

Augusta Health Express Education Self-Study

Welcome to the Augusta Health team! This Express Education document is the first step in your onboarding experience. Express Education is a quick tour of key information that you will need for your first day on the job.

1. Review the Express Education Self-Study document.
2. Print out the "Verification Checklist", review and complete.
3. Be sure to bring the checklist with you on your first day of employment. You or your supervisor can send the checklist to the Organizational and Talent Development (O&T D) department.
4. Contact the O&T D department (540) 332-4720 if you have any questions or concerns.



DNV GL

Hospitals that receive Medicare and Medicaid funding must be accredited by an organization approved by the Center for Medicare and Medicaid Services (CMS). Augusta Health is accredited by DNV GL, which is a CMS approved accreditation organization for hospitals. DNV GL has been approved by CMS since 2008 and is the second largest accreditation organization for hospitals in the United States.

DNV GL uses the NIAHO® (National Integrated Accreditation for Healthcare Organizations) and ISO 9001 (International Organization for Standardization) programs to align accreditation with CMS Conditions of Participation (COPs). DNV GL's purpose in healthcare is to focus on quality and safety for patients and to safeguard life, property and the environment. The DNV GL accreditation program is more than just another way to validate Medicare and Medicaid compliance, it is a complete foundation for quality and process management that reverses the "gotcha" mentality of surveys, and engages everyone, from top management to frontline staff to contribute new ideas.

COMPLIANCE

Augusta Health is dedicated to providing the highest quality medical care to patients and to improving the overall health of the community.

Our Compliance Program ensures that we all are committed to the prevention and detection of violations of the laws, regulations and standards, protects our patients' rights, and shows that we try to "do the right thing."

If you observe or suspect misconduct or a violation of a compliance policy, you can report the action by any of the following methods:

- Use the chain of command.
- Contact the Chief Compliance Officer, Scott Jones at 540.245.7455 or sjones1@augustahealth.com
- Use the anonymous compliance hotlines. Call 1.855.298.5598 or visit <http://www.augustahealth.ethicspoint.com>

HIPAA AND PHI

Every patient has the right to privacy and confidentiality and Augusta Health is committed to protecting the privacy of our patients' health information. It is your responsibility to keep our patients' information safe and confidential. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that prohibits hospital representatives from disclosing confidential information. HIPAA recognizes the importance and value of this commitment and makes it a legal responsibility of healthcare professionals. HIPAA also establishes national standards for the privacy and security of individually-identifiable health information, also known as Protected Health Information (PHI).

PHI identifies a person, or is a reasonable basis to believe that it can be used to identify a person (i.e., name, address, date of birth, MR number) and relates to the person's healthcare (past, present, or future). PHI is defined as information in any form or medium, whether it is oral, written, or electronic.

How can we protect patient privacy and confidentiality? Access to PHI is for patient care or legitimate work needs only. Ask yourself, "Do I need this information to perform my job?" or "Does the person with whom I am about to share this info need to have it for patient care or to do their job?"

To assist with privacy and confidentiality, be sure to review all computer awareness policies and training assigned to you. All users are assigned a unique user ID for log-in purposes; no one can have the same user name. Your user access to patient information is limited to minimum amount of info need for your job and is consistently reviewed for inappropriate use. Do not share your password with anyone; protection of your password is your responsibility. If you need to walk away from your computer, be sure to suspend or lock the computer before leaving the work area.

PATIENT RIGHTS AND RESPONSIBILITIES

Be aware of your patient's rights and responsibilities. These can be reviewed on the Augusta Health website under the "Patients and Visitors Tab".

DISCLOSING INFO TO PATIENT'S FAMILY AND FRIENDS

If family and/or friends are present, ask the patient for his/her permission to discuss their care in the presence of others. A patient may request to be a confidential patient. If so, do not give out any information to anyone who may ask about the patient. Once admitted, inpatients may request a 4 digit code that they can give to family members or friends who may call to request information about their condition. If the caller has the patient's authorization code, it is an indication that the patient has approved the caller to receive information regarding their care.

Unless the patient is registered as confidential, HIPAA allows the release of information as follows:

- Caller must first ask about the patient by name. You can then acknowledge that the person is a patient.
- You can provide the patient's location in the hospital.
- You may give a brief (1 or 2 words) description of the patient's condition (i.e., stable, critical, resting well).

