Welcome

Lifepoint Health Central Kentucky Market Student Orientation Handbook




LIFEPOINT HEALTH®

MISSION

Making Communities Healthier

VISION

We want to create places where:

People choose to come for Healthcare

Physicians want to practice

Employees want to work

High Five Guiding Principles

- Delivering high-quality patient care
- Supporting physicians
- Creating excellent workplaces for our employees
- Taking a leadership role in our communities
- Ensuring fiscal responsibility

AIDET

Why is this important?

Acknowledge

Introduce

Duration

Explanation

THANK YOU!

A.I.D.E.T.

Acknowledge

- Smile
- Make eye contact
- Use open body language
  - Make others feel special

Introduce

When greeting others, introduce yourself by giving them your:

- Name
- Department
- Tell them about yourself, your experience, where you're a student, what you're studying

A.I.D.E.T.

Duration

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

Explanation

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

Thank you

- Always thank them for choosing (Hospital name).

IMPROVING PATIENT EXPERIENCE

Behaviors to Respect and Engage

- Maintain eye contact
- Ask open ended questions
- Answer call lights quickly
- Avoid phrases like, "yeah," "honey," and "hold on"
- Avoid stating, "everything will be OK"
- Avoid finishing patient's thoughts or sentences

Individualize Care

- Prepare for your visit to the room
- Remove any distractions
- Start conversations on a personal note
- Recap patient responses and concerns
- Sit at the bedside, when possible
- Consider cultural sensitivities
- Recognize the impact of family

IMPROVING PATIENT EXPERIENCE

Manage Up

- Position others in a positive light
- Help patients and families feel safe and confident they are being cared for by competent and caring individuals who trust one another

PROFESSIONALISM

- Project a professional image through actions and appearance
- Follow your school and hospital's dress code
- Wear your ID badge in a visible location (above the waist) at all times
- You are the reputation of (Hospital name) and will not get a second chance to make a good FIRST IMPRESSION
- Strive to maintain a quiet atmosphere and be considerate of those around you
- Respect everyone's privacy and confidentiality (HIPAA)
- Use proper grammar when speaking
- Address everyone in an appropriate manner

PROFESSIONALISM

- DO NOT use your cell phone in patient care areas, which includes the nursing station
- If you are carrying your cell phone with you, make sure it is on silent
- Return personal phone calls on breaks and lunch, outside direct patient care areas

STANDARDS OF BEHAVIOR

- Treat everyone as a customer
- Commit to privacy and confidentiality
- Provide quality care, promptly and safely
- Assist those who appear to be lost
- Exceed expectations
- Treat everyone as an individual
- Manage up staff
- Welcome everyone into our hospital
- Offer assistance to those around you in completing tasks
- Give and receive constructive feedback thoughtfully and privately

STANDARDS OF BEHAVIOR

- Close every encounter by asking if there is anything else you can do for them or if they have any questions
- Practice A.I.D.E.T. in all your encounters
- Listen attentively, carefully, and without interruption (with ears and eyes)
- Keep patients and their families informed of their healthcare plan and delays
- Convey accurate communication of all information
- Be responsible and respectful in all social media conversations concerning (Hospital name)

STANDARDS OF BEHAVIOR

Ownership

- Take pride in your performance by striving to do the job right the first time
- Promote a positive image of (Hospital name)
- Use facility resources wisely and without waste
- Maintain an organized, clutter-free work area
- Pick-up and dispose of trash properly
- Eat and drink in appropriate areas

Attitude

- Be polite and courteous at all times
- Settle only for excellence
- Do the right thing for the right reason . . . even when no one is watching
- Remember our attitudes, words, vocal tone, body language, and actions have tremendous power
- Practice the golden rule: do unto others as you would have done unto you

HIPAA

Health Insurance Portability Accountability Act

- Developed in 1996
- Protects privacy of health information (oral, written, electronic)
- Creates standards to protect individual's privacy
- Sets boundaries on use and release of health information
- Establishes safeguards to protect health information
- Holds violators accountable

PATIENT POPULATION

- Age Specific Competency
  - Skills you use to give care that meets each patient's unique needs
  - Every patient is an individual
  - Recognition that each patient has his / her own,
    - Likes and dislikes
    - Feelings, thoughts, and beliefs
    - Limitations and abilities
    - Life experiences

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

INFECTION CONTROL AND PREVENTION

- Every staff member and student is responsible for following Standard Universal Precautions, which means, "treat all human blood and body fluids as if they are potentially infectious for blood borne pathogens."
- To decrease incidence of hospital acquired infection and to protect yourself from exposure:
  - Place lab specimens in biohazard bags/containers prior to transporting
  - Wear gloves when handling specimens
  - Keep all open cuts/scrapes covered
  - Never wear gloves in the hallway, unless transporting a specimen or soiled linens
  - PROPER HAND HYGIENE
  - Rooms marked, ISOLATION, require the proper PPE to be worn

