

**Clarian Health Partners  
Smoke-free Campus  
Manager Tool Kit**

# Smoke-free Campus Education Program for Leaders

## Introduction

Clarian Health's mission is to improve the health of our patients and community through innovation and excellence in care, education, research and service.

As of July 1, 2005 Clarian Health Partners will be a smoke-free campus. To be successful with the implementation of this policy it is necessary to tutor all employees and especially anyone in a supervisory role about the need and impact for a smoke-free campus.

This tool kit has been developed to assist Clarian leaders in communicating and implementing the smoke-free campus policy for patients, visitors and employees.

## Objectives

Provide an overview of the smoke-free policy changes at Clarian Health Partners

Define the leader's role in communicating and implementing the policy change

Review skills to manage change

Build skills to effectively communicate smoke-free campus policy to employees, patients and visitors.

## Overview

The goal of the smoke-free campus policy is to address the adverse effects of secondhand smoke on patients, visitors and employees, and to create a safe environment.

Secondhand smoke is the 3<sup>rd</sup> leading cause of preventable death in the United States, with an estimated 53,000 deaths annually . Closer to home, secondhand smoke on our campuses keeps kids at Riley from playing outside, triggers asthma attacks and makes chemotherapy patients at the cancer center nauseated. In keeping with the mission of Clarian Health to improve the health of our patients and community through innovation and excellence in care, education, research and service, we resolve to attain a smoke-free campus at Clarian.

Clarian Health Partners is joining this smoke-free campus initiative in collaboration with hospitals in Marion and Johnson counties.

Clarian Health Partners' intent is to begin enforcement of a smoke-free campus July 1, 2005. The Clarian policy will apply to all staff, physicians, students, volunteers, guests, service representatives, visitors and patients. Smoking will be prohibited in all Clarian Health buildings owned and leased, company vehicles, and on the property/grounds of Clarian Health including campus walkways, parking garages and tunnels. Smoking will be prohibited in personal cars on Clarian property.

As representatives of a health care institution, employees are prohibited from smoking during work hours, which includes rest and lunch breaks, and on all hospital properties and leased premises, grounds and in company vehicles. Employees are expected to be respectful of residents, businesses and neighbors by not loitering in front of homes or businesses or by discarding tobacco products in such a way that negatively reflects on the organization.

**We understand that culture does not change in a day and are committed to consistent, steadfast and compassionate communication of this policy with the focus on patient, visitor and employee health and safety.**

The impact of this policy being implemented on all hospital campuses in Marion County provides the opportunity to make a profound statement to the community about the ill effects of secondhand and residual smoke and to promote a healthier environment.

## **Tools for Communicating with Your Employees**

Understanding Change and Change Management,  
An Excerpt from DDI Results Based Interaction Training guide.

### **The Four Phases of Change**

When a change happens, people's responses generally occur in four phases:

- Initiation
- Disorientation
- Reorientation
- Integration

#### **Phase 1: Initiation**

The initiation phase begins when people become aware that a change is underway. This phase usually covers a short period (it could be a second or a week) during which people realize that something has happened that is changing the way they work, relate to one another, and think about their jobs.

One thing distinguishes this phase from the other phases: the strength and variety of people's reaction, enthusiasm, optimism, commitment, resentment, fear, or resistance among others. In this phase you have the opportunity to set realistic expectations for the people you lead. In doing so you can build group unity and minimize the effects of disorientation.

#### **Phase 2: Disorientation**

In this phase people learn that change, even a welcome one, can be disorienting. The people who accepted the change might lose their confidence and enthusiasm, while those who opposed or feared the change believe their greatest fears are coming true. Your leadership is particularly critical during this stage. How well and quickly you move through this stage will affect how quickly the people you lead get through it and move on to reorientation and integration.

## **Phase 3: Reorientation**

In this phase people:

- Begin to feel more comfortable with the change and feel a greater sense of control.
- Are encouraged because they see that their efforts are starting to pay off and that they are reaping some positive results.
- Can identify and define the issues involved; they recognize priorities. They might not have all the answers, but they know which questions to ask.
- Feel more confident and competent.

## **Phase 4: Integration**

A change that has become part of the routine has been integrated and accepted by those involved. Integrated change is not extra work or a matter of choice. It's part of what everyone does routinely every day.

## **The Four Phases and You**

Knowing the phases of change will help you lead others before, during and after a change. You can:

- Educate people about the phases of change so they will be more likely to take an active part in making the change succeed.
- Set expectations so people aren't surprised or discouraged during the disorientation phase.
- Track the progress or lack of progress of the change.
- Reassure people that their feelings during the initiation and disorientation phases are normal.

# Your Role in Leading the Change Effort

As a catalyst for change, you can:

- Encourage others to explore change opportunities.
- Introduce change to others in a way that stimulates their commitment and enables them to implement and sustain the change efforts.
- Help overcome the resistance of those having difficulty adapting to the change.

