

Orlando Health Education

Self-Learning Packet 2016

Essentials of a Safe Care Environment

For Orlando Health Non-Team Members, Students, and Orlando Health
Team Members in a student role



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Introduction

Purpose

This orientation packet contains the information you need to have a safe and healthful experience while working at Orlando Health. Bloodborne Pathogen training is included in the Infection Control & Transmission Based Precautions section. Additional in-service training may be required for your specific work locations. This packet meets regulatory requirements for our organization.

It is important that you read each section carefully and understand the information presented to you.

If you have any questions, please refer to the information provided or speak with your instructor.

Instructions

1. Complete all the following on the answer sheet:
 - ✓ Name
 - ✓ Department Name or School Name
 - ✓ Today's Date
 - ✓ Title of Program/Packet (Regulatory Education)
2. Read the entire self-learning packet.
3. Answer the post-test questions on the answer sheet provided.
4. Return the answer sheet and this orientation packet to your instructor or to Education & Development Department (**only** if instructed).

About Us

Orlando Health is a \$2.1 billion not-for-profit healthcare organization and a community-based network of physician practices, hospitals, and outpatient care centers throughout Central Florida. The organization is home to the area's only Level One Trauma Centers for adults and pediatrics and is a statutory teaching hospital system that offers both specialty and community hospitals. Nearly 3,000 physicians have privileges at Orlando Health, which is also one of the area's largest employers with more than 15,000 employees who serve nearly 2 million Central Florida residents and more than 4,500 international patients annually. Additionally, Orlando Health provides more than \$270 million in support of community health needs.










Our Mission, Vision & Values

Orlando Health will continue to grow and change to meet the needs of our patients today and in the future. YOU are an essential part of that future. When building something new, it is important to have a solid foundation. At Orlando Health, this foundation has three parts: Mission, Vision & Values.

	<p>Our Mission</p> <p>To improve the health and quality of life of the individuals and communities we serve. Achieving our mission is always a work in progress. It requires that we grow and change.</p>
	<p>Our Vision</p> <p>A trusted leader inspiring hope through the advancement of health.</p>
	<p>Our Values</p> <p>People, quality & community. This is what matters most to us; they are the things that do NOT change. When faced with choices, our values direct our actions.</p>

Our Promise

	<p>Positive Attitude</p> <p>We promise to demonstrate a Positive Attitude every day, because we believe that caring for our patients is an honor.</p>
	<p>Respect</p> <p>We promise to treat all of our patients, visitors and fellow caregivers with compassion, dignity and Respect.</p>
	<p>Ownership</p> <p>We promise to take Ownership in creating a positive experience for every patient.</p>
	<p>Mindfulness</p> <p>We promise to be Mindful of our actions, providing safe, quality care focused on the unique needs of each patient.</p>

	<p>Inclusiveness</p> <p>We promise to be Inclusive when caring for our patients by appreciating and valuing everyone and their individual opinions and ideas about their healthcare needs.</p>
	<p>Superior Communication</p> <p>We promise to provide Superior Communication when caring for patients by keeping everyone informed about and involved in their care plan.</p>
	<p>Exceed Expectations</p> <p>We promise to do everything we can to Exceed Expectations of each patient and guest, by going above and beyond in anticipating needs and providing exceptional care.</p>

Population Health Management

Population Health is a term used to describe the future of healthcare. The focus is to improve the health of populations by encouraging healthier lifestyles.

Population health management is critical to our success in delivering the highest quality care across the entire care continuum.

We will be coordinating care before our patients are in our hospitals, during and after.



Care Coordination Process

The care coordination process will involve all of our care teams in:

1. Improving the effectiveness of chronic disease management.
2. Improving access to care
3. Promoting wellness and preventive services that improve quality of life

Care Coordination Initiatives

- Communicating with patients more accurately about their expectations on wait/stay times and discharge times.
- Implementing the Rapid Assessment Care Environment Program or RACE Track.
- Adding new role of Navigator in the Emergency Departments.
- Eliminating the concept of the “waiting room”.
- Establishing the Logistics Call Center.

Security

Why Security?

Our patients need to know that hospital, clinics and other areas are protected so they can feel safe when they come here.

Team members need to feel safe and protected so they can focus on providing the best quality care.

Security is a Shared Responsibility

Security is a shared responsibility. Security officers are focused on creating a safe environment at Orlando Health, but it does not stop there. In the same way you share responsibility to protect our patients, protect each other and protect corporate property.



Workplace Violence

Any team member, who experiences, observes or has knowledge of actual or threatened workplace intimidation or violence has a responsibility to report the situation as soon as possible to any member of the Human Resources management team or any member of the Orlando Health management team.



This includes threats or acts of violence, aggressive behavior, offensive acts, and threatening or offensive comments or remarks.

In the case of either an actual or imminent act or threat of violent behavior by a team member, or any incident in which a third party poses the risk of harm, call the appropriate Security Office immediately.

See Something, Say Something

Call Security if you see objects (backpacks, packages, envelopes, etc.) that:

- Are hidden.
- Contain batteries, wires, notes or cell phones.
- Emit a suspicious cloud, mist or odor.
- Look out of place or are left unattended.

Call Security if you see suspicious behavior like:

- A person asking questions about staff, operations and/or security.
- A person who abandons a package and leaves quickly.
- A person that is not appropriately badged.



Contacting Security

Call Security if:

- You observe a suspicious activity or persons on or near hospital property.
- You see property damage or if you suspect that something has been stolen.
- You observe suspicious packages anywhere on campus.
- You need an escort to your car.



Additionally, security officers can be found in designated permanent locations inside hospital facilities.

If you see people in your area you do not know or who are not wearing a team member ID badge, ask if you can help them. If they ignore you or act suspicious, call Security immediately.

Security can be contacted at the following phone numbers. Note the numbers vary according to the campus:

Location	Phone
Any hospital building:	4321
Any non-hospital building:	321-841-5600, you may need to dial 9 to get an outside line.
Non-hospital buildings (for emergency response):	911 (Police Dept.) – may need to dial 9 first to get outside line

Additionally, security officers can be found in designated permanent locations inside hospital facilities.

If you see people in your area you do not know or who are not wearing a team member ID badge, ask if you can help them. If they ignore you or act suspicious, call Security immediately at 4321 or 321-841-5600.

How to Prevent Incidents

- Lock your vehicle.
- Keep Windows rolled up and valuables out of sight.
- Register car with Security.
- Obey posted speed limits; in parking garages, the speed limit is 9 miles per hour.
- Watch out for pedestrians when driving around campus or in parking garages.
- Lock all doors and windows to your work area when not in use.
- Leave valuables such as jewelry, cash and credit cards at home.

Assisting Visitors

Visitors are everywhere, and they often need our help. Ways you can help include:

- Watch for visitors who seem to be lost.
- Help visitors find their destination, guest parking areas and waiting areas.

Your ID Badge

The primary purpose of your ID badge is to identify you as a team member, student, contractor, etc.

It also authorizes access to your work areas with a simple wave as long as you care for it properly.

Your badge must be visible and above the waist at all times when you are in an Orlando Health facility.

Caring for Your ID Badge

To keep your badge working, take the following steps.

- **Keep the badge intact:** Don't make holes in your badge with pins or punches and don't place any unauthorized stickers on your badge.
- **Clean your badge with soap and water:** Never use solvents like alcohol or acetone.
- **Protect your badge from heat and sunlight:** Don't leave your badge in a hot car.



Your Parking Decal

You must register your vehicle with Security. They will give you a parking decal that must be **permanently affixed** to the windshield of your vehicle. Vehicle registration information must be entered online using SWIFT before a decal can be issued.



Motorcycles must be registered, but owners do NOT have to obtain a parking decal as long as they park in motorcycle designated parking.

Fire & Life Safety

Life safety and fire prevention rules have been developed to keep our buildings and everyone in them safe. You can help keep patients, visitors and us safe by knowing how to prevent fires and life safety deficiencies.

Knowing how to appropriately respond to a fire incident can also prevent harm and help prevent or reduce damage to buildings during a fire which can allow us to continue providing quality care.

Doors

Smoke/fire doors cannot be obstructed.

Doors with self-closure must never be propped open - except during maintenance, repair or cleaning and where fully attended.

All doors must open to 90° so no storage behind the door.

Emergency Response Items Access

It is important not to block emergency response items so you can access them quickly in an emergency. Follow the rules below to be prepared:

- Never obstruct access to emergency response items such as fire extinguishers, pull stations, medical gas shut-off panels, fire/smoke rated doors, electrical panels, etc.
- Leave a minimum of 3' feet clearance in front of these items.

Gas Cylinders

The following safety rules must be followed to ensure everyone's safety when using gas cylinders:

- All cylinders must be secured in their holders or chained safely at all times.
- All full cylinders must be physically separated from in-use/empty cylinders.
- No more than 12 full 'E' cylinders or 1 full 'H' cylinder is permitted per smoke compartment.

Construction Areas

Construction projects can add life safety hazards such as changing how you would normally exit. You must be aware of these impacts so you are prepared if there is an emergency.

To prevent infections, ensure barriers are intact and have negative air pressure where required.

Check to ensure sticky mats are not dusty and areas outside construction are clean.

Unmanaged Oxygen Flow

This is a serious hazard as it can create an oxygen enriched atmosphere which can be a severe fire danger. . How can this hazard be created?

It can be created:

- If oxygen is left flowing from a wall outlet when not in use.
- If oxygen is left flowing from anesthesia equipment when not in use.

By hanging items from oxygen regulators, which weakens the seals over time and can lead to oxygen leaks.

Egress Corridor: Clear & Unobstructed

No items permitted to be stored in corridors except:

- Code carts.
- Isolation carts.
- Items are considered 'stored' if not in use or moved within 30 minutes.

Soiled Linen/Trash Receptacles

Due to the dangers of increased combustible loads and to comply with NFPA 101® Life Safety Code, all hospitals and ambulatory care facilities must manage the storage of soiled linen and trash receptacles as follows:

- Receptacles must not exceed 32 gallon capacity.
- Receptacles must be at least 8' apart from each other.
- Look for a combination of receptacle types together which exceed the 32 gallon limit.
- Receptacles with capacities >32gal must be located in a rated room when not attended.
(Example: soiled utility room)

Fire Response:

We always use the term "Code Red" when we talk about a fire. If a fire develops in a hospital/ non-hospital building you should **RAACE**.

R	Remove	Remove people from immediate danger.
A	Alarm	Pull the nearest fire alarm put station, if available.
A	Alert	Hospital building: Alert coworkers and the PBX operator by dialing the emergency number for your facility. <ul style="list-style-type: none"> ➤ ORMC/ACC/UF Health/ APMC/WP and Dr. Phillips hospital: 22 ➤ Lucerne Pavilion: 911 ➤ South Seminole: 111
		Non hospital building: Dial 911 and alert coworkers.
C	Confine	Confine the fire by closing all doors. Clear all items form hallways.
E	Extinguish:	Hospital building: Extinguish the fire if possible and without endangering yourself.
	Evacuate:	Non hospital building: Evacuate the building. Go to your designated assembly area and account for everyone in the building.

Fire Prevention

Appliances: Be sure all appliances requiring electrical inspection have been inspected and have an Engineering inspection sticker before first use. See Environment of Care Policy & Procedure # 4365 for more information.

Microwave Use: Use only to warm food or beverages. Never leave a microwave unattended.

Tobacco Free Campus: Follow the policy and don't use tobacco products or electronic smoking devices on Orlando Health's properties.

Code Red Stat

A 'Code Red Stat' is the term we use in our hospital when horizontal evacuation is necessary due to a fire.

This means that all patients, visitors and team members must leave the affected area and evacuate into an adjacent smoke compartment. You can identify a smoke compartment by the red tag above the fire doors leading into the next compartment.



A smoke compartment keeps a fire from spreading because the walls and doors around the smoke compartment are "fire rated." This means they can withstand fire longer than a regular wall or door, usually for at least an hour.





Extinguishing a Fire

At Orlando Health we use different types of extinguishers to help ensure everyone's safety.

<p>ABC extinguisher is the most commonly seen extinguisher at Orlando Health and is safe to use on combustibles, flammables, and/or electrical fires.</p>	<p>CO2 extinguisher uses carbon dioxide to extinguish a fire and is used in surgical suites because it doesn't leave a residue.</p>	<p>MRI SAFE extinguisher is a non-ferrous ABC extinguisher, which is safe for use in the MRI suite.</p>	<p>K-extinguisher is specifically found in commercial kitchens and is designed to extinguish grease fires.</p>

How to Use a Fire Extinguisher

For your safety and the safety of everyone around you, you need to know how to use an extinguisher. Remember, only use an extinguisher if it is safe to do so and you have a means of escape. We use the term **PASS** to help us remember the steps to follow.

			
<p>Pull the pin out. Do not squeeze the handles yet or the pin will not come out</p>	<p>Aim at the base of the fire.</p>	<p>Squeeze the handles together to release the contents.</p>	<p>Sweep from side to side. Continue to aim at the base of the fire</p>

General Safety

By working safely and providing a safe environment for all, we can help to reduce injuries so we are able to perform our regular duties, provide quality care and reduce harm. This section outlines safe work practices so we can ensure our safety and the safety of those around us.

Positioning at the Computer

Did you know that you can hurt yourself by the way you sit at a computer?

