UF | **College of Pharmacy**
Office of Experiential Programs
UNIVERSITY *of* **FLORIDA**

AdventHealth – Central Florida Sites

ATTENTION STUDENTS: All requirements listed below must be completed and active (not expired) by the APPE/ IPPE annual onboarding deadline. Late submission may delay the start of the rotation, dismissal from the site and inability to complete rotation, professionalism lapse, grade deduction and/or delayed graduation. The requirements below are due in addition to the college's annual requirements.

The following requirements apply to each of the sites listed below:

- AdventHealth Altamonte
- AdventHealth Celebration
- AdventHealth East Orlando
- AdventHealth Orlando
- AdventHealth Winter Park

- AdventHealth Apopka
- AdventHealth Children
- AdventHealth Kissimmee
- AdventHealth Winter Garden

Instructions:

Step 1: Approximately 60 days prior to the start rotation 1, check PharmAcademic to ensure that all pre-clinical rotation requirements (i.e. flu shot, physical, TB, certificate trainings, etc) are complete and that nothing will be expiring before or during your rotation. If you have questions regarding this please email pre-rotation@cop.ufl.edu

Step 2: Email pre-rotation@cop.ufl.edu to request a Background Check and/or a Drug Screen if your last ones do not fall within the time frame set in the "Additional Site Requirements" section below.

Step 3: Please read and review "Orientation Manual and Policy & Procedures"

Step 4: Email pre-rotation@cop.ufl.edu to request an attestation form be sent on your behalf.

Step 5: Contact your preceptor at least 30 days ahead of the start of your rotation for any additional requirements.

Requirements for attestation forms:

Attestation Form for Students Requirements **(Completed by OEP)**
- CV/Resume
- Internship license
- Unofficial transcripts
- Proof of vaccinations: MMR, Varicella (or proof of immunity), Hepatitis B (or signed waiver if refused)
- Proof of current Flu Vaccine or student will be required to wear a mask during the months of December, January, February, and March

Additional Site Requirements:

The following items are required and are submitted directly to your AdventHealth Student Coordinator (Karen Francoforte) during the annual AdventHealth pre-rotation onboarding meeting (date will be posted annually) or emailed directly to Karen.Francoforte@AdventHealth.com

- Criminal Background Check completed within 90 days of start of Rotation 1 (Must have been completed through Certiphi).
- Drug Screen completed within 60 days of start of Rotation 1 date (Must have been completed through Certiphi).
- Completed pages 27-30 out of the AdventHealth Orientation packet.
- TB Respirator Mask Fit Test: **MUST be fit-tested by AdventHealth within 12 months prior to rotation start date. For APPE rotations this requirement should be completed after March 30th and prior to April 26th to ensure that it is within date during the entire rotation year. T**his is to be completed at either of these Centra Care locations by appointment only:

    Employer Care: Ph: 407-914-2926; 2609 South Orange Ave, Orlando, FL 32806

     Bumby Centra Care Ph: 407-894-3521;   630 N. Bumby Avenue Orlando, Fl 32803

    The cost of this test is $45 and you must call ahead to schedule an appointment. **Use the Mask Fit document found in PharmAcademic.**

NON-AH STAFF
(Temporary Staff)

ORIENTATION MANUAL

AND

POLICY & PROCEDURES

Human Resources
Regulatory Services

Revised 01-14-2019

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Revised -01-14-2019

CONGRATULATIONS

Congratulations, you have been selected, based on your skills and professionalism, to work with one of the industry's leaders in healthcare. There are certain expectations and guidelines that need to be followed while working at any AdventHealth Orlando facility. This handbook will provide you with detailed information to help you succeed while on assignment.

ABOUT ADVENTHEALTH ORLANDO

AdventHealth Orlando is an over 2,800-bed, over 21,000 employee, acute-care health care system serving a seven county area throughout Orlando and Central Florida. AdventHealth Orlando boasts a comprehensive network of physicians, and is a major tertiary referral hospital for much of the Southeast, the Caribbean and South America.

AdventHealth Orlando is owned and operated by <u>Adventist Health System</u> which is part of the worldwide organization of the <u>Seventh-Day Adventist Church</u>, and is the largest private, not-for-profit hospital and the second largest hospital overall in Florida. Caring and compassion have been part of its mission since its inception in 1908.

AdventHealth Orlando's commitment to a comprehensive approach to health care that focuses on body, mind and spirit has given birth to Celebration Health. With leading pharmaceutical and health care partners, this futuristic facility is forgoing a 21st century model of delivery.

OUR MISSION

Extending the Healing Ministry of Christ

For over 100 years, AdventHealth Orlando has been dedicated to a mission: **"Extending the Healing Ministry of Christ."** This mission traces its roots back to the original Creation event, when God created life in all its perfection and beauty. Optimal and vibrant health has always been God's design for His children. When Christ came to a broken and hurting world, He brought Health and Healing for mind, body and spirit.

Following Christ's example, we seek to minister and He ministered, we seek to serve as He served. His mission helps us understand how we care for our employees, patients, family members, and the wider community.

He came to establish **trust** between God and humanity. In the same spirit, AdventHealth Orlando is committed to nurturing environments of trust within our employee family, and creating relationships of trust with the patients we serve. He came to build a sense of **belonging** for all people. In the same spirit, AdventHealth Orlando embraces all those we serve as members of one family. He came to bring hope to the human heart. In the same spirit, AdventHealth Orlando wishes to share the gift of **hope** with all whose lives we touch.

Our mission centers on these three principles:

Trust: Believing that a culture of trust is essential to employee and patient well-being, we will work to ensure the safety, respect the dignity, and earn the trust of all we serve.

Belonging: Believing that healing is a mutual experience between caregivers and patients, we will create an environment of acceptance, community and love, caring for all as members of the family of God.

Hope: Believing that God's presence brings healing and meaning to all lives, and that hope in the hearts of our patients begins with hope in the hearts of our caregivers, we will endeavor to share His message of peace and hope, caring for the whole person – body, mind and spirit.

As we extend God's healing touch, we pray that you will feel the compassion of His hand, the comfort of His caring heart, and the power of hope that only He can offer.

OUR VISION

Connected – Connecting the dots from A-Z

Wholistic – Healthy mind, body and spirit

Affordable – Cost transparency, efficiency, and options.

Viable – Sustaining resources for the future

Exceptional – Care and service to our team and our patients

VALUES

Quality & Service Excellence
Community Wellbeing
High Ethical Standards
Stewardship
Inclusiveness

SERVICE STANDARDS - Living Our Values

Keep Me Safe – I will make safety my number one priority. I will protect privacy and confidentiality. I will keep my environment clean. I will follow the dress code and wear my badge correctly.