As a leader, you can help others adapt to change and ensure a successful transition through your ability to effectively conduct the following types of discussion with your work group:



## Exploring Change

- Encouraging people to think creatively about the change
- Inspiring people to think creatively and take risks



## Introducing Change

- Being honest and specific about the impending change
- Discussing potential barriers
- Providing support



## Overcoming Resistance to Change

- Uncovering and responding to concerns
- Demonstrating your personal commitment



## Exploring Change

If people are to be open to change, they need to work in an environment in which change is viewed as normal, necessary and expected. They must **feel free to be creative and suggest improvements**. You, your work group and others can help identify and influence change opportunities by providing information, insights and ideas about **what** needs to be changed and **how** it might be accomplished.

### Strategy for Exploring Change

Involve people whenever possible. They'll be more likely to:

- Feel a sense of ownership about the change
- Support the change effort rather than resist it.
- Experience less disorientation.
- React with enthusiasm and a desire to investigate the possibilities.
- Make a strong commitment to making the change happen.



## Introducing Change

When you are introducing change, you are letting people know about a decision that has already been made. The decision might have been made by senior management or a task force, by a customer, or by you. The decision covers what is to change; it might or might not include how the change is to take place.

When you announce a change, it's important that you clearly state that you are introducing change, not exploring it. That way, people aren't confused about how much influence or input they have and what is expected of them.

To make introducing change easier for yourself and others:

- Be **honest and specific** when providing information.

- Be direct and confident when introducing the change and ***be positive*** about its outcome.

### **Strategy for Introducing Change**

Involve others quickly by focusing their attention on what needs to be done and asking for their help. They'll be more likely to:

- Feel that they can make a difference.
- Understand their roles in the change effort.
- Make a commitment to the change.
- Assume shared responsibility.



### **Overcoming Resistance to Change**

People resist change because they don't understand or have control over what is happening. They don't know what to expect and they fear the impact the change will have. Resistance could also be based on faulty information or incorrect assumptions.

People can begin to overcome their resistance when they have an opportunity to share their concerns and feelings. Continue the approach you used when you introduced change: Uncover others' concerns and involve people in implementing the change. Work with them to develop ideas for adapting to the change.

Make sure you **demonstrate your personal commitment** to the change. Don't apologize for the change – show your support and enthusiasm.

### **Strategy for Helping Others Overcome Resistance to Change**

Help people gain a greater sense of understanding, ownership, and trust. They'll be more likely to:

- Focus on aspects of the change that they can influence.
- Look at the long-term benefits for everyone involved.
- Feel heightened morale, which will translate to increased productivity.
- Develop new and creative ways of implementing the change.

### **Key Principles**

Esteem	Empathy
Involvement	Share
Support	

### **Manager Talking Points**

The following are talking points that may help you address smoking policy changes with your staff. Keep in mind that each unit has its own unique set of circumstances. Brainstorming with staff about your department's "best" means to implement the policy is important to staff comfort and success.

The overall objective of this discussion is to:

- Discuss the background and rationale of the smoking policy change
- Communicate the details of the new smoke-free campus policy
- Discuss unique circumstances within your department and brainstorm on how to address them.
- Agree on a plan

### **Opening Statement**

"The purpose of our meeting today is to discuss upcoming changes in the smoking policy."

### **Background/Rationale**

The goal of the smoke-free campus policy is to address the adverse effects of secondhand smoke on patients, visitors and employees, creating a safe environment.

- Secondhand smoke is the 3<sup>rd</sup> leading cause of preventable death in the United States, with an estimated 53,000 deaths annually
- Closer to home, secondhand smoke on our campuses keeps kids at Riley from playing outside, makes chemotherapy patients nauseated and has induced asthmatic episodes.
- Clarian Health Partners' will implement a smoke-free campus July 1, 2005.
- The Clarian policy applies to all staff, physicians, students, volunteers, guests, service representatives, visitors and patients.
- Smoking will be prohibited in all Clarian Health buildings, leased and owned, company vehicles, and on the property/grounds of Clarian Health including campus walkways, parking garages and tunnels.

- As representatives of a health care institution, employees are prohibited from smoking during working hours, which includes rest and lunch breaks and on all hospital-owned and leased premises, grounds, in company vehicles and in private vehicles on Clarian property. [dh1]
- Employees are expected to be respectful of residents, businesses and neighboring hospitals by not loitering in front of homes or businesses or by discarding tobacco products in such a way that negatively reflects on the organization moving to and from their work facility.
- It is the responsibility of each staff member to communicate this policy in a compassionate manner this policy.

### **CLARIFY**

- Offer and review FAQ - Emphasize patient education modules, Physician Order Groups (IUPOG/MOPOG) and Employee Smoking Cessation Resources.
- What are staff issues and concerns. (listen patiently and make a list)
- Emphasize: "You do not have to quit smoking; you just can't smoke here for the safety of our other employees, patients and visitors.

