



## HOUSE STAFF MANUAL 2017-2018

The House Staff Manual has been prepared for all Resident Physicians and Fellows in Loma Linda University Health Education Consortium ("the Consortium") training programs. The term "Resident" is used in this manual to refer to both Residents and Fellows.

It is the responsibility of the resident to read and become familiar with the information contained in this Manual.

GMEC Policies are available from the Graduate Medical Education Office (GME Office) or from the [Loma Linda University Health One Portal>Policies>LLUHEC](#).

**GME Office Location:** The Consortium's Graduate Medical Education Office 11332 Mountain View, Westerly Bldg, Suite 'C', Loma Linda, CA. The GME Conference Room is located in the Gloucester Building Suite 'C'.

**GME Office Phone Number:** (909) 558-6131 or internal extension 66131

**Mailing Address:** GME Office 11234 Anderson Street, Westerly Suite 'C', Loma Linda, CA 92354.

**GME Office hours** are 7:30am to 5:00pm Monday thru Thursday, 7:30am to 12noon on Fridays.

**GME Website** [www.lluh.org/gme](http://www.lluh.org/gme)

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## GENERAL INFORMATION

Loma Linda University Health is a Seventh-Day Adventist organization that includes: Loma Linda University Medical Center (LLUMC), Loma Linda University Children's Hospital (LLUCH), Loma Linda University Behavioral Medicine Center (BMC), Loma Linda University Surgical Hospital (LLUSH), and Loma Linda University East Campus Hospital. Loma Linda University Medical Center (LLUMC) is a not-for-profit, religious healthcare corporation which is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The motto of LLUMC, "To Make Man Whole," summarizes its philosophy that work for the whole person -- spiritual, physical, mental and social -- is an essential part of the gospel of Jesus Christ. Thus, LLUMC's goal is the restoration of health on this earth and the reconciliation of man to God, which is the preparation for eternal life.

Loma Linda University Health Education Consortium (LLUHEC or "the Consortium" is an ACGME-accredited sponsoring institution and the official employer of all resident physicians. The governing board of the Consortium consists of the Dean of Loma Linda University, the Chief Executive Officer of Loma Linda University Medical Center, the President of Loma Linda University Health and the Chief Executive Officer of SAC Health System.

The education of Residents and Fellows (hereinafter referred to as Residents) is an integral part of the mission of LLUH. It is important to remember that just as the hospital contributes immeasurably to the Resident's medical education, the Resident has much to contribute to the hospital's goal of excellence in patient care. We ask each Resident to remember that the degree of skill and kindness with which they treat patients and their families is certainly an excellent--if not the most important--measure of their competence. We expect that the relationships of Residents with other physicians and with the employees of all departments of LLUH and our affiliate institutions will be based on mutual respect and on the realization that all are trying to do their best for the patient.

### **THE SABBATH HOURS**

The Sabbath, or seventh day of the week, is a special day at all LLUH entities. All personnel are encouraged to maintain an atmosphere of reverence and respect. Generally speaking, only those healthcare services that are necessary to maintain an orderly, clean, and safe environment for patients, staff and visitors and that promote healing and comfort to patients are to be provided from sundown Friday to sundown Saturday.

### **CHAPEL**

The LLUH Chapel is located off the Lobby near the main entrance of LLUMC. There is also a physician prayer room located adjacent to the resident lounge. Services consisting of a short talk and discussion are held Saturdays and Sundays at 10:30 AM.

### **LACTATION ROOMS**

Rooms are available for nursing mothers on MC Unit 3700 (room 3719) and MC Unit 3800 (room 3833).

### **MANUALS AND POLICIES**

Institutional Documents covering various aspects of LLUH operation and patient care are available on the **One Portal** at <https://one.lluh.org>. These references should be consulted for additional detail or guidance in special situations. Refer to LLUMC's Policies & Procedures (from VIP page Institutional Documents) for additional information concerning LLUMC policies. Some services have established protocols for special procedures. Inquiry about such protocols should be made as you start each service. Policies related to graduate medical



education are also available on the One Portal>Policies>LLUHEC. Your program may also have program-specific policies and procedures. Check with your residency program office for more information.

### **PATIENTS' RIGHTS**

Patients have a fundamental right to considerate care that safeguards their personal dignity and respects their cultural, psychosocial and spiritual values. Understanding and respecting these values guide the provider in meeting the patients' care needs and preferences. All patients must be treated with dignity, respect, and understanding, even when they themselves are acting in an unacceptable manner. Further information regarding patients' rights may be obtained by reviewing Title 22 California Administrative Code, Section 70707, or by contacting Patient Relations, Ext. 44647 at LLUMC and Ext. 66611 at the East Campus Specialty Hospital.

### **STAFF RIGHTS**

LLUH strives to meet the physical, social, psychological and spiritual needs of all its patients. It also recognizes the rights of its Residents to request not to participate in an aspect of patient care, including treatment, where there is a perceived conflict with the Resident's cultural values, ethics or religious beliefs.

### **EQUAL OPPORTUNITY**

The Consortium is committed to equal opportunity for qualified men and women. It does not discriminate unlawfully against qualified persons based on race, color, national origin, ancestry, disability (mental and physical), medical condition, marital status, sex, age (40 or over), special qualified disabled Veterans, and Vietnam Era Veterans in terms and conditions of employment. Refer to Policy I-68, "Equal Employment Opportunity" for details.

All personnel are expected to honor this commitment to equal employment opportunity and treatment. Information, help, or counsel on such matters may be obtained through the Human Resource Management Department.

### **CONFIDENTIALITY OF HEALTH CARE INFORMATION**

Only individuals who need to know health care information from a patient should have access to the information. Conversations about patients should be avoided in all public areas, including elevators, Cafeterias, etc. Furthermore, staff that have computer access privileges shall abide by all LLUH policies on the use and confidentiality of system data. It is your responsibility to protect the patient's fundamental right to privacy. Two important laws that protect the privacy of a patient's medical information are the Confidentiality of Medical Information Act (CMIA) and the Health Insurance Portability and Accountability Act (HIPAA). Both the CMIA (California law) and HIPAA (Federal law) preserve the patient's fundamental right to privacy by establishing standards of privacy by which all employees of the Medical Center must abide. Failure to abide by Medical Center policies that pertain to the protection of patient privacy under CMIA and HIPAA may result in disciplinary action, up to and including, termination.

Each employee is responsible for attending HIPAA training and other privacy/confidentiality training that may be required. Furthermore, all employees must apply common sense principles for the protection or safeguarding of patient information to all daily activities. This means that prior to accessing or discussing a patient's medical information, you should ask yourself the following questions:

1. Do I have a business need to access or discuss this information?
2. What is the minimum amount of information that I need to access or discuss to meet the business need?

**Am I allowed to access my own medical record or that of a family member or friend?** It is important to remember that although you may have access to systems containing medical information or access to hardcopy medical information, this information is only to be used for business purposes following appropriate LLUH policy. Additionally, if you should become a patient at any of the Loma Linda University Health sites, you will need to follow the appropriate process to access your own medical record. You may **NOT** access your personal medical record information or that of a family member or friend by logging onto your computer and looking up the information. Doing so may result in corrective action including termination from the training program.

Loma Linda University Health patients can access their medical record through one of the following methods:



1. Submit a written request to the Health Information Management Department
2. Contact the physician's office
3. Access **My LLU Health**, the patient access portal that is available to patients of Loma Linda University Health at <https://mylluhealth.org/mychart> Patients can access certain portions of their medical record such as test results, appointment dates and/or immunization records. For more information regarding LLU Health, contact your LLUH physician's office or the HIM Department.

Questions concerning specific release of information issues may be referred to Health Information Management (909-651-4191 or Ext. 14191).

### **NEWS MEDIA**

**Under no circumstance** are Residents to divulge information in regard to patients, hospital policies or events to news media. The Medical Center has a system to provide information to the public and news media about the condition of patients, developments, internal operations or Medical Center involvement in disasters. Refer to LLUMC Policy D-5 "Uses and Disclosures of Protected Health Information" for more information. If contacted by the Media for any reason concerning your residency, please speak to Marketing and Public Relations (ext. 33448) prior to commenting.

### **LEGAL COUNSEL, OFFICE OF (Ext. 22644)**

Potential problems regarding malpractice litigation or other patient related or staff related legal issues must be referred to the Office of Legal Counsel **immediately**. The Office of General Counsel accepts all subpoenas. Other legal issues such as depositions, etc. should be brought to the attention of the Office of General Counsel.

### **CONDUCT AND APPEARANCE**

Residents are expected to conduct themselves in a dignified, courteous and professional manner and are expected to present a neat, well-groomed appearance in compliance with the Consortium's Dress & Appearance Policy.

Resident uniform consists of appropriate professional clothing, white coat, I.D. Badge and nametag. "Scrubs" that are provided in-house are hospital property and are NOT to be worn outside the LLUMC area or taken home. Residents are expected to adhere to the Consortium's policies concerning conduct and appearance.

Employees, including Residents, involved in the continuum of patient care shall be prohibited from the use of artificial/acrylic nails, overlays, tips, nail wraps, applications of glue or any other substance that may infringe upon the natural integrity of the natural nails.

Rings other than plain bands shall be discouraged for health care employees. Please refer to the Consortium's Policy I-83 Hand Hygiene Procedures for full details of this policy.

### **IDENTIFICATION**

Residents on duty at LLUH patient care areas are required to wear the LLUH-issued name tag, "badge buddy" identifying you as a "Resident Physician" and official photo I.D. The ID badge with the photo and name must be visible at all times, except when working in areas where cover gowns are required. The I.D. Badge **must not** be defaced, i.e., no unauthorized stickers, etc. The I.D. Badge is the property of LLUH, is not to be loaned to anyone, and must be returned to the GME Office upon termination from the training program.

In addition to being used for identification, the I.D. Badge is used to open gates in closed parking areas, gain access to LLUMC through controlled-access doors, the Resident Lounge, scrub vending machines (with bar code added), resident sleep rooms, for night time entrance, and to identify staff eligible to receive discounts. The I.D. Badge must be presented upon request to any LLUH Security Officer.

I.D. Badge pictures are taken by the Human Resource Department during the following hours: Monday-Thursday from 8 AM to 4 PM, and Friday from 8AM to 12 PM. ID Badges will only be issued when all requirements, including attendance at Orientation activities, have been completed. Replacement of lost ID badges may be arranged through Human Resources, 101 East Redlands Blvd. San Bernardino, CA 92408 (909) 651-4001.



### **FIRE EMERGENCY PRE-PLAN:**

1. Know the location of the nearest fire alarm
2. Know the emergency number to dial – **911**
3. Know the location of the fire extinguishers and how to use them
4. Know evacuation route and relocation points

### **FIRE PLAN**

In case of fire, personnel are to know and follow the procedures outlined below, which can be summarized using the acronym **RACE**:

- **Rescue**
  - **Remove** persons from immediate danger
  - **Close** doors to affected area
- **Alarm**
  - **Activate** fire alarm pull station nearest fire
  - Dial **911** and give:
    - Exact location of fire (e.g. building, floor, room number)
    - Nature and extent of fire
  - **Post** someone in main corridor to direct emergency responders to the fire
- **Contain**
  - Close doors and windows
- **Extinguish/Evacuate**
  - **Extinguish**
    - Use proper extinguisher (ABC for all types of fire, water for ordinary combustibles, or CO2/Halon for electrical and flammable liquids.
  - **Evacuate** (If defending in place is not feasible, initiate evacuation)
    - Horizontal: To primary or secondary relocation point
    - Vertical: To your assigned relocation point
    - External: Patients to triage area, others to relocation points

### **USE OF FIRE EXTINGUISHERS:**

**PULL the pin** – Break the plastic tie by pulling or twisting the pin

**AIM at the base of the fire** – Hold the extinguisher firmly and upright

**SQUEEZE the handle** – This activates the extinguisher

**SWEEP from side to side** – Start at the near edge of the fire and work toward the far edge

### **DISASTER PLAN**

The Emergency Disaster Plan (Plan) is a fundamental component of the emergency preparedness at LLUH. Its purpose is to ensure continuation of service during and after disaster events. It provides direction for preparedness, response and recovery relating to events which could disrupt the environment of care, including earthquakes, severe storms external multi-casualty incidents, fires, loss of utilities, building collapse, internal emergencies, and civil disturbances.

This Plan provides for all LLUH areas, including LLU Children's Hospital, East Campus Hospital, LLU Heart & Surgical Hospital, Faculty Medical Offices, Behavioral Medical Center and Mt. View Plaza. Plan activation will involve some or all personnel. On-duty personnel are to remain at their workstations unless pre-assigned or requested to report elsewhere by an appropriate administrator. Personnel are to remain on duty until officially relieved. Since telephone lines must be kept open for emergency use by the department head or designees, personnel are prohibited from using switchboard lines to place calls to or from the Medical Center.

In a multi-casualty situation, off-duty personnel are to wait for a call from their supervisor and should be where the supervisor can contact them. Home phones should be kept clear. If not called prior to the start of a regularly scheduled shift, personnel must report for duty at their regularly scheduled time. Refer to the Emergency Disaster Plan on the LLUH VIP website for further details.



### **SAFETY MANAGEMENT PROGRAM**

The Safety Management Program is designed to maintain a safe environment of care for Residents, employees, patients and visitors. The responsibility and authority for the Safety Management Program has been delegated to the following safety offices:

- Life Safety & Loss Control Officer
- Environmental Health & Safety Officer
- Radiation Safety Officer

The Safety Management Program functions by LLUH department safety policies and also responds to appropriate regulatory agency safety standards. Safety committees have been established at the various corporate entities to help guide the program. In addition, Safety Coordinators are chosen from various departments to give assistance in communicating safety information to/from staff. The Office of Environmental Health & Safety provides assistance in orientation, in-service training, safety inspections, accident/incident investigation, fire drills, registration of radiation-producing machines, licensing of radioactive material use, radiation/hazardous agents training, chemical spill response, and testing of airborne contaminants, in addition to other aspects of the Injury and Illness Prevention Program.

Residents and employees are individually responsible for compliance with requirements of the Safety Management Program. This includes, but is not limited to, participating in required safety training, performing one's duties safely, following proper blood borne pathogen and tuberculosis precautions, observing hazardous material and radiation safety precautions, wearing personal protective equipment (PPE), as appropriate, and using good ergonomics in performing duties.

Questions regarding the Safety Management Program should be directed to the Office of Environmental Health & Safety, 909-651-4018 (ext. 14018), and the Office of Radiation Safety, 909-558-4913.

