

Student Orientation

MANUAL

WELCOME!!!!



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Our Mission

We provide leadership, partnerships and seamless resource coordination to meet health care needs that advance the quality and dignity of life.

Our Vision

We strive to be the region's first choice for health care and to excel in clinical quality and patient/community satisfaction

Our Organizational Values

P– PROFESSIONALISM

“The expertise, qualities and conduct that characterize a member of a profession”

- Be polite and courteous at all times.
- Actions display competence to customers and co-workers.
Greets co-workers and customers with a warm and friendly smile, acknowledges co-workers and customers in a positive manner and introduces self by providing name, department and role within the organization.
- Responds promptly to phone and e-mail messages.

R– RESPECT

“A positive feeling of esteem for a person or other entity”

- Treats everyone with courtesy and respect.
- Does not publicly air work-related discontent to guests or other staff members.
- Is accountable for actions and follows through on commitments.
- Respectful toward co-workers and supportive of new associates through help and cooperation.

I– INTEGRITY

“Honesty and consistency to a set of values”

- Steadfastly adheres to high moral principles and professional standards.
- Uses truth and honesty as a guideline in all decisions.
- Does not discuss customers, customers’ family, physicians, or associates in public areas and keeps patient information confidential.

D– DILIGENCE

“Constant and earnest effort applied to perform a task or accomplish a goal”

- Performs assignments in a timely manner while addressing customer needs and expectations.
- Keeps work area and surrounding environment clean and safe.
- Looks beyond assigned tasks.
- Seeks to understand and embrace change for the greater good of the department and organization.

E– EXCELLENCE

“The quality or state of being outstanding or superior”

- Is committed to doing an excellent job.
- Adheres to the organizational and department policies and procedures.
- Keeps customers and guests informed with periodical updates and apologizes for delays.

OUR BELIEFS

PATIENTS

- We believe patients are our highest priority
- We believe in the preservation of dignity, self-respect, and patient rights in a very caring environment.
- We believe in the patient-centered approach to care where the total health needs of the patient and the patient's family are met.

ASSOCIATES

- We believe our employees, as associates, are our most valuable resource.
- We believe in providing an environment where associates:
 - Are treated fairly and with respect;
 - Can be recognized and rewarded for their individual contribution and feel a sense of accomplishment and pride in their work;
 - Can feel free to express their ideas and concerns and are encouraged to participate and feel a part of the organization;
 - Have opportunities through education and advancement to reach their maximum potential.
 - Every associate should realize that there must be an individual and collective responsibility to those we serve.
- We believe unselfishness and teamwork are vital to the success of the System.

COMMUNITY

- We believe Hamilton Health Care System should be responsive to the health needs of the communities we serve and should direct its resources to meet those needs in a cost-effective manner.
- We believe we should maintain communication with and participate actively in community affairs, particularly related to health care.
- We believe the System should encourage wellness by sharing our knowledge of good health practices and lifestyles.
- We believe in fostering a meaningful relationship with local educational institutions and assisting them with the training of future health care professionals.

MEDICAL STAFF

- We believe the Health Care System and the Medical Staff are partners in meeting the health care needs of the communities we serve.
- We believe the System must provide an environment that will attract and retain highly qualified physicians.
- We believe in open communication with the Medical Staff and solicit their ideas and opinions regarding System activities and decisions.

MANAGEMENT PRINCIPLES

- We believe in participative management.
- We believe in fair and consistent application of the policies, procedures, and the Standards of the System.
- We believe in results-oriented management and encourage creativity and initiative that supports the mission of the organization.
- We believe management must be responsible stewards of its resources in a manner which ensures the financial viability of the System.

Codes

- **Dial ext. 1000 to initiate an emergency response (use 911 in outlying building)**
- **Code Triage (Disaster)**—Any event that threatens the safety or delivery of care and triggers an Incident Command.
 - **Incident Command**—Ex: Mass casualties, communications, power outage, evacuation, or severe event.
 - **Stand-by**--Prepare for potential event.
 - **Activate**—An actual event has occurred.
- **Code Blue**—Cardiac Arrest and /or Respiratory Arrest
- **Code Yellow**—Major trauma in the Emergency Department
- **Code Red**—Fire
- **Code Gray Security**—Violent or agitated person
- **Code Gray Bravo (Bomb Threat)**—If you received a bomb threat, ask when bomb will go off, where it is located. **If you find a suspicious item—DO NOT TOUCH.** Dial ext. 1000 to report location.
- **Code Orange**—Hazardous materials decontamination
- **Code Pink**—Infant or pediatric abduction
- **Code Green**—All is clear; emergency code has ended.
- To report non-emergency security incidents or concerns, call Public Safety at Ext. 6082

