Ophthalmology
Lockers
Touchdown Space
Lounge

Urology
Primary Care
Orthopaedics

Health
Security

• Clinics and Surgery Center security includes video cameras and restricted card access to certain areas. Security personnel will conduct building security rounds of the facility at regular intervals.

• To call security
  – Press Emergency Button on phones or dial 888

• **Call 911 immediately from any phone** for these situations:
  – Active violence
  – Threats of violence
  – Assault
  – Theft
  – Call 911, then call security at 612.273.4544 as soon as you are able from a safe location.
Emergency Manual Content

• Please read the new Emergency Manual for the Clinics and Surgery Center: Link to manual
• This manual is indexed AND searchable
AEDs

- 9 wall mounted cabinets with Zoll model AEDs are strategically placed throughout the facility. Locations are listed in the Emergency Response Guide for the Clinics and Surgery Center.
- When a wall box containing an AED is opened, a LOUD alarm will sound. This is intentional as it will summon additional people to your location.
- Open the AED and follow commands **exactly** as the AED tells you: Shout loudly for someone to call 911 and then the Rapid Response Team.
- Make sure no one is touching the patient while the machine is interpreting the patient’s heart rhythm or while a shock is being delivered.
Care Connect
(Real Time Locating System)
Care Connect

• How the System Works:
  – System uses electronic sensors and service badges to identify the location of people as they move around the facility
  – Helps you know where your patients, providers and staff are located during the various steps of the patient visit, from check-in to assessment, to time spent in the exam rooms and ancillary services

• Support Operations in Continuous Improvement
  – Provide real-time data (wait time, idle time in exam rooms, room status & availability, ...) about the patient visit and interaction time with staff
  – Standard operation reports (room utilizations, wait time, idle time, alert response times, ...) delivered daily and monthly
  – Data about the overall patient experience is stored and available to the care team for analysis and reporting

Example of our service badge; approximately 1 ½ by 2 ½ inches
Care Connect

• Goals
  – Improve overall patient satisfaction
  – Improve patient flow and reduce wait times
  – Improve communication and coordination among providers, staff, and operation management
  – Provide information to continuously make adjustment and improve overall experience and efficiency for patient, providers and staff
Care Connect

Care Connect supports **effective** and **efficient** patient care in the Clinics and Surgery Center

**Key Points:**

– All Patients will be assigned a badge prior to being arrived for visit in to Epic in order for information to flow between Care Connect and Epic
– All Patients, Providers, and Staff will wear a badge and it must worn high on the body and not covered by any clothing
Care Connect - Functionality

Real Time Locating System Functionality:

- **Staff/Patient Badge** sends out a beam of light every 3 seconds.
- Ceiling **Sensor** sees the light and registers the badge location.
- **Map View** shows real time location of all Staff and Patient Badges.

Badge Best Practices:

**Wear the badge:**
1) High on the body
   a. Shoulder height is best
2) Button facing out
   a. Make sure badge does not flip over
3) Uncovered
   a. Do not cover badge with clothing
   b. Do not cover IR windows with stickers

**Store the badge:**
1) In a badge cabinet
   OR
2) In a place where the badge will not move

**Clean the Patient and Staff badge:**
1) Use Sani Wipes per M Health Infection Control

M Health Badges:

- **Patient Badge**
- **Staff Badge**
Waiting Room List View:
Each CSC waiting room has its own List View to display Patient location and wait time.
*These will be accessible by the check in staff tablets.

Patient Centric List View:
Each Clinic has its own List View to display Patient location, wait time, and provider name.
*These will be accessible by the Roomer PC in the Collaboration spaces.

Exam Room List View:
Each Clinic has its own Exam Room List View to display what staff are and have been into the Exam room with a Patient.
*These will be accessible by the Roomer PC in the Collaboration spaces.
Care Connect - Functionality

Clinic Map View:

Each Clinic Map View will display Room Status and Badge Locations

Map View Badge Icons:

- Patient
- Nurse
- Lab
- Imaging
- CMA, LPN, ACT
- Leadership
- Check in staff
- Med Student
- Schedulers
- Resident
- Dietary
- Physician
- Genetic Counselor
- Fellow
- Intraprofessional Team
- PA, CNS, NP
- Interpreter
- Pharmacist
- Spiritual Service
- Social Worker
- Research
Pop Up Alerts:

1.) The **!Waiting** Alert is to signal a Patient has been in the Waiting Room for 15, 30, 45 minutes past their appointment time.

