



ILH General Orientation

Key Elements

The Interim LSU Hospital (ILH)

This presentation reviews topics that are important for providing excellent service to all of our customers and ensuring a safe environment for our patients, visitors and staff.



ILH Core Values

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



You are expected to demonstrate these qualities every day!

Appearance Standards

- ❖ All physicians, students, contract workers, volunteers, and vendors shall present a neat and clean appearance, and dress in a manner appropriate for a healthcare environment.
- ❖ No jeans, shorts, or revealing clothing may be worn.
- ❖ Everyone must wear an official ID badge while on the premises.
- ❖ You may have a specific dress code; review it with the supervisor in your department.



Customer Service

We have two kinds of customers:

- ❖ **Internal** (employees/coworkers, vendors, students, faculty, etc)
- ❖ **External** (patients and their families)



Treat both with the same level of courtesy and respect.

**Providing excellent customer service is a choice;
choose excellence every time!**

Universal Service Expectations

1. Introduce yourself and your purpose.
2. Be courteous and respectful.
3. Make sure the customer knows how to reach you.
4. Answer calls for help immediately and provide solutions/help quickly.
5. Communicate with patients & families in a way they can understand. Do not use medical terminology. Interpreter Services are available, if needed.

National Patient Safety Goals

- ❖ Be familiar with the National Patient Safety Goals including:
 - ❖ Improve accuracy of patient information (use 2 ways to identify patients, i.e. name & date of birth)
 - ❖ Improve effectiveness of communication between caregivers
 - ❖ Improve medication safety
 - ❖ Reduce risk of healthcare-associated infection
 - ❖ Identify patients most at risk for certain conditions
- ❖ Patient responsibilities include providing an accurate medical history and following hospital rules.
- ❖ A Patient Relations Manager is available if needed.

Patients' Rights

- ❖ Be familiar with and follow all Patient Rights including:
 - ❖ being treated with respect
 - ❖ providing pain management
 - ❖ healthcare advocacy
 - ❖ population-specific care
 - ❖ having information explained in understandable ways.
- ❖ Patient responsibilities include providing an accurate medical history and following hospital rules.
- ❖ A Patient Relations Manager is available if needed.

Personal Etiquette

❖ Things to do:

- pay attention and listen
- monitor your volume and tone of voice
- let people finish sentences
- be aware of your body language & facial expressions
- make eye contact with the customer.



Personal Etiquette

❖ Things to avoid

- taking the last of something without replacing it
- gossiping and complaining
- body language that says you don't care
- humor that could offend or demean anyone



Discrimination & Harassment

- ❖ Everyone has the right to a work environment free from discrimination and harassment.
- ❖ It can come from anyone: employee, volunteer, supervisor, vendor, student, faculty, etc.
- ❖ Discrimination, harassment, & retaliation are never acceptable.

If someone harasses you:

1. Say “no” and tell them to stop
2. Notify any of the following people:
 - ❑ ILH’s EEOC coordinator
 - ❑ ILH’s HR director
 - ❑ Your manager



Communication Skills

- Communication can mean different things to different people.
- Nonverbal communication may be a stronger message than the words you use.
- Be aware of cultural differences (i.e. differences in personal space preferences and making eye contact when you are talking to someone).
- Always use language the person understands.
- Listen as much as you speak and be patient.
- Check with the person regularly to see that they understand you.



Health Literacy

Health Literacy:

- The ability to understand and act upon health information
- Poor health literacy results in patient dissatisfaction, poor health outcomes, and higher costs due to noncompliance with instructions, resulting in repeat visits and more severe symptoms.
- Affects people of every age, culture, socioeconomic and educational levels.



Standards of Health Literacy

- Listen
- Treat patients and families with respect.
- Explain information in ways the patient understands.
- Welcome and encourage any and all questions.
- Ask patients to repeat back or explain the instructions you have given them.
- Explain all treatments and medicines before giving them.
- Give patients the information they will need to take care of themselves at home.



Helping Patients Who Do Not Speak English



Interpreter services are available 24/7 through the Cyracom “blue phone” system. Always use the “blue phone” when communicating with patients and their families. Do not use family or friends to translate information about a patient’s condition or care.

