

*Jersey Shore University Medical Center
Office of Academic Affairs*

*Resident Manual
2013-2014*



**Jersey Shore University Medical Center Resident Manual
2013-2014**

Published by:

Jersey Shore University Medical Center (JSUMC)
Member of the Meridian Health Family
1945 Route 33
Neptune, NJ 07754-0397

This handbook is informational only and does not constitute a contract between Meridian Health and any resident. It may be changed by Meridian Health without prior notice to residents. Any rules, regulations, policies, procedures, or other representations made herein may be interpreted and applied by Meridian Health to promote fairness and academic excellence, based on the circumstances of each individual situation.

This handbook represents a program of the current offerings, rules, and requirements of JSUMC, member of the Meridian Health Family. Meridian Health reserves the right to change any provisions, offerings, or requirements at any time within the Resident's tenure at JSUMC.

Meridian Health Mission

Meridian Health is committed to improving the health and well-being of the residents of New Jersey by providing the highest quality, patient-centered health care services delivered in hospital, community and in-home settings, and to advancing medicine through clinical education and research.

We foster a culture of excellence within a collaborative environment. We actively seek innovative solutions, technologies and partnerships to support sustainable financial growth and to ensure communities we serve have access to a comprehensive continuum of integrated services that meet their present and future health care needs.

Vision

To be the best health system in New Jersey

Values

Honesty, Integrity, Respect, Compassion, Balance, Diversity

In a short while you will find yourselves learning more than have you ever have before. You will assume many roles: as compassionate healthcare providers, teachers, and learners. Residency is a challenging and rewarding period in one's trajectory toward independent medical practice. Your program director is the primary person responsible for your training. You should first approach him/her with any questions or concerns. We in the Office of Academic Affairs are also committed to your success. We welcome your questions and visits to our office. While this booklet is meant to be a general overall introduction to JSUMC, **please note that all policies and procedures applicable to residents are found on the Meridian Intranet Dashboard under "Resident Information"**.

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MERIDIAN HEALTH GRADUATE MEDICAL EDUCATION

STATEMENT OF COMMITMENT

The Board of Trustees and senior management of Meridian Hospitals Corporation (a division of Meridian Health) and Jersey Shore University Medical Center training program directors are fully committed to medical and professional education as part of our core mission:

“Meridian Health is committed to improving the health and well-being of the residents of New Jersey by providing the highest quality, patient-centered health care services delivered in hospital, community and in-home settings, and to advancing medicine through clinical education and research.

We foster a culture of excellence within a collaborative environment. We actively seek innovative solutions, technologies and partnerships to support sustainable financial growth and to ensure communities we serve have access to a comprehensive continuum of integrated services that meet their present and future health care needs.”

This commitment includes provision of the necessary educational, financial, and human resources to support its graduate medical education programs accredited by the Accreditation Council for Graduate Medical Education (ACGME). Jersey Shore University Medical Center, a 660 bed tertiary teaching hospital, sponsors ACGME accredited residency programs in Internal Medicine, Pediatrics, and Obstetrics/Gynecology. Additionally, it sponsors an ACGME accredited fellowship in Sports Medicine.

The Vice President for Medical and Academic Affairs serves as the ACGME’s Designated Institutional Official (DIO) with the authority and responsibility for oversight and administration of Meridian Hospitals Corporation ACGME-accredited programs. The Vice President for Medical and Academic Affairs and the Corporate Director of Medical Education (DME) for Meridian Health, are responsible for assuring compliance with the ACGME’s Institutional Requirements. The DME serves as Chair of the Graduate Medical Education Committee (GMEC). The GMEC is charged with providing the oversight necessary to foster graduate medical education programs in which physicians in training develop personal, clinical and professional competence under the guidance and supervision of the faculty and staff. These competencies are defined by the specific knowledge, skills, attitudes, and education experiences needed to demonstrate the following:

