

Welcome to Covenant Health

Lara Johnson, MD



Chief Medical Officer - Lubbock Service Area

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(806) 239 - 6743

Covenant Health

- Vision: Health for a Better World
- Mission: As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are ^{6.24.2025}poor and vulnerable.
- Values: Compassion, Dignity, Justice, Excellence, Integrity
- Promise: Know me, care for me, ease my way.

Natalie Bryant, MA



**Manager – TX/NM Region
Provider and Student Development
Continuing Medical Education**

Housekeeping

- **Materials Provided**
- **Purpose**
- **Improvements/Questions**
- **Breaks – Location of facilities**
- **Post Orientation Email of Resources**

Megan Gould, MSHA



**Project Coordinator, TX/NM Region
Continuing Medical Education**

Live & Enduring Activities

- Covenant Health is accredited by Texas Medical Association, which is accredited by ACCME
- INREACH: Continuing Education Solutions – Online Platform
 - Catalog Home - Covenant Health (inreachce.com)
(covenanthealth.inreachce.com)
 - New Tests, Procedures, Quality Concerns & Appropriate Referral
 - Email CME recommendations to cme@covhs.org
 - CME Application - covenantmss.org/cme/
 - EZTexting Advertising – (806) 483 - 4091

Texas Physician CME Requirements

- 48 hours of CME credits every 2 years
- Every 12 AMA PRA Category 1 credits, need 1 hour of ethics/professional responsibility
- 2/24 hours must be over pain management/prescription of opioids
- Must have one course in Human Trafficking

PHYSICIANS

Accreditation Statement:

The Covenant Health is accredited by the Texas Medical Association (TMA) to provide continuing medical education for physicians.

Credit Designation Statement:

The Covenant Health designates this live activity for a maximum of 3.0 *AMA PRA Category 1 Credit(s)*[™].

Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosures of Commercial Interest

**The speakers and planners of this activity
have no relevant financial interests**

Disclosures

**This activity is provided by
Covenant Health**

No commercial support has been received.

No products will be endorsed.

Speakers will notify the audience if off label drug use will be discussed.

Requirements for successful completion

To receive contact hours for this continuing education activity, the participant must:

- ❖ Sign-in on the roster
- ❖ Stay for the entire education program
- ❖ Submit a completed evaluation form.

Our Heritage Story



The Sisters of St. Joseph



The Methodist Tradition



The Sisters of Providence

Providence St. Joseph Health

PSJH - 3rd largest not-for-profit health system in the nation

PROVIDENCE ST. JOSEPH HEALTH AT A GLANCE

 **52**
HOSPITALS

 **950**
CLINICS

 **5m**
UNIQUE PATIENTS
SERVED

 **17**
SUPPORTIVE
HOUSING
FACILITIES

 **120k**
CAREGIVERS

 **36k**
NURSES

 **25k**
PHYSICIANS

 **1.9m**
COVERED LIVES

 HIGH SCHOOL,
NURSING SCHOOLS
AND UNIVERSITY

 **1**
HEALTH
PLAN

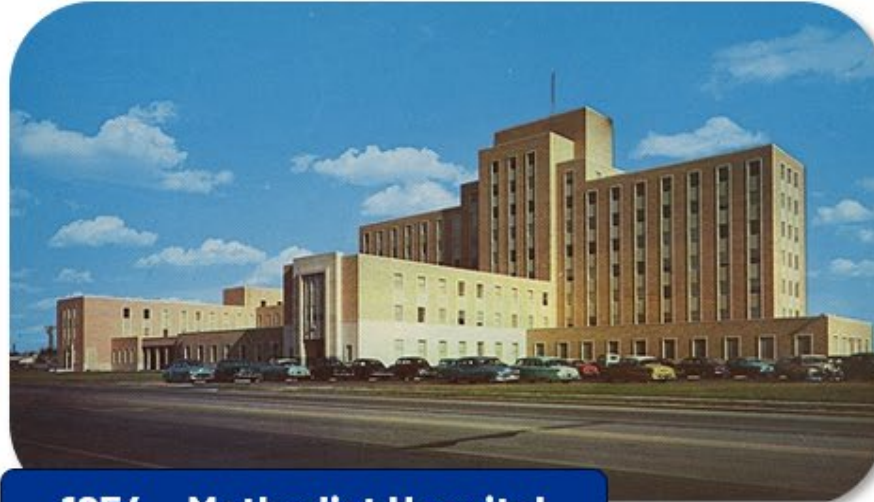
 **\$1.9b**
COMMUNITY
BENEFITS

 **1700+**
PUBLISHED
RESEARCH
STUDIES

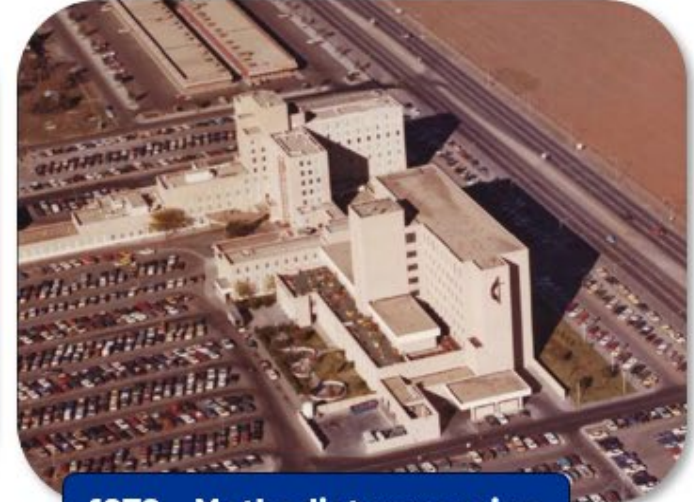
Our Lubbock Heritage Story: Methodist and St. Mary of the Plains



1918 – Lubbock Sanitarium



1954 – Methodist Hospital



1979 – Methodist expansion

1939 – St. Mary's



1976 – New St. Mary's



1990 – St. Mary expansion



Covenant Health - 1998

- **Methodist Hospital and St. Mary of the Plains Mergers**

- ❖ 1988: South Park Hospital with Methodist - now Covenant Health Levelland
- ❖ 1992: Methodist Hospital Plainview - now Covenant Plainview
- ❖ 1998: St. Mary's Hospital + Methodist Hospital = Covenant Health
- ❖ 2016: Providence Health + St. Joseph Health
- ❖ 2018: Grace Health System & West Texas Emergency Centers
(Milwaukee/Quaker locations) became part of Covenant Health

Celebrated 100 YEARS

- ❖ 2019: Pediatric Urgent Care Center – 82nd/Slide
- ❖ 2020: Covenant Grace Surgical Hospital
- ❖ 2021: Lea Regional Hospital, Hobbs, NM – now Covenant Hobbs (new location 2022)

Covenant Medical Center



Hope Tower | Lubbock, TX

2024

Covenant Health

- **Covenant Health**

- ❖ Only faith-based clinically integrated health network in West Texas and Eastern New Mexico

- **Network includes:**

- ❖ 8 hospitals
 - ❖ Over 1,000 licensed beds
 - ❖ More than 6,000 caregivers
 - ❖ 600+ employed Medical Group Physicians (CMG/GMG)
 - ❖ Hospitals - Over 1,700 credentialed providers

COVENANT SUPPORTED MINISTRIES

CovenantHealth 
Medical Center

CovenantHealth 
Levelland

CovenantHealth 
Grace Surgical Hospital

CovenantHealth 
Heart & Vascular Institute

CovenantHealth 
LifeStyle Centre
[LifeStyle Centre at Covenant
Health \(youtube.com\)](#)

