General Information for Non-BHLou/BHLag Employees, Students, Vendors, Contract Staff, Allied Health Professionals, Forensic Staff, and Physicians
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Welcome to Baptist Health!

We have provided this guide to assist you in having the best possible experience here at Baptist Health. As you know, there are certain risks that you will be exposed to. In order to minimize those risks, you need to be aware of certain administrative, clinical and safety procedures used at this hospital. The purpose of this booklet is to outline those procedures and provide you with some basic but very important information. We invite you to read and become familiar with the contents. For your protection, you are expected to follow these procedures and instructions while at this facility. Should you have any questions, please contact a hospital staff member for assistance.

If an incident or injury to you or a patient should occur, contact BH Lou/BH Lag Supervisory Staff, Security or the House Manager immediately.

You will be required to wear a nametag at all times while on the hospital campus. If you have a nametag issued by your school or company, please use this one. If your school or company has not issued a nametag to you, your supervisor may obtain a temporary badge from Security. By wearing a nametag, you will be in compliance with security procedures and regulatory guidelines, and provide identification to staff and visitors. The nametag should be worn in a manner that is readily visible at all times, preferably on the right or left upper chest area of your clothing.

Should you need more information regarding policies & procedures, please contact any hospital staff member for assistance.

Job Shadowing

Baptist Health’s goal is to provide a work-based learning experience that allows students or potential health care workers to observe employees while they are performing their work duties and to provide an opportunity to ask questions about a particular career within the health care field.

Goals and Purpose of Job Shadowing: Student Information
You will observe firsthand what really happens in the workplace. Job shadowing gives you the opportunity to observe health care workers in a realistic job preview. During your job shadowing opportunity, you learn what skills are needed for a job in the health care field.

Commitment to Service Excellence and Standards of Conduct:
During your job shadowing opportunity, you will be expected to maintain excellent customer service and conduct yourself as a professional. Please carefully read the expected standards of conduct expected during your shadowing experience.
Forensic Staff Only

The purpose of this Information & Guidelines booklet is to outline Hospital Security procedures, patient restrictions, and to provide you with safety information in addition to the Department of Corrections (DOC) Post Order requirements. As a joint effort between Hospital Security and the DOC to maintain a safe environment, DOC Officers are to become familiar with the contents of this booklet.

For clarity of positions and status the following definitions apply:
- **Forensic Patient**: A prisoner who has been escorted to Baptist Health Louisville or Baptist Health LaGrange for medical treatment
- **Forensic Staff**: Any law enforcement personnel that accompany a Forensic Patient to Baptist Health (i.e. DOC Officers, external security officers, police officers, sheriffs, marshals, etc.)

As a member of the Forensic Staff escorting Forensic Patients at Baptist Health orientation and education will be provided to include:
- How to interact with Forensic Patients
- Procedures for responding to unusual clinical events and incidents
- Channels of clinical, security, and administrative communication
- Distinctions between administrative and clinical seclusion and restraint as outlined by the Center for Medicaid and Medicare Services Conditions of Participation and the Joint Commission

In addition, several policies & procedures are referenced throughout this booklet. Should you need more information regarding one of the policies & procedures contact Hospital Staff or the Security Department for assistance.

**Duties of Forensic Staff Escorts**

Any Forensic Patient requiring medical treatment at Baptist Health must be accompanied by a Forensic Staff escort, at all times. While you are functioning as the Forensic Staff escort, you will be expected to wear your official uniform and nametag in a manner that it is readily visible at all times.

Forensic Staff are required to sign in and out on the appropriate Forensic Staff log throughout your visit at Baptist Health; the Forensic Staff log will be provided by Security. You must first accompany the Forensic Patient to the appropriate admission area (based on the needs of the patient; the preferred location for BHLOU is the Emergency Department entrance; BHLAG is the Security hallway holding area. You should then continue to sign in and out on a Forensic Staff log when a Forensic Patient is being moved to another area of the Hospital or if there is a shift change. Security will retrieve this log when the Forensic Patient is being discharged.

Forensic Staff escorts have no direct role in Baptist Health emergency procedures unless the Forensic Patient is involved. Should an emergency occur involving the Forensic Patient, a member of the clinical staff should be notified immediately. At that point, Forensic Staff should follow the instructions given by staff.

The supervision and control of the Forensic Patient is the responsibility of the Forensic Staff. If necessary, the Security Department will assist with the Forensic Patient escort if the conduct of the patient presents a threat to hospital staff, other patients, visitors, or other individuals on property.

(For more information, refer to the Forensic Patient and Staff Plan policies)
Mission, Vision, Values

As an organization, we place the highest priority on our mission, vision, and values and believe the best way to ensure they are fulfilled is to treat our employees with the same high regard we have for our patients. This regard is reflected in a variety of ways, such as working environment, compensation and benefits plans, and opportunities for training and advancement. We are grateful to the thousands of employees who have chosen Baptist Healthcare System since the organization was founded in 1924.

**Mission Statement**
Baptist Health demonstrates the love of Christ by coordinating care and improving health in our communities.

**Vision Statement**
Baptist Health will lead in clinical excellence, compassionate care and growth to meet the needs of our patients.

**Values Statement**
As a faith-based health system Baptist Health places special emphasis on the values of: Integrity, Respect, Excellence, Collaboration, Compassion and Joy.

**Performance Standards**
A set of performance standards, developed by Baptist Health employees, establishes specific behaviors that all employees are expected to practice while on duty. These performance standards and specific behaviors are expected of all job shadowing/clinical students. Communication, Confidentiality/Privacy, Professional/Excellence Orientation, Ownership/Stewardship, Teamwork/Commitment to Co-Workers and Safety.
Confidentiality Overview

Confidentiality of patient information must be foremost in everyone’s mind. Do not discuss anything you hear or see during your time here at BHOU/BHLAG. You will be expected to be sensitive to protecting patients’ medical information, including the fact that the person is even in the hospital. Discussing patient information must be done discreetly (where it could not be overheard) and only for proper medical or administrative reasons.

- Divulging confidential information is prohibited. Confidential information includes any matter relating to patients, including but not limited to their medical records, illness, personal problems, financial matters, or even being a patient in the hospital or outpatient services. It also relates to the organization’s administrative or financial records, personnel records, and personnel related incidents, and incidents relating to the medical staff (physicians).
- Examples of information considered confidential include
  - Acknowledging that an individual is receiving care here;
  - Patient demographic information, i.e., age, gender, income, etc. (even if a name is not revealed);
  - Patient diagnosis, condition, and test results.

Patients must be able to communicate in confidence with caregivers. Job-shadowing/clinical students, vendors, and contract staff who betray this policy not only do an injustice to the patients and the organization, but also may impair public relations and invite legal action.

