



BCH MISSION STATEMENT

- ▶ The Mission of Barstow Community Hospital is to be the community leader in improving the health of the people in the City of Barstow and surrounding communities by providing healthcare in a safe, compassionate and fiscally responsible manner. Consistent with this mission, the employees are encouraged to “Keep the Patient at the Heart of Our Care.”

Expectations

❖ Two Expectations From all Staff

1. To show up to work **on time**.
2. To do your job the most **professional** way you know how.



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HR ORIENTATION



- DRUG FREE WORKPLACE
 - Missing Substances
 - Reasonable Suspicion/Under the Influence
 - Random Selection Testing
 - Absence from position After 90-Day



- SMOKE AND TOBACCO FREE CAMPUS



HR ORIENTATION



1. WORKPLACE VIOLENCE/WEAPONS

- a. Violence or Threats of Violence**
- b. Weapons**
- c. Security**



2. HARASSMENT AND DISRUPTIVE & INTIMIDATING BEHAVIOR

- a. Harassment**
- b. Sexual Harassment**
- c. Disruptive and/or Intimidating Behavior**
- d. Complaint-Reporting/Investigating/Resolution**



What Is Information Security?



Information Security means protecting information and information systems from unauthorized access in an effort to promote confidentiality, integrity, and availability.



FNSD ~ CAFETERIA HOURS

MONDAY THRU FRIDAY

BREAKFAST 7:00 AM TO 10:00 AM

- ✓ HOT SERVICE – 7:00 AM-9:00 AM
- ✓ COLD SERVICE – 7:00 AM-10:00 AM

LUNCH 10:30 AM TO 2:30 PM

- ✓ HOT SERVICE – 10:30 AM-2:00 PM
- ✓ COLD SERVICE – 10:30 AM-2:30 PM

DINNER 3:00 PM TO 5:00 PM

- ✓ COLD SERVICE ONLY

WEEKEND & HOLIDAY

BREAKFAST 7:00 AM-10:00 AM

- ✓ HOT SERVICE – 7:00 AM-8:30 PM
- ✓ COLD SERVICE – 7:00 AM-10:00 AM

LUNCH 11:00 AM-2:00 PM

- ✓ HOT & COLD SERVICE SERVED THROUGHOUT

No DINNER SERVICE

EMPLOYEES CAN PURCHASE A CAFETERIA GIFT CARD FROM ACCOUNTING , THROUGH PAYROLL DEDUCTION

****CARD VALUE \$25.00, DEDUCTED AMOUNT \$20.00. ACCOUNTING GIVES YOU AN EXTRA \$5.00.**





PATIENT MEAL SERVICES

TRAY LINE MEAL SYSTEM

SELECTIVE SEVEN DAY CYCLE MENU

- ✓ BREAKFAST 7:00AM
- ✓ LUNCH 11:30AM
- ✓ DINNER 4:30PM



DIET ORDERS RECEIVED VIA AS400

- FNSD RUNS CENSUS REPORT 30 MINUTES PRIOR TO MEAL SERVICE
- LATE ORDERS NEED TO BE ACCOMPANIED WITH PHONE CALL FOR NOTIFICATION
- NO TRAYS/FOOD ITEMS WILL BE PROVIDED WITHOUT A DIET ORDER

MEAL SERVICE ENDS AT 5: 45 PM *OR WHILE SUPPLIES LAST*



PATIENT SERVICES *CONTINUED*

ADDITIONAL FOOD ITEMS & SNACKS:

- **ALL PATIENTS ON CARBOHYDRATE CONTROLLED DIETS**
 - **AUTOMATICALLY ARE PROVIDED WITH HS SNACKS (8:00 PM)**
 - **FNSD PLACES SNACKS ON NURSING UNITS AND THEN ARE DISTRIBUTED BY NURSING**

- **ALL OTHER SNACK REQUESTS MUST HAVE A DIET ORDER PLACED**

PATIENT NOURISHMENT AREAS

- **LOCATED ON UNITS 100, 300, OB, & THE ED FOR PATIENT AFTER HOUR FOOD REQUESTS**
- **INCLUDES: MILK, JUICES, CRACKERS, SANDWICHES, GELATIN, ICE CREAMS, ETC.**

AFTER HOUR REQUESTS

- **CONTACT SECURITY TO PROVIDE ITEMS FROM KITCHEN**



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CHS Standards of Performance



- **Attitude**
- **Appearance**
- **Commitment to Co-workers**
- **Communication**
- **Customer Waiting**

