

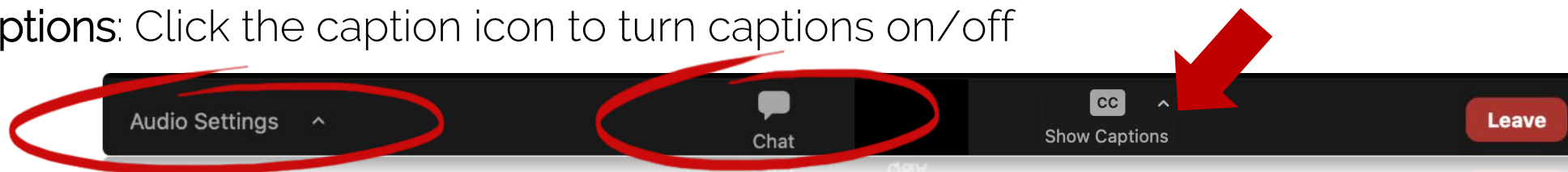
Where are my things? An Introduction & Application Tutorial

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.

Comments shared in chats do not reflect the opinion or position of The Beryl Institute, but those of individual participants. People found misusing the chat function or engaging in uncivil or disruptive ways via chat may be removed from the session at our discretion.

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



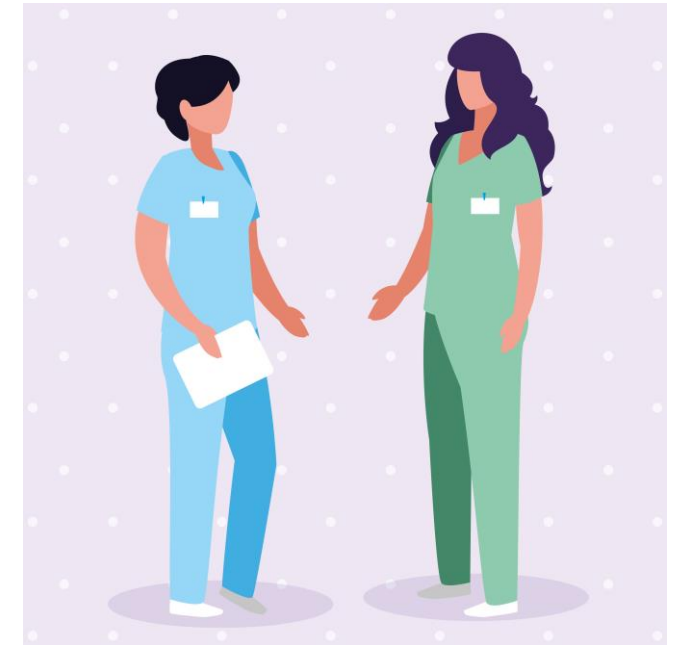
**BEST
PRACTICE**

**Explain the
staff's role in
prevention**

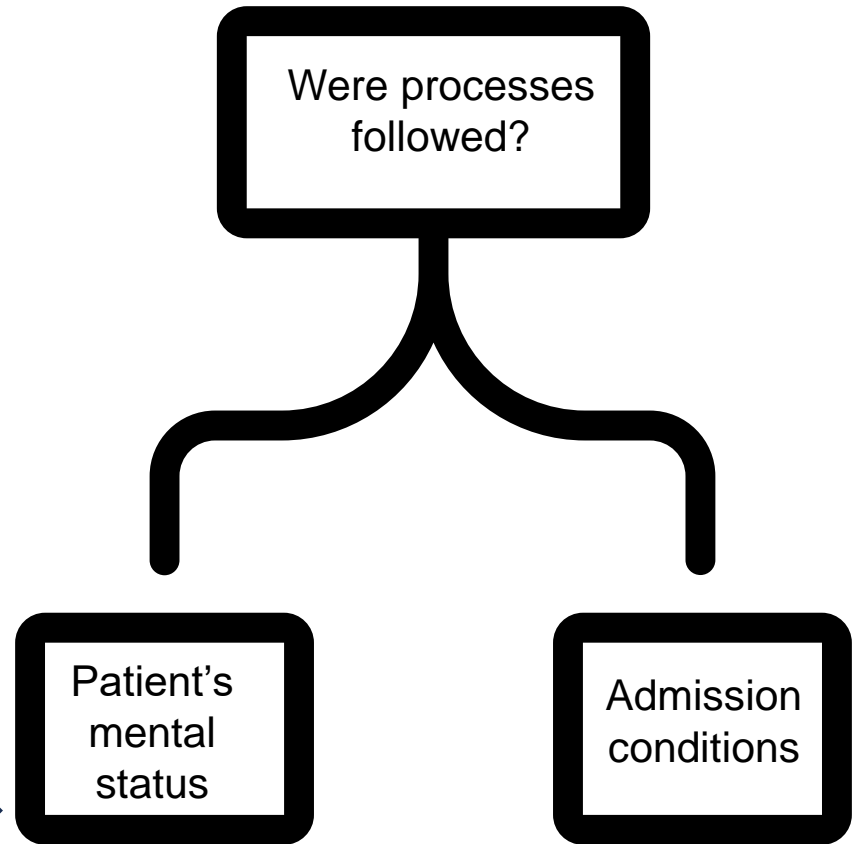
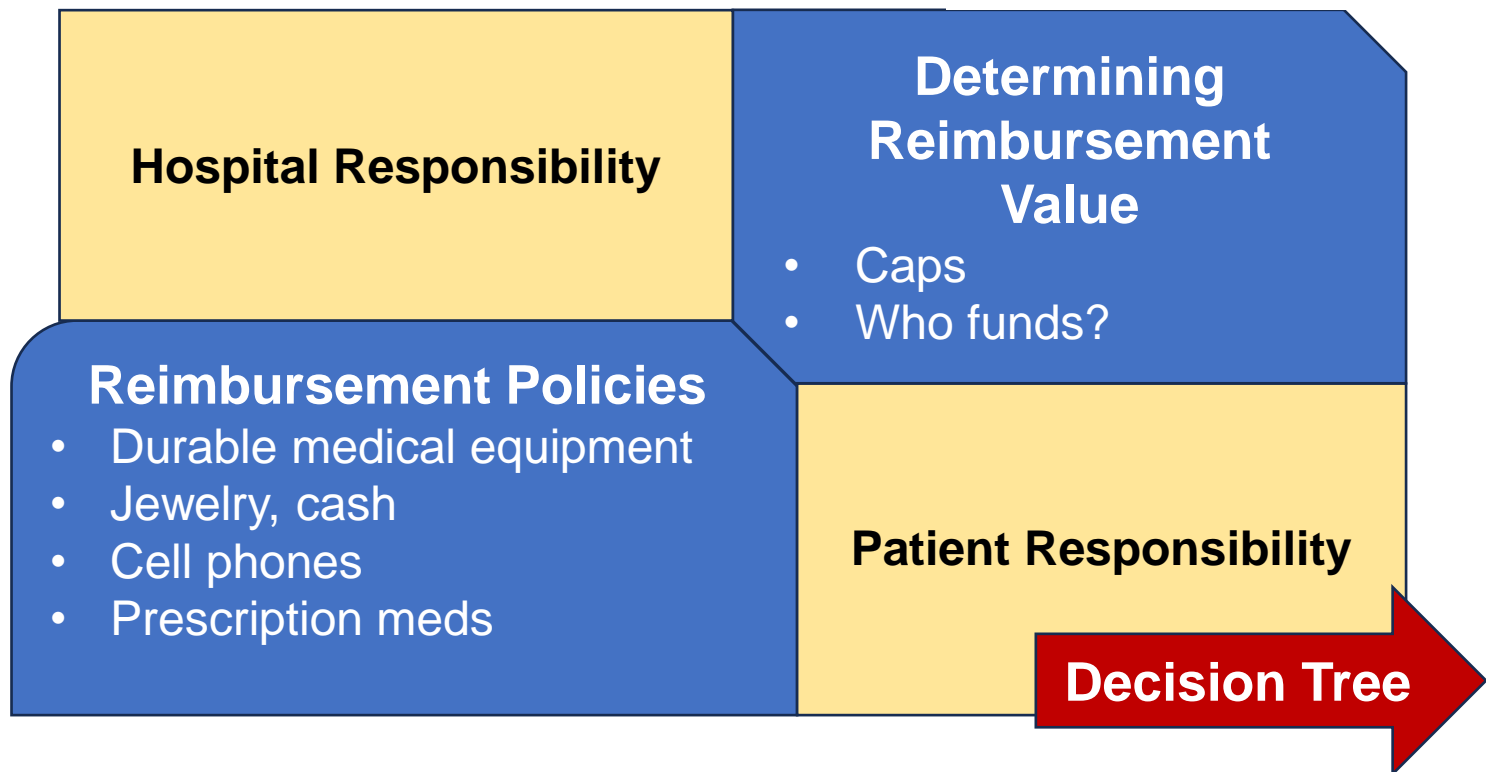
**Outline their
responsibility to
uphold policy**

