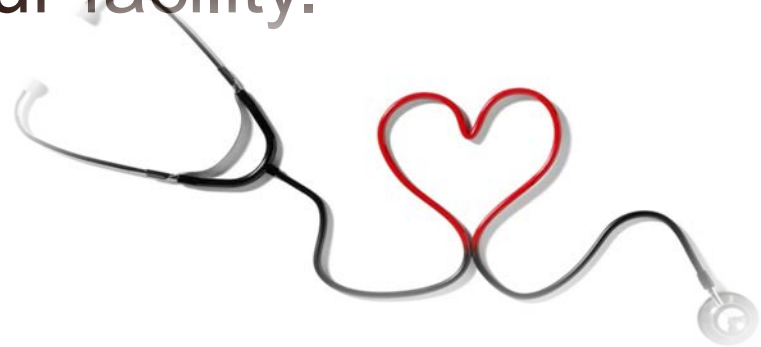


# Welcome to Faculty & Student Orientation



To maximize your clinical experience, we have prepared an online faculty/student orientation. This presentation will introduce you to specific policies and procedures in our facility.



Thoroughly review the content provided, then complete the post-test provided by your school **prior to** the first day of the clinical rotation. A passing grade of 100% is required.

Our mission statement: At Palms West Hospital our physicians, employees, and volunteers are committed to providing our community with safe, efficient, compassionate healthcare of the highest quality.

Our vision is to be the premier hospital in Palm Beach County, providing quality healthcare and service to our patients using leading edge technology and systems.





# Commitment to Service Excellence

In pursuit of our mission, Palms West Hospital believes the following value statements are essential and timeless.

**S – Serving others first...every way, everyday**

**E – Excellence...in everything we do, everyday**

**R – Respect...everyone, everyday**

**V – Value...effective use of time and resources, everyday**

**E – Enthusiasm...extra effort everyday**

# Customer Service



One of our goals is to clearly define our customers' expectations; then exceed them!

The method in which customer interactions are handled will make the biggest difference.

# Customer Service

Remember **PAIDET**

**P** – Pause

**A** - Acknowledge

**I** - Introduce

**D** - Duration

**E** - Explanation

**T** – Thank You



# Customer Service

**Also, remember...**

You may be the “**LAST**” person they will tell.

So...

- Listen earnestly without interrupting

- Apologize and acknowledge everyone's concerns

- Solve the problem

- Thank the person for bringing the issue to your attention

# Customer Service

Be proactive & anticipate your patients' needs by asking the following question just prior to leaving their room...

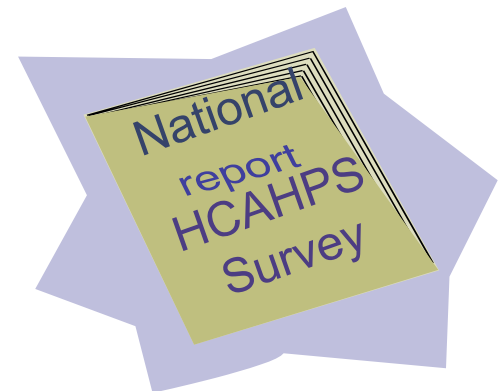
“Is there anything else I can do for you?”





# Hospital Consumer Assessment of Healthcare Providers & Systems

Otherwise known as “**HCAHPS**” - is a national, standardized, publically reported ***survey*** of the patient’s ***perspectives*** of hospital care.



# HCAHPS

The survey was developed, and is endorsed by many accrediting, quality, regulatory and payer sources, such as:

- Centers for Medicare & Medicaid Services (CMS)
- Agency for Healthcare Research and Quality (AHRQ).

# HCAHPS—Sample of Survey Questions...

During this hospitalization...

1. How often did the nurses treat you with courtesy & respect?
2. How often did the nurses listen carefully to you?
3. How often did the nurses explain things in a way you could understand?
4. How often did the Doctors listen carefully to you?
5. After you pressed the call button, how often did you get help when you wanted it?

# HCAHPS

The scores from the survey are VERY important, as they publically report our quality of care AND are tied to our reimbursement.

So, if a patient cannot answer “**ALWAYS**” to the survey questions, then we are viewed as giving less than quality care, *and* the facility will lose funding as well.

# HCAHPS

Without ***all*** healthcare workers on board, the facility will not have a fighting chance to increase HCAHPS scores.

How can YOU can make a difference?!