It is TRUE! Improper positioning may cause neck pain, difficulty performing, back pain, arm or hand pain and eye strain.

Poor positioning while using a computer is another source of workplace injuries. You can prevent injuries by following these guidelines:

- Hands, wrists and forearms are straight as possible, not bent up or down or left or right.
- Head is facing forward.
- Eye level is near the top of the monitor.
- Shoulders are relaxed and upper arms hang normally at the side of the body.
- Feet are supported by the floor or foot rest.
- Lower back is supported by chair.
- Thighs and hips are supported by seat and generally aligned to the floor.
- Take a stretch break at least once an hour.



To minimize eye strain, follow the 20-20-20 rule.

Every 20 minutes look 20 feet away for 20 seconds



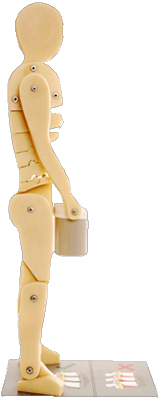
For more information about proper positioning to avoid injury, contact Outpatient Rehabilitation at 407.649.6888.

Safety Lifting

Strain and sprain injuries as a result of overexertion are the most common type of injuries to Orlando Health team members.

Improper lifting can cause:

- Unnecessary pain.
- Loss of time at work.
- Compromised safety of your patient, yourself and co-workers.

		
<p>Get as close to the object as you can.</p> <p>Position your feet shoulder width apart.</p> <p>Bend at your knees.</p>	<p>Keep your back straight.</p> <p>Get a firm grip on the object with your palm and fingers.</p> <p>Lift with your legs, not your back, to stand up.</p>	<p>Once standing, hold the object close to your body at waist level.</p> <p>If you must turn, move your feet to turn your body and avoid twisting.</p> <p>Set object down in a smooth movement using your legs and not your back.</p>

Chemical Safety

Information about the safe use, disposal and possible harmful effects of materials can be found on the product label and Safety Data Sheet (SDS). The SDS can be found on SWIFT under Safety.

Follow the yellow book link on SWIFT to search for the SDS by product or department name to locate the information you need. Always review the product label prior to use.

If you have a chemical spill:

- Wash the affected area (hands, arms, chest, etc.) to remove the chemical and prevent further damage.
- Check the SDS to find out what to do next.
- Notify your supervisor so you can get the help you need right away. You may be referred for medical attention.
- Complete your team member injury report. Your supervisor may help you with the report. The report may help prevent a similar problem for others.
- Seek medical evaluation. You may need additional treatment.



Types of Chemical Exposures

Skin Contact/Puncture

- Rinse area immediately.
- Refer to SDS for future guidance.

Ingestion

If a chemical is swallowed, report to your supervisor immediately and refer to the SDS for guidance.

Inhalation

Leave area immediately and notify a supervisor. Keep others from entering the area until help arrives.

Chemical Spill Response

A spill or release of a hazardous material can be very dangerous. If you recognize a spill or release, you need to:

1. Move yourself and others away from the spilled material.
2. Isolate the area and warn others.
3. Refer to SDS for spill response procedures.
4. Clean the area with the appropriate spill kit for 1 gallon or less.
5. Call a Code Orange, if more than 1 gallon is spilled.
6. Notify the Corporate Safety Department by calling 321-841-5077.



Container Labeling

All chemicals containers must be labeled. If you come across an unknown or unlabeled container, contact your supervisor and Corporate Safety immediately.

Safe Chemical Handling

Any time you use a chemical, you must follow these steps:

1. Know the chemical you are working with. Read the SDS and product label before first use.
2. Always use the required personal protective equipment (PPE). This may include gloves, eye protection, gown, etc.
3. Keep containers closed when not in use.
4. Never eat or drink when using chemicals.
5. Always practice hand hygiene before and after chemical use.

Biohazardous Waste

Why is it important to use the right waste container? To:

- Protect yourself and others who must handle the waste.
- Protect the environment.
- Ensure regulatory compliance.

Biohazardous Waste Containers

1- Red Bag

Red bags are used for non-sharp disposables that are soiled with bodily fluids.

Examples:

- Bloody gauze
- Bloody dressings
- Gloves with visible blood



2- Bulk Biohazardous Waste Container

Bulk biohazardous waste containers are used to dispose of items such as:

- Devices containing liquid waste, examples:
 - ✓ Suction canisters
 - ✓ Pleur-Evac/Chest tube sets
 - ✓ NG canisters

- Surgical specimens



3- Hospital Sharps Container



Wall-mounted sharps containers have a vertical drop. Remember to hold the sharp vertically (up and down) and drop it into the opening. Never reach into the opening with your hand. Sharps containers are used to dispose of sharp items such as:

- Needles
- Empty syringes with or without needles
- Scalpel blades
- Blood tubes

4- Bulk Hospital Sharps Container

Bulk sharps containers are used to dispose of larger sized or volume sharps waste.

- Needles
- Empty syringes with or without needles
- Scalpel blades



5- Outpatient Sharps Container



Some outpatient areas have a wall mounted sharps container with a horizontal drop tray. Remember to dispose of a sharp item by laying it flat in the tray. If the sharp does not drop into the box, manually lift the tray and make sure the sharp drops into the box. Sharps containers are used to dispose of sharp items such as:

- Needles
- Empty syringes with or without needles
- Scalpel blades

- Blood tubes

Radiation Safety

You may be working near radiation without even knowing it! Radiation can be harmful if proper precautions are not followed. At Orlando Health, we do everything possible to reduce radiation exposure for all team members and patients. Our policies and procedures for handling radiation are based on the ALARA principle. ALARA stands for “As Low As Reasonably Achievable”.



Most radiology equipment only poses a danger when the machine is in use. Rooms containing this type of equipment have signs above the door to alert you when it is safe to enter. If the sign is lit, stay out! If the sign is not lit, knock and ask if it is OK to enter.

Before you enter a room, look to see if portable X-RAY equipment is in use. A portable X-RAY machine is shown in this picture.




Portable X-RAY machines only pose a danger when the technologist is making an X-RAY exposure. Before this happens, the technologist will loudly call out “X-RAY.”

If you hear “X-RAY” called out loudly, look for the machine and move 6 feet or more away from it.

As long as you are 6 feet or more away from the machine, your exposure will usually be minimal.

The X-RAY exposure takes only a few seconds to make, and it is safe to move closer once it is finished. If you have a concern, check with the technologist.

Orlando Health uses three kinds of radiation warning signs. They mark the use of ionizing radiation in restricted areas. These signs are in place to protect you from exposure to radiation. If you have questions, call the department who posted the sign before you enter (Nuclear Medicine, Radiology, or Radiation Oncology). Each department will be able to advise you on what is appropriate and safe.

		
<p>When you see this sign, you must check with staff before entering to make sure it's safe to enter the area.</p> <p>If you enter, you could be exposed to ionizing radiation.</p> <p>Only authorized personnel with personal monitoring devices can and should enter.</p> <p>Other personnel should be accompanied in these areas.</p>	<p>When you see this sign, you must check with staff before entering to make sure it is safe to enter. Radioactive materials are used and stored in these areas. You could be at risk for exposure to ionizing radiation.</p> <p>You may need a personal monitoring device to enter if radioactive materials are in use.</p>	<p>When you see this sign, do not enter unless you are a radiation worker!</p> <p>Unless you are a trained radiation worker with proper protection, you should NEVER enter these areas.</p>

If you have questions, call the department who posted the sign before you enter (Nuclear Medicine, Radiology, or Radiation Oncology). Each department will be able to advise you on what is appropriate and safe.

MRI Safety





Magnetic resonance imaging (MRI) uses a powerful magnet. The magnet is always on -- even if the scanner is not making noise. All patients and team members must be screened by MRI staff prior to entering the MRI scan room even during an emergency.

Metallic items brought into the MRI scan room can cause serious injury or death. Metallic objects can be drawn into the scanner at very fast speeds.

If a metal object is drawn into a scanner, **DO NOT** try to pull it off. The object can move suddenly causing serious or fatal injuries. Report the incident to a member of the MRI team immediately.

MRI departments have safety zones to help people in those areas stay safe. Each zone has certain requirements to help prevent any harm.



 <p>MRI SAFETY ZONE 1 • General public access</p>	 <p>MRI SAFETY ZONE 2 • Patient holding/screening area</p>	 <p>MRI SAFETY ZONE 3 • Accompanied by MRI personnel only • Unsafe items removed and secured</p>	 <p>MRI SAFETY ZONE 4 • NO ENTRY without an MRI technologist present</p>
<p>Zone 1: General public access.</p>	<p>Zone 2: Patient holding screening area.</p>	<p>Zone 3: Accompanied by MRI personnel only. Unsafe items are removed and secured.</p>	<p>Zone 4: No Entry without MRI Technologist present.</p>

What can be brought into an MRI room safely?

Items that are considered MRI safe are non-ferrous (they do not contain iron) such as:

- Brass
- Aluminum
- Plastic
- Items labeled “MRI Safe”

Only the MRI Technologist can approve equipment entering the room.

Preventing Hazards

Smoke Free Campus

All Orlando Health buildings and campuses are tobacco free. No tobacco products or electronic smoking devices are permitted for use on Orlando Health’s properties by team members, guests or patients.

Are you a smoker who would like to quit? Healthy U can help. You can find information on SWIFT.

Cell Phone

- Cellular phones and two-way radios may not be used within 3 feet of energized medical equipment.
- These devices can cause false alarms and other malfunction of ventilators, cardiac monitors and other types of equipment.
- Never text, send email or use apps while walking or driving.

Spill & Wet Floor

- Clean up spills and wet floors immediately to prevent injury to guests, patients and team members.
- Place a sign indicating wet floors to alert others of the danger. Never leave a spill unattended; wait for assistance.

Cleanliness

Cleanliness is critical to prevent the spread of infections and is everyone's responsibility.

Elevator Safety

Do not attempt to enter an elevator whose doors are closing; doing so could lead to injury.

Personal Protection Equipment

- Wear proper personal protective equipment (PPE), such as safety glasses, ear plugs and gloves, to protect yourself when necessary.
- Required PPE varies depending on many factors, such as the chemical in use or type of isolation patient that is being cared for. Always know the required PPE before starting a new task.

Correct Hazards When You See Them

When you see an unsafe condition, correct it if you can and/or tell your supervisor right away. Remove obstructions to any emergency items such as Fire Pull stations, Fire Extinguishers, Med Gas Panels, or Electrical Boxes.

Report items needing repair immediately. Remove from service and tag any broken equipment.

Report Injuries

When someone is injured at work, a report must be completed.

If a team member is injured on the job:

- Notify your supervisor.
- Fill out a Team Member Injury Report (available on SWIFT).

If a visitor or patient is injured:

- Fill out an Event Report.

Injuries must be reported (patient, visitor and team member) so we can work on prevention of recurrence.

Emergency Preparedness

We promise our patients the highest quality care even during emergencies or disasters. Plans, resources and tools are in place to help you do the best possible job even in difficult situations. We need your help in using these tools to better take care of everyone when emergencies occur.



You are expected to know what the plans are and how to use these tools. A successful response to an emergency situation depends on all of us working together according to the plan.

This section will show you how to prepare for and respond to emergencies in a way that keeps everyone safe during the worst of times.

Emergency Operation Plans

Emergency Operation Plans (EOPs) have been developed and can be activated at a moment's notice. These plans describe many possible emergencies and what actions to take for each.

- Color-coded charts are located on SWIFT. These wall charts give team members quick reference about EOPs and emergency codes, and they summarize actions to take in an emergency.
- Every team member is issued a code card (badge reel) along with their team member ID badge for immediate reference on EOPs and emergency codes.

ORLANDO HEALTH		EMERGENCY CODES	
1. Civil Disorder Plan	Civil disturbance is occurring	17. Code Silver	Active shooter incident
2. Code Black	Bomb threat	18. Code White	Hostage incident
3. Code Blue 90	Cardiac arrest - Adult	19. Code Zulu	Medical helicopter crash on campus
4. Code Blue 45	Cardiac arrest - Pediatric	20. Dr. Appar	Patient not in L&D with the emergent delivery of a baby
5. Code Brown	Tornado or severe weather	21. Electrical Failure Plan	Use of emergency generated power now in effect
6. Code Copper	Information technology infrastructure failure	22. H.I.C.S.	Hospital Incident Command System
7. Code Echo	Possible patient elopement	23. Mass Casualty Incident Plan	Surge of casualties (MCI)
8. Code Gray	Crisis assistance (threat or act of violence)	24. Mass Fatality Incident (MFI) Plan	Surge of fatalities
9. Code Green	Medical gas failure	25. Person Down Plan	Injured or ill persons on Orlando Health property
10. Code Orange	Large hazardous chemical spill (>1 gal)	26. Relocation Plan	Used to relocate patients from any hospital
11. Code PE	Crisis assistance in a psychiatric unit	27. Telephone Failure Plan	Loss of all or partial telephone systems
12. Code Pink	Possible abduction of an infant/child	28. Water Supply Failure Plan	Loss of water supply
13. Code Pink Adult	Possible abduction (adult)		
14. Code Pink (Age)	Possible abduction (child) of the indicated age		
15. Code Red	Fire		
16. Code Red STAT	Fire with horizontal evacuation		

Once a code situation is discovered, it is important to report it using your facility's emergency number.

