



Clinical Reminders

GO LIVE
AUG 24

Updated NCD Clinical Downtime Policy

The previous Downtime Policy and Procedures (1IM.ADM.0008) was due for renewal. As part of the renewal process, the policy was revised to streamline the content, align with the existing Downtime Playbooks, and eliminate unnecessary duplication. The updated policy has been approved and will go into effect on **August 24, 2026**.

Summary of Key Changes

GOVERNANCE FRAMEWORK	Shifts from a detailed procedural manual to an enterprise governance framework
PLAYBOOKS FOR WORKFLOWS	Removes detailed, step-by-step workflows that are addressed in the Downtime Playbooks
READ-ONLY ACCESS	Defines read-only patient information access by function rather than by specific product name
ACTIVATION DECISIONS	Frames downtime activation decisions around clinical impact and patient safety
SHARED ACCOUNTABILITY	Clarifies shared accountability between clinical leadership and IT
RECOVERY EXPECTATIONS	Simplifies recovery language while maintaining expectations for appropriate documentation

What this means

These changes are intended to provide clear enterprise-level guidance while allowing the Downtime Playbooks to serve as the primary resource for detailed operational procedures.



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PRIMO HeelCheck 2.0 Offloading Boot

New heel offloading boot vendor replacing the current boot

PRIMO HeelCheck 2.0 will replace the current heel offloading boot. Use according to the Pressure Injury Prevention Protocol and complete skin/heel checks per facility protocol.

Application at a glance

APPLICATION		
1  Align toes with "Toe" print and place heel in hole. (Note: it may be helpful to bend the patient's knee slightly)	2  For tubing near the foot, route tubing through tube openings on either side of PRIMO HeelCheck 2.0, ensuring that tubing neither kinks, nor is in contact with patient's skin.	3  Attach straps in numerical order beginning with "1." Tighten black straps for a snug fit but do not over-tighten restricting blood flow.
4  Place foot in neutral or slight dorsiflexion and secure foot positioning straps, "3" & "4."	5  Feel underneath to make sure the patient's heel is floated. If not, undo straps and re-apply.	CAUTION: DO NOT ALLOW PATIENT TO WALK OR STAND IN HEELCHECK! • Completely remove HeelCheck 2.0 periodically to inspect patient's skin • Report any pain, swelling, changes in sensation, or unusual reactions to a clinician • To be used according to Pressure Injury Prevention Protocol

Safety & skin checks

CAUTION: DO NOT allow the patient to walk or stand in HeelCheck.

- Completely remove the boot periodically to inspect the patient's skin.
- Report pain, swelling, changes in sensation, or unusual reactions to a clinician.
- Feel underneath to confirm the heel is floated. If not, undo the straps and re-apply.
- Route tubing through the side openings so it does not kink or contact the patient's skin.

Select the correct size

Calf measurement:

Size	Calf
Small	< 12.5 in
Standard	12.5-17 in
Bariatric	> 17 in

Color coding: Small = green; Standard = purple; Bariatric = navy.

The with-wedge option uses the same size ranges.



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Mission Hospital Glucose Strip Supply Change

Glucose test strips and QC bottles will transition to Lab-managed supply distribution

What nurses need to know: Glucose test strips and QC bottles will no longer be stocked in unit supply rooms. The Lab will manage these supplies to improve expiration-date and labeling control.

What is changing

- Glucose test strips and QC bottles will now be managed through the Lab.
- These supplies will no longer be stocked in nursing unit supply rooms.
- QC liquid vials will have a colored sticker that changes every three months.
- Discard old supplies if they are past their date.

New supply workflow

- A par level will be delivered to each Nursing Unit once a week on Thursdays.
- If supplies run low before the next delivery, call the Lab at 828-213-5177.



WHY

Better manage expiration dates and labeling for glucose test strips and QC bottles.

WHEN

Weekly par-level delivery to Nursing Units on Thursdays.

IF YOU RUN LOW

Call the Lab: 828-213-5177