Love Me – I will treat others with uncommon compassion. I will nurture whole-person care through CREATION Health. I will treat others with fairness and respect. I will listen and communicate effectively using iCare.
- i   Introduce – Greet the patient, guest, or team member by their personal name. Explain your purpose
- C   Connect with patient/visitors/staff on a personal level.
- A   Anticipate needs or concerns
- R   Reinforce Information – Communicate the plan, next steps, and expected time frames
- E   Extend – Complete the visit or conversation by pausing and offering assistance once again

Own It – I will be positive and aim to exceed all expectations. I will follow through on commitments. I will use discretion with personal devises. I will recover Service and restore trust using ACT
- A   Acknowledge/Apologize – Acknowledge the issue or concern promptly. Ensure understanding of the issue. Don't blame other in your apology.
- C   Correct – Tess what you will do. Act. Keep the person informed. Follow up with a resolution.
- T   Thank – Thank the person for their feedback and the opportunity to make things better. Seek to regain trust.

Make It Easy– I will help guests to their destination. I will speak highly of others to provide connected care. I will collaborate to create Solutions, not excuses. I will innovate and continually seek ways to improve our work.

ADVENTHEALTH ORLANDO CAMPUSES

Courtland Offices
600/602 Courtland St
Orlando, FL 32804
Celebration Florida 34747
407 303-5600

AdventHealth for Children
601 E. Rollins Street
Orlando, FL 32803
407 303-KIDS (5437)

AdventHealth Altamonte
601 E. Altamonte Drive
Altamonte Springs, FL 32701
407 609-7000

AdventHealth Apopka
2100 Ocoee Apopka Road
Apopka, FL 32703
407-889-1000

AdventHealth Celebration
400 Celebration Pl
Celebration FL 34747
407-303-4000

AdventHealth East Orlando
7727 Lake Underhill Dr.
Orlando, FL 32822
407 303-4000

AdventHealth Kissimmee
2450 North Orange Blossom Trail
Kissimmee, FL 34744
407/846-4343

AdventHealth Lake Mary ER
950 Rinehart Road
Lake Mary, FL 32746

AdventHealth Orlando
601 East Rollins Street
Orlando, FL 32803
407 303-5600

Maitland Offices
900 Winderley Place
Maitland, FL 32751
407 200-2235

AdventHealth Winter Garden
2000 Fowler Grove Blvd.
Winter Garden, FL 34787
407 614-0500

AdventHealth Winter Park
200 N. Lakemont Ave.
Winter Park, FL 32792
407 646-7000

INSTRUCTIONS FOR USING KRONOS TIMECLOCKS
FOR NON-AH STAFF

KRONOS TIMECLOCKS

To Clock In:

1.   Press the **F3** key (Transfer)

2.   Enter the 4 digit cost center that you are working

in (_____). **Press "Enter."**

3.   Swipe your badge. The lines of the barcode must

be horizontally aligned and facing away from you.

Slide the badge smoothly but firmly down.

Successful Swipe Result:	Unsuccessful Swipe Result:
-1 beep	-3 beeps
-Green light near top right of clock will flash	-Yellow light will flash
-Badge number appears on clock display	-"Badge read error" will appear on clock display

To Clock Out:

1.   Press the **F2** key (out)

2.   Swipe your badge

Please clock in and out for lunch. When clocking back in, please refer to the instructions above.

EC4000 TIMECLOCKS - Requires an iClass badge

To Clock In:

1.   Select "**Transfer**"

2.   Hover badge over keypad

3.   Enter the 4 digit cost center that you are working

in (_____). **Press "Next"**

To Clock Out:

1.   Select "**Clock out** "

2.   Hover badge over keypad

The Patient –Staff Experience - "Caring for others as we would want to be cared for"

AdventHealth Orlando practices customer service through the framework of principles based on the expressed needs of our patients and what they most desire to receive from their caregivers. These principles guide our service behavior and interactions with patients, guests and each other.

Simple: Always address patients, families and staff by smiling and then stating **"Who** you are, **What** you are doing, and **Why** you care".

Doable: Always engage patients, families and staff by asking them, "What is the most important thing I can do for you today/now?"

Meaningful: Always end conversations with patients, families and staff by stating: **"It is my pleasure."** Caring for others is a privilege beyond our tasks, jobs and responsibilities.

Sustainable: Always give your full attention "one patient at a time, every time." This is the key to consistency and quality in extending care.

Transferable: Always come prepared to live "Trust, Belonging and Hope" every day and invite others to do the same. The more I live in the light of these principles, the more I experience the positive blessings of a mission-based experience.

Appearance Standards

As a AdventHealth Orlando staff member you are an important part of the Hospital's public image. Your department dress code identifies you as staff, and your courteousness and efficiency contribute greatly to the quality of care provided to our patients and visitors. Ask your supervisor for the department's dress code guidelines specific to the area in which you work.

Diversity and Inclusion

AdventHealth Orlando encourages diversity in its workforce. We respect cultural differences without regard to color, race, religion, sexual orientation, age, education, nationality, disability, gender and levels of skills. Each staff member is to make the most of his/her talents and provide the highest level of service to our customers.

Diversity and Inclusion is not a program, it is a way of life that is embedded in our mission and our culture. The concept is Biblical. A diverse workforce helps better serve our increasingly diverse customer base.

Equal Employment Opportunity

AdventHealth Orlando provides equal employment opportunities to applicants and existing employees without regard to race, color, gender (except where gender is a bona fide occupational qualification), age, marital status, national origin, and disability or veteran status. To that end, we exercise fairness in advertising, recruitment, applicant selection, training, compensation, promotions, demotions, transfers, layoffs and terminations. It is the responsibility of every staff member at Florida to conform to and support this policy.

Sabbath Observance

All Seventh-day Adventist Institutions around the world observe the seventh day of the week as a day of Sabbath rest to recharge and replenish the soul-mentally and physically. This is a time to serve the needs of others and renew a connection with God our Creator, Sustainer and Healer. This day of rest is celebrated from sunset on Friday to sunset on Saturday. In keeping with this Biblical understanding, only services and activities essential to patient care are provided during the Sabbath hours. All staff members are asked to respect this observance by encouraging a calm and restful environment. Caring for our patients is the core of our mission, and Saturday schedules are essential in patient care areas. Staff members are requested to communicate with Human Resources the desire for other religious observances.

QUALITY & PERFORMANCE IMPROVEMENT

DNV (Det Norkse Veritas)

AdventHealth Orlando is accredited by Det Norkse Veritas, an independent organization with a mission to improve the safety and quality of care provided to the public by healthcare organizations. Healthcare organizations must be evaluated by a Medicare-approved accrediting body to receive payment for services to Medicare patients. AdventHealth Orlando uses the Tracer Methodology throughout the organization to continuously evaluate staff adherence to the principles of safe patient care. DNV Accreditation certifies an organization's adherence to basic measure of quality and safety. DNV's accreditation process requires eventual compliance with ISO 9001 quality management standards.

