Ellie welcomes you to Ridgeview Institute
Welcome to Ridgeview Workbook

This workbook needs to be read and completed prior to starting your job. It is designed to give you tools to start your job successfully and safely.

Please read the workbook and complete the post test in the back. Tear out the completed post test and return to Human Resources. Keep the workbook as a quick reference guide.

This workbook covers the following:

- Ridgeview Mission, Vision and Value statements
- Confidentiality
- Patient Rights
- Safety Issues
- Infection Control

You also will be attending Hospital Wide Orientation where these topics and others will be covered in detail.

There is a section on the post test for your feedback. Please let us know if there is anything you feel was not covered in this workbook that would be helpful to you in your orientation period.

Thank you and Welcome to Ridgeview.
VISION STATEMENT

Our vision is to be a premier behavioral health provider, recognized for our quality treatment and specialty services, committed to mental health advocacy and education.

MISSION STATEMENT

Our mission is to provide a comprehensive continuum of mental health and addiction treatment services based upon a commitment to excellence and quality care to patients and families.

We will continuously strive to assess and improve our performance as a nonprofit healthcare organization based upon the Ridgeview Traditions - Quality of Care, Quality of Service, Quality of Workplace.

Values

RESPECT, INTEGRITY, TRUST, EXCELLENCE
CONFIDENTIALITY

It is Ridgeview Institute’s policy to protect the legal and civil rights of patients by maintaining strict rules of confidentiality governing written, verbal, tape recorded or computerized data regarding a patient.

The following is some information which is considered confidential and will not be disclosed without a written Authorization for Release of Information form:

1. The fact that a person is or has been a patient.
2. Information transmitted in confidence by the patient or members of the patient’s family, treatment providers or caretakers to any staff member in the course of diagnosis, treatment or other services.
3. Any information regarding a patient provided by hospital staff in the course of evaluation, treatment or other services.
4. Any personal data, disclosure of which would be detrimental to the best interest of the patient.
5. Protected Health Information, which is defined as anything that can identify a patient, such as name, address, age, social security number, phone number, email address, diagnosis, medical history, medications and more.

All visitors to Ridgeview Institute campus must sign in and obtain a visitors badge prior to going to patient areas.
PATIENT RIGHTS

It is the policy of Ridgeview Institute to support and protect the fundamental human, civil, constitutional and statutory rights of the individual patient. These rights include but are not limited to:

- The right to be assured of confidential treatment of personal and medical records.
- The right to expect reasonable access to care.
- The right to consideration of privacy and individuality.
- The right to request the services of an attorney.
- The right to associate and communicate privately during visiting hours.
- The right to request to be transferred or discharged.
- The right to initiate a complaint or grievance.
- The right to obtain consultation from another qualified physician.
- The right to make care decisions.
- The right to designate a patient representative.

The patient receives a copy of the Patient Rights & Responsibilities upon admission. It is the responsibility of all staff members to assist our patients with questions about their rights.
SAFETY

Safety is a concern to everyone who works at Ridgeview Institute. It is the responsibility of all staff members to be observant of any hazards and safety problems that could jeopardize the health and safety of our patients, staff and visitors.

Be careful. Use proper body mechanics at all times. If injured, fill out an incident report and see a nurse on the Adult Inpatient Unit for evaluation.

CLINICAL EQUIPMENT

If a piece of equipment malfunctions, take it out-of-service so no one is injured. Report the malfunctioning piece of equipment to the Engineering Department immediately.

ENVIRONMENT OF CARE

If you discover a fire – Fire Extinguisher Operation:

R.A.C.E.
R= Rescue patients/staff
A= Activate Alarm - initiate Code Red
C= Contain the fire - close doors
E= Extinguish the fire
   Evacuate patients/staff

P.A.S.S.
P= Pull extinguisher pin
A= Aim at the base of the fire
S= Squeeze the handle
S= Sweep at base of the fire

Fire drills are conducted regularly throughout the year on different units during different shifts.

HAZARDOUS MATERIALS
Each work area has a Hazardous Materials book available that includes the Material Safety Data Sheets (MSDS) that apply to your work area.

