

GEARY COMMUNITY HOSPITAL

Student/Volunteer Orientation



Welcome to Geary Community Hospital. GCH is a 92-bed, not-for-profit hospital that offers outstanding care to patients while providing an enjoyable work environment for all employees. With a 110,000 square foot expansion underway, the hospital will soon house a new Intensive Care Unit, Medical/Surgical Unit, Surgical Center, and a newly remodeled Rago Diagnostic Imaging.

With a mission to provide accessible, professional, cost- effective primary and secondary health care to Geary County and surrounding communities, Geary Community Hospital uses state-of-the-art techniques to ensure each patient receives the care they deserve.

Mission

Providing quality healthcare and promoting the well-being of those we serve

Vision

To be the trusted choice for healthcare and wellness in our communities

Core Values



A - Always display integrity

R - Respect for all

E - Excellence, every step of the way



Clinical Areas at GCH Include:

- Medical-Surgical
- Intensive Care
- In-patient Rehabilitation
- Women's Center
- Emergency Department
- Pediatrics
- Surgery/Anesthesia
- Home Health/Hospice
- Cardiopulmonary
- Laboratory
- Radiology
- Practice Management Clinics
- Weight Loss Surgery/Program
- Occupational Health Services



HIPAA TRAINING (CONFIDENTIALITY)

- HIPAA is a federal law that protects a patient's Protected Health information (PHI).
- There are penalties and fines if not followed (this is serious).
- In order to follow this law, we need to provide training to you and all of our staff on HIPAA.



WHAT IS PHI? (PROTECTED HEALTH INFORMATION)

- PHI is anything about patient information- whether it is spoken, written, or on the computer.
- Examples of PHI:
- * Names
- * Postal address
- * Dates of service
- * Telephone numbers
- * Fax numbers
- * Electronic mail address
- * Social security numbers
- * Medical record/account numbers
- * Certification/license numbers

- * Vehicle identifiers and serial numbers, including license plate numbers
- * Name of relative
- * Web Universal Resource Locator (URL)
- * Internet Protocol (IP) address number
- * Biometric identifiers, including fingers and voice prints
- * Full face photographic images and any comparable images
- * Health plan beneficiary number * Any other unique identifying number, characteristic, or cod



DO I NEED TO KNOW???

- A good way to determine if you should share patient data is to ask yourself..."Do I or others need this information to do the job?" Use this little test before you look at patient information or share it with others.
- Sometimes you may inadvertently hear or see information that you don't need to know. If so, just keep it to yourself.



HOW DOES THE STAFF DISPOSE OF PHI?

- Trash and garbage bins are another place that might contain PHI. Be sure to dispose of patient lists and other documents that contain PHI in non-public areas.
- If you see PHI in the trash in public areas, notify the supervisor immediately.
- PHI documents are thrown away in locked disposal boxes.



WHAT ABOUT THIS?

Co-workers, Friends, and Family

Situation: You hear about a friend that has had surgery, so you ask a nurse on that floor to find out the details.

- Friends and co-workers deserve the right to privacy just like any other patient. You cannot seek or share patient information for personal reasons. You may only obtain/share information that you need to know to do your job.
- You may personally ask the individual you know about their condition, and it is their choice what to share with you.
- You may also ask their permission to share their information with a common friend, but you should never do this without their permission.



WHAT ABOUT THIS???

"Don't be Curious"

Situation: You like to look at the patient directory or surgery schedule daily to see if you know anyone.

- This is not within the scope of your job at this hospital.
- You are in violation of HIPAA laws and GCH policies.



WHAT ABOUT THIS???

Respect the Privacy of Patients

Situation: You are observing in an area where caregivers are discussing health information with a patient, a family member, or another caregiver.

- You can ask if you need to leave the area.
- You may quickly finish your task and leave
- You must keep any health information you overhear to yourself.



WHAT ABOUT THIS???

You are observing in the Emergency Room. You hear that your classmate has been seen in the clinic for a positive pregnancy test. What do you do?

NOTHING!

This is the only answer! Do not ever share anything you see, hear, or read while you are here.