ISO 9001 – What is ISO 9001?
ISO 9001 is an international standard by which organizations manage the quality, business and compliance of the organization. ISO 9001 was developed through the International Organization for Standardization. ISO 9001 is not specific to healthcare, but is highly relevant in its requirements to control documents, set quality objectives and take corrective/preventive action.

Quality Management & Performance Improvement

ISO 9001 Framework   **PDSA Cycle**
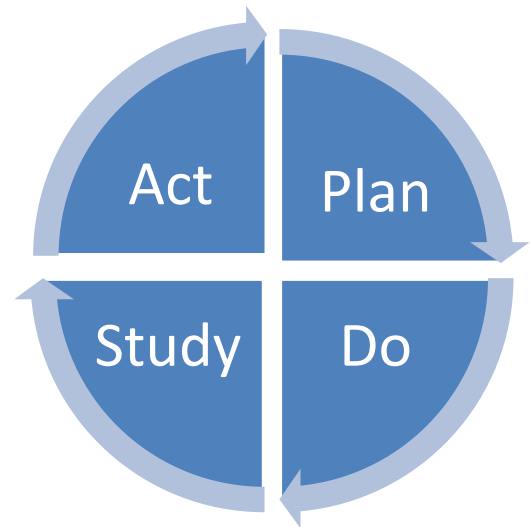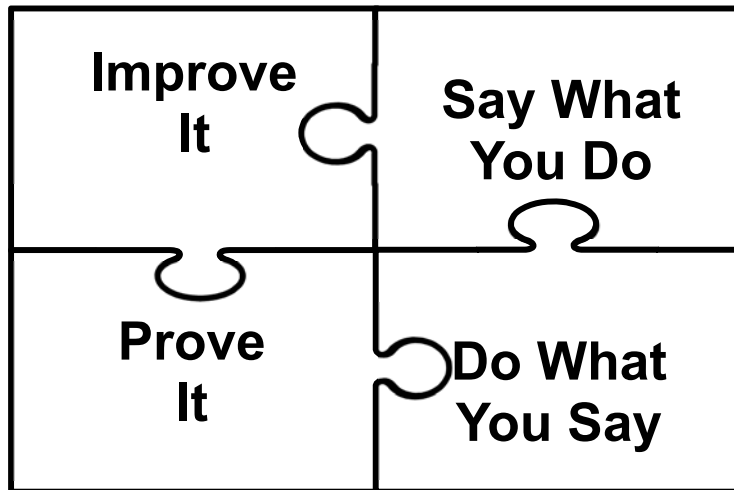
QUALITY POLICY EXPLAINED

AdventHealth Orlando has a Quality Policy that explains:

1. ***What IS Quality?***

Safe: *patients are not harmed during their care*

Timely: *patients are not made to wait*

Effective: *patients' underlying conditions are treated with the best evidence-based medicine*

Efficient: *patients are treated using the appropriate resources*

Patient-Centered: *patients are made to feel trust, belonging and hope in their care; patients and families are included in decision-making*

1. ***How do we deliver Quality in our services?***

By putting ISO 9001 principles into practice: engaging our workforce, partnering with physicians, servant leadership, continual improvement, adhering to best practices and innovation.

3. ***How do we manage Quality?***

Our management team sets ambitious targets, develops realistic plans with employee input and tracks performance with scorecards.

COMPASSPOINT

A GUIDE TO ADVENTHEALTH ORLANDO'S CODE OF CONDUCT

AdventHealth Orlando employees and temporary staff draw motivation and direction from eight strongly held principles that are called **Points of Integrity:**

1. **Fulfill regulatory responsibilities –** Committed to honoring all legal requirements.

2. **Provide excellent care –** Delivering medically necessary healthcare in a compassionate, respectful manner.

3. **Maintain accurate records –** Ensuring accurate and reliable patient and organizational records.

4. **Ensure appropriate official contacts** – Maintaining contacts with government officials and personnel in a professional manner, affirming the high integrity of the organization.

5. **Deliver financially responsible care** – Openness, honesty, and accuracy in billing for services.

6. **Advertise and communicate honestly** – Carrying out public and commercial communications in a manner consistent with AdventHealth's Mission.

7. **Strive for fairness in all activities** – Because conflict of interest can occur in any organization, practices are continually examined to identify, avoid, or eliminate potential areas of difficulty.

8. **Privacy of patient information** - AdventHealth is committed to maintaining the privacy of patient information. (Please see HIPAA Overview, on subsequent pages)

AdventHealth's **CompassPoint** program establishes multiple avenues to express concerns and seek guidance when questions arise. Temporary Staff are encouraged and expected to report any issues concerning potential compliance or corporate responsibility violations. In doing so, you will be:

- Treated with dignity and respect,
- Protected with confidentiality,
- Taken seriously,
- Not subjected to retaliation.

Check your own **COMPASS**

When following the right path, it's necessary from time-to-time to check your bearings and confirm your course:

1. Am I following the law?
2. Am I treating others as I would like to be treated?
3. Am I setting a good example?
4. Will I feel good about my actions tomorrow?
5. Would my actions look good on print or in the evening news?

6. Am I protecting patient's privacy?

7. Am I discreet when sharing patient's information?

Although AdventHealth strives to meet our expectations, responsibilities and high ethical standards 100 percent of the time, if you are aware of a situation that misses the mark, you may have a moral or legal responsibility to bring it to light. Several avenues are available to you:

- First, if possible, bring the issue to the supervisor in your department.

- If you are uncomfortable with the above, see or call your staffing contact.

- If these options are not available or if you have concerns about them, call the **GuideLine** any time, day or night, at **1-888-92-GUIDE.**

CONFIDENTIAL INFORMATION & HIPAA

HIPAA is the Health Insurance Portability and Accountability Act (Federal Law) that was developed in order to implement a national, uniform system of keeping patients records secure and private, as well as implementing a faster way to process health care claims. In addition, State and federal law provides for special legal protection of mental health records, HIV status, substance abuse treatment records, and patient safety information about individual patients and providers. Below is a brief description of important aspects of these laws that you should be aware of, even if you do not deal directly with these issues.

- PATIENT INFORMATION – Only access, use or disclose, on a legitimate business "need to know" basis, patient information for activities related to treatment, payment, and health care operations on behalf of the company. ALWAYS maintain the privacy of our patients' information.

- MINIMUM INFORMATION – Only access, use or disclose the minimum information necessary to perform our designated role regardless of the extent of access provided.

