

Student/Intern Orientation Handbook



Interning at Guadalupe Regional Medical Center

- Work with staff to help others
- Learn about the different areas in the healthcare field
- Become part of our motto of "EXCELLENCE. RIGHT HERE."

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Guadalupe Regional Medical Center Overview

Located in Seguin, Texas, Guadalupe Regional Medical Center is a licensed 125—bed, acute care facility, committed to providing excellent and comprehensive services for the communities we serve. Fully accredited by The Joint Commission, the Medical Center's active medical staff of more than 60 physicians, 700 employees, and 200 volunteers serves the residents of Guadalupe, Comal, Wilson, Gonzales, Caldwell, and Hays counties. Jointly owned by the City of Seguin and Guadalupe County, Guadalupe Regional Medical Center is a non-profit community hospital offering a comprehensive variety of patient services and physician specialties.

Guadalupe Regional Medical Center was purchased from private owners in April of 1961 by Guadalupe County and the city of Seguin. The medical center's Board of Managers was appointed at that time. The hospital is a city/county entity and the seven member board is appointed, three by the City Council, three by the County Commissioner's Court and one at-large member. No tax district has been established to operate the facility or to raise revenues through taxes. The medical center operates out of its own revenue and is self-supporting.

Guadalupe Regional Medical Center's mission is to be the preferred provider of excellent and comprehensive healthcare, making a positive difference in every life we are privileged to touch.

The vision of our Medical Center is to be an elite Medical Center providing quality healthcare that is both compassionate and technologically advanced.

GRMC's Values

Compassion – represents our willingness to serve our customers with both our minds and our hearts.

Dedication – describes our commitment to serving others, as we would want to be served, with dignity and respect.

Excellence – signifies our belief that our customers and fellow employees deserve the very best from us.

Enthusiasm – indicates we are energized by the opportunities we share to make a difference in the lives of those we serve.

Teamwork – expresses our desire to have faith in each other and to work toward a common vision.

Guidelines

Attitude & Voice - In your contact with the patients, visitors, and customers, always maintain a relaxed and calm attitude. Keep your voice low, but audible. Be respectful and polite by addressing the person as “Mr. Jones,” “yes sir,” “please and thank you.” Remember to SMILE—it’s contagious.

Breaks - Select a slower period, if possible, and do not go unless there are sufficient personnel in your area. Notify the designated person for your area that you are leaving on your break. Keep your break to 15 minutes.

Confidential Information - All information regarding patients, staff, volunteers, and students is strictly confidential, whether medical or otherwise—and must never be discussed or repeated. This especially includes not mentioning a patient’s name outside of the medical center.

Conflicts - If you have a personality clash with GRMC staff in your assigned area, go to your supervisor and discuss the situation and a possible resolution.

Dependability - Please be dependable and work your assigned day. Notify your supervisor/preceptor if you cannot come in or will be delayed. Give at least a 2 hour notice before your scheduled arrival time.

Incidents - For your protection and prevention of similar incidents, you must report all incidents in which you are involved, no matter how minor, immediately to your supervisor/preceptor and fill out the appropriate forms. Any blood-borne pathogen incident must also be reported to the House Supervisor within 30 minutes of exposure.

Medical Advice - Please be respectful of the physician’s time and do not ask for medical advice while at GRMC.

Parking - ALL parking spaces in front of and adjacent to the Medical Center are reserved for patients, visitors, doctors, and senior volunteers. Please do not park in any of these spaces or any space that has a yellow dot or painted descriptors. There is an employee parking lot on the south east side of the medical center that has open parking. (Refer to map, page 23)

****Students: if you park in these unauthorized areas, your clinical privileges at GRMC will be terminated.**

Personal Appearance - You are expected to report for duty in appropriate dress, clean, and with a GRMC ID badge visible at all times (in upper chest area). Perfumes and other strong odors can be offensive and can trigger allergic reactions, so please avoid use. Check with your school or department for correct attire. Those in direct care are to cover up any visible tattoos and facial and tongue jewelry must be removed, except for a maximum of 2 earrings in each ear.