### **CODE BLUE Medical Emergency (Pediatric – call; 55555 Adult -- call 77777) Refer to Policy M-35 CODE BLUE (CPR) MANAGEMENT**

The CODE BLUE TEAM functions to provide cardiovascular and respiratory support for the arrested patient. This may include intubation and ventilatory support, cardiac compression, cardiac drugs and fluid therapy. "CODE BLUE" is initiated when a patient has a cardiac and/or respiratory arrest. The CODE BLUE TEAM includes Cardiology Residents (first year and senior year(s), Anesthesiology Resident and Surgery/Internal Medicine Resident who are responsible for adult patients; PICU Residents who are responsible for pediatric patients, as well as nursing and respiratory care personnel. CODE BLUE TEAM members must maintain current certification in Basic Cardiac Life Support, Advanced Cardiac Life Support, Pediatric Advanced Life Support, and/or Neonatal Resuscitation Provider, as required. CODE BLUE TEAM notification is accomplished via special paging system, giving location of emergency. Direction of CODE BLUE is under the supervision of the Senior Medical or Pediatric Resident who is present. At East Campus Specialty Hospital, or one of the affiliated hospitals, similar teams are designated.

Rapid Response Teams are also available for those circumstances where urgent assistance is needed to avoid a code. Nurses or physicians can call for a Rapid Response Team at all inpatient locations.

### **CODE PINK (<12 months) Infant Abduction (call 911)**

Alerts staff that an infant less than 12 months of age is suspected or confirmed as missing. All employees should be alert and on the lookout for unusual behavior such as anyone leaving with a large bag, gym bag, duffel bag or an infant. Be observant and report any suspicious activity to Security at "911". Do not approach suspects.

### **CODE PURPLE (>12 months) Child Abduction (call 911)**

Alerts staff that a child greater than 12 months of age is suspected or confirmed as missing. All employees should be alert and on the lookout for unusual behavior. Be observant and report any suspicious activity to Security at "911". Do not approach suspects.

### **SECURITY (Ext. 44320)**

The Department of Security, located at 24690 University Avenue on the corner of University and Campus, attempts to provide a safe environment for everyone at LLUH. Security Officers are specifically trained in hospital safety, fire prevention and law enforcement. Security Officers are on duty 24/7. Notify the Department of Security immediately in case of suspicious circumstances, theft, or loss of personal property. Other aspects of the



security program include training programs and security surveys. Requests made or directions given by Security Officers are to be responded to as requested.

- To reach the Security Control Center during an **EMERGENCY, DIAL 911**.
- To report a security concern, theft or security incident, call Ext. 44320. An Officer will be dispatched and the appropriate actions taken.
- Escort service to and from each parking lot is available to Residents working the evening or night shift. For escort service, please call Ext. 44320.
- Residents and staff are required to immediately report all persons who act suspicious and/or who are in restricted areas (Ext. 44320). Please remember that staff and employees are required to wear identification badges according to policy.
- To report property damage or property thefts, you must complete a Crime/Incident Report Form available on the VIP page>Departments>LLUHS Departments>Security>Forms.

### **PARKING--- Loma Linda University Medical Center**

A current parking permit is required for all Residents. Parking is available in the resident physician section of Lot "G", accessed on Campus Street or on the upper levels (4-7) of the 'PS 2' Employee Parking Structure. Access to parking gates (if required) is by use of the I.D. Badge. Additionally, between 6 PM and 5 AM and on weekends or holidays, residents may also park the Lot G on Campus Drive. Additional parking is available in Lot X and Lot "U" on the corner of Campus and Stewart Streets. Parking permits may be obtained from the LLUH Online Parking Management system. The parking website is available from any LLU system computer at <https://one.lluh.org/vip/Departments/LLUSS-Departments/Rideshare-Parking-and-Traffic-Services/Parking/My-Parking-Account>

To use the online parking management system and obtain your permit, you will need your ID badge and the license plate numbers and descriptions of all your vehicles. Vehicles parked on LLUH property that are not registered in the *My Parking Account* may be subject to \$100 fine. The Department of Rideshare, Parking & Traffic is located at 11206 Campus St. Loma Linda, CA (909) 651-3025 or extension 53025. The Parking & Traffic Department office is open Monday-Thursday 7:00am to 5:30pm and Friday 7:00am to 2:00pm.

Parking in crosswalks, red zones or restricted areas is prohibited and a violation of Medical Center policy. In addition, parking is **NOT PERMITTED** in lots reserved for patients and visitors, the Emergency Room (Lot "C" patient parking area, the Service Lot (Lot "D"). Violations of parking regulations will be cited by the Department of Security and vehicles will be towed away at your expense when a vehicle is parked improperly.

### **PARKING--FACULTY MEDICAL OFFICE (FMO)**

Parking is available in Lot "J" east of the FMO for Residents who are on duty at the FMO. Parking is **NOT PERMITTED** in the north or west patient parking lot except for the specially marked spaces for "resident parking only"; Residents working at the FMO in the evening are authorized to park on the south side and back of the FMO after 4:00 PM in the marked "Physician" parking spaces only.

### **PARKING--LLUMC EAST CAMPUS SPECIALTY HOSPITAL (ECSH)**

Residents may park in clearly marked "employee" parking spaces.

### **PARKING—BEHAVIORAL MEDICAL CENTER (BMC)**

Residents may park in any space that is not designated by special marking

### **PARKING—SURGICAL HOSPITAL**

Residents may park in any space not designated by special marking.

For more information on parking at Loma Linda, <https://one.lluh.org/vip/Departments/LLUSS-Departments/Rideshare-Parking-and-Traffic-Services/Parking>

### **VIP Shuttle Service** (extension 88732 or extension 53020)

A special shuttle service is available to transport residents to and from EC, HSH, FMO, CH, & UH to perform patient consultations. Average turn-around time from call received to physician pick up is seven minutes. The VIP Shuttle can also be used to make trips to the GME Office in the Cape Cod Office complex (11332)



Mountain View Westerly Bldg. Suite 'C').

### **LOCAL RIDE HOME FOR FATIGUED RESIDENT PHYSICIANS**

Residents who feel it unwise to drive home following duty should take a cab home or Uber/LYFT. The GME Office will reimburse cab fare/Uber/LYFT to and from home if presented with a receipt within one week. Local ride home reimbursement is limited to home addresses within 45 miles of LLUMC.

### **FOOD SERVICE**

The Nutritional Services Department operates cafeterias in Medical Center facilities providing an exclusively vegetarian menu. Menu offerings can be checked each day on the Menu Hotline - LLUMC (Ext. 45614); Children's Hospital Cafeteria (Ext. 81300), the monthly posting outside the cafeteria or from the VIP page.

Cafeteria locations Include:

- Medical Center Cafeteria and Snack Shop
- Children's Hospital Cafeteria
- LLUMC East Campus
- Faculty Medical Offices

University Foodservice Operated Cafeteria locations include:

- Faculty Dining Room in Coleman Pavilion
- Campus Cafeteria
- Patio Pantry

### **Cafeteria Payroll Deduction Purchase Program**

Employees have the option of signing up for cafeteria purchases by payroll deduction instead of paying with cash. This means your cafeteria purchases can be deducted directly from your biweekly paycheck. Benefits of the automatic payroll deduction program include receiving employee discount on all purchases made in cafeterias; quick, easy transactions at point of purchase; decreased waiting in check-out lines (specific "payroll deduction-express check-out lane"; no need to carry a purse, wallet, or cash; tracks account activity on each receipt and online; campus-wide coordinator to answer questions and provide assistance. Application forms for enrollment in the payroll deduction plan are available from the One Portal or from the Cafeteria cashiers. Contact Nutritional Services at Ext. 43362 for any questions.

**LIBRARY** The **Del E. Webb Memorial Library** (Loma Linda University), located near the corner of Anderson and University Streets, provides materials to support the educational and cultural objectives of the University. The I.D. Badge is used as the library card. Call Ext. 44588 for additional information.

### **TELEPHONE DIALING INFORMATION**

- **LOCAL CALLS:** From an authorized phone, office, or nurses' station, dial "9" to reach an outside line. House phones in lounges, hallways, sleeping rooms, cafeterias, etc. are often restricted from dialing outside.
- **LONG DISTANCE CALLS** for patient care related calls ONLY may be made by use of a long distance authorization code, available by request from the GME Office at Ext. 66131. To use the long distance access code, dial 1-26-{your unique access code #}-9-1-area code and number you are trying to reach.
- Medical Center Operators do not have access to 411 or outside Operators.
- When requesting to contact another physician, operators will page twice, before calling home number.
- The Access Center can facilitate contacting outside physicians by calling Ext. 80000
- All home phone numbers or personal cell phone numbers are strictly confidential, and are not released to others. Changes in home or cell phone numbers should be given to both the GME Office and Operator Services.
- When requesting another Physician's pager number, operators will ask for your name and pager number for verification.
- Wake up service is NOT provided by Operator Services.
- Operator Services should be called for on-call changes for same-day and next-day ONLY. Changes



must **NOT** be left on voice mail.

### **PAGING**

FROM INSIDE LLUMC: 1717 + Pager Number + Your Extension + #  
FROM OUTSIDE LLUMC: 558-1717 + Pager Number + Your Phone Number  
FROM ANY EMAIL: [pager vanity name]@my2way.com  
FROM ANOTHER USAMobility 2-WAY PAGER: [pager vanity name]

### **PAGERS**

Residents may upload the SPOK-mobile application on their personal cellphones which allows for secure paging. A 2-way pager may also be offered to residents as an alternative to SPOK-mobile. Pagers are available at the Communication Network Services (B-Level). If your vanity name changes for any reason, it is imperative that you notify the GME Office (ext. 66131) and your residency program coordinator. The pager comes with an instruction booklet – it is highly recommended that the Resident become acquainted with the various capabilities of the pager. If a pager is lost or stolen, the resident must request a replacement immediately. A replacement charge for lost pagers is \$50. If a re-charging device is lost or stolen, the resident will be required to pay a replacement fee of \$10.

**ON CALL RESIDENTS will be contacted by assigned pager ONLY.** Operators do not hold pages, call cell phones or alternate phone numbers, etc. It is your responsibility to ensure that you are available by pager and that you respond promptly to pages (see Institutional Policy K-9). Maximum response time frames have been established: When the expected response is to contact the party/person who has initiated the page, the maximum response to such a page shall be 15 minutes. When the expected response is to come directly into the assigned LLUMC work area/station, the maximum response time shall be 30 minutes. Non-response or failure to respond to a page or call within the maximum response time guidelines may result in disciplinary action.

Resident must sign for the pager and is responsible for it until it is returned to the GME Office at the conclusion of the training program. The pager must be carried at all times while on duty and is not to be transferred from one Resident to another. Batteries are available from the GME Office or Communication Network Services, and pager repair is done by Communication Network Services located on B-level.

Alpha messages may be sent via the VIP Page on the Intranet: click on Pager Directory, enter the name or number of the person to be paged, type in a brief message. Patient information may be sent via 2-way pager, but it should be minimized; pages should be deleted frequently from your pager.

The primary mode of reaching physicians by the hospital operators is by pager. Physicians are encouraged to use the paging system, as this is the quickest way to reach them and expedite their response to patient's needs. When a physician is paged, the following plan will be used; this policy only applies if hospital operators are asked to contact a physician:

### **Operators DO NOT TAKE MESSAGES FOR RESIDENTS**

- Operators will page Residents for callers (personal calls, family members, etc.).
- Operators are not authorized to screen your calls!
- Operators page TWICE. Encourage PATIENTS to stay on the line for TWO attempts. This will give approximately 7 minutes to answer the page. NOTE: When paging system is extremely busy, pages may be delayed giving slightly less time to answer.
- Operators "Park" the caller "holding" on a line. These "Park" lines have an extension number between 41040-41089 - receiving an extension number on your pager between these numbers indicates an outside caller is waiting for your response. After 3 minutes, the call circles back to the Switchboard and the operator will page a second time.
- TO PICK UP A "PARK" CALL FROM OUTSIDE: Dial 558-4800 (in-house 44800) then "2" (the prompt button for: "If you know your party's extension"), then dial the Park #. This will connect you directly to the caller. Paging to park lines cuts down on switchboard traffic.
- If you are PAGED INCORRECTLY and are inside LLUMC, request the caller to "Hold", press the hook-switch quickly, dial "O" to reach the operator, explain the error, depress the switch-hook again, then hang up. If the caller is not long distance, they may prefer to call back to the hospital.
- NOTE: When you place calls directly to patients or callers from your home or a private number, your number



is made available through Caller ID unless you have it blocked through your local telephone service.

**Operators will enter the following information on alpha pagers:**

- Park line number 410---
- Name of person calling
- Return phone number (in case caller hangs up)
- Who the caller represents: patient (pt), name of company, etc.

**Example:** 41084 mother of pt Betty smith 824-0800

**OVERHEAD PAGES**

Overhead pages preceded by the word "URGENT" indicate that it is imperative that the person being paged is reached as quickly as possible. Please respond AT ONCE.

**EMAIL AND INTERNET USAGE**

It is the policy of the Consortium's GME OFFICE that the LLUH assigned email account (llu.edu) is the **REQUIRED email account for all Residents and Fellows.**

- Official memos, etc. from GME OFFICE and the individual residency training programs will ONLY be sent to this email address.
- Residents/Fellows must review their email account at least once each week.
- Failure to check the LLUH email account will NOT excuse a Resident/Fellow from meeting stated deadlines, etc.

To access your LLUH email from any computer: go to the website [mcmilllumc.edu](http://mcmilllumc.edu) (no www in front). It will prompt for username and password. Use your regular LLUH email/Internet sign-on and your email will come up.

All Consortium staff should use the computer "E-mail" and Internet system ONLY for official business. Abuse of the Internet system will subject a Resident or employee to disciplinary action. LLUH reserves the right to enter, obtain access, or search any and/or all computer "E-mail" and Internet system files and usage. Please refer to LLUH Policy A-40 "Electronic Communications" for additional information concerning the use of E-mail, voice mail, telephone, cellular phones and pager systems at LLUH. Please review the policy related to use of social media (I-97).

**REMOTE ACCESS TO LOMA LINDA COMPUTER SYSTEMS**

Residents may request remote software application from the Graduate Medical Education Office to enable remote access to LLUH computer systems. Contact the Help Desk at extension 48889 for assistance with operations or review the instruction booklet available from the VIP page.

**JURY DUTY**

Physicians are **not** exempt from serving jury service in California. When completing the "potential juror questionnaire" indicate that you are a Resident Physician in training at the Consortium so the court is aware of your status. If you are not excused from jury service, LLUH continues compensation for up to 15 days per calendar year, provided court verification of jury service (pink slip available in the Jury Assembly Room) is submitted to GME Office. If you need verification to the Court that you are a Resident at the Consortium, contact GME Office - Ext. 66131.

**VOTING TIME**

The State of California keeps voting polls open to enable registered voters to vote outside normal working hours. When it is impossible to vote in a statewide election before or after normal work hours because of scheduling problems, advance notice must be given to the supervisor in order to be granted up to a maximum of two hours off work without loss of pay. Proof that voting was done during time off will be required.

**TIPS AND GIFTS**

As a Seventh-day Adventist health-care institution, it is our mission to provide outstanding service and a caring attitude toward patients without encouraging or expecting gifts or tips in return. Thus, tips or gifts offered should politely be declined.



### **LOST AND FOUND**

Lost, found or abandoned articles are kept in the Dispatch Room A801, Ext. 44350. If an item is misplaced, please check first with the Information Desk (Ext. 88188).

