



For the safety of our patients, their families and you, please complete the following on-line presentation.

The objectives of this presentation are to:

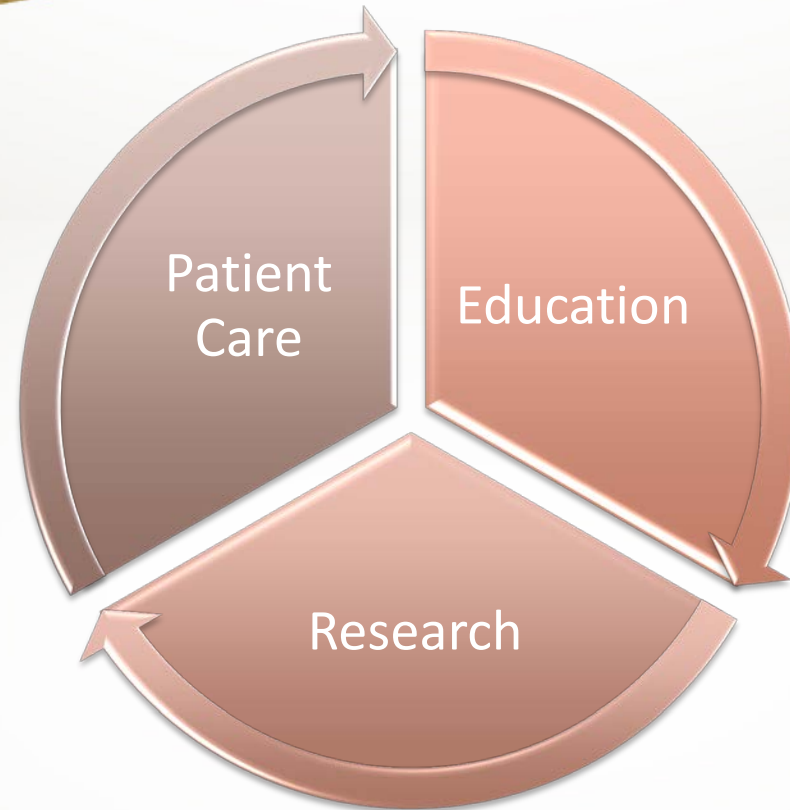
- Familiarize you with the mission and culture of VUMC
- Familiarize you with the basic safety precautions of VUMC



Please note that this presentation is intended to enhance your safety in and knowledge of VUMC. As stated in the program description, this is an observational experience only.

PARTICIPANTS ARE NOT PERMITTED TO:

- Touch patients, equipment or computers
- Collect data
- Assist staff
- Perform *any* duties including filing, transporting materials or data entry

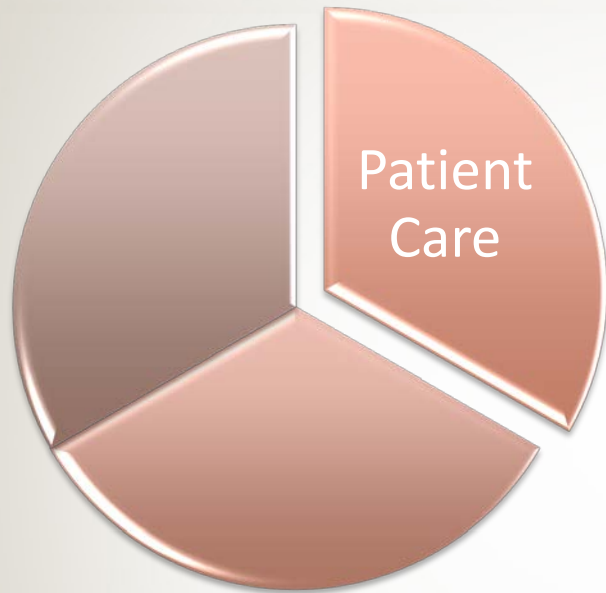


Vanderbilt's mission is to advance health and wellness through preeminent programs in patient care, education, and research.



