Non-Employee Orientation

Floyd Medical Center
Rome, GA
2004
Objectives

After reading this independent-study packet, the participant will be able to...

☺ Understand the *Mission, Vision, and Values* of Floyd Medical Center

☺ Identify the *Service Standards* and know behaviors relating to each

☺ Understand the importance of *Confidentiality and HIPAA guidelines*

☺ Be aware of the purpose of the *Corporate Compliance Plan*

☺ Protect themselves and others in the work environment, including *MSDS* and *Personal Protective Equipment* use

☺ Identify *Emergency Codes* and the *Fire Plan*

☺ Effectively help to prevent infection by the use of *Handwashing*
Purpose of Organizational Orientation

The purpose of this orientation to Floyd Medical Center is to acquaint you with the key elements of our:

- Organization's mission, vision, values and services,
- Policy related to confidentiality of information
- Safety procedures
- Infection control policy
- Organizational commitment to Service Standards.

We welcome you to our facility and hope that your experience with us is a positive one. If you should have any questions during your time here, you may contact either the supervisor over the area in which you will be working or Sherry Payne, Education Coordinator at 802-2134.

Our Mission:

...is to provide the communities we serve with a comprehensive and technologically advanced health care system committed to the delivery of care that is characterized by continually improving quality, accessibility, affordability, and personal dignity.

Our Vision:

...is to be the regional healthcare provider of choice.
...is to deliver patient and family-centered care that is compassionate, sensitive and respectful of each individual's needs.

Our Values:

**Our Patients:**

...are our highest priority; are provided high quality state-of-the-art health care; are given respect and dignity, and treated equally; and are provided education and information for themselves and their families.

**Our Employees:**

...are our most valuable asset; are offered an environment that attracts and retains highly-qualified personnel; are encourage and supported to reach their maximum potential through education; are recognized for a job well done; are provided an environment of open communication, participation in planning, and respect for each employee's contribution to our mission.

**Our Medical Staff Members:**

...are our valued customers as well as partners in health care; are provided an environment that attracts and maintains high caliber physicians; and are involved in the direction of the hospital community.
SERVICE STANDARDS

All customers, while in the care of the Floyd Medical Center health system, will receive dignity and respect throughout all stages of their life and death regardless of their mental status. In all our words and actions, we strive to do unto others as we would have them do unto us and our families. We use the term “customer” in the broadest sense to include patients, families, visitors, members of the community, physicians, vendors, and certainly, co-workers.

Service Standards are actions that impact on customers’ perceptions of service; actions that communicate to all our customers that we value them and that we are committed to meeting their needs and exceeding their expectations. Developed by employees themselves, service standards enable us to be consistent in the way we treat our customers, wherever they are in our system and visibly support one another as co-workers. Our words and actions demonstrate caring, good communication, empowerment and support.

By consistently demonstrating service standards behaviors, each employee helps fulfill the mission, vision and values of the Floyd Medical Center health system. By incorporating the service standards into performance expectations, we reinforce the importance of these behaviors and clearly communicate that they are expected to be practiced by all employees while at work.

Q: What are service standards?
A: Service standards are customer focused, and include the common elements of courtesy, respect, dignity, ownership of problems, and teamwork.

Q: Who developed the service standards for FMC?
A: Service standards were developed by the FMC Service Standards Team, a team of front-line staff who were selected for their excellence in service provision, positive attitude, and creativity.

Q: Why are service standards important to our customers?
A: Service standards are important because they:

1. provide for consistency throughout the organization, with no jarring differences as customers move from department to department
2. provide for smooth transitions from one service to another – staff treat customers the same way everywhere
3. demonstrate visible support of one another as co-workers

Q: Are all representatives of Floyd Medical Center expected to demonstrate the behaviors of each service standard?
A: Yes. All representatives are expected to follow the service standards and behaviors to ensure that our customers receive the best customer service possible. More information follows to help you better understand how you can help us make wonderful and lasting impressions on our customers.
FLOYD MEDICAL CENTER'S SERVICE STANDARDS

Q: How can we demonstrate the Service Standards while representing Floyd Medical Center?

A: By "Practicing What We PREACC".

PRIVACY

We maintain customer privacy in every aspect of care and service for each and every individual in our organization. We establish and maintain a secure, trusting environment for all customer groups. Customer information is kept confidential and respected as privileged information.

Behaviors:
- Maintain confidentiality of all customer information
- Conduct interviews and discussions regarding care in private locations
- Avoid conducting personal conversations in the presence of customers
- Provide respect for individual modesty and dignity by using proper clothing, gowns, coverings and drapes on patients and shield them from exposure
- Knock and listen for permission to enter prior to entering any closed door

RESPONSIVENESS

We treat each customer as the most important person in our facility. We recognize that each customer comes to us with unique needs which we meet in a timely and proactive manner and strive to exceed.

