



WELCOME TO CRMC

Our Mission

To provide optimal health, safety and satisfaction for all those we serve.

Our Vision

To be the first choice in healthcare and employment by committing to quality, patient safety and exceeding customer expectations.

Our Values

- **Quality**
- **Patient Safety**
- **Service**
- **Compassion**
- **Integrity**
- **Teamwork**
- **Accountability**
- **Innovation**



What's AIDETsm

and

**What does it mean for our
employees?**

A

Acknowledge

I

Introduce

D

Duration

E

Explanation

T

Thank You

A

Acknowledge

In person, with your body:

- ▼ Smile!
- ▼ Make eye contact
- ▼ Use open body language

Make patient, visitor or family member feel special

I

Introduce

We started with:

Now we add:

▼ Name

▼ Department

▼ Self, Experience, How long you've been an employee

▼ Co-workers

▼ Other Departments

▼ Physicians

D Duration: how long?

- ▼ How long will it take you to escort them to the area where they need to be?
- ▼ How long will the test, procedure, appointment or admission take?
- ▼ When should they expect results or a returned phone call from you or one of our staff members?

E Explanation

- ▼ Why are we doing this?
- ▼ What will happen and what should you expect?
- ▼ What questions do you have?

T Thank You

Thank them for choosing
Clark Regional
Medical Center

Impact on Leadership

From a CNO perspective – AIDET helped decrease the amount of time I spend dealing with problems by 75%”

Becky Caschette

Memorial Healthcare System

Hollywood, FL

“If done right and if you make the employees accountable, this tools works!”

Stephanie Clark

WellStar Health System

Marietta, GA

Patient Population Competency

What are age specific competencies? They are skills you use to give care that meets each patient's unique needs. Every patient is an individual. Each has his or her own:

- likes and dislikes
- feelings, thoughts and beliefs
- initiations and abilities
- life experiences.

Everyone grows and develops in a similar way. Experts generally believe that people grow and develop in stages that are similar to their age and share certain qualities at each stage. Understanding these stages is the key to age-specific competencies.

Infants and Toddlers (birth to 3 years)

Healthy growth and development:

- Physical - grows at a rapid rate, especially brain size
- Mental - learns through senses, exploring, playing; communicates by crying, babbling, then "baby talk", simple sentences
- Social/emotional - seeks to build trust in others; dependent; beginning to develop a sense of self.

Key health-care issues:

- Communication - provide security, physical closeness; promote healthy parent-child bonds
- Health - keep immunizations/checkups on schedule; provide proper nutrition, sleep, skin care, oral health, routine screenings
- Safety - ensure a safe environment for exploring, playing and sleeping

Young Children (4 to 6 years)

Healthy growth and development:

- Physical - grows at a slower rate; improving motor skills; dresses self; toilet trained
- Mental - begins to use symbols; improving memory; vivid imagination, fears; likes stories
- Social/emotional - identifies with parents; becomes more independent; sensitive to others' feelings

Key health-care issues:

- Communication - give praise, rewards, clear rules
- Health - keep immunizations/checkups on schedule; promote healthy habits
- Safety - promote safety habits

Older Children (7-12 years)

Healthy growth and development:

- Physical - grows slowly until a "spurt" at puberty
- Mental - active, eager learner; understands cause and effect; can read, write and do math
- Social/emotional - develops greater sense of self; focuses on school activities, "fitting in" with peers; negotiates for greater independence.

Key health-care issues:

- Communication - help the child to feel competent, useful
- Health - keep immunizations/checkups on schedule; give information on alcohol, tobacco, other drugs and sexuality
- Promote safety habits

Adolescents (13 to 20 years)

Healthy growth and development:

- Physical - grows in spurts; matures physically; able to reproduce
- Mental - becomes an abstract thinker; chooses own values
- Social/emotional - develops own identity; builds close relationships; tries to balance peer group with family interests; concerned about appearances; challenges authority.

Key health-care issues:

- Communication - provide acceptance, privacy; build teamwork, respect

- Health - encourage regular checkups; promote sexual responsibility; advise against substance abuse; update immunizations
- Safety - discourage risk taking.

YOUNG ADULTS (21 to 39 years)

Healthy growth and development:

- Physical- reaches physical and sexual maturity; nutritional needs are for maintenance rather than growth
- Mental-acquires new skills and information which is used to make decisions and solve problems.
- Social/emotional- seeks closeness to others; sets career goals, chooses lifestyle, community; starts own family.

Key health-care issues:

- Communication- be supportive and honest; respect personal values
- Health-encourage regular checkups; promote healthy lifestyle (provide information on proper nutrition, exercise, weight control, etc.) inform about health risks e.g. heart disease, cancer, etc.) update immunizations.
- Safety- provide information on hazards at home, work.