CovenantHealth 
Foundation

Covenant  Childrens 

CovenantHealth 
Hobbs Hospital

CovenantHealth 
Joe Arrington Cancer
Research & Treatment Center

 TRUSTPOINT
REHABILITATION HOSPITAL OF LUBBOCK

CovenantHealth 
Medical Group

 G R A C E
CLINIC®

CovenantHealth 
Specialty Hospital

CovenantHealth 
Plainview

CovenantHealth 
Emergency Center

CovenantHealth 
Partners

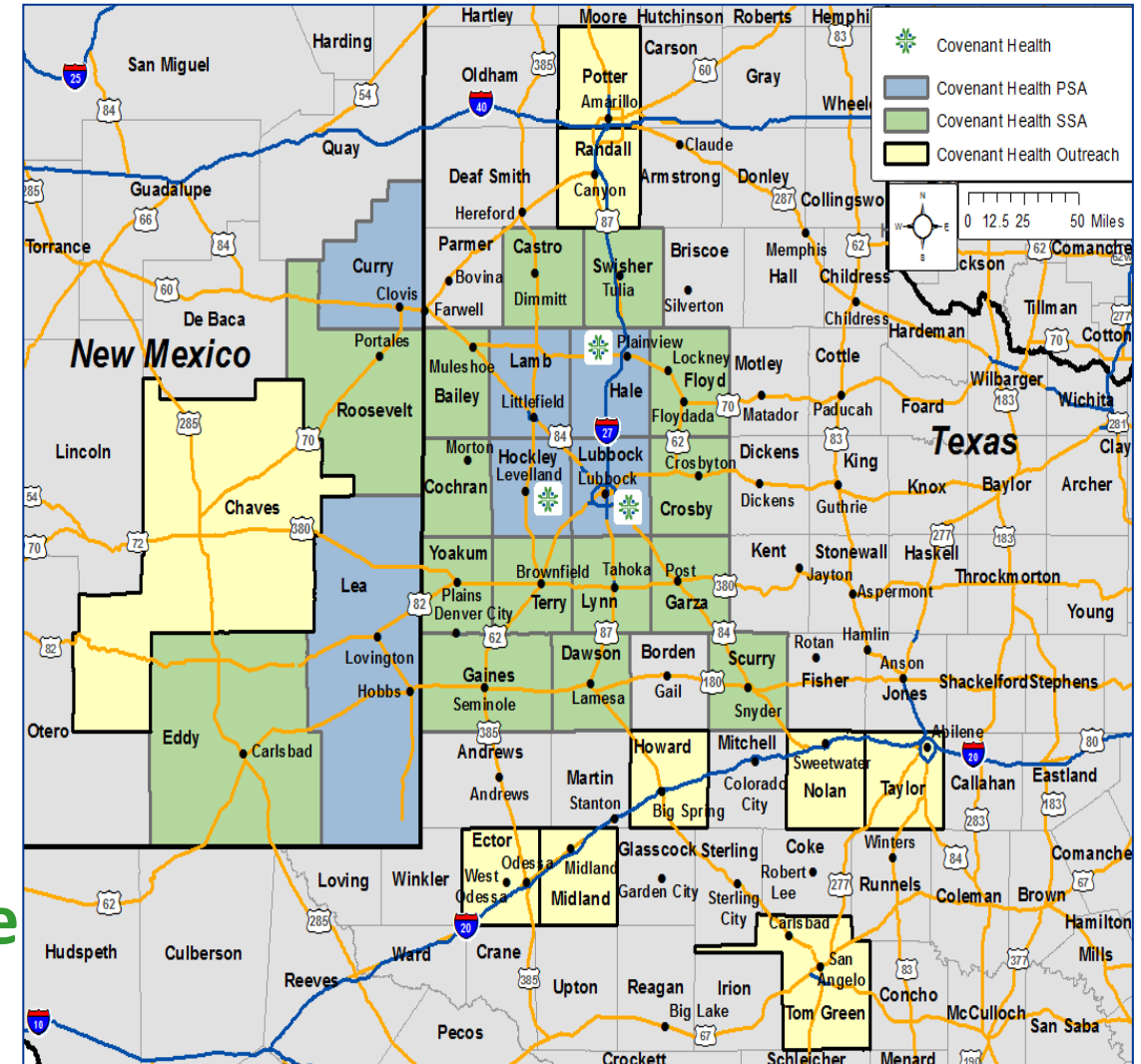
Covenant 
School of Nursing

Hospice 
of Lubbock

CovenantHealth 

Covenant's Regional Integrated Network

- Covenant Health is the region's largest health system serving approx. 750,000 people in West Texas and Eastern New Mexico (21 counties)
- Service area covers over 30,000 square miles
- Just over half of CH patients are from outside Lubbock... up to 3 plus hour drive time away
- Residents from across the region choose Covenant as their provider of choice



New Provider Guide & Red Rules

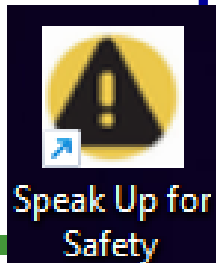
Important Policies from Pre-Orientation Materials – Joint Commission Required

- Red Rules - video
- Resolving Conflicts between Patient/Physician
- Provider Impairment
- Risk Management
- Armband Communication – Patient Specific Risk Needs
- Use of Restraint and Seclusion
- Pain Management
- Patient Transfer
- DNR Policy
- Clinical Alarms
- Emergency Codes
- Infection Prevention/Hand Hygiene
- Preventing Spread of Multi-drug resistant Organisms
- Workplace Violence
- Core Measures/Blood Management
- Anticoagulant Therapy
- Exposure to Hazardous Materials
- Language Assistance
- Identification Badges
- Medical Record Requirements
- Take5 Service Excellence
- Stroke Protocols
- HIPAA
- Case Management Protocols
- Clinical Documentation Integrity

**Any
Questions???**

Workplace Violence Policy

- Covenant Health is committed to providing a safe and secure workplace and environment free from violence, threats of violence, and other disruptive behavior that impacts the safety of workforce members, patients, and visitors.
 - Notify management and, where applicable, security, of any workplace violence incidents.
 - Incidents should also be documented in High Reliability Platform (HRP).
 - <https://providence4.sharepoint.com/sites/TXNMHighReliability>
 - On every desktop/workstation, click on the icon and follow the prompts:



Michael Suniga, BBA

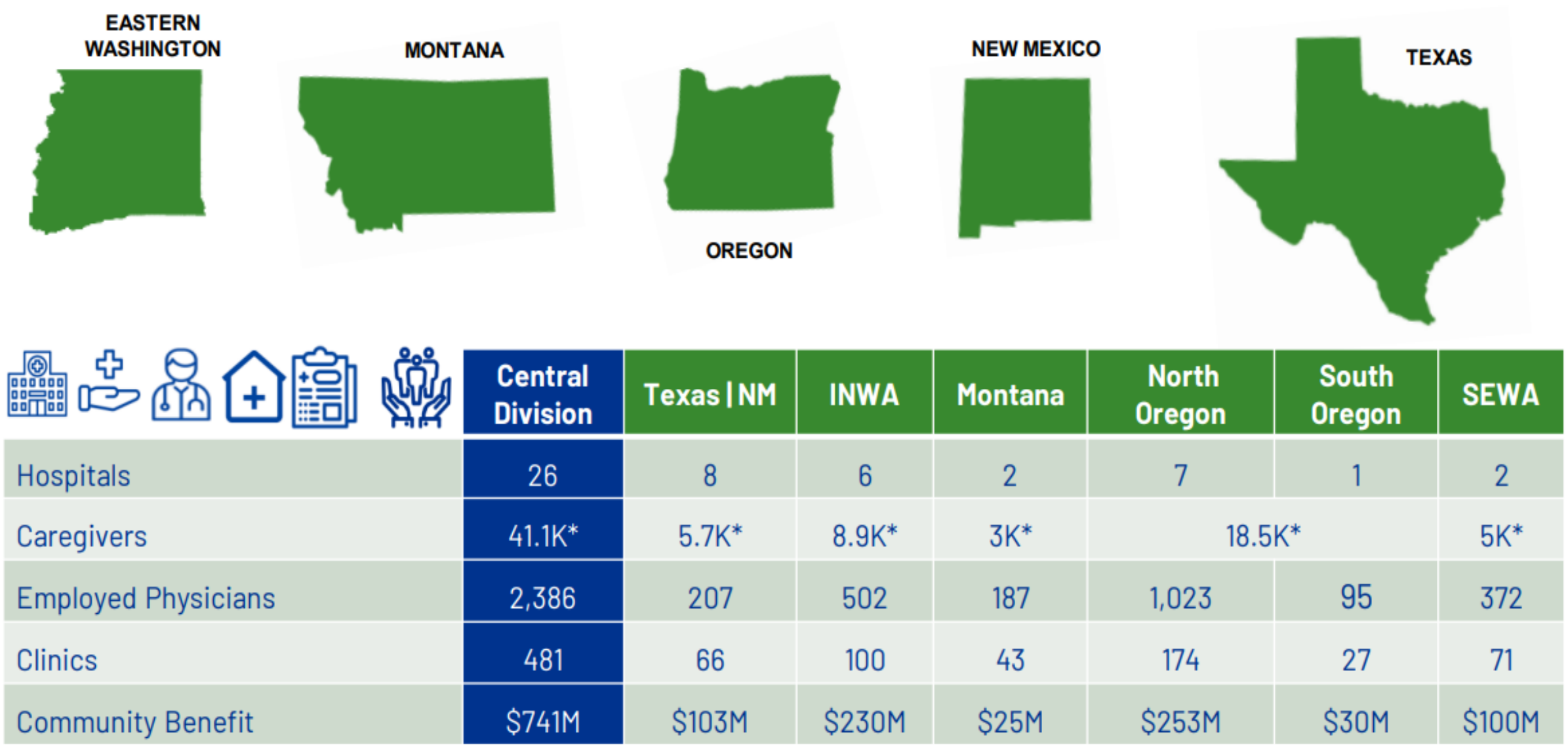


**Senior Manager, TX/NM Region
Medical Staff Office**

Covenant Health

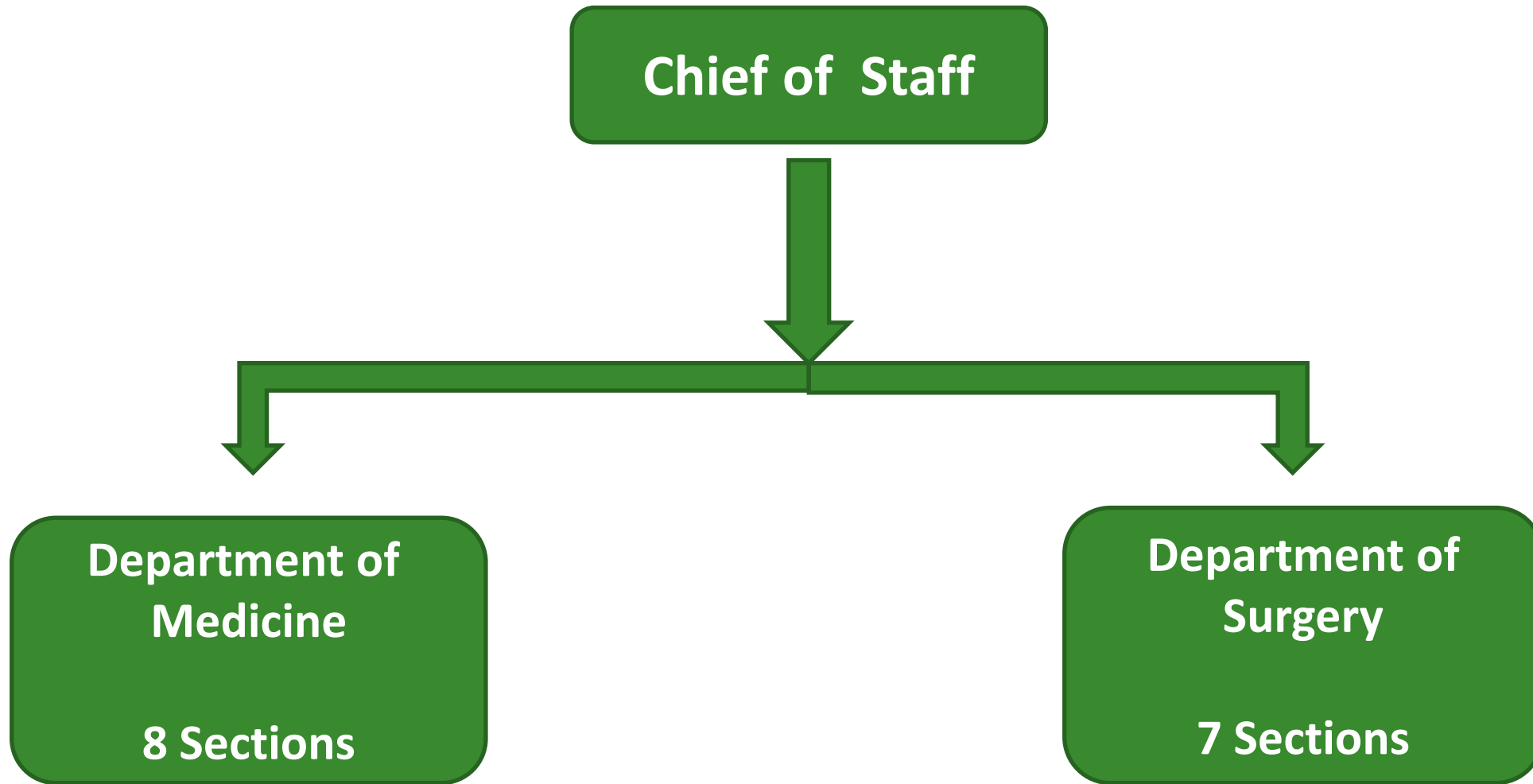
Central Division of Providence

Central Division At A Glance



Medical Staff Structure

Covenant Medical Center



Covenant Medical Center

Department of Medicine Sections

- ❖ Cardiology & TCV
- ❖ Gastroenterology
- ❖ Internal & Family Medicine
- ❖ Nephrology
- ❖ Neurosciences
- ❖ Pathology
- ❖ Radiology
- ❖ Critical Care