Punctuality - You are expected to report for duty on time and remain on duty throughout the shift unless directed to do otherwise by your supervisor/preceptor. If you must leave your shift, please notify your supervisor/preceptor.

Questions - Ask questions of staff whenever you do not understand your role, responsibilities, or assignments. Remember, there is no such thing as a stupid question. We are here to help you learn about and adjust to the health care environment.

Responsibility - Do not assume when your assigned area is temporarily not busy that you can leave. Emergencies can occur at any time and your assistance would be needed immediately. If a staff person from another area requests your help, please tell them you will need to notify your supervisor/preceptor first. Should you have a personal emergency and you must leave, notify your supervisor/preceptor. Please do not leave your area to visit friends who are working in other areas, but arrange to meet them on breaks or at lunch.

Signage - Please observe signs on the doors of patient rooms—if you do not understand the meaning or have a question, please ask the staff before entering the room. Remember to always knock and wait for a response before entering the room.

Smoking - In the interest of health, safety, and a positive public image, we are a smoke-free environment. Tobacco products are not permitted inside, in the parking lots, or on adjacent streets or curbs of the Medical Center for staff, students, and volunteers. Visitors and patients may smoke in designated areas outside of the Medical Center. Please do not come with a strong odor of smoke on your clothing—it could trigger an allergic reaction for those you come in contact with.

Valuables - Bring only the absolute essentials with you. Do not bring your purse, expensive jewelry, large sums of money, etc. GRMC cannot assume responsibility for these items.

We Value You! - Know that we value you and the time you are sharing with us. Thank you for choosing Guadalupe Regional Medical Center. We are committed to providing a successful learning and/or volunteering experience for you.

Environment of Care

This will provide you with basic knowledge to function within your job capacity in the hospital in a safe and efficient manner. Each department has a safety manual which includes plans for these areas:

Safety Management - The hospital monitors patient safety through clinical/administrative reviews and also monitors employee/volunteer accidents, illnesses, staff training and competency. Incident report forms you may use include Employee/Volunteer Incident Forms, which are used for injuries occurring during working hours at Guadalupe Regional, and Variance Report Forms, which are used for out-of-the ordinary problems needing supervisor or Administration Attention. Everybody has a responsibility to assure patient safety. The hospital has to assure a safe environment for patients as well as staff and visitors.

Emergency Preparedness - This is the plan for how the hospital responds to an external or internal disaster. External disasters may include mass casualties due to a highway accident, airplane crash, hurricane, tornado, or chemical/biological terrorism. Internal disasters may include fire, loss of electricity, sewage, water, damage from water on roof, hurricane, or tornado. Guadalupe Regional Medical Center is a member of the National Disaster Medical System.

To activate code dial “222”. PBX will page overhead:

CODE GRAY to “location” = Emergency Plan Activation

X-CODE GRAY to “location” = Drill

In the case of an inpatient medical emergency, you will hear this page over PBX:

CODE BLUE to “location” = Medical Emergency

X-CODE BLUE to “location” = Drill

Hazardous Material Management - Hazardous material may be chemical (mercury), infectious (red bags, bloody material such as bandages, sharps, needles), or radioactive (isotopes in radiology). Employees have a right to know what types of chemicals or products or hazards they may be exposed to in the work place. There are two primary sources of information on hazardous materials: product labels and Material Safety Data Sheets (MSDS). Each department has MSDS's for all chemical products; these can be found on the intranet. The MSDS gives information about the properties and hazards and what to do in the event of exposure. The MSDS specifies what type of PPE (Personal Protective Equipment) needs to be used.

It is up to you to:

- Read labels
- Study the Material Safety Data Sheets (MSDS)
- Use proper protective equipment
- Follow safety precautions

Utilities Management - In the case of loss of electrical power, several generators are on site that will provide electricity within several seconds of power interruption. The elevator to the basement is **NOT** wired into the emergency generator system and should **NOT** be used during a fire.