# HCAHPS

- **Introduce** yourself
- **Acknowledge** your patient *and* their family
- **Sit & Speak**—take a few minutes during your shift to sit with your patient.
  - ✓ Engage in eye contact
  - ✓ Discuss plan for the day
  - ✓ Engage in a teaching moment—using words that can be easily understood
  - ✓ Or just to get to know your patient

# HCAHPS

- **Manage UP**—speak well of other healthcare workers
- **Patient Care White Boards**—a communication tool
- **Organize** room for ease of access & safety
- **Remove Clutter**—with patient's approval

# HCAHPS

- Remember to address the 4 “**P’s**” when rounding each & every time
  - ✓ **Pain**—ask the patient about pain with every interaction using the pain scale
  - ✓ **Potty**—ask if you can assist them to the bathroom
  - ✓ **Position**—assist patient to a comfortable position if needed
  - ✓ **Possessions**—place all possessions within reach



# HCAHPS

- **“Glove it up!”**

Keep a glove in your pocket to help keep our facility clean!

- ✓ When you see litter in the hallways/grounds, pick it up and dispose of it.

# Service Recovery

“Service Recovery” is the terminology used when you identify a service issue in which we failed to meet our customer’s expectations.

- You would then provide this customer an apology and attempt to regain their satisfaction.
- Employees should notify their respective Department Director of any concerns.
- Employees can also call PWH HCAHPS Coordinator / Patient Liaison – Lola Cariello at ext. 2369.

# Standards of Performance

“First impressions are everlasting!”



# Standards of Performance

## APPEARANCE

- No equipment/supplies in the hallways.
- Return equipment/supplies to their proper place.
- When you see spills/soiled areas, attempt to clean the area and notify Environmental Services.
- When you see litter in the hallways/grounds, pick it up and dispose of it.



# Standards of Performance

## APPEARANCE

- Wear name badge at shoulder height with name and photo visible (excluding *Your New Life Center* (YNLC) where badge must be clearly visible, but not necessarily on shoulder where there is potential for injury when holding a newborn).
- PWH “visitor” sticker must be worn by all students while on the premises.
- All instructors will be issued a PWH ID Badge – this is a communication tool that the instructor has been credentialed to perform clinical rotations at Palms West Hospital.
- Jewelry worn in accordance with hospital policy (no more than two earrings per ear, two rings per hand and/or two necklaces).



# Standards of Performance

## APPEARANCE



- Dress professionally in a clean, neatly pressed uniform per dress policy.
- No gum chewing.
- No open toe shoes. When wearing shoes, always wear socks.
- PWH has a **NO SMOKING** policy. There is *no smoking* allowed *anywhere* in the hospital or on the premises (not even in the parking lot!)

# Standards of Performance

“Actions speak louder than words.”



# Standards of Performance

## COMMUNICATIONS

- Wear a smile in your voice and on your face. Offer a greeting to all.
- Develop and maintain a “can do” attitude.
- At the end of each encounter, ask, “Is there something else I can do before I leave?”





# Standards of Performance

## COMMUNICATIONS



- Listen carefully to what customers say. Do not interrupt.
- For verbal complaints, listen attentively; keep eye contact, ask clarifying questions.
- Apologize for the inconvenience and thank them for bringing the issue to your attention. Take immediate action. Do the paperwork.

# Standards of Performance

## COMMUNICATIONS

- Problems requiring supervisor action—advise that they will receive a response by the next day.
- Urgent problems after hours are taken to the Nursing Supervisor. Students should report all issues to their instructor who, in turn, will report to the charge nurse.
- All written complaints will be forwarded to the Department Director/Supervisor and processed within one day of receipt including response to the customer.

# Standards of Performance

## COMMUNICATIONS



- The Customer Hotline 791-8131 is available to patients and staff who have a problem they need help with.
- No food or drink on the nursing units, except in the break room.
- Provide patient instructions.

# Standards of Performance

## HALLWAY ETIQUETTE

1. Offer assistance to anyone who appears lost or puzzled.
2. Escort lost visitors to their destination or find someone who can.
3. Avoid conversations of personal business, hospital business, or patient business within hearing distance of patients or visitors.
4. Speak in low voice tones at all times.
5. Address conflicts behind closed doors.
6. Do not block halls if your in a group.



# Standards of Performance

## TELEPHONE ETIQUETTE



1. Answer the phone with a smile.
2. Know how to operate the system. Reserve use of speaker-phones for conference calls.
3. Answer telephone calls within three (3) rings. Answer phone with greeting to include, “Good Morning”, “Good Afternoon”, or “Good Evening”; “this is \_\_\_\_\_”; how may I help you?” Speak clearly & slowly.
4. Use “please”, “thank you”, “sir”, “madam”, “my pleasure”.
5. Ask permission *before* putting a caller on hold; “May I place you on hold?”—wait for response before putting someone on hold.

