

Exploring HUB: the intranet for UCH

Learning Goal:

To introduce and familiarize new employees to the University of Colorado Hospital Intranet site, including these important resources within it:

▶ Home Page

- News & What's New
- Quick Links

▶ Email

▶ Employee Resources

- Policies & Procedures
- Department Web Sites



▶ Clinical Resources

- OnCall Schedule
- Clinical Laboratory
- Food & Nutrition
- Ostomy
- Palliative Care/End of Life
- Skin & Wound Care
- Vascular Access Resources
- MicroMedex
- STAT!Ref
- MSDS Resources
- Metro Call

▶ Campus Directory

The University of Colorado Hospital has used Internet technologies to create its own secure private network called an Intranet. An Intranet is separated from the rest of the Internet by a *firewall* – a combination of hardware and software that prohibits unauthorized access. This self-paced learning module will introduce you to the general layout of the Web site and guide you to just a few of the information resources within it. As you read through this learning material you will be asked to find specific information in selected areas of our Web site.

Instructions

- ▶ To get to the UCH Intranet, **CLICK**  on the “Internet Explorer link” (the blue “e” icon) on any computer desktop located within the UCH campus.
- ▶ Follow the instructions for each section of the self-paced learning module and hand-write in the answers to each of the boxed questions located throughout the module.
- ▶ You will receive instructions within this module on how to access your “HealthStream” training.
- ▶ **AFTER** you have completed all of this self-paced learning module go to “HealthStream” and **CLICK**  on the course “UCH Intranet Homepage”. Use your handwritten answers from the self-paced learning module to complete the test in “HealthStream”.
- ▶ If you have any questions please contact your Supervisor.

HUB Home Page

- ▶ Take a look around and familiarize yourself with what’s available on the home page of the UCH HUB Intranet Web site.
- ▶ On the right side there are **“QUICK Links”** that can take you to commonly used sites, like **“Policies and Procedures”** & **“Training and Education”**.
- ▶ At the top right-hand corner of the website there is a powerful search field available to quickly search the HUB for a particular subject.



- ▶ See the UCH HUB logo located to the top left corner of the home page? To return to the home page from *most* parts of the intranet web site, simply click on the UCH HUB logo.



- ▶ To visit UCH’s external web site, select **“View Our Public Site”** at the top of the home page.



Note that there are often multiple ways to access any given resource on the UCH Intranet.

“Email”

- ▶ See the **“Email”** link up at the top of the home page? Your manager will provide you with your email user name and password. All employees must check their email frequently. Internet & email applications are intended for business use only and are subject to monitoring by the hospital.
- ▶ For instructions on how to use email, type **“Webmail User Guide”** into the search field located on the top of the home page and look under the **“Manuals/Guidelines”** section.

Email



HUB Home Page cont...

- ▶ Look at the tabs across the top of the home page.

Healthy Living



Resources to help you and your family to stay healthy.

Healthy Living

- ▶ 24 Hour Fitness discounts!
- ▶ BMI Calculators available!

“ Our goal is to be as “transparent” a healthcare provider as possible, informing employees, patients, and visitors as clearly as we can about our organization.”

Departments & Services

- ▶ In addition to Dept. sites, check out the **“Committees/Champions”**: e.g. Fall Prevention Champs!

Forms & Documents

- ▶ Under **“Safety”** you will find phone #'s & staff instructions for various emergencies / disasters.

Benefits & Payroll

- ▶ Note UCH’s **“Tuition Assistance”** & **“Continuing Ed. Reimbursement”** benefits!

Calendar & Events

- ▶ Look here for info on the UCH’s **“Colorado Weigh”** employee weight loss program.

UCH Neighborhoods

- ▶ **“Anschutz Medical Campus”** provides maps & info on recreational activities.

How We’re Doing

- ▶ Check out this month’s top ten **“Patient Satisfaction Priorities”**!

▶ The answer to the following question can be found on HUB’s home page: UCH’s Mission is to advance “healthcare for our patients and their families through _____, _____, _____.”

