NON-FH STAFF
(Temporary Staff)
ORIENTATION MANUAL
AND
POLICY & PROCEDURES

Human Resources
Regulatory Services
Revised 7/2016
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CONGRATULATIONS

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

ABOUT FLORIDA HOSPITAL

Florida Hospital is an over 2,000-bed, over 16,000 employee, acute-care health care system serving a seven county area throughout Orlando and Central Florida. Florida Hospital boasts a comprehensive network of physicians, and is a major tertiary referral hospital for much of the Southeast, the Caribbean and South America.

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

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

LIVING OUR VALUES

INTEGRITY – When one’s words and actions create trust, as evidenced by being truthful, respectful, and consistent

COMPASSION – Meeting individual needs with kindness, care, and empathy

BALANCE – Harmony in ones professional, personal, and community life, as well as in one’s own mind, body, and spirit

EXCELLENCE – Provides care and services that are safe, reliable, and patient-centered that drive extraordinary clinical, operational, and financial performance

STEWARDSHIP – Ensures sustainability and pre-eminence in patient care by responsively managing resources entrusted to us

TEAMWORK – An environment that values diversity of thought and background, while encouraging individuals to share their different perspectives
OUR MISSION

To Extend the Healing Ministry of Christ

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

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

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

Our mission centers on these three principles:

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

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

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

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

OUR VISION

To be a global pacesetter delivering highly advanced, faith-based healthcare and will develop a sustainable community health system that

- Improves the experience of care
- Improves the health of our community
- And reduces the per-person cost of healthcare

This system will provide major, relevant contributions to the re-shaping of America’s healthcare
**FLORIDA HOSPITAL CAMPUS**

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
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<tbody>
<tr>
<td>Courtland Offices</td>
<td>600/602 Courtland St, Orlando, FL 32804</td>
<td>407 303-5600</td>
</tr>
<tr>
<td>Florida Hospital Kissimmee</td>
<td>2450 North Orange Blossom Trail, Kissimmee, FL 34744</td>
<td>407/846-4343</td>
</tr>
<tr>
<td>Florida Hospital for Children</td>
<td>601 E. Rollins Street, Orlando, FL 32803</td>
<td>407 303-KIDS (5437)</td>
</tr>
<tr>
<td>Florida Hospital Lake Mary ER</td>
<td>950 Rinehart Road, Lake Mary, FL 32746</td>
<td></td>
</tr>
<tr>
<td>Florida Hospital Altamonte</td>
<td>601 E. Altamonte Drive, Altamonte Springs, FL 32701</td>
<td>407 303-5700</td>
</tr>
<tr>
<td>Florida Hospital Orlando</td>
<td>601 East Rollins Street, Orlando, FL 32803</td>
<td>407 303-5600</td>
</tr>
<tr>
<td>Florida Hospital Apopka</td>
<td>201 N. Park Avenue, Apopka, FL 32703</td>
<td>407-889-1000</td>
</tr>
<tr>
<td>Maitland Offices</td>
<td>900 Winderley Place, Maitland, FL 32751</td>
<td>407 200-2235</td>
</tr>
<tr>
<td>Florida Hospital Winter Garden</td>
<td>2000 Fowler Grove Blvd., Winter Garden, FL 34787</td>
<td>407 614-0500</td>
</tr>
<tr>
<td>Florida Hospital East Orlando</td>
<td>7727 Lake Underhill Dr., Orlando, FL 32822</td>
<td>407 303-4000</td>
</tr>
<tr>
<td>Winter Park Memorial Hospital</td>
<td>a Florida Hospital, 200 N. Lakemont Ave., Winter Park, FL 32792</td>
<td>407 646-7000</td>
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INSTRUCTIONS FOR USING KRONOS TIMECLOCKS
FOR NON-FH STAFF

To Clock In:
1. Press the F3 key (Transfer)
2. Enter the 4 digit cost center that you are working in (__________). Press “Enter.”
3. Swipe your badge. The lines of the barcode must be horizontally aligned and facing away from you. Slide the badge smoothly but firmly down.

Successful Swipe Result:
-1 beep
-Green light near top right of clock will flash
-Badge number appears on clock display

Unsuccessful Swipe Result:
-3 beeps
-Yellow light will flash
-“Badge read error” will appear on clock display

To Clock Out:
1. Press the F2 key (out)
2. Swipe your badge

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

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

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

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

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

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

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

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

Appearance Standards

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

Diversity and Inclusion

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

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

Equal Employment Opportunity

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

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

QUALITY & PERFORMANCE IMPROVEMENT

DNV (Det Norkse Veritas)

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

ISO 9001 – What is ISO 9001?

