

New Volunteer  
**Orientation  
Experience**



**FLORIDA  
HOSPITAL**

*The skill to heal. The spirit to care.*

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**Dear Volunteer,**

**Welcome to the Florida Hospital family!**

Florida Hospital which is owned and operated by the Adventist Health System has been guided by its mission since it was founded in 1908. Our mission, "To Extend the Healing Ministry of Christ," is embedded in all that we do. That mission is lived and experienced in an environment of trust, belonging of hope for each volunteer and employee as well as for those we have the privilege to serve. Our medical service to the community has helped build and maintain our reputation as one of the nation's leading health care providers. In order to provide national and global pacesetter patient experiences, we relentlessly pursue excellence in the following areas of hospital operation: Team, Clinical, Service, Market and Finance.

To reach all our goals, Florida Hospital emphasizes core values, which flow out of our mission. They are integrity, compassion, balance, excellence, stewardship and teamwork (best remembered by the acronym ICBEST). We believe these values must be evident in everything we do. Our mission drives our values, our values drive our behavior and our behavior drives our performance.

With over 2,200 beds on eight campuses, Florida Hospital is the largest not-for-profit hospital in Florida. Our staff cares for more than 1.5 million patients each year, making Florida Hospital the largest health care provider in the United States. Florida Hospital currently serves a seven-county area throughout Orlando and Central Florida, and is a major tertiary referral hospital for much of the Southeast, the Caribbean and South America.

The vision of our organization is to be a global pacesetter delivering preeminent, faith-based health care. Our volunteers are at the heart of our vision. Without individuals like you we cannot continue to provide excellent care to our patients. We look forward to your contribution as a new member of our family, continuing the tradition of medical excellence and compassionate care.

Sincerely,  
Lars Houmann, FACHE  
President & CEO

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# Florida Hospital Campuses

## **Walt Disney Pavilion at Florida Hospital for Children**

601 East Rollins Street  
Orlando, FL 32803  
(407) 303-5600

## **Florida Hospital Altamonte**

601 East Altamonte Drive  
Altamonte Springs, FL 32701  
(407) 303-2200

## **Florida Hospital Apopka**

201 North Park Avenue  
Apopka, FL 32703  
(407) 889-1000

## **Florida Hospital Celebration Health**

400 Celebration Place  
Celebration, FL 34747  
(407) 764-4000

## **Florida Hospital East Orlando**

7727 Lake Underhill Road  
Orlando, FL 32822  
(407) 303-8110

## **Florida Hospital Kissimmee**

2450 North Orange Blossom Trail  
Kissimmee, FL 34744  
(407) 846-4343

## **Florida Hospital Orlando**

601 East Rollins Street  
Orlando, FL 32803  
(407) 303-5600

## **Winter Park Memorial Hospital, a Florida Hospital**

200 North Lakemont Avenue  
Winter Park, FL 32792  
(407) 646-7000



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# Scope & Purpose of Handbook

## SCOPE

This handbook has been prepared for the volunteers of Florida Hospital.

## PURPOSE

This handbook was compiled by the Human Resources division and Volunteer Services of Florida Hospital to provide a general understanding of the Hospital's policies, procedures and rules. It is the volunteer's right and responsibility to observe the standards listed in this handbook, including, but not limited to, standards within the organization not mentioned herein.

While the handbook is meant to be as accurate as possible, it is subject to reviews and updates based on changes in hospital policies and goals.

**Attendance of New Volunteer Orientation does not guarantee placement in a Florida Hospital volunteer position.**

## Culture of Excellence

### Quick Facts about Florida Hospital

- Largest not-for-profit protestant healthcare system in the U.S.
- More than 2,200 licensed beds
- 1,200 critical care beds
- More than 16,000 employees
- More than 2,500 volunteers
- Treats more heart, neurology, gynecology and vascular surgery patients than any other nationally recognized hospital in the U.S.

### Awards and Recognitions - "Best of the Best"

- Florida Hospital has been recognized numerous times by U.S. News & World Report as being among the best hospitals in the country.
- Top 25 Companies for Working Families in Central Florida – Orlando Sentinel (2001, 2002, 2003, 2005, 2007, 2008, 2009)
- Host hospital for the Discovery Health Channel's show Birth Day! LIVE in 2003, 2004, and 2006
- Recognized as a Compassionate Employer in The Compassionate Friends' 2007 Compassionate Employer Recognition Program
- National Research Corporation Consumer Choice Award – 14 consecutive years
- Three Florida Hospital campuses were honored with a Premier Award for Quality in the area of Heart Failure (2006)

- 2007 Beacon Award Winner, Corporate Advocate category - the highest and most coveted award given in seven categories for best practice in celebrating diversity and inclusion of the Greater Orlando workforce covering nine counties in Central Florida
- 2010 Governor's Sterling Award – This award is given to organizations that practice and preserve excellence.

### **A Supportive Workplace**

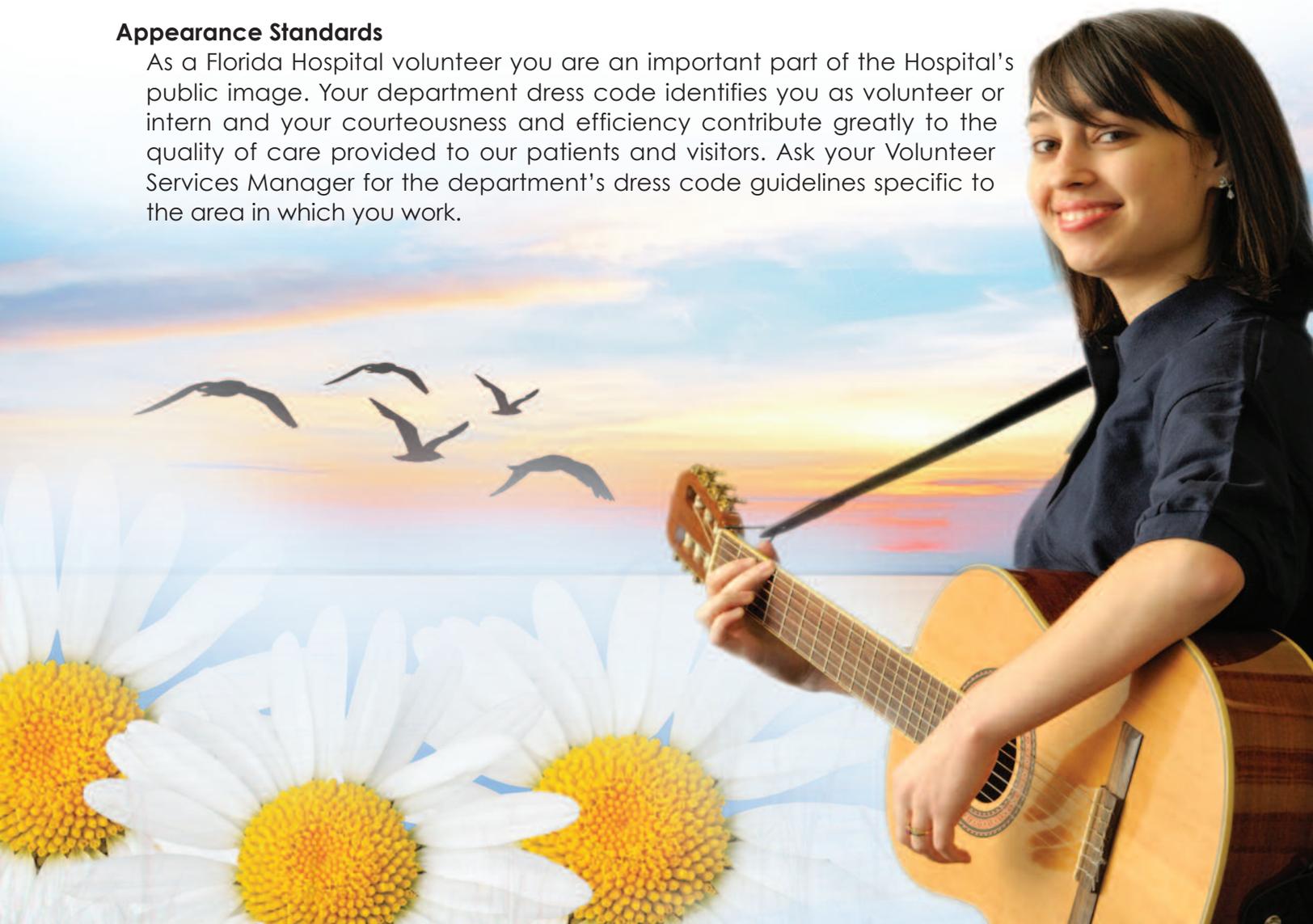
Florida Hospital believes in a supportive workplace where each volunteer is trained to value teamwork, diversity, mutual respect, and where each volunteer is recognized for his/her effort and dedication.

### **Americans with Disabilities Act**

Florida Hospital has accommodated and will continue to reasonably accommodate individuals with disabilities under the same guidelines and policies as other applicants and volunteers. Accommodations and auxiliary aids available to volunteers, patients and visitors of Florida Hospital includes, but are not limited to, audio/visual aid, interpreters of Braille, telecommunication devices and external reader boards.

### **Appearance Standards**

As a Florida Hospital volunteer you are an important part of the Hospital's public image. Your department dress code identifies you as volunteer or intern and your courteousness and efficiency contribute greatly to the quality of care provided to our patients and visitors. Ask your Volunteer Services Manager for the department's dress code guidelines specific to the area in which you work.



# History of Florida Hospital

**Florida Hospital is part of the Adventist Healthcare System, a part of the Seventh-Day Adventist Organization, which has campuses located all over the United States and worldwide.**

In the middle of the 1800's, night air was thought to be tainted and harmful; people closed their windows to keep it out. Diets were high in sugars and fats, physicians encouraged smoking because it supposedly strengthened the lungs, and patients had blood drained as a cure for illness. Sunlight and bathing were both considered hazardous. The Seventh-day Adventists, guided by founding members James and Ellen White, questioned the common assumptions about health and hygiene.