Important confidentiality points for students, vendors, and contract staff to remember:
- All patient information is confidential and must not be discussed outside the facility. This includes discussion regarding names of persons who are patients or residents. This applies to any follow-up classroom or conference discussions or reports between classmates, teachers, counselors, vendors, and contract staff. These discussions or reports must focus on the mentor, not the patient or resident.
- Breaching confidentiality is a serious offense that may result in termination of the relationship. Legal action by aggrieved parties might also result.
- By breaching confidentiality you may injure others without intending to hurt them. Examples of unintentional breeches of confidentiality include; discussing patient information in an area where information may be overheard by others, or asking an employee about a friend’s test results; or throwing copies of reports in an open recycle or trash container.
- If you are in a setting where others are inappropriately discussing confidential information, it is your responsibility to protect a patient’s right to privacy by reminding others to be alert.
- If a non-family member or non-medical staff ask question about a patient, the best source of information about the patient’s condition should be referred to the patient’s nurse or direct family member.
Dress/ Appearance Guidelines

Following dress codes helps students’ presentation, an appearance, which makes a favorable impression on our customers. Student must present a neat and professional appearance. Students who do not comply with the dress/appearance guidelines will not be permitted to shadow. The following dress is required:

- Clothing must be clean, pressed, fit appropriately, and suitable for daytime wear.
- Collared shirts or blouses. Novelty shirts will not be permitted.
- Shoes and socks are required. Comfortable shoes such as tennis shoes are recommended.
- Hats, shorts, or skirts of an inappropriate length are not permitted.
- Jeans will not be permitted. Khaki style pants are recommended.
- Excessive perfume and excessive makeup is allowed.
- Jewelry and accessories including earrings should be simple and no more than two (2) simple earrings in each ear.
- No cell phones or pagers will be permitted.
- Valuables such as jewelry should be left at home.
- Scrubs or protective clothing will be provided in departments that require them as part of a department’s specific dress code.
- Small tattoos are permitted but must not be obscene, or advocate sexual, racial, ethnic or religious discrimination. Facial tattoos are not permitted. You may be asked to cover any tattoo if it could be potentially offensive to others.

Hygiene

All students are expected to dress appropriately, and are expected to report to the assignment in a neat, clean, and well-groomed manner. Good personal hygiene is required. Offensive odors, unkempt hair and open wounds are unacceptable hygiene situations. Poor hygiene will terminate the job shadowing experience or clinical rotation.

Parking

*Please refer to the Parking Policy.*

No Solicitation

Not permitted on Baptist Health Louisville/ LaGrange Properties

Sickness or Emergency

In the event of an illness, injury, or emergency, please tell your mentor or another department staff member immediately.

Special Needs

Students needing accommodation or other services should contact Human Resources: BHLOU-- 897-8822; BHLAG- 222-3322.
Hospital & Safety Contacts

Security Department-Baptist Health

The Security Department is staffed 24 hours per day, 7 days per week to provide a safe and secure environment for the staff, physicians, patients, visitors, and everyone else at Baptist Health. Security uses both roving patrols and targeted zones to monitor the activity in and around the hospital campus. Security may be contacted by dialing “0” from any hospital phone for non-emergency assistance.

If you ever have questions or comments regarding a safety or security issue, please contact any of the following:

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<th>Contact</th>
<th>Topic</th>
<th>Phone (In-House)</th>
<th>Phone (Outside)</th>
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<tr>
<td>Safety Officer</td>
<td>Hospital Safety</td>
<td>8168</td>
<td>3357</td>
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<tr>
<td></td>
<td></td>
<td>Lou: 897-8168</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lag: 222-3357</td>
<td></td>
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<tr>
<td>Security Department</td>
<td>Security Issues or Concerns / Non-Emergency</td>
<td>0 or 8045</td>
<td>645-9380</td>
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<td></td>
<td></td>
<td>Lou: 897-8045</td>
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<td></td>
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<td>Lag: 645-9380</td>
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<tr>
<td>Radiation Safety Officer</td>
<td>Radiation Safety Issues</td>
<td>8121</td>
<td>3620</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lou: 897-8121</td>
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<tr>
<td></td>
<td></td>
<td>Lag: 222-3620</td>
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<td>Social Work Office</td>
<td>Reporting Abuse</td>
<td>8806</td>
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<td></td>
<td></td>
<td>Lou: 897-8806</td>
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<td>General Information</td>
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<td>Lou: 897-8100</td>
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<td>Lag: 222-5388</td>
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<tr>
<td>House Manager</td>
<td>Any Patient Related Issue or Safety Issue</td>
<td>7854</td>
<td>8620</td>
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<tr>
<td></td>
<td></td>
<td>Lou: 897-7854</td>
<td></td>
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<td></td>
<td></td>
<td>Lag: 222-8620</td>
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<tr>
<td>Patient Safety Officer</td>
<td>Any Patient Safety Issue</td>
<td>259-4416</td>
<td>222-3929</td>
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Baptist Healthcare System Corporate Compliance Program

Baptist Health Louisville and Baptist Health La Grange are two of eight hospitals within the Baptist Healthcare System. Our system is committed to the highest standards of business conduct and compliance with applicable laws and regulations. A Corporate Responsibility Program containing Standards of Conduct has been developed as a reaffirmation of our long-term commitment to compliance and quality of services to our patients and the communities we serve. As a Non Baptist Health Employee, Student, Vendor, Contract Staff, Allied Health Professional, or Physician you are required to comply with the Baptist Healthcare System Standards of Conduct and Federal False Claims Act information Policy located at http://www.bhsi.com/compliance/.

By signing and submitting the acknowledgement page located at the back of this booklet, you acknowledge that you received a copy of this booklet, and are familiar with the Baptist Healthcare System Standards of Conduct.

BHS Standards of Conduct

To help us achieve our Mission in a practical, professional, and ethical way, we have established Standards of Conduct for all employees, non-employees, vendors, agency personnel, students, volunteers and medical staff within our System:

- The business of Baptist Healthcare System will be conducted according to all applicable federal, state and local laws.
- All individuals working within Baptist will perform their responsibilities in light of our Mission and with honesty, integrity and professionalism.
- All individuals working within Baptist should perform their responsibilities in ways that avoid conflicts of interests; this includes our employees, agency personnel, volunteers, and the medical staff within Baptist.
- All billing by our hospitals will be for the services and items actually provided, in keeping with the rules of the government and other payers.
- When working with our medical staff, contractors and other healthcare organizations whether internal or external to our System, all Baptist Healthcare System employees will conduct themselves in keeping with applicable laws, in particular, those laws that prohibit fraud and abuse, waste, restraint of trade and improper benefits.
- All individuals within our Baptist Healthcare System Hospitals and offices will strive to maintain a cooperative relationship of mutual trust with all government agencies.
- Baptist Healthcare System will vigorously pursue its Corporate Responsibility Program to achieve all Compliance Objectives and to develop a culture of compliance throughout the System.
- Licensed and other professional employees working at Baptist are expected to adhere to any ethical standards required by their respective licensing agencies and to follow any ethical guidelines recommended by their professional associations.
BHLOU/BHLAG/BHS HIPAA Security

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) required the Department of Health and Human Services (HHS) to establish national standards for the security of electronic health care information. The final rule adopting HIPAA standards for security was published in the Federal Register on February 20, 2003. This final rule specifies a series of administrative, technical, and physical security procedures for covered entities to use to assure the confidentiality of electronic protected health information. The standards are delineated into either required or addressable implementation specifications.

The HIPAA Security Rule requires BHS to have policies and procedures in place to protect the confidentiality, integrity and availability of electronic protected health information.

Confidentiality: Only authorized people have access to protected health information.
Integrity: Prevent protected health information from being lost, stolen or corrupted.
Availability: Ensure the availability of protected health information when needed.

HIPAA Security applies to you from the time you are employed to the time you leave on your last day of employment. Electronic protected health information (EPHI) must never be divulged at any time, regardless of whether or not you are “on-the-clock” or on the premises, or on or off the BHS network. You are always responsible for preserving the confidentiality, integrity and availability of BHS EPHI. Employees, contractors and business associates who do not comply with BHS HIPAA Security Policies and Procedures could be fined, put on probation, terminated, or lose their contract with BHS.