Covenant Medical Center

Department of Surgery Sections

❖ Anesthesiology & Pain Management

❖ Emergency Medicine

❖ Orthopedic Surgery

❖ Surgery

❖ Surgical Sub-Specialties

➤ Dental

➤ ENT

➤ Ophthalmology

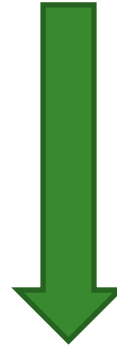
➤ Gynecology

❖ Trauma

❖ Urology

Covenant Children's

Chief of Staff



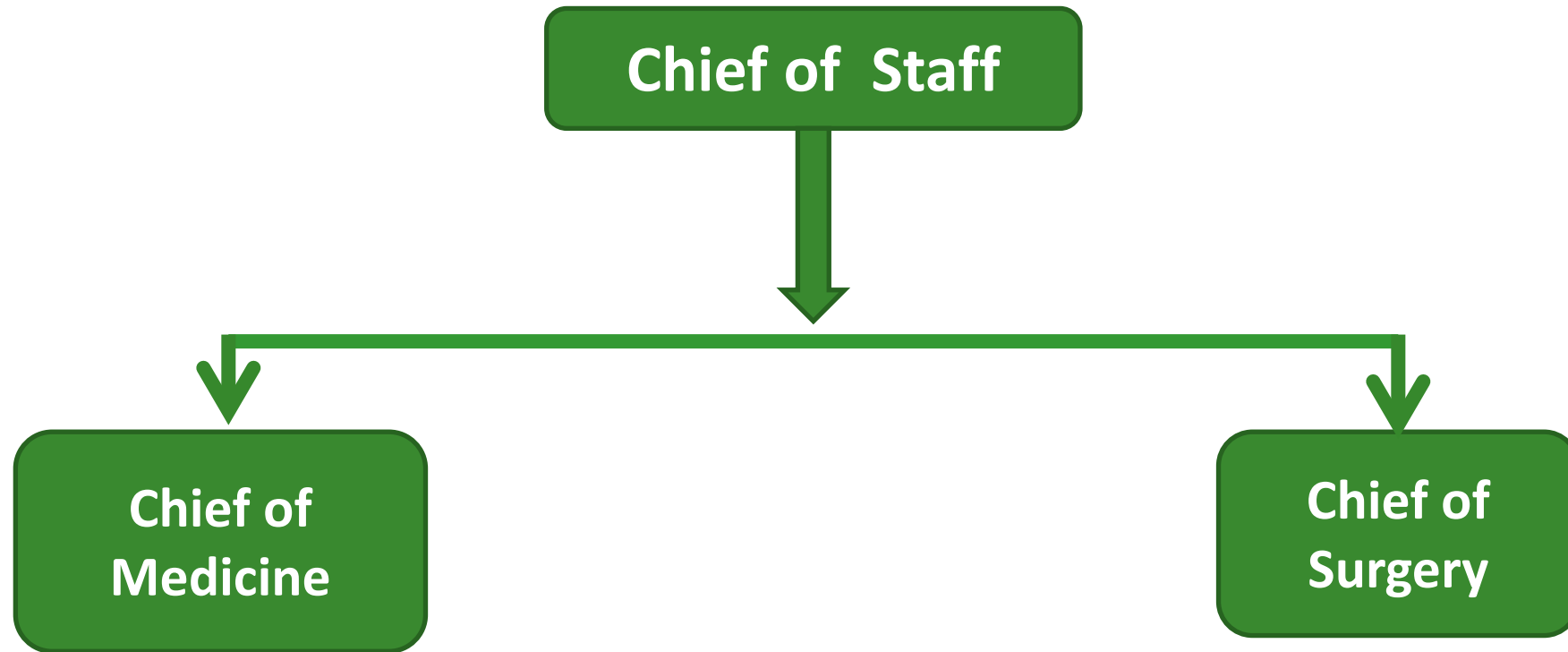
Department of
OB/GYN

Department of
Pediatrics

Department of
Hospital - Based

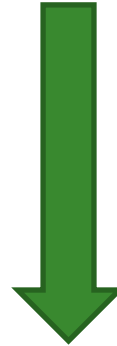
Department of
Surgery

Covenant Grace Surgical Hospital



Covenant Health Plainview

Chief of Staff



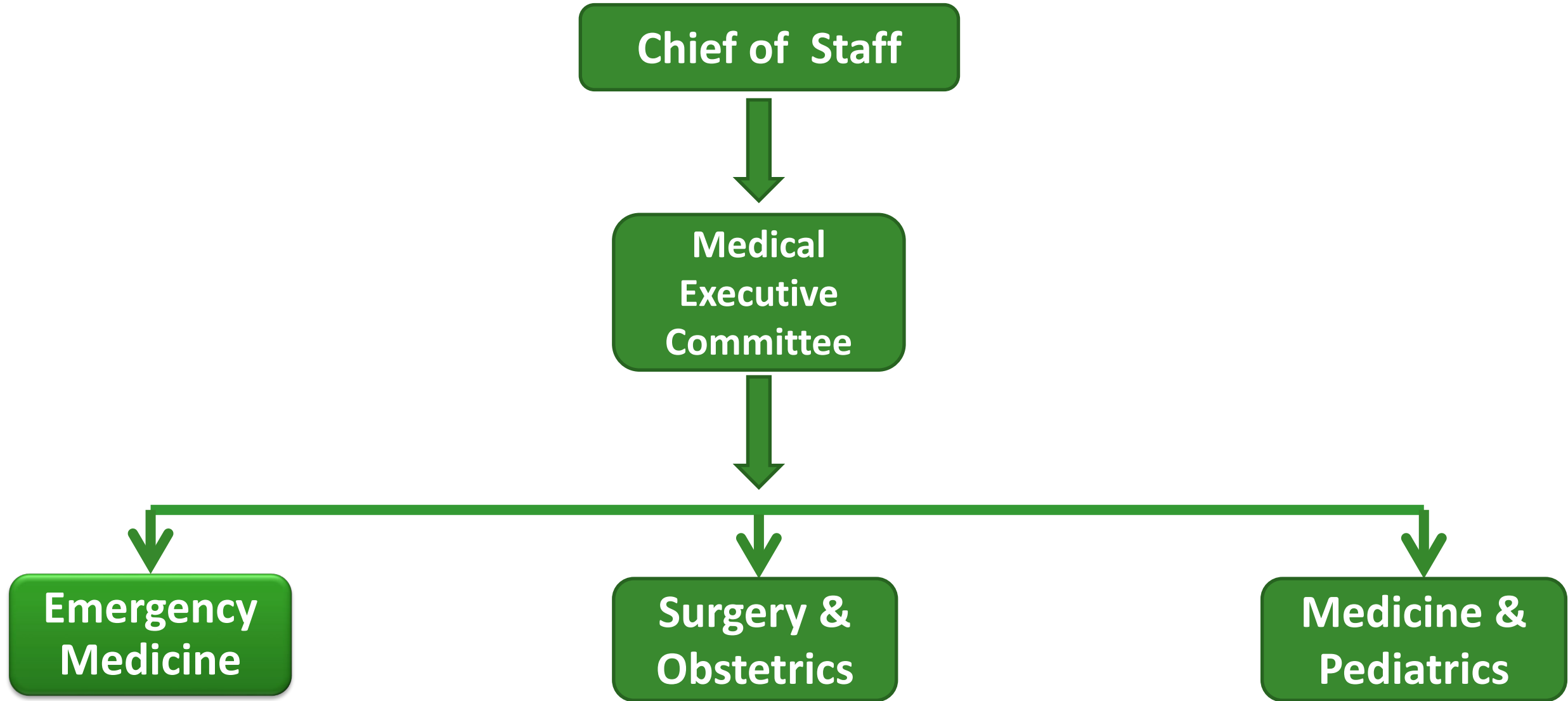
Department of
OB/Peds

Department of
ED/Trauma

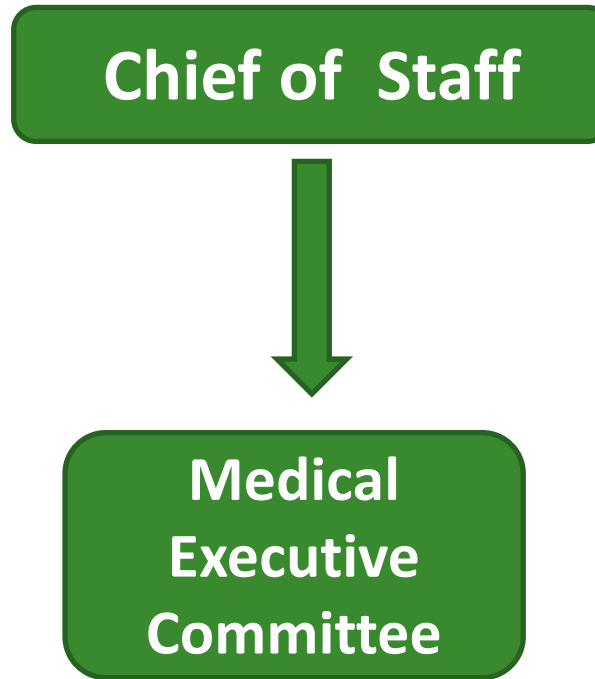
Department of
Medicine

Department of
Surgery

Covenant Health Hobbs



Covenant Health Levelland



Open Medical Staff Meetings

- Section
- Departmental
- Annual Medical Staff

Elected Medical Staff Meetings

- Quality Review Committee
- Credentialing Committee
- Medical Executive Committee
- Committee on Professional Enhancement
- Pharmacy and Therapeutics
- Continuing Medical Education

Inquiries regarding Medical Staff Leadership

- **Contact:**
 - **Medical Staff Office**
 - **(806)725 - 0566**

Medical Staff Office Website
covenantmss.org

Communication

About US - Helpful links for Bylaws - covenantmss.org

Welcome to Covenant Medical Staff Services!