Always tell the operator your location as many hospitals use the same emergency number. Once the call has been made to PBX, they will announce the appropriate hospital overhead announcement 3 times activating the emergency code.

Arnold Palmer Medical Center	22
Ambulatory Care Center	22
Dr P. Phillips Hospital	22
Lucerne Pavilion	9-1-1
UF Health Cancer Center - Orlando	22
Orlando Regional Medical Center	22
South Seminole Hospital	111
Non-Hospital Buildings	9-1-1

Unplanned Situations

If you come in contact with a hazardous or unsafe situation, take personal responsibility.

1. Assess the situation.
2. Establish communication: Do not use your radio or cell phone near suspicious items

3. Request additional resources, if needed.
4. Identify the danger zone: Is everyone in a safe location?
5. Attend to the immediate needs of affected patients, visitors, vendors and team members.

All Orlando Health team members will manage hygiene and sanitation needs of patients and team members during an emergency. Examples include:

- Wearing PPE appropriately.
- Hand washing.
- Keeping a clean work environment.
- Properly disposing of soiled or contaminated items.

Hospital Incident Command System

The Hospital Incident Command System (HICS) may be activated when Emergency Operation Plans are activated.

HICS is activated to coordinate emergency efforts within and between all Orlando Health hospital facilities.

During an emergency, you may see HICS team members around the hospital. Team members will be wearing a vest in an assigned color.

Additional information will be provided to team members on how you should respond to the incident.



Mass Casualty Incident Plan

The Mass Casualty Incident Plan is an example of when the Hospital Incident Command System (HICS) may be put into action. This code occurs when we are notified that we will be receiving patients due to a mass casualty incident, such as a bus crash.

When we are notified of a mass casualty incident, the operator will announce **three times**: "*The Mass Casualty Incident Plan is now on standby*" **every 15 minutes** until the patients arrive at the hospital.

When patients begin to arrive at the hospital, the operator will announce **three times** "*The Mass Casualty Incident Plan is now in effect.*"

Emergency Codes

We use several emergency codes to communicate information about emergency situations to our team members while minimizing panic to our guests. A color-coded emergency chart is available on SWIFT as a quick interactive reference in case of an emergency. It is vital that each team member is familiar with emergency codes that are used at Orlando Health.

This table lists the emergency codes currently used throughout Orlando Health hospitals.



Code Green: Medical Gas Failure

Medical gases are used in hospitals & clinics.

Types of medical gases include:

- Oxygen
- Medical air
- Nitrogen

- Nitrous oxide
- Carbon dioxide
- Vacuum (suction) system

If a medical gas alarm panel starts emitting an alarm:

1. First assess which medical gas system is alarming (e.g. oxygen, medical air or vacuum).
2. Call to colleagues for assistance.
3. Assess which patients are affected by the failure and take necessary actions to ensure their safety.
4. Report the medical gas failure (i.e. Code Green) by calling the emergency number for your facility.



Code Pink: Abduction

A Code Pink is called when a patient, team member or visitor is abducted or abduction is suspected.

Abduction is defined as the crime of taking away a person by persuasion, by fraud, or by open force or violence.

If you discover or suspect an abduction, call a Code Pink. Non-hospital properties notify 911 and call Security.

There are 3 types of Code Pink based on age:

1. Code Pink - abduction of a child/infant patient or visitor under the age of 1
2. Code Pink (Age) - abduction or suspected abduction of a child patient or visitor between the ages of 1-18 years old
3. Code Pink Adult - abduction of an adult patient, visitor, or team member



Code Brown: Severe Weather

A Code Brown is called for approaching bad weather that could affect an Orlando Health facility. It is essential to provide maximum safety precautions for the well-being of patients, team members, and visitors during these conditions.

Code Brown precautions:

- Close all windows, shades, drapes, blinds and doors.
- Turn off or unplug unnecessary electrical equipment.
- Do not leave work unless told to do so.
- Ensure all critical life support equipment is plugged into the red wall outlets.
- Follow the instructions/plans provided by your supervisor/leader.
- Prepare to move all persons away from windows and glass unless the glass is boarded or protected.
- Consider moving patients off of the top floor(s) of hospital facilities.



Code Silver: Active Shooter

Hospital building: Call 4321.

Notify the PBX operator by using the emergency code phone number assigned to your hospital or dial the security communication center.

Non-Hospital building: Call 911.



Code Black: Bomb Threat

Code Black identifies a bomb threat to an Orlando Health facility. Items can be hidden in/out the following areas: lobbies, waiting areas, cafeterias, parking garages, delivery areas, etc. Suspicious items may have the following characteristics: excessive postage, oily stains, protruding wires, misspelled words, funny noises or smells, etc.

If you see something suspicious, do NOT move it, touch it, shake it, smell it, open it or taste it.

Code Black Precautions

If a bomb threat is made either by phone or in person, take it seriously.

1. Follow the steps on the Bomb Threat Card, which is located under the Code Black section of the Wall Chart located on SWIFT.
2. Call the emergency number.
3. Do as you are told and do NOT panic or scare others.



Code Gray: Threat or Act of Violence

Hospital building: Call 4321.

1. Call Security Department(s), the Security Communications Center or PBX operator.
2. Security will immediately respond to the location and locate the disorderly or violent person.
3. The initiating department shall complete an Event Report.

Non-Hospital building: Call 911.

NOTE: Only personnel who are NCI (Nonviolent Crisis Intervention) certified may assist in physically restraining patients.



Code Copper: System Failure

A Code Copper is the code used when there is a major loss of information technology infrastructure at Orlando health facilities.

Information Technology Infrastructure Failure (ITIF) is any major information technology component such as the network or storage area network that would cause multiple information systems to be unavailable.

Hospital


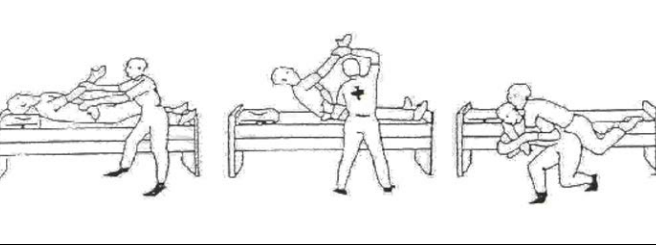


1. Continue essential operations during an Information Technology Infrastructure Failure (ITIF) by using manual or alternative operating procedures (downtime procedures) when available.
2. Check available sources for updates such as: Orlandohealth.com website, SWIFT, CAMS, or contact the Service Desk at 321-841-7378.

Non-Hospital

Continue or discontinue services depending on whether the safety of the patients, team members and visitors can be assured.

Types of Carries

There are many ways to move a patient safely in the event of an emergency. They can be moved in a hospital bed, wheelchair, and stretcher or carried.

<p>Slide Removal</p> <ol style="list-style-type: none">1. Lower the bed.2. Move the patient to the side of the bed.3. Slide the patient off the bed onto a blanket.4. Pull the blanket from the room.	
<p>Pack Strap</p> <ol style="list-style-type: none">1. Slide the patient to the side of the bed.2. Cross the patient's arms and pull the patient to a sitting position.3. Pivot to position the patient behind you and rise to a standing position to carry him/her on your back.	
<p>The Swing Carry lift requires two rescuers!</p> <ol style="list-style-type: none">1. Slide the patient to the side of the bed.2. Assist to a sitting position.3. The rescuers reach behind the patient's back grasping each other's shoulders and under the patient's knees grasping each other's wrists.	
<p>The Extremity Carry lift requires two rescuers!</p> <ol style="list-style-type: none">1. Slide the patient to the side of the bed.2. One rescuer puts their arms under the patient's arms.3. The other rescuer turns away from the patient holding the patient's legs.	

Decontamination Procedures



People who are contaminated or exposed to chemicals could approach any team member at any time. If this happens, do not touch the person and talk to him or her at a safe distance. If the hospital Decontamination team is needed, notify the Administrative Supervisor of the situation and request them to activate the team. They will in turn call the PBX Operator whom will announce the activation of the team on the overhead public address system. For additional information, access the Policies section on SWIFT and search for decontamination plans.

Mass Fatality Incident Plan

The Mass Fatality Incident Plan is another example of when the Hospital Incident Command System (HICS) may be put into action. This code occurs when there is a mass casualty incident that may result in numerous fatalities, such as a tornado incident.

Dealing with the remains is a very stressful and important matter. That is why this plan was created to assist our organization in response to such an incident if it were to ever occur.

Hospital Emergency Response Team

Sometimes we have advance notice that a disaster is about to happen (like a hurricane).

The Hospital Emergency Response Team (HERT) was created for situations like this and other emergencies. The HERT Team is also now an All-Hazards team that can be activated in response to many types of emergencies. If you are interested in becoming a HERT member, ask your manager for more information and reference *HERT* Policy 5916-1519.

Infection Prevention & Transmission Based Precaution

Infection is the 4th leading cause of death in hospitalized patients.

Hospital infections kill more people than car accidents, fires and drownings combined.

Infection rates are a major quality indicator for all hospitals.

Orlando Health's goals are to:

- Provide a safe environment for our patients by lowering the risk of infection.
- Work toward a zero hospital associated infection rate.



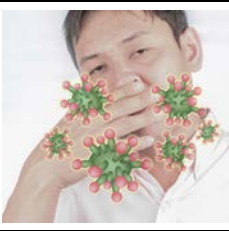


Good infection prevention practices can stop the spread of infections to your patients, yourself, co-workers and family.

The Joint Commission has made infection prevention a priority by including it in their National Patient Safety Goals.

Chain of Infection

In order to prevent the spread of infection, it is important to know what happens. There are three links in the chain of infection.

Cause	Transmission	Host
		
<p>The cause can be a fungus, virus or bacteria. All multiply very quickly; one organism can become trillions within 24 hours.</p>	<p>Germs can be transmitted by contact, droplet, air or food. Germs can live on your clothing, skin and equipment. Anything that has come into contact with the germs can be a carrier.</p>	<p>Germs need a host to cause infection. People with strong immune systems can resist many infections. Due to a weakened immune system, young, old and sick persons may have a weaker immune system and may not resist infections well.</p>

Equipment Cleaning

At Orlando Health, in addition to routine cleaning, we clean and disinfect all equipment after it leaves a patient's room.

When a patient is discharged, durable medical equipment like IV and feeding pumps are sent to a centralized area to be cleaned by trained technicians. Clean equipment is returned to the unit with a blue tag to verify it has been appropriately cleaned.

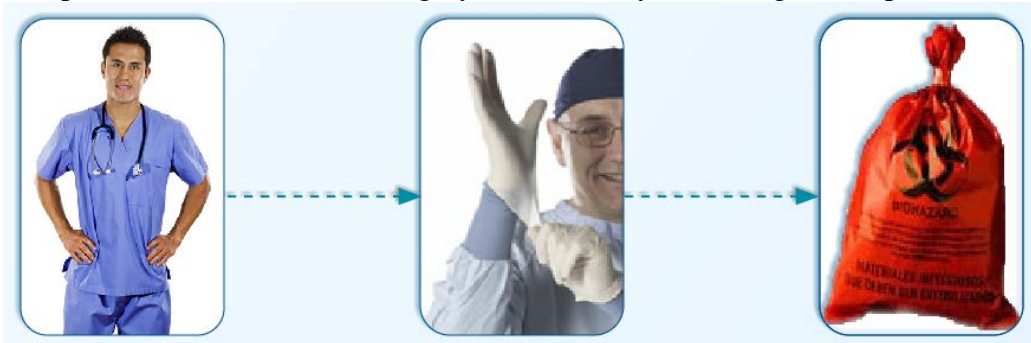
Standard Precautions

One of the most common ways health care workers are exposed to disease is through accidental exposure to blood. To prevent this exposure, policies, procedures and safety engineered equipment are available to you and must be followed. These processes are called Standard Precautions.

Standard Precautions are ways to put a barrier between you and blood/body fluids. This means wearing personal protective equipment (PPE) when required.

Personal protective equipment includes gowns, gloves, masks and goggles. You must evaluate the situation to decide what protective equipment to wear.

If you are exposed, wash the area thoroughly and contact your manager or supervisor.



1. Evaluate the risk
2. Choose the appropriate PPE per policy
3. Dispose of the contaminated waste properly

Avoid contact with all blood/body fluids from all patients, regardless of the patient's diagnosis and wear the protective equipment if contact might occur.

Bloodborne Pathogens

Infectious agents that live in the blood can cause serious disease in humans. HIV and Hepatitis B and C are viruses that live in body fluids, especially blood. All have documented transmission via puncture and splash. That is why the OSHA regulations require that you protect yourself by using PPE whenever you anticipate coming in contact with blood or body fluids.

Using PPE is mandatory. Failure to use PPE when indicated at Orlando Health can result in disciplinary action. PPE includes gloves, masks, eye shields, face shields and impervious gowns.