Information about patients on the Crossroads Behavioral Health Unit or those in the Alcohol/Drug Recovery program may only be shared by trained staff from those units and only in accordance with established unit and/or Federal policies.

RECOGNIZING AND REPORTING SUSPECTED PATIENT ABUSE AND NEGLECT

Whether you are a staff member, student, contract worker, or volunteer, it is your responsibility to take the appropriate actions to ensure the safety and well-being of our patients at all times. This includes your awareness of the signs of potential abuse or neglect and reporting any suspected patient abuse or neglect to your supervisor.

What is abuse? Abuse is when the individual has been subjected to a non-accidental infliction of injury by a relative, caregiver or adult household member. Some examples would be physical, emotional, psychological, sexual abuse or financial exploitation. Abuse occurs in all age groups and the injuries may not be visible or match the situation. Often, the abuser may have been abused or learned the behavior as a way to cope or control.

What is neglect? Neglect is when a caregiver fails to provide medical or physical care, proper nutrition or satisfactory hygiene to their patient.

Under Virginia law, all healthcare workers are required to report any suspected case of abuse. Such persons are protected from civil and criminal liability. Trust your gut...report any suspected abuse or neglect.

What should you do if you suspect a patient has been subjected to abuse or neglect? You should report the abuse or neglect to your supervisor or to the Department of Social Services. A hospital Social Worker is available as a resource should you have any questions about whether or not a referral to the Department of Social Services is indicated or mediation between the hospital and family system is needed. In instances when you do not know which agency to contact, you can call the state abuse hotline at 1-800-522-7096 or the local Sheriff's Department.

DISABILITY AWARENESS

People with disabilities face many barriers at provider sites, such as architectural barriers, inaccessible exam tables and weight scales, lack of interpreters and inflexible office procedures. Ensure that physical, communication, and programmatic barriers do not inhibit participants with disabilities from obtaining items and services.

HOURLY ROUNDING

Consistent rounding lets our patients know that they are not alone. Rounding is not just looking in the room to document if the patient is up in a chair, sleeping in the bed, or talking on the phone. Rounding is addressing the patient by name, explaining who you are and presenting yourself in a friendly, helpful and courteous manner.

All staff (clinical and ancillary) should review the safety of the room and address or report any patients' needs and requests as appropriate to the role. The clinical staff should include the 3 P's and 3 R's on their rounds. Ancillary staff can use the 3 P's and 3R's if it is within your scope of practice.

Pain – Evaluate the patient's pain level, provide intervention and/or medication.

Potty - Offer assistance to use the BSC, BR, bedpan, or check for incontinence.

Position - Help the patient get comfortable, turn every 2 hours as needed.

Rounds - Round for patient safety; prevent a fall or serious injury.

Rooms - Check the room for safety.

Relatives - Respond to questions, involve in plan of care, and express concern.

FALL PREVENTION PROGRAM

The Fall Prevention Program identifies those patients who are at a high risk to falls. All staff and volunteers at Augusta Health should be familiar with the Fall Prevention Program and policies. Hospitalized patients at a high risk for falls will have the following indications:

- Yellow armband on patient's wrist
- Use of yellow non-skid socks
- Use of bed/chair alarms
- Risk or recent fall included in shift report
- Use of bedside commode unless contraindicated by physician or patient plan of care

Pediatric patients with a high risk for fall will have these indicators:

- A Humpty Dumpty magnet on the door outside the room
- These patients will have staff or family in attendance at all times
- Use of bed/chair alarms

TOBACCO USE POLICY

As part of our community health emphasis, our campus is a Tobacco Free environment. This includes all of our facilities, on and off of our main campus. The Tobacco Free policy relates to all tobacco products, which include but are not limited to, smoking (e.g. cigarettes, pipes, cigars, cigarillos, electronic cigarettes, etc.) and/or using smokeless tobacco (e.g. snuff, snus, chew, spit, pellets, strips etc.) For employees and volunteers, contact Employee Health for nicotine replacement and smoking cessation alternatives.

DIVERSITY

Simply put, diversity is allowing and respecting differences until the differences don't make a difference anymore. At Augusta Health, diversity refers to the differences we recognize in ourselves and in others. Do all that you can do to promote an environment of respect and acceptance to the various beliefs and ideas of your co-workers and patients.



