

**Topic:** Plain Language Policy  
**Facility:** [Insert Facility Name]  
**Audience:** [Insert Audience]  
**Date:** Effective March 18, 2015  
**Badge Tags:** Order badge tags through Lawson # 96776  
**Website:** Employees may take the training in eLMS and Providers may click here to take the education  
<http://iuhealthlearning.org/test/PL2/cc/Plain Language Web Based Training Jan 2015.htm>

**Overview** The Plain Language Policy outlines a plain and consistent approach to conveying emergency event information via overhead paging systems to reduce confusion among staff and provide transparent information to patients, families, and visitors.

**Exceptions** IU Health facilities with no overhead paging capabilities must follow building specific and/or department specific procedures for communicating emergency information.

**Rationale** Based on the increasing need to be transparent with patients and families and increasing patient safety, IU Health has opted to adopt plain language for emergency overhead pages. The primary goals are to:

- Protect patients, families, staff and visitors from harm
- Reduce the variation in the emergency codes utilized in Indiana Hospitals
- Promote transparency of safety alerts and protocols
- Conform with recommended practices of law enforcement
- Align with recommendations by other Midwest state hospital associations

Plain Language Alerts	Emergency Event Type	Alert Description	Announcement Schedule
	Fire	"Fire Alert – Fire alarm activated (building + floor + zone). Follow RACE procedures"	<ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>
	Medical Alert	"Medical Alert – (campus + floor + department + room #/closest point). Code Blue team response required"	<ul style="list-style-type: none"> <li>Announce 3 times</li> </ul>
	Abduction	"Abduction Alert – Missing infant/child (campus + floor + department + room #/closest point). Description (age + gender + clothing + hair color + race). If located, please contact Security"	<ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>
	Elopement	"Elopement Alert – Missing adult (campus + floor + department + room #/closest point). Description (age + gender + clothing + hair color + race). If located, please contact Security"	<ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>
	Severe Weather	"The National Weather Service has issued a _____ for (County Name). The watch/warning is in effect until (time). Please move to an interior corridor away from windows"	<ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat hourly</li> <li>All clear announcement</li> </ul>
	Behavior Alert	"Behavior Alert – (campus + floor + department + room#/closest pt)"	<ul style="list-style-type: none"> <li>Announce 3 times</li> <li>All clear announcement</li> </ul>
	Active Threat/Shooter	"Security Alert – There is an active shooter incident (department or location). We are going into restricted access mode until this situation is under control by local law enforcement. Please locate a safe place and stay in it until an all clear is announced"	<ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>
	Internal Disaster Alert	"Internal Disaster Alert has been activated. Please return to your home department. Nursing units please submit your census report to the Command Center. 1) A labor pool has been established in (location); or 2) There is no labor pool at this time."	<ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 20 minutes for first hour</li> <li>Repeat hourly thereafter</li> <li>All clear announcement</li> </ul>
	External Disaster Alert	"External Disaster Alert has been activated. Please return to your home department. Nursing units please submit your census report to the Command Center. 1) A labor pool has been established in (location); or 2) There is no labor pool at this time."	<ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 20 minutes for first hour</li> <li>Repeat hourly thereafter</li> <li>All clear announcement</li> </ul>