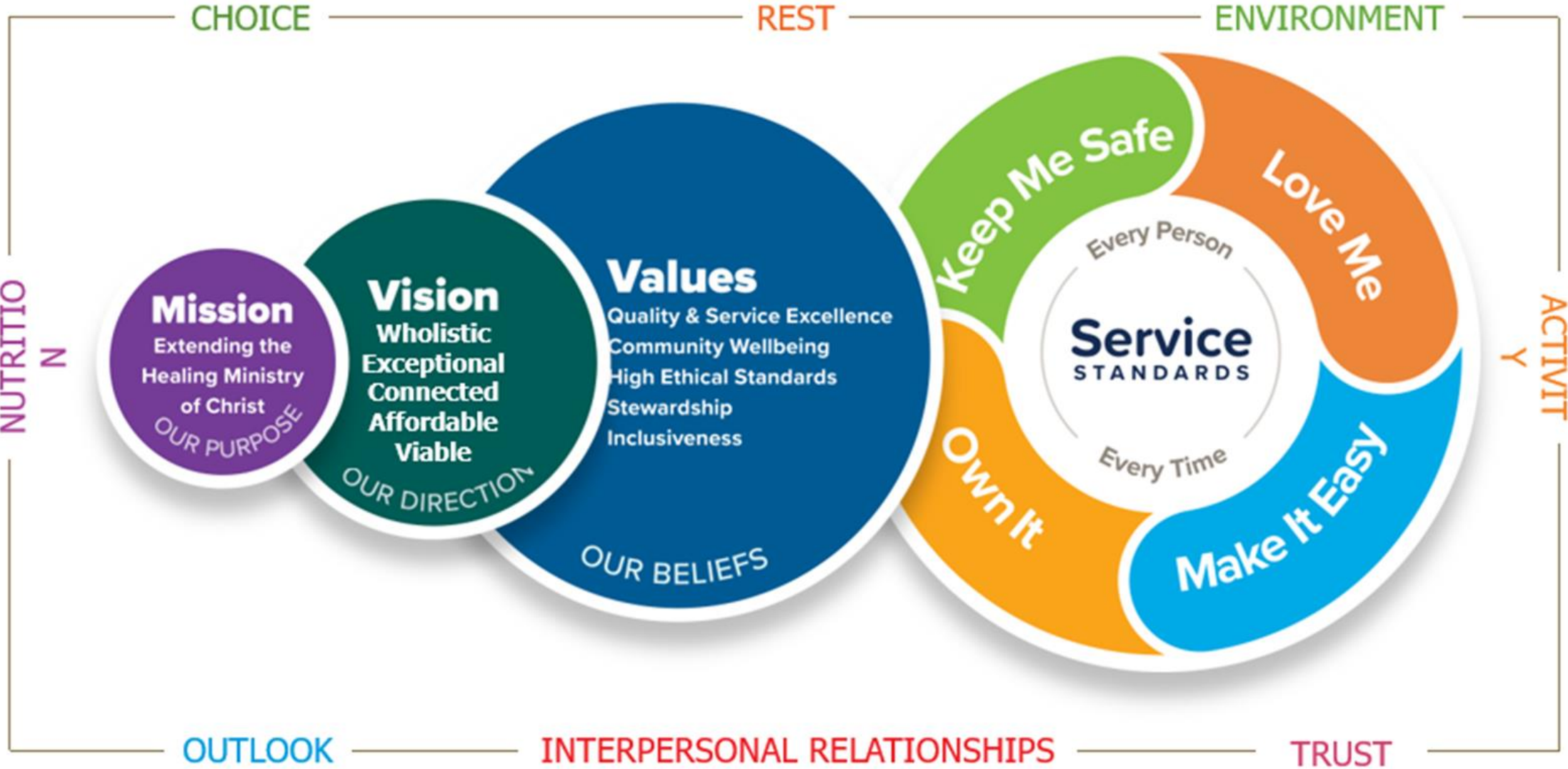




# General Student Orientation

# Our Promise: Whole Person Care



# Mission and 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.***





# Regulatory Readiness



**Advent Health**

# Corporate Compliance

- 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

- 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.

# Origami/ Incident Report



ORIGAMI RISK

- Florida law requires all health care facilities to have a risk management program in place.
  - Nonpunitive to report (no punishment will result for an employee reporting an event).
- Electronic 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 incident report.
  - Report any injuries or incidents immediately to your clinical instructor and the Education Department.