Patient Care

FY2011

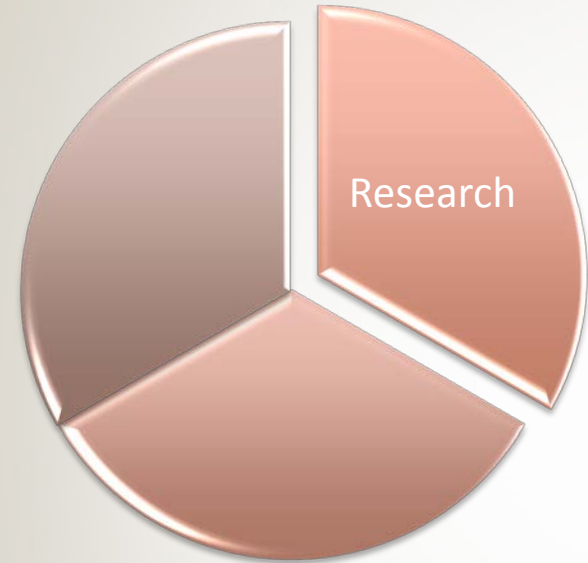


- 52,453 inpatient discharges
- 1,586,395 outpatient visits
- 109,987 emergency room visits



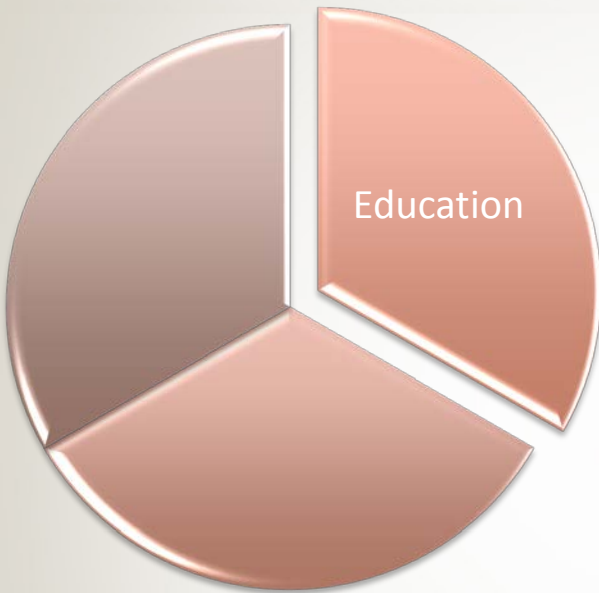
Research & Discovery

- Research awards over \$445 million
- Top 10 in NIH funding
- Interdepartmental collaborations
- Advances in translational research
- Differentiates our clinical care





Education



- School of Medicine ranked 15th out of 126 in the nation
- School of Nursing ranked 15th out of 450 in the nation



VANDERBILT UNIVERSITY MEDICAL CENTER



Our Medical Center Pillars cross the 5 key elements of our organization. As you can see, they give us a balanced focus- not just on the bottom line or only on growth and expansion. We use goals in each of these pillars to further our 3-part mission of Patient Care, Research and Education.



VANDERBILT UNIVERSITY
MEDICAL CENTER

HIPAA Basic

Vanderbilt University Medical Center



VUMC HIPAA Website:
www.mc.vanderbilt.edu/HIPAA



Vanderbilt Credo

“We treat others as we wish to be treated”

Vanderbilt Credo Behavior

“I respect privacy and confidentiality”





What is HIPAA?

Health Insurance Portability and Accountability Act of 1996

What Does HIPAA Do?

- ④ Limits how we use and share patient information
- ④ Gives patients more control over their information
- ④ Protects the integrity, availability and confidentiality of patient information
- ④ Defines violation penalties



What is Protected under HIPAA?

- ④ Individually identifiable health information:
 - ▶ That is collected from an individual, or
 - ▶ That is created or received by
 - A health care provider
 - Employer
 - Health insurer's plan
- ④ This information can be in any form:
 - ▶ Written, verbal, or electronic



What is Protected under HIPAA?

Information pertaining to HIV, alcohol and drug treatment, psychotherapy notes, etc. have even more stringent protections.