- First and Last Impressions
- Customer Information and Education
- Empowerment

Behaviors:
- Smile and speak to people while passing through the facility
- Ask patients how they would prefer to be addressed, then use the name they prefer
- Use the terms of respect and courtesy such as “please”, “thank you”, “sir”, “ma’am” during interactions with customers
- Ask customers “Is there anything else we can do for you?” prior to ending the encounter with them
- Assist customers who appear to need help before they have to ask
- Escort customers to the location they are trying to locate or immediately locate a co-worker who can assist
- Demonstrate elevator courtesy
- Inform customers of the reason for delays in scheduled procedures or appointments, and offer rest and comfort measures
ENVIRONMENT

We provide an environment that is soothing, attractive and safe for our customers. Everyone is responsible for the appearance of their work area and of the entire facility. We take the greatest of care not to clutter, damage, or destroy our physical plant and fixtures.

Behaviors:

- Keep your work area clean, uncluttered, and organized
- Assist with keeping our facility clean by picking up litter around the organization
- Follow safety and infection control guidelines (OSHA, JCAHO, environment of care) at all times
- Take immediate action to correct and/or follow up on identified environmental problems
- Utilize beepers to contact co-workers rather than using the overhead paging system
- Take action to meet patient comfort measures (temperature, lights, noise level, location of bedside items)
- Invite patients to bring personal items to increase comfort level
- Communicate caring and concern with touch and soothing voice
- Adhere to dress code
- Wear FMC identification appropriately

ATTITUDE

Service will be provided to our customers that is characterized by courtesy and caring. We are committed to providing quality service to all customers. Each of us is responsible and accountable for choosing how we respond to any situation. Customers are never interruptions in our work – they are the very reason for our work.

Behaviors:

- Express anger in an “off stage” area, while remembering rudeness is never an acceptable behavior
- Approach customers who appear to need assistance and ask, “How may I help you?”
- Identify yourself to customers by stating name and position
- Greet customers promptly by making eye contact, smiling and speaking in a warm tone of voice
- Express thanks to customers for choosing service areas and our healthcare system
- Acknowledge when a customer is dissatisfied or has been inconvenienced. Apologize, correct the problem and make amends
- Communicate positively about the organization and coworkers
CO-WORKER COMMITMENT

Each team member is a professional with expertise in his or her own field. Only by combining all our talents and gifts can we truly care for customers and for each other. We respect individuality and encourage teamwork.

Behaviors:

- Offer to assist co-workers
- Respect the opinions and input of all team members
- Recognize the efforts of others by giving encouragement before criticism, and praise for a job well done
- Utilize supplies and materials efficiently
- Follow FMC policy for attendance and productivity
- Maintain current knowledge about the various departments and services within our organization
- Complete organizational mandatory education requirements
- Meet departmental education and meeting requirements
- Participate in educational activities that enhance job performance by increasing knowledge and skill
- Adhere to the corporate compliance plan, all applicable laws, standards, rules and regulations

COMMUNICATION

There are many tools provided to assist us in communicating with customers and co-workers. We use these tools effectively to promote efficient flow of information throughout the organization.

- Telephone etiquette
- Voice mail etiquette
- E-mail etiquette

Behaviors:

- Answer the telephone by giving your name, department, and asking “How may I help you?”
- Speak clearly, in a pleasant, friendly tone of voice
- Ask permission to place a caller on hold, and wait for their agreement
- Check back with a caller on hold after one minute, and give the reason for hold, and provide the caller with the option of remaining on hold or leaving a message
- Record the callers name, phone number and reason for call and ensure the message is given to the appropriate individual
- Transfer calls appropriately
- Answer the phone personally, when available, to reduce the likelihood of a customer getting voice mail
- Provide a voice mail greeting that is short, concise, and includes an option for the caller to transfer to a person for assistance
- Change voice mail greeting to indicate when you are going to be out for a period of time
- Return calls promptly
- Utilize "out of the office" message on e-mail when out of the office for more than one day
- Follow up on messages promptly
- Arrange for coverage if sharing a computer, so that emails do not go unanswered
Test yourself....

Please fill in the name of the service standard represented by the following service behaviors.

1. ___________ Answer the phone by giving your name, department, and asking, “How may I help you?”
2. ___________ Identify yourself to customers.
3. ___________ Use terms of respect: thank you, please, good morning.
4. ___________ Do not discuss customer information in elevators, hallways, cafeteria, or any public area.
5. ___________ Smile and speak to others you pass in the facility.
6. ___________ Personally escort customers to the location they are trying to find.
7. ___________ Never show a public display of anger. Remember on stage/off stage behavior.
8. ___________ Never respond with “It’s not my job”.
9. ___________ Knock and listen for permission to enter before entering any closed door.
10. ___________ Offer assistance to co-workers when you see the opportunity.
11. ___________ Pick up litter when you see it anywhere in the facility.

Privacy
Responsiveness
Environment
Attitude
Co-Worker Commitment
Communication
Confidentiality—Know the Difference

FMC has a confidentiality awareness program which emphasizes the importance of maintaining patient confidentiality. The key phrases we all need to remember are:

Need to know
Right to know
Want to know
Know the difference!

Think before you speak!

What you need to know in order to perform your job may include such things as patient care issues, billing information, and how to maintain and distribute records.

The right to know involves situations in which you are required by law to report or instances in which a government agency may require information. (examples: court requests, medicare/medicaid,)

Patients also have the right to know about their condition.

