

# ORIENTATION

## Overview

The job shadowing program at Island Hospital is designed to promote the health-care professions while safeguarding patient privacy and health. The following pages will cover the job shadowing dress code, safety information, and security and privacy policies as they apply to job shadowing. Your participation in the job shadowing program requires compliance with these policies.

## Dress Code

- DO wear clean and professional clothing: Example: khaki pants, a polo-type shirt and closed-toe shoes.
- DO wear the name badge provided to you.
- *DO NOT* wear inappropriate clothing - Examples: denim, baggy pants, short skirts, midriffs, low-cut tops, open-toe shoes, scrubs, lab coats.
- Cell phones are NOT part of the job shadow uniform and their use is prohibited during job shadow hours. Please restrict checking your phones to lunch times or break times.

## Health Requirements

- Each Job Shadow candidate must have received and have record of:
  - Current tuberculosis (TB) screening test (<12 months from start or participation date) or chest x-ray report and physician documentation of clearance if known positive TB test history.
  - Annual influenza (flu) vaccination (Sept-May) or physician documentation for medical declination.
  - Two doses of measles, mumps, and rubella (MMR) vaccine or positive lab titers.
  - Tetanus, diphtheria, pertussis (Tdap) vaccine; one dose in adulthood or declination.
  - Two doses of varicella (chickenpox) vaccine or positive lab titer.
- All records listed above will be reviewed for clearance by our Employee Health Nurse prior to approval for on-site participation.

## Safety

- Hospital staff has been trained for many safety situations.
- Remain with the staff member that you have been assigned to shadow.
- In case of fire, weather or medical emergency, follow your sponsor's instructions.
- If you have a latex or other significant allergy or medical condition, please advise your sponsor.
- If you are feeling sick, have a contagious disease, or are coughing or sneezing, reschedule your job shadowing experience.
- Report any injuries or illness that occurs during your job shadowing experience to your sponsor.
- In a clinical setting, avoid the spread of germs.
  - Cover mouth and nose with tissue when coughing or sneezing.
  - Dispose of tissue in waste basket.
  - If tissue is not available, use upper sleeve, not hands.
- Clean hands after coughing or sneezing.
  - Wash hands with warm water and soap.
  - Clean with alcohol-based hand cleaner.

## Job Shadow Orientation

### Island Hospital

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## **Patient Privacy and Confidentiality**

### **Patient Privacy**

There are many regulations to ensure patient privacy. Regulations are only part of the reason to take patient privacy very seriously. It is critical in healthcare to protect patient privacy. Patients who do not trust their providers to keep their information confidential may withhold details that are needed to effectively care for them.

During the job shadowing experience you may encounter patients or patient information. You must not disclose this information to anyone, under any circumstances. As a condition of participation in the Job Shadow Program at IH, all students must sign a Confidentiality Agreement prior to their scheduled shadowing experience. Any violation of this agreement may result in civil and/or criminal penalties under federal and state law.

### **Confidentiality Situations**

When participating in the Job Shadowing Program you may experience:

- Seeing a girl you went to school with in the maternity area with her newborn baby.
- Seeing a teacher or former teacher in a hospital gown.
- Seeing a friend from church in the hospital that you think the Pastor should know to visit him/her.
- Recognizing a public figure receiving treatment.

Any information about any patient being treated or seen in hospitals CANNOT be shared. You should not discuss people and patients you may see at the hospital. Patients like to keep their medical conditions private and do not want anyone to know they are receiving care. Patients have the right to confidentiality.

If you see someone you know:

- DO greet them by saying hello.
- DO continue on with your job shadowing experience.
- DO NOT ignore them.
- DO NOT ask them why they are in the hospital.
- DO NOT tell other people you saw them.

### **Further Considerations:**

- How would you feel if your doctor discussed your health with people and it went around school?
- How would you feel if someone announced your pregnancy before you could tell your close friends and family?

Fortunately, your doctor is legally required to protect your health information. Always remember that patient privacy is the priority. All staff is trained to protect patient privacy including:

- Clinical staff
- Maintenance staff
- Food Services staff

It may be difficult to decide what you can tell others who ask about your job shadowing experience

- DO share general information about the unit and department you visited.
- DO tell about the staff you met and worked with.
- DO share the types of procedures and healthcare provided.