- NOTICE OF PRIVACY PRACTICE – Staff will provide patients with a Notice of Privacy Practices, which will inform patients of their rights with respect to protected health information as well as AdventHealth legal duties.

- RELEASE OF INFORMATION – Do not release information for purposes other than treatment, payment, and health care operations without written authorization from the patient, except as required by applicable federal, state, or local laws and regulations.

When patients come to AdventHealth they expect and trust their privacy and confidentiality will be protected. Patients have the right to come to the hospital without fear that information about them or their condition will be passed on to others. **Any breach of confidentiality, no matter how minor it may seem, can result in disciplinary action leading up to immediate dismissal for employees and Non-AH Staff.**

REMEMBER:

- NEVER use anyone else's computer password.

- NEVER give anyone else your computer password.

- ALWAYS be careful when faxing patient information – Use a cover sheet, and check the number before you press send.

- NEVER access patient data that is not needed to fulfill your job duties, including information on YOU, your family members, friends, or co-workers.

- ALL information is to be kept confidential.

- NEVER discuss a patient's problem with anyone other than health care providers and hospital employees treating the patient, the patient, or if the patient cannot make health care decisions on his or her own, with the patient's legally authorized decision maker.

- NEVER share information from quality assurance and risk management review or Patient Safety Work Product with non-hospital personnel. This confidential information should ONLY be shared with authorized hospital personnel.

- NEVER offer advice or personal opinion regarding staff, patients, families or other co-workers; be a sympathetic listener.

- NEVER volunteer information about staff.

- NEVER place documents that show patient's name in plain view; turn upside down.

Reporting Legal and Ethical Concerns

- We are expected to report problems we observe.
- We are to use the following process to report a situation that we believe may be unethical or illegal:
    1. Talk to your supervisor.
    2. If the concern directly affects the care being provided to a patient, complete an Event Report, as described in the Risk Management and Patient Safety section of this Manual. If the concern does not affect the care being provided, your supervisor may resolve the situation directly or refer the matter to other departments of the hospital for resolution.
    3. If for any reason you are not comfortable with the supervisor's response, see a Human Resources representative.
    4. If you still have a concern, contact the Corporate Responsibility Department directly at 407-303-2961.
    5. If none of these steps resolve your questions or concerns, or if you prefer, call the toll-free **GuideLine** at **1-888-92-GUIDE** or **1-888-924-8433**.
- You may call 24 hours a day, seven days a week. All calls are confidential and you may call anonymously if you choose.

If you report false claims or other fraudulent conduct or assist in an investigation, action or testimony, you are protected from retaliation under both federal and state laws.

RISK MANAGEMENT & PATIENT SAFETY

The mission of AdventHealth Orlando Risk Management department is to ensure a safe environment for:
- Patients   - Physicians
- Employees   - Visitors

Event Reports
The purpose of event reports is part of AdventHealth Orlando's commitment to patient safety. They are part of AdventHealth Orlando's Safety Evaluation System and are protected from disclosure under federal law. The goal of Event Reports is to promptly collect information that can improve patient safety and quality.
- Each employee is responsible to complete an event report

What is a "Clinical Event"?
Any event that has occurred outside the normal, routine activity of the hospital that may or may not have caused injury. This includes a *"Near Miss."*
*Examples:*
- Patient fall   - Wrong test
- Medication error   - Wrong patient

What should be done when a Clinical Event occurs?
- *Assess the patient and treat with necessary interventions*
- *Notify the physician for appropriate medical interventions, as clinically indicated*
- *Notify the supervisor of the area where the event happened, or your immediate supervisor*
- *Document a factual description of the event and interventions in the patient's medical record*
- *Complete a AdventHealth Orlando Intranet RiskMaster Event Report*

What is the RiskMaster Event Report?
- *An online electronic report form found on the AdventHealth Orlando Intranet*
- *Factual statement about the details involving a particular event*
- *A confidential document that becomes part of the Hospital's Patient Evaluation System that should not be disclosed to anyone except as permitted under federal law*
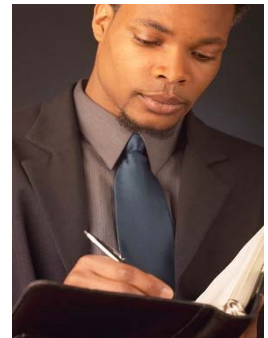
Who should complete the RiskMaster Event Report Form?
- *Any employee who discovers, witnesses, or becomes aware of an event involving a patient or visitor*

When should the RiskMaster Event Report Form be completed?
- *As soon as possible, after the patient's immediate medical needs are addressed*
- *Prior to the end of the employee's current shift*
- *If supervisory assistance is needed, submission may be extended one business day after the event*

When completing an electronic Event Report for the first time:
- *Ask your supervisor for assistance, or*
- *Contact the Risk Management Department*

What is the Patient Safety Evaluation System?
The Patient Safety Evaluation System is the system the hospital uses to collect, manage, and analyze information about patient safety and quality (patient safety work product) for reporting to a federally-listed patient safety organization,

What confidentiality rules apply to analysis and investigations in the Patient Safety Evaluation System?

The term "Patient Safety Work Product" means ANY data, reports, records, memoranda, analyses (such as root cause analyses), or written or oral statements which are assembled or developed by the hospital and its staff for reporting to a patient safety organization and which could result in improved patient safety, health care quality, or health care outcomes or which identify or constitute the deliberations or analysis of, or identify the fact of reporting pursuant to, a patient safety evaluation system.

It includes oral statements from staff members, data, and documents

For everyone working in the Patient Safety Evaluation System, the following rules apply:

1. All Patient Safety Work Product belongs to AdventHealth.
2. Patient Safety Work Product is used to create a blameless patient safety system dedicated to making positive changes in patient care and not towards discipline or punitive actions.
3. All Patient Safety Work Product is intended to be used solely for the Hospital's patient safety activities including review of all patient safety issues.
4. Disclosure of Patient Safety Work Product in a manner not authorized by the law may be a crime or result in a fine.
5. The Hospital, and all of its employees and providers have a legal duty to keep Patient Safety Work Product confidential.
6. Patient Safety Work Product should not be discussed outside of the patient safety evaluation system.
7. Patient Safety Work Product should never be disclosed to patients or to third-parties not involved in the patient safety evaluation system unless specifically authorized by the PSOrg Advisory Committee.
8. Patient Safety Work Product cannot be subpoenaed or disclosed in any civil or administrative proceeding and cannot be used for disciplinary actions.

By participating in the patient safety evaluation system, you agree to protect the confidentiality of the meeting (a) by not re-disclosing the communications or records developed and (b) by immediately notifying the hospital's PSOrg Advisory Committee of any request for such information by any third-party.

