



Environment of Care: Key Elements

Interim LSU Public Hospital
Department of Professional Development,
Clinical Excellence, and Clinical Affiliation

Revised March, 2010



Welcome to Interim LSU Public Hospital

- This inservice is an introduction to and overview of our environmental safety policies and practices
- It is actually required by the accrediting agencies; therefore it is very important that you participate
- Please print out an answer sheet, then read through this presentation. There is a quiz at the end.



ILH Core Values

- **C**ustomer Focused
- **H**ealing Environment
- **A**ccountability
- **R**espect & Integrity
- **I**nnovation
- **T**eamwork
- **Y**es We Can Attitude

You are expected to demonstrate these values
every day you are here



Appearance Standards

Policy 8134

- ILH employees, physicians, students, contract workers, and volunteers shall present a neat and clean appearance, and dress in a manner appropriate for a professional healthcare environment
- In general, all will wear name badges with name and title, and shall not wear denim, shorts, or revealing clothes



Service Excellence

Two kinds of customers:

- Internal—coworkers, people from other departments, vendors, representatives, students, and instructors
- External—patients, and their family and friends

Treat all of these people with respect, helpfulness, and willingness to listen



Communication Skills

- Differences in communication styles can lead to misunderstandings
- Nonverbal communication can mean different things to different people
- Simplify and explain what you are saying
- Check with the person regularly during the conversation, to see if they understand you
- Avoid slang or technical language
- Listen as much as you speak and be patient



Telephone Etiquette

- Answer promptly; state the name of the department and your name
- Listen and show interest; take written notes
- Transfer only when necessary, but first give the person the number before you transfer them
- Give any messages accurately and quickly to the appropriate person



Email Etiquette

- Would a personal conversation be better?
- Re-read the message before you send it; would you want this message to be seen in a public place?
- Copy (“cc”) people you think need the information; check these names before you send



Email: Things to Avoid

- Discussing multiple topics or lengthy messages
- Using email as your main mode of communication
- Copying others as a form of coercion
- Overuse the high priority flag
- ALL CAPITALS!



Dealing with difficult customers

- Apologize for any difficulties
- Learn to anticipate peoples' needs; be proactive and prevent problems before they occur
- Remain calm and listen; use appropriate body language as well
- Try to solve a situation before it escalates into an unsafe one
- Know when and how to obtain assistance for a customer, when you are unable to help them



Interpreter Services

- Every patient is entitled to use qualified medical interpreters, and we must guarantee confidentiality at all times
- Use only approved hospital interpreters
- Interpreter services are available 24 hours a day, 7 days a week
- Call the hospital operator at 903-3000



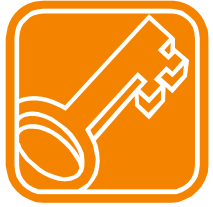
Ethics

- You are expected to do the right thing, at the right time, all the time, in the right place, for the right reason
- The Ethics Committee provides a forum for discussion of ethical concerns or situations
- You can access an Ethics Committee member 24 hours a day, 7 days a week, by calling the hospital operator at 903-3000



Diversity

- Diversity is when people from different backgrounds and cultures are joined together by some common element
- Stereotyping is viewing a person as a member of a larger group, and assuming that they share characteristics. It is based on lack of experience with people from that group.



Cultural Competency

- Having the motivation, knowledge, and skills that enable you to work with or serve people from differing backgrounds or cultures
- You have to actively examine your attitudes toward different kinds of people, and deliberately work to get to know, understand, and work with them in respectful and productive ways



Health Literacy

- The ability to understand and act upon health information
- Affects people of every age, race/ethnicity, socioeconomic, and educational levels
- Poor health literacy results in patient dissatisfaction, poorer patient outcomes, increased health disparities, and higher health costs



Gold Standards of Health Literacy

- Listen
- Treat patients with respect
- Explain things in a way that patients can understand
- Give help as soon as patients want it
- Explain medicines before giving them
- Give patients information about what to do during their recovery at home