The want to know is based on your own curiosity. You may want to find out about your friend, neighbor, co-worker, etc.

HIPAA... The Key to Confidentiality...

HIPAA is an acronym for Health Insurance Portability and Accountability Act, and is the result of a federal law created in 1996. This act creates standards to protect the privacy and security of health information, as well as defining uniform electronic standards that all providers and insurance health plans must use when they transmit health information. Protected Health Information (PHI) is any facts about a patient (name, address, diagnosis, etc.) that when 2 or more pieces of that information are put together, the result could be that a patient might be identified.

What do you and your co-workers need to know to protect yourself and your customers?

Consequences of Confidentiality Breaches

<table>
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<tr>
<th>Patient</th>
<th>Individual</th>
<th>Hospital</th>
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<tr>
<td>♦ safety</td>
<td>♦ lawsuit: civil/criminal</td>
<td>♦ lawsuit</td>
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<td>♦ embarrassment</td>
<td>♦ loss of job</td>
<td>♦ JCAHO sanctions</td>
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<td>♦ discrimination</td>
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<td>♦ competitive edge</td>
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Tips for maintaining confidentiality

What can people see?
- computer terminals
- schedules
- reports
- charts/records
- materials in copy machines/printers/faxes/trash

What can people hear?
- interviews
- messages
- cellular phones

Patient

Individual

Hospital
e-mail
• appropriate information
• correct person
• never share your password
• never send protected health information through e-mail if it is addressed to someone outside of FMC's employee e-mail network

Is the use appropriate?
• release information to appropriate person(s)
• discuss with only those involved in patient's care
• never discuss a case in a social situation

Is it the minimum necessary?
The HIPAA minimum necessary provision is that you should never seek more information about a patient than you need to do your job, and you should never share more Protected Health Information (PHI) with anyone than what they need to complete their job.

What about the release of information?
FMC's policy states that whenever PHI is requested, even if the patient is requesting a copy of his or her own PHI, our Health Information Management Department (aka Medical Records) will obtain a written authorization from the patient. When in doubt about how to handle a release of information request...be sure to ask Medical Records. You can also check with Melissa Cornwell, FMC's designated Privacy Officer for confidentiality/HIPAA concerns.

• Question all requests for information—get appropriate consents (patient/administrative)
• Control access to area/information
• Get authorization from the patient before taking or using photos or videos
• Refer media to the Public Relations Department
• Use authorized FMC fax cover sheet with confidentiality statement
• Double check fax numbers

Test yourself...

1. True False Breaching patient confidentiality in our healthcare organization can result in termination and legal consequences.

2. True False The minimum necessary provision means that we should never seek more information about a patient than we need to do our job.

3. True False Floyd Medical Center has no policy to guide in the release of Protected Health Information (PHI), so we must just use our best judgment in deciding how to handle each release of information request.

4. True False A reporter approaches you with questions about a recent article in the news-tribune about the hospital. You refer them to Public Relations.

5. True False A former patient approaches you in the community and asks about Mr. Smith who is currently hospitalized. This former patient and Mr. Smith became acquainted during a previous hospitalization for both. Since they have already met while in the hospital, you give out the current update on Mr. Smith.
The governing board and management of Floyd Healthcare Management, Inc. are committed to conducting this organization's business affairs in accordance with the highest ethical standards.

The rules, regulations, accreditation guidelines, federal and state laws, billing and coding instructions that hospitals and health care organizations must follow are numerous and complex.

To assist our organization and our employees with ensuring that licensing, accrediting, regulatory and legal requirements are met on an ongoing basis we have a Corporate Compliance Plan.

Our compliance program offers an enhanced structure to control operations, improve quality in billing and financial reporting, and demonstrates our organization's good faith efforts to comply with applicable federal and state laws and the program requirements of federal, state and private health plans.

<table>
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<th>Organization's Responsibilities</th>
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<td>✦ Document care that is provided</td>
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<td>✦ Charge only for necessary services</td>
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<tr>
<td>✦ Deliver care designed to meet the patient's needs</td>
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The Corporate Compliance Officer and the Corporate Compliance Committee put compliance into practice and provide day-to-day oversight of the compliance program. The committee is charged with ensuring that the appropriate level of compliance activities exists within our health care system and for driving compliance accountability and oversight down and across the organization. Corporate Compliance Committee members hold substantial control and play a significant role in the making of policy for our organization.

Employees are encouraged to express their concerns and opinions on any issue regarding potential violation of laws, regulations, ethics, policies and/or procedures. The recipe for ensuring compliance on any issue is to:

STOP
THINK
CLARIFY

We have a duty to report any actual or perceived:

✦ quality of care issue
✦ violation of applicable laws, regulations, or professional standards
✦ false claim, misrepresentation, inaccuracy or problem in billing, coding or documentation of services
✦ conflicts of interest
✦ loss, theft, or misuse of our organization’s property or the assets of our patients
✦ mistreatment, discrimination, safety issue, hostile activity, legal violation, or other non-compliance issue which occurs within the work setting
✦ communication problem within our system
Any questions or concerns regarding compliance should be reported to your department head, the Corporate Compliance Officer or to any member of the Corporate Compliance Committee. The **compliance HOTLINE number is 802-2980.**

Calls may be made anonymously (calls are not traced or taped) and confidentiality is maintained to the limit of the law.

