Where are my things?  
An Introduction & Application Tutorial  

March 28, 2024
Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose ‘**Everyone**’ in the dropdown in the chat box.
- **Captions:** Click the caption icon to turn captions on/off
- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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Our Facilitators

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Why a handbook?

• Impact can be detrimental to both the patient and the hospital.

• Lost belongings are common across all health systems, big and small.

• There are no industry-wide standards.

• Adherence to policies is a challenge.
Share Generously. Steal Shamelessly.

This handbook represents best practices shared through multiple Connection Calls and Focus Groups with the PX Community.

Please “steal” these ideas and share them with your teams:

- EVS
- Food Services
- Nurses, CNAs
- Patient-facing support staff
- Security
- Transport
- Volunteers
Hospital Policies

Review your patient belongings policy regularly and revise it as needed.

- Explain the staff’s role in prevention
- Outline their responsibility to uphold policy
- Highlight the consequences for non-compliance
Financial Responsibility

Hospital Responsibility

Reimbursement Policies
- Durable medical equipment
- Jewelry, cash
- Cell phones
- Prescription meds

Determining Reimbursement Value
- Caps
- Who funds?

Patient Responsibility

Decision Tree

Were processes followed?
- Patient’s mental status
- Admission conditions

Who funds?
Prevention is Key

Advise your patients.
Train your staff.
Communicate policies.
Have Established Workflows/Procedures

- Emergency Department
- Direct Admits
- Alert & Oriented Patients
- Disoriented Patients
- Behavioral Health Patients

Lost belongings in hospitals can feel like socks lost in the dryer. You know you put two socks in, but only one comes out.
The Importance of Documentation

Be as specific as possible.

Electronic Medical Record
Paper Forms
In-Room Whiteboards
Lost & Found Dashboards

Write it down!
Managing Patient Belongings

- Small boxes for valuables
- Bright pink denture containers
- Bags with tear strips
- Bed rail bags
- In-room safes
- Unit lockers

Transporters: “Are you leaving with everything you came in with?”
## When Patient Items Remain Unclaimed

<table>
<thead>
<tr>
<th>Set timelines for holding unclaimed items</th>
<th>What will you do if items remain unclaimed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Days?</td>
<td>Sell valuables &amp; donate the funds</td>
</tr>
<tr>
<td>90 Days?</td>
<td>Donate to charitable organizations</td>
</tr>
<tr>
<td>Longer?</td>
<td>Use in ED when needed</td>
</tr>
</tbody>
</table>
Get Creative with Staff Education

San Juan Regional Medical Center

Hear with Heart
Escape Room

SEE IT!
SAY IT!
SAVE IT!

University of Vermont Medical Center

SEE the item.
KEEP it safe.
INFORM the patient.
DOCUMENT the item and location.
LABEL the item.
SHARE with the care team (so that all know the actions taken)
Questions?

Join the Lost Belongings Workgroup connection calls!

Next call: April 10, 2:00 PM ET
Upcoming Events & Programs

WEBINARS
April 11 | Harnessing Technology for Patient-Centered Rounding: Trends and Best Practices
April 23 | Volunteers: The Key to Patient and Employee Satisfaction

CONNECTION CALLS
April 10 | Lost Belongings Workgroup
April 16 | Membership Benefits Overview
April 17 | Physician Community Connection Call – Three Ways Physicians are Elevating PX
April 19 | PX Chat on PFA/PFACS: New/Getting Started
April 24 | Ambulatory Care Connection Call - Wait Times

PROGRAMS
April 16 | Foundations of Volunteer Management

Access our vast library of on demand patient experience webinars.
Webinars are included in membership with the Institute.
The Global Patient Experience Event

ELEVATE PX is a combination in-person/virtual gathering bringing together the voices of the global community committed to elevating the human experience in healthcare.

Denver, CO || April 3-5, 2024

Hear from Inspiring Keynote Speakers:

Nicole Malachowski
First Woman Thunderbird Pilot, Combat Veteran

Dennis W. Pullin
President & CEO, Virtua Health

Rick Guidotti
Photographer & Founder, POSITIVE EXPOSURE

Samantha Harris
Breast Cancer Survivor, Emmy-Winning TV Host

Community Gatherings
Pre-Conference Workshops
Networking Dinner & PX Party

...and more!

55+
Innovative breakout and poster sessions from leading organizations around the world
Thank You