

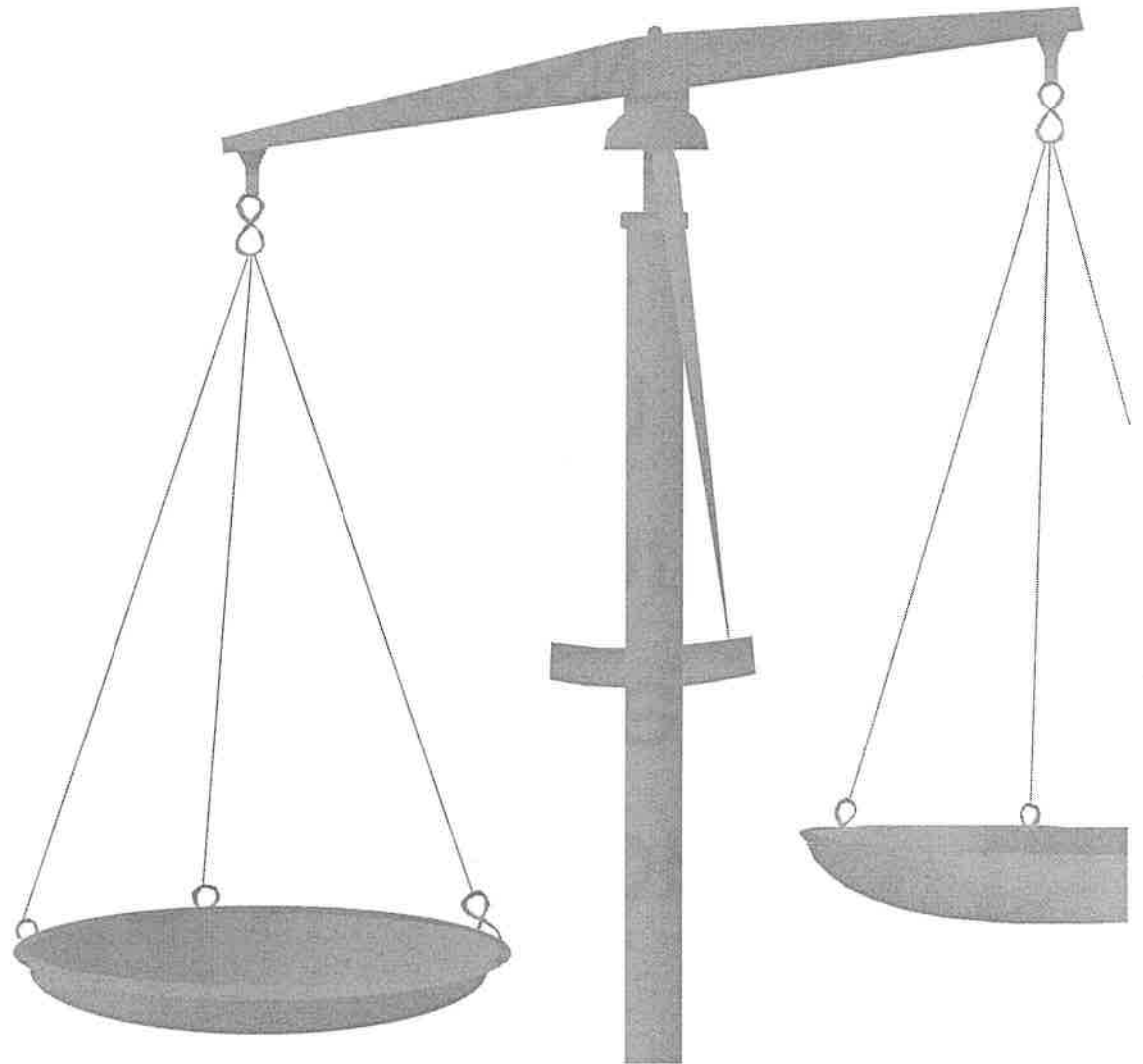
Hospital Orientation
Quality, Patient Safety,
Infection Prevention,
Employee Health

CSSMCW

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Director of Nursing and Quality

Quality



What is Quality?

- Clinical Regulatory Oversight
 - PA Department of Health
 - CMS (Centers for Medicare and Medicaid Services)
- Clinical Quality Measures
 - Core Measures
 - Outcomes
 - Hospital-Acquired Conditions
- Patient Satisfaction
 - Press Ganey – Inpatient, ED, ASU
 - Outpatient Satisfaction – lab, radiology, therapies, etc.

Implications

- Public Reporting
 - CMS Hospital Compare
- Incentives and Reductions
 - Up to 10% total reductions to hospital payments are at risk if noncompliance with measures or worse than state and national rates
- Licensure
- PA DOH and CMS Investigations

Patient Satisfaction

- Press Ganey
 - Inpatient
 - HCAHPS (Hospital Consumers Assessment of Healthcare Providers and Systems)
- Hospice and HH CAHPS (SHP)
- ED Patient Satisfaction – Press Ganey
- OASCAHPS
 - Outpatient and Ambulatory Surgery – Press Ganey

Resolving Patient Complaints

- Service Recovery
 - Able to be resolved at the point of service
 - Apologize and correct issue
 - If unable to resolve, notify your Supervisor or call Hospital Supervisor 341-1641
- Grievance
 - Any patient not satisfied with resolution
 - Any complaint received in writing
 - Complaint involves a concern about HIPAA, privacy, harassment, discrimination, incompetent medical care
 - Call Hospital Supervisor 341-1641
 - Grievance Committee

What's My Role?