STOP. THINK. PROTECT. – PATIENT PRIVACY

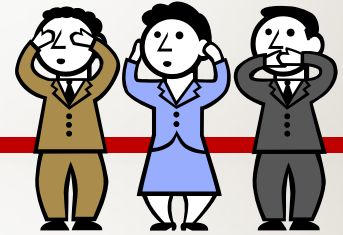


*Simply by being in the medical center, you will be around confidential information. You need to be prepared to handle those situations appropriately because there are penalties that could impact **YOU** and **VUMC** if you do not follow the Health Insurance Portability and Accountability Act of 1996 (**HIPAA**) guidelines.*

VUMC has its own policies in addition to HIPAA regulations. Everyone who has access to our patients or to protected health information (PHI) is required to understand our privacy and information security policies and follow them.



Patient Privacy



Whatever you see;

Whatever you hear;

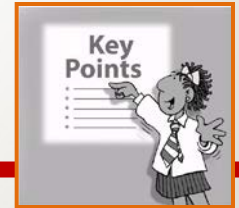
Whatever you say;

*You are **RESPONSIBLE** for protecting patient privacy!!!*

Vanderbilt takes HIPAA guidelines on privacy and security very seriously!



Protecting Patient Privacy



Key points to avoid careless handling of personal or confidential patient information that may result in unauthorized disclosure

Careless Practice: *Discussions of patient information in a public place.*

Key Points:

- Discuss confidential matters in a private area.
- Lower voices when discussing patient information if a private area is not available.
- Avoid discussing patient information in the elevators, hallways, cafeteria, and waiting rooms.
- Avoid discussing patient information on cell phones in public areas.

Careless Practice: *Discussion of patient-sensitive or other confidential information.*

Key Points:

- Ask family members/ or friends to step out of the room before talking with the patient.
- Be sure you have the patient's permission before discussing confidential information in front of family members/ or friends.



Social Networking



Things You Need to Know:

- ❖ ***Do not*** post digital images and messages containing protected health information (PHI). ***Remember*** recognizable markings or body parts are PHI.
- ❖ Remember that all content contributed on all platforms becomes **immediately** searchable and can be **immediately** shared...It **immediately** leaves your control forever.
- ❖ Known or suspected incidents involving use or disclosure of PHI or Personal Information through social networking are reported to the VUMC Privacy Office and investigated.
- ❖ Federal law and regulations require **breach notification and reporting** when a patient's health information is accessed, used or disclosed in a way that violates the Privacy Rule of HIPAA and poses a significant risk of reputational, financial, or other harm to the individual.



Patient Photography and Video Imaging



VUMC may utilize Photography to collect protected patient health information for purposes of identification and patient care and treatment or as otherwise authorized by the patient or the patient's legal representative.

But...

***YOU ARE NOT ALLOWED TO
TAKE ANY PHOTOGRAPHS!!!***




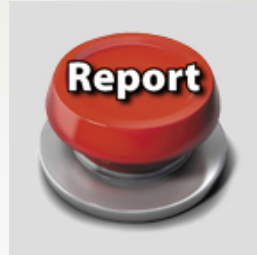
*When in Doubt
Always Ask!*







Report Privacy Complaints or Suspected Violations to:

 Privacy Office (936-3594) or e-mail
Privacy.Office@vanderbilt.edu



 Help Desk 343-HELP (343-4357)

 Compliance Reporting Line (343-0135)

 Always forward Patient privacy complaints to
Patient Affairs (322-6154) or the Privacy Office.

 The health care professional you are observing



Hand Hygiene

VUMC Policy IC 10-10.07

*Clean Hands
Save Lives*





The human hand is the most common vehicle for spreading germs.



- Infections pose a significant safety risk for patients AND healthcare workers.
- The most important reason for you to wash your hands is to prevent spreading infection to our patients.



Hand Hygiene is the practice of cleaning your hands using either:



Alcohol foam or
gel-based hand
rubs

or

Soap and water.





Use soap and water:

- When hands are visibly dirty.
- If you are allergic to Alcohol foam or gel-based hand rubs.