Floyd Medical Center has a non-retribution and non-retaliation policy. This means that no action of retaliation or reprisal will be taken against anyone calling the Hotline. However, calls to the Hotline do not protect callers from appropriate disciplinary actions regarding their own performance or conduct.

All allegations of wrongdoing, concerns and/or inquiries will be promptly evaluated and investigated in an impartial manner.

The ultimate goal of the compliance program is to help employees identify and prevent improper conduct.

Test yourself.....

1. ☐ True ☐ False The Corporate Compliance Plan assists our organization and our employees with ensuring that licensing, accrediting, regulatory and legal requirements are met on an ongoing basis.

2. Floyd Medical Center’s responsibilities as an organization are to:
   a) Deliver care designed to meet the patient’s needs
   b) Charge only for necessary services provided
   c) Document care that is provided
   d) All of the above

3. The Corporate Compliance Officer and Corporate Compliance Committee:
   a) Provide day-to-day oversight of the compliance program
   b) Put compliance into practice
   c) Play a significant role in the making of organizational policies
   d) All of the above

4. The recipe for ensuring compliance on any issue is to _____________________________ and _____________________________.

5. Examples of issues that should be reported to the Corporate Compliance Committee include any:
   a) Violation of professional standards
   b) Conflict of interest
   c) Loss, theft, or misuse of our organization’s property
   d) Quality of care
   e) All of the above

6. The Compliance Hotline number is _____________________________

7. ☐ True ☐ False Calls made to the Hotline are not traced or taped and confidentiality is maintained to the limit of the law, and FMC has a non-retaliation policy.

8. ☐ True ☐ False All allegations of wrongdoing, concerns and/or inquiries are promptly evaluated and investigated in an impartial manner.
Personal Safety: Protecting yourself from injury

Back injuries are the most common type of injuries among health care workers. You can prevent them by learning about your back and using your body correctly to lift and move patients and objects.

Tips for a healthy back:
- Maintain your back’s three natural curves by being constantly aware of your posture and correcting it
- Always maintain good posture—slouching puts strain on your vertebrae, avoid excessive sway-back at all times
- Learn proper lifting techniques, Never twist
- Plan ahead and take precautions
- Lift or carry only what you can handle safely
- When standing for long periods of time, balance your spine by placing one foot on a low stool, bend your knees slightly, and keep your pelvis tilted forward
- When sitting, use a chair that allows both feet to be flat on the floor and use lumbar support cushions for your lower back if you sit for long periods of time
- Sleep on a firm mattress, either on your back or your side
- Stay fit and trim. Exercise regularly. See your doctor as soon as possible if you have persistent back pain

Safe lifting tips:
- Get a firm footing. Keep your feet apart (shoulder width) for a stable base: point toes out.
- Bend your knees and hips—not your back Don’t bend at the waist. Keep principles of leverage in mind. Don’t do more work than you have to. Maintain your three natural back curves.
- Tighten stomach muscles. Abdominal muscles support your spine when you lift, off-setting the force of the load.
- Lift with your legs. Let your powerful leg muscles do the work of lifting, not your weaker back muscles.
- Keep load close without leaning forward. Don’t hold the load away from your body. The closer it is to your spine, the less force it exerts on your back.
- Keep your back upright. Whether you are lifting or putting down the load, don’t add the weight of your body to the load. Avoid twisting.
- Never reach above your shoulders—use a step stool or ladder
- Push rather than pull whenever possible
- When leaning forward, move your whole body, not just your arms

Test yourself...

1. List two (2) things you can do to prevent injuring your back:
Work Safety

Your job is to help make and keep others healthy. You will be better able to do that if you are aware of the safety risks within your work setting and you make an effort to protect yourself, your co-workers, and the patients who depend on you.

Slips, Trips, and Falls

You can reduce your risk of injury from slips, trips, and falls if you are aware of your surroundings take precautions, and keep your work area neat and organized.

- Keep everything in its proper place
- Walk, don't run—Take shorter, slower steps. Maintain your center of balance under you.
- Wear shoes with no-skid soles—provides good traction and support
- Watch out for obstructions; remove them immediately
- Look out for, and avoid, wet or slippery areas
- Change directions slowly, especially if you're carrying something
- Don't leave drawers open
- Don't carry anything that blocks your vision

*If you observe a hazard, correct it or report it immediately.*

Electrical Safety

To manage electricity safely:
- Follow safety instructions when using electrical equipment
- Report all shocks immediately—even tingles
- Examine all cords and plugs routinely. Have any that are damaged or that become warm when used replaced
- Don't use so-called “octopus” adapters. Plugging too many cords into one outlet can overload the circuit
- Keep cords away from heat and water. Don't run cords under rugs or through doorways
- Never attach cords to the floor, wall or other objects with tacks or pins
- Use grounded, three-hole outlets or adapt ungrounded outlets with a standard plug adapter. Never break off or bend the third prong on a grounded plug

Test yourself…

1. True False It's okay to break off the third prong to get a plug to fit into an outlet.
2. True False Being aware of your work environment can help reduce your chances of having an on the job injury.
3. True False You can use a frayed electrical cord, that has been repaired with electrical tape, as long as the wires are not exposed.
4. True False To prevent slips and falls, you should wear shoes with non-skid soles.
Radiation Safety

- Wear lead aprons or shields and gloves if you work with x-ray equipment

Hazardous Materials

Many people who work in a health care setting use chemicals every day. If these chemicals are not properly handled, they can cause health hazards. The Occupational Health and Safety Administration (OSHA) has developed guidelines for employers to follow. Employers must inform you about the potentially hazardous chemical in your work area and teach you how to use them properly. This is known as the “Right to Know” law.