- Keep your password safe. Never share your password with anyone. No one within or outside of BHS – including IS Support – is authorized to request passwords.
- Don’t write down your password and don’t post them anywhere.
- Choose passwords that would be difficult for someone to guess. Avoid using the names of your children, spouse or pets as your password.
- Create passwords that contain both numbers and letters, and whenever possible, such special characters as &, $, *. Combine uppercase letters with lowercase where permitted. Also, use the maximum number of characters permitted where feasible.
- Change your password on a regular basis where possible and feasible.
- When you are logging onto the System, be aware of people who might be looking over your shoulder. “Shoulder Surfing” is a common way to obtain someone’s password.
- Always logoff your system when your computer is unattended.
- Be aware of who is accessing protected health information. Do they have a BHS ID badge? Are they authorized to use the computer?
- Use caution when responding to emails, phone calls, and text messages requesting any sensitive information or directing you to unknown links/attachments – user account compromises are commonly initiated this way.
- Position your computer monitor away from public areas whenever possible
- Don’t turn a blind eye to security breaches. Report any suspected or actual breaches of information security to the BHS Compliance Hotline (1-800-783-2318), or anonymously at https://www.compliance-helpline.com/baptisthealthcaresystem.jsp.
BHLOU/BHLAG/BHS (HIPAA) Patient Privacy and Confidentiality

While carrying out your duties within our hospital environment, you may have access to medical records or information of a confidential nature such as a patient’s condition or treatment or a patient’s personal information. Baptist Health protects our customers’ right to privacy and modesty by creating and maintaining a secure and trusting environment. We treat all information as confidential and follow the regulatory guidelines of HIPAA in regard to medical information of our patients. We expect you to treat this information as confidential as well. By following the guidelines listed below, you will assist us in keeping all patient information private and secure:

- Do not discuss information about patients or their care in public areas such as elevators, hallways, waiting rooms, or the cafeteria.
- Always maintain the confidentiality of patient records/charts.
- Always protect a person’s privacy and need for modesty.
- Do not share your passwords with anyone. No one within or outside of BHS – including IS Support – is authorized to request your passwords.
- Do not post your password where others can see and use them.
- Do not use easily identified words as your password.
- Be aware of persons looking over your shoulder as you key your password. Always log off properly before leaving the computer.

You will be asked to sign the Confidentiality agreement at the end of this booklet.

Use of Electronic or Mobile Devices

We understand the value of external electronic mobile devices for research and patient care. However, external electronic mobile devices (Tablet, Laptop, Smartphone) may not be used at the bedside, public corridors of patient units/areas, or within the patient room and while working in the patient medical records. Additionally, the camera, audio, or video recording functions of any external electronic mobile device may not be used under any circumstances.

Additionally according to Baptist Health Policy texting of patient information is strictly prohibited. This is outlined in section F of the policy Controls for Device and Media Containing Electronic Protected Health Information (ePHI) and BHS Proprietary Data.

BHLOU/BHLAG will not be responsible for the security of any external electronic mobile device brought into the facility.
Patient Rights

Baptist Health respects the rights of patients and communicates these rights through the use of the Patient Services guide. A copy of the patient’s rights and responsibilities can be obtained from Admitting. Essentially, every patient has the right to respectful, considerate care; to information and discussions about diagnosis, treatment, alternatives and medical consequence; prognosis and financial considerations. Efforts will be made to keep patients and families informed, empowered, responsible and integrated into decision-making processes. If you have any questions or comments regarding patient rights, please contact a Supervisor or Manager.

Take patient complaints and concerns seriously.

- Every patient complaint is worthy of consideration. If you dismiss a complaint as unimportant, you send a message that the patient’s concerns don’t matter. Nothing could be further from the truth.
- Remember, any complaints that cannot be resolved while the patient is here in the hospital or that are communicated after the patient is discharged are considered to be “grievances” and must be directed immediately to the Patient Advocate for appropriate follow through.

Ethical Issues

At Baptist Health, we have a mechanism for reporting ethical issues arising from medical treatment of patients. The Hospital Ethics Committee is not a decision-making body, but is available to provide advice, consultation, and education in ethical issues involving medical treatment. Anyone can request that the committee consider an ethical issue by contacting Pastoral Care at 897-8804 for BHLOU or 222-3340 for BHLAG. Pastoral Care is also available for consultation.

Cultural Diversity

Cultural Diversity is an understanding and respect of people and their values, beliefs, and practices. People of different religious, language, physical size, sexual orientation, age, disability, socio-economic, occupational status, geographic location are part of our diverse culture. On a personal level of cultural awareness is to how we recognize diversity in the people we work with and the patients that we care for. Understanding a patient’s cultural view on health helps maintain their right to be treated with respect and dignity, to enhance teamwork by understanding the values of co-workers culture and to meet Joint Commission standards. For more information, please refer to the following BH policy: Interpreters, Communication for Deaf and Hearing Impaired.
Responding to Unusual Clinical Events, Incidents or Medical Emergencies

Immediately report any medical emergency situation to the appropriate clinical staff member. In the absence of a clinical staff member, report the emergency to any hospital staff member. Hospital staff members can be identified by hospital name badges. During medical emergencies, please follow the clinical advice and directives of the primary care provider.

If you have any medical or patient care concerns, discuss those concerns with the clinical staff. Any student, vendor, or contract staff wishing to address an issue above the clinical level may ask the clinical staff member to contact the House Manager. The House Manager may be contacted by dialing the operator (“0”) from any house phone.

Patient Safety

There are various risks associated with being a patient within a health care facility. We at Baptist Health want to make sure you understand that you play a vital role in patient safety as well as your own safety. The following are examples of patient risks:

- Inaccurate patient identification
- Ineffective communication
- Medication errors
- Adverse Drug Events
- Healthcare-associated infections
- Blood Transfusion Reactions
- Medical devices
- Latex allergies
- Falls

Patient armbands are color coded to alert you of possible risks.

BH LOU and BH LAG use the following armbands:

- Yellow – High risk for falls
- Orange – Latex allergy
- White with yellow stickers - Blood Bank ID bracelet
- Pink - Restricted Use Extremity

Minimizing or eliminating patient safety risks before an incident occurs is our priority; therefore we embrace a just culture when reporting possible patient safety hazards. In order to minimize or eliminate these risks before an incident occurs, you are encouraged to contact a Clinical Manager with your concerns as soon as possible.

At Baptist Health Louisville, Behavioral Health has a locked door to control who comes and goes on the unit. There is an intercom / call button outside the unit to request access, and once answered by the staff, give name and purpose for being on the unit.
CODE H
A Help-Line for Patients & Families

Josie King was an 18 month old little girl who died because of hospital errors in one of the best hospitals in America. Josie King's mother stated “Josie’s death was not the fault of one doctor, or one nurse, or one misplaced decimal point, it was the result of a total breakdown in the system.” Through the creation of a patient safety program, the King family’s hope is to help prevent this from ever happening to another patient.

WHAT is Code H?
- Stands for Code Help
- Provides a means for the patient or the family to call for immediate help if a change in the patient’s condition occurs ---- to seek HELP when necessary
- Can be called by anyone (including patient caregivers, visitors, family members, or the patient)

WHY would a Code H be called?
- If there is a noticeable, clinical change in the patient and the healthcare team is not present or not responding to the patient’s or visitor’s concerns
- If there is a breakdown in how the care is being managed

HOW to call a Code H?

<table>
<thead>
<tr>
<th>To Call a Code H?</th>
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<tbody>
<tr>
<td>- Call <strong>extension 4444</strong> or dial <strong>259-4444</strong> at BHLOU</td>
</tr>
<tr>
<td>- Call <strong>extension 6868</strong> or dial <strong>222-6868</strong> at BHLAG</td>
</tr>
<tr>
<td>- Provide name, the concern, and the room number</td>
</tr>
<tr>
<td>- A trained hospital operator will triage the call and notify the appropriate department(s) and the House Manager or ICU/CCU charge nurse</td>
</tr>
</tbody>
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WHO responds to a Code H?
One of the following will respond depending on the nature of the call:
- The charge nurse on the unit
- The House Manager or the ICU/CCU charge nurse
- The appropriate department’s supervisor (environmental, dietary, engineering, etc)

**SBAR (Situation, Background, Assessment, Recommendation)**
Communication plays a critical role in the healthcare setting. SBAR is a communication technique that helps with effective communication and it is considered to be a best practice for standardized communication. The expectation at Baptist Health is to use SBAR consistently to promote patient safety and quality care. Staff and physicians are to communicate using SBAR to share patient information in a clear, complete, concise and structured format to communication efficiently and accurately.
Additionally, Baptist Health Louisville/LaGrange has an organization-wide commitment to continuously strive for the safest environment possible for our patients. BHLOU/BHLAG has procedures and/or committees in place to actively support the National Patient Safety Goals identified by Joint Commission.

