



BAPTIST

ORIENTATION FOR NON-EMPLOYEES

Applicable to Construction Contractors; Law Enforcement Officers; Sitters and Private Duty Personnel; Nursing and Non-Nursing Clinical Agency Personnel; Temporary Personnel; Volunteers, and Students (if not oriented otherwise)

Introduction:

While you are working in our hospital we want to provide you with some initial information about us, as well as how we must keep our patients, visitors, and staff safe. Please be attentive to the following situations and comply with our policies. In the event that any of the following situations occur please follow the directions of the Department leadership present in the area that you are currently located. Also note within the area you are working there is posted Baptist Emergency Codes and Procedures flip chart to use as a guide in helping direct you in a Code.

Organization's Mission, Vision, Values, and Commitment to Service First:

| | |
|---------------|--|
| Mission | <i>In keeping with the three-fold ministry of Christ -- healing, preaching and teaching -- Baptist is committed to providing quality health care.</i> |
| Vision | <i>We will be the provider of choice by transforming the delivery of health care through partnering with patients, families, physicians, care providers, employers and payers; and by offering safe, integrated, patient-focused, high quality, innovative, cost-effective care.</i> |
| Values | <i>Compassionate Care and Service, Teamwork and Trust, Innovation and Excellence, Respect for the Individual and the Value of Diversity.</i> |
| Service First | <i>Focus on the customer; Identify the customer's needs; Respond to the customer; Satisfy the customer; and Take ownership.</i> |

Ethical Aspects of Care:

Baptist strives to live up to the highest standards of conduct. We must always try to be honest and fair, and to do the right thing for our patients, our employees, our communities and our business associates. In keeping with our three-fold ministry of Christ—healing, preaching and teaching; and our commitment to Service First, delivery of quality patient care is a top priority for all employees and medical staff at Baptist. Living by these Standards means doing things in a legal and ethical way. You should:

- Try your best to get all the information you need to make good decisions.
- Make sure you are doing things in a way that follows any laws or guidelines required.
- Be truthful in your written and verbal communication. Always state the facts, and do not exaggerate.
- Never put yourself or others in a situation that even looks like it could be illegal or unethical.

As you perform your responsibilities here, there may be times when you are not sure what to do in a particular situation. In that case, before you do anything, check with your manager or the person in charge. If you see others doing something that you believe breaks the rules you have an obligation to report it. There are three ways you can do that:

- Tell the charge nurse, supervisor or the person the supervisor reports to.
- Call the Corporate Compliance office at 901-227-5920.
- If the situation is sensitive, or you feel uneasy about it, you can report it confidentially to the Helpline/Hotline at 1-877-BMH-TIPS.

Baptist has a policy of not tolerating retaliation for making a report as long as it is made in good faith. Reports to the Hotline are handled confidentially to the extent the law allows.

Caring for Patients/Cultural Diversity and Sensitivity:

- ❖ All hospital and patient information is confidential and may not be shared outside of Baptist. All non-employees are required to sign the confidentiality statement on the last page of this document.
- ❖ If any unusual clinical event or incident occurs, please notify the charge nurse or supervisor immediately for further action.
- ❖ Baptist serves patients with a rich variety of backgrounds, perspectives, values and beliefs. As such, staff should be sensitive to cultural diversity and treat all patients with dignity and respect. For more information about the particular needs of the patients cared for in your assigned area, please discuss with your manager or the person in charge.
- ❖ Non-employees involved in patient care are expected to perform all assigned duties, regardless of treatment required for a patient or the patient's medical condition. Should a non-employee feel that he/she could not perform any aspect of the position due to a perceived conflict with cultural values, ethics, or religious beliefs, the non-employee must notify the charge nurse or supervisor immediately so that patient care is not compromised.
- ❖ Civil Rights Compliance - Baptist prohibits discrimination based on race, color, national origin, age, disability, limited English Proficiency, sex and religion. Should you have any concerns, please contact the Section VI/504 coordinator or Administration by calling _____.
(Enter entity specific number)

