EMPLOYEE RESOURCE GUIDE TO MU HEALTH CARE

Health Care



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OUR CULTURE

OUR COMMITMENT: We are moved by what matters most.

OUR VALUES:

We think big.
And we make it happen.

We don't settle for status quo when we know better is always possible. We're curious, resourceful and creative. We ask questions and imagine new possibilities, turning bold ideas into actions that drive progress and shape healthier futures.

INNOVATION

We achieve more
together.

We seek moments for connection and teamwork knowing we overcome barriers together. We collaborate with openness and trust — working across teams and beyond our walls to build meaningful partnerships that lead to better outcomes and lasting impact.

COLLABORATION

We care for
and about people.

We build trust through empathy and respect, meeting people where they are and listening before we act. We honor the individual experiences and well-being of ourselves and those we serve — always remembering being human is what connects us all.

HUMAN-CENTERED

We bring our best.
Every time.

We bring intention, ownership and expertise into everything we do. We raise the bar for ourselves and each other because excellence is everyone's responsibility.

EXCELLENCE

We speak with purpose
and clarity.

We communicate honestly and thoughtfully, adding value with expertise. We make every word count — ensuring our communication is clear and meaningful — while honoring others' voices and supporting shared goals.

COMMUNICATION

HOW WE SHOW UP

ESSENTIAL BEHAVIORS

Create the Groundwork for Every Experience

Acknowledge Others
Eye Contact
Verbal Engagement

Warm Welcome
Greet and Introduce

No Public Venting
Pause, Redirect

Fond Farewell
“Thank You”, Next Steps

DAILY BEHAVIORS

Support and Lift Our Culture and Mission

Add Value With Expertise
Expertise, Not Opinion

Build Meaningful Partnersh
“Who Else Is Impacted?”

Communicate Honestly and Thoughtfully
Transparent,
Clear Language

Build Trust Through Empathy
Ask, Don’t Assume

Stay Curious
Ask Questions
Keep Learning

Own Your Impact
Self- and Social-Aware
Respond to the Need
Anticipate Needs and Come Prepared

ABOVE AND BEYOND

Push Our Organization and People to the Top Level

Turn Bold Ideas Into Action
“What If” Before “It Won’t Work”

Raise the Bar for Myself and Others
“What Does Great Look Like?”

HIPAA QUICK GUIDE

You play a vital role in keeping our patients' medical information safe! By being exposed to protected health information (PHI), which is any and all information obtained during a health care encounter, you have an obligation under HIPAA to safeguard it appropriately. **Follow these tips to ensure that you are in compliance with HIPAA and our policies:**

✓ DO	✗ DON'T
Access, use or disclose only the **minimum amount of information necessary to do your job**. Even though you might have access to information about a patient, **you must always have a legitimate business purpose** for doing so.	Access your own medical record or family members', friends', neighbors' or coworkers' records unless you have a legitimate business purpose. Be sure that you are not viewing or sharing patient information out of curiosity or to gossip.
Verify two patient identifiers before you enter a patient's chart or hand over PHI (including medications) to a patient to ensure that you have the right person. If you are handing documents to a patient or sending something in the mail, be sure to confirm all pages belong to the same individual.	Make assumptions. Many of our patients have similar names (including alternate spellings) and dates of births, so don't hesitate to ask for additional information if you are unsure that you've identified the correct patient. Don't let your routine or assumptions get in the way of following standard processes.
Immediately retrieve any paper PHI that you print. Safeguard PHI any time you step away from your desk by storing it in a secure location or locking it up in a drawer. If you don't need it anymore, discard it in a locked shred bin.	Toss paper PHI in a regular trash bin or store it in a blue recycle bin. You are responsible for anything that you print. Don't leave papers unattended at your desk or in your swamp. If you notice a shred bin is full, call EVS to let them know and use a different one in the meantime.
Keep patient information confidential. The simple fact that someone is a patient at our organization is PHI and cannot be shared without a legitimate business purpose. Always ask yourself why you are sharing patient information and if it's for any other reason than to do your job, stop immediately.	Post patient information on social media, reach out to someone that you saw in our organization and ask how they are doing, discuss PHI with friends or family members, text PHI to anyone (including a co-worker) or take pictures on your personal cell phone.
Log off or lock your computer every time you step away or leave for the day. Protect your password and use something unique to our organization. If you need to send PHI to someone outside of our organization, be sure to put "[secure]" in the subject line to encrypt the email.	Share your password with others (including co-workers) or re-use a password that you use for another account. You are responsible for anything accessed under your username, so don't leave yourself signed into any application or computer.

If you have questions, contact the Privacy Office (573) 882-5193 or privacyofficer@health.missouri.edu.