Information For Clinicians

- ▶ **“Health Sciences Library”** & **“PubMed”** link to online journals free to UCH staff.



Quick Links

- ▶ Send a **“Kudo Card”** to a co-worker for a job well done!

Connect To

- ▶ **“Patient Safety Net”** links to online patient event reporting.

HUB Home Page: “Quick Links”

- ▶ From the HUB’s home page look for “Quick Links”.
- ▶ **CLICK**  the “Policies & Procedures” link. 
- ▶ This site contains all the current **Policies & Procedures (P&P)** and is regularly updated according to new evidence-based research and practices. UCH online P&P’s supersede any conflicting print versions that may be found. As a UCH employee, you are responsible for knowing and following all the current P&P’s that are applicable to your practice. It is essential that you be familiar with how to search this site.

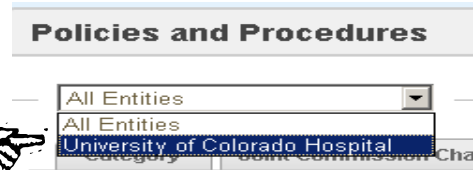






Email notifications and staff communications will alert you to any P & P changes and updates.

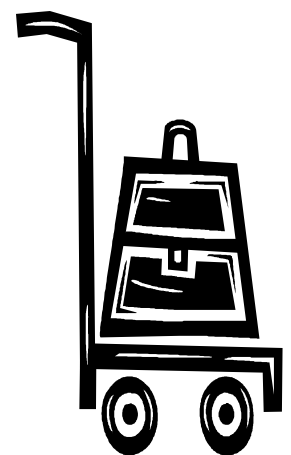


Now that you are in the P & P website, let’s practice locating some policies:


- ▶ **P & P Practice Exercise #1:** Let’s say you’re taking care of a patient with a **latex** allergy and you don’t know what measures and precautions you’ll need to take.




- ▶ **Select**  the “University of Colorado Hospital” from the drop-down menu (see right). 
- ▶ **CLICK**  “Search” button and type **ONE** main subject word into the search engine. If you know the EXACT title of the policy, put the title in “*quotations*”. In this case, just type the key word **latex**.
- ▶ **CLICK**  “Go”.



Once you find the P&P “Care of Latex Sensitive Patient,” what does it say should be ordered from Central Supply?

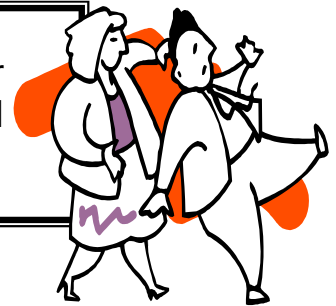
- ▶ **CLOSE OUT** of this policy to return to the P&P website & search for a new policy. 



“Policy & Procedure” site cont...

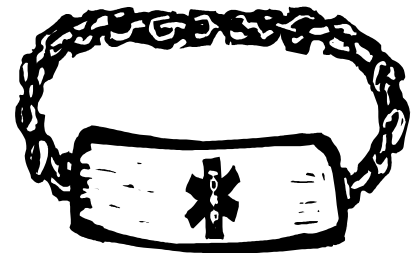
- ▶ **P&P Practice Exercise #2:** You want to know the UCH P&P for preventing patient falls.
- ▶ **CLICK**  **“New Search”** (see right). Locate the P&P “Fall Prevention”.





“Patients and families/significant others, regardless of site or point of care delivery, will receive _____ on fall prevention as partners in care”.



- ▶ **CLOSE OUT** of this policy  to return to the P&P website & search for a new policy.
- ▶ **P&P Practice Exercise #3:** All patients at UCH must be registered and receive a hospital identification (I.D.) number to receive services. Inpatients get a patient I.D. wristband that is to be worn during the entire episode of care.
- ▶ **CLICK**  **“New Search”** again, find the P&P “Patient Identification System” (key word Identification) & complete the sentence below:



The patient identification wristband will be placed on either the patient’s wrist or ankle. If no extremity is available, the wristband will be placed on the patient’s _____

- ▶ **CLOSE OUT** of this policy  to return to the P&P website.
- ▶ **CLOSE OUT** of the P&P  website to return to the HUB home page.