Safety Codes:

- ❖ **CODE RED--Fire Response**
 - Identify the nearest exit too your work area and the nearest fire pull station, fire extinguisher and/or fire hose
 - **In the event of FIRE:**
 - **CALL CODE RED—PHONE EXT. _____ [Entity Specific Number]**
 - **Perform R.A.C.E.**
 - **Rescue** anyone in danger
 - **Activate** nearest fire alarm pull station
 - **Confine** fire by closing windows, doors, etc.
 - **Extinguish/Evacuate**
- ❖ **CODE D Standby—Disaster Preparation—Indicates an impending disaster with potential large influx of patients or potential damage to building:** Report to your department for instructions and remain there unless assigned by the department head to other duties.
- ❖ **CODE D—Disaster—Disaster with potential large influx of patients or potential damage to building:** (May be internal or external)—Comply with unit/department/work area plan and the direction of hospital staff in charge.
- ❖ **CODE BLUE— Patient Resuscitation (Adult)—PHONE EXT [Entity Specific Number]—CLINICAL EMERGENCY:** Remain calm. Do not respond unless asked to do so. Clear the hallways for the team if necessary.
- ❖ **CODE BLUE LILY—Patient Resuscitation (Pediatric)---PHONE EXT [Entity Specific Number]—CLINICAL EMERGENCY:** Remain calm. Do not respond unless asked to do so. Clear the hallways for the team if necessary.
- ❖ **CODE PINK—Infant Abduction—PHONE EXT [Entity Specific Number]—**State CODE PINK on _____ Unit, age, race, gender, other identifying information and any information about the potential abductor. Respond to your preassigned locations. Designated staff searches each room. Security Shift Commander or designee responds to location.
- ❖ **CODE ORANGE—Pediatric/Adolescent Abduction—PHONE EXT [Entity Specific Number]—**State “CODE ORANGE” and _____ Unit, age, race, gender, other identifying information and any information about the potential abductor. Comply with unit/department/work area plan and the direction of hospital staff in charge.
- ❖ **CODE PURPLE—Elopement (Elderly, Mental Disturbed and AWOL)—PHONE EXT [Entity Specific Number]—**State CODE PURPLE” and _____ Unit, age, race, gender, and any other identifying information. Comply with unit/department/work area plan and the direction of hospital staff in charge.

- ❖ **CODE BROWN—Bomb Threat -DO NOT TOUCH any unusual items—PHONE EXT [Entity Specific Number]**—State CODE BROWN and exact location.
- ❖ **CODE FREEZE—Work Place Violence –PHONE EXT [Entity Specific Number]**—State CODE FREEZE and exact location.
- ❖ **CODE GRAY—Tornado Watch / Tornado Warning with Specific Location—REPORT** to your department—**CLOSE** all windows and doors—**MOVE** ambulatory patients away from windows—**COVER** non-ambulatory patients with blankets and/or pillows to protect the head area—**MAINTAIN** communication with patients, and provider assurance—**PREPARE** to go to CODE D STANDBY
- ❖ **CODE SILVER—Active Shooter —PHONE EXT _____ [Entity Specific Number]**— State “CODE SILVER” and provide location & other relevant information. Follow Run, Hide, Fight protocols.

Infection Control Tips

- **WASH HANDS:** After using the bathroom; before eating; before and after patient contact.
- **Follow Standards Precautions** with every patient
- Do not enter a patient room with isolation sign—ask the nurse for permission and instruction
- Personal protective equipment is available in all work areas
- Ask for assistance to clean up spill or when handling chemicals

Material safety data sheets (MSDS) are available in all work areas for reference when dealing with chemicals.