It is against the law to say anything.

You will have to sign a paper saying that you agree to never share any Personal Health Information with anyone.....not even your parents, your teacher, or your best friend.

Never share anything!



WHAT IF???

What if you are aware that your classmate or hospital employee is violating patient confidentiality?

- Please report this information to the GCH Privacy Officer
- It is the obligation to our patients to protect them
- We will do the same to protect your Protected Health Information if you are ever a patient.
- HIPAA violators will be prosecuted.



INTRODUCTION TO EMERGENCY CODES

- Code RED
- Helicopter Due
- Weather Warnings
- Code BLACK
- Security to _____
- Emergency Operation Plan Activated
- Hazmat Team to _____
- Possible Weapon in Building
- Active Shooter in Building
- Code BLUE
- Patient Assist & Patient Transfer
- Emergency Operation Plan Activated
- Infant Abduction
- Patient Elopement



HOSPITAL SAFETY



- Wear your identification at all times (ID tag discussed in Student Expectation section)
- Report all accidents/incidents to your faculty and unit management
- Know and comply with safety rules and use the safety equipment provided.
- Report all unsafe or hazardous conditions
- Obey safety signs and notices.
- Tobacco Free Campus: The use of any tobacco product (lighted, non-lighted or electronic) is not permitted on the hospital campus (this includes personal vehicles in parking lots).
- Know personal responsibilities in the event of a fire or other disaster.
- Keep personal work areas neat and clean



EMERGENCY CODES



- □ Dial 4100 for all emergencies
- Provide important information (who is calling, type of emergency, exact location)
- Phone designated for emergencies will be answered.



CODE RED (FIRE)

General Fire Facts:

- · Fire spreads very quickly. Fire, unchecked, can double in size in 30-60 seconds.
- · Heat from a fire poses a greater danger than the actual flames. Heat from fire rises, so the coolest place is near the floor.
- · Smoke also poses tremendous danger. Smoke contains toxic gases that can cause death in just a few minutes. Smoke, like heat, rises. The least amount of smoke will be near the floor. If you must enter a smoke filled room, crawl on your hands and knees.

RACE Protocol

In case of fire, one should follow the RACE protocol:

- · R: (Rescue or remove) Remove all persons in danger
- · A: (Alarm) Call 4100 and pull the nearest fire alarm
- · C: (Contain) Close all doors and windows.
- E: (Evacuate/Extinguish) Evacuate the area by a horizontal evacuation or Extinguish the fire







- Follow all directions from staff.
- Stay Put! Do not walk around the hospital
- Do not pass through a closed fire door
- Do not call the operator for information
- Do not allow anyone to ride the elevators



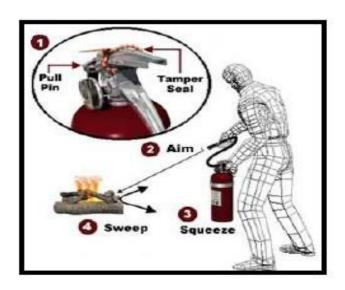
USING A FIRE EXTINGUISHER

Remember the acronym: PASS when using a fire extinguisher

Pull the pin

Aim at the base of the flame 6-8 feet from the fire

Squeeze the handle



Sweeping motion should be used to extinguish the fire



Hospital Evacuation

- Horizontal Evacuation Horizontal evacuation moves all patients in the affected area through the fire doors into an adjacent safe area.
 Fire Door signs are located near the center of the door.
- Vertical Evacuation Vertical evacuation moves patients to a safe area on a lower floor. This occurs in the event of a major fire. Do not use elevators unless you are instructed to do so by the fire department.
- Total Evacuation Total evacuation moves patients out of the building. Only the Incident Commander or the fire department has the authority to order a total evacuation. Once a room has been evacuated and the door is shut, draw a "X" on the bottom of the door with chalk (found in fire extinguisher box)

HELICOPTER DUE IN MIN

- This announcement will be announced overhead.
- Designated responders will go to ER parking lot to maintain safe landing
- All employees will continue their daily duties.





