



Facility Orientation Guide



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Overview

For Students and Faculty of Academic Institutions

As a student or faculty with a clinical rotation at this facility, it is essential that you contribute to our mission to provide quality health care. While on assignment at our facility, you have certain responsibilities. You are responsible to be compliant with the Hospital's policies, as well as Healthcare Facilities Accreditation Program (HFAP), Title 22, and other regulatory agencies.

Purpose of this Guide

In order to ensure a safe and caring environment for patients, families, visitors, employees, and physicians, it essential that all faculty and students be familiar with and support the facility policies, procedures, and programs outlined in this Guide.

In addition to the job assignment orientation you receive, you must become familiar with the material in this Guide which summarizes many of the policies that ensure safe and secure work practices. It does not replace the contract established by your college/university or any standards that have been established between your college/university and Madera Community Hospital.

Instructions for Using this Guide

- Carefully study each section
- Discuss any questions you have regarding this material with your instructor or with your hospital-assigned department supervisor.

Mission, Service Standards, & Customer Service

Mission

Madera Community Hospital is a not-for-profit community health resource, dedicated to actively promoting and maintaining the health and well-being of residents throughout the Central Valley. We are committed to identifying and serving our community's needs with compassion, concern, and care for the individual.

Service Standards

- **I will** make a positive impression
- **I will** immediately greet and introduce myself while engaging in guest interaction
- **I will** project a positive image, energy, and dedication
- **I will** empathize with patients/guests by providing compassionate care at all times
- **I will** show respect, thoughtfulness, and appreciation

Remember.....*Our patients aren't tasks, our patients are people.*

Customer Service

Remember that when you are at Madera Community Hospital you are no longer just representing yourself to both external and internal customers, but you are now representing all of the staff at Madera Community Hospital as well as your academic institution. Showing you care through the way you interact with all customers is essential to providing a high level of quality service. The gesture might be as simple as helping someone find a location or simply asking, “May I help you?”

A- Acknowledge the guest by name, make eye contact. Ask: “Is there anything I can do for you?”

I- Introduce yourself, your skill set, your professional certification, and experience

D- Duration- Give an accurate time expectation for test, physician arrival, and tray delivery

E- Explanation- Explain step by step what will happen, answer questions, and leave a phone number where you can be reached

T- Thank the patient for choosing Madera Community Hospital

Workplace Diversity

Understanding diversity in the workplace begins with the recognition that “out of many we are one.” Our differences are strengths as we all work together toward the same goal. Communication in a diverse workplace is a key to growth.

Definitions

- Diversity: refers to the differences we recognize in others and ourselves such as gender, culture, race, ethnicity, age, marital status, religion, gender orientation, and physical or mental abilities or challenges.
- Cultural/culture: human behavior that includes thoughts, communications, actions, customs, beliefs, values and institutions of a racial, ethnic, religious, economic, or social group.
- Ethnic: of or relating to large groups of people classed according to common racial, national, tribal, religious, language, customs, social views, cultural origin or background.

Positive communication skills to remember:

1. Accept opinions different than your own.
2. Expect that misunderstandings will sometimes occur.
3. Welcome the challenges of interacting with others who speak or act differently than you.

Madera Community Hospital is made of diverse individuals. To work effectively with co-workers, patients, and their families, and all of our customers — an environment of respect and valuing must be maintained.

Personal Guidelines

Personal Safety

Follow these safety guidelines:

- Observe all rules of safety and security
- Always wear your identification badge while at Madera Community Hospital
- Do not bring valuables to work
- Report immediately to Security any suspicious people/behavior observed
- Request a Security escort or go with a group if walking to or from your vehicle after dark (Dial 0 and ask for Security assistance)
- Park in lit areas
- Have your keys ready before you leave the building
- Check your car before unlocking it and lock it as soon as you're inside
- Avoid walking behind shrubbery/bushes and in unlit areas
- Be aware of what's around you/people behind you/or people taking "particular interest" in you

No personal cellular phones are allowed in the patient care areas

Parking areas are designed to allow patients and visitors easier access to the front entrance of the hospital. Students may park in staff only parking areas that have green painted lines on the parking stalls, or in the gravel parking lot at the south west corner of hospital property near Emergency Department driveway.

Standards of Conduct

All students and/or faculty providing services on behalf of Madera Community Hospital must conduct themselves in accordance with professional and ethical standards.