Hazardous chemicals can enter your body in different ways...

* Ingestion usually occurs when you eat, drink, or smoke around chemicals
* Skin absorption occurs when skin is unprotected, cut, damaged, etc.
* Injection of the chemical can occur if the skin is puncture, as with needlesticks or sharps injuries
* Toxic materials can also be inhaled and absorbed through the lungs

One of the first things you should do when you get to your work area is to find out how to access the Material Safety Data information. These MSDS's contain information about specific chemicals. The manufacturer provides these sheets to us. These sheets contain information about flammability, toxicity, what to do if you spill the chemical, how to properly store the chemical, and what to do if you are accidentally exposed to the chemical.

The MSDS information for your work area can be found online, on WEBster. Each department also has a hard copy of these policies and procedures.

Before you move, handle or open a chemical container, READ THE LABEL and follow the instructions. If you are unable to obtain MSDS information in an emergency, you can call the MSDS number toll free at 1-800-451-8346.

It's all up to you! Make these common sense rules part of your job:

- Identify hazards before you start a job
- Respect all precautions—don’t take chances
- Ask your supervision when in doubt
- Know in advance what could go wrong, and what to do about it
- Know where to get help
- Learn basic first aid measures
Personal Protective Equipment

One of the best ways to protect yourself from hazards in the workplace is to use personal protective equipment (PPE). Your employer supplies these for you to use. Some examples of PPE that you may find in your work area include:

**GLOVES**
These may include rubber gloves, neoprene gloves, latex or vinyl gloves, cotton or mesh gloves depending upon the type of work you do.

**EYE PROTECTION**
These may include eye glasses (safety glasses), goggles, face shields. These protect your eyes from splashes, dust droplets, or sharp objects.

**EAR PROTECTION**
These may include ear plugs or special muffls which protect your hearing from loud noises.

**LAB COATS, GOWNS, APRONS, SHOE COVERS, CAPS**
These protect you from splashes and infectious or hazardous materials.

**MASKS/RESPIRATORS**
These protect your respiratory tract and lungs from inhalation of harmful substances.

Test yourself...

1. Before you move, handle, or open a chemical container, read its ___________________________.

2. Material Safety Data Sheets (MSDS's) can be found where? ________________________________

3. You would want to have MSDS information on what kinds of chemicals in your work area? ____________________________________________________________

4. To work safely with chemical, follow warning signs and instructions and know what to do in an ___________________________.

5. What is Personal Protective Equipment? _________________________________________________

6. Where could you get Personal Protective Equipment? ______________________________________

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FLOYD MEDICAL CENTER EMERGENCY CODES

Anytime there is an emergency situation, you will hear the operator come over the loud speaker and announce a certain "CODE". Each code stands for a specific type of emergency.

**CODE BLUE**

someone has had a cardiac (heart) arrest

**CODE RED**

someone is causing behavior problems, they are threatening harm to self or others

**CODE GREEN**

the emergency care center is expecting a major trauma situation

**CODE 400**

indicates there is a disaster situation either "inside" or "outside" of the hospital

examples:

"inside"—boiler room explosion

"outside"—tornado, airplane crash

**CODE PINK**

missing infant/child

**ROLL CALL**

fire

**CODE CAROLINA 1000**

robbery in progress

**CODE MEDIC**

emergency assistance is needed in a non-clinical area

**CODE ORANGE**

patient elopement

To call a code, dial 6911 and tell the operator where you are and what the problem is. Dial 2100 for Security.
Fire Response

For each department and work area in the facility, there is a specific fire response plan. This plan will define for you what your specific role would be in the event of a fire/fire drill, what the evacuation plan would be, and any other information specific to your work area.

Fire is fast—it spreads quickly. It only takes a few seconds to minutes for a small spark to cause a room to fill with smoke or start a blaze. To stay safe, you need to act quickly. If you smell smoke behind a door, feel the door with the back of your hand first. If the door is too hot to touch, don’t open it. Otherwise, open the door slowly.

After a fire is detected every second counts—you are in a RACE for safety.

**Rescue**—any persons in immediate danger. If you are going to open a closed door, feel of the surface first. If it is warm or hot, do not open it. Stay calm, and remember to stay low to the ground to avoid the smoke and heat.