Perform Hand Hygiene

- Before and after touching anything
- Before eating
- After using the restroom





How To Use Soap and Water

- Wet hands using warm water, not hot.
- Apply small amount of soap and apply friction for 15 seconds or longer to your palms, back of hands, between your fingers and your wrists.
- Rinse, pat hands dry and turn off faucet with paper towel.





How To Use Alcohol-Based Hand Rub

- Apply a QUARTER-SIZED dollop of foam or gel to palm.
- Rub product on all surfaces of your hands until dry instead of waving them. This allows natural oils to remain on the skin and prevents the skin from drying out.
- **DO NOT WASH OFF!**





Only Use **VUMC-Supplied** Moisturizers & Lotions

Some lotions may make
medicated soaps less effective
and cause gloves to break
down.





Influenza

Protect yourself:

- Use hand sanitizer and wash your hands often with soap and water.
- Cover your nose and mouth with a tissue when you cough or sneeze.
- Avoid touching your eyes, nose or mouth.
- Get the flu vaccination every year.



Latex Allergy



Symptoms of an allergic reaction

Protect Yourself

- Wash your hands
- Use Latex-Free Products when possible
- If you are allergic to Latex tell the person you are observing





Bloodborne Pathogens



What are Bloodborne Pathogens?



- Microorganisms in the blood or other body fluids that can cause illness and disease in people.
- Transmitted through contact with contaminated blood and body fluids.
- You can get infected with a bloodborne pathogen disease through contact with
 - Infected blood or
 - Other body fluids such as saliva, serous body fluids, spinal fluid, semen and vaginal secretions.

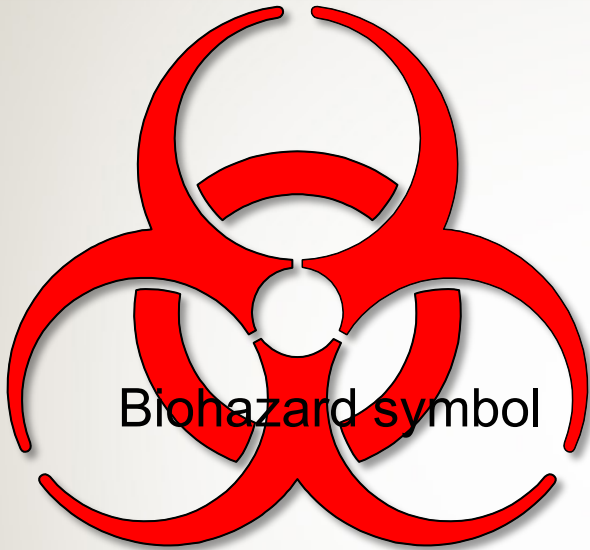


Common Bloodborne Pathogens:

- **Human Immunodeficiency Virus (HIV)**
- **Acquired Immune Deficiency Syndrome (AIDS)**
- **Hepatitis B and Hepatitis C**



OSHA Bloodborne Pathogen Standard includes:



- Written exposure control plan
- Free hepatitis B vaccine
- Engineering controls
- Labeling/color coding
- Training

The complete **Bloodborne Pathogen Standard** is available on the *Occupational Safety & Health Administration* web site at



You can be exposed to blood/body fluids through...



Cuts, punctures or
other injuries to
skin

Ingestion
(eating) if it is
on your hands.



Splashes
on skin, in
mouth, eyes
and/or nose.





Use Standard Precautions

ALWAYS use Standard
Precautions if you may be
exposed to blood or body fluid.



Standard Precautions

.a set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes.

. treat all human blood and other potentially hazardous material as if they were infected with blood borne pathogens.



Contact Precautions

CONTACT PRECAUTIONS

To prevent the spread of infection,

**ANYONE* ENTERING THIS
ROOM MUST WEAR:**



Gloves ✓



Gown ✓

Applies whether or not contact with the patient
or the patient's environment is anticipated.

*Patient visitors do not need to wear gloves and
a gown, but must wash hands
upon entering and leaving this room.