Electrical Safety - always follow operating instructions when using equipment. Report any defects immediately and do not use defective equipment! Examples of potential defects include:

- plug does not fit properly in outlet
- feels unusually warm to the touch
- smells hot
- makes noise or pops when turned off
- has power cord longer than 10 feet
- gives inconsistent readings
- knob or switch is loose or worn
- tingles when you touch it
- missing third or grounding pin on the plug
- cord is frayed

Always turn off equipment before plugging or un-plugging!

Medical Equipment Management - Most medical equipment is serviced by an outside vendor. All medical equipment must have initial testing prior to being placed into patient use. The hospital maintains a record of preventive maintenance for each piece of equipment.

Security Management - All staff are responsible for security inside or outside of the hospital. If something or someone looks suspicious, report this immediately to the department supervisor or house coordinator. Security cameras are in place in high risk areas, including OB/Nursery. Systems for identification of baby, mother and significant others are in place. To activate code dial "222".

CODE PINK = Infant Abduction

X-CODE PINK = Drill

At times, it is necessary for staff to respond to a page of Code Green. Usually, this means that a patient has become hostile or violent and more staff are needed immediately to help prevent the patient from hurting himself or others. To activate code dial "222".

CODE GREEN = Combative Patient

X-CODE GREEN = Drill

Other codes:

Code **PURPLE** - Missing Adult

Code **WHITE** - Armed Intruder/Shooter

Code **BLACK** - Bomb Threat

Code **ORANGE** - Hazardous Material

Code **YELLOW** - Utility Failure

Fire (Life) Safety Management - This hospital is totally covered by sprinkler systems. When the fire alarm goes off, an automatic signal is sent to the Seguin Fire Department. Employees shall call the Guadalupe Regional Medical Center operator at the emergency number of "222." PBX operator will call the fire department to report specific location and will announce "Code. RED" and "location" over intercom several times. One staff from each department goes to scene with a fire extinguisher. All other staff member remaining on units need to shut all doors and escort patients into rooms. When you respond to a fire, follow the RACE acronym:

- R Rescue** - remove anyone near the fire, patients, staff, visitors.
- A Alarm** - activate fire alarm, verbally notify other staff of fire location and call PBX operator using emergency telephone **#222.**
- C Contain** the fire—close all doors, windows, place a wet towel at base of room door where fire is to reduce oxygen to fire.
- E Extinguish** fire, if possible—**Evacuate** patients to other side of fire walls or fire doors away from the wing where the fire is located.

Extinguish with fire extinguisher using PASS:

- P** Pull the pin
- A** Aim the extinguisher nozzle or horn at the base of the fire
- S** Squeeze the handle
- S** Sweep from side to side at the base of the fire until it goes out. Watch out for flashes and reactivate the extinguisher if necessary.

CODE RED to "location" = Actual Fire

X-CODE RED to "location" = Drill

Body Mechanics

Back injuries are usually due to ongoing incorrect habits, not a particular incident. Maintaining correct posture, exercising, and stretching are tools everyone can use to decrease risk for back problems. Follow these tips when lifting items:

1. Prepare—Plan the lift ahead of time and test the load prior to lifting or moving. Ask for assistance when appropriate.
2. Keep Load Close—Hold the load as close to the body as possible when lifting or carrying.
3. Maintain Curves of Low Back—Using a wide balanced stance with one foot ahead of the other, keep head and shoulders up as the lifting begins, use your legs to lift, and don't jerk or twist.

ALWAYS USE ASSISTIVE DEVICES WHEN THE LOAD IS TOO HEAVY!

ALWAYS USE EZ LIFT WHEN A PATIENT HAS FALLEN AND IS UNABLE TO ASSIST WITH GETTING UP!

