



# Job Shadow Orientation Information



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# Orientation Instructions

- In addition to the orientation presentation please read the additional information indicated below and complete the required documents:
  - Orientation Acknowledgement Form
    - If you are under 18 years of age, your parent or legal guardian will need to sign as well
  - Student Confidentiality Form
    - If you are under 18 years of age, your parent or legal guardian will need to sign as well
  - Proof of a negative PPD or chest X-ray within one year
  - Flu Provider Disclosure Form (during flu season October-March)
  - Photography release form
  - Parking map

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# Orientation Instructions

## Badge Access

- Please see the Education Department for student campus badge.
- There will be a \$10.00 CASH deposit which will be refunded when you return the badge in usable condition
- You must wear your school issued badge along with the hospital issued badge, if you have one.
- Employees of Florida Hospital will only wear a student badge while in the clinical setting.
  - You may NOT wear your employee ID in the clinical setting.



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# Orientation Instructions

## Parking

- Please park in the employee/student designated parking locations for each campus.
- Please see parking map for instructions.
- Student will NOT park in visitor parking areas.
- Students and instructors will be required to obtain a temporary parking pass from the Education Department.



# Mission and Vision

- Mission

- *Extending the Healing Ministry of Christ*

- Vision

- We will build a system of care devoted to bringing value to our patients, stability to healthcare purchasers, and sustainability to the economy.

- We will accomplish this as a leader in healthcare quality and compassionate service.



# Values

- ICARE
  - Integrity and Ethics
  - Compassion
  - Accountability to the Team
  - Respect and Trust
  - Excellence

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# AIDET

- What is AIDET?
  - AIDET is the method in which we should communicate with our patients.
    - Acknowledge - Address the patient by name
    - Introduce - Introduce yourself
    - Duration - Tell them how long you will be with them
    - Explain - Let them know what you are doing
    - Thank you - Thank them and ask if there is anything you can do before you leave





# No Pass Zone

- As a student you are expected to respond to patient call lights - this is the “No Pass Zone”
- ALL employees are considered “care team members”
- All non-clinical and clinical staff can help meet our patient’s need
- You are not expected to do something outside your job description or responsibilities
- If you are comfortable obtaining an item they need (extra blanket, tissues, etc.), please feel free to do so. This will also assist the staff on the floor. If not, please call the nurse



# Corporate Compliance

- Compass Point
  - Program for doing business with integrity, honesty, and fairness
- Compliance Officer
  - Responsible for overseeing the program
- Corporate Compliance Department
  - Employee issues concerning non-compliance with Local, State or Federal Regulations  
(407)975-1402 or (888)92-Guide



# Risk Management



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# Risk Master

- Florida law requires all health care facilities to have a risk management program in place.
- Incident Reporting System
  - Required by Florida law.
  - RiskMaster is the on-line incident reporting system used by all employees and students.
    - After notifying the patient's nurse, the student under the direction of that nurse will complete the Risk Master report.
  - Report any injuries or incidents immediately to the Education Department.
  - Non-punitive to report (no punishment will result for an person reporting an event).

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# Sexual Misconduct

- Sexual Misconduct

- Notify Education and the charge nurse immediately if:

- a patient makes allegations of sexual misconduct
    - you feel you are being harassed

- Risk Management and Administration will handle the issue once notified by the manager/supervisor.

# Abuse and Neglect


- Abuse and Neglect

- Harm or threatened harm to a person's physical or mental health or welfare is considered abuse and/or neglect.

- Signs

- Suspicious or unexplained cuts, scrapes, burn marks, or bruises
    - Old broken bones noted on x-ray
    - Failure to thrive and/or obvious fear of touch
    - Fatal injury
    - Sexual abuse
    - Social withdrawal or depression
    - Not acting the right age
    - Suicide ideation or attempt



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# Sexual Misconduct, Abuse and Neglect

- Florida law requires reporting of suspected abuse or neglect of children, elderly, or disabled adult.
- Reports directed to the Central Abuse Registry and Tracking System at 1-800-96-ABUSE (1-800-962-2873).
- The reporting person may choose to remain anonymous.