- **Privacy**
- **Responsiveness**
- **Safety Awareness**
- **Service Recovery**
- **Sense of Ownership**



Community Cares

Community Cares is our culture

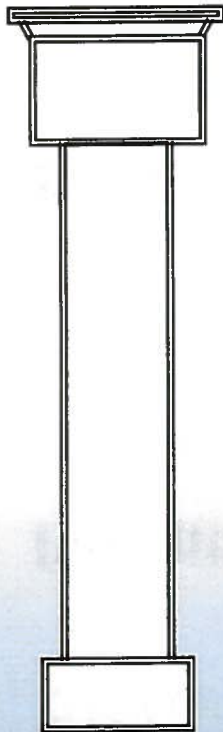
- ✓ An unwavering organizational commitment to excellence
- ✓ The creation and development of role models
- ✓ Measurement of organizational progress

Community Cares

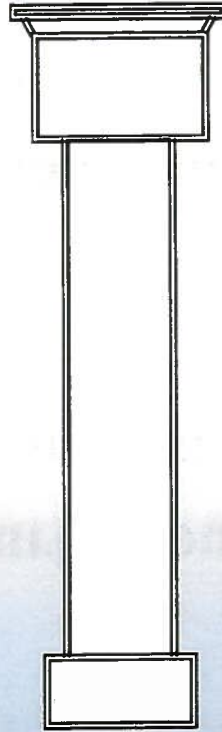
- **Patient Hourly Rounding**
 - “Is there anything else I can do for you.”
 - 3 P’s-Pain, Potty and Position
- **Employee Rounding**
 - Thank you cards
- **Key Words at Key times/AIDET**
- **ED 30 minute Rounding**
 - PPD – Pain, Procedure and Duration

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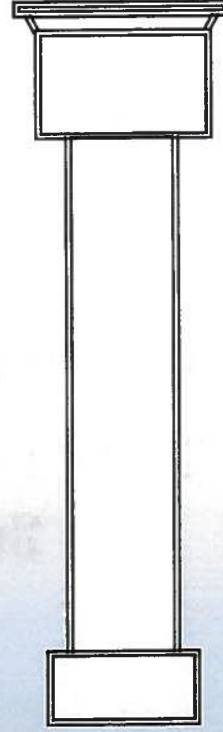
5 Pillars of Excellence



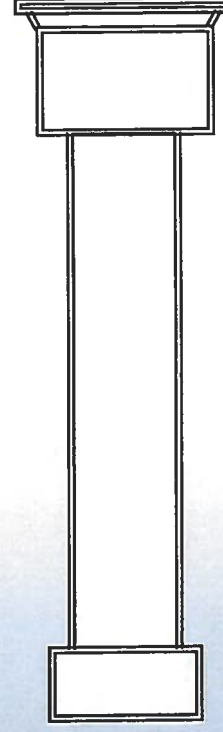
People



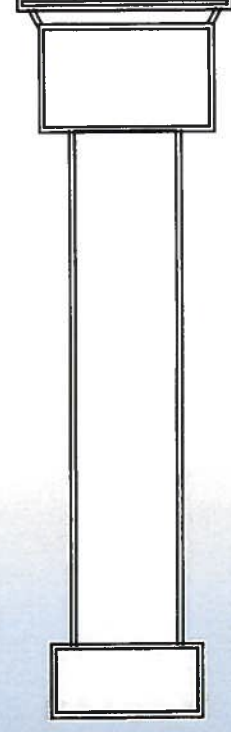
Quality



Service



Finance



Growth

What Is HCAHPS?

- HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems
- Survey used to publicly report hospital performance as perceived by patients
- The goal is to provide consumers with information that might be helpful in choosing a hospital

www.hospitalcompare.com

AIDETSM

Five Fundamentals of Patient Communication

AIDETSM

Five Fundamentals of Patient Communication

A

Acknowledge

I

Introduce

D

Duration

E

Explanation

T

Thank You

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“Our culture will create a great place for employees to work, physicians to practice and patients to receive care”



Stretching Exercises



- **Stretch often – several times per day**
- **Neck stretches**
- **Back stretches**
- **Wrist stretches**