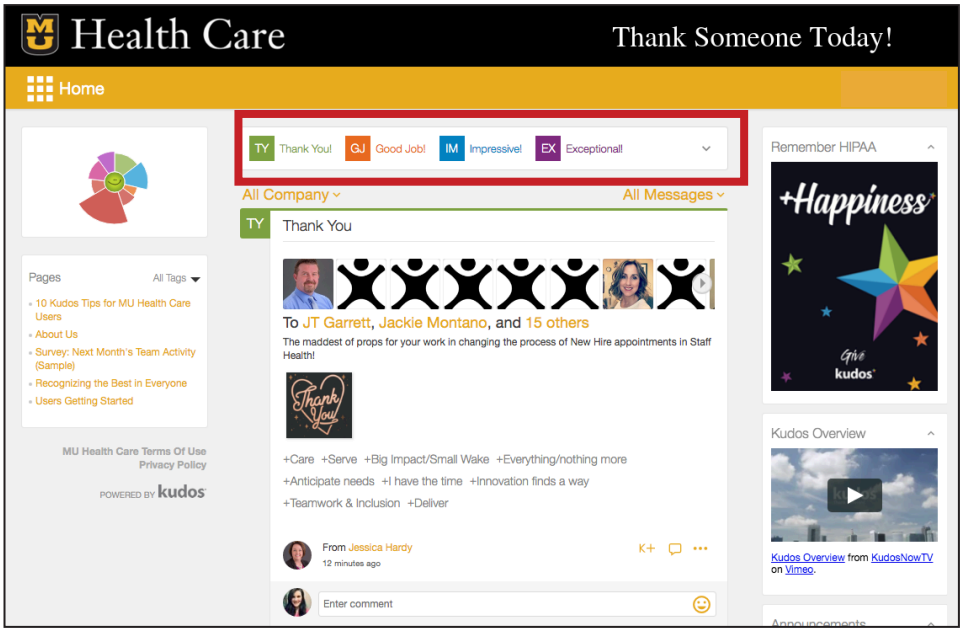
MU Health Care

Health Care

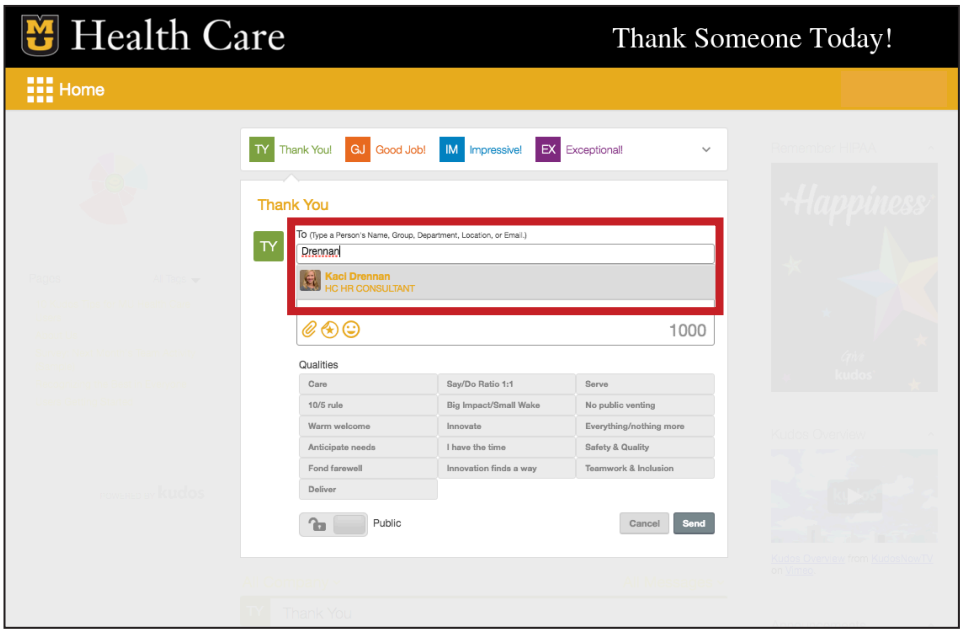
KUDOS HOW-TO GUIDE

SENDING RECOGNITION:

With Kudos, everyone can recognize their co-worker. Here are a few easy steps to guide you through the process.

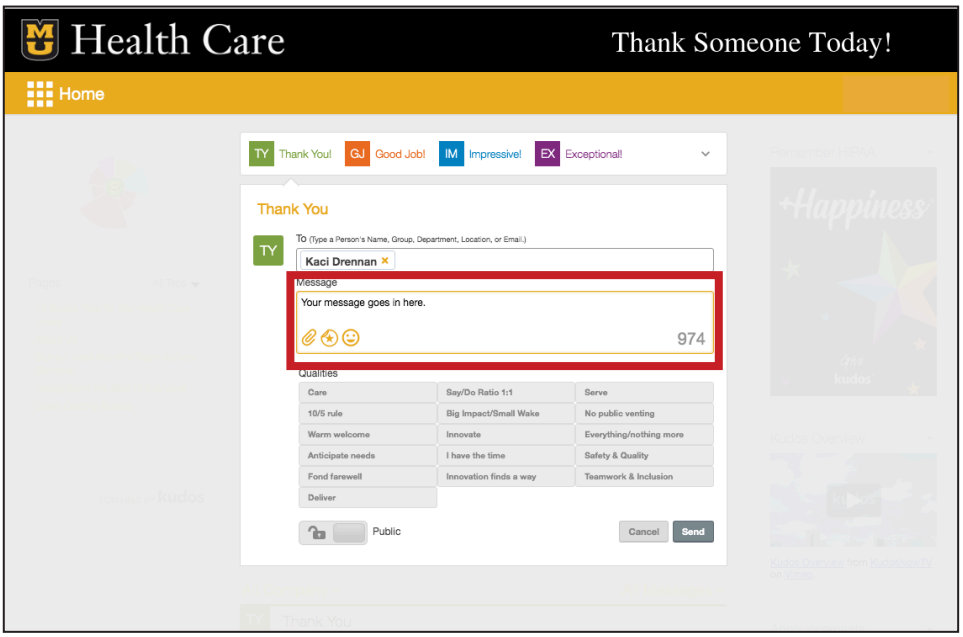


Step 1: Log in to your account and select the type of Kudos you'd like to give (Thank You, Good Job, Impressive or Exceptional).

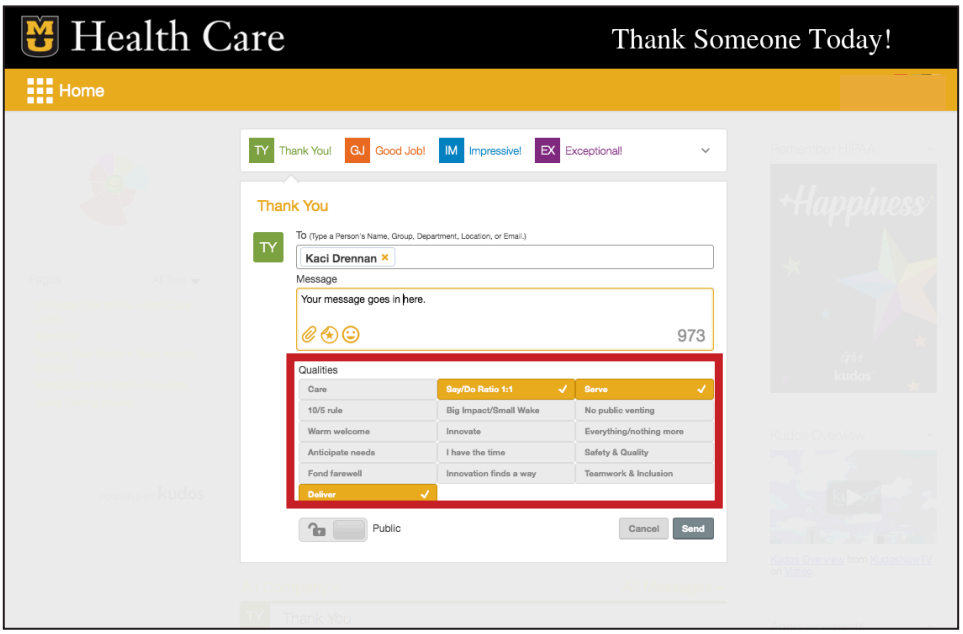


Step 2: A box will appear. Start typing the person's name who you're recognizing in the "To" box. Kudos will pop up a list of activated users for you to select from.

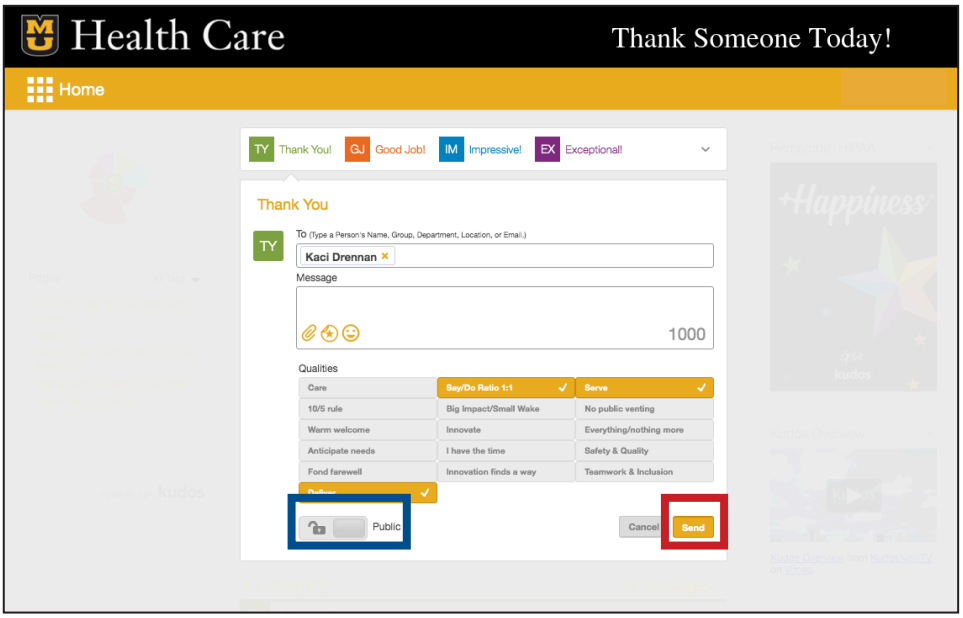
Note: If the person you are recognizing has not yet set up his or her account, you can enter their email address.