HUB Home Page:

- ▶ **CLICK**  on the “Departments & Services” tab.


Departments & Services

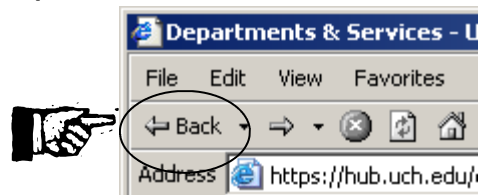
Take a quick look at the list of department Web sites here.

- ▶ **CLICK**  the “Human Resources” link




Come here to find information regarding – employee benefits, employee rewards, pay & performance, job descriptions, employee health, and much more.

- ▶ **CLICK**  the back button from the menu bar at the top of your screen to return to the “Departments & Services” website.




- ▶ Next, let’s find the “Interpreter Services” website. Look at the bottom of the website under “All Services” (see right).




- ▶ **CLICK**  the letter “I” & select the “Interpreter Services” link.


- ▶ Refer to the “Patient’s Right to an Interpreter” link on the left side of the Web page to answer this question:

Under what Act can a non-English speaking or hard of hearing patient sue the hospital if a healthcare employee does not use a professional interpreter to translate medical information? _____

- ▶ **NURSES ONLY (other employees move to the top of the next page):** **CLICK**  the “Departments & Services” tab at the top of the website.

Departments & Services

- ▶ **CLICK**  the “Professional Resources-Nursing” link & browse this site to find out about UEXCEL; sign up for a nursing continuing education course; & learn about nursing informatics & evidence based practice.

- ▶ **CLICK**  the back button again from the menu bar at the top of your screen until you return to the “Departments & Services” website.





“Departments & Services” tab

- ▶ **CLICK**  on on the link “Clinical Laboratory”.

Clinical Laboratory

In the inpatient setting, the majority of lab specimens are ordered via the computer. In other clinical settings, or during system downtimes, paper lab forms may still be used. You must make sure that you are collecting and processing lab specimens according to the UCH Clinical Laboratory’s requirements.





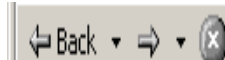
- ▶ Look to the left & **CLICK**  “Test Catalog”.
- ▶ Look to the top left, type **urine culture** into the “Laboratory Test Directory” search box & **CLICK**  “Search”.
- ▶ Answer the following question:

Instead of selecting the “back” button, in some screens you can quickly get back to a main tab by following your “crumbs”

towards the top of the web page. These “crumbs” are a pathway of the hyperlinks you have selected.


The Clinical Laboratory requests _____ mLs of urine be collected for a urine culture.

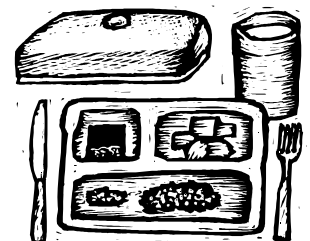
- ▶ **CLOSE OUT** of the “Test Catalog” website  to return to the “Clinical Laboratory” website.
- ▶ **CLICK**  the back button from the menu bar at the top of your screen to return to the “Departments & Services” website.



- ▶ **CLICK**  on the “Food & Nutrition” link.


On the “Food & Nutrition” website you can learn about the specifications for all inpatient diets here at UCH. This is also where you can find out our “Patient Room Service” program.

- ▶ **CLICK**  the back button from the menu bar at the top of your screen until you return to the “Departments & Services” website.




Departments & Services

“Departments & Services” tab cont...

- ▶ **CLICK**  on the “Ostomy” link.

This website is your main resource for finding ostomy information, including the types of ostomies and how to order supplies.

