You are required to complete orientation prior to coming to Genesis. It includes review of this Study Packet, completion of the Quiz (80% to pass), typing in all information on the Signature Packet (prior to printing), and then reviewing and signing all forms before returning them to your school*.

* Some students will be provided contact information to return items directly to Genesis Hospital

Genesis Hospital
2951 Maple Ave
Zanesville, Ohio 43701

www.genesishcs.org

Please keep this packet for future reference
Parts of this orientation refer to “employees” or “workforce”, students are considered to be part of that role while learning at Genesis. Students must follow all Genesis HealthCare System policies and procedures.

**GENESIS MISSION, VISION AND VALUES**

Our vision, mission and values describe the organization for us and for our public. As you read these, think about how they apply to your learning and your role as a student at Genesis.

- **Mission**: To Provide Compassionate Quality Health Care
- **Vision**: Committed to being a Health Care Team whose care Exceeds the Expectations of Our Patients and Community
- **Values**: Compassion, Trust, Innovation, and Excellence

**GENESIS ACCREDITATIONS AND AWARDS**

To receive accreditation means Genesis has the expertise, resources, dedicated staff, and commitment to manage specific disease processes. We have received accreditation and certification in the following:

- Healthcare Facilities Accreditation Program (HFAP)
  
  HFAP is one of only four national voluntary accreditation programs authorized by the Centers for Medicare and Medicaid Services (CMS) to survey hospitals for compliance with the Medicare Conditions of Participation and Coverage.

- Heart Failure Accreditation
- Atrial Fibrillation Certification (First in the Nation)
- National Accreditation Program for Breast Centers
- American College of Surgeons' Committee on Trauma Verified Level III Trauma Center
- Primary Stroke Certification
It is important to be aware of the signs and symptoms of a stroke and what to do if this is suspected. Remember F.A.S.T. to spot a stroke:

- **F- Face**: Does one side of the face droop or is it numb? Ask the person to smile.
- **A- Arm**: Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?
- **S- Speech**: Is the speech slurred, are they unable to speak, or are they hard to understand? Ask the person to repeat a simple sentence, like "the sky is blue." Is the sentence repeated correctly?
- **T- Time**: Stroke is a life-and-death emergency — every second counts. **If you suspect a stroke, call for emergency medical help immediately by calling 5511 (in hospital) or 9-911 (outlying buildings).**

-Chest Pain Center Accreditation

Like stroke, a heart attack is also a life-and-death emergency and it is important to be aware of the signs and symptoms of a heart attack and what to do if this is suspected. **Most heart attack warning signs and symptoms include:**

- Discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain
- Pain or discomfort in one or both arms, the back, neck, jaw or stomach
- Shortness of breath with or without chest discomfort
- Breaking out in a cold sweat
- Nausea
- Lightheadedness.

**If you suspect a heart attack, call for emergency medical help immediately by calling 5511 (in hospital) or 9-911 (outlying buildings).**

---

**QUALITY**

**Genesis Performance Improvement Plan**

To support our Mission to provide compassionate quality healthcare, Genesis has a Performance Improvement Plan. It outlines the ongoing methods we use to achieve and measure how we are
meeting our organizational quality goals. At Genesis the goal is for quality to be an integral part of every employee’s work, rather than something to be done in addition to their regular duties.

**What is Quality Assessment and Performance Improvement (QAPI)?**

QAPI is a hospital wide data driven process to improve specific measures or indicators. The overall goal of quality monitoring is to improve the safety of our patients and/or improve our patient outcomes. The Genesis scorecard contains measures for quality monitoring.

**Quality Control**

The process for ensuring quality includes process measurement and monitoring, also known as quality control. The primary function of this activity is tracking specific indicators over time. As long as the process is functioning as it should, the indicator will be in control and no further action is necessary. When the indicator falls outside an acceptable range or outside control limits, action will be taken to bring the process back into control.

**Quality Initiatives**

Some processes that we have implemented to improve the quality of care that we provide include:

- Shared decision making
- The National Database of Nursing Quality Indicators™ (NDNQI)
- Nursing Research and Quality Committee
- Influenza Screening Assessment

**Performance Improvement (PI) Methodology**

- Performance improvement methodology is designed to develop, select, and implement the best solution(s) when we identify a need for a process improvement.
- The PI methodology we use at Genesis Lean Six Sigma.
- Lean Six Sigma focuses on removal of waste (Lean) and the reduction of process variation and eliminating defects (Six Sigma).
- Lean Six Sigma complements our mission to provide compassionate quality health care by providing data driven decisions.
- The goal is to work smarter, not harder

**How Does Lean Six Sigma Work? The 5 Step Process**

1. **Define** - Scope and define the process
2. **Measure** - Collect process data
3. **Analyze** - Analyze process data
4. **Improve** - Implement process changes
5. **Control** - Validate and sustain process improvements
Centers for Medicare and Medicaid Quality Program: Value Based Purchasing (VBP)

Hospital Value Based Purchasing is part of the Centers for Medicare and Medicaid Services (CMS) long-standing effort to link Medicare’s payment system to a value-based system. This is a nationwide effort to improve healthcare quality, including the quality of care provided in the inpatient hospital setting. Hospitals are paid for inpatient acute care based on the quality of care, not only the volume of services they provide. For hospitals that perform poorly in their quality of care, they may not be fully reimbursed for their services.

The four quality domains currently measured by the CMS VBP program are equally weighted and include the following:

1. HCAHPS - Patient Experience Survey Results
2. Safety (such as Hospital Inquired Infections)
3. Clinical Outcomes (such as Mortality Rates)
4. Efficiency (such as Medicare Spending per Beneficiary)

In fiscal year 2016, CMS will withhold 2% of payment if the quality targets are not met.

Since every employee and student is responsible for the patient experience we can personally impact the amount of reimbursement that we receive through Value Based Purchasing by meeting or exceeding clinical and patient experience measures. Students need to be aware of how their actions and patient care reflects on Genesis and how it impacts the quality scores for Genesis and our reimbursement.

The following are the actual patient survey questions that determine our score. Only “always” answers count unless noted otherwise.

**Communication with Nurses**
- During this hospital stay, how often did nurses treat you with courtesy and respect?*
- During this hospital stay, how often did nurses listen carefully to you?*
- During this hospital stay, how often did nurses explain things in a way you could understand?*

**Responsiveness of Hospital Staff**
- During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?*
- How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?*

**Pain Management**
- During this hospital stay, how often was your pain well controlled?*
- During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?*

**Communication about Medication**
- Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?*
- Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?*

**Hospital Environment: Cleanliness & Quietness**
- During this hospital stay, how often were your room and bathroom kept clean?
- During this hospital stay, how often was the area around your room quiet at night?

**Discharge Information**
- During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would
have the help you needed when you left the hospital?*

- During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?*

**Care Transitions**

- During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.*
- When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.*
- When I left the hospital, I clearly understood the purpose for taking each of my medications.

**Overall Hospital Rating**  (only “9” or “10” answers count)

- Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

**Would Recommend Hospital**  (only “yes” answers count)

- Would you recommend this hospital to your friends and family?

---

**No Pass Zone**

The No Pass Zone requires Every Employee to Respond to Every Patient or Visitor in Need Everywhere, Every Time. The concept is to

- Improve the patients experience by responding quickly to their needs.
- Create an environment of caring and responsiveness.

**Friendly at 10 and 5**

At 10 feet, acknowledge people by making eye contact.

At 5 feet, greet them with Hi, Hello, Good Morning etc

Go the extra mile and help with directions. If someone appears lost, stop and ask Can I help you?

**Let’s Curb Clutter**

If you see trash, pick it up and throw it away

Be aware of equipment- if it is not in use move it to appropriate storage

**Go the Clean Route**

Wash your hands in front of the patients every time before and after each patient encounter

Explain what you are doing and use words like “for your safety” and “to prevent infection”

Hold each other accountable

**Always stop for call lights**

If a patient’s call light is on, stop in to see if you can help.

At Genesis it is everyone’s responsibility to assist our patients, their families, our visitors and each other
AIDET

Use AIDET Fundamentals of Service when caring for patients and family members.

ACKNOWLEDGE -- Greet people with a smile and use their names if you know them. Attitude is everything. Create a lasting impression. Knock on door and address the patient by name if possible.

“Good morning, Ms. Jones. We’ve been expecting you and we’re glad you are here.”

“Good afternoon, Mr. Smith. Welcome to Genesis HealthCare System. We want to make your visit as convenient as possible. Would you please take a moment to confirm that we have your most current information?”

INTRODUCE — Introduce yourself to others politely. Tell them who you are and how you are going to help them. Escort people where they need to go rather than pointing or giving directions.

“My name is Susan and I will be helping you bathe today. I am a nursing assistant and my specialty is meeting your personal needs. Do you have any questions for me?”

“Mrs. Smith, your physician is Dr. John Doe. He’s been practicing medicine for 20 years.”

“Mr. White, Jenny Jones will be your nurse this evening when I leave. I’m going to give her a detailed report of your progress and needs before I go. Is there anything you’d like me to tell her?”

DURATION — Keep in touch to ease waiting times. Let them know how long the task, procedure or test may take. Be realistic.

“The Radiology Department had to attend to an emergency. They were concerned about you and wanted you to they have rescheduled your exam for this afternoon.”

“We’ve paged Dr. Doe to ask about your pain medication. If I don’t hear from him within 30 minutes I will page him again.

EXPLANATION — Explain what you are doing and why you are doing it.. Make words work. Talk, listen and learn. Ask, “Is there anything else I can do for you?”

“The test takes about 30 minutes. The first step is to have you drink this solution and then we’ll have you wait 20 minutes before we take a blood sample. Would you like something to read while you wait?”

“The procedure you are having today will not be painful. First we....”

THANK YOU — Let them know we appreciate them. Thank them for choosing Genesis. Foster an attitude of gratitude. Thank people for their patronage, help or assistance.

“Thank you for choosing Genesis HealthCare System. It has been our privilege to care for you.”

“Thank you for your call. Is there anything else I can do for you? I have the time.”

CORPORATE INTEGRITY

This section gives an overview of the Genesis Code of Ethics & Integrity and Compliance Programs.

Code of Ethics & Integrity Program

As a community-based organization, Genesis places the highest importance on its reputation for honesty, integrity, and high ethical standards.
To ensure continuous attention to Genesis' commitment to the highest standards of ethical conduct and compliance with relevant laws and regulations, Genesis established the **Code of Ethics & Integrity program**. The purpose of this program is to encourage all employees to bring best practices to their individual jobs.

**It is our responsibility as members of the Genesis community to act in a manner that is consistent with Genesis' Code of Ethics and Integrity Program and all supporting policies, procedures, protocols, and standards.**

The program reaffirms what Genesis has always been striving for... providing quality health care services in compliance with all applicable requirements and standards in the health care industry.

**Reporting a Compliance/Integrity Issue**

If you have a compliance concern, you may contact the Director of Corporate Integrity or call the Integrity Compliance Hotline at (740) 454-5555 (external) or extension 5555 (internal). The hotline is available so that you may share your compliance issues – anonymously if you choose.

Your concerns about compliance are important to Genesis and this program provides you with a way to have any concerns heard and resolved. Examples of issues addressed by the Integrity program include:

- Inappropriate use or disclosure of patient information
- Incorrect coding and/or billing
- Falsification of records or reports
- Being asked to do something that you know is against the law or a violation of a Genesis policy

**Patient Privacy Practices**

Genesis must provide a Notice of Privacy Practices to all registered patients. This notice describes how information will be used and disclosed. Furthermore, Genesis must permit a patient to request a restriction of their information. We do not have to agree to every restriction if we believe it's not in the best interest of the patient or the facility.

Genesis can provide patient information without a signed authorization to our "Business Associates" who have signed an agreement that binds them to the same privacy protections. For example, we can give the HFAP surveyors access to medical records without obtaining the patient's authorization.

**HIPAA Privacy Rule**

The **Health Insurance Portability and Accountability Act (HIPAA)** was designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers. Developed by the Department of Health and Human Services, these standards provide patients with access to their medical records and more control over how their personal health information is used and disclosed.
The HIPAA privacy rule does not interfere with patient care..... However, you should take steps to safeguard the patient's information. For example, you may talk to a patient about their condition in front of their roommate, but you should take precautions such as pulling curtains or speaking quietly.

Other Examples of Ensuring Patient Privacy

- If using a sign-in sheet, do not ask for the reason for the visit.
- If you call out a patient's name in a waiting room, don't reveal the reason for the visit.
- Be aware of information you say aloud while talking about a patient.
- Place discarded patient information in shred containers.
- Double check fax numbers before faxing patient information. PLEASE NOTE: If you make a mistake, contact Corporate Integrity immediately.
- Do not leave patient information where visitors can read it
- Be aware of computer monitors. LOG OFF or LOCK the computer so that patient information remains confidential.

Protected Health Information (PHI)

PHI is information that can be used to identify a patient both living and deceased. All of the following are considered PHI:

- The patient's name, address, social security number, phone or fax number, license plate or driver's license number, date of birth, admission or discharge dates, account number, health plan number, medical record number, device identifier numbers and serial numbers, full-face photograph, or any other unique identifying number, characteristic or code.

It is in violation to look at others' PHI if you are not their Genesis caregiver or if it is not a part of your job duty. For students to get a copy of their own medical records and test results, they are required to complete an authorization release form.
What is a Breach Under HITECH?

The Health Information Technology for Economic and Clinical Health Act (HITECH Act) was created to stimulate the adoption and meaningful use of electronic health records (EHR) and supporting technology in the United States.