Step 3: Type your message in the "Message" box. You can type up to 1,000 characters.



Step 4: Click on the qualities that best highlight what you're recognizing your peer for. You can select as many or as few as you'd like.



Step 5: Hit "Send." Kudos will automatically email the recipient a copy of your recognition and it will appear on the wall when you log in — viewable to all MU Health Care employees.

Note: If you would like to recognize someone privately, click the lock icon (highlighted in blue on this guide). The recipient will still get an email, but the recognition will not be viewable on the system-wide recognition wall.

Health Care
Safety and Emergency Management
EMERGENCY MANAGEMENT
QUICK GUIDE

MUHC

HOW TO DOWNLOAD
MU HC Emergency Management Mobile App

1. Search for **MU HC Emergency Management** in the "App Store" (Apple iOS) or the "Play Store"(Android devices).

   Download on the App Store

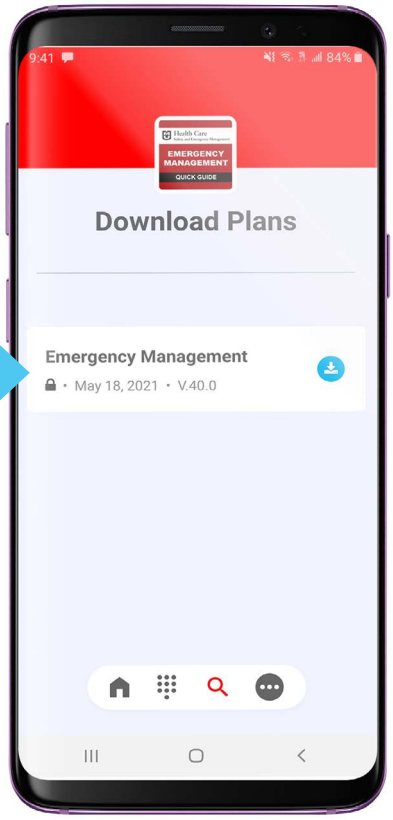
   ANDROID APP ON Google play

   Note for iPad users:
   Select "iPhone Only" as a search limit in the App Store.

2. Install **MU HC Emergency Management** on your device.

3. Open **MU HC Emergency Management**.
   – Accept the terms and conditions.

4. Select the Plan for download:
   – **Emergency Management:**
   Click download →
   and enter password: **NotToday!**



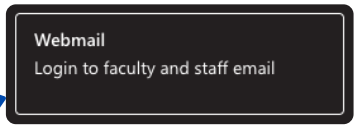
Once the file is downloaded,
you may enter the plan.
From that point forward, when you open
MU HC Emergency Management, you
will see that plan on your available plan list.

How to Upload a Resuscitation Credential - ONSITE

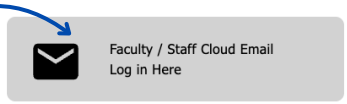
Health Care

On a Training Laptop? START HERE

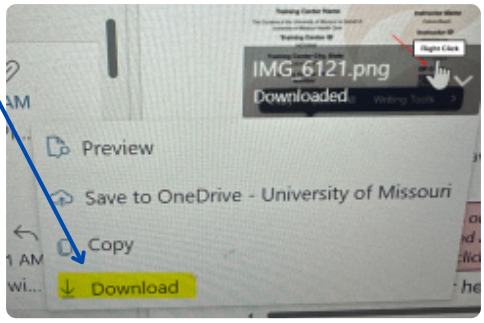
1a Using Google Chrome, go to **MyMUHealth.org.** Scroll to the bottom and select **Webmail.**



1b On the Mizzou Webmail site, select **Faculty / Staff Cloud Email**.



1c In your email, **right click** on your certification card and choose **Download**.



1d Open an additional tab in Google Chrome and go to **CED.MUHealth.org**. Click on **CPR Resource Center** on the upper right.

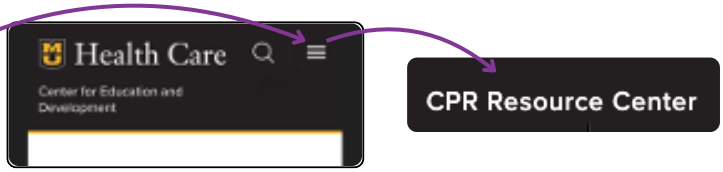


On a Smartphone? START HERE

2a Ensure you are connected to a secure MUHC wifi by logging in with your username and password.
A 'guest' network is not secure.

2b In Google Chrome and go to **CED.MUHealth.org**.

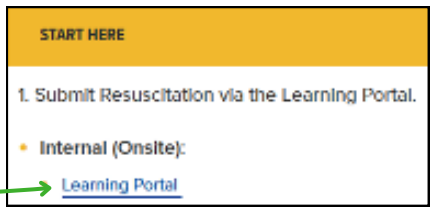
2c Click the 3 horizontal lines in the upper right corner and choose **CPR Resource Center.**



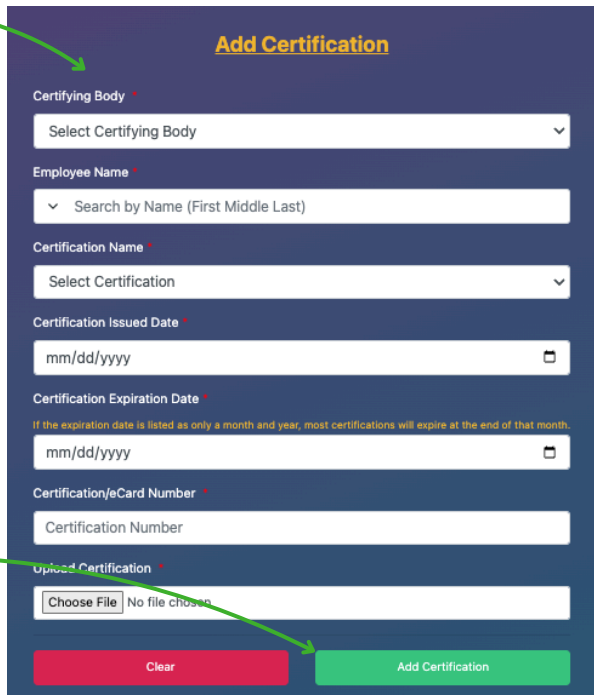
NEXT STEPS for BOTH DEVICES

3a Click on **VIEW THE RESUSCITATION CERTIFICATION SUBMISSION PROCESS**

3b Scroll down and click on the **Learning Portal link** under Internal (Onsite).