Questions? Please call the Department of
Infection Control & Prevention at 936-0725



Vanderbilt Infection Control and Prevention



Droplet Precautions

DROPLET PRECAUTIONS

To prevent the spread of infection,

**ANYONE ENTERING THIS
ROOM MUST WEAR:**



Surgical Mask ✓

N-95 Respirators should **not** be used for personal protection of patients in droplet precautions.



Airborne Precautions

AIRBORNE PRECAUTIONS

To prevent the spread of infection,
**ANYONE* ENTERING THIS
ROOM MUST WEAR:**



N-95 Respirator ✓

Also ensure that the **door** to the patient's
room **remains closed at all times.**

*Patient visitors should wear a blue surgical
mask while in the patient's room.



Biohazard Labels or Color Coded Containers (red bags or red containers) are used to identify all biohazardous materials.

Red plastic bags are used for regular biowaste. *NOT for sharps.*



Clear plastic bags with biohazard symbols are used for contaminated equipment.

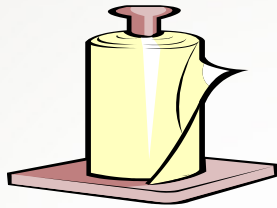


Yellow bags are used for **soiled linens**.





How to Clean a Blood Spill



1. Never clean up a blood spill with out getting help.
2. Put on protective gloves.
3. Blot spill with absorbent material.
4. Discard blood soaked material in a red biohazard bag.
5. Disinfect with hospital approved disinfectant.
6. Remove gloves and discard in red bag.
7. *Wash hands thoroughly.*



Sharps Containers

Sharps containers must be

- Puncture resistant
- Labeled or color-coded
- Leak-proof on the sides and bottom

NEVER put your hand in any sharp container.





VANDERBILT UNIVERSITY
MEDICAL CENTER

Managing Risk



What you need to know in case of an accident...

VUMC is committed to maintaining a safe environment for patients, visitors, students, and employees. Despite safeguards, you may observe an accident involving a patient or visitor or you may observe a potentially unsafe condition.



Accidents or incidents must be reported. If you are hurt in any way you must go to the adult emergency room and complete a veritas report with the help of the person you are observing.



Examples of events that must be reported to the professional you are observing include:

- Patient or visitor slips and falls
- Elevator doors do not close properly
- Broken chairs in a visitor lobby
- Exit doors which are not secured properly
- Patient Confidentiality issues
- Medication errors
- Procedural errors
- Improper patient ID





What *YOU* must do:

- If a patient or visitor is injured:
 - Talk with the professional you are observing
- If you notice anything needs an immediate "fix" (broken elevators etc.):
 - Talk with the professional you are observing



Still have questions about who to report a specific type of incident to? Visit the Risk Management web site

<http://www.mc.vanderbilt.edu/root/vumc.php?site=RiskMgmt> and click on the link titled ***Reporting: What and to Whom.***



VANDERBILT UNIVERSITY
MEDICAL CENTER

Fire Safety & Emergency Preparedness at VUMC

Training provided by Vanderbilt Environmental Health & Safety

Published August 2011



Fire Safety

Fire safety is important in health care facilities.

Patients are often unable to help themselves.

In spite of strict fire codes,
**fires still occur
in hospitals every year!**





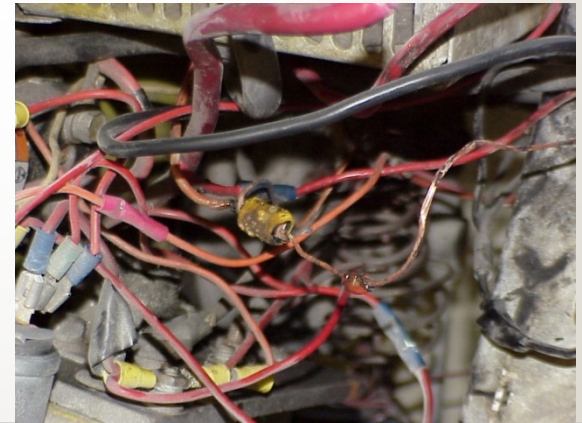
Fires in Healthcare Settings are primarily caused by

Smoking



and

Electrical
equipment





No Smoking at Vanderbilt

- Smoking is banned inside all Vanderbilt buildings, including all Vanderbilt Medical Center and clinic facilities and outside on the Medical Center Campus.
- There are designated areas adjacent to the Medical Center Campus where smoking is allowed.
- This smoking ban also applies to all Vanderbilt Medical Center clinics that are located off the main campus.