- ▶ **CLICK**  the back button from the menu bar at the top of your screen until you return to the “DEPARTMENTS & SERVICES” website.




[Departments & Services](#)

- ▶ **CLICK**  on the “Skin and Wound Care” link.

[Skin & Wound](#)

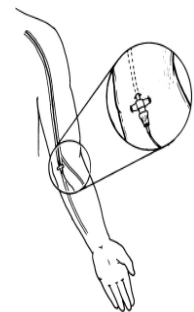



Explore the following skin and wound care resources found on the **upper left corner** of the website: “Braden Risk Assessment”, “Guidelines”, “Products” and “Wound VAC Manual”.


- ▶ **CLICK**  the back button from the menu bar at the top of your screen until you return to the “DEPARTMENTS & SERVICES” website.

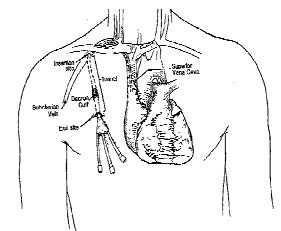



[Departments & Services](#)



- ▶ **Nurses Only (other employees move to next page):** **CLICK**  on the letter “V” from the “All Services” list as above .

- ▶ **CLICK**  the “Vascular Access” to browse this site. This is your general information resource for the care of vascular access devices used at UCH. You can find pictures of various devices as well as “Patient Education”, “Supplies & Products” & UCH “Flushing Protocols”.



- ▶ **CLICK**  the back button from the menu bar at the top of your screen until you return to the “DEPARTMENTS & SERVICES” website.



[Departments & Services](#)


“Departments & Services” tab cont...

- ▶ **CLICK**  the “PALLIATIVE CARE/END OF LIFE” link.

Enter this site and read a bit about what palliative care is and under what circumstances you would consider and request a consult. What is palliative care?




Palliative care is _____ care that focuses on relieving suffering and improving symptom management and the quality of life for patients with chronic or advanced illnesses.

- ▶ **CLICK**  the back button from the menu bar at the top of your screen until you return to the “DEPARTMENTS & SERVICES” website.



[Departments & Services](#)




“Quick Links” tab


- ▶ Let’s switch to a new tab. From the “Departments & Services” tab, look to the right-hand side of the webpage for the “Quick Links” tab.
- ▶ **CLICK**  the “Training & Education” link.

In addition to HealthStream, the hospital’s on-line learning management system, you will find access here to educational opportunities available for UCH employees.



Quick Links
Important Phone Numbers
Policies and Procedures
Job Openings
Menus
Training and Education
Kudos Cards





- ▶ **CLICK**  the “HR Learning & Development” link.
- ▶ **CLICK**  “View the Class Calendar” to find a complete calendar of Human Resources training classes. Computer training courses for Excel, PowerPoint and Access are often available & free to UCH employees!
- ▶ **CLOSE OUT** of the “Class Calendar”  to return to the “Human Resources” website.

- ▶ **CLICK**  the back button from the menu bar at the top of your screen to return to the “Training & Education” website.



[Training and Education](#)



“Training & Education” tab cont...

- ▶ **CLICK**  the link “Healthstream Login”.
 - ▶ Your HealthStream user ID is your *employee number*. Your password is your *last name in all lower case*. Login now.
 - ▶ Look at the top of the page and **CLICK**  the “My Courses” tab to see your assigned courses.
 - ▶ **CLICK**  on the course: “University of Colorado Hospital – Computer Security Statement”. *Complete this course if you have not done this already.*
- ▶ **CLOSE OUT** of the “HealthStream” website . 



“Information For> Clinicians” tab

Now, let’s visit a different page of the UCH Intranet site. Look to the right side of the page at the tab “Information For”.

- ▶ **CLICK**  on the “Clinicians” link. Healthcare professionals will find many helpful links here.
- ▶ The “Clinicians” web page has 4 tabs across the top of the screen, and defaults to the “All” tab.
- ▶ Scroll to the middle of the page and **CLICK**  on the “On-Call Schedule” link.
- ▶ **Log in** by entering the password **uco** (no spaces).