Wheelchair Safety

Students may be asked to escort patients in wheelchairs from one area to another. When doing so, remember to place the brakes on before the patient sits down. After making sure the patient is seated comfortably (with leg/foot rests in place), unlock the brakes and slowly wheel them to the area they need to go. When you arrive at the patient's destination make sure both brakes are on.

Compliance

GRMC mandates reporting of any potential fraud and abuse, whether done willfully or unintentionally. A hot line for reporting compliance issues is available for all employees, students, and volunteers by either calling the hospital line which is 1-877-668-4394 or 1-800-HHS-TIPS (1-800-447-8477) for anonymous reporting of potential fraud or abuse.

Harassment

Guadalupe Regional Medical Center provides staff, students, and volunteers a work environment free of discriminatory intimidation whether based on gender, sexual orientation, race, color, religion, national origin, age, disability, or veteran status. Harassment of a verbal, physical, visual nature or any other form, which in the staff's opinion creates a hostile work environment, should not be tolerated. If any student has a complaint of personal harassment or witnesses such conduct, he/she should report it immediately to a supervisor/preceptor or to Human Resources. Complaints will be handled confidentially. Appropriate disciplinary action will be taken with anyone found violating this policy.

Confidentiality

Health Insurance Portability Accountability Act (HIPAA) is legislation that mandates standards and guidelines for securing computerized information. It also includes regulations that protect all medical and financial information, as well as how that information can be accessed and by whom.

All hospital staff, including volunteers, are required to agree to Guadalupe Regional Medical Center's Confidentiality Policy before beginning work. The hospital's Confidentiality Policy is stated below.

The purpose of health information (including, but not limited to the medical records and computerized information) is to document a patient's hospital course. It is a source of communication for health care professionals for current and future care. The patient and his/her family must be assured that all patient information remains confidential. Guadalupe Regional respects and protects the patient's right of privacy from indiscriminate and unauthorized access to the release of information.

As a person working at Guadalupe Regional Medical Center, I will not discuss or read confidential information, except in those situations where the information needs to be discussed or read in order to successfully complete my job. In these situations the information will be discussed and read discreetly and only to the extent that the information is needed to carry out my responsibilities.

When and if I am given access to the hospital's computerized health information system or other computer systems via password, I will not share my password with anyone in order to protect the confidential information in the computer files, unless authorized by my supervisor. I will remember to sign-off before I leave my computer in order to prevent unauthorized access to the system.

Unauthorized release of information or inappropriate access may result in immediate termination from my assignment at this facility.

You will be asked to read and sign a confidentiality statement.

Hardwiring Excellence

“The process by which WE, at Guadalupe Regional Medical Center, align our actions and behaviors to provide excellent care and service.”

AIDET is one of the many Hardwiring Excellence tools we use:

A Acknowledge

Goal: Establish trust by demonstrating empathy.

- Tell them you have been expecting them
- Acknowledge their concerns
- Make eye contact
- Shake hands
- Sit at their level
- Ask relationship questions
- Acknowledge everyone in the room

I Introduce

Goal: Reduce anxiety by sharing with the patient the skill set and experience of those who will be touching them.

- Introduce Self
 - Name, role and department
 - Certification, training, skills and experience
- Manage Up
 - Establish successful handoff of patient care
 - Co-workers, other departments, physicians

D Duration

Goal: Reduce anxiety by establishing time expectations.

- Time to wait before test, procedure, exam, to see physician
- Time of test, exam, etc.
- Time until the patient can leave
- Time to get results

E Explanation

Goal: Enlist patient in care plan.

- Explain the test, procedure, visit, etc.
- Explain what will be taking place in terms the patient can understand
- Conclude by asking if they have questions

T Thank you

Goal: Thank the patient for trusting us and allowing us care for them.

