Employee Annual Training

In this module, you will review:

• St. Luke’s mission and vision
• Customer service
• Safety and Security
• Professional boundaries
• Conscience Conflict
• Diversity
• Infection Control
• Reporting suspected abuse
• Patient Rights
St. Luke’s Rehabilitation Institute

Vision
Our vision is to be nationally recognized as the regional rehabilitation center of choice based upon reputation, quality outcomes and innovative care.

Mission
Our mission is to be a resource for health and wellness, in order to optimize the potential for a full and productive life. We serve individuals and their families requiring expertise in medical rehabilitation.

St. Luke’s Rehabilitation Institute seeks to provide value to those served by treating the whole person with regard to physical, intellectual, emotional, cultural and spiritual needs in order to restore to their fullest potential the capacity for living. Excellence of care will take place in an atmosphere of compassion, reverence and integrity.
Our Core Values

• Excellence
• Respect
• Service
• Compassion
• Collaboration
Customer Service

St. Luke’s is committed to providing an excellent experience valued by all employees, patients and visitors.

- In 2016 our Inpatient Press Ganey overall satisfaction was **92.6%**
- In 2016 our Outpatient FOTO overall satisfaction was **97.1%**

It is because of you that our patients rank St. Luke’s as an excellent place to receive care! Our staff:

- Always use manners such as “please” and “thank you”.
- Always knock prior to entering a patient’s room and ask for permission to enter.
- Always thank patient/family members prior to leaving a patient’s room or treatment area.
- Always ask a patient/family member if there “Is anything else that I can do? I have time.”
- Always act with honesty, integrity, loyalty.
- Not engage in gossip.
- Always “manage up.” Do not blame someone else for a problem.
- Do not discuss staffing, other personnel or sensitive personal issue in front of patients, families or peers.
- Recognize coworkers for their hard work and efforts.
Emergency Codes

St. Luke’s is committed to providing a safe environment for each patient, employee, and visitor.

For all codes at St. Luke’s dial **855**. (For employees at offsite locations **dial 911** or the hospital emergency number on the back of your employee badge).

<table>
<thead>
<tr>
<th>Code Name</th>
<th>Emergency Situation</th>
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<tbody>
<tr>
<td>Code Red</td>
<td>Fire</td>
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<tr>
<td>Code Blue</td>
<td>Cardiac/Respiratory arrest</td>
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<tr>
<td>Code Orange</td>
<td>Hazardous material spill or release</td>
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<tr>
<td>Code Gray</td>
<td>Combative person</td>
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<tr>
<td>Code Silver</td>
<td>Person with weapon/hostage situation</td>
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<tr>
<td>Code Purple</td>
<td>Missing Vulnerable Patient</td>
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<tr>
<td>Amber Alert</td>
<td>Infant or child abduction</td>
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<tr>
<td>External/Internal Triage</td>
<td>External disaster/Internal Emergency</td>
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<tr>
<td>Code 77</td>
<td>Bomb Threat</td>
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<tr>
<td>Rapid Response Team</td>
<td>Summon rapid response team</td>
</tr>
<tr>
<td>Code Name Clear</td>
<td>To clear a code</td>
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</tbody>
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HAZARDOUS MATERIAL MANAGEMENT PLAN

In the course of your work, you may encounter chemicals and other materials that could pose a risk if not used properly. To assure employee safety, INHS has a plan that establishes safe practices:

1. All hazardous materials are in clearly labeled containers and the labels include ingredients as well as safe handling information.
2. A Safety Officer is designated to assure compliance.
3. An accurate inventory list of all hazardous materials on site is maintained.
4. A clear process for managing any hazardous material exposure or chemical spill is followed.
5. A Safety Data Sheets (SDS) is available for ALL chemicals in inventory.
Introducing MAXCOM

• Safe use guidelines
• Potential hazards of contact
• Ingredients
• Proper disposal techniques

available electronically
MAXCOM

• Go to MYINHS.org
• Click on MAXCOM Safety Data
• Enter your chemical inquiry in the search field.
Fire: What is your responsibility?