Covenant Regional Medical Staff Office is dedicated to facilitating a lasting relationship between Covenant Health and the practitioners that provide services at one or more of our Texas/ New Mexico locations. We are determined to ensure that all practitioners meet our organization, state, federal and accreditation standards. We strive to support our medical staff so that they can support our community and fulfill the mission and values of our organization.



MSO EZTexting

- (806) 424 - 3600
- Important Updates

Medical Records

R1 RCM Inc.

Medical Records

- **Patient's Medical Record**
 - ❖ Provider responsible for preparation
 - ❖ Required: state and federal laws, and Joint Commission on the Accreditation of Healthcare Organizations
- **Content of the Medical Record contains sufficient information to:**
 - ❖ Identify patient
 - ❖ **Support diagnosis and justify treatment**
 - List all their co – morbidities
 - ❖ **Document course and results accurately to facilitate continuity of care**

Medical Records

- **Medical Records Review Committee**
 - ❖ Quarterly meetings: review sample of medical records
 - ❖ Medical Record Provider Number/Dictation Instructions – To be set up in the eScripton dictation system, call the Regional Transcription Support Team at (385) 722-2309 or email them at regmedtrans@providence.org
- **Delinquent Medical records**
 - ❖ 30 days for providers to complete
 - ❖ **Delinquent records will result in suspension of privileges**

Epic Suspension Process

- 1st letter will go out on the 7th day of discharge
- 2nd letter will go out on the 14th day
- 3rd letter will go out on the 21st day
- 4th letter will go out on the 29th day (day before formal suspension)
- 5th letter will go out on the 30th (formal suspension letter)

Emergency Management

EMERGENCY MANAGEMENT

EVERBRIDGE Mass Notification System

Joint Commission and CMS require Hospitals to maintain the names and contacts of physicians as part of the Emergency Operations Plan.

The screenshot displays the Everbridge website's 'SOLUTIONS' page. At the top, the Everbridge logo is on the left, and navigation links for 'SOLUTIONS', 'INDUSTRIES', 'PLATFORM', and 'CUSTOMERS' are on the right. Below the navigation bar, the heading 'CRITICAL EVENT MANAGEMENT SOLUTIONS' is centered. Five solution cards are arranged in a grid, each featuring an icon, a title, and a red underline:

- Keep Employees Safe Everywhere**: Icon of a person inside a dashed circle.
- Alert Residents and Visitors**: Icon of a megaphone.
- Automate IT Incident Response**: Icon of a cloud with various devices connected to it.
- Anticipate and Prevent Disruptions to Operations**: Icon of two interlocking gears.
- Accelerate Clinical Response**: Icon of a hand holding a heart with a plus sign.

Everbridge

- **Providers will receive Everbridge notifications for:**
 - ❖ **Active Shooter**
 - ❖ **Hospital Lock Down**
 - ❖ **Hospital Evacuation**
 - ❖ **Bomb Threat**
 - ❖ **Tornado**
- **Check Everbridge Info – Clip board**

EMERGENCY MANAGEMENT

- An Emergency Operations Plan has been established to respond to a variety of emergency events
- During an emergency, medical staff shall report to the physician dining room or designated area at the appropriate campus
- The Incident Commander or designee shall provide instructions to medical staff

EMERGENCY MANAGEMENT

FIRE Response

At fire's point of origin, staff and all providers shall report to the department manager or charge nurse for instruction for assisting in the event.

Away from the fire's point of origin, providers are to stay apprised of the conditions and be available if medical attention becomes necessary.

EMERGENCY CODES

Covenant Hospitals have adopted **PLAIN LANGUAGE** Emergency Codes in accordance with recommendations from Homeland Security, FEMA, OSHA, and Texas Hospital Association. Covenant hospitals have standardized the language that will be used. A badge buddy is provided for a summary of the Emergency Codes and contact numbers.

❖ Badge Buddy - Example

EMERGENCY NUMBERS	
64444 — OVERHEAD PAGE	44444 - REG. EMERGENCY CTR.
<ul style="list-style-type: none">• FIRE• BLUE (CARDIAC/RESP ARREST)• SEVERE WEATHER/TORNADO• INTERNAL EVENT• MISSING ADULT/CHILD/INFANT	<ul style="list-style-type: none">• UTILITY OUTAGE• EXTERNAL EVENT• EVACUATION• SECURITY ALERT• VIOLENT BEHAVIOR• HOSTAGE SITUATION• LOCKDOWN• BOMB THREAT

*** FOR AN ACTIVE SHOOTER DIAL 911, 64444 & 44444 ***

TO REPORT AN EMERGENCY
<ul style="list-style-type: none">• DIAL EMERGENCY NUMBER• TYPE OF ALERT (I.E. FIRE, VIOLENT PERSON, ETC.)• CAMPUS LOCATION (I.E. PLAINVIEW NURSERY 3RD FLOOR)• EVENT DETAILS (I.E. AMMONIA SPILL)

FIRE RESPONSE R.A.C.E.
R ESCUE A CTIVATE ALARM C ONTAIN THE FIRE E XTINGUISH OR EVACUATE

FIRE EXTINGUISHER P.A.S.S.
P ULL THE PIN A IM AT THE BASE OF THE FIRE S QUEEZE THE HANDLE S WEEP SIDE TO SIDE

HCAHPS

**Hospital Consumer Assessment of
Healthcare Providers and Systems**

HCAHPS

- **Delivery Methodology**

- ❖ **Distribution: 48 hours to within 6 weeks of hospital stay**
- ❖ **Methods: Mail or telephone**
- ❖ **Languages: English, Spanish, Chinese, Russian and Vietnamese**

- **Content**

- ❖ **27 questions regarding hospital stay**
 - **18 core questions**
 - **3 address perception of providers**

HCAHPS – Perception of Providers

- During this hospital stay, how often did doctors treat you with courtesy and respect?
- During this hospital stay, how often did doctors listen carefully to you?
- During this hospital stay, how often did doctors explain things in a way you could understand?

Answer Choices: Never, Sometimes, Usually, or

Always – only answer that counts

Considerations to Achieve **ALWAYS**

- Wash hands entering room, Greeting/Introduction, Direct Eye Contact, Handshake, Pleasant Facial Expressions
- Consider Patient's Frame of Reference - Meet the patients on their level
- Do Not Assume Every Patient Understands the Same Explanation
- Let patient express symptoms, concerns and questions
- Validate symptoms and concerns – read backs
- ACTIVE LISTENING - limit interruptions
- Next Steps & Timelines
- Refer to **“Take5” for Service Excellence** – New Provider Guide
- **The Most Important Message is the Message that is RECEIVED!!!**

Amber Luna, MSBA



**Project Manager, TX/NM Region
Medical Staff Office**

FPPE/OPPE

The Joint Commission

- In 2007, The Joint Commission introduced its processes.
 - ❖ Focused Professional Practice Evaluation (FPPE)
 - ❖ Ongoing Professional Practice Evaluation (OPPE)
- Tools help determine if the care delivered by a practitioner falls below an acceptable level of performance.

Covenant Health Report

- **Focused Professional Practice Evaluation (FPPE)** – a time-limited period during which a practitioner's professional performance is evaluated. FPPE will occur under the following circumstances:
 - ❖ Initially requested privileges for all new practitioners
 - ❖ Currently privileged practitioners seeking additional privileges
 - ❖ When questions arise regarding practitioner's professional performance that may affect the provision of safe, high-quality patient care

Covenant Health Report

- Ongoing Professional Practice Evaluation (OPPE) – the ongoing review and analysis of data that helps to identify any issues or trends in a practitioners' performance that may impact quality of care and patient safety.
- Information is used during re-appointment.

PPE Data

What does MSS monitor?

- ❖ All sections have 3 common metrics tracked
 - 30 Day All Cause Readmissions (Risk Adjusted)
 - Mortalities (Risk Adjusted)
 - Length of Stay
- ❖ Each section will also define specialty-specific metrics to track

How does MSS monitor data?

- ❖ Utilizing Nuance CDE Performance Analytics



Where is data stored and viewed?

- ❖ Individual PPE reports
- ❖ Data is shared solely with parties involved with the credentialing process

Larry Pineda, PharmD, BCPS



**Clinical Pharmacist - Antimicrobial Stewardship
Quality Management**

Prakash Shrestha, MD



**Infectious Diseases/Antimicrobial Stewardship,
Quality Management - Patient Safety**

Covenant Health Antimicrobial Stewardship Program

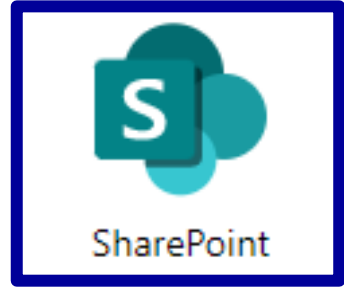
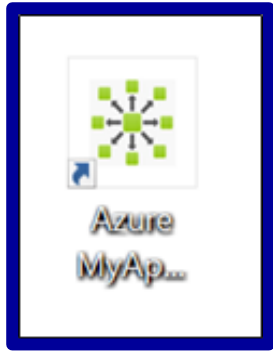
ASP Goal

