



General Hospital Orientation - CONTRACTORS
Effective Date: April 1, 2013

Private & Confidential

PERSONAL APPEARANCE

- Professional dress, paying particular attention to personal hygiene. This includes the proper grooming of hair and nails.
- Absence of body odors, including strong perfumes and colognes.
- Modest jewelry and makeup, in good taste and kept to a minimum. Small earrings, with no more than two per earlobe. No visible body piercings.
- Tattoos should be covered and not visible.

Clinical Staff

- Scrubs
- Name Badge
- Closed toed, non-slip shoes
- No artificial fingernails

Admin Staff

- Business Casual
- Shirts with collar
- Casual pants, such as chinos, khakis, etc.
- Skirts with blouses
- Sweaters
- Dress shoes
- Appropriate hosiery

COMMUNICATION

- Answer the telephone in a prompt and courteous manner, giving your name and department. You should instruct others not to contact you by phone unless it is an emergency.
- Electronic devices issued to you should be utilized in a careful and responsible manner and be used for business purposes only.
- Employees who have a personal cell phone while working may not use them for making or taking personal or social calls unless they are on a designated break period including lunches.

PARKING

All employees and contractors parking is street parking. Please watch for “No Parking” signs and respect the neighborhood where you park. DO NOT PARK in the lot on the 42nd st. side of the hospital. This includes nights and weekends. These spaces are reserved for physicians and EMS vehicles.

CAFETERIA

DRUG-FREE WORKPLACE

Substance abuse in the workplace presents a threat to the safety of our employees and patients, as well as to the reputation of the hospital and therefore will not be tolerated by the hospital. We strive to provide “quality care” for our patients and we expect “quality care givers” of our employees. For this reason, it is the policy of this hospital not to hire or to continue to employ individuals who abuse substances.

SMOKE FREE WORKPLACE

Effective 9/1/14: This Hospital is a non-smoking facility. Due to the acknowledged health and fire hazards, the facility adopts the policy of “Smoke Free Environment”.

DIVERSITY

- Patients may hold different views than you
- The healthcare system has its own beliefs, values, and practices that may not be shared by patients
- Being open minded and respectful toward patient's beliefs, values, and practices can help patients feel more comfortable during their hospital stay.
- Factors that may differ from patient to patient include: ethnic, religious, and occupational factors.

SAFETY MANAGEMENT

Safety Objective

- It is Cornerstone's objective to have zero work related accidents or injuries.
- Each of us are critical in meeting this objective.
- Your participation and assistance is vital.

Most Common Causes of Injuries

- Patient Handling
- Materials Handling
- Slip and Falls

MISSION, VISION AND VALUES

MISSION

Our mission declares our purpose as a company.

To advance and nurture healing, provide hope to patients and families, and make a difference in the lives of those we serve.

VISION

Our vision describes what we aspire to accomplish as an organization.

To be the leading provider of complex acute and post-acute healthcare in our communities by delivering superior, cost-effective patient care at the right time, in the most appropriate setting. We WOW patients and their families with our quality of care and responsive service. We attract the best physicians who desire to affiliate with the market leader. We engage employees to create a high-performance culture and extraordinary, rewarding careers.

MISSION, VISION AND VALUES

VALUES

Our values define the attitudes and behaviors that will be required to make our Vision a reality.

Passion

We are passionate about delivering superior patient care.
We share a desire to make a meaningful difference in the lives of our patients.
We strive to make every personal interaction a positive experience.

Purpose

We perform our job with a sense of purpose and pride, according to clear priorities.
We act with a sense of urgency to accomplish our immediate priorities.
We are resourceful and persevere to achieve goals.

Operational Excellence

We continuously strive for improved performance.
We constructively challenge the status quo to achieve performance excellence.
We are flexible, adaptable and embrace change as a key element of our future success.

Teamwork

We work as a team, each of us taking personal accountability, to deliver superior results.
We believe that teamwork and collaboration leads to improved outcomes.
We assume personal responsibility for addressing issues with a positive, “can do” attitude.

Respect

We treat each other with respect to promote and sustain a trusting culture.
We treat others as they wish to be treated, with courtesy, politeness and kindness.
We engage in a beneficial, positive dialog to achieve desired outcomes.

Integrity

We are candid, truthful and ethical in our words and actions.
We tactfully communicate in an open, honest and direct manner.
We always perform our jobs in a responsible and conscientious manner.

WHAT IS AN LTACH?

A long-term acute care hospital is an acute care hospital that specializes in medically complex patients who require advanced care and rehabilitation.

- Long Term Acute Care
- Remember Acute
- Medically Complex
- Pulmonary Management
- Wound Care
- PT/OT/Speech
- ALOS = 25 days

PATIENT EXPERIENCE

Who Are Our Customers?

- Patients
- Families
- Doctors
- Referring Facilities
- Vendors
- Payors
- Each other
- Everyone you come in contact with

Why is Customer Service Important?