- Know the location of the fire extinguishers in your department and the general location of the fire alarm pull stations.
- Know your building’s fire plan and at least two exits from your department.
- During a fire situation, clear all hallways and exit routes immediately.

- Rescue anyone in danger
- Activate the nearest alarm and call 855 (or 911 if offsite or the hospital code)
- Contain the fire
- Extinguish small fires or leave the area and close the door if there is a large fire

If evacuation is ordered by the Fire Department or Incident Commander:
- First evacuate horizontally to the next compartment (s).
- Next, evacuate vertically down to a lower level.
- Only a total evacuation would require you to leave the building.
- When an evacuation is necessary, leave the lights on.
Workplace Violence

St. Lukes is committed to maintaining a work environment free from violence or other disruptive behaviors. Therefore, we have a zero tolerance policy regarding workplace violence. The company prohibits the possession or use of any and all weapons on company property or while attending work related off site functions. This includes storing a weapon in an office, personal or company owned/leased vehicle while on company owned or operated property. A valid license or permit to carry a weapon does not supersede this company policy.
Workplace Violence
An introduction to the RedCap Workplace Violence Reporting log
To find the log, either click on the desktop icon or add the url address to your Internet Explorer favorites
https://redcap.providence.org/redcap/surveys/?s=XNLDR7ML3L
Please note, this report does not replace other SLRI or INHS processes for reporting. If appropriate, please consider taking the following steps in addition to completing this form.

- If you feel that you are in immediate danger, call SLRI Security at x6004, WFB Security at 232-8364 HFH and SHMC x47777 or 911 (all offsite locations not having onsite security).

- If you were injured while working, please complete an Employee Injury Report and route to Human Resources.

- If a patient or a visitor was injured, please complete an Unusual Occurrence Report (UO).

Questions? Please send email to SLRISecurity@st-lukes.org
Professional Relationships

As employees of St. Luke’s, it is important to be aware of the trust and attraction issues that may arise during patient care.

✓ Staff will not enter into personal relationships with patients or their family members during the course of the patient’s treatment.
✓ Staff members who have had a prior relationship with a patient prior to treatment, will notify his/her supervisor and attempt to exclude themselves from the treatment.
✓ Staff members will not enter into a personal or sexual relationship with a previous patient from discharge to 2 years. (The Department of Health may have specific timelines based on the licensed professional, please refer to applicable WAC and/or RCW.)
Conscience Conflict

- If an employee perceives that participation in the care of a given patient is in conflict with personal values, ethics or religious beliefs, he or she should immediately contact their Manager or Nursing Supervisor on duty.
- An assignment will be made for another employee to care for the patient, as soon as practical, while the issue is being resolved, in order to ensure that no patient's care will be compromised.
- An evaluation of the employee's request, and a decision regarding the request will be made within 48 hours. This decision will be made in conjunction with HR and the employee’s Director.
Diversity and Inclusion
Benefits of Diversity in the Workplace

✓ Inclusion helps to build teams and enhances communication skills that brings in new attitudes and processes that benefit the whole team.
✓ With so many different and diverse minds coming together, many more solutions will arise as every individual brings in his/her way of thinking, operating and solving problems and decision making.
✓ Diversity contributes to attracting and retaining talent and adds a competitive edge to any organization.
✓ An inclusive environment increases employee engagement and loyalty.
✓ Diversity in our employee populations assists us in meeting our diverse patient and customer base needs.
What You Can Do

- Recognize each person as an individual.
- Be aware of and try to correct your biases.
- Stop people when you hear them joke about or put down others.
- Ask your patient or customer what we need to know about them in order to give them the best service.
- Reach out and invite people to join you.
- Get to know people from other cultures and share stories.
- Try to understand people and where they are coming from.
- Deal with conflicts right away instead of carrying grudges.
More Information

St. Luke’s Rehabilitation staff serve patients with diverse race, ethnicity, age, gender and religious background. As care providers it is important for us to recognize the needs of the patient served.