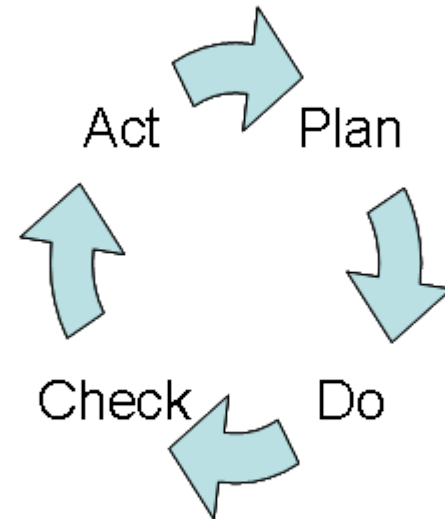
Ask Me 3

- We want all of our patients to be comfortable enough to ask questions about their condition, care, or treatments; and we will welcome and encourage these questions



Performance Improvement

- “PDCA” is the continuous cycle of performance improvement used at ILH
- Departments identify opportunities for improvement, then implement them, and evaluate for effectiveness
- **Everyone participates in performance improvement**





Service Excellence

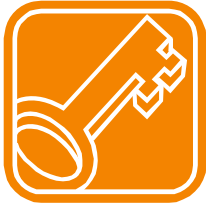
Providing excellent customer service is a choice you make.

Choose excellence at every opportunity



Americans with Disabilities Act

- LSU HCSD provides reasonable accommodations for people with disabilities when possible, and focuses on a person's abilities, rather than disabilities
- ILH is a drug and alcohol-free workplace
- Follow all drug-testing policies



Safety

Standard Hospital Emergency Codes

- Code **Blue** (medical emergency)
- Code **Red** (fire or smoke)
- Code **Grey** (severe weather)
- Code **Pink** (infant/child abduction)
- Code **White** (violence/security alert)
- Code **Yellow** (disaster/mass casualty)

Call 2-5000 to report any emergency



Safety

Standard Emergency Codes, continued

- Code **Brown** (internal disaster)
- Code **Orange** (hazardous materials)
- Code **Gold** (prisoner violence)
- Code **Black** (bomb threat)
- Code **Green** (obstetric delivery)

Call 2-5000 to report any emergency



Code Blue

1. Call for help
 - inside the hospital, call 2-5000
 - in any building separate from the hospital, call 911
2. Begin the steps of CPR



Rapid Response Team

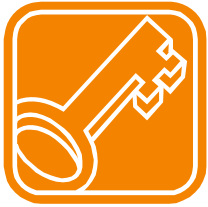
- If you think anything is wrong with a patient, notify the nurse or doctor immediately
- Inside the hospital, you can also call the Rapid Response Team for further assistance
- Call 2-5000
- If the patient continues to worsen, call for Code **Blue**, then begin CPR



Life Safety-- Fire Prevention

In the immediate area of the fire: RACE

- **Rescue** persons in immediate danger
- **Activate** the manual pull station alarm;
call 2-5000 for Code **Red**
- **Close** doors to smoke and fire
- **Extinguish** or Evacuate

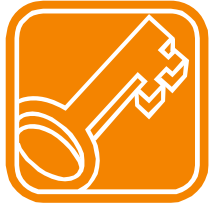


Fire Extinguishers

ABC fire extinguishers may be used on all types of fires

To operate: **PASS**

1. Pull the pin
2. Aim the nozzle at the base of the fire
3. Squeeze the handle
4. Sweep from side to side



Fire Safety

If you are in an area that is above, below, or adjacent to the fire:

- Move patients into rooms
- Close all doors and windows
- Wait for further instructions



Fire Safety

- If you are inside the hospital, practice RACE and PASS
- Fire alarm pull stations are located at each exit
- If possible, attempt to extinguish the fire



Fire Safety

If you are located in any building outside the hospital (clinics, offices), evacuate immediately, then call 911



Smoke-free Environment

ILH is a tobacco free facility, including all buildings and grounds owned by the hospital with the exception of designated smoking areas.



