

**North Memorial Health
Orientation: Student/
Faculty Clinical
Experiences**

**Professional
Practice,
Development
and Education**

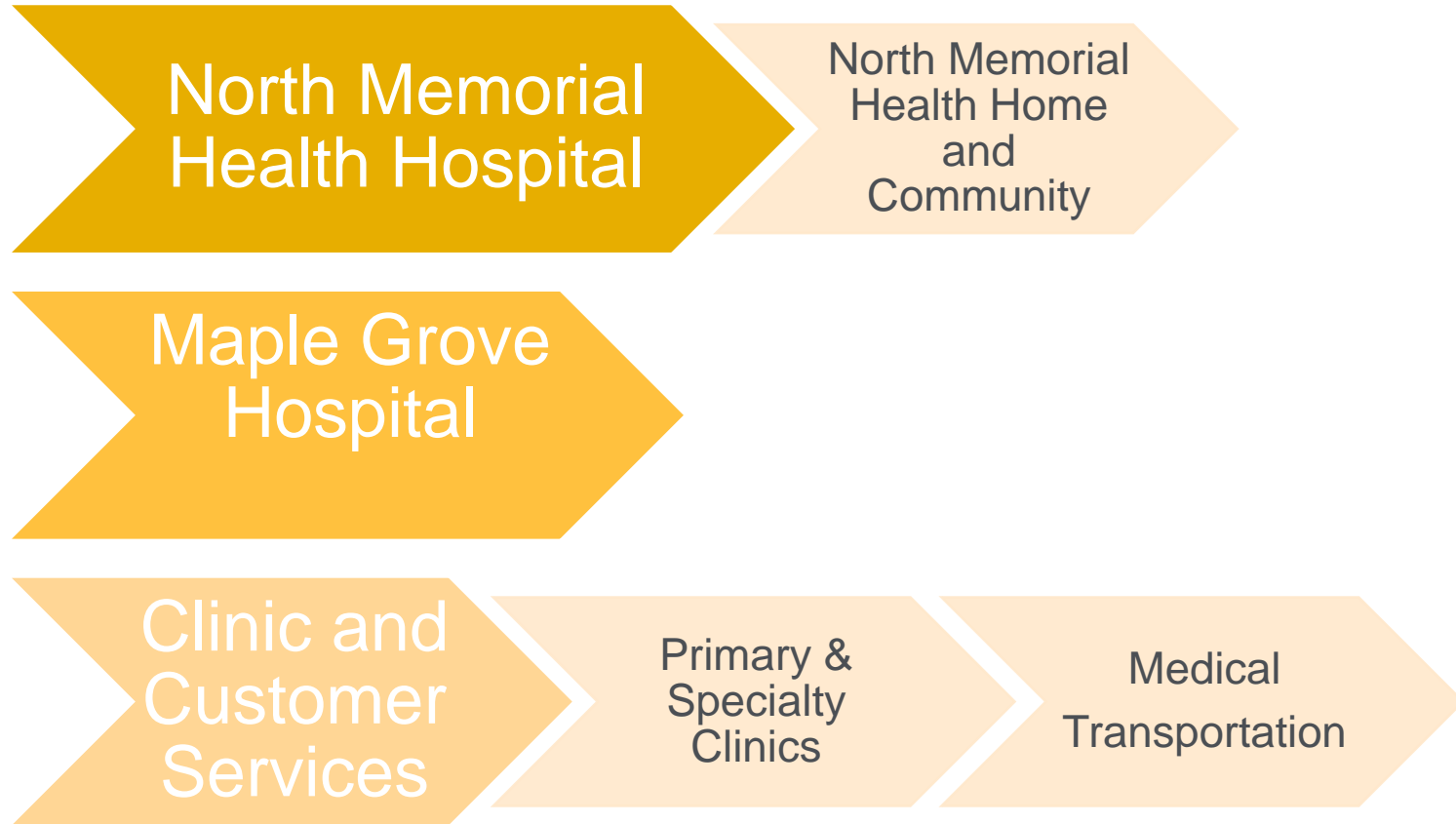
**Required
Learning
2017-2018**



North Memorial Health – Who are we?

- North Memorial Health is the Twin Cities' largest independent health care system that includes North Memorial Health Hospital – a Level I Trauma Center with a certified primary Stroke Center; Maple Grove Hospital, a partnership between North Memorial Health and Fairview; and a network of primary and specialty care clinics. North Memorial Health also operates one of the largest hospital-based ambulance services in the country with eight helicopters and 115 ground ambulances.
- Key Facts
 - Founded: 1954
 - Number of Licensed Beds: 518
 - Team Members: Approximately 5,000

North Memorial Health System





Welcome

Students and Faculty, we welcome you to North Memorial Health!

Please read this mandatory orientation manual in its entirety as it is filled with information needed to inform you of our policies, procedures, and expectations for a successful rotation.

Mission, Vision, and Values

Mission

- *Empowering our customers to achieve their best health.*

Vision

- *Together, health care the way it ought to be.*

Values

- *Inventiveness:*
- *We believe in always improving our service through embracing innovation with the customer in mind.*
- *Accountability:*
- *We are deeply committed to our mission, devoted to what we do and to delivering an unmatched customer experience.*
- *Relationships:*
- *We create a warm, friendly and empathetic environment that makes customers feel human. Let's do the "little things" better!*

Team Member - Customer

At the end of 2015 North Memorial Health transitioned from the use of the words *staff* or *employee* to *team member* and from the word *patient* to *customer*.

Team Member

Throughout North Memorial Health teamwork is at our core. The value of being part of a healthcare team is the ability to see the big picture and work together to make a big difference in the lives of our customers.

Customer

Our customers want to be actively involved in their healthcare journey and to have more choices for treatments. Our customers don't simply want to be taken care of, they want to be advocates for their own health – to be Health Pilots in partnership with the North Memorial Health team.



Service Excellence

As a student, you are asked to uphold North Memorial Health's culture and are held accountable for your actions. You are expected to always demonstrate our values in action: Always putting our customers first, working as a team, promoting quality, and pursuing excellence.

Customer Experience

Meeting customer expectations begins with clear communication

Strategies include:

- Careboards
- AIDET
- iNvision





Careboards

- Customer experience is a strategic priority for North Memorial Health.
- Careboards have been implemented in customer rooms as a tool to improve communication with customers and families.
- North Memorial Health's goal is to communicate with customers in a way they can understand, as well as let them know goals/plans for the day, and a discharge plan.
- All members of the care team, including students, are responsible for updating Careboards.
- Careboards are to be updated every shift.



Careboards

It is the *Nursing role* to complete information on the Careboard:

- Room number
- Customer name
- Team member name(s)
- Diet
- Activity
- Communication needs
- Safety needs/fall risk, risk for injury
- Comfort goal & comfort plan

Nursing Assistants will complete Careboards with room #, phone #, date, circle day of week, and NA name.

RNs will enter customer's name & what customer prefers to be called, communication needs, safety needs e.g. comfort goal & comfort plan, plan for the day, and RN name.

Providers will complete Careboards with expected discharge date, goal for discharge, and Provider name.

AIDET

AIDET is an acronym that stands for:

A = Acknowledge

I = Introduce

D = Duration

E = Explanation

T = Thank You

Why is AIDET Important?

Customers want to feel like they matter. Using AIDET to guide our communication with customers & families will ensure consistent messages of concern and appreciation and can lead to reduced anxiety, higher quality of care and improved customer satisfaction. AIDET is everyone's responsibility.

A = ACKNOWLEDGE

- Greet everyone you meet with a friendly smile and use their name if you know it.
- Attitude is everything! Create a lasting impression.
- Focus on the customer and his/her family.
- Apologize for any delays.



Here are some examples:

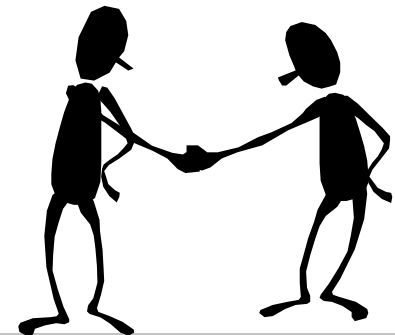
- “Good morning Mr. Smith. We’ve been expecting you and our staff will take excellent care of you.”
- “Welcome to North Memorial Health, I am very pleased that I get to take care of you today.”

I = INTRODUCE

- Introduce yourself by name and your role.
- Let your customers and family members know how you are going to help them.
- Speak positively about team members, other departments and physicians.
- Wear your name badge facing forward at all times.

Tips:

- Smile and make eye contact
- Be genuine
- Speak clearly
- Ask their name if you don't know it
- Offer a handshake when appropriate



D = DURATION

- Always give the customer and family an estimate of how long they may have to wait and how long it will take to complete a procedure.
- Let the customer and family know if there is a delay and how long it will be.
- Keep in touch to ease waiting times.

Tips

- Use specific measures to ensure reasonable expectation

“I anticipate about 20 minutes.”

- ***Phrases to avoid*** (Everyone has different expectations of what these phrases mean):
“pretty quick”, “as soon as I can,” “as soon as possible”
- Let the customer and family know you are committed to keeping them informed.





