



Advent Health

Student Orientation

Contact Information for Students

Daytona Beach

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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 and Security Access Form
 - Student Confidentiality Form
 - Proof of a negative PPD or chest X-ray within one year
 - Flu Provider Disclosure Form (during flu season October-March)
 - Photography release form
 - Pyxis form for instructors
 - BGM competency form for instructors to complete
 - Information Security Sanctions Policy (CW IS SEC 23)
 - Parking map
- For those groups with a clinical instructor, instructors will be required to bring in your forms to the Education Department 2 weeks prior to the start of clinical.

Orientation Instructions

- Badge Access
 - Please see the Education Department for student campus badge if required.
 - 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.
- Employees of AdventHealth will only wear a student badge while in the clinical setting.
 - You may NOT wear your employee ID in the clinical setting.

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 have the capacity and resources to become an organization that is widely respected as a customer-focused organization that engages individuals in their health by delivering Christ-centered, wholistic, best practice care across a connected, comprehensive continuum of services. With Christ as our example, AdventHealth cares for and nurtures people: our employees, our communities, our healthcare professionals, and those who trust us for care and healing.

No Pass Zone

- As an AdventHealth Employee/Student you are expected to respond to patient call lights - this is the “No Pass Zone”.
- It is the expectation that no matter where you work or what your job title may be, that as a care team member you must answer call lights.
- ALL employees/students 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



Advent Health

Risk Management

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 your clinical instructor and the Education Department
 - Non-punitive to report (no punishment will result for an employee reporting an event).

Sexual Misconduct

- Sexual Misconduct
 - Notify your instructor/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

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
- There are 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 your clinical instructor and the Education Department any privacy or security breaches involving PHI.
- Do NOT print or email any patient information.
- Log off computer screens when not in use.

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.
- Students may access PHI only when necessary to perform their clinical related duties.
- 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.

Don't Do It!

- *Remember ALL information is entitled to the same protection and must be kept private! It's the law!*
- Never
 - Look at PHI “just out of curiosity” (no harm intended, want to send a “get well card”) OR seeking info on a “High Profile Person” (Board members, employees, etc.)
- Never
 - Access information on a close friend or family thinking that you are just trying to help (ex. employee not involved as a care team member for the patient)
- Never
 - Access PHI for intent to use the information for personal advantage/financial gain (ex. selling of patient demographics to a firm soliciting for legal services) OR to gain retribution (ex. scorned spouse, etc.)

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.

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.

EMTALA

- If an individual is presented to an emergency department and a request is made by the patient, or in his/her behalf, for examination or treatment of an emergency medical condition, the hospital must provide for an appropriate medical screening examination of that condition, without delay or interference, to the extent of that hospital's emergency department capability, without consideration of the patient's ability to pay for the care.



Advent Health

Employee Health

Employee Health

- AdventHealth 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 80,000 people die from influenza and related complications
 - Must sign consent or declination form
- ** If declining vaccine, must wear a mask in ANY patient care area during flu season October-April.

Employee Health

- TB Screening and Fit Testing
 - A PPD/Chest X-ray is required annually.
 - Students may not enter airborne precaution rooms unless you have proper proof of fit testing for N95 mask.
- 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 clinical instructor and 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.

Employee Health

- Body Mechanics - basic steps to correct lifting:
 - Bend at the hips and knees
 - Create a wide base of support by spreading your feet apart (at least shoulder width)
 - Keep your back straight and body positioned over the base of support
 - Keep items close to your body, creating less stress on your lower back
 - Keep your path clear
 - Ask for help, don't try to be superman/woman

Employee Health

- Tips for good body mechanics include:
 - Keep head and shoulders up as lifting motion begins
 - Tighten stomach muscles as lifting begins
 - Lift with legs and stand up in a smooth, even motion
 - Move the feet if a direction change is necessary
 - Communicate before and during the lift if more than one person is involved



Advent Health

Patient Safety

Patient Safety

- Patient Safety is Everyone's Job!
- The goal of the Patient Safety Program at AdventHealth is to keep patients safe by recognizing possible safety risks and putting processes into place to prevent mistakes, accidents and patient harm.