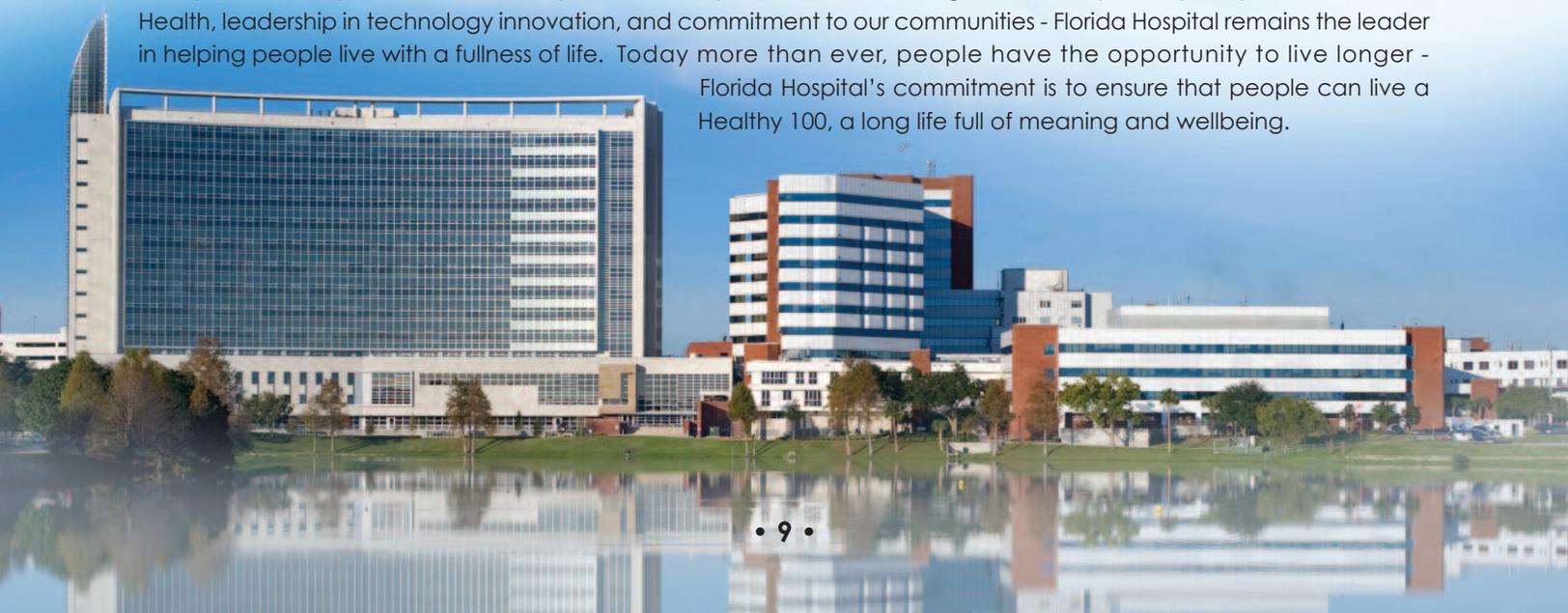
In 1866, church members established the Health Reform Institute in Battle Creek, Michigan, which later became known as the Battle Creek Sanitarium. The sick and the needy, as well as the rich and the famous—Henry Ford, Thomas Edison, J.C. Penney, John D. Rockefeller, Jr., and many others—came to the Sanitarium to benefit from the new perspective on healthcare.

The success of the health center in Battle Creek—and a widespread craving for the healing therapies found there—launched a healthcare organization that could not be confined to a single location. New sites began to take root around the country, and in 1908 the healing touch of Adventist healthcare providers reached into Central Florida.

The Florida Sanitarium and Benevolent Association, which later came to be called Florida Hospital, opened in October 1908 with four patients, a few employees and one doctor. Today, the institution that started in a 20-bed farmhouse has grown to include more than 3,500 beds, with facilities in 8 locations, 2,200 physicians, and over 16,000 employees.

Technologies, services and amenities have changed dramatically through the years; but the emotional, spiritual and physical needs of our patients are not much different than they were a hundred years ago, and our mission to healing the whole person remains unchanged.

Today, Florida Hospital continues the quest of whole person health. Through the whole person principles of CREATION Health, leadership in technology innovation, and commitment to our communities - Florida Hospital remains the leader in helping people live with a fullness of life. Today more than ever, people have the opportunity to live longer - Florida Hospital's commitment is to ensure that people can live a Healthy 100, a long life full of meaning and wellbeing.



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# Our Mission

To extend the healing ministry of Christ.

# Our Vision

To be global pacesetter delivering preeminent faith-based healthcare.

# Our Values

**Integrity**- When one's words and actions create trust, as evidenced by being truthful, respectful, and consistent

- Consistently acts in the best interest of our patients, family members, co-workers, and the hospital
- Speaks up when something appears wrong or inappropriate
- Accepts responsibility for one's actions and the resulting outcomes
- Follows through with ones' commitments
- Is consistently transparent, open, and honest in one's dealing with others

**Compassion**-Meeting Individual needs with kindness, care and empathy

- Anticipates and responds quickly to the needs of others using SHARE principles
- Acknowledges others by name and greets people with a smile and direct eye contact
- Treats others with respect and dignity
- Actively listens to understand the needs of others
- Ensures care and comfort by attending to the basic needs of patients, family members, and co-workers every day

**Balance**- Harmony in ones professional, personal and community life as well as in one's own mind, body, and spirit

- Embrace the CREATION model and encourages others to do the same
- Demonstrates a passion for continuous learning
- Promotes healing through a sense of humor, touch, and prayer
- Contributes to the morale of co-workers through a continual focus on both clinical and operational results

**Excellence**- Provides care and services that are safe, reliable, and patient centered that drive extraordinary clinical, operational and financial performance

- Creates a patient experience that is consistently reliable and safe
- Exceeds performance expectations in all of the five elements of Extending Excellence
- Consistently follows institutional and regulatory guidelines putting safety first every time
- Advocates for the patient and when necessary; breaks down barriers to exceptional care
- Holds self and others accountable for results

**Stewardship** – Ensures sustainability and preeminence in patient care by responsively managing resources entrusted to us

- Thinks like an owner by adding value each day to protect and sustain the brand
- Efficiently utilizes the tools and resources provided to enhance the business
- Understands Florida Hospital's business and the importance of individual contributions to our overall success
- Considers long-term vs. short-term business results of each action taken
- Consistently strives to eliminate unnecessary costs to the company

**Teamwork**-An environment of belonging that values diversity of thought and background while encouraging individuals to share their different perspectives

- Share credit with others on the team
- Encourages a strong, inclusive team spirit through positive feedback, recognition of others and celebrating success
- Consistently includes others affected by a decision in the decision making
- Ensures the success of the team by sharing all relevant information
- Seeks to retain the best talent to assure team strength



# CREATION Health

The philosophy of CREATION Health is to care for the whole person – **mind, body, and spirit.**

The eight universal principles of CREATION Health are:

**C**hoice is the first step toward improved health. Making healthy choices is the key to lifestyle improvement. Research shows that people who believe they have more control over their lives tend to be healthier and live longer.

**R**est is both a good night's sleep and taking the time to relax during the day. The stress and pressures of life can accumulate over time and create a generalized "disease" with life. Research indicates that relaxation techniques, when practiced on a regular basis, can lower blood pressure, change one's mood, and in general, counteract the everyday effects of stress.

**E**nvironment is what lies outside our bodies yet effects what takes place inside us. All of our senses: sight, smell, sound, touch and taste- can influence our mood as well as our health, either positively or negatively. Recent research demonstrates not only the importance of our larger environment (air and water quality) to health, but also our immediate environment (light, sound, aroma and touch).

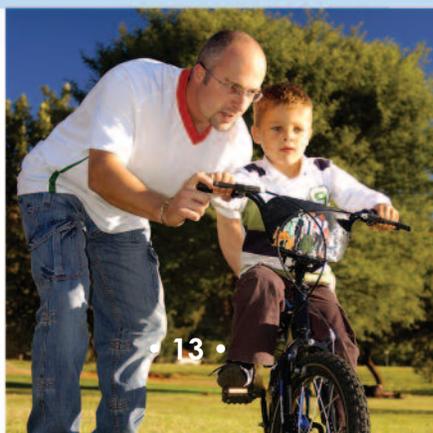
**A**ctivity includes stretching, muscle development and aerobic activity. The goal is to be active physically, mentally and spiritually. Activities should be something you enjoy and will participate in for years to come. Research indicates that an increase in activity translates directly into improved health.

**T**rust in God speaks to the important relationship between spirituality and healing. Our faith, beliefs, and hopes all affect our health. Research demonstrates the importance that belief and expectation exerts on the final outcome.

**I**nterpersonal relationships are important to your well-being. Knowing you have the support of others can fortify your resolve and contribute to improved health. Research has demonstrated the importance of support groups and family in recovery from illness.

**O**utlook colors your perspective on life. Helping people to experience hope and acquire a positive attitude is our goal. Recent research highlighting the influence of the mind on the body suggests that attitude does influence your health and can even impact the progression of disease.

**N**utrition is the fuel that drives the whole system. Take time to evaluate your food intake remembering that even small improvements, done on a regular basis, multiply the health benefits many times over. Research has consistently shown the importance of a good diet on your health, as well as your overall energy levels.



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# So, “You have to Choose a Hospital?”

If you became sick and had to be admitted to a hospital, and could select the hospital of your choice, which one would you choose?

## **1. One in which Nurses, Doctors and Hospital Staff:**

- a. Always speak to me with courtesy and respect.
- b. Usually speak to me with courtesy and respect.
- a. Always listen and explain things in ways I can understand.
- b. Usually listen to me and explain things in ways I can understand.

## **2. When Doctors and Nurses give me medications:**

- a. They usually inform me what the medicine is for and describe possible side-effects in a way I can understand.
- b. They always inform me what the medicine is for and describe possible side-effects in a way I can understand.

## **3. When it comes to pain management:**

- a. Doctors and Nurses always do everything they can to control and manage my pain.
- b. Doctors and Nurses usually do everything they can to control and manage my pain.

## **4. When it comes to the responsiveness of the staff:**

- a. I usually get the call button answered as soon as I need it.
- b. I always get the call button answered as soon as I need it.
- a. I always get bathroom help as soon as I need it.
- b. I usually get bathroom help as soon as I need it.

**5. When it comes to the Hospital environment:**

- a. One where rooms and bathrooms are usually clean.
- b. One where rooms and bathrooms are always clean.
- a. One that is usually quiet at night.
- b. One that is always quiet at night.