The 2018 National Patient Safety Goals are as follows:

- **Identify Patients Correctly**
  - Use at least two ways to identify patients. For example, use the patient’s name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.
  - Make sure that the correct patient gets the correct blood when they get a blood transfusion.

- **Improve Staff Communication**
  - Get important test results to the right staff person on time.

- **Use Medicines Safely**
  - Before a procedure, label medications that are not labeled. For example, medicines in syringes, cups, and basins. Do this in the area where medicines and supplies are set up.
  - Take extra care with patients who take medicines to thin their blood
  - Record and pass along correct information about a patient’s medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

- **Prevent Infections**
  - Use the hand cleaning guidelines from the Center for Disease Control and Prevention or the World Health Organization. Set the goals for improving hand cleaning. Use the goals to improve hand cleaning.
  - Use proven guidelines to prevent infections that are difficult to treat.
  - Use proven guidelines to prevent infection of the blood from central lines.
  - Use proven guidelines to prevent infection after surgery
  - Use proven guidelines to prevent infections of the urinary tract that are cause by catheters

- **Identify Patient Safety Risks**
  - Find out which patients are most likely to commit suicide.

- **Prevent Mistakes in Surgery**
  - Make sure that the correct surgery is done on the correct patient and at the correct place on the patient’s body
  - Mark the correct place on the patient’s body where the surgery is to be done
  - Pause before the surgery to make sure that a mistake is not being made

- **Use Alarms Safely**
  - Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

There are many elements of the National Patient Safety Goals that include specific identifiers to use prior to treating or transporting a patient; a read-back of orders and critical test results; unapproved abbreviations; look-alike/ sound-alike drugs; and, hand-hygiene guidelines. Please contact a Clinical Manager for more specific information.
Sentinel Events

Per the Joint Commission, a sentinel event is a patient safety event (not primarily related to the natural course of the patient’s illness or underlying condition) that reaches a patient and results in any of the following:
- Death
- Permanent harm
- Severe temporary harm

An event is also considered sentinel if it is one of the following:
- Suicide of any patient receiving care, treatment, and services in a staffed around-the-clock care setting or within 72 hours of discharge, including from the hospital's emergency department (ED)
- Unanticipated death of a full-term infant
- Discharge of an infant to the wrong family
- Abduction of any patient receiving care, treatment, and services
- Any elopement (that is, unauthorized departure) of a patient from a staffed around-the-clock care setting (including the ED), leading to death, permanent harm, or severe temporary harm to the patient
- Hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibilities (ABO, Rh, other blood groups)
- Rape, assault (leading to death, permanent harm, or severe temporary harm), or homicide of any patient receiving care, treatment, and services while on site at the hospital
- Rape, assault (leading to death, permanent harm, or severe temporary harm), or homicide of a staff member, licensed independent practitioner, visitor, or vendor while on site at the hospital
- Invasive procedure, including surgery, on the wrong patient, at the wrong site, or that is the wrong (unintended) procedure
- Unintended retention of a foreign object in a patient after an invasive procedure, including surgery
- Severe neonatal hyperbilirubinemia (bilirubin >30 milligrams/deciliter)
- Prolonged fluoroscopy with cumulative dose >1,500 rads to a single field or any delivery of radiotherapy to the wrong body region or >25% above the planned radiotherapy dose
- Fire, flame, or unanticipated smoke, heat, or flashes occurring during an episode of patient care
- Any intrapartum (related to the birth process) maternal death
- Severe maternal morbidity (not primarily related to the natural course of the patient’s illness or underlying condition) when it reaches a patient and results in permanent harm or severe temporary harm

Disclosure

Disclosure is communicating facts regarding a serious unanticipated adverse outcome or a significant medical error to the patient, family, or guardian. Staff and physicians will need to obtain information regarding the event and only facts should be communicated to the patient/family. It is important for at least two people (Management/Staff and Physician or Leadership) to participate in the disclosure. Staff, Management or Physicians should notify Risk Management prior to the disclosure to provide details surrounding the event and to obtain contact information for who the patient/family should contact at the hospital after the event has been disclosed.
Abuse/Neglect/Exploitation

In Kentucky, there exists a statutory duty to report known or suspected adult or child abuse. The statute states that any person who becomes aware of such cases must report them to the Department of Social Services, Adult Protective Services Intake and/or Child Protective Services. Healthcare professionals/hospital workers will use established indicators to identify possible adult/adolescent/child victims of abuse, neglect, or exploitation.

What if you suspect a patient is the victim of Abuse/Neglect? This suspicion must be reported. Reporting may be done by anyone, licensed or non-licensed staff. Complete the Suspected Abuse/Neglect Reporting Form.

What if you suspect a patient is being Abused, Neglected or Exploited by a BHLOU/BHLAG Employee? If you suspect ANYONE who is interacting with our patients is doing so inappropriately whether they are: physician, co-worker, vendor, supervisor, another department, etc., this suspicion must be reported to the BHLOU/BHLAG Supervisor or House Manager as soon as you become aware of the event. Also, if a patient tells you they were fearful, scared, mistreated, assaulted, or threatened by an employee, you should notify a manager or supervisor immediately, even if the patient is under the influence of an illegal substance/alcohol or has some type of cognitive issue. The following also must occur:

1. Remove the alleged offender from patient care immediately to ensure all patients are safe.
2. Nursing must complete a head-to-toe assessment of the patient, including vitals and document the assessment.
3. The patient’s physician must be promptly notified of the allegation.
4. Provide emotional support to the patient and update the patient’s care plan.
5. Notify the Administrator on Call (AOC) and Risk Management.

Restraints

At Baptist Health, restraints are to be used only in accordance with the hospital policy. Restrained patients will be continually assessed, monitored, and re-evaluated.

Restraint

(A) any manual method, physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely; the direct application of physical force to a patient, with or without the patient’s permission, to restrict freedom of movement. Physical force may be human, mechanical or a combination thereof attached to the patient’s body that he/she cannot easily remove.

(B) A drug or medication when it is used as a restriction to manage the patient’s behavior or restrict the patient’s freedom of movement and is not a standard treatment or dosage for the patient’s condition. Standard treatment is when medication is: within pharmacy parameters set by FDA and manufacturer for use, used to treat a specific condition based on patient’s symptoms, its use follows national practice standards, and standard treatment would enable the patient to more effectively or appropriately function.

Classifications

➢ There are two classifications of restraint recognized at Baptist Health Louisville as defined by federal regulation §482.13: Non-violent or non-self-destructive restraint and violent or self-destructive restraint. The classification of restraint is not specific to the setting the patient is in, but to the situation in which the restraint is being used. The use of restraint will be addressed in the patient's plan of care.
Non-violent or non-self-destructive restraint - used to limit mobility or temporarily immobilize in relation to acute medical-surgical care and/or post-surgical procedure. The patient's behavior is non-violent and non-aggressive. The primary reasons for use directly support the medical healing of the patient and prevention of patient injury.

Violent or self-destructive restraint - an emergency or crisis situation in which a patient's behavior becomes aggressive or violent; the behavior presents an immediate, serious danger to the safety of the patient, other patients, staff or others. This type restraint is not specific to the patient’s diagnosis or treatment setting.