3c Fill in information for your certification.
Expiration Date is two years from your issue date and the last day of that month. Example: Issue date is 1/07/2025, expiration date will be 1/31/2027.



iPhone Users

For the dates - When you click into the date box, scroll to the correct Month and Year first. Then choose the date. If you choose the date first it won't let you edit month and year. You will need to go back to 3a.

For those on a Training Laptop

When you click on **Choose File** to upload, click on **Downloads** and your certification should be in that folder to upload.

3d Click the green **Add Certification** button to submit certification.

For those on a Training Laptop

Go back to downloads folder and delete your certification after you have submitted it.

CREATED BY
Center for Education and Development

MUHC Staff Advisory Council



Eligbility

At Least One Year at MU Health Care
Not a Manager or Upper-Level Management
Be in Good Standing (HR Verified)
Manager Approval

Term

Two-Year Terms: January 1 – December 31
Can Serve Two Consecutive Terms

Council Recruitment

October - December

CONTACT

Email:
umhsstaffco@health.missouri.edu

Visit Our Website:

https://tinyurl.com/MUHCStaffCo

What is Staff Advisory Council?

University of Missouri Health Care (MUHC) Staff Advisory Council members strive to promote positive communication, overall engagement and workplace satisfaction by sponsoring staff and leadership events, serving on various committees and representing MUHC at community events.

- Represent the concerns of all staff members
- Act as a sounding board for administration on various issues
- Recommend activities and policies to administration for consideration (Culture Renovation, PTO, Parking, ETC.)
- Provide representatives for various events, committee, and task forces
- Coordinate activities and events



Join an Employee Resource Group



Pride Network

MISSION: Provide an excellent patient and employee experience for all gender identities and sexual orientations. Strengthen our organization in the areas of recruitment and retention so the very best team members call MU Health Care home. Advocate for a connected, inclusive environment by working towards Healthcare Equality Index designation through the Human Rights Campaign.

For information about joining the Pride Network resource group, please email: **pridenetwork@health.missouri.edu**



African Heritage

MISSION: Promote the growth, success and retention of minorities with African Heritage by providing inclusiveness, support, understanding, and the tools and resources needed to achieve personal and community goals.

For information about joining the African Heritage resource group, please email: **africanheritage@health.missouri.edu**



Women of MU Health Care

MISSION: To advance MU Health Care's mission through cultivating an environment of inclusion in which women can flourish, develop, and achieve their personal and professional goals.

For information about joining the Women of MU Health Care resource group, please email: **womenofmuhc@health.missouri.edu**



¡Bienvenidos! Latin Heritage

MISSION: Providing a welcoming community within MU Health Care that attracts, engages, develops and retains our Hispanic/Latino employees, as well as our patients. ¡Bienvenidos! strives to provide resources such as ESOL (English to speakers of other languages) and Spanish language classes for interested employees.

For information about joining our ¡Bienvenidos! resource group, please email: **bienvenidos@health.missouri.edu**

MU Health Care

Where Can I Eat?

UNIVERSITY HOSPITAL

ESSENTIALS

Where:	When:	Did you know?
Located in University Hospital in the lobby on the first floor by the green elevators, Essentials offers a wide range of made-to-order items as well as featured daily entrees.	6:30 a.m. to 8:00 p.m. daily	You can find menus at **muhealth.org/dining** and can order ahead using the GET Mobile app at **get.cbord.com/muhealthcare**.

THE GRILL

Where:	When:	Did you know?
Located on the west end of the hospital on the ground floor, the Grill offers street tacos, personal pizzas, grab-and-go salads and sandwiches.	6:30 a.m. to 2 p.m. Monday through Friday	You can find menus at **muhealth.org/dining** and can order ahead using the GET Mobile app.

LAKOTA COFFEE KIOSK

Where:	When:	Did you know?
First floor of the main lobby near the Patient and Visitor Garage entrance	6 a.m. to 8 p.m., Monday through Saturday and 6:30 a.m. to 8 p.m. Sunday	You can order ahead via the Lakota Coffee app or at **lakotacoffee.com**

MEDTIQUE GIFT SHOP *(for snacks)*

Where:	When:
First floor of University Hospital near the orange elevators	8:30 a.m. to 4 p.m. Monday through Friday

Did you know?
The gift shop offers snacks and gifts, along with a variety of scrubs and MU Health Care apparel. Gift shop purchases are tax free, and all proceeds go into the MU Health Care Auxiliary Fund for projects that benefit patients. Staff who set up payroll deduct can swipe their badge to purchase items and get a 10% discount!

MISSOURI ORTHOPAEDIC INSTITUTE

ATRIUM CAFÉ

Where:	When:	Did you know?
Located on the first floor of the Missouri Orthopaedic Institute	6:30 a.m. to 3 p.m. Monday through Friday	You can find menus at **muhealth.org/dining** and can order ahead using the GET Mobile app

NEARBY DINING OPTIONS

SUBWAY AT PERSHING COMMONS

Where:	When:
The second floor of Pershing Commons, 909 Hitt St., just east of University Hospital	View current hours at **Subway.com**

STARBUCKS

Where:	When:
If you want to take a 10-minute walk from University Hospital, stop by the Starbucks inside Bluford Residence Hall at 502 Kentucky Blvd.	View current hours at **Starbucks.com**

BUCK'S ICE CREAM

Where:	When:
A 15-minute walk from University Hospital on the south side of Eckles Hall, 1406 E. Rollins St.	Noon to 5 p.m. Monday through Friday. Learn more at **cafnr.missouri.edu/bucks-ice-cream**.

MIZZOU MEAT MARKET

Stop by to pick up USDA approved, prime cuts of beef, pork and lamb

Where:	When:
A 15-minute walk from University Hospital at the corner of College Avenue and Rollins Road at 147 Stringer Wing.	Noon to 5 p.m. Wednesdays and Fridays. Learn more at **animalsciences.missouri.edu/mizzou-meat-market**.

Find even more dining options around the MU campus by visiting dining.missouri.edu/locations.

Insider Information



"The quesadillas at Essentials are good, the chicken and rice meal is a delicious option for something healthy, and I love the caprese sandwich. Oh, and the mac and cheese bites and macaroni are so good. I would not recommend going when visitors may be getting meals, though. Noon to 2 p.m. are peak times."



"The Grill in the basement has great seating outside to soak up some sun during your lunch or break time."



"Employee appreciation is the first Monday of every month at Lakota. Stop in for half price deals or specials!"



"Try the buffalo chicken wrap at Essentials. The taco pizza is fantastic!"



"Lakota is a great place to get a pick-me-up coffee or a dirty chi latte in the afternoon."



"Food trucks at the VA are an awesome way to get outside for lunch!"



"Venture out and walk around. Sometimes taking a break over lunch and just walking helps."



"To save time and avoid waiting in line, consider ordering ahead at Lakota."



"I would suggest getting to your scheduled shift a little earlier than normal during your first few shifts as you become familiar with parking and traffic."