Madera Community Hospital is committed to compliance with federal and state laws and regulations that relate to the billing of government programs for health care services provided to patients. The Federal and/or State False Claims Acts are laws which impose civil liability on any person or entity who knowingly submits a false claim to the federal or state government for payment. The definition of a “claim” includes claims for services submitted by the Hospital to Medicare or Medi-Cal for payment.

Please contact the Hospital’s Corporate Compliance Officer or call the Corporate Compliance Hotline at 559-675-5404 to report any issues regarding the Hospital’s compliance with these laws.

Dress and Grooming Standards

Madera Community Hospital strives to maintain a professional image to its customers and to the public. In order to portray this image, all individuals working in the Hospital (including but not limited to employees, volunteers, interns, externs, students, faculty from academic institutions, agency staff, and vendor personnel) are expected to dress and maintain personal appearance which is appropriate, safe, healthful, and professional. While on duty, identification (ID) badges must be worn at all times, above the waist, and at shoulder level.

****These standards also apply to students/faculty at MCH on a non-clinical day when selecting patients and gathering patient information in preparation for the next clinical day.**

Students must wear their school approved uniform and ID badge every time they are in the hospital in a student capacity. Students are not allowed in the patient care areas or to provide patient care without their school ID badge.

Faculty must wear business casual attire or a professional nursing uniform and white lab coat. Faculty will receive an MCH Instructor badge and this must be worn every time they are in the hospital in an instructor capacity.

- Clothing shall fit properly, be clean, pressed, and in good condition.
- Uniform pattern appropriate for patient care setting.
- Maintain excellent hygiene including deodorant and grooming habits.
- Strong perfumes and colognes are discouraged for the comfort and health of the patients and co-workers.
- Nails must be kept clean and short.
- Nail polish is permissible if used in good taste and without chips/cracks.
- Shoulder length hair or longer **MUST** be secured behind neck or above shoulders. Hair should not be in face and eyes.

- Beards, mustaches, and sideburns must be clean and neatly trimmed at all times. Beard covers must be worn if cultural and/or religious beliefs prohibit the beard from being neatly trimmed.
- Barrettes and headbands to hold hair back must be washable.
- Jewelry must contribute to the professional appearance of the individual. Pierced earrings are permitted but must be conservative in style and quantity. **Gauges and plugs are NOT allowed.**
- Plain white long-sleeved cotton/knit shirt under uniform top is acceptable.
- Visible body art, tattoos, and/or piercings must be covered at all times.
- Shoes must be worn at all times and be appropriate to the position and department work area. Shoes must be clean, in good repair and meet safety needs of the hospital.
- Closed toe shoes are required in the patient care areas.

The following are examples of inappropriate attire:

- Extreme fashion or grooming that draws undue attention
- Clothing with low necklines or backlines
- Any clothing that allows for a bare midriff when arms are raised
- Artificial nails, acrylics, or other artificial material applied over the nail
- **False eyelashes**
- Hair ribbons, flowers, or other ornaments
- Hats, caps, scarves, or bandanas
- Sweatshirts or hoodies
- Sports logo or theme apparel
- Denim or denim appearing fabrics
- Sweat pants/suits
- Leggings
- Ultra sheer fabrics
- Visible body piercings (other than ears)
- Sandals and flip-flops

Anyone who is inappropriately dressed will be sent home and directed to return in appropriate attire.

Smoke and Tobacco Free Environment

Madera Community Hospital is committed to providing high quality, comprehensive health care services. Smoking and tobacco use has been identified clearly as a major cause of preventable disease and second hand smoke has been documented as having serious adverse effects on children and adults. Therefore, Madera Community Hospital provides a smoke and tobacco free environment throughout the Hospital and in all spaces owned or leased by Madera Community Hospital.

The use of tobacco products in any form in/on any facility, property, or grounds owned or leased by Madera Community Hospital is prohibited to reduce the health risks associated with smoking and tobacco use for our employees, patients, visitors, volunteers, non-employee workers, vendors, interns, students, and physicians. All individuals accessing Madera Community Hospital's campuses and facilities for any reason must respect our commitment and our practice for the health and well-being of our employees, patients, families, and visitors.

Confidentiality

The Health Insurance Portability & Accountability Act (HIPAA) Privacy Rule provides federal protection for personal health information held by covered entities and gives patients an array of rights with respect to the information. At the same time, the Privacy rule is balanced so that it permits the disclosure of personal health information needed for patient care and other important purposes.

Information that is deemed “confidential” by Madera Community Hospital and/or specific legal statutes shall be kept confidential and shall not be copied electronically, accessed, transmitted, or removed from the premises of the Hospital under any circumstances, without the prior written consent from Hospital Administration.