Follow Standard Precautions if there is risk of exposure to any of the following:

- Blood
- Body fluids (e.g. cerebrospinal, pleural, amniotic, peritoneal, pericardial and other "fluids")
- Secretions and excretions (e.g., sputum, urine, stool, wound drainage, etc.)
- Non-intact skin (e.g., burns, rashes, wounds, ulcers, etc.)
- Mucous membranes
- Surfaces or items that might be contaminated with any of the above

Standard Precautions include the following:

- Wash your hands before and after each patient contact, immediately after you remove gloves and immediately after you are contaminated with blood or body fluids.
- Wear gloves when:
 - ✓ in contact with blood, body fluids, broken skin or mucous membranes.
 - ✓ handling items or surfaces contaminated with blood or body fluids.
 - ✓ performing procedures, such as venipuncture, starting IVs, doing dressing changes or when contact with blood or body fluids could potentially occur.
- Wear a gown or plastic apron when performing procedures during which splashing of body fluids on clothing may occur.
- Wear a mask with shield, goggles or face shield to protect the mucous membranes of the mouth, eyes and nose during procedures where splashing of blood or body fluids may occur.
- Change protective clothing (gowns, gloves, masks, etc.) between patients.
- Do not recap, bend, break or cut needles.
- Dispose of needles and sharps in rigid, puncture-proof containers. These containers should be located as close as possible to the area of use.
- Always use safety devices whenever available. It is Orlando Health policy that failure to use safety devices when available will result in disciplinary action. These devices are essential in protecting you from unnecessary exposure, or needle sticks.
- Keep resuscitation bags, mouthpieces and airways available to minimize the need for mouth-to-mouth resuscitation.
- If you have open wounds or weeping skin, avoid direct patient contact and the handling of equipment contaminated with blood or body fluids. It is also essential that you wear gloves if you have open wounds or weeping skin.
- All soiled linen must be considered contaminated and handled accordingly.
- There is no need for isolation of patients with HIV infection (except Standard Precautions). Isolation must be used only if the patient has other associated conditions that require isolation, such as tuberculosis, meningitis or scabies.



Careful and consistent use of Standard Precautions with all patients is the most important means of protection. Following Standard Precautions cannot be over-emphasized.

Corporate Infection Prevention policies give specific guidelines for compliance with the OSHA Bloodborne Pathogen Standard. Please refer to Patient Care policies titled “Bloodborne

Pathogen Exposure Control Plan” and “Transmission Based Isolation Precautions” for detailed information.

Significant Exposures

A Significant Exposure is defined as a percutaneous (through the skin) exposure to blood or body fluid (usually a needlestick), a splash of blood or body fluid into a mucous membrane (eyes, nose or mouth), or contact with blood or body fluid to non-intact skin or a large exposure to intact skin. Splashes are the most common cause of significant exposures at Orlando Health.



Using Standard Precautions is your best protection against exposure, but needlesticks and sharps injuries, as well as splashes to the face, may occur despite proper use of Standard Precautions. When such exposures occur, it is very important that you report the incident to your supervisor immediately and begin the post-exposure evaluation.

As soon as the exposure occurs, clean the affected area with soap and water or flush the affected mucous membranes with water. Call your immediate supervisor who will then notify the Administrative Supervisor. The Administrative Supervisor will bring you the Exposure Packet and will assist you in completing the reports.

It is very important that you see a qualified health care provider **as soon as possible** - preferably within the first two hours and no more than 24 hours following the incident. You will be instructed to report to Occupational Health (for injuries sustained on the main campus during daytime hours) or the Emergency Department (for injuries sustained off the main campus or after hours on the main campus) for evaluation.

Once a physician examines you and you agree to be tested for HIV, Hepatitis B and Hepatitis C, the source patient's physician will approach him or her for permission to test for the same organisms. Under Florida law and OSHA regulations, if the source patient refuses testing and the laboratory already has blood on hold that has been voluntarily obtained, that blood may be tested for HIV even if the source patient does not consent. If the source patient refuses testing AND does not have blood on hold, blood for testing can be obtained by court order as defined by Florida law. To test without the source patient's consent, the health care worker who sustained the exposure must agree to his or her own HIV testing or be able to provide a record of negative HIV results completed within the last six months. If the health care worker refuses testing and cannot produce evidence of negative HIV test results, the health care provider's Worker's Compensation rights may be waived. If the examining physician feels you should have treatment to prevent infection, the treatment must be started in a timely manner.

HIV / AIDS

It is a Florida state requirement that all team members receive education related to HIV/AIDS. The state of Florida represents 11% of all HIV/AIDS cases reported in the United States.

HIV is a virus that attacks and destroys the immune system. It is transmitted through blood and other body fluids. Of those infected with HIV in the United States, one in five doesn't know his/her HIV status.

There are three stages of HIV infection. A person can infect others at any stage.

- 1- Acute HIV infection,** the person with acute HIV infection may have flu-like symptoms. Blood tests for HIV may be negative for up to 6 months. The person can infect others with HIV in this stage.
- 2- Asymptomatic HIV Infection:** In the asymptomatic stage of HIV infection, there are no symptoms. However, the virus is very active in destroying normal immune cells. This stage may last for 5-10 years. Persons can infect others at this stage.
- 3- AIDS:** The HIV virus overwhelms the immune system causing it to weaken. HIV Infection evolves into AIDS when the immune system is so weakened the patient becomes susceptible to opportunistic infections such as TB, pneumonia, rare cancers, fungal infections, etc.

At this time, there is NO cure or vaccine for HIV infection. However, there are many medications that have been able to boost the immune system and prolong life.

A patient who has capacity to make healthcare decisions and who has signed the Consent for Treatment form and who is being tested for HIV must be notified that the test is planned, and that he or she has the right to decline the test.

This is documented in the medical record. The legal representative for an incapacitated patient must give informed consent prior to testing. HIV testing must be offered to pregnant women. All cases of HIV must be reported. Partners may be notified in certain circumstances. There is a law which provides the process for partner notification. The diagnosis of HIV/AIDS is highly confidential information. Under no circumstances should a team member share HIV/AIDS information with or discuss the patient's condition in the presence of family members or partners.

HIV is spread three ways:

- Sexual intercourse with an infected person
- Contact with contaminated blood, blood products, needles or syringes (most common method is through sharing of needles during IV drug abuse), splash of blood or body fluid to non-intact skin or mucous membrane
- From an infected mother to her baby before, during or after birth (through breastfeeding)

Hepatitis

Hepatitis is another infection that is common in healthcare organizations. There are many types of Hepatitis. A, B and C are the most common.

Hepatitis A is spread via the contaminated hands of a person with the disease (often via food). Other hepatitis is spread through sexual contact or exposure to infected blood.

Tuberculosis

One of the major airborne diseases that affect health care is TB.

Early detection, isolation and treatment of TB are important to prevent the spread of disease.

All health care workers, regardless of their work area, are evaluated for their potential for coming into contact with TB in the workplace.

TB Screening

Annual TB screening, with either a tuberculin skin test (TST) or a blood test (Interferon-gamma release assay/ IGRA) is required for team members working in areas with a high risk of exposure.

Team members requiring testing MUST follow the Occupational Health's TB testing requirements in their birth month.

In addition to team member testing, all patients are asked questions on admission to screen for TB

TB Signs & Symptoms

- Bloody sputum
- Persistent cough (greater than 2 weeks)
- Unintentional weight loss > 10 pounds
- Fever and/or night sweats

Transmission-Based Precautions & Quality

Transmission-Based Precautions are used IN ADDITION to Standard Precautions and help prevent the spread of disease. This keeps our patients, visitors, you and your family protected.

Precautions

You will know a patient is under Transmission Based Precautions because a sign will be on the door and on the patient chart

The type of precautions in effect need to be entered into the clinical information system to alert all departments. If a patient is transferred to another unit or goes for testing or treatment you must alert the receiving area so they can take proper precautions.

Be sure the Transport Team is also notified so they can take all necessary precautions during transport. This sign will tell you the type of isolation and what PPE to wear. If unsure, always check at the nurse's



Clostridium Difficile Precautions

Clostridium difficile is a serious infection of the large bowel which can lead to surgical removal of the patient's colon and in extreme cases can cause death. Additional procedures are required to help prevent its spread and a distinctive sign is used to identify isolation rooms housing patients with C. difficile.



In addition to contact precautions, for patients with Clostridium difficile, caregivers should wash hands with soap and water after providing care and removing PPE.

The patient's room and equipment should be cleaned with bleach products. In addition, patients with Clostridium difficile will be identified with a different

sign.

Types of Precautions

The type of precaution required is based on how the disease is spread. Some diseases can be spread by contact (touch), droplets or air. There are three categories of Transmission-Based Precautions.

1- Contact Precautions

Contact transmission (organisms passed/spread by touching) is one of the most common ways infections are spread. There are two forms of contact transmission:

1. **Direct contact:** occurs when organisms (germs) move from person to person.
2. **Indirect contact:** occurs when organisms (germs) move from person to object.

Patients with infections or conditions spread by **direct** or **indirect** contact are placed on contact precautions. Examples are drug resistant organisms like MRSA or VRE, scabies, lice and *C. difficile*.



- Wash your hands before entering and when leaving the room.
- Wear gloves and a gown at all times in a room.
- Remove gown and gloves before leaving the room.

Take care not to contaminate your skin or clothing. Remove the gown and gloves without touching the outer side.

2- Droplet Precautions

Droplet transmission occurs when droplets are produced by coughing, sneezing, talking or during certain procedures such as suctioning.

Droplets can spread infection by moving short distances (about 3 feet) through the air and by landing on a person's eyes, nose or mouth.

Patients with diseases spread by inhalation of infected droplets are placed on droplet precautions. Examples are meningitis, mumps, whooping cough and flu.



- Wash your hands before entering and when leaving the room.
- Wear a mask with eye protection and gloves at all times in the room.
- Remove gown and gloves before leaving the room.

Take care not to contaminate your skin or clothing. If your skin or clothing can become contaminated, it is recommended that you wear a gown. Remove the mask and gloves without touching the outer side.

3- Airborne Precautions

Airborne Transmission occurs when infectious organisms are spread long distances through the air and inhaled

Patients on airborne precautions may not leave their room except for emergency medical procedures that cannot be performed in the patient's room, and they must wear a regular surgical mask while outside their room. When caring for these patients, remember not to remove your respirator (N-95) until after you have left the room.



- Wash your hands before entering and when leaving the room.
- Put on a special fitted respirator before entering the room and wear it at all times while in the room.
- Take the respirator off outside the room.

Visitors must also wear the respirator (N-95); and can be fit-checked with instructions, on the nursing unit.

You must be fit tested and trained annually in the use of a respirator before you may enter an airborne isolation room. Keep the door closed at all times.

Hand Hygiene

Take Matters into Your Own Hands.



Did you know ...

One in 25 patients will battle at least one infection picked up in the hospital*

* According to new data from the Center for Disease Control & Prevention.

Approximately 100,000 of these patients will die every year due to their healthcare-associated infections. Poor hand hygiene is a major contributor to these infections

Hand hygiene is the most important step in preventing the spread of infections.

You should always use an alcohol-based handrub or wash your hands with soap and warm water.

Hand Hygiene Should Always be Performed...

Before	Before & After	After
<p>Before entering and exiting a patient's room.</p> <p>Before placing gloves on.</p>	<p>Before and after every patient contact (regardless if you are wearing gloves).</p> <p>Before and after handling food or medication.</p>	<p>After removing gloves or any protective equipment.</p> <p>After touching contaminated equipment or surfaces in a patient's room (with or without gloves on).</p> <p>After using the bathroom, or assisting patients to the bathroom.</p>

Clinicians should practice the 7 Moments for Hand Hygiene. This approach* recommend health care workers to clean their hands:

1. Before entering the patient's room.
2. Before touching a patient.
3. Before a procedure.
4. After body fluid exposure/risk.
5. After touching a patient.
6. After touching patient surroundings.
7. When leaving the patient's room.

*Based on the "My 5 moments for Hand Hygiene."of the World Health Organization.

Germs on Your Skin

If your hands are not visibly soiled, use an alcohol-based handrub.

Handrubs save time, are easier on the hands, and significantly reduce the number of germs on the skin.






Alcohol handrubs should NEVER be used when caring for patients on C. difficile isolation. The alcohol does not kill C. difficile spores.

Alcohol- Based Foam & Gel Handrubs

When using alcohol-based foam, use enough to thoroughly wet hands.

Apply to the palm of one hand and rub hands together, covering all surfaces of your hands & fingers.

Spend 20-30 seconds thoroughly covering all parts of your hands until dry. **Don't forget to foam between your fingers.**

Before		After
 <p>An Orlando Health hospital team member's finger tips before the use of alcohol foam!</p>		 <p>The same team member used alcohol foam, let it dry for 20 seconds and look no bacteria!</p>

We encourage our patients and families to partner with you by speaking up and asking the health care workers if they washed their hands.

Handrub dispensers have been placed throughout all facilities (including the cafeterias) for easy access.


Orlando Health is monitoring hand hygiene compliance in clinical areas.

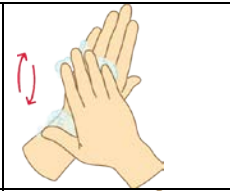



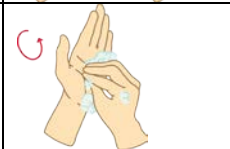

Hand Washing Steps

Hand washing with soap and warm water should occur when...

- Hands are visibly dirty, contaminated, or soiled
- After taking care of a patient with C. difficile

Wet hands with water and apply soap. Rub hands together for at least 15 seconds making sure to focus on each of the (7) areas of your hands below.