Restraint Policy and Procedure

- Policy has been reviewed with preceptor
- Applications skill validation has been completed—Clinical staff only

Abuse/Neglect Policy and Procedure

- Policy has been reviewed – Baptist has a "ZERO" tolerance for abuse in any form and all known occurrences are reported to the authorities. All suspected abuse/neglect situations must be reported to your Manager.

Connectivity Policy

- Policy has been reviewed – Patients, family, unlicensed, untrained, non-professional staff do not connect, disconnect or reconnect medical supplies/devices/equipment with various forms of tubing. Disconnects are reported to the appropriate health care professional.

Patient Identification Policy

- Policy has been reviewed – Volunteers performing patient care activities (i.e. food delivery, patient transports, registration settings) use (2) two patient identifiers. Volunteer chaplains identify patients using established pastoral care processes.

Tobacco Free Policy—Tobacco use is not allowed on the premises.

I have reviewed this ORIENTATION FOR NON-EMPLOYEES

This below box is only for Baptist Security personnel’s review with Correctional officer(s), or their designee, escorting inmate(s) for inpatient/outpatient procedure(s):

- Law officers must read and follow the Inmate Policy.

The Administrative Policy and Procedure regarding Inmates was reviewed and logged with the Correctional Officer(s), or designee.

Signature of Non-Employee

Date

Signature of Baptist Representative who explained this material.

Date

CONFIDENTIALITY CHECKLIST & STATEMENT

For Volunteers and Students, and other Non Employees: Manager has reviewed applicable HIPAA privacy/security policies specific to the individual’s role/position.

Baptist and its various entities [“Baptist”] protect the privacy of patients, families and employees, including safeguarding confidential and/or proprietary information. Whether you read, see or hear things about patients, families or employees, it is private and confidential and cannot be shared except as necessary for patient care or as otherwise authorized.

Baptist’s Confidential Information Policy (CIP) protects any information – verbal, written, computer, electronic, photographs or videotape. Employees, consultants, students, and physicians need access to confidential information to perform their assigned duties. However, maintaining confidentiality is a required duty of every, agent, physician, consultant and all others with access to information.

BY SIGNING THIS CONFIDENTIALITY STATEMENT, I UNDERSTAND AND ACKNOWLEDGE THAT:

- 1) I am aware of Baptist’s Confidential Information Policy (CIP) and that I have the opportunity to review the CIP.
- 2) I have the responsibility to ask for clarity or voice any concerns regarding confidential information to prevent violations from occurring. I realize that I can also voice any concerns by calling the Baptist Helpline/Hotline at 1-877- BMH-TIPS.
- 3) I understand it is my responsibility to:
 - Comply with the Baptist Confidential Information Policy;
 - Protect and respect the privacy of patients and their information;
 - Not access data on patients for whom I do not have responsibility and/or for whom I do not have a “need to know”. I am aware that computers and their applications may have audit trails, which track access to patient and other information
 - Keep information confidential and not disclose it to others, including employees, patients, and patient’s family members unless properly authorized;
 - Refrain from conversation about information protected by the CIP;
 - Refer all requests and inquiries for confidential information to those within Baptist who are responsible for release of information
- 4) If I am given access to Baptist computer system(s), I understand it is my responsibility to:
 - Understand that my computer access code (password, personal identification number) is the equivalent of my legal signature.
 - Keep secret all computer identifiers, passwords, PIN numbers and access codes issued to me
 - Contact Information Systems or their designee to have my code deleted and a new code issued if I have reason to believe that the confidentiality of my computer access code is broken.
 - Signoff after each computer session to prevent unauthorized use of the application.
- 5) I understand that violation of these requirements may result in disciplinary action up to and including termination of my employment, affiliation, and/or contractual rights with Baptist, and/or disciplinary action by my attending physician, as well as any penalties prescribed by law. I understand and agree that this obligation continues in effect after I am no longer an affiliate of Baptist. I further understand and agree that Baptist may take legal action to enforce this obligation.

Non-Employee Signature

Date

Witness

Date