



# Meadows Regional Medical Center

## Pre-Employment & Patient Care Vendor Clinical Orientation

8/11





# Welcome

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## *Welcome to Meadows Regional Medical Center*

- This slide show was developed as a training tool to provide you with important information regarding MRMC's clinical policies and procedures.
- We have identified several "Key Elements" and we ask that you read the information and be prepared to be tested on your knowledge.
- You may take as much time, as needed to review the slides.
- Please note that you must pass our multiple choice & fill in the blank test covering this material.



# Emergency Codes- (Dial 5911 to Report)

Code **RED** -----

Code **BLUE** -----

Code **BLUE PEDIATRICS** -----

Code **GREEN** -----

Code **GRAY** -----

Code **PINK** -----

Code **BLACK** -----

Code **TRIAGE** -----

Code **YELLOW** -----

Code **ORANGE** -----

**WEATHER WATCH** -----

**WEATHER ALERT** -----

**ALL CLEAR** -----

After normal operations have been restored, the "All Clear" will be paged overhead (3) times.

**Fire**

**Adult Cardiac Arrest**

**Cardiac Arrest Pediatrics**

**Neonatal Arrest**

**Security / Manpower**

**Infant / Pediatric Abduction**

**Bomb Threat**

**Disaster Plan Activation**

**Trauma Patient Arrival**

**Hazardous Materials Released**

**Possible Tornado**

**Tornado Sited**



# FIRE SAFETY PLAN

If a fire occurs in your area, follow the RACE formula for your area to implement Code Red procedures. The RACE formula is:

- R** ..... Rescue
- A** ..... Alarm
- C** ..... Confine
- E** ..... Extinguish/Evacuate



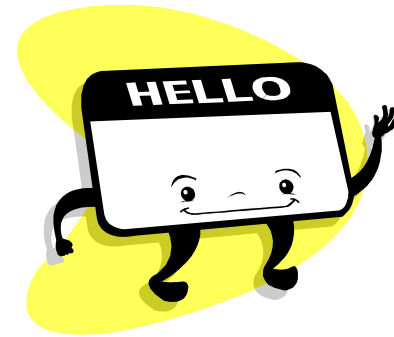
To operate a fire extinguisher, follow the PASS formula:

- P** ..... Pull
- A** ..... Aim
- S** ..... Squeeze
- S** ..... Spray





If you forget a code.....see  
your badge for quick  
reference



# Medical Equipment Plan



**The medical equipment plan is essential in providing safe patient care as part of the hospital's mission. Implementation of and adherence to this plan will help ensure a safe environment for both patients and employees who use or come in contact with any fixed or portable diagnostic, therapeutic, or monitoring equipment as well as all other fixed or portable electrical equipment.**

**Maintenance of all hospital equipment will be done in a manner to result in the greatest measure of safety to patients and employees, in order to reduce the risk of personal harm, and additionally, to reduce unnecessary expenditures that result from USER ERRORS or equipment maintenance neglect.**

**-- All equipment is routed to the Engineering department prior to being placed in service, removed from service, transferred from another facility, or in need of check out repair.**

**-- Any equipment that falls, is dropped or has other cause for possible damage must be removed from service immediately and sent to Engineering for check out and/or repair.**





# Tag Out Procedure

**MRMC establishes a control for the removal from service and the return to service of equipment, piping, circuits, and systems. This ensures safety of personnel working on or around such equipment.**

## **Responsibility of ALL personnel:**

- **Observe equipment or systems for the presence of “DANGER” tags and adhere to the requirements of this procedure.**
- **NO equipment or system is to be in operation if tagged with a “DANGER” tag.**
- **NO attempts to restart or reenergize machines of equipment that are tagged.**
- **When a DANGER tag is attached to machinery, equipment, or a system, it is not to be removed and the machinery, equipment or system cannot be operated.**

# HAZARDOUS COMMUNICATION



The Hazardous Materials and Waste Management Plan is a means for you to get information about hazardous chemicals in your work place. It is for your protection. Hazardous materials and Waste Management Plan policies, inventories, and MSDS's are in each department and available at all times.

Each department at MRMC has developed an inventory of substances that are considered hazardous by OSHA guidelines. These are updated annually or more often if the inventory changes.