# HIPAA Privacy and Security Rules

- **HIPAA – Health Insurance Portability and Accountability Act of 1996**
  - Federal Law designed to protect Information known as protected health information (PHI)
- **HITECH Act (Health Information Technology for Economic and Clinical Health)**
  - January 2013, the Department of Health and Human Services implemented HITECH’s statutory amendments to HIPAA
- This training module focuses on two primary HIPAA rules, as amended by HITECH:
  - Section 1: The HIPAA Privacy Rule
  - Section 2: The HIPAA Security Rule



# HIPAA and Patient's Rights

- The patient has the right to:
  - Participate in his/her plan of care, and to request or refuse treatment
  - Make decisions regarding his/her care and the right to create advance directives
  - Personal privacy and care in a safe setting
  - Confidentiality of his/her record
  - Access record information in a reasonable time frame
  - Be free from all forms of abuse or harassment
  - Be free from both physical restraints and drugs that are used as a restraint
- Part of your responsibility as a student is to REPORT to the Education Department any privacy or security breaches involving PHI.
- Do NOT print or email any patient information.

# PHI Defined

- Any information that can be used to identify a patient (whether living or deceased) that relates to the patient's past, present, or future physical or mental health or condition, including healthcare services provided and payment for those services.
- Job Shadowing students may not access any PHI.
- Please note: **MINIMUM NECESSARY** [45 CFR 164.502(b), 164.514(d)]- This standard means that the **MINIMUM** amount of information to perform the duties of the job should only be accessed.

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# Grievances and Complaints

- Use chain of command and notify clinical instructor and clinical leader on the unit.
- Both Joint Commission and AHCA have reporting hotlines you can access on the internet.


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# Risk Management

Help create a safe environment!

- Ways to avoid risky situations:
  - Know your scope of practice and hospital policies
  - Do not take short-cuts
  - Draw attention to frayed wires, spilled liquids, or safety hazards
  - Check electrical equipment for the approval safety sticker



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# Employee Health



# Employee Health

- Florida Hospital is a drug and alcohol free environment.
- All campuses are smoke-free.



# Employee Health

- Influenza Vaccines
  - Required for all students and employees
  - Protect your patients, your loved ones and yourself with vaccinations
  - Each year more than 36,000 people die from influenza and related complications
  - Must sign consent or declination form
- \*\* If declining vaccine, must wear a mask if within six feet of a patient care area during flu season October-March



# Employee Health

- TB Screening and Fit Testing
  - A PPD/Chest X-ray is required annually
  - You may not enter airborne precaution rooms.
- TB is a disease that is spread through the air.



# Employee Health

- Needle sticks, Contaminated SHARPS, Related Injuries or Blood Exposures.
- Immediate first aid: wash skin with soap and water; mucous membrane -rinse with water.
- Notify Education and the clinical leader on the unit immediately.
- Call Exposure Hotline 1-888-807-1020 ASAP.
- Post Exposure Nurse (PEN) will meet exposed individual in Employee Health.
  - Based on PEN instructions, the student will need to follow-up with their PCP/insurance and school for additional services.



# Patient Safety



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# Patient Safety

- Patient safety efforts
  - National Patient Safety Goals (NPSG) – Safety interventions by The Joint Commission to prevent mistakes in patient care
- Some NPSG's include:
  - Speak Up – Encouraging patients to “Speak Up” with any questions about their care or safety
  - Preventing infections with Hand Hygiene (Clean hands)



# Patient Safety

- If you have a safety or quality concern:
  - Talk to the clinical lead on the unit
  - Call your Education Department
- Reporting safety and quality concerns is important to help Florida Hospital correct problems.
- If concerns are not resolved, you may contact the Joint Commission at 1-800-994-6610.
- There will be no retaliatory discipline for reporting concerns to the organization or TJC.

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# Performance Improvement



# Performance Improvement

- Why do we do PI?
  - To support the values and mission of Florida Hospital
  - Achieved through an ongoing effort by all individuals to continuously make improvements and minimize errors
  - Improve patient outcomes
  - Improve Patient Satisfaction
  - CMS Condition of Participation



# Performance Improvement

- We are working to improve:
  - Quality – publicly reported clinical measures, evidence-based care, patient satisfaction
  - Service – community service (Heart Walk, Relay for Life, Community Education, etc.), new services, other community outreach initiatives
  - People – diversity, staff satisfaction, benefits
  - Finance – wise use of our resources
  - Department Specific – each department works to improve a service or product within their department that contributes to the organization's goals and mission

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# Infection Control



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# Infection Control

- For an infection to spread, a germ must be carried to someone who cannot fight the infection and gets sick.
- Ways germs spread include:
  - Touching
  - Breathing in droplets or particles in the air
  - Eating or drinking
  - Mosquitoes, flies, rats, etc...
- Stay home if you are ill