Fire Safety

- The person discovering a fire should remember
 - **RACE:**
 - Call aloud "**Code Red**"
 - **R**-Remove person from immediate danger
 - **A**-Activate nearest fire alarm
 - **C**-Confine the fire, close all doors, dial 1000 to report exact location
 - **E**-Extinguish the fire/Evacuate area
 - Causes of fires including smoking in unauthorized areas, electrical malfunctions, and equipment misuse.
 - Common locations for fires are kitchens, laundries, and areas with high oxygen content.
 - Facilities should have a fire plan that includes response, role, and training.

Infection Prevention

- **Hand washing-Soap and Water**

- Should be done before and after all patient care. Entry and exit of each room.
- Always wet hands before applying soap. Never apply soap product to dry skin
- Use only one pump of soap
- Wash hands for 20 seconds.
- Rinse thoroughly for 20 seconds. Rinse the back of hands well.
- Dry thoroughly and gently

- **Hand Washing-Waterless Hand Sanitizer**

- Can be used in place of soap and water when visible dirt is not present.
- Use sufficient amount to wet all surfaces of the hands. Should take 10-15 seconds to rub in.
- Effective-Kills 99% of all bacteria on the hands.
- Moisturizes hands—won't dry skin
- Quick-Located near the entrance of all patient care rooms

- **Management of Blood & Body Fluid Exposures:**

- Provide basic first aid. Wash the area
- Notify your supervisor
- Complete Occurrence Form
- Report of exposures should be done immediately after the exposure

Hospital Safety

- **Hazardous Communication**

- Hazardous chemicals come in the form of a liquid, solid, or gas.
- Examples of physical hazards are chemicals that can blow up or catch on fire, or gas cylinders that can rupture.
- Health hazards can give people illnesses such as headaches, mental retardation, and can cause allergic reactions and/or damage to the skin, eyes, and lungs.
- Examples of common hazardous chemicals are cleaning products, healthcare laboratory chemicals, chemicals used to process x-ray films, and chemicals to treat medical conditions.

- **Exposure**

- Exposure can occur by breathing hazardous chemicals.
- Chemicals may be absorbed through the skin, eyes, nose, or mouth by touching them or by getting splashed.
- Chemical ingestion can occur if a person smokes, eats, or drinks while handling chemicals.
- Chemicals can be injected when an object cuts and penetrates the skin.
- Receive proper training and wear proper personal protective equipment.

- **MSDS: Material Safety Data Sheet**

- MSDSs contain a list of physical and health hazards, spill procedures and control measures, Personal Protective Equipment and special precautions to use with the chemical.
- MSDSs are developed by the manufacturer of the chemical or product.
- Workplaces using hazardous chemicals are required to have a list of what hazardous chemicals they work with and know where MSDSs are stored.

Universal Responsibilities

- Each student involved in patient care has certain “overall” responsibilities that must be conscientiously performed. These are:
 - Receiving and giving report.
 - Keeping staff informed at all times of patient status.
 - Seeking directions/validation from instructor/staff.
 - Working within boundaries of education.
 - Seeking assistance when performing skill for the first time.
 - Students must be observed by the instructor or assigned preceptor during the entire process of medication preparation and administration.
- Documenting all patient care actions, interactions, and procedures performed in the electronic medical record.
- Signing all documents generated by the student in the patient’s medical record.
- Reporting any unfinished patient care before leaving the unit for any breaks or at end of clinical.

Conduct

- Hamilton Medical Center strives to maintain a positive and productive work environment. Each student is expected to act respectfully and courteously at all times to other students, staff, visitors, and patients. Misconduct, abuse, or abusive language will not be tolerated.
- We ask that students refrain from personal cell phone usage (ie. calls, texting, or any other non-patient care related functions). It is Hamilton Medical Center’s goal to reflect a professional, patient centered environment.
- If students are on-site for less than 12 hours/day for their clinical visit, we ask that you eat breakfast prior to your clinical day and only leave the unit for a 30 minute lunch break. It is our goal to provide you with the most beneficial and complete clinical experience possible and we can only accomplish this by maximizing the limited amount of time you are provided in our facility.