E = EXPLANATION

- Keep customers and families informed of what you are doing, how things work, if it will cause pain or discomfort, what they need to do to get assistance
- Use language that the customer and family understand
- Communicate each step
- Ask if the customer has any concerns or questions before you start or any information that would make the experience easier
- Before you leave the customer or family, always ask, “Is there is anything else I can do for you? I have the time.”



T = THANK YOU

- Share your appreciation for the privilege of caring for your customers.
- Thank the customer for choosing North Memorial Health for his/her healthcare.
- “It has been a pleasure taking care of you”. “Please let me know if you have any further needs.”
- “It is about time for me to go home, is there anything more that I can get you or do for you before I leave? It was so nice to take care of you today, I am so glad you chose North Memorial Health for your healthcare.”

iNvision

- iNvision is a customer experience tool which allows customers and their families to access information about their care, hospital services, patient education and provides entertainment options (movies, etc.) on the television using a bedside pillow speaker. A bedside pillow speaker is pictured at the right. The iNvision Main Menu, as it appears on a customer's television screen, can be viewed on the next slide.
- Disposable headsets (headphones) for iNvision are available for customers to plug into their pillow speakers if needed. Headsets/headphones may be helpful in amplifying sound for hard-of-hearing customers. Headsets are stocked on each nursing unit and can be ordered through the hospital storeroom.



iNvision Main Menu



 Cindy Wickham
Room 1E 2125-04

My Care



1

My Recovery



2

About Us



3

Entertainment



4

Information related to your care and hospital stay

Press BACK or * to watch TV

Press 5 for Languages

HOW TO HELP CUSTOMERS ACCESS IMPORTANT INFORMATION ON INVISION

- The customer and family should be oriented to customer /patient education and other iNvision features upon admission.
- Customer /patient education videos for various medical conditions/diseases are available in the iNvision Education Library.

Using the pillow speaker, **select** “Menu” (yellow button).

The Main Menu will appear. From the Main Menu **select:**

-My Care or My Recovery

-Education

-Education Library

Remember to document any education provided to a customer in the medical record (Epic).

Confidentiality



What is Confidential?

- **All identifier information about customers is considered private or "confidential" and can be in any form:**
 - Verbal, written or electronic
 - Past, present or future medical information
- **Confidential information includes personal, identifiable information including, but not limited to:**
 - Name, address, age or social security number
 - Health history and conditions, treatments or medications
 - Hospital, clinic or home care bill or payment record

If you reveal any of this information to someone who does not need to know it, you have violated a customer's confidentiality, and you have broken our customer's trust and the law!

Health Portability & Accountability (HIPAA)



What is HIPAA?

This Privacy Rule creates national standards to protect people's medical records and other personal health information

- It **gives customers more control** over their health information.
- It **sets boundaries** (limits) on the use and release of health records.
- It **establishes safeguards** that health care providers (North Memorial Health and others, including students) must follow to protect the privacy of health information.
- It **holds violators accountable** by applying civil and criminal penalties to health care workers and organizations that violate a customer's right to privacy.
- It **creates a balance between public responsibility and individual rights** when some data needs to be shared in order to protect public health.

Privacy & Security of Health Information (HIPPA)

- Everyone has an ethical and legal responsibility to keep customer information protected and confidential, no matter the format.
- Customer records should *only* be accessed for work-related reasons - **“Do I need this information in order to do my job or for my clinical experience?”**
- According to North Memorial Health’s Policy on Health Information Confidentiality and Security (HIPAA), misuse of customer data, information systems, identification codes, or passwords will be investigated and the consequences can be as severe as follows:
 - **Permanent denial** of access to the system(s).
 - **Termination** of employment/medical staff privileges (or termination from a clinical rotation)
 - **Criminal misuse** will be turned-over to appropriate local, state and federal authorities.

Customer Care





Patient Bill of Rights

Each customer has the right to know his/her:

- Diagnosis
- Prognosis
- Treatment Options

Customers have the right to:

- Participate in decisions, set the course of treatment
and refuse treatment
- Respectful/Non-Discriminatory Care
- Pain Management
 - *Comprehensive pain assessment with appropriate
assessment tools
 - *Pain reduction treatment as appropriate
 - *Reassessment
- Privacy
- Safety and Security



Patient Bill of Rights

A key right is the right for a customer to complain/file a grievance

- Customers have the right to *prompt* resolution to all complaints
- In the event of a customer complaint, the student and/or faculty member should report the complaint immediately to the unit or department supervisor/manager

Designated Caregiver – What has changed?

A new MN statute called the “**Caregiver Act**” went into effect 01/01/2017. This Act requires hospitals to:

- Provide our customers with an opportunity to designate a caregiver within 24 hours after arrival
- Document caregiver details, including: name, relationship, phone number and address.
- Notify the caregiver of the customer’s discharge or transfer
- Consult with the designated caregiver prior to discharge and issue a plan with the customer’s aftercare needs and instructions.

Exclusions: *This does not apply to navigators in Surgical Services, the Emergency Departments or Customers under the age of 18.*



Diversity

- Each customer needs to be treated as an individual in the hospital setting depending on his/her age, diagnosis, culture and ethnicity, personal preferences, etc.
- Understanding or being aware of our differences helps us provide our customers with compassionate remarkable care.
- North Memorial Health provides a mechanism by which you can request, without placing the customer at risk, not to participate in an aspect of a customer's care or treatment because of cultural values, ethics or religious beliefs.
- Student is to inform his/her supervisor immediately upon assignment or discovery of a conflict.

Handover of Customer

Handover of a Customer occurs between shifts, between caregivers and at transition points.

- **Purpose:** Provide accurate, consistent information that focuses on customer care and treatment information. Timely, accurate, and complete information improves customer safety.
- **Policy:** The process for handover communication may include historical and/or up-to-date information regarding the customer's condition, care, treatment, medications, services, and recent or anticipated changes.
- **Procedures:** Handover process is to include opportunity for questions, answers, or verification of information received. Distractions should be limited. Written handover communication needs to be legible.

Abbreviations

Do Not Use Abbreviations, Acronyms, and Symbols

- The clarity of communication is decreased when abbreviations are used.
- Prohibited abbreviations, acronyms, and symbols must never be entered into the customer's electronic record.
 - Administration of the wrong medication and/or dosage could possibly result!
 - The wrong tests could be ordered

GOAL: To avoid misinterpretations of abbreviations in documentation, the use of abbreviations is discouraged and is a regulatory/compliance issue in notes. In support of this, an abbreviation spell checker within Epic will automatically replace some abbreviations with the full word.

Caution: Decimal Errors

- Decimal errors CAN cause 10-fold dosing errors!

REQUIRED PRACTICE	POTENTIAL ERROR
Use leading zeros like this: 0.1 not .1	Using “.1” can be misread as “1”
Don’t use trailing zeros “1” not “1.0”	Using trailing zeros can be misread 1.0 may become 10

Language Services

To access information and resources regarding Deaf and Hard of Hearing and Foreign Language, start with the North Memorial Health Intranet Home Page:

- See **QUICK LINKS**
- Select **Language Services & Interpreters**
- See **LANGUAGE LINKS**
- Select one of the following options:
 - Deaf & Hard of Hearing Resources
 - Decision to Decline Free Interpreter Services Form
 - Interpreters for Persons with Limited English Proficiency (LEP)
 - Interpreter's Statement of Services Provided Form
 - Micromedex Care Notes
 - Multilingual eXchange

On-Site (In-House) Language Interpreters

- North Memorial Health has interpreters on-site for Hmong, Spanish, and Russian speaking customers.
- In addition to interpreting, NMH's interpreters are responsible for scheduling of **ALL** language service needs, including American Sign Language (ASL).
- Interpreters are based out of the Emergency Department and are available to respond to any nursing station/care area in the hospital upon request.
Please allow interpreters 10 minutes to respond to the request.

See next slide for contact Information for same day interpreter requests.

Interpreter Contact Information

- On-Site interpreters are available 24 hours a day, 7 days a week.
- Text page to Interpreter Services through the *Amion link in Epic* (department = Interpreter Services)
- By phone – 612-580-7899 (After 3 beeps, enter call back number)

The Interpreter Services voicemail is only checked during weekday, daytime hours so DO NOT leave an immediate need interpreter request on the Interpreter Services voicemail line.

Support for Hearing Impaired Customers and Families

- Hearing impaired customers and families need our assistance to participate as a member of the health care team.
- Assess the need for an interpreter
 - Each individual has different degrees of hearing loss and different needs.
 - Determine which communication method the individual prefers (e.g., Sign language; lip reading; written)
 - These factors will impact the type of interpreter service or auxiliary aid utilized.
 1. The complexity and length of the communications
 2. The importance of the communication
 3. The context of the communication
 4. The number of people involved

Support for Hearing Impaired Customers and Families

- When a deaf or hard-of-hearing customer or companion is scheduled for an appointment, a certified interpreter should be prescheduled to be available upon arrival of the customer.
- When an unscheduled or a deaf or hard-of-hearing customer or companion requests interpreter services, the call for a certified interpreter must occur **within 10 minutes**.
- Supply auxiliary aids (e.g., TTY; Closed captioning television; MARTTI and telephone amplifiers) and services (e.g., Sign language interpreter, MN relay service) for effective communication.