### **DEVELOP ideas for implementing the change in your area**

Each department has a different customer and means for communicating the policy. General resources are available. Your leadership is needed to facilitate brainstorming ideas with your staff to meet the specific needs of your area.

- Seek and discuss ideas.
- Explore needed resources/support specific to your department.
- Review resource list on FAQ.
- Change is sometimes difficult. Discuss what will help in your department throughout the change:
  - A positive attitude
  - A sense of humor
  - A vision of a healthier future
  - Care and commitment to our patients
  - Care and commitment to each other
  - Empathy

Keep in mind: Smokers and former smokers can be your greatest ambassadors – no one else will have a greater capacity for patient and visitor empathy. Empower and support employees' ideas and efforts.

Try to address customers' mind, body and spirit. The chapel is a great place for visitors and employees under stress (smoking or not) to find a quiet place to center.

**AGREE** on a plan for implementing the change in your department

- Specify actions to take.
- Confirm needed resources/training or support.
- Confirm how and when to implement.

**CLOSE** by summarizing and confirming commitment

- Highlight importance of commitment – it is everyone's job to enforce the policy with visitors and patients.
- Summarize your department's process for addressing smoking with patients and visitors.
- Check commitment level.

We understand that culture does not change in a day and are committed to consistent, steadfast and compassionate communication of this policy, with the focus on patient, visitor and employee health and safety.

[dh1]I think you need to very clearly state that some employees may say this is a rights issue and ask how they can be told they can't smoke on their breaks. I think we should insert Orson's justification here for managers to have.

## **Clarian Smoke Free Policy Patient Notification**

Clarian Health Partners provides a smoke free campus to provide the healthiest and safest environment for you, our other patients and families, as well as our visitors and employees.

Smoking is not allowed in any Clarian buildings or Clarian owned properties, including the beltway sites, company vehicles, and on the property/grounds of Clarian Health including campus walkways, parking garages and tunnels.

We realize that it may be difficult for some to adjust to this smoke-free policy, so we offer a variety of services to help people adapt to the policy while they are on the Clarian campuses.

We offer over-the-counter nicotine replacement products, including nicotine-replacement gum and lozenges that are available for purchase at Clarian gift shops and pharmacies, and in the hospital cafeterias when the gift shops and pharmacies are closed.

We also offer tobacco cessation programs. If you are interested in these, please discuss the options with your physician or nurse.

**Methodist Hospital (MH)**

**Nicotine Replacement / Tobacco Cessation**

The person initiating entry should write legibly, date the form (using Mo / Day / Yr), enter time, sign, and indicate their title.

Until signed, these are for general information and reference only. They should not be relied on as advice for a particular patient or situation or as a substitute for the independent professional judgment of the physician.

**Assessment**

**To order appropriate treatment, determine patient's current tobacco use by asking patient:**

**1. When was the last use of cigarettes (even 1 puff)?**

- Within the last 24 hours - Nicotine Replacement should be considered
- Within the last week - Nicotine Replacement should be considered
- Within the last 12 months - Nicotine Replacement **not** required if patient has abstained from tobacco for greater than 10 days

**2. How much does patient smoke?**

- less than ½ pack per day (0-10 cigarettes per day) **low use**
- greater than ½ to 1 pack per day (more than 10-20 cigarettes per day) **moderate use**
- greater than 1 pack per day (more than 20 cigarettes per day) **heavy use**
  - Nicotine patch and gum or lozenges are options for nicotine replacement therapy (NRT) based on patient or physician preference.
  - The goal should be to provide 100% of the patient's daily nicotine dose.
  - **Combining patch with gum or lozenge may be used.** Consider it for those patients unable to quit with a single therapy previously. Concurrent use of gum and lozenge is NOT recommended.
  - **1 pack of cigarettes is approximately = to 20-30mg of nicotine**

**Clarian Tobacco Control Center phone# 962-9662 - [www.clarian.org/ctcc](http://www.clarian.org/ctcc)**

Date	Time	Physician Orders
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Has patient had previous reaction to the patch?  Yes  No

**Nicotine Replacement Orders**

**Low Use: less than ½ pack per day (0-10 cigarettes per day)**

- Nicotine Patch:** 7 mg /day apply locally daily
- Nicotine Gum\*:** 2mg (1 piece every 1-2 hours PRN as needed for nicotine craving, total of 10-15 pieces per day)
- Nicotine Lozenge\*:** 2mg (1 piece dissolved in mouth every 1-2 hours PRN as needed for nicotine craving, max 10-15 pieces per day) Lozenge should not be bitten, chewed or swallowed