2.) The **!Alone** Alert is to signal a Patient has been alone in an Exam Room for 10, 20, or 30 minutes

**Patient Waiting Time Pop Ups:**
If a patient is in the Waiting Room past their appointment time or in an Exam Room by themselves for longer than a specified amount of time a popup will display at the check in staff tablet

**To Cancel the Pop Up:**
Staff badge and Patient badge need to be in proximity for 15 seconds and then the staff will press the button on their badge after speaking with the Patient

**Patient Alone Time Pop Ups:**
If a patient is in the exam room and an alone time pop up occurs, the pop up is cleared by proximity of a staff or provider badge

**To Cancel the Pop Up:**
Staff badge and Patient badge need to be in proximity for 15 seconds with the Patient
Care Connect - Functionality

Pop up ALERTS logic

- Wait time in lobby / waiting rooms
  - 15 minutes – alert sent to check in staff tablet
  - 30 minutes – same as above plus alert sent to supervisor & managers workstation
  - 45 minutes – same as above two plus alert sent to operation director
- Alone (idle) time in exam room
  - 10 minutes – sent to clinic staff computers and flat screen monitors in collaboration spaces
  - 20 minutes – same as above plus alert sent to supervisor & managers workstation
  - 30 minutes – same as above two plus alert sent to operation director
- Physician Assist
  - Physician will press their badge button to alert staff when needing help in an Exam room with a Patient
Care Connect - Functionality

Physician Assist:
The **Badge** Alert is to signal that a Physician needs assistance in an Exam Room

**Physician Needs Assistance Pop Up:**
If the Physician is in an Exam room with a Patient, they can press the button on their badge to call for help.

**To Cancel the Pop Up:**
RN or Rooming staff must be in proximity of the Patient and Physician in the Exam Room. No button press is necessary to cancel just presence in same room.
Care Connect – Check in Staff Workflow

• Assign patient badge (note: must be done prior to arriving in Epic) in Epic
• Monitor wait time in waiting areas of the CSC
• Communicate with patient if they have been waiting longer than 15 minutes
• Other:
  – If badges red light is blinking, notify housekeeping staff to replace battery
  – If there are no badges in carts, notify environmental services staff by calling the facility help desk at 612-676-4000
Assign a Badge to a Patient at Check-In:

**KEY POINT:**
- Patient Badge Assignment will be done in the EPIC system.
- Badge assignment **must be done** prior to arriving the patient in Epic.

Go to **Department Appointments Report:**
1. Click on the **RTLS Association** button from the Activity toolbar (may be listed under the **More** button).
2. Populate the **RTLS tag ID association** field using the badge ID listed on the back of the badge.
3. Click **Associate Tag**.
A badge will be assigned to every Patient at check in by the check in staff.

**M Health message to Patients about the badge:**
“Our goal is to shorten patient wait times, provide very personal service and improve your care. The clinic has implemented a new system to help better manage the flow of patients in and out of exam rooms and identify staff in the building. As part of this effort, you will be asked to wear a service badge that helps us follow your progress throughout your visit.

Please wear the badge for the duration of your visit. Your involvement and feedback is important.

The badge uses technology that is similar to that used in a television remote control, sending signals to sensors throughout the entire building to provide accurate, real-time information about where staff and patients are located within a facility.”

Ask each Patient to wear their badge high on their shoulder and uncovered for the duration of their visit.

Before leaving the building a Patient will remove their badge and place it in the Badge Drop Box near the exits. Staff should remind the Patient of how important it is to place the badge in the Drop Box.
Waiting Room Pop Up Alerts:

Patients in the waiting room 15, 30, or 45 minutes past their appointment time will trigger a Pop Up Alert at the check in tablets. To clear this alert from the tablet screen, the check in staff will go speak with the Patient and press their own badge button.