- A. Patient care that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health;
- B. Medical knowledge of biomedical, clinical, epidemiological and social behavioral sciences and the application of this knowledge to patient care;
- C. Practice-based learning and improvement that involve investigation and evaluation of the residents' own patient care, appraisal and assimilation of scientific evidence, and continuous improvement in their patient care activities based on constant self-evaluation and life-long learning. Residents are expected to develop skills and habits to be able to meet the following goals:
 - a. Identify strengths, deficiencies, and limits in one's knowledge and expertise;
 - b. Set learning and improvement goals;
 - c. Identify and perform appropriate learning activities;
 - d. Systematically analyze practice using quality improvement methods, and implement changes with the goal of practice improvement;
 - e. Incorporate formative evaluation feedback into daily practice;
 - f. Locate, appraise, and assimilate evidence from scientific studies related to their patients' health problems;
 - g. Use information technology to optimize learning; and,
 - h. Participate in the education of patients, families, students, residents and other health professionals.
- D. Interpersonal and communication skills that result in effective information exchange and teaming with patients, their families, and other health professionals. Residents are expected to:
 - a. Communicate effectively with patients, families, and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds;
 - b. Communicate effectively with physicians, other health professionals, and health related agencies;
 - c. Work effectively as a member or leader of a health care team or other professional group;
 - d. Act in a consultative role to other physicians and health professionals; and,
 - e. Maintain comprehensive, timely, and legible medical records, if applicable.
- E. Professionalism, as manifested through a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population. Residents are expected to demonstrate:
 - a. Compassion, integrity, and respect for others;
 - b. Responsiveness to patient needs that supersedes self-interest;
 - c. Respect for patient privacy and autonomy;
 - d. Accountability to patients, society and the profession; and,
 - e. Sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities, and sexual orientation.

- F. Systems-based practice, as demonstrated an awareness of and responsiveness to the larger context and system of health care, as well as the ability to effectively call on other system resources to provide optimal care. Residents are expected to:
- a. Work effectively in various health care delivery settings and systems relevant to their clinical specialty;
 - b. Coordinate patient care within the health care system relevant to their clinical specialty;
 - c. Incorporate considerations of cost awareness and risk-benefit analysis in patient and/or population-based care as appropriate;
 - d. Advocate for quality patient care and optimal patient care systems;
 - e. Work in interprofessional teams to enhance patient safety and improve patient care quality; and,
 - f. Participate in identifying system errors and implementing potential systems solutions

This Statement of Commitment has been approved by the Meridian Hospitals Corporation Board of Trustees, the JSUMC Medical Staff Executive Committee, and the Graduate Medical Education Committee which includes representatives of the entire teaching faculty.

Approved by GMEC: November 4, 2013

Approved by MEC: November 12, 2013

Approved by Education and Children's Hospital Committee:

Approved by MHC Board of Trustees:

1. The *Resident Information* site on the Physician Extranet

This site has a wealth of information for you, including:

a) Policies for GME

All GME policies are listed in The Jersey Shore University Medical Center (JSUMC) GME Policy Manual which is found on the Meridian Physician **Extranet**. To access it, go to the Meridian Health **Intranet**. Then:

Click on Web sites

Click on Physician Extranet

Click on CME, Academics, Research and Quality

Click on Resident's Information

Click on GME Policy Manual

The GME Policy Manual also contains detailed information related to many of the items listed below.

b) Resident Agreement

All information regarding Terms of Appointment, Resident Responsibilities, Institutional Responsibilities, Duty Hours, Financial Support and Benefits, Reappointment, Corrective Action, Probation, Suspension and Termination, and Reporting Obligations can be found in your "Resident Agreement."

c) Education Modules

There are several curricular modules on Physician Extranet related to Stress and Fatigue, Automobile Safety, Physician Impairment, Domestic Violence, the relationship between the Pharmaceutical/Device Industry and Prescribing Patterns, and Professionalism. Residents are expected to review these modules, take the relevant quizzes, and provide this information to their program director. There is also information on how to register for the Institute for Healthcare Improvement (IHI) Open School. This site provides residents access to modules related to Patient Safety and Quality Improvement.