**Alarm**—Don’t hesitate to sound the alarm. Alert everyone via the alarm or other emergency communication (this may be pulling the fire alarm or calling 911 if you are in an office located off of the main campus)

**Confine**—the fire. Close doors and windows. Stuff towels under doors to keep smoke out.

**Extinguish/Evacuate**—If the fire is small, you may be able to extinguish it. If the fire cannot be extinguished, be prepared to evacuate the patients. Never put yourself or others in danger by attempting to extinguish a fire you cannot control. If your clothing is on fire, do not run. *Stop, drop, and roll* to extinguish the flames.

When you reach your department, be sure to review the Fire Plan for your work area...

1. What is the Code phrase for a Fire?
2. Where is the nearest exit?
3. Where is the nearest fire extinguisher?

**Using a Fire Extinguisher**

To use a fire extinguisher, just remember the acronym PASS. You simply:

- Pull the pin
- Aim the nozzle at the base of the fire
- Squeeze the handle
- Sweep the fire with side to side motions with the nozzle
Infection Control Issues

By working in a health care facility, you may be exposed to persons with communicable diseases or infectious materials during the course of your day. This module will teach you how to

1. protect yourself from work-related diseases and injuries, and
2. prevent hospital acquired infections in our patients.

Handwashing

Handwashing is the single most important procedure for preventing the spread of infection and helps us protect our patients and ourselves from communicable diseases. Handwashing reduces the number of microorganisms (germs) on your hands so that you will not become infected. Wash your hands routinely before and after patient contact. Wash your hands immediately after contact with any potentially infectious material, after removing glove, and after having contact with infective material to prevent cross contamination of different sites on the same patient.

The Hand Wash

Wet hands, use soap, lather for 10 - 15 seconds. Don’t forget nails and wrists. Rinse with warm running water
Dry your hands with a paper towel, leaving the water running
Turn off the water with a clean paper towel

Personal Protective Equipment and Engineering Devices

Use personal protective equipment (PPE) and Engineering devices appropriately. Wear PPE as needed. Use the engineering devices (hoods, vents, filters and pressures) that are in place at the hospital. Report malfunctions and items in need of repair and simple things such as no gloves on the isolation cart or running out of soap in a bathroom.

Handle sharps and needles with care.

- Do not bend, recap, shear, or break contaminated needles or other sharps.
- Do not recap needles.
- Place contaminated sharps in an appropriate puncture-resistant leak-proof container immediately after use.
- Report any sharps containers that are not easily accessible.

Personal Hygiene:

- Do not eat, drink, smoke apply cosmetics or lip balms or handle contact lenses where you may be exposed to blood or other potentially infectious material.
- Always make sure to wash your hands after removing gloves, before/after patient care, before eating, drinking or smoking.
- Don’t keep food and drinks in refrigerators, freezers, or cabinets, or on shelves, countertops or benchtops where blood or other potentially infectious material may be present.
- Always minimize splashing, spraying, spattering and generation of droplets.
- Always use the appropriate personal protective equipment. This equipment protects you form contact with potentially infectious materials. PPE may include gloves (hypoallergenic and latex), masks, goggles, gowns, aprons, lab coats, faceshields, protective eyewear, mouthpieces, rebreathing/CPR masks with one-way valves and specimen bags with biohazard labels (zip-lock).
Good Housekeeping:
You are responsible for keeping your work area clean. If you discard contaminated material, make sure you discard contaminated materials properly.

Biohazards: Make sure you recognize the biohazard warning sign and know the significance of red or orange-red bags. This means a biohazard (e.g., blood, body fluids) the containers hold blood or other potentially infectious materials. Warning labels are also use to designate contaminated equipment.

After an Exposure to Blood or Body Fluids:
1. Wash area thoroughly with soap and water. If exposure in the eyes, flush with water, saline or sterile irrigants. If a splash occurs to the nose, eyes, or mouth, flush with water.
2. Report to your supervisor, and go to infection control/employee health immediately (Office open from 7:00 AM – 3:30 PM M-F). If the office is closed, report to the Emergency Care Center. Prompt follow up is indicated for certain exposures. Your health may depend on it.

Tuberculosis and Bloodborne Diseases
I. Tuberculosis is a bacterial infection. TB falls into 2 categories
   1. Latent infection
      Person has the disease but is not infectious, and does not have signs or symptoms of TB. A person with a latent infection usually has a positive TB skin test.
   2. Active TB or TB disease
      Signs of illness are usually present. Signs and symptoms are usually present and can include:
      a. difficulty breathing or shortness of breath
      b. feel weak
      c. fever
      d. chills
      e. weight loss or loss of appetite
      f. experience night sweats
      g. failure to thrive
      h. cough up blood, or have chest pain when coughing
   3. Transmission: TB is spread through the air from one person to another. The bacteria are put into the air when a person with TB disease of the lungs or throat coughs, sneezes, talks, or sings. People nearby may breathe in these bacteria and become infected.
      a. People who are at higher risk for developing an active disease include those who are infected with HIV (Human Immunodeficiency Virus, the virus that causes AIDS), young children and the elderly
   b. TB skin testing may not be reliable
   4. Prevention in health-care settings
      a. quick identification of suspected or known persons who have TB to reduce the risk of exposure to other patients, visitors, and health-care workers
      b. Patients suspected to have active tuberculosis (e.g., tuberculosis test ordered with compatible signs and symptoms) should be placed in a negative pressure room and under Airborne Precautions AS SOON AS POSSIBLE. In Emergency Room and/or ambulatory health-care settings/MD offices, these patients should be put in a negative pressure room if available or a private room as soon as possible. Patients suspected or known to have TB disease are placed under until they are no longer infectious or the disease has been ruled out.
      a. TB Skin testing – baseline, two step, and at least annual
b. Patients should wear a surgical mask if they must leave isolation for tests and other procedures. (All procedures should be conducted in a negative pressure room whenever possible.)