MARTTI

MARTTI:

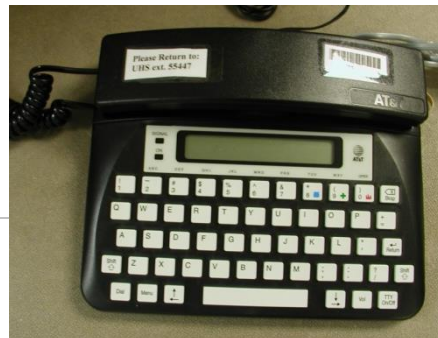
My Accessible Real-Time Trusted Interpreter

- Access interpreters by streaming video feed
 - Video: 11
 - Audio: 150
- Currently only available at the hospital



Examples of Auxiliary Aids

- Pocket talkers – Amplify voices
- Door knockers – Notify deaf person a staff member is entering the room
- TTY – Text telephone
- Baby Cry Alarms – Alert deaf parent baby is crying
- Headphones – to plug into Pillow Speaker



Support for Hearing Impaired Customers and Families

Five **critical moments** when Interpreters should be provided for the deaf and hard of hearing customer:

1. **Assessment:** Assessing a customer's medical history or condition, including mental health
2. **Procedures:** Explaining procedures, tests, treatment options or surgery such as blood component administration
3. **Plan of care:** Explaining the customer's diagnosis or prognosis, follow-up treatments, test results or recovery
4. **Customer education:** When educating the customer regarding their health care needs
5. **Financial, legal or spiritual issues:** Examples include customer rights, informed consent, billing or spiritual counseling



Pain Management

- The interdisciplinary health care team collaborates with customers and families/significant others to develop and modify a plan of care for customer pain management
- Students, within their scope of practice and under the delegation of their supervisor or mentor, may assess, treat, and document a customer's pain
- A customer's pain should be reassessed, minimally, every 2 hours
- Use appropriate assessment tools (See Pain Assessment Scale on next slide)

Pain Assessment Scale

PAIN MANAGEMENT

PAIN ASSESSMENT SCALE

Wong-Baker FACES® Pain Rating Scale



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10	Worst Possible Pain Unbearable Crushing Devastating Excruciating	
8-9	Very Severe Pain Dreadful Overwhelming Horrible Agonizing	
6-7	Severe Pain Miserable Fierce Gnawing Piercing	
4-5	Moderate Pain Aggravating Upsetting Grueling Frustrating	
1-3	Mild Pain Bothersome Irritating Annoying Nagging	
0	No Pain	

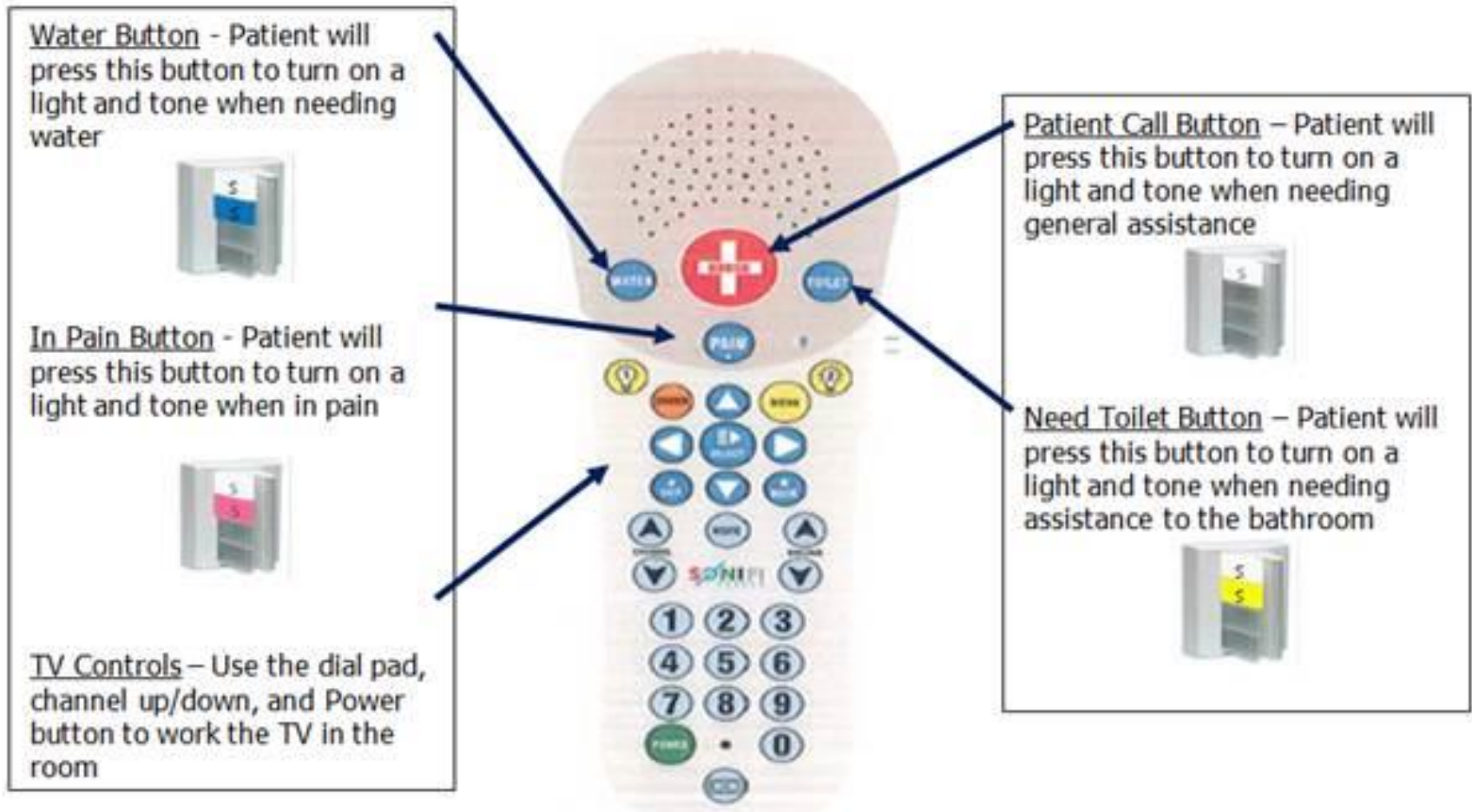
Pain or Discomfort Words

- Constant
- Intermittent
- Aching
- Burning
- Contractions
- Crushing
- Dull
- Numbness
- Pressure
- Sharp
- Throbbing
- Cramping
- Sore

Customer Safety

Call Light Button Reminders

Highlighting what each button is intended for on arrival to the unit and throughout each shift can help direct call lights to the right team member sooner!



Customer (Patient) Identification

- Use two customer identifiers, name and date of birth (DOB), when administering medications, collecting blood samples and other specimens for clinical testing and providing treatments or procedures and services. Services include transporting customers within North Memorial Health Hospital and transferring customers to other healthcare facilities.
- **Notes:**
 - Three unique identifiers are required for any Blood Bank samples – name, DOB and MR#.
 - Customer identification includes active involvement of the customer, if able, and/or family. If possible, always ask the customer to state his/her name and DOB.
 - The customer (patient) ID/identification bracelet must be on the customer at all times, it cannot be taped to the bed.
 - The customer's room number or physical location is NEVER used as an identifier.

Do Not Resuscitate (DNAR) – Arm Bands

- If you have a DNAR order - ensure your customer has a bracelet to help identify code status in an emergency situation.



Vulnerable Persons

- Any maltreatment of a vulnerable person by a team member or visitor **must be reported.**
- Maltreatment consists of abuse, neglect, or financial exploitation.
 - ***Examples of abuse:*** Physical injury, sexual abuse, mental injury, threatened injury
 - ***Examples of neglect:*** Failure to supply physical care or mental health services, self neglect
 - ***Examples of financial exploitation:*** Willfully using, withholding, or disposing of funds or property; obtaining services for profit; acquiring possession or control of funds or property; performing services for the advantage of another
- Report any suspicions/confirmation of abuse, neglect, or exploitation of a customer immediately to the RN/Manager/Supervisor assigned to your customer.

Recognize the Occurrence of an Adverse Event or Good Catch

A **Good Catch** happens when we prevent errors or harm to a customer, family, or co-worker. Without someone's intervention, the event would most likely have caused a negative outcome.

A Culture of Safety Includes:

- Recognizing** an adverse event or “Good Catch” when it happens

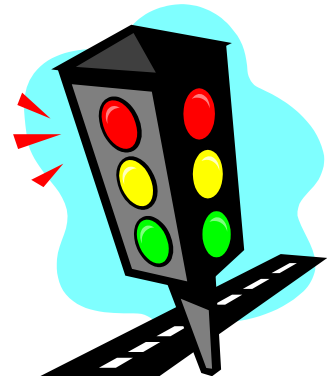
- Responding** quickly and effectively to prevent or reduce harm

- Reporting** adverse events and Good Catches promptly so organizational change can occur

The Safety First Reporting System is a web-based system used at North Memorial Health for reporting adverse events and good catches. **Notify your instructor and the North Memorial Health unit nurse manager, assistant nurse manager or charge immediately of an error, adverse event or good catch. The North Memorial Health team member will need to submit the incident in the electronic reporting system.”**

A **Sentinel or significant adverse event** results in an unanticipated death or permanent loss of function of a customer.