- Thank them for choosing Guadalupe Regional Medical Center
- Ask if he or she has any final questions or concerns

Our Goal to provide VERY GOOD customer service - It is everyone's responsibility to treat our patients and visitors the way we would want to be treated or have our own family treated. If someone asks directions, the staff member is expected to escort them to the area they need, not point. Guadalupe Regional Medical Center is committed to ongoing quality improvement to continually improve communications among staff, encourage teamwork and empower employees and volunteers, and to delight our customers.

Effective Listening - Includes recognizing what is said and what is felt. It is "paying attention to an individual's tone of voice, facial expressions and body language." It is allowing and encouraging the individual to express his or her feelings and concerns. Keys to effective listening are: make eye contact, be non-judgmental, and listen without interrupting. Effective listening shows respect, care and concern.

Closed Loop Communication - is the process in which you confirm an understanding. When a person tells you something you should respond by repeating what was communicated to you. Closed loop communication proves you understand and prevents communication failures and misunderstandings.

Habits of VERY GOOD Customer Service

Make A Good First Impression

- Make the most of the first six seconds.
- Always look your best, be well-groomed.
- Ask yourself, "How can I be of help to the customer?"
- Smile sincerely.
- Maintain eye contact.
- Smile with your voice.

Communicate Clearly

- Listen carefully. Ask questions.
- Recognize the customer's feelings and concerns.
- Answer the customer's questions or concerns, giving clear information.
- Be reliable. Do what you say you are going to do.

Handle Problems Effectively

- Listen carefully to the customer in order to identify the real problem.
- If you cannot solve the problem, connect the customer with someone who can.
- Work cooperatively with others to solve the customer's problems.
- Go that extra mile. Deliver more than you promised.

Make A Good Last Impression

- Ask how everything was.
- Ask if the customers were taken care of and if they received everything they needed.
- Make them feel good about their choice to do business with you.

Add Passion to Achieve Excellence

- Never settle for average or good—it offers no vision or challenge to improve.
- Create Excellence by striving to exceed the expectations of others.
- Strive to achieve your personal best—regardless of what others do.

Age-Specific Care

Different age groups have different physical, psychological, and social needs. Good communication skills show you have the ability to work well with those of varying age groups. The way you perform a physical task could depend on whether the person is an infant, child, adolescent, adult, or older adult. You interact most effectively with patients by relating to them at their developmental level. Always introduce yourself to patients of all ages, including those accompanying the patient.

Anyone who assesses, treats, and manages patients, or who works in areas that have direct impact on patients, must provide age-specific care. Lack of age-specific care can prolong treatment, cause serious medical errors, and result in dissatisfied patients.

Infants, children, adolescents, and older adults need age-specific care.

Cultural Competence

The American Medical Association defines cultural competence as “the knowledge and interpersonal skills that allow providers to understand, appreciate, and care for patients from cultures other than their own.” Every culture has different customs, practices, and celebrations with one **NOT** being inferior or wrong—merely **different**.

Awareness of different types of differences and careful questioning of and listening to patients can help health care providers identify potential cultural barriers and communicate more competently with their patients from all cultures. To improve your competence, be aware of some common cultural factors:

- Time orientation
- Cooking and food preferences and taboos
- Social roles and family members
- Causes of illness
- Use of home and folk remedies
- Attitudes toward persons in authority
- Communication preferences (verbal and non-verbal)
- Views on death and dying
- Views on western or American medical practices

Culturally competent healthcare providers are aware of their own bias and have developed attitudes reflecting:

- an honest respect for cultural perspectives and practices that are not like their own, and
- an appreciation for cultural competence and its importance in providing effective health care.

Cultural competence requires displaying respect by communicating effectively and paying attention to differences and similarities among various cultural beliefs or practices. Behaviors and customs are based on beliefs and values and express “who we are.” Cultural and spiritual beliefs can affect the patient’s recovery, attitude, and compliance with treatments. Poor communication between patient and the healthcare provider leads to lower patient satisfaction, lower adherence to care plan, and poor health outcomes.