Information regarding chemical hazards can be obtained 3 ways:

1. **Labels** – All hazardous chemicals must be labeled with the identity of the substance, name, and address of the manufacturer, and any warning either by picture or words (I.e., CAUTION!, WARNING!, DANGER!)
2. **Material Safety Data Sheets (MSDS)** – These sheets give detailed information of a chemical which includes the identity, emergency phone number, hazardous ingredients, exposure limits, physical, fire and explosion data, health hazards, reactivity data, spill/leak procedures, protective equipment, and special precautions. These sheets are located in a yellow notebook in each department.
3. **Information and Training** – The department in which you will be working has information about what is required, MRMC's safety program, and other emergency/safety information in the "red" safety manual.

# Sharps Injuries and Exposure to Certain Body Fluids



Meadows Regional Medical Center has an established protocol for the management of contaminated sharps injuries and the exposure of mucous membranes and non-intact skin to certain body fluids (blood, amniotic fluid, pericardial fluid, peritoneal fluid, pleural fluid, synovial fluid, cerebrospinal fluid, semen, vaginal secretions or any body fluid visibly contaminated with blood).

**ALWAYS** report sharps injuries and above exposure incidents to the director within the department in which you are visiting to ensure that you receive appropriate follow-up care.

**What kinds of needles usually cause sharps injuries?**

- Hypodermic needles
- Blood collection needles
- Suture needles
- Needles used in IV delivery systems



Sharps injuries can lead to serious or fatal infections. Health care workers who use or may be exposed to needles are at increased risk of needlestick injury. All workers who are at risk should take steps to protect themselves from this significant health hazard.

**How can you protect yourself from needlestick injuries?**

- Avoid the use of needles when safe and effective alternatives are available.
- Use devices with safety features.
- DO NOT recap needles.
- Plan for safe handling and disposal of needles before using them.
- Promptly dispose of used needles in appropriate sharps containers. (Remember that sharps containers are to be emptied when 2/3 full.)
- Report all needlestick and sharps related injuries promptly to ensure you receive appropriate follow-up care.





# Latex Allergies

**The term “latex” refers to natural rubber latex, the product manufactured from a milky fluid derived from the rubber tree. Latex allergy is a reaction to certain proteins in latex rubber. The amount of latex exposure needed to produce sensitization or an allergic reaction is unknown. Keep in mind that skin contact is not the only type of latex exposure. Latex proteins can also fasten to the lubricant powder in some gloves, releasing the protein/powder particles into the air which can then be inhaled when the worker changes the gloves.**

**In sensitized persons, symptoms usually begin within minutes of exposure; but they can occur hours later and can be quite varied. Mild reactions to latex involve skin redness, rash, hives, itching. More severe reactions may involve respiratory symptoms such as runny nose, sneezing, itchy eyes, scratchy throat, and asthma. Rarely, shock may occur; however, a life threatening reaction is seldom the first sign of latex allergy.**

**Keep in mind that latex allergies can be developed by both healthcare workers, as well as, patients. Please inquire about latex allergies with your patient assessment.**

**If you are allergic or have a patient who has reported an allergy to latex, please ask your supervisor to obtain latex free gloves. MRMC has these in stock upon request.**

# Patient Safety...2011 National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The Goals focus on problems in health care safety and how to solve them.



## Identify patients correctly

- Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the medicine and treatment meant for him or her.
- Make sure that the correct patient gets the correct blood type when they get a blood transfusion.

## Improve staff communication

- Quickly get important test results to the right staff person.

## Use medicines safely

- Label all medicines that are not already labeled. For example, medicines in syringes, cups and basins.
- Take extra care with patients who take medicines to thin their blood.

## Prevent infection

- Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization.
- Use proven guidelines to prevent infections that are difficult to treat.
- Use proven guidelines to prevent infection of the blood from central lines.
- Use safe practices to treat the part of the body where surgery was done.

## Check patient medicines

- Find out what medicines each patient is taking. Make sure that it is OK for the patient to take any new medicines with their current medicines.
- Give a list of the patient's medicines to their next caregiver or to their regular doctor before the patient goes home.
- Give a list of the patient's medicines to the patient and their family before they go home. Explain the list.
- Some patients may get medicine in small amounts or for a short time. Make sure that it is OK for those patients to take those medicines with their current medicines.

## Identify patient safety risks

- Find out which patients are most likely to try to kill themselves.