*A breach of HITECH is any unauthorized access, use, or disclosure of unsecured PHI where the breach presents a significant risk of financial, reputational, or other harm to the individual. We are required by this law to perform random focused IT audits for appropriate access to patient information.*

There are specified exceptions for limited inadvertent or good-faith disclosures between coworkers acting in the scope of their employment and between people who work within the same healthcare organization...........But CURIOSITY is not a justification!

Privacy and Security

It is important that we protect the privacy of our patients, our organization, and ourselves. Although there are security measures in place to protect our private information, unlawful access to this information can occur. **Social engineering** is a term that describes tactics that a criminal can use to manipulate people into breaking normal security procedures and giving out confidential information.

**Physical access** is one form of social engineering that an "attacker" may use. The attacker may claim to be a new employee or pose as an IT support person. They will dress the part, be confident and polite – anything to gain the trust of the targeted individuals to divulge information or allow access to restricted areas.

Another common social engineering tactic is called **phishing**. This is a deceitful act of posing as a legitimate business or entity to trick victims into revealing their computer passwords or other information (personal and/or financial). The "phisher" may send an e-mail that appears to come from—a bank, or company—requesting "verification" of information. The e-mail usually contains a link to a fraudulent web page that seems legitimate—with company logos and content—and has a form requesting everything from a home address to usernames and passwords.

**Recommendations to Prevent and Stop Social Engineer "Attacks"**

- Be aware: Recognize that social engineering can happen to anyone. Question any suspicious emails or links and do not open them. Question any person that does not have proper identification and/or authorization to non-public areas where confidential information can be accessed.
- Always wear your photo ID badge above the waist.
- If you suspect a social engineering attempt, contact the IT Service Desk at extension 4330 (740-454-4330 external)
- Secure your login credentials and passwords: **Never share or disclose your username or password. Passwords should never be written down.** Change your password at specified intervals using minimum length and complexity to prevent easily guessed words and numbers.
  - Log off or lock workstations when unattended.
- Secure areas containing sensitive information and/or equipment when unattended.
- Dispose of paperwork containing confidential information in the locked shred box.

**False Claims Act & Protection for "Whistleblowers"**

A person who knows an intentional false claim was filed for payment can file a lawsuit in federal court on behalf of the government and, in some cases, receive a reward for bringing original information about a violation to the government's attention. The **False Claims Act** protects anyone who files a false claims lawsuit from being fired, demoted, threatened or harassed by their employer for filing the suit.

If any employee has knowledge or information that any such activity may have taken place, the employee should notify his or her supervisor or call the Integrity Compliance Hotline at (740) 454-5555 or extension 5555 (internal). Information may be reported to the Hotline anonymously. In addition, federal and state law and Genesis HealthCare System policy prohibit any retaliation or retribution against persons who report suspected violations of these laws to law enforcement officials or who file "whistleblower" lawsuits on behalf of the government. Anyone who believes that he or she has been subject to any such retribution or retaliation should also report this to the Integrity Compliance Hotline.

We support compliance with the False Claims Act by monitoring and auditing to prevent or detect errors in coding and billing, investigating reported concerns and correct billings errors, and providing a hotline to report suspected violations

**Fraud & Abuse in Billing Practices**

Genesis has developed, as part of its Corporate Compliance Program, detailed written policies for the prevention and detection of fraud, waste, and abuse in government and commercial health care programs, and for the role of employees, contractors, and agents in preventing and detecting fraud, waste and abuse in such programs.

Government agencies are on the lookout for billing practices that could indicate deceit or unfair, unreasonable, or unnecessary medical services in their opinion. Below is a short list of billing practices that might result in government scrutiny:

- Billing for non-covered services, supplies, or both.
- Billing for services without necessary documentation.
- Duplicate billing for a single service.
- Misrepresentation of facts on the claim, such as services rendered and dates of services or charges.
- Failing to return overpayments.
- Using inappropriate diagnosis codes to justify diagnostic services.
- Billing for medically unnecessary services.
Accepting Gifts

Accepting gifts is explained in the Human Resources Conflict of Interest policy. If there is any doubt or concern about whether specific conduct or activities are ethical or otherwise appropriate, contact the Director of Corporate Integrity.

**Under no circumstances can students or employees accept cash or gifts from a patient.**

- However, if the patient believes they have received excellent care and would like to provide a gift, they can be referred to the Foundation and donate in your department's name.
- Candy, cookies, or similar food items can be accepted and shared with the department.

Noncompliance

Healthcare organizations that are not in compliance with certain government rules and regulations face the potential of harsh penalties that could result in monetary settlements, and even exclusion from the Medicare and Medicaid programs. When you are faced with an instance of noncompliance on the job, consider the risk posed to your workplace.

Committing an act of noncompliance may take only a few minutes, but the consequences could mean years of repayments and enforcement actions for the hospital.

**FIRE AND LIFE SAFETY**

Management of Fire Safety Risks

HFAP requires that health care facilities manage fire safety risks. The Occupational Safety and Health Administration (OSHA) and other governmental groups also require regular fire drills and staff training. All employees have important roles in preventing fires and taking action if a fire occurs and patient evacuation is required. Also, every employee is responsible for understanding how to prevent fires and how to respond to fires should they occur. This includes reviewing the Code Red (Fire Procedure) policy which can be accessed from iGenesis in the Safety/Security/Physical Environment manual.
The Fire Triangle

Fire is a chemical reaction. A fire requires three elements in order to burn:

When heat (such as a spark from a cigarette or badly maintained electrical equipment) occurs in the presence of a fuel (such as paper) and the oxygen that is found in regular air, a fire can easily occur. Under special conditions, when the fuel is a chemical rather than paper, an explosion can occur in addition to the fire.

The fire triangle can help you remember the three ingredients needed to make a fire burn. If one of the three critical elements (fuel, oxygen, or heat) is missing, there can be no fire. In many situations, you can help to prevent a fire if you remember this fact—for example, always remember to store cleaning chemicals or other fuel away from heat sources or equipment that might make a spark.

The Classes of Fires and Fire Extinguishers

Fires are classified by the type of fuel that causes the fire:

- **Class A** fires involve ordinary combustibles, such as wood and paper.
- **Class B** fires are related to flammable liquids and gases that easily catch on fire, such as gasoline, grease, or oil.
- **Class C** fires are caused by electrical energy overload or breakdown of some kind. Such fires can occur in electrical wiring, outlets, or cords. They can also occur with the malfunction of medical equipment, computers, or appliances.
- **Class K** fires involve combustible cooking fluids, such as oils and fats.

Fire extinguishers are classified on what the extinguishing agent will safely and effectively extinguish.

- A- Normal Combustibles (paper, linen, plastics)
- B- Flammable Liquids (gasoline, alcohol)
- C- Energized Equipment (electrical or electrical equipment fires)
- ABC – Multipurpose capable of putting out most common fires.
- K- Kitchen (cooking oil, grease).
Most fire extinguishers found in the hospital are classified as ABC and contain a fine dry metal powder.

Some locations with sensitive electrical or computer equipment may have special fire extinguishers designed for use around critical or expensive equipment. Also, surgical areas have special extinguishers called clean agents that are designed for use in those areas and may be rated ABC or BC depending on size. The cafeteria has K classed extinguishers.

The extinguisher label will identify the class of fire extinguisher. The mnemonic P.A.S.S. is used to operate all fire extinguishers located in the hospital.

**In the Event of a Fire or if the Code Red Alarm Sounds...follow these steps**

**Code Red** is the code phrase for fires and is used during overhead announcements to identify the location of the fire or during fire alarm downtimes.

**If alarm or fire occurs in your department:**

1. Utilize **R.A.C.E.** and **P.A.S.S.**
2. Clear corridors of ALL equipment
3. Defend-In-Place or evacuate horizontally to adjacent smoke compartment.

**If alarm or fire occurs in adjacent smoke compartment on the same floor:**

1. Clear corridors of ALL equipment
2. Close doors to all rooms
3. Prepare to assist in horizontal evacuation
4. Prepare to receive patients from fire area
5. Only use elevators in emergencies

**All other areas:**

1. Remain on standby until an "all clear" message has been announced
   - If **"Code Red Upgrade"** is announced, additional available staff should respond to the location in the announcement. The upgrade location may be different than the original message if staff are needed in an adjacent department.
2. Use elevators only in emergencies

<table>
<thead>
<tr>
<th>Class</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Common Combustibles</td>
</tr>
<tr>
<td>B</td>
<td>Flammable Liquids &amp; Gases</td>
</tr>
<tr>
<td>C</td>
<td>Live Electrical Equipment</td>
</tr>
<tr>
<td>D</td>
<td>Combustible Metals</td>
</tr>
<tr>
<td>K</td>
<td>Cooking Media</td>
</tr>
<tr>
<td></td>
<td>Wood, Paper, Cloth, Etc.</td>
</tr>
<tr>
<td></td>
<td>Gasoline, Propane other Solvents</td>
</tr>
<tr>
<td></td>
<td>Computers, Fax Machines, Etc.</td>
</tr>
<tr>
<td></td>
<td>Magnesium, Lithium, Titanium</td>
</tr>
<tr>
<td></td>
<td>Oils, Lards, Fats</td>
</tr>
</tbody>
</table>
3. Do not transport any patients to the fire location, hold in department or return to last location


There are steps you should follow in the event of a fire. These steps can be remembered by the terms **R.A.C.E.** (for steps to take in the event of a fire) and **P.A.S.S.** (for steps to take when using a fire extinguisher).

<table>
<thead>
<tr>
<th>Remember to RACE</th>
<th>Remember to PASS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>R - Rescue</strong> patients or other personnel in the immediate danger area and close doors as you leave the area.</td>
<td><strong>P - Pull the pin</strong></td>
</tr>
<tr>
<td><strong>A - Alarm</strong> Send an alarm immediately from the nearest FIRE ALARM PULL STATION. Also, notify the operator of the exact location and type of fire by dialing 5511 (in hospital) or 9-911 (outlying buildings).</td>
<td><strong>A - Aim at the base of the flame</strong></td>
</tr>
<tr>
<td><strong>C – Confine</strong> Close all doors and windows. All corridor smoke doors should close automatically when the alarm is activated. All patient room doors must be closed by staff.</td>
<td><strong>S - Squeeze the handle</strong></td>
</tr>
<tr>
<td><strong>E - Extinguish</strong> Extinguish the fire, if possible, by using a fire extinguisher or by smothering the fire with a sheet or blanket.</td>
<td><strong>S - Sweep from side to side at the base of the fire</strong></td>
</tr>
</tbody>
</table>

**If a Person Is on Fire**

Never point a fire extinguisher at a person (particularly at his or her eyes, mouth, or clothing), even if he or she is on fire, because the chemical in the spray can remove oxygen the person needs to breathe. Instead, to stop a fire involving a person's clothing, have the person drop to the floor and roll, or smother the flames with a rug or fire blanket if available.

![Stop! Drop! Roll!]

**Medical Gas (i.e., Oxygen, Suction Vacuum)**

Medical gasses may need to be shut off to the fire area. Gasses can be shut off at the direction of Public Safety, Fire Department, or Incident Management Team.
Fire Prevention

There are many ways you can help prevent fires. Some means of fire prevention include:

Using Extension Cords Properly

Extension cords will only be used temporarily to meet an immediate need. The use of multi-outlet assemblies with an integral circuit breaker is permitted in all locations provided they meet the policy requirements. Personnel requesting extension cords or multi-outlet assemblies must ensure that their departmental policies do not prohibit their use. The requester contacts the Service Response Center at extension 5900 to implement a Biomedical Engineering Work Order request for use.

Precautions should be taken in specialized patient care areas to avoid entanglement, tripping, choking and/or electrical safety hazards. Other safety precautions include:

- Do not lay extension cords in liquids or place where liquids can be spilled into them.
- Do not exceed the current rating of the extension cord (if any questions contact Plant Operations).
- Do not connect extension cords together to extend the length.

For more information, please refer to the policy Extension Cords and Multi-Outlet Assemblies on iGenesis
Enforcing the Facility's Nonsmoking Policy

HFAP requires that health care facilities have a policy to prohibit smoking except in specified circumstances. The purposes of this policy are threefold:

- To reduce possible effects of smoking on client care
- To eliminate one person's smoke from affecting others
- To prevent fire

Genesis Healthcare System facilities prohibit visitors and staff from smoking in any of its facilities and on any of its properties (including personal vehicles parked on Genesis properties).

Many materials that can burn are used widely in client care. For example, pure oxygen can easily explode if it is exposed to a spark. Never ignore persons smoking in a smoke-free area; this activity could easily cause a fire or explosion. Ask the person to extinguish his or her cigarette for everyone’s safety. You may also call the service response number (extension 5900) to report violations.

For more information, please refer to the policy #88 Tobacco Free Environment on iGenesis.

Students -Absolutely No Smoking is allowed inside any Genesis Building or outside on any Genesis Property. Smelling like tobacco products is a violation of the policy. Any violations will be reported back to the school and could result in termination of time at Genesis.

Practicing Good General Housekeeping

To prevent the creation of fire hazards, be sure to follow these general housekeeping practices:

- Discard trash often, especially boxes, papers, and other items that could easily catch on fire if exposed to a spark or heat.
- Handle carefully any containers that have been used to store cleaning products, chemicals, or any substance labeled as being flammable, ignitable, or even poisonous. If a fire involving chemicals occurs, it can be toxic to firefighters, clients, and staff because the poisons can be released with the smoke.
- Return soiled rags and linens to the laundry as soon as possible, since they may be flammable.
- Be sure to keep areas around fire alarms and extinguishers clear, so that everyone has ready access to them in the event of a fire. Keep exits, fire doors, and corridors clear of obstacles such as furniture, boxes, or equipment so the facility can be evacuated easily in the event of a fire or explosion.