For more information:
• Review the *Culture and Clinical Care* resource handbook at each of the St. Luke’s locations and Inpatient team offices.
• Contact the Cultural Responsiveness Committee through Human Resources: 473-6075
What Is Infection Control?

**Infection Control** refers to the process of preventing illnesses which can be acquired at a healthcare facility. These can include urinary tract infections, post-operative infections, respiratory infections, bloodborne illnesses, hepatitis B/C, and HIV/AIDS.

**Purpose of infection control:**

- Provide a safe environment for personnel, patients and visitors.
- Prevent the spread of communicable diseases.
- Reduce the incidence of exposure to infectious organisms.
- Establish policy and procedure guidelines according to standards.

**For patients:** infections can lengthen their hospital stay; increase health-care costs; cause inconvenience, pain, and even death.

**For employees:** exposure to many germs can lead to illness and missed work days. There is the possibility of spreading the illness to family, friends, and co-workers.
Hand Hygiene

The single most important behavior to prevent the spread of infection is **hand washing** or **hand decontamination**.

**Using hand gels:** Hand gels can be used in place of hand washing when your hands are not visibly soiled or contaminated.

- Apply to the palm of your hand.
- Rub hands together, covering all surfaces of hands and fingernails until your hands are dry (usually 15-20 seconds).
- Only soap and water should be used when caring for patients with C-Difficile.

**NOTE:** If you have direct patient contact, your **fingernails** must be short. Artificial nails and gel nails are **not** allowed.

5 Moments for Hand Hygiene
- Wash/gel before patient contact
- Wash/gel after patient contact
- Wash/gel before aseptic tasks
- Wash/gel after body fluid exposure risk
- Wash/gel after contact with patient’s surroundings
Bloodborne Pathogens

The common **bloodborne pathogens are:** MDRO, Hepatitis B, Hepatitis C, and Human Immunodeficiency Virus (HIV).

These pathogens can be spread when infected fluids enter the body through:

- Needlestick injuries
- Cuts, scrapes, and other breaks in the skin
- Splashes into the mouth, nose, and eyes
- Oral, vaginal, and/or anal sex
- Infected drug needles

At this time, there is a vaccine available for Hepatitis B. If exposed to bloodborne pathogens complete an unusual occurrence form and give to manager and/or Employee Health.
Multi-drug resistant organisms (MDROs)

- Methicillin–Resistant Staphylococcus Aureus (MRSA) and Oxacillin-Resistant Staphylococcus Aureus (ORSA)
- Vancomycin Resistant Enterococcus (VRE)
- Clostridium Difficile (C-diff.)
- Extended-spectrum Beta Lactamase (ESBL) organisms

Follow Contact Precautions when a patient has any one of the MDROs listed to the left.

Remember: MDRO’s can survive on environmental surfaces for weeks or months.
Personal Protective Equipment (PPE)

Personal Protective Equipment includes gloves, masks, and gowns that provide a barrier to prevent the spread of infection.

PPE is found in clean storage areas and isolation carts. Emergency PPE is found on the units. Eye wash kits are located throughout the facility. Gloves are located by patient sinks and at the entrance to patient rooms. If you need additional supplies, please follow up with your department contact.

Standard Precautions (Universal Precautions) is the practice of protecting you and the patient against exposure.

- Respiratory precautions- mask for cold or coughing and during flu season, cough into arm, if using a tissue, dispose of it directly into a trash container and wash/gel hands.
- PPE- Wear gloves, gown, mask and face protection/goggles when you think you may come into contact with body fluids. This is MANDATORY.
- Use sharps safely and dispose of them into a red sharps container.
- Clean and disinfect multi-use patient care equipment between patients.