Confidential information will not be discussed outside the working environment with unauthorized individuals, or outside of the context of the conducting Hospital business. Confidential information will not be discussed within the Hospital in public areas or with unauthorized individuals, **including social media**. Discussing patient information poses a legal threat to the Hospital and to the individual. Individuals can be personally sued for slander and/or libel in civil court, or be fined by the Justice Department.

If someone asks about confidential matters, simply reply back “I’m sorry, that information is confidential.” Confidential information may be in the form of electronic, verbal, magnetic, photographic film, and/or written data. General types of confidential information may relate to patients, employment, medical affairs or general Hospital information. In addition, unauthorized access of confidential information about the Hospital, its employees, physicians, patients, visitors, or customers is strictly prohibited.

Patient Rights and Responsibilities

Madera Community Hospital respects the rights of its patients and their families to receive competent and caring service. Patients and their families have rights and responsibilities. It is the Hospital's intent that they be aware of these rights and responsibilities during the hospital stay and after discharge.

Patient Rights are posted at all patient registration and admission sites, in the elevators, in the Hospital's *Patient Information Guide*, and other identified locations visible to patients/families.

Families who have concerns regarding the enforcement of these rights should contact the Community Relations Department (559) 675-5503.

Illness & Injury Prevention/Reporting

Prevention

Injury and illness prevention is the responsibility of everyone working in the facility. Failure to comply with the safe standards of practice will cause cancellation of a work agreement.

Periodic safety inspections are conducted throughout the organization to ensure a safe working environment and to ensure compliance with safe and healthful work practices. The risk of injury or illness is dependent upon the type of work being performed.

IMPORTANT!

- ❖ Safety is everyone's responsibility
- ❖ Follow the injury and illness prevention practices in the area assigned
- ❖ Ask to see the "Safety and Emergency Preparedness" plan if you are unaware of what is expected
- ❖ Beware of safety hazards and report suspected hazards immediately to either the unit supervisor or your instructor
- ❖ Hand washing is the BEST way to prevent the spread of infection

Reporting Work Related Injuries

Immediately report any injuries/illnesses endured during your clinical assignment to the Nursing Supervisor and your Instructor. Optimal treatment is within the first hour following an injury.

Vaccinations

Students and faculty doing clinical rotations at MCH and in our clinics must be current in all of their vaccinations in order to participate in their clinical rotation. The school program is responsible for ensuring that all students' vaccinations are current and up to date before sending their students into a clinical area.

Flu Vaccine:

The influenza (Flu) vaccination is required for all students who will be doing a clinical rotation in any patient care area at MCH. All flu vaccines are required by November 1st of each year. Individuals with a severe allergy to eggs, prior history of Guillain-Barre' syndrome or certain other neuro-degenerative disorders may be exempt from this requirement.

Exemptions to vaccination may be granted for medical reasons or religious beliefs. Individuals requesting an exemption due to medical reasons must provide a physician letter completed by a California licensed physician who examined them. Medical reasons will be evaluated individually based upon recommendations from the Centers for Disease Control and Prevention. Acceptable medical reasons would include documented adverse reaction to influenza vaccine or documented allergy to a vaccine component.

Pregnancy will not be accepted as a medical contraindication.

Individuals requesting a religious exemption must provide a letter from clergy supporting the exemption and the request must be consistent with prior vaccination history. Each student/faculty is required to complete/sign an MCH flu vaccination declination if they will not be receiving the flu vaccine for medical and or religious exemptions.

Students/faculty who signed a flu vaccination declination, must wear a simple mask at all times while in patient care areas from Nov. 1st through March 31st. Patient care areas include; patient rooms, nurse's stations, hallways on the second floor, and all areas where patients are located.

Infection Prevention & Control

Employees, volunteers, physicians, students, faculty, and agency contract staff may become infected through exposure to infectious patients, or acquire infection outside the hospital. They may then transmit the infection to susceptible patients, co-workers, or other community contacts.

Standard Precautions

We have policies and procedures in place that focus on prevention of diseases that are of particular concern to hospital personnel. Standard Precautions are in place and have been designed to reduce the risk of transmission of blood borne pathogens (i.e. HBV, HCV, HIV, etc.) and pathogens from moist body surfaces.

Standard Precautions apply to blood, all body fluids, secretions and excretions, regardless of whether or not they contain visible blood, non-intact skin, and mucous membranes. Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection.