**Reporting Fire Hazards**

In addition to enforcing our facility’s nonsmoking policy, practicing good general housekeeping, and participating in fire drills, you should correct and report any fire hazards you find as part of your job and whenever you see a situation or practices that might cause a fire in your area or in another area of our facility. For example, you should remove cleaning rags and chemicals that have been stored near heat or electrical equipment. If you cannot correct the situation yourself, communicate immediately with someone who can rapidly correct the problem.

**Taking an Active Role in Fire Drills**

Fire drills are conducted regularly at Genesis, as part of the fire response plan. Drills may occur on all shifts in all buildings so that all employees know their duties if there is a fire. During fire drills, make sure you know your role you have been assigned by your department. Never ignore a fire alarm or warning signal. Students report to instructors or staff for directions during a fire alarm.

**Life Safety Code**

Developed by the National Fire Protection Association (NFPA), the Life Safety Code is a set of rules that helps all types of businesses prevent the spread of fires. HFAP, the Centers for Medicare & Medicaid Services (CMS), and local and state government require that our facilities meet the Life Safety Code from the NFPA.

The code establishes special rules for health care facilities where patients stay overnight or may need special help to evacuate the facility quickly if there is a fire. The Life Safety Code covers:

**Building Design**

This health care facility is designed and built so the risk of harm from a fire to clients is greatly reduced. The following elements of building design help to prevent and/or contain the spread of fire:

- Fire walls and smoke barriers help reduce the rate at which fire or smoke can spread on a hospital floor.
• Fire doors are always built at the top and bottom of any stairwell to help contain fires and to slow the movement and spread of fire and smoke between hospital or clinic floors.
  
  o **It is important to keep fire doors shut—whether on individual rooms, halls, or stairways—so that smoke and fire can be trapped longer.** This safety practice must be followed so that in case of fire, clients, visitors, and staff in adjacent areas have less exposure to fire or smoke prior to evacuation.

• Required fire walls separate the buildings into smoke compartments. When stairwell doors are closed, the stairwell is a separate smoke compartment.

• Hospitals are required to be outfitted with fire suppression sprinklers that greatly reduce the effects of fire

### Routes for Evacuation

For quick evacuation during a fire, exit doors and lighted exit signs are placed throughout the facility to help patients, staff, and visitors rapidly leave the building in case an evacuation is needed. Special evacuation routes are planned so patients can quickly be moved to safety. Evacuation routes are posted in visible locations to allow visitors to find the location of the nearest exit.

### Evacuation Alert

In the event a man-made or natural disaster actually occurs in the hospital, evacuation from the immediate danger area should begin by staff as soon as the life threat is recognized. Public safety, Administration or the Zanesville Fire Department will take over the organization of the evacuation as soon as they arrive. Patients requiring the least amount of assistance will be evacuated first, followed in progression by patients requiring more assistance. Evacuation of patients will occur horizontally and then vertically (up or down from floor to floor) toward the main floor.

### Employee Practices

Every employee has a role in preventing fires and helping to evacuate clients, visitors, and other employees if there is a fire. Some individual staff may have special designated actions they must carry out every day to prevent fires. Employee life safety practices include:

• Keeping fire doors closed so a fire can be contained
• Keeping door exits and hallways clear so clients can be safely evacuated if there is a fire
• Knowing the evacuation plan and where fire exits are located
• Remembering to look over evacuation routes posted in your work area as well as evacuation maps posted in other areas of your health care facility
Interim Life Safety Measures

Interim, or short-term, life safety measures are used during construction or when a Life Safety Code deficiency is discovered that cannot be corrected immediately. When interim life safety measures are identified, they are put in place as extra safety measures until the physical environment once more meets the NFPA's Life Safety Code.

An example of an interim life safety measure is creating alternative exits during construction to ensure all clients and staff can evacuate rapidly. These exits must be clearly identified as exits even if these exits will be used only during construction and not after the building is completed.

Safety Inspection

Building inspections and testing of emergency equipment are done more often in construction sites since conditions change every day. Many different individuals and groups will inspect sites and test emergency equipment. These groups will include hospital safety officers, safety officers working construction, subcontractors, those responsible for emergency response at your facility, as well as related groups in state and local governments.

Risk Reduction

Special handling rules are also used to protect against fire during construction or a Life Safety Code deficiency that cannot be immediately corrected:

- The facility must limit the amount of on-site storage of any building supplies that could cause fire.
- Housekeeping staff and building contractors are required to take special steps to make sure trash is disposed of properly, before it piles up, and to safely remove construction debris that could easily catch on fire.

Every staff member has a role in protecting clients, visitors, and other staff from fires. It is your responsibility to know how to prevent fires in your facility, how to participate in the evacuation of your facility should a fire occur, and what special fire safety precautions you and your coworkers should take if your facility is under interim life safety measures for any reason.

For Questions, see your instructor or Call Genesis Safety Department (740) 455-7710
INFECTION PREVENTION

This section gives an overview of the following Genesis Infection Prevention programs:

- Standard & Transmission Based Precautions and Isolation Practices
- Bloodborne Pathogen Exposure Control Plan
- Guidelines for Blood and Body Fluid Exposures

Standard & Transmission Based Precautions and Isolation Practices

Each day, health care workers are at risk of coming into contact with germs that can cause disease by spreading from person to person. To stop this spread, a number of infection prevention precautions and isolation practices are used in this facility. The following infection prevention policies are based upon the latest recommendations from the Centers for Disease Control and Prevention:

- Isolation, Standard Precautions
- Isolation, Transmission-Based Precautions
- Isolation, Type and Duration of Precautions Needed for Selected Infections and Conditions

All healthcare workers (Genesis employees, students, contractors, attending clinicians, public safety workers and volunteers) should be familiar with these policies in order to prevent the spread of infections to patients, coworkers, visitors, and themselves. These policies may be viewed on iGenesis.

**Remember! Hand washing is the single most important thing we can do to stop the spread of infections!**

Hand washing technique:

1. Wet hands with warm running water.
2. Apply approved hand-washing soap and thoroughly distribute over hands.
3. Vigorously rub hands together for at least 20 seconds, covering all surfaces of the hands and fingers, generating friction on all surfaces of the hands and fingers.
   - A technique to ensure coverage of all surfaces is important because parts of the thumbs, backs of the fingers, backs of the hands, and beneath the fingernails are often missed.
4. Hands should be thoroughly rinsed with warm water to remove residual soap
5. Dry your hands thoroughly with a disposable towel.
6. Use towel to turn off the faucet
When water is not available, use alcohol-based sanitizers-
Apply product to the palm of one hand.
Rub hands together, over all surfaces of hands and fingers, until hands are dry

**When to Wash Hands or Sanitize**
Standard Precautions

Standard precautions are work practices used to prevent the spread of bloodborne germs such as Hepatitis B & C and HIV. These measures are to be used when providing care to all individuals, whether or not they appear infectious or symptomatic.

Remember, Use Standard Precautions for every patient, every time!

Examples of using Standard Precautions include:

- Hand washing- it is the #1 way to prevent the spread of infections!
- Wearing gloves and other personal protective equipment as necessary when in contact with blood or other potentially infectious materials (OPIM) such as wound drainage, synovial or amniotic fluids.
- Using personal protective equipment and sharps disposal units
- Never recapping needles

Transmission Based Precautions and Isolation Categories

Transmission based precautions are used in addition to standard precautions when caring for patients who have or may have a contagious disease. There are 3 types of isolation categories based upon the transmission-based precautions. The three types of Transmission-based Precautions may be used alone, or in combination for diseases that have multiple routes of transmission.

1. AIRBORNE ISOLATION

Airborne Isolation is used when a patient is infected with a disease caused by small airborne droplets such as TB, disseminated varicella, and measles. Employees must wear an approved respirator such as a Controlled Air Purifying Respirator (CAPR) or properly fit-tested N 95 mask for suspected or confirmed tuberculosis cases.

Family and visitors must wear an N-95 respirator for suspected or confirmed tuberculosis cases.

2. DROPLET ISOLATION

Droplet Isolation is used when a patient has a known or suspected infection with germs that are transmitted by larger droplets such as meningitis (either viral or bacterial), Pertussis, Influenza and Mumps. Wear a regular mask if working within 3 feet of these patients.

3. CONTACT ISOLATION

Contact Isolation is used when there is risk of transmission of germs that can be transmitted via draining wounds, stool or urinary incontinence, or if the patient is unable to handle their respiratory secretions. Wear gloves and gown (a clean non-sterile impermeable gown is adequate) if you anticipate any contact with the patient, environmental surfaces, or items in the patient's room.
Remember... ALWAYS use standard precautions in addition to these precautions!

**Personal Protective Equipment (PPE)**

PPE is specialized clothing or equipment (gloves, gowns, masks, eye protection) worn by an employee for protection against an infectious hazard. Genesis ensures employee accessibility to PPE in appropriate sizes and provides hypoallergenic alternatives if necessary.

Key Points Regarding PPE Include:

- Employees should wear gloves when coming into contact with blood or other potentially infectious materials (OPIM). Masks, eye protection and/or face shields should be worn whenever splashing, spraying, or splattering droplets of blood or OPIM occurs.
- General work clothes, such as uniforms, pants/blouses are not considered to be personal protective equipment.
- Employees are not allowed to hang garments in their lockers that have been penetrated by blood or OPIM.
- Utility gloves cannot be decontaminated and reused if they have holes in them.
- Place launderable, soiled isolation gowns in the hamper provided.
- Disposable, contaminated items are disposed in red bags and placed in the biohazard waste.

**Bloodborne Pathogen (BBP) Exposure Control Plan**

The purpose of the BBP Exposure Control Plan (policy #1 in the Occupational Employee Health manual on iGenesis) is to reduce or eliminate occupational exposures to BBPs at Genesis. The Infection Prevention sub-committee reviews and updates the Exposure Control Plan at least annually and whenever necessary to reflect new or modified tasks.

The risk of BBP exposure is reduced or eliminated by using:

- Standard precautions
- Engineering controls (e.g. sharps units, needleless systems and self sheathing needles)
- Personal protective equipment (e.g. gloves, masks, etc.)
- Environmental decontamination guidelines (e.g. cleaning work surfaces after contamination using an appropriate disinfectant)
• Contamination: the presence or the reasonably anticipated presence of blood or OPIM on an item or surface
• Decontamination: the use of physical or chemical means to remove, inactivate, or destroy BBPs on a surface or item.

Work practice controls. Below is a list of safe work practices.

• Always wash your hands before and after contact with a client, immediately after touching blood, body fluids, non-intact skin, mucous membranes, or contaminated items (even when gloves are worn during contact), immediately after removing gloves, when moving from contaminated body sites to clean body sites during client care, after touching objects and medical equipment in the immediate client-care vicinity, before eating, after using the restroom, and after coughing or sneezing into a tissue as part of respiratory hygiene.
• Don't eat, drink, or apply cosmetics, lip balm or handle contact lenses in areas where there is a likelihood of BBP exposure.
• Minimize splashing, spraying, splattering and generation of droplets of BBP or OPIM when performing procedures.
• Place specimens of blood or OPIM in a properly labeled container which prevents leakage during collection, handling/processing, storage and/or transport/shipping.
• Discard contaminated sharps immediately in containers that are closable, puncture resistant, leak-proof and appropriately labeled.
• Ensure that biohazard warning labels are affixed to containers of regulated waste, refrigerators/freezers containing blood or OPIM, and other containers used to store, transport or ship blood or OPIM….red bags or red containers can temporarily substitute for biohazard labels.

Blood & Body Fluid (BBF) Exposures

A BBF exposure is defined as an injury with a contaminated sharp object (e.g. needle stick, scalpel cut), or spills or splashes of blood or OPIM onto a mucous membrane (e.g. mouth, nose, eye) or non-intact skin (e.g. cuts, hangnail) that results from the performance of an employee's duties.

The 2 integral components to prevent infections following a BBP exposure are previous Hepatitis B immunization and post-exposure management (the policy "Guidelines for Follow-up of Blood/Body Fluid Exposures" can be accessed on iGenesis)

• Hepatitis B vaccine is offered free* to all employees who are at risk for BBP exposures.
• Healthcare workers can decline the vaccine and must sign a declination statement

If you have a BBP exposure immediately follow these steps….

• Cleanse areas exposed to blood or body fluid with soap and water. Small wounds and punctures may be cleansed with antiseptic agents such as an alcohol-based hand hygiene agent.
• Contact the Genesis Nurse Line (ext. 4949 internal 740-455-4949 external) to report the exposure as soon as possible after the exposure but no later than 24 hours. The Genesis Nurseline will complete an assessment and give directions over the telephone.
• Complete an EMPLOYEE INCIDENT REPORT (pink form # 804167-0404) as soon as possible after the exposure but no later than 24 hours.