**Moderate Use: greater than ½ to 1 pack per day (more than 10-20 cigarettes per day)**

- Nicotine Patch:** 14 mg /day apply locally daily
- Nicotine Gum\*:** 2mg (1 piece every 1-2 hours PRN as needed for nicotine craving, total of 10-15 pieces per day)
- Nicotine Lozenge\*:** 2mg (1 piece dissolved in mouth every 1-2 hours PRN as needed for nicotine craving, max 10-15 pieces per day). Lozenge shouldn't be bitten, chewed or swallowed

**Heavy Use: greater than 1 pack per day (more than 20 cigarettes per day)**

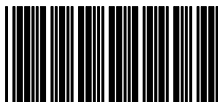
- Nicotine Patch:** 21mg /day apply locally daily
- Nicotine Gum\*:** 4mg (2mg X2 pieces every 1-2 hours PRN as needed for nicotine craving, max 10-15 pieces per day.)
- Nicotine Lozenge\*:** 4mg (1 piece dissolved in mouth every 1-2 hours PRN as needed for nicotine craving, max 10-15 pieces per day) Lozenge should not be bitten, chewed or swallowed

*\*Do not eat or drink 15 min before and while gum/lozenge is in mouth because it may affect absorption.  
Patients should be instructed to chew gum until taste is noticeable, then place gum between cheek and gum to enhance absorption.*

Practitioner Signature \_\_\_\_\_ Printed Name \_\_\_\_\_ Pager \_\_\_\_\_

Entered by: \_\_\_\_\_ Order Entry Verified \_\_\_\_\_

Sent to Pharmacy by: \_\_\_\_\_ (Scan, Tube / Fax / Copy) Date \_\_\_\_\_ Time \_\_\_\_\_



PHYSICIAN'S ORDERS

Medical Record - Original  
Pharmacy - Copy

**T-5**

# **Palm Card**

Front:

Please help us maintain a safe environment for our patients, visitors and employees by extinguishing your cigarette. This is a smoke-free campus

Back:

If you are interested in quitting smoking, please contact the Clarian Tobacco Control Center at (317) 962-9663.

# Clarian's Smoke-Free Hospital Campus

## Frequently Asked Questions

Clarian is committed to consistent, steadfast and compassionate communication of the smoke-free campus policy with the focus on patient, visitor and employee health and safety. Culture does not change in a day, it is with each employee's focus on health and healing that we will create a smoke-free campus.

**Q: Why is Clarian Health Partners changing the smoking policy?**

**A:** Secondhand smoke is the 3<sup>rd</sup> leading cause of preventable death in the United States. As a health care leader, our organization has a commitment to the health and safety of our patients, visitors and employees. Key events that expedited the policy at Clarian include: children at Riley not able to play outside due to second hand smoke on campus, chemotherapy patients becoming nauseous from smell of secondhand smoke, visitors with asthma having respiratory distress resulting in visits to our Emergency Rooms and mulch fires due to inappropriate disposal of burning cigarettes.

**Q: When does the policy change start?**

**A:** July 1, 2005

**Q: Who does this effect?**

**A:** Patients, visitors, employees, volunteers, physicians, students, contract employees, contractors and service representatives.

**Q: Don't we already have a smoke-free policy? How is this different from our current policy?**

**A:** We currently have a smoke-free hospital inside the buildings but this affects grounds and all properties owned or leased by Clarian. The following compares the existing policies and the policy that will be implemented on July 1, 2005.

Current

- Prohibits smoking inside any facility
- Allows smoking in designated areas outside

New

- Prohibits smoking in all Clarian Health buildings
- Prohibits smoking in all Clarian Health buildings, on properties and grounds, and in company vehicles, including Clarian Health walkways,

- parking garages and tunnels, or within a 30-foot perimeter of any entrance whichever is greater.
- Prohibits smoking in all Clarian labs, clinics and satellite facilities
  - Prohibits smoking in company vehicles and personal vehicles when on Clarian property
  - There are no designated smoking areas
  - Employees are prohibited from smoking during working hours which includes rest and lunch breaks. Employees are also prohibited from smoking at anytime while on all hospital-owned and leased premises, grounds and in company vehicles.

**Q: What are other hospitals doing?**

**A:** All hospitals in Marion and Johnson Counties will initiate a smoke-free campus policy by the end of 2005. All CEOs of these hospitals made a joint announcement March 1 at the Statehouse regarding their commitment to smoke-free hospital campuses.

**Q: Why was smoking selected versus other health risks?**

**A:** Many people – smokers, patients, and probably even some health professionals aren't aware how much smoking impacts health care and recovery. By making our environment smoke-free, we are addressing the number one health risk today. [dh1]

**Q: What is the impact at University Hospital?**

**A:** The smoke-free campus policy addresses all owned and leased facilities. Riley Hospital, University Hospital and Wishard will implement the smoke-free campus policy on July 1, 2005. We need to be mutually supportive of our initiatives. Employees are expected to be respectful of neighboring residents and businesses, including IUPUI and and Wishard, by not loitering in front of homes or businesses or by discarding tobacco products. [dh2]

**Employee Information:**

**Q. As an employee, do I have to quit smoking?**

**A:** No, we are not asking you to quit using tobacco, you just cannot smoke on the campus or during work hours, including rest and lunch breaks.

