

ORIENTATION MANUAL for HOUSESTAFF JESSE BROWN VA MEDICAL CENTER SURGICAL SERVICE



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*** Look for the “VA Survival Guide” located in team rooms SICU, Shared Folders and SharePoint.**

Welcome

As Chief, Surgical Service, Jesse Brown VA Medical Center, I want to extend a warm welcome to you during your assignment here. The "VA" is a unique experience. You will enjoy substantial autonomy and to be sure, significant responsibility for your patients. It can be exhilarating and fulfilling, and it can drive you crazy. Regardless of your impressions or experience, I can assure you that it is special in its own way and for most Residents; it is a very rewarding educational experience.

Our goal is to enable you to take good care of your patients, learn, and hopefully, have fun doing it. This Orientation document will provide some direction, but it is not meant to be encyclopedic. Feel free to ask questions as they arise.

Again, on behalf of Surgical Service, welcome to the VA.

Sincerely,

Jay B. Prystowsky, M.D.
Professor of Surgery, Northwestern University Feinberg School of Medicine
Chief, Surgical Service, Jesse Brown VA Medical Center
Chicago, Illinois



CONTACT INFORMATION for KEY SERVICE PERSONNEL

Danica Alexander		OR Nurse Manager
Pager	312-389-3688	
Office	312-569-6742	
Email	Danica.alexander@va.gov	
Juanita Wilson		Secretary
Office	312-569-6127	
Email	Juanita.wilson@va.gov	
Lourdine Sochor		Nurse Practitioner, Surgical Service
Pager	312-389-3682	
Office	312-569-7620	
Email	lourdine.sochor@va.gov	
Heather Henderson		Nurse Practitioner, Vascular Surgery
Pager	312-389-3621	
Office	312-569-8683	
Email	heather.henderson2@va.gov	
Joy Beach-Bachmann		Nurse Practitioner, Bariatric Surgery
Pager	312-484-2057	
Office	312-569-8373	
Email	joy.beach-bachmann@va.gov	
Kari Campos		Administrative Officer
Office	312-569-6721	
Email	kari.campos@va.gov	
Angie Owens		Residency Coordinator
Office	312-569-7870	
Email	angielene.owens@va.gov	
Angela Costantino-Gaynor		OR Scheduler
Office	312-569-8369	
Email	angela.costantino-gaynor2@va.gov	

FIRST THINGS FIRST

This is very important. In order to function in the hospital, you need proper ID and access codes for the computer system. All patient records are computerized at the VA (within the CPRS system or Computerized Patient Record System), so in order to write order, progress notes, or in fact, do anything related to patient care, you must have an access code. In addition, in order for you to function at the VA, you will need a proper ID, fingerprinting, a scrub access number, dictation code, and locker assignment. Therefore.....



at least three ()weeks prior to the start of your rotation, please contact:

Angie Owens,
Resident Coordinator,
Damen Pavilion, Rm. 6450,
312-569-7870
angielene.owens@va.gov

She will direct you in terms of all items that will help get you started. In addition, please provide a current email address to Angie Owens. We communicate a variety of updates to house staff using email so it is important that you are added to our house staff list serve.



CAUTION: The US government takes cyber-security very seriously, DO NOT share your password with anyone. DO NOT use anyone else's password. DO NOT relay any information related to a patient in email correspondence. DO NOT use your own personal thumb drive on a VA computer. In short, like Las Vegas, "what happens at the VA, stays at the VA." Kidding aside, DO NOT take any short cuts or do anything but follow the rules when it comes to CPRS and VA cyber-security. DO NOT SCREW UP!

PARKING AND DIRECTIONS

Jesse Brown V.A. Medical Center is located at 820 South Damen Avenue, bounded by Damen, Polk, and Ogden and Taylor streets. It is several blocks south of the Eisenhower expressway and just west of the Stroger "Cook County" hospital.

Med Park Parking operates the Jesse Brown VA Parking Garage. There are two entrances/exits located on Taylor and Ogden. There is a 7-story parking facility for the hospital.

As an employee of Jesse Brown Medical Center, you cannot park on floors 1-4. These parking spaces are reserved for patients and those bearing handicap vehicle tags. You may only park on floors 5 or above. Violating this order subjects your vehicle to being issued a ticket and/ or booted.