<p>Step 1: Rub palms of hands together</p>	
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Step 2: Backs of hands	
Step 3: In-between fingers	
Step 4: Backs of fingers	
Step 5: Thumbs	
Step 6: Fingertips	
Step 7: Wrists	

*Rinse and dry with a disposable towel and use the towel to turn off the faucet, open doors, etc.

Gloving

- Wear gloves when contact with blood or other potentially infectious materials is possible.
- Remove gloves after caring for a patient.
- Wash hands after removing gloves.
- Do not wear the same pair of gloves for the care of more than one patient.
- Do not wash gloves.
- Change gloves after going from a “dirty” to “clean” area when taking care of a patient.

Gloves are not a substitute for hand hygiene. Always perform hand hygiene first!

Fingernails & Artificial Nails

- Natural nail tips should be kept to ¼ inch in length.
- Artificial nails should not be worn by caregivers having direct patient care.
- No artificial fingernails or nail enhancements including, but not limited to overlays, wraps, tips, or attached decorations are permitted.
- Fingernail polish, if worn, must not be chipped and must cover the nail completely from tip to cuticle without gaps in polish.

See Orlando Health's Policy #6060 for further information.

Hand Lotions

Only Hospital-approved Lotions Should Be Used in Patient Care Areas

Personal hand lotions may not be compatible with our hospital-approved hand products, and should never be used in patient care areas.

Rings & Bracelets

It is difficult to properly perform hand hygiene with excessive jewelry on. Keep rings & bracelets to a minimum. Some units have specific jewelry restrictions when caring for patients.

Hand Hygiene: It's the Right Thing to Do

- Protect your patient, yourself, and your family.
- Do no harm to others.
- You can save patient lives!
- We should watch each other and help remind each other.
- It's simply the right thing to do!

Regulatory

Regulatory & Accrediting Agencies

The regulatory & accrediting agencies that we work with help us lay a basic foundation of quality. Their requirements/standards represent the right thing to do for your patients and are the starting point for providing care at Orlando Health.

Recognition by regulatory/accrediting agencies demonstrates to the community that we provide the highest quality care.

We welcome the help of these agencies as we continue on our quality of care journey.

Surveys

Regulatory and accrediting organizations visit us to get a clear picture of how we take care of our patients. This visit is called a survey. These agencies can visit at any time without telling us they are coming.

Unannounced surveys are seen as valid by outside organizations and the public because they provide an accurate picture of a hospital's actual day-to-day performance.

We are committed to being “Ever Ready” by following standards every day.

Your Role

- If a surveyor comes to your work area, you may be asked one or more questions. It is important that you answer the questions to the best of your knowledge and maintain a positive attitude.
- If the surveyor comes unaccompanied, you should immediately notify a representative from the Regulatory or Risk Department before answering questions.

Remember: You represent Orlando Health. Orlando Health takes these surveys very seriously.

- Be familiar with your regulatory resources and practice answers on a daily basis. For example, know what to do for a Code Red drill.

Regulatory & Accrediting Agencies

The big three agencies that assist Orlando Health are:

1. AHCA
2. The Joint Commission
3. CMS

Doing well on surveys shows the community that we keep our patients safe and provide them with quality care.

1. Center for Medicare & Medicaid Services (CMS)

CMS is a federal government agency that develops standards of care for the elderly, the poor and children.



All hospitals must follow the Conditions of Participation (CoPs) when providing patient care. If Conditions of Participation are NOT followed, the hospital will NOT be paid for the care provided to the patient. Orlando Health depends on these payments to pay for the cost of doing business.

2. The Joint Commission

Orlando Health chooses to be accredited by The Joint Commission because they are recognized nationwide as an accrediting agency that is authorized by CMS. Orlando Health has earned and maintained The Joint Commission's Gold Seal of Approval™.



The Joint Commission uses a patient tracer format during the survey. They follow the experience of several patients through almost every aspect of their Orlando Health experience. They evaluate our compliance to the standards that apply to those patients. The report that The Joint Commission gives us after a survey helps us to identify areas where we need to improve.

3. Agency for Health Care Administration (AHCA)



AHCA helps us identify safety and quality care concerns in our hospitals and outpatient services. At times, AHCA Surveyors also conduct surveys on behalf of CMS. It is a state agency that monitors all aspects of health care quality and Medicaid in Florida.

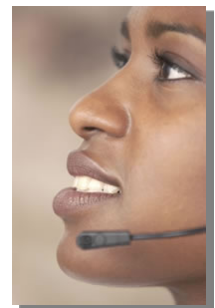
Our performance on AHCA surveys is one way that we prove that we provide safe, high quality care for our patients.

Ever Ready

Orlando Health has adopted the motto, "Ever Ready" to help keep us prepared. When a Joint Commission survey team arrives at Orlando Health, the hospital operator will page a welcome overhead 3 times to alert team members. For example, you would hear three times:

"Attention please! Orlando Health would like to welcome The Joint Commission."

It helps you know the legal and ethical standards that apply to your position and understand how to follow them at work.



National Patient Safety Goals

National Patient Safety Goals (NPSG) was created by The Joint Commission to help prevent medical errors and improve patient safety.

Orlando Health follows the standards set by The Joint Commission to improve the way we care for our patients. Often, our commitment is to go beyond the standards. If you work in a clinical area, you should know the National Patient Safety Goals.

For 2016, a new goal focuses on management of Clinical Alarms such as heart monitor alarms and IV pumps (Alaris pumps). The goals may change each year.

Visit SWIFT at the link provided below to read the most current National Patient Safety Goals for Hospital and Home Care.

<http://on.swift.orhs.org/sites/Regulatory/Lists/Joint%20Commission%20Links/AllItems.aspx>

The Joint Commission Contact Information

If you have concerns related to quality patient care or safety, please tell your manager or follow the three step communication process described in the Corporate Compliance section. If the problem is not fixed, you may contact the Joint Commission. Contact information is available on SWIFT under the Regulatory tab.

Risk Prevention

Doing things the same way every time lowers the chance of mistakes.

Follow policies, best practices and Orlando Health guidelines to keep patients safe and provide the highest quality care. Avoid mistakes and shortcuts.

When Things Go Wrong

- An event is any occurrence, expected or unexpected, that endangers the safety of our patients, visitors, team members, volunteers and medical staff. **OR**
- A happening that is considered out of the ordinary of every day workings.
- A near miss is an event that might have caused harm had it reached the patient.

Events Requiring Immediate Action

Risk Management uses The Joint Commission's term "sentinel event" to identify harm events that require immediate action.

Examples of sentinel events are:

- Surgery on the wrong patient or body part
- Patient suicide
- Major loss of a bodily function
- Unanticipated patient death
- Permanent disfigurement
- Brain damage
- Fracture of bones



Events Reports

If you witness an event or near miss at Orlando Health, YOU are responsible for initiating an Event Report immediately.

All errors and potential errors are reported and evaluated. The review evaluates the whole process.

We want to find ways to improve our processes so that harm events are prevented in the future.

In simple terms, we want to learn from our mistakes.

Reporting errors and potential errors helps us to improve the quality of the processes that serve and protect our patients. Event Forms are documented in the event reporting system so that Risk Managers can review them in a timely manner.

Examples of Events

1. Falls	2. Medication errors	3. Large chemical spill
4. Transfer of patient to higher level of care	5. Malfunctioning equipment	6. An event out of the ordinary

Informing Patients & Families of Harm Events



In order to keep our patients and families informed when any event causing harm occurs, designated members of the health care team meet with them to discuss the event.

Informing patients and families of harm events is different from keeping them informed about other aspects of their care. The designated members of the health care team will meet with the patient and/or the patient's representative to disclose (share) and discuss the event.

We follow all laws of reporting events to appropriate agencies (AHCA, The Joint Commission).

Giving Patient a Voice

Our patients tell us many things that can help us give higher quality care. We just have to listen to them. Below is how YOU can help patients' voices be heard:

Patient Complaints

Addressing patient complaints immediately is a way of providing quality care and listening to their voices, choices and wishes.



How to Handle a Patient Complaint

1. If someone comes to you with a complaint, listen to the problem and gather the information. Let the person know that the problem will be addressed.
2. Take care of the problem, if possible. For any patient related complaints, document it in the medical record.
3. If you are not able to take care of the problem, notify the appropriate person/department. Also, contact the appropriate supervisor or manager.

Patient Safety

We check medical equipment to make sure it is working properly. If equipment is not working properly, remove it from use and tag it so it can be repaired. It is a shared responsibility to make sure the equipment is not used until it has been repaired.

All equipment is identified and tracked by a CE number or barcode. This information is used to track routine maintenance, repairs and events. Examples of each are shown below:

CE-46767

CE number, which is on a small metal tag

CE# 72920



Barcode, which is on a plastic tag located on the equipment



Safe Medical Devices Act, 1990 (SMDA)

The Safe Medical Devices Act is a federal law passed in 1990 requiring a hospital to report to the FDA and manufacturer within 10 working days, any device that may have contributed to the death, illness or injury of a patient. If a piece of medical equipment malfunctions you must:

1. Stabilize the patient.
2. If a patient death, injury, or illness was caused by the medical equipment, place a STAT call to Risk Management and Biomedical Engineering. If no adverse effects, notify Biomedical Engineering.
3. Remove medical equipment from use and apply a yellow equipment tag or some form of label to prevent accidental use.
4. Complete an Event Report including the CE # and/or serial # of the medical equipment.
5. Biomedical Engineering will come get the medical equipment. Do NOT try to fix or alter the medical equipment in any way since it may be needed as evidence.

Advance Directives

Any team member can talk with a patient about an Advance Directive. Advance Directive is a witnessed, written document or oral statement expressing the patient's health care desires. This document may include:

	<p>Health Care Surrogate: A person that is legally selected by the patient to make health care decisions only if the patient is no longer able to do so.</p>
	<p>Living Will: A written, legal document that lists the patient's wishes for what type of medical care he/she wants if any of the following occur:</p> <ul style="list-style-type: none"> ➤ Terminal condition (e.g. cancer) ➤ End stage condition (e.g. kidney disease) ➤ Persistent vegetative state (e.g. coma)

State and Federal law dictates that any patient entering our facility must be offered information about Advance Directives.

Who talks to the patient about Advanced Directives?

Any team member can talk with the patient about an Advance Directive. These documents are an important part of advanced planning for all patients, not just those approaching the end of life. Of course, some team members will be more knowledgeable than others. If a patient asks you about these documents and you don't know the answers, locate someone who does.

Although anyone can talk to the patient about Advance Directives, there are limits on who can sign as a witness on these documents. If you have questions, refer to Patient Care Policy #1275. Risk Managers are a resource for Advance Directives documentation.

Case of Abuse

Child and elder abuse is a serious problem that affects people from all walks of life. One of the most important ways to protect victims from abuse is by making sure they get the help they need and by reporting cases to the authorities.

Florida statutes state that it is the responsibility of all health care professionals to report any suspected abuse of a minor, disabled, elderly or vulnerable adult admitted to our facility. Additionally contact Risk Management for any cases of abuse or possible abuse.

If you are a licensed health care worker and you identify suspected abuse as outlined in the Patient Care Policy #1600, you must report it. Failure to do so may be probable cause for review by your licensure board!

Child Abuse

Children who are victims of physical or emotional abuse often display mental and social development problems. In most cases, the abuse comes from their own parents or caretakers.

Below are some of the signs of abuse:

- **Physical abuse:** A child who suffers from physical abuse might have bruises, burn marks, fractures and scars. They are often fearful of adults or certain people.
- **Sexual abuse:** Victims of sexual abuse are forced to have sexual relations or engage in inappropriate physical contact with adults. One sign of sexual abuse is feeling uncomfortable when changing clothes.
- **Emotional abuse:** Children who experience emotional abuse are often victims of private or public humiliation and neglect. A child who is a victim might show sudden changes in behavior and act violently.
- **Neglect:** Children who are physically neglected show signs of lack of personal hygiene and bad health due to malnutrition, among other things.

Elder Abuse

Elder abuse can occur in the victim's home or at places like assisted living facilities. People who abuse the elderly are usually people who know or take care of the victims. There are several types of abuse and all of them can have a profound negative impact on a person's physical and mental health.

- **Physical abuse:** As with child abuse, elders who suffer from physical abuse also might show bruises or other signs of injury on their bodies. They might often act fearful or look intimidated.
- **Sexual abuse:** Elders who suffer from sexual abuse might become withdrawn.
- **Emotional abuse:** This occurs when the victim is humiliated and treated with disrespect. The victim might feel useless or inferior and might suffer from depression.
- **Neglect:** Elders show signs of physical neglect when caretakers fail to help them with their personal hygiene, food, clothing and medications.
- **Financial abuse:** Elders are often targets of financial fraud. This usually happens when people who take care of elders steal their retirement or Social Security money.

Source: <http://blog.usa.gov/post/54353070179>

Florida Law requires mandatory reporting of suspected or known abuse, neglect, or exploitation of vulnerable adults and children: Reference to Policy #1600.

Reporting Patient Abuse or Neglect

Any Orlando Health personnel or physician who has reasonable cause or who suspects abuse, neglect, or exploitation shall make a verbal report to the Department of Children and Families (DCF) Florida Abuse Hotline 1-800-962-2873 (1-800-96-ABUSE).

Any member of the medical staff or Orlando Health personnel involved in the admission, examination, care or treatment of an adult patient who has reasonable cause or suspects abuse, neglect or exploitation shall notify the attending physician, the Administrative Supervisor and at APH the Clinical Social Work Department of the referral to the abuse registry.