Key Contacts

Badge Access

If you are experiencing issues with badge access, fill out the "Electronic Badge Reader Access" form on Citrix. Contact the Badging Office (umhsbadgingoffice@health.missouri.edu) with questions.

Human Resources

If you need assistance from Human Resources, email **askhr@health.missouri.edu**.

Parking and Security

The MU Health Care security office, located on the first level of University Hospital across from the Emergency Department doors, is open 24/7. The team assists with door unlocks, parking permits (also available online at **parking.missouri.edu**), escorts to vehicles and more. Call **(573) 882-7147** for assistance.

Spiritual Care

MU Health Care has professionally trained and nationally accredited staff chaplains who serve all patients, families and staff, regardless of religious belief or traditions. To reach a chaplain: during business hours, 7 days a week, contact 882-2236; after hours call the operator at 0 and ask to page the on-call chaplain.

Volunteer Services

Volunteer Services can be reached at **volunteersvcs@health.missouri.edu** or (**573) 882-4714**.

Scan the QR code for wayfinding videos



Health Care

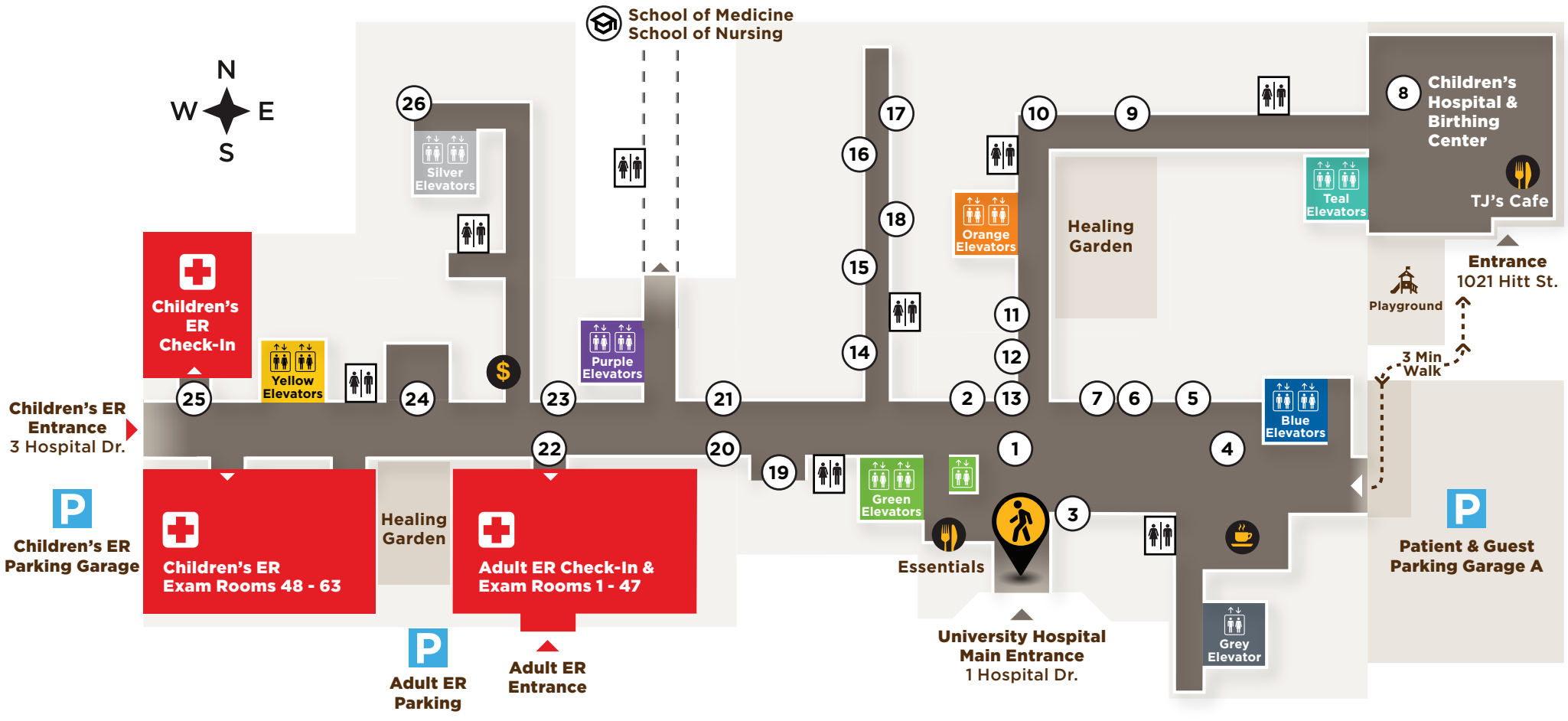
UNIVERSITY HOSPITAL PARKING MAP



Legend:

- Emergency
- Parking
- ATM
- Dining
- Elevators
- Guest Shuttle Pick up
- Coffee Bar
- Restrooms

FLOOR 1 / UNIVERSITY HOSPITAL MAP



MAP LEGEND

Main Entrance · Emergency · Parking · Elevators · ATM · Restrooms · Coffee Bar · Dining

DESTINATIONS

EMERGENCY (Adult)	22
EMERGENCY (Children)	25
Administration	26
Blood Draw	18
Cardiac Testing	21
Chapel	19
Children's Cancer & Blood Disorders Center	10
Children's Hospital & Birthing Center	8
Ellis Fischel Cancer Center	9
Financial Counseling	13
Gift Shop	12
Heart and Vascular Clinic	5
Information Desk	1
Information Desk	4
Mason Eye Clinic	6
Medical Records	13
Medicine Specialty Clinic	14
Missouri Psychiatric Center	24
Mizzou Optical	7
Office of Patient Experience	11
Orthopaedic Trauma Clinic	15
Outpatient Radiology	20
Patient Accounting	13
Pharmacy	3
Pulmonary Function Testing	17
Security	23
Surgery Clinic	16
University Hospital Check-in	2
Coffee Bar (Lakota Coffee)	
Restaurant (Essentials)	
TJ's Cafe	

DINING LOCATIONS

Coffee Bar (Lakota Coffee Co.) - - - - - **Floor 1**
Monday - Friday: 6:00 a.m. - 9:00 p.m.
Saturday - Sunday: 6:00 a.m. - 7:00 p.m.
Holidays: 6:00 a.m. - 7:00 p.m.

Restaurant (Essentials) - - - - - **Floor 1**
Daily: 6:30 a.m. - Midnight

TJ's Cafe (Children's Hospital and Birthing Center) - - - **Floor 1**
Daily: 6:30 a.m. - 4:00 p.m.

Cafeteria (The Grill) - - - - - **Floor G**
Monday - Friday: 6:30 a.m. - 3:00 p.m.
Saturday - Sunday: Closed
Holidays: Closed

Take Green or Purple elevators to Floor G for access.