WORKPLACE VIOLENCE

Prevention is the best protection of workplace violence. Treat everyone with respect. Be friendly and listen. Report all incidents or suspicious behavior promptly to security, your manager, or shift supervisor. If the situation is dangerous, or likely to become dangerous, call 2222 (inside the hospital) and call for a Code Green. If you are at another location outside of the main hospital building, call 911. It may be appropriate to notify Augusta Health security as a second call. Remain calm and remove yourself from danger. If an employee is assaulted or battered, he or she should seek medical attention.

Report every violent incident, no matter how trivial it may seem.

Augusta Health is committed to promoting a safe work environment and has a zero tolerance policy for workplace violence, including lateral or co-worker to co-worker violence. This includes bullying, harassment, intimidation, belittling, gossip, inappropriate or aggressive behaviors, teasing, ignoring, cursing or shouting. Augusta Health has a "no-retaliation" policy for those employees who report such incidents in good faith.

EMERGENCY CODES

If you are inside of the hospital or the MOB, you should call 2222 and announce the code word with exact location of the emergency. If you are elsewhere on the Augusta Health campus or at an off-site location (i.e. clinics), you should call 911 and announce the type of emergency and exact location. All employees, regardless of location, must be familiar with all policies and the internal code names.

Code Blue: A patient or visitor needs a physician immediately

Stroke Alert: Patient with possible acute stroke

STEMI Alert: Patient with possible acute MI (heart attack)

Code Black: Bomb threat

Code Silver: Active shooter or hostage situation

Code Orange: Hazardous material spill

Code Pink: Infant abduction

Code Adam: Missing or abducted child

Code Yellow: Missing adult

Code Green: Potentially violent situation, usually with a patient but could be a visitor or staff member

Code Purple: Disaster/Mass Causality event (external or internal)

Code Grey: Tornado (announced as warning or alert)

Code Brown: Building evacuation (partial or total)

Code Red: Fire

STROKE ALERT

A stroke occurs when a blood vessel that carries oxygen and nutrients to the brain is either blocked by a clot or bursts (or ruptures). When that happens, part of the brain cannot get the blood (and oxygen) it needs, so it and brain cells die.

FAST is an easy way to remember the sudden signs of stroke. If you notice someone experiencing signs and symptoms of stroke, immediately call for help. Inside of the hospital, you would call a STROKE ALERT; outside of the hospital, you would call 9-1-1.

If you have additional questions regarding the stroke program at Augusta Health, please refer to your department director or the Stroke Coordinator at 5741.

CODE RED

In preparation for a Code Red alert, you should be familiar with a couple of acronyms—RACE and PASS.

Rescue the patient or other staff

Alarm- activate the nearest the fire alarm. Dial 2222 (or call 911 if outside the main hospital)

Contain smoke and fire, close the doors

Extinguish the fire or evacuate the patient, per order

To use a portable fire extinguisher, remember PASS.

Pull the pin between the handles of the extinguisher.

Aim the nozzle at the base of the fire.

Squeeze the handles together.

Sweep from side to side.

RADIATION AND MRI SAFETY

A three bladed design that is magenta, purple or black on yellow background is the international symbol for radiation. Every employee should recognize this radiation hazard sign. It may be located on doors to departments, hallways or rooms, work areas within a restricted area, waste cans, package labels, fume hoods, sinks, and refrigerators. All radioactive materials must be clearly labeled.

Many areas throughout the hospital have the potential for employees to receive small amounts of radiation exposure. Always be sure that you are permitted to enter any posted area before entering. If you are assigned to work in any of these areas, you will have a department specific radiation orientation.

- Radiology Department
- Cancer Center
- Nuclear Medicine
- Interventional Cardiology Lab



MRI is a diagnostic imaging procedure that uses a large magnet to produce pictures of a body's internal organs. Remember, the MRI magnet is always on, so patients and staff should not go into the room without screening and without an MRI tech present.

HAZARDOUS MATERIALS

Always read the product labels and Safety Data Sheets (SDS) provided by the material manufacturer and adhere to all procedures regarding waste disposal. SDS sheets are located on Pulse and are accessible 24/7 for your review. Always use the appropriate Personal Protective Equipment (PPE) when handling hazardous and infectious waste.