Alone Time Pop Ups:
If a patient is in the Waiting Room past their appointment time a pop up will appear on the check in tablet every 15, 30, and 45 minutes

To Cancel the Pop Up:
Check in staff badge and Patient badge need to be in proximity for 15 seconds and the check in staff will press the button on their badge after speaking with the Patient
**Waiting Room List View:**
Patient check in staff will be able to view the Patient Location information in the Waiting Room List View as well as the Map View.

<table>
<thead>
<tr>
<th>BT</th>
<th>Patient</th>
<th>Current Location</th>
<th>Arr’l Time</th>
<th>Appt Time</th>
<th>Provider</th>
<th>SLOS</th>
<th>OLOS</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>18</td>
<td>Joe Bronchi</td>
<td>Overflow Waiting Room</td>
<td>0:05</td>
<td>11:30</td>
<td>Strickland</td>
<td>0:05</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Jack Phelps</td>
<td>Waiting Room</td>
<td>0:16</td>
<td>11:15</td>
<td>Johnson</td>
<td>0:16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>Jane Dollen</td>
<td>Waiting Room</td>
<td>0:31</td>
<td>11:00</td>
<td>Anderson</td>
<td>0:31</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Waiting Room Map View:**
Each Waiting Room has it’s own Map View to display location of all Patients waiting for Appointments and any other staff in the waiting areas.
Care Connect – Rooming Staff and RN Workflow

• Utilize the list and map views to assist team members, patients, and resources necessary in providing care
• Monitor idle time in exam room
• Communicate with patient if idle time exceeds 10 minutes and provide them with an update on the status of their appointment
• Assist providers as notified by the Provider assist button alert
Clinic Staff will be managing patient wait times in exam rooms and responding to ‘Needs Assistance’ pop ups

Clinic Pop Up Alerts:

2.) The ![Alone](image) Alert is to signal a Patient has been alone in an Exam Room for 10, 20, or 30 minutes

3.) The ![Badge](image) Physician Assist Alert is to signal that a Physician needs assistance in an Exam Room

**Patient Alone Time Pop Ups:**
If a patient is in the Exam Room by themselves for longer than 10 min a popup will display at the Roomer PC in the Collaboration Space

**To Cancel the Pop Up:**
Staff badge and Patient badge need to be in proximity for 15 seconds and the staff will press the button on their badge after speaking with the Patient

**Physician Needs Assistance Pop Up:**
If the Physician is in an Exam room with a Patient, they can press the button on their badge to call for help

**To Cancel the Pop Up:**
RN or Rooming staff must be in proximity of the Patient and Physician in the Exam Room. No button press is necessary to cancel just presence in same room
Clinic Map View:
Each Clinic Map View will display Room Status and Badge Locations

Map View Badge Icons:

<table>
<thead>
<tr>
<th>Patient</th>
<th>Lab</th>
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</thead>
<tbody>
<tr>
<td>Nurse</td>
<td>Imaging</td>
</tr>
<tr>
<td>CMA, LPN, ACT</td>
<td>Leadership</td>
</tr>
<tr>
<td>Check in</td>
<td>Schedulers</td>
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<tr>
<td>Med Student</td>
<td>Dietary</td>
</tr>
<tr>
<td>Resident</td>
<td>Genetic Counselor</td>
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<tr>
<td>Physician</td>
<td>Intra-professional Team</td>
</tr>
<tr>
<td>Fellow</td>
<td>Interpreter</td>
</tr>
<tr>
<td>PA, CNS, NP</td>
<td>Spiritual Service</td>
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<tr>
<td>Pharmacist</td>
<td>Research</td>
</tr>
<tr>
<td>Social Worker</td>
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</tr>
</tbody>
</table>

Empty Room | Occupied Room | Visit Complete/Dirty Room
**Badge Utility:**

These roles will assign their own badges for each session using this process at the start of their shift.

At the end of your shift, return the badge back to the drop box in the collaboration zone in which you worked.