MU Health Care

PATIENT ROOM DIRECTORY

Floor	Green Elevators	Patient Rooms
Floor 7	Neurosciences Surgical Intensive Care	7L07 - 7L08 / 7E02 - 7E55 C7021 - C7038
Floor 6	Progressive Care	6L07 - 6L08 / 6E02 - 6E55
Floor 5	Medical Intensive Care 5 Medical Specialties	C5028 - C5047 5L07 - 5L08 / 5E04 - 5E46
Floor 4	Cardiac Intensive Care Cardiovascular	C4042 - C4061 4L07 - 4L08 / 4E09 - 4E46
Floor 3	Medical Intensive Care 3	C3040 - C3059

Floor	Orange Elevators	Patient Rooms
Floor 8	Oncology	T8202 - T8238
Floor 7	Adult Medical Care	T7202 - T7215
Floor 4	ER Observation Medical Bridge Unit	T4221 - T4320 T4225 - T4231

Floor	Purple Elevators	Patient Rooms
Floor 7	Surgical Specialties	7W03 - 7W50
Floor 6	Observation / Inpatient	6W04 - 6W48
Floor 5	Medical Specialties	5W04 - 5W56
Floor 4	Family Medicine	4W04 - 4W51
Floor 3	Integrated Medicine	3W06 - 3W55

Floor	Teal Elevators	Patient Rooms
Floor 8	Neurosciences Intensive Care	T8507 - T8555
Floor 7	Pediatrics Pediatric Intensive Care	T7511 - T7557 / T7213 - T7238 T7524 - T7546
Floor 5	Labor and Delivery OB Triage Maternal Newborn	T5506 - T5559 T5596 - T5604 T5202 - T5238
Floor 4	Neonatal Intensive Care	T4508 - T4588

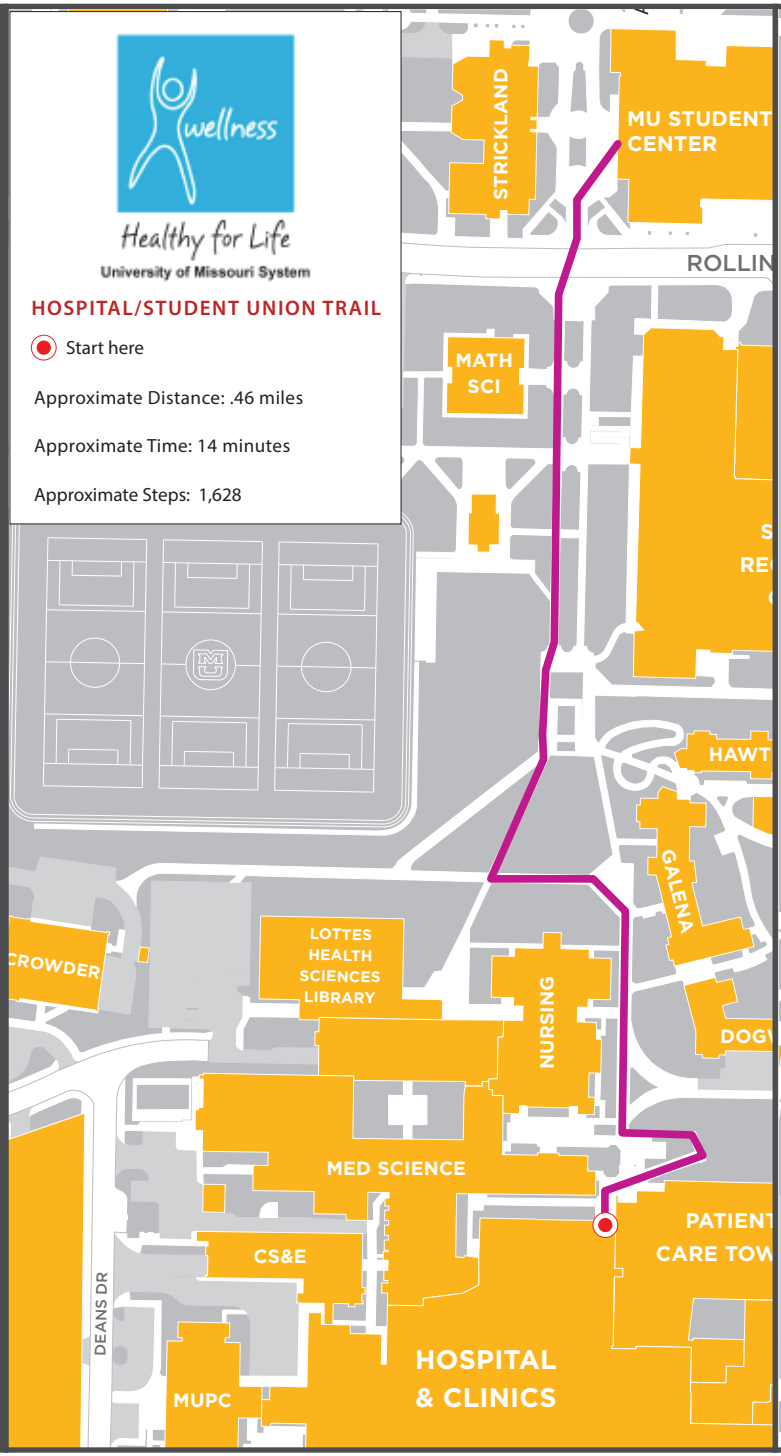
Lactation Rooms at University Hospital and the Missouri Orthopaedic Institute

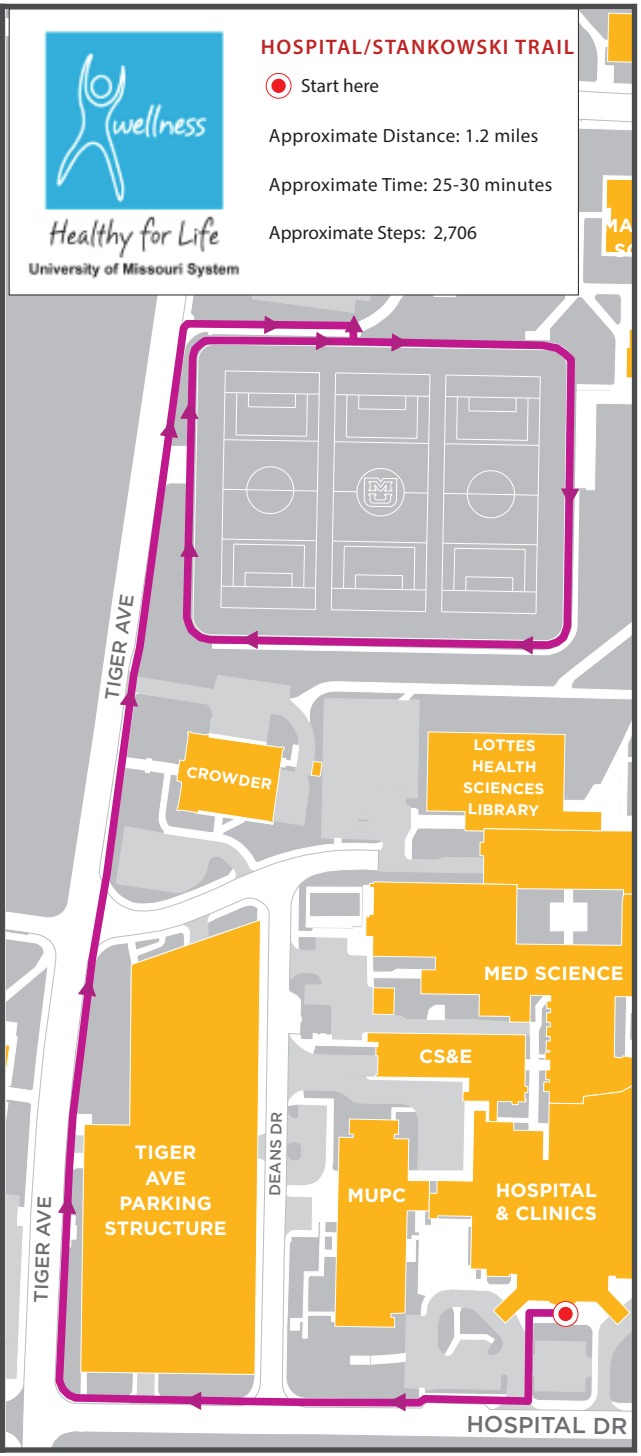
Pump Location	Room Number	Access Type
MICU-3	C3013	key at clerk desk
MICU-5	C5015B	code 234
Ground Floor Locker	GW 12-1	badge
Ground Floor Locker	GW 12-2	badge
ED Consult Room	1S175	badge
7th Floor – Medical School hallway	N714	code 541
Ellis/Patient Care Tower 5th floor	T5001B	badge
Ellis/Patient Care Tower 8th floor	T8001C	badge
5 West	47 Zen Room	badge
4 East	53 Zen Room	badge
OR/PACU Anesthesia Call Room	3W60	badge
Supply Room Near PACU		key from PACU
MOI 1st Floor	Supervisor Office 1247	badge
MOI 2nd Floor *	Lactation Room 2120	badge
MOI 3rd Floor	3025B	badge