EMERGENCY OPERATIONS PLAN (EOP)

The Emergency Operations Plan (EOP) provides specific guidelines for staff to follow in the event of an emergency. The EOP defines a team of individuals who can assess damage and make informed decisions about how to handle the immediate situation while arranging for experts to deal with any long-term consequences of the incident. A copy of the EOP is located in each department and can be found on Pulse.

WASTE MANAGEMENT

During all medical activities, it is crucial to prevent the exposure of healthcare workers, patients, waste handlers and the community to infections, toxins, and other hazardous healthcare waste. Healthcare Waste Management (HCWM) is the process that helps to ensure proper hospital hygiene and safety of healthcare workers and communities.

Regulated Medical Waste (RMW) must be contained in two leak-proof red plastic bags. Bags must be sealed by twisting the open end and "goose necking" with waterproof tape so that fluids cannot leak out of the bags. All bags must be labeled with the name of the hospital, room or area number, the date, and the RMW symbol.

Solid waste is accumulated from the operating rooms, laboratories, patient rooms, emergency rooms, dirty utility rooms, labor and delivery, critical care, and treatment rooms. All of these waste items are to be placed in a clear trash bag.

Report all exposure incidents to your supervisor, charge nurse, and/or instructor immediately (within 2 hours).

EXPOSURE TO BLOOD OR BODY FLUIDS

For needle sticks and cuts, wash the wound with soap and water. Order a blood panel from the source patient as "Needlestick Panel" STAT. For splashes to the eyes, nose or mouth, flush or irrigate with saline or sterile water and wash for 10 to 12 minutes. Notify your supervisor or charge nurse of the occurrence and complete the Occurrence Report forms (located on Pulse under "Employee Health"). Notify Employee Health Services at ext. 4725 within 1 to 2 hours to ensure that you receive appropriate care. If an exposure occurs after 5:00pm, on a weekend day or a holiday, please follow this protocol:

- Call the nursing supervisor at ext. 4100 or use pager number 887-9001 and inform them of the occurrence. You will be instructed to pick up a "Needlestick Packet" from the supervisor's office.
- Have your blood drawn through the lab (available to register 24/7). Use the phone in the lab to call back for assistance.
- Send the source patient's bloodwork to the lab as a "Needlestick Panel" STAT. The nursing supervisor will receive the source patient's HIV result and will inform the exposed employee of the results. If the HIV results are positive, or if the exposure is considered "high risk", the employee will be sent to the Emergency Department (ED) to be seen by the ED physician.
- As soon as you are able, call Employee Health Services at ext. 4725 to set up a post-occurrence appointment. The nursing supervisor will notify Employee Health of the occurrence, but you can page one of the Employee Health nurses for any questions or concerns you may have related to the exposure prior to your individual appointment.

MEDICAL EQUIPMENT

Do not operate any equipment until you have been properly trained to use that specific piece of equipment. Before using the equipment, you should check for the inspection sticker and date to ensure that the inspection is current. Always keep portable oxygen cylinders secured in the upright position in the rack or on the cart. Report any electrical equipment malfunction to maintenance or Clinical Engineering and complete the "Equipment Malfunction" tag, placing the tag on the malfunctioning equipment.

BACK SAFETY

Moving a patient is very different than moving an object, as most patients weigh more than the maximum allowed for a "safe lift" established by the National Institute for Occupational Safety and Health (NIOSH). Augusta Health expects the safe patient handling equipment to be used for anyone who qualifies as requiring the equipment which is done by assessment (in IP) or an algorithm (in OP areas). If your patient is unable to bear weight or unsteady on their feet, if you are performing a lateral transfer, or if you are turning or repositioning your patient, you should use a lift device.

If you are injured, perform any necessary first aid on the unit and report the incident to your supervisor within 8 hours of the occurrence. Fill out the Employee Occurrence Forms (found on Pulse) and report to Employee Health Services. If after hours, report to Nursing Supervisor for guidance of care if needed. All injuries and illnesses are to be reported to Employee Health. Our Workers' Compensation Protocol requires you to choose a panel provider; you cannot use your Personal Care Physician (PCP).

INFECTION CONTROL/HAND HYGIENE

All employees, students, contract workers and volunteers, regardless of work area, must follow our infection prevention and control policies to protect ourselves and our patients, co-workers, family and community from the spread of infection.