Blood & Body Fluid (BBF) Exposures Facts

• Genesis keeps a log for all BBF exposures.
• Genesis ensures that all medical evaluations and procedures are available at no cost* to the employee and provided at a reasonable place/time performed under the supervision of a physician. This includes the hepatitis B vaccine and vaccination series, post-exposure evaluation and follow-up including prophylaxis
• Post-exposure evaluation and follow-up includes:
  o documentation of the routes and circumstances of exposure
  o blood tests of source person (request results made available to the exposed employee)
  o post-exposure prophylaxis when medically indicated
  o counseling and evaluation of reported illnesses

*Students are responsible for all cost associated to any care and treatment provided by Genesis and they should notify their instructor and/or school

For Questions, see your instructor or Call Infection Prevention Consultants:
Bobbi Fogle RN BSN email: bfogle@genesishcs.org or 740-454-5082 (external) 5857 (internal)
Tawnya Willey RN BSN email: twilley@genesishcs.org or 740-454-5857 (external) 5857 (internal)

PHYSICAL ENVIRONMENT MANAGEMENT PLANS/ WORKPLACE SAFETY/ VIOLENCE IN THE WORKPLACE

Physical Environment Management Plans

In order to provide a safe and secure environment for patients, visitors, staff members, and other individuals in the hospital, Genesis has Physical Environment Management Plans designed to meet Federal and State regulations and standards of practice related to safety as well as HFAP standards.

• Security Management Plan
• Safety Management Plan
• Emergency Preparedness Management Plan
• Hazardous Materials & Waste Management Plan
The policy "Management Plans, Physical Environment" contains the physical environment management plans and can be accessed from iGenesis in the Safety/Security/Physical Environment policy/procedure section. In addition to the Physical Environment Management Plans policy, links to Safety Data Sheets (SDS), Emergency Codes and other safety information are found on iGenesis.

SECURITY MANAGEMENT PLAN

The purpose of the Security Plan is to provide a safe/secure environment for our visitors, patients, physicians and staff. Program components include:

- Identification of security sensitive areas (i.e. Obstetrics and Emergency Departments)
- Reporting and investigating all security incidents
- Providing identification for all patients, visitors, and staff.

Security

The Public Safety/Security department employs commissioned police officers and safety consultants dedicated to providing a safe and secure environment for patients, visitors, physicians and you. Some of the services provided include: motorized and foot patrols; investigation of incidents regarding patient or visitor property; traffic control; vehicle assists (lockouts and jump starts); risk assessments; fire safety; and emergency preparedness/response.

You can reach the department by calling the Service Response Center (extension #5900), twenty four hours a day, seven days a week. For emergencies, please call extension 5511 (internal) or 9-911 (external)

Employee Responsibilities

The following are examples of how you can support a safe and secure environment at Genesis:

- Always wear your photo ID badge above the waist
• When a suspicious person is observed, ask the person if you can help them, check for their photo ID badge, and notify Public Safety immediately for action if necessary

SAFETY MANAGEMENT PLAN

The purpose of the Safety Plan is to provide a physical environment free of hazards and to minimize the risk of human injury for all employees, patients, and visitors in all hospital locations. Program components include:

• data collection and monitoring of Incident/Occurrence and Employee incident reports
• safety education & training programs
• safety inspection

Employee Safety Responsibilities

Employees are responsible for working with safety in mind in all work areas. For example, the following precautions should be followed when working near MRI equipment because the MRI magnet is always on, and the magnet can attract anything metal.

• Do not take anything into the MRI room that is metal (i.e. oxygen tanks). Any metal that is magnetic will be pulled into the unit, which could cause life-threatening effects to anyone in the room.
• Always check with the MRI technician before entering the room. The technician can use a hand magnet to test any metal objects that may be magnetic.
• Do not go into the room if you have a pacemaker.

MRI magnets have 30 times the pull of gravity and are always “on”. Note the wheelchair in the photo, which was pulled into the MRI.

Other examples of how you can support safety in our environment include:

• Immediately report potential hazards or unsafe conditions to your supervisor or to the Service Response Center (extension #5900)
• Know your role during any emergency code activation.
• Immediately report potential medical equipment hazards to your supervisor or to the Biomedical Engineering department.
• Do not enter construction zones unless authorized and wearing the proper protective equipment
• Never remove labels from hazardous chemical containers
• Know emergency procedures for hazardous waste spills (i.e. call 5511….do NOT attempt to clean up the spill yourself)
• Participate in Fire Training every year by completing the online Fire and Safety course (a part of this HFAP compliance series)

EMERGENCY PREPAREDNESS PLAN

The purpose of the Emergency Preparedness Management Plan is to provide a comprehensive, emergency response plan designed to protect patients, visitors, employees and other caregivers within our organization during a variety of emergency or disaster situations (i.e. tornadoes or multi casualty incidents). Program components include:

• Conducting disaster drills (CODE YELLOW)
• Reviewing emergency preparedness policies annually
• Providing initial and ongoing education to all staff

Employees are responsible for knowing their role during any emergency code activation as well as…..

• Genesis Emergency Numbers & Codes
  o In House Emergency… 5511
  o Emergency in Outlying Buildings…9-911
• Where to find the Safety/Security and Physical Environment policies/procedures and emergency code names (on iGenesis).

HAZARDOUS MATERIALS & WASTE MANAGEMENT PLAN

The objective of the Hazardous Materials and Waste Management Plan is to provide a safe environment that is free of safety hazards for employees and customers of Genesis HealthCare System. Program components include:

• Managing chemical waste, chemotherapeutic waste, radioactive and regulated medical or infectious waste, including sharps
- Reporting and investigating all hazardous materials and waste spills, exposures and other incidents
- Maintaining a listing of Safety Data Sheets (SDS)

Employees are responsible for cooperating with all aspects of the Hazardous Materials Waste Management Program including:

- reporting of potential hazards or unsafe conditions immediately to a supervisor
- being aware of the potential hazards of the chemicals used in their department/work environments
- knowing what to do in the event of a chemical spill

How to Obtain Information on Potentially Hazardous Chemicals

1. Receive training by a supervisor or designee of your department
2. Review the Safety Data Sheets (SDS) and product labels. SDS' can be found iGenesis.

![iGenesis](image)

What to do in the Event of a Chemical Spill (CODE ORANGE)

- If a spill or leak is detected call 5511 to have security respond to the incident area. **DO NOT attempt to clean the spill unless you have been trained to do so!**
- Identify what chemical the spill is.
- Determine if it is a small spill (1 gallon or less) or large spill (more than 1 gallon).
  - If a small spill, public safety will contact environmental services to clean up.
  - If spill is large:
    1. Evacuate all personnel from the affected area.
    2. Follow **CODE RED** procedures if there is a fire.
    3. Ensure adequate ventilation.
    4. Follow all guidelines set by the appropriate SDS.
Hazardous Communication Standard

OSHA has modified the Hazard Communication Standard (HCS) to adopt the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) to improve safety and health of workers through more effective communications on chemical hazards. The three major areas of change are in hazard classification, labels, and safety data sheets.

- **Hazard classification:** The definitions of hazard have been changed to provide specific criteria for classification of health and physical hazards, as well as classification of mixtures. These specific criteria will help to ensure that evaluations of hazardous effects are consistent across manufacturers, and that labels and safety data sheets are more accurate as a result.

- **Labels:** As of June 1, 2015, chemical manufacturers and importers will be required to provide a label that includes a harmonized signal word, pictogram, and hazard statement for each hazard class and category. Precautionary statements must also be provided.

- **Safety Data Sheets:** Now have a specified 16-section format. Genesis Healthcare System keeps and organizes all the SDSs on iGenesis so that employees can safely handle substances.

### Required Labeling Information

As of June 1, 2015, all chemical labels must have the following information on its label, regardless of the container:

- Product Identifier (Code and product name)
- Supplier Information (Name, address, and phone number of the manufacturer)
- Precautionary Statements (Precautions to be taken when working with the chemical)
- Fire, spill, and leak instructions
- Handling and storage instructions
- Instructions in case of exposure (First aid)
- Pictograms (Used to convey the health and physical hazards of chemicals)
- Signal word (Such as warning, caution, or danger)
- Hazard statement (Explanation of the physical and health hazards of the chemical)

Some Chemical labels may also include special instructions concerning children.
Transferring Chemicals

When a chemical Product is transferred to a second container and the chemical in the second container is not used immediately and in full, a label must be attached to the second container with the required information.

Pictograms

There are nine pictograms under the Globally Harmonized System. Eight of these pictograms are part of the Hazard Communication Standard. The environmental pictogram, for environmental hazards, is not covered under OSHA.

---

**LIFE SAFETY CODE AND FIRE CONTROL PLAN**

The purpose of this plan is to provide a fire safe environment of care for Genesis HealthCare System facilities. Program components include:

- Performing Hazardous Surveillance Rounds
- Inspecting, Testing and Maintaining Fire Alarm and Detection Systems
- Ensuring staff are informed of and competent in their roles and responsibilities within the life safety environment.
UTILITIES MANAGEMENT PLAN

The objective of the Utilities Management Plan is to minimize the occurrence of utility and equipment failures that may threaten life, or disrupt services in either of the hospital facilities. Program components include:

- Inspecting, Testing and Maintaining Critical Operating Components
- Having emergency procedure for utility failures

In the event of utility failure (e.g. electrical, power, oxygen, water, heat, vacuum, compressed air, telephones, nurse call system) staff members should do the following:

- Implement clinical interventions (patient care comes first), and then contact the switchboard operator.
- When the announcement is made that "Emergency Power" is now on, Staff should be aware of the following information:
  - Emergency outlets at the hospital are those with red outlets.
- When the phone system is down during an announced "phone alert", information about the emergency back-up system can be located in the back of the Genesis in-house phone directory.

MEDICAL EQUIPMENT MANAGEMENT PLAN

The objective of the Medical Equipment Management Plan is to ensure that personnel are trained to interact effectively with their environment and the equipment they use. Program components include:

- Processes for selecting and acquiring medical equipment
- Establishment and use of risk criteria for medical equipment
- Maintenance strategies to achieve effective, safe, and reliable operation of all equipment in the inventory

Employees must report potential medical equipment hazards to their supervisor or to the Biomedical Engineering department.

SMDA Reportable Event

An SMDA (Safe Medical Device Act) reportable event is one in which a medical device is suspected of causing or contributing to a patient's death or serious injury, or if a medical intervention is necessary to prevent death, serious illness, or serious injury.

Any injury to the operator of the equipment should also be reported. The event is reported by completing a Genesis incident/Occurrence Report. The Manager of Biomedical Engineering should be contacted immediately at 5840 (internal) or 454-5840 (external). **Prompt reporting of SMDA events are essential because we are required to report the event to the equipment manufacturer of the FDA within 10 working days of the date we become aware of the event.**
Workplace Safety

Awareness of workplace safety risks can prevent accidental injury and/or illness. Some potential safety risks that an employee may encounter in their workplace include:

- Exposure to communicable diseases, blood/ body fluids, chemical, or hazardous products
- Accidents/ injuries:
  - Slips, trips, or falls
  - Lifting injuries
  - Patient induced injuries
  - Auto accidents
  - Abrasions, lacerations/ punctures; Burns; Foreign body; Sprains

Reporting an Employee Injury

An Employee Incident is defined as any exposure, injury, and/or illness that is occupationally associated. It is important that you report any incident promptly.

- Inform your immediate supervisor* and fill out an employee incident report.
  - If the injury requires immediate attention, the employee* will be sent to the Emergency Department or to Occupational/Employee Health Services (OEHS) as appropriate with their incident report.
  - If the injury does not require immediate attention and the employee continues to work, the employee is to be examined in OEHS no later than the next day that OEHS is open. The completed incident report should be forwarded immediately to OEHS.
- Incident reports should be completed within 24 hours after the incident's occurrence.
- A report is sent to Human Resources.

*Students must contact their school instructor for directions. Students are responsible for all costs related to their care and medical treatment.

Violence in the Workplace

Genesis HealthCare System is committed to keeping the workplace free from violence, verbal and nonverbal threats, intimidation, harassment or coercion. Violence in the workplace is defined as any potential exposure of employees to any act or threat of verbal/physical confrontation, harassment, graffiti, or any violent acts from patients, fellow employees or others.

Some examples of workplace violence are as follows:

- When an employee harms or threatens another employee.
- When an employee attacks or threatens a non-employee.
- When a non-employee harms or threatens an employee.
- When a non-employee attacks or threatens another non-employee on the employer's premises.
In an emergency situation, immediately report acts or threats of violence to ext. 5511 (in hospital) or 9-911 (outside of hospital). The Public Safety Department provides emergency response to all workplace-related acts of violence. Otherwise, contact Public Safety by calling the Service Response Center (extension #5900) and your supervisor. Complete an incident report when the threat of imminent danger is over.

**Patient Safety**

Patient safety is an important issue. Key practices that to promote patient safety include:

- Communicating effectively with patients, families, and other staff members
- Following good safety practices
- Participating in patient safety activities, such as continuing education and safety huddles
- Reporting near misses, errors, or complications related to patient care (to help identify areas needing change)
- Following the policies and procedures related to patient safety
- Hand hygiene
- Reporting safety hazards such as areas where slips or trips could occur
- Removing equipment from service when a defect is noted

It is important for all Genesis HealthCare staff to be aware of, and participate in patient safety initiatives.

**Patient Involvement in Managing Their Care and Reducing Errors**

As participants in their care, patients can better manage their care and reduce the chance of errors by asking questions to understand their condition and treatment.

**Patients can help reduce errors by:**

- Informing their health care provider(s) about medications they take, including prescriptions, over-the-counter drugs and dietary supplements.
- Informing their health care provider(s) about allergies and adverse reactions.
- Learning about their condition by asking their doctor, nurse, and other reliable sources.
- Checking their name band when applied for the correct name and date of birth
- Asking nursing staff what measures are being done to prevent blood clots
- Asking staff if hand hygiene has been performed

**Patients and Families can Activate Condition H**

Patients and families can activate a response team when they are unable to get the attention of the healthcare provider. The response team includes the Nursing Campus Coordinator and Unit Manager or Charge Nurse if the unit manager is unavailable. If the patient's condition warrants a rapid response, the rapid response coordinator or rapid response team will be notified.