# Standards of Performance

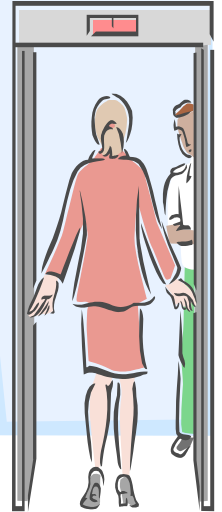
## TELEPHONE ETIQUETTE



6. Acknowledge callers every 30 seconds. If on hold for >30 seconds, inquire as to whether or not the caller wants to continue of hold or if he/she prefers to call back.
7. Thank the caller for holding.
8. Return calls within eight (8) business hours.
9. Do not drink, eat, or chew gum while using the telephone.
10. When a colleague covers phones for you, be sure they are prepared for calls you expect. Offer to take detailed messages.

# Standards of Performance

## ELEVATOR ETIQUETTE



1. The elevator is an opportunity to make a favorable impression. Smile & speak to fellow riders.
2. Face patients in wheelchairs toward the elevator door.
3. Hold elevators open for visitors/patients to enter/exit before you.
4. When escorting patients who are leaving the building, wheel them to the exit door.
5. Pause briefly before boarding the elevator & hold the door open or “open door” button for other passengers.
6. Do not discuss hospital or patient issues on the elevator.
7. Always allow patients to take the first elevator.

# Standards of Performance

## CALL LIGHTS



1. Know how to use the call light system.
2. “NO PASSING ZONE”- Do not pass a call light without identifying the patient’s needs.
3. Anticipate patient’s needs so they will not need to use the call light.
4. Address the patient by name when answering the call light & ask what they need. Notify nurse or CNA and then, notify the patient as to who will be responding.
5. Before leaving the department, advise the patient when you will be returning & who will be taking over in your absence & who to reach them.
6. Round on patients every hour (nurses & CNAs alternating hours.)



# Standards of Performance

## RESPONDING TO CUSTOMERS

1. Healthcare workers will be alert to patients entering their area.
2. Each healthcare worker is to greet any visitor/patient entering his or her work area. New admissions will be welcomed to the unit. Wait time is to be kept to a minimum.
3. Whenever a patient must wait, healthcare workers will explain the reason for the delay & update the patient every 15 minutes.



# Standards of Performance

## CONFIDENTIALITY



1. Information about patients is confidential and not to be discussed with anyone other than the patient's direct caregiver.
2. Hospital business/issues are confidential and not to be discussed.
3. Only the Marketing/Public Relations Department and/or Nursing Supervisor is authorized to release information regarding patients and conditions in the media.
4. Always knock before entering a room and identify yourself.
5. Keep confidential information out of sight.
6. When leaving the room, ask the patient if he wants the door open or closed for privacy.
7. **NEVER** post or discuss any patient related information to any social media site (Facebook, Instagram, etc.) – even if the patient encourages you to do so.

# Standards of Performance

## STUDENTS

1. Address each patient by his or her preferred name and make eye contact at every encounter.
2. Introduce yourself by name to each patient and family member.
3. Spend a few “unhurried” minutes with patients each day. Let the patient know “I have time for you.”
4. Use therapeutic/caring touch.
5. Refrain from using phrases such as “I don’t know”; “We’re really busy”, “It’s not my job,” “We’re short-staffed today.”
6. Only enter the areas you are assigned to.

# Standards of Performance

## STUDENTS

6. **Always** offer translation services free of charge if patient speaks language other than English. If refused, notify Charge Nurse on unit.
7. Identify and communicate patients' preferences to other caregivers.
8. Assess patients' pain/comfort level and toileting needs at each encounter.
9. Make every effort to control pain.
10. Patients are to be in clean gowns and beds and tidy rooms.

# Standards of Performance

## STUDENTS

11. Patients are to be ready for meals (hands washed, over bed table clean and in convenient position) and assistance offered when necessary.
12. Respect patients' privacy. Close curtain/door when examining.
13. Provide robe or second gown and foot covers when patient is ambulating or in wheelchair.
14. Walking rounds at change of shift (in-coming and out-going staff) to introduce self to the patient and family to assure all patients' needs are met.
15. **Never** take care of your family member as a patient, you are **NOT** permitted to view the electronic chart.