c. All persons coming in contact with a patient with known or suspected TB disease should wear an approved respiratory mask (3M Health Care Particulate Respirator Type N95). Wear masks when:
   1. entering the room of an isolated TB patient,
   2. when transporting a known or suspected TB patient in an ambulance or other closed vehicle, or
   3. when performing a high-risk procedure (e.g., cough-and-sputum producing procedures, administration of aerosol drugs that can cause coughing, endotracheal intubation and suctioning, bronchoscopy, and certain autopsy procedures).

I. Hepatitis B
   A. A serious disease that usually infects the liver. In children, the disease may be mild, but adults can have more severe illness that may cause death. Long-term infection can occur and may result in liver disease or cancer. The severity of the illness can range from no symptoms to fatal cases (rare).
   B. Anyone can get hepatitis B. Certain populations have a greater chance of becoming infected. They include:
      1. infants born to infected mothers,
      2. IV drug users,
      3. sexual partners of infected people, or persons with multiple, homosexual or bisexual partners,
      4. certain ethnic populations (e.g., Pacific Islanders),
      5. healthcare and public safety workers, or anyone who has contact with blood.
   C. Transmission occurs by percutaneous or permcuscal contact with infected blood or body fluids, (e.g., sexual activity, sharing needles, from infected mothers to their infants at birth and blood and body fluids splashes or sharps related injuries contaminated with infectious materials).
   D. Symptoms include loss of appetite, stomach pain, nausea, vomiting, sometimes skin rashes, joint pains and jaundice (yellowing of the skin and the whites of the eyes).
   E. Incubation Period. Signs and symptoms develop slowly and may appear as long as 45-180 days (average is 60-90 days) after exposure.
   F. Infectious Period. An infected person can spread the virus for several weeks before symptoms appear and as long as the person is ill. Persons who develop lifelong infection (i.e., carrier) may spread the virus for their entire lives. Long term infection may result in liver disease or cancer.
   G. Treatment- There is no specific treatment for acute hepatitis B.
   H. Prevention includes:
      1. Universal vaccination in children, and vaccinating high risk persons including hcw
      2. Standard Precautions
      3. Engineering and Work Practice Controls
      4. Education
      I. Hepatitis B Vaccine

II. Hepatitis C
   A. Results in infection of the liver
   B. Anyone can get hepatitis C, but IV drug users, transfusion recipients, and dialysis patients are at high risk of getting the infection. Health care workers who have frequent contact with blood have also been shown to be at risk.
   C. The hepatitis C virus is spread by contact with contaminated blood or plasma. Contaminated needles and syringes are a source of spread among IV drug users. The role of person-to-person contact and sexual activity is unclear. While spread may occur by these routes, it is less frequent than with the hepatitis B virus. Hepatitis C virus is NOT spread through casual contact or in typical school, office, or food service settings.
D. Symptoms develop slowly and may include loss of appetite, stomach pain, nausea, vomiting. Jaundice (yellowing of the skin or whites of the eyes) does not occur as commonly with hepatitis C as it does with hepatitis B. The severity of the illness can range from no symptoms to fatal cases (rare). Long-term infection is common. Liver disease may result from long-term infection, but the illness more often improves after two to three years. People who have a long term infection may or may not have symptoms. People who do not have symptoms can spread disease.

J. Symptoms commonly appear within six to nine weeks. However, they can occur as soon as two weeks and as long as six months after infection.

K. Infected people may spread the virus indefinitely.

L. A positive blood test for hepatitis C virus antibody can mean any of the following:
   1. Current or acute infection - This diagnosis is usually made if a person has signs and symptoms of liver disease, blood tests showing abnormal liver function, and negative tests for hepatitis A and B.
   2. Chronic carrier - A chronic carrier is a person who was infected more than 6 months prior to the positive antibody blood test. The carrier does not have signs or symptoms of liver disease although there may be abnormal liver function tests. The carrier can transmit the virus to others. Over time the virus may cause liver damage, carriers should be followed closely by a physician. If there is evidence of progressive liver damage, the patient should be referred to a doctor specializing in the treatment of liver disease.
   3. Immunity - The person was infected with hepatitis C in the past but has cleared the virus from their body. The person has a positive hepatitis C antibody test, no signs or symptoms of liver disease, and normal liver function tests. The immune person cannot spread hepatitis C to anyone else, and the antibodies protect them from infection in the future.