Practitioner
Any practitioner permitted both by law and the hospital as having the authority under his/her license to independently order restraints or medications for patients. Currently, advanced practice registered nurse (APRN), physician assistants (PA), and physicians (MD, DO) with medical staff privileges at Baptist Hospital Louisville are considered practitioners for purposes of this policy.

Electrical & Equipment Safety

Malfunctioning electrical equipment is the leading cause of accidental death and fires in hospitals. For this reason, it is important for you to be aware of some general electrical safety guidelines used at Baptist Health Louisville/ Baptist Health LaGrange.

- All electrical equipment brought into the hospital should be inspected by our Engineering Department.
- Use only approved power strips. Do not use multiple plug adapters.
- Avoid placing electrical equipment on metal or wet surfaces.
- Report any burning odors to Engineering.
- Don’t touch anyone in contact with an electrical current.
- Disconnect any malfunctioning equipment, put a warning sign on the equipment, and report it to our Engineering Department.

For questions while at BHLOU, please contact the Engineering Department by dialing 8177 from any house phone during the hours of 7 am to 4 pm Monday through Friday. After 4 pm and on weekends, Engineering can be paged at 675-0998.

Baptist Health LaGrange, contact the Engineering Department by dialing the hospital operator “0” from any house phone during the hours of 7a-4:30p, M-F. After 4pm and on weekends, notify the House Manager at 222-8620. Engineering can be called in for emergency issues.
Utility Safety

Loss of Electrical Power
In the event of a loss of hospital electrical power, the hospital has a back-up emergency generator to supply power. The power generator will take approximately 8-10 seconds to come on-line. Once on, the generator will supply power ONLY to electrical receptacles marked or lighted in red. While power will be greatly reduced, there will be enough power for employees to adequately carry-on the duties and responsibilities of patient care.

Elevator Failure
In the event that an elevator in which you are riding becomes stuck at or in between floors, use the phone or intercom located in the box just below the control panel to call for help. Once you pick up the phone / activate the intercom, you will be connected directly with the hospital operator. Report the problem to the operator, your location including the elevator #, the floor on which you entered the elevator, the floor you are traveling to, the floor closest to when stopped, (if known) and number of passengers, and any other pertinent information (such as if patient care is necessary). Baptist Health LaGrange, the 1023 Shared Suites/Conference Area-contact the operator and report the problem.

Medical Gas Procedures
Our hospital provides several medical gases for our patients. In the event of an emergency, it may be necessary for those medical gases to be shut off. The Respiratory Therapy Department is the PRIMARY department responsible for the shut off. If a member of the Respiratory Department is not at the scene of a fire, the Unit Charge Nurse will determine if and when the medical gasses will be shut off.

Medical Equipment Safety

Medical Equipment Safety is everyone’s responsibility. Joint Commission requires that all new medical equipment be checked for correct operation and safety prior to being used in our hospital. At Baptist Health Louisville and La Grange, the Biomedical Engineering Department is responsible for performing those safety checks and maintaining an accurate inventory of medical equipment:

- Inventories and performs the safety and operational checks on medical equipment prior to being delivered to the clinical areas.
- Tracks equipment as it is received, utilized and taken out of service at the end of its useful life.

How to Contact Clinical Engineering at BHLOU

The Biomedical Engineering Department can be contacted in the following ways:

- Monday–Friday, 7:30a–4p: dial 8130 from any house phone
- Monday–Friday, after 4p or Weekends and Holidays: dial 8130 and follow prompts for the appropriate party.

If you do not receive a response to the page within 20 minutes, please call the hospital operator.

If you have questions about the Biomedical Engineering Department, such as hours of operation, how to obtain service, etc. you can visit our department website on the intranet homepage (BEN) and click on the Department tab.

How to Contact Clinical Engineering at BHLAG

Monday-Friday, 7a-3:30p; dial 3949 from any house phone. If you do not receive a response within 15
minutes, call 502-396-2739.

**Emergency Codes**

An emergency is considered to be any event that disrupts the ability to provide medical care and treatment. Such emergencies or disasters could include: fires, natural catastrophes (earthquakes, tornado, snow/ice), large-scale accidents involving aircraft, trains, motor vehicles, or explosives, hazardous material accidents, threatening behavior or misconduct by someone in the hospital, cardiac arrest, etc.

At Baptist Health, codes have been established to allow the hospital to continue operations in the event of an emergency or disaster, and to provide safety for hospital employees, patients and visitors. In the event of an emergency or disaster, please be aware of the following codes. If there is an emergency, follow the directions of staff.

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning of Code</th>
<th>Response</th>
<th>To Initiate</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Clear</td>
<td>Emergency Over</td>
<td>Resume Normal Operation</td>
<td>BHLOU: x 8000 BHLAG: x3333</td>
</tr>
<tr>
<td>Code Black</td>
<td>Threat of Bomb in Hospital</td>
<td>Report Any Suspicious Behavior or Items to Security Immediately. Know Location of Exits and How to Evacuate Building, if necessary.</td>
<td>BHLOU: x 8000 BHLAG: x3333 Report Threat and Location</td>
</tr>
<tr>
<td>Code Blue</td>
<td>Cardiac Arrest</td>
<td>Stay with the Person Until Help Arrives</td>
<td>BHLOU: x 8300 BHLAG: x3333 Report Code and Location</td>
</tr>
<tr>
<td>Code Orange External</td>
<td>Biological, HAZMAT Spill or Chemical, Explosive, Nuclear or Radiological Event</td>
<td>Facility is Locked Down</td>
<td></td>
</tr>
<tr>
<td>Code Orange-BHLAG</td>
<td>Internal or external Hazardous Spill or WMD Event</td>
<td>Facility is Locked Down</td>
<td>Dial x3333; Report code and location</td>
</tr>
<tr>
<td>Code Pink</td>
<td>Infant or Child Abduction</td>
<td>Facility is Locked Down</td>
<td>BHLOU: x 8000 BHLAG: x3333 Report Code and Location</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Actions</td>
<td>Contacts</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td>Code Red</td>
<td>Fire within Hospital</td>
<td>R = Rescue: Get Everyone Out of Area</td>
<td>BHLOU: x 8000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A = Alarm: Pull Alarm and Call Operator</td>
<td>BHLAG: x3333</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C = Confine: Close Doors and Windows</td>
<td>Report Code and Location</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E = Exit to a Safe Place</td>
<td></td>
</tr>
<tr>
<td>Code Silver - BHLOU</td>
<td>Active Shooter in Hospital (an individual is firing or banning a weapon)</td>
<td>Report an active shooter to security immediately. All staff take action: “Run, Hide, Fight”.</td>
<td>Dial 911 and then Ext. 8000, report code and location.</td>
</tr>
<tr>
<td>Code Silver - BHLAG</td>
<td>Active Shooter in Hospital (an individual is firing or banning a weapon)</td>
<td>Report an active shooter to security immediately. All staff take action: “Run, Hide, Fight”.</td>
<td>BHLAG: Dial 911 and then x3333 Report code and location.</td>
</tr>
<tr>
<td>Code Yellow</td>
<td>Disaster</td>
<td>Internal or External: Know Location and How to Evacuate Building if Necessary</td>
<td>BHLOU: x 8000 BHLAG: x3333 Report Code and Location</td>
</tr>
<tr>
<td>Code 5</td>
<td>Violent physical misconduct.</td>
<td>Report Any Violent or Severe Physical misconduct to Security Immediately. (No Weapon Involved)</td>
<td>BHLOU: x 8000 BHLAG: x3333 Report Code and Location</td>
</tr>
<tr>
<td>Dr. Weather-Earthquake</td>
<td>Earthquake</td>
<td>Seek Shelter Under Desk, Table or Bed. Stay Away From Objects That Could Fall</td>
<td></td>
</tr>
<tr>
<td>Dr. Weather-Snow Plan</td>
<td>Snow Emergency</td>
<td>Refer to the Safety and Emergency Preparedness Guide</td>
<td></td>
</tr>
<tr>
<td>Dr. Weather-Tornado</td>
<td>Tornado</td>
<td>Move to Interior Areas Away From Glass; Cover Non-Ambulatory Patients with Blankets or Towels</td>
<td></td>
</tr>
</tbody>
</table>