All Hospital personnel and students shall utilize Standard Precautions as described below during patient contact, during contact with potentially contaminated surfaces or objects, and when performing at-risk procedures. Personal Protective Equipment is available in clean utility rooms on the patient care units.

Summary of Standard Precautions

1. Wear gloves when it is likely that hands will touch blood, body fluids, secretions excretions (e.g. urine, feces, wound drainage, oral secretions, saliva, sputum, emesis, tears, gastric contents, CSF, breast milk, tissues, etc.), non-intact skin, mucous membranes, or contaminated items.

2. Protect skin and clothing from exposure to splashes or sprays of blood, body fluids, secretions, or excretions by wearing a body fluid gown and/or a plastic apron when exposure is anticipated.

3. Wear a mask and eye protection or a face shield during procedures and patient-care activities that are likely to generate splashes or sprays of blood, body fluids, secretions, and excretions.

4. Wash hands often and well, especially after contact with blood, body fluids, secretions, excretions, and contaminated items, whether or not gloves are worn. Wash hands or apply alcohol based hand gel before and after patient contact.

- ❖ Wash hands for 90 seconds when coming on duty to Med-Surg, Intensive Care Unit, or Emergency Department. Perform 2-3 minute scrub when coming on duty to Mother Baby, Labor and Delivery, or the Operating Room.

5. Discard uncapped needle/syringe units and other sharps in puncture resistant sharps containers. Needles should not be recapped unless necessary, not broken, cut or bent, but shall be disposed of intact into the sharps container. If a needle must be recapped, then a one-handed “scoop” technique should be used to recap or a resheathing device used to hold the cap during recapping.

6. Handle, transport, and process used linen and trash soiled with blood, body fluids, secretions, and excretions using appropriate barriers when necessary (such as gown and/or gloves) or using a “no touch” technique such as not touching the soiled area.

7. Environmental surfaces soiled with blood, body fluids, secretions, or excretions must be properly cleaned and disinfected. Please contact an Environmental Services worker if a spill kit is necessary.

8. Patient care equipment soiled with blood, body fluids, secretions, or excretions must be handled with appropriate barrier precautions (e.g. gloves, gown when necessary, and “bagging” of the item) and must be cleaned and disinfected. All reusable equipment should be cleaned between patients. The flat surface area on the Work Stations on Wheels (WOWs) and glucometers must be cleaned with a germicidal disposable wipe after each patient contact.

Transmission Precautions

When a patient has a communicable (contagious) infection, or is *suspected of* having a communicable infection, he/she is placed in **Transmission Precautions** isolation. Depending on the type of infection, the patient may be placed in a room designated with Contact Precautions, Droplet Precautions, Reverse Precautions, Airborne Precautions, or a combination of Precautions.

A patient in isolation will have a sign posted on the door that states the type of Personal Protective Equipment (PPE) that must be used when entering the room.

Contact Precautions (PPE required: gloves and gown)

- ❖ Open draining wounds
- ❖ Diarrhea of unknown etiology
 - Clostridium Difficile (C Dif) is a spore and alcohol based gels/foam are ineffective, must use soap and water to wash hands
- ❖ Multi-drug resistant organism (MDROs)
 - Methicillin-resistant Staphylococcus Aureus (MRSA)
 - Vancomycin-resistant Enterococcus (VRE)
 - Extended Spectrum Beta Lactamase (ESBL)
 - Carbapenemase resistant (CRE)
- ❖ Rashes of unknown etiology

Droplet Precautions (PPE required: surgical mask)

- ❖ Meningitis
- ❖ Diphtheria
- ❖ Mumps
- ❖ Pertussis
- ❖ Haemophilus Influenza
- ❖ Group A Streptococci Pneumonia

Reverse Precautions (PPE required: gloves, surgical mask, and gown)

- ❖ Neutropenic
- ❖ Immunocompromised

Airborne Precautions (PPE required: N95 mask)

- ❖ Measles
- ❖ Chicken Pox (Varicella)
- ❖ Tuberculosis
- ❖ Herpes Zoster-disseminated
- ❖ Ebola Viral Hemorrhagic Fever plus other exotic diseases

Dispose of PPE in specified containers within the patient's room before you leave the room. PPE is not to be worn outside of the patient's room.

Tuberculosis

Tuberculosis (TB) is a contagious, infectious disease caused by bacteria called *Mycobacterium tuberculosis*. Tuberculosis is primarily a disease of the lungs, but can affect other parts of the body.

Transmission of TB is a recognized risk in health care facilities. An effective TB infection control program is in place to ensure detection, isolation, and treatment.