Discounted parking (\$2.00 and does not include in/out privileges) is available by presenting your parking ticket along with your valid VA ID to the reception desk attendant stationed at the Bed Tower entrance.

Monthly parking is available for approximately \$35.00 per month. This includes weekday and weekend in and out access. You will need to contact The Med Park Office (on site in the garage on the 1st floor at the Ogden entrance). Present your VA Identification card to arrange payment options (automatic deductions or monthly payment).

If when you arrive at the VA and park in the garage, (**before you are able to get an ID**), you will need to contact Angie Owens (312-569-7870). However, you should contact her prior to your arrival to arrange for discount parking since ID's cannot be issued the same day you arrive to be in-processed.

If you leave the hospital without a sticker, you will be responsible for paying the up to \$25.00 fee for 8 hours of parking or more depending on the rates after 8 hours. The Med Park garage cannot assist you and you will be charged regular prices.

*The Department of Surgery **does not** provide authorization letters for parking.



Call Rooms, Call Schedule, and Team Rooms

Call rooms for are located on the 6th floor (6 East) of the Bed Tower Pavilion; Rm. 6624 and Rm. 6622. The key to the call room is located on the 4th floor SICU call room attached to a plaque. Please communicate with the intern/resident who precedes you should there be any questions regarding the key and room usage.

The call schedule for each service is the primary responsibility of the chief resident or most senior resident of that service. When two services collaborate on the call schedule, it is up to them to work together to develop a schedule that is mutually agreeable. We expect that the call schedule for a given month will be submitted to Angie Owens by the 20th of the preceding month. Once submitted, any changes must be approved by the chief resident(s) that are responsible for that schedule.

The **Call Schedule** should include the names of Residents & Attendings who will take call after hours and on weekends. It should also include the name(s) of individuals who should be called first during working hours (Mon-Fri, 6am – 5pm). Additionally, the schedule should include any vacations, educational leave or other training etc. which a resident or intern will not be in-house. These schedules will be maintained by Angie Owens. Angie will take the final schedules and enter the data to appear into the on call web page that is available to all VA administration by accessing the link below.

<http://vaww.chicago.med.va.gov/EMCV-VISN%2012.htm> or
<http://oncall/oncall.asp?Site=Chicago#S>



(A blank copy of the template is available in the Survival Guide.)

It is important to note that this link contains not only the call schedule, but a list of clinical personnel to whom critical lab values should be communicated. For Surgical Service, it is the same as our call schedule, but it serves to emphasize the importance of maintaining an accurate and complete call schedule both during and after working hours.

If there are any changes, corrections, or mistakes related to the call schedule, please inform Angie Owens ASAP so that she can make the necessary changes on the VA website. That is the official resource for the entire hospital and it is important that we keep it up to date and accurate.

Team rooms are located in the Bed Tower –

General Surgery (NU) Rm. 4637	Ext. 5-7772, 5-7773
General Surgery UIC) Rm. 4644	Ext. 5-8309, 5-8311, 5-8308
Vascular Surgery Rm. 4643	Ext. 5-8301, 5-8302, 5-8303, 5-8304
Urology Rm. 5652	Ext. 5-8390, 5-8391, 5-8393, 5-8399
ENT & Ortho Rm. 5645	Ext. 5-8321, 5-7777, 5-8319, 5-8320

Angie Owens will give you the combination to the door keypad to gain access. Or, you may communicate with the resident who precedes you for this information.



OR Block Time, Scheduling, and Pre-Anesthesia Testing (PAT)

There are several aspects to scheduling an operation. The resources and guidelines related to patient scheduling are located in the Surgical Service SharePoint:

<http://vaww.visn12.portal.va.gov/chi/surgical/default.aspx>

First, there should be a complete History and Physical in the patient's record (refer to PAT guidelines) that is <30 days prior to the date of surgery. An H&P can be from any service including Medicine or Anesthesiology.

Second, there should be a properly executed Informed Consent on the IMED system. The consent should be executed <60 days prior to the surgery date.

Third, **every** patient that is operated upon in the Operating Room must go through PAT testing. That is, every patient is evaluated by the Anesthesiology service.