Dealing with Difficult Customers

- Anticipate peoples' needs and try to prevent problems before they occur.
- Even though it may not be your fault, apologize for any difficulties the customer has had.
- Remain calm and listen; don't interrupt; speak at a normal volume; don't raise your voice.
- Try to resolve the situation before it escalates to an unsafe one.
- Know when and how to obtain assistance for the customer when you are unable to help or answer their question. Consult the Patient Relations Manager if needed.



Telephone Etiquette



- Answer promptly; state name of department and your name.
- Listen, show interest, use the caller's name, take notes
- Transfer only when necessary; give the caller the number before you transfer them
- Convey messages quickly and accurately, repeat name, message and phone number before hanging up with the caller

Email etiquette



- Ask yourself: Would a personal conversation be better?
- Re-read the email before sending
- Copy only the people you think need this information. Be careful about selecting “reply all”.
- Avoid multiple topics or lengthy messages
- Avoid copying others as a form of coercion
- Avoid using all CAPS or multiple exclamation marks (!!!) In email, this is the equivalent of yelling.

Internet Use

- Occasional personal use of the ILH internet is permitted, provided that such use is not abused.
- Internet usage is monitored and reported to leadership.
- The use of “social media”, such as Facebook, when discussing patients or coworkers is a breach of confidentiality.



Ethics

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



Americans with Disabilities Act

ILH provides reasonable accommodations to people with disabilities, when possible, and focuses on abilities rather on disabilities.



Tobacco Free Environment

- ILH is a tobacco free facility, including all buildings and grounds owned by the hospital, with the exception of designated smoking areas on Gravier St. and across the street on Perdido St.
- All off-site buildings have designated smoking areas
- **Free** Smoking Cessation Classes are offered to patients and employees – contact:

Lucretia Young, MA, Cessation Specialist

LSUHSC-School of Health, Tobacco Control_ Initiative

(504)903-5059 or lyoun2@lsuhsc.edu



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 

ILH Drug Use Policy

- ILH is a drug- and alcohol-free workplace.
- Follow all drug-testing policies.



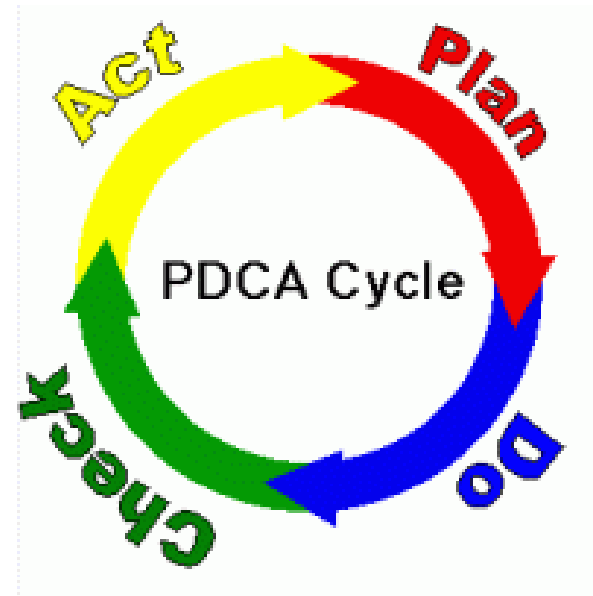
Responding to Visits by Regulatory, Licensing or Accrediting Agencies

- Welcome our guests appropriately and contact the hospital operator at 2-3000.
- Give the operator the name of the visiting agency and their location at ILH.
- Do not leave the visiting agency representative until an appropriate ILH representative (Regulatory Compliance, Quality Management, Administration) arrives to receive the visiting agency representative.
- The appropriate ILH personnel will verify the identification and nature of the visit with the visiting agency representative.



ILH Performance Improvement Model

- **Plan**
- **Do**
- **Check**
- **Act**



Everyone at ILH participates in performance improvement initiatives. If you have a suggestion that may improve a process, bring it to your supervisor for consideration.

Incident Reporting

An incident is any occurrence that is not consistent with routine ILH operations, or has the potential to result in harm or loss to an individual or property.