Employee Payroll Requirements

1. **Pay periods end on Saturday, and employees are paid the following Friday. BCH is Bi-Weekly payroll**
2. **Get a copy of your timecard from your supervisor or the CC either on the last day of a pay period that you work, or NO LATER than 8am on the Monday after a pay period end.**
3. **Review the timecard for accuracy (missed punches, missed lunches, etc)**
 1. **No changes: Sign and date your timecard and turn it in.**
 2. **Need changes: Fill out the appropriate form to record changes. Make sure it is attached to your timecard.**
4. **No payroll edits will be accepted after 8am on Monday following a pay period end.**
5. **It is YOUR responsibility to review your timecard in a timely manner. Any edits missed in time for a normal payroll run will have to wait until the next check run.**



Suspected Abuse / Neglect In Any Age Group

What is your role: Be an Advocate

Be sensitive, aware and alert

Refer to policy RI 31

Report suspected abuse, neglect and exploitation to charge nurse,
supervisor, Case Management

At BCH we work as a team to provide a safe environment for our patients.

Needs of Dying

- Barstow Community Hospital provides care and services that address the patient and family needs of those who are dying
- We address their psychosocial, emotional and spiritual needs
- Case Managers are available 7 days a week
- Local resources include Hospice and Social Services, through the VNA

**Barstow Community Hospital
provides a foundation for
understanding and respecting the
rights and responsibilities of
patients, their families, physicians,
and other caregivers.**

A Patient shall have the right to

- Considerate and respectful care, and to be made comfortable
- Prompt notification of their family members and their physician
- Know the name of their attending physician and names of other professionals involved in their care
- Receive information about their health status, diagnosis, prognosis, and course of treatment in language they can understand
- Make decisions regarding medical care
- Request or refuse treatment, to the extent permitted by law
- Be advised if the physician proposes to engage in or perform human experimentation
- Reasonable responses to reasonable requests
- Appropriate assessment and management of their pain
- Formulate advance directives
- Have personal privacy respected

Confidential treatment of all communications and records

Access information contained in their records

Receive care in a safe setting
Be free from restraints and seclusion

Reasonable continuity of care

Be informed of continuing care requirements

Know hospital rules and policies

Designate visitors of their choosing

Have their wishes considered

Examine and receive an explanation of the hospital bill

Exercise these rights without regard to sex, age, disability, medical condition, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care

File a grievance

A safe environment of care



INFANT ABDUCTION

It is **ALL** of our responsibility to prevent infant abductions.

BABIES are only transported in an open crib or bassinet throughout the hospital (If you see a baby in a car seat, stroller or in someone's arms it is important for you to stop that person and call OB to verify that we have all of our babies). Stop any suspicious people entering or leaving OB