Document all calls in the medical record including date, time and the name and ID number of the person accepting the referral at the DCF abuse hotline.

Orlando Health personnel or physicians will complete an event report, if they suspect abuse, neglect or exploitation..



Other Involvement

Other involvement of Risk Management includes:

- Investigation of sexual misconduct or abuse.
- Interpreting policies/ procedures.
- Peer reviews.
- Informed consent for patient procedures and care.
- Accepts all subpoenas. Team members are not to accept them.

Privacy & Information Security

Orlando Health keeps medical records and other important documents for patients, team members and visitors.

You need to know how to protect records to prevent accidental or improper use, change or destruction.

[Go to the HIPAA](#) link on Swift to learn more about the “Health Insurance Portability and Accountability Act”

Because you work in a healthcare system, you see and hear things that are private. You must keep that information private to protect our patients, fellow team members and yourself.

Privacy & Potential Violation

- 1- **Use of documents:** such as looking up information on a friend so you can tell church members how she is doing.
- 2- **Destruction of documents:** Such as shredding a document after 5 years when the law requires keeping it for 7 years.
- 3- **Alteration of documents:** Such as mistakenly recording one patient's payment in another patient's record.

Why do you need to how to protect patient records & business documents?

1. Protecting information shows our respect for the patient's rights and wishes as to whom they want to know about their medical care. It's the right thing to do. It's also the law.
2. Florida State laws require you to protect medical records and documents.
3. Stolen, lost or unauthorized use of information can cause financial loss or embarrassment to patients, their families and visitors, team members and/or Orlando Health.
4. Federal laws, such as the Health Insurance Portability and Accountability Act (HIPAA), require you to protect patient information.
5. Protecting information also means that you and your team can trust the information to be safe, without change, and available when it is needed. Seamless patient care depends on reliable information.

How Can You Protect Information?

You must protect information that is both paper & electronic form.

Paper Records	Electronic Records
Patient charts, Census reports, Labels, Schedules, Team member files, Financial reports, Credit card receipts and Medical records.	Records from Clinical information Systems (Sunrise, Sovera, SIS etc.), PeopleSoft data, Financial reports, X-rays, Spreadsheets and Emails.

CONFIDENTIAL

To protect paper records:

- Hide papers with a cover sheet.
- Turn hanging charts to face the wall.
- Dispose of papers that containing patient information in shred bins.
- Keep documents and records in a secure place at work.
- Do not take patient records or documents home with you, unless approved by your department manager.

To protect electronic records:

- Keep passwords private.
- Do not share passwords with anyone.
- Use “hard to guess” passwords and do not write them down.
- Log off computers and applications when you leave them.

When you are working on computers, laptops, USB drives or other mobile devices, save files (Word, Excel, etc.) to the V: or U: drive rather than to the C: drive so they are protected against theft or tampering.

Do not save files to any mobile device (e.g. smartphones, laptops, USB drives, etc.) that does not have encryption.

What kind of information is important to keep private?

Protected Health Information (called PHI) is any information about a patient’s health or payment for care that identifies the patient or can be used to identify the patient. This information can be on paper, on the computer or in a conversation. If these identifiers are removed, the PHI is de-identified and is no longer treated as PHI.

Elements of PHI include:



Shred Bins

Designated locked shred bins are numerous and placed throughout the facilities for proper disposal of documents containing Protected Health Information (PHI).

Do not use boxes or trash cans with or without the word “shred” written on them. These are never allowed. Temporary storage containers are not secure and can be easily stolen or accidentally discarded with normal trash.

Even if the container is routinely emptied at the end of the day, the risk is too great.

Need to Know

Think of yourself as the patient.

How much of your personal information would you want someone else to know?

Think about how this can affect your job duties.

When performing your assigned tasks, what information about a patient do you really need to know?

Having the ability to access a patient’s medical information does not give you the right to check/view their record. If the patient is not connected with your job responsibilities, then you do not “need to know” what is in his/her record.

Examples of when to use or not to use PHI

Necessary to use PHI	NOT necessary to use PHI
<ul style="list-style-type: none">➤ You have a clinical treatment relationship with a patient➤ You are registering a patient➤ You are doing a direct service for the patient	<ul style="list-style-type: none">➤ You check the medical record of a friend or family member, in order to see how they are doing➤ You want to see how busy the hospital is to gauge how many patients may be coming to your floor or unit unless directed by your manager➤ You are curious about the number of patients a co-worker has and/or who they are➤ You want to know why your co-worker is in the hospital

Use the least Amount

Always use the least amount of patient information required to perform a task. HIPAA requires this.

Example: If a patient's Social Security number is not needed on a charge or encounter form then it should not be used there.

Exception: The least amount of information rule does not apply if you are treating a patient

Know what is allowed

Policies and guidelines help you use and protect information the right way. Just because you can access information, doesn't mean that you are allowed to do so according to policy.

Example:

Susan is a nurse at Orlando Health. She can view the medical records of her neighbor who is a patient in our system, but she is not allowed to look at this information because she does not need to see it to do her job.

Special Consideration

- Use good judgment when you have verbal discussions about patients.
- Use special care in public areas like elevators, bathrooms and cafeterias.
- Make sure that others cannot overhear your conversation.
- Get permission from the patient before you share HIV, substance abuse or psychiatric information.

Families & Visitors

Always ask for permission to speak in front of visitors in the patient's room. You must NOT assume that visitors have permission to hear the patient's protected health information.

If the patient cannot express his wishes, the law determines who you can share information with. There are exceptions for certain situations (e.g. a court order or guardianship).

For more information, review Patient Care Policy #8465 "Use and Disclosures of Protected Health Information".

You need to be able to identify when a patient has requested no visitors, and you must follow their wishes.

Here's what to do:

- The patient's record will be flagged with a "**No Publicity**" (NP) flag in the computer system.
- If a patient has the "**No Publicity**" flag you must not share any information about that patient with visitors or family including their location or that they are a patient at Orlando Health.



For more details, review the Patient Care Policy # 0300 "No Publicity."

Visitation Rights

On the other hand, patients have the right receive the visitors whom he or she designates including but not limited to (e.g., a spouse, another family member, friend, domestic partner or same sex partner). They also have the right to identify a support person and be notified of any clinical limitation or restriction of visitation. Each patient, legal representative or support person is informed of their visitation rights and any clinical limitation or restriction to those rights.

Documentation of this education is completed in the patients' medical record.

Review Patient Care Policy #0510 "Visitation Management: Inpatient and Outpatient" for more information.

Keeping Patients Informed

The Notice of Privacy Practices (NPP) is a document that outlines the patient's rights. HIPAA requires us to tell patients how their medical information is used and disclosed (shared).

The Notice of Privacy Practices (NPP) must be given to all patients when they are admitted. It is posted on the Orlando Health website and on SWIFT. Some of the patient rights outlined in the NPP are the right to:

- Request restrictions
- Amend the medical record
- Request an accounting of disclosures

Patient Information & the Internet

If your job requires you to send patient information via email, review Administrative Policy #5706-0238- *“Internet, Electronic Mail and Other Electronic Communication Resources.”*

Remember, Orlando Health Internet connections are monitored to prevent computer viruses and improper use.

For more details, review Administrative Policy #5706-0238- *“Internet, Electronic Mail and Other Electronic Communication Resources.”*

Patient Information & Social Media

It is important to respect the privacy of our patients. Their information does not belong on these sites.

For more details, review Human Resources Policy # 5916-1523 *“Social Media Networking”*.

- Do not discuss or post patient information on Internet sites like Facebook, Twitter or blogs.
- Do not post patient’s information on the Internet even if you do not use the patient’s name.
- Must identify self if speaking on behalf of Orlando Health and seek permission if you wish to post Orlando Health content elsewhere.
- Team members have NO expectation of privacy when posting in social media.

Phishing

Phishing is the attempt to acquire sensitive information such as usernames, passwords, credit card information, etc., by masquerading as a trustworthy entity in an email. These emails are sent by individuals trying to “fish” for your personal or financial information and they can look very authentic.



Recognizing Phishing Attempts:

- Phishers try to trick you by using an email or pop-up message as bait or lure.
- The message directs you to a website that looks real but is not affiliated with the organization in any way.
- The purpose of the bogus site is to trick you into divulging your personal information.
- Look for the following signs to tell if the message is a Phishing attempt:
 - ✓ Appears to be from a business or organization that you normally deal with
 - ✓ Tells you to update or validate your personal and/or account information
 - ✓ Threatens some dire consequence if you don’t respond
 - ✓ Promises you some type of reward, such as money, a trip, or electronics when you respond
- Phishers may pose as:

- ✓ Your bank or credit card company
- ✓ Online payment provider
- ✓ Internet service provider
- ✓ Government organization
- ✓ Orlando Health Help Desk

Orlando Health and other legitimate businesses will never ask for personal information via email.

Protect Orlando Health from Phishing

- Don't reply to any email with your confidential information.
- Don't click on any links in the suspicious email.
- Send the suspicious email as attachment following these simple steps:
 1. Click "New E-mail"
 2. Type "SuspiciousEmail" in the To field and then press the "Tab" key to find the correct address
 3. Click on "Attach Item", and then choose "Outlook Item"
 4. Find the suspicious email, click on it to highlight, then click "Ok"
 5. Click "Send," ignore the warning that there is no subject, just "Send Anyway"
- Delete the email from your inbox & Deleted Items folder.
- If needed, contact the organization requesting information using a genuine phone number or web address.
- Call the IS Service Desk with any questions.

Universal Serial Bus (USB) Drives

Universal Serial Bus (USB) drives, also known as flash or thumb drives, are data storage devices that allow users to transport data from one location to another.

Due to the small size and portability of these devices, they are at a high risk for loss or theft.

Users should only utilize USB drives when absolutely necessary for temporary data storage purposes.



REMEMBER These three important points:

- 1- Use only Orlando Health approved encrypted drives to store data when needed. The current approved Kingston model flash drives can be purchased from the Materials Management department.
- 2- Secure USB drives in a locked drawer or filing cabinet when not in use. This will prevent theft of the device when unattended.
- 3- Be advised, there are alternatives to using a USB drive: Files and presentations can be saved to the V: or U: drive and accessed from any computer on the Orlando Health network. Presentations can also be emailed to yourself for off campus use. Outlook

email is available via the Team Member section of www.OrlandoHealth.com anywhere there is Internet access.

Report Violations

Look out for privacy and information security incidents and policy violations. They must be reported to your manager.

Examples of Privacy and Information Security incidents:

- Finding patient paperwork left in public areas.
- Giving patient paperwork to the wrong patient.
- Finding patient information posted on Facebook.

If you have questions or need additional information, please visit the [HIPAA](#) page on SWIFT or call the numbers below

Corporate Integrity	321-841-2335
Compliance Hotline	888-464-6747
HIPAA Hotline	321-843-3333
Corporate Privacy Officer	321-843-8693
Corporate Information Security Officer	321-841-2410

Corporate Integrity

Orlando Health's Corporate Compliance Program (CCP) supports us in providing quality-driven patient care by helping us **do the right thing, the first time**. It helps you know the legal and ethical standards that apply to your position and understand how to follow them at work.

The Seven Elements of Compliance

Element One: Standards of Conduct

The Corporate Compliance Program (CCP) helps you understand and follow laws, Codes of Conduct, and policies and procedures that impact your work. Everyone is responsible to understand this program in order to prevent errors and violations.

Our CCP is supported by the Corporate Compliance, Internal Audit and Privacy and Information Security teams which make up our Corporate Integrity Department.

These teams along with our Code of Conduct help you follow Orlando Health's ethical and legal standards.

All of us are expected to follow the Code of Conduct at all times.

The CCP supports us in providing quality-driven patient care by helping us do the right thing, the first time & every time.

It helps you know the legal and ethical standards that apply to your position and understand how to follow them at work.

Policies and procedures also tell us how to do our jobs. If the policy and the Code of Conduct disagree, you must follow the Code of Conduct.

Contact Corporate Integrity with questions or concerns.

Confidential Compliance Hotline: 1-888-464-6747 or click the [new web portal to report your concern :orlandohealth.alertline.com](#)

If you have questions about the Corporate Compliance Program, the Code of Conduct or how they apply to you and your work, you should ask:

- Your manager or supervisor
- Corporate Integrity

Element Two: Oversight

The Corporate Compliance Program (CCP) helps keep you aware of your compliance responsibilities so we can provide extraordinary care to our patients.

Element two of an effective compliance program is the designation of a chief compliance officer and a corporate compliance committee to oversee the compliance program and monitor its effectiveness.

- The main focus of the chief compliance officer is the implementation, administration and oversight of the compliance program.
- The chief compliance officer works closely with the corporate compliance committee which advises and assists in the implementation of the compliance program.

Element Three: Education & Training

Under our Corporate Compliance Program (CCP), education and training is offered to you. You can learn more about your responsibilities and how to prevent legal and ethical violations. Classes and resources including the Compliance in Action electronic newsletter are listed on the Corporate Integrity SWIFT page.

Provide Treatment

We provide emergency medical care to any patient, whether or not they can pay for it. It's the law and the right thing to do.

We do not make medical decisions about treatment based on whether a patient can pay.