Severe Weather Types of Weather Condition Alerts

- Severe Thunderstorm watch
- Severe Thunderstorm Warning
- Tornado Watch
- Tornado Warning
- Winter Weather Advisory
- Winter Storm Watch
- Winter Storm Warning
- Blizzard warning
- Freezing Rain Advisory
- Ice Storm Warning





Instructions for Weather Alerts

- Announcements will be made throughout the day (specific alert identified)
- Patients will be evacuated for TornadoWarnings
- Elevators on Emergency power are Elevator A and I
- Follow directions from person supervising you



INSTRUCTIONS FOR TORNADO WARNING

- Keep calm and follow directions of supervisor
- ICU: Patients will be moved to Surgery PACU by elevator I
- Med-Surg: Patients will be moved out of rooms into center corridors (close pt doors)
- ER: Stay away from windows/doors
- Women's Center: Transport pts to C-section Room
- MA-1 & MA-2: Get patients to the inner and lowest parts of the building. Elevators are not on generator power. Stay away from windows
- All other departments: Stay away from windows and doors and get to the lowest levels possible





Code Black (Bomb Threat)

- DO NOT MOVE, TOUCH, OR JAR THE OBJECT.
- NOTIFY THE SUPERVISOR.
- TURN OFF PERSONAL CELL PHONES/HAND RADIOS

If you receive a call from someone who makes a bomb threat, keep the caller on the phone and note the exact wording of the threat.



INFANT ABDUCTION

If you are on duty when an "INFANT ABDUCTION" is called, be sure to follow the directions in the Infant Abduction policy. If you discover an infant/child abduction, you should:

- Call 4100
- Announcement made: "INFANT ABDUCTION
- All employees cover exits & stairwells
- Watch/stop individuals carrying boxes, bags, backpacks, infant carriers. Search empty rooms, bathrooms, trash cans, etc.
- Hospital grounds are searched
- Coordinated with law enforcement



"

Workplace violence can occur at any time in any department. This security announcement (to a specific location) is a tool used to summon additional assistance when a situation escalates into violent acts (no weapon involved).

If you feel threatened or at risk:

- Dial 4100 to announce for help
- Remain calm
- Specially trained Level 2 Responders will arrive



EMERGENCY OPERATION PLAN ACTIVATED

If GCH gets a sudden surge in patients or expects an increase in number or acuity levels of patients, we may put our disaster management plan in effect.

- "Emergency Operation Plan in Effect" will be announced 3 times.
- As a student, when you hear this announcement, you are to report to the unit you have been assigned for further instructions.
- If the emergency is determined that additional staff members may be needed, or outside agencies are involved, the HICS system may be implemented.
- Emergency Operating Plans are located on the intranet.





PATIENT ASSIST

- Patient Assist" is announced for Non- emergency assistance situations.
- This code is used for patient lifting or other situations in which extra help is needed.



PATIENT TRANSFER

 This announcement is made when a patient needs assistance with a wheel chair push to another area in the hospital.





CODE BLUE

- Dial 4100 to have announcement made
- If trained, begin CPR
- Code Blue will be announced overhead
- Students- please stand out of the way





POSSIBLE SHOOTER IN BUILDING

- This announcement is used to call assistance to a situation in which a weapon is involved.
- If you hear this announced, please do not go near the area involved.
- Stay in a secured area
- Turn off electronics- phones/pagers



ACTIVE SHOOTER

- Active Shooter is defined as: A person or persons who appear to be attempting or actively engaged in discharging a weapon/firearm inside hospital/campus
- If you identify this situation:
- Call 911
- Call 4100 and report "Active Shooter" and the location
- Nursing Coordinator will decide if/when to evacuate
- "ACTIVE SHOOTER" including location will be announced overhead 3 times
- If shooter comes into your area:
- Remain calm (HIDE)
- Leave the area, if possible (RUN)
- Barricade yourself and others behind closed doors (BARRICADE)



HAZMAT TEAM TO

- This announcement indicates that there has been contamination by a hazardous material
- If you hear this announcement made, please stay away from the area of contamination.
- Specially trained hazmat decon staff will respond to the situation





Hazardous Materials: Infectious Waste

Infectious/biohazardous waste should be discarded directly into red containers or red plastic bags. These bags are clearly identifiable and distinguishable from general hospital waste bags that are tan or buff-colored.

