



Getting it Right!
Perfecting the patient experience

Denver Health Dozen #2 – Provide top-quality health care

Denver Health Tobacco Free Environment Policy

Starting November 20, 2008, Denver Health and Hospital Authority will become a tobacco-free workplace and environment.

Who does this new policy apply to?

This policy applies to all Denver Health employees, physicians, volunteers, students, patients, visitors, guests, vendors, contractors and supplemental staff employed through contract agencies.

New Policy Highlights:

- Smoking and the use of any tobacco products including, but not limited to cigarettes, cigars, chewing tobacco, snuff, pipes is prohibited while on any premises owned, operated or maintained by Denver Health. This includes the grounds, parking lots/structures, ramps, sidewalks and public rights-of-way within property boundaries of Denver Health in accordance with City and County of Denver Ordinance No. 436. This policy also prohibits the use of tobacco products in vehicles owned by Denver Health, and any personal vehicles parked on Denver Health property.
- Tobacco products will not be sold or distributed on Denver Health property.
- Employees will not be allowed to smoke or use any tobacco products during their paid work time (breaks), and are encouraged not to use tobacco products during unpaid work time (lunch).
- Denver Health wishes to maintain good relationships with our neighbors, so loitering on, littering (including butts) on, smoking on, or the use of tobacco products on neighboring property is inadvisable.
- Support will be provided to employees who desire to stop using tobacco products through education, pharmacological aids (as applicable), and smoking cessation programs through the Colorado Quit Line.
- It is the responsibility of all Denver Health employees to uphold and support this policy.

What support is available to get through my work shift without tobacco?

- "Getting Through your Work Day Without Tobacco" informational sessions
- Smoking Cessation Classes through DH Worksite Wellness
- Nicotine gum and lozenges on sale at Main Street Gifts @ Denver Health (the gift shop).
- DHMP Health Coaches (720-956-2292) to assist with accessing prescription medication
- Colorado QuitLine: 1-800-QUIT-NOW or www.coquitline.org (Free nicotine patches and coaching)

Purpose

- To promote a healthy environment for our patients, employees and visitors.
- To encourage and assist our employees, patients and visitors to be tobacco-free, which is consistent with our mission to improve the health of the communities we serve.
- To maintain a clean air environment in all Denver Health buildings and on all grounds.
- To comply with local Denver ordinances and Joint Commission standards concerning smoking and environmental tobacco smoke.
- To join 12 area hospitals in a collective effort to provide tobacco-free health care environments.

More huddle sheets to come!

The next huddle sheet will detail:

- Communicating policy change to staff, patients and visitors.
- Denver Sidewalk Ordinance.

For more information, visit <http://dhpulse.hosp.dhha.org/SiteDirectory/tfdh/default.aspx>, or link from "No Butts About It" logo on Pulse homepage.



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Level One Care for ALL

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How can I educate my staff, patients and visitors on the new policy?

Print materials from the Tobacco Free Denver Health Web page:

- 11" x 17" poster
- 8" x 11" flyer
- Patient and visitor information sheets (English and Spanish)
- Scripted messaging for employees

Order materials to be sent via inner-departmental mail:

- Posters and flyers
- Table tents for patient rooms/common areas
- Business-size cards with tobacco free message

Invite staff from the Denver Public Health Tobacco Education Program to your next staff meeting to answer questions related to the policy.

Denver Sidewalk Ordinance

Denver City Council recently passed an ordinance to prohibit smoking on the public right-of-ways adjoining hospital-owned or -leased property. Public right-of-ways include sidewalks, tree lawns and alleys. This prohibition does not apply to persons in moving vehicles in alleys. This ordinance will also go into effect November 20, 2008.

Denver Health will post "No Smoking" signs to educate the public on this ordinance.

This law will be enforced by the Denver Police Department. A person found to be in violation of this law is subject to a fine of up to \$300 per violation.

What if I see a patient, visitor or employee smoking on the sidewalk after November 20th?

It will take time and a few reminders for people to learn of this new law in Denver. If you see someone smoking on a public right-of-way after November 20, please take the time to remind them of the new law and ask them to stop smoking. If they become hostile, walk away and notify DH Security.

What support is available to get through my shift without tobacco?

- "Getting Through your Work Day Without Tobacco" informational sessions
- Smoking cessation classes through DH Worksite Wellness
- Nicotine gum and lozenges on sale at Main Street Gifts @ Denver Health (the gift shop).
- DHMP health coaches (720-956-2292) to assist with accessing prescription medication
- Colorado QuitLine: 1-800-QUIT-NOW or www.coquitline.org (Free nicotine patches and coaching)

More huddle sheets to come!

The next huddle sheet will detail:

- Policy enforcement
- Scripted messages for employees

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If an employee witnesses any non-employee violating the tobacco-free policy, he/she should courteously inform the individual of the new policy. Business-size cards are available to hand out. Scripted messages are below to help. If the individual continues to smoke or use tobacco products, the employee should inform Denver Health Security of the incident.

Scripted messages for employees to use

An employee sees a visitor using tobacco products on DH property:

"Excuse me Sir/Ma'am, all Denver Health properties, including parking areas, are now tobacco free. Because of our non-smoking policy, you will need to leave the campus to smoke. The gift shop has quit kits that may help you get through your time here. Thank you for respecting this policy."

Can I use tobacco in my vehicle?

"If your car is on Denver Health property, you'll need to drive off property if you wish to use tobacco products."

Why do I have to leave the property to use tobacco?

"All Denver hospitals have implemented tobacco free policies to act as examples to the community for healthy living. Many sick people, who are greatly affected by smoke, visit this facility each day. Tobacco use is not allowed in order to uphold the highest standard of health care."

An employee sees a visitor using tobacco products in a DH parking lot or garage:

"I just wanted to let you know that this parking lot/garage is part of our tobacco free campus area. If you wish to continue to smoke, we must ask you to please leave the campus to do so."

Where am I (patient) allowed to smoke?

"Tobacco use is not permitted anywhere on hospital grounds. As of November 20th, we implemented a tobacco free policy for all of Denver Health. If you need help with nicotine withdrawal, we can contact your doctor to prescribe medical aids to reduce your nicotine cravings while you are here."

Someone from the hospital took me out to use tobacco when I was here last time. Why can't I go outside now?

"Since your last visit, we have become a tobacco free campus – like all Denver hospitals. This was done to promote the health and safety of all of our patients, visitors and employees."

If the person using tobacco becomes hostile:

Walk away and contact Security.

What if I see an employee using tobacco on DHHA property?

If an employee is found using tobacco on campus, ask them to discontinue use. If the employee refuses to comply with the policy, contact Denver Health Security to assist in the compliance of the policy. Security will take a report and then notify the employee's immediate supervisor. The supervisor will then take the appropriate disciplinary action. If an employee consistently violates the policy, the employee will be subject to disciplinary action up to and including termination.