

Non-Employed Staff Orientation

Introduction

- Covenant Health System is accredited by The Joint Commission (TJC) – a non-profit organization that sets minimum standards for quality and safety in healthcare organizations. TJC is also a deemed-status agency authorized by the federal government to certify healthcare organizations as meeting Medicare Conditions of Participation.
- TJC standards require that non-employed staff providing care, treatment, and services on behalf of the hospital receive education on selected topics. This packet has been developed to meet these requirements.
- Please review the information contained in this packet. Upon conclusion, please sign the accompanying attestation record indicating that you have reviewed and understood the information contained herein. Return the signed attestation to your supervisor or hospital contact.

Reporting a Quality of Care Concern to The Joint Commission

Via website: www.jointcommission.org

E-mail: complaint@jointcommission.org

Fax: (630) 792-5636

Or mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Responding to Incidents/Adverse Events

If you become aware of an unsafe or potentially unsafe situation, please report it immediately to the supervisor of the care or work area. If an incident occurs, please take actions necessary to protect yourself and others from harm and report the incident immediately to the supervisor of the care or work area. You may also request that an electronic incident report be filed for any incident causing concern, or any unanticipated adverse event.

Patient Rights

Covenant Health System - Lubbock recognizes that each patient is an individual with unique health care needs. We respect the dignity and worth of every person and continually strive to provide considerate, respectful care focused upon the patient's individual needs. We believe that a person's health is affected by environmental and emotional stresses, and being able to communicate concerns with the health care team is important to the healing process as well as being a primary right of the patient. We assist patients in exercising rights and inform patients on admission of any responsibilities incumbent upon them to exercise those rights. A full list of patient rights and responsibilities in English and Spanish, are posted throughout the hospital. For more information refer to Administrative Policy RI 01, *Patient Rights and Responsibilities*.

Interpreter/Translator Services

- Title VI – 1964 Civil Rights Act “No person in the United States shall, on the grounds of race, color, or **national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”
- Services Provided
 - Interpreter (including sign language)
 - Translator
 - TYY or TDD phones
 - Pacific Interpreters (dual telephones)
 - Local sign language companies
- In-house language availability
 - Spanish
 - Igbo
 - Nepali
 - Romanian
 - Tagalog
- How to contact a Qualified Interpreter [S:/Public/Print on Demand/Interpreters List](#)
- CHS Employee
- Pacific Interpreters
- Sign Language Companies
- Henry Colindres: office# 725-3041

Infection Control

Universal Precautions

Universal Precautions

- Universal precautions are the standard precautions that are to be taken with any patient to prevent the spread of infection. Basic universal precautions consist of: gloves; masks and eye protection (goggles /face shields), and fluid-resistant gowns/jumpsuits. (See Administrative Policy IC 1.8 Standard Precautions /Respiratory Hygiene)

Infection Control: Isolation

Isolation

- Certain patients may require isolation. The following list indicates the various types of isolation used in our organization: Contact Precautions; Special Contact Precautions; Droplet Precautions; Airborne Infection Isolation (AII); TB-Specific Airborne Infection Isolation. (See Administrative Policy IC 1.5, Expanded Precautions)

Infection Control: Hand Hygiene

Hand Hygiene

- Washing your hands is the single most effective way of preventing the spread of infection among staff and patients. Our organization adheres to the CDC recommendations for good hand hygiene. Wash hands with soap and water when visibly dirty or contaminated with blood or body fluids, if exposure to potential spore-forming organisms is strongly suspected or proven, after using the restroom, before placing or removing contact lenses.

Infection Control: Hand Hygiene

If hands are not visibly soiled, an alcohol-based, waterless cleanser may be used in the following situations: before and after having direct contact with any patient; before handling any invasive device for patient care, regardless of whether or not gloves are used; before performing or assisting with invasive procedures; after contact with a patient's intact skin; after contact with body fluids or excretions, mucus membranes, non-intact skin or wound dressings; if moving from a contaminated body site to a clean body site during patient care; after contact with inanimate objects that are in the immediate vicinity of the patient; before and after handling drains and drainage equipment; after sneezing or coughing; before donning gloves and after removing gloves; before preparing and serving food; before preparing or administering medications and IV solutions.