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## Additional HIPAA Questions

HIPAA questions

-Visit [www.hhs.gov/ocr/privacy](http://www.hhs.gov/ocr/privacy)

## Safety Training – Emergency Codes

<b>Code Red:</b>	Fire
<b>Code Blue:</b>	Cardiac/Respiratory Arrest
<b>Code Gray:</b>	Combative Person
<b>Code Silver:</b>	Person with Weapon/Hostage Situation
<b>Code Orange:</b>	Internal hazardous material spill
<b>Code Amber:</b>	Infant or Child Abduction
<b>Trauma Code:</b>	Major Trauma Patient in ED (Either a full or modified)
<b>Rapid Response:</b>	Summons the Rapid Response Team
<b>External Triage:</b>	External Disaster
<b>Code Delta:</b>	Activation of Hospital Decontamination
<b>Internal Triage:</b>	Internal Disaster
<b>Code Evac:</b>	Notification of pending evacuation

### Code Red - Fire

“Code Red & location” is announced 3 times over the PA system.

IF the fire is in your area:

- **Rescue** patients, employees and visitors from danger.
- **Activate** nearest pull station and clear hallways.
- **Contain** the fire. Close doors.
- **Extinguish** if possible, evacuate if ordered.

IF the fire is NOT in your area:

- Stay where you are.
- Close doors.
- Keep patients and visitors calm.
- Wait for “All Clear” page or further instructions

If you are present in the Main Hospital when there is a Fire:

(this includes Inpatient areas, ED, Diagnostic Imaging, Lab, Central Registration, Surgery, Dietary, Materials Mgmt, Volunteers, IHRC, Home Health, Medical Records, Administration and Engineering.)

- Rescue patients, employees & visitors from danger.
- Activate nearest pull station and evacuate to the next fire compartment (fire compartments are separated by closed fire doors)
- Wait for further instructions.

If you are present in an area NOT in the Main Hospital when there is a Fire or Fire Drill:

(this includes Fidalgo Medical Associates, Anacortes Family Medicine, Oncology Clinic, Cardio-Pulmonary Rehab, Island Surgeons, Patient Accounts, Human Resources, Information Systems, Finance, Sleep Lab and Outpatient Rehab)

- Rescue patients, employees & visitors from danger.
- Activate nearest pull station and evacuate the building.
- Wait for further instructions.

**UNDER NO CIRCUMSTANCES SHOULD YOU GO THROUGH CLOSED FIRE DOORS!** These doors are to contain any smoke and prevent fire from spreading.

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### **Code Blue –Cardiopulmonary Arrest**

HEART OR RESPIRATION STOPPING (Adult, Child, and Infant)

Purpose – To communicate and mobilize the immediate arrival of emergency equipment and specialized personnel to an adult or child whose heart or respiration has stopped.

“Code Blue and location” will be announced overhead 3 times. It is important that only those on the Code Team respond to the code.

### **Code Gray – Combative Person (Patient/Visitor/Staff)**

“Code Gray & location” will be announced overhead 3 times.

Code Gray buttons are located at the Central Registration desks, ER registration, inpatient admitting, ER, labor and delivery, pharmacy, main lobby reception desk, gift shop, cardiopulmonary rehab, oncology, patient accounts, Island Hospital Resource Center (IHRC), and West Main.

- Upon hearing the Code Gray, all available personnel are requested to appear & seem to be working normally.
- Do not make eye contact or seem confrontational.
- Do not interfere unless there is physical danger.

\*\*\*Sheer number of people present should calm the situation\*\*\*

If the person has a weapon, use Code Silver instructions (DO NOT PAGE THIS OVERHEAD, CALL 911)

### **Code Silver –Weapon or Hostage Situation**

Purpose: To call a response team to assist staff in managing and/or de-escalating a potentially threatening situation and gain the cooperation of a person with a weapon or who has taken hostages within the facility or its grounds.

- Do not respond unless specifically assigned to respond; the area should be evacuated of all nonessential personnel.
- Do **NOT** call Code Silver overhead – **call 911**.

911 should be called immediately and staff should await arrival of Anacortes Police Department.

Employees outside of the danger area shall give the appropriate plain language announcement overhead.

- Active Shooter - “Security Alert, Security Alert. Active Shooter. (location)”
- Violent Intruder – “Security Alert, Security Alert. (description of threat)(location)”

### **Code Orange-Hazardous Material Spill or Release**

Purpose: To communicate and activate a response that will protect patients, staff, and others in case of a hazardous material spill or release, identify unsafe exposure conditions, and help to safely evacuate an area if necessary with the health care facility or on its grounds.

“Code Orange and location” will be announced overhead 3 times. Housekeeping staff has been trained to respond to internal hazardous spills.

### **Code Amber Alert-Infant/Child Abduction**

Purpose: A Code Amber Alert should be initiated when an infant or child is missing or suspected abduction.

“Code Amber Alert” will be announced 3 times. The main concern is to keep the infant/child unharmed.