Stop the Line

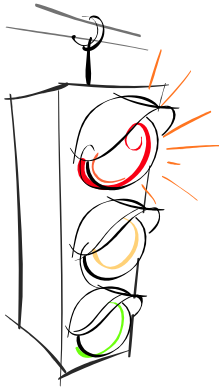


All team members, medical staff, students and volunteers have the responsibility and authority to protect the safety of a customer, to prevent a customer safety event and subsequent customer harm.

If a faculty member or student has a customer safety concern: In a firm, clear and respectful manner say **“Stop, I have a customer safety concern.”** (Repeat at least two times to ensure all parties have heard the request.)

Care is resumed when all of the involved parties are in agreement the concern(s) have been resolved, explained and/or reconciled.

See next slide for examples of care situations of concern.



STOP THE LINE

Examples of care situations of concern:

- A customer is being prepared for a surgical procedure when you notice missing elements on the informed consent and another team member is present and ready to transport the customer to the OR.
- A team member enters a customer room to transport the customer to another unit for testing. Upon checking the customer identification, the arm band is missing and you observe the customer transferred to the wheelchair in preparation to leave the room.
- You observe an individual wearing ceil blue scrubs and lab coat without a NM photo ID entering a customer room.

Remember: “Stop. I have a customer safety concern.” (Repeat at least two times.)

Manage Risk: Fall Prevention

- **Everyone is responsible for preventing falls**
- A customer at risk of falling or risk for injury will have designated signage outside of their room. This can be in the form of:
 - Green light above door
 - Fall risk sign on door slat
- If you see an unattended customer within the hospital with a **green** bracelet or **red** slippers:
 - Be aware the customer is at risk for a fall
 - Assist customer back to his/her room
 - Communicate situation to nursing personnel



Fall Prevention

Falls!

Most falls are related to:

- Getting up to go to the **bathroom**
- In the **bathroom**
- Going back to bed from the **bathroom**



It's key for team members to stay within arms reach the entire time the customer is in the bathroom or on the commode.

GAIT BELTS

Reminder:

Gait belts need to be used every time you help a customer get up who is a fall risk. The belts also need to accompany the customer to therapies EVERY time.



Fall Prevention

Everyone is responsible for responding to alarms

Bed alarms and Posey Chair Sitter alarms are used for customers at high risk for falls.

Drop & Run

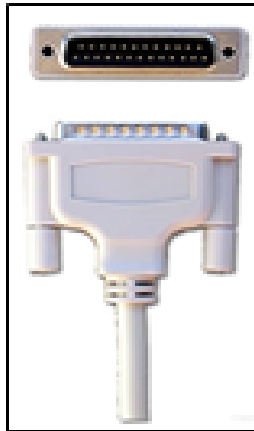
If you hear a bed alarm or Posey Chair Sitter, “drop” what you are doing and go immediately to the room and provide assistance.



Bed Alarms

PLUG IT IN!

Don't forget: plug in the prongs! When this bed cord is not plugged into the wall, the bed alarm will not sound overhead or go to Vocera.



Pressure Injury Prevention

Preventing Pressure Injury is a **Team Effort** and North Memorial has an *interdisciplinary* focus on skin.

Head to Toe Assessment

- **Two sets of eyes:** a complete comprehensive skin assessment must be done *by two RNs together*.
 - Within 4 hours after admission to the floor
 - Ongoing assessment every 8 hours in Med-Surg areas, every 4 hours in the ICUs
 - After surgery
 - Upon transfer
- **Shift assessments:** a routine complete head to toe skin assessment (including under devices and dressings unless non-removable) needs to be completed:
 - Every 4 hours in ICU
 - Every 8 hours in Med-Surg
- **Documentation:**
 - Skin and cares related to skin needs to be accurately documented each shift, including wounds, pressure injuries, etc.
 - 12-hour RNs must chart two assessments during the 12-hour shift

S.A.F.E.R. bundle

S

Skin emollients and specialty bed

- Moisture barrier ointment twice daily
- Perineal cleanser PRN all incontinence
- Protective paste PRN fecal incontinence

A

Assessment and altered nutrition

- 2 eyes upon admission
- Head to Toe inspection every 4-8 hours per unit standard
- Real time documentation
- Place consult for dietitian, if nutrition component of the Braden score is less than 3.

F

Floating of heels bilaterally

- 2 pillow minimum
- Initiate heel float boots for hypothermia, CRRT, sepsis, impaired perfusion, diabetes, spinal cord injury, LE neuropathy, inability to maintain heel float with pillows
- Zflo: Lower Extremity splint/CAM/traction/immobilizer

E

Early identification and engagement

- Early Identification of Pressure Sources
- Engagement of Customer and Family
- Devices (RT, collars, NG, ETT, PPFT, splints, tubes, drains)
- Consider duration of pressure including pre-hospital risk factors

R

Reposition patient and devices

- At least every 2 hours (Braden score of 18 or less)
- Limit time spent on existing pressure points, limit supine/chair position
- Utilize turn and position system
- Reposition of tubes, lines and devices

PEEP Rounding

PEEP = Pain, Elimination, Environment, and Positioning

PEEP Rounding is North Memorial's acronym for hourly rounding. PEEP rounds are to help anticipate a customer's need before the need to call for assistance.

When done consistently, PEEP rounds have been shown to:

- Decrease customer falls
- Prevent pressure ulcers
- Improve pain management
- Decrease call light usage
- Improve communication



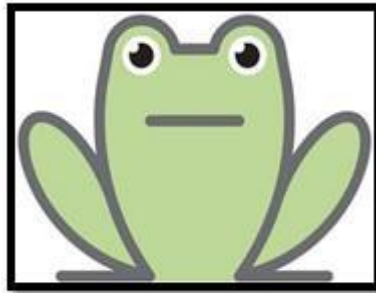
NAs are scheduled to round on ODD hours and RNs round on EVEN hours.

Workplace Safety



High Risk Awareness

- North Memorial Health has implemented a tool that requires RNs to assess a customer for risk of violence. This assessment will be in EPIC and be required each shift and as needed based on customer behavior. Once a customer is identified as high risk for violence, team members need a visual cue of the risk.
 - The below symbol and process has been created to assist in this high risk awareness process:
 - Each unit will use the identifier below on the outside of the door to alert team members.
 - Place magnet at eye level on the metal door frame of the customer room
 - These should be removed when customer discharges or risk factors have been removed.



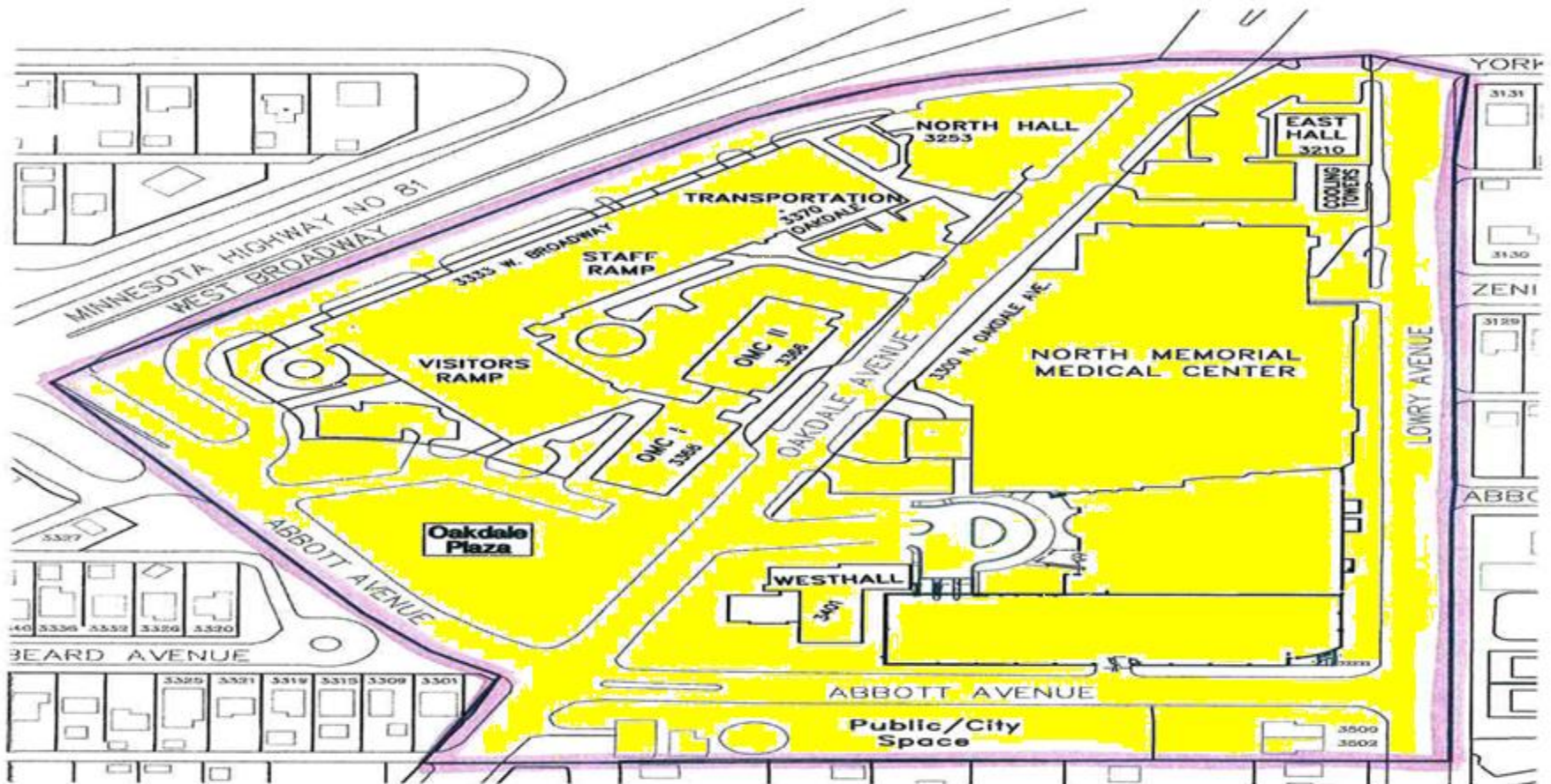
Workplace Violence Prevention and Intervention