# Hand Hygiene

- When should you wash your hands?
  - When entering or leaving a patient's room (before and after contact with patient and/or patient's equipment or environment)
  - Before putting on and after removing gloves
  - Before handling an invasive device (such as IV tubing or Urine catheter)
  - After contact with body fluids, excretions, mucus membranes, non-intact skin or wound dressings
  - After sneezing or coughing
  - Before handling food or medications
  - Whenever visibly soiled

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# Handwashing

- Wet hands with warm water.
- Apply soap to all hand surfaces.
- Rub hands vigorously for 15-20 seconds, making a lather.
- Be sure to wash between fingers and under nails!
- Rinse hands under running water with fingers pointing down.
- Dry hands thoroughly with paper towel.
- Turn faucet off with dry paper towel (to avoid contaminating your clean hands).
- Apply hand lotion as needed.

# Hand Hygiene

- Alcohol-based hand hygiene
  - May be used instead of soap and when not visibly soiled.
  - Apply 1.5 - 3 ml (1 to 2 squirts) of the product to the palm of hand.
  - Covering all surfaces, rub hands together until they are completely dry and the product is absorbed.
- Do not enter any isolation rooms!



# Infection Control

- Students must use Personal Protective Equipment (PPE) when needed.
- PPE includes:
  - Gloves
  - Aprons
  - Masks
  - Gowns
  - Caps
  - Resuscitation devices
  - Protective eye wear
  - Shoe covers
  - Lab coats
  - Face shields



# Infection Control

- Personal Protective Equipment (PPE)
- Gloves
  - Most commonly used form of PPE
  - Keep blood-borne germs off hands
  - Latex and vinyl used for medical or lab procedures
  - Heavy-duty utility gloves may be used for housekeeping duties





# Infection Control

- Always practice proper hand hygiene before putting on and after removing gloves!!
- When you don't address hand hygiene before putting on gloves you will be contaminating the outside of the glove. This practice only results in protecting the student NOT THE PATIENT.

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# Infection Control

- PPE- Application order:
  - Gown, Mask & Gloves
- PPE- Removal order:
  - Dirty to Clean
  - Gloves, Face shield or Goggles, Gown, Mask
- Always wash hands before & after PPE.
- Discard PPE in room
- **DO NOT** wear PPE in hallways.

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# Infection Control

- Universal/Standard Precautions
  - Health care workers must treat all human blood and body fluids as if it were infected with a blood-borne disease.
  - We must act like all patients are infected with a blood-borne germ and take steps to protect ourselves from Infection using appropriate PPE's.



# Infection Control

- Blood Borne Pathogens (Germs) and Diseases
- Sickness carried in the blood:
  - Hepatitis B, Hepatitis C, Hepatitis D (not as common), Syphilis, Malaria, Human Immunodeficiency Virus (HIV), and other hemorrhagic fevers such as Ebola Virus
  - Blood and other bodily fluids containing blood of person infected with these diseases carry the germs which can be spread to others.



# Infection Control

- Blood Borne Germs in the Clinical Setting
- Causes of spread (exposure)
  - Accidental injury with a sharp object that has germs (needles, scalpels, broken glass etc...)
  - Body fluids that have germs get into open cuts, nicks or abrasions, dermatitis, acne lesions, or mucous membranes of the mouth, eyes or nose
  - Indirect spread happens when you touch a surface that has germs and then touch your mouth, eyes, nose or open skin
  - Dirty surfaces - Hepatitis B Virus (HBV) lives on surfaces, dried at room temperature, for a long time (weeks)
  - Surfaces may be dirty even if you can't see blood or fluids on them

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# Infection Control

- People at Risk for Getting Blood Borne Diseases
  - Health care workers and students caring for patients with blood-borne diseases
  - People who have unprotected sex with a blood-borne-pathogen-infected person
  - IV drug users
  - Newborns of mothers with blood-borne diseases





# Infection Control

## MDRO?

### Multi-Drug Resistant Organisms

- MDROs are the “SUPER BUGS” that cause infections that common antibiotics can’t kill!
- MDRO are Resistance to Multiple Drugs/antibiotics
- Here are just a few:
  - MRSA (Methicillin Resistant Staph Aureus)
  - VRE (Vanco- Resistant enterococcus)
  - C-diff (Clostridium difficile)
  - CRE (Carbapenem Resistance)



# Infection Control

- MDROs are spread from:
  - The Patient: MDROs on their skin, body fluids or sputum
  - The Healthcare workers and students NOT WASHING their hands.
  - Hospital equipment that is contaminated with MDROs and NOT CLEANED, i.e.: chairs, IV-poles, bedrails
- Isolating MDROs
  - Patients with known or suspected MDROs must be placed on isolation.
  - Ensure that you observe for infection control isolation signs.
  - Do not enter ANY isolation rooms.