**6. At the time of being discharged, Doctors and Nurses:**

- a. Always talk to me about the help I will need when leaving and problems/symptoms I may encounter after I leave.
- b. Usually talk to me about the help I will need when leaving and problems/symptoms I may encounter after I leave.

**7. I would choose a hospital that I:**

- a. Usually am willing to recommend to my family.
- b. Always am willing to recommend to my family.

**8. I would choose a hospital that when giving an “overall rating” on a scale from 1 to 10:**

- a. I can always rate 9 or 10.
- b. I can usually rate 9 or 10.



## Hours recorded

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Clocking service hours is an important requirement of volunteering. It allows you to track your service time and it illustrates the significant value that you bring to our guests, employees, and operations. You may clock in and out at ANY time clock on any of the Florida Hospital campuses and may be requested to key in the department number for the specific areas in which you are volunteering.

### **To clock in:**

Press F1, wait for screen to say "enter badge," then swipe your iD card from top to bottom with the solid stripe facing you, barcode to the wall.

### **To clock out:**

Press F2, wait for the screen to read "enter badge," then swipe badge as above.

If you forget to clock in or out, please call or email your Volunteer Services Department and inform them of your hours. The correct hours will be entered in the computer.

## **Completion of Your Commitment**

When you have clocked in for a total of 100 hours, you will receive your Certificate of Appreciation from Florida Hospital. At the following intervals, hourly award certificates or pins that are worn on your uniform are given: 200 hours, 500 hours, 1000 hours, 2000 hours, and each 1000 hours thereafter. Official documentation of hours will not be given until you have completed your commitment.

[Florida Hospital Volunteer Services does not provide documentation for court ordered community service hours.](#)

## **What to Do When:**

### **If you can not make your shift:**

Call your area of service and let them know you will not be in. DO NOT call the Volunteer services office. We ask that you call the department since they count on you and will need to find someone who can complete that duty assignment in your absence.

**If you have a prescheduled vacation or plan to be gone for more than 1 week,** please notify your department as well as your volunteer Services Manager or you may be removed from the schedule and lose your volunteer position.

**Change in address:** If you changed your address, telephone number, cell number, or e-mail address, please call Volunteer Services Department so we can keep our records current. Please do the same when your emergency contact person has changes.

### **You wish to change your area of service or stop volunteering;**

If for any reason your schedule or plans change and you would like to add or reduce hours, change service areas, or stop volunteering, please contact the Volunteer Services department and notify them. Your volunteer badge MUST be returned to your volunteer manager when you stop volunteering at your exit interview. Your badge is property of Florida Hospital.

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# At Your Service

## **Banking**

Florida Hospital volunteers can enjoy all of the benefits and services of a full-service financial institution, including direct deposit, checking, savings, ATM services and much more. Upon placement, volunteers may become members of the Florida Hospital Credit Union. To learn more about the services of the Credit Union go to <http://www.FloridaHospitalCreditUnion.org>.

## **Volunteer Meal Ticket**

A meal ticket is awarded to each volunteer who completes one four hour volunteer shift. Meal tickets are for volunteer use only and are not transferable by anyone who is not a Florida Hospital volunteer. These meal tickets cannot be redeemed for cash.

## **Cafeteria**

Most campuses have food service offering a variety of convenient, fresh, healthy and delicious foods from which to choose. A 30% discount is available on most cafeteria and bake shop purchases. This benefit is not combined with usage of meal tickets

## **Chapel**

The Chapel is open to patients, customers, visitors and volunteers for the purpose of meditation and prayer.

## **Gift Shop**

Gift shops are operated at Florida Hospital campuses for the convenience of employees, visitors, patients and volunteers. Volunteers may purchase items at a discounted rate. Volunteers must present ID badge for discounts.

## **Merchant Discount**

The Merchant Discount Program, which is available on Florida Hospital's intranet, contains all of the discounts that various businesses offer to Florida Hospital volunteers. [www.fhrewards.com](http://www.fhrewards.com)

## **Parking**

Volunteers are to park in garages or lots specifically assigned for employee parking or as otherwise assigned by administration at each hospital campus or off campus location. Parking is free for all volunteers; ID badges are needed for garage access.

## **Lost and Found**

Lost and found articles are to be turned in immediately to the designated location at your campus. Identification must be shown when claiming the articles. Florida Hospital is not responsible for lost or stolen valuables.

## **Security Escort**

On each hospital campus, Security may be called to arrange for an escort if volunteers are working late and would like an escort to their car. Volunteers should understand that officer response time to calls for escorts may vary with delays occurring due to other situations and priorities.

## **Transportation**

Please stop by the Hospital Information Desk in the main lobby for a copy of bus stop locations and times.

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# The Patient Experience

Florida Hospital has engaged a process of understanding the experience of its patients from the moment they first make contact with our Florida Hospital facilities to the moment they leave the doors of our hospitals. We believe that if we effectively understand the experience of the patient, we can then understand how they perceive reality. If we understand their realities, we can then facilitate a process of service that meets them where they are and brings comfort and hope for their immediate needs.

*We, as a health system, have discovered that there are three basic stages that cultivate a positive patient experience:*

## trust

**“Admission”**: When the patients learn that they need hospitalization and first enters our hospital, they feel fear, uncertainty and pain. To address these emotions, the patient needs to be acknowledged, know the identity of their caregivers and be treated for their pain.

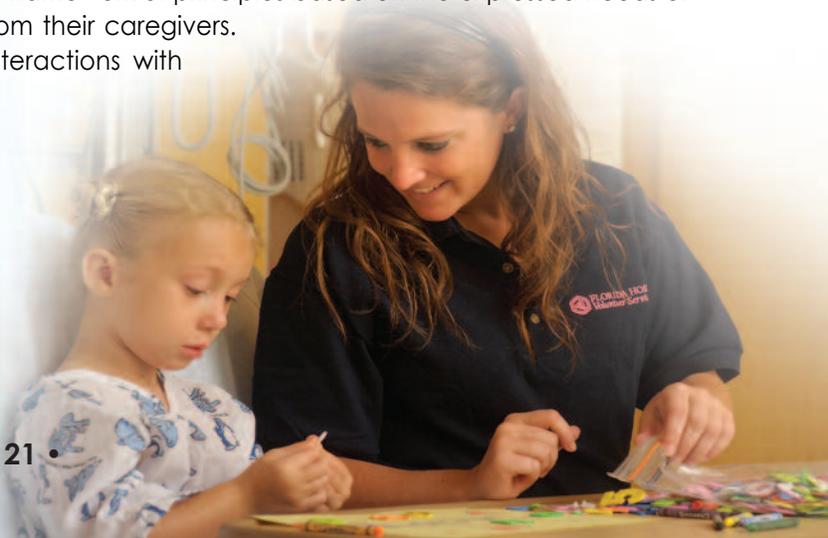
## belonging

**“Hospitalization”**: During the patient's stay, they will begin to feel alienation, boredom and loneliness. The patient needs to be nurtured by their caregiver, engaged in their treatment and communicated to regularly in order to relate.

## hope

**“Discharge”**: When the patient leaves our hospital they may feel abandoned, inadequate and unprepared. They need to be assured that they will be okay, empowered and prepared to take on their own plan of care and leave with a blessing.

The Patient Experience is embedded as one of the Hospital's strategic priorities. It is also one of the five key Executive Accountabilities that Florida Hospital Administration has committed to our corporate office Adventist Health System. Florida Hospital practices customer service through the framework of principles based on the expressed needs of our patients and what they most desire to receive from their caregivers. These principles guide our service behaviors and interactions with patients, guests and each other.



# WWW: Who, What, Why?

**SIMPLE:** Always address patients, families and staff by smiling and then stating “**Who you are, What you are doing and Why you care.**”

**DOABLE:** Always engage patients, families and staff by asking them, “**What is the most important thing I can do for you today/now?**”

**MEANINGFUL:** Always end conversations with patients, families and staff by stating: “**It is my pleasure.**” Caring for others is a privilege beyond our tasks, jobs and responsibilities.

**SUSTAINABLE:** Always give your full attention “**one patient at a time, every time.**” This is the key to consistency and quality in extending care.

**TRANSFERABLE:** Always come prepared to live “**Trust, Belonging and Hope**” every day and invite others to do the same. The more I live in the light of these principles, the more I experience the positive blessings of a mission-based experience.



## Compassion Behaviors

### I introduce myself and smile

- State your name (who)
- State your function (what)
- State your reason (why)

### I actively listen

- Listen carefully to what others are saying
- Get at patient height
- Make eye contact

### I project a positive image and energy

- Look approachable
- Keep conversations positive

### I anticipate needs and go above and beyond

- Create surprises and special moments
- Engage in family interactions
- Provide immediate service recovery

### I am a team player

- Act as one care team - no blaming
- Treat team as family
- Preserve the fun

## Image Standards

### I follow front stage and back stage expectations

Front stage	Back Stage
Arrive on campus	Break room
Public Hallways	Closed office
Nurses station	
Elevator	
Patient care areas	
In cafeteria	

### I always wear my name badge

- While onstage
- Worn on upper left side

### I uphold a professional appearance

- Follow Florida Hospital dress code policy
- Always be in appropriate uniform
- Only use personal electronic devices back stage

### I own the hospital environment

- No clutter
- Pick up loose trash
- If it's broken, get it fixed



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# Corporate Compliance and HIPAA