# Translation Services

- Always offer language line if patient or family member speaks a language other than English.
- A “hearing impaired” Skype service is to be offered for hearing impaired, notify Charge Nurse if needed.
- Make sure patient is aware that services are free of charge.
- If services are refused, a waiver must be signed by patient.

# Standards of Performance

## FAMILY

1. Respond as if the patient is a member of your family.
2. Keep family informed.
3. Encourage family involvement in patient's care.
4. Offer support to families, understanding their fear and anxiety.



# Standards of Performance

## PHYSICIANS

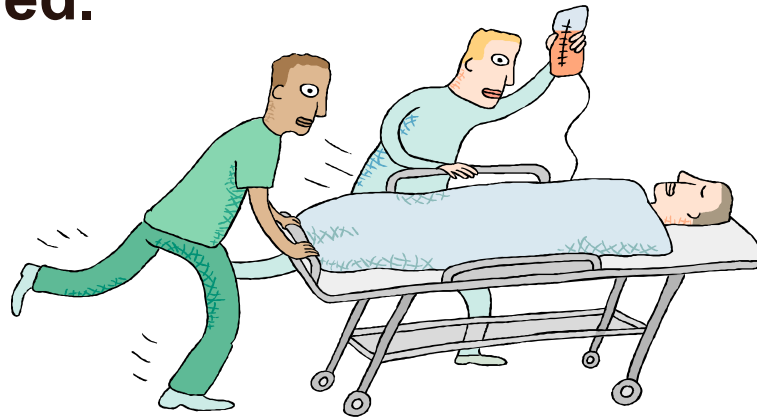
1. Greet and introduce yourself to all physicians.
2. When a physician visits a patient, identify yourself as the student caregiver.





# Emergency Codes

**All students are to report to their instructor immediately in the event any of the following codes are called.**



**\*For Department specific information refer to the Rainbow Rings located on each unit.**

# Emergency Codes

## Code Blue—Cardiopulmonary Arrest (Adult)

- Dial “4444” and give operator room number/area or activate Code Blue button if available
- Call out for assistance
- Begin CPR
- A Rapid Response may be called by dialing “4444”



# Emergency Codes

## **Code Blue “PALS”—Cardiopulmonary Arrest (Pediatrics)**

- Dial “4444” and announce to operator “CODE BLUE—PALS at ..... ”.
- Call out for assistance
- Begin Age Specific CPR

# Emergency Codes

## Rapid Response

Rapid Response Teams (RRT) were developed to provide early intervention on behalf of patients experiencing acute, life-threatening physiological deterioration prior to cardiopulmonary arrest. Anyone who suspects that an RRT should be activated may do so, including the patient's friends and family.

- Dial “4444” and announce to operator, “Rapid Response, room...”

# Emergency Codes

## Code E—Evacuation (Yellow on the Rainbow Rings)

- The Operator will announce “Code E”
- If **evacuation** is ordered, follow departmental procedure
- Evacuate by way of nearest exit
- Refer to Evacuation Plan

# Emergency Codes

## Code M—Missing Person (Adult)

- Dial "4444" and give operator room number/area and description of missing patient. "CODE M" is called when an **adult patient is missing** from his/her room and is not off the unit for a procedure.
- The Charge Nurse should be notified, given a description of the person.
- Nursing Supervisor will be notified, and 911 called.
- The Operator will contact Security.

# Emergency Codes

## **Code Grey—Disturbance (Request for Assistance)**

CODE GREY is called for assistance in the event that there is a disturbance or urgent situation related to a patient's or employee's well-being in the hospital requiring extra help. This includes combative patients, visitors or employees threatening harm to themselves or others & detaining patients trying to leave without permission. Specially trained staff will respond to assist.

- Dial “4444” and inform the operator of where assistance is needed
- The operator will announce “Code Grey”

# Emergency Codes

## **Code Silver—Active Shooter**

An “Active Shooter” is defined as one or more people who participate in a random or systemic shooting spree with the intent on harming others.

Code Silver should be called in the event an individual or individuals (Non-Law Enforcement) come into the hospital displaying a firearm or defined as “Active Shooter” above.

- Dial “4444” STAT and inform the operator of “CODE SILVER”
- If possible, a second person should call “911” giving as much info as possible to the police.



# Emergency Codes

## **Code White—Hostage Situation**

CODE WHITE is defined as a situation in which a person or persons are being held by force by one or more individuals.