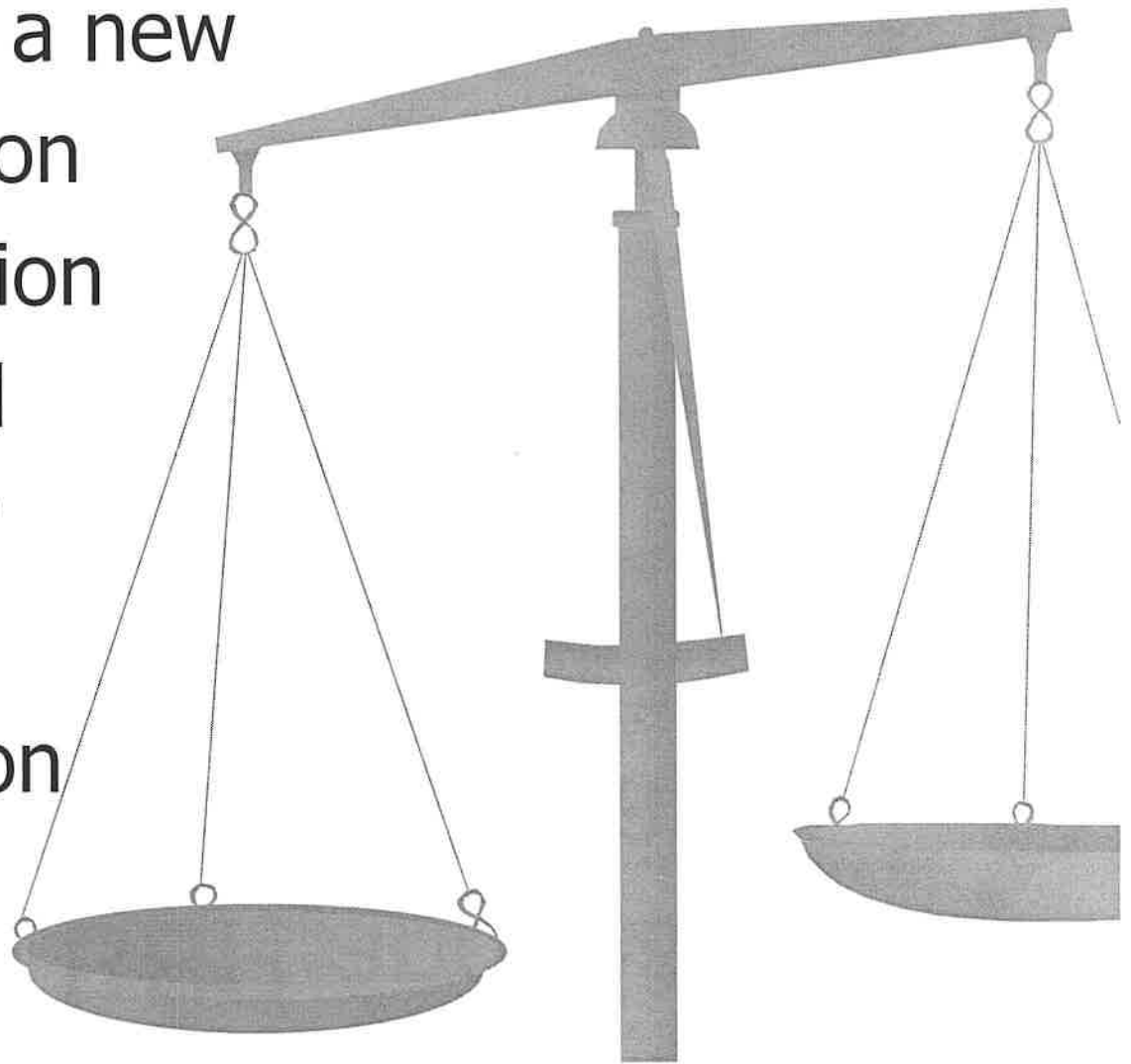
- Know and follow policies and procedures
- Be responsible for a high level of patient satisfaction no matter your position
 - Pickle
- Be active in Quality Improvement within your department
- Report unusual incidents

Hospital Quality Key Points

- **Number one goal is to provide our patients with the best possible outcomes**
- *Maintain Patient Safety*
- *Continuously improve our processes*
- *Increase patient and staff satisfaction*
- *Decrease cost of operations*
- *Maintain Reimbursement levels*
- *Meet regulatory standards*
- *Uphold high standing in the community*
- *Provide favorable report to Board of Directors*

Education

- You will receive a new employee education packet at orientation it contains printed materials for your Reference complete education on the Wintranet