**Optimize infectious diseases clinical outcomes
while minimizing unintended consequences of
antimicrobial use**

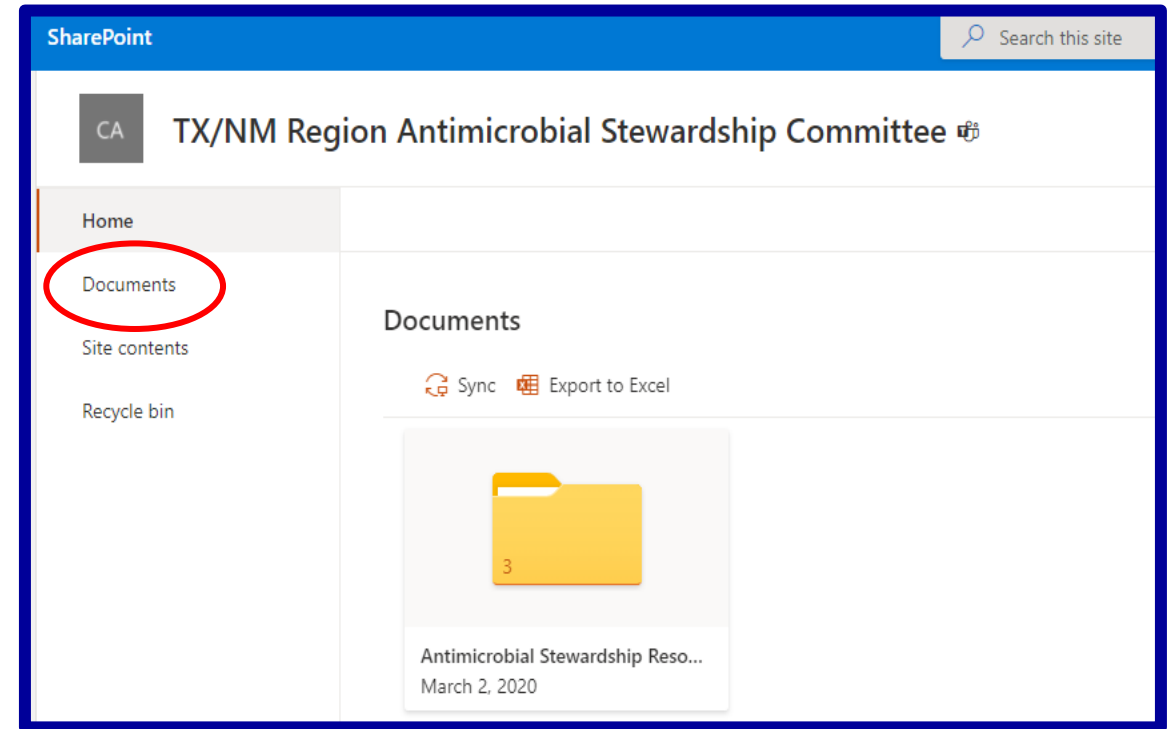
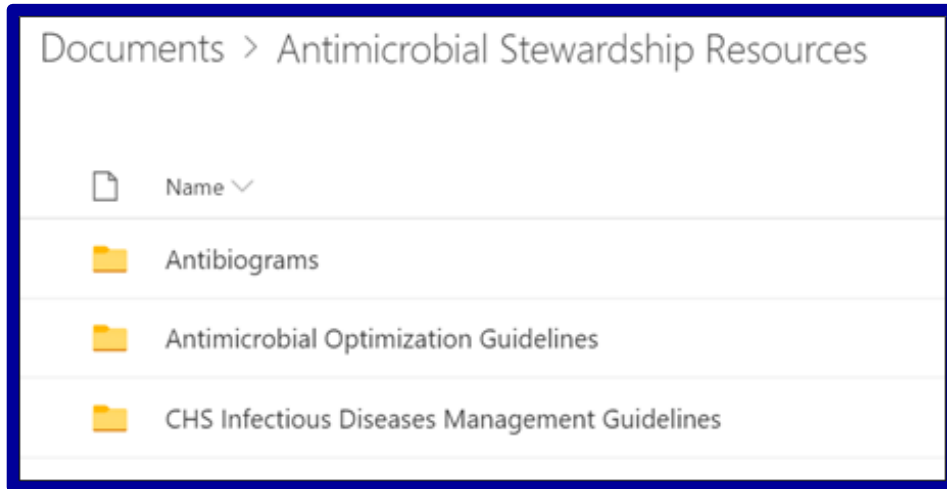
Covenant ASP

- **Regulatory requirement**
 - ❖ CMS condition of participation
 - ❖ Joint Commission standards
- **Antimicrobial therapy surveillance**
 - ❖ Prospective audit and feedback
- **Prescriber notification**
 - ❖ Secure chat
 - ❖ Urgent - phone call

Antimicrobial Stewardship Resources



<https://myapplications.microsoft.com/>



Reserved Anti-infective

REVIEW WITHIN 24 HOURS

Monitor closely for appropriateness of therapy

STEWARDSHIP REVIEW

This drug is reserved for specific indications and will be targeted by antimicrobial stewardship efforts and/or presented to ID physicians for review

APPROVAL

At some locations this drug may require ID approval for ongoing use

Report:

Creatinine Clearance: Unable to Calculate (No successful lab value found.)

Estimated GFR: Unable to Calculate (No successful lab value found.)

Reference Links:

- [Sanford Guide](#)
- [Renal Dosing Guideline](#)
- [Outpatient Antibiotic Guideline](#)
- [Lexicomp](#)

Dose:

2.5 g 0.94 g 1.25 g 2.5 g

Route:

Intravenous

Frequency:

EVERY 8 HOURS Once Q8H Q12H Q24H Q48H

Starting

4/14/2023 Today Tomorrow

For

Doses Hours Days

First Dose

Include Now As Scheduled

First Dose: Today 1600

Final Dose: Until Discontinued

04/14	04/15	04/16	04/17	...
1600	0600	0600	0600	
2200	1400	1400	1400	
	2200	2200	2200	

Admin Instructions: [+ Add Admin Instructions](#)

Prod. Admin. Inst.: Protect vial from light until IVPB is activated. Activate system and mix before use.

Note to Pharmacy: [+ Add Note to Pharmacy](#)

! Indications:

☐ Enterobacteriaceae carbapenemase producing bacteria

☐ Pseudomonas with known susceptibility to ceftazidime-avi

Indications (Free Text):

Priority:

Add-On After X-Ray ASAP Routine STAT Timed

Product:

Medication

CEFTAZIDIME-AVIBACTAM 2.5 (2-0.5) G IV SOLR

Dose

2.5 g

Admin Amount

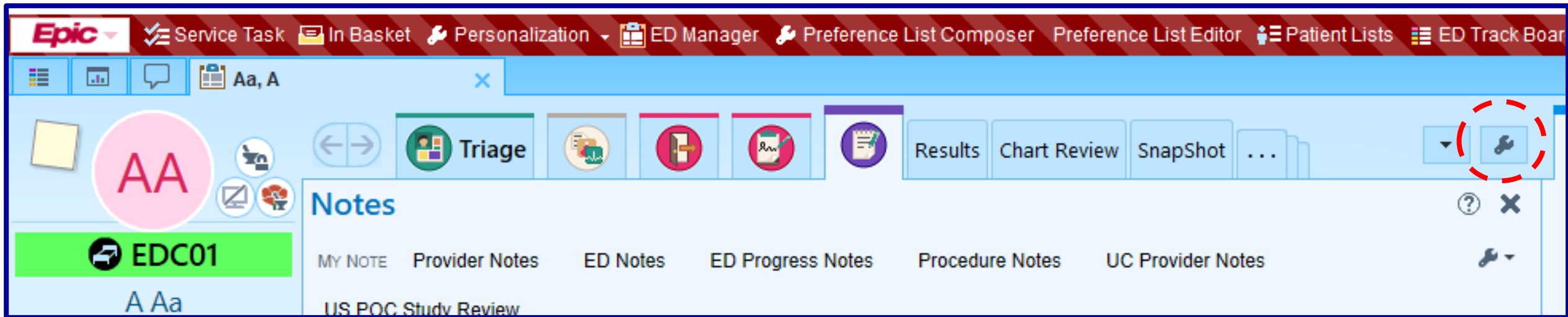
2.5 g

SODIUM CHLORIDE 0.9 % IV SOLN

50 mL

50 mL

EPIC AMS RESOURCES



←→

Modify ...

Results

Chart Rev

SnapShot

...

▼

Modify Workspace: Emergency Visit

?

✕

Drag things to where you'd like them.

Triage

Workup

Dispo

Orders

Notes

Results Review

Chart Review

SnapSho

Review Visit

Sedation

<

>

Occasionally used items go here

Patient Event Trac...

Allergies/Contrain...

Annotated Images

Antibiogram

Avatar

Bed Request

Checklists

Clinical Tools

Communications

Drag and drop to rearrange tabs

Drag and drop between menus

← → Modify ... [Icons]

Modify Workspace: Emergency Visit

Drag things to where you'd like them.

Occasionally used items go here →

Triage

Workup

Dispo

Orders

Notes

Results Review

Chart Review

SnapSho

Review Visit

Sedation

AMS Antibigram

Patient Event Trac...

Allergies/Contrain...

Annotated Images

Avatar

Bed Request

Checklists

Clinical Tools

Asthma Actio...

Seizure Actio...

Biligram

HT Protocol

Scoring Tools

Sexuality and...

Stroke Registry

Crisis Safety...

Rare Condi...

PEARL

Drag and drop to rearrange tabs

Drag and drop between menus

Usage since 3 weeks ago

22 Emergency Visit Workspaces

PEARL

Community-Acquired Pneumonia (CAP) Referral Guide

KT

One exact match found.

Clinical Notes

Orders To Consider

Referral Scheduling
Recommendations

Resources

Community-Acquired Pneumonia (CAP) Referral Guide

Clinical Expertise

Patients with community-acquired pneumonia (CAP) ⁱ may exhibit a wide range of disease severity.

- Use a decision tool to help stratify risk and determine need for inpatient treatment. ^{Ref} ^P
- CRB-65 ⁱ version of the CURB-65 tool ^{Ref}, is simple and needs no lab results ⁱ.
 - Stratifies risk with points for: **C**onfusion (new), **R**espiratory rate $\geq 30/\text{min}$, **B**lood pressure (low) and age ≥ 65 years. [CRB-65 calculator from medschool.co](#).
- Another risk tool is the Pneumonia Severity Index (PSI) [PSI calculator from MDCalc](#)
 - Recommended by IDSA and ATS ^{Ref}
 - Offers more specificity in sorting outpatient vs. inpatient management but is more complex and requires more labs.
- Clinician judgement is always recommended when using calculators in clinical situations.

Evaluation

- Assess risk factors that increase complexity ⁱ.
- Vital signs, mentation and O2 sats are critical to assessment and triage.
- Consider COPD if there is wheezing, particularly without fever.
- Confirm diagnosis in adults with a CXR if not yet done.