- Dial “4444” and inform the operator of “CODE WHITE at .....”.

# Emergency Codes

## Code Red—Notification of a Fire

The operator will call “CODE RED” for **notification of a fire** and give location.



- Remain calm and perform duties assigned to you
- Close all doors
- Inform patients that we are having a required Fire Drill
- Remove all items in corridors to the inside wall to allow for clear passage
- Assure visitors remain in rooms
- Do not pass through fire doors unless instructed to do so
- Do not use elevators.
- Wait for “CODE RED, ALL CLEAR” to be announced before opening doors or returning to routine activities

# Emergency Codes

## Code Red (continued)

**If you discover a fire, remember to pull alarms and R A C E...**

**RESCUE** patients

**ALARM** (pull alarm)

**CONTAIN** (close doors & place towel at base of door to prevent smoke from escaping)

**EXTINGUISH** (extinguish fire by spraying short bursts at the base of the flames)



**\*\* NOTE:** Evacuate patients in an orderly manner as instructed by charge person.

# Fire Response

**If fire alarm is activated and it is not in your area:**

- Report back to your department
- Explain to patients that a fire drill is in progress and for them to remain in their room
- Close all patient doors; all empty rooms are checked to confirm vacancy; the door is closed, and an “X” is marked on the door with chalk
- Clear hallways of visitors

# Fire Response

## **Before an incident occurs:**

- Department specific fire safety policy and procedure must be reviewed by the instructor on the first day of the clinical rotation
- Know where the exits are in your department
- Know the location of fire extinguishers in your area
- Be alert to possible fire hazards and have them corrected immediately

# Fire Response

## Continued...

- Do not open fire doors unless instructed to do so. Your cooperation is greatly appreciated and complies with safety standards.
- Do not use elevators
- Do not call operator to find out if the fire is real
- Stay alert and await further instructions
- Operator will announce “CODE RED ALL CLEAR”. You may resume your regular duties at this time.

# Emergency Codes

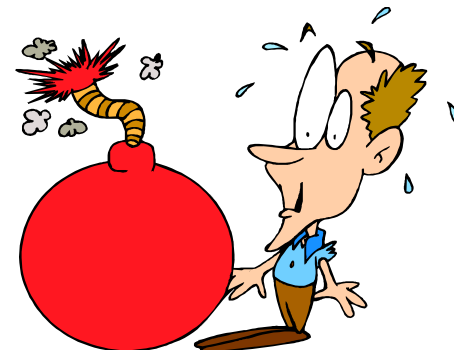
## Code Pink—Infant or Child Abduction

- If a **child is reported missing** or abducted from the hospital you must dial “4444”
- The operator will announce “CODE PINK” and location
- Work in teams of TWO
- All employees who can safely leave their duties shall stand by all hospital exits, stairwells, hallway intersections, and department boundaries
- Look specifically for individuals carrying an infant/child, bag, suitcase, or package large enough to conceal an infant or child

# Emergency Codes

## Code Black—Bomb Threat (Black on the Rainbow Rings)

The operator will announce “Code Black”. This code is active when we receive a call or note that a **bomb has been planted** somewhere in or around the hospital.





# Emergency Codes

## Code Green—Internal/External Disaster

This code is activated when there is an **internal or external disaster**, and is designed to provide for the effective utilization of all available resources under disaster conditions.

### First, is it a FIRE?

**Yes** → Follow CODE RED

**No** → CODE GREEN

- Dial “4444” informs operator “CODE GREEN Type & Location”
- The operator will announce “CODE GREEN” Internal/External and location”

# Emergency Codes

## Code Orange—Hazardous Material Spill/Leak

- For any **hazardous material spills or leaks** you should secure the area.
- Notify the operator (Dial 4444). Students/Instructors should notify the charge nurse immediately
- Obtain MSDS sheet via designated PC with Hazsoft software/icon and wait for the arrival of the hazardous material response team.



*\*\*Blood and body fluids are NOT considered materials for the purpose of Code D200. Materials are determined to be hazardous as stated in the Material Safety Data Sheet (MSDS) information.*

# Emergency Codes

**Code Yellow**—is called when a patient has fallen.

- All falls **MUST** be reported
- Assisting a patient to the floor **WILL** be treated as a fall
- All high risk fall patients will be identified with yellow non-skid socks, yellow arm bracelet and signage in the room (triangles, etc.)

# Emergency Codes

**\*\*Remember, students must report to their instructor immediately for assignment when any emergency code is called.**



# Evacuation Plan

The purpose of an evacuation plan is to move patients from a dangerous or potentially dangerous area to a place of comparative safety.