False Claims

These actions are against the law:

1. Knowingly submitting a false claim
2. Using a false statement
3. Receiving money or payment for a false claim

The laws, Code of Conduct, and our policies tell us we cannot do these things. If we do, we can suffer severe penalties including fines.

Copyright

At Orlando Health we follow all copyright laws even if the work does not carry the copyright symbol.

- Software CANNOT be installed without permission from Information Services.
- If your job involves making copies, using pictures or placing information on the intranet or Internet, you need to know more.
- To learn more, check the Code of Conduct and the Administrative Policy and Procedure #5706-0313, *Copyright*.

Workplace Conduct

- We do not harass or insult anyone.
- Offensive comments or jokes are not allowed.
- Statements, suggestions or actions of a sexual nature are not tolerated.
- We do not use alcohol, smoke or use illegal drugs in the workplace.

Criminal Acts

Criminal acts are not allowed or ignored at Orlando Health. If you know of a criminal activity, you must report it using the Three-Step Communication Process.

Orlando Health team members who perform criminal acts will be disciplined and may be terminated. Discipline is based on the nature of the act.

Research

At Orlando Health we conduct many different types of research and we are careful to follow the laws.

The Institutional Review Board (IRB) reviews and approves all human research at Orlando Health and helps us to make sure that our patients are protected.

Company Assets

A company asset is anything owned by Orlando Health. Examples include:

- Equipment
- Supplies
- Funds (money)
- Software
- Team member time (on the clock)
- Business strategies and financial data

Do not use company assets for non-Orlando Health purposes.

The actions below are not allowed

- Using your time while on the clock to make calls to raise money for charity.
- Using your time while on the clock to solicit money for a school fund-raising campaign.
- Taking ACE wraps from the supply cart to wrap your son's ankle after a sprain.
- Telling a friend how much Orlando Health pays for paint so he can prepare a competing bid.

Whistleblower Protection

- Orlando Health wants to protect our patients and team members. As a result, if you see or suspect a legal or ethical problem, you are required to report it.
- We do not retaliate against anyone who honestly reports an illegal or unethical act (or the suspicion of one) in good faith.
- We follow all laws that protect people who report illegal or unethical acts.

Element Four: Auditing & Monitoring

Under our Corporate Compliance Program (CCP), business processes are audited and monitored to prevent, detect and correct violations. Various departments throughout Orlando Health perform auditing and monitoring activities, including Corporate Integrity. Think of these activities as a way to collaborate with Corporate Integrity on compliance.

Internal Audit

Corporate Integrity's Internal Audit team independently and objectively reviews and provides insight on key processes, procedures, and controls in an effort to improve operations and the effectiveness of our business processes at Orlando Health. The team performs various financial, compliance, and information technology related audit, monitoring and consulting services throughout the organization.

Privacy & Information Security

What is the function of the Privacy and Information Security team?

The Privacy and Information Security team monitors system user activity, investigates known or suspected security incidents and other specific activities when warranted.

Compliance

All three teams (Compliance, Internal Audit, and Privacy and Information Security) provide ongoing monitoring activities to ensure we remain compliant with all federal and state laws and regulations.

How to Report a Compliance Concern:

Use the three step communication process to report compliance.

1. Speak to your immediate supervisor
2. Speak to the manager or director responsible in your area
3. Call the confidential Compliance Hotline at 1-888-464-6747 or use orlandohealth.alertline.com to report your concern

Element Five: Reporting & Investigation

If you know of or suspect an ethical or legal violation, you must report it - including those relating to patient rights. Even if you are unsure, you must report it.

All reports are investigated and there will be no retaliation for reports made in good faith.

If your manager or supervisor is involved, or you think your report has not been acted on, call the Compliance Hotline at 888-464-6747. Or click on the [new web portal to report your concern](http://orlandohealth.alertline.com) : orlandohealth.alertline.com.

Element Six: Enforcement & Discipline

It is important that you are committed to honest and ethical behavior. Under the CCP, reports of illegal or unethical behavior are investigated. Disciplinary action, including separation, may occur.

Human Resources Policy and Procedure #5916-1521, *Performance & Behavioral Counseling*, provides the basis for applying consequences and discipline for those who do not comply with Orlando Health's standards of conduct.

Element Seven: Response & Prevention

The CCP helps you avoid doing things that could hurt our patients and our reputation as a reliable, honest and trustworthy organization.

Orlando Health responds immediately. The Chief Compliance Officer leads investigation and response.

Goal: To prevent future problems and ensure future compliance

Fraud, Waste & Abuse

What is fraud?

Fraud is making false statements or representations to obtain a benefit or payments we did not earn.

Examples of fraud include:

- Knowingly billing for services or supplies not provided
- Knowingly altering claims to receive a higher payment amount

What is waste?

Waste relates to the mismanagement, inappropriate actions or inadequate oversight of government resources.

The government wants to ensure that tax payers receive reasonable value for money spent on government funded activity.

What is abuse?

Abuse is a practice that either directly or indirectly results in unnecessary costs to a federal healthcare program

Examples of abuse include:

- Billing for services that are not medically necessary
- Overcharging for services or supplies
- Misusing codes on a claim

The False Claims Act

Prohibits:

- An individual or entity from knowingly presenting to the federal government a false claim for payment or approval
- Making or using a false record or statement in support of a false claim

Penalties:

- Fine between \$5,500 and \$11,000 for each claim in addition to triple the amount of damages incurred by the government.

The Anti-kickback Statute

Prohibits:

- Knowingly and willfully offering, paying or receiving any kind of payments to get referrals for items or services paid for under a federal healthcare program such as Medicare.

Penalties:

- Fine of up to \$25,000 per violation
- Imprisonment of up to five years per violation

The Stark Law

Prohibits:

- A physician from making a referral to an entity in which the physician has an ownership interest, unless an exception applies.

Penalties:

- Fine of up to \$15,000 for each service provided

- Fine of up to \$100,000 for entering into an arrangement or scheme that violates the Stark Law

Gifts and Business Courtesies

If you receive gifts from a non-Orlando Health person or entity while working, it can look like we make decisions based on what people give us. If you give gifts to people outside Orlando Health, it can look like we are trying to improperly influence the decisions of others.

Orlando Health has specific rules about what types of gifts and business courtesies are allowed.

Compliance Concerns or Questions

If you have questions about the Corporate Compliance Program, the Code of Conduct or how they apply to you and your work, you should ask your manager or supervisor or Corporate Integrity.

Recognizing Other's Rights

Civil Rights Law

Orlando Health complies with federal laws that apply to protected populations and to people's civil rights. Notices of non-discrimination are posted in various public places around the organization.

Rehabilitation Act: This law prohibits individuals and organizations who receive financial assistance from the federal government from discrimination on the basis of a disability.

Americans with Disabilities Act (ADA): This law prohibits discrimination on the basis of disability by public entities (such as a physician's or dentist's office), whether or not they receive federal financial assistance.

Title VI, Civil Rights Act: This law prohibits discrimination on the basis of race, color, and national origin in programs and activities that receive federal financial assistance.

By law and Joint Commission Standards, patients have a right to effective communication. Patients who speak and/or understand limited English must receive health care information in their preferred language and in a way they understand. This includes anyone who has trouble speaking, reading, writing, or understanding English. If patients are not given adequate language assistance, then there is no effective communication. This is equal to not having informed consent for care.

People with hearing or vision impairments also have the right to effective communication. In order to provide the most effective communication, the ADA requires specific types of support, aid and services.

- Qualified interpreters for foreign and sign languages
- Assistive listening devices*
- Taped texts
- Large print materials or braille for individuals with vision impairments
- Note takers and written material for individuals with hearing impairments

*These items can be made available upon request, please call Culture and Language Resource Department at **321-843-7375** or email R-Culture and Language Resources@orlandohealth.com

Something to Think About

Imagine if the patient's glasses got lost during their stay.

Prior to a procedure, establish who will keep a patient's supportive device and where it should be placed within a patient's reach when a patient awakens from a procedure.

Isolation of patients with special needs must be avoided unless it is medically necessary. We also need to make sure the patient is not separated from his/her source of support or assistance. The following are examples of items and people who must stay with the patient:

- Medical equipment (including wheelchairs, walkers, scooters, catheters, ostomy supplies)
- Service animals (Patient Care Policy #0450)
- Caregivers and attendants
- Family members and companion
- Medications (Nitroglycerin and inhaler – with MD order), supplies

How Does Orlando Health Comply?

Orlando Health provides support services to patients who have limited English proficiency (LEP), hearing, visual, and or physical impairments at NO COST to them. Please refer to Orlando Health Patient Care Policy#0090 to learn when you must use a qualified interpreter.



Language Services

You need to know when and how to use language and interpreter services. We must always try to communicate with the patient in their preferred language, but there are certain times when a qualified interpreter MUST be provided.

Interpreter services from a qualified interpreter must be provided when we:

- Explain living wills
- Give or explain a diagnosis
- Inform patients of their rights
- Give discharge instructions
- Give medication instructions
- Explain billing and insurance issues
- Explain medical procedures
- Obtain consent or permission for treatment
- Gather information about a patient’s history or health issue

Orlando Health offers qualified interpreting services 24 hours a day, 7 days a week. Interpreters for over 150 languages, including sign language, are available. Interpreting services can be provided over the phone, through video remote or person to person by qualified team members or vendors. Orlando Health team members who have completed our Interpreter program are identified as qualified interpreters. They will have an interpreter identifier attached to their badge. Instructions on how to initiate interpreter services can be found on SWIFT or on the badge language access card.



Children, parents, relatives and friends **must never be used** to interpret medical information except in life-threatening patient emergencies. Using a family member or friend, etc., who does not have documented training and competency to interpret medical information (especially consents) is equivalent to not having informed consent. This is a civil rights violation.

Other resources

In addition to the Language Line qualified interpreters, the following is available:

- CYRACOM & LANGUAGE LINE SOLUTIONS telephonic interpreter service for foreign language speaking patients
- TTY (telephone typewriter, teletypewriter or text phone) or Telecommunications Device for the Deaf (TDD) phones for hearing impaired patients
- **Video Remote Interpreting** for deaf and hard of hearing patients and foreign languages (iPads are available at all emergency departments)

If you need a document translated, complete the “Translation Request - New or Revised” form on SWIFT and email it to the Documents Council at:

<mailto:R-documentsCouncil@orlandohealth.com>

There are translated consent forms on SWIFT in Spanish, Haitian Creole, Vietnamese and Portuguese.

Communication during emergencies

Orlando Health will maintain communication and coordinate activities with the community and faith-based organizations if there is an emergency, such as a natural disaster or acts of terrorism. Assistance with translation of written emergency information into other languages will also be provided.

It is very important that the patient understand the care that is provided to him/her. Children, parents, relatives and friends must never be used to interpret medical information except in life-threatening patient emergencies and after all existing language support services have been exhausted.

Using a family member or friend, etc., who does not have documented training and competency to interpret medical information (especially consents) is equivalent to not having informed consent. **This is a civil rights violation!**

Consequences of non-compliance

Malpractice insurance companies will not cover any damage awards for civil rights violations, therefore individuals/organizations must pay damages out of their own pockets.

Civil Rights judgments must be paid even if the individual or organization files bankruptcy.

Examples of Incidents

Using interpreters who are not qualified:

Example: Team members who have not taken the interpreter program. Or third parties such as children, friends, relative, strangers for language assistance.

Failure to offer language assistance:

You are not providing language assistance when you are:

- Asking limited English proficiency (LEP) patients to bring their own translated documents.
- Asking deaf or hard of hearing patients to provide their own sign language interpreter.

Hostile comments:

Using the following comments are unacceptable:

- “You are in America, you need to speak English.”
- “I don’t understand you people. Why don’t you speak English?”

Offering inadequate assistance:

You are not offering appropriate assistance if you have comments such as:

- “We don’t have an interpreter today, so I am canceling your appointment. Please come back on Wednesday when the interpreter is here.”
- Asking patients to come back another day is also considered “denial of service.”

Culturally & Linguistically Appropriate Care

In addition to communicating with patients in their preferred language, we must also act in a way that shows respect to their culture.

It is important that patients trust us and tell us more about what is going on with their health. We need this information to provide quality care. Every team member is expected to provide culturally appropriate care.

- Be aware that people of diverse cultures have different needs when it comes to health care.
- Know where to find information about cultural practices of the patient population we serve.



Information about cultural practices (including communication tips and health preferences) can be found on SWIFT under Culture and Language Resources.

In the State of Florida, 2010 census data shows that more than one third of the population belongs to different races or ethnic minority groups. In addition, 27% of Florida’s population speaks languages other than English in their homes. Looking closer at Central Florida there is a slightly higher percentage of residents (29%) that speak languages other than English in their homes. The census also demonstrates that many of those with limited English proficiency (LEP) are elderly with low health literacy or knowledge even in their native languages. In general terms, cultural competence in healthcare refers to the ability of a healthcare employee and/or health organization to provide consistent successful care to patients of any race, ethnicity or culture.

Weight Non-Discrimination

There are other situations in which we need to show respect to our patients. Overweight patients often face discriminations and are not treated kindly. The Bariatric Center of Excellence at Orlando Health is an example of a quality program available to people who are unable to achieve or maintain a healthy weight through diet and exercise.

We need to make sure that we are sensitive to the needs of overweight patients and aware of biases related to obesity.

The way you treat people matters. Below are some ways you can help our obese patients feel comfortable and cared for. Most of these things apply to all patients.