Here you can find who is on call for any department and see what phone number to page. You can scroll to see all listed departments or select a specific department in the “Who’s on” drop down list at the top. You can click the Departments listed on the left of the list to get a list of providers on call for the month.

- ▶ **CLOSE OUT** of the “OnCall Schedule” website to return to the “Clinicians” tab. 



Information For
Clinicians

The password is:


uco

To remember this password, think


University of

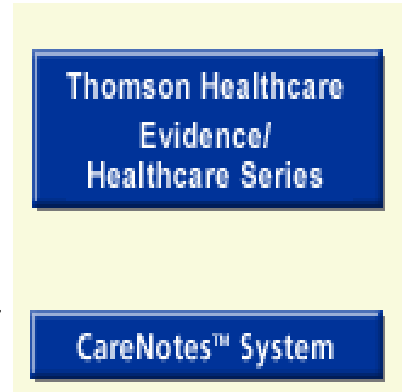
CO.

“Clinicians” tab cont...

- ▶ Scroll back to the top of the “Clinicians” web page.
- ▶ CLICK  “CareNotes/Patient Education/Micromedex”.

This link connects you to “Thomson’s Gateway” page & provides access to BOTH “Micromedex” (found under “Thompson Healthcare Evidence/Healthcare Series” tab) & the “CareNotes™ System” for patient education handouts.

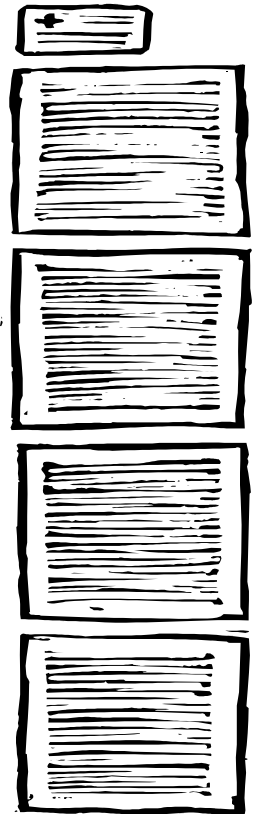
- ▶ Let’s visit the “CareNotes™ System” first.
- ▶ CLICK  the “CareNotes™ System” tab



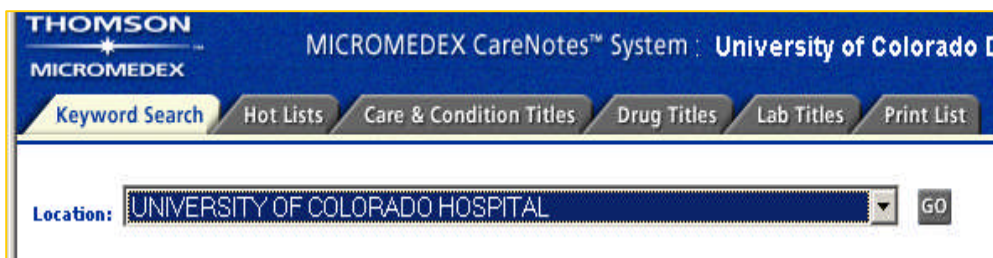
The majority of UCH-approved patient education materials, are accessible here online.

The CareNotes™ System allows you to:

- ▶ access medication, disease, treatment, and discharge to home patient education materials via CareNotes™ System.
- ▶ lookup education sheets in Spanish.
- ▶ use blank text boxes to customize information to the individual patient. *Always fill in all the blank text boxes prior to printing.*
- ▶ create a print list of multiple patient education sheets before printing.



***Always select the UCH-specific patient education sheet when it is listed as an option in the CareNotes™ System.**







“Clinicians” tab > “Patient Ed. CareNotes™”

▶ CareNotes™ Patient Education Practice Exercise #1:

Your patient will be discharged home on Rifampin® and you want to provide her with UCH-approved written information.