- Customers, team members, students, faculty, visitors and others should feel safe while at North Memorial Health.
- Threats, harassment, aggressive or violent behavior by anyone, including team members, will not be tolerated and **must be reported immediately**. Nursing students should report any incident to their faculty instructor and nurse manager, assistant nurse manager or charge nurse. Non-nursing students should report any incident to their department/clinic manager or supervisor.
- **Examples:** Prohibited behavior can be verbal (offensive jokes, derogatory remarks), physical (objectionable closeness or contact), behavioral (intimidation), sexual (unwelcome sexual or romantic advances or touching), etc.

Tobacco Free Environment

On Campus: All areas in yellow and outlined by pink are a Tobacco-Free Area Approved by Robbinsdale City Council

Off-campus: See your manager to learn the specific Tobacco-Free area for your work location.



Fragrance Free Environment

- Do not wear perfumes/colognes or heavily scented soaps/lotions
- Applies to all team members, students, faculty, visitors and customers



Latex-Safe

North Memorial Health is a Latex-Safe/Minimal Environment and as such **Latex balloons** are:

- Not allowed in any owned or operated facility
- Not allowed at sponsored events

Latex-Free alternative supplies are available for team members and customers



Safety Management

Communication related to safety includes responding to emergency situations

- **Emergency Numbers**

- In case of any emergency **call *99** from any hospital/campus phone.
- Off-campus areas call emergency numbers **(911, 9-911)**.

- **Emergency Codes**

- North Memorial Health has adopted the standard emergency codes recommended by the American Hospital Association and the Metropolitan Hospital Compact.

If an emergency code/alert is called in your area, defer to the supervisor, manager, clinical mentor, or instructor for information/directions on what to do next.

Emergency Codes/Alerts

Emergency codes/alerts are paged overhead:

- **Red:** Fire or smoke
- **Pink:** Infant/Child missing (possible abduction)
- **Blue:** Adult /Pediatric cardio pulmonary response (CPR)
- **Green:** Aggressive individual - Emergency assistance needed
- **Yellow:** Security Threat (Bomb threat, suspicious package, hostage situation, etc.)
- **Orange:** Internal/External Disaster
- **Silver:** Combative individual with a weapon

Response to active shooter: Run! Hide! Fight!

Emergency Codes/Alerts

- **Walker:** Missing customer (elopement) – If a customer is at risk for elopement, the customer will be placed in a teal-colored elopement gown.
- **Severe Weather Alert:** Severe weather advisory
- **Rapid Response Team:** Person in distress or customer in need of immediate medical assessment
- **Inpatient Stroke Team Stat:** Inpatient develops symptoms of an acute stroke.
- **Trauma Team Stat:** Critically injured customer arrival

Fire Safety

If fire and/or smoke is detected - remember **RCA...**

- R** Rescue anyone in danger
- C** Contain by closing fire doors/room doors. Only go through the fire doors to evacuate or move people to an adjacent safe place (area of refuge). Do not use elevators.
- A** Alert by pulling alarm or dialing your emergency number (*99,911,9-911) and give your location

To Extinguish a fire - remember **PASS...**

- P** Pull
- A** Aim
- S** Squeeze
- S** Sweep



Ergonomics: Watch Your Back!

- Remember to take care of yourself, while taking care of customers
- Consistent use of customer handling equipment reduces risk of injury
- If using any safe customer handling equipment, be sure to ask the hospital staff:
 - To demonstrate the correct use of the piece of equipment
 - For direction on proper cleaning and storage once you are done

Ergonomics: Watch Your Back!

Key Ergonomic Tips:

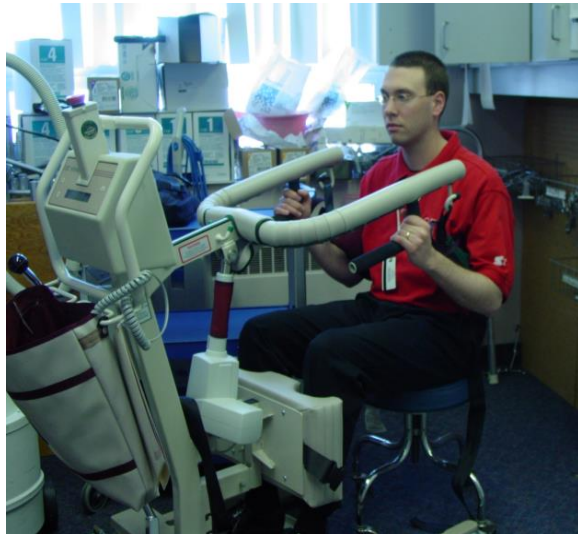
- Use good body mechanics
- Get as much or more help than needed
- Plan in advance what the transfer will be
- Communicate to both customer and caregivers
- Be prepared to change the plan on the fly
- Lock all wheels
- Customer safety must be the primary concern
- There is likely more than one right way to do the transfer
- Account for all lines leading to the customer (IV, chest tube, etc.)



Lift Equipment: Watch Your Back!

- OSHA recommends that manual lifting of customers be minimized in all cases and eliminated when possible. Use customer moving equipment when available.
- Each customer's need and the availability of equipment varies by unit—Ask your charge nurse or supervisor what is best, and where to obtain the equipment.

EZ Stand



EZ Lift



Medcare Sit to Stand Care Lift or Stand-N-Weigh



Medcare

Care Lift (Floor Lift) or Lift-N-Weigh

For non-weight bearing customers/patients



Medcare Ceiling Lift and Bariatric Ceiling Lift

The Bariatric Lift can lift up to 1,000 lbs.



HoverMatt Air Transfer System

For customer/patient transfers and repositioning



Safety Data Sheets (SDS)

A SDS (Material Safety Data Sheet) gives you:

- Ingredients in products you might use on the job.
- What protective equipment to use when handling a product.
- How a substance can enter your body and signs of over exposure.



MATERIAL SAFETY DATA SHEET

SECTION 1 - PRODUCT & COMPANY IDENTIFICATION

1501 East Woodfield Road
Suite 300 East
Schaumburg, IL 60173
(847) 969-2700

Emergency Telephone

(800) 551-7176

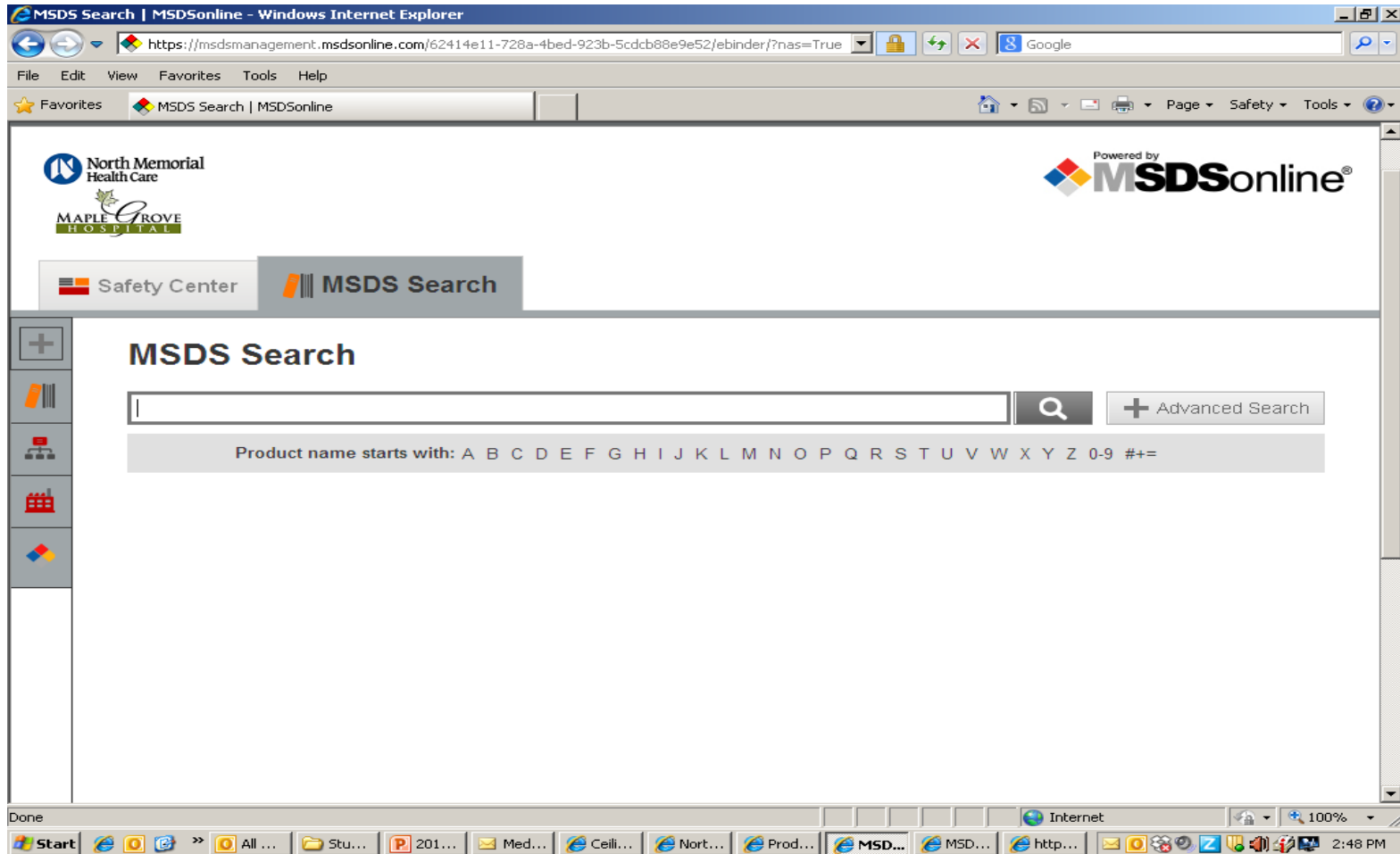
Product Identifier:	Heparin Sodium Injection, USP
Synonyms:	Heparin Lock Flush Solution, USP Hep-Flush®-10
Chemical Name:	Heparin Sodium
Category:	Blood Modifier