### **NON-SMOKING POLICY**

LLUH policy prohibits smoking on all properties owned and/or operated by the. Non-compliant staff is subject to progressive discipline. Refer to Policy A-16 "Smoking" on the VIP Page of LLUMC's Intranet for more information.

### **DRUG-FREE WORK SITE POLICY I-58**

LLUH maintains policies and procedures in harmony with Federal and State law to provide a safe work environment that is free from alcohol and drugs. Policy I-58 "Drug-Free Work Site" for more information.

Unauthorized possession or consumption of controlled substances, illegal drugs, or intoxicating beverages on hospital premises by Residents is prohibited. Residents who report for work under the influence of alcohol or drugs, whose behavior indicates the use of intoxicants or drugs, or who use intoxicants or drugs while on duty, or have them in their possession will be subject to disciplinary action up to and including dismissal. A condition of continued training may include appropriate medical examinations and toxicological examination of body fluids. In the interest of safety, Residents are asked to report to their supervisor immediately incidents of apparent intoxication or drug usage among Residents, staff, employees or others.

### **NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY I-39**

The Consortium will not tolerate any discriminatory employment practices that violate applicable equal employment opportunity laws. This includes, among other things, sexual harassment, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by a coworker, supervisor, or agent of the employer, constitute sexual harassment. All incidents of alleged sexual harassment shall be reported to the Human Resource Management Department. See Policy I-39 "Non-Discrimination and Anti-Harassment" for more information.

### **VIOLENCE IN THE WORKPLACE POLICY I-71**

The Consortium embraces a zero tolerance policy for workplace violence, recognizing that workplace violence is a growing nationwide problem that must be addressed by all employers. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the LLUH or which occur on LLUH property will not be tolerated. Policy I-71 "Violence in the Workplace" for more information.

### **POSSESSION OF FIREARMS OR ILLEGAL WEAPONS**

With the exception of certain Security Officers specifically authorized to carry weapons, Residents, employees, patients or visitors are strictly prohibited from possessing, carrying, storing or using firearms or any other types of weapons on LLUH premises. Any such possession, carrying, storing or use of firearms or any other type of weapon on LLUH premises by a Resident or employee, will subject such persons to disciplinary action up to and including immediate dismissal.

### **CONDUCT OF SEARCHES**

LLUH reserves the right to search any file, locker or other container provided by the Medical Center. Upon the Consortium's request, submission must be made to a search of any vehicle brought on LLUH premises, or a search of any locker, package, purse, briefcase, toolbox, lunch box or other container brought onto LLUH premises, or a search of a desk, file, locker or any other stationary container provided by LLUH.

### **USE AND CARE OF EQUIPMENT AND PROPERTY**

Equipment used in LLUMC is essential, valuable, and sometimes difficult to replace. It should be used carefully, responsibly and according to directions. Personnel are not to use LLUMC equipment for personal or home use, unless specifically requested to do so, and approved by a supervisor. If any equipment is not operating properly, report the problem immediately to the appropriate supervisor or department head.

LLUMC assumes no responsibility whatsoever for any loss or damage to personal property brought to work unless personal property is authorized in writing by the department head and specifically endorsed in writing by



the LLUMC's property insurance policy. Call Risk Management (909-651-4010 or Ext. 14010) for further details.

### **ENDORSEMENTS**

No Resident may endorse or imply endorsement of a product or service in the name of LLUMC unless specifically authorized to do so in writing and signed by the appropriate administrators. This applies to work contracts with outside organizations, use of stationery or electronic media to make statements regarding products, services, or issues, and any dealings or communications that could imply endorsement by LLUMC.

## **CORPORATE COMPLIANCE PROGRAM**

Loma Linda University Medical Center (LLUMC) has an established Corporate Compliance Program to address potential compliance risks such as conflict of interest, coding and billing, privacy and security, and general compliance issues. LLUMC has adopted a Compliance Plan and appointed a Chief Compliance Officer (CCO) who is supported by the Corporate Compliance Office, and the Hospital Compliance Committee. Under the Corporate Compliance Program, a reporting structure exists to raise, address and resolve issues of potential risk to the Compliance Officer, Compliance Committee and ultimately the Governing Board.

Note: The Chief Compliance Officer also serves as the Privacy and Security Officer for LLUMC.

### **Compliance Plan**

LLUMC has adopted and operates under a voluntary Compliance Plan which documents LLUMC's commitment to conduct business and operations in a manner that adheres to the law and the highest standards of Christian ethics and establishes policy and a Code of Conduct that all employees must follow.

The Corporate Compliance Plan provides policies that must be followed when documenting patient care in the medical record and billing patients, Medicare, Medi-Cal and other insurance companies for the services provided. Examples of other policies in the Plan include guidelines for: 1) keeping medical and financial records; 2) purchasing patient supplies and medications; and 3) accepting and spending grant money received.

LLUMC's Corporate Compliance Plan, including links to the Compliance policies, and the Compliance Handbook can be accessed on the Intranet at the link below or by going to the VIP home page and clicking on "Compliance" under LLUAHSC departments. <http://www.llucompliance.org>

**All residents are required to read the Compliance Handbook and the Compliance information included in BLUE BOOK, as well as complete annual compliance training throughout their residency.**

### **Compliance Department**

The Compliance Department was established to assist the CCO in conducting Plan Functions and meeting Plan Objectives. The Compliance Department also serves as a liaison and resource to each LLUMC department and employee (including resident physicians) to ensure overall compliance with related compliance policies and procedures in support of the Corporate Compliance Plan.

#### ***Plan Functions***

Integral to the effectiveness of the Corporate Compliance Program is the on-going implementation and maintenance of the following key elements that the federal government proposes be used in the development of an institution's compliance plan. These elements as key Plan Functions are incorporated into LLUMC's day-to-day operations, management and oversight responsibilities.

- Policies and Procedures
- Oversight Responsibilities
- Training and Education
- Communication
- Enforcement and Discipline
- Monitoring and Auditing



- Response and Prevention

**Plan Objectives**

- Prevention
- Detection
- Resolution

**Privacy and Security Compliance**

Privacy and Security compliance functions fall under the general structure of the LLUMC Compliance Plan. The Privacy and Security Compliance Team is part of the Corporate Compliance Department and is responsible for ensuring oversight of LLUMC's compliance with the Privacy and Security regulations.

**Reports of Wrongdoing**

Because Compliance is EVERYONE'S responsibility, all Resident physicians have an obligation to report any actions they believe are violations of the Corporate Compliance Plan, including potential privacy and security related breaches. This requirement ensures that all Residents are watching for issues that could potentially pose risk to LLUMC. Residents are obligated to report potential compliance concerns such as falsifying a bill or a medical record, improper possession or use of medications or drugs, fraud, bribery, embezzlement, violations of environmental or workplace safety laws or false statements to the government and/or accrediting agencies (Joint Commission), suspicious conduct, illegal actions, violations of policies, or other significant information..

It is the duty of all resident physicians of LLUMC to report any suspected violation of the Plan, Failure to do so is grounds for disciplinary action.

All reports of wrongdoing are:

- Documented;
- Thoroughly investigated through audits and interviews;
- Reported to Administration and Legal Counsel when appropriate based on the seriousness of allegation; and
- Brought to closure and disciplinary actions and or corrective actions are implemented and monitored when necessary.

In the event that corrective action is warranted, an appropriate course will be followed that addresses where necessary:

- Immediate correction of any harm resulting from the violation;
- Revisions to and/or development of systems to safeguard against future noncompliance of a similar nature;
- Necessary training or retraining regarding related standards;
- Documentation of the corrective actions taken; and
- Monitoring systems and auditing tools to assure compliance going forward.

No promises will be made to the reporting party regarding their liability or the steps that will be taken in response to the allegation.

➤ **TOLL FREE COMPLIANCE REPORTING LINE (800) 249-9953**

Reports of wrongdoing may be received by or through any mode or method, to include but not limited to: (1) Departmental "chain of command" (2) Corporate Compliance Officer (3) Corporate Compliance Department or, (4) Employee Compliance Reporting Line "Hotline" (1-800-249-9953).

**An Overview of the False Claims Act and Federal Health Care Programs**

Loma Linda University Medical Center is committed to conducting our business of providing healthcare in an honest and ethical manner. To this end, we have consistently educated our employees, contractors, and/or agents about our business ethics. As part of this education process, the Deficit Reduction Act (DRA) of 2005 directs healthcare providers to specifically educate their employees, contractors, and/or agents about the state and federal laws that impose penalties for the submission of false claims, and the 'whistleblower' protections available to employees, contractors, and/or agents under those laws. Accordingly, the following material has been developed by LLUMC to satisfy the education requirements of the DRA and to make you aware of the mechanisms that we have in place to help prevent, detect and correct healthcare fraud and abuse.

## **Medicare**

Medicare is a federally funded health insurance program for persons 65 years and older and for individuals who have a long-term disability or end-stage renal disease. The Medicare Program offers health care items and services under the following four divisions:

- **Part A-** provides coverage for inpatient hospital care, skilled nursing facilities, and hospice care. It is financed through payroll taxes paid by employees and employers through the Federal Insurance Contribution Act (FICA) and through contributions of self-employed individuals. Payment for Part A services is received from contracted insurance companies known as Fiscal Intermediaries (FIs).
- **Part B-** covers services provided by physicians, nurse practitioners, home health care, ambulance services, clinical and diagnostic labs and durable medical equipment. Part B is financed through premium payments by enrollees, as well as contributions from general revenues by the federal government. Payment for Part B services is received from contracted insurance companies known as Medicare Administrative Contractors.
- **Part C-** (also called Medicare Advantage) is a program where beneficiaries receive Medicare covered services (i.e. Part A and Part B) through enrollment in a managed care organization. Coverage in a Part C health maintenance organization (HMO) or preferred provider organization (PPO) can include wellness and preventative health programs in addition to the traditional Medicare covered services. Part C is financed by payments made by the Centers for Medicare and Medicaid Services to Medicare Advantage contractors.
- **Part D-** prescription drug coverage was offered to Medicare beneficiaries effective January 2006. It provides coverage for outpatient prescription drugs and vaccines. Part D is administered by private Prescription Drug Plans and financed by premiums paid by Medicare beneficiaries.

## **Medicaid (Medi-Cal)**

Medicaid is a program that offers health care coverage and services for low-income and financially needy people. The Medicaid program is administered by the state (and is called Medi-Cal in the state of California), but jointly funded by both the federal and state governments. The Medi-Cal program reimburses providers directly for services provided to beneficiaries, with the state obtaining the federal share of the payment from funds from the federal government.

## **Oversight of the Medicare and Medi-Cal Programs**

The Centers for Medicare and Medicaid Services (CMS) is an agency within the U. S. Department of Health and Human Services that administers the Medicare and Medicaid (Medi-Cal) programs. Oversight of the Medicare program is conducted by the Office of Inspector General (OIG), which imposes civil monetary penalties and other administrative actions, including program exclusion against health care providers for fraud and abuse. The OIG refers cases of fraud to the U.S. Department of Justice for further criminal and/or civil action. Medi-Cal also has agencies to investigate fraud and abuse, and these cases are typically handled by the State Attorney General's Office.

## **Federal False Claims Act**

The False Claims Act is a federal statute that covers fraud involving any federally funded contract or program, including the Medicare and Medicaid (Medi-Cal) programs. This act establishes liability for any person who knowingly presents or causes to be presented a false or fraudulent claim to the U.S. government for payment. The term 'knowingly' is defined to mean that a person, with respect to information:

- Has actual knowledge of falsity of information in the claim
- Acts in deliberate ignorance of the truth or falsity of the information in a claim; or
- Acts in reckless disregard of the truth or falsity of the information in a claim.

The act does not require proof of a specific intent to defraud the US Government. Instead, health care providers can be prosecuted for a wide variety of conduct that leads to the submission of false or fraudulent claims to the government, such as knowingly making false statements, falsifying records, double-billing for items or services, submitting bills for services never performed or items never furnished, or otherwise causing a false claim to be submitted.

## **Claim**

For purposes of the False Claims Act, a "claim" includes any request or demand for money that is submitted to the US government or its contractors. This includes claims submitted on paper or electronically.



## **Liability**

Health care providers and suppliers (persons and organizations) who violate the False Claims Act can be subject to civil monetary penalties ranging from \$4,400 to \$11,000 for each false claim submitted. In addition to this civil penalty, providers and suppliers can be required to pay three times the amount of damages sustained by the US government. If a provider or supplier is convicted of a False Claims Act violation, the provider may be excluded from participation in federal health care programs and state health care programs that receive federal funds.

## **Qui Tam “Whistleblower” Provisions**

To encourage individuals to come forward and report misconduct involving false claims, the False Claims Act includes a ‘qui tam’ or whistleblower provision. This provision essentially allows any person with actual knowledge of allegedly false claims that have been submitted to the government to file a lawsuit on behalf of the US government. Such persons are referred to as ‘relators.’

## **Qui Tam Procedure**

The whistleblower/relator must file his or her lawsuit on behalf of the government in a federal district court. The lawsuit will be filed “under seal,” meaning that the lawsuit is kept confidential while the government reviews and investigates the allegations contained in the lawsuit and decides how to proceed.

## **Rights of Parties to Qui Tam Actions**

If the government determines that the lawsuit has merit and decides to intervene, the prosecution of the lawsuit will be directed by the U.S. Department of Justice. If the government decides not to intervene, the whistleblower can continue with the lawsuit on his or her own.

## **Award to Qui Tam Whistleblowers**

If the lawsuit is successful, and provided certain legal requirements are met, the qui tam relator or whistleblower may receive an award ranging from 15 to 30 percent of the amount recovered. The whistleblower may also be entitled to reasonable expenses including attorney’s fees and costs for bring the lawsuit.

## **No Retaliation**

Under the False Claims Act, employers are prohibited from retaliating or discriminating against whistleblowers. Any employee, contractor, and/or agent who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against as a result of the qui tam action is entitled to reinstatement, back pay, and other compensation arising from the retaliatory conduct by the employer. The law also prohibits retaliation against an employee, contractor, and/or agent for filing an action under the False Claims Act, investigating a false claim, or providing testimony for, or assistance in, a False Claim action.

## **State False Claims Act**

The State of California also has a False Claims Act that contains provisions similar to the federal False Claims Act. This act establishes liability for any person who knowingly presents or causes to be presented a false or fraudulent claim to the state government for payment.

Like the federal statute, health care providers can be prosecuted for a wide variety of conduct that leads to the submission of false or fraudulent claims, such as knowingly making false statements, falsifying records, double-billing for items or services, submitting bills for services never performed or items never furnished, or otherwise causing a false claim to be submitted to the state of California.