- This call provides patients and families an avenue for immediate help when they see a change in the patient's medical status and feel they are not being heard by the healthcare team.
To activate Condition H, patients or families call the operator by dialing extension 4799 from the room telephone and request a Condition H. The operator will request the patient’s name, room number, and concern. The operator will call "Condition H" overhead and alert the Nursing Campus Coordinator (NCC) on their portable phone.

**Medication Administration Practices to Ensure Patient Safety**

The following are examples of medication administration practices used to reduce the risk of errors:

- Placing "high alert" stickers on medications that have been identified as having the potential to cause patient harm if used in error.
- Verifying the **6 rights of medication administration** when administering medications:
  - Right patient, Right medication, Right dose, Right route, Right time, and Right documentation.
- Verifying and documenting in the MAR (medical administration record) any changes made to a PCA (patient controlled analgesia) pump by another nurse.
- Only using approved abbreviations, acronyms, symbols, and dose designations.
- Using the Guardrails® Safety Software in the Alaris IV Infusion System for the delivery of intravenous fluids and medications.
- Reconciling medications throughout the patient’s hospital stay.
- Using the bar coded medication administration system to verify the right medication and right dosage is being administered to the right patient.

**Communication Practices to Ensure Patient Safety**

The following are examples of communication practices to ensure patient safety:

- Asking the patient their name and date of birth before giving care, and confirming it with their name band.
- Reading back all telephone/verbal orders and critical test results.
- Correctly labeling and ordering lab specimens.
- Reviewing each patient’s care plan every shift and updating it as changes occur.
- Performing a "time out" immediately before a surgical procedure to do a final verification of correct patient, procedure, and site.
- Using the SBAR (Situation; Background; Assessment; Recommendation) format in order to ensure clear and effective communication, especially in critical situations.
Practices to Reduce the Risk of Patient Injury

To reduce the risk of patient injury, patients are evaluated upon admission and/or throughout their hospital stay for risks such as:

- pressure ulcers
- aspiration (choking)
- deep vein thrombosis (blood clots)
- falls
- sleep apnea

Practices are implemented if risks are identified. The following are examples of practices to reduce the risk of patient injury from falls:

- Placing patients at a high risk for falling in the appropriate fall prevention program (i.e. Humpty Dumpty fall prevention program for pediatric patients)
- Being alert to patients in a fall prevention program.
  - The falls prevention program will be ordered for patients' at high risk of falling
  - Patients at high risk for falling will wear yellow socks and a yellow fall risk arm band.
  - A fall alert sign will be posted on the door and/or above the patient's bed
- Performing "purposeful patient rounding" (i.e. rounding each hour during the day and every 2 hours at night to each patient's room)
- Placing personal care items within the patient's reach
- Locking the wheels before assisting a patient into a wheelchair
Students-
If you see a patient with Yellow Armband or Yellow Socks attempting to get up or walking unassisted-
Go to them immediately & stay with them or assist them to a safe location
Notify the nursing staff, if needed, and use the call light for help
Always Remind patients to get help before getting up & reinforce how to use the call light

Facts on Falls

- Falls are the most common cause of nonfatal injuries and hospital admissions in older adults
- 1 out of 3 adults, age 65 or older, fall at least once a year
- Most common fall injury is hip fracture
- 950 hips fractures a day in the U.S. (2011)
- 1 in 4 hip fracture patients die within 1 year of the injury
- Falls are the leading cause of death in older adults

Other Wrist Bands to know

- Allergy
- For Patients with Allergies
- Limb Alert
- For patients where extremity should not be used for B/P or needle sticks
  (e.g. mastectomy, shunt, etc.)
If you see a Red Band, be sure you know the patients allergies from the chart, BEFORE giving medications or providing care.

Limb Alert Band- Do not use for B/Ps or Needle Sticks.

Do Not Intubate and DNRCC/DNRCCA Bands remind caregivers of patient’s Advanced Directives.

Note the Green Blood Bank Band stay on pt & is actually a darker green than shown here.

Purposeful Patient Rounding-PPR

Used throughout Genesis to enhance patient safety and the quality of care. Rounding completed every 1 hour during the daytime and every 2 hours during the night. Studies show that PPR gives staff more control over patient care and increases patient satisfaction.

Patients are less anxious because they know someone will be there on a regular basis.

Patients use the call lights less frequently because they know someone will check on them soon.

- Introduce yourself and those with you to connect with the patient
- Perform scheduled tasks (medication, treatment, repair, clean).
- Ask if there is anything else you can do for the patient before you leave.
- Let them know when you'll be back to check on them

Use the 5 P’s to help decrease falls
1 Potty- Offering toileting assistance while the patient is awake
2 Pain-assess pain/comfort level while the patient is awake
3 Position-reposition the patient for comfort
4 Possessions- ensure call light, telephone, bedside table, tissues, water etc. are within reach
5 Pump- nurses will ensure all pumps are functioning properly to help avoid alarms (e.g. fluids will not run out)

PPR is a powerful tool that can be used to shape patients’ experience and increase their perception of the care they receive. Your role is extremely important in PPR and part of giving the best patient care experience we can deliver.
Patient Rights, Cultural Awareness, & Abuse

Patient Rights & Responsibilities

All patients have rights & responsibilities while using health care services. All patients admitted to Genesis receive a copy of their rights and responsibilities. Postings are in multiple public areas including outpatient settings.

- When the patient is a neonate or child, or is unable to participate, these rights and responsibilities are shared by the child and the parent/guardian or legal designee respectively.

To guide us in our commitment to the mission, vision and values of Genesis, patient rights and responsibilities are listed in the Genesis policy "Patient Rights & Responsibilities". This policy can be easily accessed from iGenesis in the Genesis Patient Rights/ Organizational Ethics section.

Below are some examples of patient rights and responsibilities from this policy.

The patient has the right to:

- Participate in the development and implementation of his or her plan of care.
- Formulate advance directives and to have hospital staff and practitioners who provide care at Genesis Healthcare System comply with these directives, in accordance with law.
- Participate in decisions involving their care or be informed of his/her health status, including the right to refuse treatment
- Know the identity and professional status of any person providing his/her care/service; including students and trainees.
- Not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

The patient is responsible for:

- Providing accurate and complete information regarding previous medical history, hospitalizations, medications, present complaints and other matters relating to their health.
- Treating staff with due consideration, respect and dignity.
- Respecting the rights of other patients in regard to visitors, property, noise, and anything else that may bother another patient.
- Participating in the plan recommended by their physician and health care team. If they do not participate, all goals may not be met.

Resolutions for Patient Questions and Concerns

Every patient has the right to report concerns regarding care and safety and to receive help to resolve them. It is our goal to answer any patient questions and get any complaint or concern quickly resolved to their satisfaction.

In order to do this, we recommend the patient first share their concerns with their nurse, social worker, doctor, or unit manager. If this does not solve their concerns or if they would like additional help, they may call Patient Experience at (740) 454-5946. A representative will talk with them about
their questions, concerns or complaints. They will also serve as an advocate to help with communication between them and the people involved. Although most concerns can be resolved through this process, the patient has the option to contact the Ohio Department of Health if they feel their needs would be better addressed by an outside agency.

**Cultural Diversity in Healthcare**

Our background and life experiences affect how we perceive and interact with other people and the world around us. Cultural diversity challenges many of us to provide culturally-sensitive care. In addition to racial classification and national origin, there are many other characteristics of cultural diversity including: religious affiliation; language; physical size; gender; sexual orientation; age; disability (both physical and mental); political orientation; socio-economic status; occupational status; and geographical location.

We need to be aware of our own cultural biases and prejudices so they don't prevent us from remaining open to patients from other cultures and backgrounds. To meet the needs of culturally diverse groups, we must engage in the process of becoming culturally competent.

**5 Steps of Cultural Competency**

1. **Cultural awareness** is the self-examination and in-depth exploration of one's own cultural and professional background. Cultural awareness helps us eliminate misunderstandings and improve patient adherence with treatments. Being respectful of - and responsive to- individuals’ cultural needs ensures more effective communication so that a patient's needs can be better met.

2. **Cultural knowledge** is the process of seeking and obtaining an information base about diverse cultural and ethnic groups focusing on the following three main areas:
   - health-related beliefs and cultural values
   - incidence and prevalence
   - treatment efficacy

3. **Cultural skill** is the ability to collect relevant cultural data regarding the client's presenting problem and accurately performing a culturally specific assessment.

4. **Cultural encounter** is the ability of the healthcare provider/staff to directly engage in cross-cultural interactions with clients from other cultural backgrounds. Staff need to remember not to stereotype and to remain open-minded so we can learn from each other.

5. **Cultural desire** is the motivation of the healthcare provider/staff to "want to" engage in the process of becoming culturally aware, knowledgeable and skillful in seeking cultural encounters. Using the LEARN Model (Berlin and Fowkes, The Learn Model) can help us communicate with patients from different cultures.
• L - listening to the patient's perception of the problem in a non-judgmental manner
• E - explaining your perception of the problem
• A - acknowledging and discussing the differences and similarities of each person's perceptions of the problem
• R - recommending solutions that involve the patient
• N - negotiating a treatment plan

Resources Available to Genesis Staff

• If you need assistance in attending to a patient's cultural, religious, or spiritual and emotional needs, please feel free to contact a chaplain in the Spiritual Care Department at (740) 454-5859.
• A booklet entitled "Cultural Diversity in Health Care: Acknowledging the Individual" is available on iGenesis (click on Nursing Clinical Staff, then click on Medical Staff, then click on Cultural Diversity in Health Care).

Abuse

Abuse is the willful infliction of injury, unreasonable confinement, intimidation or cruel punishment resulting in physical harm, pain or mental anguish. It is also willful deprivation by a caregiver of goods or services that are necessary to avoid physical harm, mental anguish or mental illness.

• HFAP requires that patients who are seeking treatment from a health care facility receive care that is free from neglect; exploitation; and verbal, mental, physical, and sexual abuse. It also requires that abuse by family members, other patients, staff, students, volunteers, or visitors should be prevented.
• In order to meet this requirement and in accordance with Ohio law, it is the policy of Genesis HealthCare System to report all suspected cases of physical, domestic, and sexual abuse, neglect, exploitation, and/or violence. The policy "Abuse, Neglect, and Exploitation: Identification of and Reporting of" can be easily accessed from iGenesis in the Genesis Patient Rights/ Organizational Ethics section.

It is important that we screen our patients for abuse because promoting patient safety is an integral part of health care and our patients depend upon us to advocate for them.

Types of Abuse

Abuse may be the reason for a patient's seeking health care, or it may be something that is noticed during a visit initiated for another reason. Abuse, neglect, or exploitation happens to people of all
occupations, races, genders, and socioeconomic status. There are different types of abuse and a variety of populations who experience abuse.

- **Child abuse** is defined as causing or permitting any harmful or offensive contact on a child's body and as any communication or transaction that humiliates, shames, or frightens a child under the age of 18. Children are frequent victims of abuse, neglect, and exploitation because of their increased vulnerability.
- **Elder abuse** is the mistreatment of older people by those in a position of trust, power, or responsibility for their care. Elder abuse often takes the form of physical abuse, financial abuse, emotional abuse, sexual abuse, and neglect.
- **Domestic abuse** is most common between partners, such as spouses, girlfriends/boyfriends, or live-in lovers. Domestic abuse includes multiple types of abuse, such as physical, sexual, and emotional.
- **Neglect** is the failure of a caregiver to provide for the needs of another person for whom that caregiver is responsible. Neglect can occur with regard to medical needs, educational needs, physical needs, and emotional needs. Children, the disabled, and the elderly are particularly susceptible to neglect, as people in these populations generally rely on others for their care.
- **Exploitation** is the unlawful or improper act of a caretaker using an adult or an adult's resources for monetary or personal benefit, profit, or gain.

**Signs and Symptoms of Abuse**

The variety in types of abuse, abusers, and victims of abuse make it imperative that we be familiar with signs of abuse and actions to be taken. Many times the patient may be unable or reluctant to speak of the abuse, neglect, or exploitation and signs and symptoms of abuse may not be obvious.

**Signs of physical abuse include:**

- Bruises or welts, especially in unusual locations
- Burns, fractures, and sprains
- Head injuries
- Lacerations or abrasions
- Multiple injuries in various stages of healing
- Delay between acquiring the injury and seeking medical treatment
- Evidence of restraint

**Additional signs of abuse in infants and children:**

- Shaken-baby syndrome: signs and symptoms resulting from violent shaking of an infant or small child; signs may range from minor, such as irritability, lethargy, tremors, and vomiting, to major, such as seizures, coma, stupor, and death
- Extreme fear of being with the abuser
- Behavioral extremes, such as acting out in anger or withdrawal

**Additional signs and symptoms of neglect in the disabled and the elderly include:**

- Being left in unsafe situations
- Poor hygiene
- Pressure ulcers
- Overmedication or under-medication
• Missing assistive devices (glasses, dentures, hearing aids, or walking devices)

**Staff Responsibilities**

If you witness or suspect abuse, neglect, or exploitation take immediate action to protect and comfort the patient and alert a supervisor and/or security officer if necessary. Ensure that the patient receives the appropriate treatment.