1) Enter the badge number from the back of the badge

2) Enter the staff's first and last name

3) Select the badge number based on the staff role

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<table>
<thead>
<tr>
<th>Badge Number</th>
<th>Badge Type Name</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Patient</td>
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<tr>
<td>2</td>
<td>Nurse, Clinic</td>
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<tr>
<td>3</td>
<td>Nurse, Pre/Phase/I</td>
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<tr>
<td>4</td>
<td>Nurse, OR</td>
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<td>5</td>
<td>Rooming, CMA</td>
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<td>6</td>
<td>Rooming, LPN</td>
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<td>7</td>
<td>Rooming, ACT</td>
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<td>8</td>
<td>Check in staff</td>
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<td>9</td>
<td>Clinic Coordinator</td>
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<td>10</td>
<td>Scheduler</td>
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<tr>
<td>11</td>
<td>Student, Med 1</td>
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<td>12</td>
<td>Student, Med 2</td>
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<td>Student, Med 3</td>
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<tr>
<td>14</td>
<td>Student, Pharmacist</td>
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<td>15</td>
<td>Student, Nursing</td>
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<td>Resident 1</td>
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<td>Physician, Psychiatrist</td>
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<td>23</td>
<td>Physician</td>
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<td>24</td>
<td>Physician, Health Psychologist</td>
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<td>Physician, Dentist</td>
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<td>26</td>
<td>Physician, Ophthalmologist</td>
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<td>27</td>
<td>Fellow</td>
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<td>30</td>
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<td>36</td>
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<td>37</td>
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<td>Intraprofessional, Health Psychologist</td>
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<td>Intraprofessional, Tech EKG</td>
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<td>Intraprofessional, Interpreter</td>
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<td>49</td>
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<td>50</td>
<td>Intraprofessional, Research</td>
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<td>51</td>
<td>Lab</td>
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<td>Leadership, Director</td>
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<td>59</td>
<td>Leadership, VP</td>
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</tbody>
</table>
Care Connect – Providers

• Badge Assignment and Collection:
  – Physicians
    • Pick up a badge from the clinic manager, supervisor or staff in your collaboration space at the beginning of your sessions
    • Return your badge at the end of shift by placing in the drop box in the collaboration space
  – APPs, Residents, Fellows, and Students
    • Assign a badge using badge utility at the beginning of your session in clinic
    • Return your badge at the end of shift by placing in the drop box in the collaboration space

• Utilize the list and map views to locate staff, patients and other providers

• Physicians – if you anticipate that you will need assistance during the visit, push the button on your badge.

• Monitor idle time in exam room
The **Physician Assist** Alert is to signal that a Physician needs assistance in an Exam Room.

**Physician Needs Assistance Pop Up:**
If the Physician is in an Exam room with a Patient, they can press the button on their badge to call for help.

**To Cancel the Pop Up:**
RN or Rooming staff must be in proximity of the Patient and Physician in the Exam Room. **No button press is necessary to cancel just presence in same room.**
Assigning Badges to Physicians for the Day

Badge Utility:

Managers, supervisors or designated clinic staff will assign a badge to the physicians in the clinic each session.

<table>
<thead>
<tr>
<th>Badge Number</th>
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<td>53</td>
<td>Leadership, Manager</td>
</tr>
<tr>
<td>54</td>
<td>Leadership, Supervisor</td>
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<td>55</td>
<td>Leadership, Director</td>
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<tr>
<td>56</td>
<td>Leadership, VP</td>
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</tbody>
</table>

1) Enter the badge number from the back of the badge
2) Enter the staff’s first and last name
3) Select the badge number based on the provider role.
Each Floor of the CSC building will have it’s own Dashboard Analytics tab that will indicate the average Patient Waiting Room time. The speedometer will average the most recent Patient Wait times in **real time**.
Questions about Care Connect?