Items to be placed in the biohazard bag include:

- blood bags and tubing,
- central line catheters
- chux pads that are saturated with blood or stool
- any dialysis tubing and filters
- heavily saturated or dripping with blood gauze/dressings/gloves/gowns/masks
- Hemovac,s pleurovacs
- suctions canisters that contain more than 20 ml blood or body fluid
- The following items are classified as infectious wastes: isolation wastes, cultures, needles and sharps, and surgical specimens.



Hazardous Chemicals

Manufacturers of hazardous chemicals and employers are required to provide information and training on these chemicals.

Two sources of information about hazardous chemicals are:

- 1. Labels
- 2. Safety Data Sheets (SDS)- Located on Hospital Intranet

Product labels contain warnings and warning symbols, risk statements, first aid information and reference to the SDS. Transferring a product from its original container to another container requires labeling that lists hazardous ingredients, warnings and protective equipment.

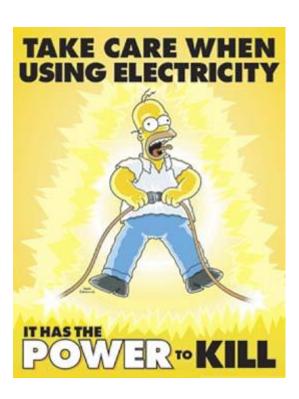
SDS provide information on hazardous materials to:

- 1. Help you understand the nature of the hazard;
- 2. Inform you about how to protect yourself and others; and
- 3. Tell you what to do in an emergency.



Electrical Safety

- Be sure to use electrical equipment properly.
- Make sure the equipment you use is maintained, tested, and inspected on a regular basis.
- Use power cords and outlets properly.
- Avoid overloaded circuits.
- Protect patients from electric shock.
- Remove and report any electrical hazards you see.







Radiation Safety



Exposure to radiation can increase your risk for cancer. You can protect yourself from radiation hazards by:

- Limiting exposure to x-rays
- Minimizing the time spent in the rooms of patients who are being treated with radioactive therapy
- If a laboratory or room is labeled with a radiation warning label, use caution when working in this area. This label indicates that radioactive materials are being used. Do not touch or handle materials in this area unless you are trained to do so. Do not remove anything from these rooms unless you are trained in handling radioactive materials.





Proper Body Mechanics

Lifting is strenuous. If your clinical and/or observation activities require you to do any type of lifting, be sure to take special precautions to avoid injury.

- If an object is too heavy or awkward, get help.
- Spread your feet apart to give a wide base of support.
- Stand as close as possible to the object being lifted. the knees, not at the waist. As you move up and down, tighten stomach muscles and tuck buttocks in so that the pelvis is rolled under and the spine remains in a natural "S' curve. (Even when not lifting an object, always try to use this posture when stooping down.)
- Hold objects close to the body to reduce the load on the back.
- □ Lift using the leg muscles, not those in the back.
- Stand up without bending forward from the waist.
- Never twist from the waist while bending or lifting any heavy object. If you need to move an object to one side, point your toes in that direction and pivot toward it.



PATIENT RIGHTS

- Considerate, respectful care in a safe environment
- To receive relevant, current information regarding diagnosis, prognosis & treatment, which could allow informed consent
- Participate in decisions regarding healthcare & planning of care
- Make decisions involving Advance Directives, withdrawing of life- sustaining treatment, or appointing a surrogate decision maker
- Accept or refuse treatment
- Privacy and confidentiality of all communications/personal information
- Request the names of regulatory agencies
- Voice complaints
- Examine of bill regardless of source of payment
- Not be discrimated against because of race, color, national origin, sex, age, disability, religion, or source of payment
- Be free from verbal, physical, and psychological abuse and treated with dignity



Color-Coded Safety Bands

| Allergy | RED |
|-------------------------|--------|
| DNR | PURPLE |
| Fall Risk | YELLOW |
| Latex Allergy | GREEN |
| Restricted Extremity | PINK |



Infection Control: You play an important role too!