# Infection Control



**Hand washing is the most significant infection control practice that will reduce the transmission of pathogenic organisms in a healthcare environment.**

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## **Proper hand washing technique**

- **Scrub both sides of the hands with soap and running water for 15-20 seconds.**
- **To keep your hands clean, turn off the faucet with a paper towel.**
- **Do not contaminate the soap or lotion**
- **Use an alcohol based waterless product in between hand washes.**
- **Before eating and after using a restroom, wash hands with antimicrobial soap and water.**
- **Decontaminate hands before and after having direct contact with patients.**
  
- **Wash hands with soap and water any time they are visibly soiled**



# Other Important Infection Control Procedures.....

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- **Wear gloves and other PPE to protect you from contact, splashes, or exposure to any blood or body substance.**
- **Place soiled linen in the proper bag. Never put linen on chairs or on the floor. Carry all soiled linen away from your body.**
- **Handle clean linen with clean hands; do not carry next to your uniform or lay linen on soiled surfaces. Keep clean linen covered.**
- **Only bloody or potentially infectious items should be placed in the Infectious Waste (red) bags.**
- **Dispose of sharps directly into sharps containers. Never recap sharps.**
- **Keep food preparation areas clean. Store staff food/drinks in a separate refrigerator from patient nourishments.**
- **Patients and their families should be educated about infection control. Emphasize hand washing barrier precautions.**





# ISOLATION PRECAUTIONS

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- **Proper precautions must be instituted immediately by patient care staff to ensure safety to the patients and visitors as well as other care givers.**
- **A red “stop” or isolation specific sign is placed on the door and a properly stocked isolation cart is placed in the hallway outside the patient’s room. Please always stop and ask the nurse before entering any room with an isolation specific alert sign on a door.**
- **All employees are to always follow Standard Precautions. In addition to standard precautions, we also follow Contact Precautions, Airborne/Droplet Precautions, AFB Precautions, or a combination of precautions when warranted.**
- **Anyone on precautions due to a true airborne disease such as TB or the Measles are placed in a negative pressure room.**
- **MRMC adheres to a strict policy in reference to MRSA and other MDRO’s. If a patient is known to have or is suspected of being infected or colonized with MRSA, they are placed on Contact Precautions at the time of admission. The patient will remain on Contact Precautions until negative culture results are received.**
- **All patients in isolation should have their movement limited to essential purposes only. If nasal colonization or infection identified, a mask must be placed on the patient prior to movement or transport from the room.**



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**Observe the principles of good body mechanics:  
Maintain good posture in all activities  
Pushing and pulling are preferable over lifting  
Push rather than pull**

**When lifting:**

- **Keep load close to your body and bend your knees**
- **Tighten your abdominal muscles when you lift**
- **Use arms and legs, rather than your back muscles to lift**
- **Maintain the natural curves of your spine**
- **Avoid twisting as you lift**
- **Get help if the load is too large or too heavy**

**When reaching, reach only as high as is comfortable. Don't stretch. Use a stool or ladder if necessary. Don't climb on furniture or boxes.**

**To bend safely, kneel down on one knee; bend at your hips.**

**Sit in a chair that allows both feet to be flat on the floor, maintain good posture, and if possible, use a lumbar support for your lower back.**

**When standing for long periods, balance your spine by placing one foot on a low stool, keep your knees slightly bent, pelvis tilted forward, and avoid slouching.**



# Abuse/Neglect

**It shall be the policy of Meadows Regional Medical Center to identify and report cases of alleged or suspected domestic violence or abuse/neglect/exploitation of children or adults as required by state law.**

## **What is it?**

- **Domestic Violence is evidence or the threat of violence within families, past or present, or persons living together in the same household.**
- **Abuse is intentional maltreatment of an individual, which may cause injury either physical or psychological. It can be physical, mental, or sexual of an adult or child.**
- **Neglect is not taking care of a person's basic needs by withholding or inadequately providing food, water, clothing, medical care, good hygiene, or putting an individual in an unsafe or unsupervised position.**

**As a healthcare provider, you should be alert to what you see or hear, which would lead you to suspect abuse, or neglect or exploitation with your patients. This should immediately be reported to the department director. The director will then take action to make sure this is investigated further.**



# Signs & Symptoms of Abuse/Neglect



- Physical:** bruising, abrasions, lacerations, bite marks, unexplained/inconsistent injuries and/or fractures and burns, strangulation marks, missing or loose teeth, withdrawn or fearful.
- Sexual:** Along with physical indicators, may include: STD's, pregnancy <16 years old, trauma to genitalia, recurrent urinary tract infections (UTI) or pelvic inflammatory disease (PID), difficulty/pain in walking, torn, stained clothing, history of loss of consciousness or memory, withdrawn.
- Neglect:** Malnourished, poor hygiene, poor skin condition, developmentally delayed, chronic health problems without appropriate care and follow-up.
- Domestic:** In addition to physical and sexual indicators includes: penetrating injuries, gunshot wounds, concussions, miscarriage/pregnancy complications, anxiety, depression, anger, suicidal/ideation, vague responses, crying and self-blaming, history of child abuse.