SMOKE-FREE ZONE

For your good health and for our healing environment this hospital and our clinics are tobacco free. Smoking is not allowed in and around this facility, including sidewalks.

Thank you for not smoking





Electrical Safety

- Always inspect electrical equipment before using; never used if damaged or wet
- Always remove by pulling the plug, not the cord
- Plugs must have a third prong
- Red outlets supply generator power when the regular power is lost



Electrical Safety, continued

- Only ILH electricians may open electrical panels and reset breakers
 - Only ILH extension cords, space heaters, or electrical equipment are allowed
 - Never touch a person who is being electrocuted
1. Disconnect the power source
 2. Call 2-5000
 3. Begin the steps of CPR



Violence in the Workplace

- Violence includes verbal or physical threats
- Intentional destruction of property
- Domestic situations frequently carry over into the workplace
- Violence is often preceded by warning signs
- Call Code *White* for any potentially or actual violent situations 2-5000



Hospital Security

- Everyone has the responsibility to ensure a safe environment
- **Everyone** must wear an ID badge
- Report anything that appears unusual, or does not seem right to Hospital Police (903-6337)
- Anticipate and attempt to prevent violence
- Report any occurrences immediately



Code Grey

- Code Grey is the inclement weather plan for ILH
- When severe weather is anticipated, employees on the Activation Team will report for duty
- Employees on the Recovery Team will report for duty after the weather event is over
- Check with your supervisor for your specific Code Grey assignment



Material Safety Data Sheets (MSDS)

- MSDS is a document that gives safety information about chemicals and substances
- Every chemical used in your work area must have a MSDS readily available
- MSDS tells us procedures for safe handling and use; level of toxicity and reactivity; what precautions to take if someone is exposed, and the manufacturer's name and phone number



Prisoner Care: Policy 5008

- We treat prisoners with the same level of dignity and respect we give to all other patients
- Prisoners must always wear a restraint device, and a law enforcement officer must be physically present at all times
- Prisoners cannot have phone calls, messages, or visitors



Prisoner Care, continued

- Prisoners are to be treated and discharged as quickly as possible
- Prisoners are to receive no information about clinic or follow up appointments
- If there are any problems with either prisoners or law enforcement officers, please notify Hospital Police as soon as possible
- Call Code **Gold** for any prisoner-related violence



Incident Reporting Policy 5040

- An incident is any occurrence that is not consistent with routine operation of ILH, or has the potential to result in harm or loss to an individual or property
- All employees, physicians, volunteers, students, and contract workers are responsible to report incidents, and to cooperate with Safety Coordinators



Patient's Rights

- We must follow all of the National Patient Safety Goals (posted in all areas); you are responsible for knowing how they are being carried out in your area
- Rights include pain management, and age-specific care
- Patients' responsibilities include providing an accurate medical history and following hospital rules



Safe Haven Law: Policy 0073

- In accordance with state law, ILH provides a “safe haven” for parents to leave an infant in the hospital’s care. There are conditions that apply.
- If a person brings an infant to the hospital, arrange to transport the infant to the Emergency Department, and ask the parent to stay and speak with ED personnel.