Middle Adults (40 to 64 years)

Healthy growth and development

- Physical- begins to age; experiences menopause (women) may develop chronic health problems.
- Mental- uses life experiences to learn, create, and solve problems.
- Social/emotional- hopes to contribute to future generations; stays productive, avoids feeling “stuck” in life; balances dreams with reality; plans retirement; may care for children and parents

Key health care issues:

- Communication- keep a hopeful attitude; focus on strengths, not limitations
- Health-encourage regular checkups and preventative exams; address age-related changes; monitor health risks; update immunizations.
- Safety- address age related changes (effect on senses, reflexes, etc.)

ADULTS (65 to 79 years)

Healthy growth and development:

- Physical – ages gradually; natural decline in some physical abilities, senses.
- Mental- continues to be an active learner, thinker; memory skills may start to decline.
- Social/Emotional- takes in new roles (grandparent, widow, etc.); balances independence and dependence; reviews life.

Key health care issues:

- Communication-give respect; prevent isolation; encourage acceptance of aging.
- Health- monitor health closely; promotes physical, mental, social activity; guard against depression, apathy; update immunizations.
- Safety- promotes home safety; especially preventing falls.

OLDER ADULTS (80 and older)

Health growth and development:

- Physical- ability; at increasing risk for chronic illness; major health problems.
- Mental- continues to learn; memory skills and or speed of learning may decline; confusion often signal illness or a medication problem.
- Social/emotional- accepts end of life and personal losses; lives as independently as possible.

Key health care issues:

- Communication- encourage the person to express feelings, thoughts, avoid despair; use humor, stay positive.
- Health- monitor health closely; promote self-care; ensure proper nutrition, activity level, rest; reduce stress; update immunizations
- Safety- prevent injury; ensure safe living environment

Infection Control

Every staff member is responsible for following Standard Universal precautions, which means “treat all human blood and body fluids as if they are potentially infectious for bloodborne pathogens.”

To decrease incidence of hospital acquired infection and to protect yourself from exposure:

- 1 lab specimens should be in a biohazard marked container/bag before transporting
- 2 gloves should be worn when handling specimens
- 3 keep all cuts and scrapes bandaged – especially on hands
- 4 never wear gloves in the hallway unless transporting a specimen or dirty linens
- 5 **the most important and easiest step to prevent spread of infection is “PROPER HANDWASHING”**
- 6 never go into a room that is marked “isolation” without asking what is appropriate personal protective equipment.



If you think you have been exposed to any bloodborne pathogens (blood or body fluid) wash the affected area with soap and running water and report immediately to your instructor or assigned staff member.

Emergency Preparedness

Dial “501” on any hospital phone to access the overhead paging system. Call the appropriate code from the list below and the location three times. For any emergency, report immediately to your instructor and/or ask staff on the department what you can do to help.

Severe Weather Warning

All units should prepare for a warning to occur as soon as a watch is called. Close curtains/windows-get yourself and/or patients to areas that are enclosed and without glass.

Code ~~Yellow~~ - internal/external disaster

Code ~~Black~~ - bomb threat:

Take all threats seriously. Ask all >W= questions-who, when, where, why, what. Notify security.

Code ~~Gray~~

Extra help is needed for various reasons.

Code ~~Silver~~

Used for an incident involving a weapon

Code ~~Pink~~ –missing or wandering infant, child or adult:

All exits should be secured, the hospital will be “locked down”, no one, including staff, can enter or exit the hospital. Wait in your area for further instructions. Do not speak with media. If someone leaves, page security and be prepared to describe the person, direction fleeing, and vehicle if possible.

Code ~~Orange~~ - Hazardous Material Spill

Code ~~Blue~~ -Adult or Pediatric Cardiopulmonary Arrest

Code ~~RED~~ - FIRE

How to respond: **RACER**≡

R = rescue any in danger

A = activate alarm (Code Red) - Pull stations are located near the exits

C = contain (open curtains, close doors)

E = extinguish

R = relocate if necessary (know 2 routes of exit)

How to use extinguishers: **PASS**"

P = pull the pin A = aim the nozzle S = squeeze the trigger S = sweep and spray base of fire

Interim Life Safety Measures (ILSM)

Interim Life Safety Measures are implemented whenever a hazard exists due to an existing condition and/or construction which compromises any feature(s) of fire protection. Some examples would be:

- Fire drills
- Providing alternate emergency exits if access is blocked
- Implementing fire watch if the fire alarm or sprinkler system is out of service

Performance Improvement

Performance Improvement (PI) activities at CRMC focus on processes/activities and outcomes that have the greatest effect on the quality of care and service the patient/customer receives. We use the methodology below to develop and implement PI activities.