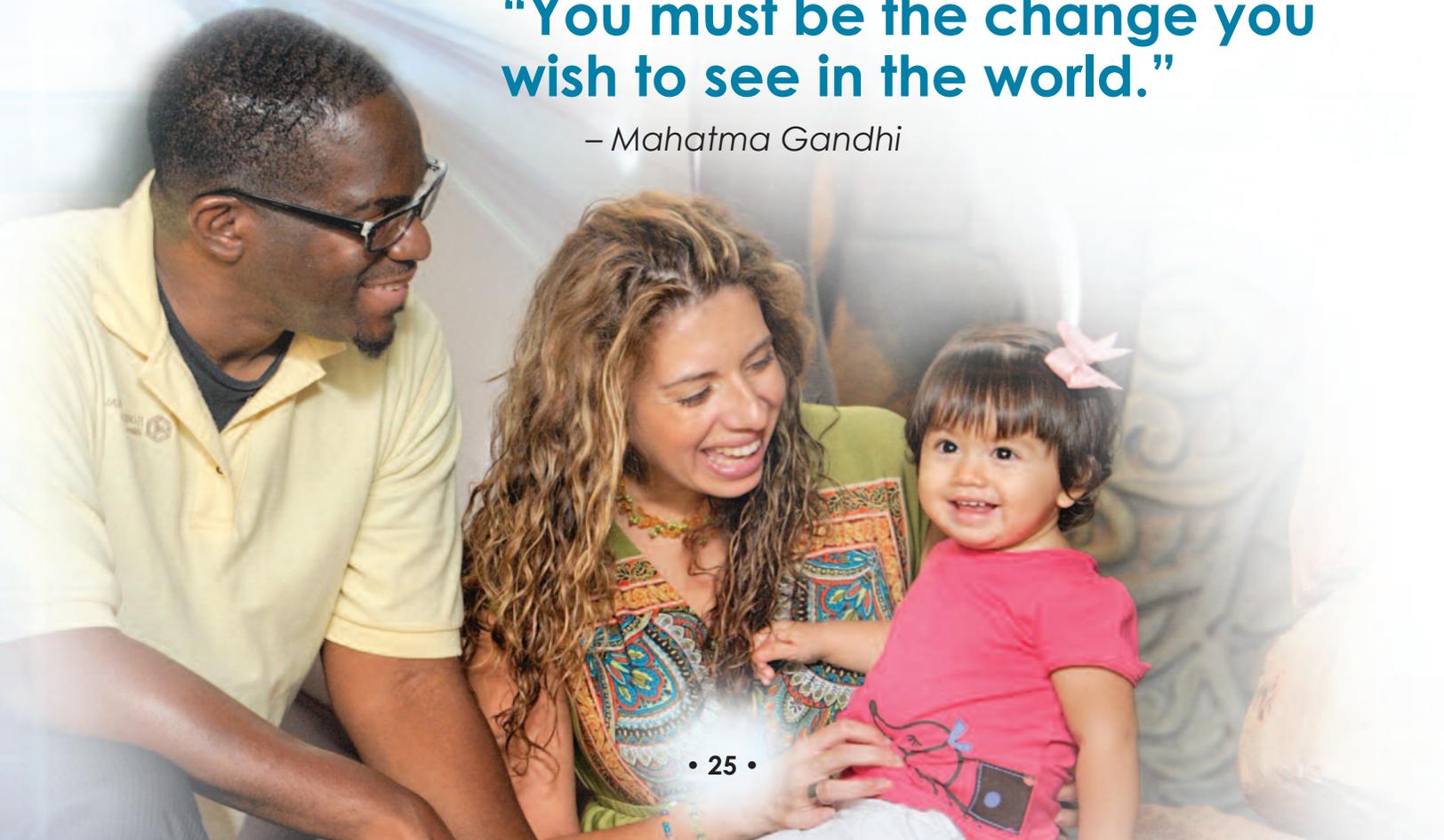
## Corporate Compliance

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Florida Hospital, together as an organization and as individuals, shares a commitment to legal, ethical and professional conduct in everything it does. To ensure it meets this commitment, Florida Hospital developed a program called “CompassPoint” that defines the principles and requirements that guide our conduct each day.

The Code of Conduct policy outlines these same principles and requirements. Florida Hospital has established policies to achieve compliance with applicable federal and state laws governing the organization.

**The Compliance Officer for Florida Hospital is Cathy DuTreil and the Privacy Officer is Anne Howell.**



**“You must be the change you wish to see in the world.”**

*– Mahatma Gandhi*

# Corporate Compliance and HIPAA

## CompassPoint Points of Integrity

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### 1. Fulfill Regulatory Responsibilities

*We are committed to complying with all legal requirements.*

### 2. Provide Excellent Care

*We are committed to delivering medically necessary healthcare in a compassionate, respectful and ethical manner.*

### 3. Maintain Accurate Records

*We are committed to ensuring accurate and reliable patient and organizational records.*

### 4. Ensure Appropriate Official Contacts

*We are committed to maintaining contacts with government officials and personnel in a professional manner, affirming the high integrity of the organization.*

### 5. Deliver Financially Responsible Care

*We are committed to openness, honesty and accuracy in billing for services.*

### 6. Advertise and Communicate Honestly

*We are committed to carrying out our public and commercial communications in a manner consistent with our mission.*

### 7. Strive for Fairness in all Activities

*Because conflicts of interest can occur in any organization, we continually examine our practices to identify, avoid or eliminate potential areas of conflict of interest.*

### 8. Privacy of Patient Information

*Florida Hospital is committed to maintaining the privacy of patient information.*

### 9. Standard of Care

*We are committed to maintaining the same high-quality standard of care for all patients, regardless of means or status.*



# Corporate Compliance and HIPAA

## Fraud, Waste and Abuse

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- Florida Hospital policies and laws such as the federal False Claims Act and the Florida False Claims Act prohibit false claims and other fraudulent activity.
- The laws prohibit a person from knowingly submitting claims or making a false record or statement in order to secure payment by the federal or state government.
- Violations of these laws can result in civil penalties with fines.
- Examples of fraud, waste and abuse:
  1. Billing for services or supplies not rendered or not documented.
  2. Misrepresenting a diagnosis in order to obtain payment.
  3. Altering or forging checks.
  4. Any misuse or theft of funds.
  5. Falsely reporting financial records.
- Florida Hospital monitors and audits its progress in complying with the standards to prevent and detect fraud, waste and abuse.

## Reporting Legal and Ethical Concerns

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- We are responsible for following Florida Hospital's Code of Conduct and we are responsible for enforcing it.
- We are expected to report problems we observe.
- We are to use the following process to report a situation that we believe may be unethical or illegal:
  1. Talk to your supervisor.
  2. If for any reason you are not comfortable with this, see a Human Resources representative.
  3. If you still have a concern, contact the Compliance Department directly at (407) 303-9659.
  4. If none of these steps resolve your questions or concerns, or if you prefer, call the toll-free GuideLine at 1-888-92-GUIDE or 1-888-924-8433.
- You may call 24 hours a day, seven days a week. All calls are confidential and you may call anonymously if you choose.
- If you report false claims or other fraudulent conduct or assist in an investigation, action or testimony, you are protected from retaliation under both federal and state laws and the policy of Florida Hospital.

## Patient Privacy

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- We have a long-standing tradition of maintaining confidentiality.
- Our moral and ethical responsibility is now a legal responsibility as well.
- HIPAA (Health Insurance Portability and Accountability Act) is the federal regulation that governs patient privacy and data security.

## What's covered under HIPAA?

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- All information about a patient must be protected at all times.
- HIPAA uses the phrase Protected Health Information or PHI.
- PHI goes beyond the traditional medical record.
- PHI includes all medical and demographic information such as:
  - Patient Name
  - Address
  - Phone Number
  - Social Security Number
  - Birth Date
  - Any information that could individually identify the patient
- No matter how information is communicated, it must be protected.
- HIPAA laws affect:
  - Electronic communication and computer systems, including the electronic medical record
  - Written communication including any written medical record
  - Verbal communication between healthcare workers, the patient, physicians, family members and others

## Enforcement of HIPAA

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- The law provides for civil and criminal penalties with fines and jail time for violations against HIPAA.
- Florida Hospital regards any inappropriate use or disclosure of patient information as serious and employees will be sanctioned. Some forms of sanction may include denial of access to computer data systems, suspension from work and/or termination.

# Corporate Compliance and HIPAA

## Ways to Maintain the Privacy of Patient Information

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- We must make a reasonable effort to disclose or use only the Minimum Amount of information necessary to do our jobs.
- Before looking at information, ask “Do I need to know this to do my job?”
- Before sharing information, ask “Do they need to know this information to do their job?”
- Clinicians may look at the entire record of patients whom they are caring for and share information with other health care providers caring for that patient.
- Having access to patient information does not give us a right to access or disclose the information, regardless of intent.
- Do not look up information on your friends, family members, coworkers, or yourself
- Close doors whenever possible.
- Draw curtains and speak as softly as possible.
- Pay close attention to conversations with colleagues and patients in:
  - Elevators
  - Hallways
  - Gift Shop
  - Cafeteria
- Sign-in sheets should not contain identifying information other than the patient's name or appointment time.
- Don't leave medical or treatment information on answering machines.
- Don't leave unattended records in an area where they could be readily seen by visitors.
- Dispose of patient information properly.
- Check fax numbers carefully before sending patient information.

## Why can't I look up my own information?

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There are many reasons this is not allowed by Florida Hospital:

- **Counseling:** Counseling is sometimes given to the employees along with the test results. This counseling should be offered by the employee's physician.
- **Harmful:** The hospital has the right to withhold information that can be harmful to a patient. If we allow employees to access data, we give up that right.
- **Unfair:** It is unfair to other employees who do not have access to the computer system.

- **Minimum necessary:** An employee is only allowed by HIPAA to access data that is necessary for him to perform his job duties. This is governed by the minimum necessary standard. Looking up data on ones' self is not part of doing your job.
- **Self diagnosis:** An employee will sometimes self-diagnose by looking at personal computer data. This can be harmful to the employee, since there may not be a complete understanding of what is being viewed or the results are not being viewed as a whole.

## What can I say if someone calls asking for patient information?

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- If the patient is non-pub, say “I don't have any information on that person”
- If the caller knows the patient by name, you can tell them the location (room number; ICU, ED, etc.) and general condition report (stable, critical, etc.)
- A caller can speak to the patient if it is clinically allowed
- Only give the minimum necessary amount of information
- Family members can get information with patient's permission – be careful who you are speaking to

## Computer Security

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- HIPAA has separate standards for protecting health information stored or transmitted electronically.
- If you must send patient information by email outside of Florida Hospital's computer system (i.e., through the Internet), be sure to use encryption.
- Log off computers when not in use.

## Passwords

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- Do not share your password with anyone.
- Do not write your password down and leave it where it can be accessed by someone.

# Corporate Compliance and HIPAA

## Social Networking

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- Social Networking using sites such as Facebook or Twitter to talk about your job is not allowed by Florida Hospital
- Do not post any patient information, pictures or blog, on social networking sites, even if it's de-identified.