Identifying Neglected or Abused Patients

- ILH provides services and care to patients who are abused or neglected
- Indicators for suspected abuse/neglect are listed in Policy 5065

It is mandatory to report suspected abuse/neglect in three kinds of people:

- 1. Those who have a disability, of any age**
- 2. Over age 60**
- 3. Under age 18**



Abused/Neglected Patients

- If you suspect abuse or neglect in your patient, call the Department of Case Management
- There may be other agencies you will report to as well



Preventing Falls

- We have a duty to protect patients from falling
- RAGTIME is our fall-prevention program

If a patient is at risk for falling:

- Take immediate precautions
- Notify the charge nurse
- Everyone on the unit will be notified, and intervene to keep the patient from falling



Safe Medical Device Act Policy 5027

- Safe Medical Device Act is federal law: the FDA must be notified of any medical device-related problems
- **Everyone** is responsible to report any damaged or defective medical equipment
- Remove the defective equipment, apply a red label, remove it from use, and complete the report



Infection Control

- No eating or drinking in any area where patients are served
- Do not come to work if you are sick
- Hand hygiene



Infection Prevention and Control

Hand Hygiene is the most important thing you can do to prevent transmission of healthcare associated infections

- Before and after patient contact
- After removing gloves
- Before preparing food, medication, or handling clean supplies
- Soap and water; wash for 10-15 seconds
- Alcohol sanitizer may be used if no visible residue (but not when C. Difficile is present)
- Allow alcohol sanitizer to dry completely before touching anything



Infection Prevention and Control

Standard Precautions

- Designed to reduce the transmission of recognized or unrecognized sources of infection
- Applies to all patients, regardless of diagnosis
- Includes proper use of personal protective equipment and respiratory cough hygiene practices



Infection Prevention and Control

Respiratory Hygiene Cough Etiquette

- Cover mouth and nose when coughing or sneezing
- Contain secretions in a tissue and dispose of in a touchless receptacle
- Wash hands afterward
- Mask all coughing patients



Infection Prevention and Control

Blood borne Pathogens

- All body fluids are treated as if contaminated
- Identify risks of exposure (job duties) and always use safe work practices
- Obtain appropriate vaccinations
- Always use personal protective equipment



Infection Prevention and Control

If you are exposed to blood or body fluids:

- Wash exposed area with soap and water
- Report exposure to supervisor
- Immediately report to the Emergency Department for treatment
- Complete incident report



Infection Prevention and Control

Sharps disposal

- Immediately place used sharps into appropriate containers
- Never recap needles
- When sharps containers are $\frac{3}{4}$ full, call for replacement



Infection Prevention and Control

Symptoms of Tuberculosis

- Cough that lasts greater than 2-3 weeks
- Chest pain with cough
- Fever, chills, night sweats
- Weight loss, poor appetite
- Fatigue or weakness
- Shortness of breath



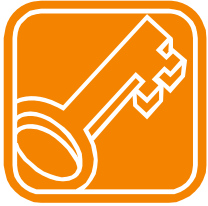
Tuberculosis Control Plan

For yourself:

- Complete required TB screening
- If you have any symptoms of TB, notify your supervisor and Infection Control immediately

For your patients:

- If your patient has symptoms of TB, apply an N-95 mask, place into isolation room, and notify Infection Control



Preventing Falls

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If a patient is at risk for falling:

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Compliance

- A compliance program is designed to ensure that a hospital follows all government rules and regulations
- It also ensures that all hospital and LSU-HCSD policies are followed



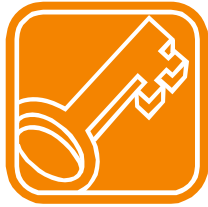
Fraud/Abuse

- Fraud occurs when a provider or supplier **knowingly and willfully** deceives the Medicare program, in order to obtain money
- Abuse is practices of providers, physicians, suppliers which are inconsistent with accepted sound practices
- Federal False Claims Act: anyone who knowingly presents the US Government with a false claim for payment is liable for penalties



What is your role in Compliance?