Complete BBP and Hand Hygiene Education

- On new hire and annually
- On the Wintranet

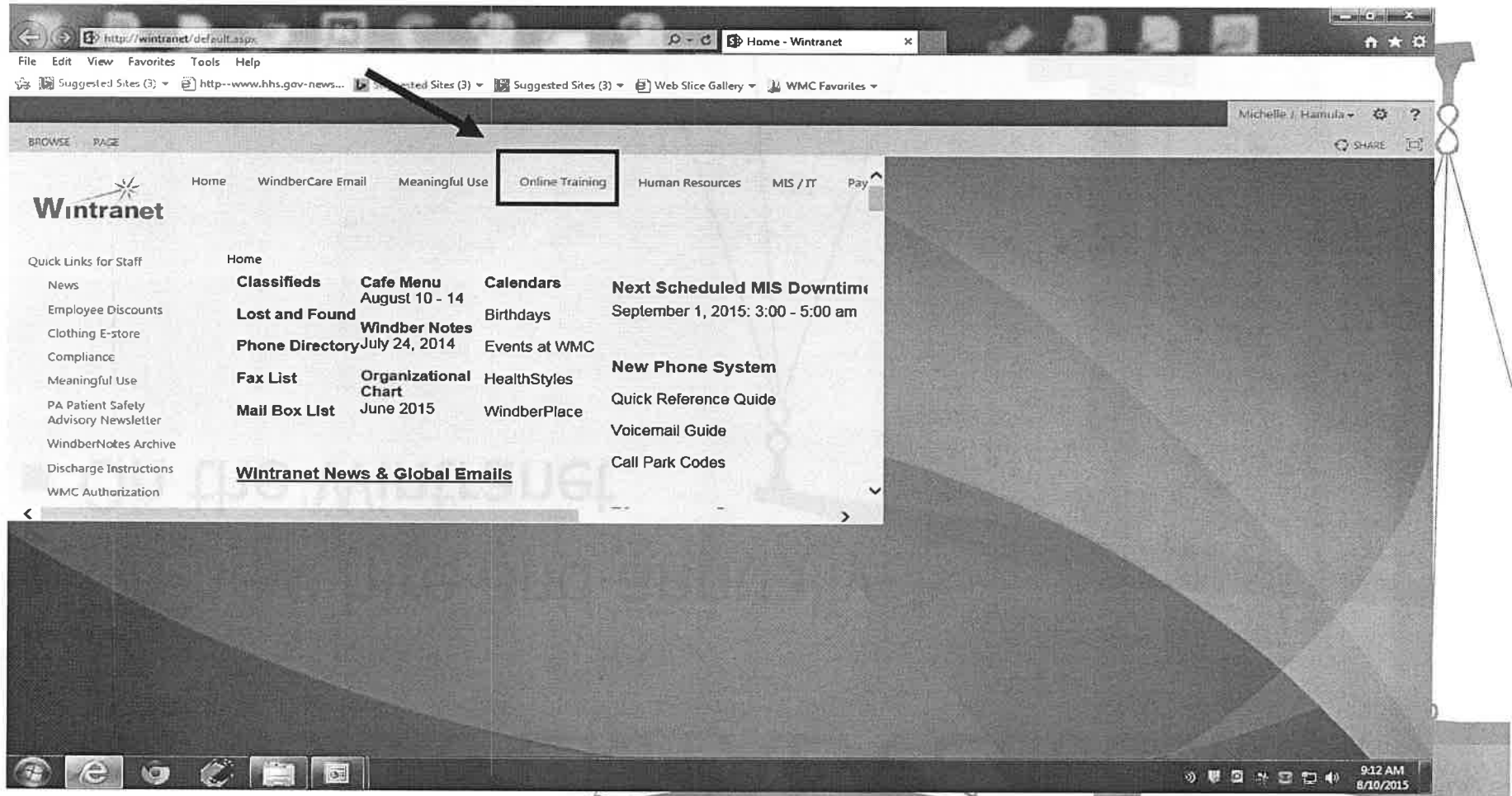


Complete EMTALA Education

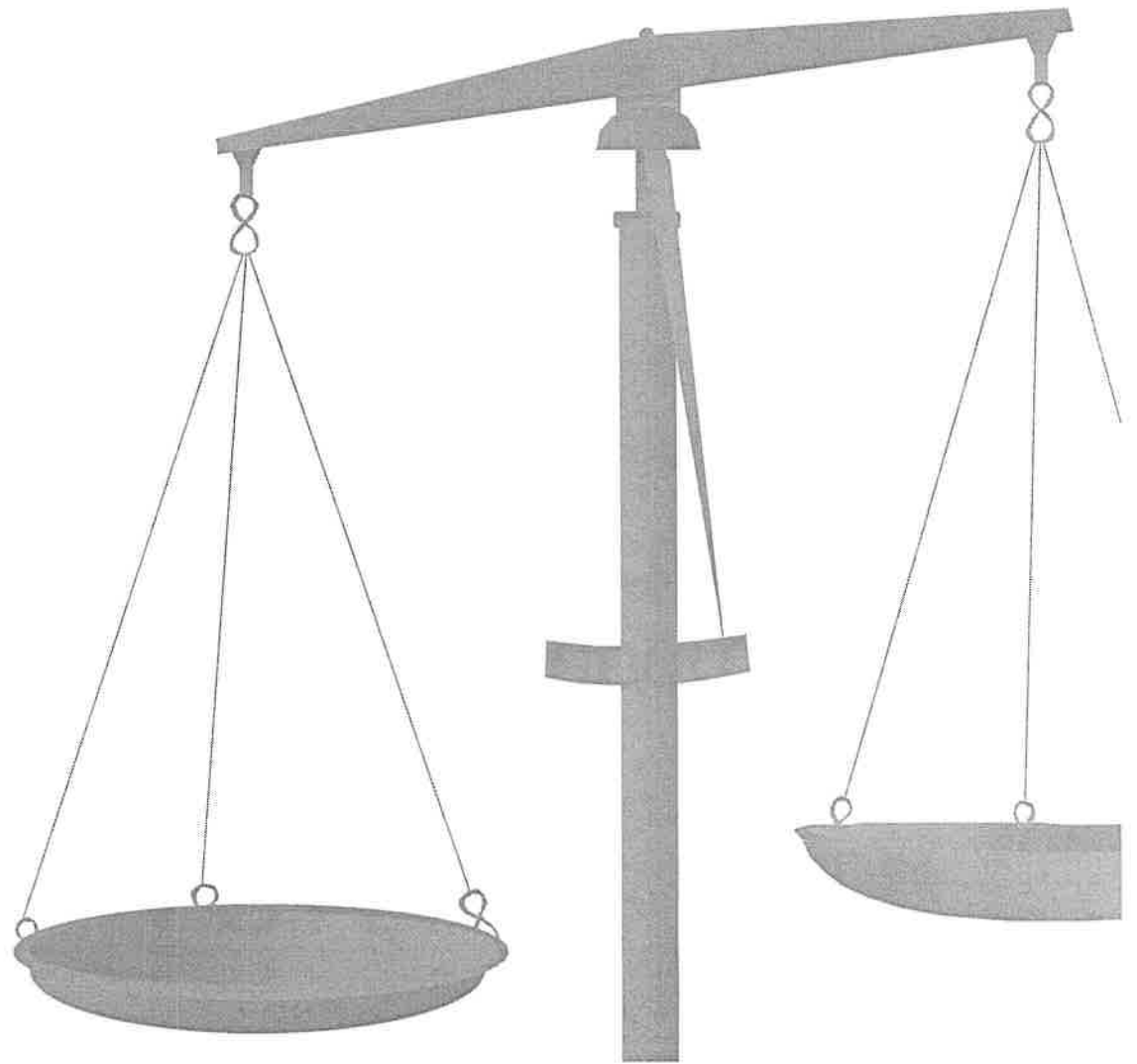
- On new hire and annually
- On the Wintranet



Wintranet – Online Training



Patient Safety



Patient Safety

- Confidential Patient Incident Reports are to be completed for any unexpected occurrences.
- Patient Safety Committee
- Examples include:
 - Patient Falls
 - Medication Errors
 - Return to Surgery
 - Order Entry Errors

Patient Incidents

- When an incident occurs notify the Hospital Supervisor at 341-1641
- Ensure all appropriate paperwork and notifications have been made
- Any questions, contact Michelle Hamula, Director of Nursing and Quality; or Tausha Garretson, Clinical Quality Analyst

Employee Health



Prior to Starting your new position

- Physical need completed
- Functional Agility Testing
- Blood work needs completed
- If you work in an area with potential for exposure to blood or body fluids, the Hepatitis B vaccine will be offered, if not previously received.
- Urine Drug screen (10 panel) must be completed.
- TB Test (PPD) or documentation provided of recent PPD

If any of these above items have not been completed you will be contacted.

Blood Borne Pathogens

Blood Borne Pathogens / Other Potentially Infected Materials (BBP / OPIM Exposures):

- Report to your manager the incident and how incident occurred.
- Report to the Emergency Department where you will complete an Employee Incident / Accident report. The ED will follow BBP exposure protocols as per OSHA guidelines. You will have subsequent lab draws to assure that you have NOT been exposed to any BBP / OPIM.

Tuberculosis Skin Testing

2-Step PPD Testing is required for all new employees

A copy of a recent (within 6 months) PPD from another employer is acceptable as one step

Subsequent PPD testing is only done following potential exposures due to this being a low-risk geographical area as defined by the CDC

Flu Vaccine

The annual flu vaccination campaign is held beginning in October each year. Employees are offered the vaccination free of charge.