# Patient Rights and Responsibilities

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**Meadows Regional Medical Center believes the basic rights of human beings, such as concern for personal dignity, are always of great importance. During illness, however, these rights are extremely vital and must be protected. This is a prime responsibility of MRMC to endeavor to assure that these rights are preserved for its patients.**

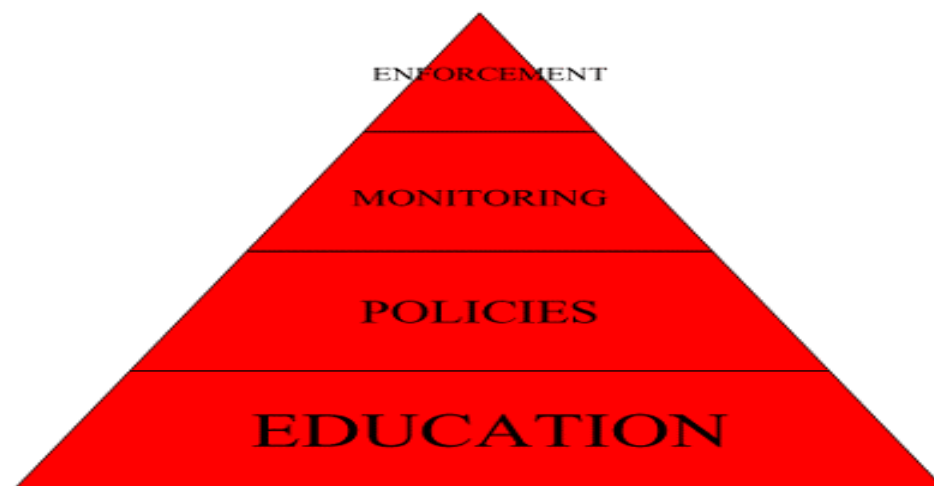
**MRMC will inform each patient or his/her representative of the patients rights in advance of furnishing or discontinuing care whenever possible. These rights apply to all patients.**

**If the patient is a neonate, child or adolescent, these rights and responsibilities apply to the parent or guardian as well. A copy of these rights is provided to each patient upon admission to the hospital.**



# COMPLIANCE

**Compliance programs are a formal set of policies and procedures that require lawful behavior by a health care organization, its employees and agents. Compliance programs consist of the efforts to establish a culture of “doing the right thing” within a health care organization. This culture is one that promotes prevention, detection and resolution of instances of conduct that do not conform to federal and state law; federal, state, and private payer health care program requirements; or the health care organization’s own ethics and business policies.**





**HIPAA**

# Confidentiality of Patient Information



- **All patient information must be confidential. All written, electronic, and verbal communication must be protected.**
- **Patient information will be accessed only for need to know, direct patient care responsibilities.**
- **Do not talk about patient in public areas such as the cafeteria, the elevator, or in the halls.**
- **Do not leave reports or other records unattended.**
- **Do not leave computer screens unattended. Log off when leaving.**
- **Written authorization from a patient or legally authorized representative must be obtained before disclosure of any health care information, except in need to know for direct care.**
- **No patient information should be given out over the telephone except to those directly involved in the patient's care and only with the appropriate identification.**
- **Patient consent must be obtained before sharing patient information with family and friends.**
- **Assure that anyone looking at a patient's chart or inquiring about patient information has valid and appropriate identification and a need to know (is part of the healthcare team).**
- **Discard confidential papers in secured bins provided.**



## **MRMC Pre-Meadows Regional Medical Center Pre-Employment & Patient Care Vendor Clinical Orientation**

- **Emergency Codes**
- **Fire Safety Plan**
- **Medical Equipment Plan**
- **Tag Out Procedure**
- **Hazardous Communication**
- **Sharps Injuries and Exposures**
- **Latex Allergies**
- **Patient Safety**
- **Infection Control**
- **Safe Body Mechanics**
- **Abuse/Neglect**
- **Patient Rights**
- **Overview of Compliance**
- **Confidentiality of Patient Information**