In the patient record in CPRS, go to the Orders tab and follow the instructions for Pre-Anesthesia Testing. This template will take you through all the information, lab orders, admission request, antibiotics, DVT prophylaxis, blood orders, etc. that you will need to accomplish in advance of the operation. This template applies to both outpatients and inpatients.

All patients must go through Pre-Anesthesia Testing (PAT). This is an opportunity for patients to undergo evaluation by Anesthesiology staff and considering how ill many of our patients are, we have found that to be very valuable in providing the best care for our patients. Likewise, this is the opportunity for patients to receive preoperative instructions from nursing staff and obtain appropriate preoperative laboratory evaluations.

It is very difficult, if not impossible for Anesthesiology and Nursing in the PAT area to complete their evaluation and instructions unless they have the appropriate information from the surgeon, namely the H&P, IMED consent, and completed PAT order set. Once the patient has been seen by Anesthesiology, they will send their evaluation back to the ordering surgeon as a completed consult so that you can view their evaluation of your patient.

In terms of labs, the PAT order set will guide you through the process in terms of what needs to be ordered. Lab results are valid for 90 days prior to the date of surgery at the VA. Determining the exact labs that are needed for your patients largely depends on whether the patient is eligible for inclusion in the VASQIP – VA Surgical Quality Improvement Project, or not. In essence, if VASQIP-eligible, then we are required to obtain certain labs and if not, then we obtain a different set. The PAT order set will take you through each scenario and help you determine which set of labs to obtain. Albumin must be ordered on all patients (VA directive).

Finally, the PAT order set will also guide you regarding appropriate antibiotic orders and also, DVT prophylaxis.

When the patient leaves your clinic, they should have a hand-out that provides the patient instructions on what they should do in terms of completing their PAT testing. These handouts are in the nurse's office within each clinic.

The Operating Room schedule begins at 8am Monday-Thursday and 8:30am on Friday mornings. OR block time is noted below.

In order to schedule a case, see Angela Costantino-Gaynor (Rm 1688 in the new Bed Tower, 1st floor in the Same Day Surgery area). She will provide OR scheduling forms to you and explain the procedure for scheduling. Please note that elective cases should be properly scheduled with Angela by 11:00am two business days in advance of the proposed date of surgery.

Any case that is submitted after this deadline will be considered an “add-on” case. The surgical Attending must speak with the Anesthesia Attending in order to schedule the case.

As mentioned above, the OR starts at 8am Monday-Thursday and at 8:30am on Friday. Therefore be on time and available for your operations in the PACU at least 15 minutes prior to the start of your operation in order to mark the patient and address any outstanding issues or concerns that may arise. Please “mark” the patient 1hour before the scheduled OR time. Our goal is that patients are in the room by the scheduled start time. A Resident must be present to accept/accompany the patient in/to the OR.

Please also note that if there is any aspect of the patient’s record that is incomplete, then you will be paged as early as 6am on the day of surgery to complete the record. Patients will not be transported to the PACU until their record is complete.

If the patient is not ready for surgery or if the team is not present and prepared to operate (including the attending surgeon) by 45 minutes after the scheduled start of the operation, then the operation may be cancelled at the discretion of the OR Nurse Manager and Anesthesiologist who is supervising the OR schedule that day.

OPERATING TIME BLOCK TIME



Room	Monday	Tuesday	Wednesday	Thursday	Friday
1	General Surg NW	General Surg UIC	General Surg NW	General Surg UIC	General Surg NW
2	Thoracic	Ortho	Ortho	Ortho	OPEN
3	Urology	Urology	Ortho	Urology	Urology
4	Vasc	Vasc	Vasc		Vasc
5	Ophthal UIC	Ophthal NW	Ophthal UIC	Ophthal NW	OPEN
6	ENT	Pod	Oral	ENT	
7	OPEN	Ortho		OPEN	General Surg UIC
Cysto			Urol		Urol

Resident Supervision

Appropriate supervision by attending surgeons must be documented in CPRS. For elective operations, the Attendings must write a note in CPRS prior to the operation and on the day of surgery. The attending surgeon must be physically present in the OR suite prior to the patient being taken into the OR. The patient may not be taken back to the Operating Room unless this note is complete and the attending is present. The Attendings have been instructed on this point and there is an easy template for them to complete that is labeled “Surgery Attending Review” or “Hospital Review” note.