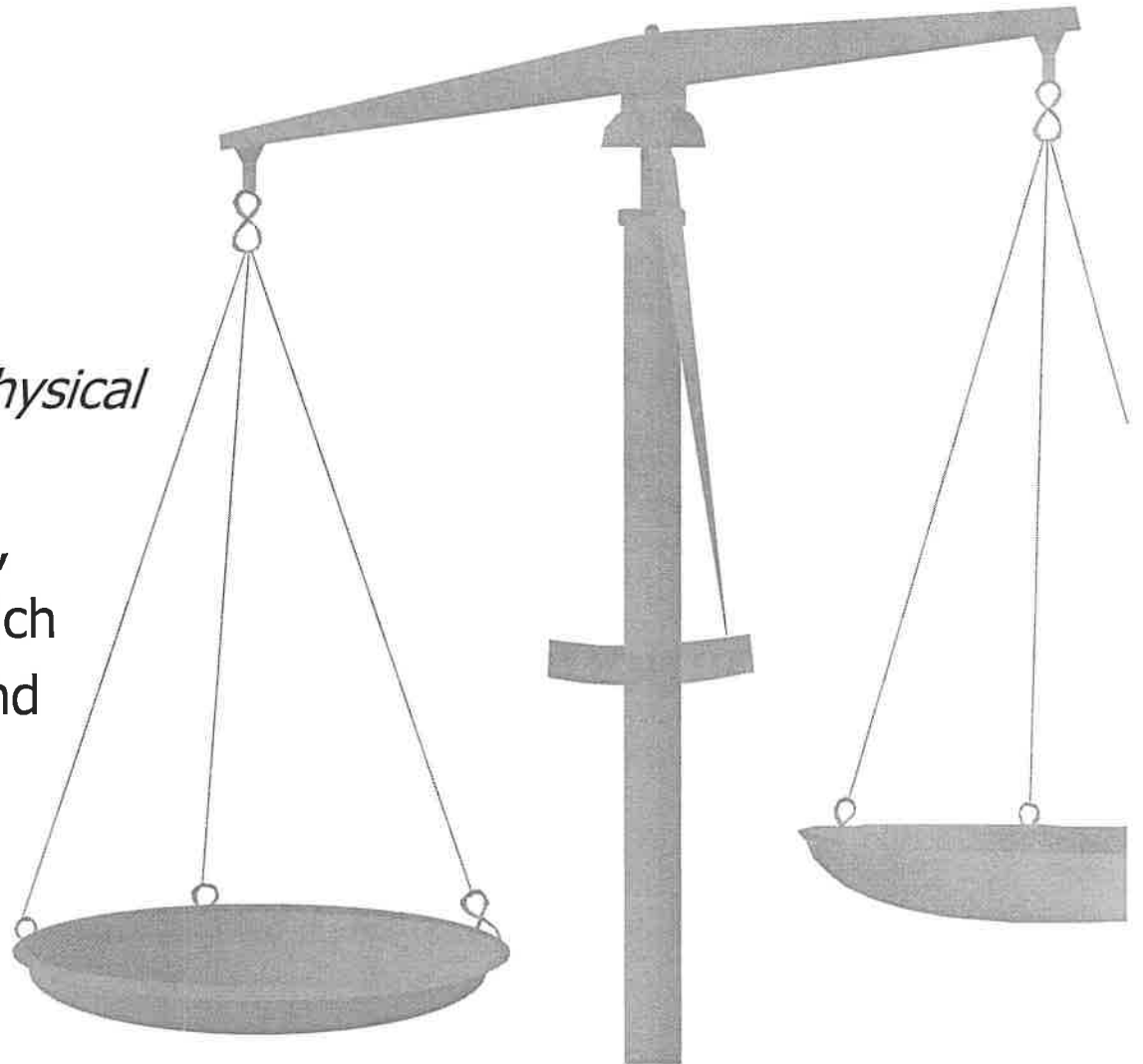
Employees are required to receive the vaccination.

If an employee refuses the vaccination, they are required to wear a mask throughout the entire flu season when in contact with patients.

If employee received vaccination at a place other than Windber, documentation is required as proof.

Ergonomics

“Ergonomics” is a word used to describe the science of designing the job to fit the worker. Ergonomics covers all aspects of a job, from the *physical stressors* it places on joints, muscles, nerves and the like, to *environmental factors* which can affect hearing, vision, and general comfort and health.



Ergonomics

Your Job and the Importance of Ergonomics

“Ergonomics” is a word used to describe the science of designing the job to fit the worker. Ergonomics covers all aspects of a job, from the *physical stressors* it places on joints, muscles, nerves and the like, to *environmental factors* which can affect hearing, vision, and general comfort and health.

Education & Training



- Initial training to new employees will be presented during the orientation process.
- Occupational Therapy will provide yearly training/education to all employees.
- All employees will be instructed in the proper procedure to report ergonomic issues and concerns.

Physical Stressors

- Repetitive motion, such as typing, lifting, and working in awkward positions.
- Cumulative Trauma Disorders or Repetitive Strain Injuries are caused by repetitive motion. These include Carpal Tunnel Syndrome, tendonitis, tenosynovitis, many back injuries, and other conditions.



Environmental Factors

- Excessive noise – permanent hearing loss.
- Improper lighting – eyestrain, and headaches.
- Indoor air quality – headache, congestion, and fatigue.



Psychological Stresses



- Stress contributes to physical ergonomic problems.
- Using computers can contribute to stress.
- Gaining control over certain aspects of your surroundings, and your work environment is essential.

Lifting, Carrying, Pushing, Transferring



- Use mechanical aides, transfer boards, Hoyer lifts, back boards.
- Pick up objects a few at a time to reduce the weight , to reduce the possible injury to your back / muscles.
- Push rather than pull
- Bend at the knees, NOT the waist, to lift heavy objects.
- Get help when lifting, carrying, pushing, or transferring a patient.

Lifting Equipment



- Patient Care:
 - Hoyer Lift
 - Slider Boards
 - Hover Mat
 - Back Boards

- Workplace Environment
 - Back Brace
 - Hand Trucks
 - Flat Carts
 - Basket Carts

Computer Work Stations



- Ergonomic chair designs and workstations, are important in maintaining good posture, and avoiding harmful effects of repetitive motion.
- Particular attention must be given to work surface height, monitor, glares from the screen, overhead and task lights, mouse, keyboard position, footrests and eyestrain.

POSTURE



- Change your body position through out the day.
- Avoid neck twisting or bending forward.
- Avoid ear to shoulder neck positioning while talking on the phone.
- Rearrange your work area to avoid excess bending, stooping, and reaching.
- Try to relax.

Reporting



- It is important to listen to your body. If you suffer from pain in your wrists or hands after a long day of typing, examine your work area and work practices, to see if there is a problem.
- Learn to make adjustments to your work environment.
- Contact PT/OT department for assistance
- Report to Director, Employee Health, or Safety Committee

Work Injury

If you are injured at work:

- Notify your director/manager or Hospital Supervisor ASAP, so an accident investigation can be completed.
- Complete an employee incident report.
- We highly suggest that you be seen in the Emergency Department, however, we cannot mandate you to be seen.
- Follow-up (if necessary) is done at Workplace Health.