Depending on your role, you may also need to:

• Contact social services
• Preserve evidence that may be important
• Complete report forms

**AMERICANS WITH DISABILITIES ACT TITLE III-PUBLIC ACCOMMODATION OBLIGATIONS**

ADA Title III prohibits discrimination of the basis of disability by public accommodations

A business like Genesis HealthCare System operates many places of public accommodations such as the hospital, physician offices, pharmacy, outpatient clinics, etc.

Discrimination is when a public accommodation, like Genesis, fails to give a person with a disability the equal opportunity to use or enjoy the public accommodation’s goods, services, or facilities.

Examples of discrimination may include: A health club that charged extra fees to persons who are in a wheelchair. A doctor who refused to treat all persons with HIV or AIDS. A pharmacy that refused to provide a personal explanation to a blind customer on the use of prescription and just gave out written instructions.

As a public accommodation, Genesis cannot and does not discriminate in providing its goods, services or facilities to persons with disabilities. Disabilities include having AIDS or HIV, diabetes, cancer, learning disabilities, deafness, heart disease, etc.

A person with a disability means several things. First, it means a person with: a **physical or mental impairment** that **substantially limits** one or more of the person's **major life activities**, including the operation of a major bodily function.

Second, disability also means: a person with a **record** of an impairment--such as a person who recovered from a heart attack.

Third, disability also includes: a person who is **regarded** or thought of as having an impairment—such as based upon a stereotype or by mistake. Example—thinking a person has AIDS based upon rumor. These persons are protected from disability discrimination by a place of public accommodation like Genesis.
As a public accommodation, Genesis cannot discriminate against someone who associates or has a relationship with a person with a disability.

Examples: A 6 year old patient's father has HIV. The physician's office cannot refuse to treat the 6 year old because of the father's health status. A patient's spouse is deaf. The spouse comes with the patient to a childbirth class. Genesis cannot deny the pregnant patient or the spouse the opportunity to attend the class just because her spouse is deaf.

As a public accommodation, Genesis has obligations to make its services accessible and available for persons with disabilities.

Accessibility allows persons with disabilities to take advantage of the services, goods and facilities Genesis offers. To provide for accessibility, Genesis may need to provide communication aids and services-like an interpreter. Genesis must remove physical barriers to access, when it is readily achievable to do so—such as installing ramps. Failure to do so is disability discrimination.

Example: For the deaf spouse who attends the childbirth class, Genesis may need to provide a qualified sign language interpreter for effective communication of the class material.

Another example of an "accessible" action: Providing a chair for a disabled customer at a pharmacy so she does not have to stand in line.

Genesis' customary way of doing business may unintentionally exclude persons with disabilities or provide them with lesser services. If reasonable modification in Genesis's policies, practices, or procedures would remedy the problem, Genesis is required to make those changes, unless doing so would fundamentally alter the nature of the goods, services, or facilities at issue.

Example: It may be a reasonable modification for a hospital that otherwise does not allow pets, to permit a patient to have his service animal with him in the hospital.

Accessibility must be provided in an integrated setting rather than separate from persons who do not have disabilities.

Examples of "Integrated Setting" include: A person who has AIDS/HIV may be in fitness classes open to others. A person who uses a wheelchair may take a First Aid/CPR class offered to the public.

Genesis may have to provide "auxiliary aids and services" to persons with disabilities and their companions to ensure effective communication with individuals with disabilities or their companions.

Examples of "auxiliary aids and services" may include: A qualified sign language interpreter or tape recorded physical therapy instructions for a blind person

Genesis may NOT charge persons with disabilities more to cover the costs of measures, such as the provision of auxiliary aids, barrier removal, alternatives to barrier removal, and reasonable modifications in policies, practices, or procedures, that are required to provide persons with disabilities with nondiscriminatory treatment.
For example, Genesis can NOT charge a person with a disability more money when it provides an interpreter or tape-recorded physical therapy instructions.

Contact Patient Experience when a patient or his or her companion requests an auxiliary aid or service such as an interpreter.

Genesis can't act on the basis of stereotypes when dealing with persons with a disability.

If a person with a disability seeks treatment or services that Genesis doesn't provide, then Genesis is allowed to refer them to a provider who provides that kind of treatment or service.

Examples of permitted referrals: A disabled patient inquires about nursing home services. Genesis may refer the patient to nursing home facilities because Genesis does not operate a nursing home. A physician's practice is closed to new patients. The physician does not need to accept a new patient whether disabled or not.

A doctor is not required to treat a person for a condition outside of the doctor's practice, but the doctor cannot refuse to treat a person just because of the person's disability.

Example: A person with HIV goes to a primary care/family doctor who determines that the patient may need hip surgery. The primary care doctor does not do hip surgery. Sending the patient to a hip surgeon is not disability discrimination. The patient will return to the primary care physician for routine medical care.

On the other hand, a hip surgeon cannot refer a patient with HIV or AIDS (a disability) to another hip surgeon just because the patient has HIV or AIDS.

If you have questions or concerns about this training or the provision of Genesis services, as a public accommodation, we want you to contact Genesis’ Corporate Compliance Officer, Joanne Shumar-Jones, at (740-586-6712 or jshumarj@genesishcs.org).

**EMPLOYEE CONFIDENTIALITY/COMPLIANCE, HIPAA, & SECURITY TIPS**

**CONFIDENTIALITY AND COMPLIANCE STATEMENT**

As an employee/contract worker/volunteer/student working for or affiliated with Genesis Healthcare System, I am aware of my responsibility to maintain the confidentiality of Genesis Healthcare System information and/or data as it pertains to patients, employees, medical practitioners, business partners, and other institutions. I understand that information regarding services performed for a patient or involving a patient's personal history or affairs are strictly confidential and I agree not to disclose any such information or to permit any person to examine or make copies of or access electronically any Genesis Healthcare System documents without authorization. I also understand, to the extent the use of electronic signatures applies to my job, the Genesis Electronic Signature policy and I will comply with this policy when using computer systems that utilize electronic signatures.
I have been made aware of and fully understand that any unauthorized disclosure of information on my part could result in corrective action, including termination of my employment or termination of my relationship with Genesis Healthcare System.

I am aware that this responsibility remains effective even if at some future time I am no longer associated with this organization.

I am also aware of Genesis HealthCare System's Corporate Integrity Department and understand my responsibility in reporting compliance concerns or questions to the Director of Corporate Integrity, Joanne Shumar Jones. I hereby certify that I am not aware of any compliance concerns within Genesis HealthCare System. I also certify that should I become aware of any such concerns, I will immediately report them to Joanne Shumar Jones for follow-up (740-586-6626 or Corporate Integrity Hotline at 740-454-5555).

HIPAA Do's and Don'ts

- Treat all patient information as if you were the patient! Don't be careless or negligent with PHI (protected health information) in any form, whether spoken, written, or electronically stored.
- Shred or properly dispose of all documents containing PHI. This includes any PHI for your use that is copied onto a slip of paper or other site...it is your responsibility to safe guard and destroy this information once it is no longer needed. REMINDER: Documents with PHI must be disposed of in the confidential shred containers.
- Don't access any systems to identify if a person was admitted to the hospital or look up a room number for a visitor. REMINDER: Always refer these requests for assistance to the information desk or to the nursing campus coordinator (on the off-shifts).
- Don't access another person's medical record, test result or billing information (including family members, friends, etc.). Genesis is required to perform random and focused audits on employee use of the Epic system. REMINDER: This type of information can only be accessed with the patient authorization through the HIM office or Patient Accounting.
- Don't discuss PHI in a loud tone or in the presence of other customers or in public areas (such as elevators, cafeteria, hallways, etc.).
- Faxing PHI is permitted only when it is accompanied by a Genesis fax cover sheet that includes the confidentiality statement. REMINDER: Errors in faxing where information is sent to the wrong party must be reported to Corporate Integrity immediately...extension 6626 (external 740-586-6626).
- You are responsible for everything that occurs under your Genesis computer logon. Never share your passwords with others. REMINDER: Always log-off or lock the system whenever you are leaving the computer unattended.
- PHI that is being sent electronically outside Genesis Healthcare System must be encrypted. REMINDER: All emails are encrypted by entering the following in the subject line: [encrypt].
- You are responsible to immediately report any discovered breach of security on an electronic system or device to the IT Service Desk at extension 4330.
- REMINDER: Use of Genesis IT Systems is audited for inappropriate access or use. An employee who does not protect a patient's privacy could lose his or her job.

If you are unclear about what types of information are considered PHI (protected health information), you are responsible to review the HIPAA Privacy and Security Violations Policy #85 in the Human Resources Manual on iGenesis.

Call the Genesis Corporate Integrity HOTLINE at extension 5555 to report concerns anonymously or 740-454-5555.
Absolutely NO Photos, Videos or Audio Recordings while at Genesis. It could be a HIPAA Violation.

Levels of HIPAA Violations:

There are three (3) levels of privacy and security infractions:

A. **Level 1: Careless Act (Carelessness)**: This level of violation occurs when a staff member unintentionally or carelessly does something that leaves confidential information susceptible to being overheard, accessed or revealed to unauthorized individuals.

B. **Level 2: Negligent Act (Not Following Procedure)**: This level of violation occurs when a staff member fails to follow defined policies or procedures that results in intentional disclosure and a breach of HIPAA privacy or security information.

C. **Level 3: Deliberate Act (Including Personal Use or Malicious Intent)**: This level of violation occurs when a staff member accesses, reviews, copies or discloses patient information or fails to comply with information security safeguards that results in loss of availability, integrity and confidentiality of such information; these violations may result in personal gain or have been initiated through malicious intent.

The specific circumstances of these breaches will be investigated and evaluated on a case by case basis. Final corrective action determinations will be made in collaboration between Corporate Integrity and Human Resources.

I hereby acknowledge that I have been made aware of and fully understand that any unauthorized access or disclosure of protected health information, on my part, could result in corrective action up to and including termination.

**Students involved with unauthorized disclosure of information could result in termination from all learning opportunities at Genesis, as well as possible legal fines and jail time from the federal government.**

**Security Tips**

Patient privacy and information security are some of the most important issues we deal with in today's world of technology. We must be very diligent in keeping our patient information safe and prevent loss of confidentiality. Please review the following tips:

- Passwords must be changed on a regular basis. Passwords must be at least three of the following four criteria: uppercase, lowercase, numbers, and special characters.
- Do not share your password or write it down so that others could see it or access it.
- Do not log into a system and allow another person to review or enter data under your sign-on.
- Do not distribute passwords when requested via phone or email. Report such calls or emails to the Service Desk immediately at 454-4330.
- Lock or log off the computer system when you will be away.
• Do not send patient information through email to anyone who is not authorized to receive it. If an email containing patient information is sent outside our organization, it should be properly encrypted. All genesis emails are encrypted by entering the following in the subject line: [encrypt].

• Be cautious when opening suspicious email and attachments since they may contain computer viruses and other malicious software. (These are commonly referred to as Phishing email attacks).

• Do not download or install any non-work related tools or applications; this includes music downloads, games, etc.

• Do not save anything on your Local C Drive, Desktop or removable media such as thumb drives or disks.

• If you have a business justification to use removable media such as thumb drives, contact the Service Desk to acquire proper authorization.

• Do not plug in any device to your computer unless authorized by IT; this includes mp3 players, iPods, thumb drives, smartphones, etc.

• If you suspect your PC has been infected with a virus, stop and call the Service Desk immediately at 454-4330.

• If you use a token, do not write your username or passcode on the token or attach it to the token in any way.

• iPads, iPhones, and other personal smart devices should be secured with passwords or codes. If you use your personal device to access Genesis information such as email or Epic (Haiku and Canto are approved Epic Applications), you must ensure your device is secure at all times.

• If you use your personal device for healthcare related work, you should NOT backup your information to the cloud. Any information backed up to the cloud is considered unsecure.

• Internet Access should be limited to authorized business purposes only. All internet activity is recorded and subject to audit.

• Double check where you are sending faxes. Be certain the correct recipient is listed and that you are only sending pertinent information.

• Do not leave your laptop or any model device in an unsecure area.

• You are only permitted to look up patients that are under your care or in which you have a valid business justification. All actions in the EHR (electronic health record) are recorded and subject to audit.

• To guard against Social Engineering, question the validity and reason for any unknown person in your area. All employees and students must wear a photo ID badge above the waist. Contact Public Safety concerning any suspicious person.

In the event of a security breach (patient information has been compromised) or in the event of a stolen/lost device (laptop, token, mobile device, etc.) **you must report the event immediately** by calling the IT Service Desk at 454-4330 or extension 4330 (internal).

*These are tips provided by the Genesis Information Technology Security Team. This is not an all-inclusive list. A comprehensive list of security policies and procedures can be found on iGenesis in the Privacy, Security and Compliance manual.

I have read and understand the Security Tips listed here. I am personally responsible for my computer activity and understand I must abide by these security tips and other security policies as listed on iGenesis.
POLICY #81 ACCESSING INFORMATION TECHNOLOGY COMPUTER SYSTEMS AT GENESIS HEALTHCARE SYSTEM

Purpose:

Genesis HealthCare System has adopted this policy on Accessing Information Technology Computer Systems at Genesis HealthCare System to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and with the Department of Health & Human Services (DHHS) security and privacy regulations requirement to protect the security of electronic health information. We also recognize it is our duty to protect the confidentiality, integrity, and availability of confidential medical information as required by law, professional ethics, and accreditation requirements.

Scope:

This policy applies to all employees, volunteers, trainees, medical staff, contract employees and other persons working for or in Genesis HealthCare System, its affiliates, or subsidiaries, who are authorized to access the Genesis network and/or a computer terminal at any frequency or time.