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

Quality Management & Performance Improvement

ISO 9001 Framework

PDSA Cycle

QUALITY POLICY EXPLAINED

Florida Hospital has a Quality Policy that explains:

1. What **IS** Quality?

   - **Safe**: patients are not harmed during their care
   - **Timely**: patients are not made to wait
   - **Effective**: patients’ underlying conditions are treated with the best evidence-based medicine
   - **Efficient**: patients are treated using the appropriate resources
   - **Patient-Centered**: patients are made to feel trust, belonging and hope in their care; patients and families are included in decision-making

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

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

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

   Our management team sets ambitious targets, develops realistic plans with employee input and tracks performance with scorecards.
Florida Hospital employees and temporary staff draw motivation and direction from eight strongly held principles that are called Points of Integrity:

1. **Fulfill regulatory responsibilities** – Committed to honoring all legal requirements.
2. **Provide excellent care** – Delivering medically necessary healthcare in a compassionate, respectful manner.
3. **Maintain accurate records** – Ensuring accurate and reliable patient and organizational records.
4. **Ensure appropriate official contacts** – Maintaining contacts with government officials and personnel in a professional manner, affirming the high integrity of the organization.
5. **Deliver financially responsible care** – Openness, honesty, and accuracy in billing for services.
6. **Advertise and communicate honestly** – Carrying out public and commercial communications in a manner consistent with Florida Hospital’s Mission.
7. **Strive for fairness in all activities** – Because conflict of interest can occur in any organization, practices are continually examined to identify, avoid, or eliminate potential areas of difficulty.
8. **Privacy of patient information** - Florida Hospital is committed to maintaining the privacy of patient information. (Please see HIPAA Overview, on subsequent pages)

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

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

Check your own COMPASS

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

1. Am I following the law?
2. Am I treating others as I would like to be treated?
3. Am I setting a good example?
4. Will I feel good about my actions tomorrow?
5. Would my actions look good on print or in the evening news?
6. Am I protecting patient’s privacy?
7. Am I discreet when sharing patient’s information?

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

- First, if possible, bring the issue to the supervisor in your department.
- If you are uncomfortable with the above, see or call your staffing contact.
- If these options are not available or if you have concerns about them, call the GuideLine any time, day or night, at 1-888-92-GUIDE.

**CONFIDENTIAL INFORMATION & HIPAA**

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

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

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

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

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

When patients come to Florida Hospital they expect and trust their privacy and confidentiality will be protected. Patients have the right to come to the hospital without fear that information about them or their illness will be passed on to others. **Any breach of confidentiality, no matter how minor it may seem, is grounds for immediate dismissal for employees and Non-FH Staff.**

**REMEMBER:**

- NEVER use anyone else’s computer password
CONFIDENTIAL INFORMATION & HIPAA (continued)

- NEVER give anyone else your computer password
- ALWAYS be careful when faxing patient information – Use a cover sheet, and check the number before you press send
- NEVER access patient data that is not needed to fulfill your job duties, including information on YOU, your family members, friends, or co-workers
- ALL information is kept confidential
- NEVER discuss a patient’s problem with anyone other than health care providers and hospital employees treating the patient, the patient, or if the patient cannot make health care decisions on his or her own, with the patient’s legally authorized decision maker
- NEVER share information from quality assurance and risk management review or Patient Safety Work Product with non-hospital personnel. This confidential information should ONLY be shared with authorized hospital personnel.
- NEVER offer advice or personal opinion regarding staff, patients, families or other co-workers; be a sympathetic listener.
- NEVER volunteer information about staff
- NEVER place documents that show patient’s name in plain view; turn upside down.