Tuberculosis facts:

- Transmitted through the air in tiny droplets from an infected person's cough, sneeze, etc.
- Cannot be contracted by touching contaminated items such as bed linen, door knobs, utensils, etc.
- Patients with or suspected of having TB are handled with special precautions such as isolation rooms, negative airflow rooms, special masks for staff entering the room (N95 masks).
- Only staff members who have been "fit tested" may wear an N95 mask and enter the room. A sign on the outside of the door will state Airborne Isolation. **Students are not fit tested for N95 masks so they do NOT enter Airborne Isolation rooms or care for patients in Airborne Isolation.**
- Patients wear surgical masks when being transported outside the Airborne Isolation room, and visitors wear a surgical mask when visiting the patient in an Airborne Isolation room.

All Madera Community Hospital employees and volunteers are screened annually for TB infection with a TB (PPD) skin test. All students/instructors must have similar testing through their academic institution/organization in order to perform work that involves any patient contact at Madera Community Hospital.

Latex Allergy

Latex Allergy is an allergic reaction caused by protein antibodies in the latex. Reactions can occur within minutes or hours of the latex exposure.

Who is at risk?

- ❖ Health care workers
- ❖ Workers in the latex industry
- ❖ Persons who have had multiple hospitalizations, especially those involving the nervous system and the genitourinary tract system.

What can you do to protect yourself?

- ❖ Promoting good housekeeping practices to remove latex-containing dust from the workplace
- ❖ Providing you educational programs and training materials about latex allergy
- ❖ Periodic screening (if you are high-risk) for latex allergy symptoms.
- ❖ Use non latex gloves for activities; be aware that hypoallergenic latex gloves do not reduce the risk of latex allergy
- ❖ Use appropriate work practices to reduce the chance of reactions to latex.
- ❖ Do not use oil-based hand creams or lotions unless they have been shown to reduce latex-related problems
- ❖ After removing latex gloves wash hands with mild soap and dry thoroughly.
- ❖ Frequently clean areas contaminated with latex dust such as upholstery, carpets, and ventilations ducts
- ❖ Frequently change ventilation filters and vacuum bags used in latex-contaminated areas
- ❖ Take advantage of all latex allergy education and training provided by your school
- ❖ Learn to recognize the signs and symptoms of latex allergy

- ❖ If you develop symptoms avoid direct contact with latex gloves and other latex-containing products until you can be seen by a physician experienced in treating allergy.
- ❖ Carefully follow your physician's instructions for dealing with the allergic reaction.
- ❖ Be aware of latex products in your home and in your community and at work.
- ❖ Be aware of co-workers status to prevent accidental exposure to them.

Health Care Products Containing Latex

- Blood pressure cuffs
- Stethoscopes
- Disposable gloves (unless latex-free)
- Oral and nasal airways
- Endotracheal tubes
- Tourniquets
- Intravenous tubing
- Syringes
- Electrode pads
- Catheters
- Wound drains
- Injection ports
- Rubber tops of multidose vials
- Surgical masks
- Respirators
- Goggles
- Rubber aprons

Electrical Safety

An electrically safe environment will be maintained in the hospital by following the guidelines mandated by regulatory agencies.

Important electrical safety facts:

- Cellular phone use is restricted in patient care areas. Cellular phone signals can potentially interfere with medical equipment operation causing problems such as false monitor alarms or altered ventilator settings.
- Equipment must be removed from service if power cables are bent, nicked, or covered with tape; or have plugs with bent, broken, or missing prongs.
- Report non-working, cracked, or broken electrical plates and outlets to the Nursing Supervisor (ext. 5484) or Maintenance Department (ext. 5470).
- Avoid the use of extension cords when possible. Avoid stacking pieces of electrical equipment, which may impair adequate air circulation and cooling.
- If a piece of electrical equipment fails, Bio Med (ext. 5422) must inspect the equipment and any associated consumable products.
- Keep moisture away from electrical equipment and sources.
- Disconnect the power cord from the outlet if you notice a burning smell or unusual odor. Contact the Nursing Supervisor (ext. 5484) or Maintenance Department (ext. 5470) to help replace the equipment.
- In-patient care areas require that all electrical devices must have a three-pronged plug. Devices must be inspected by Bio Med and have a sticker that indicates use in patient care areas is allowed.

Medical Device Safety

Employees and non-employee workers who work with patients must be knowledgeable about what to do if there is a care-related incident involving a medical device or product.