Revised -01-14-2019

Agency for Health Care Administration (AHCA)
- *State agency responsible for issuing the hospital's license to operate.*
- *Statutory oversight of the risk management processes.*
- *AHCA surveyors may visit the hospital to conduct "site visits" at any time during the day or night.*
- *Certain events that occur within the hospital may meet criteria that are reportable to the state.*
- *Should you become involved with a reportable event, the Risk Management Department will work directly with you and your immediate supervisor in a timely manner to ensure staying within the timeframes as determined by the state.*

What is a Sentinel Event?
- *An unexpected occurrence involving death or serious physical or psychological injury to a patient, or the serious risk thereof.*
- *Serious injury specifically includes loss of limb or function.*
- *Some examples:*
- *Wrong site surgery*
- *Patient fall with significant injury*
- *Wrong blood type administered to a patient*
- *Patient abduction*

What should I do if I become aware of a potential Sentinel Event?
- *Notify your immediate supervisor, who will notify Risk Management*
- *Sentinel Events are a type of Clinical Event that should be reported on the Risk Master Event Report Form*

What is Sexual Misconduct?
- *Sexual misconduct is inappropriate behavior of a sexual nature by an employee to a patient*
- *Sexually demeaning or seductive behaviors, both physical and verbal, between an employee and a patient are not permitted*

What if I become aware of an allegation of sexual misconduct?
Any allegation of sexual misconduct by an employee regarding a patient is to be reported to your supervisor who is to notify Risk Management immediately

Is there anything else I should do?
- *- Priority is to be given to provide a safe environment for the patient*
- *- Security is to be notified to assist in providing a safe physical environment for the patient*

Strategies to Prevent Medical Errors
- *Patient safety is AdventHealth's highest priority.*
- *Communicate, communicate, communicate!!!*
- *Introduce yourself and let the patient know what you will be doing*
- *Actively listen and respond to your patient and the family's concerns*

- *Ensure you have the correct patient by using two patient identifiers:*
    1. Patient first and last name AND
    2. Date of Birth

Note: If no Date of Birth, check the patient's Medical Record Number (MRN #) or Financial Information Number (FIN #), according to department policy

- *Follow the 5 Rights of medication administration*
    1. • Assess and reassess your patients
    2. • Be proficient and improve your skills
    3. • Know and follow applicable policies and procedures
    4. • Be proactive in completing RiskMaster Event reports
    5. • Make patient safety your first priority!

For More Information refer to: Patient Event, RiskMaster Event Form Policy # 305.750

INFECTION PREVENTION (CONTROL)

The goal of Infection Prevention is to reduce risks of healthcare-associated infections to our:
- Patients   - Physicians
- Employees   - Visitors

At AdventHealth, safety is very important. N**on-AH Staff** and employees must understand and follow several procedures to help reduce the risk of infection to both you and others. In this section, we will describe your risk of some of the more contagious diseases and explain how to prevent the spread of infection by:

1. Hand hygiene according to the World Health Organization (WHO) Five Moments
2. Enhanced (transmission-based) precautions
3. Immediate response and follow-up processes for blood and body fluid exposures and sharps injuries
4. Vaccines and annual health requirements
5. Cleaning and disinfecting surfaces and equipment as assigned and trained by your location supervisor
6. Risk prevention for construction-related infections
7. Access to AdventHealth Orlando Infection Prevention Department experts, policies and procedures

Hand-Hygiene

Hand hygiene is one of the simplest, most effective ways to prevent infection and is a top priority at AdventHealth!

- Hand Hygiene can be performed by either washing with soap and water for at least **20 seconds** or using one of the hospital provided gel or foam alcohol hand sanitizers. Some examples of when hand hygiene should always be performed include:

- After coughing, sneezing, or blowing the nose
- After using the bathroom
- Before and after patient contact
- Before putting on gloves
- After removing gloves
- After contact with items or equipment in a patient's vicinity
- When moving from a contaminated body site to a clean site
- After completing an unclean or dirty task and before moving on to your next task

The fifteen second, seven steps when washing your hands for best protection in infection prevention are:

1. Wet your hands,
2. Apply soap,
3. With friction, wash front and back of hands and between fingers and around thumbs
4. Rinse thoroughly,
5. Dry with paper towel,
6. Use towel to turn off faucet & open door,
7. Dispose of towel in receptacle.

What is the correct way to use the hand sanitizer?

- Get about a quarter-sized amount of foam sanitizer or quarter-sized amount of gel from the dispenser
- Rub the sanitizer all over your hands, fingers, thumbs and wrists until the sanitizer has dried.

How do you know when to wash with soap and water or just to use the hand sanitizer?

- Hand wash with soap and water if your hands are visibly soiled or if there is a sign on the patient's door that says "soap and water only."
- Use hand sanitizer if your hands do not have visible soil on them or there is no sign on the door to use "soap and water only".
- Hand sanitizer dispensers are mounted in the halls and all patient care areas of our hospitals and clinics. Sinks, soap and paper towels are also available.

Finger Nails and Artificial Nails

Non-AH Staff that provide direct patient care are required to adhere to the following:

- No artificial nails or nail extenders;
- Natural nail length that does not extend beyond the fingertip;
- Polish will be allowed, providing it is un-chipped and clear, or flesh tone.

What else should we do to protect ourselves and prevent infections?

Always follow standard precautions. Standard precautions are a set of infection control practices to prevent infections that can be spread through contact with blood, body fluids, non-intact skin (including rashes) and mucous membranes. These practices are to be used when providing care to all individuals, whether or not they appear to be infectious or symptomatic.

Standard Precautions include:
- Hand Hygiene
- Use of Barrier Protective Equipment (PPE)
- Needle stick and Sharps Injury Prevention
- Cleaning and Disinfection
- Respiratory Hygiene/Cough Etiquette
- Waste Disposal
- Safe Infection Practices

Personal Protective Equipment (PPE): The hospital provides the PPE you need to safely perform your job.

Examples of PPE include: Gloves, goggles, gowns, face shields, masks and N95 respirators.

The choice of PPE depends upon the type of precaution being used and the particular situation or task at hand. Choose and use the PPE you feel will protect you from risk based on the task at hand and your risk of exposure to blood or other potentially infectious body fluids. If you are not sure of how to use or where to find PPE, ask your manager, department educator or Infection Preventionist.

Examples of how you should select and use PPE:

- Wear gloves to protect yourself from for contact with blood, body fluids, mucous membranes, broken skin, or skin that may have an infection
- Wear a gown if you are likely to come in contact with body fluids, or if other infectious material is likely to touch you or splash you
- Using protective eyewear, masks or facial shields if body fluid is likely to splash into your eyes, nose, or mouth
- Wearing gloves when handling any soiled patient care equipment or soiled linen so that you do not spread infection

Your safety is important to us.
The AdventHealth Orlando Infection Prevention (Control) Policy and Procedures (P&P) are designed to protect one of our best assets - you! Please follow these policies and procedures and use all the safety devices that AdventHealth Orlando makes available to you.