- Show patients you are sensitive to their needs:
 - ✓ Make eye contact.
 - ✓ Don't be afraid to touch the patient.
- Reach out and introduce yourself; shake the patient's hand:
 - ✓ Patients notice when they receive genuine warm attention and believe you are available to meet their needs.
- Avoid making "fat" jokes:
 - ✓ Obesity is a chronic illness. No one laughs at other chronic illnesses such as diabetes, coronary artery disease or kidney disease.

Orlando Health Education Post-Test

For Orlando Health non-team members, students, and Orlando Health team members in a student role

Directions: Please complete the following post-test using an answer sheet.

1. Which of the following is one of the service expectations at Orlando Health?
 - A. Choose an “I just work here” attitude
 - B. Don’t over-communicate
 - C. Be “on stage” around patients only
 - D. Always show respect and compassion

2. What is the Orlando Health Mission Statement?
 - A. To improve the health and quality of life of the individuals and communities we serve.
 - B. We don’t just care for you, we care about you
 - C. We love taking care of you and your family
 - D. Orlando Health works hard to care for patients and to serve the community

3. Orlando Health’s values include:
 - A. People
 - B. Quality
 - C. Community
 - D. All of the above

4. What is the P stands for in Orlando Health PROMISE?
 - A. Patients
 - B. Positive attitude
 - C. People

5. When should you contact Security?
 - A. If you witness suspicious activity
 - B. If you need an escort
 - C. If property is damaged or missing
 - D. All of the above

6. Workplace violence includes threats or acts of violence, aggressive behavior, and threatening or offensive comments or remarks.
 - A. True
 - B. False

7. How to care for your badge?

- A. Protect your badge from heat & sunlight
 - B. Keep the badge intact
 - C. Clean you badge with soap & water
 - D. All the above
8. Gas Cylinders must be secured in their holders or chained at all time
- A. True
 - B. False
9. Which of the following life safety rules must be followed at all time
- A. Egress corridors to be clear and unobstructed
 - B. Doors with self-closure cannot be propped open when unattended
 - C. Access to emergency response items must be maintained
 - D. Items cannot be hung from oxygen regulators
 - E. All the above
10. Appliances requiring electrical inspection must have an Engineering inspection sticker before first use.
- A. True
 - B. False
11. If a fire develops in a hospital building you should RAACE. RAACE stands for:
- A. Remove, alarm, alert, conceal, extinguish
 - B. Remove, alarm, alert, confine, extinguish
 - C. Remove, alarm, alert, confine, evacuate
 - D. Remove, activate, alert, conceal, evacuate
12. What should occur during a Code Red Stat?
- A. There is a Code Red incident so hurry
 - B. There is a fast burning fire
 - C. All persons must evacuate the building vertically by using stairs
 - D. All persons must evacuate horizontally to the next smoke compartment
13. Which of the following is true about smoke doors?
- A. There are no labels marking smoke doors
 - B. All doors are smoke doors
 - C. Smoke doors are single doors
 - D. Smoke doors are not to be propped open
14. To use a fire extinguisher correctly, the PASS procedure is used. PASS stands for:
- A. Pass, aim, squeeze, slide

- B. Pull, alarm, squeeze, slide
 - C. Pull, aim, sweep, squeeze
 - D. Pull, aim, squeeze, sweep
15. All patients and team members must be screened by MRI staff prior to entering the MRI scan room even during an emergency.
- A. True
 - B. False
16. Where would you look for information on how to safely clean up a chemical spill?
- A. Code of Conduct
 - B. Safety Data Sheet SDS
 - C. Code Orange
 - D. Team Member Handbook
17. What should you do if you find a bottle partially filled with an unknown chemical in the cleaning closet?
- A. Throw it away
 - B. Evacuate the area immediately
 - C. Call a code Orange
 - D. Call the Safety Department or your supervisor
18. “Every 20 minutes look 20 feet away for 20 seconds” is the 20-20-20 rule.
- A. True
 - B. False
19. In order to lift an item safely from the floor, you should do which of the following?
- A. Position feet shoulder width apart and keep your back straight
 - B. Bend at knees
 - C. Lift with legs and not back to stand up
 - D. Hold object close to you
 - E. All the above
20. Which of the following is the appropriate waste container for suction canister?
- A. Red bag container
 - B. Hospital sharp container
 - C. Bulk biohazardous waste container
 - D. Garbage bin
21. ALARA stands for As Low As Reasonably Achievable.
- A. True
 - B. False

22. Which of the following will help prevent hazards and injuries?
- A. Keep halls free of clutter
 - B. Clean up spills immediately
 - C. Dispose of sharps in the proper container and wear appropriate PPE
 - D. Never rush into an elevator or stick any part of body into path of closing door
 - E. All the above
23. The emergency number for ORMC/UF Health/ACC/Dr Phillips Hospital is 22
- A. True
 - B. False
24. When a Code Black is announced, you should:
- A. Leave the hospital immediately
 - B. Find out where the bomb is and remove it
 - C. Relocate patients to a safe place immediately
 - D. Wait in your work area and look for anything out of place
25. When we are notified of a mass casualty incident, the operator will announce 3 times: "The Mass Casualty Incident Plan is now on standby."
- A. True
 - B. False
26. You are in the front lobby of the hospital. What do you do if a person contaminated with an unknown chemical approaches you?
- A. Try to rinse off the chemical
 - B. Isolate the person away from others and don't touch him
 - C. Escort the person to the Emergency Department
 - D. Call 911
27. In order to learn about your role and responsibilities in a disaster you should:
- A. Ask your manager or leader
 - B. Review your department's disaster function in the EOP
 - C. Review the policies and procedures that refer to disaster
 - D. All the above
 - E. None the above
28. Which of the following description does code silver correspond to?
- A. Information technology infrastructure failure
 - B. Active shooter
 - C. Bomb threat

- D. Severe weather
29. When should reusable equipment be cleaned
- A. Before it goes into a patient's room
 - B. Every day while in use
 - C. As soon as it leaves a patient's room
30. Someone in your area was cut and bleeding on the floor. You must clean up the small amount of blood. Which of the following steps of Standard Precautions will you use to protect yourself from contact?
- A. Use a paper towel to clean up the blood and wash your hands afterwards
 - B. Let the blood dry and contact someone else to clean it up
 - C. Wear gloves and use an approved disinfectant to clean up the blood. Wash hands after removing gloves
 - D. Use an approved disinfectant to clean up the blood. You don't need to wear gloves because it is a small amount. Wash your hand afterwards
31. Standard Precautions apply to:
- A. All body fluids with visible blood
 - B. All body fluids except sweat
 - C. All body fluids from HIV patients
 - D. All infected body fluids
32. Which type of disease transmission spreads on air currents over long distances?
- A. Indirect Contact
 - B. Direct Contact
 - C. Droplet
 - D. Airborne
33. For which of the following situations should you wear personal protective equipment (PPE)?
- A. At all times when going into a patient's room
 - B. When someone is bleeding
 - C. At all times when with a patient
 - D. When cleaning a desk
34. Which personal protective equipment should you wear if a patient is on contact precautions?
- A. Gloves only
 - B. Mask with shield and gloves
 - C. Gloves and gown

- D. Mask, gloves and gown
35. Which personal protective equipment should you wear if a patient is on droplet precautions?
- A. Gloves only
 - B. Mask with shield and gloves
 - C. Gloves and gown
 - D. Mask, gloves and gown
36. Airborne precautions require a fitted respirator to be worn at all times while in the patient room. If you are not familiar with the respirator, which of the following steps should be taken?
- A. Put the respirator on making sure to cover your mouth and nose
 - B. Wear a different mask
 - C. Ask the patient to wear a respirator
 - D. Do not enter the room. Contact the nurse for assistance. You need to complete respirator training and fit testing
37. What do you do first if you are involved in a significant exposure?
- A. Call the supervisor
 - B. Wash or flush the affected area
 - C. Call the Administrative Supervisor
 - D. Go to Occupational Health
38. How is isolation for C.difficile different from regular contact precautions?
- A. Different PPE & isolation sign
 - B. Different isolation sign & transport rules
 - C. Different PPE & transport rules
 - D. Different isolation sign & hand hygiene
39. If a team member removes a pair of gloves from a glove box without performing hand hygiene first, the gloves and the box can become contaminated.
- A. True
 - B. False
40. In most circumstances, alcohol hand rubs are the fastest and best choices for team members to use when they need to sanitize (clean) their hands.
- A. True
 - B. False

41. Hand lotion is very important to skin health. Which of the following hand lotions should you use while working in patient care areas?
- A. Bath & Body Works® antimicrobial lotion
 - B. Nivea® skin cream
 - C. Hospital-approved lotion
 - D. Dove® hand lotion
42. Handwashing with soap and water is the only acceptable method of performing hand hygiene after caring for a *C. difficile* patient.
- A. True
 - B. False
43. Orlando Health's motto for being prepared for a regulatory survey is:
- A. The Joint Commission is here
 - B. Are you ready?
 - C. Ever Ready
 - D. Be prepared
44. The most important reason for Orlando Health to follow the standards set by regulatory agencies is because:
- A. The standards represent the right thing to do for our patients
 - B. If we do not follow them, Orlando Health could lose accreditation
45. When asked a question during a regulatory survey, such as The Joint Commission or AHCA, you should:
- A. Refer the surveyors to your manager
 - B. Don't answer any questions
 - C. Refer the surveyors to Risk Management
 - D. Answer questions accurately.
46. A patient pulls you aside and has a complaint about the care he/she is receiving. Which of the following steps should you take first?
- A. Contact the Risk Management Department immediately
 - B. Suggest the patient call the "We're Listening" line
 - C. Listen to the complaint and act on it appropriately
 - D. Be polite, but tell the patient you are not able to listen to the complaint
47. You are walking through the hallways of the hospital and see an elderly patient lose his balance and fall. Do you need to document this event?
- A. No, the patient is not hurt
 - B. Yes, you complete an event report
 - C. No, the patient fell as a result of loss of balance

- D. Yes, you notify your supervisor so he/she can complete an event report. This is not a normal occurrence
48. You are walking out to your car and find a file folder containing patient information lying in the parking lot. What should you do?
- A. Pick it up and put it in the nearest shred bin
 - B. Pick it up & report what you found to your manager
 - C. Leave it where you found it
 - D. Pick it up and put it in the trash can
49. Julie is a nurse at Winnie Palmer Hospital. She logged in to the computer to find out whether her friend has a baby boy or a boy girl yesterday. Julie is not caring for her friend. Is Julie allowed to do this?
- A. No. Julie is only allowed to look up information on patients she cares for
 - B. Yes. Julie can log in to the system so it is OK
50. What steps should Orlando Health team members take if they receive suspicious email?
- A. Do not open or click on links contained in the suspicious email
 - B. Don't reply to any email with your confidential information
 - C. Send the suspicious as attachment to suspiciousemail@orlandohealth.com
 - D. Delete the email from your Inbox and then from your deleted items folder
 - E. All the above
51. If a patient has the "No Publicity" flag you must not share any information about that patient with visitors or family including their location or that they are a patient at Orlando Health.
- A. True
 - B. False
52. Which of the following would be a violation of HIPAA?
- A. Looking up PHI on a patient you are caring for.
 - B. Asking for ID before releasing PHI.
 - C. Removing PHI from the hospital.
 - D. Shredding PHI when no longer needed.
53. Which of the following is a way to keep patient information private?
- A. Share your password
 - B. Discard lab reports in the trash
 - C. Look up information on a friend
 - D. Log off when leaving a computer

54. The main goal of the Corporate Integrity Department is to:
- A. Help avoid lawsuits against Orlando Health
 - B. Help you do the right thing at the right time for the right reasons
 - C. Help everyone to enforce compliance
 - D. Look for fraud and abuse within Orlando Health
55. Which of the following is true about the Corporate Compliance Hotline?
- A. It accepts calls between 8 am and 5 pm
 - B. You must give your name
 - C. The number is 1.888.464.6747 and the call is confidential
 - D. Call only if you are certain an illegal activity has occurred
56. “Speak to you immediate supervisor” is the first step of the three-step communication process.
- A. True
 - B. False
57. Which of the following gifts is OK to accept?
- A. \$50 gift card from a physician who gave the same gift to all nurses on the unit.
 - B. Cookies from a patient’s family to share with your coworkers.
 - C. \$25 tip from a patient.
58. Andressa speaks Portuguese. She has not been trained as an Orlando Health qualified interpreter. A nurse has asked her to interpret a living will for a patient. Should Andressa act as an interpreter?
- A. No. Only qualified interpreters are permitted to interpret unless it is something simple like ordering breakfast
 - B. Yes. The patient needs help now
 - C. Only if it is the night shift
59. Check the example that correctly shows compliance with Title VI, Civil Rights Act and American with Disabilities Act.
- A. “Mrs. Ross, I’m sorry but your service dog can’t stay with you even though it is a private room”
 - B. “Please let your wife know that the TTY and iPad will be here shortly”
 - C. “As Mr. Bennet’s son, can you translate his OR consent for surgery tomorrow?”

60. Check one way that correctly can help our obese patients feel comfortable and cared for.
- A. Explain to the patient that they can't find a good job if they don't lose weight
 - B. Avoid making "fat" jokes
 - C. Blame the patient for their condition