- ▶ Look at the top of the page and make sure you are on the tab “Keyword search”.
- ▶ Type Rifampin in the “Search for” field, CLICK  “Search”.
- ▶ CLICK  on “RIFAMPIN (Oral) (Capsule, Tablet, Liquid)”.
- ▶ CLICK  the box next to “English”, then CLICK  “English”.
- ▶ Review the teaching sheet to answer the following question:













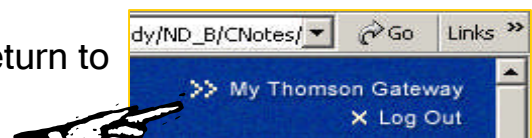
Rifampin should be taken with food. <input type="checkbox"/> True <input type="checkbox"/> False
--

Patient education materials are available in both English and Spanish.

▶ CareNotes™ Patient Education Practice Exercise #2:


To see an example of a customizable discharge sheet:

- ▶ Look at the top of the CareNotes™ screen. CLICK  on the tab “Keyword Search” tab again to perform a new search.
- ▶ Type asthma into the “Search for” field.
- ▶ CLICK  the drop-down arrow to the right of the “Narrow this search to” box and select “Discharge Care”.
- ▶ CLICK  the “Search” button.
- ▶ CLICK  on the hyperlink “ASTHMA”.
- ▶ CLICK  a box by “English” then CLICK  “English”.
- ▶ CLICK  on “Print Now”.then CLICK  on “Print Preview” to view the customized discharge sheet.
- ▶ CLOSE OUT  of the discharge sheet to return to the CareNotes™ System”.
- ▶ Now CLICK  “My Thomson Gateway” in the upper right corner to switch to the “Micromedex” system.



“Clinicians” tab cont...

- ▶ Nurses or Pharmacists Only: (all other employees move to the middle of page 14).

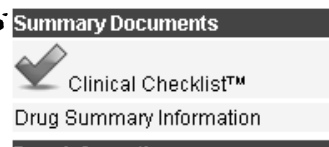
- ▶ From the “Thomson Gateway” page CLICK  on the blue button “Thomson Healthcare Evidence/ Healthcare Series” to access “MicroMedex®”.





- ▶ (MicroMedex® Exercise #1:

- ▶ Type Doxycycline into the search field, CLICK  “search”.





- ▶ Under “Summary Documents” find the second option entitled “Drug Summary Information”.



- ▶ Look to the right and CLICK  the hyperlink “Results (3)”.
- ▶ CLICK  “Doxycycline” and complete this sentence:

The oral dose of doxycycline for an adult with a chlamydial infection is _____ mg orally every 12 hours for 7 days.

- ▶ (Nurses or Pharmacists Only) MicroMedex Exercise #2: Your patient is getting his scheduled Zosyn IV piggyback and he would like some IV morphine for his pain. You don’t know if Zosyn and morphine are compatible.

- ▶ Look at the top of page and CLICK  on the tab labeled “IV Compatibility”.
- ▶ CLICK  the “Multiple Drug Search” tab, type Zosyn into the search term box and CLICK  “ADD ►”.
- ▶ Type the second drug, Morphine Sulfate, into the search term box..
- ▶ Select “Morphine Sulfate” & CLICK  “ADD ►”.


MicroMedex provides unbiased, referenced information about medications, toxicology, diseases, acute care and alternative medicine.



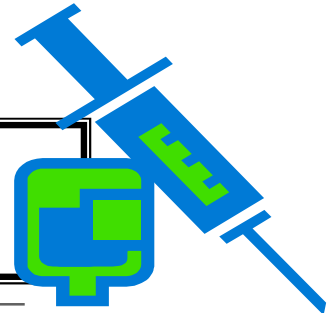
MicroMedex® is the UCH-approved resource for medication information.

“Clinicians” tab cont...


[Nurses or Pharmacists Only](#) > “MicroMedex®” Exercise #2, cont...