2. **Focus Group Meetings**

The DIO hosts a meeting for all residents to discuss their experience in the program and to receive direct feedback on how residents are progressing in their program. In addition, the DIO is available for individual counseling at any time during the residents' training.

3. **Resident Professional Development Lecture Series**

Resident lectures are given monthly throughout the year on topics of interest to residents. Attendance is mandatory. They are held the 4th Tuesday of each month from 12-1pm in Lance Auditorium. The focus of meetings for 2013-2014 will be on the Learning Environment at JSUMC, particularly as it pertains to Performance Improvement, Quality, and Patient Safety.

4. **The Graduate Medical Education Committee (GMEC)**

The GMEC serves as the policy and monitoring body to assure the excellence of graduate medical education and compliance with the Program and Institutional Requirements of the Accreditation Council on Graduate Medical Education (ACGME). The GMEC is comprised of faculty, program directors, department chairs and administrators as well as peer-elected resident representatives.

5. **Committee Assignments and Representation**

Residents are urged to accept Hospital and System-wide committee assignments, in addition to departmental committee assignments, to treat them as an important part of their education as physicians, and to participate fully in the deliberations of the committees to which they are assigned. Residents are represented on hospital committees which include: Quality Improvement and Outcomes (QI&O), Academic Research Council, Environment of Care Committee, Medication Safety Committee, Health and Information Management Committee, and the Medical Executive Committee. If you are interested in serving on one of these committees please contact your Program Director.

6. Performance Improvement and Outcomes Management

Resident Participation on Performance Improvement (Quality Assurance or Outcomes Management Committees): It is the policy of Jersey Shore University Medical Center that residents will be included on departmental and institution-wide committees concerned with utilization review, performance improvement (PI) and/or outcomes management, as required by the Accreditation Council for Graduate Medical Education. Participation in the performance improvement process symbolizes the residents' commitment to professionalism and quality of care. Moreover, education concerning the performance improvement process is an important aspect of preparation for the realities of clinical practice. PI committees can benefit from residents' commitment to, and participation in, the PI process, and the residents who participate can serve as a channel of information to their peers.

Description of JSUMC's (JSUMC) PI Process: JSUMC has an institutional Quality Improvement and Outcomes Committee (QI&O) which functions under the bylaws of the Medical Staff. In addition, four Councils (Quality, Service, Cost and Growth) support the QI&O Committee. The Councils work under the written guidelines of a Performance Improvement Plan which requires that all medical, nursing, clinical, and ancillary departments have a defined performance improvement plan which measures outcomes and/or processes on a continuous basis. The scope of the Performance Improvement Plan includes all inpatient and outpatient programs of JSUMC, and it measures, among other variables, processes related to the use of operative or other invasive procedures, the use of medications, the use of blood and blood components, patient satisfaction, the utilization of resources, health care outcomes, use of practice protocols, and the appropriateness of admissions and continued hospitalization. Residents may be contacted directly by the Outcomes Management staff to discuss the management of a clinical case as regards documentation, hospital policy adherence, the communication of specific information relative to diagnosis and/or patient management, and the improvement of overall patient outcomes.

Performance Improvement and Resident Research: The performance improvement teams at JSUMC and Meridian Hospitals Corporation can generate sophisticated comparative data on patient satisfaction, quality of care, and resource utilization. Residents interested in publishing articles or presenting papers may be interested in accessing these data as they fulfill the research requirements of their residency programs.

7. Resident Forums

Resident Town Hall Meetings are held twice each year in Lance Auditorium. This is a venue in which all residents can raise and resolve concerns in a confidential and protected manner communicate and exchange information related to their educational and work environment, their GME programs, and other resident issues. The Departmental Chief Residents organize and manage the meeting, and a summary of the discussion is provided to the DIO and GMEC.