For new patients who are admitted to the hospital, the patient must be discussed with the supervising attending surgeon to be certain that they are aware of the admission and agree with the assessment and plan. Subsequently, they must write a note that indicates their concurrence with the admitting resident. They can use the same template mentioned above and the note must be written by the end of the calendar day after admission. It is important that you send them a “View Alert” with your H&P that will be available for them to co-sign. To use “View Alert,” click on Action tab in CPRS, then scroll to Identify Additional Signer, then select attending name, then click ADD and then click OK.

(Refer to the Survival Guide.) 

All patients that are evaluated in the clinic, whether new or established should have an attending note as well. Just like with inpatient admissions, be sure to send your note to the Attending who is supervising that clinic in the “View Alert” mode so that they can easily view your note and complete their documentation of their supervision of you.

All encounter forms must be completed on every patient seen in the clinic. Please refer to the survival guide posted in each clinic as well. Make sure to complete an encounter form with each attending. The Attending supervising the clinic should be listed as the primary provider.

Resident Dictation

Residents should dictate an operative report as soon as the operation is completed. One of our staff will monitor timely operative dictations and will contact you daily until it is complete. This is a critical aspect of patient care and it cannot be overlooked or minimized. Operation reports must be signed off within 48 hours.

Also, a postoperative note should be written in CPRS at the conclusion of the operation. We will also monitor this important task. Since it may actually be a few days until your dictated note appears in the patient’s record, it is also critical that a “postop” or operative progress note should be written as soon as the case is complete. Until the operative dictation appears, this is the only record from the surgical team as to what actually occurred in the Operating Room.

Timely completion of discharge summaries is also important to quality patient care. In CPRS, go to Discharge Summary tab, they type in the summary. Please note that they do not have to be lengthy; remember the operative word is *summary*! You will not be able to sign the discharge summary until the medical records staff has verified the summary. That usually takes 1-2 days. Once verified, it will appear in your CPRS notification box and you can then sign it. Discharge summaries

must be done within 24 hours of the patient's discharge. We also monitor the timely completion of these notes.

Patient Discharges

In order to discharge a patient, you need the following three items: discharge order, discharge medications and discharge instruction. All discharge orders are to be written before 8:00am.

(Refer to the Survival Guide.)



Morbidity/Mortality Conference

Our M&M conference is on the 1st and 3rd Friday morning from 7:00-8:00am in the multi-conference center on the second floor of the main building.

We ask that every Friday, by 10:00 a.m. each service provides a list of cases that were done from the previous Friday, through Thursday to Angie Owens. If there were any complications or deaths, they should be described in brief on a separate template note that Angie will provide to you.

The list for that week is reviewed by the Service Chief. He will determine the presentations for Friday morning and you will be notified if needed to present. You are expected to present a brief Power Point presentation at the Friday morning conference.

Tumor Board

The tumor board meeting is held on the 4th Friday of each month from 7:30 – 8:30 in the multi-purpose conference center on the second floor of the main building. This is not a mandatory meeting but all house staff are welcome to attend.



Meals on Call

When on call, you can get free food on the third floor of the Damen Pavilion in the Nutrition and Food Service, Rm. 3560.

Clinics

Please refer to the SharePoint site for Surgical Service to find information related to clinic times, locations, and assigned supervising Attendings. You may reach the site at: <http://vaww.visn12.portal.va.gov/chi/surgical/default.aspx>

This SharePoint can only be accessed from a VA computer.

Clinic hours are also listed below.