(See Administrative Policy IC 1.4, Hand and Fingernail Hygiene)

Safety Management

Follow safe work practices.

Report hazards.

Wear proper PPE.

Warn others of potential safety hazards.

Question unsafe job duties.

Security Management

- Wear Covenant provided identification
- Access Control
- Always be watching your environment for anything out of the ordinary

HAZARDOUS MATERIALS AND WASTE MANAGEMENT

- YOUR RIGHT TO KNOW
 - Material Safety Data Sheets - M.S.D.S.
 - Know where your MSDS is located
 - Online & Print copy
- Waste bags
 - Red = blood and body fluids
 - Black/clear = trash
 - Yellow = Chemotherapy



HAZARDOUS MATERIALS AND WASTE MANAGEMENT

- Eye Wash Stations



EMERGENCY CODES

- **RED**
 - Fire
- **BROWN**
 - Inclement Weather
- **GREEN**
 - Internal Disaster
- **YELLOW**
 - External Disaster
- **ORANGE**
 - Violent Situation



- **WHITE**
 - Evacuation
- **BLACK**
 - Bomb Threat
- **GRAY**
 - Hostage Situation
- **PINK**
 - Infant abduction
- **BLUE**
 - Medical Emergency



EMERGENCY MANAGEMENT

- ***Be familiar with all codes.***

Emergency phone numbers:

Medical Center – 44444

Women’s and Children’s Hospital - 44444

Offsites - 911

- ***Know your Departmental Plans.***
- ***Check with your boss?***
- ***Participate in drills.***



Fire Safety Management



R- remove/rescue

A- alarm/announce

C- confine/contain

E- extinguish or
evacuate

“RED DOTS”
above fire doors

USING A FIRE EXTINGUISHER

Pull the pin

Aim at the base of the fire

Squeeze the trigger

Sweep left to right while approaching



Medical Equipment

- Non-life support equipment is checked on an annual basis
- Life-support equipment is checked every six months

New Inspection Biomed Sticker for Equipment

The sample shown below is the new inspection sticker for use by our Biomed Department for verifying inspection of equipment. (Effective immediately.) As equipment is due annual preventative maintenance inspection, the new sticker will be utilized, replacing the older version. Therefore, complete phase-in will take place over 12 months.

INSPECTED	
GE Healthcare	
DATE MO/YR	1-2009
DUE MO/YR	1-2010
PM	<input checked="" type="checkbox"/>
ES	<input type="checkbox"/>
BY	JD
SDF-2004B	

Date review occurred

Date review is due

Initials of individual inspecting

Electrical Safety

Preventative Maintenance

Contact Information

Inspection
Monitoring
Evaluation

SAFETY MAIN # 725-0477

Emergency # 392-3389

(24/7)

**ASK
QUESTIONS**



**MAKE
SUGGESTIONS**

*****REMEMBER - TEAMWORK*****

STANDARD COLORS & CLASPS

- DNR – Purple
- Allergy - Red
- Fall Risk – Yellow
- No Latex – Pink
- No Blood – Green
- Isolation Alert - Orange



PEDIATRICS

- Pediatrics will use labels instead of clasps
- Same color alerts apply for the labels

DNR – Purple

Allergy - Red

Fall Risk – Yellow

No Latex – Pink

No Blood – Green

Isolation - Orange



National Patient Safety Goals

- Identify Patients Correctly
 - Use at least two ways to identify patients prior to giving medications, giving a treatment, or doing a procedure
 - This also includes blood transfusions
 - Covenant's two identifiers are
 - patient name;
 - and date of birth (or hospital number)

National Patient Safety Goals

- Critical test results are communicated to the right caregiver, in a timely manner
- Identify patients at risk for suicide
- Prevent mistakes in surgery
 - Ensure correct procedure, patient, and site
 - Mark the surgery site on the patient's body
 - Perform a time-out immediately prior to incision

National Patient Safety Goals

- Preventing Infections
 - Comply with hand hygiene guidelines
 - Implement evidence-based practices to prevent
 - Healthcare associated infections due to Multi-Drug Resistant Organisms (MDROs)
 - Central line associated bloodstream infections
 - Surgical site infections

Confidentiality Statement

Open and print PDF.
Review and sign.