MOTHERS will only be discharged in a W/C with the baby in their arms

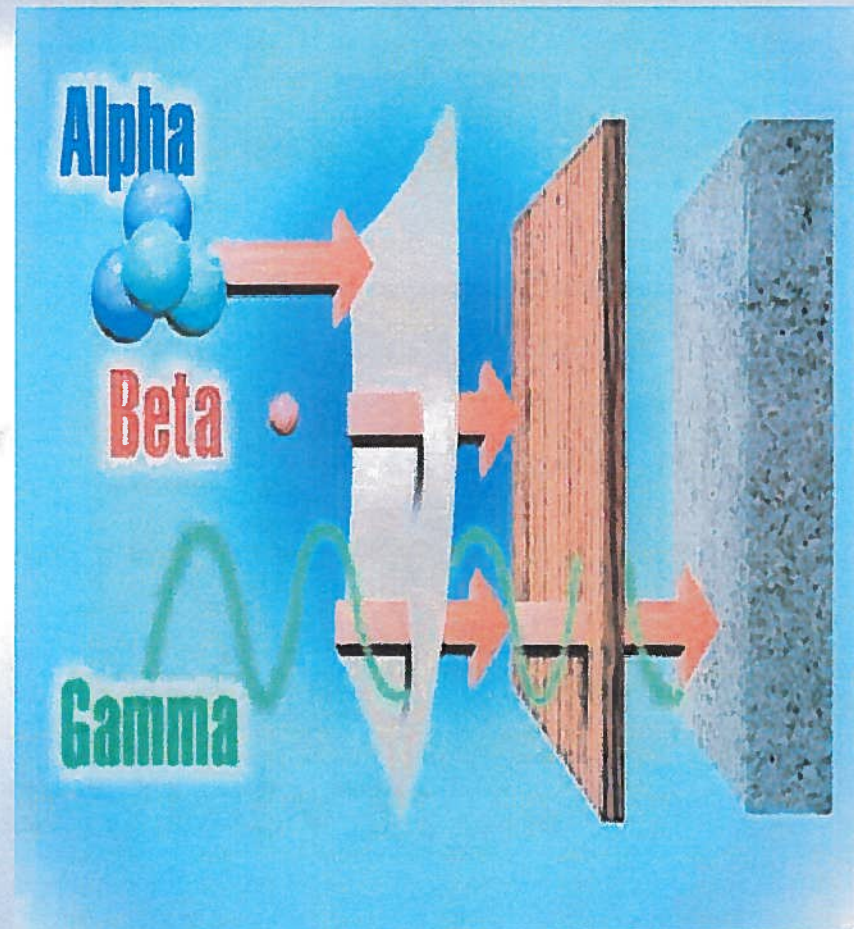


CODE PINK

If there is a suspected abduction a **CODE PINK is called overhead. Please secure the nearest doorway and do not allow anyone to exit until the code is cleared. We must account for all of our babies**

RADIATION

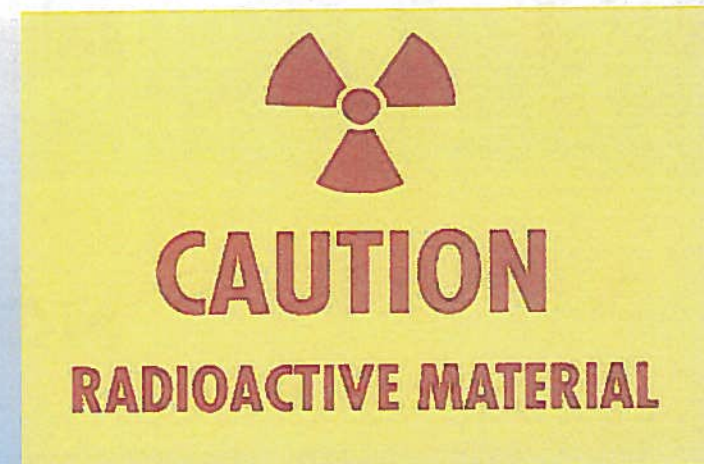
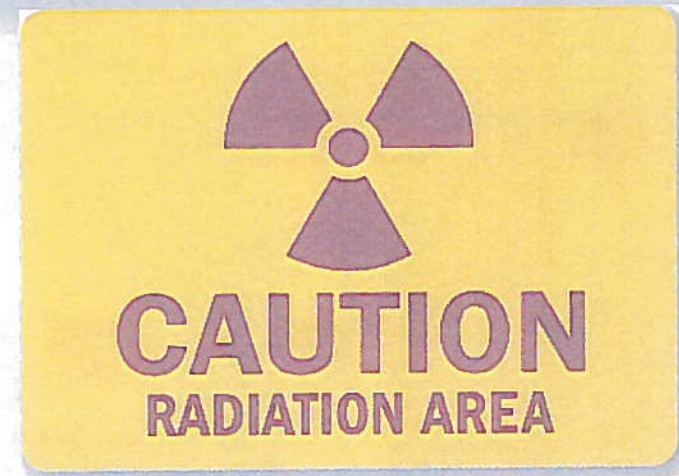
**RADIATION IS ENERGY
THAT COMES FROM A
SOURCE AND TRAVELS
THROUGH SOME MATERIAL
OR THROUGH SPACE.
LIGHT, HEAT AND SOUND
ARE TYPES OF RADIATION.**



RESTRICTED AREAS

OR

**AREAS WHERE RADIATION
PRODUCING MACHINES OR
RADIOACTIVE MATERIALS ARE
USED ARE DEFINED AS
RESTRICTED AREAS
EACH AREA WILL HAVE A
SIGN POSTING:**





AN MRI MAGNET IS ALWAYS ON

AND

**IS ALWAYS RUNNING AT FULL
POWER!!!**

➤ **How do you know if a practitioner is privileged to admit, consult or perform procedures?**

- **Privilege books located in ER & OR**
- **Intranet**

➤ **How do you know which physician is on call for the Emergency Room?**

- **On- Call Schedule books - located in ER & OB**
- **Intranet**

Importance of Hand Hygiene

Infections are a serious problem in healthcare facilities.

Every year an estimated 2 million patients get a hospital acquired infection (HAI); 90,000 die.

Bacteria can survive for DAYS on patient care equipment and other surfaces.

Hand hygiene, a part of Standard Precautions, reduces the transmission of microorganisms to your patients and you.

Hand hygiene is considered the single most important procedure for preventing HAIs.