Illness

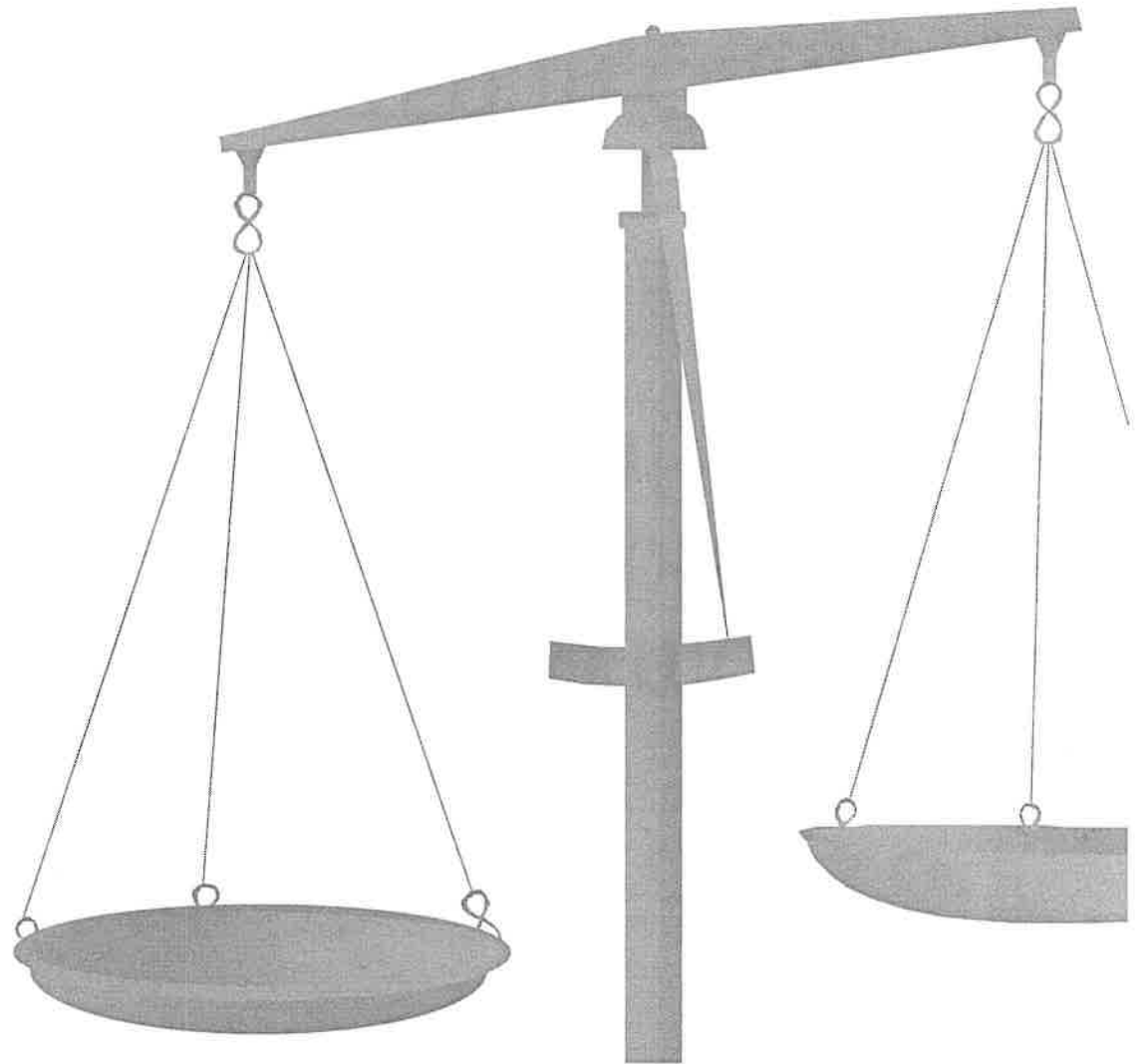
If you become ill while at work:

- Notify your manager/director of your department or the Hospital Supervisor.
- You are welcome to be seen in the Emergency Room, but you will be registered under your insurance.
- If it is determined that you are unable to drive safely, arrangements can be made with your family/friends to accompany you home.

Illness (cont)

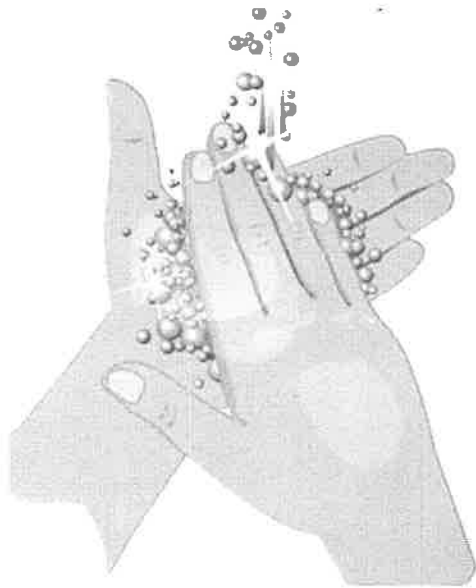
- If you have missed more than 3 working days of work it is required that you obtain a Doctor's excuse / return to work instructions.
- If you are off more than 3 days, and have a serious condition, you may contact the Human resources office to apply for Family Medical Leave (FMLA).