SECTION 2 - COMPOSITION

<u>Ingredient</u>	<u>CAS Number</u>	<u>Amount</u>
Heparin Sodium (porcine intestinal mucosa)	9041-08-1	See Package Insert
Sodium Chloride	7647-14-5	See Package Insert
Methylparaben	99-76-3	0.15%
Propylparaben	94-13-3	0.015%
Benzyl Alcohol	100-51-6	15 mg/mL

MSDS Database Access

Go to the North Memorial Health Intranet→**Quick Links**→Safety Data Sheet
Enter product name in MSDS Search bar or
select first letter of product name



Infection Prevention





Hand Hygiene!!!

Use alcohol-based waterless hand rub:

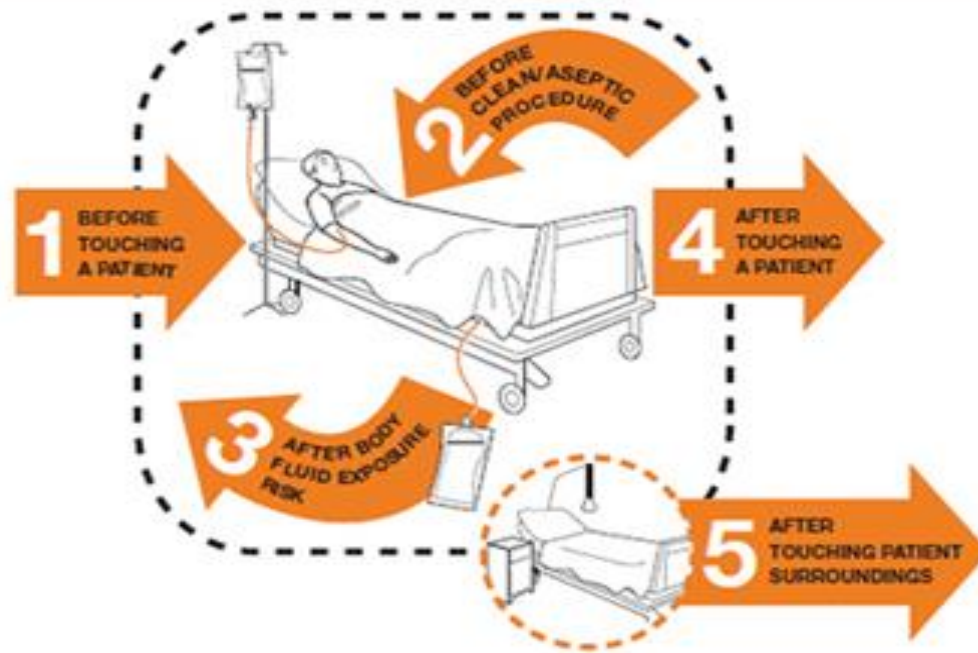
- Before touching a customer
- Before clean/aseptic procedure
- After body fluid exposure risk
- After touching a customer
- After contact with customer surroundings

Use warm water, soap, and friction for a 15 second scrub:

- After using the restroom
- Before meals
- After direct contact with body fluids
- When hands are visibly soiled
- After contact with a customer with *Clostridium difficile* (C.difficile) or surfaces which may be contaminated with *Clostridium difficile*

North Memorial Health follows World Health Organization Guidelines for Hand Hygiene

My 5 Moments for Hand Hygiene



Hand Hygiene Includes Hydration

- The skin is the body's largest organ.
 - Helps regulate our temperature
 - Protects us from invasion by dirt, bacteria and reduces risks for infection.

Keep your hand skin healthy. Apply hospital approved, Chlorhexidine (CHG) compatible lotion frequently throughout your work time.

Waterless Alcohol Products

- Reminders for product use:
 - To be effective, you must apply enough product so that hand surfaces are not completely dry after 15 seconds of rubbing.
 - Rub all hand surfaces, even under fingernails
 - Don't use product after caring for a patient with diarrhea, go to a sink and wash



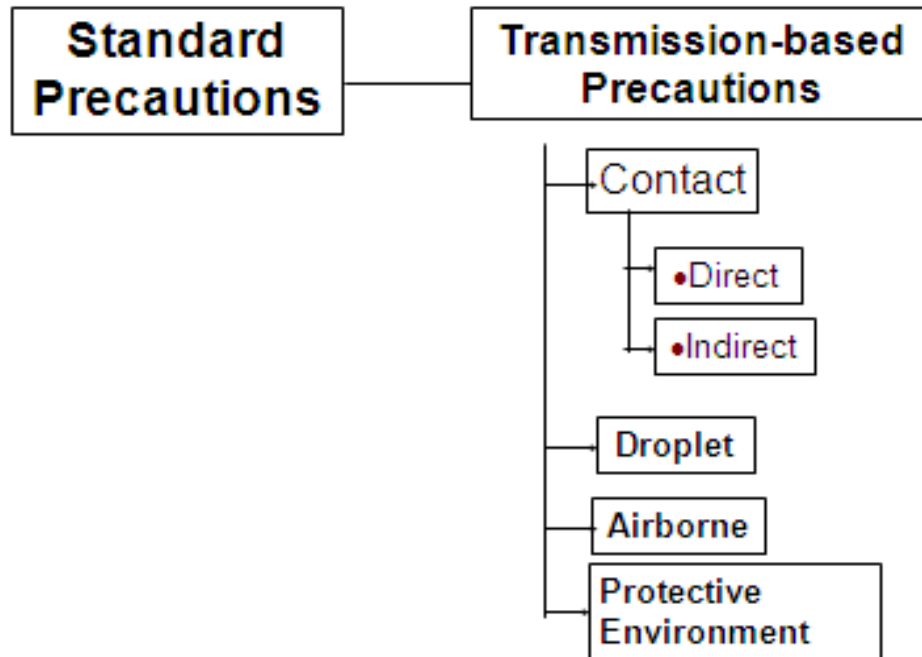
Hand Hygiene “Quik” Summary

- Foam In and Foam Out or wash with each patient encounter
- Moisturize your hands
- Inform patients and families that you have performed hand hygiene before starting cares
- Invite the patient and family to do hand hygiene as well.



Standard Precautions with Additional Transmission-Based Precautions

CDC Precautions



Basic Care Rule



- All patients are potential carriers of infectious agents.
- This is the rationale for Standard Precaution Practices
- Hand hygiene and environmental cleaning are essential elements for care

Use the Four (4) “C’s Assessment

Assess the Patient for:

1. **C**ontainment (wounds, drainage, respiratory secretions)
2. **C**ontinence (urine, stool)
3. **C**atheter devices (i.e. G-tube, trach)
4. **C**lothed/underwear, diaper intact/ compliant with cleanliness/clean hands

Catheter Care

- CAUTI: Urinary Catheter Maintenance for Infection Prevention
Remedy Cleansing Body Lotion: Not to be used for catheter care!

The below cleanser has dimethicone similar to what is in baby lotion. Dimethicone can adhere to the foley catheter and attract microorganisms which can contaminate the catheter and enter the urethra = infection! Prevent CAUTI and use Soap and Water for pericare.



Soap and Water for Catheter Care

Use a disposable wipe or clean wet wash cloth

- Add soap to cloth
- Perform catheter care
- Clean from insertion down the catheter
- Rinse catheter with clean wet cloth

Do not use basins

Ban the Basin

As of October 2016 North Memorial Health Hospital “banned the basin” and began using packaged cleansing wash cloths for most bed bath bathing on all in-patient units.



Standard Precautions means...

A clean environment...