CLINIC SCHEDULE (* *subject to change*)

	ENT	Rm. 4303, 4th Floor, Ogden Building, Ext. 58840	
	Tuesday	8:00a - 4:00p	Rubinfeld
	Wednesday	8:30a - 12:00p	Mehta/Pytynia
	Friday	8:00a - 4:00p	Joe
	THORACIC	Specialty Clinic, 2nd floor, Ogden Building, Ext. 56054	
	Tuesday	8:00a - 12:00p	Snow
	VASCULAR	Specialty Clinic, 2nd floor, Ogden Building, Ext. 56054	
	Thursday	9:00a - 4:00p	Baraniewski/Pearce
	OTHOPAEDICS	Specialty Clinic, 2nd floor, Ogden Building, Ext. 56054	
	Monday	8:00a - 12:00p	Giegerich
		12:00p - 5:00p	Mess
	Wednesday	1:00p - 4:00p	Boonmee
	Friday	8:30a - 12:00p	Mess
		12:00p - 5:00p	Hill
	PODIATRY	7west, 7th Floor, Damen Building, Ext. 57264	
	Monday	10:00a - 5:00p	Linde
	Tuesday	10:00a - 5:00p	Grady
	Wednesday	9:00a - 12:00p	Garoufalis
	Thursday	10:00a - 1:00p	Grady
		1:00p- 5:00p	Marczak
	Friday	9:00a - 5:00p	Sakevich

	UROLOGY	Red Clinic (A/B Clinic), 1st floor, Atrium, Ext. 56040	
	Monday	9:00a - 4:00p	Sharifi/Wu
	Tuesday	9:00a - 4:00p	Kielb/Wu
	Wednesday	9:00a - 4:00p	Srinivasan/Wu
	Thursday	9:00a - 4:00p	Smith/Wu
	Friday	9:00a - 12:00p	Sharifi
		9:00a - 4:00p	Wu
	EYE CLINIC	ORANGE	Room 5348, 5th floor, Ogden Building, Ext. 57502
	Monday	8:00a - 12:00p	Birnbaum
		1:00p - 5:00p	Birnbaum
	Tuesday	8:00a - 5:00p	Lunde
	Wednesday	8:00a - 12:00p	Ulanski
		8:00a - 5:00p	Lunde
	Thursday	8:00a - 5:00p	Lunde
	Friday	8:00a - 12:00p	Lunde
		1:00p - 5:00p	Birnbaum
	EYE CLINIC	PURPLE	Room 5348, 5th floor, Ogden Building, Ext. 57502
	Monday	8:00a - 12:00p	Lewyckyj
		12:30p - 5:00p	Mirza
		8:30a - 5:00p	Mirza
		8:30a - 12:00p	Gill
	Tuesday	8:00a - 5:00p	Ulanski
		8:00a - 12:30p	Mirza
	Wednesday	8:00a - 12:00p	Lunde
		1:30p - 4:30p	Pyatetsky
		8:00a - 12:00p	Tanna
		12:00p - 5:00p	Pyatetsky
	Thursdays	9:00a - 4:30p	Pyatetsky
		8:00a - 12:00p	Symanski
		12:00p - 5:00p	Lunde
		12:00p - 5:00p	Basti
		9:00a - 11:30a	Pyatetsky
		12:00p - 5:00p	Symanski
		8:00a - 5:00p	Lunde
	Friday	12:30p - 5:00p	Mirza

	EYE CLINIC	OPTOMETRY	Room 5348, 5th floor, Ogden Building, Ext. 57502
	Monday	8:00a - 5:30p	Marciniak
	Tuesday	8:00a - 5:30p	Kinnaird
	Wednesday	8:00a - 5:30p	Butcko/Hunter
	Thursday	8:00a - 12:00p	Ristin
		12:00p - 5:30p	Stelmack
	Friday	8:00a - 5:30p	Ristin
	Saturday	8:00a - 5:30p	Butcko/Hunter
	GENERAL SURGERY		Room 2324, 2nd floor, Ogden Building, Ext. 56056
	Tuesday	8:00a - 2:00p	Prystowsky
	Wednesday	10:30a - 1:00p	Lipnick
	Bariatric Surgery		Rm. 2329, 2nd floor Ogden Building Ext. 56054
	Tuesday	8:00 – 1:00p	Dr. Vitello
	PLASTICS		Room 2324, 2nd floor, Ogden Building, Ext. 56056
	Tuesday	8:00a - 1:00p	Dumanian





Internet Calendars, USB and Document Sites – Prohibited

It is prohibited to store **patient information** on any commercial internet site. Effective November 24, 2010 and without exception, no staff or service will use an internet calendar or document site for sharing patient information.

The medical center has established a shared folder as a form of communication to be used by the services. Angie Owens maintains service specific folders.