The penalties for making a false claim under the California False Claims Act are three times the amount of damages which the state or the political subdivision sustains because of the act of that person, the cost of the civil action brought to recover any of the penalties or damages and possible civil penalty of up to ten thousand dollars (\$10,000) for each false claim

***What does Loma Linda University Medical Center have in place to prevent, detect and correct false claims (fraud/abuse/instances of misconduct)?***

## **Corporate Compliance Plan**

LLUMC is committed to meeting the regulatory requirements and has voluntarily implemented a Corporate Compliance Plan that consists of:



- A “Code of Conduct” which all employees, contractors, and/or agents are required to follow;
- General policies and guidelines for all employees, contractors, and/or agents;
- Specific policies and guidelines for employees, contractors, and/or agents performing certain jobs; and
- A description of violations of policies and guidelines in the Plan, (called “wrongdoings,”) and how these wrongdoings will be investigated and punished, when necessary. The plan also implements specific requirements that employees, contractors, and/or agents report any known or assumed wrongdoings.

A copy of LLUMC’s Compliance Plan can be accessed via the Intranet VIP Page: <http://www.llucompliance.org>

The oversight responsibilities for the Compliance Plan have been assigned to Dr. Linda Mason, LLUMC’s Chief Compliance Officer. Dr. Mason is supported by the Corporate Compliance Department, which is responsible for:

- performing routine and violation-related compliance audits
- implementing compliance-related policies and procedures
- performing compliance-related employee training
- handling other compliance operational activities

### **Policies and Procedures**

Loma Linda University Medical Center has developed policies and procedures that address how we detect and prevent fraud, waste, and abuse in federal and state healthcare programs. These compliance-related policies and procedures are available for viewing from the LLUMC Intranet VIP page or at the following web address: <http://www.llucompliance.org>

Examples of important compliance policies are:

- Corporate Compliance Program Preventing Fraud and Abuse
- General Compliance Issues
- Billing and Coding Compliance
- Relationships with outside entities
- Medicare Cost Report
- Employment Compliance
- Research policies

### **Prevention**

Ideally, we would like to prevent misconduct from occurring. This is why we require participation in various compliance education activities. We believe that the more staff know and understand the regulatory requirements, the better prepared we are to prevent instances of misconduct that do not meet federal and state laws, accreditation requirements and the policies of LLUMC.

### **Detection and Resolution**

Healthcare is a highly regulated profession, which results in numerous laws and rules that impact us daily as we perform our jobs. Many times these laws and rules are not easy to interpret, or can be interpreted in different ways. Thus, errors are not always preventable. This is where the detection and resolution portion of our compliance program come into play.

Detection and resolution of issues are done in two ways:

1. Scheduled audits performed by each of the compliance team members.
2. Response to reported compliance concerns from the Compliance Hotline.

Each year the Corporate Compliance Department develops an audit work plan based on risk areas identified in the Office of the Inspector General’s (OIG) work plan as well as risk areas identified in LLUMC’s Compliance Plan. The Compliance Committee approves the audit work plan. Audit results are distributed as appropriate to the following: Department Heads, Vice Presidents, the Hospital Compliance Officer, Hospital Administration and Legal Counsel. When necessary, specific training related to improvements noted in the audit report is provided to the department. When an audit requires a corrective action plan (CAP), the CAP must be provided within 30 days. Follow up audits are performed by the Compliance Department to ensure that the appropriate corrections have been implemented.



Because **Compliance is EVERYONE's responsibility**, all employees, contractors, and/or agents have an obligation to report any actions they believe are violations of the Corporate Compliance Plan. This requirement ensures that all employee, contractor, and/or agents are watching for issues that could potentially pose risk to LLUMC.

You can report a compliance concern in two ways.

1. Call the Corporate Compliance Department at (909) 651-4200 or extension 14200.
2. Call the Employee Compliance Reporting Line at (800) 249-9953. This telephone number is also published in the campus telephone directory.

### **Compliance Reporting Line**

The Employee Compliance Reporting Line is a special compliance reporting number that is answered by a contracted vendor. This line has been established to report compliance violations that staff feels cannot be reported to their supervisor. Employee, contractor, and/or agents may remain anonymous when reporting violations. Examples of wrongdoing that should be reported on this line include:

- Falsifying a bill or a medical record
- Improper possession or use of medications or drugs
- Fraud
- Bribery
- Embezzlement
- Violations of environmental or workplace safety laws
- False statements to the government and/or accrediting agencies (Joint Commission).

Staff reporting a concern anonymously needs to provide specific details regarding the issue so that it may be appropriately investigated. Additionally, the person taking the call will provide a report number as well as a call back date. This serves two purposes:

1. It allows staff to remain anonymous and still receive a response.
2. It allows Compliance to address any additional questions via the hotline while still protecting staff's anonymity.

All reports of wrongdoing will be thoroughly investigated and appropriate corrective action will be taken, if necessary.

In accordance with policy I-82, "Mandated Reporting of Compliance Violations", there shall be no disciplinary action taken against an employee, contractor, and/or agent for reporting a concern (provided that the employee, contractor, and/or agent did not knowingly report false information) even if the outcome of the investigation determines that no violation occurred.

Under no circumstances shall retaliation occur against an employee, contractor, and/or agent who report a concern, including, but not limited to such actions as threats, intimidation, coercion and discrimination.

If you have any questions regarding the LLUMC Compliance Plan or your responsibilities as an employee, contractor, and/or agent under the LLUMC Compliance Plan, please call the Corporate Compliance Department at (909) 651-4200 (or extension 14200).

**GRADUATE MEDICAL EDUCATION OFFICE  
(909) 558-8131 Ext. 66131 within LLUMC**

The Graduate Medical Education Office (GME Office) is the centralized administrative office for graduate medical education information, Residents and Fellows from all LLUMC training programs. GME Office is located at 11332 Mountain View, Westerly Bldg. Suite 'C'. Mailing address is LLUMC GME Office 11234 Anderson St. Loma Linda, CA 92354. Phone: (909) 558-8131 from outside LLUMC; Ext. 66131 inside the Medical Center.

The GME Office is staffed as follows:

- Daniel Giang, M.D., Vice President for Graduate Medical Education. Dr. Giang is also the Designated Institutional Official (DIO) for ACGME.
- Marilyn Houghton, Executive Director
- Martie Parsley, Ph.D., Graduate Medical Educator, Assistant Dean of Education
- Teresa Meinken, Senior Administrative Assistant
- Amy Yin, Graduate Medical Education Project Manager
- Gloria Mrad, Graduate Medical Office Coordinator
- Nicole Dimmitt, Administrative Assistant

Among the primary functions and concerns of the GME Office is providing assistance to Resident physicians and fellows in all training programs at LLUMC. Questions related to the topics listed below and others may be referred to GME Office staff;

- Benefits
- California Medical License application process
- Cash Advance (paycheck advance)
- Certificate of Completion of Residency Training
- DEA application – available on-line at [www.deadiversion.usdoj.gov](http://www.deadiversion.usdoj.gov)
- Disability,
- Duty Hours/Tracking
- Educational Expense Reimbursement
- Elective Requests
- Employment Verification
- Employment Separation or Termination
- Family Medical and Disability/Maternity Leaves – (also contact Human Resource Management Benefits Specialist)
- Forms (Address Change, W-4, California Medical License, Resident reimbursement, etc.)
- Grievance
- Official Hospital Seal for documents
- Leave of Absence
- Life Insurance, Group
- Long Distance Calling Code
- Mail
- National Provider Identifier (NPI)
- New Innovations (duty hours tracking mechanism)
- Notary Public Service
- Pagers – battery replacement, lost/stolen
- Paychecks
- Payroll Problems
- Phone/Address changes
- Photocopying
- Policies
- Prescription, California Security prescription pads
- Prescription Rubber Stamps
- Resident Reimbursement Fund



- Annual Requirements (TB screening, FIT respirator mask testing, BLS)
- Student Loan Deferment Documentation
- Training Agreement (Contract)
- Training Verification
- Vacation Requests
- VPN Token – to access LLUMC information by computer from home
- W-2 Changes
- Work Injury Reporting

### **MAIL**

Mail for Residents is sent to the residency program department. Residents are requested to check their mailboxes on a routine basis.

### **NOTARY PUBLIC SERVICE (Ext. 66131)**

Notary Public Service is available free of charge for Residents in GME Office for documents relating to the training program, i.e., applications for USMLE, California Medical License forms, verification of training, etc. Other documents, such as out-of state licensing forms, grant deeds, etc., may be notarized for a charge of \$10.00 per signature. A valid driver's license must be presented for identification. Call Ext. 66131 to schedule an appointment. Please note that the Notary has the right to decline to notarize any document at her discretion.

### **STUDENT LOAN DEFERMENT**

Documentation for student loan deferments is provided by GME Office, however, deferment forms must be obtained from lenders. Copies of completed documentation are kept on file in the GME Office.

### **RESIDENT MEDICAL AUXILIARY (RMA)**

The Resident Medical Auxiliary is an organization of Resident's spouses that provides support for Residents and their families. RMA is funded and supported by the GME Office and the National Auxiliary. Information concerning how to contact RMA is available in the GME Office, Ext. 66131.

#### **Resident Medical Auxiliary Mission Statement**

We are a group for resident's spouses who are committed to our spouses, one another, family, and community. Our goal is to provide support to one another, welcome and assist new and present members, as well as provide opportunities for service in our community, personal growth, enrichment and socialization.

The Resident Medical Auxiliary main purpose is to provide a network of support and services to the spouses and families of residents and fellows at LLUMC. Life of a resident is full of new challenges and long hours, which can be overwhelming and stressful when in a new environment...away from family and friends. Our goal is to help ease families into residency life.

**Social Gatherings:** We are here to serve and meet the many interests and needs of our members and their families through many fun and entertaining social gatherings and events, providing a variety of activities and clubs for our RMA members. We also have opportunities to be involved and be of service in our community and surrounding areas.

Listed are the many socials and activities of RMA.

- Annual Fiesta Opener.... meeting of new and present members
- Book Club.... monthly discussion of interesting reads
- Culinary Club.... monthly gathering of sharing menu ideas, recipes, and sampling of delicious foods
- Girls Night Out.... time of relaxing and enjoying the company of females
- Men's Group.... for the male spouses-activities such as camping, biking, hiking trips
- Children's Group.... weekly outdoor park fun with occasional arts/crafts
- Helping Hands.... a support system of providing meals and assistance when needed (arrival of a new baby, illness in the family)

**Questions? Contact the RMA at [rmalomalinda@yahoo.com](mailto:rmalomalinda@yahoo.com)**

## TRAINING APPOINTMENT

### **INITIAL APPOINTMENT/ORIENTATION**

Appointments are for one year at a time. **All Residents commencing training at LLUHEC are required to attend all scheduled orientation activities.** At the department's discretion, and with approval of the GME Office, some appointments may start at other times during the year.

**PGY-1 RESIDENTS** report for hospital orientation and personnel processing as advised by the GME Office. Programs will also conduct their own departmental orientation.

**PGY-2 to PGY-7 RESIDENTS** report for hospital orientation, personnel processing, etc.

**International Medical Graduates** (IMG) Orientation will be held in June. IMGs should contact the GME Office for more information. Attendance is by invitation only and voluntary (unpaid).

**LEVEL OF APPOINTMENT:** The level of appointment is set at the time of initial appointment as determined by the Program Director in accordance with the level recognized by the specialty board. The Associate Dean and Director must approve any exceptions.

### **ADDITIONAL YEAR APPOINTMENT**

Appointment to an additional year of graduate medical education training, if any, is accomplished by affirmative recommendation from the specific Program Director and concurrence of the Graduate Medical Education Committee (GMEC). It is reasonable for both parties to expect that commitments for reappointment will be made early enough so that alternative arrangements can be made if a Resident is not reappointed or chooses not to continue. It is expected that these decisions will be made at least four (4) months before the end of any training agreement year.

### **USMLE STEP 2**

Failure to pass USMLE Step 2 or COMLEX 2 by the end of the PGY-1 year (12 months of ACGME training) will result in automatic **NONRENEWAL OF THE TRAINING AGREEMENT.**

### **USMLE STEP 3**

Residents in the first year of postgraduate training at LLUMC are **REQUIRED** to take and pass USMLE Step 3 and submit results to the GME Office by the end of the 8<sup>th</sup> month of training. The GME Office will reimburse fees for USMLE Step 3 if successful results are submitted to the GME Office by this deadline. Funds are void after the deadline. If Step 3 is **NOT PASSED**, no funds will be available. PGY-1 Residents are provided two days off with pay to take USMLE Step 3 for the **first time**. If it is necessary to take Step 3 a second time, vacation time must be used.

There is no fee reimbursement of USMLE Step 3 fees for Residents at other year levels. Residents at all other year levels are required to use vacation time to take USMLE Step 3.

Failure to pass USMLE Step 3 prior to the conclusion of the PGY-2 academic year will result in automatic **NONRENEWAL OF THE TRAINING AGREEMENT.**

### **RESPONSIBILITY, GENERAL**

The Resident is responsible to the LLUMC President, the Associate Dean and Director of Graduate Medical Education, the Program Director and attending physician on the service, and the Executive Director of GME OFFICE, in regard to all general regulations and policies. The Resident shall devote full time and effort to the duties of the residency program.



### **RESPONSIBILITY FOR THE PATIENT**

Resident physicians are responsible for patients assigned to their care. Attending physicians supervise the care rendered by the resident. The Resident must see new patients promptly and leave orders. The Resident must assure that his/her patients are continuously cared for. The Resident must advise her/his colleagues who are on call regarding the status of each patient on the service. It is the responsibility of the more senior Resident(s) on a service to oversee the work of the junior Resident(s) and to assist them in the care of patients and in the performance of procedures.

### **RESPONSIBILITY, PERSONAL**

Residents are expected to:

1. Develop a personal program of learning to foster continued professional growth with guidance from the teaching staff.
2. Participate fully in safe, effective and compassionate patient care under supervision, commensurate with their level of advancement and responsibility.
3. Participate fully in the educational activities of their program and, as required, assume responsibility for teaching and supervising other Residents and students.
4. Participate in institutional programs and activities involving the medical staff and adhere to established practices, procedures, and policies of the institution.
5. Participate in institutional committees and councils, especially those that relate to patient care review activities.
6. Apply cost containment measures in the provision of patient care.
7. Participate in evaluation of the quality of education provided by the program.
8. Develop an understanding of ethical, socioeconomic, and medical/legal issues that affect graduate medical education.
9. Comply with established ethical behavior and practices.
10. A Resident may have suggestions for process improvements or concerns about another healthcare worker or process. Such suggestions or concerns may be reported to the Quality Hotline 1-800-249-9953 OR a "Report of Staff Concern" form can be completed and submitted to Patient Safety and Reliability (PSR) located at 24863 Taylor Street, (909) 651-5757 or Ext 15757,.

### **PERFORMANCE EVALUATION**

The position of Resident involves a combination of supervised, progressively more complex, independent patient evaluation and management functions and formal education activities. The Resident's competence, knowledge, skills and professional growth is evaluated on at least a semi-annual basis. An unsatisfactory evaluation can result in required remedial activities, temporary suspension from duties, or termination of residency education and employment. The program maintains a confidential record of these evaluations. The confidential file maintained by the Program Director is intended for advisement and is not considered a part of the Resident's official GME OFFICE personnel file. Program level corrective action (such as a letter of warning or an imposition of informal probation with stated conditions) is documented in the program file, but is not a part of the permanent academic record unless the program pursues formal corrective action. Residents may review the contents of their evaluations and may contest, at the program level, the evaluations and/or documentation of corrective action contained in the file.