However, if you are interested in quitting a number of resources are available to help you quit. They Include:

Clarian Tobacco Control Center 962-9662  
Methodist Medical Group 962-2549

Georgetown Medical Plaza  
East Washington Medical Plaza  
Glendale Medical Plaza  
Healthy Results for You 962-1792  
American Lung Association online: [www.ffsonline.org](http://www.ffsonline.org) or call  
1-800-LUNG-USA  
Try to Stop: [www.trytostop.org](http://www.trytostop.org)  
National Quitline: 1-800-QUITNOW  
Tobacco Free Nurses Online: <http://www.tobaccofreenurses.org/>

Your personal primary care physician can also assist you in quitting.

**Q: What pharmacological therapies are available to Clarian employees?**

**A:** There are a number of pharmacological therapies that can aid in “kicking the habit”. A number of these are covered under the medical health plan. Talk with your physician to discuss what will work best for you.

There will be limited availability of subsidized over-the-counter nicotine replacement therapy for employees. This will be available for employees who [dh3]attend a designated cessation program. Details of the cessation programs and registration are available on Pulse.

**Q: What other employee resources are available?**

**A:** Clarian has a number of employee support systems including:  
Employee Assistance Program- 962-3838 or 274-0911  
Chaplaincy 962-8611 or 274-7415  
Buchanan Counseling Services 962-8613  
Massage Therapy 962-3950  
HealthWorks 962-8104 or 274-6712  
Behavioral Health Services 962-2622

Clarian Health Partners is sponsoring “The 30-Day Race to Better Health” for all employees wanting to improve or maintain their health status. The kickoff is June 1<sup>st</sup>. Watch for more information on Pulse and in The Clarian.

**Q: Does the policy affect employees at facilities outside of the downtown hospitals?**

**A:** Yes, Clarian West already has a smoke-free campus and Clarian North will open as a smoke-free campus as well. We need to protect the health and safety of all our employees so this policy applies to employees at all sites owned and leased by Clarian. [dh4]

**Q: Isn't this a violation of my civil rights?**

**A:** Smoker's rights laws do not prevent employers from regulating or restricting smoking on their premises or worksites. In fact, many states impose restrictions on workplace smoking to protect nonsmokers from the health problems that may be caused by secondhand smoke.

**Q: Will parking garages be smoke-free as well?**

**A:** Yes, parking garages are critical as patients, visitors and employees walk through them to get inside the doors of Clarian hospitals. Smoking is prohibited in garages and in personal cars on Clarian property.

**Q: How will the new policy be monitored with employees?**

**A:** Under the policy, employees who smoke on the grounds will be reported to their units. Supervisors will take action as they would any other violation of policy up to and including discharge. For more information refer to Clarian HR Corrective Action Policy #105 found on the Pulse.

## **Patient and Visitor Information**

**Q: Can visitors smoke on our campus?**

**A:** For the health of our patients, visitors and employees, visitors may not smoke on our property.

**Q: How do I tell patients and visitors about our smoking policy?**

**A:** Positive communication to our patients and visitors is critical to compassionate care. In a calm voice please state "For the health and safety of our patients and visitors, smoking is not allowed on our campus."

Please do not be confrontational; if visitors become belligerent, please contact Security. To assist you in your communication, business-size cards can be downloaded on the Pulse.

**Q: Is clinical training for patient tobacco assessment and intervention available?**

**A:** Yes, the four clinical training modules "Tobacco Counseling and Intervention" can be found on e-LMS. Please take time and complete the four modules prior to July 1.

**Q: Is employee training on the smoke-free campus policy and implementation available?**

**A:** Yes, all employees are encouraged to review Module 1 of "Tobacco Counseling and Intervention" training found on e-LMS.

**Q: Do nicotine replacement Physician Order Protocol and Oversight Groups exist for patients? (IUOPOG and MOPOG)**

**A:** IUOPOG and M OPOG are available on PULSE under General Order Sets.

**Q: Given the stress that families face during hospitalization, how does the policy support these individuals?**

**A:** Providing a safe and healthy environment for our patients is our primary responsibility. Survival kits with nicotine replacement coupons, educational materials, etc. will be provided for those who need assistance. Nicotine Replacement products will be available in the gift shops.

**Q: Won't this policy just send the smokers to restrooms, stairwells, and other areas?**

**A:** While the potential exists, the hope is that all will embrace the efforts to sustain a healthier environment for our patients, visitors and staff. It is our responsibility to help each other, our patients, and visitors in this process. All staff will be empowered to enforce this policy.