Transmission Based Precautions
- Contact, contact enteric, droplet, airborne
- Follow directions on signs for correct PPE usage
Accidental Exposure

If you are accidentally exposed to blood or other bodily fluids:

✓ Wash the area with soap and water.
✓ Contact your Supervisor or Manager on duty immediately.
✓ Fill out the Work Related Injury/Illness Report or Unusual Occurrence as soon as possible.
✓ Contact supervisor or employee health nurse immediately for referral to emergency room, urgent care, or physician for care and education of the type of exposure.

✓ The source person also needs to be tested, if known.
✓ Post-exposure Prophylaxis (PRP) may be done if there is a high risk blood exposure.
✓ Confidential follow-up will be done, if needed.
Health Care providers must report to appropriate government agencies when there is reasonable cause to believe that abandonment, abuse, exploitation, and/or neglect of a “vulnerable person” has occurred.
Vulnerable Person

- Children (under 18); and
- Individuals 60 years of age or older who have the functional, mental, or physical inability to care for themselves or;
  - Adults over the age of 18 who;
    - Have a court appointed legal Guardian
    - Have a developmental disability
    - Live in a facility licensed by DSHS
    - Receive services from an individual provider
    - Receive in-home services through a licensed health, hospice, or home care agency
    - Self Directs their own care to a personal care aide who performs that care for compensation
If you have reasonable cause to believe abandonment, abuse, exploitation, and/or neglect of a vulnerable person has occurred, it is your responsibility to report to the appropriate government agency.

Your supervisor, social worker or psychologist can assist.

Document pertinent facts in the medical record. Obtain detailed information from the individual.

Notify the attending physician and Chief Nurse Officer.
• Once there is reasonable cause to believe abuse occurred, we must take steps to ensure a safe patient environment. Appropriate action may include restricting visitors and/or supervised visitation, and/or using the “confidential” classification.

• Psychological support will be made available to patient and/or family
How to report:

- The DSHS website ([https://www.dshs.wa.gov/report-abuse-and-neglect](https://www.dshs.wa.gov/report-abuse-and-neglect)) has resources for reporting abuse and neglect of both adults and children. 24/7 hotlines are available on this website.
What are potential signs of abuse?

- Burns, bruises, welts, evidence of bites
- Visitors refused access to home or by phone
- Withdrawn behavior
- Lack of personal hygiene or inadequate clothing
- Weight loss, hunger, begging or searching for food
- Lack of utilities in home
- Unhealthy or unsanitary surroundings
- Use of monies or resources by another
- Withdrawal of money in substantial amounts
- Lack of needed medications, failure to meet medical appointments
- Controlling behaviors by the perpetrator
Remember…

- It is not necessary to prove abuse, but to report it.
- There is immunity from civil and criminal liability for making a good faith report.
- All health care providers are mandated reporters. Failing to report could subject the practitioner to licensing action and/or being charged with a gross misdemeanor.
We Believe all Patients and/or their Representative Have the Right To:

• Help plan your care.
• Get the care you need no matter what race you are, where you came from or how you will pay your bill.
• Be treated well and to have your beliefs respected, within the limits of the law.
• Have your questions answered, within the law. If St. Luke’s can’t give you the care you need, you have a right to be sent to another caregiver and St. Luke’s will tell you why you are being sent somewhere else.
• Be free of any abuse, neglect, financial (or other) exploitation, retaliation, humiliation or harassment from those who are giving you care.
• Be free from any restraint that is not needed for your care.
• Refuse to talk with or see anyone that is not giving you care.
• Wear personal clothing and religious or other items as long as they do not get in the way of your care.
• Be talked to and cared for in private.
• Expect that people not caring for you will not be in the room without your permission during treatment.
• Expect that all information and records of your care will be private and confidential.
• Know the names and jobs of all the people caring for you, and to know the name of each of your doctors.
• Be told about any research during your treatment. You have the right to say that you do not want to be in a research project.
• Have research guidelines and ethics followed, if you are involved in a research project.
• Say that you do not want to get care and to be told what will happen if you don’t have the care. If you say that you don’t want the care, you need to notify your doctor and the St. Luke’s staff.
• Take part in making your pain less.
• We can provide assistance if you or your companion have difficulty understanding, hearing, reading, or seeing. Interpreters and communication aids are some of the services available. Please discuss your communication needs with us.
• Have family or significant others participate in your rehabilitation care.
• Have St. Luke’s tell your family and doctor when you arrive at and leave St. Luke’s.
• Give an “advance directive” that St. Luke’s will follow when you are in the hospital.
• Be told about the hospital bill when you ask, and be told ahead of time if your insurance company will no longer pay the bill. Read or get copies of your medical record when you ask. For more information contact the Health Information Department at 509-473-6028.
• Have access to information pertinent to you in sufficient time to facilitate your decision making.
• Give informed consent, refusal, or expression of your choice regarding service delivery, release of information, concurrent services and composition of the service delivery team.
• Be given information about the results of your care, including why the results were not what you expected.
• Have access or referral to legal entities for appropriate representation, self-help support services and advocacy support services.
• Receive care in a safe environment.
• Receive pastoral care or other spiritual services.
• Receive communication and be told if there are limits to communication that are necessary for your care and safety.
• Access protective services, if needed.
• Have your family give input regarding care decisions.
• Request no resuscitation or life-sustaining treatment
Patients Responsibility

• Give information about your health to your doctor and others who give you care.
• Tell your caregivers of any changes in your health and to ask for more information if you do not understand the care that is being given to you.
• Follow the treatment plan and tell us your concerns about your care. If you have any needs that are important to you, you need to tell your caregivers about those needs.
• Tell your caregivers if you are unhappy with your care, and to know you don’t need to fear that telling us you are not happy will change the way we care for you.
• Follow rules about patient care and conduct.
• Respect other patients, employees and volunteers. Tell us about things that may affect your safety.
• Help hospital staff to not make errors in your care.
A Patients Rights to Visitation

- You have the right, subject to your consent, to receive the visitors you designate.
- You also have the right to withdraw or deny that consent at any time.
- SLRI will not limit or restrict visitors because of race, color, national origin, religion, sex, sexual orientation, gender identity or disability.
- SLRI maintains its right to restrict visitors when necessary for clinical or patient treatment reasons.
- SLRI recognizes that if you are incapacitated, a support person will be required to make decisions on behalf of a patient regarding visitors. The support person does not necessarily need to be the person authorized as your surrogate decision maker.
A Patients Rights to Visitation

General guidelines

• Visitors should be properly attired. Shirts and shoes are required for safety reasons.

• Visitation may be denied if the visitor has a fever, cold, sore throat, or signs of influenza or other illness.

• The number of persons visiting a patient at one time may be limited depending the patient’s condition or as environmental conditions warrant.

• After 1830 hours, the main building lobby entrance will be secured and the visitor will need to enter through the Medical Office Building entrance until 2100 when that entrance is secured. After 2100 hours, visitors will need to contact security to obtain access to the building. Security phone # 509-473-6004
A Patients Rights to Visitation

General Guidelines (Continued)

• Children 12 years and younger should be directly supervised by an adult at least 18 years of age.
• Visitors who behave in a hostile or disruptive manner, or are impeding the delivery of patient care may be contacted by Security and denied access to the facility or asked to leave.
I acknowledge that I have reviewed and understand the content of the 2017 Annual Mandatory Training. If I have any question on the content of this training I will contact SLR Human Resources for clarification.

_________________________  ___________________________  ____________
Name                      Signature                      Date

St. Luke’s is a division of Inland Northwest Health Services (INHS). INHS is a non-profit corporation in Spokane, Washington providing collaboration in health care services on behalf of the community.