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# Hazardous Materials and Waste



# Hazardous Materials and Waste

- Handling Waste

- Hazardous

- Regulated medical waste such as absorbent material that have blood, body fluids, or excretions on them.
    - Must be transported separately.
    - Should be avoided.

- Non-hazardous

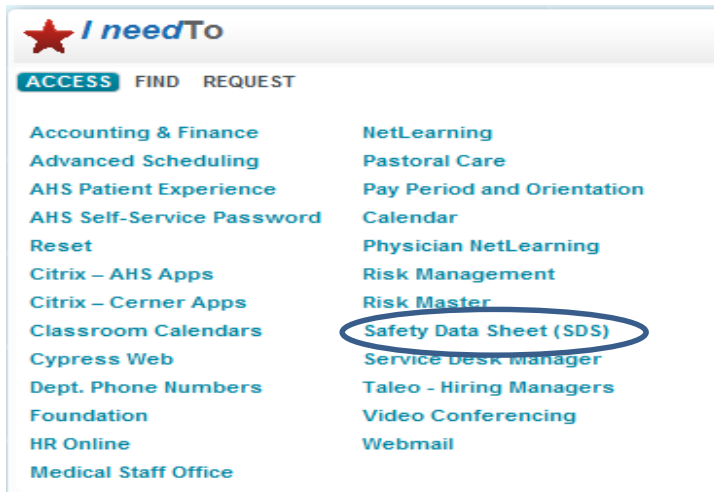
- Most other soiled waste including paper and food

- OSHA

- Defines regulated waste as items contaminated with blood or bodily fluid

# Hazardous Materials and Waste

- Safety Data Sheets (SDS) formally known as Material Safety Data Sheet (MSDS)
  - Contains the name of a chemical, manufacturer, hazardous ingredients, health hazards, first aid procedures, spill/leak information and PPE required
  - SDS information is now available on the ARC under “I need to ACCESS” SDS.



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# Emergency Preparedness



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# Emergency Preparedness

- To Report an Emergency Dial:
  - FH Memorial 2222
  - Oceanside 4444 or 123 for the operator
  - FH Fish 700
  - FH Deland 5555
  - FH Flagler 2222
- Off-site Offices 911



# Emergency Code List

Code	FH Deland	FH Fish	FH Flagler	FHMMC/FHO
Blue	CP arrest	CP arrest	CP arrest	CP arrest
Blue 13			Pedi arrest	
Code Blue Broselow				Pediatric code blue
Red	Fire/explosion	Fire/explosion	Fire	Fire/explosion
Pink	Infant/child abduct	Kidnapping	Infant/child abduct	Infant/child abduct
Orange	Haz spill/bioterrorism	Haz spill/leak	Haz spill/bioterrorism	Haz spill/leak
Green	Disaster/mass casualty plan	Mass casualty incident	Disaster plan	Security alert/manpower needed
Green Strong				Strength in #'s for code green needed
Black	Bomb threat	Bomb threat	Bomb threat	Tornado/severe weather
Gray	Unmanageable situation verbal or physical intent	Manpower needed	Violence/security alert	Hurricane
Gray Strong			Needing Strength in Numbers	
Brown	Severe weather incident		Severe weather	
White	Hostage situation	Hostage situation	Hostage situation	Disaster
Silver	Active shooter		Active shooter	Missing adult/patient
Yellow	Lockdown and secure department	civil disturbance/lockdown	Security lockdown	Bomb threat
Cool	Therapeutic induced hypothermia	Therapeutic induced hypo		Therapeutic induced hypothermia
Rapid Response	Immediate medical assistance		Patient Condition Change	Acute change in patient condition
Stemi	Heart attack		Signs and symptoms of AMI/Acute Heart Attack	Cardiac condition change
Neuro			Signs and symptoms of stroke	Signs and symptoms of stroke
Purple		Evacuation		
Active Shooter		Active Shooter		
Severe Weather		Severe Weather		
Code Adam				Missing child
Stroke Team		Stroke team responds		
Stroke Alert	Stoke Team Responds			