If you have questions about workflows or functionality of Care Connect, contact Rodney Haas

rhaas@umphysicians.umn.edu
Pyxis
Pyxis

• Multiple Pyxis medication dispensing machines will be in use in the Clinics and Surgery Center
• Techs/CMAs, LPNs and RNs will all have access to and be expected to use the Pyxis machines
Tools to Use

Forms-On-Demand

Lync IM

Phones

Single Sign-On
“Tap-n-Go”
Phones

There are about 950 of the model 8945 phones with video capabilities in the Clinics and Surgery Center. Please watch the 16 minute video linked here to learn how to operate the phones:

[Link to phone training video]

The phone training video and several associated tip sheets are located on the CSC training resource page:

[Resource CSC training page]
Lync Instant Messaging

- Lync instant messaging will be used in many workflows to facilitate communication between staff
- If you are unfamiliar with using Lync, please reference the tip sheet here (also located on the Resource CSC training page):
  
  Lync Tip Sheet
Single Sign-On (Tap-N-Go)

• Providers and Staff will be able to sign on to these applications using their badges: EPIC, Dragon, Lawson, iSite, Service Now, E-time, Workfront, Outlook Web Access (OWA), LMS (using Manage Password) and Centricity (Coming Soon)

• All providers and staff must have the appropriate Indala card security badges for Single Sign-On, as well as for security access to the Clinics and Surgery Center

• A very brief set-up enrollment is required, and an enrollment station will be available when you attend your building orientation session between Jan 18-Feb 6

• Tip sheets for reference are located here:

  Resource CSC training page
Forms on Demand and Digitized Patient Education Materials

We are making progress on digitizing forms and patient education materials, and we will continue to refine this after our move to the Clinics and Surgery Center. Some of the benefits of digitization include:

• Easy access to the most current and correct version
• Doesn’t require physical storage space
• Prints with the patient’s information on them - no labels required
• Tips sheets available:
  [Resource CSC training page]
Patient Parking and Shuttles for the Clinics and Surgery Center

Patient Parking and Valet Service, Driving Routes around the Clinics and Surgery Center, Shuttle Service
Patient and Guest Parking for the Clinics and Surgery Center

**Valet**
- Patient enters Clinics and Surgery Center driveway and is greeted by valet staff
- Assistance getting from vehicle to building entrance is provided by driveway staff
- Valet customers receive a claim ticket

**Self Park**
- **Oak Street Ramp**: patient enters designated M Health lane at Ontario Street ramp entrance, follows way-finding signs to reserved patient area on ground level, takes ticket with them to Clinics and Surgery Center
- **West Surface Lot**: patient pulls a ticket at entrance to raise gate, pay with credit at exit or cash payments are processed in the building
Patient Arrival Parking Routes

**Valet Parking**
- Enter the Clinics and Surgery Center drive lane middle lane
- Drop vehicle with attendant to Park

**Self Park**

**West Parking Lot, Ontario Street**
- Enter Clinics and Surgery Center left drive lane or go directly into lot
- Pull ticket at lot entrance to open gate
- Only Credit card payments are accepted at the lot exit, cash payments are processed inside the building

**Oak Street Ramp, Ontario Street Entrance**
- Enter M Health lane at Ontario St. Entrance
- Pull ticket to open gate and follow signs to reserved patient parking area on ground level
- Take ticket to Clinics and Surgery Center for payment, cash or credit card
Map for Drive Lane Destinations

- Valet Drop-off area
- Valet Pick-up area
- 3rd Party Drop-off area
  - Guest family/friend drop
  - Taxi, mobility service, etc.
- Ambulance Bay area
  - Emergency, 1st responders
  - Valet Pick-up for ASC Patients
Valet Parking Information

• Payments accepted
  – Cash or credit card at 1\textsuperscript{st} floor lobby valet station
  – Credit card only at Discovery Bars on floors 1 - 5
  – Discount guest passes
    • 5 exit pass sold for $20 at lobby valet station

• After hours retrieval process
  – Guest will pick-up key from concierge
  – Vehicle will be ready at West Surface Lot
  – Guest will use exit ticket to vend gate
Patient Parking Check-out Process

**Valet Check-out**
- There are 6 valet check-out tablets, one on each Discovery Bar, on floors 1-5, and one tablet at the ASC ground floor exit at the NE corner. Tablets accept credit card payment only, cash payments are processed at the 1st level lobby valet station inside the CSC building