8. Booker Health Sciences Library

The Booker Health Sciences Library provides a full range of services to the resident, including Internet access from 13 public computers, WiFi, an expanding reference and monograph collection in print and electronic format, current and bound journals in print and electronic format, and interlibrary loan services. The library collection also includes a dedicated nursing collection, the Ann May Collection, and a consumer health collection (Lass Family Consumer Health Center). Residents are provided with onsite and remote access to over 1300 e-journals, over 400 e-books, and 24 system-wide electronic licenses including UpToDate, evidence-based systematic reviews, case studies and bibliographic resources in medicine, nursing, allied health, consumer health and evidence-based practice, as well as bibliographic management software for research and publication assistance. The library has iPads and chargers for loan to residents. A scanner and fax machine are also made available to residents.

Staffed library hours are 9 to 5 Monday through Friday. Residents have 24/7 access by use of their security badge. The Library contains numerous resources helpful in reviewing for the specialty Board exams including Exam Master and MedStudy in DVD

format. Individualized instruction on library resources is available for resident education. Residents who publish articles in peer-reviewed journals are requested to add their reprints to the Booker Health Science Library's collection of faculty and resident publications. The most recent publications are displayed in the library's display case just outside the library entrance.

9. **Resident Ombudsperson**

The position of Resident Ombudsperson provides assurance of an educational environment in which residents may raise and resolve issues without fear of intimidation or retaliation as assured by the accreditation requirements of the Accreditation Council for Graduate Medical Education. Individual residents can bring their concerns to the Ombudsperson in a confidential and protected manner. The JSUMC Resident Ombudsperson is the Rev. David Cotton. rdc@meridianhealth.com

10. **Counseling Services**

Graduate medical education places increasing responsibilities on residents and requires substantial intellectual and physical effort. For some, these demands will cause periodic physical or emotional distress. In addition, residents are subject to the same stresses that disrupt the lives of all people e.g. marital discord, a death or serious illness in the family, financial worries, parenting problems. Limited free assessment, referral, and counseling services are available on a confidential and voluntary basis to residents. To access these services, you may contact Dr. Ramon Solhkhah, Chair, Department of Psychiatry, Meridian Behavioral Health at 732-643-4402 for a direct referral. Alternatively, you may contact the Employee Assistance Program (EAP). The EAP is a primary resource available to help maintain or restore your health and well-being when you encounter personal and/or work-related problems that you find difficult to resolve alone. Brochures describing the EAP program are available from the Human Resource office or from the residency Ombudsperson, or from your program coordinator. You may contact the EAP confidential counseling, directly, at CPC Behavioral Healthcare, the Robert Eisner Institute, at 1-800-273-0220 24 hours a day, seven days a week.

11. Professionalism

Each resident in accredited JSUMC residency programs is evaluated on an ongoing basis. (See Professionalism Policy in the GME Policy Manual on the Physician Extranet) resident's file and shall be incorporated into each resident's annual summative evaluation in support of promotion and graduation. Critical incidents or patterns of behavior indicative of a significant breach in professionalism will be documented by a Resident Critical Incident Reporting Form (CIRF) (Attachment #1). Professionalism is an academic competency, and the CIRF form is generated only by a Program Director (PD) However, behaviors which may trigger such a report may be brought to the attention (in writing) of the PD by any member of the JSUMC healthcare team. In general, a single CIRF will be used in a formative manner, filed for tracking, but not made part of the resident's permanent file upon graduation. If the incident documented in the initial CIRF is deemed to be so egregious as to be a trigger for further action beyond collegial interaction and guidance, then appropriate measures (as enumerated below) may be taken in accordance with departmental policy.

If a second CIRF is generated on a resident by their PD, such a report will be presented to the departmental education or competency committee. A second report may be considered indicative of a serious pattern of unprofessional behavior. It is kept in a resident's file permanently, and may trigger a summative action. Such an action may include:

- Letter of admonition or reprimand in permanent file of resident
- Program of academic remediation
- Probation
- Termination

12. Completion of Medical Records

Timely completion of medical records (e.g. signatures, dictation summaries, and other obligations) is an expectation of all health care professionals. Lack of timely completion can jeopardize patient safety, as well as delay payment to JSUMC after services have been provided. Record completion is a competency recognized by the ACGME. Residents are encouraged to regularly check in with HIM to determine if they have delinquent records. If records remain delinquent, there is a progressive notification to the Program Director, Department Chair and ultimately the DIO. If records remain delinquent after a resident completed his/her program, this information will be kept on file at JSUMC and potentially be cited when the hospital is contacted by future accrediting agencies, hospitals, state boards, and other agencies.