If an incident occurs, you must:

- Stabilize the patient
- When necessary for patient care, find a suitable replacement for the medical device
- Notify your Nursing Supervisor and instructor
 - The Nursing Supervisor will notify the appropriate departments and direct the instructor and student(s) on the next steps
- The instructor will notify the school per the school's policy
- Complete an electronic Incident Report in Pavisse
- Secure and impound the product or device and all associated supplies
- Notify Bio Med (ext. 5422)

Safe Patient Handling

Madera Community Hospital (MCH) has a Safe Patient Handling Program (SPHP). The program consists of the proper procedures that direct-patient care staff need to follow that minimize the risk of injury to both the patient and staff when handling (transferring, repositioning, walking) a patient. When a patient requires assistance to move (transferring, lifting, repositioning) the assistance will be provided in a way that minimizes risk of injury to both the patient and the student through appropriate assessment of the patient's physical and comprehension capacities and subsequent selection of appropriate safe patient handling procedures and equipment.

****At MCH the RN admitting the patient establishes the appropriate safe patient handling procedures and equipment. The student can only participate in patient handling activities if he/she is assisting a staff member who has been trained through the MCH Safe Patient Handling Program.**

It is the duty of the staff/students to take reasonable care of their own health and safety, as well as that of other students and staff and their patients during patient handling activities utilizing good body mechanic techniques. Students should avoid hazardous patient handling and movement tasks whenever possible. Students should use mechanical lifting devices and other approved patient handling aids for high-risk patient handling and movement tasks except when absolutely necessary, such as in a medical emergency.

Students shall report to their instructor any and all injuries resulting from patient handling and movement so that appropriate paperwork and follow up can be completed.

Emergency Codes

To call an Emergency Code- Dial 0 for the Operator or 4440 to announce the Code overhead. Speak calmly, clearly, advise of the type of Code, and location of the Code. If calling 4440, repeat the message three times.

Cardiac/Respiratory Arrest- Code Blue

Code Blue is called to announce an Adult Cardiac/Respiratory Arrest.

Code Blue/Infant is called to announce a Pediatric/Infant Cardiac Arrest.

After calling a Code Blue or Code Blue/Infant immediately begin Basic Life Support. A trained team of hospital staff will respond immediately to provide advanced care.

Remember, anyone can call an emergency code when needed.

Fire Safety-Code Red

Code Red is called for fire, smoke, or an explosion in the hospital. When Code Red is announced, use the **RACE** system.

Procedures:

Any staff member discovering a fire will follow the **RACE** procedure:

- R Rescue-** Move patients and others from immediate danger. Always move towards an exit.
- A Alarm-** Activate the nearest fire alarm pull station. Call a Code Red.
- C Contain-** Contain the fire by closing all windows and doors in the area.
- E Extinguish-** Extinguish the fire only if you feel confident that you can do it safely. Evacuate the area.

Remember **PASS** for proper fire extinguisher use:

- a. **PULL** out the pin on the handle of the extinguisher.
- b. **AIM** at the base of the fire with the hose device.
- c. **SQUEEZE** the handle to activate the flow of the extinguishers.
- d. **SWEEP** at the base of the fire with the handle depressed.

Bomb Threat- Code Yellow

Code Yellow is called for a bomb threat or a bioterrorism threat. Upon locating a suspicious item in your area, call the operator (dial 0) and inform them of a Code Yellow in your area.

What should you do if a Code Yellow is announced?

- Stay calm
- Search your area and attempt to locate and identify any suspicious objects. Look for unfamiliar packages, boxes, bags, etc.
- Report any such items to your supervisor and/or Security immediately.
- **NEVER** touch or disturb the suspected bomb.
- Close off access to the area. Move a safe distance away.
- Security will search public and less accessible areas.
- Do not discuss the incident. Communication with the media and non-employees is the responsibility of Administration.

Upon locating a suspicious item, appropriate law enforcement personnel will take charge of the scene. Once the object has been removed or it has been determined that no bomb exists, an “all clear” will be authorized by Administration.

Infant Abduction-Code Pink

Madera Community Hospital strives to maintain a safe environment for all patients.

Code Pink is called for infant abduction.

Child Abduction- Code Purple

Code Purple is called for child abduction.

When Code Pink or Code Purple is announced over the PA system you should go to an exit door and not let anyone go out without being checked by Security or Administrative person for clearance. Anyone that looks suspicious or is carrying a large bag or anything that an infant or child could fit in should be stopped. Anyone who has just exited should be asked to return inside to be checked and cleared before leaving. If a person has exited and will not return inside, DO NOT engage in a physical altercation with the person; take down a description of the person, their vehicle, license plate, and anything else that would help the police in an investigation.