## Six Good Security Habits

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### 1. Protect Passwords:

- a. Do not share your password with anyone
- b. Do not write your password down or leave it where it can be accessed by someone
- c. Immediately report if you suspect your password was stolen

### 2. Secure Work Area

- a. Never leave confidential documents laying on desks or countertops
- b. Remove patient information from printers, copiers and fax machines; dispose of confidential information in appropriate bins.
- c. Be aware of your surroundings during conversations

### 3. Use e-mail Appropriately

- a. Limit patient's Protected Health Information (PHI) at all times, and do not send sensitive (e.g. SSN, Credit Card #'s; ...) via e-mail.
- b. E-mail communication is monitored and archived; please never use your work e-mail for "personal" affiliations.
- c. Encrypt all e-mails with PHI going outside of FH system

### 4. Use Internet Appropriately

- a. Use internet for business purposes; personal usage should be limited.
- b. All employees are expected to be professional and responsible in their use of the internet
- c. Remember, the Internet is monitored for all inappropriate usage, and violations of the Policy may result in disciplinary action.

### 5. Secure ALL Florida Hospital assets all the time and everywhere

- a. Don't leave your laptops, USB's, CD's, etc... unattended
- b. Remote users accessing FH systems need to be aware of surroundings and make sure device they use to access is safe and secure

- c. Be aware of Social engineering; validate a person's need to know prior to giving out patient or business sensitive information

### 6. Report Security Violations to Supervisor and MIS Help Desk

- a. Lost or Stolen devices such as laptop, toughbook, blackberry
- b. Employee using another person's credentials to access information
- c. Inappropriate disposing confidential information

**Think** of how your words and actions demonstrate respect and dignity for patients. Employees are expected to refrain from discussing private patient information outside the hospital or even with other hospital employees. In fact, we should be particularly careful about conversations in elevators, eating areas, and other public places within the hospital. You walk by the Emergency Department and you see that a neighbor has just arrived for treatment following an auto accident. You know the neighbor's wife works at the hospital. What would you do?

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# Risk Management

## Agency for Health Care Administration (AHCA)

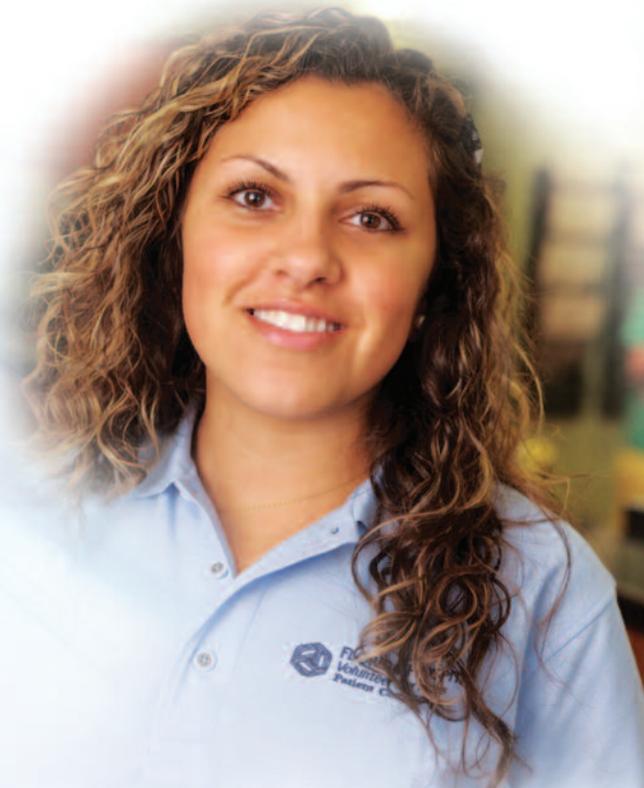
- State Agency Responsible for issuing the hospital's license to operator
- Statutory oversight of the risk management processes
- AHCA surveyors may visit the hospital to conduct "site visits" at any time during the day or night
- Certain events that occur within the hospital may meet criteria that are reportable to the state – Some examples of reportable events include:
  - *Wrong site injury*
  - *Surgery or procedure on the wrong patient*
  - *Serious medication errors*
- *Should you become involved with a reportable event, the Risk Management Department will work directly with you and your immediate supervisor in a timely manner to ensure staying within the timeframes as determined by the state*

## Det Norske Veritas

- Established in 1864 as inspector of merchant ships; operating in the U.S. since 1898
- Based in Oslo, Norway
- Largest issuer of certifications in U.S.
- Industries Served: Maritime, Energy, Food & Beverage, Oil & Gas, Petrochemical, Aviation, Healthcare
- 250 + hospitals/health systems accredited
- User Tracer Methodology
- Unannounced survey every 12 months + 45 days

## Sentinel Event

- What is a sentinel event?
  - *An unexpected occurrence involving death or serious physical or psychological injury to a patient, or the serious risk thereof.*
- Serious injury specifically includes loss of limb or function
- Some examples:
  - *Wrong site surgery*
  - *Patient fall with significant injury*
  - *Wrong blood type administered to patient*
  - *Patient abduction*
- What should I do if I become aware of a potential Sentinel Event?
  - *Notify your immediate supervisor, who will notify Risk Management*



## Risk Management continued

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The mission of Florida Hospital's Risk Management department is to extend excellence by identifying and reducing risk. Risk Management is responsible for multiple activities aligned with Florida Hospital's vision. These activities include full compliance with the statutory requirement FS395.0197. Risk Management is delegated by the Governing Board to review events that occur within the Hospital. The overall goal is to ensure a safe environment for patients, volunteers, physicians, and visitors.

### **Patient Event Reporting** (for information only)

Patient event reporting is part of Florida Hospital's commitment to patient safety. A patient incident is referred to as a patient event. The event report form can be completed on the Florida Hospital Intranet.

The purpose of reporting patient events, including medication/IV/blood events, is to assist in maintaining and improving patient care and the medication delivery process. Each employee is responsible for reporting events.

The patient event information is analyzed. When trends are identified, policy and practice change are initiated. The end result is improved safety and outcomes for our patients and volunteers.

At Florida Hospital, volunteers who believe a patient event has occurred must report the event immediately using the electronic event report process. It is also important to report "Near Events," also known as "Near Misses," so that the identified safety concerns can be addressed, thus preventing an "actual" event or incident.

### **Allegation of Sexual Misconduct**

Sexual misconduct consists of a range of behaviors used to obtain sexual interaction with another person against that person's will. Sexual misconduct also includes, but is not limited to, conversations or correspondence that suggests romantic or sexual communication. Any and all sexual, sexually demeaning or seductive behaviors, both physical and verbal between an employee and a patient are considered unethical and constitute sexual misconduct.

Any allegation of sexual misconduct by an employee regarding a patient is to be reported to your supervisor who is to notify Risk Management immediately. Florida Statute 395 requires that Risk Management investigate allegations of sexual misconduct, which are made against a member of the facility's personnel who has direct patient contact, which is alleged to have occurred at the facility or on the facility's grounds. The utmost care to maintain confidentiality is to be given to protect the patient and the involved employee(s).

Priority is to be given to provide a safe environment for the patient. Security is to be notified to assist in providing a safe physical environment for the patient. All efforts are to be made to preserve physical evidence of sexual misconduct, if applicable. Clothing, bedding and personal items may need to be sequestered.

Any volunteer who witnessed the event or became aware of the event needs to be available to Risk Management. It is recommended that volunteers not provide formal statements, nor discuss the event with anyone without prior notification to Risk Management.

If the patient is a minor, Risk Management is to notify the family or guardian that an allegation of sexual misconduct has been made and that an investigation is being conducted.

### **Risk Management Hours of Operation**

Monday – Thursday, 8:30 am – 5 pm

Friday, 8:30 am – 3 pm

**Note: Risk Management is available 24/7. Contact Risk Management at (407) 200-1330; after business hours, contact the Florida Hospital operator.**

# PROCESS IMPROVEMENT

## Performance Improvement

What method do We use to improve?

### DEFINE

#### Identify the problem

Ex. - Taking too long to see a Doctor in the ED

### MEASURE

#### Define Performance Standards

Ex. - Patient wants to see a Doctor in 60 minutes

### ANALYZE

#### Identify Improvement Opportunities

Ex. - Move triage area and improve Lab & Radiology turn-around time

### IMPROVE

#### Rollout Execution Plan

Ex. - Distribute new processes to all campuses

### CONTROL

#### Develop the Plan to Sustain and Operationalize

Ex. - Scorecard available for daily review in First Look

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# Safety and Environment of Care

“When things go wrong, you don’t  
have to go with them.”

– Anonymous

## Safety and Environment of Care

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- Program designed to provide a safe environment for patients, visitors and personnel
- Representatives from all service lines are on the committee
- The program is operated in compliance with:
  - Federal and State regulations
  - Det Norske Veritas (DNV)

## Environment of Care Disciplines

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- Safety
- Security
- Fire Prevention
- Hazardous Materials and Waste
- Emergency Management
- Medical Equipment
- Utilities

## Safety Information Flip Chart

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- Available within each department for reference
- Initial actions to be taken are outlined

## Disaster Emergency Codes

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**Code Red**    **Fire**

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**Code Pink**    **Infant / Child / Adolescent Abduction**

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**Code Black**    **Bomb threat**

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**Code Blue**    **Cardio-pulmonary arrest**

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**Code White**    **Violent / Hostage situation**

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**Code Purple**    **Excessive patient volume**

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**Mass Casualty**    **Prepare to receive patients due to mass casualty in the community**

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**Code Yellow**    **Prepare for internal building evacuation**

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**Code Green**    **Commence building evacuation**

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**Code Orange**    **Hazardous material incident**

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**Code Gray**    **Stroke (CVA)**

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**Code O2**    **Loss of liquid oxygen**

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## Reporting an Unsafe Condition

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- Unsafe conditions are to be reported to a Manager or Supervisor
- If dangerous to life and health, notify the Florida Hospital Security Department
- Submit a Safety Management Action Report (SMAR)

# Safety

## Security at Florida Hospital

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- Security is available at all hospitals 24/7
- Late-night workers may receive onsite escorts upon request
- Non-hospital locations, dial 911 in an emergency
- From inside the hospitals, dial the following for Security emergencies:
  - Orlando – 303-1515
  - Altamonte – tie line 831-303-1515
  - Apopka – tie line 831-303-1515
  - Winter Park – 7911
  - East Orlando – tie line 831-303-1515
  - Kissimmee – 1515 (reaches Celebration Security Dispatch)
  - Celebration – 1515 – Celebration Security Dispatch
- Non-emergency Security Dispatch numbers are:
  - Orlando – 303-1916 from inside the hospital; all others use tie line 831-303-1916
  - Celebration and Kissimmee– 4479 from inside the hospital; to call Orlando Dispatch – tie line 831-303-1515