Just remember that HOW we say something can be MORE important than WHAT we say, while letting the patients respond and express their emotions in their OWN way which may not be YOUR culturally accepted way.

Patients at GRMC will feel respected, accepted, understood, and supported when culturally competent care is provided.

Pastoral Care/Chaplains

The Pastoral Care Department provides that part of total patient care which meets the spiritual and emotional needs of patients, families, and friends, as they respond to a patient's present condition.

The Chaplains are here to support the GRMC staff, volunteers and students, as well.

The Pastoral Care Department coordinates Advance Directives, Organ and Tissue Donations, and Administration of Sacraments. The department office hours are from 8:00 am to 5:00 pm, Monday – Friday. A Chaplain is available evenings, nights, and weekends on an on-call basis. If you need a Chaplain, call the hospital operator and they will notify the on-call Chaplain.

GRMC staff, volunteers, and students are to provide for patients' spiritual and emotional needs.

Case Management

Upon the admission of a patient, the Case Management Department begins coordinating the discharge planning and provides crisis counseling for abuse, adoption, assault, and other emotional support issues. GRMC staff, volunteers, and students may make a referral to Case Management if they have a concern about the patient's care. Case Management has social workers and nurses on staff available 8:00 am to 5:00 pm on weekdays, and weekends on an on-call basis. The hospital operator will reach them if you should need their services after office hours.

**** Everyone is responsible for reporting suspected abuse, neglect, and/ or exploitation.**

Call 1-800-252-5400 or www.texasabusehotline.org

Infection Control

What does infection control mean? It means identifying and reducing the risks of infection from developing or spreading in a healthcare facility. A nosocomial infection (or healthcare-associated infection) is one that develops while a patient is staying at a healthcare facility and was not present when the patient was admitted to the facility.

Why is infection control important? Infections can put everyone at risk! At least 5-10% of patients hospitalized each year develop nosocomial infections, leading to more than 100,000 deaths annually. These infections can affect not only patients, but can affect visitors and healthcare workers, as well. Infections may lead to longer hospital stays for patients, lost work time for patients and healthcare workers, and increased healthcare costs. Every employee, volunteer, student, patient, and visitor plays a role in preventing the spread of infection.

What are blood-borne pathogens? They are viruses, bacteria, and other microorganisms that are carried in a person's bloodstream and can cause disease. Other bodily fluids that can also spread blood-borne pathogens include: semen, vaginal secretions, spinal fluid, pleural fluid, peritoneal fluid, amniotic fluid, or other fluids containing visible blood (such as saliva in dental procedures).

The three blood-borne pathogens that pose the greatest risk for healthcare workers are hepatitis B, hepatitis C, and the human immunodeficiency virus (HIV). There is a vaccine to prevent hepatitis B, but there no vaccines to prevent hepatitis C or HIV.

What are Standard Precautions? Standard Precautions mean treating everyone's blood or other body fluids as if infectious—at all times. Standard Precautions aim to prevent transmission of microorganisms that travel in blood and other body fluids and substances. It is not always obvious that a person is infected with a blood-borne pathogen, so Standard Precautions **apply** to all patients **every** time contact with blood or other body fluids is possible.

If you do have an exposure to blood, wash the affected area with soap and water immediately. You must immediately notify your supervisor/preceptor and the House Supervisor so the exposure protocol can be initiated within thirty minutes of the exposure. How can you have an exposure?

- A contaminated sharp punctures your skin
- Blood or body fluids splash on your broken skin
- Blood or body fluids splash into the mucous membranes of your eyes, nose, or mouth

It is **your responsibility** to wear appropriate Personal Protective Equipment (PPE).

- Wash hands
- Wear gloves when in contact with blood, body fluids, secretions, and excretions
- Wear goggles, mask, face shield if splashes to the face are possible
- Wear a gown if contact to your body is possible
- Be careful with sharps: never re-cap a needle and always immediately engage the safety cover on safety needles. When disposing, assess the sharps container; if full, DO NOT USE—find another sharps container.