Infection Prevention



Hand Hygiene

Handwashing – the most important step to prevent spread of infection!



**NO ARTIFICIAL FINGERNAILS
ARE PERMITTED IN CLINICAL
AREAS**

Gloves and Hand Hygiene



- Hand hygiene prior to applying gloves.
- Gloves are worn while providing care to the patient
- Gloves will be changed after having contact with potentially infective materials
- Gloves are to be removed before leaving the patient's room and immediate hand hygiene should be performed

Standard & Isolation Precautions



Standard

Airborne Precautions

Droplet Precautions

Contact Precautions

STANDARD PRECAUTIONS

Apply to:

Blood

All body fluids, secretions, and excretions regardless of whether or not they contain visible blood

Non-intact skin

Mucous membranes

Standard Precautions Key Points

- #1 - Hand washing



- Hands **MUST** be washed before and after patient contact, before and after glove application, and when indicated to avoid transfer of micro-organisms and infection

Standard Precautions Key Points



All patients are
considered potentially
infectious

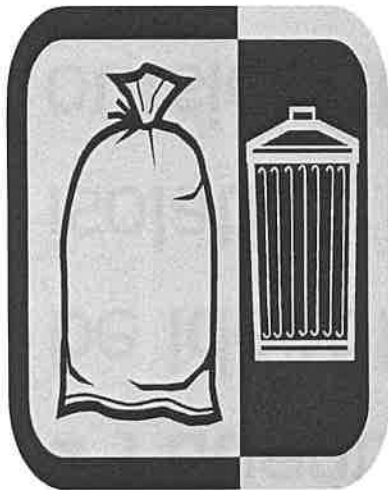
Utilize proper Personal
Protective Equipment,
Gloves, and
Handwashing

Standard Precautions Key Points



- Masks, Gowns, Face Shields, and Eye Protection – protect your eyes, nose, mouth, and mucous membranes from exposure to sprays or splashes of blood, body fluid, secretions and excretions and are used in addition to gloves when potential exists.
- Private Room – only necessary when patient hygiene is poor, or blood/body fluids cannot be contained.