To request badge access to these rooms, use the “electronic badge reader access form” on Citrix or bring your badge to the security office on the first floor of University Hospital.

* Public/patient access, too

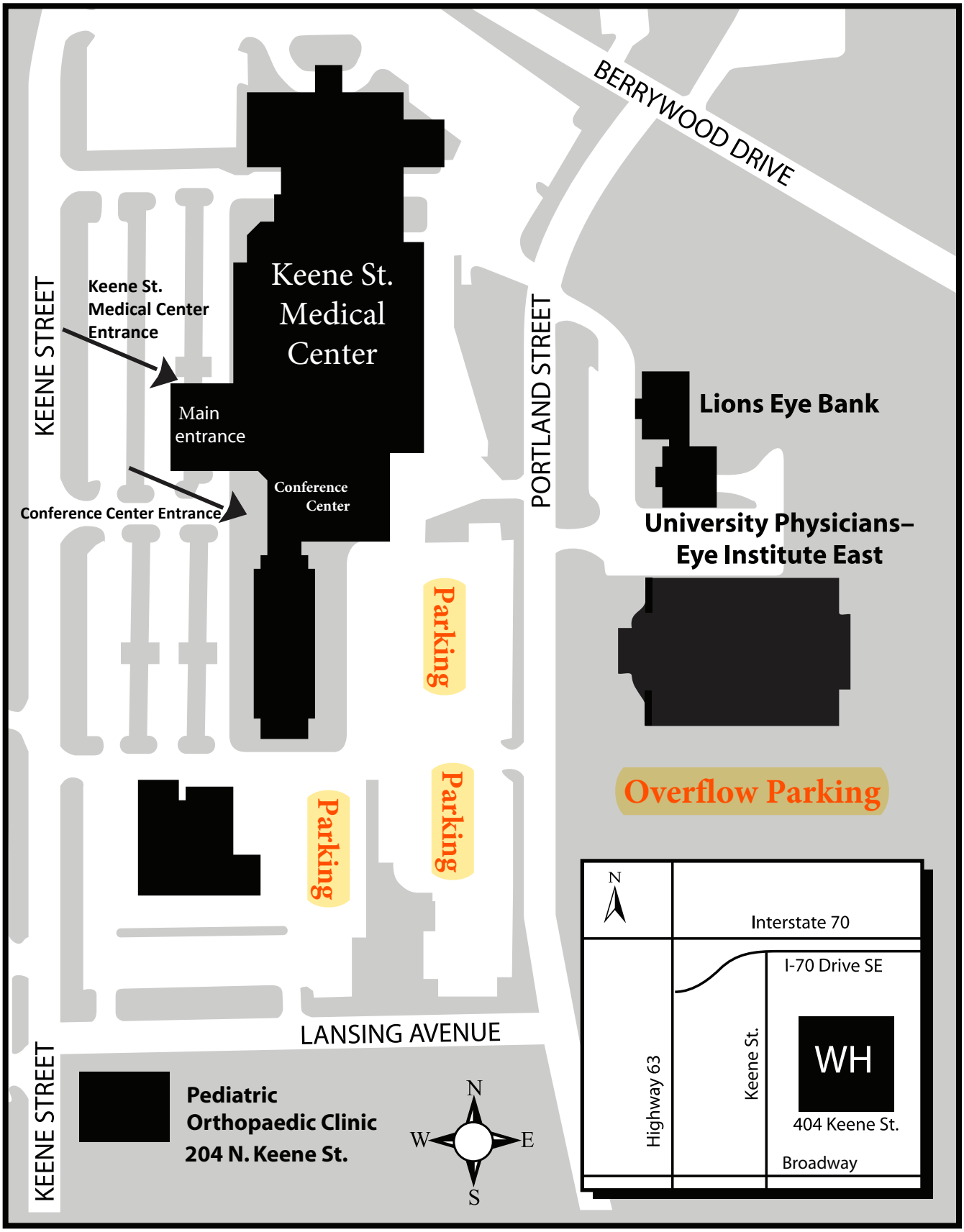
Walking Trail Maps Around Campus





Keene Street Medical Center

404 Keene St.
Columbia, MO 65201
(573) 875-9000



CAPITAL REGION MEDICAL CENTER

1125 Madison St, Jefferson City, MO 65101

MU Health Care

1 Madison Street Medical Building Entrance

- Goldschmidt Surgery Center
- Mizzou Pharmacy
- Mizzou Therapy Services
- Specialty Clinics
- Tunnell/Wherritt Community Conference Room

2 Outpatient Services Entrance

- Diagnostic Imaging/Radiology
- Inpatient Admission
- Laboratory
- Outpatient Cardiology
- Pre-op
- Surgery