What are Transmission-Based Precautions? Transmission-based precautions are designed for patients with known or suspected highly transmissible or epidemiologically important pathogens. These precautions are used in addition to Standard Precautions.

Before entering a patient's room:

- Read the precaution sign: Airborne, Contact, Droplet
- Wear appropriate Personal Protective Equipment (PPE)

If you are not sure....ASK!

Airborne: For infectious organisms that can be transmitted by airborne particles that can be widely dispersed by air currents (ex: TB, chicken pox, measles, shingles):

- Wear approved N95 particulate respirator mask before entering
- Keep the patient's room door closed

Contact: For infectious agents easily transmitted by direct patient contact or by indirect contact with items in the patient's environment (ex: MRSA, VRE, clostridium difficile, enteroviral infections, some skin infections):

- Wear gloves when entering the patient's room
- Wear a gown and gloves when in close or direct contact with the patient or the patient's equipment and supplies
- Wear masks if splashing or spraying/aerosolization is anticipated

Droplet: For infectious agents transmitted by large particle droplets, usually within 3 feet of the patient (ex: bacterial meningitis, influenza, adenovirus, mumps, parvovirus b19, rubella):

- Wear a surgical mask when entering the patient's room

What about the disposal of Bio-Hazardous Waste?

Red Sharps Containers: for disposal of **contaminated** sharp objects, broken glass, plus all needles and blades.

Green Sharps Containers: for disposal of non-contaminated sharp objects and broken glass.
Do not use for needles or blades.

Red Trash Containers: (bags or tubs) used for items with visible blood, body fluids, or body excretions.

- ALWAYS use appropriate PPE when handling contaminated materials

****Remember: contaminated items must be bagged prior to exiting the patient's room—and always wear gloves!**

Infection control and proper hand hygiene go “hand in hand”!

The single most important way to prevent and reduce infection is to consistently practice good hand hygiene.

Apply hand sanitizer upon entering and exiting the patient's room (unless hands are visibly soiled or clostridium difficile is present, then use soap and warm water).

Hand sanitizer use: apply a dime-sized squirt of gel or a golf-ball size of foam and rub your hands, covering all surfaces, until they are dry.

Hand washing: remove jewelry, use warm water, apply soap and use friction when washing hands, wrists, and between fingers for at least 15 – 20 seconds, rinse under running warm water, dry thoroughly. Use paper towel to turn off the faucet.

When to wash? When coming into and leaving clinical site, before and after eating, when hands are visibly soiled, before and after use of gloves, after using bathroom, when the patient has clostridium difficile (C-diff).

Because your hands are constantly in contact with contaminated surfaces, consistent good hand hygiene before, during, and after patient contact is the most important safety measure to prevent cross contamination and control hospital acquired infections.

Patient Rights

- The right to appropriate assessment and management of pain.
- The right to considerate and respectful care.
- The right not to be restrained or secluded unless medically necessary.
- **The right to receive current information concerning your diagnosis, treatment and prognosis in terms you can understand.**
- **The right to know the name and professional status of care givers providing service to you – White Board.**
- The right to participate with your physicians and other healthcare providers in planning your healthcare treatment.
- The right to accept or **refuse any procedure**, drug or treatment and to be informed of the possible consequences of any such decision.
- The right to have an advance directive and to have the directive honored.
- The right to appoint a person to make healthcare decisions on your behalf in the event you lose the capacity to do so.
- The right to every consideration of privacy. Care discussion, consultation, examination and treatment will be conducted discreetly.
- The right to have all communications and records related to your care be kept confidential.
- The right to receive services in response to reasonable requests that are within the hospital's capacity and mission.
- The right to have your expressed personal, cultural and spiritual values, and beliefs considered when treatment decisions are made.
- The right to obtain copies of your medical record within 15 days of your request.
- The right to have no information released, except that authorized by law. As a "no information" patient, your presence will not be acknowledged, and you will not receive telephone calls, flowers, mail or visitors.
- The right to request consultation regarding ethical issues surrounding your care from this hospital's Patient Rights/Ethics Committee.
- **The right to complain about your care without fear of recrimination or penalty, to have your complaints reviewed and, when possible, resolved.**
- The right to be transferred to another facility only after having received complete information and explanation concerning the need for and alternatives to such transfer.
- The right to consent to or refuse care that involves research, experimental treatments or educational projects.