- Who is responsible?
- What must be cleaned?
- How is it cleaned?
- When is it cleaned?



Standard Precautions means...

Safe handling of used linen...

- ✓ Handle with gloves
- ✓ Do not sort or soak
- ✓ Bag at point of use
- ✓ Don't stack on furniture




Standard Precautions means...

Proper waste management

- ✓ Regular trash
- ✓ Red Bag waste
 - ✓ Grossly contaminated with material or bodily fluids
 - ✓ Wet or dry



Use PPE as needed!!!



Environmental Cleaning and Disinfecting

- Factoids
 - Every patient brings their own ecology into the healthcare setting
 - Patients colonized or infected with healthcare associated pathogens frequently contaminate items in their immediate vicinity
 - Pathogens may remain viable on surfaces for weeks

Survival of Pathogens on Surfaces

Hota B. Clin Inf Disease 2004; 39:1182

PATHOGEN	SURVIVAL
MRSA	Days to weeks
VRE	Days to weeks
Pseudomonas	7 hours
Acinetobacter	33 days
Norovirus	12 days
Influenza	24-48 hours
Hepatitis B	7 days
C-difficile	Spores: months Vegetative cells: hours

In Summary: Environmental Cleaning and Disinfection

Infection rates will continue to drop with Hand Hygiene compliance and the cleaning of frequently touched surfaces

Standard Precautions means...

Biohazard labels

- ✓ Lab specimens
- ✓ Red Bag waste
- ✓ Blood products
- ✓ Refrigerators / freezers that contain specimens/ medications



USE PPE when appropriate!

Standard Precautions means...

***Refrain* from the following in all work areas (including report room, nurse's station, near Pyxis/dispensing area, and charting areas)**

- Eat
- Drink
- Apply cosmetics
- Handle contacts



Protect Yourself!

Use Standard Precautions

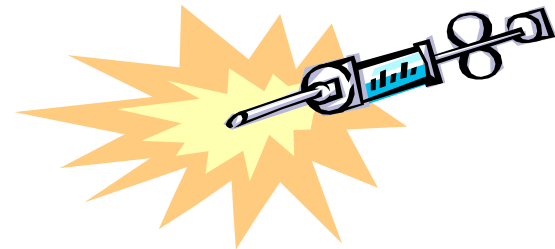
- ✓ Handwashing
- ✓ Personal Protective Equipment
(gloves, mask, gown)
- ✓ Sharps safety
- ✓ Clean environment
(linen, waste, housekeeping)



Blood / Body Fluid Exposure Incidents

Time is critical when treating a serious exposure!

- Report exposures immediately to your instructor or clinical mentor
- Report to North Memorial Team Member Health Center for follow up
- Report to the Emergency Department if Team Member Health Center is closed



Transmission-Based Precautions

- **Airborne**
 - Negative ventilation room and N95 respirator mask or Powered Air Purifying Respirator.
- **Droplet**
 - Surgical mask
- **Contact**
 - Gloves and Gown are required
- **Full Barrier**
 - Combined Airborne and Contact Precautions = negative ventilation room, full skin coverage – coverall (Tyvek) suit with built-in shoe covers, double gloves, and eye and face protection

Airborne Precautions



Airborne Precautions



Clean hands with
alcohol rub or soap
and water



Wear N95 mask when
entering room



Closed Door, open window if possible

- Airborne precautions include:
 - Tuberculosis (isolation)
 - Chickenpox
 - Measles
 - Disseminated Shingles
-
- Airborne precautions require:
 - Negative ventilation
 - Respiratory protection

Airborne Precautions

- This is the door sign for a customer in *Airborne Precautions*. The sign is available in different languages in Dispensing.
- Masks are required for all providers
- These customers **do** require a negative ventilation room.
- Leave the isolation sign on the door if the customer is transferred or discharged.

AIRBORNE PRECAUTIONS

Negative Pressure Ventilation required: Contact Maintenance (55320) at admission. **ED:** 5, 6, 7, 17, 38, 39; **PCC:** 21, 23 **PACU Iso Room;** **Inpatient:** 701, 702, 731, 732, 214, A499, A699, A799, 570, 571, 670, 671, 770, 771



MASK REQUIRED

- Wear N-95 if fit tested, PAPR if not fit tested
See reverse for N-95 fit check
- Check with charge nurse before entering this room. Immunity may be required.



Keep door tightly closed



Disinfect equipment with antiseptic wipes



TRANSPORT

Essential purposes only

- Staff: No barriers
- Patient: Surgical mask



VISITORS





- MASK REQUIRED

Special Airborne Precautions

- This is the door sign for a customer in *Special Airborne Precautions*. The sign is available in different languages in Dispensing.
- This is used if immunity of the provider is known (chicken pox, measles, etc.).
- These customers do require a negative ventilation room.
- Leave the isolation sign on the door if the customer is transferred or discharged.

SPECIAL AIRBORNE PRECAUTIONS

Negative Pressure Ventilation required: Contact Maintenance (58328) at admission, ED: 5A, 17, 38, 39 PCC: 23 PACU: Isolation Room; **Isolation:** 214, 301, 302, 334, 732, A, 499, A, 609, A, 799, 870, 871, 630, 671, 730, 771, **NBCU:** A, B.

	STAFF IMMUNITY REQUIRED <ul style="list-style-type: none">• If immune to chickenpox and measles, no barriers are required.• If immune status is unknown, wear N-95 mask, gown and gloves.
	<ul style="list-style-type: none">• Negative ventilation room required• Keep door tightly closed
	TRANSPORT Essential purposes only <ul style="list-style-type: none">• Staff: No barriers• Patient: Surgical mask
	VISITORS: IMMUNITY REQUIRED <ul style="list-style-type: none">• Immunity to chickenpox and measles required.• If immunity is unknown, and you must enter, wear N-95 mask, gown and gloves.

If you have questions please contact Infection Prevention at (763) 581-4660

Droplet Precautions

Droplet precautions include:

- Common cold
- Influenza
- Viral upper respiratory illnesses

Droplet precautions require:

- Private room
- Isolation mask









Droplet Precautions

- This is the door sign for a customer in Droplet Precautions. This sign is available in different languages in Dispensing.
- These customers do not require a negative ventilation room.
- Again, hand hygiene is very important.
- Leave the isolation sign on the door if the customer is transferred or discharged.

DROPLET PRECAUTIONS

Do not place in 423, 425, 426, 427, 428 due to positive pressure ventilation.

	MASK	<u>Required</u>
	N95 MASK	During aerosol-generating procedures
	DOOR	Keep closed
	EQUIPMENT	Disinfect with antiseptic wipes
	TRANSPORT	Essential purposes only <u>Patient</u> : Surgical mask, wash or foam hands <u>Staff</u> : No mask needed
	VISITORS	Mask required Not present during aerosol-generating procedures



Contact Precautions

Contact precautions required for customers with:

- Diarrhea (Special Contact Precautions)
- Open wounds/burns
- Antibiotic resistant bacteria such as: MRSA, VRE, CRE, ESBL

Contact Precautions include:

- Gloves
- Gown

Contact Precautions

- This is the sign for most customers who are in Contact Precautions – This sign is available in different languages in Dispensing.
- Wear gloves and gown for every customer with this sign
- Make sure to disinfect medical equipment using antiseptic wipes that are in each customer room
- Leave the isolation sign on the door if the customer is discharged or transferred

CONTACT PRECAUTIONS



GLOVES ARE REQUIRED



GOWN IS REQUIRED



Disinfect equipment with antiseptic wipes



TRANSPORT

Patient: Clean gown, wash or foam hands

Staff: Clean gloves









VISITORS

Gown and gloves recommended

Special Contact Precautions

- This is the sign for most customers who are in *Special Contact Precautions*. This sign is available in different languages in Dispensing.
- Used for suspected *C.Difficile* customers
- Wear gloves and gown for every customer with this sign
- Hands need to be washed with SOAP and WATER
- Make sure to disinfect medical equipment using *bleach* wipes that are located on isolation cart.
- Leave the isolation sign on the door if the customer is discharged or transferred