The Resident's official GME OFFICE resident file forms the basis for institutional recommendations to outside inquiries regarding the Resident's performance. Information concerning the promptness of chart completion may also be included in the Resident's GME OFFICE file. Formal corrective action imposed by the institution is documented in this file and may be available to inquirers. Programs provide periodic written evaluations of the performance of individual Residents to the GME OFFICE, which become part of the Resident's permanent academic record.

Residents may request a copy of their official permanent file, with the exception of recommendation letters received during the application process, upon appropriate **written** request to GME OFFICE. Copies will be provided within ten (10) working days from receipt of the request. Resident may submit a written rebuttal contesting information in the file.

**ACGME COMPETENCIES:** The Accreditation Council for Graduate Medical Education (ACGME) has implemented a requirement that Residents must obtain competence in the six areas listed below to the level expected of a new practitioner. Accreditation of a given residency is contingent on this requirement being met.



Programs define the specific knowledge, skills, behaviors, and attitudes required, and provide educational experiences as needed in order for Residents to demonstrate the following:

1. **Patient care** that is compassionate, appropriate, and effective for the treatment of health programs and the promotion of health;
2. **Medical knowledge** about established and evolving biomedical, clinical, and cognate sciences, as well as the application of this knowledge to patient care;
3. **Practice-based learning and improvement** that involves the investigation and evaluation of care for their patients, the appraisal and assimilation of scientific evidence, and improvements in patient care;
4. **Interpersonal and communication skills** that result in the effective exchange of information and collaboration with patients, their families, and other health professionals;
5. **Professionalism**, as manifested through a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to patients of diverse backgrounds;
6. **Systems-based practice**, as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system of health care, as well as the ability to call effectively on other resources in the system to provide optimal health care.

### **AMA COMPETENCY MODULE PROGRAM**

The Graduate Medical Education Committee at LLUMC provides an Internet-based resource for programs to use for teaching and assessing the six general competencies, to fulfill ACGME requirements. This module series augments other educational activities the individual programs have designed to further enhance the program's responsibilities.

Residents/ Fellows are required to complete the following three Modules that are specifically for LLUMC House Staff: Whole Person Care, Communication with Healthcare Personnel, The Resident as Teacher and Evaluator. Other Modules may be required if assigned by the Program Director.

**AMA MEMBERSHIP:** LLUMC provides residents with membership in the AMA in order to secure access to this program. *If you do not wish to become an AMA member, please inform the GME OFFICE of this fact.* You will still be able to have access to the educational program, but you will not be enrolled as an AMA member.

The AMA Introduction to the Practice of Medicine (IPM) program is a Web-based educational series developed through collaboration with the Ohio State Medical Association and the Ohio State University Medical Center. The series is designed to help meet the dual challenges of educating residents in ACGME general competency requirements and institutional compliance requirements and supplementing their education in a variety of nontraditional curricular topics.

The IPM includes a comprehensive library of learning modules. After viewing each module, residents complete a post-assessment test and evaluation. Residents may also print a certificate for each module completed that can be part of their portfolio.

The IPM series is available 24 hours a day, so residents can complete the modules and assessments at their own convenience. Program administrators can create reports to track performance at the individual, program and institution levels.

All modules are reviewed by an external advisory panel and updated every three years. The modules provide training programs with supplemental materials that enhance and reinforce current program activities that address the general competencies.

### **RESIDENT DUTY HOUR GUIDELINES POLICY GMEC-12.**

Individual training programs are responsible for developing and publishing expectations regarding educational responsibilities, service obligations, working conditions, schedules and department specific policies and procedures governing their Residents.

Residents are required to adhere to duty hour requirements as outlined in Policy GMEC-12 and in accordance with ACGME guidelines regardless of where they are rotating and to log duty-hours using New Innovations – information included below. Program Directors and departmental Quality Improvement Committees will be

notified when Residents are over the maximums outlined.

The following is a limited summary of the RESIDENT WORK HOUR GUIDELINES POLICY:

ACGME Duty Hours Limitations  
Summary Table

	Intern (PGY--1)	Intermediate (as defined by RRCs)	Senior ("Residents in the final years of education" as defined per RRCs)
Maximum Hours of Work per Week	80 hours averaged over 4 weeks		
Extra Hours	8 additional hours based on sound educational rationale		
Moonlighting ("Internal" & "External")	Not Permitted	Included in the 80 hours	
Maximum Duty Length	<p>24 Hours + 4 Hours Transition of Care.</p> <p>▶ Strategic napping after 16 hours between 10 PM and 8 AM "is strongly suggested."</p> <p>▶ No continuity clinic or new patients after 24 hours.</p> <p>▶ "In unusual circumstances, residents, on their own initiative," can provide care to one patient with documentation and monitoring by the program director.</p>		
Minimum Time Off Between Scheduled Duty Periods	Must have 8 hours Should have 10	Must have 8 hours Should have 10. Must have 14 hours off after 24 hours on.	Must have 8 hours. Should have 10. May return to work sooner under RRC-defined circumstances but must be monitored by the program director.
Maximum Frequency of In-House Night Float	6 consecutive nights on (The maximum number of consecutive weeks and months per year may be specified by each RRC.)		
Maximum In-House On-Call Frequency	None	Every 3 nights averaged over 4 weeks	
At-Home Call	None	<p>Not limited specifically, but must not be so frequent or taxing to preclude rest or reasonable personal time.</p> <p>▶ Time spent in the hospital must count towards 80 hour weekly maximum.</p> <p>▶ Frequency of at-home call is not subject to the every third night limitation nor will it initiate a new off duty period.</p>	

- During months with legal holidays, i.e. January, February, May, July, September, November and December, Residents will have one additional day off for a total of 5 (five) days off duty. During the month of November, there are two official holidays – at the discretion of the Attending Physician and/or



Program Director, the Physician may have 5 (five) days off during October and 5 (five) days off during November, OR 4 (four) days in October and 6 (six) days in November

Residents are expected to fulfill all responsibilities and obligations of the Service to which they are assigned, in addition to LLUMC policies and procedures. Individual service policies and procedures regarding "on call" responsibilities must be followed.

Arrangements for time off and rotation to other hospitals are made through each residency program. The GME Office must be notified at least three months before Resident leaves for vacation or assignment elsewhere.

### **RESIDENT DUTY HOUR TRACKING**

LLUMC uses ***New Innovations*** to track duty/work hours to verify Residents are in compliance with ACGME guidelines as noted in the policy. Residents are **REQUIRED** to record work hours on ***New Innovations*** on a weekly basis. This includes hours worked at each facility/location.

Contact your Residency Coordinator or the GME Office Ext 66131 if you are having difficulty or questions concerning recording your work hours.

### **NEW INNOVATIONS (NI)** [www.new-innov.com](http://www.new-innov.com)

***New Innovations*** is a web-based residency management system that has several uses at LLUMC.

**Residents must access NI**, and from the ***Welcome Page*** click on "***Help***" then "***Additional Tools***" and review "***Training for Residents***" to learn how to navigate through the various functions. To access the system:

- Institution login is case sensitive: **LLUMC** (all caps)
- Password should be your **first initial last name** – all lower case letters without spaces. If this doesn't work try the first two initials of your first name then your last name, i.e. John Smith would be josmith). If you still have problems logging in, [call](#) the Graduate Medical Education Office at 558-8131 or extension 66131.

The following are a few of the functions NI is used for at LLUMC:

- **Official communication from GME OFFICE and Programs** will be sent to your Loma Linda email address (llu.edu). It is YOUR RESPONSIBILITY to check your LLUMC email account frequently.
- **Log/Record all Duty Hours:** Residents are required to log/record all duty hours on NI and to "signoff: on duty hours at least twice a week.
- **Evaluations** of/by both Resident and Faculty are completed on NI
- **Reminders** will automatically be sent to your LLUMC email address – this may include reminders to renew CPR, Medical License, annual health clearance, Compliance Training, etc. – please **check your LLU email frequently**. The email address is defaulted to your LLUMC email;
- **Notices** for Residents and Fellows are posted on the Welcome Page. Please look at the Welcome Page frequently.

New Innovations (NI) is the **main database for Resident Information** used by the LLUMC GME Office. Information contained in this database includes demographics, education, residency training, license, pager, etc. Questions related to New Innovations should be directed to the Graduate Medical Education Office ext. 66131.



**HOUSE STAFF GRIEVANCE POLICY AND PROCEDURE POLICY GMEC-20** must be utilized if a Resident wishes to challenge an action to place Resident on probation, involuntary leave of absence, require repetition of a portion of training, suspend, terminate, deny renewal of the Agreement, or deny a Certificate from the LLUMC Residency Training Program.

### **CONFIDENTIAL ADVISORS for RESIDENTS**

Residents are always welcome to talk with the GME OFFICE staff; however, Confidential Advisors are also available to listen to resident concerns, complaint(s) or problems and to advise you in finding solutions. They are here to help and guide you. Your discussions with him/her are **confidential**.

- **CONTACT INFORMATION:**

- ❑ Cynthia Tinsley, M.D., Pediatrics  
Best contact X 44174  
(Emergency only: [ctinsley@my2way.com](mailto:ctinsley@my2way.com))
- ❑ Besh Barcega, M.D., Emergency Medicine  
Best contact [bbarcega@llu.edu](mailto:bbarcega@llu.edu)
- ❑ Naveen Solomon, M.D. General Surgery  
Best contact ext 15948 or [nsolomon@llu.edu](mailto:nsolomon@llu.edu)

### **ADDITIONAL RESIDENT POLICIES**

The policies listed below are available in GME OFFICE and on the Welcome Page of New Innovations. Residents should become familiar with these and other policies listed in the House Staff Manual

- **RESIDENTS LIVING IN PROXIMITY TO LLUMC (POLICY GMEC-25)**
- **ROMANTIC RELATIONSHIPS AND DATING (POLICY GMEC-15)**
- **RESIDENT MISTREATMENT/STANDARDS OF PROFESSIONAL BEHAVIOR (POLICY GMEC-17)**
- **RESIDENT PROMOTION, DISMISSAL AND GRADUATION (POLICY GMEC-09)**
- **SUPERVISION OF RESIDENTS (POLICY GMEC-10)**
- **CORRECTIVE ACTION (POLICY GMEC-04)**
- **PHYSICIAN IMPAIRMENT AND SUBSTANCE ABUSE (POLICY GMEC-23)**
- **MOONLIGHTING (POLICY GMEC-26)**

### **CALL ROOMS**

Contact the Senior Resident on your assigned service for location and access to call rooms. Please notify the GME Office (ext. 66131) of any items that may need attention, replacement or repair in these areas. Reminder that LLUMC operators DO NOT make wake up calls.

### **RESIDENT LOUNGE**

The Resident Lounge is located in Room MCA590 near the A-Level North entrance to the medical center. Access is by use of the LLUMC ID badge, or Residents may call the GME OFFICE ext. 66131 to request access. Snack items are stocked in the Lounge periodically and are available on the honor system. Please notify the GME OFFICE, ext. 66131, if the Lounge needs attention. There are computer work-stations, printer/copier, televisions and game players available. There are also two small rooms with recliners where residents may rest and relax as well as a prayer and meditation room available.

### **OUTSIDE EMPLOYMENT AND PRACTICE**

Residents may not receive any compensation, either directly or indirectly, from patients or their families for any services performed. Unlicensed Residents shall not perform any professional service for any patient outside the scope of their residency training, nor will they be permitted to collect fees from persons under treatment as outpatients.

### **ELECTIVES AT LLUMC OR THE LOMA LINDA VA HOSPITAL**

Arrangements for electives at LLUMC or the Loma Linda VA Hospital are made between the Resident, the Program Director and the faculty supervisor of the proposed elective. An "Elective Request" Form must be completed, including signatures of Resident, Faculty supervisor of the elective, and Program Director. The completed form must be turned in to the GME OFFICE two months PRIOR to beginning the elective. If vacation/leave time will be taken during the elective period, the signature of the Resident, the faculty supervisor



and Program Director is required on the Vacation Request Form as well. In some cases, the Chief Resident must also approve the request.

### **OUTSIDE/AWAY ELECTIVES**

Electives at sites away from LLUMC may only be done if approved for credit by the Resident's Program Director; however, **LLUMC does not continue salary and malpractice coverage during outside/away electives**. One exception to this policy is elective time spent with LLUMC faculty on a Mission Trip Elective (see below).

### **MISSION TRIP ELECTIVES**

**OVERVIEW:** Resident should request approval of a Mission Trip at least 3-6 months in advance of the travel time. Initial approval of a Mission Trip is granted by each individual program/department at the request of the Resident. All Mission Trips are reviewed by the Global Health Institute ([ghi@llu.edu](mailto:ghi@llu.edu) or 558-4420) and **GOAC (Global Outreach Administrative Committee)**. If the Mission Trip is approved by GOAC, the GME Office will continue Residents' salary and benefits. If Mission Trip is approved by the program/department, but denied by GOAC, the Residents' salary and benefits continue as they would if the Resident was on vacation, however, they will not receive workers compensation or malpractice coverage. It must be understood that this would be considered vacation or leave time and the non-approved mission trip is not a sponsored trip by LLUMC. (If all leave time has been used, salary and benefits will not be continued and the resident must make arrangements with Risk Management for continuance of health/dental insurance coverage.)

- **ELIGIBILITY REQUIREMENTS:** Resident must be in good standing within the program/department.
- **PROCESS:**
  - **Resident** – Makes a request to the program/department by putting the request in writing, stating location of mission trip, name and CV of supervising physician, goals & objectives of mission trip, OR call **GOAC** and ask for their application packet, x88541. (Pediatric Residents may use the "GOPEDS" application).
  - **Program** – Approves resident request.
  - **GOAC** – Reviews mission trip requests and informs GME OFFICE of its decision.
  - **GME OFFICE** – Will inform the program/department of GOAC's decision and if salary/benefits will continue.
  - **GME OFFICE** – If Mission Trip is approved, the GME OFFICE will inform Risk Management of the residents' travel dates, location, etc.

### **MEDICAL STAFF COMMITTEES**

Residents beyond the PGY-1 year may be assigned committee responsibility on LLUMC Medical Staff committees as an official part of the training program. Regular committee attendance is expected.

### **CONFERENCES AND MEETINGS**

Residents are expected to attend general meetings specified by their program, all departmental conferences and autopsies of the current service, unless unavoidably detained by duty or vacation. Attendance at other departmental conferences is encouraged when these do not conflict with scheduled duties.