Definitions:

Domain – a group of computers or devices on a network that are administered as a unit with common rules and procedures.

User – Is an authorized person who has been granted explicit access to Genesis HealthCare System’s network and/or one or more systems by Genesis HealthCare System.

OSCAR – On-line Security – Computer Access Request

Policy:

Network and Application Access:

Genesis HealthCare System, its subsidiaries and affiliated organizations utilize information systems (computers) to gather, process, and report clinical as well as financial and operational data and information. All users are issued a unique user name and password to access the information systems and applications necessary to perform their job.

All access to information is governed by Genesis HealthCare System Privacy, Security and Compliance policies & procedures. Access to information, computer applications or computer programs, by a user, is limited to that which is specifically required for the user to perform his or her job. Access to information, computer applications or computer programs outside of those required to perform his or her job must be discussed with and approved by the user's superior. No one is to experiment with passwords or menu access to gain access to unauthorized information. Anyone violating the Genesis HealthCare System Privacy, Security and Compliance policies & procedures will be subject to sanctions as indicated in the Security Violation Sanctions policy & procedure.

Workstation Use:

It is a fact that every computer workstation in the facility is vulnerable to environmental threats, such as fire, water damage, power surges, etc. Additionally, any computer workstation in the facility can access confidential patient information if the user has the proper authorization. It is also possible that all computer screens may at some time be visible to individuals who do not have access to the confidential information that may appear on
the screen. Therefore, the following procedures are identified to guard and protect the organization’s computer equipment and the information stored within. Anyone violating this Genesis HealthCare System policy will be subject to sanctions as indicated in the Sanctions- Security Violations policy & procedure.

Physical Controls:
- All computer users will monitor the computer’s operating environment and should report potential threats to the computer and to the integrity and confidentiality of data contained in the computer system. For example, if air conditioning fails and the temperature around the computer could exceed a safe level, the user must immediately contact Genesis Information Technology at extension 4330 or 740-454-4330.
- All computers plugged into an electrical power outlet must be connected to a surge suppressor approved by the Information Technology department.
- All personnel using computers will familiarize themselves with and comply with the facility’s disaster plans and will take appropriate measures to protect computers and data from disasters.
- Computer, tablet, laptop, and smartphone screens should be positioned at an angle away from public view and/or use a privacy filter.
- All computers should be physically secure. If user suspects their computer was tampered with or if they are concerned about the physical security of the workstation, they should contact Genesis Information Technology at extension 4330 or 740-454-4330.

Security Controls:
- Domain level network logons are required. Use of local accounts is prohibited; exceptions are at the discretion of IT management. Administration of the Genesis HealthCare System domains will be handled by Information Technology. Administrative privileges for users may be restricted.
- Personnel logging onto the system will ensure that no one observes the entry of their password.
- Passwords must be changed on a regular basis. Refer to “Computer Access: Authorization, Establishment, Modification, Termination” policy & procedure for more details.
- Personnel using the computer system will not write down their password.
- Personnel will neither log onto the system using another person’s password nor permit another to log on with their password. Personnel will never access, enter, or modify data under another person’s sign on.
- After a number of failed attempts to log on, the system will refuse to permit access. User’s coordinator, manager, director, or executive must then complete an OSCAR (Online Security Computer Access Request) to obtain a password reset. Refer to “Computer Access: Emergency Processing” policy & procedure for more details.
- Each computer will be setup to generate a password-protected screen saver when the computer receives no input for a “specified period” in order to protect confidentiality while keeping the computer available for use. (Department directors must work with Information Technology to justify an appropriate “specified period” for their department. Generally, such time period should not exceed ten (10) minutes, however the location of a computer and the type of work performed on the computer may be considered when defining a longer period of inactivity before the password-protected screen saver is evoked)
- Information Technology reserves the right to use utilities and other mechanisms to lock desktops, manage screen savers, and administer password protection.
- Users must lock the workstation or log off the system if he or she leaves the computer terminal for any period of time. Exceptions to this policy where medically necessary, such as in the surgical department or emergency department, must be approved by the IT director.
- Users may not access any patient or other confidential information that he/she does not have a need to know to perform his/her job. No user may disclose patient or other confidential information unless properly authorized (Refer to “Workforce General Obligations Regarding Uses and Disclosures of Protected Health Information” policy -- #58 Privacy, Security and Compliance manual.)
• Users will not leave printers unattended when they are printing patient or other confidential information. This rule is especially important when two or more computers share a common printer or when the printer is in an area where unauthorized personnel have access to the printer.
• If user suspects their password is no longer secure, they must initiate a password change immediately. (Refer to “Computer Access: Authorization, Establishment, Modification, Termination” or “Computer Access: Emergency Processing” and “Incident Reporting in the Event of a Breach of Protected Health Information” policies & procedures for more details.)
• Under no circumstances should printed material containing patient or other confidential information leave Genesis HealthCare System. If information must be sent outside Genesis, it must be sent via guidelines established by Health Information Management.
• Computer hardware, software, or information that is the property of Genesis, is not to be removed from the HealthCare System premises. Use of Genesis owned hardware or software outside of the HealthCare System campus or remote facilities owned or operated by Genesis must be authorized by the department director and/or the IT director.
• All data must be stored on the Genesis HealthCare System network. No data will be stored on local drives or removable disks/media.

Appropriate Use:

• Users may not use the facility’s computer system to solicit for outside business ventures, organizational campaigns, or political or religious causes.
• Users may not use the facility’s computer system to maintain data or files containing information for personal use or non-Genesis related material.
• Users may not enter, transmit, or maintain communications of a discriminatory or harassing nature or materials that are obscene.
• No person shall enter, transmit, or maintain messages with derogatory or inflammatory remarks about an individual’s race, age, disability, religion, national origin, physical attributes, sexual preference, or health condition. No person shall enter, maintain, or transmit any abusive, profane, or offensive language. (see Electronic Mail and Voice Mail Policy & Procedure -- #60 Leadership Manual.)
• Each person using the facility’s computers is responsible for the content of any data he/she inputs into the computer or transmits through or outside the facility’s system.
• Users should secure their work area before leaving it unattended. This should include locking up papers and other media containing confidential information, as well as locking up portable computer devices (laptops, tablets, smartphones) and portable media (CDs, USB drives) that may contain confidential information.
• No person may hide his or her identity as the author of the entry or represent that someone else entered the data or sent the message. All personnel will familiarize themselves with and comply with the facility’s Electronic Mail and Voice Mail Policy (#60 in the Leadership Manual).
• No personnel may download data or software from the facility’s system onto diskette, CD, hard drive, fax, scanner, any network drive without the express permission of the IT director.
• No personnel may download, copy, or otherwise install any software without express written permission of the IT director. The IT director must approve any software that a user wishes to download. (See the Computer Software Use & Licensing policy)
• No person may add, reconfigure, or connect hardware to a Genesis-owned computer without the express written permission of the IT director.

Procedure:
In order to gain any computer access, end users must agree to or sign the following forms attached to this policy.

Employees: As status of employment with Genesis automatically agree to adhere to this policy and therefore may not have signed forms on file.
Non Genesis employees: If the user is a non-Genesis employee (contract employee, business associate (BA), or subcontractor of a BA or a user from any other third party), the forms attached to this policy “Confidentiality Statement”, “Accessing Information Technology Computer Systems at Genesis HealthCare System Policy Acknowledgement Statement”, and “Vendor Statement of Compliance Responsibility” must be completed and returned to the IT Service Desk before the OSCAR will be processed. The Genesis department director of the non-Genesis employee must sign the “Vendor Statement of Compliance Responsibility” for acknowledgment and approval for account creation. The Genesis department director, manager, or supervisor (“sponsor”) must take responsibility of the non-Genesis employee to ensure minimum necessary access is granted and report any changes/terminations to Information Technology immediately.

Privacy, Security and Compliance Manual
Workforce General Obligations Regarding Uses and Disclosures of Protected Health Information policy
Computer Access: Authorization, Establishment, Modification, Termination policy
Computer Access: Emergency Processing policy
Incident Reporting in the Event of a Breach of Protected Health Information
Sanctions- Security Violations policy

The following section is for students needing access to the Electronic Medical Record (Epic)

INFORMATION TECHNOLOGY PROCESS FLOW, CONTACTING IT, AND EPIC TRAINING

- Prior to attending Epic training students will need to:
  - Complete an Orientation Packet
  - Complete the Student Orientation and Policy Packet and return Signature Packet and Quiz to school* 10 business days prior to Epic training date (*unless directed otherwise)
- Before students will be granted access to computers systems and Epic (the EMR/Electronic Medical Record at Genesis) they must attend Epic training
- Epic Training Location:

  Class location: Offices at Northpointe Complex
  4025 Northpointe, Building 5 - 43701
  From Genesis Hospital, turn left onto Maple.
  Continue on Maple Ave (route 60) to the traffic light near Lowes and Community Bank (approximately 3 miles).
  Turn right onto Northpoint drive (stay left).
  First Traffic Light- turn left.
  Continue on entrance road to the back of the complex, Building 5 last building on the right.
  Park near the left side of the building entrance (facing the building)
  Buzz to gain access to training rooms

- After training, Students will be provided with a username/password
- Students will also be fingerprinted to allow for authentication within Epic (optional not required).
- Please keep in mind:
Packets must be returned* on time to ensure that username/passwords can be issued and fingerprinting can be done on the day of training (School will return to Genesis Education Services)

Any packets turned in without proper notice may mean a delay in your Epic training and as a result a delay in time on the unit/business area

- All new students should sign up for iVerify on the day of training (iVerify is an application that holds challenge questions that the IT Service Desk (ext. 4330) can use to validate a user and reset their password over the phone and still keep our system secure)

**So how do we get started with iVerify?**

- You'll first need to enroll in iVerify and answer three challenge questions. Then, if you forget your password, you can contact the Service Desk and use your Challenge Questions to get your password reset.

- Once we have verified your identity, you will receive your password over the phone.

- We would encourage everyone to get enrolled now, so you can manage your own resets without delays.

- Log in to iVerify from the iGenesis link or [https://iverify.genesisint.org](https://iverify.genesisint.org)

- Here are a few helpful tips and frequently asked questions:

**Why iVerify?**

- Genesis takes security very seriously. Resetting and distributing the password over the phone will be available only if your identity can be successfully verified.

**What if I don’t remember my answers?**

- If you are unable to answer two of your three challenge questions on file, you must revert back to the previous method for resetting your password. For students, this will mean the student password reset form will need to be completed or the student will need to appear in person with identification at the IT Service Desk.

**Can I change my enrolled questions and answers?**

- You can log into iVerify at anytime with your network login and make modifications to your questions and answers.

**Returning Students**

- Returning students will not need to engage IT as long as they remember their password

  - **Students must change their password from a Control Alt Delete computer (these are found at a nursing station) every 60 days so their password does not expire**

  - If a password is expired or a student cannot log in they can call the **IT Service Desk at 740-454-4330**

  - If a student calls the IT Service Desk and their access has been termed they will need to contact their school. The school will then need to contact Genesis Education Services via e-mail to reactivate the student.
## Waste and Recycling

<table>
<thead>
<tr>
<th>SOLID WASTE</th>
<th>RECYCLING</th>
<th>REGULATED MEDICAL WASTE</th>
<th>SHARPS</th>
<th>CHEMOTHERAPY</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLEAR BAG</td>
<td>BLUE CONTAINERS</td>
<td>RED BAG</td>
<td>REUSABLE SHARPS CONTAINERS</td>
<td>YELLOW BAGS OR CONTAINERS</td>
</tr>
</tbody>
</table>

### Trash
- Wrappers
- Food, Formula, Containers
- Gloves
- Disposable Patient Items
- Diapers
- Bed Pans & Urinals
- Foley and other Drainage Bags not containing blood
- Empty IV Containers
- Nonhazardous Medication Containers

### Recycling
- Cardboard
- Paper
- Blue Wrap
- Plastics
- Glass
- Bottles
- Cans

### Regulated Medical Waste
- Blood and all Potentially Infectious Material (OPIM)
- Blood Administration (Tubing and Bags)
- Hemovacs - Pleurovac's
- Containers containing blood
- Dressings Soaked with Blood or OPIM
- Suction Liners with Bloody Fluid or OPIM

### Sharps
- All Sharps (glass, needles, pins, blades, scalpels, razors, staples, staple guns)
- All empty Carpjects, Tubes, empty syringes
- Intact Glass Bottles with Bloody Fluid or OPIM
- Trocar, Throcathentis glass evacuation bottles
- Introducers (guide wires, sharps from procedures or specimen devices)
- Syringes
- Glass containers with Blood or Body Fluids

### Chemical Recycling
- Alcohol
- Formalin
- Xylene

### Pathological Waste
- Body Parts, Organs & Tissue MUST be Refrigerated until P/U

### Trace Chemotherapy
- All supplies used to administer chemotherapy (Cytoxic) medications. Including:
  - tubing, gloves, syringes, pads, gowns, masks, wipes, etc.
- Excluding any syringes or medication containers with 0% or more medication remaining

---

## Additional Student Information

**Do Not Flush** - Flushing of Non-Flushable Products has caused Serious Plumbing Problems & Flooding. Please only flush toilet paper. The type of non-flushable items (below) must go in the trash. Please do not leave these packets out where patients may access them and possibly try to flush them.
**Students in Surgery, Cath Lab & EP Lab** will follow the described guidelines to preserve the privacy and safety of the all patients.