- Creates better experience and outcomes for our patients, physicians, and employees.
- Adds value to our Services
- Differentiates us from our competitors
- Improves personal reputation
- Improves Industry standards
- Creates job security

WE DEPEND ON OUR CUSTOMERS

- Patients, families, and physicians have choices.
- We need to give them reason WHY they should choose CORNERSTONE.
- These are difficult and confusing times for these families – we need to be sympathetic and supportive.
- If you think you are having a bad day, theirs is probably worse...
- They are most likely not in healthcare so don't assume they know what you are talking about. Keep it simple.

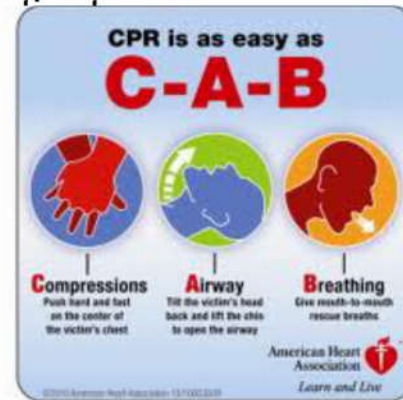
Code Blue (Cardiac Arrest) & Rapid Response Team (RRT)

* Announce overhead using All Page (Attention, Attention, Code Blue room 319)

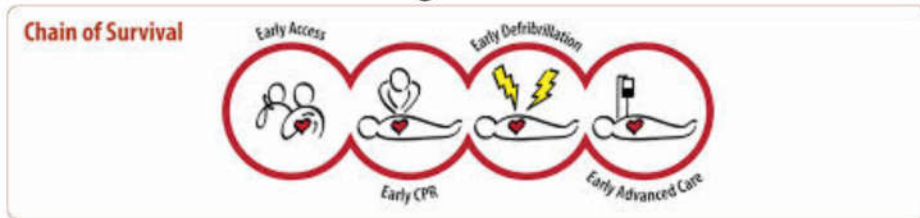
* Anyone can call a Code Blue or RRT

* Goal of RRT is to improve patient outcomes by providing rapid and timely interventions for a declining patient

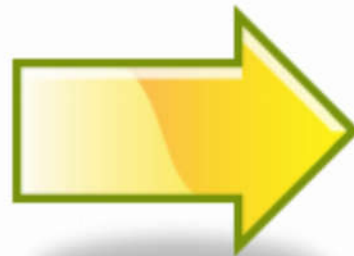
* Code Team is assigned at start of shift and will



and Code Blue's.



ADMINISTRATOR ON CALL (AOC)



You ALWAYS have a resource. Please see your House Supervisor for more information.

SAFETY

Patient Identifiers: Name and DOB

Building Tour

Goal of Safety

- Reduce and Control environmental risks and hazards.
- Prevent accidents and injuries.
- Maintain safe conditions for patients, visitors, and staff

General Safety Guidelines

- Walk- Don't run
- Spills
 - Wipe them up when you see them
 - Put lids on cups
- Handrails- use them
- Doors- open slowly
- Ladders/Step Stools- for climbing
- Report- unsafe conditions or needed repairs

SECURITY/DISASTER CODES

	Code Blue – Medical Emergency
	Code Red – Fire
	Code Grey – Severe Weather
	Code White – Disaster
	Code Orange – Hazmat
	Code Purple – Violent/ Threatening Person
	Code Black – Bomb Threat
	Code Yellow – BioTerrorism or Exposure
	Code Down – Fall
	Code Green - Evacuation

In Case of
 RESCUE p
 ALARM (pu
 CONTAIN (C
 EXTINGUISH (if possible)

To Use:
 Pull handle
 AIM at base of fire
 SQUEEZE handle
 SWEEP from side to side

FIRE SAFETY

Rescue

- Remove patients and visitors from immediate danger
- Evacuate- only with authorization
- Evacuation-depends on location of fire

Alarm

- Dial “0” and notify of code red and location
- Pull alarm box

Contain

- Shut all manual doors in hallway, especially patient room doors
- Clear hallway
- Oxygen Shut Off Valve by authorized personnel ONLY

Extinguish

P-Pull

A-Aim at the base of the fire

S-Squeeze handle

S- Sweep side to side

HAZMAT

Right to Know Law

Federal and state legislation mandates that all manufacturers of hazardous materials must know the dangers that exist in their materials and must communicate them to anyone who uses them.

Safety Data Sheets (SDS)

- Communicate hazardous material information
- Located on Sharepoint – CHG Intranet located on every computer

Includes the Following Information:

- Product name and Company
- Hazardous ingredients
- Physical Data
- Fire and Explosion
- Reactivity Data
- Spill, leak, disposal Data
- Health Hazard Data
- Emergency & First Aid procedures
- Personal Protective Equipment

Spill Kits – Located at the nurses' stations

IMMUNIZATION PROGRAMS

Recommended immunization practices are addressed by the US public Health Service's Advisory Committee on Immunization Practices (ACIP).