3 Hospital Entrance

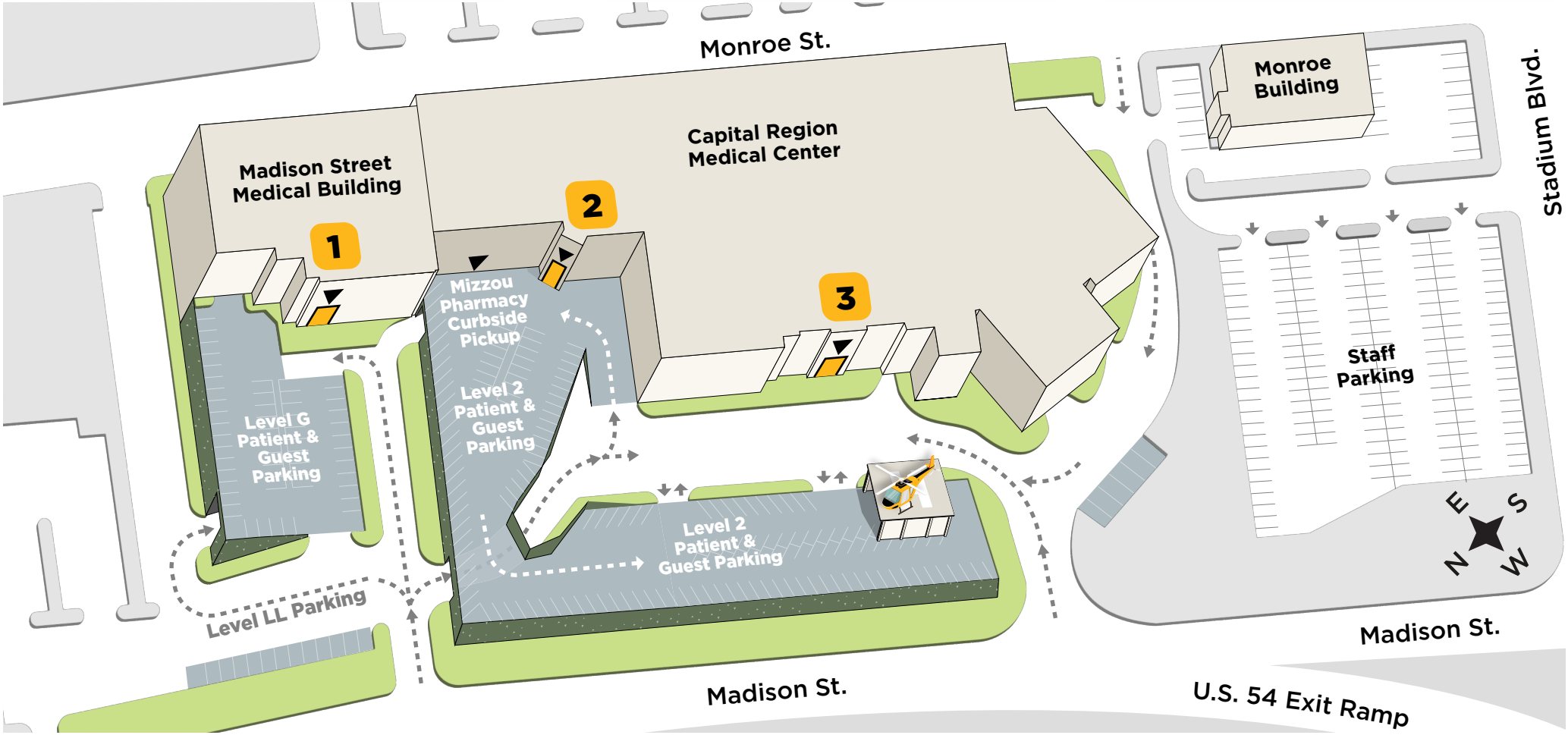
Emergency Entrance

Map Legend

Patient & Guest Parking

Entrance

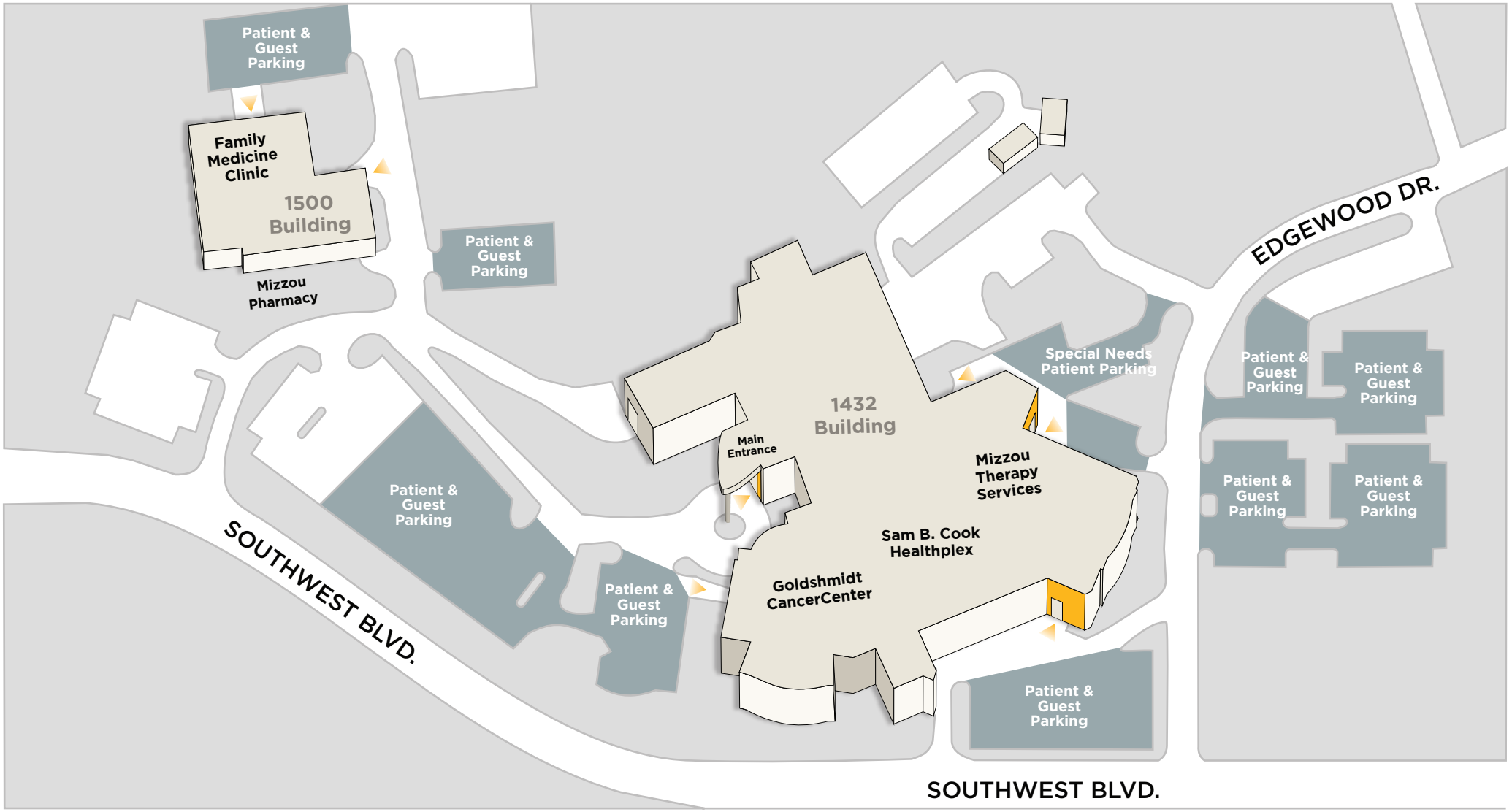
Parking Route



SOUTHWEST CAMPUS MAP

1432 Southwest Blvd., Jefferson City, MO 65109 | 1500 Southwest Blvd., Jefferson City, MO 65109

MU Health Care



Map Legend

- Patient & Guest Parking
- Entrance

MU Health Care

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