## Personal Responsibility

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Employees are responsible for :

- Protecting their personal possessions and valuables
- Guarding their Employee ID's and computer passwords
- Protecting Hospital property from unauthorized removal
- Requesting security escort on weekends and after hours

## No Heroic Measures: Especially During an Armed Robbery

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- Notify Security
- Write down as many details as possible
  - Location, description of person
  - Weapons

## Code Pink: Infant / Child / Adolescent Abduction

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### Person Discovering Abduction:

1. Call to have Code Pink announced
  - Orlando, Celebration, Winter Park, Altamonte, and East –1090
  - Kissimmee – 6000
  - Apopka – Emergency Dept
2. Notify Security
  - Orlando, Apopka, Altamonte, and East – tie line 831-303-1515
  - Winter Park - 7911 which transfers to tie line 831-303-1515
  - Celebration and Kissimmee – 1515

**Security will notify 911**

### When You Hear Code Pink Announced:

1. Move to the closest exit or hallway intersection
2. Watch for individuals who fit the description of the abductor
  - a person carrying a purse, bulky package, box, or knapsack
  - a person carrying an infant

## Medical Equipment

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- Equipment used in the treatment and diagnosis of patient care
- 40,000+ medical devices
- 30 Biomedical Technicians

## Medical Equipment Inspection

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- Yellow sticker – preventive maintenance
- Green sticker – surveillance

## Medical Gas Failure

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- Follow directions above control panel
- Notify Engineering and Respiratory

# Safety

## Medical Equipment Failure

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- Contact Supervisor
- Notify work order system
  - *Number (ESN) – 6 digits*
  - *Description of problem*
  - *Location of equipment*
- Tag the equipment, so it is not used

## Any Utility Failure

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Employees are responsible for :

- Protecting their personal possessions and valuables
- Guarding their Employee ID's and computer passwords
- Protecting Hospital property from unauthorized removal
- Requesting security escort on weekends and after hours

## No Heroic Measures: Especially During an Armed Robbery

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- Write down location of failure:
  - *Room number*
  - *Wing*
  - *Floor level*
- Notify Engineering

## Electrical Power Failure

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- Determine scope/effect of power loss
- Plug critical equipment in red outlets
- Notify Engineering

## Plumbing Failure

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- Describe severity of situation
- Notify Engineering

## Hazard Communication

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- "Right to Know" law
- Regulated by OSHA and the State of Florida
- Material Safety Data Sheet (MSDS) located on Intranet
- Read chemical labels
- Learn and follow proper handling procedures:
  - *Chemical name*
  - *Physical hazard and first aid*
  - *Manufacture's contact numbers*



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# STAT CODE RED

When a fire alarm is activated



When a fire alarm is activated, you will hear the words “**STAT CODE RED**” and the location of the fire announced over the public address system. If the emergency is not in your area, resume business as usual while carefully listening for further announcements or instructions relative to the fire emergency. It is important to know the location of fire extinguishers, pull boxes, and fire exits in your area, beginning with your first day of training. If you have any questions, ask your department staff contact.

## If you discover a fire, notify a Florida Hospital Employee *immediately!*

### The following is crucial actions when an **EMPLOYEE** discovers or is notified about a fire:

When a fire is discovered, there are some important steps that should be taken to protect human life and minimize damage to the facility. These crucial actions may be remembered by the acronym **RACE**.

**R** – Remove person(s), close door, announce “Code Red,”

**A** – Activate the fire alarm,

**C** – Close all other doors,

**E** – Evacuate the rest of the area.

If the fire is small, you can smother it with a blanket, pillow, or use a fire extinguisher.

## Fire Extinguishers

Fire extinguishers are located throughout all Florida Hospital campuses. They are to be used by anyone if the need arises on small types of fires. The ABC extinguisher is used on all types of fires. When using a fire extinguisher, remember the word **PASS**.

**P** – Pull the pin,

**A** – Aim the extinguisher at the base of the fire,

**S** – Squeeze the handle,

**S** – Sweep spray from side to side, while aiming the extinguisher at the base of the fire.

## Volunteer Safety

- Walk, don't run
- Wear shoes with non-skid soles
- Look for and report slippery or wet areas
- Do not leave drawers open
- Report all broken equipment, such as wheelchairs, to the area in charge



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# Infection Prevention

## How will you decide what PPE to use with patients on Transmission Based Precautions?

Patients on Transmission Based Precautions will have a sign posted on their door. This sign tells you the specific (and minimum) CDC recommendations for you to follow when caring for the patient. Follow these guidelines to best protect yourself from communicable diseases you may be exposed to at work.

Remember, with all patients, even those on Transmission Based Precautions, you must still practice Standard Precautions – Hand hygiene plus selecting PPE based on your task at hand, so sometimes you may need to use more than what is recommended on the sign, but never less!

### Example of Yellow Contact Precaution sign:

The back of the card lists communicable diseases that require Contact Precautions,

#### Contact Precautions

(In addition to Standard Precautions)

Visitors – Report to Nurses' Station Before Entering Room Aislamiento Extrico: Vistas Presentese a la Estacion de Enfermeria

#### Wash Hands

With antimicrobial agent immediately after glove/gown removal and before leaving the patient's room

#### Gloves

Wear gloves when entering room Change gloves after contact with infective material Remove gloves before leaving patient's room

#### Gown

Wear when entering the room Remove gown before leaving the patient's room

#### Equipment

Dedicate patient-care equipment to a single patient If common equipment is used, clean and disinfect between patients

#### Transport

Limit the movement/transport of patients for essential purposes only During traumas, ensure that all precautions are maintained at all times Notify receiving department of isolation precautions

## What PPE is always required for Contact Precautions?

- Gloves
- Gowns

1. Wash your hands and put on gown and gloves before entering the patient's room.
2. Remove gown and gloves and wash your hands before leaving the room.

**PPE** – Personal Protective Equipment

## What if the patient is coughing or has a lot of drainage that could splash in your eyes or face?

Standard precautions guidelines would be to also wear a mask, goggles or eye protection in the room.

### Example of Pink Airborne Precautions Sign:

The back of the card lists communicable diseases that require Airborne Precautions,

#### Airborne Precautions

(In addition to Standard Precautions)

Visitors – Report to Nurses' Station Before Entering Room Aislamiento Extrico: Vistas Presentese a la Estacion de Enfermeria

#### Patient Placement

Private room that has :  
Monitored negative air pressure or portable HEPA filter in room Keep the room door closed and keep patient in room

#### Wash Hands

With antimicrobial agent immediately leaving the patient's room

#### Respiratory Protection

Wear an N95 respirator mask, do not remove until after leaving room Susceptible persons should not enter room of patients with known or suspected measles (rubeola) or varicella (chicken pox) if immune caregivers are available

#### Patient Transport

Limit the movement/of patients for essential purposes only During transport, place surgical mask on the patient Notify receiving department of isolation precautions

## What PPE is always required for Airborne Precautions?

- You must always wear the type and size N-95 respirator that you have specifically been tested for by Employee Health
- Before entering the room, you must put on the respirator and check to make sure the mask is sealing properly
- You may not care for a patient on Airborne Precautions if you do not have the correct respirator available or cannot get a good seal. Let your manager know immediately if this occurs.

The most common reason for Airborne Precautions among our patients is for suspected or diagnosed TB (Tuberculosis).

- Florida has the 4th highest rate of TB of the 50 United States of America.

## Infection Prevention

### Example of Green Droplet Precautions Sign:

The back of the card lists communicable diseases that require Droplet Precautions,

#### **Droplet Precautions**

(In addition to Standard Precautions)

Visitors – Report to Nurses' Station Before Entering Room  
Aislamiento Extrico: Vistas Presentese a la Estacion de Enfermeria

#### **Patient Placement**

Private room

#### **Wash Hands**

With antimicrobial agent immediately after mask and glove removal and before leaving the patient's room

#### **Respiratory Protection**

Wear a mask when entering room

Remove mask at room entrance and discard prior to leaving the room

#### **Patient Transport**

Limit the movement/transport of patients for essential purposes only

During transport, place surgical mask on the patient

Notify receiving department of isolation precautions

### What PPE is always required with Droplet Precautions?

#### **MASK**

#### **Remember!**

Always follow safe work practices, and don't forget your **PPE**.

### What should you know to protect yourself from Sharps injuries?

The key to protecting yourself from Needle stick and sharps injuries is to use and dispose of them properly:

- Used Needles
- Used glass tubes or pipettes
- Lancets
- Wires
- Anything that can stick you and draw blood

All sharps, and only sharps (no medications or regular trash), must be disposed of in sharps boxes. Sharps boxes may not be filled more than three-quarters full.

See IP Policy 500.170.

### What kind of disease could you catch from a sharps injury?

A dirty needle stick or splash to your mucous membranes gives you:

- 33% chance of getting HBV (Hepatitis B)
- 1.8% chance of getting HCV (Hepatitis C)
- 0.3% chance of getting HIV (Human Immune Deficiency Virus)

The viruses that cause these potentially deadly diseases are called Bloodborne Pathogens because they are spread when infected blood or body fluids makes contact with breaks in our skin such as with a needle or sharps injury or by splashes into our eyes, nose or mouth (our mucous membranes). Your health and safety are extremely important, so do not take chances! Always use the correct PPE. Always handle and dispose of sharps safely.