When to Practice Hand Hygiene

Before:

Entry to a patients room

Having contact with patients

Putting on gloves

Inserting any invasive device

Manipulating an invasive device



When to Practice Hand Hygiene



After:

Having contact with a patient

Having contact with bodily fluids or excretions, non-intact skin, wound dressings, or contaminated items

Having contact with inanimate objects near a patient

Removing gloves

Practice Hand Hygiene Correctly

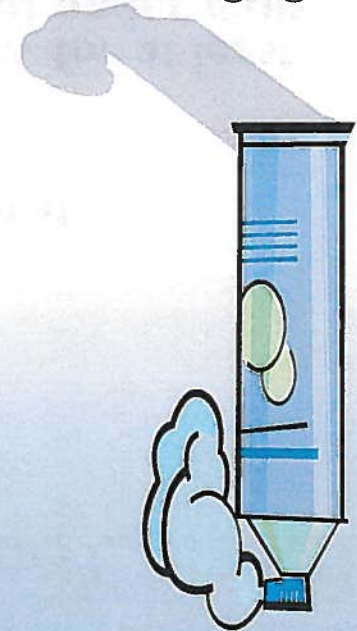
Using Alcohol based Hand Rub Foam and Gel:

Preferred method except when soil on hands is visible or when *Clostridium difficile* is present

Kill more effectively and quickly than soap and water and are less damaging to skin

Apply to palm of one hand

Rub hands together, covering all surfaces, including fingertips and fingernails, until dry



Practice Hand Hygiene Correctly

Using Soap and Water:

**Required method if hands are visibly soiled or if
Clostridium difficile is present**

**Wet hands, apply soap to palm, rub vigorously for at least
15 seconds, including wrists, fingertips, and under nails**

Rinse hands and dry with disposable towel

Use towel to turn off the faucet



Standard Precautions: all patients, all the time

A set of infection prevention and control practices that reduce transmission of microorganisms in healthcare settings

Hand Hygiene

Personal protective equipment (PPE)

Gloves – to prevent hand contamination

Masks and eye protection – when splashes may occur

Gowns – when soiling of clothes may occur



Who Is At Risk for Infection?

Hemodialysis

Surgery (especially colonized patients)

HIV

Intravascular devices

Immunocompromised

Poor hygiene

Athletes

Crowded conditions such as prisons, military, and day care centers



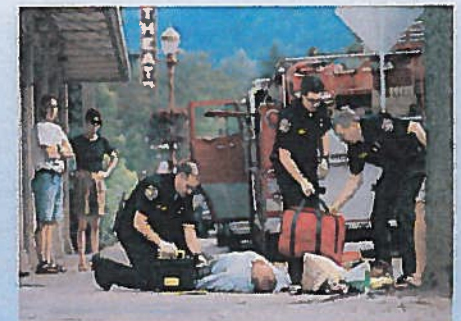
What You Need to Know

- Safety Management
- Security Management
- Hazardous Materials and Waste Management
- Emergency Preparedness
- Life Safety Management
- Equipment Management
- Utilities Management



Safety Management

You are the key to Workplace Safety!



Security Management

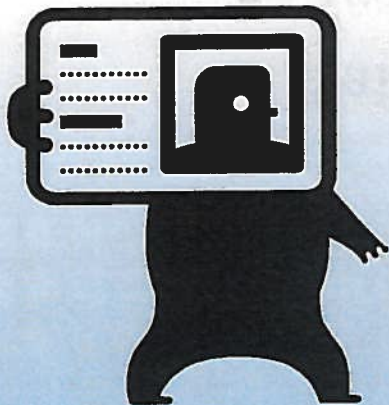
Always wear your identification badge while on duty.

Keep your personal belongings locked up while at work.

**Ask security staff for an escort when leaving the building,
especially at night.**

**If you see someone that doesn't look as if they belong, notify
someone (Security, Maintenance, etc.)**

Always be aware!



Hazardous Materials and Waste Management

Occupational Safety and Health Administration (OSHA)

Health Hazards

- Biological
- Physical
- Chemical

Material Safety Data Sheets (MSDS)



Emergency Preparedness

Code Red: Fire

Code Blue: Cardiac/Respiratory Arrest

Code Grey: Security

Code Yellow: Bomb Threat

**Code Orange: Hazardous Materials
Released**

Code Pink: Infant Abduction

Code Purple: Child Abduction

Code Triage: External/Internal Disaster

Code Silver: Weapons Threat

Life Safety Management

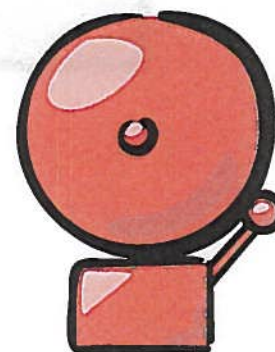
Hospital Fire Procedure

Rescue

Alert

Confine

Extinguish



HIPAA is.....