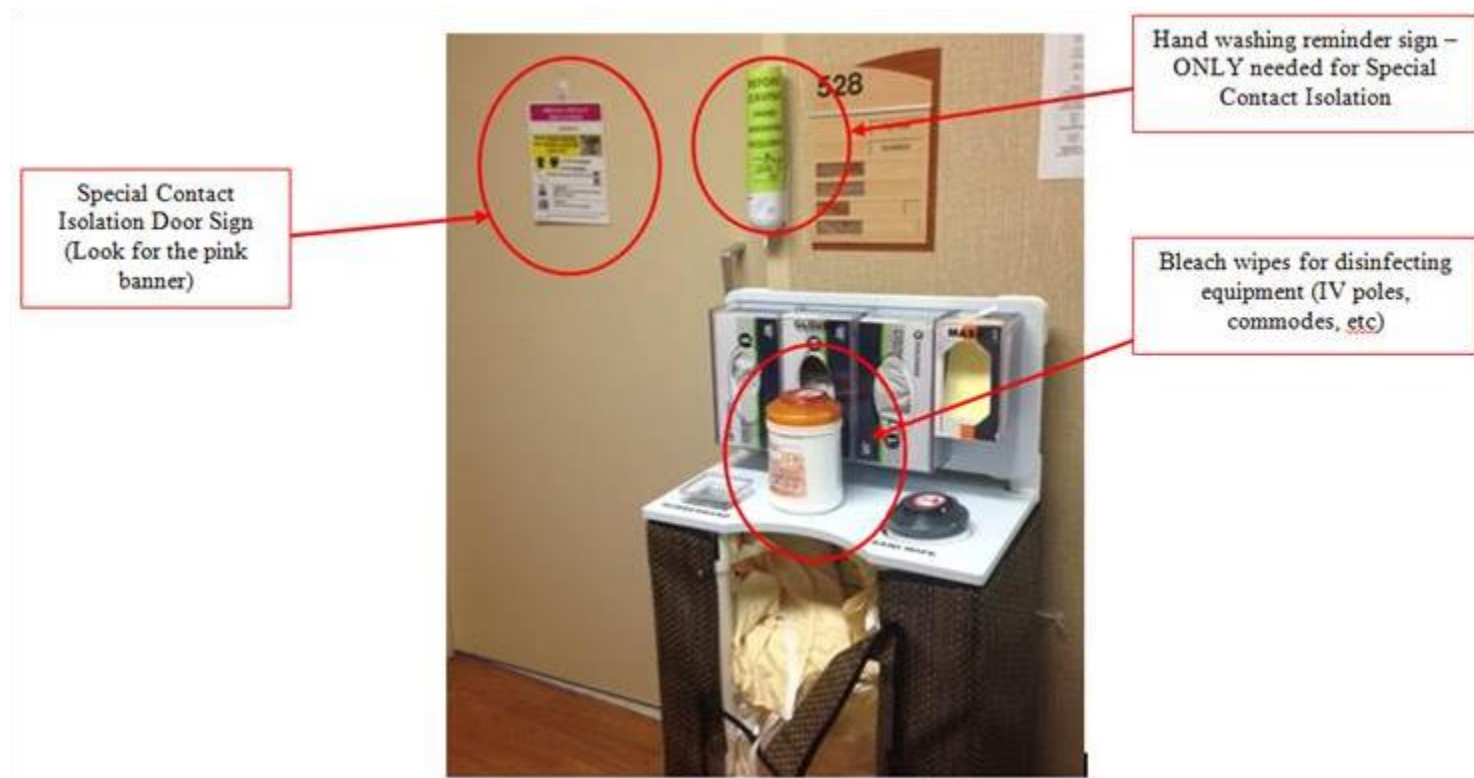
SPECIAL CONTACT PRECAUTIONS	
STOP!!!!	
 	<p>GLOVES ARE <u>REQUIRED</u></p> <p>GOWN IS <u>REQUIRED</u></p>
	<p>MUST WASH HANDS with soap and water upon exit</p>
	<p>Disinfect equipment with antiseptic wipes</p>
	<p>TRANSPORT <u>Patient</u>: Clean gown, wash hands to elbows <u>Staff</u>: Clean gloves</p>
	<p>VISITORS Gown and gloves recommended</p>

XF-4038

Daily and terminal clean with bleach

If you have questions please contact Infection Prevention at (763) 581-4660

SPECIAL CONTACT ISOLATION



General Student/Faculty Information

Student Identification Badge

School Responsibility: Three weeks prior to student start date instructor must send list of student names to: IDBadgeRequests@NorthMemorial.com

ID Badge Office Location:

The ID Badge Office is located in the Hospital, Plaza Level, near the Pharmacy- Bring Photo ID

Badge Office Hours (subject to change):

Monday – 7:30 a.m. – 12:30 p.m.

Tuesday – 7:30 a.m. – 12:30 p.m.

Wednesday – 10:00 a.m. – 2:00 p.m.

Thursday – 7:30 a.m. – 11:30 a.m.

- If you forget your badge you must get a temporary badge from the Safety and Security Office
- At the end of your clinical rotation you must return your ID badge to the Safety and Security Office

ID Badge Office Phone: 763-581-2289 or

Safety and Security Office Phone: 763-581-2160.

Personal Appearance

- Appearance plays a critical role in the customer's perception of our profession
- Always present a neat, clean and professional appearance
- North Memorial Health ID badge with your name and role must be worn above the waist at all times during your clinical experience

Unacceptable attire includes but is not limited to:

- Sweatshirts, with or without hoods; fleece jackets
- Crop tops
- Tank or sleeveless tops unless covered by a sleeved garment
- Shorts (including Capri pants)
- Sandals or open toed shoes
- Denim clothing of all types



Uniform Standardization

North Memorial Health standardized uniform (scrubs) colors

RNs: Royal Blue/Galaxy Blue

LPNs: Eggplant/purple

Customer Care Support (NAs, ED Techs, MAs, HHAs, MHAs, Patient Escorts, etc.): Maroon/Burgundy

Clerical Support (including HUCs, Customer/patient Registration, COAs, etc.): Olive Green

Laboratory Services: Hunter/Dark Green

Respiratory Services: Chocolate/Dark Brown

Pharmacy: Pewter/Dark Grey

Nutrition Services: Teal and Black

Housekeeping Services: Navy Blue

Materials/Supplies: Dark Teal

Therapy Services (PT, OT, Speech): Black

Radiology/Imaging: Khaki

OR/Procedural: Ceil Blue

Parking

Student Parking

- Park at Terrace Mall during shuttle hours (5:30 am - 5:30 pm, Monday - Friday).
- Student ID badges are programmed to allow exits from the Hospital ramp when the shuttle bus is not operating (e.g. overnight shifts and weekends). Swipe your badge at any of the exit lanes to leave the ramp.

******Students who enter and exit the Hospital ramp between 5:30 am - 5:30 pm, Monday – Friday will pay the cashier the normal hourly rate******

Where to dine?

Students and Faculty are invited to dine in the following locations:

- North Memorial Health cafeteria, Plaza level of hospital.
- Break area, first floor of hospital, directly north of the Employee Pharmacy. Break area faces Oakdale Avenue. Vending machines are available.
- Break area, lower level of the Atrium. Vending machines are available.
- **DO NOT** eat in family waiting areas.

North Memorial Health Medical Library

Self-Service Medical Library

- North Memorial Health has a self-service Library located on the lower level of the Atrium. Self-service resources are available at the front desk and at the computers.
- You may sign out materials for your use.
- Return materials promptly so they are available for others to use.

Library Hours

- Students have ID Badge access to the Medical Library during the hours of 7:00 a.m. – 9:00 p.m. by swiping their North Memorial Health ID badge in the badge reader located on the wall to the left of the main library door.
- The Library is not open on weekends.

Clinical Conference Meeting Space

Instructors may arrange for clinical conference meeting space by email:

Meeting.Requests@northmemorial.com




Next Steps

You have now completed the North Memorial Health Orientation for student-faculty clinical experiences

You will validate review of this module by signing the:

*Unit Safety Orientation Checklist for
Students and Onsite Faculty*

Unit Safety Orientation Checklist

 **North Memorial**

FOR STUDENTS AND ON-SITE FACULTY

SW#: _____

NAME: _____

SCHOOL: _____

ACADEMIC PROGRAM: _____

UNIT: _____

I have reviewed the following required North Memorial Student Orientation materials:
North Memorial Orientation: Student Faculty Clinical Experiences Power Point

I am _____
☐ On-Site Faculty Signature: _____

This checklist was designed to assist students and their department managers (or designees) or a practicing member on site in reviewing important department information, safety expectations, and unit specific

TEAM'S FOR SAFETY AND REMARKABLE PATIENT CARE
Socialization to the Unit/Department <ul style="list-style-type: none">Introductions and work assignmentsBreaksPersonal Appearance
Expectations for collaboration and team work
Work assignment process
INDICATE EFFECTIVELY FOR SAFETY AND REMARKABLE PATIENT CARE
Handoff process
IDENTIFY SAFETY RISKS FOR REMARKABLE PATIENT CARE
Emergency Management <ul style="list-style-type: none">Location of emergency equipment (e.g. crash cart)
Life Safety <ul style="list-style-type: none">Location of fire extinguishersLocation of pull stationsAnnunciator panel (Indicates which room's smoke detector has been activated. Annunciator panels are located on some main hospital/nursing units, not on Atrium units)Equipment for evacuation
Infection Control Issues <ul style="list-style-type: none">Importance of hand washingCleaning of equipmentContact precautions
Ergonomic issues <ul style="list-style-type: none">Special equipment (e.g. lift equipment)
Hazardous Substances/Waste specific to the department
Role in reducing security risks <ul style="list-style-type: none">Management of patient valuablesStorage of personal valuables in the department/unit (e.g. purse)
Patient/Customer Identification Process: 2 IDs (name and date of birth)
Preventing Patient/Customer Harm (e.g. fall prevention, etc.)

I have reviewed the above items:

Signature of Supervisor or Designee: _____

I am _____
☐ On-Site Faculty Signature: _____

The Unit Safety Orientation Checklist for Students and On-Site Faculty must be completed and sent to Professional Practice, Development and Education in the Medical Library.

ALL students and on-site faculty need to complete this checklist.

Nursing instructors coming on-site with student groups are responsible for ensuring this checklist is completed and inter-office mailed to Professional Practice, Development and Education.

Students (nursing & non-nursing) assigned to a North Memorial Health mentor will review the checklist with their mentor at the start of the clinical experience.