

BEAUMONT HEALTH AMBULATORY DIVISION STUDENT/VOLUNTEER/AGENCY INFORMATIONAL GUIDE

Our mission

Compassionate, extraordinary care every day

Our vision

To be the leading high-value health care network focused on extraordinary outcomes through education, innovation and compassion

Our values

- **Compassion**
- **Respect**
- **Integrity**
- **Teamwork**
- **Excellence**



Revised 4/19 sas

TB EXPOSURE CONTROL PLAN

This plan has been developed to reduce the risk of TB transmission to healthcare workers, patients, visitors and the community. The TB assessment sheet will be used on all patients exhibiting possible TB symptoms. Patients exhibiting possible TB symptoms will be masked and isolated in one of the negative pressure rooms on the nursing units until medically cleared by their physician. All employees having contact with patients in airborne isolation must wear respiratory protections. **STUDENTS ARE NOT TO CARE FOR THESE PATIENTS, AS THEY HAVE NOT BEEN HEPA MASK FIT TESTED!**

PATIENT CONFIDENTIALITY REMINDER

It is mandatory that ALL patient information and patient related information remain completely confidential. It is *illegal* for you to discuss patient information outside of the hospital environment or within the hospital environment in an inappropriate area. Should you be discovered discussing patient information in an inappropriate situation, your privileges as a student at Oakwood will be revoked and you will be immediately escorted off the premises. It is imperative that we all work to keep patient information confidential. This includes all forms of social media.

PATIENT AND FAMILY CENTERED CARE (PFCC)

PFCC is an approach to planning, delivery, and evaluation of health care built on mutually beneficial partnerships among patients, families, and providers shaped by patient preference. PFCC is about working with patients and families as partners in care rather than doing to and for them. Patient and family-centered care is based on four core concepts:

1. People are treated with respect and dignity
2. Health care providers communicate and share complete and unbiased information with patients and their families in ways that are affirming and useful
3. Individuals and families build on their strengths through participation in experiences that enhance their control and independence
4. Collaboration with patients, families and providers occurs in policy and program development and professional education, as well as in the delivery of

ABUSE AND NEGLECT

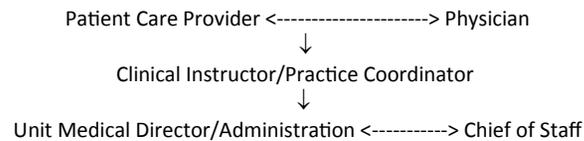
All allegations, observations, or suspected cases of abuse, neglect, or exploitation must be reported to the Practice Coordinator/Physician immediately. Forms of abuse include: child abuse, adult/elder abuse, physical assault, domestic violence, sexual assault (including rape and sexual molestation), and exploitation.

ETHICAL ISSUES

Consults can be initiated by anyone concerned about an ethical issue. Patient/family involvement is encouraged. Document circumstances in the medical record. Notify your Clinical Instructor, the Clinical Manager/designee, and Risk Management to advise of the situation. Contact the **Ethics Hotline: 313-436-2267**.

CONFLICT RESOLUTION/CHAIN OF COMMAND

When a situation arises, or a potential exists for a negative outcome, that you cannot resolve on your own, you may need to initiate the Chain of Command which includes going to the next level of authority. The best interest of the patient must be respected at all times to ensure maximum safety and excellent outcomes. All involved parties are responsible to follow the Chain of Command process until the situation is resolved. The Chain of Command sequence is as follows:



INCIDENT REPORTING

Any work related injuries sustained during working hours must be reported to your teacher or practice coordinator who will complete the incident report and follow corporate procedures.

IMPORTANT PHONE NUMBERS YOU MAY NEED WHILE AT BEAUMONT HEALTH AMBULATORY DIVISION SITE.

NOTE: To dial a number outside the clinical site you must dial a 9 first. If dialing a number within Oakwood you need dial only the last five numbers.

Clinical Site phone number _____

DIAL
9-911

- **Fire, Security – Emergency**
- **Patient needing Emergency Care (Needs to be transferred to hospital in an ambulance) 9-911**

PARKING

Please park at the rear of the visitor parking so that our guests have priority parking.

SMOKING POLICY

Smoking is not allowed anywhere in the clinic site or on the clinic site grounds.