Hand Hygiene

Using hand hygiene is the most important way to prevent the transmission of infections from patient to patient, from healthcare provider to patient, from patient to healthcare provider, and from one healthcare provider to another. Frequent hand hygiene removes germs that you may have picked up on your hands through various types of contact. When washing your hands, it's important to use an adequate amount of soap, lots of running water, and friction for at least 15 seconds.

Use hand hygiene:

- Before and after shift
- Before and after contact with each patient
- After contact with soiled material or equipment
- Before and after eating, smoking, using the bathroom, blowing your nose, sneezing, coughing, or touching your eyes or contacts.
- Whenever you think you may be contaminated
- After removing gloves

Hand gels are adequate in most situations except:

- If you can see contamination on your hands
- Certain types of diarrhea illnesses (C-Diff)





Many Staff Don't Realize the amount of Germs on Their Hands

- Healthcare workers can get 100s to 100Qs of bacteria on their hands by doing simple tasks like:
 - pulling patients up in bed
 - taking a blood pressure or pulse
 - touching a patient's hand
 - rolling patients over in bed
 - touching the patient s gown or bed sh,eets
 - touching equipment like bedside rails, overbed tables, IV pumps



BLOODBORNE PATHOGENS

Standard Precautions include:

- Handwashing
- Glove use
- Use of PPE
- Proper handling of patient care items
- Sharps safety
- Patient placement

- Bloodborne diseases are spread from person to person as a result of unprotected exposure to infected blood, bodily fluids, and tissues.
- Pay special attention to HIV/AIDS, Hepatitis B and Hepatitis C.



TRANSMISSION BASED PRECAUTIONS

- Airborne Precautions- Organisms are spread through the air, when an infected person coughs, sneezes, or talks. These patients are put into private rooms with special air systems. Staff assigned to care for these patients wear special respirator masks.
- Droplet Precautions- These patients can spread disease when they cough, sneeze, or spit on you. We wear masks and take special precautions if we become within a certain distance of them
- Contact Precautions- Organisms are spread by direct or indirect contact. MRSA is an example of patients who would be in this type of precaution. You must wear the correct Personal Protective Equipment (PPE) when caring for these patients. Please remember that items in the rooms are considered contaminated too.



READ THE SIGNS!

- Do not enter before reading door signs
- Ask a staff member if you have questions









REPORTING INCIDENTS

- Accidents and injuries can occur if you do not carefully follow all safety policies & procedures.
- All incidents should be reported immediately.
- Please use the Variance Report forms that are on the units or have the staff help you to fill a form out (paper or SQSS)



RISK MANAGEMENT

- A reportable incident is defined as any act by a healthcare provider that is, or may be, below the
 applicable standard of care and has a reasonable probability of causing injury to a patient.
- Student's involvement in a reportable incident will be communicated to the Kansas State Board of Nursing and the Student's company/school.
- Students should:
- Be alert for occurrences that might cause undesirable effects.
- Communicate the positive and/or negative aspects of the occurrence
- Document the occurrence for further tracking and monitoring
- Report unsafe conditions/situations to the staff and management.
- Students, in collaboration with unit management must complete an incident report. All incident reports much be completed at the time of the incident and no later than 24 hours after the event.



PATIENT RIGHTS

Patients will have the right to:

- be treated respectfully and fairly in regards to medical treatment (regardless of race, sex, age, religious beliefs, handicap, ability to pay...)
- receive personal privacy, including personal health information
- have pain assessed and managed
- receive current, understandable information regarding diagnosis, treatment, and prognosis
- access translator/interpreter, hearing, or other accommodating services
- receive continuity of care
- be informed of available resources to file a complaint, if needed
- be informed of charges for services, payment methods, options, and available financial assistance
- receive spiritual or pastoral care, as desired
- include or exclude family members in participation of care

It is common courtesy to our patients to introduce you as a student. If they object, please don't take it personally. Remember....it is their right!