**Highlight the
consequences for
non-compliance**

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



Financial Responsibility



Prevention is Key

Advise your patients.
Train your staff.
Communicate policies



MOUNT SINAI BETH ISRAEL MOUNT SINAI BROOKLYN POLICY & PROCEDURE

POLICY TITLE:	PATIENT'S PROPERTY DISPOSITION AND SECURITY OF		
POLICY NUMBER:	P-03	POLICY OWNER:	Patient Care Services
ORIGINAL DATE OF ISSUE:	07/2006	LAST REVIEWED DATE:	06/20
EFFECTIVE DATE:	07/01/2019		

CROSS REFERENCE:
Administrative Policy #2010D, Safeguarding Patient Valuables and Personal Property
P-03 attach MSHS Storing Patient Property COVID

DISTRIBUTION All Manual Holders

PURPOSE To define the responsibilities of the nursing staff in securing the property and valuables of patients.

Have Established Workflows/Procedures

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

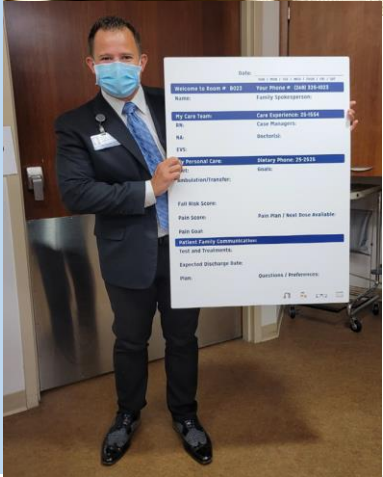
Lost belongings in hospitals can feel like socks lost in the dryer. You know you put two socks in, but only one comes out.



The Importance of Documentation

Be as specific as possible.

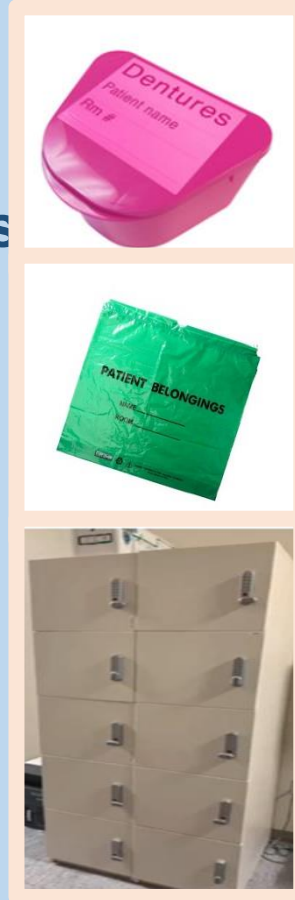
Write it down!



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

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

Set timelines for holding unclaimed items	What will you do if items remain unclaimed?
30 Days?	Sell valuables & donate the funds
90 Days?	Donate to charitable organizations
Longer?	Use in ED when needed



Get Creative with Staff Education

Hear with Heart
Escape Room



San Juan Regional
Medical Center



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



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*Webinars are included in membership
with the Institute.*

THE BERYL INSTITUTE

ELEVATE^{PX}

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



Community Gatherings



Pre-Conference Workshops



Networking Dinner & PX Party

...and more!



55+

Innovative breakout and poster sessions from leading organizations around the world

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

Thank You