### What should you do if you have a blood and body fluid exposure or sharps injury?

Follow these steps if you are exposed to blood or other potentially infectious material through a needle stick, splash or sharps injury:

- First Aid is always first: Immediately wash the wound, hands, or other area of contact with soap and water and/ or get immediate medical assistance to tend to any bleeding lacerations.
- Thoroughly flush your eyes or rinse your mouth for 15 minutes for splashes to the mucous membranes of your eyes or mouth
- Call the 24 - hour Needle stick Hotline at (407) 741-4702 or 1(866) 258-6259 for Immediate Counseling and Guidance.
- Notify your chain of command (your manager or departmental lead).
- Complete an Employee Incident Report including source patient info. References: Employee Clinic Policy #815.041 Blood or Body Fluid Exposure, Patient Rights # 010.048 Human Immunodeficiency Virus Testing-Health Care Worker/Source Patient

### What else should you know to help prevent infections at work?

If you feel you are sick, notify your manager and stay home. [Follow the Florida Hospital Policies.](#)

## Infection Prevention

### What should you know about Vaccines and Annual Employee Health Requirements?

- *Protect yourself, your family and your patients by being up to date with your immunizations and knowing your immune status for common vaccine preventable diseases.*
  - Measles, Mumps, Rubella
  - Varicella (Chicken Pox vaccine is available at Employee Health)
  - Hepatitis B (vaccine is available at Employee Health)
  - Tetanus, Diphtheria, Pertussis (Tdap one time)
  - Influenza (provided yearly by Florida Hospital Employee Health)
- *Have a TB skin test at hire and annually or*
- *If you have a history of TB or a positive TST (Tuberculin Skin Test) or have had BCG (Bacillus Calmette-Guérin TB vaccination), complete and submit the TB medical questionnaire from FH Employee Health Clinic*

### What does construction have to do with Infection Prevention?

Construction projects can produce a lot of dust that can make patients, healthcare workers and visitors sick. Each construction project is reviewed by the Infection Prevention and Safety Department to determine what kinds of barriers or processes must be followed to keep our patient care environment clean and free of contamination.

### What can you do to help prevent infections related to construction?

- Be alert to any projects going on in your work area
- Cleanliness and safety are first and foremost with construction projects. If you observe a safety risk, notify your manager or Infection Preventionist right away.

### Where can you find more information about Infection Prevention Policies?

- *The Infection Prevention Department has a web site you may access from the Florida Hospital Intranet under Department Information / G-L / Infection Prevention*
- *Contact your hospital's Infection Prevention Coordinator: A list of names and contact numbers for Infection Prevention Coordinators at all Florida Hospital campus locations is posted on the FH Intranet Infection Prevention Department web site.*
- *During evening, weekend and holiday hours, contact Infection Prevention on-call (407) 580-6235 or the nursing supervisor at your facility.*



## Washing Your Hands

One of the simplest, but most effective ways to prevent infection is to wash your hands

**Microorganisms are everywhere;** the skin is covered with them.

- Hands should be washed with soap and water for at least 15 seconds
- After coughing, sneezing, or blowing the nose
- After using the bathroom
- Before entering and exiting a patient room
- Before putting on gloves
- After removing gloves
- After contact with items or equipment in a patient's vicinity
- When moving from a contaminated body site to a clean site
- You may also use the canisters of disinfectant foam mounted on the way outside the patient's room

# On the Job

## **Attendance**

For Florida Hospital to provide the best patient experience, it is vital that every volunteer arrive to work on time, ready to perform his/her duties for the duration of the assigned work schedule. Chronic absenteeism and excessive tardiness, even for valid reasons, interferes with our ability to give the best service to our patients, visitors and staff. Absenteeism and excessive tardiness may be cause for termination.

## **Compliance Program - CompassPoint**

Adventist Health System and Florida Hospital have established a system-wide compliance program, CompassPoint, to assist you in understanding our mission, ethical standards, principles and values, and to provide guidance in complying with the laws that govern our business. Also incorporated in CompassPoint are the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA provides comprehensive protection for the privacy and security of patient information. CompassPoint provides us with the tools to effectively consider the ethical and legal merits of our business activities, and includes numerous policies aimed at preventing and detecting fraud, waste and abuse. All compliance policies are available upon request and are on the intranet.

Our policies and various federal and state laws, such as the federal False Claims Act (FCA), prohibit the submission of false or fraudulent claims and other fraudulent activity. Violation of these laws can result in criminal and civil actions and penalties. For example, the FCA prohibits conduct such as knowingly submitting a false or fraudulent claim, or using or making a false statement to obtain payment approval of a false or fraudulent claim by the United States government. The FCA also prohibits any plan to defraud the United States government by having a false claim allowed or paid. In addition, specific state laws prohibit knowingly causing the state government to pay claims that are false. Other laws governing Medicaid program integrity also look for ways to reduce fraud and abuse.

The following are some examples of fraud, waste or abuse:

- Forging or changing patient billing, such as billing for services or supplies not rendered to the patient or documented in the patient chart.
- Misrepresenting a diagnosis or procedure code in order to obtain payment.
- False documentation of a diagnosis or procedure code to obtain a higher rate of payment.
- Alteration or forgery of checks.
- Any misuse or theft of funds.
- Unlawfully giving physicians inducements in exchange for referrals for service.
- Falsifying or altering any record or report, such as an employment application, payroll or time record, expense account, claim form, medical record, patient record, scientific research or data collection record.

## CompassPoint – Code of Conduct

The Code of Conduct provides guidance to all volunteers and affirms our commitment to conduct our business and operations consistent with ethical and legal standards:

- We are committed to honoring all legal requirements. We shall comply with all applicable federal, state and local laws, and regulations. We shall be guided by the basic principles of honesty and fairness. We shall remain knowledgeable about pertinent laws and regulations.
- We are committed to delivering medically-necessary health care in a compassionate, respectful, ethical manner without regard to race, creed, color, religion, national origin, gender, or disability.
- We are committed to ensuring accurate and reliable patient and organizational records.
- We are committed to maintaining contacts with government officials and personnel in a professional manner, affirming the high integrity of the organization.
- We are committed to openness, honesty and accuracy in billing for services.
- We are committed to carrying out our public and commercial communications in a manner consistent with our mission.
- Because conflict of interests can occur in any organization, we continually examine our practices to identify, avoid or eliminate potential areas of difficulty.
- We are committed to maintaining the privacy of patient information.
- We are committed to maintaining the same high-quality standard of care for all patients, regardless of means or status.



# Diversity and Inclusion

Florida Hospital encourages diversity in its workforce. We respect cultural differences without regard to color, race, religion, sexual orientation, age, education, nationality, disability, gender and level of skills. Each volunteer is to make the most of his/her talents and provide the highest level of service to our customers. Diversity and Inclusion is not a program; it is a way of life that is embedded in our mission and culture. The concept is Biblical. A diverse workforce helps better serve our increasingly diverse customer base. Our Diversity and Inclusion goals for Florida Hospital are as follows:

Primary - that if the success of all patients and all volunteers is also one of Christ's designs for Florida Hospital, all patients coming to Florida Hospital will receive the same level of services and necessary clinical procedures, without disparity, irrespective of age, gender, race, disability, or any other patient attributes.  
Secondary - that all volunteers will embrace the concept of inclusion, in mind and heart, to the point that they will provide all patients and their colleagues the same level of care, respect and value, regardless of age, gender, race, disability or any other attribute.

## **Volunteer Engagement**

Florida Hospital strives to meet the needs of its volunteers by conducting Volunteer Engagement Surveys. The surveys are anonymous and are conducted yearly. The results are confidential and are used to develop improvement strategies within the organization. Volunteers are invited to participate in planning and activities to make Florida Hospital a special place to work.

## **Volunteer Recognition**

Volunteers are formally recognized for the number of years they work at Florida Hospital once they reach 5, 10 and 15 years. Starting at 15 years of service, volunteers & employees are recognized every five years at an off-site, annual Service Awards Banquet. These volunteers receive a gift and service pin. Volunteers who reach 5 and 10 years of service receive a gift, service pin, and are invited to their campus Service Awards Reception. Honorees are invited to these events the year following their milestone year.

*Equal Employment Opportunity (for your information)*

Florida Hospital provides equal employment opportunities to applicants without regard to race, color, gender (except where gender is a bona fide occupational qualification), age, marital status, national origin, and disability or veteran status. To that end, we exercise fairness in advertising, recruitment, applicant selection, training, compensation, promotions, demotions, transfers, layoffs and terminations.

It is the responsibility of every staff member at Florida Hospital to conform to and support this policy;

## **Det Norske Veritas**

Florida Hospital is accredited by Det Norske Veritas which is an independent, not-for-profit organization with a mission to improve the safety and quality of care provided to the public by healthcare organizations. Healthcare organizations must be evaluated by Det Norske Veritas to earn and maintain accreditation. Florida Hospital uses the Tracer Methodology throughout the organization to continuously evaluate volunteer and staff adherence to the principles of safe patient care.

## Sabbath Observance

All Seventh-day Adventist Institutions around the world observe the seventh day of the week as a day of Sabbath rest to recharge and replenish the soul – mentally and physically. This is a time to serve the needs of others and renew a connection with God, our Creator, Sustainer and Healer. This day of rest is celebrated from sunset on Friday to sunset on Saturday. In keeping with Biblical understanding, only services and activities essential to patient care are provided during the Sabbath hours. All volunteers are asked to respect this observance by encouraging a calm and restful environment. Caring for our patients is the core of our mission, and Saturday schedules are essential in patient care areas. Volunteers who desire other religious observances are requested to communicate with Volunteer Services.



# Looking Right

*A Guide to Professional Appearance at Florida Hospital*

## **The Philosophy behind Looking Right**

Florida Hospital's volunteers are an important part of the hospital's public image. Courteous, friendly and efficient volunteers contribute greatly to the impression made in daily contact with patients, visitors and fellow volunteers & employees. Proper dress, personal grooming and overall appearance adds much to the positive image that the public has of Florida Hospital. This important combination of dress and grooming also promotes poise, self-confidence and a professional atmosphere throughout the hospital, thus enhancing the quality of care and caring provided.

Florida Hospital recognizes that fashions change and individual tastes vary. Yet certain styles of clothing remain particularly appropriate for certain work situations. Florida Hospital's dress code program shows attention to these fashion principles for professional and business wear, while reflecting the high quality of health care that Florida Hospital provides in Central Florida.

A dress code program identifies each volunteer as a member of the Florida Hospital team for security reasons and distinguishes him or her from fellow volunteers & employees, as well as from the hospital's patients and visitors. As patients and visitors move throughout the hospital, they should be able to observe a consistent professional appearance among volunteers. Every detail is important. Even careless personal hygiene will offset many other fine qualities.

For these reasons, Florida Hospital requires all volunteers, from the first day of placement, to follow the dress code program and the dress code guidelines for the department in which they work. A volunteer who fails to follow this standard should expect to be requested by his or her supervisor to correct any inconsistencies. It is the responsibility of department supervisor, and or volunteer to counsel with volunteers whose appearances are not satisfactory.

You are responsible for reviewing the dress code program described in this handbook and special guidelines about the dress requirements for your specific area of work. By following them, you make a personal contribution in maintaining Florida Hospital's image as a caring institution- one that is, and looks, highly professional.