10 minute
break

Resources

Student Programs

General Operational Information

Library Services



New Medical Librarian | Alex Ferguson

Learn more about Alex and the services the library provides to all caregivers!



Elizabeth Corbett
Published 2 days ago

Alex Ferguson joins us as the new Medical Librarian at Covenant for the TX/NM region! Alex provides library services to the Covenant School of Nursing, Covenant School of Radiography, and also to all Covenant and Grace caregivers and affiliated medical providers.

Whether you need a single article, or a literature search on a particular topic, the library is here for you! To learn more about library services and resources offered to you as Providence caregivers, please visit our website: <https://www.providence.org/for-employees/library>

For other requests or questions, you may contact Alex directly at alex.ferguson@covhs.org or the general library email at librarian@providence.org for all of your research needs. As the librarian for the TX/NM region, Alex is here to serve YOU!

Providence Library Services



Caregivers and providers across all Providence can access a centralized collection of electronic resources, regardless of location—offsite access is available with login.

GET ACCESS TO RESOURCES INCLUDING:

ClinicalKey
PubMed
CINAHL
Ovid Medline
ADRN Guidelines
Cochrane Library
UpToDate
Nutrition Care Manuals
Lippincott Nursing Procedures
AAMI Infection Control Standards
...and much more!

Services for All Caregivers



Literature Search, Article Access, Journal Club Support, Instruction and Training, and Copyright Help

4,000+
eJournals



New England Journal of Medicine, JAMA, The Lancet, Annals of Internal Medicine, British Medical Journal, and more...

2,000+
eBooks



APIC text, AAMI Resources and AACN Procedure Manual for High Acuity, Progressive and Critical Care, and more!



[providence.org/library](https://www.providence.org/library)

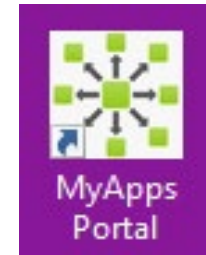


librarian@providence.org

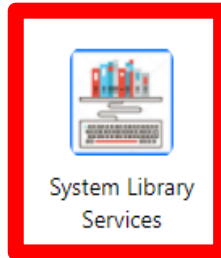


Providence Resources

- myapplications.microsoft.com/ or providence.org/for-employees/library



System Library Services

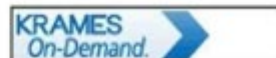


[eBooks / eJournals](#)



[Email:](#)

librarian@providence.org



Drug Resources	Nursing	Nutrition	Palliative Care	Top eJournals/eBooks
Research/Publishing	Race and Healthcare	COVID-19	Trending Topics	
<ul style="list-style-type: none">• Micromedex Starting April 1, 2023, Micromedex will no longer be accessible to Providence caregivers. Lexicomp will be the primary clinical drug information resource. See Practice Alert for more information.• Lexicomp If the link above takes you to a log in page and you're currently on Providence campus, try legacy St. Joseph, Tarzana or Covenant access.• Sanford Guide• Natural Medicines• LactMed• Poison Control• FDA				
eBooks				+
eJournals				+

Interpreter Services

Covenant Policy

- **Interpreter Tools**

- [SJH Public Files - Interpreter Services - All Documents \(sharepoint.com\)](#)
- Guidelines regarding when to use an interpreter
 - Upon request of patient/family/physician/spiritual care
 - Admission Questions/Medical History
 - **Completion of Consents/Permits**
 - Medication: Intent, potential adverse drug reactions
 - Discharge Instructions: Medications, Appointments, Transfers, Care
 - Crucial or Challenging issues
- Nursing Caregivers are a GREAT RESOURCE!

Covenant Health Policy

- **Rafael Marin, Spanish Interpreter, (Lubbock)**
 - **Mon – Fri, 8:00 – 5:00**
 - **(806) 407-7920**
 - **Human Resources Bldg., 3719 22nd Street**
- **Language Line Solutions**
 - **See your last badge for instructions**

Student Programs:

Student Observer and Clinical Rotation Policy

Student Observer and Clinical Rotation Policy

- Approximately 75 College/University Affiliation Agreements across the TX/NM Region
- Covenant Branch - Texas Tech University Health Sciences Center SOM
- Average Around 1,500 – 2,000 Students/year (Observers/Clinicals) all disciplines
- Onboarding Protocols across ALL COVENANT HEALTH
 - ❖ Application
 - ❖ Orientation/EMR Training
 - ❖ Covenant Badge
- Refer Students to:
 - ❖ <https://www.covenantmss.org/students/clinical-rotation-students/>

Student Development Coordinator

- Rochelle Bell
- bradleyrd@covhs.org
- (806) 725 – 0576
- MSO office

General Operational Information

**Scrubs, Parking,
Provider Dining Rooms, Badges
IT Requests & Important Contacts**

Scrub Policy

- Provided per Infection Control Policy
- Turn in Daily – Industrially cleaned
- Do NOT launder them yourselves
- If lost, YOU will reimburse Covenant Health
- 2 credits at CCH – all others on HONOR SYSTEM
- Different Colors represent different disciplines
- Each hospital location handles procedures differently
 - Scrub machines with UN/PIN access or checked out in the OR areas
 - Access on back of ID badge for CCH only



Scrub Machine Locations

- Locations of Machines:

- ❖ CCH: Check out and Check in

- Labor and Delivery 4 North
- OR male and female locker rooms – 2nd floor
- Basement near the Pharmacy – Arnett elevator

- ❖ CMC: Use machines for return only - User: 3030 Pin: 0303

- Physician Private Dining – 2nd floor FAITH /OR area
- OR staff machines located outside of the staff locker rooms
- Basement across from CMC Pharmacy.....Faith elevator
- Cath Lab in PEACE Tower

- ❖ JACC – 1 machine/2nd floor – for JACC providers only

- ❖ Plainview, Levelland and Grace – No machines – located in the locker room

- ❖ Hobbs – Machines by OR Area

Lubbock – Parking Garages

- Provider Parking – Street Level

- Badge Entrance

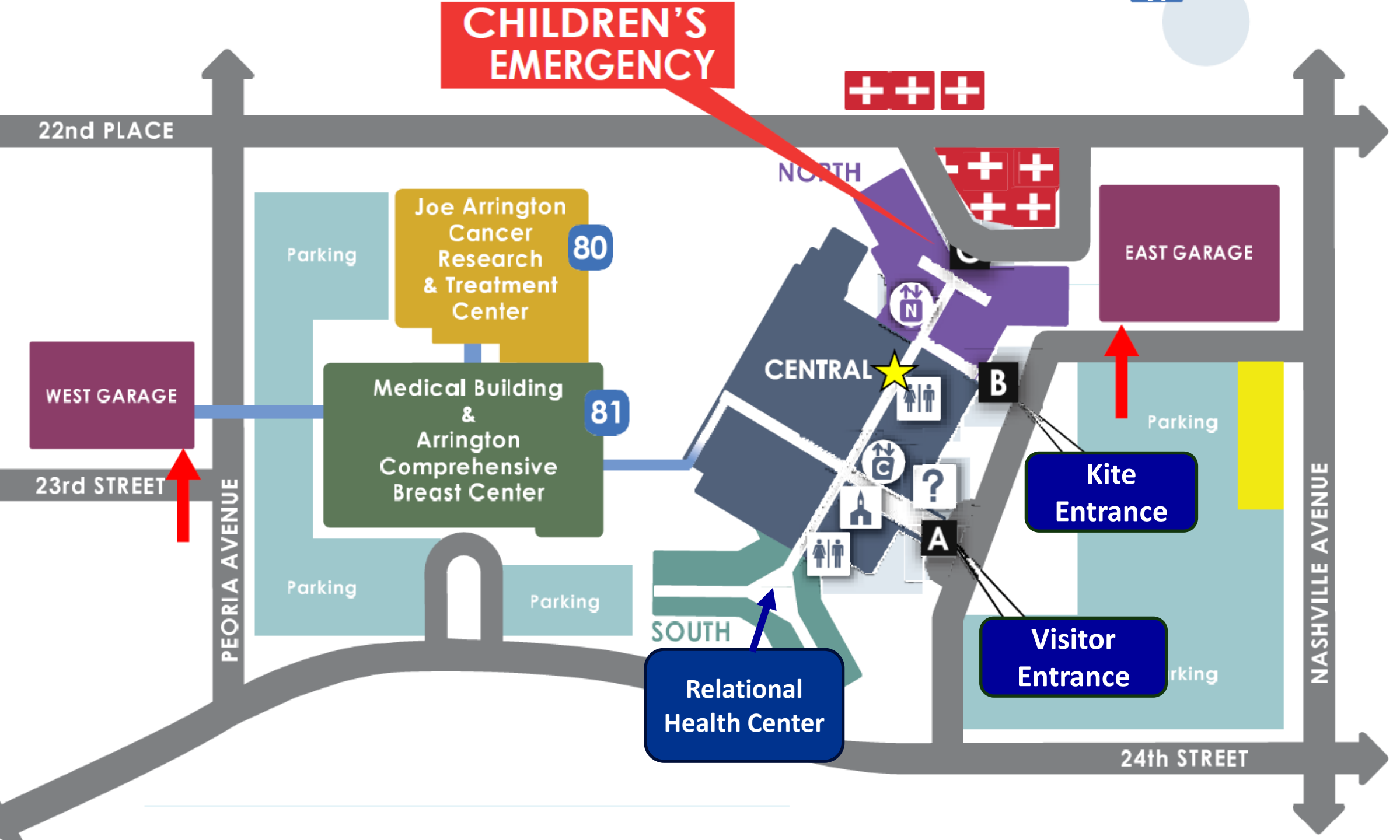
- ❖ CCH

- East Parking Garage – south entrance closest to the hospital
- West Parking Garage – Peoria and 22nd Place/23rd Street