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

- Fall Prevention
 - Inpatients
 - Make sure all items such as the call bell, tissues, water, etc. are in reach
 - Skid-free socks for patients when out of bed
 - Bed in low position, wheels locked
 - Bed/chair alarms
 - Make sure the area is safe – no clutter, spills, tripping hazards
 - Stay with patients who might fall and call for help
 - Outpatients
 - Help outpatients who may be at risk for falling by transporting them in wheel chairs or accompanying them to their destination.

Patient Safety

- If you have a safety or quality concern:
 - Talk to your clinical instructor and clinical lead on the unit
 - Call your Education Department
- Reporting safety and quality concerns is important to help AdventHealth 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.



Advent Health

Performance Improvement

Performance Improvement

- The purpose of performance improvement (PI) is to improve the quality of care and service provided to all customers (patients, family, physicians, co-workers, or any visitor).

Performance Improvement

- Why do we do PI?
 - To support the values and mission of AdventHealth
 - 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



Advent Health

Infection Control

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...

Hand Hygiene

- CDC estimates
 - 2 million Healthcare Associated Infections (HAI) occur every year & approximately 100,000 will die.
 - Improved Hand Hygiene reduces HAI rates and **SAVES LIVES.**

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

Hand Hygiene

- 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 use alcohol-based hand rubs when caring for patients with *Clostridium difficile* (C-diff) diarrhea/infection. Use soap & water instead.

Hand Hygiene

- Fingernails
 - All students that have DIRECT patient contact/ care should:
 - NOT have fingernails longer than $\frac{1}{4}$ of an inch in length
 - NOT wear artificial or gel nails



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.**



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 (including gloves)

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

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

- Clostridium difficile (C. diff)
 - Causes 15-25% of the antibiotic associated diarrhea
 - C. diff is shed in feces
 - C. diff spores can be transported from one patient to the next on the hands of healthcare workers and students
 - All healthcare workers, students and visitors must wear gown and gloves while caring for the patient
 - Soap and water must be used after caring for a patient with C. diff as alcohol based hand gels are not effective
 - Patient should be placed on contact precautions as soon as C. diff is suspected

Infection Control

Multi-Drug Resistant Organisms (MDROs)

- 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.

Infection Control

- Isolation Signs
 - Ensure you follow the infection control signs at each campus to ensure understanding for the isolation precautions for that patient.





Advent Health

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.
 - 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

- Handling Biohazardous Waste
 - Place all SHARPS (needles) in puncture-proof container and never overfill.
- The SHARPS container on the right should not be used and is considered FULL.



Hazardous Materials and Waste

- Handling Biohazardous Waste
 - Wear appropriate PPE (gloves, gown, goggles)
 - Never hold waste bag close to your body
 - Use spill kit for small spills
 - Contact department director, Environmental Services, or Facilities for large spills



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 available on AdventHealth Connect



Emergency Preparedness

Emergency Preparedness

- To Report an Emergency Dial:
 - AdventHealth Daytona Beach 2222
 - AdventHealth Fish 700
 - AdventHealth DeLand 5555
 - AdventHealth Palm Coast 2222
 - AdventHealth NSB 5911
 - AdventHealth Waterman 5555
 - Off-site Offices 911

Emergency Code List

- Please refer to campus specific flip charts for emergency codes



Advent Health

Fire Safety

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

- Student needs to 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.



Advent Health

Security

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. No cellphones in clinical areas.
- 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



Advent Health

Entering the Surgical Area

Preparation for Arrival

- Eat breakfast
- 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
- Do not wear surgical attire outside of the OR

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!

- Thank you for completing this on-line orientation.
- We are excited to have you complete your clinical rotation at AdventHealth.
- Please make sure to complete the required paperwork and submit it to the Education Department.