## **CLOTHING**

Clothing should be clean and neat at all times. It should fit well (i.e. sized appropriate for body type) and not be frayed or unduly worn.

## **IDENTIFICATION BADGES**

Identification badges should be worn on the upper portion of the chest on the outer garment (except in areas where a sterile environment is required). The I.D. badge completes the volunteer's professional image as part of the Florida Hospital team. Wear it with pride!

## **SCRUB CLOTHES**

Scrub clothes are to be worn only in approved areas. Hospital-issued scrub clothes are not to be worn outside the hospital premises.

## **PERFUME/COLOGNE/TOBACCO/OFFENSIVE ODORS**

Perfume, cologne or scented powders, if worn, should be mild and light. The excessive smell of perfume, cologne, scented powders, tobacco, alcohol, bad breath or other offensive body odors is unacceptable in the work environment. Every detail of personal hygiene is extremely important. All volunteers are expected to present a positive image of themselves, considering the needs of patients and/or co-workers.

## SKIN CARE

Personal hygiene is extremely important for professional appearance and personal safety. Any skin abrasions and/or wounds need to be covered to prevent contamination from patient to volunteer or vice versa. Visible tattoos or piercings (other than approved under "Earrings") are to be removed or covered to the extent possible to present a professional image.

# Looking Right at FLORIDA HOSPITAL

## WOMEN

### HAIR

Hair should be neatly combed and arranged in an attractive, easy-to-maintain style. Any extreme hair styling is not permitted. Extremes in dyeing, bleaching or tinting are not permitted.

#### Length and confinement

Those who prefer long hair should take special care that it is neat and well groomed. Hair should be worn in such a manner that it is "confined" away from the face so that it will not fall forward or over the face while performing normal job duty. It is required by law that food service employees confine their hair.

#### Accessories

Acceptable hair accessories include barrettes or combs that match the hair color, or in gold, silver, tortoise shell, without ornamentation; ribbons or bows that coordinate with the uniform colors being worn and which do not extend below the top of the collar and are of an appropriate size.

Additional restrictions may be made in certain areas due to health and safety precautions.

### COSMETICS

#### Face make-up

Natural make-up is permitted. Foundation bases, powder and blushes should correspond with each individual's skin coloring.

#### Eye make-up

If mascara is worn, it should be applied lightly in shades of black or brown. Eye shadow, if worn, should be in natural shades so as not to be conspicuous.

#### Lipstick

Lipstick, if worn, should be applied lightly and complement the individual's appearance. True lip tones or natural shades of lipstick are acceptable.

### FINGERNAILS

Fingernails should be kept clean, short and healthy. If polish is used, it should be clear or flesh tones and unchipped. Additional restrictions may be made due to health and safety precautions. For instance, health care workers and volunteers that have patient contact (touching the patient) are prohibited from wearing artificial nails or nail extenders.

### JEWELRY

In the professional environment, jewelry should be a simple accent and minimized to avoid distraction or the presentation of a cluttered appearance. Permitted jewelry is limited to the wearing of one ring per hand (or wedding set), a wristwatch or watch pin, a hospital service pin, a professional school pin, a civic organization pin and one chain necklace with or without pendant.

- **Earrings**

Earrings are limited to one earring per ear of pearl, diamond, colored stone, gold or silver only (earrings must match, are to be worn in the lower lobe of the ear only and are not to exceed beyond the margins of the ear lobe).

- **Necklaces**

Necklaces will be of a plain fine linked chain no more than 1/8" in thickness (silver or gold in color only) with or without a small pendant.

- **Pins**

Lapel pins, scarf rings and functional pins (i.e. pen or glasses holders) that coordinate with the clothing and do not exceed 2" may be worn. These pins should be conservative in design without logos (however FH or FH-approved logos may be permitted). The wearing of any other type of or additional numbers of earrings, chains, necklaces, bracelets, ornamental pins and rings is not permitted.

Additional restrictions may be made in certain areas due to health and safety precautions.

## SHOES

No open toe shoes or sandals allowed. Shoes should be polished and kept in good repair. Hosiery is required to be worn at all times in shades as defined in the appropriate dress code guidelines.

## MEN

### HAIR

A neat, natural haircut and a clean shave (see below) are essential. The hair is to be neatly groomed so that it does not extend beyond the top half of the ear. Hair must not hang out over the shirt collar. Any extreme hair styling is not permitted. Extremes in dyeing, bleaching or tinting the hair is not permitted. It is required by law that food service employees confine their hair.

#### Sideburns, mustaches and beards

Sideburns, mustaches and beards should be neatly trimmed, extending no more than 1/2" from the skin. Additional restrictions may be made due to health and safety precautions. For instance, for persons providing patient care, facial hair that interferes with the seal of the PFR 95 respirator is prohibited.

### FINGERNAILS

Fingernails should be kept clean, short and healthy. Clean presentable fingernails are a must.

### JEWELRY

Jewelry is limited to the wearing of one ring per hand, a wristwatch or watch fob, a hospital service pin, a professional school pin and/or a civic organization. Lapel pins, tie pins and functional pins (i.e. pen or glasses holders) which coordinate with the clothing and do not exceed 2" may be worn. These pins should be conservative in design without logos (however FH or FH approved logos may be permitted) The wearing of any other type of or additional numbers of chains, necklaces, bracelets, ornamental pins, rings and earrings is not permitted. Additional restrictions may be made in certain areas due to health and safety precautions.

### SHOES

No open toe shoes or sandals allowed. Shoes should be polished and kept in good repair. Socks that coordinate with the clothing are required.

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# Discipline Policy

Volunteers are expected to observe Florida Hospital's rules of conduct in order to maintain good working conditions which support the Hospital's goals and mission statement. Disciplinary action, up to and including termination, may be imposed for the reasons listed in this policy. This in no way limits the imposition of disciplinary action for acts by volunteers that violate normal and reasonable standards of conduct as determined by administration.

## **Drug-Free Workplace**

Florida Hospital is committed to protecting the safety, health and well-being of all patients, volunteers, employees and other individuals at Florida Hospital. We recognize that alcohol abuse and drug abuse pose a significant threat to our mission. We have established a drug-free workplace program that balances our respect for individuals with our need to maintain an alcohol and drug-free environment. Florida Hospital has a zero tolerance policy and supports a drug-free workplace. Any volunteer who tests positive will not be placed.

## **Gifts and Tips**

Volunteers may not accept tips and gratuities from any source, including patients, patients' family members, business representatives, doctors, or other staff members.

If a volunteer is coerced into accepting a tip or gratuity by a persistent individual, he or she should immediately notify a department manager. The manager will use the money to purchase an item(s) that will benefit the entire department.

## **Harassment-Free Workplace**

Florida Hospital is committed to providing a workplace free of discrimination, harassment and intimidation. Patients, volunteers, employees and other individuals who work at the Hospital, such as vendors, medical staff and contractors, are prohibited from engaging in unwelcome sexual advances, requests for sexual favors or other verbal, visual or physical conduct of a sexual, racial, ethnic, gender, disability or age-related nature which could create a hostile, intimidating or offensive work environment.

Harassment of any kind is intolerable, unlawful, and will result in appropriate discipline, up to, and including termination.

## **Solicitation and Distribution**

**Solicitation on Hospital property is PROHIBITED.** Volunteers may not solicit or take part in solicitation for gifts, money, contribution, authorizations, pledges, memberships in any organization, or for any other purpose **unless expressly sponsored and approved by Florida Hospital.**

Unless specifically permitted by law, no outside organization or non-Florida Hospital volunteer is allowed to engage in solicitation at any time on Hospital property without prior written consent of Hospital administration. Circulation of notices, petitions or similar documents and requests for celebrity autographs, pictures or special favors constitute solicitation.

## **Tobacco-Free Environment of Care**

Florida Hospital is a tobacco-free environment, both indoors and outdoors. This is one of many ways that Florida Hospital provides a safe environment, and promotes and encourages healthy lifestyles. The use of all tobacco products is prohibited on Florida Hospital owned property. The Tobacco-Free Environment of Care policy impacts employees, patients, volunteers, visitors, physicians, residents, students, Medical Office Building staff, emergency medical staff, contractors and vendors. Resources are provided to assist volunteers, employees, patients and guests in adhering to this commitment. Failure to comply with this policy will result in positive discipline per P&P 600.046.

## **Identification Badges**

Upon acceptance, Volunteer Services/Human Resources issues an identification badge to each volunteer at the time they complete their placement paperwork, prior to their start date. The identification badge must be worn at all times on the upper, left-hand corner of attire.

## **Telephones**

*Use of cell phones, ipods and other electronic devices (voice, text or otherwise) is prohibited while on duty.*

## **Valuables**

It is the responsibility of the volunteer to secure his/her valuables while at work. It is recommended to leave valuables at home, due to unsecured work areas.

## **Staffing**

On occasion, Florida Hospital may experience a need to require a change in staffing patterns. Although a volunteer may be placed to perform a specific job in an assigned department, it may be necessary to require reassignment of duties, hours or location from that which he/she normally works

## **Inclement Weather**

Florida Hospital will continue caring for patients even in the event of severe weather conditions. In the case of such an occurrence, emergency plans will go into effect and notification given to volunteers. For department-specific policies see your supervisor.

## **Work Schedules and Rest Periods**

Volunteer may take 15 minutes rest for every four hours worked as the work load permits. Rest periods may not be taken immediately at the start or at the end of volunteer shift.

## **Annual Self Assessment**

Florida Hospital encourages its volunteers to excel in their performance, and once every year measures and evaluates volunteer performance and behavior that supports the Hospital's core values (ICBEST). This self assessment period allows volunteers an opportunity to give specific feedback.

# Internal Communications

**“If you wish your own merit to be known,  
acknowledge that of other people.”**

– Chinese Proverb

## **Stay Connected**

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Florida Hospital is a big organization; that makes effective communication essential when it comes to reaching our goals and maintaining clinical excellence and patient safety. Everybody has their own preferred way of receiving and sharing information. Florida Hospital's Internal Communications team offers several different outlets for you.

## **The Times**

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Florida Hospital's employee newsletter is called The Times. The Times is published monthly and is distributed at various locations on each campus. Inside you'll read about what's new at the hospital either as a system, a campus, a specific department, or an individual. The Times also keeps you updated on employee benefits.





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FLORIDA  
HOSPITAL

*The skill to heal. The spirit to care.*