ELECTRICAL SAFETY

All patient care equipment is to be inspected by Bio-medical personnel before any use. Damaged or malfunctioning hospital equipment must be removed from service, labeled and reported to Facility Services for repair.

CULTURAL DIVERSITY & SENSITIVITY

Culture is not limited to color and ethnicity! It is a system of shared values, beliefs and practices that is constantly evolving. It includes but is NOT limited to race, ethnicity, religion & spirituality, socioeconomic class, education, sexual orientation, and differing abilities. Respecting everyone's differences means that we respond respectfully & effectively to people of all cultures in a manner that recognizes differences & similarities, affirms the worth of all persons, & protects & preserves dignity. Respecting everyone's differences is part of how we provide *Service Excellence!* at OHS. For more information, please contact the Transcultural Strategic Team. Contact information is on Oaknet.

SDS (SAFETY DATA SHEETS)

1. Each site has their own SDS manual. Please locate where your site's SDS manual is located. Also available on the Oaknet.
2. SDS manual available for review during work shift; copies available upon request.
3. Employees will be notified within 5 days of receipt of new or revised SDS by "Right to Know" posters.
4. No employee will begin work in a confined space, or perform any non routine task, without a safety briefing from their manager.

MEDICAL WASTE

Federal and state laws regulate how medical waste is handled, packaged and labeled. Medical waste includes laboratory waste, liquid human and animal waste, pathological waste and sharps.

- All containers with medical waste will be labeled with a biohazard symbol.
- Medical waste will be separated at the point of origin into proper containers.
- All sharps (i.e., glass, needles, sharp instruments) will be placed in the appropriate red containers.
- All other medical waste is to be placed in the large red medical waste containers in the dirty utility room.
- Medical waste will be packaged, contained and located in a manner that protects and prevents release into the environment.
- Medical waste will not be mixed or compacted with other waste.
- Medical waste must be stored in a manner that prevents putrefaction or contact with the air or individuals.
- Medical waste will not be stored greater than 90 days.

INFECTION CONTROL

All blood and bodily fluids must be treated as contaminated. Always practice thorough hand washing immediately after contact with blood, bodily fluids or contaminated objects. Wear barrier protection, such as gloves, goggles, face masks/shields, fluid resistant aprons, gowns, boots, and use ventilation devices for resuscitation, whenever there is a possibility of contact with blood/body fluids, substances exist. Healthcare workers who have open lesions, dermatitis or other skin irritations should not participate in direct patient care. Contaminated needles must not be bent, clipped or recapped using two-handed techniques.

PERSONAL PROTECTIVE EQUIPMENT: (available in all sites.)

1. CPR pocket mask.
2. Surgical mask.
3. Goggles/full face shield.
4. Fluid resistant apron or cover gowns.
5. Protective gloves.
6. Protective shoe covers.
7. Protective hair covers.

FIRE SAFETY

Fire extinguishers are available in designated areas at all sites. Please identify them upon arrival on your designated clinical site. To properly use extinguishers, please remember PASS = PULL, AIM, SQUEEZE, SWEEP.

In case of a fire remember the **RACE** acronym:

- R** = remove patients from fire or smoke area, close doors.
- A** = Activate the alarm or pull station and dial 811 with exact location.
- C** = Contain the fire by closing all doors.
- E** = Extinguish the fire if it is safe to do so.

Evacuate if needed. When entering or exiting through the doorways, remember to feel the door. If it is **HOT**, do not open. If trapped in a room by a fire, place damp clothes or blankets around the edges of the door to prevent smoke and fire from entering the room. If entering a smoke filled room keep to the floor as close as possible because smoke always rises.

BODY MECHANICS/BACK SAFETY

1. Keep loads close to your body.
2. Bend at your knees not waist.
3. Divide work into smaller parts.
4. Get help from a co-worker.
5. Use a mechanical device whenever appropriate.

HAZARDOUS MATERIALS

Anything potentially dangerous to your health and safety such as infectious diseases, chemotherapy, radiation, ethylene oxide, medical gases and chemicals. All containers will be labeled with identity, hazard, name and product name.

MSDS (MATERIAL SAFETY DATA SHEETS)

Located on the Beaumont intranet under Documents.