**Self Park Check-out**
- Credit card only payments are accepted at the West Surface Lot exit, cash payments are processed at the 1st level lobby valet station
- All Oak Street payments are processed at the 1st level lobby valet station inside the CSC building
Valet Payment/Car Request Tablets

Located throughout the building, the valet request tablets are an easy way to pay for valet parking and request vehicle for delivery. Customers start by scanning their valet ticket and then follows the screen prompts. At the completion of the transaction (credit card only) a request is automatically sent to valet services to retrieve and deliver vehicle to pick-up/departure door. Wait time is 5 minutes.
Valet Exceptions

Valet cannot accept the following:

• Vehicles that have animals or pets, even if the animal or pet is restrained
• Vehicles with adapted driving and breaking controls
• Vehicles with a mandated ignition interlock
• Vehicles unsafe/illegal to drive and/or park
• Vehicles with trailers
Patient Parking Departure Routes

**Valet Parking**
- Exit the Clinics and Surgery Center departure drive lane
- Take a Right onto Ontario St.
- Take a Right onto Essex St.
- Take a Right onto Huron Blvd.
- Follow to 94 East or West

**Self Park**

**West Lot**
- Scan ticket to vend gate
- Take a Left onto Ontario St.
- Take a Right onto Essex St.
- Take a Right onto Huron Blvd.
- Follow to 94 East or West

**Oak Street Ramp**
- Follow signs to Clinics and Surgery Center guest exit
- Insert paid ticket to vend gate
- Take a Left onto Essex St.
- Take a Right onto Huron Blvd.
- Follow to 94 East or West
Ambulatory Surgery Center Patients
Check-in and Check-out Route

Same day surgery patients will pick up vehicles on Erie St. SE at Ambulance bay entrance

**Valet Parking**
- Exit the ASC departure drive lane
- Continue South on Erie St. to Fulton
- Take a Left onto Fulton St.
- Take a Right onto Huron Blvd.
- Follow to 94 East or West

**Self Park**
**West Lot**
- Scan ticket to vend gate
- Take a Left onto Ontario St.
- Take a Right onto Essex St.
- Take a Right onto Erie St.
- Enter Ambulance bay drive lane
- Take a Left onto Fulton St.
- Take a Right onto Huron Blvd.
- Follow to 94 East or West

**Oak Street Ramp**
- Follow signs to Clinics and Surgery Center guest exit
- Scan ticket to vend gate
- Take a Right onto Essex St.
- Take a Right onto Erie St.
- Enter Ambulance bay drive lane
- Take a Left onto Fulton St.
- Take a Right onto Huron Blvd.
- Follow to 94 East or West
Clinics and Surgery Center Shuttle

- New Clinics and Surgery Center shuttle services will be added to existing shuttle services; three shuttles will be added. New routes will include:
  - Clinics and Surgery Center to West Bank
  - West Bank to Clinics and Surgery Center
  - Clinics and Surgery Center to East Bank
  - East Bank to Clinics and Surgery Center
- Clinics and Surgery Center shuttles will operate “on demand”, meaning the shuttles will not run on a schedule but will transport staff and patients as needed. Once a rider enters the shuttle, the shuttle will leave for its destination. Simultaneously, the shuttle at the arrival point will leave and report back to the departure point of the responding shuttle. Travel time from the Clinics and Surgery Center to UMMC is approximately 3 minutes. Wait times should be minimal: less than 5 minutes for the East Bank travel; 6 –8 minutes from East to West Bank
- All Clinics and Surgery Center shuttles will be handicap accessible
U of M Circulator

This U of M service runs during Fall and Spring Semesters:

**Monday–Friday** (No service during weekends, breaks, intersession or holidays)

7:00 am – 5:30 pm every 15 minutes

**Stadium Route Shuttle Stops**

• McNamara Alumni Center
• Masonic Memorial Building
• Clinics & Surgery Center
• Thompson Center for Environmental Management
• Center for Magnetic Resonance Research

• This is a potential option for staff and patients coming from the light rail line during circulator service times