13. Teacher Learner Contract

JSUMC is committed to the highest standards of behavior concerning the teacher-student relationship. It is important to provide members of the community an environment where teaching and learning takes place in a climate of mutual respect. JSUMC maintains its commitment to preventing resident abuse through education, by providing support for residents and by responding with corrective action. This policy addresses the behaviors required from all teachers, which include faculty members, residents, staff, or students in a teaching role. It is intended to assure an environment in which students, staff, volunteers, and faculty may raise and resolve issues without fear of intimidation or retaliation. Student mistreatment, abuse, or harassment will not be tolerated in the course of the teacher-learner relationship. Examples of inappropriate behavior or situations that would be unacceptable include:

- a. Unwelcome physical contact, including any physical mistreatment or assaults such as hitting, slapping, kicking, or threats of the same nature;
- b. Verbal abuse (attack in words, to speak insultingly, harshly, and unjustly);
- c. Inappropriate or unprofessional criticism intended to belittle, embarrass, or humiliate a student;

- d. Requiring a student to perform menial tasks intended to humiliate, control, or intimidate the student;
- e. Unreasonable requests for a student to perform personal services;
- f. Grading or assigning tasks used to punish a student rather than to evaluate or improve performance;
- g. Sexual assault
- h. Sexual harassment
- i. Discrimination based on race, religion, ethnicity, sex, age, sexual orientation, and physical disabilities

While criticism is appropriate in certain circumstances in the teacher-learning process, it should be handled in such a way as to promote learning, avoiding purposeful student humiliation. Negative feedback is generally more useful when delivered in a private setting that fosters discussion and behavior modification. Feedback should focus on behavior rather than personal characteristics and should avoid pejorative labeling.

14. Respect for Religious and Cultural Differences

Meridian Health encourages respect for religious, racial, ethnic, and cultural differences when interacting with other residents, faculty, patients and their guests and relatives, Medical Center employees, and medical and nursing students.

Meridian Health (MH) strives to create an environment in which the uniqueness of each national origin, ethnic background, disability, religion, culture, or sexual orientation.

Discrimination based upon any of these factors is expressly prohibited, and may lead to disciplinary action.

15. Confidentiality/HIPPA

Residents are required to respect the confidentiality of the doctor-patient relationship at all times. This is a right guaranteed in New Jersey law as well as Federal Law, and it is

featured in the Patient's Bill of Rights. Attention to confidentiality is especially important when talking with faculty members, medical students, or other residents on elevators, in the Employee Cafeteria, or walking in Medical Center corridors. Particular care should be taken to protect the confidentiality and security of the patient's computerized medical record. The Office of HIPPA Compliance randomly audits patient's medical records to ensure confidentiality and security have been maintained. Residents are cautioned that patient confidentiality and privacy are addressed in Federal law, mainly through the Health Information Portability and Privacy Act (HIPPA). The Director of Privacy and Security is available to answer questions at any time and can be reached at 732-751-3448. Contact Information Systems (732-776-3333) for specifics on encrypting health care information.

16. E-mail, Internet, Mobile Devices, World Wide Web Access and Usage

Meridian is committed to providing an environment that encourages the appropriate use of computers, the Internet, and electronic information. Residents must use the same care in the tone and content of e-mail and other electronic documents as they would for any other written communication, recognizing that sending e-mail over the Internet is instantaneous and generally irretrievable. E-mail communications are not considered private despite any such designation either by the sender or the recipient. Meridian reserves the right to monitor its e-mail systems-including a user mailbox-at its sole discretion in the ordinary course of business.