# Performance Improvement

- **Purpose:** To improve the quality of care and service provided to all customers (patients, family, physicians, co-workers, or any visitor).
- 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

# 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

- Harm or threatened harm to a person's physical or mental health or welfare is considered abuse and/or neglect.
  - 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
- Florida law requires reporting of suspected abuse or neglect of children, elderly, or disabled adult (reporting person may choose to remain anonymous)
  - Reports directed to the Central Abuse Registry and Tracking System at 1-800-96-ABUSE (1-800-962-2873).

# PHI (Patient Health Information) 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.

# 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



# Your Responsibility in Upholding HIPAA

- 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
  - 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.)
  - 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)
  - 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.)
  - Leave computer screens unlocked when not in use

***Remember ALL information is entitled to the same protection and must be kept private! It's the law!***

# 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.

# 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.

# Employee Health



  
**Advent Health**

# Employee Health

- A drug and alcohol-free environment.
  - All campuses are smoke free.
- 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. \*\*\***



# TB Screening and Fit Testing

- TB is a disease that is spread through the air.
- A PPD/Chest X-ray or QuantiFERON test is required annually.
  - Students may not enter airborne precaution rooms unless you have proper proof of fit testing for N95 mask.



# 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.

# Patient/Staff Safety and Infection Prevention



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# Patient Safety Program

- Goal: *To keep patients safe by recognizing possible safety risks and putting processes into place to prevent mistakes, accidents and patient harm.*
- Patient safety efforts
  - National Patient Safety Goals (NPSG) – Safety interventions by The Joint Commission to prevent mistakes in patient care.
    - Speak Up – Encouraging patients to “Speak Up” with any questions about their care or safety
    - Preventing infections with Hand Hygiene (Clean hands)

# Safety Concerns

- 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.

# Fall Prevention

- Inpatients

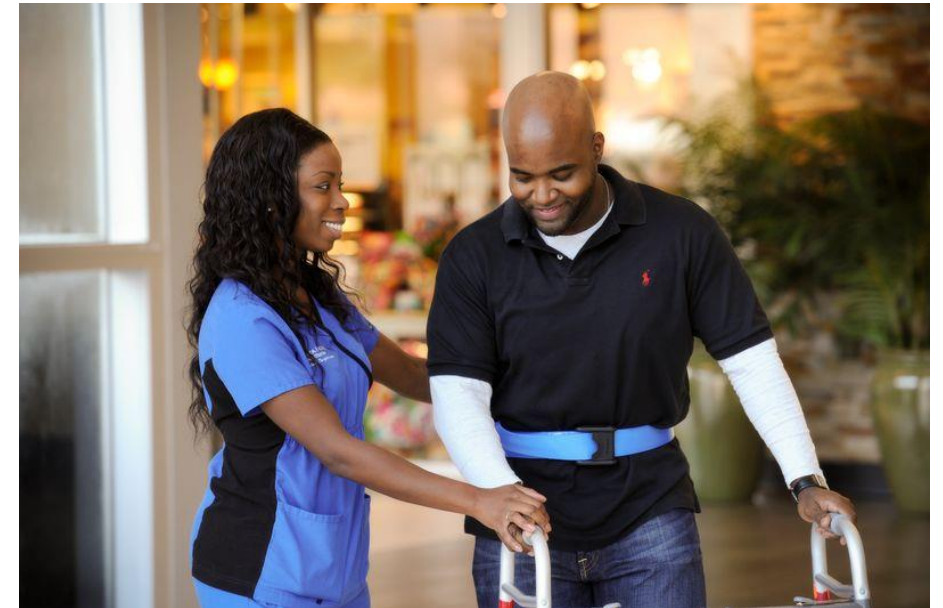
- Make sure all items such as the call bell, tissues, water, etc. are in reach
- Skid-free socks for patients when out of bed
- Bed in low position, wheels locked
- Bed/chair alarms
- Make sure the area is safe – no clutter, spills, tripping hazards
- Stay with patients who might fall and call for help

- Outpatients

- Help outpatients who may be at risk for falling by transporting them in wheelchairs or accompanying them to their destination.