• Information and route map at:
  
  https://www1.umn.edu/pts/bus/circulators.html#stadsupercirc
On-Stage and Off-Stage Philosophy & Expectations
A guiding principle for Clinics and Surgery Center is the separation of the “on-stage” public and patient care environments from the “off-stage” work areas, including the collaboration, touchdown and staff lounge areas.
• We uphold a philosophy that focuses on patient care and experience:
  – Be aware of patients and families at all times, notice if someone needs assistance
  – Make eye contact and greet people as appropriate
  – Demonstrate behavior of service and respect

• We monitor our conversations:
  – Remember HIPAA and professionalism
  – Remind each other by saying “Let’s take this off-stage”

• We limit our use of personal technology devices to off-stage areas

• We promote a quiet, calm and clean patient care environment

• Computers in on-stage areas are for business use only

• Food and Drink:
  – Only kept and consumed in off-stage areas
  – Transport in a proper container with a lid
  – Use elevators in the northeast side of the building when carrying food, as there will be less patient traffic in these elevators
• Ensure doors to collaboration or other off-stage areas are closed so that patients and family cannot hear conversations
• Patients and family should not be in off-stage areas without a staff escort
• Code of Conduct applies to either situation: On-Stage or Off-Stage
EMPLOYEE REPORTING OBLIGATIONS
• We seek help or clarification to avoid unethical or illegal business conduct.
• We report internally any activity that we, in good faith, believe to be a violation of our Code of Conduct.
• We support colleagues who ask questions or raise concerns in good faith. Reporting known or suspected violations is expected, supported and protected behavior.

PROTECTING CONFIDENTIAL INFORMATION
• We protect all business and patient information from inappropriate access, use or disclosure.
• We use and access information only as necessary to perform our jobs.

MAINTAINING A HEALTHY WORKPLACE
• We maintain a respectful workplace where we treat one another and patients as we would like to be treated.
• Our conduct, programs and resources all contribute to a workplace that is free of harassment, discrimination and violence and is safe and healthy.

INTEGRITY IN BUSINESS CONDUCT
• We do business based on fair and ethical principles resulting in the best possible care for our patients.
• We have integrity in business and regulatory compliance, prevent and report fraud, and keep accurate records.
• Our interests or relationships should never conflict, or appear to conflict, with the interest of the organization.
• We protect and nurture our reputation for innovation and quality care.

On-Stage AND Off-Stage: The expectations mirror the code of conduct!
General Workplace Etiquette for the Clinics and Surgery Center

• Whenever you use a space, leave it clean and ready for the next user. Wipes will be available to clean workstations regularly

• Be mindful of noise levels in shared spaces
  – Avoid speakerphone functionality in shared spaces

• Coats, shoes/boots and other personal items should be kept in personal lockers and not stored at workstations

• Bikes are not permitted in the building- bike cages are available for rent in the Oak St. ramp

• Food: Dry individual snacks and covered beverages are permitted in the collaboration areas. Group food for teams or potlucks can be labeled for the team and placed in the nearest touchdown area or staff lounge. Staff and physicians are encouraged to eat in the lounge areas

• Some colleagues have severe contact-based nut allergies. Do not eat nuts at workspaces with keyboards where allergens can become trapped and trigger an allergic reaction. Please eat nuts in break areas where the flat surfaces are cleaned frequently
Facility Requests
Clinics and Surgery Center
Facility-Related Issues
Call (612) 676-4000

- Pest Control
- Water Leak
- Refrigerator Alarm
- Bathroom Cleaning
- Recycling
- Confidential Paper Shredding
Example of When to Call the Facility Help Desk: Linen Shortage

- Linen shortage due to non-delivery or high use
- Help desk contacted at (612) 676-4000
- Facility help desk personnel take information and location and creates work ticket. Assigns task to appropriate person
- Work completed and help desk notified to close ticket
Resources on the Intranet

For Clinics and Surgery Center tip sheets, videos and training resources visits these pages:

UMP Resource page:  
https://resource.umphysicians.com/default.cfm/PI D=1.12.37.1

Fairview:  
http://intranet.fairview.org/Clinical/Hospitals/UMM C/PlacesSpaces/ACC/S_127708