**Infant Abduction**

The infant/child security plan is implemented when an alarm is activated or an infant/child is believed to be missing from the Women’s Center, Mother/Baby, Labor & Delivery (L&D), Child Development Center, ER, or any unit providing patient care to an infant or child. A “Code Pink” will be announced over the public address system. All units will provide staff to monitor entrances/exits and hallways to monitor pedestrian activity. Please stay in patient room. Staff will brief you of any further action.”
Fire Safety

Fire safety is an important issue within the hospital setting and can pose a significant risk in this environment due to the large number of non-ambulatory patients. Therefore, it is imperative that you are aware of several items in preparation of a fire:

- Location of fire alarms and how to activate them
- Location of emergency exits
- Knowledge of evacuation procedures
- Location of fire extinguishers and how to operate
- Exits

At Baptist Health, we use the acronym **RACE** to help us remember the correct procedures for responding to a fire.

![RACE diagram]

R: Rescue: get everyone out of the area
A: Alarm: pull alarm, call operator
C: Confine: close doors & windows
E: Exit: to a Safe place

If a CODE RED is called, please follow directions of BH Staff.

Fire Extinguishers

At Baptist Health, fire extinguishers are kept in wall boxes located throughout the hospital. The RED fire extinguisher is to be used on any type of fire.

If you should need to use a fire extinguisher, please follow these simple steps:

- **P**: Pull pin
- **A**: Aim nozzle
- **S**: Squeeze nozzle
- **S**: Sweep side to side, aiming at the base of the fire
Infection Control

While carrying out your duties within our hospital environment, you may be exposed to germs, viruses, or bacteria that are present in the hospital. These germs, viruses and bacteria can be dangerous if the proper safety precautions and prevention measures are not utilized. You can help reduce your risk of exposure by using safe infection control procedures.

Hand Hygiene

Use of a waterless alcohol-based hand-rub is the most effective means of preventing the spread of germs and infection. You should use the alcohol-based hand-rub anytime one of the following occurs:

- Before touching a patient
- Before clean or aseptic procedures
- After body fluid exposure or risk for exposure
- After touching the patient
- After touching the patient surroundings
- Before & after eating

Use of soap & water hand washing should be used:

- Whenever your hands are visibly soiled
- After using the restroom
- After any exposure to blood, body fluids, or contaminated items
- After caring for a patient with C. difficile

Gloves

Gloves are not a substitute for hand washing but they are an important part of reducing the risk of exposure to germs. Always wear gloves when contact with blood, body fluids, or non-intact skin is reasonably expected or anticipated. There is always a supply of gloves available for your use. Contact a hospital staff member for specific information on where the supplies are located in each area.

Personal Protective Equipment (PPE)

Other types of personal protective equipment including gowns, masks, eyewear, resuscitation bags and mouthpieces are also available for your use. Like with gloves, use the appropriate PPE for expected or anticipated contact with blood, body fluid, or non-intact skin.

Isolation Precautions

In some cases, a patient may need to be placed in Isolation Precautions as a means to prevent the spread of infection. It is absolutely necessary for you to adhere to the Isolation Precautions guidelines in order to keep your risk and the risk for others to a minimum. Carefully read and follow all posted Isolation Precautions signs. Never enter an Isolation Precautions room unless you are authorized to do so and ONLY when wearing the appropriate Personal Protective Equipment. On page 28 there are examples of some signs you may see in patient care areas at Baptist Health. You must follow any instructions as noted on this sign. If you have questions or concerns, be sure to talk with clinical staff before entering any patient room. Contract staff/ students are not permitted to care for TB suspect/TB cases.

General Housekeeping/Cleaning

For your protection, it is important that you be aware that there are specific instructions for cleaning up a
contaminated or potentially contaminated area of the hospital. The Exposure Control Plan outlines these instructions and highlights other pertinent information for cleaning contaminated surfaces. Some general rules:

- Always wear appropriate Personal Protective Equipment (PPE)
- Never use your hands to pick up broken glass. Use a broom and dustpan.
- Avoid agitation of contaminated laundry and handle it as little as possible
- Place contaminated laundry in the appropriate leak-proof bag
- Replace contaminated equipment or protective coverings when contaminated Do not clean up spills unless directed by clinical staff.

(For more information, the “Exposure Control Plan” is located on the Intranet.)

**Tuberculosis (TB)**

Tuberculosis (TB) is spread from person to person through the air. When a patient with active pulmonary or laryngeal TB coughs or sneezes, the TB germ can be expelled into the air. The bacteria can remain suspended in the air for several hours. If another person inhales the air containing the TB germ, transmission may occur.

Any patient with known or suspected TB will be placed in an Airborne Infection Isolation room. The Airborne Isolation room is a specialized isolation room with proper ventilation and air exchanges, in addition to negative air pressure. The ventilation and air exchanges are designed to reduce the amount of the TB bacteria in the room at any given time and provide eventual ventilation of the room air to the outside of the building. The negative air pressure helps to contain the TB germ to the room when the doors are opened for entry into the room. In order to maintain the negative air pressure in the room, the door/doors leading into the room must be kept closed, except when going into the room or leaving the room. For all rooms with an anteroom, never open both doors at the same time.

An Airborne Precautions sign will be placed on the outer door to alert staff that the patient is in Airborne Precautions. A particulate respirator mask, for which the individual must be fit tested, must be worn at any time that the room is entered. Contract staff/students are not fit-tested, and therefore are not permitted to care for TB suspect/TB case patients.

When a TB patient is to travel outside of the negative pressure isolation room to any area of the hospital (e.g., surgery, radiology) the patient must wear a regular ear-loop surgical mask.

The TB evaluation is an important part of assessing for exposure to TB disease. For the safety of patients and staff at Baptist Health, and in accordance with state regulations, a TB evaluation is required on initial assignment within any Baptist facility, and on an annual basis as outlined with the state TB regulations.

**Contract staff/students are not to be assigned to TB patients.**
Bloodborne Pathogens

While carrying out your duties within our hospital environment, you may be at risk of exposure to microorganisms called bloodborne pathogens. There is an Exposure Control Plan that outlines the protective measures in place to minimize or eliminate the risk of exposure for healthcare workers. It also outlines measures in place to provide appropriate treatment in the event of an exposure. This plan is located in the Intranet and can be accessed on hospital computers. You are encouraged to read this material. If you have any questions or concerns, please contact clinical staff, Infection Control or your clinical advisor.

Types of Bloodborne Pathogens

There are three types of bloodborne pathogens that pose the most serious occupational threat to health care workers:

- Human Immunodeficiency Virus (HIV)
- Hepatitis B Virus (HBV)
- Hepatitis C Virus (HCV)

Potential Ways To Be Exposed On The Job:

- Needlesticks or puncture wounds from contaminated needle
- Blood or body fluids on open cuts, abrasions, or rashes
- Blood or body fluids splashed in the eyes, nose or mouth
- Contaminated objects can transmit Hepatitis B (virus can live on objects for up to 4 weeks)

Standard Precautions:

The term Standard Precautions is defined as considering ALL blood and body substances as potentially infectious regardless of a patient’s diagnosis. Following these precautions can greatly reduce your risk of exposure. Standard Precautions are outlined in greater detail in the Exposure Control Plan.