Infection Prevention (control) policies, the Exposure Control plan, the Tuberculosis plan, and the OSHA Bloodborne Pathogen Standard can all be accessed on the AdventHealth Orlando Intranet.

Under "Policy Central" select "FH Policy and Procedures". Use the Search feature to locate the required policy, SOP or plan.

Each clinical area has an Infection Preventionist (IP) assigned to that area. If you wish to speak with an IP, please ask your supervisor for the name and number of the IP for your area, or call the **Infection Prevention (Control) Department at 407-303-3659.** After business hours, you may reach an on-call Infection Preventionist at **407-580-6235.**

As a Non-AH Staff, you will be screened for tuberculosis (TB). Non-AH Staff with a negative PPD skin test will be given clearance. A positive PPD skin test will require further testing.

Note: If the TB test protocol is not followed and is not read on time, the Temporary Staff will be responsible for the charge.

Health Care providers are required to be fit tested to wear the N95 respirator, North half-mask or PAPR that will be required to safely care for patients in airborne infection isolation. The hospital will provide the type and size N95 respirator you are required to used based on your initial and/or annual fit testing. You may not care for a patient on airborne precautions if you do not have the correct respirator available or cannot get a good seal. Let your manager know immediately if this occurs.

Health screenings and immunizations required prior to start of work at AdventHealth are the responsibility of non-AH staff contracted organizations. Proof of all screenings and immunizations are required from the contracted organization before non-AH staff begins work at our facilities.

Vaccines are an important part of protecting yourself, your family and your patients. Stay up to date on your immunizations and know your immune status for common vaccine preventable disease:
- Measles, mumps, rubella
- Varicella (chicken pox)
- Hepatitis B
- Tetanus, diphtheria, pertussis (Tdap one time)
- Influenza

Needlestick and Sharps Injury Prevention: The key to protecting yourself from sharps injuries is to use and dispose of these sharps properly.

What are some examples of sharps? Needles, glass tubes or pipettes, lancets, wires, anything than can stick you and draw blood. Always practice the following to protect yourself:
- Activate safety devices on needles and sharps immediately after use
- Discard used needles, lancets, other sharps in sharps containers at the point of use – no recapping, breaking or cutting of sharps
- Never overfill sharps containers (IP Policy 500.170)

In case of a blood or body fluid exposure or sharps injury, what kind of disease could you be exposed to?
- A dirty needle stick or splash to your nose, mouth or eyes gives you a
  - 33% chance of getting Hepatitis B
  - Almost 2% chance of getting Hepatitis C
  - 3/10% chance of getting HIV

The viruses that cause these potentially deadly diseases are called blood borne pathogens because they are spread when infected blood or body fluids makes contact with breaks in the skin or by splashes into our eyes, nose or mouth (mucous membranes). Your health and safety are extremely important, so do not take chances!

What should you do if an exposure or sharps injury occurs?
Report all blood or body fluid exposures to the 24-hour Exposure Needle- Stick Hotline.
ADVENTHEALTH 24-HOUR EXPOSURE HOTLINE
407-691-5490 OR 1-888-807-1020

In the event of a needle-stick or other exposure to blood or body fluids, please take these three easy steps:
1. First Aid first
    - Needle-stick and cuts should be washed with soap and water.
    - Get immediate medical assistance for any bleeding lacerations.
    - Splashes to the nose, mouth, or skin should be flushed with water thoroughly for 15 minutes.
    - Remove contact lenses first.
    - Eyes should be irrigated with large amounts of clean water or saline for at least 15 minutes

2. Report the incident to the staff contact or supervisor in your area of service.
3. Immediately, call the AdventHealth 24-hour Exposure Hotline at: 407-691-5490 OR 1-888-807-1020

References: Exposure Control Plan #500.001, Employee Clinic Policy #815.041; Blood or Body Fluid Exposure; Patient Rights# 010.048 Human Immunodeficiency Virus Testing-Healthcare Worker/source Patient.

Waste Disposal: Follow AH Waste stream management instructions for handling all types of waste in your department. Policy 610.018.

Safe Injection Practices:
    - Use a new needle and syringe each time a medication or vial or IV bag is accessed
    - Use a new needle and syringe for each injection

Cleaning and Disinfection
    - Disinfect any shared patient-care equipment after each use (examples: stethoscopes, blood glucose machines, wheelchairs, stretchers)
    - Use AdventHealth approved disinfectants
    - AdventHealth approved disinfectant wipes are available in all clinical areas
    - Most items can be disinfected by wiping touchable surfaces with the AdventHealth approved disinfectant wipes, however some equipment (e.g. Medication administration pumps) require documentation of specialized training to ensure effective cleaning. Ask your manager, educator or infection preventionist what is available in your department and how to use correctly.

- When working with chemicals or cleaning products potentially harmful to your skin or lungs, wear PPE based on the manufacturers recommendations for safe use of the product.

Respiratory Hygiene Cough Etiquette: Practice and teach measures to help prevent the spread of respiratory infections
- Cover your cough! Cough into a tissue or your elbow.
- Dispose of used tissues appropriately.
- Keep respiratory hygiene stations in your department stocked with masks, tissues, hand sanitizer, and signs to remind patients, staff and visitors to cover their cough!

Enhanced/Transmission-based Precautions & Contact, Droplet and Airborne Precautions

If one of the patients for whom you are caring has a suspected or diagnosed communicable disease, the patient will be placed on transmission-based precautions based on CDC guidelines.

Patients on transmission-based precautions will have a sign posted on their door. This "isolation" sign tells you the specific (and minimum) recommendations for you to follow when caring for the patient. Follow these guidelines to best protect yourself, your patients, and your colleagues from communicable diseases to which you may be exposed at work.

Remember, with all patients, even those on transmission-based precautions, hand hygiene plus selecting PPE based on your task at hand is required. Sometimes you may need to use more than what is recommended on the door sign, but never less!

Your clinical manager, educator or Infection Preventionist can show you where to obtain precautions signs for the doors. The signs available include:
- Yellow Contact Precautions signs
- Green Droplet Precautions signs
- Pink Airborne Precautions signs
- Salmon or Ivory "Use Soap and Water for Handwashing" signs
- Tan or brown Enteric/Contact Precautions for patients with diarrhea

Construction and Infection Prevention
Construction projects can produce a lot of dust that can make patients, healthcare workers and visitors sick. Each construction project is reviewed by the Infection Prevention and Safety Department to determine what kinds of barriers or processes must be followed to keep our patient care environment clean and free of contamination.