- A Federal law called the Health Insurance Portability and Accountability Act of 1996
- One part of HIPAA is the Privacy Rule
- The main purpose of the HIPAA Privacy Rule is to provide better protections for patients' protected health information (PHI).



PROTECTED HEALTH INFORMATION (PHI)

- Covers patient information in any form -- written, verbal, or electronic
- PHI Includes:
 - Any information that can be used to identify the patient, for example, name, address, social security number, medical record number, telephone number, patient account number
 - Anything about the patient's medical conditions and treatment – past, present, or possible
 - Billing and payment records

What is the Difference Between Use and Disclosure of PHI?

- **USE** is sharing PHI *within* the facility
- **DISCLOSURE** is sharing PHI *outside* of the facility

Goals of Quality & Risk Management

Assure Patient Safety by Developing a Culture of Safety.

Assure Compliance with Regulatory Bodies.

Assure Patient Satisfaction

Provide safe, quality patient care in a customer friendly environment.





Regulatory Bodies who can survey us:

The Joint Commission

CMS – Centers for Medicare Services

CDPH – California Department of Public Health

OSHA – Occupational Safety & Health Administration

OIG – Office of the Inspector General

QIO – Quality Improvement Organization

Hospital-Wide Responsibility for Surveys

Administration and Department
must notify:

CHIEF OF QUALITY

QMRC DEPARTMENT

when the surveyor arrives



Continuous Survey Readiness Includes:

Being sure our facility is clean and ready for surveyors at all times

Building tours include:

- Kitchen
- Pharmacy
- Lab
- All Clinical Areas
- Non Clinical Areas

Continuous Survey Readiness cont.

Means that the focus is NOT getting ready for the next survey.....

It means we ARE always ready for our next patient or our next survey

How do we do this?

Doing Tracers & Rounding Regularly

Observing direct care being provided

Observing medication processes and administration

Observing and asking about care planning process

Questions Surveyors will ask:

What has improved in your dept?

How is hand off information given to the next caregiver?

How were you trained and orientated to your job

How can I help with Survey Readiness?

Assure Good Practices with:

Safety & Security

Infection Control

Privacy & Confidentiality

Medication Security

Appropriate Documentation of Care

Keep Hallways Clear

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What does EMTALA stand for?

Emergency
Medical
Treatment and
Active
Labor
Act



BACKGROUND

Enacted by Congress in 1986

EMTALA is the federal anti-dumping law

Assures treatment of patients coming to the hospital/emergency condition

**Patients are not turned away or transferred to
another facility based on their ability to pay**

EMTALA obligations begin.....

When an individual presents to a “dedicated emergency room department” (hospital)

Requests examination or treatment for a “medical condition” or a request made on his/her behalf

When a patient or his/her representative is *any where* on the “Hospital Campus” seeking treatment for an emergency treatment

A reasonable person would believe, based on the individual’s appearance or behavior, that emergency treatment is needed