Exposure Prevention:

Several engineering and work practice controls are in place to help minimize your exposure risk.

- Always wear appropriate Personal Protective Equipment (gloves, mask, gowns, eye protection).
- Never eat, drink, apply cosmetics or lip balm, handle contact lenses or store food or drink in areas where blood, body fluids, or specimens are present
- Immediately perform hand hygiene* after contact with blood, body fluids, or after removing gloves and personal protective equipment
- Immediately flush any mucous membranes (eyes, nose, mouth) with water if there is any exposure to blood or body fluids
- Contact a staff member immediately if you see a contaminated needle/sharps that has not been discarded in the appropriate puncture-resistant sharps container
- Contact a staff member immediately if you see medical waste (materials soaked in blood or body fluids) that have not been discarded in the appropriate red biohazard container
- Do not handle or reuse soiled linen or laundry

(*See Infection Control-Hand Hygiene Section)
(For more information, the “Exposure Control Plan” is located on the Intranet.)
Examples of Isolation Precautions signage

**AIRBORNE PRECAUTIONS**

**DOCTORS AND STAFF**
- Particulate respirator (N95) mask required to enter room
- Always perform hand hygiene

**VISITORS**
- Always clean hands before and after visiting patient
- See staff at nurses' station before entering room

**CONTACT PRECAUTIONS**

**DOCTORS AND STAFF**
- Always wear gown and gloves to enter patient room
- Always perform hand hygiene

**VISITORS**
- Always clean hands before and after visiting patient
- Wear gown and gloves for contact with patient
Personal Protective Equipment

Personal Protective Equipment (PPE) provides an important barrier between you and germs, bacteria, microorganisms, or hazardous materials. It is imperative that you always wear appropriate personal protective equipment for any situation that may pose an exposure risk for you. Personal Protective Equipment is available at all times for your use. Contact a hospital staff member for specific information on where the supplies are located in each area. Always remember to use, remove and dispose of the items appropriately as outlined in the Exposure Control Plan.

Gloves

Gloves are commonly used at Baptist Health Louisville. To reduce your risk of exposure, you should always wear gloves when contact with blood, body fluids, or non-intact skin is reasonably expected or anticipated. When using gloves, it is important for you to know the following:

- Gloves used for patient care or for patient contact should be used ONLY once and then thrown away
- Never wash and reuse gloves used for patient care or patient contact
- Latex free gloves are available for your use. If you have an latex allergy or suspect you may have a latex allergy, contact a staff member for assistance
- Always cover cuts or abrasions with bandages before wearing gloves
- Replace gloves immediately if they become torn or punctured
- Always perform hand hygiene* after removal of gloves

(*See Infection Control-Hand Hygiene Section)

Protective Equipment

Other types of protective equipment including gowns, masks, eyewear and mouthpieces are also available for your use. Contact a hospital staff member for specific information on where the supplies are located in each area.

(For more information, the “Exposure Control Plan” is located on the Intranet.)

Latex Allergy

Latex is a milky fluid from the Hev brasilienis or rubber tree. This substance contains proteins that may cause allergic reactions in some people. Examples of products that may contain latex in the healthcare setting include: gloves, stethoscopes, catheters, TED hose, tourniquets, and mattresses. Commonly encountered items that may include latex include: rubber bands, erasers, balloons, shoe soles and carpeting. People who are allergic to certain “cross-reactive” foods, may also be allergic to latex. Exposure to latex elicits a response similar to the one elicited by the foods.

In performing your role at the hospital, it is possible that you may be exposed to some form of latex. Exposure to latex may occur by direct contact or via inhalation of airborne latex particles. Reactions vary from irritant contact dermatitis to anaphylaxis.

All patients during registration are asked about latex allergy. BHLou ONLY: Patients that are Latex allergic, an orange armband is placed on their wrist. Patients are assigned a private room if available. If not, both patients in semi-private room are treated with Latex precautions. A Latex Allergy Precautions sign will be posted on inpatient door.
Use latex free supplies when latex allergy is identified. If unsure if product contains Latex, do not use and notify the manufacturer or Materials Management. Document that Latex free products were used on these patients.

Baptist Health LaGrange: post sign on door, over the patient’s bed and on the patient chart.

**Hazard Communication**

Hazardous substances are commonly found in healthcare facilities. A hazardous material is defined as any chemical, substance or material that presents a known or potential hazard to a patient, staff, visitor, or the community. While performing your duties within our hospital environment, there is the possibility that you may be exposed to hazardous materials or products. In order to protect yourself, you should know the following:

- What types of hazardous materials you may be exposed to
- How to find and read a Safety Data Sheet
- Where to find personal protective equipment
- What emergency procedures to follow

**Warning Labels**

A warning label, typically found on the product container, provides very basic information about a hazardous product. The information may vary but usually contains product identification, warnings about health hazards, and emergency or first aid procedures.

**Safety Data Sheets**

A Safety Data Sheet (SDS) is a detailed informational bulletin prepared by the product manufacturer that identifies the product and describes the product’s health hazards, routes of exposure, signs and symptoms of exposure, emergency and first aid procedures, and precautions for safe handling and use. At Baptist Health, the SDS is available for your reference at any time and can be found via the Intranet. In addition to the Intranet access, a master with electronic copies of all SDS for all hazardous substances used throughout the hospital is located on a flash drive in the following areas: Emergency Department and Materials Management.

**Emergency Procedures**

In the event of an emergency or spill, you should follow the Code Orange Internal procedures (see Emergency & Disaster Codes section).

**Hazard Communication Standard Pictogram**

As of June 1, 2015, the Hazard Communication Standard (HCS) will require pictograms on labels to alert users of the chemical hazards to which they may be exposed. Each pictogram consists of a symbol on a white background framed within a red border and represents a distinct hazard(s). The pictogram on the label is determined by the chemical hazard classification.
Please contact a hospital staff member if you have any questions.

(For more information, please see the Hazard Communication Program Policy)

**Radiation Safety**

While performing your duties, there is the possibility that you may be exposed to radiation. Under normal circumstances, radiation exposure levels associated with healthcare are extremely low and safe. However, because exposure to high levels of radiation can be dangerous, precautions must be taken to minimize your risk of high-level exposure.

For your safety, you should be familiar with the radioactive symbol shown here.

**Sources of Radiation**

There are two general sources of radiation: 1) Radiation producing machines, such as X-ray units, and 2) Radiation producing materials such as isotopes used in imaging examinations. Radiation exposure can occur by contamination of the skin or clothing, breathing or ingesting radioactive materials or by exposure to radiation from patients, sources, and machines. Areas of the hospital where radiation/radioisotopes are present include Radiology, Nuclear Medicine, CT, Cath Lab, Surgery, Oncology, Pain Clinic, Laboratory, Radiation Therapy and PET.
General Precautions

You should avoid areas or objects containing the universal radiation warning symbol and areas with yellow and red warning signs that say “Caution Radioactive Material” or “Caution Radiation Area”. In some cases, a patient may require treatment in an area where this radiation symbol is present. If you must enter one of these areas, always consult with the technologist performing the procedure for the best precautionary methods. As a precaution, you will either be instructed to wear a lead apron or stand in the control booth during the procedure to shield yourself. If you are pregnant, you should inform the technologist immediately.

Radiation Safety Officer

The Radiation Safety Officer (RSO) is always available to address any questions or concerns you may have about radiation safety. To contact the RSO, please notify the technologist. If you have any questions, you may also contact the BHLOU Radiology Department at extension 8280 and at BHLAG, extension 3620.

Regulated Medical Waste

Healthcare facilities routinely generate large amounts of potentially hazardous medical waste. Medical waste is discarded in red plastic lined waste containers or red bags that are labeled with the biohazard symbol.