- Do NOT be confrontational: Observe any defining qualities of the suspected abductor (color of eyes, hair, clothes, shoes, height, weight, build, gender, race).
- Take note if they are carrying any bags, backpacks, suitcases or anything that could possibly hold a newborn.
- If possible, get the color, make, model and license plate number of vehicle and direction headed.
- Any personnel near an entrance/exit are to remain there and observe until “All Clear” is announced.

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- DO NOT let anyone in, except nursing personnel with a proper Hospital ID badge or responding law enforcement personnel.
- Each department is responsible for searching their own areas.
- Engineering and Housekeeping personnel will assemble at Labor & Delivery entrance and search the facility.

### **Code Evac – Full or Partial**

Purpose: To notify staff of a pending Evacuation of our healthcare facility

“Code Evac Full or Partial” will be paged overhead 3 times.

A partial evacuation means only one area is going to be evacuated at this time. The patients and staff will not be evacuated outside of the hospital.

A full evacuation means we will be evacuating all patients and staff out of the building. Follow the Evacuation Manual for your area.

### **Clearing a Code**

Purpose: To notify everyone in the facility that the code previously announced is now cleared.

“Code (insert code name) all clear” - Paged overhead 3 times.

Example: “Code Red all clear, Code Red all clear, Code Red all clear.”

## **Infection Control**

### **Infection Facts**

- You do not have to look sick to spread an infection. Infectious organisms may be present even when signs/symptoms or a diagnosis are absent.
- If you are exposed to an infectious organism you might not become sick if you are immune or resistant.
- You become sick when a large enough dose of an infectious organism overcomes your defense systems (immunity).

Infectious organisms can be spread by the following routes: direct contact with blood, or respiratory droplets, or contact with other body substances such as contact with tiny airborne particles which form when moisture evaporates from large droplets.

### **Infection Precautions**

Standard Precautions include:

- Personal protective equipment (PPE)
- Safe work practices
- Effective sanitation / housekeeping
- Report to the Emergency Department for evaluation of exposures

Personal protective equipment is used to avoid contact with blood/body substances:

- Gloves
- Cover gowns/aprons
- Masks
- Goggles/glasses
- Face shield
- Resuscitation equipment

### **Hand Hygiene**

- After using the rest room
- After removing gloves
- Before and after patient contact

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#### Hand Disinfectants

- Use hand disinfectants unless hands are soiled.
- Apply product to one hand and rub hands together covering all surfaces of the hands and fingers until evaporated.

#### Handwashing

- Use soap for 15 seconds. Rinse hands well and dry with paper towel.

#### **Standard Precautions:**

##### Respiratory Etiquette

Standard Precautions including respiratory etiquette are used at all times. Indications for respiratory etiquette include:

- Cough
- Congestion
- Rhinorrhea (Runny Nose)
- Mild Respiratory Infection

#### **Seasonal Influenza**

The “flu” is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu vaccination each year.

**\* If it's influenza season, you are required to receive the flu vaccination 10 days before your job shadow.**

#### **Influenza Transmission**

Infectious Period (How long will I be contagious?)

- Adults- 1 day before and 5 days after the onset of symptoms
- Children- 2-3 day before and > 10 days after the onset of symptoms
- Persons who have a compromised immune system can shed the virus for weeks to months.

#### **Influenza Vaccine Myths**

*“The flu shot can give me the flu”*

- Injectable influenza vaccine is not a live virus and cannot transmit the virus.
- It takes 10-14 days for the vaccine to become effective--people who develop influenza after vaccination were probably exposed to the virus before it was effective.

## **Review**

#### **Sick Policy Review**

If you are feeling ill the day of your job shadowing experience:

- DO stay home and reschedule your job shadowing experience.
- DO call the Island Hospital Employee Health line at 360-299-4955 if you are unsure as to whether or not you should stay home and reschedule, or if you have been exposed to an infectious illness while at Island Hospital.

#### **Dress Code Review**

When considering the appropriate attire for your job shadowing experience:

- DO wear clothing that is clean and professional such as khaki pants, a polo-type shirt and closed-toe shoes.
- DO wear the name badge provided to you.

#### **Patient Information Review**

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- Access to electronic patient information is a privilege.
- Access to electronic patient information requires a login and password.
- Access to electronic patient information is not allowed by job shadowing program participants.

### **Patient Privacy Review**

While job shadowing, if you see someone you know in the hallway:

- DO smile and say "Hello!"
- DO continue with your job shadowing experience.
- DO NOT ignore him/her entirely.
- DO NOT ask her why she is here.
- DO NOT engage in conversation.
- DO NOT repeat anything she has told you of her own free will.
- DO NOT let your parents know you saw them.

### **Confidentiality Review**

After your job shadowing experience:

- DO discuss the unit and department you visited.
- DO talk to your friends, family and teachers about if you will pursue a career in healthcare.

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