What should you do and know to prevent abductions?

- Prevention is the best defense against abductions. Be alert to unusual behavior, such as people making frequent visits to patient care areas “just to see the babies.”
- Whenever you see someone without an identification badge in patient care areas, make it your responsibility to simply ask, “May I help you?”
- Always wear your school ID badge above the waste at shoulder level.
- Be aware that a disturbance in another area may be a diversion to draw attention away from the patients.
- Ensure that hospital materials, uniforms, lab coats, and identification material are kept away from visitor view, preferably under lock and key.
- Report any suspicious behavior or activities to your department supervisor and to your instructor.



Disruptive/Combative Person- Code Gray

Code Gray is called for a disruptive/combative person or someone who is unruly. All available trained security response staff should respond along with Security.

Code Triage External

Code Triage External is called when a natural disaster has occurred and we need to prepare immediately for a large influx of patients. Be ready to report to the Labor Pool in the Cafeteria. At Madera Community Hospital we follow the HICS system (Hospital Emergency Incident Command) and use the system as needed.

Code Triage Internal

Code Triage Internal is called when a disaster has happened within the hospital; such as a loss of power, oxygen, water, a flood, etc.

Hazardous Material Spill-Code Orange

Code Orange is called for a hazardous material spill that might occur inside or outside the hospital on Madera Community Hospital grounds. The Environmental Services and Maintenance Team will respond.

Unwitnessed Fall or Fall with Potential Injury-Code Star

Code Star is called for an unwitnessed fall or fall with potential injury. After calling a Code Star stay with the patient, keep the patient from standing, and a Code Star response team will arrive to transfer the patient to the Emergency Department for further examination.

Lock Down-Code Silver

Code Silver is called to lockdown the entire hospital when there is a possibility that unwanted visitors are in the hospital or dangerous visitors may try to come into the hospital. All doors remain locked and anyone wanting to come in must have identification and clearance. During a Code Silver, a hostage or weapon may be involved.

Active Shooter-Code Black

Code Black is called when there is an active shooter on campus. Be aware of your environment. Take note of the two nearest exits in your vicinity. If you are in an office, stay there and secure the door. Remind others to silence their cell phones.

There are three actions to take in an Active Shooter event:

1. Evacuate if you can and call 9-911 when it is safe to do so
2. Hide Out
3. Take Action-only as a last resort and when your life is in danger

When law enforcement arrives and secures the Active Shooter you need to remain calm and follow instructions. Raise your hands and keep them visible at all times. Avoid pointing, screaming, or yelling.

Code All Clear

Code All Clear is called when all conditions are clear.

Abuse Reporting

During your assignment at Madera Community Hospital, you are mandated by law to report suspected abuse or neglect to your Nursing Supervisor or Instructor immediately. They will assist you in the correct reporting procedure. Abuse is not discriminatory; it affects all ages, genders, socio-economic groups, and ethnicities.

There are several types of abuse:

- Physical abuse includes assault; assault with a deadly weapon; battery; unreasonable physical constraint or prolonged or continual deprivation of food or water, or use of a physical or chemical restraint or psychotropic medication.
- Emotional abuse is a pattern of behavior that attacks a person's emotional development and sense of self-worth. Examples include constant criticism, belittling, insulting, rejecting, and providing no love or guidance.
- Neglect includes failure to assist in personal hygiene, provision of food, clothing, or shelter. Failure to provide medical care for physical or mental health needs.
- Fiduciary or Financial abuse occurs when someone takes, appropriates, or retains real or personal property to a wrongful use or with intent to defraud.
- Isolation includes acts intentionally committed for purpose of preventing the receipt of mail or telephone calls, false imprisonment, and physical restraint for purpose of preventing the person from meeting with visitors.
- Abandonment is the voluntary surrender, relinquishment, disclaimer, or cession off rights.
- Abduction includes removal and restraint from returning; or the person does not have the capacity to consent to the removal or restraint.
- Sexual abuse includes sexual exploitation, rape, and unwanted sexual touching or demands.

Workplace Harassment

Harassment and Sexual Harassment is illegal and unfair, and is a form of discrimination. Harassment is unfair because it targets individuals based on one's differences such as race, creed, age, gender, religion, mental and physical disabilities, and gender orientation.

Harassment may take many forms:

- Verbal conduct such as derogatory comments, slurs, negative stereotyping, unwanted sexual comments or invitations.
- Physical conduct such as threatening or intimidating hostile acts, blocking normal movement or interfering with work.
- Visual conduct such as derogatory gestures or written material (cartoons, posters, drawings) placed on bulletin boards or circulated in the workplace both on paper and electronically.