**RESIDENT FORUM** The Resident Forum provides for an exchange of information between Residents and GME Administration. Any resident is welcome to come to these meetings to ask questions or express a concern or opinion. Topics like resident parking, salaries, benefits and other resident-related issues will be discussed. Each residency program elects a representative to the Resident Forum, but *any* resident is welcome to attend. Resident Forum meets on the 4<sup>th</sup> Friday of the month from 12 noon-1PM in Chan Shun Pavilion Room 11008. While lunch is provided to the elective resident representatives, all residents are encouraged to drop by, bring your own lunch and participate in this open monthly forum.



### **ORDERING DIAGNOSTIC STUDIES**

All orders written by Residents must include the Resident's signature, pager number and the name of the attending physician on whose behalf the orders are written.

Example: *Resident signature (9999)/for Dr. Attending.*

Orders for diagnostic studies and tests will not be processed without an **appropriate reason** written with the order. A reason must be provided for all diagnostic tests ordered. This includes requests for such tests as CXR, EKG, and Cytology - "Rule Out" is not an acceptable reason. If a definitive diagnosis is not known, use actual symptoms. This allows the test interpreter to make sure the report answers your specific question. Third party payors require a test to have documentation of medical necessity before they will reimburse for it. Clinical Laboratory tests (e.g. CBC or PT) also require a reason and this must be written, especially in ambulatory settings like the Pediatric Teaching Office, Primary Care Clinic, Family Medicine Clinic, Urgent Care and the ER.

Unit secretaries will not take off orders for diagnostic testing without an appropriate reason; they have been instructed to page the writer to have the order rewritten. The invalid order will be circled and flagged for your convenience so it can be rewritten with an appropriate reason. DO NOT write the reason on the original order because such an order can be "buried" beneath subsequent orders and might be missed.

### **DRUG ENFORCEMENT REGISTRATION (DEA)**

California licensed physicians may apply for a Drug Enforcement Administration Registration number by completing DEA Form #224. Application for DEA registration may be accomplished on-line at <http://www.deadiversion.usdoj.gov/>. It is recommended that **licensed Residents** obtain and maintain a current DEA registration, unless it is not required by their program. A copy of the DEA registration should be forwarded to the GME Office within ten (10) days of receipt. A rubber stamp that includes Name, License #, and DEA # can be obtained by request to the GME Office.

### **SUSPENSION**

Suspension from the training program without pay may result for failure to comply with LLUMC policies and procedures, including, but not limited to, completion of annual requirements, completion of medical records, both at LLUMC and affiliate facilities, or for disciplinary matters.

During suspension the Resident may not participate in any aspect of patient care, including on-call responsibilities, operative and delivery activities. Residents who ignore this policy will be subject to further disciplinary action. Suspension will remain in effect until the reason for suspension has been resolved. A Resident who has repeated suspensions may be required to appear before the GMEC.

### **COMPLETION OF TRAINING - TERMINATION & HOUSE STAFF CLEARANCE**

Residents and Fellows completing training at LLUMC are required to complete termination processes with the GME Office, i.e. return of pager, ID badge, etc. All termination information, including items contained in the **Graduation Checklist** in *New Innovations* must be completed before leaving LLUMC to document return of LLUMC property, completion of medical records at LLUMC and Affiliates, and clearance from the residency program office.

### **CERTIFICATE**

An appropriate certificate will be issued to each individual upon successful completion of the first year of postdoctoral training (twelve months of PGY-1 training) for residents in a Preliminary program only, and upon successful completion of the required number of years of training in a graduate medical education program, after confirmation from the Program Director that all requirements of the program have been completed. Issuance of the certificate requires that all graduation and GME Office Clearance procedures have been completed.

## MANDATORY REQUIREMENTS AND DOCUMENTATION

### **REQUIRED DOCUMENTATION**

All Residents/Fellows commencing training at LLUMC are **REQUIRED** to provide the following documentation to the **GME Office BEFORE authorization to begin training will be issued**. Payroll and/or fringe benefits will be activated for Residents assigned to LLUMC payroll only after all documentation is on file in the GME Office.

- Completion of LLUMC's employment on-line sign-up and provision of all documentation required by Talent Management Services. This includes Original Social Security Card, passing a background investigation which includes criminal, federal, OIG and DMV driver's record, clearance from Occupational Medicine confirming completion of pre-employment physical examination, mandatory urine drug screening, **two**-step TB tests and immunization verification
- Current Basic Life Support (BLS) **OR** Advanced Cardiac Life Support (ACLS) certification card. Pediatric Advanced Life Support (PALS) is acceptable for Residents in Pediatrics or Pediatric Subspecialties.
  - **NOTE:** Residents in Anesthesiology, Emergency Medicine, Family Practice, Internal Medicine, OB-GYN, Psychiatry, Radiology and Surgery, are **REQUIRED by specific RESIDENCY PROGRAMS, TO OBTAIN ACLS certification**. Check with your Program Coordinator for specific requirements regarding maintaining ACLS certification. Pursuant to program requirements, Residents in other programs may also be required to obtain/maintain ACLS certification
- Postgraduate Training Registration Form OR copy of CA license, if licensed from the Medical Board of California
- Visa/Work Authorization, if applicable
- Signed Graduate Medical Education Training Agreement
- National Provider Identifier (NPI) number
- Orientation attendance
- Required on-line Training Courses on OWL (Organization Wide Learning Portal) <http://myllu.llu.edu> ( Courses include: Professional Compliance Training, HIPAA, )
- Fit Testing Respirator Masks (done during pre-employment physical and annually thereafter)
- Fire Extinguisher Training (must be done within 90 days of hire date and renewed every 3 years)

### **ANNUAL REQUIREMENTS**

The following items must be completed and documented with the GME Office on an annual basis in order to continue into the next contract year. Failure to provide such documentation to GME Office will result in **SUSPENSION** from the training program, without pay pending receipt of current documentation in the GME Office.

- **Health Clearance** from Employee Health Service - a repeat TB or chest x-ray (determined by EHS) must be completed in order to obtain EHS clearance.
- **CPR Certification** (Ext. 44977). Current BLS **OR** ACLS certification is **REQUIRED** at all times during training; documentation must be on file in the GME Office. **PALS** certification meets this required for Pediatric specialties.

BLS and ACLS training is provided by the Life Support Education Department located in the University Arts Building on 24887 Taylor Street Suite 102 Loma Linda 588-4977. LLUMC covers the cost of CPR certification for ALL Residents. LSE books and/or review courses are not covered by LLUMC; however, required Basic Life Support and Advanced Cardiovascular Life Support books by the American Heart Association are available to check-out on loan in the GME Office.

Payment is covered for only one annual appointment for BLS and one appointment for ACLS. If an appointment is missed, any subsequent appointment will be the Resident's personal financial responsibility. Contact LSE (909) 558-4977 or Ext. 44977 to schedule appointment as early as possible, as LSE classes fill up rapidly.



➤ **Fit Testing**

All Residents and Fellows are required to be fit tested for respirator masks annually or as required.

➤ **OTHER REQUIRED TRAINING**

• **B.L.U.E. BOOK (Basic Learning Units for Employees)**

Medical Center required training on items such as universal precautions, infection control, etc. is contained in B.L.U.E. Book and is completed on-line. Instructions for completing B.L.U.E. Book will be provided by the GME Office. Completion of the B.L.U.E. Book test is required annually throughout residency training.

• **PROFESSIONAL COMPLIANCE** – Instructions for completing the Compliance Training course will be provided by the GME Office. Completion of Compliance training is required annually throughout residency training.

• **HIPAA Training**—online module that addresses confidentiality and security of protected health information

• **ANNUAL RESIDENT SURVEY and other surveys as required by individual programs**

• **Other training courses assigned**

**NATIONAL PROVIDER IDENTIFIER (NPI)**

LLUMC requires all Residents & Fellows to obtain a National Provider Identifier (NPI). This will be your lifetime, professional ID. Upon completion of training it is your responsibility to update your address on-line so that a current practice address is always available.

**CALIFORNIA MEDICAL LICENSE REQUIREMENTS**

*This information applies to all Residents and Clinical Fellows in programs sponsored by Loma Linda University Medical Center (LLUMC) and to other Residents and Clinical Fellows under the supervision of the LLUMC Graduate Medical Education Committee (GMEC).*

**U.S. MEDICAL SCHOOL GRADUATES**

- Are REQUIRED to successfully complete 12 months of ACGME accredited graduate medical education (GME) training in order to be eligible for licensure in California.
- May participate in ACGME training for a maximum of 24 months (regardless of whether or not credit was given for the training) without a medical license in California.
- At the conclusion of 24 months of GME training, a valid and unrestricted California medical license is required in order to continue in the training program.

**US PGY-1 RESIDENTS ARE REQUIRED to:**

1. Complete a Medical Board of California (MBC) “**Postgraduate Training Registration Form**” prior to beginning training at LLUMC; form must be turned in to the GME Office for submission to the MBC.
2. Submit a **completed 5-page application** for a full and unrestricted California Medical License **and copy of the Live Scan fingerprint form (“completed application” hereafter)** to the GME Office by the end of the **8<sup>th</sup> month of training** (end of February for those who start in June/July).
  - a) LLUMC will pay the initial license fee out of the Resident’s educational fund, if the “completed application” is submitted to the GME Office by the above deadline.
  - b) If the “completed application” is **not** submitted to the GME Office by the above deadline, the Resident’s Program Director will be notified that the application has not been submitted within the required timeframe and the educational fund money will be forfeited.

**US PGY-2 RESIDENTS Starting Training at LLUMC ARE REQUIRED to:**

1. Present a full and unrestricted California Medical License to the GME Office for photocopying, **OR** complete a Medical Board of California (MBC) “**Postgraduate Training Registration Form**” prior to beginning training at LLUMC; form must be turned in to the GME Office for submission to the MBC.
2. Submit a **completed 5-page application** for a full and unrestricted California Medical License **and copy of the Live Scan fingerprint form (“completed application” hereafter)** to the GME Office **within three (3) months** of beginning the PGY-2 year at LLUMC. All other required portions of the application should be requested as instructed.



- a) LLUMC will pay the initial license fee out of the Resident's educational fund, if the "completed application" is submitted to the GME Office by the above deadline.
- b) If the "completed application" is **not** submitted to the GME Office by the above deadline, the Resident's Program Director will be notified that the application has not been submitted within the required timeframe and the educational fund money will be forfeited.
3. Obtain a California Medical License prior to completion of the 24<sup>th</sup> month of postgraduate education.
  - a) Failure to obtain a California Medical License by completion of the 24<sup>th</sup> month of ACGME training will result in **NON-RENEWAL OF THE TRAINING AGREEMENT AND TERMINATION FROM LLUMC** effective on the last day of the current Training Agreement.
  - b) In the event of termination, Resident must report to the GME Office by 9:00 on the morning after termination to sign termination paperwork and turn in the ID Badge, pager, and VPN Token, if applicable. See APPLICATION FOR RE-ENTRY AFTER TERMINATION BELOW for information concerning the possibility of re-entering the training program.

### **US PGY-3 THROUGH PGY-8 RESIDENTS & FELLOWS BEGINNING TRAINING AT LLUMC**

Are REQUIRED to present a California Medical License to GME OFFICE before they will be authorized to begin training at LLUMC. Failure to obtain a California medical license will result in delay in starting the training program, and may result in withdrawal of the training position offer.

Deadline to submit license paperwork. LLUMC will pay the initial license fee out of the Resident's educational fund if documents (completed 5-page application (I1A –L1E) for a full and unrestricted California Medical License and a copy of the Live Scan fingerprint form) are submitted to the GME Office by the following deadlines:

US PGY-1: end of February (8<sup>th</sup> month of training)

USPGY-2 starting training at LLUMC: end of September (3<sup>rd</sup> month of training)

### **INTERNATIONAL MEDICAL SCHOOL GRADUATES (IMG)**

- Must submit an Updated Application to the Medical Board annually until licensed.
- Are REQUIRED to successfully complete 24 months of ACGME accredited graduate medical education (GME) training in order to be eligible for licensure in California.
- May participate in ACGME training for a maximum of 36 months (regardless of whether or not credit was given for the training) without a medical license in California.
- At the conclusion of 36 months of GME training, a valid and unrestricted California medical license is required in order to continue in the training program.

Deadline to submit update/license paperwork:

IMG PGY-1: end of February (8<sup>th</sup> month of training)

IMG PGY-2: end of September (3<sup>rd</sup> month of training)

IMG PGY-1 Must submit an updated application (L1A-L1E) to the California Medical Board annually until licensed.

LLUMC will pay the remaining license fee out of the Resident's education fund if paperwork is submitted to the GME Office by the Deadline.

IMG PGY-2: Must submit and completed 5-page application (L1A-L1E) for a full and unrestricted California Medical License.

### **IMG PGY-1 RESIDENTS ARE REQUIRED to:**

1. Complete a Medical Board of California (MBC) "**Postgraduate Training Registration Form**" prior to beginning training at LLUMC; form must be turned in to the GME Office for submission to the MBC.
2. Submit a **completed 5-page updated application** to the GME Office by the end of the 8<sup>th</sup> month of training (end of February for those who start in June/July).

### **IMG PGY-2 RESIDENTS ARE REQUIRED to:**

1. Complete a Medical Board of California (MBC) "**Postgraduate Training Registration Form**" prior to beginning training at LLUMC; form must be turned in to the GME Office for submission to the MBC.
2. Submit a **completed 5-page updated application** to the GME Office **within three (3) months** of beginning the PGY-2 year at LLUMC. All other required portions of the application should be requested



as instructed.

- a) If the "completed application" is submitted to the GME Office by the 3<sup>rd</sup> month after completion of the PGY-2 year of training, LLUMC will pay the remaining license fee out of the Resident's educational fund.
  - b) If the "completed application" is **not** submitted to the GME Office by the end of the 3<sup>rd</sup> month, the Resident's Program Director will be notified that the application has not been submitted within the required timeframe and the educational fund money will be forfeited.
3. Obtain the California Medical License prior to the completion of the 36<sup>th</sup> month of postgraduate education.
- a) Failure to obtain the California Medical License by the completion of the 36<sup>th</sup> month of ACGME training will result in **NON-RENEWAL OF THE TRAINING AGREEMENT AND TERMINATION FROM LLUMC** effective on the last day of the current Training Agreement.
  - b) In the event of termination, Resident must report to the GME Office by 9:00 on the morning after termination to sign termination paperwork and turn in the ID Badge, pager, and VPN Token, if applicable. See APPLICATION FOR RE-ENTRY AFTER TERMINATION BELOW for information concerning the possibility of re-entering the training program.

#### **IMG PGY-4 THROUGH PGY-8 RESIDENTS & FELLOWS BEGINNING TRAINING AT LLUMC:**

Are REQUIRED to present a California Medical License to the GME Office before they will be authorized to begin training at LLUMC. Failure to have obtained the California medical license will result in delay in starting the training program, and may result in withdrawal of the training position offer.