All employees, volunteers, physicians, vendors, contractors, students, and faculty are responsible for reporting incidents. The manager of your area can assist you with this.



Abused or Neglected Patients

- It is mandatory to report suspected abuse or neglected in three populations:
 1. people of any age who have a disability
 2. people over age 60
 3. people under age 18
- Report your findings to Case Management. You may also have to report to agencies outside the hospital. Case Management can help you with this.



Abused or Neglected Patients

- ❖ You may identify abuse or neglect in patients who are not in one of the three mandated reporting populations.
 - Assess and document your findings
 - Show compassion and respect
 - Ask the patient if they would like you to report
 - Offer them services (Case Management, outside agencies, police)
 - Document your offer and the patient's response

Safety

Key Element: Safety

There are 12 standardized Emergency Codes for ILH:

Code Blue	Medical Emergency
Code Gold	Prisoner Violence
Code Black	Bomb Threat
Code Green	OB/Labor & Delivery
Code Pink	Infant-Child Abduction
Code White	Violence/Security
Code Yellow	Disaster-Mass Casualty
Code Brown	Internal Disaster
Code Orange	Hazardous Materials
Code Grey	Severe Weather
Code Red	Fire or Smoke
Code Silver	Active Shooter

Call 2-5000 to report any of these emergencies within the hospital. Call 911 if located in an off-site building, such as a clinic.

Code Blue: Medical Emergency



1. Call for help

Inside the hospital building, call 2-5000

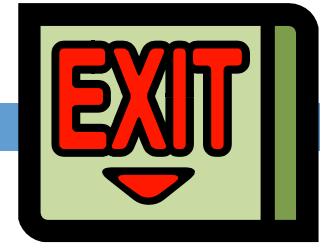
Outside the hospital building, call 911

2. Begin the steps of Basic Life Support (CPR)

Rapid Response Team

- If you think anything is wrong with the patient, notify the doctor or nurse immediately.
- Inside the hospital you can call the Rapid Response Team at 2-5000. **Anyone may call for a Rapid Response.**
- If the patient continues to worsen, call for Code Blue, and begin the steps of Basic Life Support.

Preventing Fires



- Follow all ILH safety rules and regulations
- Use electrical equipment safely
- Enforce the no-smoking policy
- Know the locations of fire alarm pull stations, fire extinguishers, and emergency exits in your work areas

Code Red: Fire

Inside the Hospital:

In the immediate area of the fire: RACE

Rescue persons in immediate danger

Activate the alarm; call 2-5000

Close doors

Extinguish or **E**vacuate



Code Red: Inside the Hospital

In a hospital setting it is not always necessary to evacuate every patient in the case of fire. If you are in an area that is above, below, or adjacent to the fire, “defend in place”:

1. Move patients into their rooms
2. Close all doors and windows
3. Wait for further instructions

Only the hospital Chief Executive Officer may call for an evacuation of the entire hospital.

Fire Extinguishers

ABC fire extinguishers may be used on any type of fire.
All hospital fire extinguishers are ABC type.

To operate, remember “PASS”:

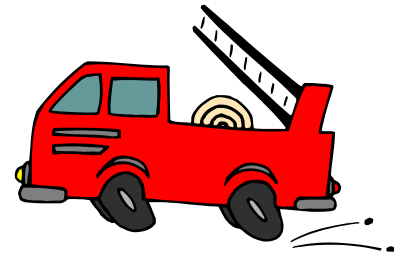
- 1. Pull** the pin
- 2. Aim** the nozzle at the base of the fire
- 3. Squeeze** the handle
- 4. Sweep** from side to side



Code Red: Outside the Hospital

If you are in any building outside of the hospital (e.g. clinics, offices):

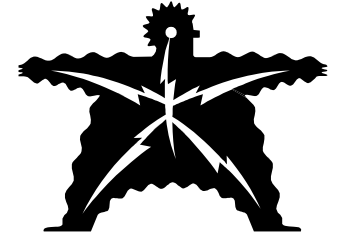
1. Call 911
2. Evacuate immediately



Electrical Safety

- Inspect all electrical equipment before use; do not use if damaged or wet.
- Plugs must have a 3rd prong.
- Remove by pulling the plug, not the cord.
- In the event of power failure, use the red outlets for essential equipment, such as a ventilator.
- Only ILH electricians may open electrical panels and reset breakers.
- Extension cords are not recommended.
- Only ILH-approved electrical equipment may be used.