Using common sense and practicing good hygiene can decrease the spread of infection. The primary way to cleanse our hands in the healthcare setting is with an alcohol based hand rinse. (Do not use alcohol based hand rinse in the presence of organic material or in patients with C.diff infection.) You should cleanse your hands:

- Before entering a patient's room
- When exiting a patient's room
- Between patient visits
- After contact with a patient or anything in the immediate patient area
- When going from a dirty to a clean site on a patient
- Before donning gloves and after removing gloves
- When hands are visibly soiled
- Before eating

Handwashing is the single most important precaution for preventing the spread of infection; the more you wash your hands, the less likely for your chance of infection.



STANDARD PRECAUTIONS

All employees, regardless of work area, are responsible for understanding and following infection control and bloodborne pathogens guidelines. When in contact with a patient while doing work in our facilities, you should be using standard precautions. Standard precautions require that you use personal protective equipment (PPE), such as gloves, eyewear, masks and gowns to prevent exposure to blood, body fluids, secretions, excretions, and contaminated items. PPE is available in patients' rooms and in cabinets outside isolation rooms.

Gloves: Wear gloves when exposure to bloodborne pathogens is likely. Put on clean gloves just before touching mucous membranes and non-intact skin. Wash hands immediately after gloves are removed and between patient contacts.

Mask and Eye Protection or Face Shield: Use mask and eye protection or a face shield to protect the mucous membranes of your eyes, nose and mouth during procedures and patient care activities that are likely to generate splashes or sprays of blood and body fluids.

Gowns: Use a gown to protect skin and clothing during patient care that is likely to generate splashes or sprays of blood and body fluids. Remove soiled gowns as promptly as possible and wash hands.

Barrier Ventilation Devices: Use barrier ventilation devices such as pocket masks and ventilation bags when assisting with a ventilation alternative to mouth-to-mouth resuscitation.

ISOLATION PRECAUTIONS

All employees must be trained in the proper application and removal of PPE prior to entering any isolation area. Volunteers should not enter isolation rooms. Consult the Infection Control Department for additional training or should you have any questions. There are category specific isolation precautions, in addition to the Standard Precautions. Each category has specific procedures based on the transmission mode. Follow the signage and the procedures in the infection control policies for droplet, airborne, and contact precautions.

TUBERCULOSIS

Tuberculosis (TB) is an airborne disease; one must breathe it in to get the pulmonary disease. If your patient has an undiagnosed pulmonary illness and has a fever, night sweats, weight loss, or bloody sputum, use airborne isolation until TB has been ruled out. Keep patients in their rooms as much as possible and have them wear a surgical mask when outside of their room. Contact the Infection Prevention and Control team before discontinuing isolation.

We are in a low risk area, with an average of 1 confirmed case every 2 to 3 years. Generally, we have more instances that are "rule outs" than actual cases. For TB cases, you must check the patient's room for negative pressure, keeping all doors and windows closed. You must wear a N-95 mask that has been previously fit-tested (OSHA mandate), with a fit-check conducted before entering a patient's room.



Augusta Health General Education Verification Checklist

In lieu of attending general orientation, I have received the Express Education Self-Study document and have independently reviewed the information. I understand that if I have any questions or concerns about the material, I should ask my supervisor for clarification.

Topics Covered:

- Our Vision, Mission, and Values
- DNV GL, Compliance, and HIPAA/PHI
- Patient Rights and Responsibilities/Disclosing Info to Patient's Family and Friends
- Recognizing and Reporting Suspected Patient Abuse and Neglect
- Disability Awareness
- Hourly Rounding
- Fall Prevention Program
- Tobacco Use Policy
- Diversity
- Workplace Violence
- Emergency Codes, Code Red and Stroke Alert
- Emergency Operations Plan
- Radiation and MRI Safety
- Hazardous Materials, Waste Management, and Exposure to Blood or Body Fluids
- Medical Equipment and Back Safety
- Infection Control/Hand Hygiene, Standard and Isolation Precautions, and Tuberculosis

Signature: _____ Date: _____

Print Name: _____ Employee ID number: _____

Title: _____ Dept/Unit: _____

Please return this form to Organizational and Talent Development prior to beginning work at Augusta Health.