What can you do to help prevent infections related to construction?
- Be alert to any projects going on in your work area
- Cleanliness and safety are first and foremost. If you observe a safety risk, notify your manager or infection preventionist right away.

SAFETY, SECURITY and the PHYSICAL ENVIRONMENT

The Safety, Security and the Physical Environment program is designed to provide a safe place for patients, visitors and staff and is operated in compliance with:
- Federal and State regulations
- DNV/ NIAHO Accreditation Requirements

Physical Environment Disciplines
- Facility
- Life Safety Management System
- Safety Management System
- Security Management System
- Hazardous Material Management System
- Emergency Management System
- Medical Equipment Management System
- Utility Management System

Emergency Color Codes
- Code **Red** Fire
- Code **Pink** Infant / Child / Adolescent Abduction
- Code **Black** Bomb threat
- Code **Blue (Adult or Pediatric)** Cardio-pulmonary arrest (heart attack or medical emergency)
- Mass **Casualty** Prepare to receive patients due to mass casualty in the community
- Code **Yellow** Prepare for internal building evacuation
- Code **Green** Commence building evacuation
- Code **Orange** Hazardous material incident
- Code **O2** Loss of liquid oxygen

Emergency Announcements in Plain Language
- **Violent Situation –** thefts in progress, aggressive behavior, or any risk to life, health and property
- **Hostage Situation** – a person taken by force
- **Active Shooter/Armed Intruder** – a person engaged in killing or attempting to kill people
- **Stroke Alert –** Person showing new signs or symptoms of having a stroke.

Reporting an Unsafe Condition
- Unsafe conditions are to be reported to a Manager or Supervisor
- If dangerous to life and health– notify the AdventHealth Orlando Security Department
- Submit a Safety Management Action Report (SMAR) found at the Safety Department website

Security at AdventHealth Orlando
- Security is available at all hospitals 24/7
- Late-night workers will receive onsite escorts if you call 407-303-1916
- Non-hospital locations, dial 911 in an emergency

- From inside the hospitals, dial the following for **Security emergencies**:
  - Notify Security Operations Center (SOC)
    - Orlando – (407) 303-1515 (Cellphone users include area code)
    - All other hospitals - 1515   (Cellphone users dial Orlando number)
    - Non-hospital buildings – 911
- **Non-emergency** Security Operations Center (SOC) numbers are:
  - Orlando – (407) 303-1916 from inside the hospital; (Cellphone users include area code.)

Personal Responsibility
Employees are responsible for:
- Protecting their personal possessions and valuables
- Guarding their Employee ID's and computer passwords
- Protecting hospital property from unauthorized removal
- Requesting security escort on weekends and after hours

Non Heroic Measures: Especially When Witnessing a Crime
- Notify Security
- Write down as many details as possible (Location, description of person, weapons)

RESPONSE TO:
Code Pink: Infant / Child / Adolescent Abduction
Person Discovering Abduction:

1. Call to have Code **Pink** announced
   - • Orlando, Celebration, Winter Park, Altamonte, Apopka and East –1090
   - • Kissimmee and Winter Garden – 6000
   - • Lake Mary - #8132-01
2. Notify Security Operations Center (SOC)
   - At Orlando (407) 303-1515
   - Inside all other hospitals -1515
   - Inside non-hospital buildings - 911
   - Security will notify 911

When You Hear Code Pink Announced:
1. Move to the closest exit or hallway intersection
2. Watch for individuals who fit the description of the abductor
   - *a person carrying a purse, bulky package, box, or duffle bag*
   - *a person carrying an infant or pushing a toddler in a stroller*

Code Red: Fire or Smoke
When a fire alarm is activated, you will hear the words "CODE **RED**" and the location of the fire announced in the overhead paging system. If the emergency is not in your area, check to see that the smoke barrier fire doors to your area have been securely closed, and resume business as usual while

carefully listening for further announcements or instructions relative to the fire emergency. **It is important to know the location of fire extinguishers, fire alarm pull stations, and fire exits in your area, beginning with your first day of training**. If you have any questions, ask your staff contact.

Critical Actions When You Discover a Fire
When a fire is discovered, there are some important steps that should be taken to protect human life and minimize damage to the facility. These crucial actions may be remembered by the acronym RACE.

> **R – Remove** person(s), close door, announce "**Code Red**,"
> **A – Activate** the fire alarm,
> **C – Close** all other doors,
> **E – Evacuate** the rest of the area.

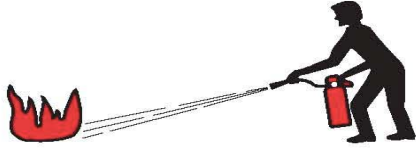If the fire is small, you can smother it with a blanket, pillow, or use a fire extinguisher.

Fire Extinguishers
Fire extinguishers are located throughout all AdventHealth Orlando campuses. They are to be used by anyone if the need arises on small types of fires. The **ABC** extinguisher is used on all types of fires. When using a fire extinguisher, remember the word **PASS**.

1. HOLD EXTINGUISHER UPRIGHT AND PULL THE RING (SAFETY) PIN

2. STAND BACK FROM THE FIRE AND AIM AT THE BASE OF THE FIRE NEAREST YOU

3. SQUEEZE HANDLES TOGETHER AND SWEEP THE EXTINGUISHER STREAM SIDE TO SIDE

REMEMBER THIS SIMPLE WORD - PASS

Pull Aim Squeeze Sweep

PROPER BODY MECHANICS

Using proper body mechanics can significantly reduce your risk of injury.
- Maintain the normal curves of the back,
- Plan your movements ahead of time,
- Do not remain in one position for an extended period of time,
- Maintain a wide, stable base while you are standing,
- Turn, by using your feet, rather than twisting.
- Keep your stomach muscles firm while lifting and participating in daily activities,
- Keep items close to body when lifting or carrying,
- Lift with your legs, NOT with your back (bend your knees when lifting),
- If possible, always push instead of pull,
- REMEMBER to ask for help if you need it.

RE-ORIENTATION – BARE Facts (Patient Safety Handbook)

Once a year you will receive a mandatory education module called "BARE Facts." This material reviews the basics learned in your Non-AH Staff Orientation: Fire Safety, Infection Control, Risk Management, Confidentiality, Hospital Codes, etc. AdventHealth Orlando is required by its accrediting organization, DNV (Det Norkse Veritas), to have you complete BARE Facts. This is a mandatory expectation.

AdventHealth
Orlando

1. **Sign-On**:

   I understand access to the system needs to be protected, and will not reveal my Password to anyone.
   I understand that an individual ID/Password is an electronic signature and will not intentionally use someone else's or leave a system unattended where mine is signed-on.