**Q: How will the new policy be enforced?**

**A:** All employees who see patients and visitors smoking on our property should be courteous in informing them of the smoke-free policy and attempt to offer them a "palm card". The palm card is business-size card that outlines our smoke-free campus policy. These can be obtained on PULSE.

If a patient/visitor or employee becomes problematic, Security should then be called.

**Q: What resources are available to assist in the transition?**

**A:** Clarian Health Partners understands that change can be difficult. The following information and resources are available to assist in the transition.

**Resources for compassionate communication:**

- Physician notification letters and smoking cessation packets
- "Please Keep Our Campus Healthy" palm cards (for patients and visitors)
- Patient smoking status assessment and smoke-free campus notification at surgery scheduling
- Notification upon admission
- Clinical training modules "Tobacco Counseling and Intervention" available on e-LSM.
- Physician Order Sets, (IUPOG and MOPOG)

- Tool Kit for Managers
- Smoking cessation resources for employees

## **Thank you for your support!**

General tips for communicating with patients and visitors:

- Staff member courteously and tactfully approaches the person and calmly explains the smoke-free campus policy. **“For the health and safety of our patients, visitors and employees Clarian Health Partners is a smoke-free campus. Please extinguish your cigarette.” Give palm card.** Walk away.
- Suggest quiet, calm places visitors under stress can retreat to unwind such as the chapel, gardens or quiet areas within your unit. Reinforce the importance of self-care as well as caring for patient.
- If the person is a staff member and that person continues to use tobacco products in the prohibited area, the staff member is to report the incident to the appropriate manager, supervisor or director. The manager/supervisor/director should handle the violation through appropriate channels.
- If a patient or visitor becomes belligerent, contact Security for support.

[dh1]On the first page we said SHS is the 3<sup>rd</sup> leading cause of death. Should we keep this consistent?

[dh2]We don't want to tell them to mention "negatively reflecting on our organization.

[dh3]I don't think we know this yet.

[dh4]Shouldn't the beltways and Gateway be addressed as well. What about Healthnet?



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## Smoke-Free Campus

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### I. PURPOSE

Clarian Health is committed to the promotion of quality health care, which includes prevention of disease. With this commitment comes the responsibility of providing a safe and healthy environment for all people who enter Clarian Health facilities and grounds. To establish and maintain the safest possible environment in which to deliver such care, Clarian Health shall be smoke-free campus-wide, including buildings, grounds and leased facilities. Clarian Health will exceed regulatory and/or accrediting agency requirements regarding smoke-free environments to provide excellence in all of our patient care.

### II. SCOPE

The policy applies to all employees, physicians, students, volunteers, guests, service representatives, contracted employees, contractors, visitors and patients.

### III. DEFINITIONS

**A. SMOKE-FREE CAMPUS:** Smoking is prohibited in all Clarian Health buildings, company vehicles, personal vehicles while on Clarian property, and on the property/grounds of Clarian Health including campus walkways, parking garages, surface parking lots, tunnels, labs, clinics and beltway facilities.

**B. EMPLOYEE:** full-time, part-time and supplemental Clarian Health employees.

**C. CONTRACT EMPLOYEE:** not an employee of Clarian Health and not eligible for employee benefits.

### IV. POLICY STATEMENTS

Our aim is to create a healthier and safer environment for our patients, visitors, and employees by eliminating the harmful effects of second hand smoke. To that end smoking is prohibited in all Clarian buildings, on all properties, grounds, and in company vehicles. This prohibition includes walkways, parking garages, surface parking lots, tunnels, or within a 30-foot perimeter of any entrance whichever is greater.

Employees are to refrain from smoking during working hours to avoid bringing the contaminants of tobacco smoke that remain on one's body and clothing into the care and work environment. These contaminants can trigger adverse reactions in patients and colleagues similar to those caused by excessive perfume or other fragrances. Should such contaminants create an issue when an employee arrives or returns from breaks, management will intervene with education and coaching. Repeated issues or an established pattern can result in formal corrective action.

All employees are expected to take a respectful role in communicating the benefits and necessity of this policy. This includes informing violators of the policy. Employees are also expected to be respectful of residences and businesses neighboring Clarian.

Clarian Health Partners promotes compassionate respectful communication of the smoking policy by all employees. All employees are responsible for informing policy violators of the Smoke-Free Campus Policy. The policy will only be as effective as the education, communication and monitoring that will be used to ensure compliance. To that end, leadership must take a primary role in establishing a smoke-free campus.