- Current list-changing Summer 2015 to standard codes



# Fire Safety



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# Code Red

- Code Red

- Indicates a fire within the building
- First person to witness must shout “Code Red” and give location
  - This will inform your co-workers that you are entering room and to start implementing RACE procedures
- Know the location of the following:
  - Nearest fire extinguisher
  - Nearest fire alarm pull station
  - Evacuation route
  - Fire doors (create safe fire zones)
    - Defines smoke compartments in your area
    - Prevents smoke from spreading for 2 hours





# Fire Safety

- Be aware of the acronym RACE
- R = Rescue
  - Remove everyone in immediate danger
- A = Alarm
  - Pull the nearest Fire Alarm Box and dial the appropriate emergency number
- C = Call / Contain
  - Close the door and isolate the fire
  - Clear Hallways of equipment
- E = Extinguish / Evacuate
  - With proper fire extinguisher, fight the fire if you will not be in danger
  - Evacuate – the rest of area if fire is still burning and there is no or little smoke in the hallway

# Fire Safety

- Operation of a Fire Extinguisher is PASS
  - P = Pull out the safety pin from the extinguisher
  - A = Aim the nozzle at the base of the fire (stand about 8-10 feet away)
  - S = Squeeze the handle
  - S = Sweep the nozzle from side to side



# Fire Safety

- Maintenance of a Safe Facility
  - Keep the following clear at all times:
    - Emergency exits
    - Fire-fighting equipment
- Fire alarm pull stations
  - Never use door wedges to keep doors open.
  - Keep doors closed, unless controlled electromagnetically.





# Security



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# Security

- Students assist Security by:
  - Wearing an ID badge while on hospital property
  - Being aware of unknown people without badges
  - Reporting all incidents large or small
  - Safeguarding all assigned keys, passwords, and access codes.
    - Do not share your password with ANYONE.
  - Knowing emergency codes and specific responsibilities
  - Leaving all valuables at home
- Students will NOT take any photos in the clinical setting.
- Students will NOT make any posting about the clinical setting to social media.



# Response for Utility & System Failure

- Emergency power
  - Red Outlets are backed up by the hospital generator
  - Plug all critical equipment into these outlets
- Stuck in elevator
  - Stay calm
  - Use the phone or emergency alarm for assistance

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# Entering the Surgical Area



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# Preparation for Arrival

- Eat breakfast – no fainting allowed
- Bring minimal belongings
- Hygiene – bathe and shampoo the morning before OR experiences
- Wash hands before entering the OR suites
- Read about what goes on in surgery before your experience
- Plan to change into scrubs and hat, if scheduled to enter an operating room



# Upon Arrival

- Arrive a few minutes early
- Ask for the nurse manager:
- Have instructor direct you to changing room if planning to enter an operating room
  - Scrubs and hats will be available





# Operating Room Specifics

- Wear mask and hair covering when entering OR area
- Stay/stand where directed – Do not go in and out of room without direction (plan to be in OR suite for however long the surgery may take)
- Minimal or very quiet talking
  - No laughing, talking or distracting behavior, especially with other students – no cell phones!
  - Some anesthesia requires quiet environment
    - You may be asked to leave the OR as needed
- Answer questions when asked



# Operating Room-Sterile Areas

- Blue indicates “sterile stuff”
- Stay away from and do not touch:
  - Tables with blue drapes,
  - Patient, once draped with blue
  - Anyone in a surgical gown
- Use care to ensure you do not back up into these areas



# FAQs

- May I walk around in the OR to get a better view?
  - No, always ask before changing places
- What should I do if I feel faint?
  - Take a deep breath and move out of the room – then sit and lower head
- Is there anything that I would do that could contaminate the surgical field?
  - Do not touch the surgical field or drapes (blue stuff)
- What if I have a cold, cough, runny nose, flu symptoms, GI symptoms?
  - Notify your instructor and do not come to the hospital (especially the Surgical Services areas) Do not spread your germs
- What about meal breaks?
  - Ask the Circulator. Please let the circulator know if you plan to leave the room
- Who is my 'go to' person to ask for questions
  - The Circulator in the OR. Do not disturb the surgeon – of course, respond if he/she asks you a question



Thank you for completing this on-line orientation.

We are excited to have you complete your clinical rotation  
at Florida Hospital.

Please make sure to complete the required paperwork and  
submit it to the Education Department.