




## Acute (MSJ and SPH) Leader-On-Call (LOC) Orientation

The first few times as a Leader on Call may be anxiety provoking so please make sure to utilize your Program Director, other Operations Leaders (within your program or in the organization) as resources and for support. You are not alone 😊

### **Administrative Details:**

- ✚ This information can also be located on the Leader Resource Center (LRC) which can be accessed externally. Please ensure you have received your username and password to access this site <http://leadersresource.providencehealthcare.org/user/login?destination=/leader-call>
- ✚ The LRC is also available internally in PHC Connect by using the Leaders Resource Center icon  <http://phc-connect/Pages/default.aspx>
- ✚ The LOC schedule is emailed to leaders and can also be found on the LRC site.
  - Please enter your LOC dates in your outlook calendar
  - For LOC schedule switches contact the Acute and Access Services Administrative Assistant at local 69284
- ✚ It is recommended that the LOC has Remote Desktop Access (RDP) Approval (so you can access the intranet from home), this can be obtained via the IMIS service request – Remote access. You will also need to get a VPN Token for this <http://tsrequest.phsa.ca/FormEntry.aspx?id=139>

### **Primary Leader on Call:**

- ✚ **Pagers (only required for Primary LOC)**  
The pager can be picked up at:
  - **MSJ** - Administrative Assistant to MSJ Site Leader – Room 1101
  - **SPH** –Administrative assistant to Acute and Access – Room 179L Burrard**Please note:** If for some reason you were unable to pick up a pager, the SPH Switchboard (located at Providence Level 1) does have some 'loaners'.
- ✚ **In the event of an emergency or disaster, the Call Centre Operator will enter the following number: "888" when they page the On-Call staff to indicate that it is an emergency/disaster and that the On-Call staff must call back IMMEDIATELY.**
- ✚ The most typical issues you may be called about are:
  - Staffing Related Issues i.e. redeployment, shortage, Overtime requests, etc.
  - Code Grey
  - Security incidents
  - Surge Issues



- ✦ For **SPH**, please read the SPH Site Report that is emailed daily so that you are familiar with the issues throughout the hospital
- ✦ It is also beneficial to attend the SPH/MSJ Access Meeting in case you get called regarding the issues that arose throughout the day
  - SPH – 0900 Monday to Friday level 3 Providence building (near maternity)
  - MSJ – 0945 Monday to Friday in the CC office Level 1 (1120)
- ✦ **Send an email to the Senior Leader on Call and Secondary Leader** on call regarding how to contact you and if there are any information to share (i.e. City events i.e. fireworks, protests, etc. - preparing for emergencies (check in with Emergency Room OL as well))
- ✦ The Clinical Coordinators (SPH and MSJ) are often an excellent reference point regarding what is going on in the hospital. The Clinical Coordinator hours at MSJ are M-F 1430-2230, Sat, Sun, and stats; 1100-2300 (MSJ only have CRN's 1030 – 2230 each day)
- ✦ **Upon completion of primary LOC**, turn off the pager and return it at the location that you picked it up and provide handover via email or phone to the Secondary LOC i.e. quiet call, elevator out of service, etc.
- ✦ **For any follow up issues**, please complete a SBAR (Situation, Background, Assessment and Recommendation) and send it to the Operations Leader and Program Director of the area you were called about so that they can follow up (i.e. staff refused to be redeployed, physician refused to come see patient, etc.
- ✦ There are times when you may need to or may be contacted by the media. The factors to consider when releasing any information: Privacy and confidentiality; legal recourse; safety, etc. You can contact the Senior Leader on Call and the Communications Leader on Call.
- ✦ What you need to know about **SURGE** (see Documents in LOC binder): When you are on Surge 2, the Emergency Room Dashboard does not typically go to RED but you will need to go with the numbers on the dashboard to make sure you are attending to the ER volume
- ✦ PHC Redeployment policy is located on the intranet under HR, Labour relations, redeployment it is suggested that you review this policy:  
<http://phc connect/hr/LabourRelations/Redeployment/Pages/default.aspx>

### **Secondary Leader on Call:**

- ✦ Secondary LOC does not need a pager. When you receive an email from the Primary LOC, reply to the email and provide the best contact number you can be reached at.

### **CODES**

- ✦ Familiarize yourself with the Codes



- Code Red - Fire
- Code Blue - Cardiac Arrest / Medical Emergencies Adult / Pediatric
- Code Orange - Disaster / Mass Casualties
- Code Green - Evacuation
- Code Yellow - Missing Patient/Resident
- Code Amber - Abduction
- Code Black - Bomb Threat
- Code White - Aggression
- Code Brown - Hazardous Spills
- Code Grey - System Failure
- Code Pink - Obstetric Emergency
- Code Neonate

- ✦ If you are LOC and a code is called to an Admin Site or a Site with no onsite response, please refer to [http://phc-connect/policies\\_manuals/Preparedness/Pages/AdminSites.aspx](http://phc-connect/policies_manuals/Preparedness/Pages/AdminSites.aspx)

### **Emergency Operations Centre (EOC)**



PHC Emergency  
Preparedness Plan

- As a Leader on Call, you may be required to open up the Emergency Operations Centre. Please refer to the Leader On call Emergency Response Guide (this can be located in the Intranet [http://phcconnect/policies\\_manuals/Preparedness/Documents/Leader%20On%20Call%20Emergency%20Response%20Guide.pdf](http://phcconnect/policies_manuals/Preparedness/Documents/Leader%20On%20Call%20Emergency%20Response%20Guide.pdf))



Leader On Call  
Emergency Response

- Please EDO Orientation sessions, please contact the [EPCLerk@providencehealth.bc.ca](mailto:EPCLerk@providencehealth.bc.ca) Please specify whether you need EOC orientation for MSJ/SPH
- It is recommended that you familiarize yourself Emergency preparedness webpage, [http://phc-connect/policies\\_manuals/Preparedness/Pages/default.aspx](http://phc-connect/policies_manuals/Preparedness/Pages/default.aspx)
- EOC site specific information can be found under EOC locations can be located at [http://phc-connect/policies\\_manuals/Preparedness/Pages/default.aspx](http://phc-connect/policies_manuals/Preparedness/Pages/default.aspx)