## **V. PROCEDURES**

- A. Leadership (CEO, VPs, Directors, and Managers) is the first line of maintaining employee and visitor policy compliance with monitoring and intervention responsibilities.
- B. Safety and Security will watch for smoking violations during routine patrols of Clarian Health buildings, properties and grounds. Safety and Security staff will be the second line of employee and visitor policy communication and education.
- C. Employees who violate the Smoke-Free Campus Policy are subject to corrective action as defined in Clarian Policy HR-105 Corrective Action. The process for addressing non-compliant employees:
  1. Leadership and/or Safety and Security staff will give a smoking violation citation form (Smoke-Free Campus Warning Record, Form #7022075 CH 65) to any employee who is violating the Smoke-Free Campus Policy (See Attachment B).
  2. Leadership and/or Safety and Security will forward a copy of the citation to employee's supervisor.
  3. Managers will address employee violations using Clarian Policy HR-105 Corrective Action.
- D. Visitors who refuse to comply with the Smoke-Free Campus Policy may be requested to leave the property by Safety and Security. In emergent cases, nursing staff can offer nicotine replacement vouchers to visitors who, because of patient support, cannot leave the campus.

Example: A son visiting his terminally ill father in the last hour of life is in need of a cigarette; the nurse offers nicotine replacement.
- E. Clinical staff will assess and offer every appropriate smoking cessation option to patients. (Refer to: Indiana University Physician Order Group [IU OPOG] or Methodist Physician Order Group [MOPOG] titled "Nicotine Replacement/Tobacco Cessation"). If a patient refuses to comply with the Smoke-Free Campus Policy, staff will follow Clarian Policy ADM 1.52 Patient Sign-Out Against Medical Advice. When a problem arises with a patient or visitor that cannot be resolved, Safety and Security should be contacted: Methodist 962-8000 and IU/Riley 274-7270.

- F. The responsibility for communicating this policy is placed upon all employees, physicians, students and volunteers. This responsibility is two-fold and applies to individual behavior as well as the responsibility to inform patients and guests of the policy and its related procedures. Any employee, physician, student or volunteer observing a violation should politely and clearly inform the offender of the policy. All managers are responsible for the consistent application of this policy in their areas. The following areas will lend additional communication support.
1. Human Resource support:
    - a. Inform employment applicants of the Smoke-Free Campus Policy by means of a statement in the employment offer letter.
    - b. Address the Smoke-Free Campus Policy during New Employee Orientation.
    - c. Address the Smoke-Free Campus Policy in Leaders Essentials manager training.
    - d. Include the Smoke-Free Campus Policy statement in the employee handbook.
  2. Nursing support:
    - a. Assess smoking status of each patient.
    - b. Offer intervention options where appropriate.
    - c. Compassionately communicate to visitors and family members the Smoke-Free Campus Policy and resources that are available when appropriate.
    - d. Address the Smoke-Free Campus Policy during unit nursing orientation.
  3. Patient Admission support:
    - a. Provide policy notification in pre-admission packets with recommendations to discuss cessation options with attending physician or nurse.
    - b. Verbally notify patient via the phone during the pre-admission reminder call.
    - c. Notify patients of the Smoke-Free Campus Policy and request acknowledgement signature at points of admission (See Attachment A).
    - d. Counsel patients prior to hospital admission.
  4. Health Promotions support:
    - a. Provide information and support to employees and visitors regarding smoking cessation resources.
    - b. Provide sample smoking cessation materials to physicians for patients planning a hospital admission.
    - c. Provide Clinical staff training on patient tobacco assessment, education and intervention.
    - d. Provide all employees education on Smoke-Free Campus Policy and procedure.
  5. Physician support:
    - a. Attending physician will be notified when his/her patient violates the Smoke-Free Campus Policy.
    - b. Notify patients of the Smoke-free Campus Policy prior to hospital admission.

**VI. EXCEPTION**

Safety and Security does not provide service to Beltways and other off-campus CHP sites. Beltway locations should contact appropriate security or law enforcement agencies as indicated for problems.

**VII. CROSS REFERENCE**

Clarian Policy HR-105 Corrective Action  
Clarian Policy HR-137 Substance Abuse  
Clarian Policy ADM 1.52 Patient Sign Out Against Medical Advice  
Nicotine Replacement/Tobacco Cessation physician order set

**VIII. RESPONSIBILITY**

Environment of Care Safety Subcommittee

**IX. APPROVAL BODY**

Environment of Care Executive Committee, Hospital Administration

**X. APPROVAL SIGNATURES**

Approved by:

\_\_\_\_\_  
Pitt Thompson III, Safety Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Samuel L. Odle, Executive VP & COO  
Clarian Health Partners, Inc.

\_\_\_\_\_  
Date

**XI. DATES**

Approval Date: September 1998  
Effective Date: September 1998  
Review Date: December 2000  
Revision Date: December 2003  
June 2005

# Clarian's Smoke-Free Hospital Campus

## Frequently Asked Questions

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**Q: Why are we becoming totally smoke-free?**

**A:** As a health care leader, our organization has made a commitment to improve the health of the communities we serve. We have the opportunity to encourage other tobacco-free initiatives and make an impact on the #1 preventable health risk behavior and contributor to our leading causes of death; this is a big step in that direction. Clarian is a health care system committed to wellness and prevention as well as treatment. Modeling healthy behaviors has to start here as a necessary step to change the culture of our society.