- Adhere to rules, regulations, and compliance policies, and the LSU-HCSD Code of Conduct
- Reporting any suspected violations
- Supervisors are responsible for detecting, investigating, reporting, and correcting any compliance issues



LSU-HCSD

Code of Conduct

- HCSD shall comply with all applicable laws
- HCSD shall conduct its affairs in accordance with the highest ethical standards
- All personnel shall avoid conflicts of interest
- HCSD shall strive to attain the highest standards of patient care
- HCSD shall provide equal opportunity and respect the dignity of all patients and personnel
- HCSD shall maintain the highest standards of academic integrity



LSU-HCSD

Code of Conduct

- HCSD shall maintain proper and accurate records and a relationship of integrity with all payor sources
- All business practices of HCSD and it's personnel shall be conducted with honesty and integrity
- HCSD shall have a proper regard for health and safety
- The code of conduct is the fundamental basis for the operation and activities of HCSD



Reporting Suspected Violations

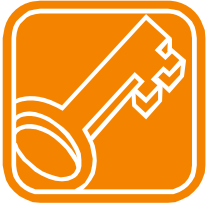
1. Directly to the Compliance Officer,
at 903-0571 or
2. Through the Compliance Access Line,
at 1-800-735-1135

**There will be no direct or indirect
retaliation against anyone who raises
a problem or concern**



HIPAA Privacy Rule

- Requires policies and procedures to protect health information and patients' rights
- Requires education for staff
- Requires a process for investigating any patient complaints



What is Protected Health Information?

- Any information that can lead to the identity of a patient
- It includes such things as names, addresses, contact information, dates (birth, service, death), or numbers (Social Security, ID, medical records), and any health-related information
- It can be written, verbal or non-verbal, or electronic (email)



How do we protect patients' information?

- Treat all information as if it were your own, or a family member's
- Do not discuss patients in public areas, such as the hallways, elevators, or cafeteria
- Do not discuss patients outside the workplace, with anyone
- Do not leave information in areas where anyone could see it



Protecting information, continued

- Shred/destroy any records (paper, disk, films) when they are no longer needed
- Access systems only when you are authorized to do so, and have a legitimate business or professional reason to do so
- Log off or lock your computer when you leave your work station; do not share passwords
- Keep records secured when you are away from your workplace



EMTALA

- Federal law that imposes obligations on hospitals that have emergency departments
- It protects patients from financial discrimination
- Violations can result in fines, or exclusion from Medicare reimbursement
- Hospitals cannot assess financial status before providing treatment



EMTALA, continued

- Every patient who presents for care must receive an medical screening exam, and be recorded
- The medical screening exam must determine if an emergency condition exists
- Hospitals must provide on-call physician coverage schedules, and publicly post EMTALA notices
- Hospital are required to report any possible violations, such as when they inappropriately receive a patient from another facility



“When in doubt, report”

1. Ask the manager or supervisor
2. Ask the Nursing Services Supervisor
3. Ask the Compliance Officer

The Compliance officer is:

JoeAnn Coleman

903-0571



Sexual Harassment

- Every person has the right to a work environment free from sexual harassment
- Sexual harassment can come from anyone—employee, non-employee, coworker, supervisor, vendor, student, contractor, etc
- It can come from a person of the same or a different gender
- It is never acceptable



Sexual Harassment, continued

- If someone harasses you:
 1. Say “no” and tell them to stop
 2. Notify your supervisor immediately

The hospital is obligated to act upon and investigate any complaints of sexual harassment. There will be no retaliation against an employee who makes a report.



Slips, Trips, Falls

- **Everyone** is responsible for preventing injuries in the workplace
- Keep walkways clear, dry, and well-lit
- Pay attention to what you are doing, wear proper shoes, and follow safe work practices
- Immediately request repairs or environmental services when needed



Back Safety

- Risk factors for back pain: age, poor fitness, overweight, arthritis, smoking, job duties...
- 37% of all low back injuries occur on the job
- Poor posture causes the back to come out of alignment, and can cause injury
- Prevention is key!