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End of EMTALA Obligation

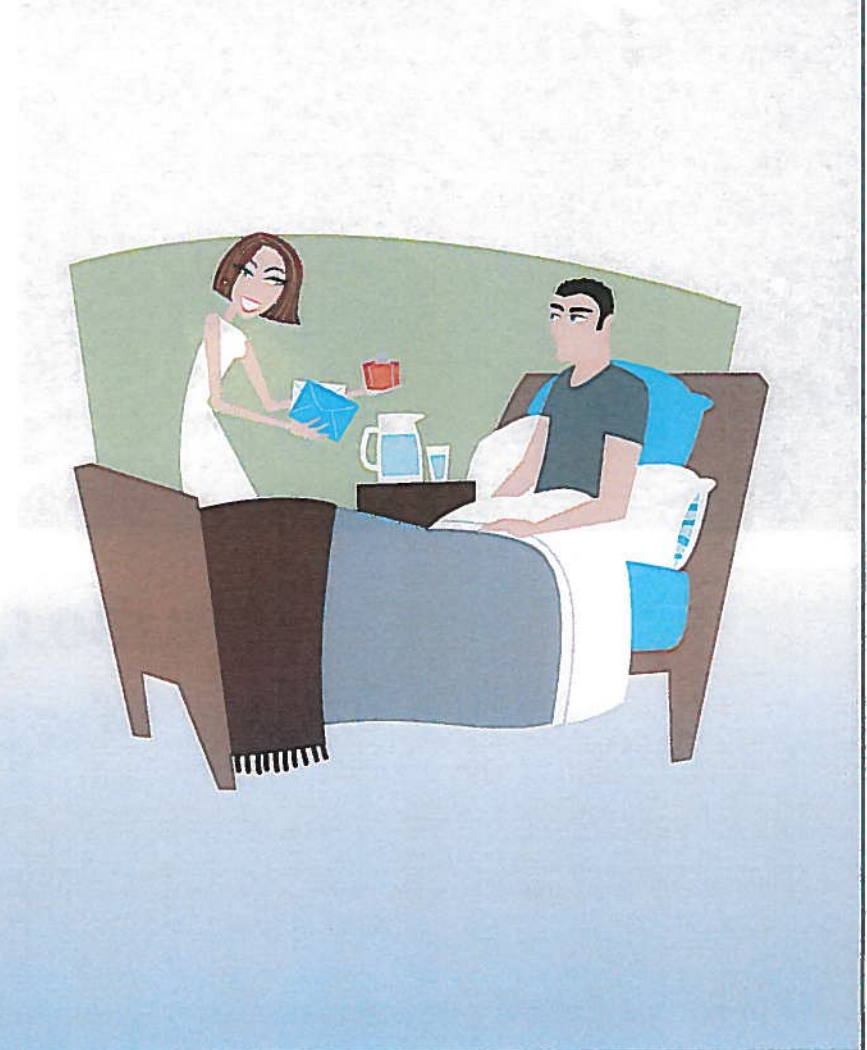
EMTALA obligations have been met when one of the following occurs:

The patient is:

Treated and discharged

Transferred

Admitted to the hospital



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Patient Safety: Falling Star Program

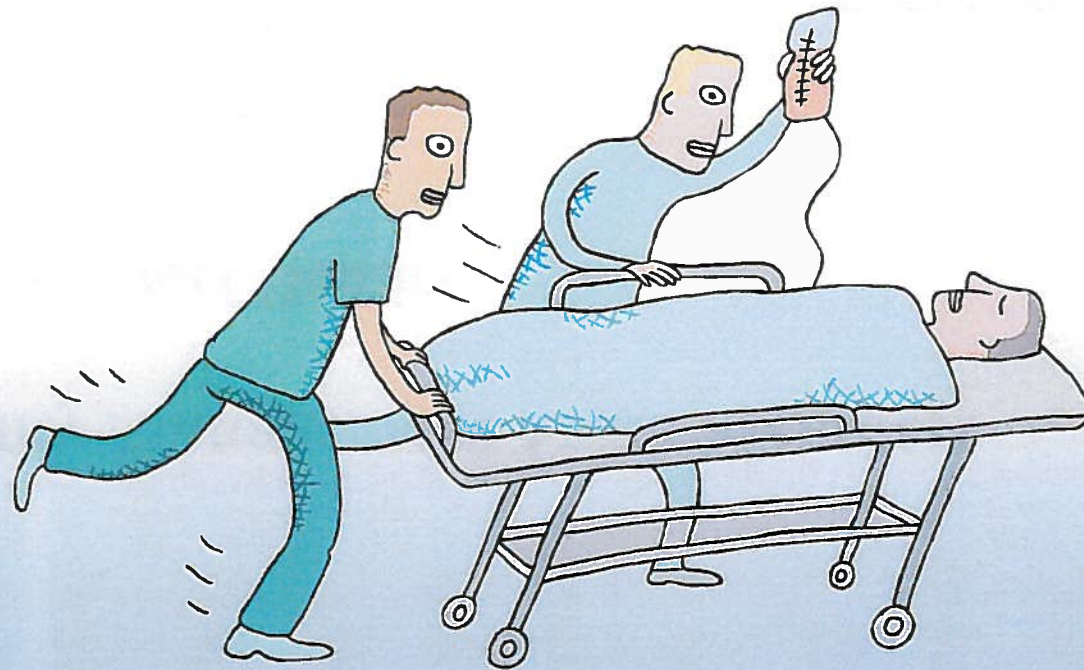
Patient Assessment
Risk to fall
Yellow wrist band
Yellow Star
Yellow Gowns
Yellow Slip resistant
socks
Patient ambulation



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Rapid Response Team (RRT)