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#### **APPLICATION FOR RE-ENTRY AFTER TERMINATION**

1. If Resident receives a valid, California Medical License within 30 days after termination, he/she may request re-entry into the training program
  - a) Re-entry into the training program is NOT automatic.
  - b) The Program Director's written approval is required. Approval, if any, is entirely at the discretion of the Program Director.
2. An application including a statement verifying what activities applicant has been involved with during the time off, the Program Director's written approval, and a copy of the California Medical License, must be submitted to the GME Office within 30 days after termination. If documentation is not received in GME OFFICE within **30 days after termination, the previously held position will no longer be available.**

**REQUIRED DOCUMENTATION:** The **original wallet license** must be provided to GME OFFICE for photocopying within ten (10) days after receipt of the initial license. GME OFFICE will print a confirmation of renewal from the Medical Board's website for the Resident/Fellow file subsequently.

#### **APPLICATION PACKETS FOR MEDICAL LICENSE are available from:**

- LLUMC's GME OFFICE Westerly Bldg. Suite 'C'
- The Medical Board of California website at [www.mbc.ca.gov](http://www.mbc.ca.gov)
- The Medical Board of California  
2005 Evergreen Street, Suite 1200  
Sacramento CA 95815.
- The Osteopathic Medical Board of California website at [www.ombc.ca.gov](http://www.ombc.ca.gov)
- The Osteopathic Medical Board of California  
1300 National Drive, Suite 250  
Sacramento CA 95834-1991.

Assistance with the application process, verification of LLUMC training, and mailing of the California Medical License application is available at no cost to LLUMC Residents. Questions concerning licensure may be referred to GME Office (909) 558-8131.

## COMPENSATION AND BENEFITS

NOTE: All requirements, including personnel paperwork, Social Security Card, Visa/Employment Authorization, if applicable, physical examination/TB tests, CPR certification(s), medical license/registration, etc. must be completed and documented with the GME Office before compensation and benefits will be activated.

Information contained in this section pertains to Residents paid by Loma Linda University Medical Center. Residents not paid by LLUMC should contact their pay source for specific information concerning salary and benefits.

**It is your responsibility to keep the GME Office informed of your CURRENT HOME ADDRESS, MAILING ADDRESS, PHONE NUMBER, and DEPENDENT CHANGES.**

### **COMPENSATION**

Consortium compensation is paid according to appointment level on a biweekly basis: If you are employed by another institution, please check with your sponsoring institution for details on benefits and compensation.

Current salary levels are available on the GME website.

### **PAYROLL CHECKS**

Residents are paid on a biweekly basis. LLUMC pay period begins every other Sunday morning at 12:01 am. Payroll checks may be transferred electronically (direct deposited) to accounts at institutions that are members of the Automated Clearing House (ACH) OR may be mailed to the Resident's last known home mailing address on Friday after the end of the pay period.

To sign up for payroll check direct deposit, complete the required documentation on PeoplePortal. For more information contact the Payroll Department (Ext. 14004) (909) 651-4004.

### **PAYROLL DEDUCTIONS (Payroll Office Ext. 14004)**

There are three main categories of payroll deduction. They are legislated deductions, court ordered deductions and voluntary deductions.

- Legislated deductions are made until the maximum year-to-date amount required by law has been deducted. The paycheck stub indicates current and year-to-date legislated deductions. Legislated deductions include: Social Security (FICA), Federal Income Tax (FIT), State Income Tax (SIT), and State Disability Insurance (SDI). The Medical Center will comply with all required deductions.
- Court ordered deductions, also called garnishment deductions, are made as required by court action when the Medical Center is served with a garnishment or writ of execution.
- Voluntary deductions, such as credit unions or charitable contributions are made available by the Medical Center for the sake of convenience to personnel. Voluntary deductions are made only at the written request of personnel.

### **PAYROLL ADVANCE**

A payroll advance, for up to 65% of gross wages for hours already worked, may be made in the event of an emergency. Such an advance will be deducted from the next paycheck. Cash advances are limited to no more than one in any calendar year. Contact the GME Office, Ext. 66131, to arrange for a payroll cash advance.

### **ON-CALL MEAL CARDS**

Complementary meal cards worth a value totaling \$12 will be provided to Residents who are required to take in-house call for 24 consecutive hours and are unable to leave the medical center during that period. Meal cards will be distributed by the program coordinator from the service associated with the assigned rotation. Meal cards are not eligible for discounts at the various cafeterias. Residents should use the meal card within 30 days of the date that they are provided.



### **HEALTH PLAN (Risk Management Ext. 14010 or (909) 651-4010)**

Residents are eligible to participate in the LLUMC Employee Health Plan. This Plan includes coverage for inpatient and outpatient medical services, prescription drugs, optical expenses, counseling, psychological and other support services. Optional dental coverage is also available. Coverage may also be extended to a Resident's spouse and/or dependent children. In order to participate in the Health Plan, the Resident, spouse and/or children must enroll within 30 days of eligibility or during the annual open enrollment period and pay a monthly contribution through payroll deduction.

Coverage under the Health Plan is effective on the first day of attendance at Orientation, or on the effective date of the training agreement, providing appropriate enrollment forms have been completed, within the first 30 days of hire.

The Health Plan is a self-insured, employer-sponsored health care benefit plan; it is not an insurance program. In order to receive any coverage under the plan, the Resident must complete an enrollment form and submit the form on the PeoplePortal. Any changes in family or eligibility status (such as change in marital status, new children, unemployed spouse, etc.) must be reported within 30 days of the change in eligibility status.

The resident physician shall pay all hospital or medical expenses and co-payments not covered by the Plan whether the care is provided at LLUMC or elsewhere. After enrollment, the Department of Risk Management will furnish the employee with a Health Plan identification card.

Questions regarding coverage should be referred to Risk Management (Ext. 14010).

### **HEALTH PLAN CONTINUATION (Risk Management (909) 651-4010 or Ext. 14010)**

An option to continue health coverage under the Resident Health Plan is available if you are no longer eligible because of termination from the training program. This provision is for those who have no other coverage. Under qualifying events, the maximum continuation period is 18 months. For complete information regarding continuation of coverage or other qualifying events, conditions and premiums, contact Risk Management (Ext.14010).

### **DISABILITY COVERAGE**

State Disability Insurance (SDI) is available for eligible Residents in the event of hospitalization, outpatient surgery, or illness lasting over one week. A Resident who qualifies for Workers' Compensation temporary disability or receives State Disability Insurance (SDI) benefits is considered to be on approved disability leave. During approved disability leave, eligibility continues for certain benefits including health coverage. FMLA and CFRA shall run concurrently with State Disability benefits. Full information concerning FMLA and CFRA is available on the LLUMC VIP Page under Policies and Procedures, LLUMC Policy I-69, Legislated Leaves

The Consortium requires that eligible employees apply for SDI if a covered event occurs. A SDI claim form must be completed and submitted to the State of California promptly to obtain SDI payments and avoid delay in payment. Salary is supplemented by SDI payments and available sick leave until sick leave is exhausted or SDI time limits are exhausted.

For information concerning eligibility and application for benefits, contact Human Resource Management at extension 14001 or see the *One Portal* website information

The Graduate Medical Education Office must be notified if a Resident is off work for any reason.

### **GROUP DISABILITY PLAN (1-800-628-2861)**

A group disability income plan is provided for Residents at the Consortium's expense. Details of the plan will be provided at Orientation or at the start of training. Questions concerning the long-term group disability coverage may be referred to Jaime Perlman at Health Professionals Insurance Services, Inc. at 1 (800) 628-2861 Claim forms are available in the GME Office.



### **LIFE INSURANCE**

A \$300,000 group term life insurance policy is provided to all residents at the Consortium's expense.

### **PROFESSIONAL LIABILITY COVERAGE (MALPRACTICE)**

LLUMC provides professional liability coverage to Residents enrolled in the graduate medical education program through the Loma Linda University Adventist Health Sciences Center ("LLUAHSC") self-insured professional liability program. This coverage is provided to any Resident while engaged in activities at the institution or any other affiliate institutions, provided the activities are within the capacity, course and scope of duties of a Resident and have prior authorization through LLUMC and departmental administration. This professional liability program does not cover any other activities outside of the training program.

### **LEAVE ALLOWANCES – POLICY GMEC-21**

Refer to this policy for information and requirements concerning days off, paid leave, sick leave, funeral leave, jury duty, maternity and paternity leave.

### **INJURY ON DUTY- WORKERS' COMPENSATION**

LLUMC requires that a "Report of Accident" form and an "Employee's Claim for Workers' Compensation Benefits" form be completed promptly any time there is a work-related illness or injury, including needle sticks or infectious disease exposure occurring while on duty. Even if an "injury" seems insignificant it must be documented. This applies to injuries sustained at the VA Hospital or other affiliate as well. Injured employees may choose to use the 24/7 Workers' Compensation Electronic DWC 1 filing process by calling 1-855-500-5584, then completing the DWC-1 form by signing onto [https://liquidoffice.llumc.edu/lfserver/DWC1\\_Process](https://liquidoffice.llumc.edu/lfserver/DWC1_Process)

**Injuries or illness sustained by an employee while on duty** shall be reported immediately to the Graduate Medical Education Office (Ext. 66131) during working hours, Monday-Friday) to have the paperwork completed. During evening hours or weekends the forms can be completed by a Nurse Manager or by ED personnel. This must be done regardless of whether or not medical care is needed, so that there is a record of the injury. Injured employees may choose to use the 24/7 Workers' Compensation Electronic DWC 1 filing process by calling 1-855-500-5584, then completing the DWC-1 form by signing onto [https://liquidoffice.llumc.edu/lfserver/DWC1\\_Process](https://liquidoffice.llumc.edu/lfserver/DWC1_Process)

- Medical care for work-related illness or injuries is provided by the Occupational Medicine Clinic (Ext. 66222), located at 328 East Commercial Road, San Bernardino, CA, or the Emergency Department after hours. Completed forms noted above must be presented to Occupational Health Clinic to obtain medical care.
- **Life-threatening injuries** are treated in the Emergency Department. The injured person should be taken directly to the Emergency Department and have someone call the GME Office, Ext. 66131 and someone will come there to complete the necessary paperwork.
- **Needle Sticks** are treated in the Emergency Department. Take the completed "Report of Accident" and "Employee's Claim for Workers' Compensation Benefits" forms to the Emergency Department. Emergency Department staff will provide instructions.

Payment or reimbursement through Workers' Compensation is contingent upon prompt reporting of the above information. Additional information concerning Workers' Compensation will be presented at Orientation. Contact Risk Management (909) 651-4014 (Ext. 14010) for questions concerning Workers' Compensation.

### **EMPLOYEE ASSISTANCE PROGRAM (EAP) 558-6050 or EXT. 66050**

The Loma Linda Employee Assistance Program (EAP) is dedicated to providing eligible employees with professional and caring assessment and treatment for a variety of personal, family and work-related issues. The professional, confidential evaluations available through employee assistance have been known to rescue jobs, save lives, and revitalize family relationships. The services of EAP are available on a voluntary basis, as well as on a referral basis, for issues that may be affecting work performance. Call (909) 558-6050 for information or appointments. <https://medical-center.lomalindahealth.org/employees/employee-student-assistance-program>

Implementation of corrective action **may** accompany an offer of assistance through EAP.



Information shared with a clinician at EAP is confidential with the exception of matters, which fall under mandatory reporting laws. EAP staff will answer any questions regarding confidentiality. In the event of referral to EAP for work-related problems, EAP will not release information to the employer without prior written consent from you.

### **RESIDENT LAB COATS**

Two white lab coats are issued by the GME Office at the beginning of training, provided required documentation is completed and submitted. Replacement coats must be purchased at the Resident's own expense.

Residents continuing into the PGY-4 year at LLUMC after completion of three years of continuous training at LLUMC will be issued two new white coats at the start of the PGY-4 year. Failure to submit the appropriate request form to the GME Office will result in delay.

### **SCRUBS**

Scrubs are provided through vending machines located in the Medical Center. Access to the scrub vending machines is by use of the I.D. Badge with a specific bar code attached that identifies the Resident. The GME Office will provide scrub cards to residents at the beginning of training.

**DO NOT PUT ANYTHING OTHER THAN SCRUBS IN THE SCRUB VENDING MACHINE!** Items submitted are photographed and can be traced to YOUR bar code – submitting other than scrubs into the vending machine may result in disciplinary action.

### **TUITION BENEFIT FOR COURSES LEADING TO AN MPH DEGREE AT LOMA LINDA UNIVERSITY**

A full-time benefit-eligible resident physician in the Preventive Medicine, Occupational Medicine, or Preventive Medicine/Family Medicine programs shall be eligible for payment of course tuition leading to a required Master's of Public Health degree during any calendar year, at the current prevailing rate offered by Loma Linda University.

**EDUCATION CONCENTRATION PROGRAM**-offer residents opportunities to develop introductory and advanced level study in a chosen area or allow them to explore potential areas of interest. See GME website for more information.

### **DISCOUNT CARDS**

Discount cards for many Southern California attractions are available at Student Services (ext. 44510). For more information, refer to

### **COMMUNITY BLOOD PLAN**

Residents who donate one unit of blood, plasma, platelets, or granulocytes to the *Loma Linda University Medical Center Blood Club Reserve Fund* shall be considered a member for one year, effective from the date of the last donation. Benefit-eligible employees who are members of the Club shall be provided the following benefits:

- Coverage of blood recruitment fees for donor, spouse and dependent children, and a complimentary meal ticket per donation to be used at any LLUAHSC Cafeteria.
- Blood Drives are held at LLUMC on the 1<sup>st</sup> and 3<sup>rd</sup> Monday or every month unless Monday is a holiday, in which case the Blood Drive is held on Tuesday.

**After three donations are made in one twelve month period a maximum of eight hours will be added to the paid leave bank.** The authorization for an additional day of leave must be submitted to the GME Office and must have departmental approval.

Blood donations may be made at the San Bernardino & Riverside Counties Bloodmobile, which is available at LLUMC on the 1st and 3rd Monday of each month or at Life Stream. Blood donated away from LLUMC should be donated in the LLUMC Blood Club's name for credit toward the leave hours.



### **PHOTOCOPYING**

Residents are allowed the privilege of obtaining a limited number of photocopies per training agreement year (prorated for Residents who are in the program less than one year). PGY-1: 150 copies; PGY-2: 200 copies; PGY-3 to PGY-8: 250 copies. This benefit must be used during each specific training agreement period and may not be carried over from one year to another year. Any copies over the limit cost \$.10 per copy.

### **FITNESS AND RECREATION-DRAYSON CENTER ((909) 558-4975 or Ext. 44975)**

Residents and their eligible dependents may join the Drayson Recreation and Wellness Center, located at 25040 Stewart Street in Loma Linda, free of charge. The LLUMC ID Badge must be presented for enrollment at the Drayson Center. See [www.llu.edu/llu/drayson](http://www.llu.edu/llu/drayson) or call (909) 558-4975 or Ext. 44975 for specific information on hours of operation, programs and enrollment requirements.

### **CHILDREN'S CENTER ((909) 558-4568 or Ext. 44568)**

The Loma Linda Children's Center operated by the Loma Linda University Church of Seventh-day Adventists and the Southeastern California Conference provides child-care facilities and nursery school Monday through Friday. This service is provided to Medical Center staff on a space-available basis. Specific questions and information concerning rates may be directed to the Children's Center at 25228 Shepardson Drive, Loma Linda, CA 92354 or by phone at (909) 558-4568.