Meridian System users may not connect, use, store, copy, transfer or send on any removable media/cloud service, any Meridian team member personally identifiable information (i.e. names, social security numbers, credit card numbers, date of birth, etc.), protected health information, health or medical record information or confidential Meridian information.

Only documents that do not contain Meridian team member personally identifiable information or protected health information and specifically approved confidential information may be stored on a Meridian issued encrypted flash drive.

All mobile devices (cell phone, PDA, tablet, etc.) that can access the Meridian email system must be password protected at all times. The Meridian system user is responsible for ensuring that such mobile devices are password protected.

17. Information Systems

The Medical Center makes available advanced computerized medical records, including Physician Order Entry, for all inpatients. Training on the Hospital Information System and Library Information Systems is made available to all residents during Orientation.

18. Monetary Gifts

Residents are not to receive money or substantial gifts or other compensation from patients, family or friends of the patients for any service performed in the Medical Center.

19. Liability Insurance

Residents are provided with professional liability coverage for the duration of training with primary limits of \$1,000,000 per medical incident and \$3,000,000 in annual aggregate. Such coverage provides legal defense and protection against awards from claims reported or filed after the completion of Graduate Medical Education if the alleged acts or omissions of the residents are within the scope of the education program, i.e. this is “tail” coverage as required by the Accreditation Council for Graduate Medical Education. As a matter of policy the professional liability coverage of residents is consistent with the coverage of other medical and professional practitioners. **(Residents who wish to learn additional details about their professional liability coverage should reference the Resident Agreement Attachment A, and may also contact the Meridian Health Office of Human Resources.)**

20. Personnel Files

Personnel files concerning each resident shall be maintained by the appropriate Program Director. The resident shall have the right to view his/her own files during work hours upon reasonable advance request.

21. Research and Protection of Human Subjects

JSUMC follows Federal, State, and local laws with respect to protection of human subjects by maintaining an Internal Review Board (IRB) which reviews all research for the risks and benefits, confidentiality assurances, and the quality of the consent forms required for patient participation. Residents planning research of all types (chart review, prospective research, survey studies) should consult the Research Policies available in the Research Office and should seek the written authorization of the Chair of the IRB before embarking on any research involving human subjects. All residents must successfully complete on-line human subjects protection training before engaging in research that involves human subjects. Further information can be found on the IRB intranet site:

<http://intranet.meridianhealth.com/MHI/resources/AcademicsAndResearch/MeridianHealthResearchServices/MeridianHealthIRB/TrainingAndCertificationInHumanSubjectProtection.cfm>

There are a large and growing number of clinical trials at Jersey Shore University Medical Center. Residents interested in participating in ongoing research studies, or in designing their own research, should consult their Program Director early in the process. They should also take early advantage of the full-time biostatisticians, Yen-Hong Kuo, PhD, and Victor Johnson are available to serve as consultants on research design and data analysis 732-776-2906, yhkuo@meridianhealth.com and vmjohnson@meridianhealth.com Serious mistakes in data gathering can frequently be avoided by thorough consultation with one of the biostatisticians in the initial phases of research.

22. Emergency Management and Fire Safety

Contact Information:

For **NON-EMERGENCIES**: For information on Emergency Management (during non-emergencies only), contact: Safety Officer Doug Campbell at 64180. The **Command Center at 62370 will only be activated during an actual emergency.** JSUMC and MH Emergency Management information is available on the MH Intranet at:
http://zavantarpts.meridianhealth.com/zav_00001514.htm

Internal/External Disaster "Code Triage"

Upon hearing the announcement of "Code Triage" what should you do?

Wait for instructions from leadership in your assigned area. If you are not in your assigned work area when the Code Triage is called, you should return there. Be prepared to assist as needed.

Fire Safety "Code RED"

The announcement Code RED means that there is a fire or smoke situation.

What would you do if you discovered a fire? Follow the R.A.C.E. plan

Rescue anyone from immediate danger.

Alarm - pull alarm at the closest alarm pull station then **dial 88** for the communications operator (give your name and exact location of the fire).