**Q: Given the stress that families face during hospitalization, how does the policy support these individuals?**

**A:** Our intention is to intervene, educate, and assist patients and visitors when they are here. Patients and families will have access to counselors if they wish to work toward tobacco cessation and/or acquiring techniques to help make their stay more tolerable. Kits with nicotine replacement coupons, educational materials, etc. will be provided free for those who need assistance.

No smoking will be allowed on the campus but everyone will have access to the outer sidewalks or their vehicles where they can smoke.

**Q: Won't this policy just send the smokers to restrooms, stairwells, and other areas?**

**A:** While the potential exists, the hope is that all will embrace the efforts to sustain a healthier environment for our patients, visitors and staff. It is our responsibility to help each other, our patients, and visitors in this process. All staff will be empowered to enforce this policy.

**Q: How will the new policy be enforced?**

**A:** Under the policy, employees who smoking on the grounds (in non-smoking designated areas) will be reported to their units, and supervisors are expected to take action as they would any other violation of policy up to and including discharge.

All employees who see patients and visitors smoking on our property should be courteous in informing them of the smoke-free policy and attempt to offer them a "palm card".

If a patient/visitor or employee becomes problematic, security should then be advised.

**Q: What is staff expected to say to someone if they are smoking?**

**A:** It will be the responsibility of each of us to kindly remind them of our new policy. We recognize some staff members may feel uncomfortable to approach someone smoking and inform them they cannot smoke. It is our intention to have educational sessions on how to approach smokers and palm cards readily available to distribute. These cards not only remind the person of our policy, but also provide them with

resources for help. Packets will also be available for visitor's assistance.

**Q: Why was smoking selected versus other health risks?**

**A:** Many people – smokers, patients, and probably even some health professionals aren't aware how smoking impacts health care and recovery. By making our environment smoke-free, we are addressing the number one health risk today, so our efforts are well-placed.

## **Scripting -Outdoor Encounters with Visitors and Patients:**

- ***If you see a person using tobacco products on Clarian property:***
- Excuse me Sir (Ma'am). All of Clarian property, grounds and parking areas are tobacco-free. You can purchase nicotine gum/patches in the gift shop and pharmacy while you are here. Would you please extinguish your cigarette now? Thank you.

## Outdoor Encounters with Visitors and Patients:

- ***“Where am I (visitor) allowed to smoke?”***
- “Nowhere on Clarian property-we implemented a smoke-free campus. You must now leave the campus if you wish to smoke. Nicotine Replacement products are available for purchase in our gift shops and outpatient pharmacies to assist you while you are here.

## **Outdoor Encounters with Visitors and Patients:**

- ***“Why are you making me leave hospital property?”***
- For your health and the health of others Clarian is a smoke-free campus. Many of our patients who come to this hospital have cancer or respiratory problems and their health is affected by second-hand smoke. We feel we should be providing them an environment free from the impact of second hand smoke.

## Outdoor Encounters with Visitors and Patients:

- ***“I have to have a cigarette! My loved one is very ill or just passed away.”***
- I’m sorry about your loved one. Is there something I can do to help?”(Provide assistance if requested) Walk away if no help is requested.
- ***“I’m afraid to leave the property at night and want to smoke.”***
- “You can go to the cafeteria and request nicotine lozenges or patches that will take away your craving.”

## **Scripting -Unit Situations with Patients, Families and Visitors:**

•*The patient has been in the hospital before July 1, 2005, implementation of the policy.*

•**Patient:**Someone from the hospital took me out to smoke when I was here last time, why can't I go outside now?

•**Staff Member:**"We are an entirely smoke-free environment as of July, 2005. In an effort to promote health and wellness and for your benefit and others around you we have banned tobacco products on any Clarian property.

•Would you like me to contact your physician for an order for nicotine replacement therapy while you are in the hospital? They may help the cravings. We have information about smoking cessation classes available for you as well.

## **Unit Situations with Patients, Families and Visitors:**

### **•Schedulers, Registration and Physician Office Staff:**

•I'd like to let you know in advance that Clarian property is entirely smoke-free as of July 1, 2005. Smoking is not permitted on any property, grounds, or parking areas. Nicotine Replacement Therapy will be available to hospitalized patients. Patients will not be allowed to leave the hospital to smoke.

## **Unit Situations with Patients, Families and Visitors:**

### **•Surgery Waiting Room Staff:**

- Family member/visitor wants to go outside to smoke while waiting for person in surgery to go to recovery.
- All of Clarian property, grounds, and parking areas are smoke-free. If you decide to leave the campus to smoke we will notify you on your cell phone or pager when they are out of surgery. If you don't want to leave you can purchase nicotine lozenges and patches in our outpatient pharmacies or gift shops.

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