Electrocution

If you encounter someone being electrocuted:

- The best thing to do is to disconnect the power source.
- If unable to do that, use a wooden or rubber object, such as a broom handle, to knock the victim free from the source.
- Call for help
- Begin the steps of Basic Life Support (CPR), if necessary.

Hospital Security

- ❖ Everyone is responsible for a safe environment.
- ❖ While at work **everyone** must wear an ID badge, above the waist and in plain view.
- ❖ Report any unusual or unsafe situation to Hospital Police (903-6337)
- ❖ Watch for and report any potential violence.



Violence in the Workplace

- ❖ Violence can be verbal or physical.
- ❖ It is often preceded by warning signs, such as a heated argument.
- ❖ Domestic situations can result in violence at work; notify Hospital Police if someone has stated that they are involved in such a situation.
- ❖ Call a **Code White** for any potential or actual violent situations, 2-5000.



Prisoner Care



- Treat prisoner patients with dignity and respect.
- Prisoners must wear a restraint device and law enforcement officers must be physically present at all times.
- Prisoners cannot receive or place phone calls, messages, or have visitors.
- Prisoner patients are given discharge instructions pertaining to their care, but are not given discharge date or follow up appointment information.

Prisoner Care

If you have any problems with prisoners or law enforcement officers call Hospital Police at 2-6337.

For any prisoner-related violence:

Report a “Code Gold” to the hospital operator at **2-5000.**



Hazardous Materials



A **Material Safety Data Sheet (MSDS)** is a document that gives safety information about chemicals and substances (risks, storage, handling, disposal, etc.)

- Every chemical in your work area has an MSDS; these are available online or in the MSDS yellow binder.
- Follow all instructions given in the MSDS
- Use appropriate personal protective equipment

If there is a chemical or radioactive spill, evacuate the area and call a Code Orange: 2-5000.

Code Pink



If an infant or child is missing **call a Code Pink, 2-5000.**

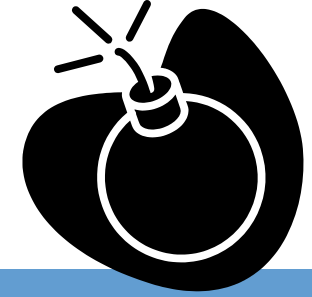
Go to the nearest hospital exit.

- Watch for anyone leaving the hospital with an infant or child.
- Do not attempt to detain the person.
- Observe their appearance, vehicle, and direction of travel, and report any details to the hospital police.

Internal Disaster

An internal disaster is defined as a disruption of services that could damage the facility, or threaten the health and safety of patients, visitors or employees.

- 1. Call 2-5000 and tell the operator “Code Brown”**
- 2. Follow the instructions of hospital leadership**



Bomb Threat/Code Black

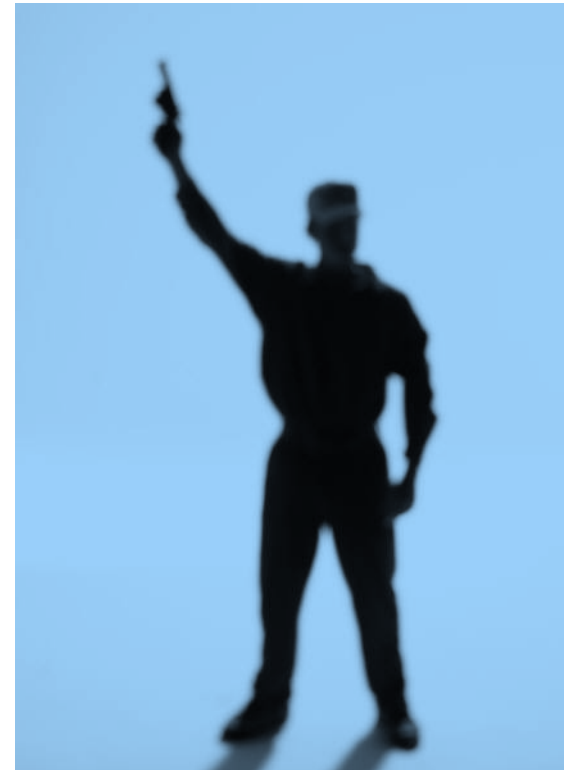
If you receive a call, pay attention to any details. Tell the caller that the hospital is occupied and this could result in injuries and death.