CULTURAL DIVERSITY

All people are not alike regardless if they are of the same culture.

Geary Community Hospital represents a diverse population of people, including our staff, patients, and visitors.





THINGS TO CONSIDER WHEN WORKING WITH A DIVERSE POPULATION:

Communication Styles - be sensitive to body language when addressing patients.

- Facial expressions (frowning, smiling, etc.)
- Gestures (pointing, hand signals...)

*** Example: Generally Americans widen their eyes to show anger, some cultures narrow their eyes. Some cultures think direct eye contact is a sign of disrespect.

Personal Space - be aware of the dynamics of your impact on

- Distance
- Touch
 – may or may not want to be touched

*** Example: American culture expects people to stand about an arms length away when talking. Hispanics favor being closer and moving away may be perceived as "cold".

Relevance of Time: Immediate vs. later

*** Recognize that differences in time consciousness may be cultural and not a sign of laziness or resistance.



GCH SUPPORTS DIVERSITY BY:

- Language-We use a teleinterpreter service that has access to over 200 languages, ASL, and in-house interpreters. For some languages, we have written documents.
- Food Requests
 Special diets are available upon request.
- Hearing Impaired
 — We have special phone equipment
- Vision Impaired
 – Large printed materials upon request
- Treating everyone with respect.



STUDENT EXPECTATIONS

- Assumes responsibility of own actions
- Performs clinical assignments within limitations of specific objections
- Follows departmental policies & procedures
- Reports any unusual occurrences to facility and manager in charge in compliance with the Risk Management Plan
- Reports any changes in personal health status to faculty and notifies patient care unit of absence.
- Maintains confidentiality of all patient care/hospital information
- Participates in routine activities (within limits of program objectives)
- Wears designated school uniform/dress code, including ID badge



GCH DRESS CODE

Students are required to follow the GCH dress code.

Please review the dress code document (found under the student section of the requirements.

Shadow/Observation students will NOT wear scrubs.



STUDENT ILLNESS

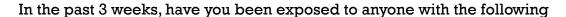
To help determine whether you should go to your clinical experience:

Please answer the following questions:

In the past 24 hours, have you had any of the following?

- Vomiting
- Cold
- Cough
- Rash/Open Sore
- Fever
- Diarrhea
- Runny Nose





- Measles
- Mumps
- Varicella (Chicken Pox)

Have you been exposed to Tuberculosis (TB) in the last 3 months?



^{**}Please report this to the Infection Control Nurse

STUDENT ACCIDENT, INJURIES, OR EXPOSURE

Students should report a needle stick immediately to their instructor. The student is to follow the nursing school's policy on injury during school hours/clinical. Non-hospital employees need to follow their own institution's policies regarding injuries.

* You will be required to fill out a Incident Report

***Costs associated with care of the student and their baseline labs in Geary Community Hospital's ED or Occupational Health Department <u>are the student responsibility either via self pay or personal health insurance.</u>

Source information is required (the patient source). GCH will cover any expenses occurred for patient source testing.

****Students are expected to be covered by professional liability and individual health insurance while in the clinical setting.



STUDENT IDENTIFICATION



All students will wear identification:

- For short term experiences (1-2 days), you can wear your school badge along with a visitor tag (obtained at the front desk when you sign in.
- For extended clinical experiences, you will receive a blue student tag. This tag will be returned at the end of the last day.
- *** For JCHS students- you will be assigned a red lab jacket to wear. A deposit will be collected and returned if the jacket is in "issued" condition at the end of the student experience.
- If you are with your instructor, with a school uniform, you do not need a blue tag as long as you wear your school ID badge.
- You must wear your badge above the waist in a visible location



PARKING



- Employees and students can park in Parking Lot B (this is the long, curved lot on the West side of the building).
- There is also limited parking in the front lot (A) and the south lot (C). Employee parking in lots A and C are marked with yellow.
- Do not park in patient areas or in personal parking spots.
- Students may enter the building from the Front Lobby Entrance or the Emergency Room entrance.