### **CHILD ADOPTION BENEFIT**

The Medical Center has a child adoption benefit for benefit-eligible employees. Please refer to Policy K-34 "Child Adoption Benefit" located on the VIP Page on LLUMC's Intranet under References (Policies and Procedures). Employee Benefits staff may be contacted for details at Ext. 14001 for information.

### **FLEXIBLE SPENDING ACCOUNT**

A Flexible Spending Account (FSA) program is available to all Residents. The FSA allows monthly deductions of pre-tax income into a personal account, which may be used to reimburse them for certain health care and dependent care expenses.

Additional information and forms will be available at Orientation or may be obtained from the Employee Benefits section in the Human Resource Management Department (Ext. 14001).

### **TAX-DEFERRED ANNUITY**

Tax-deferred annuities, which are a combination savings/retirement plan whereby taxes are deferred until the funds are withdrawn, are available to Residents who wish to participate. In many cases, participation in such plans will lower the tax base. Contact Employee Benefits (Ext. 14001) for more information.

### **CREDIT UNION**

The La Loma Employees Federal Credit Union is available to all Residents on LLUMC's payroll. Payroll deduction is available for deposit to Credit Union. Call (909) 796-0593 for additional information.

## AFFILIATE INSTITUTIONS

LLUMC has major affiliations with the following facilities:

**ARROWHEAD REGIONAL MEDICAL CENTER ("ARMC")** [(909) 387-8111] is a 315-bed general acute hospital. Report to your department upon arrival at Arrowhead. Residents in Dermatology, General Surgery, Oral Surgery, Orthopedic Surgery, Plastic Surgery, Rheumatology, and Urology rotate on services at this facility. ARMC is located at 400 N. Pepper Avenue, Colton, CA 92324.

**KAISER FOUNDATION HOSPITAL ("Kaiser")** [(909) 427-5000] is a 479-bed general acute hospital. Report to Hospital Administration (first floor) for orientation information BEFORE reporting to your assigned service. Residents in Family Practice, OB-GYN, Pediatrics, Plastic Surgery, and Preventive Medicine rotate at Kaiser. Kaiser is located at 9961 Sierra Avenue, Fontana, CA 92335.

**RIVERSIDE COUNTY REGIONAL MEDICAL CENTER ("RCRMC")** [(909) 486-4000] is a 364-bed hospital. Residents in Emergency Medicine, General Surgery, Internal Medicine, Ophthalmology, Oral Surgery, Otolaryngology and Plastic Surgery rotate at RCRMC. RCRMC is located at 26520 Cactus Avenue, Moreno Valley, CA 92555. Residents should check in at the Riverside County Regional Medical Center's GME Office prior to beginning rotation at RCRMC.

**LOMA LINDA VA HEALTHCARE SYSTEM** [(909) 583-6850] is a 224-bed general hospital. Dr. John Byrne is Associate Chief of Staff for Education. Report to assigned Service office for a "WOC Letter". This must be done in order to have malpractice coverage regardless of the length of rotation. Residents in Cardiology, Dermatology, Family Practice, G.I., General Surgery, Internal Medicine, Neurology, Ophthalmology, Orthopedic Surgery, Otolaryngology, Pathology, Physical Medicine & Rehabilitation, Plastic Surgery, Preventive Medicine, Psychiatry, Pulmonary, Radiology, Rheumatology, and Urology rotate at the VA Hospital. The VA Hospital is located at 11201 Benton Street, Loma Linda, CA.

Please see "**VA LOMA LINDA HEALTHCARE SYSTEM MEDICAL RESIDENT GUIDE**" on next page.



## VA LOMA LINDA HEALTHCARE SYSTEM RESIDENT GUIDE

March 2014

### **WELCOME TO THE "VA!"**

The VA Loma Linda Healthcare System (VALLHCS) is an integral part of your residency program. The information in this guide will assist you in making the most of your residency experience at VALLHCS. If you need further assistance, please contact the Clinical Education Office on the second floor or by calling 909-583-6850 or extension 6850 from within the hospital. Additional information about education in the Department of Veterans Affairs is available at: <http://vaww.va.gov/oaa>.

### **WHO WE ARE**

The VA Loma Linda Healthcare System consists of the Jerry L. Pettis Memorial VA Medical Center (VAMC) and five community clinics located in Corona, Murrieta, Palm Desert, Rancho Cucamonga, and Victorville. The VA Loma Linda HCS is one of 5 systems in the VA Desert Pacific Healthcare Network.

**OUR MISSION** To fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow and his orphan." – By serving and honoring men and women who are America's Veterans.

### **OUR VISION**

VHA will continue to be the benchmark of excellence and value in health care by providing exemplary services that are both patient-centered and evidence-based.

### **OUR VALUES**

**Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

### **ANNUAL MANDATORY TRAINING**

The Annual Refresher Course for VHA Trainees is for clinical trainees who have already taken the VHA Mandatory Training for Trainees but have been in the VA training long enough that they must retake the required annual training modules. The link to the online training is <https://www.tms.va.gov>

### **IDENTIFICATION**

You will be issued a VA PIV badge that must be worn with your Loma Linda University Medical Center (LLUMC) ID Badge and physician name pin at all times while in the VA Medical Center. You will be subject to questioning by the VA police without it. If you have not begun the process of obtaining a PIV badge, contact Clinical Education at (909)583-6850 for information on beginning the process.

### **DRESS CODE**

A long white coat with the resident physician's ID attached over the left pocket is standard attire while on duty. The VA does not provide lab coats to residents. "Scrubs" are optional wear only when on night call and post-call. Men are expected to wear ties. No tennis shoes, sandals, or jeans. LLUMC dress code should be followed while at the VA.

### **ACCESS TO BUILDING**

The Medical Center may be accessed through entrances in the front lobby, southwest, south, east and north



entrances. Before 6 AM and after 5 PM, weekends and holidays, only the north entrance by the Emergency Department and VA Police is open. This information may change as we undergo major renovations and additions this year.

### **VA LIBRARY SERVICES**

The VA medical library is open from 8:00 AM to 4:00 PM, Monday through Friday. The VA Library is closed on holidays and weekends.

Online references available through the VHA National Desktop Library <http://www.va.gov/Library/>

Additional databases available on the local library page

<http://apps.lomalinda.va.gov/applications/library/index.cfm>.

For remote access please register with

[http://www.va.gov/LIBRARY/Remote\\_Access.asp](http://www.va.gov/LIBRARY/Remote_Access.asp)

### **FOOD SERVICE**

The Cafeteria is located on the second floor and is open from 7AM to 6PM Monday through Friday and Saturday from 8:00AM to 3:00PM. It is not open on holidays or Sundays.

- Breakfast is from 7AM to 10:15AM
- Lunch is from 10:15AM to 2PM
- Sandwiches and snacks from 2PM to 6PM

The Canteen (Retail Store) next to the Cafeteria carries snacks, cookies, candy bars, bottled drinks, incidentals and some clothing. It is open weekdays from 7:00AM to 4:00PM and Saturday from 8:00AM to 3:00PM. Vending machines are located next to the cafeteria, on the first floor by the Urgent Care/ER and in some other clinic areas.

### **MEAL TICKETS**

Two meal tickets are available for each resident for each night on call. Tickets are issued only for those residents who must stay overnight in the hospital for on-call duties. Tickets must be used within the month of the issue date and must include a name and signature.

### **SLEEPING ROOMS**

Resident and student sleeping rooms are located on 4SW (Medicine and Behavioral Service) and 3NW (Surgical Service). Room 4B-33 is for the ICU—CCU resident on call. The sleeping rooms can be accessed with the PIV badge. The PIV badge can be activated by the Clinical Education office on the second floor. The call rooms and lounges are reserved for the exclusive use of residents and students. Please report anyone other than residents/students who are accessing these areas to the Clinical Education office x6850.

### **LOUNGE**

A lounge is located in each of the call room suites on 3NW and 4SW. The lounges are for residents and medical students only. **Residents and students are responsible for the cleanup and monitoring of food stored in the refrigerator.** Food will be disposed of if left for more than a few days. A limited amount of food is available in this room for **on-call students and residents**. Out of courtesy for your fellow students and residents, please partake of this food **only if you are on-call** and have no access to other food after hours. Respect your colleagues by **keeping the lounges clean!**

### **POLICE/SECURITY SERVICES**

Offices are near the Emergency Room entrance, 1B03. Telephone extensions:

**Emergencies: 1444**

**Non-Emergencies 2135**

Notify police immediately in case of suspicious circumstances, persons, abandoned boxes or packages or loss of personal property. **Police escort is available for staff leaving at night. Requests must be made at least 10 minutes before departure.**

### **Emergencies/Fire Safety**

**Code Blue** 3333

**Fire Safety - Code Red** 2222 or Operator

**Electrical/Utility Failure** 6036/2184



**RACE: Rescue, Alarm, Confine, Extinguish**  
**PASS: Pull, Aim, Squeeze, Sweep (Fire extinguisher)**

### **NEWS MEDIA**

James Rich, Public Affairs Officer, at extension 6193, manages all release of information to the news media regarding patients or employees. The telephone operator can contact him after hours or on weekends and holidays. Do not speak to members of the media regarding VA business.

### **CONFIDENTIALITY**

All patient and staff information must be held in strict confidence. Conversations about patients should be avoided in elevators, the cafeteria and in other public places. Questions concerning specific release of information issues must be referred to the Health Information Management Section at extension 6031. If in doubt, ask your senior resident or attending physician. **Notes on cards or any papers which contain patient identifiers must be secure at all times and/or destroyed by placing them in the gray shredding boxes located throughout the wards and clinics and NOT trash cans.**

### **INFECTION CONTROL**

Hand washing is "the single most important means of preventing the spread of infection" in the Medical Center. **Wash your hands each time you enter and leave patient rooms.** Universal Precautions are practiced throughout this facility when caring for patients. Appropriate protection must be worn when it can be reasonably expected that you might have contact with blood or other potentially infectious materials, mucous membranes, non-intact skin or any body fluids. Gowns, gloves, masks and eye protection are provided on patient care units for your protection. The use of TB respirators requires fit testing by Safety. Contact nursing personnel for access to protective items. The proper management of patients with transmissible infections is addressed in the Infection Control Manual.

### **NEEDLE STICKS/INJURY**

Report immediately to the Emergency Room. An injury report must be completed promptly and signed by your immediate supervisor. Report the incident to the Loma Linda GME office as soon as possible.

***Emergency Room***

***Ext. 2114***

### **COMPUTERIZED PATIENT RECORD SYSTEM (CPRS)**

CPRS is a powerful, user-friendly program that will assist you in providing excellent patient care through its accessibility, legibility, data organization, remote data access, ordering capabilities and reminders for preventive and chronic disease care. Computer access rights will be addressed at orientation and you will receive additional training at the VAMC. The Clinical Application Coordinators are available for guidance 24/7 at pager 7622 or extension 1429. Please remember the following:

- You must obtain your own computer access by having an AIS form completed by your service IT coordinator and turning it into the IT trailer.
- Always sign off CPRS and the hospital computer network when you leave a workstation.
- Never share computer codes
- Keep all patient information confidential.

Additionally, use CPRS responsibly:

- **Minimize "cut and paste" practices and do not plagiarize**
- Update problem lists
- Use the "History and Physical Examination" template for all inpatient H&P's
- Resolve Clinical Reminders
- Use the electronic consent system (iMed)
- Use appropriate note titles for your area of assignment. The note title format is: service/section/note title (e.g., Med/Inpt/progress note or Surg/Inpt/Daily Visit Note)
- Use "D/C Summ" template for all discharges.
- Medical records completion is monitored and delinquencies forwarded to LLUMC for suspension.
- Do not access the Internet for personal use (home e-mail) or blocked sites (social networking sites, media downloads, etc.). Your Internet activities **will be monitored** and violations will result



in disciplinary actions. If you need additional help, please call Information Technology Service at extension 4767.

### **RESIDENT WORK HOURS**

Resident duty limits must be strictly adhered to while on rotation at the VA. Current duty hour requirements can be found at [www.acgme.org](http://www.acgme.org). While at the VA hospital, you may be subject to periodic monitoring of duty hours. This effort is designed to assure that our system complies with the duty limits therefore we request your cooperation with duty hour monitoring. If you have questions or concerns about resident duty hour limits, please contact the Associate Chief of Staff for Education at extension 6004.

### **RESIDENT SUPERVISION**

All patient encounters must be supervised including outpatient clinic visits, ER and inpatient consultations, inpatient admissions and daily visits. **Residents must document supervision on every encounter in the progress note and identify an attending physician co-signer.** Appropriate documentation is: "The patient was seen and discussed with Dr. Jones who agrees with the assessment and plan as stated." Examples of insufficient documentation are: "Discussed with attending" or "D/W with Dr. Jones." Please call ext. 4881 with any questions.

### **CLINICAL PRACTICE GUIDELINES**

The Veterans Health Administration (VHA) has an extensive preventive and chronic disease care program that is monitored through performance measures. VA performance exceeds the private sector in most areas of preventive health and chronic disease care. Clinical reminders based on these evidence-based guidelines are found in the CPRS "Notes" tab in the lower left corner. After opening the "Reminders" drawer, dialogs will pop up with options to assist you with disease-specific and appropriate preventive measures for the patient including ordering tests, prescribing medication and patient education. All of the items that you select will be included in your note automatically.

### **PATIENT SATISFACTION**

Patient satisfaction is critical to the success of patient care. In caring for veterans, please remember to be courteous and timely, involve patients in their care and provide clear instructions.

### **TELEPHONE USE**

Medical Center extensions have four numbers and can be dialed from any phone in the Medical Center. Outside lines, but not long distance, can be dialed from some telephones by first dialing '9.' LLUMC extensions can be connected by first dialing '###' and then the five number extension. To contact a physician, a patient or another medical center that requires long distance, call the Medical Center operator; give your name, the need for the call and the long distance number.

### **PAGING**

To initiate a page:

- Dial: 1717
- After beep, dial: PAGER #
- After 3 beeps, dial: EXTENSION # FOLLOWED BY \* KEY (\*indicates a VA number)

### **MEDICAL CENTER PHONE DIRECTORY**

Our intranet site contains a telephone directory: <http://vaww.lomalinda.va.gov/>

### **PARKING**

Parking is on a space-available basis. *During regular hours from 6 AM to 2:30 PM, Monday through Friday,* parking is limited to those spaces designated as "EMPLOYEE PARKING" in the RED, YELLOW, and ORANGE lots only. An additional VA parking lot is located on the corner of Benton and Shepardson (less than a 5 min walk). **Please respect our patients' need for these spaces AND AVOID A TICKET AND APPEARANCE BEFORE A FEDERAL MAGISTRATE.** *During holidays, on weekends and after regular hours,* parking in all lots is permissible except in designated disabled parking spaces.