- ▶ **CLICK**  the “Check Compatibility” button in the right upper corner to answer the following question:

Is it safe to administer IV morphine via the Y-site as
IV Zosyn is infusing? Yes No



ALL EMPLOYEES: *CLOSE OUT* of either the “MicroMedex®” or CareNotes™ websites to return to the “Clinicians” tab.

- ▶ On the “ALL” tab of the “Clinicians” website, scroll down the list of hyperlinks & **CLICK**  on the “Metrocall pagers” link.



MET (Medical Emergency)


[Metrocall pagers](#)

[On-Call Schedule](#)

You can use this link to send text messages to on-call physicians or other UCH employees with Metro Call text message pagers. When you are ready to use this site, you will need to type in the subscriber’s pager number without spaces, or the subscriber’s name. **This paging method should only be used for non-critical issues, as there is no way to verify that the recipient received the text message.**



- ▶ *CLOSE OUT* of the “Metrocall” page and return to the “Clinicians” website.

- ▶ Continue looking on the “All” tab of the “Clinicians” web page, scroll down to the bottom of the page & **Click**  on the “STAT!Ref” link.



[Scrubs Online](#)

[STATRef](#)

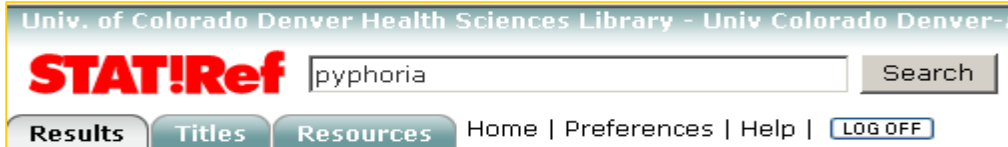
Stroke Alert - ext. 85490

STAT!Ref© provides you with easy access to many up-to-date electronic references for healthcare professionals.

STAT!Ref



Continued on next page...

“Clinicians” tab>STAT!Ref© cont...






STAT!Ref© Practice Exercise #1:

Your new patient is complaining of photosensitivity & severe abdominal pain & has just been diagnosed with *porphyria*.

- ▶ Type “porphyria” into the search field up at the top of the STAT!Ref© website & CLICK  the “Search” button.
- ▶ CLICK  on “Porphyrias - The Merck Manual of Diagnosis and Therapy” to learn about porphyria.

STAT!Ref© Practice Exercise #2:

- ▶ Next type “culturally competent care” into the search field at the top of the page and CLICK  the “Search” button.
- ▶ CLICK  on “Guide to Culturally Competent HealthCare”.
- ▶ Scroll down the alphabetical list on the left, and CLICK  on: “People of Korean Heritage”.



Family Roles and Organization:



- ▶ Parents expect their children to care for them in old age. _____ is the obligation to respect and obey parents, care for them in old age, give them a good funeral, and worship them after death. The obligation to care for one's elderly parents is written into civil code in Korea.

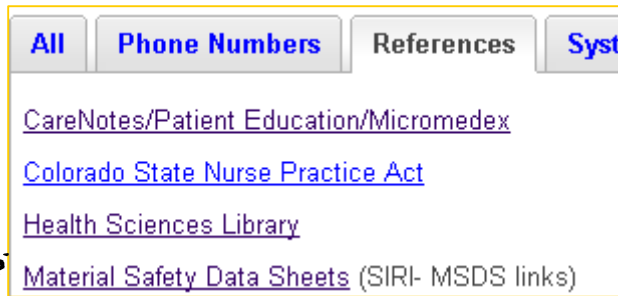
Death Rituals:

- ▶ Many believe that patients should not be told they have a terminal illness. Take cues from the patient and, if necessary, disclose terminal illnesses to the oldest _____, who will inform the patient when the family deems necessary.

- ▶ **CLOSE OUT**  of STAT!Ref© & return to the “Clinicians” tab.