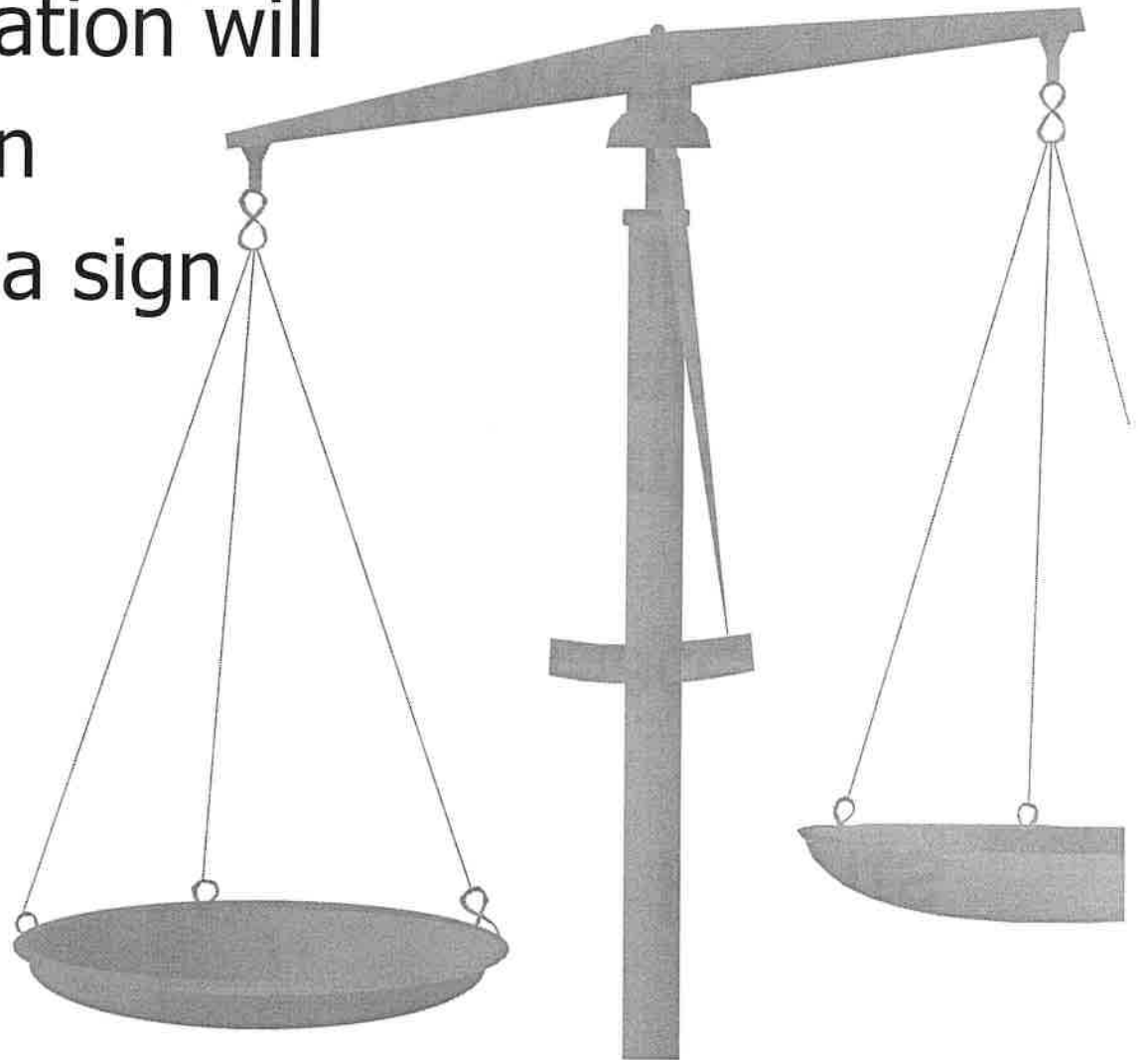
Standard Precautions Key Points



- Lab specimens – Place in leak proof containers
- Blood Spills - Decontaminate ASAP (call Housekeeping)
- Linen – Handled as little as possible –gloves should be worn to handle wet linen.
- General Waste – should be bagged in impervious bags.

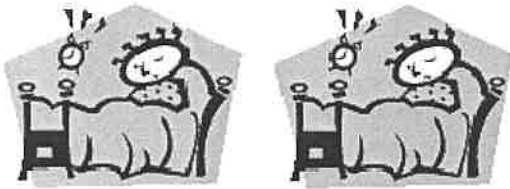
Isolation Key Point

- Patients on Isolation will be identified by an isolation box and a sign outside the door with the type of isolation



Contact Precautions Key Points

Contact precautions are used in addition to Standard precautions for patient's with infections that can easily be transmitted by direct/indirect contact.



Private room – yes

If not available, patients may be placed in the same room with a patient that has the same organism, but no other infection.

Contact Precautions Key Points

Gowns, gloves, and other PPE

- A gown should be worn when entering the room, if your clothing will have substantial contact with the patient, environmental surfaces, or items in the patient's room.
- Remove the gown, gloves, etc. before leaving the room.
- After removing the gown, clothing should not contact potentially contaminated environmental surfaces.



Droplet Precautions Key Points



Droplet precautions will be used in addition to standard precautions for patients with infections that can be transmitted by droplets.

Droplet transmission involves contact with conjunctiva or mucous membranes of the nose or mouth

Droplets are generated by coughing, sneezing, talking, or during the performance of a procedure, e.g. suctioning.

Droplet Precautions Key Points



Patient placement

- Private room - yes
 - if not available, may be placed in the same room with another patient with the same active infection and no other infection.
- When a private room is NOT available and cohorting is not an option, maintain spatial separation of at least 3 feet between the infected patient and other patients and visitors.

Droplet Precautions Key Points

Masks



- A mask **MUST** be worn by the caregiver within 3 feet of the patient.
- Other PPE determined by patient condition and symptoms

Airborne Precautions Key Points



Patient placement:

- Private, negative pressure room, with negative air pressure monitoring
- Door must remain closed.
- PAPR and other PPE based on patient condition

Airborne Precautions Key Points



Airborne precautions will be used in addition to standard precautions for patients that are known or suspected to be infected with disease spread by small droplet nuclei.

These particles are spread through the air and may be carried on air currents or inhaled by others.

Special air handling / ventilation is needed.

TB Isolation

- Negative pressure room – 309 – Wing 3
This room is used for all TB or potential TB patients.

PPE is provided. All patients that are admitted with a diagnosis of TB or rule/out TB will be admitted to this room.

PAPRS (respirators) and proper PPE MUST be worn when coming in contact with any TB patient.

Visitation / traffic is restricted within this area.

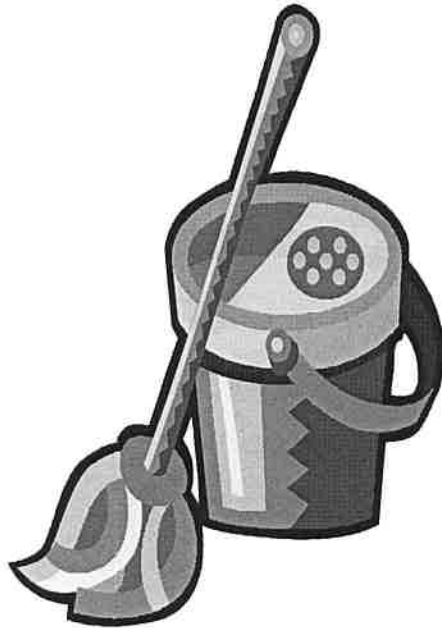
Patient Transport in Isolation

May need to be limited, this will be determined on a case-by-case basis.



- If patient leaves the room, precautions will be taken to minimize the risk of transmission of organisms to other patients, contamination of environmental surfaces or equipment.
 - Mask, cover wound, etc.

Patient Care Equipment - Isolation



- Dedicated patient care equipment should be available
- If use of common equipment is unavoidable, items should be cleaned with a hospital approved disinfectant before using on another patient (PDI wipes)

Important Phone Numbers



- Sherri Spinos RN, BSN
Director of Nursing &
Quality Ext – 3481
- Tausha Garretson –
Clinical Quality Analyst Ext
3050
- Hospital Supervisor – 341-
1641
- John Pudliner –Safety &
Security -3145
- PT / OT – Ext. 3465