Reporting Legal and Ethical Concerns
- We are expected to report problems we observe.
- We are to use the following process to report a situation that we believe may be unethical or illegal:
  1. Talk to your supervisor.
  2. If the concern directly affects the care being provided to a patient complete an Event Report, as described in the Risk Management and Patient Safety section of this Manual. If the concern does not affect the care being provided, your supervisor may resolve the situation directly or refer the matter to other departments of the hospital for resolution.
  3. If for any reason you are not comfortable with the supervisor’s response, see a Human Resources representative.
  4. If you still have a concern, contact the Compliance Department directly at 407-303-9659.
  5. If none of these steps resolve your questions or concerns, or if you prefer, call the toll-free **GuideLine** at 1-888-92-GUIDE or 1-888-924-8433.
- You may call 24 hours a day, seven days a week. All calls are confidential and you may call anonymously if you choose.

If you report false claims or other fraudulent conduct or assist in an investigation, action or testimony, you are protected from retaliation under both federal and state laws.
The mission of Florida Hospital Risk Management department is to ensure a safe environment for:
- Patients
- Physicians
- Employees
- Visitors

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

What is a “Clinical Event”?
Any event that has occurred outside the normal, routine activity of the hospital that may or may not have caused injury. This includes a “Near Miss.”

Examples:
- Patient fall
- Wrong test
- Medication error
- Wrong patient

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

What is the RiskMaster Event Report?
- An online electronic report form found on the FH Intranet
- Factual statement about the details involving a particular event
- A confidential document that becomes part of the Hospital’s Patient Evaluation System that should not be disclosed to anyone except as permitted under federal law

Who should complete the RiskMaster Event Report Form?
- Any employee who discovers, witnesses, or becomes aware of an event involving a patient or visitor

When should the RiskMaster Event Report Form be completed?
- As soon as possible, after the patient’s immediate medical needs are addressed
- Prior to the end of the employee’s current shift
- If supervisory assistance is needed, submission may be extended one business day after the event
When completing an electronic Event Report for the first time:
- Ask your supervisor for assistance, or
- Contact the Risk Management Department
What is the Patient Safety Evaluation System?
- The Patient Safety Evaluation System is the system the hospital uses to collect, manage, and analyze information about patient safety and quality (patient safety work product) for reporting to a federally-listed patient safety organization.

What confidentiality rules apply to analysis and investigations in the Patient Safety Evaluation System?
- The term “Patient Safety Work Product” means ANY data, reports, records, memoranda, analyses (such as root cause analyses), or written or oral statements which are assembled or developed by the hospital and its staff for reporting to a patient safety organization and which could result in improved patient safety, health care quality, or health care outcomes or which identify or constitute the deliberations or analysis of, or identify the fact of reporting pursuant to, a patient safety evaluation system.
- It includes oral statements from staff members, data, and documents
- For everyone working in the Patient Safety Evaluation System, the following rules apply:
  1. All Patient Safety Work Product belongs to Florida Hospital.
  2. Patient Safety Work Product is used to create a blameless patient safety system dedicated to making positive changes in patient care and not towards discipline or punitive actions.
  3. All Patient Safety Work Product is intended to be used solely for the Hospital’s patient safety activities including review of all patient safety issues.
  4. Disclosure of Patient Safety Work Product in a manner not authorized by the law may be a crime or result in a fine.
  5. The Hospital, and all of its employees and providers have a legal duty to keep Patient Safety Work Product confidential.
  6. Patient Safety Work Product should not be discussed outside of the patient safety evaluation system.
  7. Patient Safety Work Product should never be disclosed to patients or to third-parties not involved in the patient safety evaluation system unless specifically authorized by the PSOmg Advisory Committee.
  8. Patient Safety Work Product cannot be subpoenaed or disclosed in any civil or administrative proceeding and cannot be used for disciplinary actions.

By participating in the patient safety evaluation system, you agree to protect the confidentiality of the meeting (a) by not re-disclosing the communications or records developed and (b) by immediately
Agency for Health Care Administration (AHCA)
- State agency responsible for issuing the hospital’s license to operate.
- Statutory oversight of the risk management processes.
- AHCA surveyors may visit the hospital to conduct “site visits” at any time during the day or night.
- Certain events that occur within the hospital may meet criteria that are reportable to the state.
  • Should you become involved with a reportable event, the Risk Management Department will work directly with you and your immediate supervisor in a timely manner to ensure staying within the timeframes as determined by the state.