Preventing Electrical Hazards



Home-use type extension cords are not permitted. Use only the multi-outlet strips with **surge** protection.

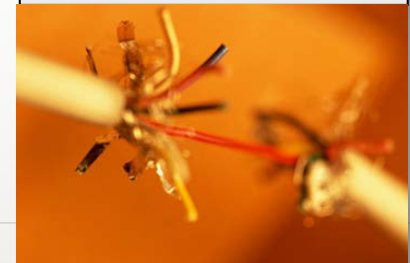
Multi-outlet strips are only for short-term use or set up of computer workstations.

Keep electrical equipment away from damp areas.

Do **not** overload receptacles.



REPORT **any** damaged equipment.





Fire Safety Awareness

Know the location
of fire alarms,
extinguishers and
exits.



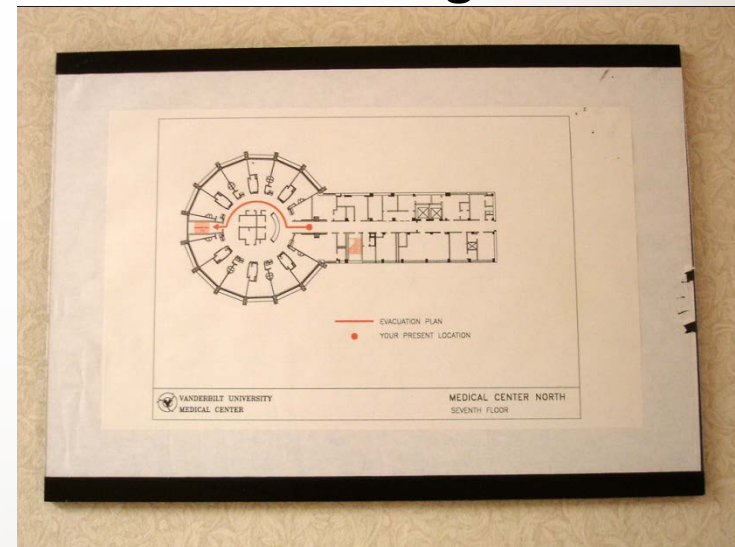
Never block access to fire
protection equipment.



Know about the fire response plan in your building.

Buildings with **inpatients** and **ambulatory surgical centers** do not perform building evacuation unless there is immediate danger from smoke, fire or building damage.

If you work in other buildings (free standing clinics, research buildings, admin buildings), talk to your supervisor about the building evacuation plan.





Fire Announcement - Red Alert

On the main Vanderbilt Medical Center campus and at Vanderbilt One Hundred Oaks, the overhead announcement for a fire is “Red Alert” followed by the location. For instance, you might hear “*Red Alert, cafeteria*” if there were a fire in the TVC cafeteria.



“Red Alert”



In the event of a fire - **RACE**

Rescue/remove anyone in the immediate area.

Activate the nearest alarm pull station.

Confine the fire by closing doors.

Extinguish **or** Evacuate

- Use the extinguisher only if the fire is **small** and you can safely do so.
- Evacuate if there is immediate danger from smoke or fire or that is the building fire response plan.





Evacuation



If there is life-threatening danger from smoke or fire, the area will need to be evacuated.

Leave lights on, follow exit signs, use stairs, not elevators, and stay low in smoky areas.

- First, evacuate horizontally to another zone
- Then, if necessary, vertically toward ground level



Order of Patient Evacuation

1. Evacuate visitors and ambulatory patients first, since they can move quickly.
2. Next, move non-ambulatory patients in wheelchairs or on stretchers.
3. Finally, move helpless and critical patients.