**Students-**
1. Will wear a nametag above waist, adhere to surgical attire and must change into Genesis provided scrubs. Off street scrubs are not permitted in the operating rooms.
2. Must have permission from the surgeon / physician to be in the OR/ procedure room.
3. Must be scheduled through the managers, clinical educators, and will be cleared with the surgeon / physician (student experiences are arranged by the school or instructor only).
4. May not have patient contact.
5. May be asked to leave at any time.
6. In the OR Holding Area are at the discretion of the Holding Area nurse or Clinical Coordinator, but may not jeopardize the privacy or safety of the other surgical patients in the holding area.
7. In the operating room will be documented in the OR, Cath Lab and EP Lab records.

The surgical consent form allows the patient to authorize visitors for educational purposes. Family and friends of patients will not be permitted in the operating room / procedure room unless the surgeon / physician and/or anesthesiologist request their presence due to extenuating circumstances.

- Please be sure to eat breakfast on the day of Surgery Observation
- Stop at main desk in the OR, someone will show you to the locker room
- Please do not bring valuables, as space to lock things up is very limited
- Students will change into hospital scrubs and shoe covers will be available
- All hair and earrings must be covered with surgical cap, prior to entering the OR
- Mask must be worn in any operating room that has sterile supplies opened.
- In general, once in the operation room "do not touch anything Blue", Circulating nurse will explain the sterile field.
- Don't be afraid to ask questions,
- Most of all, The OR Staff hopes you enjoy your observation experience

*For Questions, see your instructor or call Genesis Surgery Department (740) 454-5477*

**Internet Access**

If allowed by their school, students may use Genesis free wireless Internet from their smart phone, computer or other device, but only for clinical purposes (e.g. looking up drugs, diagnosis, or lab work). Caution is recommended to use devices in private or if in front of others (patients & family) to explain what they are looking up, to avoid perception of texting, emailing, surfing the Internet, and ignoring patient. Please note that Genesis employees are NOT allowed the same privilege of using the wireless Internet. Terms of use must also be read and accepted before system will allow students to log on.
**Security**

For security, Genesis Police patrol both hospitals and external property. They are here for everyone’s protection. Please treat them with respect and follow their orders for everyone’s safety. They are professional police officers with full arrest and ticketing power, and are commissioned as part of the Genesis Police Department. To help them patrol for safety, they utilize over 400 cameras to monitor the inside and outside of the hospitals and all parking lots. Genesis Police are available through the hospital operator for escorts at night and they patrol parking lots for safety. To help avoid break ins, never leave valuables in your car. They can also ticket students for parking offenses.

**Parking**

Parking at Genesis is limited, to continue to provide clinical space, we are requiring all students in clinical groups, Monday- Friday, before 4 pm, to park at their school, or at a parking location arranged by their school and then carpool to Genesis Hospital. To conserve parking spaces, we need at least 4 students per vehicle when carpooling.

The carpool vehicle must park Employee Lot #27 off Bethesda Drive (see map below) and never in visitor or patient lots.

![Map of Genesis Hospital](image)

Make sure you are clear with your school on your parking requirements and have a Genesis temporary parking permit. Schools with clinical groups will provide permits (sample below).
For students who are not part of clinical groups, other arrangements will be made for parking permits as your orientation paperwork is processed.

All student vehicles parking at Genesis must display a blue Genesis parking pass from their rearview mirror with their information visible (below).

**Car Pooling Exceptions:**

Carpooling is NOT required on **Weekends or daily at 4 PM or later** and students may park individually in designated area.

Individual students with a preceptorship or internship will also be allowed to park individually, since carpooling cannot be arranged.

Genesis Police will be monitoring for compliance by patrol and with video cameras. **Tickets can be issued and schools will be contacted for all violations and corrective measures.**

Parking Permits- **SAMPLE PERMIT ONLY, Please Do Not Attempt to Use it.**

![Temporary Parking Permit](image)

**Students**

1. Please fill out valid dates with projected completion/graduation date – Month/Year
2. Keep the top portion to display in your car when parking at Genesis. Hang from your review mirror. This is required and helps protect you.

3. Complete the bottom portion and under “Where you can be located in an emergency?” Write in your school name and contact information (e.g. Muskingum, OUZ, Mt. Vernon, COTC, Mid East and cell phone number). Read and sign liability statement- Vehical owner or driver acknowledges that management assumes NO LIABILITY for theft or damages to vehicles parked on premises.

4. Tear it off the bottom and return it to your nursing instructor.

**Nursing & Clinical Instructors**

1. Please complete a parking permit for yourself and set expiration date for 4 years. Return the bottom “office copy” of all permits to:

   Public Safety  
   Genesis HealthCare  
   Medical Arts Building 1, Suite 202  
   1246 Ashland Ave  
   Zanesville, OH 43701

**Patient and Family Centered Care**

At Genesis, Patient and Family Centered Care is a coordinated and individualized journey, partnering with patients and their families to ensure that their wishes are understood and they are actively involved in receiving quality healthcare.

**Social Media- see Social Media Use Policy #90 on iGenesis**

Social media includes interactive websites, blogs and discussion forums including, but not limited to: Facebook, MySpace, Twitter, YouTube, LinkedIn, Blogs & discussion forums, Podcasts, Media sites offered by television, newspaper and magazines that permit readers to post comments (i.e., blogs and message boards), & other personal websites. When using Social Media, students must always protect patient privacy and follow HIPAA regulations and policies. Before posting anything about Genesis, students should review the Social Media Use Policy #90 on iGenesis to help them avoid issues, or simply avoid posting anything about patients, clinicals and Genesis.

**Cleveland Clinic Video on Empathy: The Human Connection to Patient Care**

What if you could see a thought bubble above every person’s head, telling you what they were thinking and feeling as you walked by?

In this thought-provoking video, such a world created to explore what empathy means, the ability to understand and share in the feeling of another. Empathy takes on a new dimension in a hospital, where there is the push and pull of health and sickness — and where giving and receiving care happens every day. [http://youtu.be/cDDWvJ_q-o8](http://youtu.be/cDDWvJ_q-o8)
Additional Resources
All Policies and Procedures are available from any computer at Genesis, by logging on and going to the iGenesis internal Intranet site.

Click on Policies and Procedures and type a key word into the Policy Search field.

All employees and students at Genesis are required to follow Genesis policies. If you are unclear about any information provided in this orientation, you are responsible to find answers from the appropriate policy on iGenesis and/or clarify with your instructor.

The list below is does not cover all policies and requirements for students, and is only listed as a helpful reference for some key information.

Key Policies Referenced for Student Orientation-
- Code of Ethics & Integrity #12
- Workforce General Obligations Regarding Uses & Disclosures of Protected Health Information # 58
- HIPAA Privacy and Security Violations #85
- Solicitation and Distribution #63
- HIPAA HITECH, Omnibus, Security and Privacy Workforce Training #62
- Electronic Signature Authentication of Health Record Entries #6
- Standard PC Workstation Configuration #87
- Internet Access/Communication Policy #61
- Isolation, Standard Precautions #44
- Isolation, Transmission-Based Precautions #45
- Bloodborne Pathogen (BBP) Exposure Control Plan # 12
- Isolation, Type and Duration of Precautions Needed for Selected Infections and Conditions #46
- Work Restrictions for the Management of Employees with Communicable Disease #43
- Hazardous Communication Plan #2
- Waste Disposal #9
- Vendors and Visitors in the Operating Room / Cath Lab & EP Lab and HIPAA #346
- Falls Prevention Program #62
- Tobacco Free Environment #43
- Restraint and Seclusion #7
1-Appearance- To help gain respect and build the confidence others have in you, be sure to always look neat, clean, well groomed, and professional. If you are changing a dressing or performing a sterile procedure on a patient, and your uniform looks messy, dirty or wrinkled, how much confidence will that patient have in you as their caregiver?

2-Come Prepared- We all have issues and problems to deal with in our lives, but when we come to serve our patients at Genesis, we need to leave those behind and be in the moment for the best care of our patients. Make sure you are early and have studied what you need to make clinical time a great learning experience. If you are interested in working at Genesis, please be sure to bring your “A” game every day and become part of the team by doing a great job and helping others. If you become part of the team, and a special learning experience comes up, there is a better chance staff will know your name and seek you out to watch or help. If you fit in with the staff and do a great job, staff can be very supportive, if asked for hiring input from a manager. As a student, every day is truly a job interview.

3-Complete Assignments- If you are assigned to a patient make sure you get everything done before you leave and not be walking out the door saying “by the way my patient did not get their bath”. If you need help to get tasks done, ask your instructor for help. Getting patient cleaned up before visitors arrive will help them be more comfortable. It will also help decrease interruptions of patient’s visitors, by not having to ask them to leave while they get cleaned up.

For nursing students giving PRN pain medications, be sure to follow up in 30 and 60 minutes for effectiveness and document your findings. Also provide medication education on reason for medication, potential side effects and other key points, in a way patients understand.

4-Document I & O, Meals, Vitals- All are very important information that guides clinical decisions. Document it in the medical record as soon as you can. If it is not documented, it is the same as not being done. Also, do not fraudulently document something as being done, if it was not really done.

5-Call Lights & Teamwork- Become part of the team. Everyone should help answer call lights when walking by, or while in the team station, and ask if you can help them. If you can’t assist, you can let the patient know you will follow up with their nurse or technician. Be sure to knock before entering rooms and introduce yourself as a student.

6-Crowded Team Stations- Common in the morning with shift change, and can get too crowded and loud for physicians to get to a computer or work. If you see this happening, direct your clinical group to relocate away from the problem and get out to patient rooms for experience.

7-Smoking & Parking- Absolutely no smoking on any Genesis property. If you smoke, the smell on your uniform can be strong and offensive to patients. Some schools do not allow smoking while in uniform. Be sure to follow parking requirements to continue to be a student in good standing and be allowed to come to Genesis. If you are not sure where to park, find out from your school. Always comply with Genesis Police.
8-Observation on Units- All observation time away from your clinical group needs arranged in advance, by your instructor or school, so we can be sure there is someone available for you to provide oversight and make it a valuable learning experience. Showing up on a unit saying you are there to observe, will result in being turned away, if it has not been prearranged by your school or instructor.

9-Cosign Documentation- Every entry you make in the Epic medical record needs co-signed by your instructor or preceptor. Please make sure your instructor knows if you make a special entry under “Notes” (free text) or make a late entry at the end of clinical, so they can sign it off before they leave for the day.

10-Goal is to Learn- make best use of your time at Genesis, get your patient care done to be available to do and learn more. Ask the staff if you can help or if there is anything special you can do to learn. Don’t waste valuable clinical time in the break room, get out with the patients. If your work is done, even sitting and talking with patients can help you learn and help them too.

**Tips for Body Mechanics**

Use other means to transport an item instead of carrying it, i.e., cart with wheels, break the load down.

It is better and easier to push a load (Bed) than pull it.

Pushing and pulling comes from your legs (thighs) – knees & hips bent, back straight, feet staggered. Shift your weight to the front leg (if pushing) or back leg (if pulling). This gives you more power b/c you are using your body weight and momentum – plus your leg power to initiate the push or pull.

When reaching overhead – keep the load close to your body. Move in close as you lift the load up. Don’t ever reach with your arms. Keep the load close to your body.

**Proper Lifting & Patient Handling Techniques**

To promote proper lifting methods by all employees and students to avoid on-the-job accidents.

**Procedure:**

- **Principles of Good Body Mechanics**
  1. Lift with legs (hips & knees flexed)
  2. Keep load close to your body
  3. Don’t twist – move feet in the direction you are moving – don’t keep feet planted
  4. Control the load – smooth, controlled movements – avoid quick, jerky motions
  5. Keep head and shoulders upright when lifting
  6. Maintain 3 curves of back with lifting
  7. Always seek help of another when load is too much for you.
Restraints

A patient's physician may order physical restraints for a clinical reason, such as severe disorientation. This is done only after all other interventions have been attempted by nursing personnel. Direct any questions about restraints to the nurse caring for your patient or client.

All patients have the right to be free from physical or mental abuse, and corporal punishment. All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed for the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.

Restraint use is not without risks. Restraints have the potential to cause physical and psychological harm, loss of dignity, and even death. Pressure ulcer formation, hypostatic pneumonia, constipation, incontinence, contractures, and neurovascular impairment can result from the enforced immobility that results from using restraints. Altered sensory perception and thought processes may also result. Humiliation, fear, anger, and a decreased sense of self-esteem may occur.

Genesis HealthCare System is committed to restricting the use of restraints only to clinically justified situations. Restraints are used only to provide for the patient's well-being when alternative, less restrictive options are non-existent. When the need for restraint or seclusion is identified, staff considers all interventions that are available to protect the patient, staff, and others from harm. Less restrictive alternatives should be attempted if it is determined that they may be effective.
**Physical Restraint**: any physical or mechanical method, device, equipment, or material that restricts a patient's mobility by either completely immobilizing the patient or reducing the patient's ability to freely move his or her extremities, body, or head.

**Chemical Restraint**: any drug or medication that is purposely used to manage a patient's behavior or restrict the patient's freedom of movement that is not a standard treatment or dosage for the patient's condition.

**What is not considered a restraint?** Orthopedic devices, surgical dressings, protective helmets, devices protecting the patient from falling out of a bed, physically holding a patient for the purpose of routine tests / examinations, or methods that assist the patient to participate in activities without the risk of physical harm do not constitute a method of restraint.

**Students must review policy #7 Restraints & Seclusion prior to caring for a patient in restraints or seclusion for appropriate guidelines on use, patient protections and needs.**