# 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 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
- Keep your path clear
- Ask for help, don't try to be superman/woman
  - Communicate before and during the lift if more than one person is involved

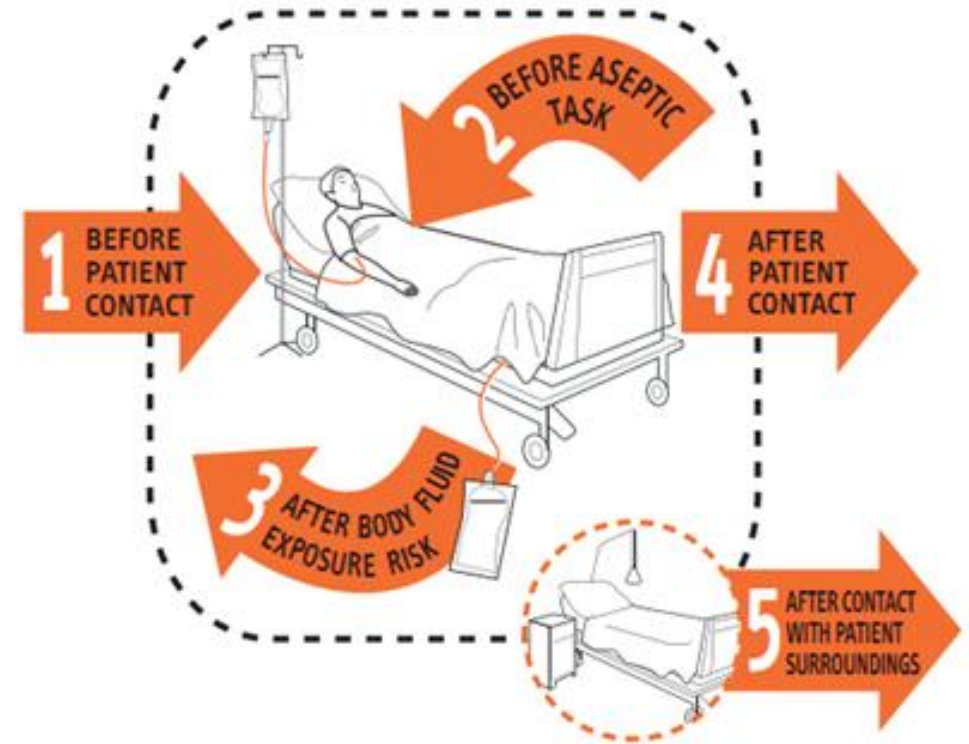




# Hand Hygiene

- 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

## Your 5 moments for HAND HYGIENE



# 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.
- 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



# Personal Protective Equipment (PPE)

- Students must use PPE when needed.
- PPE includes:

Gloves

Resuscitation devices

Aprons

Protective eye wear

Masks

Shoe covers

Gowns

Lab coats

Caps

Face shields

# PPE

- Application order:
  - Gown, Mask & Gloves
- 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)



# 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

# Blood Borne Pathogens in the Clinical Setting

- Diseases

- Hepatitis B/C/D, 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.

- Causes of spread (exposure)

- Accidental injury with a sharp object that has germs (needles, scalpels, broken glass, etc.)
- 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

# Clostridium difficile (C. diff)

- Causes 15-25% of the antibiotic associated diarrhea
  - Shed in feces, which 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



# Multi-Drug Resistant Organisms (MDROs)

- MDRO are Resistance to Multiple Drugs/antibiotics aka “Super Bugs”
  - Examples:
    - MRSA (Methicillin Resistant Staph Aureus)
    - VRE (Vanco-Resistant enterococcus)
    - C-diff (Clostridium difficile)
    - CRE (Carbapenem Resistance)
  - Spread from:
    - Patients (MDROs on their skin, body fluids or sputum)
    - Healthcare workers and students NOT WASHING their hands.
    - Hospital equipment that is contaminated with MDROs and NOT CLEANED (e.g. chairs, IV-poles, bedrails)
- Patients with known or suspected MDROs must be placed on isolation.

# Isolation Signs

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



# Hazardous Materials and Waste



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# Hazardous Materials and Waste

- Hazardous Waste
  - OSHA defines *regulated waste as items contaminated with blood or bodily fluid*
  - Regulated medical waste such as absorbent material that have blood, body fluids, or excretions on them.
  - Must be transported separately.
- Non-hazardous waste
  - Most other soiled waste including paper and food



# Hazardous Materials and Waste

- Sharps

- 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
- 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 (Reporting Emergencies)

- AdventHealth Daytona Beach 2222
- AdventHealth DeLand 5555
- AdventHealth Fish 700
- AdventHealth NSB 5911
- AdventHealth Palm Coast 2222
- AdventHealth Waterman 5555
- Off-site Offices 911



Please refer to campus specific flip charts for emergency codes

# 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

- Please familiarize yourself with the acronyms RACE and PASS for 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