Back Injury Prevention

- Sit and stand in correct posture
- Manage your weight
- Exercise
- Stop smoking
- Use proper techniques when lifting/moving patients or objects



Proper Lifting Technique

- One foot in front of the other, shoulder width apart, and stand close to the object
- Keep back straight and **bend at the knees**
- Tighten stomach muscles as you bend down, but don't hold your breath
- Keep the object close to your body, and lift it by pushing up with your legs—keep your back straight
- Never twist your back—move your feet to turn



Quiz:

True or False?

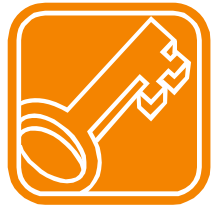
1. I can treat my coworkers differently than my patients
2. Email is always the best form of communication
3. I can tell a customer “I don’t know”
4. I can ask a coworker to translate if a patient does not speak English



How did you do?

Answers

1. **False.** Treat all customers with respect and attention
2. **False.** Sometimes a phone call or personal conversation is best
3. **True.** But only if you immediately follow up and take the steps to find the answer for them.
4. **False.** Always use the hospital-approved translation service



Quiz, continued

True or False?

- 5. I don't have to worry about performance improvement
- 6. I can call 2-5000 for any emergency
- 7. If I see fire or smoke, my first step is to run for help
- 8. An ABC fire extinguisher can be used on any type of fire



Answers

- 5. **False.** Everyone has a role in performance improvement.
- 6. **True.** (if outside the hospital building, you will call 911 for Code **Blue** or Code **Red**)
- 7. **False.** The first step in Code **Red** is to rescue anyone in immediate danger (RACE)
- 8. **True.** You should always know the location of the alarm pull station and the fire extinguishers.



Quiz, continued

True or False?

9. The Hospital Police alone are responsible for ensuring hospital safety
10. Prisoner-patients get no healthcare information
11. I am responsible for knowing and practicing the National Patient Safety Goals
12. I must report a 70 year old patient who shows signs of neglect



Answers

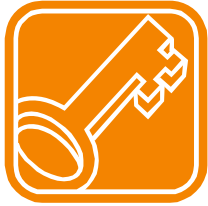
- 9. **False. Everyone** is responsible for ensuring a safe hospital environment
- 10. **False.** You can teach prisoner-patients about their health, except for clinic appointment information
- 11. **True.** You should know what these Goals are and how we practice them
- 12. **True.** You must also report if patients are under 18 or have any kind of disability



Quiz, continued

True or False?

- 13. If a medical device is defective or broken, all I have to do is return it to CMS
- 14. Hand hygiene is the most important thing I can do to prevent the transmission of healthcare-associated infections
- 15. I can report a blood/body fluid exposure the next morning Employee Health is open
- 16. If I make a false claim for payment, I can be liable for penalties



Answers

- 13. False.** You must also tag the device and complete a Medical Device Report
- 14. True.** Other measures include cough etiquette, Universal Precautions, and TB control plans.
- 15. False.** You must report an exposure immediately, and report for treatment
- 16. True.** This is a Federal law. It's purpose is to reduce patient/staff injuries.



Quiz, continued

True or False?

- 17. If I will be away from my work area, it is OK to give my password to my supervisor
- 18. Only a supervisor can sexually harass an employee
- 19. I can take several measures to prevent back injuries
- 20. I only need to use Standard Precautions when I suspect a patient has an infection



Answers

- 17. False.** Never give your password to anyone. Log off, or lock your computer when you step away from your work area.
- 18. False.** Anyone can harass another employee. Tell them to stop and notify your supervisor.
- 19. True.** Use of safe lifting techniques and exercise are some of the things you can do
- 20. False.** Use Standard Precautions for each and every patient



Thank You!

Please submit the completed answer sheet. It will serve as a record of your training.

We are all responsible for creating and maintaining a safe environment for patients, families, coworkers, students, vendors, and guests.

Your efforts are much appreciated. If you have any questions, please check with the supervisor of the area you will be working in.

Again, welcome to Interim LSU Public Hospital.