Confine or contain- close the doors to the room where the fire is and all doors to patient rooms to prevent the spread of smoke.

Extinguish or evacuate - Extinguish fire if possible with extinguisher. Evacuate if directed by the fire department or leadership.

How do you operate the fire extinguisher?

Pull out the pin.

Aim at the base of the fire.

Squeeze the handle.

Spray or sweep across the base of the fire.

When complete, place the fire extinguisher on its side against the wall.

An extinguisher is a temporary means to fight a fire; use it to get to safety.

23. Security

Residents concerned about security should request the company of a security guard when on the Medical Center grounds e.g. when going into the parking lot after dark. If a patient seems agitated or upset, the resident should call a Patient Representative or Security for immediate assistance if required.

Your hospital identification badge must be worn and clearly visible while on campus.

Any issues of work place violence must be promptly reported to hospital security and documented in the Meridian Carelink occurrence reporting system.

24. MERIDIAN CARELINK

Residents have access to, and are expected to use, the Meridian Carelink reporting system. Access to this system is via the Jersey Shore website. All occurrences, personal injuries and/or security related events are to be entered into the Meridian Carelink system.

25. HAZARDOUS MATERIALS

Hazardous materials may be used in certain location on campus. Ample safe guards are in place to ensure the safe use and storage of such materials. Access to the safety data sheets is available to all residents and can be accessed via the Jersey Shore website under SDS.

24. Sleeping Quarters

Residents are provided with comfortable on-call rooms for their use when on duty.

Problems with availability or cleanliness of on-call rooms should be brought to the attention of Plant Operations x64100 and the Office of Academic Affairs.

25. Sleep Deprivation, Alertness Management and Fatigue Mitigation

JSUMC is committed to promoting patient safety and resident wellbeing in a supportive educational environment. In compliance with the ACGME requirement for sponsoring institutions to ensure faculty and residents appear for duty appropriately rested and fit for duty, this policy provides guidance on methodologies available to educate faculty members and residents:

- To recognize the signs of fatigue and sleep deprivation
- Alertness management and fatigue mitigation processes
- Adopt fatigue mitigation processes to manage the potential negative effects of fatigue on patient care and learning.

PROCEDURE

All residents are encouraged to review the following resources prior to the start of their residency/fellowship:

1. SAFER, (Sleep, Alertness, and Fatigue Education in Residency) a PowerPoint presentation from the American Academy of Sleep Medicine. (The program can be accessed on the shared drive – please ask your GME coordinator for the link). The program takes 45 minutes – 1 hour to review 56 slides.
2. LIFE Curriculum (Learning to Address Impairment and Fatigue to Enhance Patient Safety), video presentations from Duke University School of Medicine. Topics covered in Volume 1 of the program include fatigue, stress and depression, substance abuse, and disruptive behavior. Topics in Volume 2 include burnout, boundary violations, impairment, and instructive feedback (<http://www.partners.org/Assets/flash/GME-Training-One/main.swf>; <http://www.partners.org/Assets/flash/GME-Training-Two/main.swf>) LIFE is a comprehensive curriculum with video modules which take 20 – 45 minutes per module to view.

Each program will provide all faculty members and residents information and instruction on recognizing signs of fatigue and sleep deprivation, and information on alertness management, fatigue mitigation processes, and how to adopt these processes to avoid potential negative effects on patient care and learning. This

should be accomplished using visual presentations, lectures, white papers or any other educational resources the program may elect to use.

Residents who are post-call and feel too tired to drive home may access a cab by contacting Security (64183) 24 hours/day. Security will provide the funds and contact the cab company. The resident is responsible for arranging returning to the hospital and recovering his vehicle

To ensure patient care is not compromised if a resident or faculty member must apply fatigue mitigation techniques while on scheduled duty, each program will create a documented process to ensure continuity of patient care. JSUMC will ensure adequate sleep facilities are available to residents and/or safe transportation options for residents requesting assistance due to fatigue because of time spent on duty.