- **Call 2-5000 and tell the operator Code Black “bomb threat”**
- **Do not announce a Code Black to patients or family.**
- Give the operator the details of the call
- Remain calm; notify your coworkers
- Follow the instructions of hospital leadership

Code Silver

If someone with a weapon (gun or knife) is in the facility:

- Evacuate the area
- Call the operator (2-5000) and report a Code Silver, give the location and description of the person.
- Police will take control of the situation.



In case of an emergency:

- When in the hospital, you can call 2-5000 for any emergency.
- For an emergency occurring outside of the hospital call 911.

Preventing Falls



- Everyone is responsible for preventing injuries in the workplace.
- Keep walkways clear, dry, and well-lit.
- Pay attention to your work, wear proper clothes and shoes, and follow safe work practices.
- Keep yourself free from injury.
- When you see a hazardous situation, request repairs or environmental services immediately; your manager can help you do this.

Preventing Patient Falls

ILH's fall prevention initiative is called RAGTIME.

- Identify patients at high risk for falling.
 - A green armband will be placed on the patient.
 - A green sticker will be placed on their chart.
 - A sign indicating fall risk will be placed on their door.
 - Take immediate precautions.
 - Notify the department nursing supervisor.
 - Implement a plan to prevent falls.
 - Everyone who cares for patients is notified and will work to keep patient from falling.

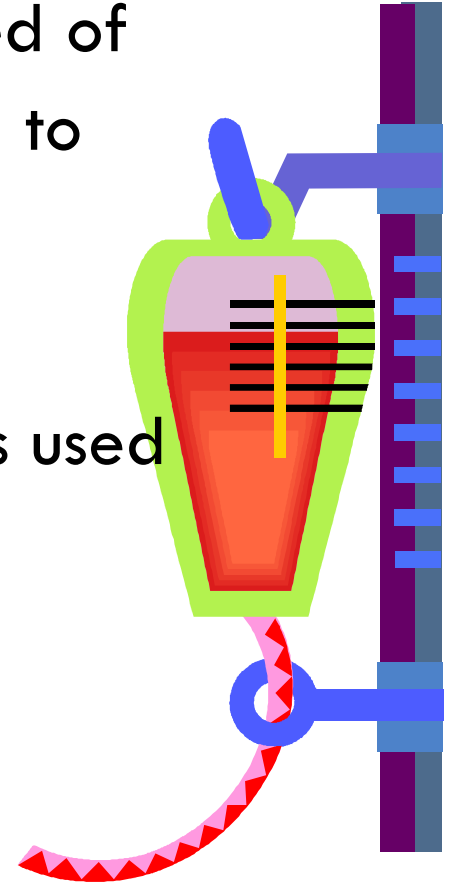


Safe Medical Device Act

Federal law says the FDA must be informed of any medical product causing, or suspected to have caused, a serious illness, injury, or potential injury.

An MDR (Medical Device Report) 3500 is used to report:

- difficulty operating a device
- incorrect use
- adverse patient reactions/injury
- defective equipment



Defective Equipment

When a device is defective or appears to be malfunctioning:

- Immediately remove it from the patient care area.
- Clearly label it defective.
- Complete a CMS sticker and a RiskPlus report. (Your manager can assist you with this.)
- Take the equipment down to CMS or Biomed for repair, or contact one of these offices and ask them to retrieve the equipment.

Back Safety for Health Care Workers

Whether you're moving a patient, lifting a box of supplies, or pushing a cart or wheelchair, your back is always working. Use the tips below to help you reduce your risk of back injury.