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

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

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

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

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

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

**RISK MANAGEMENT & PATIENT SAFETY (continued)**

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

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

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

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

**INFECTION PREVENTION (CONTROL)**

The goal of Infection Prevention is to reduce health risks for:
- Patients
- Physicians
- Employees
- Visitors

At Florida Hospital, safety is very important. As **Non-FH Staff**, you must understand and follow several procedures to reduce health risks to both you and others. Some measures used in Infection Prevention that helps to prevent the spread of contagious diseases are:
1. Washing your hands,
2. Using personal protective equipment,
3. Following standard precautions and transmission-based precautions, and
4. Disposing of trash safely

**Hand Washing**
- One of the simplest, but most effective ways to prevent infection is to wash your hands
- Microorganisms are everywhere; the skin is covered with them
- Hands should be washed with soap and water for at least 15 seconds:
  • After coughing, sneezing, or blowing the nose
  • After using the bathroom
  • Before and after patient contact
  • Before putting on gloves
  • After removing gloves
  • After contact with items or equipment in a patient’s vicinity
  • When moving from a contaminated body site to a clean site

The fifteen second, seven steps when washing your hands for best protection in infection prevention are:
1. Wet your hands,
2. Apply soap,
3. With friction, wash front and back of hands and between fingers,
4. Rinse thoroughly,
5. Dry with paper towel,
6. Use towel to turn off faucet & open door,
7. Dispose of towel in receptacle.

Dress Code
1. A clean uniform should be worn when coming on duty
2. Shoes should be clean and in good condition

Finger Nails and Artificial Nails
Non-FH Staff that provide direct patient care are required to adhere to the following:
• No artificial nails or nail extenders;
• Natural nail length that does not extend beyond the fingertip;
• Polish will be allowed, providing it is un-chipped and clear, or flesh tone.

Personal Protective Equipment (PPE)
• Gloves, gowns, and facemasks of shields are used to protect you from blood and other body fluids
• The choice of PPE depends upon the type of precaution being used and the particular situation at hand

Standard precautions include:
• Washing your hands before and after patient/resident contact
• Using gloves for contact with blood, body fluids, mucous membranes, broken skin, or skin that may have an infection
• Using gowns if you are likely to come in contact with body fluids, or if other infectious material is likely to touch you
• Using protective eyewear if body fluid is likely to splash on you
• Wearing gloves when handling any soiled patient care equipment or soiled linen so that you do not spread infection
• Cleaning and disinfecting surfaces that are likely to be contaminated, such as patient care equipment that will be reused
• Properly disposing of items that will not be used again
INFECTION PREVENTION (CONTROL) (continued)

Note: If a patient has a sign on the door that says, “STOP, Check at Nurse’s Station prior to entering the room,” the temporary staff should NOT enter that patient’s room. This sign will have sections for airborne, droplet and contact precautions on it. Any tasks should be turned over to the nurse caring for this patient.

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

Infection Prevention (control) policies, the Exposure Control plan, the Tuberculosis plan, and the OSHA Bloodborne Pathogen Standard can all be accessed on the Florida Hospital Intranet. Under “Reference Library” scroll down to select “P&P Manuals.” Then click on “Infection Control” to explore the infection control links.

Each clinical area has an Infection Preventionist (IP) assigned to that area. If you wish to speak with an IP, please ask your supervisor for the name and number of the IP for your area, or call the Infection Prevention (Control) Department at 407-303-2800, extension 2168. After business hours, you may reach an ICC via the emergency on-call pager by dialing 407-651-0248.

As a Non-FH Staff, you will be screened for tuberculosis (TB). Non-FH Staff with a negative PPD skin test will be given clearance. A positive PPD skin test will require further testing.
Note: If the TB test protocol is not followed and is not read on time, the Temporary Staff will be responsible for the charge.
Proof of complete Hepatitis vaccine series (three shots) or proof that the series has started, is required prior to start of employment.

Reporting
• Report all blood or body fluid exposures to the Needle-Stick Hotline. You can do that through the Employee Clinic, or

    FLORIDA HOSPITAL 24-HOUR NEEDLESTICK HOTLINE
    (407)-741-4702 OR 1-888-807-1020

In the event of a needle-stick or other exposure to blood or body fluids, please take these three easy steps:
1. First Aid:
    ✔ Needle-stick and cuts should be washed with soap and water.
    ✔ Splashes to the nose, mouth, or skin should be flushed with water.
    ✔ Remove contact lenses first.
    ✔ Eyes should be irrigated with large amounts of clean water or saline.
2. Report the incident to the staff contact or supervisor in your area of service.
3. Immediately, call the Florida Hospital 24-hour Needle-stick Hotline at:

(407)-741-4702 OR 1-888-807-1020

**Latex Gloves**: Some individuals develop hand irritation and allergies from latex gloves. Delayed symptoms could include swelling, blistering and itchy, red rash at the area of latex contact. Immediate symptoms could include hives, watery eyes, nasal congestion, difficulty breathing, dizziness, accelerated heart rate and allergic shock. Non-latex gloves can be obtained from the Employee Clinic and most departments.