- The right to expect continuity of care.
- The right to examine your bill and to receive an explanation of the charges.
- The right to be informed of hospital policies, procedures, rules and regulations applicable to your care.

Patients Have a Responsibility to:

- Provide information about present complaints, past illnesses, hospitalizations, medications and other matters related to your health status.
- Participate effectively in decision making.
- Request additional information or clarification about your health status or treatment.
- Ensure that the hospital has a copy of your written advance directive.
- Be aware of the hospital's obligation to provide care for other patients.
- Provide necessary information for insurance claims and work with the hospital to make payment arrangements when necessary.
- Recognize the impact of your lifestyle on your personal health.
- Follow hospital rules and regulations and be considerate of the rights of other patients and the hospital staff.

Patient Safety Goals

- Two Patient Identifiers
- Read-back Verbal Orders and Critical Test Results
- Do Not Use abbreviations
- Take Action to Improve Timeliness of Reporting Critical Values
- Hand Off Communication
- Limit the Number of Drug Concentrations Available
- Review Look-Alike / Sound-Alike Drugs
- Label All Medications/Containers (syringes, med cups, basins)
- Comply with Current Hand Hygiene Guidelines
- Medication Reconciliation Across the Continuum of Care

- Falls Reduction Program
- Educate Patients on How To Report a Safety Concern
 - Identify Patients at Risk for Suicide
- Pre-Procedure Protocol

Core Measures

What are Core Measures?

The Joint Commission (TJC) and the Centers for Medicare and Medicaid Services (CMS) require accredited hospitals to collect and submit performance data. Core Measures are a set of “Best Practice Standards” that have been proven to reduce morbidity, mortality, re-admission rates—plus improve patient care and save lives!

GRMC currently collects and submits performance data and follows the “Best Practice Standards” on the following inpatient indicators:

- Acute Myocardial Infarction: AMI
- Pneumonia: PNE
- Congestive Heart Failure: CHF
- Surgical Care Improvement Project: SCIP
- Inpatient Venous Thrombosis Embolism; VTE
- Inpatient Stroke

Please review the “Best Practice Standards” with your supervisor/preceptor to ensure the standards are being met during your care of the patient.

If you have questions, please contact:

Staff Development

803.401.7356

Restraints

One of a patient's rights is freedom from restraints. Healthcare workers should strive to understand potential causes of unwanted behavior and attempt alternative treatments, methods, or techniques to manage and promote safety BEFORE restraints are considered.

What is a restraint? Any manual method, physical or mechanical device, material or equipment that immobilizes or reduces the ability of a patient to move his or her fingers, hands, arms, legs, feet, head or any body part freely.

GRMC has a Restraint Policy located on the Intranet, which states that a Physician Order is REQUIRED to place a patient in restraints. PLEASE review this policy with your supervisor/preceptor when you are assigned a patient in restraints and be aware of the vigilant care required for the restrained patient.

Upon arrival to GRMC you can expect to:

1. Review the Quiz
2. Review signed documents
3. Review the Student Processing Form* (this should have been turned in by your instructor, professor, or designated person from your University/School)
4. Take your picture and print your ID badge
6. Tour the GRMC campus

***You may want to verify that the Student Processing Form has been sent to the Staff Development Dept at GRMC—the completed form is required for you to attend orientation.**

If you have questions, please contact Pam Lee, Clinical Educator

830.401.7356 or email plee@grmedcenter.com