Reaching

- ❑ Reaching for records, files, or supplies, especially in high places, can strain your back.
- ❑ Reach only as high as your shoulders.
- ❑ Use a stool or stepladder if you need to get closer to the load.
- ❑ Test the weight of the load by pushing up on a corner before lifting. If it's too heavy, get help.



Back Safety for Health Care Workers

Bending and Lifting

- ❑ When you're bending down to reach or lift, move your whole body to protect your back.
- ❑ Bend your knees and hips, not your back.
- ❑ Kneel down on one knee, if necessary.
- ❑ Get as close to the object as you can, so you won't have to reach with your arms.
- ❑ Keep the load close to your body. "Hug" it.
- ❑ Tighten your stomach muscles to support your back when you lift.
- ❑ Lift with your legs, not your back.
- ❑ Maintain a wide base of support. Keep feet shoulder-width apart, or one foot slightly in front of the other.



Back Safety for Health Care Workers

Pushing

- ❑ Pulling larger objects can be as hard on your back as lifting. Whenever possible, push instead.
- ❑ Push with both arms, keeping your elbows bent.
- ❑ Stay close to the load, without leaning forward.
- ❑ Tighten your stomach muscles as you push.



Infection Prevention and Control

What are Standard Precautions?

Standard Precautions are the minimum infection prevention practices that apply to all patient care. They include:

- 1) Hand hygiene
- 2) Using personal protective equipment (such as gloves, gowns, masks)
- 3) Following safe injection practices
- 4) Safely handling potentially contaminated equipment or surfaces in the patient environment
- 5) Practicing good respiratory hygiene/cough etiquette.

Infection Prevention and Control

- No eating or drinking in any patient care area
- Do not come to ILH if you are sick
- Perform hand hygiene
- ILH encourages flu vaccination
- Ask your healthcare provider about other immunizations; some may be mandatory.
- Use Standard Precautions with every single patient.
- Use personal protective equipment (PPE) as indicated by hospital policy.

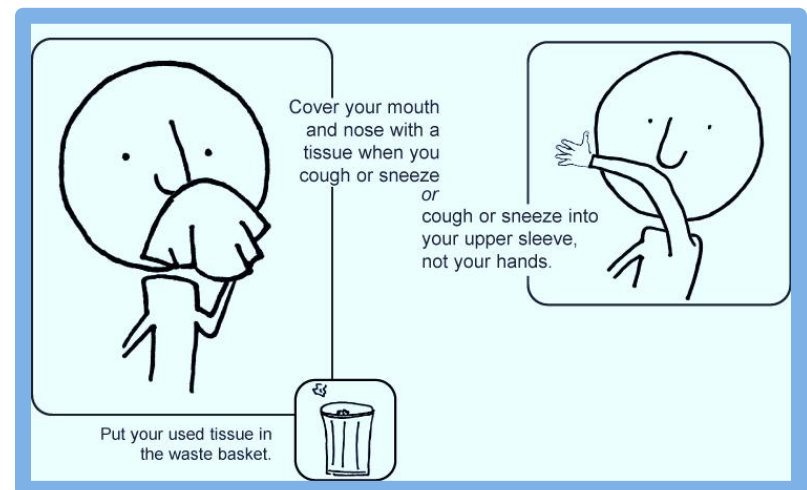
Hand Hygiene



- Before and after patient contact
- After removing gloves and PPE
- Before preparing and giving food, medication, or handling any patient care supplies
- Soap and water: wash for 15 seconds
- Alcohol-based hand sanitizer may be used if no visible soiling; but not when *C. Difficile* is present; allow it to dry completely

Respiratory Hygiene: Cough Etiquette

- Cover mouth and nose with your arm when coughing or sneezing, rather than your hand.
- Contain secretions in a tissue and dispose of in a touch less receptacle.
- Perform hand hygiene afterward.
- Mask all coughing patients.



Blood borne Pathogens



- Treat all body fluids as if contaminated.
- Identify risks of exposure (your job duties); always use safe work practices.
- Use all safety devices as directed.
- Use PPE if exposure is possible.
- Never recap needles; dispose of in appropriate containers.
- When sharps bins are $\frac{3}{4}$ full, call for replacement.