2. **Confidential Information.**

   I understand that I may have the right to access confidential information, but will take care only to access what I need for performing my job.
   I will adhere to all legal and ethical standards in protecting confidential information both on and off the job and, especially, with all laws concerning patient's Protected Health Information (HIPAA), substance abuse and mental health records, HIV status, and Patient Safety Work Product.
   I will not intentionally give out confidential information to those who don't have a legitimate business need-to-know, and I will take reasonable care to make sure that unauthorized people do not see/overhear it, that reports are stored in a safe place, and that unneeded information is properly disposed.
   I understand that any inappropriate or unauthorized retrieval/review/sharing of private patient or employee information with unauthorized people may result in disciplinary action which could include termination.
   I will not give confidential information to anyone who is not authorized to have it.
   I will not discuss confidential information when unauthorized people might overhear it.
   I will not leave confidential information where unauthorized people might see it.
   I will access confidential information only during my tour of duty.
   I will not access confidential information which is not needed to perform my job.
   I will not take confidential information out of my authorized work area.
   I will store confidential reports in a locked secure area.
   I will destroy unneeded confidential information by having it shredded, burned, or returning it to the area that produced it.

I have read and do understand my responsibilities and obligations under this policy, and have signed my acknowledgment to adhere to its terms:

NON- AH STAFF/TEMPORARY STAFF CONFIDENTIALITY STATEMENT

Non-AH Staff Name (Print) _____

Non-AH Staff Badge #_____ Cost Center #_____

Department Name_____ _____Job Title_____

Non-AH Staff Signature: _____ Date_____
(ORIGINAL STATEMENT to be kept on file in department)

Revised -01-14-2019

NON-AH STAFF/TEMPORARY STAFF ORIENTATION REVIEW
Circle the appropriate answer for the following questions.

1. The most powerful defense against the spread of infectious germs is:
    A. Antibiotics
    B. Isolation techniques
    C. Hand washing
    D. Face masks

2. Any breach of confidentiality is grounds for:
    A. Reprimand
    B. Imposed probation
    C. Demotion
    D. Suspension
    E. Termination
    F. All of the above

3. An event report form is a factual statement about the details involving a particular incident. How important is it to complete the form as thoroughly as possible?
    A. Highly important
    B. Slightly important
    C. Not important
    D. No need to complete one

4. What is ISO 9001?
    A. An international standard by which organizations manager and regulate the quality of nutritional services.
    B. A national standard created by Joint Commission to ensure regulatory compliance is met within an organization.
    C. An international standard by which organizations manage the quality, business and compliance of the organization
    D. A standard created by AdventHealth Orlando used to regulate and manage business partnerships with our organization.

5. The acronym RACE is used to remember crucial actions when fire is discovered. The C in RACE stands for:
    A. Call for help immediately
    B. Code Red
    C. Remain Calm
    D. Close doors

6. AdventHealth's Mission is to "Extending the healing _____ of Christ".
    A. Ministry
    B. Hand
    C. Heart

7. Living the Service Standard "Keep Me Safe" is evidenced by:
    A. Protecting privacy and confidentiality
    B. Keeping my environment clean
    C. Following the dress code and wearing my badges correctly
    D. All of the above

8. The "Minimum Information" rule says that employees are allowed to share information…
    A. With anyone, at anytime
    B. Only the amount necessary to do my job
    C. With my supervisor at anytime

Revised -01-14-2019

NON-AH STAFF/TEMPORARY STAFF

ORIENTATION ACKNOWLEDGEMENT

This is to certify that I, _____, have read the

Non-AH Staff Orientation Manual and Policies and Procedures; and have received

Orientation in the following areas:

- ✓ Mission, Vision, Values and Service Standards
- ✓ Living Our Values
- ✓ Culture of Excellence
    - ▪ The Patient – Staff Experience
    - ▪ Diversity and Inclusion
    - ▪ Equal Employment Opportunity
- ✓ Quality & Performance Improvement (DNV & ISO 9001)
- ✓ CompassPoint/Code of Conduct
- ✓ Confidentiality - HIPAA
- ✓ Safety and Environment of Care
    - ▪ Fire Prevention
    - ▪ Disaster and Emergency Codes
    - ▪ Security
- ✓ Infection Prevention
    - ▪ Hand washing
    - ▪ OSHA Bloodbourne Pathogen Information
    - ▪ Standard Precautions - PPE Personal Protective Equipment
    - ▪ Needle Stick Hotline
- ✓ Risk Management

_____
Signature – Non-AH Staff

_____
Date

NON-AH STAFF/TEMPORARY STAFF INSTRUCTIONS AND ATTESTATION FORM

AdventHealth Orlando requires that all Non-AH Staff/Temporary Staff who provide patient care and/or services on its behalf, participate in an orientation program prior to the start of an assignment. Participation is mandatory; therefore, Orientation packets are provided to facilitate completion of this requirement. You are receiving this packet because you are designated a Non-AH Staff/Temporary Staff and required to complete this packet prior to the first day of your assignment.

This packet contains:
- ✓ Non-AH Staff/Temporary Staff Orientation Manual
- ✓ Statement of Confidentiality (HIPAA)
- ✓ Orientation Manual Review
- ✓ Attestation Form (below)
- ✓ Orientation Acknowledgement sheet

Instructions on completion of the Non-AH Staff/Temporary Staff Orientation Packet
Check each as completed:
____Non-AH Staff/Temporary Staff has completed the AdventHealth Orlando Orientation Review.
____Non-AH Staff/Temporary Staff has read and signed the Confidentiality Statement.
____Non-AH Staff/Temporary Staff has signed the Orientation Acknowledgement sheet.
____Non-AH Staff/Temporary Staff and supervisor have signed and dated the Attestation form. (below)
____Non-AH Staff/Temporary Staff has read and completed the Non-AH Staff Orientation packet, Orientation Review, Orientation Acknowledgement Sheet, Confidentiality Statement, Time and Adjustment Form, and Instruction and Attestation Form and is ready to submit to Human Resources for ID process, etc.

To be completed by Contracted Agency, School Instructor and / or AH Department Manager:

Name of Non-AH Staff: _____

First day of assignment: _____

Anticipated Last day of assignment: _____

AH Department of assignment: _____

AH Department Manager: _____

AH Department Mgr. contact #:_____

AH Department Cost Center #:_____

NON-AH STAFF/TEMPORARY STAFF ORIENTATION ATTESTATION FORM

This is to verify that I, _____, have read the Non-AH Orientation Handbook, and I have completed the Orientation Quiz, and signed the confidentiality statement.

_____   _____
Non-AH Staff Signature   Date   Supervisor / Witness Signature   Date

_____   _____
Employee ID   Number   Supervisor / Witness Name (Print)

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