Sexual Harassment is unwelcome sexual advances, requests and other physical or verbal conduct of a sexual nature. Sexual harassment includes, but is not limited to the following:

- Unwelcomed flirtation, "kidding" advances or propositions, or sexually degrading words.
- Display of sexually suggestive objects or pictures, including e-mail.
- Physical contact (touching, patting, pinching or constant brushing against another's body).
- Demands for sexual favors accompanied by implied or overt promises or threats concerning his/her future.

Acts that are said to be jokes or pranks, but are (or could be) perceived as hostile or demeaning with regard to race, color, religion, gender, national origin, age, or disability are also forms of harassment. **Bullying/incivility will NOT BE ACCEPTED.**

All claims of harassment are handled with the utmost confidentiality to protect the rights of all persons involved.



Name _____

Date _____

Facility Orientation Guide Post-Test

1. Which of the following individuals are considered customers at Madera Community Hospital?

- a. patients
- b. families and visitors
- c. physicians
- d. co-workers
- e. all of the above
- f. a, b, and d only

2. According to Madera Community Hospital dress code, which of these items is not acceptable work attire?

- a. denim jeans
- b. hoodies or sweatshirts
- c. flip-flop sandals
- d. sport logo or theme
- e. all of the above

3. True or False

Confidential information at Madera Community Hospital can be in all of these forms: electronic, verbal, magnetic, photographic film, and/or written data.

4. Preventing injury and illness is everyone's responsibility. However, if injury or illness occurs the correct action to take is:

- a. Report the illness or injury according to your established company/school guidelines.
- b. Contact the department supervisor who will seek medical attention when indicated.
- c. Both of the above actions are required.

5. True or False

Frequent hand washing is an excellent way to prevent the spread of infection.

6. Hazardous substances may be present in the health care setting. To prevent exposure to hazardous substances, non-employee workers must:

- a. follow hospital policies, procedures, rules, and regulations
- b. report hazardous conditions to the department supervisor
- c. use personal protective equipment when required
- d. clean all spills and report the incident immediately to the County of Madera
- e. all of the above
- f. a, b, and c only

7. True or False

The use of cellular phones is limited to lobbies, waiting rooms, and non-patient care areas.

8. Put the following actions in correct order as they should occur in the event of a Code Red:

- | | |
|--------------|---|
| E Extinguish | Extinguish the fire if you feel confident you can do safely |
| R Rescue | Move patients and others from immediate danger |
| A Alarm | Activate the nearest fire pull and call a Code Red |
| C Contain | Close all windows and doors in the area. Do not move from your location unless returning to care for patients |

Answer: _____

9. True or False

During your assignment at Madera Community Hospital, you are mandated by law to report suspected abuse and/or neglect.

10. True or False

Madera Community Hospital is committed to providing a work environment that is free from harassment in any form.

11. Match the emergency announcement designation (“code”) with the correct description from those in the column on the right:

- | | |
|-------------------|---|
| _____ Code Red | A. Adult cardiac/respiratory arrest |
| _____ Code Silver | B. Active shooter on campus |
| _____ Code Blue | C. Possible infant abduction |
| _____ Code Yellow | D. Lock down |
| _____ Code Pink | E. Hazardous Material spill |
| _____ Code Star | F. Bomb threat or bioterrorism threat |
| _____ Code Gray | G. Unwitnessed fall or fall with potential injury |
| _____ Code Purple | H. Disruptive/combative person or someone who is unruly |
| _____ Code Black | I. Fire, smoke, or explosion in the hospital |
| _____ Code Orange | J. Possible child abduction |

12. Prevention of workplace violence includes the recognition and reporting of which of these behaviors:

- a. body language such as threatening gestures
- b. signs of drug or alcohol use
- c. presence or talk of weapons
- d. anger, intimidation, and placing blame on others
- e. all of the above

13. True or False

Only grounded plugs should be used in the hospital environment.

14. True or False

Students may not take care of a Tuberculosis patient in a negative pressure room.

15. True or False

Failure to protect patient confidentiality can lead to legal and disciplinary actions.

Acknowledgement

I acknowledge that I have read and understand the Facility Orientation Guide for Madera Community Hospital. I understand that I am responsible for and agree to abide by the information contained within this booklet.

I have successfully completed the Facility Orientation Guide Post-Test.

Print Name

Signature

Date