

Important contacts

Administrative

Medical Staff	903-0381 or 903-0017
GME	903-0392
LSUHSC GME	568-4006
Administrators	903-3000 (<i>ask for Administrator On Call</i>)

- Chief Medical Officer: Dr. Juzar Ali
- Medical Director for Quality Management: Dr. Peter DeBlieux
- Medical Director for GME Affairs: Dr. Michelle Zembo

Quality Management	903-4925 or 903-3665
Corporate Compliance:	903-0571

Staff Resources

Computer Support/Pelican Help Desk	299-4747
Pharmacy	903-3017
Employee Health (UH Room 555)	903-3671
Ethics Consult	903-3000 (<i>ask for Ethics committee member on call</i>)
Facilities/Maintenance	444-8247
Housekeeping	655-8960
Infection Control	903-3578
Language Interpreter	9-3000
Parking	903-2477
Patient Advocate	903-8987 (office); 477-0048 (pager)

Emergency/Security

ILH Police	903-4500 (emergency); 903-6337 (non-emergency)
LSUHSC Police	568-8999 (emergency); 568-8270 (non-emergency)
Code Grey Recovery Team	866-431-4571 (check-in)
Code Blue/Rapid Response	2-5000

LSU School of Medicine DUTY HOUR HOTLINE

504-599-1161

Information Needed:

- Date of violation
- Hospital Name
- Program Name
- Rotation Name

**“MCL Shortcuts”
Drive – Available
on desktop or in
Start menu in
Citrix**

- **Hospital policies**
 - File name: “MCL Policies”
- **Incident reporting (non-medication): Riskplus/W**
 - Also use to report needle sticks, blood/fluid exposure, etc.
 - **Questions?** Contact Quality Management – 903-4925
- **Adverse drug events: CLIQ**
 - **Questions?** Contact Quality Management – 903-4925
- **Medication variances: Quantifi**
 - In Pharmacy folder, file name: Quantifi Site number: 975
 - **Questions?** Contact Quality Management – 903-4925
- **Consent Forms**
- **Needlestick Injury Protocol**
 - **Blood/fluid exposure steps:** (1) Notify your supervisor, floor supervisor, or charge nurse; (2) Fill out Riskplus/W incident report (login: risk; password: risk); (3) have blood drawn (two purple-top tubes) for Rapid HIV, HbsAg and Hep C serology and have someone hand-deliver sample to Blood Bank; (4) report immediately to Nursing Service Office (UH W535) for “HCW Exposure Packet” – do not open packet, but simply bring to Urgent Care (UMOB 5th floor, 903-0564) or ER (if after hours).
 - **Questions?** Contact Employee Health at 903-3671.
- **Micromedex** Drug information and dosing tools

**Pelican – Under
the “Resources”
tab**

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❖ Patient Resources

- Outpatient pharmacy: 903-1991
- L&T/ILH Clinic Appointments (incl. Algiers): 903-2373 or 903-5700
 - HOP Clinic: 826-2179 or 826-2182
 - Women's Services and OB/GYN Clinic: 903-8412 or 903-8971
- Urgent Care Clinic (no appointment necessary): 903-0564
- Greater New Orleans Community Health Connection: 1-888-342-6207
- Medical Assistance Program (MAP): 903-4568, 903-3774, 903-3775 or 903-3550

Hospital Codes

CODE BLUE	Cardiac or Pulmonary Arrest
CODE RED	Fire or Smoke
CODE GREEN	Obstetric Delivery Outside L&D
CODE PINK	Infant/Child Abduction
CODE YELLOW	External Disaster/Mass Casualty
CODE GRAY	Severe Weather
CODE BLACK	Bomb Threat
CODE BROWN	Internal Disaster
CODE ORANGE	Hazardous Mat/Radiation Emergency
CODE WHITE	Security Alert/Hostage
CODE GOLD	Prisoner Escape/Violence

Ways We Improve at ILH

• PDSA (Plan, Do, Study, Act)

Act: Periodically reevaluate to maintain adequate levels of success. If not successful, modify action plan and repeat cycle.



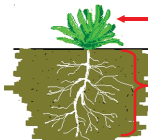
Plan: Explore a challenge, perform a literature search, and develop an action plan that is measurable, achievable, and relevant.

Do: Implement your action plan with quantifiable data measurement.

PDSA is used in performance improvement – by hospital committees and QI projects.

Study: Evaluate progress and adjust strategy as needed.

• Root Cause Analysis (RCA)



The event or error is like the weed – it is only a symptom of more widespread underlying problems.

In an RCA, quality management staff and other relevant team members analyze the underlying causes of the adverse event – problems that are below the surface and not obvious.

RCA's are performed after sentinel events and cases of serious adverse events.

• EQuIP (Enhancing Quality Improvement for Patients) Program:

- For resident questions, ideas, or concerns about QI
- Place residents on hospital committees
- Review and approve resident QI projects
- ❖ Director: Dr. Zee Ali (mali@lsuhsc.edu)
- ❖ Coordinator: Vicki Harkin (568-2593 or vharki@lsuhsc.edu)

EQuIP is a partnership between LSU GME and clinical sites to involve residents in QI and Patient Safety efforts.