What is an MSDS?

A Material Safety Data Sheet is a reference sheet for each potentially hazardous material used in your work area. The MSDS has critical first aide information in case you, a patient, a visitor or a co-worker are exposed to a hazardous material.

Find the Hazardous Materials book when you get to your work area. You may be asked to identify its location at Hospital Wide Orientation.

UTILITIES

If something is not working, report it to the Engineering Department. Major utility failures happen occasionally and may impact our ability to do our work. We have systems in place to help until the utility is functioning again. Have patience and help others as necessary.

SECURITY

Security is everyone’s concern. Keep your belongings and those of our patients in safe keeping. BE AWARE! If you see a security concern, report it. Ridgeview Institute has made a commitment to keep everyone as safe and secure as possible, but it takes everyone’s input to do this. Ridgeview Institute ID Badge must be worn at all times while on hospital property.
EMERGENCY PREPAREDNESS

Nursing staff deployment in the event of a code situation is indicated on each unit’s daily assignment schedule. Dial 2222 to have the operator call a code.

Our Code System is as follows:

**CODE BLUE** - Medical Emergency

**DR. HUSH** – a potential **Psychiatric Emergency** which may be defused using show-of-force only.

**CODE 22** – a **Psychiatric Emergency** necessitating the behavioral management of an escalating or out-of-control patient.

**CODE 22R** – a **Psychiatric Emergency** in which a patient is attempting to elope from the hospital environment.

**CODE RED** – Fire

**CODE YELLOW** - Bioterrorism

**CODE TRIAGE** – Activate Disaster Plan.

Know the Secure Zone in your work area for these codes:

**TORNADO WATCH/WARNING**

**CODE ORANGE** - Bomb Threat - listen for location.

**CODE GRAY** - Workplace Violence - listen for location.

More information on codes and responding to codes is available in the Emergency Preparedness Manual located in your work area.
INFECTION CONTROL

Infection can be costly and deadly. It is the responsibility of everyone to stop the spread of possible infections.

HANDWASHING is the number one method of stopping the spread of infections. Hands should be washed for 15 seconds. Use of waterless hand scrub is also advised in the absence of visible dirt.

Personal protective equipment, which includes gloves, mask, gowns, eye protection, etc. is made available and must be used.

SCREENING - All staff members and patients are screened for Tuberculosis (TB) and other communicable diseases. Employees identified in high risk work areas are offered a hepatitis vaccine.

STANDARD PRECAUTIONS - Precautions should be taken with all patients. Use gloves, hand washing, proper disposal of contaminated articles, and proper disposal of needles and sharps containers.

IF CONTAGIOUS, STAY HOME. Upon returning to work, complete an infection control report and send it to the Infection Control Nurse. Notify your supervisor if you feel others may be at risk.
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Orientation Workbook Post Test

Name ________________________________
Date ________________________________
Department __________________________

1. Name one of the Ridgeview’s Tradition Qualities’__________________________

2. Name one of Ridgeview’s Values __________________________________________

3. Confidentiality includes not disclosing the fact that a person is a patient at Ridgeview Institute. True or False

4. All visitors must obtain __________________________________________________

5. Name 3 basic patient rights _______________________________________________
   ________________________________________________
   ________________________________________________

6. Who is responsible for assisting patients with questions regarding their rights? ______________________________________________________________

7. Fire Safety - What is RACE?  
   R=__________  
   A=__________  
   C=__________  
   E=__________

8. What is the code for Fire? ________________________________________________

9. What is a Code Orange? _________________________________________________
10. What are the MSDS used for? ________________________________________________________________

11. What is the number 1 thing you can do to prevent the spread of infections?
    ______________________________________________________________________________________

12. Stay home when ________________________________________________________________

Input, feedback or suggestions for improvement of this process
    ______________________________________________________________________________________
    ______________________________________________________________________________________
    ______________________________________________________________________________________

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PS - Before you come to Hospital Wide Orientation, see if you can find out the significance of the Elephant at Ridgeview Institute, and what the acronym ELLIE stands for: