

Contingent Health Care Worker Orientation Manual

2023





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CONGRATULATIONS

Congratulations! You have been selected, based on your skills and professionalism, to work with one of the industry's leaders in health care. With that privilege, certain expectations and guidelines need to be followed while working at any AdventHealth facility. This handbook will provide you with detailed information to help you succeed!

Welcome to the AdventHealth family! We look forward to the journey ahead as you join our team and help us provide exceptional care to the communities we serve.

ABOUT ADVENTHEALTH

Founded in 1908 by pioneering Seventh-day Adventists who believed in whole-person health — healing the body, mind and spirit — AdventHealth has grown into one of the largest nonprofit hospitals in the country, caring for more than two million patient visits per year in metro Orlando alone. AdventHealth operates nearly 50 hospitals and hundreds of care centers in nearly a dozen states, making it one of the largest faith-based health-care systems in the United States.

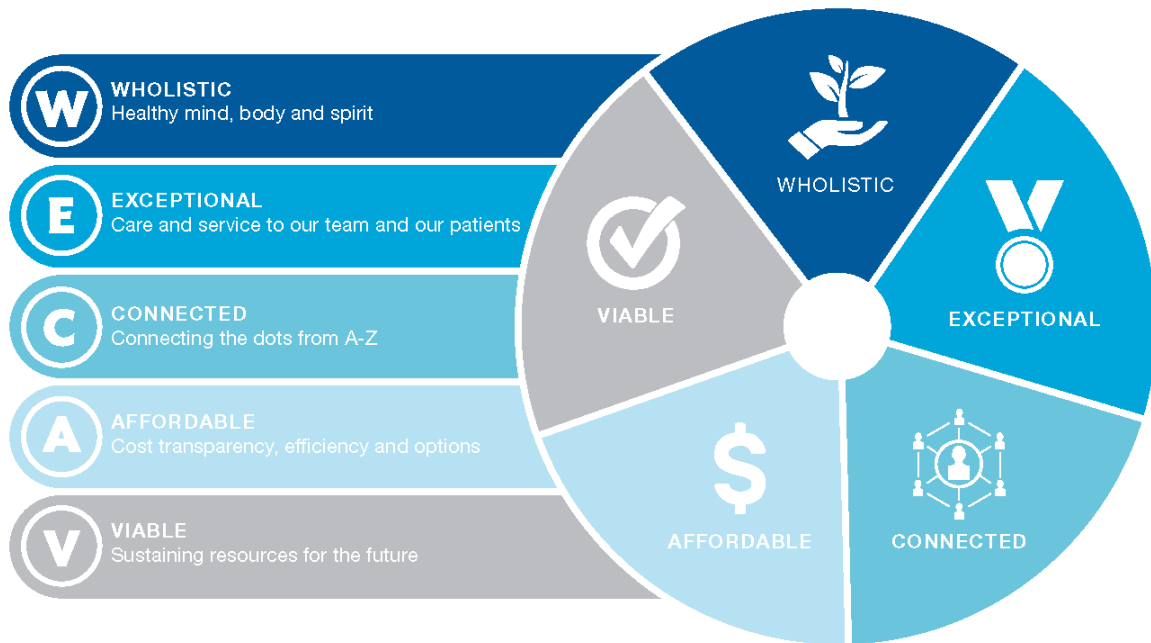
AdventHealth's Central Florida and East Divisions includes 16 hospitals in the six counties in and surrounding metro Orlando: Orange, Seminole, Osceola, Lake, Volusia and Flagler. The Central Florida Division's care network also includes more than 30 CentraCare urgent-care centers; dozens of sports-rehab and imaging centers; and hundreds of physicians, ranging from primary care to a full spectrum of specialties. The system provides a wide range of health services, including nationally and internationally recognized programs in cardiology, cancer, women's medicine, neuroscience, diabetes, orthopedics, pediatrics, transplant and advanced surgical programs.

OUR MISSION: Extending the Healing Ministry of Christ

Our mission of Extending the Healing Ministry of Christ means helping people feel whole. With Christ as our example, we care for and nurture our team members, communities, health care professionals and those who trust us for care and healing. We believe health should be measured in terms of the whole person – mind, body and spirit.

OUR VISION

We are widely respected as a consumer-focused organization that engages individuals in their health by delivering Christ-centered, wholistic, best-practice care across a connected, comprehensive continuum of services.



OUR VALUES

Our Values impact the way we build relationships with those inside and outside the organization. They align us around a common set of beliefs and standards that not only inform our work, but also guide our behavior and actions.

Inclusiveness:

We celebrate the diverse backgrounds, cultures and experiences of our patients, visitors and colleagues and embrace opportunities to learn and grow from new perspectives.

Quality & Service Excellence:

We consistently deliver exceptional care and strive for excellence in all we do.

Community Well-Being:

We are committed to improving the health, prosperity and well-being of the communities we serve.

High Ethical Standards:

We are called to uphold the highest standards, with integrity driving every decision we make and every action we take.

Stewardship:

We are guided by relentless stewardship in the management of the resources entrusted to us.

DIVERSITY & INCLUSION

Diversity is *who we are.* **di-ver-si-ty**

Each of us is different. We all have different upbringings, different backgrounds, different cultures. We all think differently. We believe that these differences are what make us strong. We embrace and celebrate the rich uniqueness of diversity contained within each individual, regardless of age, gender, ethnicity, disability, education, national origin or religion.

We believe that diversity in the community and in the workforce is something to be valued and cherished.

Inclusion is *what we do with it.* **in-clu-sion**

Inclusion is a sense of belonging. At AdventHealth, we want you to feel respected and valued for who you are.

The process of inclusion involves each individual. It is all of our responsibilities to make others feel valued, that who they are and what they bring to the table is vitally important to the success of the organization. Only through inclusion — through celebration of what makes each of us unique — we can truly fulfill our mission of extending the Healing Ministry of Christ.

The Importance of Diversity & Inclusion



Diverse and inclusive organizations have increased adaptability: A diverse workforce means having greater variety of backgrounds, talents and experiences that enable businesses to have higher flexibility in adapting to dynamic markets.



Diversity and inclusion promote creativity and innovation: Companies with workplace diversity and equality can gain a wider range of ideas and perspectives necessary in meeting the needs of customers more effectively.



Millennials seek diversity and inclusion at work: 86% of millennial females and 74% of millennial males consider company policies on diversity, equality and inclusion during their job hunt. This is especially important because millennials are now the largest generation in the US workforce.



Diversity leads to higher operational performance: Organizations that embrace diversity gain higher performance in their market and a competitive edge in accessing new markets.

OUR SERVICE STANDARDS

Our Service Standards are actionable ways we live out our mission of extending the healing ministry of Christ. They come to life in our daily work as we provide exceptional care to patients, guests, families and each other.



OUR COMMUNICATION FRAMEWORK: iCARE

Effective communication is key to meaningful interactions and relationships built on trust. As part of our Service Standard, **Love Me**, we listen, create a personal connection and communicate effectively by using iCARE. This is our communication framework used during all patient, guest and team interactions.



introduce

- Knock or ask permission to enter patient room/curtained area
- Smile, make eye contact
- Share your name, role, purpose
- Greet patient/guest/team member, *“Good morning/afternoon/evening”* and use preferred name
- Handshake when appropriate

Connect

- Sit or get at eye level
- Ask, *“How are you today?”*
- Refer to MIT on communication board or ask, *“What’s the most important thing I can do for you today?”*
- Show compassion to patient/guest/team members

Anticipate

- Ask the patient if they are comfortable, check if needs are met
- Explain next steps
- Be helpful and answer questions before they are asked
- Be aware of their facial expressions, body language
- Set time expectation for interaction as needed

Reinforce

- Restate the plan, next steps and expected wait times
- Check for understanding of next steps (encourage teach-back)
- Use visuals or educational materials
- List things you will follow-up on
- Ask, *“What questions do you have for me?”*

Extend

- Ask, *“What else may I do for you?”*
- Say, *“It’s my pleasure”* when thanked
- Manage up team/facility/experience
- Thank the patient, *“Thank you for allowing us to care for you.”*

OUR SERVICE RECOVERY MODEL: ACT

What happens when a patient says they are “dissatisfied”? Or a family member is upset because there has been a “mistake”? What if a team member says that there is a “problem”? Dissatisfied, mistake, problem – these are just a couple of words that indicate an opportunity for Service Recovery.

ACT is our Service Recovery model at AdventHealth. It falls under our Service Standard, *Own It*, “I recover service and restore trust using ACT.”

Acknowledge/Apologize

- Acknowledge the issue or concern promptly
- Make sure you understand the issue
- Empathize: Put yourself in their shoes
- Words matter:
“I’m sorry this happened.”
- **NOT**
“I’m sorry you feel that way.”
- Don’t blame others in your apology

Correct

- Explain what you will do
- Take action
- Keep the person informed
- Follow-up with a resolution

Thank

- Thank the person for their feedback and the opportunity to make things better
- Seek to regain trust

ADVENTHEALTH Central Florida Division CAMPUSES

Courtland Offices

600/602 Courtland St
Orlando, FL 32804
Celebration Florida 34747
4343 407 303-5600

AdventHealth for Children

601 E. Rollins Street
Orlando, FL 32803
32746 407 303-KIDS (5437)

AdventHealth Altamonte

601 E. Altamonte Drive
Altamonte Springs, FL 32701
407 609-7000

AdventHealth Apopka

2100 Ocoee Apopka Road
Apopka, FL 32703
407-889-1000

AdventHealth Celebration

400 Celebration Pl
Celebration FL 34747
407-303-4000

AdventHealth East Orlando

7727 Lake Underhill Dr.
Orlando, FL 32822
407 303-4000

AdventHealth Kissimmee

2450 North Orange Blossom Trail
Kissimmee, FL 34744
407/846-

AdventHealth Lake Mary ER

950 Rinehart Road
Lake Mary, FL

AdventHealth Orlando

601 East Rollins Street
Orlando, FL 32803
407 303-5600

Maitland Offices

900 Winderley Place
Maitland, FL 32751
407 200-2235

AdventHealth Winter Garden

2000 Fowler Grove Blvd.
Winter Garden, FL 34787
407 614-0500

AdventHealth Winter Park

200 N. Lakemont Ave.
Winter Park, FL 32792
407 646-7000

ADVENTHEALTH East Florida Division CAMPUSES

AdventHealth Daytona Beach

301 Memorial Medical Pkwy.
Daytona Beach, FL 32117
386 231-6000

AdventHealth DeLand

701 W. Plymouth Ave.
DeLand, FL 32720
386 943-4522

AdventHealth Fish Memorial

1055 Saxon Blvd.
Orange City, FL 32763
386 917-5000

AdventHealth New Smyrna Beach

401 Palmetto St.
New Smyrna Beach, FL 32168
386 424-5000

AdventHealth Palm Coast

60 Memorial Medical Pkwy.
Palm Coast, FL 32164
386 586-2000

AdventHealth Palm Coast Parkway

1 AdventHealth Way
Palm Coast, FL 32137
386 302-1800

AdventHealth Waterman

1000 Waterman Way
Tavares, FL 32778
352 253-3333

CULTURE OF EXCELLENCE

The Patient/Team Member Experience

“Caring for others as we would want our loved ones to be cared for.”

At AdventHealth we believe the clearest expression of our mission is the patient, family and team member experience. Our heart badge serves as a visual reminder to treat everyone we encounter the way we would want our loved ones to be cared for. By consistently living out our Service Standards, we create an exceptional experience for every person, every time.



Here are some simple ways to create this experience:

- Always address patients, families and team members by smiling and introducing yourself, **“Who** you are, **What** you are doing, and **Why** you care.”
- Engage patients, families and team members by asking them, *“What is the most important thing I can do for you today/now?”*
- Close conversations with patients, families and team members by stating, ***“It is my pleasure.”*** Caring for others is a privilege beyond our tasks, jobs and responsibilities.
- Give your full attention to “one patient at a time, every time.” This is the key to consistency and quality in extending care.

Appearance Standards

As a Contingent Health Care Worker, you are a representation of our organization. AdventHealth values an image that exemplifies professionalism and adheres to safety protocols. This professional image also contributes to a positive and safe working environment by allowing the individual to be identified as part of the team. [The Appearance Standards can be found here](#), but please ask your supervisor for guidelines specific to your work area.

Equal Employment Opportunity

AdventHealth provides equal employment opportunities to applicants, existing team members and contingent health care workers without regard to race, color, gender (except where gender is a bona fide occupational qualification), age, marital status, national origin, and disability or veteran status. To that end, we exercise fairness in advertising, recruitment, applicant selection, training, compensation, promotions, demotions, transfers, layoffs and terminations. It is the responsibility of every contingent health care worker at AdventHealth to conform to and support this policy.

CULTURE OF EXCELLENCE (Continued)

Sabbath Observance

All Seventh-day Adventist Institutions around the world observe the seventh day of the week as a day of Sabbath rest to recharge and replenish the soul-mentally and physically. This is a time to serve the needs of others and renew a connection with God our Creator, Sustainer and Healer. This day of rest is celebrated from sunset on Friday to sunset on Saturday. In keeping with this Biblical understanding, only services and activities essential to patient care are provided during the Sabbath hours. All contingent health care workers are asked to respect this observance by encouraging a calm and restful environment. Caring for our patients is the core of our mission, and Saturday schedules are essential inpatient care areas. Contingent health care workers are requested to communicate with Human Resources the desire for other religious observances.

QUALITY & PERFORMANCE IMPROVEMENT

DNV (Det Norkse Veritas)

AdventHealth South region is accredited by Det Norkse Veritas, an independent organization with a mission to improve the safety and quality of care provided to the public by health care organizations. Health care organizations must be evaluated by a Medicare-approved accrediting body to receive payment for services to Medicare patients. AdventHealth uses the Tracer Methodology throughout the organization to continuously evaluate team member adherence to the principles of safe patient care. DNV Accreditation certifies an organization's adherence to basic measure of quality and safety. DNV's accreditation process requires eventual compliance with ISO 9001 quality management standards.

ISO 9001 – What is ISO 9001?

ISO 9001 is an international standard by which organizations manage the quality, business and compliance of the organization. ISO 9001 was developed through the International Organization for Standardization. ISO 9001 is not specific to health care but is highly relevant in its requirements to control documents, set quality objectives and take corrective/preventive action.

The Joint Commission

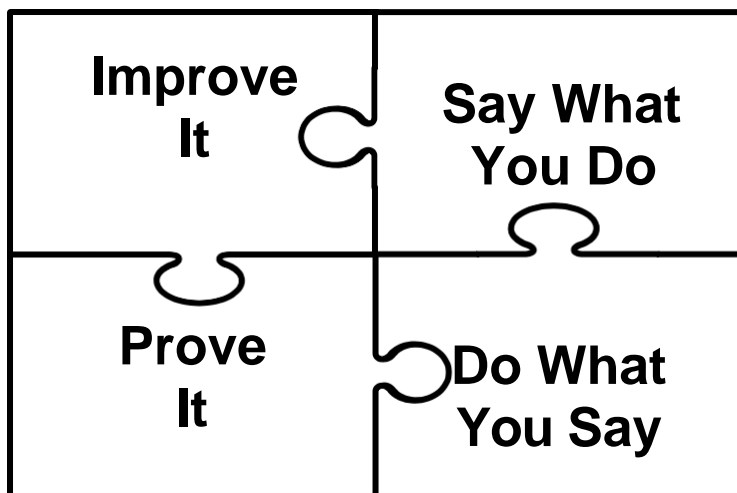
AdventHealth North region is accredited by The Joint Commission, an independent, not-for-profit group in the United States that administers voluntary accreditation programs for hospitals and other health care organizations. The commission develops performance standards that address crucial elements of operation, such as patient care, medication safety, infection control and consumer rights.

Most state governments require that health care organizations receive Joint Commission accreditation as a condition for licensing and Medicaid reimbursement. Also, the [Centers for Medicare & Medicaid Services](#) (CMS) recognizes the results of Joint Commission surveys, meaning health care facilities that receive Joint Commission accreditation can participate in the federal Medicare program. The Joint Commission presently accredits more than 20,500

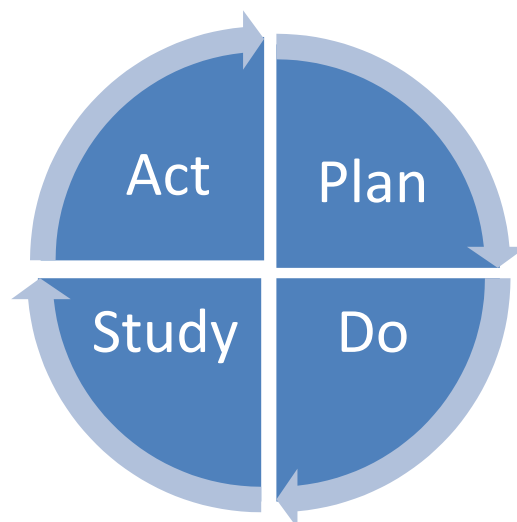
health care programs and organizations in the U.S. To keep its Joint Commission accredited status, a health care organization is subject to an onsite evaluation performed by a Joint Commission survey group at least every three years. Laboratories must undergo reviews every two years.

Quality Management & Performance Improvement

ISO 9001 Framework



PDSA Cycle



QUALITY POLICY EXPLAINED

AdventHealth has a Quality Policy that explains:

1. What IS Quality?

Safe: patients are not harmed during their care

Timely: patients are not made to wait

Effective: patients' underlying conditions are treated with the best evidence-based medicine

Efficient: patients are treated using the appropriate resources

Patient-Centered: patients are made to feel trust, belonging and hope in their care; patients and families are included in decision-making

1. How do we deliver Quality in our services?

By putting ISO 9001 principles into practice: engaging our workforce, partnering with physicians, servant leadership, continual improvement, adhering to best practices and innovation.

3. How do we manage Quality?

Our management team sets ambitious targets, develops realistic plans with team member input and tracks performance with scorecards.

CORE/GUIDELINE

A GUIDE TO ADVENTHEALTH'S CODE OF CONDUCT

AdventHealth team members and contingent health care workers draw motivation and direction from eight strongly held principles that are called **Points of Integrity**:

1. **Fulfill regulatory responsibilities** – Committed to honoring all legal requirements.
2. **Provide excellent care** – Delivering medically necessary health care in a compassionate, respectful manner.
3. **Maintain accurate records** – Ensuring accurate and reliable patient and organizational records.
4. **Ensure appropriate official contacts** – Maintaining contacts with government officials and personnel in a professional manner, affirming the high integrity of the organization.
5. **Deliver financially responsible care** – Openness, honesty, and accuracy in billing for services.
6. **Advertise and communicate honestly** – Carrying out public and commercial communications in a manner consistent with AdventHealth's Mission.
7. **Strive for fairness in all activities** – Because conflict of interest can occur in any organization, practices are continually examined to identify, avoid, or eliminate potential areas of difficulty.
8. **Privacy of patient information** - AdventHealth is committed to maintaining the privacy of patient information. (Please see HIPAA Overview, on subsequent pages)

AdventHealth's **Core/Guideline** program establishes multiple avenues to express concerns and seek guidance when questions arise. Contingent health care workers are encouraged and expected to report any issues concerning potential compliance or corporate responsibility violations. In doing so, you will be:

- Treated with dignity and respect,
- Protected with confidentiality,
- Taken seriously,
- Not subjected to retaliation.

Check your own **Core/Guideline**

When following the right path, it's necessary from time-to-time to check your bearings and confirm your course:

1. Am I following the law?
2. Am I treating others as I would like to be treated?
3. Am I setting a good example?
4. Will I feel good about my actions tomorrow?
5. Would my actions look good on print or in the evening news?

CORE/GUIDELINE (continued)

6. Am I protecting patient's privacy?
7. Am I discreet when sharing patient's information?

Although AdventHealth strives to meet our expectations, responsibilities and high ethical standards 100 percent of the time, if you are aware of a situation that misses the mark, you may have a moral or legal responsibility to bring it to light. Several avenues are available to you:

- First, if possible, bring the issue to the supervisor in your department.
- If you are uncomfortable with the above, see or call your team contact.
- If these options are not available or if you have concerns about them, call the **Guideline** any time, day or night, at **1-888-92-GUIDE**.

CONFIDENTIAL INFORMATION & HIPAA

HIPAA is the Health Insurance Portability and Accountability Act (Federal Law) that was developed in order to implement a national, uniform system of keeping patients records secure and private, as well as implementing a faster way to process health care claims. In addition, State and federal law provides for special legal protection of mental health records, HIV status, substance abuse treatment records, and patient safety information about individual patients and providers. Below is a brief description of important aspects of these laws that you should be aware of, even if you do not deal directly with these issues.

- **PATIENT INFORMATION** – Only access, use or disclose, on a legitimate business “need to know” basis, patient information for activities related to treatment, payment, and health care operations on behalf of the company. **ALWAYS** maintain the privacy of our patients’ information.
- **MINIMUM INFORMATION** – Only access, use or disclose the minimum information necessary to perform our designated role regardless of the extent of access provided.
- **NOTICE OF PRIVACY PRACTICE** – Team Members will provide patients with a Notice of Privacy Practices, which will inform patients of their rights with respect to protected health information as well as AdventHealth legal duties.
- **RELEASE OF INFORMATION** – Do not release information for purposes other than treatment, payment, and health care operations without written authorization from the patient, except as required by applicable federal, state, or local laws and regulations.

When patients come to AdventHealth they expect and trust their privacy and confidentiality will be protected. Patients have the right to come to the hospital without fear that information about them or their condition will be passed on to others. **Any breach of confidentiality, no matter how minor it may seem, can result in disciplinary action leading up to immediate dismissal for team members and contingent health care workers.**

REMEMBER: NEVER use anyone else's computer password.



Reviewed 11-01-23

CONFIDENTIAL INFORMATION & HIPAA (continued)

- NEVER give anyone else your computer password.
- ALWAYS be careful when faxing patient information – Use a cover sheet and check the number before you press send.
- NEVER access patient data that is not needed to fulfill your job duties, including information on YOU, your family members, friends, or co-workers.
- ALL information is to be kept confidential.
- NEVER discuss a patient's problem with anyone other than health care providers and hospital team members treating the patient, the patient, or if the patient cannot make health care decisions on his or her own, with the patient's legally authorized decision maker.
- NEVER share information from quality assurance and risk management review or Patient Safety Work Product with non-hospital personnel. This confidential information should ONLY be shared with authorized hospital personnel.
- NEVER offer advice or personal opinion regarding team members, patients, families or other co- workers; be a sympathetic listener.
- NEVER volunteer information about team members.
- NEVER place documents that show patient's name in plain view; turn upside down.

Reporting Legal and Ethical Concerns

- We are expected to report problems we observe.
- We are to use the following process to report a situation that we believe may be unethical or illegal:
 1. Talk to your supervisor.
 2. If the concern directly affects the care being provided to a patient, complete an Event Report, as described in the Risk Management and Patient Safety section of this Manual. If the concern does not affect the care being provided, your supervisor may resolve the situation directly or refer the matter to other departments of the hospital for resolution.
 3. If for any reason you are not comfortable with the supervisor's response, see a Human Resources representative.
 4. If you still have a concern, contact the Corporate Responsibility Department directly at 407- 303-2961.
 5. If none of these steps resolve your questions or concerns, or if you prefer, call the toll-free **Guideline** at **1-888-92-GUIDE** or **1-888-924-8433** or visit **<https://adventhealth.alertline.com/>**.
- You may call 24 hours a day, seven days a week. All calls are confidential, and you may call anonymously if you choose.

If you report false claims or other fraudulent conduct or assist in an investigation, action or testimony, you are protected from retaliation under both federal and state laws.

RISK MANAGEMENT & PATIENT SAFETY

The mission of AdventHealth's Risk Management department is to ensure a safe environment for:

- Patients
- Physicians
- Contingent Health Care Workers
- Team Members
- Visitors

Event Reports

The purpose of event reports is part of AdventHealth's commitment to patient safety. They are part of AdventHealth's Safety Evaluation System and are protected from disclosure under federal law. The goal of Event Reports is to promptly collect information that can improve patient safety and quality.

- Each contingent health care worker is responsible to complete an event report



What is a “Clinical Event”?

Any event that has occurred outside the normal, routine activity of the hospital that may or may not have caused injury. This includes a “Near Miss.”

Examples:

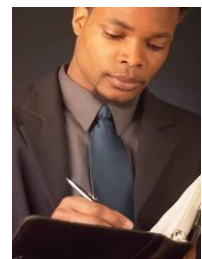
- Patient fall
- Wrong test
- Medication error
- Wrong patient

What should be done when a Clinical Event occurs?

- *Assess the patient and treat with necessary interventions*
- *Notify the physician for appropriate medical interventions, as clinically indicated*
- *Notify the supervisor of the area where the event happened, or your immediate supervisor*
- *Document a factual description of the event and interventions in the patient’s medical record*
- *Complete an AdventHealth Intranet Origami Event Report*

What is the Origami Event Report?

- *An online electronic report form found on the AdventHealth Intranet*
- *Factual statement about the details involving a particular event*
- *A confidential document that becomes part of the Hospital’s Patient Evaluation System that should not be disclosed to anyone except as permitted under federal law*



Who should complete the Origami Event Report Form?

- *Any team member or contingent health care worker who discovers, witnesses, or becomes aware of an event involving a patient or visitor*

When should the Origami Event Report Form be completed?

- *As soon as possible, after the patient’s immediate medical needs are addressed*
- *Prior to the end of the team member’s or contingent health care worker’s current shift*
- *If supervisory assistance is needed, submission may be extended one business day after the event*

RISK MANAGEMENT & PATIENT SAFETY (continued)

When completing an electronic Event Report for the first time:

- *Ask your supervisor for assistance, or*
- *Contact the Risk Management Department*

What is the Patient Safety Evaluation System?

The Patient Safety Evaluation System is the system the hospital uses to collect, manage, and analyze information about patient safety and quality (patient safety work product) for reporting to a federally- listed patient safety organization.

What confidentiality rules apply to analysis and investigations in the Patient Safety Evaluation System?

The term “Patient Safety Work Product” means ANY data, reports, records, memoranda, analyses (such as root cause analyses), or written or oral statements which are assembled or developed by the hospital and its team members for reporting to a patient safety organization and which could result in improved patient safety, health care quality, or health care outcomes or which identify or constitute the deliberations or analysis of, or identify the fact of reporting pursuant to, a patient safety evaluation system.

It includes oral statements from contingent health care workers, data, and documents

For everyone working in the Patient Safety Evaluation System, the following rules apply:

1. All Patient Safety Work Product belongs to AdventHealth.
2. Patient Safety Work Product is used to create a blameless patient safety system dedicated to making positive changes in patient care and not towards discipline or punitive actions.
3. All Patient Safety Work Product is intended to be used solely for the Hospital’s patient safety activities including review of all patient safety issues.
4. Disclosure of Patient Safety Work Product in a manner not authorized by the law may be a crime or result in a fine.
5. The Hospital, and all of its team members and providers have a legal duty to keep Patient Safety Work Product confidential.
6. Patient Safety Work Product should not be discussed outside of the patient safety evaluation system.
7. Patient Safety Work Product should never be disclosed to patients or to third parties not involved in the patient safety evaluation system unless specifically authorized by the PSOrg Advisory Committee.
8. Patient Safety Work Product cannot be subpoenaed or disclosed in any civil or administrative proceeding and cannot be used for disciplinary actions.

By participating in the patient safety evaluation system, you agree to protect the confidentiality of the meeting (a) by not re-disclosing the communications or records developed and (b) by immediately notifying the hospital’s PSOrg Advisory Committee of any request for such information by any third- party.

RISK MANAGEMENT & PATIENT SAFETY (continued)

Agency for Health Care Administration (AHCA)

- *State agency responsible for issuing the hospital's license to operate.*
- *Statutory oversight of the risk management processes.*
- *AHCA surveyors may visit the hospital to conduct "site visits" at any time during the day or night.*
- *Certain events that occur within the hospital may meet criteria that are reportable to the state.*
- *Should you become involved with a reportable event, the Risk Management Department will work directly with you and your immediate supervisor in a timely manner to ensure staying within the timeframes as determined by the state.*

What is a Sentinel Event?

- *An unexpected occurrence involving death or serious physical or psychological injury to a patient, or the serious risk thereof.*
- *Serious injury specifically includes loss of limb or function.*
- *Some examples:*
- *Wrong site surgery*
- *Patient fall with significant injury*
- *Wrong blood type administered to a patient*
- *Patient abduction*

What should I do if I become aware of a potential Sentinel Event?

- *Notify your immediate supervisor, who will notify Risk Management*
- *Sentinel Events are a type of Clinical Event that should be reported on the Origami Event Report Form*

What is Sexual Misconduct?

- *Sexual misconduct is inappropriate behavior of a sexual nature by a team member to a patient*
- *Sexually demeaning or seductive behaviors, both physical and verbal, between a team member and a patient are not permitted*

What if I become aware of an allegation of sexual misconduct?

Any allegation of sexual misconduct by a team member regarding a patient is to be reported to your supervisor who is to notify Risk Management immediately.

Is there anything else I should do?

- *- Priority is to be given to provide a safe environment for the patient*
- *- Security is to be notified to assist in providing a safe physical environment for the patient*

Strategies to Prevent Medical Errors

- *Patient safety is AdventHealth's highest priority.*
- *Communicate, communicate, communicate!!!*
- *Introduce yourself and let the patient know what you will be doing*

RISK MANAGEMENT & PATIENT SAFETY (continued)

- *Actively listen and respond to your patient and the family's concerns*
- *Ensure you have the correct patient by using two patient identifiers:*
 1. Patient first and last name AND
 2. Date of Birth

Note: If no Date of Birth, check the patient's Medical Record Number (MRN #) or Financial Information Number (FIN #), according to department policy

- *Follow the 5 Rights of medication administration*
 1. Assess and reassess your patients
 2. Be proficient and improve your skills
 3. Know and follow applicable policies and procedures
 4. Be proactive in completing an Origami Event report
 5. Make patient safety your first priority!

What is EMTALA?

- *If an individual is presented to an emergency department and a request is made by the patient, or in his/her behalf, for examination or treatment of an emergency medical condition.*
- *The hospital must provide for an appropriate medical screening examination of that condition, without delay or interference, to the extent of that hospital's emergency department capability, without consideration of the patient's ability to pay for the care.*

Fall Prevention

Inpatients

- Make sure all items such as the call bell, tissues, water, etc. are in reach
- Skid-free socks for patients when out of bed
- Bed in low position, wheels locked
- Bed/chair alarms
- Make sure the area is safe – no clutter, spills, tripping hazards
- Stay with patients who might fall and call for help

Outpatients

- Help outpatients who may be at risk for falling by transporting them in wheelchairs or accompanying them to their destination.

For More Information refer to: Campus policies

INFECTION PREVENTION

The goal of Infection Prevention is to reduce risks of health care-associated infections to our:

- Patients
- Team Members
- Physicians
- Visitors
- Contingent Health Care Workers



At AdventHealth, safety is very important. Team Members and contingent health care workers must understand and follow several procedures to help reduce the risk of infection to both you and others. In this section, we will describe your risk of some of the more contagious diseases and explain how to prevent the spread of infection by:

1. Hand hygiene according to the World Health Organization (WHO) Five Moments
2. Enhanced (transmission-based) precautions
3. Immediate response and follow-up processes for blood and body fluid exposures and sharps injuries
4. Vaccines and annual health requirements
5. Cleaning and disinfecting surfaces and equipment as assigned and trained by your location supervisor
6. Risk prevention for construction-related infections
7. Access to AdventHealth Infection Prevention Department experts, policies and procedures

INFECTION PREVENTION (continued)

Hand-Hygiene

This evidence-based prevention measure can reduce the transmission of infection in healthcare facilities when performed correctly based on the WHO (or the CDC) 5 Moments for Hand Hygiene. Hand hygiene is a top priority at AdventHealth as one of the simplest, most effective ways to prevent the spread of infection.

Hand Hygiene compliance will be monitored by trained observers or a combination of trained observers plus electronic monitoring on both inpatient and outpatient care units. Hand Hygiene observer/coaches may provide realtime feedback to caregivers who are being observed as we all work together to support correct, reliable Hand hygiene performance as part of our AdventHealth Safety Culture!



- The preferred method for hand hygiene is use of alcohol-based hand sanitizer, however hand hygiene can be performed by either washing with soap and water for at least **20 seconds** or using one of the hospital's provided gel or foam alcohol hand sanitizers.
- Based on standard precautions and transmission based precautions, certain conditions or care may require use of gloves in addition to hand hygiene. For example, patients on contact precautions for *C. difficile* diarrhea or multi-drug resistant germs.
- Examples of when hand hygiene should be performed include:
 - After coughing, sneezing, or blowing the nose
 - After using the bathroom
 - Before and after patient contact
 - Before putting on gloves
 - After removing gloves
 - After contact with items or equipment in a patient's vicinity
 - When moving from a contaminated body site to a clean site
 - After completing an unclean or dirty task and before moving on to your next task



The fifteen to twenty second, seven steps when washing your hands for best protection in infection prevention are:

1. Wet your hands,
2. Apply soap,
3. With friction, wash front and back of hands and between fingers and around thumbs
4. Rinse thoroughly,
5. Dry with paper towel,
6. Use towel to turn off faucet & open door,
7. Dispose of towel in receptacle.

What is the correct way to use the hand sanitizer?

- Get about a quarter-sized amount of foam sanitizer or quarter-sized amount of gel from the dispenser. **Note-** the quantity must be enough to cover all surfaces of the hands, fingers, thumbs and wrists, taking at least 15 seconds to dry.
- Rub the sanitizer all over your hands, fingers, thumbs and wrists until the sanitizer has dried.

How do you know when to wash with soap and water or just to use the hand sanitizer?

- Hand wash with soap and water if your hands are visibly soiled or if there is a sign on the patient's door that says, "soap and water only."
- Use hand sanitizer if your hands do not have visible soil on them or there is no sign on the door to use "soap and water only".
- Hand sanitizer dispensers are mounted in the halls and all patient care areas of our hospitals and clinics. Sinks, soap and paper towels are also available.

Fingernails and Artificial Nails

Team Members that provide direct patient care are required to adhere to the following:

- No artificial nails or nail extenders.
- Natural nail length that does not extend beyond the fingertip.
- Polish will be allowed, providing it is un-chipped and clear, or flesh tone.

INFECTION PREVENTION (continued)

What else should we do to protect ourselves and prevent infections?

Always follow standard precautions. Standard precautions are a set of infection control practices to prevent infections that can be spread through contact with blood, body fluids, non-intact skin (including rashes) and mucous membranes. These practices are to be used when providing care to all individuals, whether or not they appear to be infectious or symptomatic.

Standard Precautions include:

- Hand Hygiene
- Use of Barrier Protective Equipment (PPE)
- Needle stick and Sharps Injury Prevention
- Cleaning and Disinfection
- Respiratory Hygiene/Cough Etiquette
- Waste Disposal
- Safe Infection Practices

Personal Protective Equipment (PPE): The hospital provides the PPE you need to safely perform your job.

Examples of PPE include: Gloves, goggles, gowns, face shields, masks and N95 respirators.

The choice of PPE depends upon the type of precaution being used and the particular situation or task at hand. Choose and use the PPE you feel will protect you from risk based on the task at hand and your risk of exposure to blood or other potentially infectious body fluids. If you are not sure of how to use or where to find PPE, ask your manager, department educator or Infection Preventionist.



Examples of how you should select and use PPE:

- Wear gloves to protect yourself from contact with blood, body fluids, mucous membranes, broken skin, or skin that may have an infection
- Wear a gown if you are likely to come in contact with body fluids, or if other infectious material is likely to touch you or splash you
- Using protective eyewear, masks or facial shields if body fluid is likely to splash into your eyes, nose, or mouth
- Wearing gloves when handling any soiled patient care equipment or soiled linen so that you do not spread infection

Your safety is important to us.

The AdventHealth Infection Prevention (Control) Policy and Procedures (P&P) are designed to protect one of our best assets - you! Please follow these policies and procedures and use all the safety devices that AdventHealth makes available to you.

Infection Prevention (control) policies can be accessed on the AdventHealth Intranet. Please ask your supervisor for assistance in locating these policies.

INFECTION PREVENTION (continued)

Health Care providers are required to be fit tested to wear the N95 respirator, North half-mask or PAPR that will be required to safely care for patients in airborne infection isolation. The hospital will provide the type and size N95 respirator you are required to use based on your initial and/or annual fit testing. You may not care for a patient on airborne precautions if you do not have the correct respirator available or cannot get a good seal. Let your manager know immediately if this occurs.

Health screenings and immunizations required prior to start of work at AdventHealth is the responsibility of the contingent health care worker. Proof of all screenings and immunizations are required from the contracted organization before contingent health care worker begins work at our facilities.

Vaccines are an important part of protecting yourself, your family and your patients. Stay up to date on your immunizations and know your immune status for common vaccine preventable disease:

- Measles, mumps, rubella
- Varicella (chicken pox)
- Hepatitis B
- Tetanus, diphtheria, pertussis (Tdap one time)
- Influenza

Needlestick and Sharps Injury Prevention: The key to protecting yourself from sharps injuries is to use and dispose of these sharps properly.

What are some examples of sharps? Needles, glass tubes or pipettes, lancets, wires, anything that can stick you and draw blood. Always practice the following to protect yourself:

- Activate safety devices on needles and sharps immediately after use
- Discard used needles, lancets, other sharps in sharps containers at the point of use – no recapping, breaking or cutting of sharps
- Never overfill sharps containers

In case of a blood or body fluid exposure or sharps injury, what kind of disease could you be exposed to?

- A dirty needle stick or splash to your nose, mouth or eyes gives you a
 - 33% chance of getting Hepatitis B
 - Almost 2% chance of getting Hepatitis C
 - 3/10% chance of getting HIV

INFECTION PREVENTION (continued)

The viruses that cause these potentially deadly diseases are called blood borne pathogens because they are spread when infected blood or body fluids makes contact with breaks in the skin or by splashes into our eyes, nose or mouth (mucous membranes). Your health and safety are extremely important, so do not take chances!

What should you do if an exposure or sharps injury occurs?

Report all blood or body fluid exposures to the 24-hour Exposure Needle- Stick Hotline.

ADVENTHEALTH 24-HOUR EXPOSURE HOTLINE 407-691-5490 OR 1-888-807-1020

In the event of a needle-stick or other exposure to blood or body fluids, please take these three easy steps:

1. First Aid first
 - Needle-stick and cuts should be washed with soap and water.
 - Get immediate medical assistance for any bleeding lacerations.
 - Splashes to the nose, mouth, or skin should be flushed with water thoroughly for 15 minutes.
 - Remove contact lenses first.
 - Eyes should be irrigated with large amounts of clean water or saline for at least 15 minutes
2. Report the incident to the team contact or supervisor in your area of service.
3. Immediately, call the AdventHealth 24-hour Exposure Hotline at: 407-691-5490 OR 1-888-807-1020

Waste Disposal: Follow AH Waste stream management instructions for handling all types of waste in your department. Please refer to waste disposal policies for your area.

Safe Injection Practices:

- Use a new needle and syringe each time a medication or vial or IV bag is accessed
- Use a new needle and syringe for each injection

Cleaning and Disinfection

- Disinfect any shared patient-care equipment after each use (examples: stethoscopes, blood glucose machines, wheelchairs, stretchers)
- Use AdventHealth approved disinfectants
- AdventHealth approved disinfectant wipes are available in all clinical areas
- Most items can be disinfected by wiping touchable surfaces with the AdventHealth approved disinfectant wipes, however some equipment (e.g. Medication administration pumps) require documentation of specialized training to ensure effective cleaning. Ask your manager, educator or infection preventionist what is available in your department and how to use correctly.

INFECTION PREVENTION (continued)

- When working with chemicals or cleaning products potentially harmful to your skin or lungs, wear PPE based on the manufacturer's recommendations for safe use of the product.

Respiratory Hygiene Cough Etiquette: Practice and teach measures to help prevent the spread of respiratory infections

- Cover your cough! Cough into a tissue or your elbow.
- Dispose of used tissues appropriately.
- Keep respiratory hygiene stations in your department stocked with masks, tissues, hand sanitizer, and signs to remind patients, team members and visitors to cover their cough!

Enhanced/Transmission-based Precautions & Contact, Droplet and Airborne Precautions

If one of the patients for whom you are caring has a suspected or diagnosed communicable disease, the patient will be placed on transmission-based precautions based on CDC guidelines.

Patients on transmission-based precautions will have a sign posted on their door. This "isolation" sign tells you the specific (and minimum) recommendations for you to follow when caring for the patient. Follow these guidelines to best protect yourself, your patients, and your colleagues from communicable diseases to which you may be exposed at work.

Remember, with all patients, even those on transmission-based precautions, hand hygiene plus selecting PPE based on your task at hand is required. Sometimes you may need to use more than what is recommended on the door sign, but never less!

Your clinical manager, educator or Infection Preventionist can show you where to obtain precautions signs for the doors. The signs available include:

- Yellow Contact Precautions signs
- Green Droplet Precautions signs
- Pink Airborne Precautions signs
- Salmon or Ivory "Use Soap and Water for Handwashing" signs
- Tan or brown Enteric/Contact Precautions for patients with diarrhea

Construction and Infection Prevention

Construction projects can produce a lot of dust that can make patients, health care workers and visitors sick. Each construction project is reviewed by the Infection Prevention and Safety Department to determine what kinds of barriers or processes must be followed to keep our patient care environment clean and free of contamination.

What can you do to help prevent infections related to construction?

- Be alert to any projects going on in your work area
- Cleanliness and safety are first and foremost. If you observe a safety risk, notify your manager or infection preventionist right away.

SAFETY, SECURITY and the PHYSICAL ENVIRONMENT

The Safety, Security and the Physical Environment program is designed to provide a safe place for patients, visitors and team members and is operated in compliance with:

- Federal and State regulations
- DNV/ NIAHO Accreditation Requirements or TJC Accreditation Requirements (please refer to policies and accreditation requirements at your facility)

Physical Environment Disciplines

- Facility
- Life Safety Management System
- Safety Management System
- Security Management System
- Hazardous Material Management System
- Emergency Management System
- Medical Equipment Management System
- Utility Management System

Emergency Announcements – Plain Language

- Facility Alert + Fire + Location (include fire compartment) + Close all doors and windows, Visitors await further instructions
- Facility Alert + Type of Threat + Location + Avoid the area
- Facility Alert + Mass Casualty Plan + Location
- Facility Alert + Weather Event + Shelter in place away from windows
- Security Alert + Active Shooter + Location + Institute Run, Hide, Fight
- Security Alert + Bomb Threat + Location + Follow security instructions and avoid the area
- Security Alert + Hostage + Location + Avoid the area
- Security Alert + Infant Abduction + Location + Descriptor of Abductor and Abductee
- Security Alert + Child Abduction + Location + Descriptor of Abductor and Abductee
- Security Alert + Missing Person + Location + Descriptor of Missing Person
- Security Alert + Security Assistance + Location
- Medical Alert + Code Blue + Location
- Medical Alert + Rapid Response + Location
- Medical Alert + Campus Response + Location
- Medical Alert + Stroke Alert + Location
- Medical Alert + STEMI Alert + Location

Reporting an Unsafe Condition

- Unsafe conditions are to be reported to a Manager or Supervisor
- If dangerous to life and health– notify the AdventHealth Security Department

Security at AdventHealth

- Security is available at all hospitals 24/7
- Late-night workers will receive onsite escorts by calling local Security at your facility
- Non-hospital locations, dial 911 in an emergency

SAFETY, SECURITY and the PHYSICAL ENVIRONMENT (continued)

Personal Responsibility

Team Members and contingent health care workers are responsible for:

- Protecting their personal possessions and valuables
- Guarding their Employee ID's and computer passwords
- Protecting hospital property from unauthorized removal
- Requesting security escort on weekends and after hours

Non-Heroic Measures: Especially When Witnessing a Crime

- Notify Security
- Write down as many details as possible (Location, description of person, weapons)

RESPONSE TO:

Security Alert + Infant Abduction + Location + Descriptor of Abductor and Abductee

Security Alert + Child Abduction + Location + Descriptor of Abductor and Abductee

Abduction Person Discovering Abduction:

1. Call Security at your facility to have Security Alert Infant or Child Abduction announced
2. Notify Security Operations Center (SOC)

When You Hear Security Alert Infant or Child Abduction Announced:

1. Move to the closest exit or hallway intersection
2. Watch for individuals who fit the description of the abductor
 - *a person carrying a purse, bulky package, box, or duffle bag*
 - *a person carrying an infant or pushing a toddler in a stroller*

Facility Alert Fire:

When a fire alarm is activated, you will hear the words "FACILITY ALERT FIRE" and the location of the fire announced in the overhead paging system. If the emergency is not in your area, check to see that the smoke barrier fire doors to your area have been securely closed, and resume business as usual while carefully listening for further announcements or instructions relative to the fire emergency. **It is important to know the location of fire extinguishers, fire alarm pull stations, and fire exits in your area, beginning with your first day of training.** If you have any questions, ask your team contact.

SAFETY, SECURITY and the PHYSICAL ENVIRONMENT (continued)

Critical Actions When You Discover a Fire

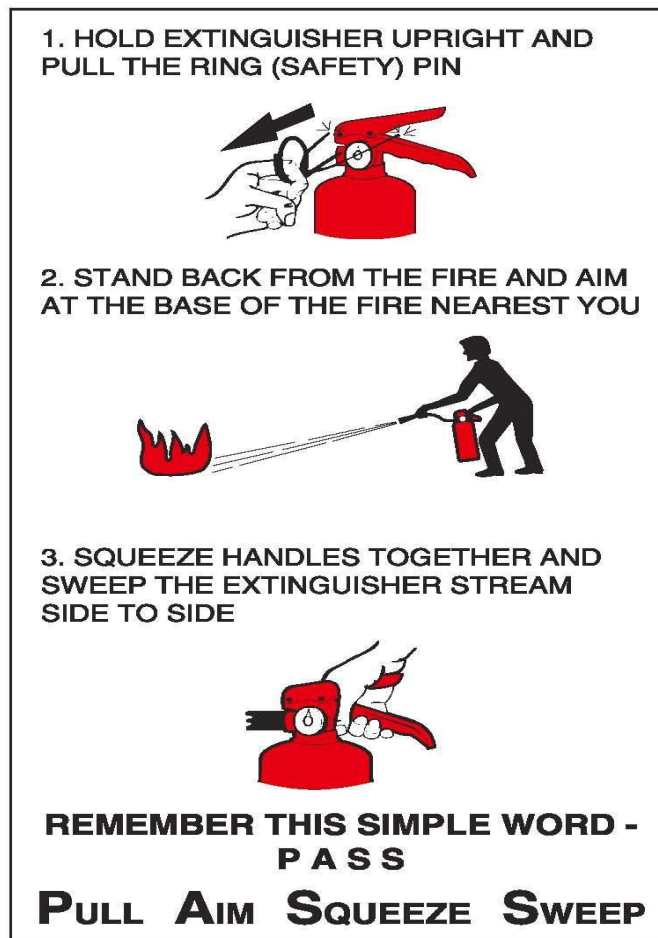
When a fire is discovered, there are some important steps that should be taken to protect human life and minimize damage to the facility. These crucial actions may be remembered by the acronym RACE.

- R – Remove** person(s), close door, announce “**Facility alert Fire,**”
- A – Activate** the fire alarm,
- C – Close** all other doors,
- E – Evacuate** the rest of the area.

If the fire is small, you can smother it with a blanket, pillow, or use a fire extinguisher.

Fire Extinguishers

Fire extinguishers are located throughout all AdventHealth campuses. They are to be used by anyone if the need arises on small types of fires. The **ABC** extinguisher is used on all types of fires. When using a fire extinguisher, remember the word **PASS**.



PROPER BODY MECHANICS

Using proper body mechanics can significantly reduce your risk of injury.

- Maintain the normal curves of the back,
- Plan your movements ahead of time,
- Do not remain in one position for an extended period of time,
- Maintain a wide, stable base while you are standing,
- Turn, by using your feet, rather than twisting.
- Keep your stomach muscles firm while lifting and participating in daily activities,
- Keep items close to body when lifting or carrying,
- Lift with your legs, NOT with your back (bend your knees when lifting),
- If possible, always push instead of pull,
- REMEMBER to ask for help if you need it.

HAZARDOUS MATERIALS AND WASTE

Hazardous Waste

- OSHA defines **regulated waste as items contaminated with blood or bodily fluid.**
- Regulated medical waste such as absorbent material that have blood, body fluids, or excretions on them.
- Must be transported separately.

Non-hazardous waste

- Most other soiled waste including paper and food

Sharps

- Place all SHARPS (needles) in puncture-proof container and never overfill.
- The SHARPS container pictured below should not be used and is considered FULL.



Handling Biohazardous Waste

- Wear appropriate PPE (gloves, gown, goggles)
- Never hold waste bag close to your body
- Use spill kit for small spills
- Contact department director, Environmental Services, or Facilities for large spills

Safety Data Sheets (SDS) formally known as Material Safety Data Sheet (MSDS)

- Contains the name of a chemical, manufacturer, hazardous ingredients, health hazards, first aid procedures, spill/leak information and PPE required
- SDS information is available on AdventHealth Connect



1. Sign-On:

I understand access to the system needs to be protected and will not reveal my Password to anyone. I understand that an individual ID/Password is an electronic signature and will not intentionally use someone else's or leave a system unattended where mine is signed-on.

2. Confidential Information.

I understand that I may have the right to access confidential information but will take care only to access what I need for performing my job.

I will adhere to all legal and ethical standards in protecting confidential information both on and off the job and, especially, with all laws concerning patient's Protected Health Information (HIPAA), substance abuse and mental health records, HIV status, and Patient Safety Work Product.

I will not intentionally give out confidential information to those who don't have a legitimate business need-to-know, and I will take reasonable care to make sure that unauthorized people do not see/overhear it, that reports are stored in a safe place, and that unneeded information is properly disposed.

I understand that any inappropriate or unauthorized retrieval/review/sharing of private patient or employee information with unauthorized people may result in disciplinary action which could include termination.

I will not give confidential information to anyone who is not authorized to have it.

I will not discuss confidential information when unauthorized people might overhear it.

I will not leave confidential information where unauthorized people might see it.

I will access confidential information only during my tour of duty.

I will not access confidential information which is not needed to perform my job.

I will not take confidential information out of my authorized work area.

I will store confidential reports in a locked secure area.

I will destroy unneeded confidential information by having it shredded, burned, or returning it to the area that produced it.

I have read and do understand my responsibilities and obligations under this policy, and have signed my acknowledgment to adhere to its terms:

CWR STAFF/TEMPORARY STAFF CONFIDENTIALITY STATEMENT

CWR Staff Name (Print) _____

CWR Staff Signature: _____ Date _____
(ORIGINAL STATEMENT to be kept on file in department)

CWR STAFF ORIENTATION REVIEW

Enter the appropriate answer for the following questions.

1. The most effective defense against the spread of infectious germs is: ____
 - A. Antibiotics
 - B. Isolation techniques
 - C. Hand washing
 - D. Face masks

2. Any breach of confidentiality is grounds for: ____
 - A. Reprimand
 - B. Imposed probation
 - C. Demotion
 - D. Suspension
 - E. Termination
 - F. All of the above

3. An event report form is a factual statement about the details involving a particular incident. How important is it to complete the form as thoroughly as possible? ____
 - A. Highly important
 - B. Slightly important
 - C. Not important
 - D. No need to complete one

4. What is ISO 9001? ____
 - A. An international standard by which organizations manager and regulate the quality of nutritional services.
 - B. A national standard created by Joint Commission to ensure regulatory compliance is met within an organization.
 - C. An international standard by which organizations manage the quality, business and compliance of the organization
 - D. A standard created by AdventHealth Orlando used to regulate and manage business partnerships with our organization.

5. The acronym RACE is used to remember crucial actions when fire is discovered. The C in RACE stands for: ____
 - A. Call for help immediately
 - B. Code Red
 - C. Remain Calm
 - D. Close doors

6. AdventHealth's Mission is to "Extending the healing _____ of Christ". ____
 - A. Ministry
 - B. Hand
 - C. Heart

7. Living the Service Standard "Keep Me Safe" is evidenced by: ____
 - A. Protecting privacy and confidentiality
 - B. Keeping my environment clean
 - C. Following the dress code and wearing my badges correctly
 - D. All of the above

8. The "Minimum Information" rule says that employees are allowed to share information. ____
 - A. With anyone, at anytime
 - B. Only the amount necessary to do my job
 - C. With my supervisor at anytime

CWR STAFF/TEMPORARY STAFF

ORIENTATION ACKNOWLEDGEMENT

This is to certify that I, _____, have read the

CWR Staff Orientation Manual and Policies and Procedures; and have received

Orientation in the following areas:

- ✓ Mission, Vision, Values and Service Standards
- ✓ Living Our Values
- ✓ Culture of Excellence
 - The Patient – Staff Experience
 - Diversity and Inclusion
 - Equal Employment Opportunity
- ✓ Quality & Performance Improvement (DNV, ISO 9001 & TJC)
- ✓ Core Guideline/Code of Conduct
- ✓ Confidentiality - HIPAA
- ✓ Safety and Environment of Care
 - Fire Prevention
 - Disaster and Emergency Codes
 - Security
- ✓ Infection Prevention
 - Hand washing
 - OSHA Bloodborne Pathogen Information
 - Standard Precautions - PPE Personal Protective Equipment
 - Needle Stick Hotline
- ✓ Risk Management

Signature – CWR Staff

Date