“Clinicians” tab cont...

- ▶ **CLICK**  on the “References” tab at the top of the page.
- ▶ **CLICK**  on the “Material Safety Data Sheets (SIRI-MSDS links)”.



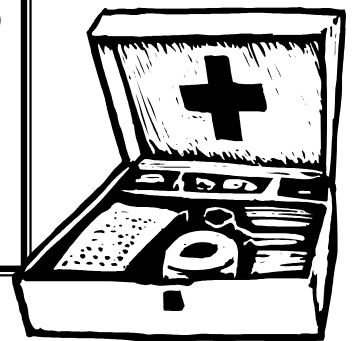
As an employee, you need to know how to find out about the chemicals you may come in contact with in the workplace and how you should protect yourself and others. All the necessary information about the chemical products you may

encounter can be found in the form of **Material Safety Data Sheets (MSDS)** – product information, hazards, first aid measures, handling and storage, and much more. Each department/clinic also maintains a MSDS file on the chemicals used there.

- ▶ Type **Betadine** into the first search field.
- ▶ **CLICK**  the “search” button.
- ▶ **CLICK**  the first hyperlink: “THE PERDUE FREDERIC”.
- ▶ Scroll down to answer to the following question:


Employees need to know how to access Material Safety Data Sheets about the chemicals they may come in contact with. MSDS include product information, hazards, first aid measures, handling and storage, and more.

While you are opening a package of **Betadine**, it splashes into your eyes. According to the MSDS, what first aid measure should you take?







- ▶ **CLOSE OUT**  of the MSDS Resources-SIR website and return to the “Clinicians” tab.

“Campus Directory”

- ▶ Look at the top of the HUB intranet page.
- ▶ CLICK  on the link “Campus Directory”.
- ▶ Here’s where you can get quick and easy access to department and employee phone numbers, locations, box numbers and email addresses at both UCH and University of Colorado at Denver and Health Sciences Center (UCDHSC).
- ▶ Type in **Human Resources** into the search field.



Look up the UCH Human Resources office location and write it down here:_____.

- ▶ **CLOSE OUT**  of the “Campus Directory”.
- ▶ Return to the intranet HUB Homepage by **CLICKING**  on the HUB logo at the top left-hand side of your screen.
- ▶ Look under “QUICK LINKS” & **CLICK**  on “Training & Education”.
- ▶ **CLICK**  on the “HealthStream Login” link.
- ▶ Log in to “HealthStream” and complete the module & test entitled “UCH Intranet Homepage”, using your hand-written answers from this paper module.
- ▶ Smile, you’re **FINISHED!**




Accessing Resources from Home

- ▶ From the UCH public Website home page you can access certain employee resources from your home computer.

Continued on the next page...

Accessing Resources from Home

- ▶ Type in link for the UCH Public Website: <http://www.uch.edu>
- ▶ Once you access the site, **CLICK**  on the link “For Employees” at the very top on the right hand side of the web page.

This links provides home access to:

- ▶ your UCH employee **Email** account.
 - ▶ the **HealthStream** link (in order to receive compensation, employees need to receive manager approval prior to completing HealthStream tests at home).
 - ▶ your employee Benefit Enrollment.
 - ▶ the payroll Self Service website.
 - ▶ the UCH phone Directory.
 - ▶ our Health Sciences Library (Denison Memorial) .
- ▶ **University of Colorado Denver Health Sciences Library (Denison Memorial Library):** <http://hsclibrary.uchsc.edu/>
 - ▶ As an employee you can access all Health Sciences Library databases, full text articles, and other resources from home.
 - ▶ Test your access first by logging into the library website from home and login to IMPULSE using your name and employee ID number.
 - ▶ If you are allowed into the system there is no need to fill out a library card.
 - ▶ If access is denied you can go to the library in person, or you can go to the library website and print, complete, sign, and fax the library application form back to the library along with a copy of your employee identification badge. Call the circulation desk at 303-724-2152 if you have any questions.