For your protection, you should become familiar with the biohazard-warning symbol shown here on the right:

Types of Regulated Medical Waste

- Needles and sharps containers
- Suction canisters that cannot be emptied
- Placentas/afterbirth tissue
- Disposable items saturated with blood/body fluids
- Pathologic waste
- Biologic waste
- Chemotherapy waste (small amounts)

Unless you are authorized, you should never empty or move trash containers labeled with the biohazard symbol. If you find a regulated medical waste item that has not been properly disposed of in the red container, please contact a member of the hospital staff IMMEDIATELY. You SHOULD NOT handle the item.
Slips, Trips & Falls

Injuries resulting from slips, trips, and falls can be greatly reduced by being attentive to your surroundings. Always observe wet or slippery floor signs and use caution while walking in these areas. If you spot a wet or slippery floor, please report it immediately to a hospital staff member or contact the Environmental Services Department (BH Lou-x8483 or BH Lag-x3419) from any house phone. If an injury were to occur, please contact your supervisor, instructor, or agency.

Back Safety

While performing your duties within our hospital environment, you may find yourself in situations that require lifting or bending. Because of this, it is important that you understand some general back safety information.

Back injuries are most often caused by a combination of stress and strain over a period of time. Examples may include: poor posture, faulty body mechanics, improper lifting techniques, stressful living/working habits, loss of strength and flexibility, and general decline of fitness and conditioning. By continually exposing your back to these stresses and strains, you may temporarily or permanently damage structures of the spine, i.e. muscles, discs, ligaments. To help prevent these types of injuries, always utilize the proper posture needed for the task. Be sure to maintain proper posture throughout all daily activities.

When Standing:

- Keep your ears over your shoulders, shoulders over hips and keep a comfortable/wide base of support
- Tighten your stomach muscles to assist in supporting your back
- Adjust your work height so that you can maintain a balanced posture

When Sitting:

- Sit with your hips against the back of the chair and your feet on the floor
- Keep hips, knees and elbows at 90 degrees
- Keep your back supported in the normal curve (use a lumbar roll if chair doesn't have one)
- Limit your sitting time and change your position regularly

When Lifting:

- Plan your lift
- Push rather than pull when possible
- Stand with your feet shoulder width apart
- Keep stomach and back muscles tight
- Bend your knees, and lift with your legs
- Keep your head up & the object close to you
- Get help when needed, or use mechanical assistance when available
**STAR Thinking:** Building a habit of pausing before performing a task or procedure.

**Attitude of Questioning:** We want staff to feel empowered to ask questions when they arise.

**Fundamentals of Safety:** Basic safety measures such as washing your hands. Fundamentals also include standardization of work rather than everyone doing something different, which brings about opportunities for variation and errors.

**Effective Communication:** Communication is one of the top reasons for adverse events (either lack of communication or there is a breakdown in communication).

**Reality Check:** Making sure we are being accountable. I’m accountable for me and you (200% accountable). We want to check each other to prevent mistakes and encourage and coach each other when necessary.
General Information & Guidelines For Students, Vendors, Contract Staff, Allied Health Professionals, Forensic Staff, And Physicians

I acknowledge that have received the Baptist Health Louisville/ Baptist Health LaGrange General Information and BHS/BHLOU Corporate Compliance Guidelines for Students, Vendors, Contract Staff, Allied Health Professionals, and Physicians. I have read the contents of this booklet, will familiarize myself with the information contained herein, understand that the same outlines my responsibilities as a student and I understand who to contact with questions, and need to comply with the guidelines.

I understand that the contents of the Baptist Health Louisville/ Baptist Health LaGrange General Information and BHS/ BH LOU Corporate Compliance Guidelines for Students, Vendors, Contract Staff, Allied Health Professionals, and Physicians do not constitute an employment contract between me and the organization.

I agree to personally support a Culture of Safety at Baptist Health Louisville/ Baptist Health LaGrange.

I have reviewed and executed the Baptist Health Louisville/ Baptist Health LaGrange Shadowing/ Clinical and Confidentiality Agreement and will abide by it in both its language and spirit, including my obligation to abide by the Baptist Health HIPAA Privacy and Security Policies associated procedures.

I agree that I am personally obligated to protect confidential patient information so as to ensure the privacy of Baptist Health Louisville/ Baptist Health LaGrange patients and that such information shall not be accessed and/or disclosed unless specifically authorized to do so.

(please print)

Name:_________________________________________ Date:_________________________________________

Address:________________________________________________________________________________________

E-mail address:____________________________________________________________________________________

Emergency Contact:_______________________________________________________________________________

Phone:__________________________________________________________________________________________

School or Company:_______________________________________________________________________________
Baptist Health Louisville / Baptist Health LaGrange
Shadowing/Clinical and Confidentiality Agreement

I, ________________________________________________, have requested, and Baptist Health Louisville / Baptist Health LaGrange hereby grants permission to be present in the hospital, or home health, for observation to enhance my education. By signing this Confidentiality Agreement, do hereby represent that I have read and understand the following:

1. A shadowing or clinical experience has been arranged for me to observe a work unit and the staff at Baptist Health Louisville/Baptist Health LaGrange as part of the interview process, or by school contract, or for a student observation request.
2. I understand that this experience does not entitle me to any wages, workers’ compensation, or guaranteed employment with Baptist Health Louisville/Baptist Health LaGrange.
3. While shadowing a Baptist Health Louisville / Baptist Health LaGrange employee performing his/her duties or participating in a clinical experience at Baptist Health Louisville / Baptist Health LaGrange, I will conduct myself in accordance with all policies and the Baptist Health Louisville/Baptist Health LaGrange standards of conduct.
4. I understand that Baptist Health Louisville / Baptist Health LaGrange is not responsible for injuries that I incur solely as a result of my own negligence. I acknowledge that I will be responsible for paying for any medical treatment I receive as a result of injuries incurred during the course of my shadowing experience.
5. I understand that Baptist Health Louisville / Baptist Health LaGrange is not responsible for my exposure to any communicable diseases during this experience.
6. I understand that information regarding patients or former patients is confidential. I agree to permanently maintain the confidentiality of all patient information obtained or learned during my experience and understand that an inability to maintain patient confidentiality during this experience may result in immediate dismissal and/or additional legal ramifications.
7. I understand that any action on my part, which is not fully consistent with the above statements, may warrant termination of this experience.
8. I understand that Baptist Health Louisville / Baptist Health LaGrange may terminate my experience at any time, with or without cause and without explanation to me.

In return, for permission to participate in this experience at Baptist Health Louisville / Baptist Health LaGrange, I, the Job Shadow Participant, agree to adhere to the following rules:

- Read Baptist Health Louisville / Baptist Health LaGrange job shadow program policy, and adhere to the policy. I will ask questions if I do not understand the policy of Baptist Health Louisville.
- Present this signed form prior to the job shadowing experience (if a minor, a parent or legal guardian’s signature is mandatory);
- Follow good hand-washing techniques;
- Adhere to the job shadow dress code;
- Wear personal protective equipment if there is a potential of contacting blood or other body fluids as appropriate to the work area;
- Wear a name tag identifying myself as a student;
- Inform my mentor if at any time I feel nauseous, dizzy or otherwise ill during the shadowing activity;
- Arrive promptly and remain flexible to allow for extenuating circumstances such as patient emergencies that might interrupt the schedule;
- Remain at all times where directed and leave the areas when requested to do so by a physician, nurse, or administration;
- At the conclusion of my assignment, complete an evaluation of the program and return it to my mentor.

I have read and understand the above statements and accept them as conditions of shadowing experience at Baptist Health Louisville / Baptist Health LaGrange.

Signature: ________________________________ Date: __________________________
Print Name: ________________________________ Job role to observe: ________________
Scheduled Date of Job Shadow Experience: __________________________________________
Witnessed By: __________________________________________