INFECTION CONTROL AND PREVENTION

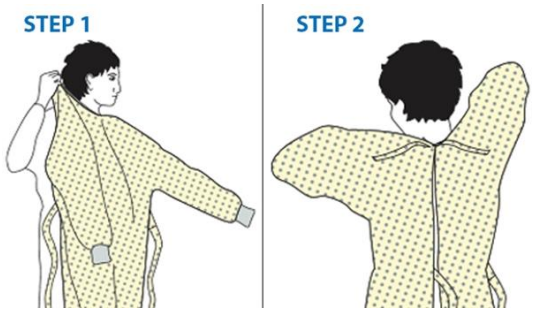
- Red Biohazard Containers
  - ➢ Used for biohazard materials only
    - Examples: suction containers, centesis bottles, blood administration tubing, catheter bags
  - ➢ DO NOT PLACE the following items in these containers:
    - Bloody sheets
    - Bloody chux
    - Gloves
    - Gowns (disposable or patient)
    - General trash

Donning PPE Safely

What are the steps?

- Identify and gather the proper PPE to wear

- **Perform hand hygiene** using hand sanitizer or soap and water



- **Put on the isolation gown** – Tie all of the ties on the gown

Donning PPE Safely

What are the steps?

1. Put on a N95 respirator or higher
    A. Use a facemask if a respirator is not available.
    B. Fit the nose piece to the nose with both hands; don't bend or tent. Do not pinch the nosepiece with one hand.
    C. The respirator should extend under the chin covering both mouth and nose.
    D. Do not wear your mask under your chin or store in a uniform pocket between patients.

* Respirator – the top strap placed on crown of head and the bottom strap to base of the neck. Perform a seal check each time you put on the respirator.
* Facemask – top tie should be placed to the crown of the head; bottom tie to base of neck. If the mask has ear loops, place them appropriately around the ears.

Donning PPE Safely

What are the steps?

2. Put on a full-face shield or goggles.
3. Perform hand hygiene before putting on gloves.
4. Put on gloves - the gloves should cover the cuff (wrist) of the gown.
5. The healthcare provider may now enter the patient's room

Doffing PPE Safely

What are the steps?

- Grasp gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing gown, fold or roll the gown inside-out into bundle
- While removing gown peel off your gloves at the same time, only touching inside of gloves and gown
- Discard in waste container
- Perform hand hygiene

Doffing PPE Safely

What are the steps?

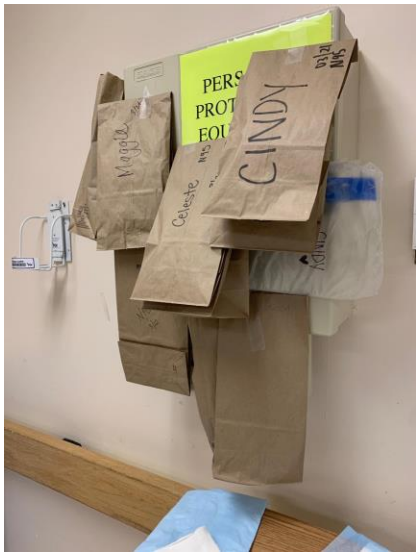
Remove face shield or goggles by grabbing the strap at the back of the head and pulling it forward and away from the head.

Do not touch the front of the face shield or goggles.

Doffing PPE Safely

What are the steps?

Remove and discard the respirator or face mask. Do not touch the front of the respirator or face mask. If practicing re-use or extended use of respirators or masks, deposit the mask in the designated location.



A. Respirator – remove the bottom strap by touching only the strap and bring it carefully over the head. Grasp the top strap and bring it carefully over the head then pull the respirator away from the face without touching the front of the respirator.

B. Face mask – carefully untie or unhook from the ears and pull away from the face without touching the front of the mask.

So Why All the Fuss About Hand Hygiene?

Most common mode of transmission of pathogens is via hands!

- Infections acquired in healthcare
- Spread of antimicrobial resistance

Recommended Hand Hygiene Technique

- Handrubs
  - Apply to palm of one hand, rub hands together covering all surfaces until dry
  - Volume: based on manufacturer
- Handwashing
  - Wet hands with water, apply soap, rub hands together for at least 15 seconds
  - Rinse and dry with disposable towel
  - Use towel to turn off faucet

Guideline for Hand Hygiene in Health-care Settings. *MMWR 2002*; vol. 51, no. RR-16.