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**SAFETY and ENVIRONMENT of CARE**

The Safety and Environment of Care program is designed to provide a safe environment for patients, visitors and staff.
- The program is operated in compliance with:
  - Federal and State regulations
  - DNV/ NIAHO Accreditation Requirements

**Environment of Care Disciplines**
- Safety
- Security
- Fire Prevention
- Hazardous Materials and Waste
- Emergency Management
- Medical Equipment
- Utilities

**Safety Information Flip Chart**
- Available within each department for reference
- Initial actions to be taken are outlined

**Disaster Emergency Codes**
- Code Red Fire
- Code Pink Infant / Child / Adolescent Abduction
- Code Black Bomb threat
- Code Blue Cardio-pulmonary arrest
- Code White Violent / Hostage situation
- Code Purple Excessive patient volume
SAFETY and ENVIRONMENT of CARE (continued)

- Mass Casualty Prepare to receive patients due to mass casualty in the community
- Code Yellow Prepare for internal building evacuation
- Code Green Commence building evacuation
- Code Orange Hazardous material incident
- Code Gray Stroke (CVA)
- Code O2 Loss of liquid oxygen

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

Security at Florida Hospital
- Security is available at all hospitals 24/7
- Late-night workers will receive onsite escorts
- Non-hospital locations, dial 911 in an emergency
- From inside the hospitals, dial the following for Security emergencies:
  - Orlando – 303-1515
  - Altamonte – tie line 831- 303-1515
  - Apopka – tie line 831- 303-1515
  - Winter Park – 7911 which transfers to tie line 831-303-1515
  - East Orlando – tie line 831- 303-1515
  - Kissimmee – 1515 (reaches Celebration Security Dispatch)
  - Celebration – 1515 – Celebration Security Dispatch
- Non-emergency Security Dispatch numbers are:
  - Orlando – 303-1916 from inside the hospital; all others use tie line 831-303-1916
  - Celebration and Kissimmee– 4479 from inside the hospital; to call Orlando Dispatch – tie line 831-303-1515

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

No Heroic Measures: Especially During an Armed Robbery
- Notify Security
- Write down as many details as possible
  - Location, description of person, weapons
SAFETY and ENVIRONMENT of CARE (continued)

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

1. Call to have Code Pink announced
   • Orlando, Celebration, Winter Park, Altamonte, and East – 1090
   • Kissimmee – 6000
   • Apopka – Emergency Dept
2. Notify Security
   • Winter Park, Apopka, Altamonte, and East – tie line (831) 303-1515
   • Orlando – 303-1515
   • Celebration and Kissimmee – 1515
Security will notify 911

When You Hear Code Pink Announced:
1. Move to the closest exit or hallway intersection
2. Watch for individuals who fit the description of the abductor
   • a person carrying a purse, bulky package, box, or knapsack
   • a person carrying an infant

When a fire alarm is activated, you will hear the words “STAT CODE RED” and the location of the fire announced over the public address system. If the emergency is not in your area, check to see that the smoke barrier fire doors to your area have been securely closed, and resume business as usual while carefully listening for further announcements or instructions relative to the fire emergency. It is important to know the location of fire extinguishers, pull boxes, and fire exits in your area, beginning with your first day of training. If you have any questions, ask your staff contact.

Critical Actions When You Discover a Fire (CODE RED)

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

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

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

Fire Extinguishers
Fire extinguishers are located throughout all Florida Hospital campuses. They are to be used by anyone if the need arises on small types of fires. The ABC extinguisher is used on all types of fires. When using a fire extinguisher, remember the word PASS.
SAFETY and ENVIRONMENT of CARE (continued)

P – Pull the pin,
A – Aim the extinguisher at the base of the fire,
S – Squeeze the handle,
S – Sweep spray from side to side, while aiming the extinguisher at the base of the fire.

PROPER BODY MECHANICS

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

RE-ORIENTATION – (Patient Safety Handbook)

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