Workspace

- Hamilton Medical Center, like other facilities, has only a limited amount of space for associates and their belongings. During clinicals at the hospital, we ask that you only bring items of true necessity in order to allow adequate space for storing of both associate and student belongings. Please limit items to student lunches, jackets and items such as these that you cannot be without during your visit with us. We highly recommend that you do not bring any personal items such as purses or book bags. We also ask that you do not bring homework or any textbooks that will not be utilized for reference during medication administration or patient care.

Dress

- The official school uniform should be worn while doing clinical rotations at Hamilton Medical Center. **Your school name badge must be worn at all times.** Nametags must be worn on the upper chest and with name forward.
- In disciplines where uniforms are not worn, casual, professional dress may be worn with a white lab coat. Safe, comfortable, and clean shoes with hose/socks should be worn. Hair should be clean. Fingernails should be kept short and neatly trimmed. No artificial nails.

Appearance Should Include:

- Each student should present an overall appearance of being neat and well-groomed at all times while at work.
- Personal hygiene should be observed at all times.
- Dress/polo shirts are worn inside trousers or skirts.
- Clothing is properly fitting and non-revealing.
- Undergarments are to be worn and are not visible through clothing or outside clothing.
- For safety reasons, sock/stockings are to be worn at all times by those who have regular patient contact.
- Clothes are clean, unwrinkled, and in good condition.
- Jewelry may be worn, provided that it does not present a safety hazard and does not interfere with, impede or restrict the responsibility of the student in any manner.
- Excessive make-up should be avoided.
- Clothing of non-uniformed student should be conservative in fabric and style.
- Hair should be clean, combed and neatly arranged. Any hair coloring should be natural and not harsh in effect. Mustaches, beards and sideburns must be neatly groomed and trimmed.
- Fingernails should be kept short and neatly trimmed. All polishes worn should be clear. No artificial nails.
- Buttons, pins and/or stickers must be approved by administration. Examples of approved buttons, pins and stickers include school pins, United Way pins, Whitfield Healthcare pins, American Cancer Society, American Heart Association and Hamilton sponsored programs.
- Excessive use of colognes/perfumes is not permitted. In general, perfumes and colognes should be avoided, or worn only very lightly as some may have allergic reactions to the scents. *For the comfort of our patients, any use of colognes/perfumes by individuals providing direct patient care is prohibited.*
- Dark glasses are not permitted for indoor use unless prescribed by a physician.
- Tattoos and body art considered offensive or inappropriate are not permitted and must be covered while on campus. tattoos and body art from the neck up are not permitted.

Attire that is NOT permitted:

- Sweat shirts or "hoodies"
- T-shirts as an outer garment
- Halter tops or any other short tops that show bare backs or midriffs.
- Shorts (except Groundskeepers and Bradley Wellness Center Associates)
- Cut-offs
- Denim jeans, jackets or skirts (of any color)
- Capri pants
- Cropped pants or leggings that are shorter than four (4) inches above the ankle
- Stretch pants and sweat pants
- Tops with straps less than three finger-widths wide (tank tops, sundresses, etc.)
- Low cut or off the shoulder blouses
- Bib overalls
- Spandex
- Dresses or skirts that are more than two (2) inches above the knee
- Hats/caps indoors (unless they are a part of the uniform)
- Visible body-piercing (except earrings which are limited to two (2) sets)
- Flip flops or house slippers. Flip flops include any foot attire that contains a piece of material between any of the toes and no material behind the heel.
- If leggings or tights are to be worn they must not be cropped in length and must be worn with a dress or skirt that is no more than two (2) inches above the knee.

Smoking

Hamilton Medical Center is a non-smoking campus. Smoking is not allowed within or outside the buildings. *For the comfort of our patients, we ask that you refrain from smoking once you are dressed for your clinical experience, prior to arriving to the hospital to provide direct patient care.*

Parking

- Parking areas are provided so that each student can park in a controlled environment. Security is provided so that reasonable safety for all personnel and vehicles can be maintained. Students may park only in the designated areas.
- If the student or instructor is present during the day/night the designated parking lot is in the three-level parking structure on the North end of the campus.
- Under no circumstance should students or instructors park in visitor parking areas. If they do they will be towed with no prior notification. Also, anyone parking in a Fire Lane or a Handicapped space without appropriate display of an authorized permit is subject to being towed.