The infographic is divided into two main sections. The top section, titled 'RACE', consists of four vertical panels. Each panel has a large letter in a red circle at the top, an illustration in the middle, and text at the bottom. The panels are: 1. 'R' (Rescue) showing a person in a wheelchair being moved; 2. 'A' (Alarm) showing a hand pulling a fire alarm pull station; 3. 'C' (Contain) showing a hand closing a door with flames on the other side; 4. 'E' (Extinguish) showing a hand using a fire extinguisher on a fire. Below these panels is a 'You should know' section with three orange arrows pointing to the right, each followed by text: 'Locations of nearest fire extinguishers and alarm pull boxes', 'The fire location - room number and building', and 'All fire exits in your work area'. A large orange arrow points down from this section to the bottom section. The bottom section is titled 'How to properly operate a Fire Extinguisher' and consists of four vertical panels. Each panel has a large letter in a blue circle at the top, an illustration in the middle, and text at the bottom. The panels are: 1. 'P' (Pull) showing a hand pulling a pin from a fire extinguisher; 2. 'A' (Aim) showing a person aiming a fire extinguisher at a fire; 3. 'S' (Squeeze) showing a hand squeezing the handle of a fire extinguisher; 4. 'S' (Sweep) showing a hand sweeping a fire extinguisher from side-to-side at the base of a fire.

**R**  
**Rescue**  
anyone in immediate danger of the fire.

**A**  
**Alarm**  
Activate the nearest fire alarm **and** call your fire response telephone number.

**C**  
**Contain**  
fire by closing all doors in the fire area

**E**  
**Extinguish**  
small fires. If the fire cannot be extinguished, leave the area and close the door.

**You should know:**

- Locations of nearest fire extinguishers and alarm pull boxes
- The fire location - room number and building
- All fire exits in your work area

**How to properly operate a Fire Extinguisher**

**P**  
**Pull**  
the pin, release a lock latch or press a puncture lever.

**A**  
**Aim**  
the extinguisher at the base of the fire.

**S**  
**Squeeze**  
the handle of the fire extinguisher.

**S**  
**Sweep**  
from side-to-side at the base of the flame.

# Security

- Always wear 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



**Next Steps:  
Completing Your  
Orientation for your  
Student Rotation**



**Advent Health**

# Orientation Paperwork

- In addition to the Student Orientation presentation, please do the following:
  - Read Patient Experience Presentation, Information Security Sanctions Policy, and Privileges of Student Nurses and Student Nursing Assistants (if applicable).
  - Complete and submit the following forms to Education
    - Orientation Acknowledgement and Security Access Form
    - Student Confidentiality Form
    - Flu Provider Disclosure Form or Declination Form (during flu season October-March)
      - Include proof of flu documentation or reason of declination
    - Patient Experience Test



# Student Badging Process

- Please see the Education Department for student campus badge, if required.
  - 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.

# 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 may be required to obtain a temporary parking pass from the Education Department. *Check with the Education Department at the campus where you will be doing your rotations*

# Contact Information for Students

## Daytona Beach

- Nancy Grande BSN, RN, CME and Student Coordinator
  - Office: (386) 231-3193; Fax: (386) 231-3180
  - [Nancy.Grande@adventhealth.com](mailto:Nancy.Grande@adventhealth.com)

## Palm Coast

- Education Department
  - Office: (386) 586-4346; Fax: (386) 586-4357
  - [Flg.Education.Department@adventhealth.com](mailto:Flg.Education.Department@adventhealth.com)

## Waterman

- Barbara Richards MSN, RN-BC, CCRN, Education Manager
  - Office: (352) 253-3265; Fax: (352) 253-3502
  - [Barbara.Richards@adventhealth.com](mailto:Barbara.Richards@adventhealth.com)

## DeLand

- Maribel Caraballo Gauvin BSN, RN, Clinical Educator
  - Office: (386) 943-3084 ; Fax: (386) 943-3657
  - [DELEducators@adventhealth.com](mailto:DELEducators@adventhealth.com)

## Fish

- Alexis Marano MSN, RN, NPD-BC, PCCN-K, Education Manager
  - Office: (386) 917-7734; Fax: (386) 917-5099
  - [Alexis.Marano@adventhealth.com](mailto:Alexis.Marano@adventhealth.com)

## New Smyrna Beach

- Kristin Brim, BSN, RN, Clinical Educator
  - Office: 386-917-7546
  - [Kristin.Brim@adventhealth.com](mailto:Kristin.Brim@adventhealth.com)



# 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.