MRI SAFETY

- Check patients for electrodes before leaving for a MRI
- Nursing staff and the MRI Tech should together check the patient for any metal, medication patches, electrodes, etc. prior to patient leaving room
- Patient will then be scanned with a scanning wand by MRI Tech upon arrival to MRI suite

EMERGENCY PREPAREDNESS

From any hospital phone, dial 44 (overhead page):

- Code Black: Bomb threat
- Code Blue: Cardiopulmonary arrest (adult)
- Code Blue-Broselow: Cardiopulmonary arrest (pediatric)
- Code Yellow: Internal or external disaster
- Code Pink: Missing infant, child, or adult
- Code Purple: Uncontrolled patient
- Code Gray: Call for extra security assistance
- Code Silver: Person with a weapon
- Code Red: Fire
- Code Orange: Hazardous spill
- Code Weather: Severe weather event
- Code Help: Extra staffing assistance needed

FALL PREVENTION

Clark Regional Medical Center's primary goal is to keep our patients safe. One way we achieve this is,

EVERYONE WORKS TOGETHER TO PREVENT FALLS

Three ways to alert staff that a patient is HIGH RISK FOR FALLS (HRFF):

- Patients wear yellow gowns
- Patients wear a yellow armband on their wrist
- A yellow FALLING STAR is placed on their door (inpatients)

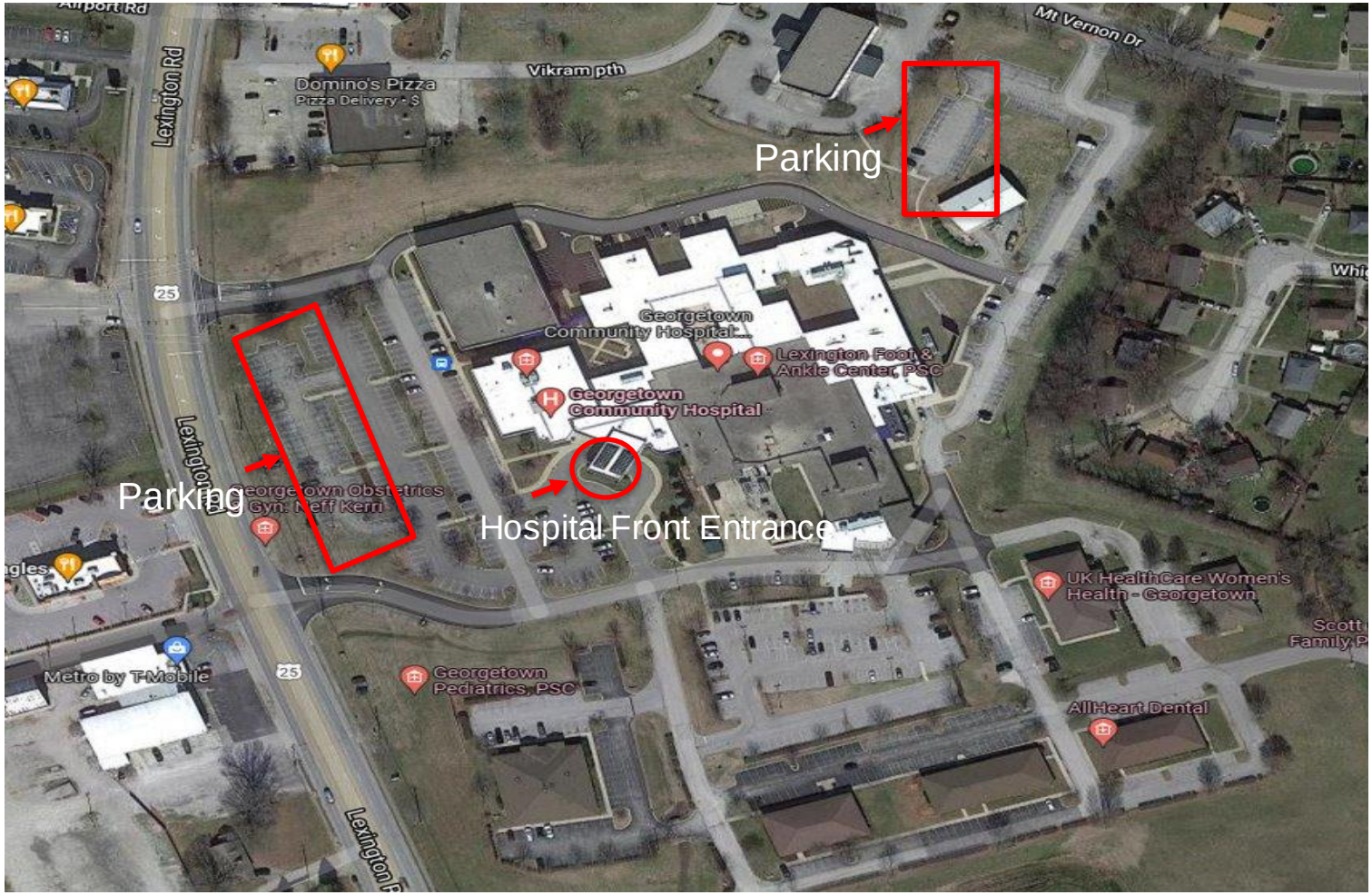
Patient may have one or all three of these to alert you they are a risk for falling.