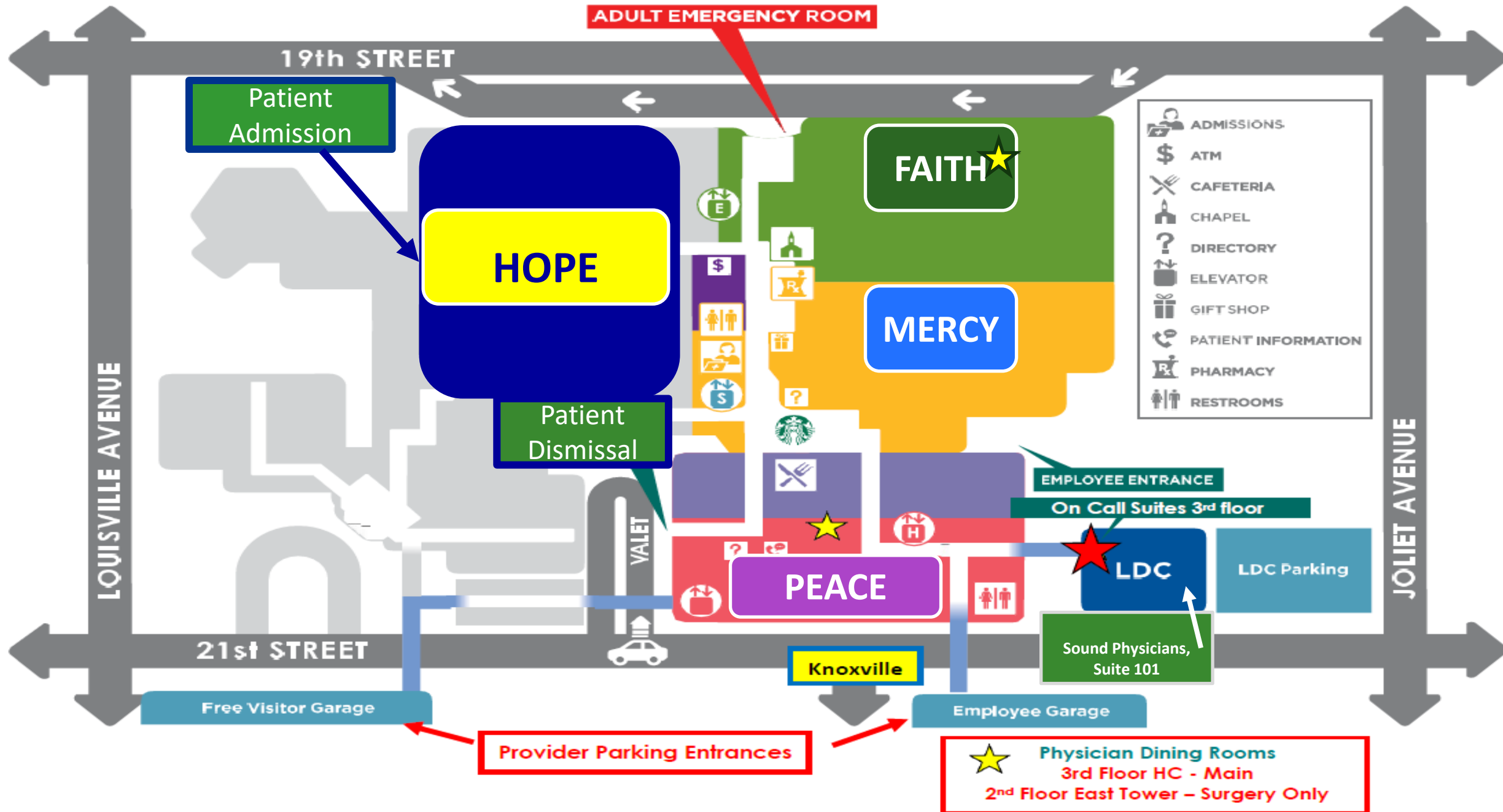
- ❖ CMC

- East Parking Garage – entrance on the southwest corner off of Knoxville street
- West Parking Garage – entrance on the southeast corner off of 22nd street

- ❖ Covenant Grace Surgical Hospital – Covered parking on the North side



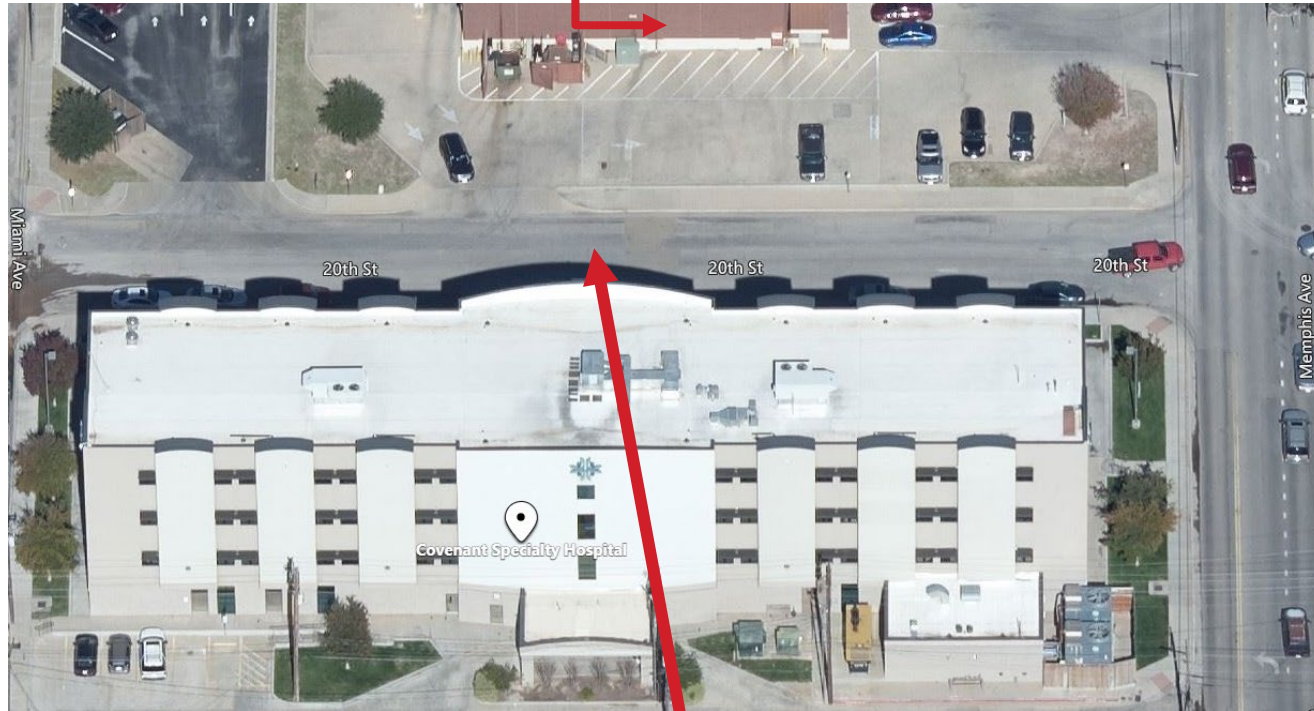
Welcome to Covenant Medical Center



Dollar Tree on 19th

Covenant Specialty Hospital

3815 20th St
Between Memphis and Miami



Parking in front



Covenant Grace Surgical Hospital – 7905 Marsha Sharp Fwy

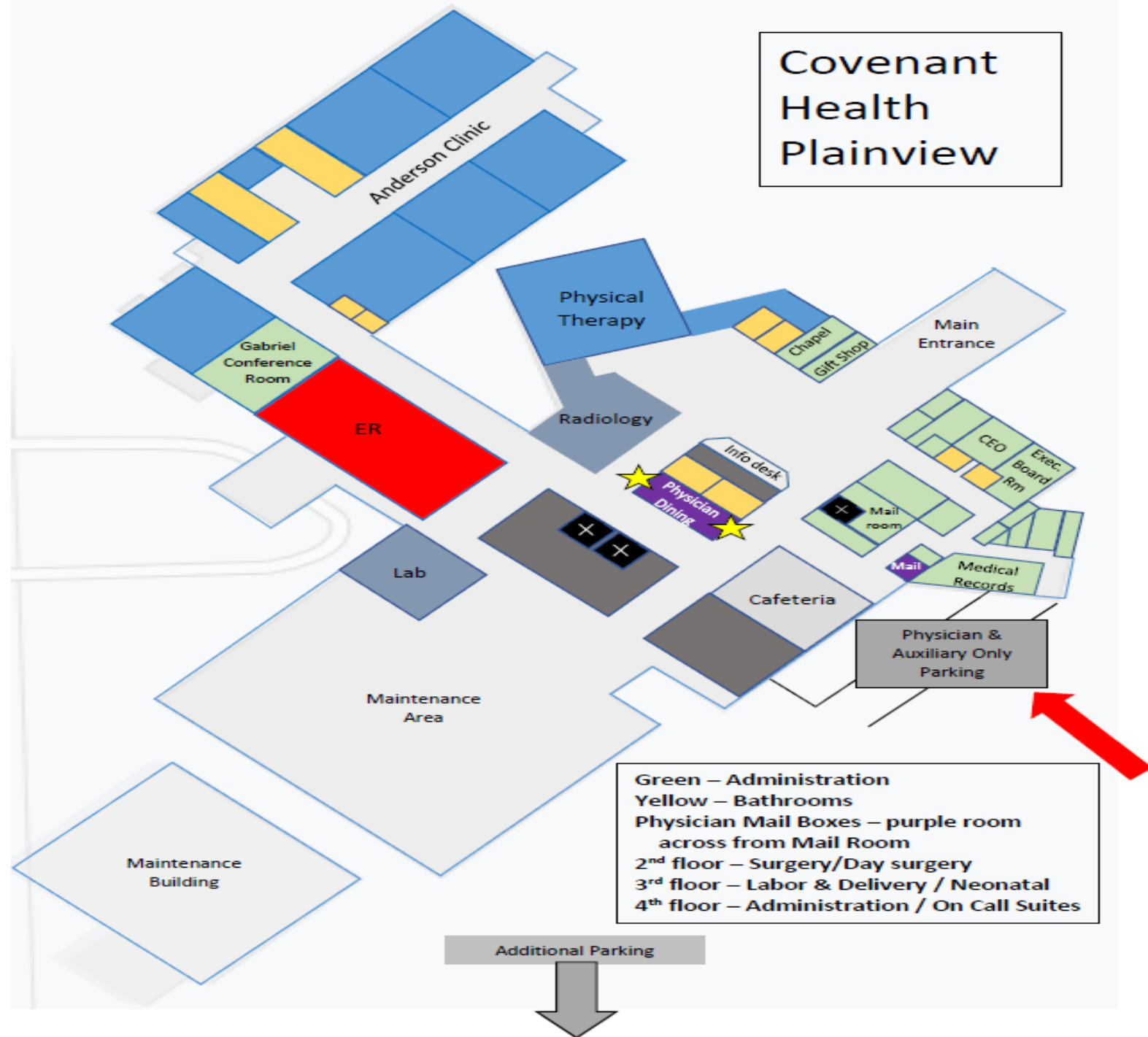


Plainview – Parking



- Green highlighted area
- Located in the back of hospital
- From I-27, take Xenia street and turn east on 24th street. Enter the campus at the paved entrance leading to the physician parking area in the back.