* All staff, including volunteers, contract, and medical staff are expected to participate in PI activities. Participation may include:

- Serving on a PI or Service Excellence Team
- Involvement in departmental PI, including data collection
- Identifying opportunities for improvement through department leader rounding or initiation of an **opportunity for improvement form** (available by time clocks and on the resource center under forms



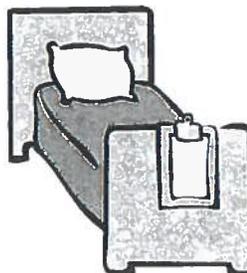
- **Plan:** Develop a plan for improving quality of a process.
- **Do:** Execute the plan, first on a small scale.
- **Study:** Evaluate feedback to confirm or to adjust the plan.
- **Act:** Make the plan permanent or study the adjustments

Linen Usage

Linens are a part of almost every patient encounter within the hospital. Because of this, it is also a big expense for the hospital. The following help you to understand the cost of linens:

Cost of linen per patient bed

1 Flat sheet.....	\$4.95
1 Fitted sheet.....	\$6.82
1 Pillow case.....	\$1.33
1 Spread.....	<u>\$15.15</u>
	\$28.25



Please remember..... Linens should not be placed in red bags, unless they are soiled with blood or body fluids, place the linens in a plastic trash bag and into the dirty linen cart. If a piece of linen is damaged, it should be placed in the blue cloth bag, located in the dirty utility room because we get credit for them.

When changing a patient's bed and/or assisting with bathing, take only the linens needed at that time. Extra linens taken into a patient's room, even if not used, are considered contaminated.

The bed spread should not be changed unless visibly soiled or at the request of the patient/family. If the patient is cold, please talk to a staff member. We will provide warmed blankets – do not use multiple bed spreads.

Parking is restricted to the back gravel parking lot or any unmarked spaces in the side paved lot. Smoking areas are located outside of the Emergency Department and the side area where the picnic tables are located.

Red Bag Waste

Items which do NOT go in Red Bag Waste:

- Cotton balls, band-aids, gloves, diapers, ^{urinary cath} Foley bags
- Isolation waste
- Linens
- Food products



Items which DO go into Red Bag Waste: *dripping, flaking, or sopping with blood*

Items (besides linens) saturated in blood or body fluids, bags or IV tubing containing blood, hemovacs, chest drainage units, closed sharps containers

*Sharps and broken glass go in sharps containers

*Flush or pour liquids down hopper if appropriate



Patient Safety

Patient safety is everyone's responsibility. Report any concerns you have regarding safe care of the patients.

If you feel there is a safety or ethical concern within this facility, you can call our corporate compliance hotline and leave an anonymous message. The number is 877-508-5433.

Reporting and Identifying Abuse

It is everyone's responsibility to identify and report suspected abuse. If you suspect any form of abuse, report it to your instructor or a nurse. The incident will be investigated and reported to the appropriate authorities. The following is a partial list of signs and symptoms of abuse, including physical, emotional and sexual abuse, neglect and exploitation. These signs and symptoms apply across the life span.

- ⊗ burns, human bite marks, suspicious bruises or lacerations
- ⊗ untreated medical conditions
- ⊗ poor hygiene, poor nutrition or dehydration
- ⊗ STDs
- ⊗ vaginal or anal bruising or bleeding
- ⊗ mismanagement of an individual's funds or property

Patient Confidentiality

Patient confidentiality and privacy is very important and must be maintained at all times. Here are a few tips on maintaining patient privacy and keeping patient information confidential:

- * knock before entering a patient's room
- * do not talk about patient care in public areas
- * make sure patient records stay protected
- * do not release patient information over the phone.



HIPAA

HIPAA stands for Health Insurance Portability and Accountability Act. It was developed in 1996 by the Department of Health and Human Services. HIPAA:

1. protects the privacy of health information (oral, written and electronic).
2. creates standards to protect individual's privacy
3. sets boundaries on use and release of health information
4. establishes safeguards to protect health information
5. holds violators accountable

Wrongful disclosure of patient information can result in fines and possible imprisonment!

Customer Service



Who are CRMC customers? Anyone with whom you come in contact while in our facility is considered a customer. Co-workers, peers, all employees, visitors, patients, families and doctors are all customers.

Our customer service representative will address patient complaints during the weekdays. Please speak to your instructor or a staff member if you receive a complaint from a patient or family member.

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Acknowledgment

I acknowledge that I have received LifePoint Hospitals' Code of Conduct. I understand that it represents mandatory policies of the organization, and I agree to abide by it.

Signature _____

Position _____

Printed Name _____

Date _____

Facility _____



Infection Control

I have received written material for the topics of infection control and blood borne pathogens. I have had the opportunity to ask questions and receive answers.

I understand that I can contact Clark Regional Medical Center's Infection Control Coordinator at 745-3523 for additional information.

If exposed to blood or potentially infectious materials, I understand I am personally responsible for any and all treatment, testing and follow-up. Furthermore, I understand that should I incur any injury/illness on the premises of CRMC, that I will also be personally responsible for any and all treatment and care resulting from any such illness/injury.

Signature _____ Date _____

Witness _____ Date _____

Confidentiality Statement

All information pertaining to patients, medical records and reports, personnel documents and records, or any other hospital records and related information are strictly confidential.

Anyone found reading records or reports, discussing patient information, or imparting confidential information except when authorized to do so may be subject to civil penalties.

I, _____, understand the above Policy and agree to respect and keep absolutely confidential all information I may hear and/or read pertaining to patients, medical records, staff personnel records and documents, or any other hospital records and related information.

Signature _____ Date _____

Witness _____ Date _____