Assist any patient you encounter who is walking alone in their room or hallway with a yellow gown/armband. Do not pass them by.

STUDENT PARKING
Clark Regional Medical Center

- Please park in the upper parking lots (far left, when facing the hospital entrance)

STUDENT PARKING
Georgetown Community Hospital



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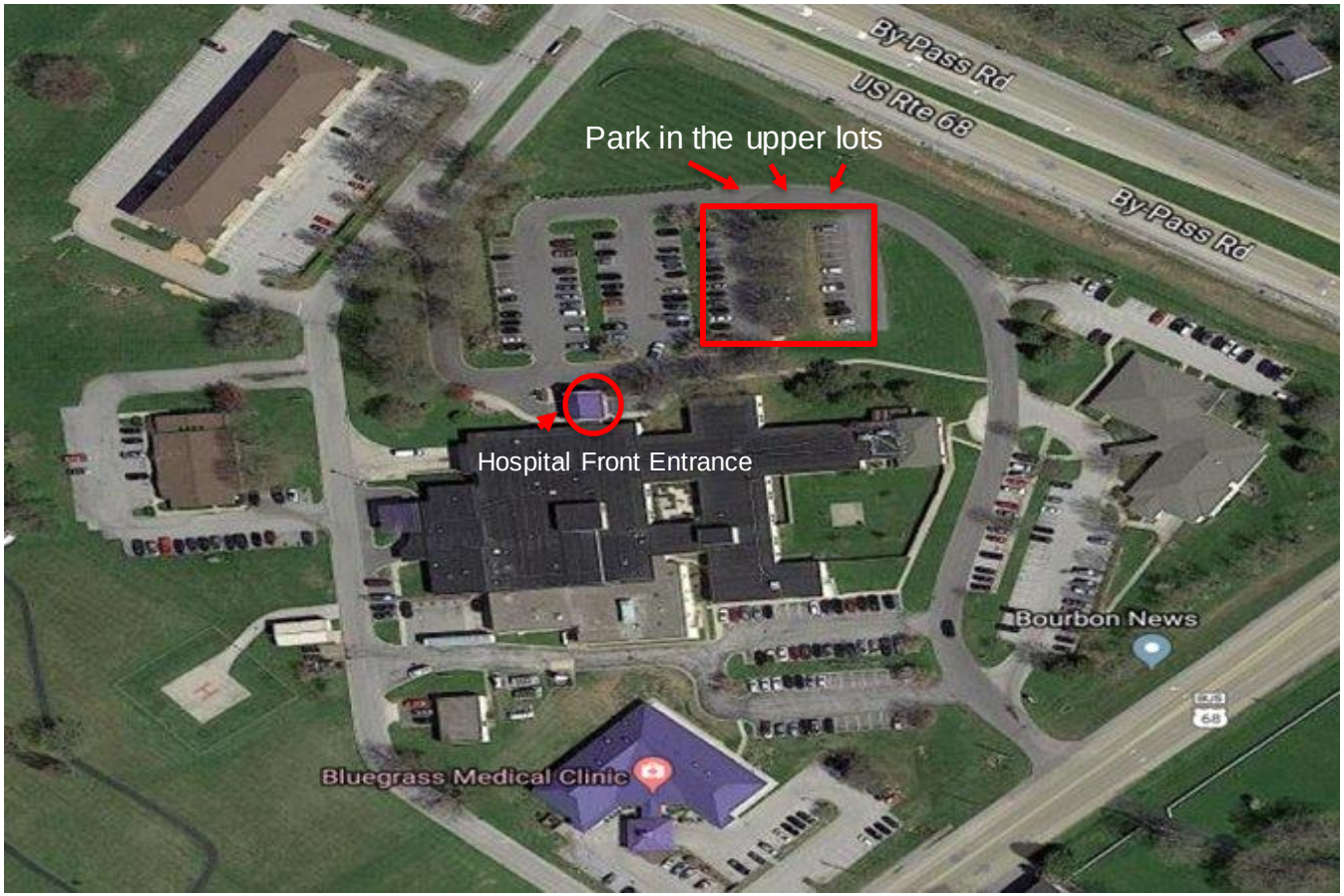
STUDENT PARKING
Bourbon Community Hospital

- Please park in the upper parking lots (far left, when facing the hospital entrance)



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