Covenant Health Plainview



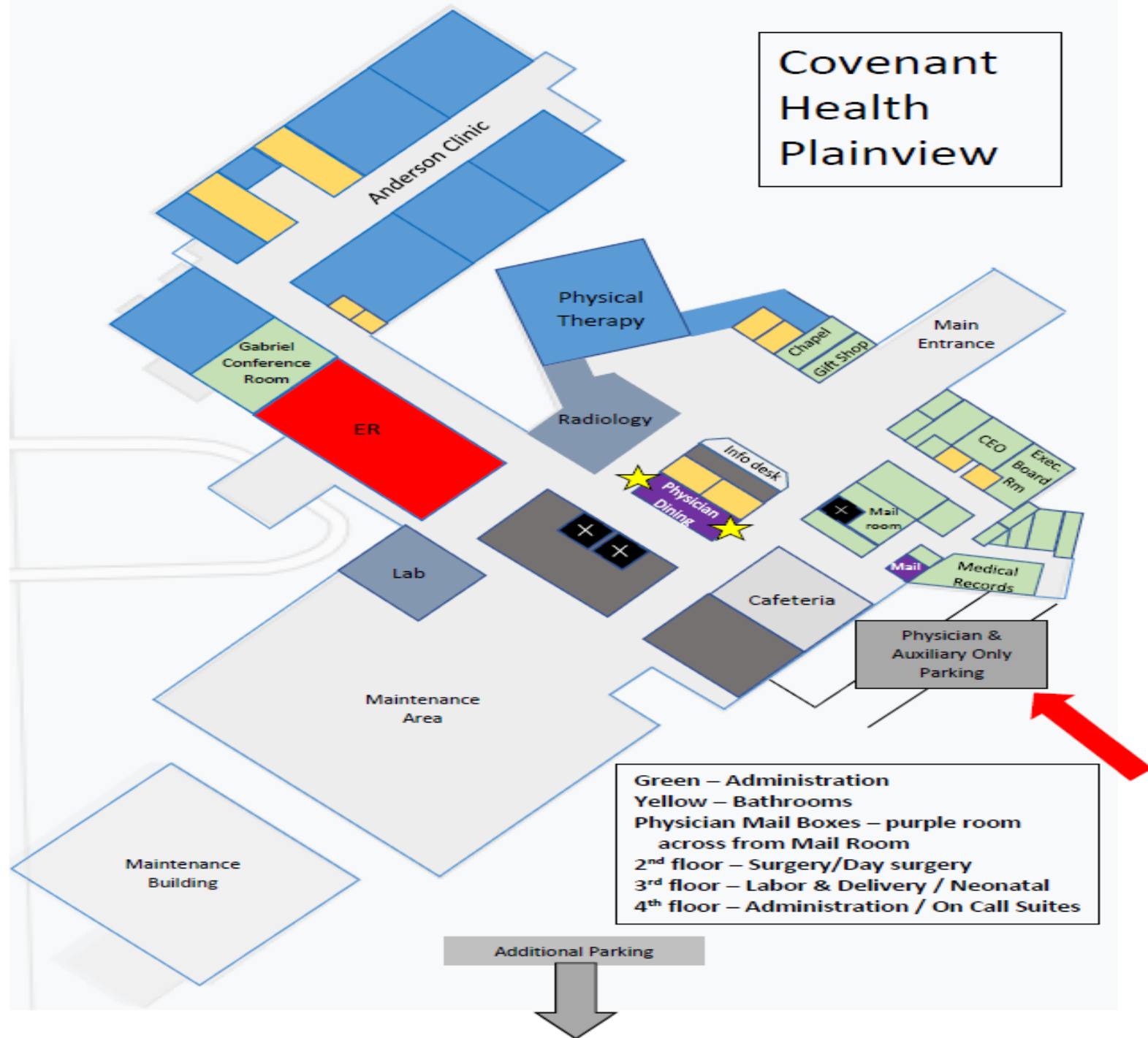
Lubbock Provider Dining Rooms

- **Provider Dining Rooms – 2 meals/day; Monday - Friday (7:00am – 9:30am & 11:00am – 1:30pm) Badge In**
- **Who is allowed to eat in the dining rooms?**
 - ❖ **Providers Only – Physician, NP & PA**
 - ❖ **Students if accompanied by a Provider**
 - ❖ **No other staff unless attending a meeting**
- **CMC – yellow stars**
 - ❖ **Main Dining – Next door (north) of the Cath Lab – PEACE Tower, 3rd floor skybridge**
 - ❖ **Surgery Dining – 2nd floor near the FAITH elevator**
- **CCH**
 - ❖ **Main Dining – 1st floor near the north elevators; Administration entrance on the east side of the hallway, then enter door on the south**

Provider Dining - Covenant Grace Surgical Hospital

- Located on the 2nd floor next to locker room
- Breakfast, Lunch, Snacks
- Menu of the Day – Select meal and time
- Lunch at 11 a.m.

Covenant Health Plainview



Plainview Provider Dining Room

- Provider Dining Rooms – 2 meals/day; Monday - Friday (7:00am –10:30am & 11:00am – 1:30pm)
- Who is allowed to eat in the dining rooms?
 - ❖ Providers Only – Physician, NP & PA
 - ❖ Students if accompanied by a Provider
 - ❖ No other staff unless attending a meeting
- Code: 432
- Location: From the hospital front entrance, the physician dining room is behind the Information Desk. Enter the 3rd door on either the right or left.

Badges

- All Lubbock – made by MSO, loaded in Security
 - ❖ Lubbock Diagnostic Clinics (LDC), 5th floor, Suite 500, 3506 21st Street
 - Security - Basement of MERCY Tower - 806.725.0707
- Plainview
 - ❖ Hospital, 2601 Dimmitt Road
 - 4th floor, Office #409, 806.296.4256
- Levelland
 - ❖ Hospital, 1900 College Avenue, 806.568.1310
- Hobbs
 - ❖ Hospital, 5419 N. Lovington Hwy, 575.492.5101

Important Contacts

- Contact the specific department of the problem; not Medical Staff Services for everything.
- Handout – MSO caregiver with area of responsibility
- Returning after Inactivity – YOU MUST Call the SERVICE DESK.

Application Accesses

&

EMR Training

Access Explanation

- Access Information Page in Packet – access already requested along with contacts
- Online Resources (original email):
 - ❖ PSJH Provider Onboarding
 - Application tickets if needed – must send an email request to Access group
 - ✓ EPCS Application Completion
 - ✓ Office365
 - ✓ Set up Haiku/Canto on Devices
 - ✓ Microsoft Teams
 - ❖ Hospital Folders
- Epic – instructions/POW Session in original email regarding training

Central Division **Access** Project Managers



- **Amber Cotes**
- amber.cotes@providence.org
- Phone: 971-254-3107



- **Emily Hyrst**
- Emily.Hyrst@providence.org
- Phone: 971-369-0294

Options for Putting in an IT Ticket

- Call the Service Desk – (806) 725 – 5555, Physician Option
- Or log into Azure [My Apps \(microsoft.com\)](https://myapps.microsoft.com) and put in a ticket
- Or contact one of the Project Managers over Accesses



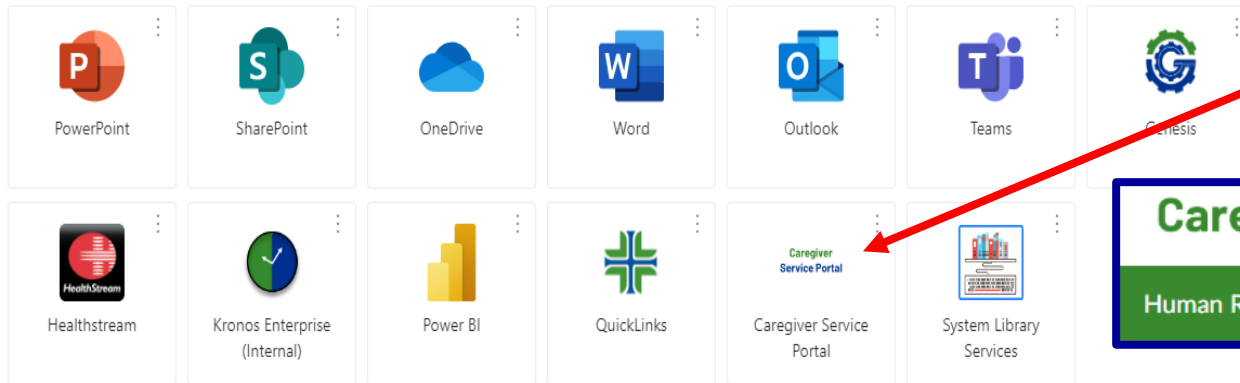
Apps dashboard

Add apps Create collection Customize view

MY STUFF Quick Launch HR Apps Performance & Development Productivity Apps

MY STUFF

Settings



Caregiver Service Portal

Human Resources Benefits & Well-being IS Workplace Cybersecurity System Status

Instant Support from Within Epic, Anytime (24/7/365)

Click the “Help” button in Epic to:



Search: Enter key words or topics in the search field and get resources from the Epic Learning Resources site.



Call: Speak directly to a clinical informaticist to help with your issue.



Text: Use your mobile phone to scan the QR and start a text message session with a clinical informaticist.



Chat: Chat with a clinical informatics support team member.



Message: Send a message about your issue.

How can we help you, Dr. Hsu?

Find your answer on Epic Learning Resources (ELR)



SEARCH

BROWSE

Call

1 callers waiting

Speak directly to a clinical informaticist to help you with your issue. Click and we will call you right back!

CALL ME

Text

Use your mobile phone to scan the QR and start a text message session with a clinical informaticist.

QR CODE

Chat Online

Chat now with a clinical informaticist from our support team right from this desktop.

LAUNCH

Message

Send us a message about your issue and we will get back to you as soon as we can.

LAUNCH