- Hepatitis B
- Influenza
- MMR-HCWs born after 1957
- Varicella
- Pertussis
- Tdap

TB

- Annual Screening
- Required participation
- TB Questionnaire

Definition of Exposure

- Employee inhales air exhaled from a patient with:
 - Suspected disease (rule out)
 - Confirmed disease

Communicable?

No-if: No S/S are present (latent disease)

Tuberculosis Infection: a positive TST in a person who has no physical findings of disease and CXR is normal

Yes-if: S/S are present (active disease)

Tuberculosis disease: a person with infection in whom signs, symptoms, and/or CXR are apparent

PERSONAL PROTECTIVE EQUIPMENT

- PPE Includes Using
 - Gloves
 - Face Mask
 - Goggles (even if you wear glasses)
 - Gown
 - Shoe Covers
- Based on procedure(s) to be performed
- Plan ahead
 - Put a pair of gloves, mask and goggles in your pocket

PERSONAL PROTECTIVE EQUIPMENT

Standard Precautions – Handwashing and PPE

Use with all Patients:

Both recognized and unrecognized sources of infection

Body fluids

Secretions

Excretions (except sweat)

Broken skin (including yours)

Transmission-Based Precautions

In addition to standard precautions use:

CONTACT PRECAUTIONS

DROPLET PRECAUTIONS

AIRBORNE PRECAUTIONS

Use a combination of transmission-based precautions for infections spread by multiple routes.

HAND HYGIENE

Hand hygiene is the single most effective thing you can do to prevent the spread of infections.

WASH YOUR HANDS

- Before AND after patient contact
- Before AND after using gloves
- After touching blood or other body fluids
- Between different procedures on the same patient
- REMOVE GLOVES BEFORE LEAVING ROOM
- ALCOHOL GEL OUTSIDE EACH PATIENT ROOM
- Before and after work shift
- After handling contaminated items, bedpans, dressings, etc.
- After using toilet, Blowing your nose or covering a sneeze
- Whenever hands become obviously soiled
- Before eating, drinking, or handling food

COMPLIANCE

Laws and Regulations

As a company, Cornerstone is committed to following all applicable laws and regulations. Of particular concern are those laws that concern fraud, waste, and abuse. These laws and regulations include:

- Anti-kickback
- Stark laws
- False Claims Act
- HIPAA and HITECH

COMPLIANCE - HIPPA/HITECH

One of the purposes of the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information and Technology for Economic and Clinical Health Act (HITECH), is to prevent the unauthorized disclosure of Protected Health Information (PHI).

COMPLIANCE - PROTECTED HEALTH INFORMATION

- PHI is considered to be any individually identifiable health information maintained in any form or medium, which identifies an individual and can be related to a past present or future medical condition, provision of healthcare, or payment for healthcare.
- PHI is information that could lead to a connection between an individual and their diagnosis, medical condition or medical information.

COMPLIANCE - PROTECTED HEALTH INFORMATION

- Examples of PHI:
 - Names
 - Full face photos
 - Medical record number
 - Email address
 - Date of birth
 - Telephone number
 - Social Security Number

COMPLIANCE - DISCLOSURE

PHI may be disclosed for treatment, payment, and normal business operations. Otherwise, it is illegal to disclose an individual's PHI without the proper authorization.

Examples

- Healthcare provider is friends with her hairdresser. During the course of getting her hair cut the healthcare provider tells her that a mutual friend is in the hospital and does not have much longer to live.
- Healthcare provider post a MRI from the hospital on their Facebook page.
- Hospital has a bulletin board of success stories and post a picture of a recent patient without their permission.

COMPLIANCE - MINIMUM NECESSARY

Even when properly authorized, only the minimum necessary PHI should be disclosed.

Example:

- The hospital receives a properly completed medical authorization for a patient's lab records.
 - In this instance, the hospital should only send the lab records and not other parts of the patient's chart.

COMPLIANCE - HIPAA PRACTICES

- Do not discuss PHI in the hallways, with family members, or others that do not have a need to know.
- Do not leave patient charts unattended or open where they can be viewed by unauthorized individuals.
- Do not email or text PHI unless it is secure.
- Do not post PHI on the internet.
- Never remove a chart from the hospital.

COMPLIANCE - PENALTIES

There are tiered financial penalties that can be imposed for HIPAA/HITECH violations. These can be as high as \$1.5 million dollars and require public disclosure of the violation in the newspaper or local television.

COMPLIANCE - EDUCATION

Continuing education is an important part of compliance. Each year you will be required to complete certain compliance education and affirm that you have read and understand the Code of Conduct. Failure to complete the required compliance education may result in suspension and even termination of your employment.

All assigned courses
MUST
be completed within 10 days
of hire date.