If you have been instructed to evacuate your area, determine which type of evacuation will be required. Students should report to their instructors immediately.

# Evacuation Plan

## Partial

- Moving patients from dangerous area to safety into another room

## Horizontal

- Moving patients to another unit on the same floor

## Vertical

- Moving patients downward from one floor to another

## Complete

- Moving all patients out of the facility

# Evacuation Plan

## Points of Emphasis:

Due to specific fire zones it is unlikely that any large section of the hospital would have to be evacuated.

Evacuation (with the exception of PARTIAL EVACUATION) is only done on the order of the Chief Administrative Officer, Safety Officer or Director of Facilities Management.

**\*\*An Emergency Preparedness Manual is available. This provides further information about hospital policies and individual departmental policy when an evacuation is necessary.**

# Policies and Procedures

All Hospital policies, including Nursing Policies and Procedures may be found on the Intranet under nursing Policies and Procedures.





# Confidentiality & HIPAA

## Health Insurance Portability & Accountability Act

- Included in:
  - Code of Conduct
  - Ethics & Compliance policies & procedures

## Reporting Concerns Information Security

- Log on passwords
- Confidential Patient Information





# Occurrence Reporting

Palms West Hospital complies with the Occupational Safety and Health Act of 1970. In order to do this correctly, we need the cooperation of all employees and students.

# Occurrence Reporting

## **If a work-related injury or illness occurs:**

- Notify your instructor immediately
- The charge nurse is to complete the occurrence report form using the automated reporting system in Meditech
- If an injury occurs, requiring immediate medical attention, report to the hospital emergency room for treatment; make sure to inform the ER registrar that you are a student who had a work-related injury
- If medical care is not needed, you must still complete the automated occurrence report for submission to the Employee Health Nurse

# Occurrence Reporting

If you have been exposed to blood or body fluid, you must do the following:

- Clean exposed area well
- Report exposure immediately to your instructor
- Do not delay...promptly go to the Emergency Room. The Infection Control Practitioner and/or the Employee Health Nurse will review the patient's chart and inform you of necessary follow-up procedures
- If lab testing is required on the patient, the employee must also be tested.
- If lab work is requested, please be sure to have it done immediately. A delay in testing could mean a delay in treatment
- If exposure is a known AIDS or hepatitis patient, the Infection Control and or Employee Health Nurse will refer you to an Infectious Disease Physician for appropriate follow-up

# Patient Safety



“The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them” (TJC).

**\*\*Always use 2 patient identifiers – ask name and date of birth, then confirm with armband prior to any treatment.**



# Hazardous Materials

Everyone should be aware of hazardous materials in the workplace. The best way to find out what is hazardous in your area is to do an inventory of the chemicals used.



# Hazardous Materials

Each container's label should contain the following information:

1. Chemical name
2. Who makes or sells it
3. Address of the maker or seller
4. Why it is hazardous
5. How exposure to hazard occurs
6. What conditions would increase hazard
7. Precautions to take while handling substance
8. What to do if you are exposed to substance
9. How to handle a spill or emergency

# Hazardous Materials

This information can be located using the Hazsoft software that houses >5000 Material Safety Data Sheets (MSDS).

MSDS are located:

- In each department
- Intranet
- Engineering
- Materials Management.



# Material Safety Data Sheets

Material Safety Data Sheets and computer data base information will tell you the following:

- Identity of chemical
- Hazardous ingredients in the chemical and exposure limits
- Physical and chemical characteristics such as boiling/melting point, vapor pressure, vapor density, evaporation rate, solubility in water, specific gravity, normal appearance and odor
- Fire and explosion hazard data and their risks
- Reactivity data—what would happen if this chemical is mixed with other chemicals or with water or air

# Material Safety Data Sheets

## Material Safety Data Sheets (continued)

- Health hazards—if inhaled, swallowed or through skin. Some effects, like skin burns, are acute. Others, like lung cancer, are chronic from repeated exposure over a long period of time. The MSDS will provide you with the signs and symptoms to look for and emergency first aid procedures to follow until medical help arrives
- How to handle chemicals and required protective equipment
- If spill occurs, how to control spread
- How to dispose of the chemical or empty containers

# Hand Hygiene

## Waterless Alcohol-Based Hand Rub



**\*\*Hand Hygiene is performed immediately before and immediately after patient contact**

Basic procedure for alcohol based hand rub:

1. Apply nickel or quarter sized amount of product to the palm of one hand and rub hands together
2. Cover all surfaces of your hands and fingers
3. Include areas around/under fingernails
4. Continue rubbing hands together until alcohol dries
5. If you have applied a sufficient amount of alcohol hand rub it should take at least 10-15 seconds of rubbing before hands feel dry

# Hand Hygiene

## Hand Washing

- Antibacterial soap and water
- Plain soap and water



Antimicrobial soap should be used:

1. When hands are visibly soiled or to remove proteinaceous materials such as blood or body fluids
2. After cleaning your hands with alcohol based hand rubs 5-10 times and build-up of product is evident
3. As an alternative to alcohol based hand rub in non-clinical areas
4. Before eating
5. After using the restroom

# Hand Hygiene

Artificial nails, acrylic overlaps and nail jewelry are **NOT** to be worn when having direct contact with patients or when procedures are related to patient contact.

- Those departments include:
  - Nursing
  - Food & Nutrition Services (FANS)
  - Radiology
  - Cardiopulmonary
  - Pharmacy
  - Laboratory
  - Rehabilitation
- Keep natural nails tips less than ¼ inches long
- Un-chipped nail polish is permitted



# Biomedical Waste/Handling

**Sealing of containers and bags is very important:**

- Make sure lids are on containers tightly, so that the container cannot leak if tipped and so that the persons handling waste are not exposed to the contents
- Twist top of bags several times and fold twisted area over. Tie a knot to seal the bag (Do NOT overfill red bags, as there should be room to twist and tie) – NO Bunny Ears.
- Do not throw items into bags, which can penetrate the bags, such as any intact or broken plastic or glass. These items are to be placed in hard sided containers located in utility rooms or specified areas within your department
- Anything with visible blood **MUST** go into the red bag
- Anything (clean or soiled) with the biohazard symbol **MUST** go into the red bag
- All syringes (with or without a needle) must go into the sharps container



# Biomedical Waste/Handling

**At no time is linen to be placed into red bags or containers.**

All linen is treated as infectious and is placed into blue bags and sent to the laundry for processing.

Before placing linen into hampers, please be sure to check carefully for:

- Needles or sharps that may injure the linen handlers
- Expensive equipment
- Patients' articles before placing it into linen hampers

Also be sure that disposable under-pads, pillows or dressing are not placed in with linen.

# Security

## Students



All students are required to check in at the Security Desk in the Emergency Room waiting area to be entered into the computer as “student” or “instructor”.

All students are required to wear their school ID badge AND a Palms West visitor picture sticker at all times

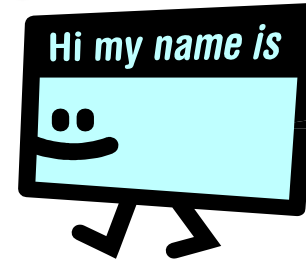
All instructors are required to wear a PWH ID badge.

Students only report to assigned areas in the Hospital with the instructor.



# Security

## Visitors



Patients' visitors will be required to obtain a visitor's pass at one of the following locations.

- Emergency Department Waiting Area
- ASU Registration Desk

Security & Employees will monitor visitors for compliance and may challenge anyone not wearing a badge regarding their business in the facility.

# Security

**If you observe a Theft, a Suspicious Person or Incident, or Solicitors:** Immediately contact the operator and give the extension number you are calling from, your name and advise of the situation.

Security may be reached for routine matters by dialing “0” and the operator will reach security via radio. In an emergency, dial “4444” and ask operator to page security stat.

Security patrols parking lots on a regularly basis. They are available to escort staff to and from cars after hours.

## **Entrance into the facility:**

Between the hours of 9 pm and 6 am, all entrances to the facility, except for the Emergency Department, will be locked. Visitors and Employees leaving the facility may request an escort to their cars by contacting the Operator “0”.

# What you can do...

Please assist the Security Department in maintaining a safe and secure environment by observing the following:

- Call immediately if you notice any suspicious behavior or witness an incident
- Secure all money and purses out of sight or in a locker or locked cabinet
- Observe speed limits in parking lots
- Park in designated areas (see “Parking”)

# What you can do...

- Ensure patients' valuables are taken home and/or secured in the business office safe. Do not allow patients to keep valuables in bedside tables or in their pillow cases
- Hearing aids, dentures, etc., should be transferred with the patient
- Have patients ready before transporter arrives
- Clean up spills
- Do not obstruct passageways

# Parking

All students are to utilize the parking lot located just North of the helipad. The helipad is located toward the North-East corner of the Hospital.