A multidisciplinary team to support the primary nurse caring for patient whose condition is deteriorating





Quality Management Team Members

Diana Sheriff, RN/ Chief Quality

Office ext. 3090

(Work Cell 760-577-4549)

Barbara Barnett, RN / Risk Manager

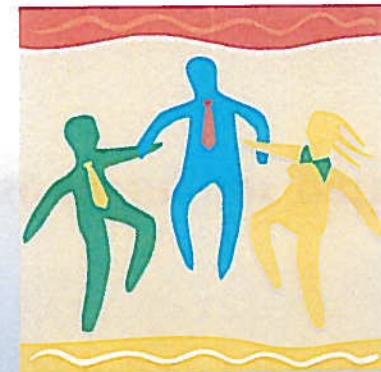
Office ext. 3346

(Pager 760-632-3119)

Ann Ferrel, RN/ Core Measures

Abstractor ext. 3016

(Pager 760-632-3227)



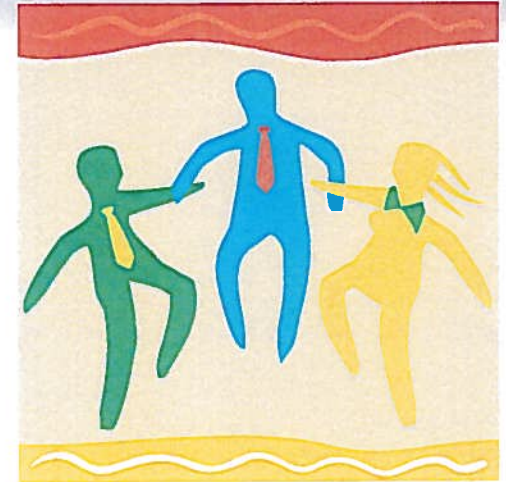


Quality Management Team Members

**Rene Capule, CLS/ Infection
Control ext. 3210**

**RN/ Employee Health Nurse ext. 3392
(Pager 760-632-3052)**

**Romina Sanchez, QMRC Administrative Assistant/ Quality
Analyst ext. 3204**



New Hire Orientation Evaluation and Test

1. Employees report to work:
 - a. When they feel like it
 - b. When they wake up
 - c. What their schedule dictates
 - d. When they want to pick up their paychecks
2. Communication, as measured by HCAHPS, is a measure of quality? True / False
3. Name the five pillars of excellence:
 - 1)
 - 2)
 - 3)
 - 4)
 - 5)
4. What does AIDET stand for?
A =
I =
D =
E =
T =
5. What are the benefits to KWKT/AIDET?
 - a. Individualized patient care
 - b. Hourly rounding
 - c. Caregiver engagement
 - d. All of the above
6. Whose responsibility is it to ensure your timecard is accurate?
 - a. Employee
 - b. Supervisor
 - c. CEO
 - d. Co-worker
7. What is my role and responsibility when I hear a code pink on the intercom announced?
8. Light, heat and sound are types of radiation? True / False
9. An MRI magnet is always _____ and running at full _____.

a. On	a. throttle
b. Off	b. power
10. How do you know which physician is on call for the Emergency Room?
11. How do you know if a practitioner is privileged to admit, consult or perform procedures?

12. Using an alcohol based hand foam and gel is more effective than using soap and hot water. True / False
13. Name the infection prevention and control practices that reduce transmission of microorganisms in healthcare settings:
- 1)
 - 2)
 - 3)
 - 4)
 - 5)
14. You should wear you ID badge:
- a. While on duty
 - b. Only if it matches your outfit
 - c. Only on weekends
15. Define the following codes:
- a. Red -
 - b. Blue -
 - c. Grey -
 - d. Yellow -
 - e. Orange -
 - f. Pink -
 - g. Purple -
 - h. Triage -
 - i. Silver -
16. The main purpose of HIPAA Privacy Rule is to provide better protection for patients' protected health information (PHI). True / False
17. Protected Health Information (PHI) covers patient information in any form including verbal, written or electronic. True / False
18. When a surveyor arrives, administration and department must notify:
- a. Chief of Quality
 - b. QMRC Department
 - c. Housekeeping
 - d. Both A and B
19. What does EMTALA stand for?
- E =
- M =
- T =
- A =
- L =
- A =

I acknowledge that I have reviewed the contents of the BCH orientation slides and completed the quiz.

Print Name: _____ Title: _____ Dept: _____

Signature of Employee: _____ Date: _____

Score: _____