All programs will be monitored for compliance through the Office of Academic Affairs review of program meeting minutes or reports, resident feedback during Town Hall sessions, and the ACGME Annual Survey of Residents.

26. No Smoking Policy

For safety and health reasons, Meridian has a smoke-free policy that prohibits the use of tobacco products (cigarettes, cigars, chewing tobacco and pipe smoking) on hospital grounds and all off site properties owned and/or leased by Meridian Health on walkways, sidewalks, driveways and parking areas/parking garages. The use of tobacco products is prohibited in cars parked on Meridian Health property.

27. Parking

Parking is free in the hospital parking garage. Residents may park on floors **3, 4, and 5**. Please do not park on Level 2 as this is for patients and visitors only.

28. Laundry

Residents are responsible for the laundering of their own lab coats.

Attachment #1



Resident Critical Incident Reporting Form (CIRF) JSUMC

This form is to be used to evaluate any breach of professionalism of Residents engaged in postgraduate education at JSUMC. Professionalism is an academic competency, required by the ACGME for successful completion of a residency training program.

The form is to be filled out by members of the Meridian Healthcare Team in the spirit of collegial interaction and guidance and 360 degree evaluation. It should be submitted to the Resident's Program Director. A single CIRF, when filed on a Resident will generally be used in a formative manner. Multiple CIRFs may lead to further administrative action within the department.

Resident Name (type or print):
Residency Program:
Program Director:
Date of Critical Incident:
Name of Meridian Team Member completing this form:

This Resident needs further education or assistance with the following: (check all that apply)

Professional Responsibility:

Areas of Deficiency	Check all that	Comments / Specific Examples
---------------------	----------------	------------------------------

	Apply	
Cannot be trusted to perform tasks independently within his or her own ability		
Misrepresents or falsifies data/information/patient-care activities		
Does not fulfill responsibilities toward patients, and toward others on the health care team		
Does not inform supervisor when mistakes occur		
Does not seek help appropriately		
Does not assume appropriate share of team work/call		
Dresses inappropriately (context specific) or is deficient in personal hygiene		
Needs frequent reminders regarding attendance/punctuality		

Self-Improvement and Adaptability:

Areas of Deficiency	Check all that apply	Comments / Specific Examples
Displays arrogance or disrespect in relationships toward other health care team members/patients and /or staff		
Does not recognize inadequacies/does not seek advice and/or resists appropriate help in making changes		
Resists/is defensive toward constructive criticism		

Relationships with Students, Residents, Faculty, Staff, Patients:

Areas of Deficiency	Check all that apply	Comments / Specific Examples
Becomes abusive, or critical during times of stress		

Engages in inappropriate or unprofessional criticism intended to humiliate, control, or intimidate others		
Does not respect the wishes of patients		
Shows disrespect for others based on race, gender, religion, sexual orientation, age, disability, intelligence and SES		
Abuses his own privileges and power with patients/others		
Does not maintain appropriate boundaries in work/education and/or patient care situations		
Uses inappropriate language in discussion with patients or other health care professionals		

Relationships specific to students:

Areas of Deficiency	Check all that apply	Comments / Specific Examples
Requires a student to perform menial tasks intended to humiliate, control, or intimidate		
Engages in mistreatment of students or others on healthcare team including verbal abuse (attack in words, to speak insultingly, harshly, and unjustly)		
Requests a student to perform personal services		
Grades or assigns tasks to punish a student rather than to evaluate or improve		

JSUMC has a zero tolerance toward the following behaviors, which will not be tolerated, but will result in serious repercussions for a first offense:

Areas of Deficiency	Check all that apply	Comments / Specific Examples
Engages in unwelcome physical contact, including any physical mistreatment or		

assaults such as hitting, slapping, kicking, or threats of the same nature		
Sexual assault		
Sexual harassment		
Discrimination based on race, religion, ethnicity, sex, age, sexual orientation, and physical disabilities		

Program Director Signature: _____

Date CIRF discussed with resident: _____

I, _____, acknowledge having discussed the issues of professionalism raised in this document with my Program Director or his/her designee _____, on _____.