Student parking is ***not*** permitted in the following parking lots:

- Main Parking Lots located in front of the Main Entrance and West Entrance
- Perimeter Parking Lot in front of the Main Entrance
- Perimeter Parking Lot in front of the Emergency Walk In Entrance
- Perimeter Parking Lot in front of the Ambulance Entrance
- Perimeter Parking Lot in front of the Radiology/MRI Entrance
- Perimeter Parking Lot behind the Cardiac Cath Lab
- Perimeter Parking Lot in front of Medical Mall 1
- All Ambulatory Surgery Entrance Parking Lots
- All Parking in front of and around the Plant Operation's Garage

# PWH Site Map



# Cafeteria

## Hours:

Breakfast—6:30 am to 9:30 am

Lunch—11:00 am to 2:00 pm

Dinner—5:00 pm to 7:00 pm



To avoid long lunch lines for the working staff, we kindly request that students take their lunch break **before 11:30 am or after 1:30 pm.**

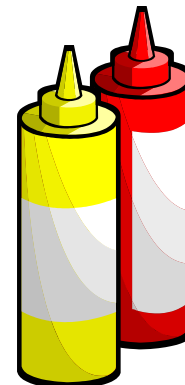
Students do NOT receive an employee discount for meals.

# Cafeteria

A gentle reminder...

Condiments are available only to those who purchase meals in the cafeteria. For cost containment, take only the amount that you will use for your meal.

Microwaves are available for your convenience.





# A word from our Safety Officer...

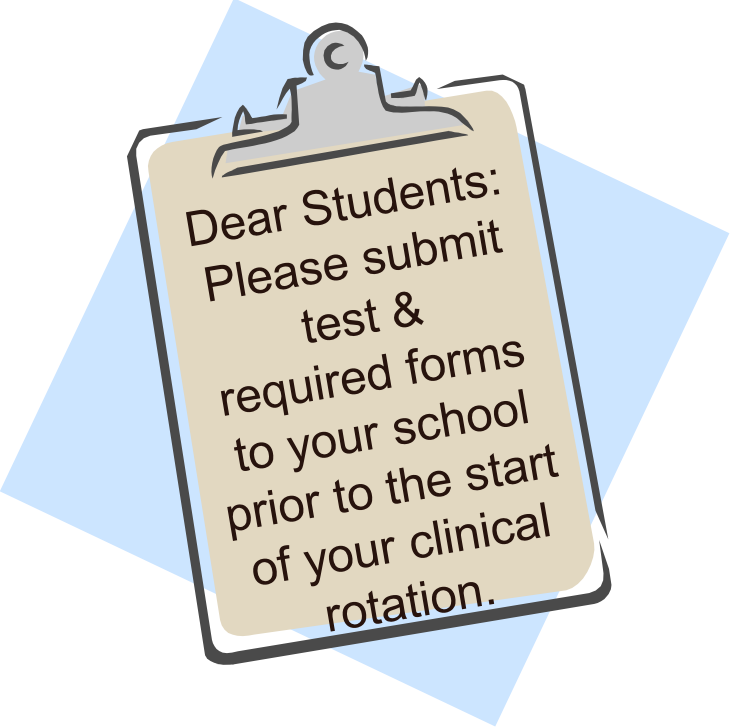
“Creating a culture of safety is key to the leadership of Palms West Hospital. Our leaders regularly conduct ‘Patient Safety Executive Walk-Arounds’ to promote patient safety and to seek solutions from you that will make it easier for you to deliver safe patient care.

Remember, you are our greatest asset to identifying and resolving safety issues ....we welcome your suggestions.








Thank you!”

Dino Gavazza

# Before you go.....



Dear Students:  
Please submit  
test &  
required forms  
to your school  
prior to the start  
of your clinical  
rotation.

-  Sign "Confidentiality & Security Agreement"
-  Sign "Affirmation of Completing Student Orientation"
-  Sign "HIPAA Privacy/Security: Student Orientation Validation"
-  Answer Sheets for following tests completed.
-  Complete Orientation Presentation post test
-  Complete Falls post test
-  Complete Restraint post test

**Important:** Students **will not** be able to attend their clinical rotation until the orientation process is completed and appropriate forms are signed and submitted to instructor. Instructors must have a Palms West Hospital ID Badge prior to starting rotations.



Thank you for completing the  
Palms West Hospital  
Faculty/Student Orientation! We  
hope you enjoy your stay with us.