III. Human Immunodeficiency Virus (HIV)
   A. HIV is another name for the human immunodeficiency virus. HIV causes a weakening of the person's immune system.
   B. AIDS requires a clinical diagnosis. HIV causes AIDS, a disease in which the body's immune system breaks down.
   C. Anyone can get HIV if the virus enters his or her body. Transmission can occur from sexual activity with an infected person and exposure to tissue or blood that is infected. For example, having sex or sharing needles or syringes with an infected person, babies born to HIV-infected women and percutaneous or permcousal exposures to infected materials (e.g., needles). 
   D. A person who is infected with HIV may develop illnesses that signal the onset of AIDS within a year or two. Others may stay healthy for 10 years or even longer before symptoms appear. You cannot tell by looking at someone whether he or she is infected with HIV. An infected person may appear completely healthy.
   E. Signs and symptoms may include swollen lymph glands, night sweats, fever, constant fatigue, rapid weight loss without reason, diarrhea, white spots in the mouth.
   F. A blood test can detect HIV antibodies (substances made by your body in response to the virus) if you are infected. Usually, the body forms antibodies approximately six weeks after exposure to HIV. Therefore, you could be infected with HIV even though an antibody test result is negative if you are tested during this "window period."
   G. Post-exposure treatment If you have an exposure to blood and/or body fluids or if you are not sure if you had an exposure, report the incident to your supervisor and contact employee health/infection control immediately. If the offices are closed, go to the Emergency Care Center. For some exposures, prophylaxis (medication) is indicated within two hours of the exposure.
A Guide to Standard and Transmission Based Precautions

Standard Precautions (All patients, all the time)
- Handwashing
- Wear clean non-sterile gloves when touching blood, body fluids, secretions, excretions, and contaminated items. Put on clean gloves before touching mucous membranes and non-intact skin. Always wash your hands after contact with any body substance, after removing gloves, and before any type of patient care. Change gloves and wash your hands after having contact with infective material to prevent cross contamination of sites on the same patient.
- Wear a mask, eye protection and/or face shield when you anticipate that splashes or sprays of body substances (secretions, excretions, blood, etc.) may occur.
- Gown when you anticipate that your clothes will have contact with body substances or when splashes or sprays of body substances may be generated. Remove the gown as soon as possible after the task. Remove your gown before your gloves, rolling it inward. Then remove gloves and wash your hands.
- Wear the appropriate personal protective equipment for handling contaminated equipment. Make sure that equipment has been properly cleaned and reprocessed before use on another patient.
- Handle linens, contaminated equipment and wastes to minimize contamination.

Contact Precautions (Examples include MRSA, VRE, RSV, scabies, impetigo, c. difficile)
- Standard Precautions
- Private room or cohort with another patient who is infected with the same organism, or someone who is not at risk for the infection
- Wear gloves to enter the room. Wear a gown to care for the patient or for any contact with the environment (bed, bathroom, etc.). Remove gloves and wash your hands before leaving the patient’s room. Do not re-contaminate your hands.
- Limit patient transport for essential purposes only. Protect others (e.g., make the patient who has RSV wear a mask) when being transported.
- Dedicate non-critical patient equipment for use with that patient only if possible.

Airborne Precautions (Examples include measles, varicella and tuberculosis)
- Standard Precautions
- Private room with negative air pressure and 6-12 air exchanges per hour, and outdoor or HEPA circulated exhaust. The door must remain closed for the negative pressure to work.
- To enter the room: For known or suspected tuberculosis patients wear respiratory protection (N95 mask). When the patient has measles or varicella, you must be immune to enter the room. Susceptible persons should not enter the room. Check with Employee Health if you’re not sure of your status (ext. 2047).
- Limit patient transport for essential purposes only. Place a surgical mask on the patient.

Droplet Precautions (Examples include meningoccal meningitis, pertussis, influenza, mumps)
- Standard Precautions
- Private room or cohort with another patient who is infected with the same organism
- Wear a mask when caring for a patient, or coming within 3 feet of the patient.
- Limit patient transport for essential purposes only. Place a surgical mask on the patient.
Test Yourself for Infection Control

1. ____________ is the single most important thing you can do to prevent the spread of infection.

2. True  False  If you wear gloves, you don't have to wash your hands.

3. ____________ Precautions apply to all patient all the time and mean that all blood and body fluids are treated as potentially infectious

4. True  False  I must wash my hands before patient care.

5. True  False  I should wear a surgical mask when I enter the negative pressure room of a patient with active tuberculosis.

6. List 3 signs or symptoms of active tuberculosis ____________, ____________, and ____________.

7. List 3 items of Personal Protective Equipment ____________, ____________, and ____________

8. True  False  If I have a sharps injury, or a blood or body fluid splash, after washing the area thoroughly, I must report the incident and get follow up attention immediately.

9. True  False  Patients infected with HIV or hepatitis B should be placed under droplet precautions.

10. True  False  Patients with active tuberculosis must be placed in positive pressure rooms.

11. True  False  Bloodborne diseases include HIV and Tuberculosis.

12. For good handwashing practices, I must lather for ____ seconds.

13. The biohazard sign, or the colors of ____________ or ____________ means potentially infectious wastes.

14. True or False Pregnant health care workers should be reassigned because they cannot safely care for someone with HIV infection or AIDS.