Blood or Body Fluid Exposure

1. Act fast!
2. Wash exposed area with soap and water
3. Report exposure to the department manager
4. Immediately report to the Urgent Care Clinic (or Emergency Department during off-hours)
5. Complete incident report. Department manager can help you with this.



Tuberculosis (TB) Control Plan

- Complete TB screening (required).
- If you have any symptoms of TB, do not come to ILH; notify your healthcare provider immediately.

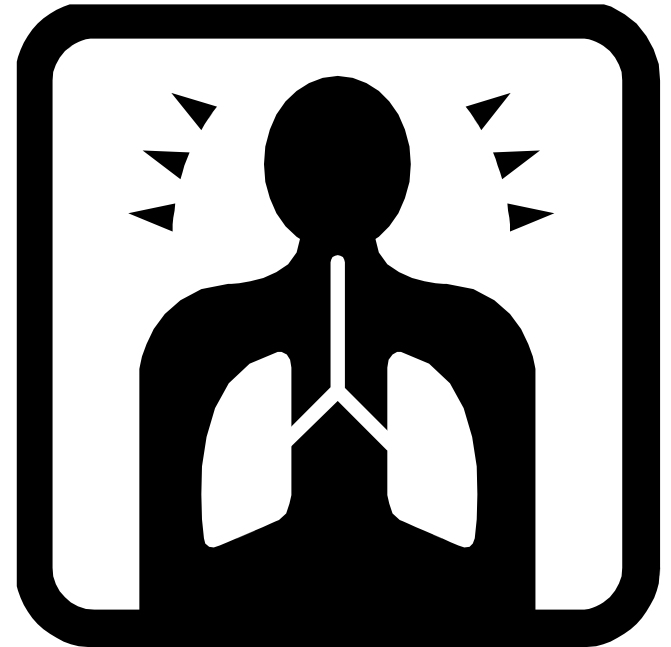
If you suspect TB symptoms in your patient:

1. Explain this to the patient
2. Apply an N95 mask
3. Notify your department manager
4. Place patient in isolation room



Symptoms of TB

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



Corporate Compliance

Compliance Program

Ensures that all governmental and ILH policies are followed.

Your role:

- Adhere to all rules, regulations, compliance policies, and the ILH Code of Conduct.
- Conduct all affairs with highest ethical standards.
- Report any suspected violations.

Definitions

- **Fraud:** when a provider/supplier *knowingly and willfully* deceives to obtain monetary benefits
- **Abuse** is practices of providers, physicians, or suppliers, which are inconsistent with accepted sound practices
- **Federal False Claims Act:** anyone who *knowingly* presents the government with a false claim is liable for penalties

EMTALA

Federal law that protects patients from financial discrimination

- Every patient must receive a medical screening, to determine if an emergency exists.
- Cannot assess financial status before providing treatment.
- Hospitals must report any possible violations by other hospitals.
- Violations can result in fines or exclusion from Medicare reimbursement



Protected Health Information (PHI)

HIPAA is a federal law designed to keep patients' health information confidential

PHI:

- is any information that can lead to the identity of a patient.
- includes names, addresses, dates, numbers (social security or medical record), and any health-related information.
- can be written, verbal, non-verbal, electronic, disks, flash drives, pictures, etc.

Protecting Health Information

- Treat all PHI as if it were your own.
- Do not discuss patient information in public places (hallways, cafeteria, elevators, etc), anywhere outside the workplace, or in “social media”.
- Do not leave information or records in areas where others can see them.
- Access information only when authorized, when you have a legitimate “need to know”.
- Keep your computer and passwords secure.



“When in doubt, report”

If you suspect any violations:

1. Tell your manager or supervisor.
2. Tell the nursing services supervisor.
3. Tell the Compliance Office (903-0571):
 - Your call will be confidential.
 - An investigation will be performed.
 - There will be no retaliation against anyone for raising concerns.

Thank You

Thank you for your time and attention.

*We hope that you will be part of the Interim LSU
Hospital family for many years to come.*