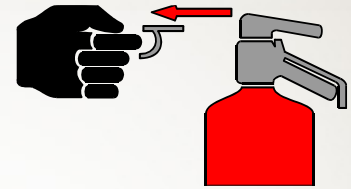


Letting the ambulatory patients go first allows the hallways to clear out so that you will have enough room to move the most critical patients.

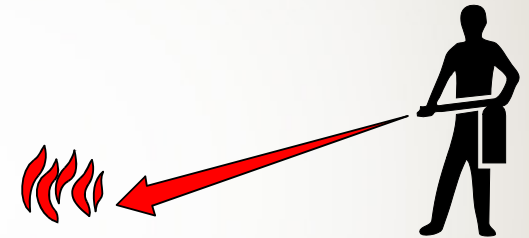


To use a Fire Extinguisher - *PASS*

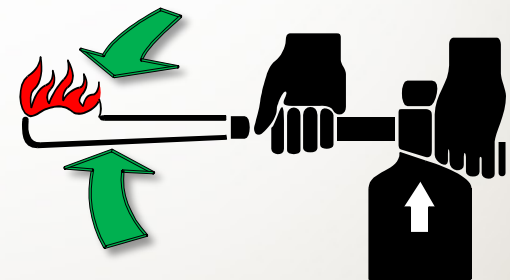
Pull the pin.



Aim at the base of the fire.



Squeeze the handle.



Sweep back and forth.



Emergency Preparedness & Response

- VUMC has had longstanding emergency preparedness plans.
- These plans can be implemented at a moment's notice.
- Emergency response plans are reviewed, updated and modified to reflect the changing environment.



VUMC has an all-hazards **Emergency Operations Plan.**

The ***VUMC Safety & Emergency Operations Manual*** is available online at the VUMC Department of Emergency Preparedness web site at www.mc.vanderbilt.edu/ep.

The screenshot shows the website for the Safety & Emergency Operations Manual. The header is a dark red banner with the title "Safety & Emergency Operations Manual" in white serif font. Below the header is a black navigation bar with white text: "Emergency How-Tos :: Job Action Sheets :: Table of Contents :: Print Page". On the left side, there is a vertical menu of colored buttons: "Emergency Management Program" (blue), "Safety Management Plan" (orange), "Emergency Management Program" (purple), "Emergency Management Plan" (yellow), "Plan Activation & Termination" (pink), "First Notification Guidelines" (green), "Emergency Operations Plan Activation" (light green), "Core Plan" (orange), and "Bio Plan" (yellow). The main content area is white and contains the following text: "Safety & Emergency Operations Manual", "Department of Emergency Preparedness", "Vanderbilt University Medical Center", and "615.322.0242".

Online Safety & Emergency Operations Manual

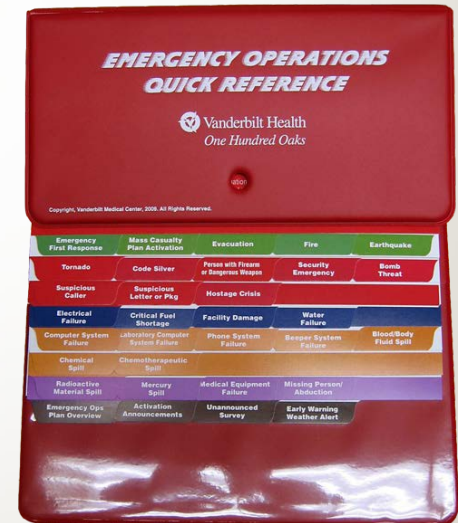


Emergency Operations Quick Reference Guide Flip Charts

Emergency Operations Quick Reference Guide Flip Charts are available in all units and departments on the main VUMC campus and the One Hundred Oaks campus.



Main VUMC
campus flip chart



One Hundred Oaks
campus flip chart



Emergency Activation Announcements

The following announcements are used at VUMC to alert you about a disaster.





Activation Announcements

Yellow Alert Standby for '*Situation*'

- Prepare to activate the *Emergency Preparedness and Response Plan* for the '*situation*'

Orange Alert for '*Situation*'

- Activate the *Emergency Preparedness and Response Plan* for the situation.



Emergency '*Situations*' that are announced using "Yellow" and "Orange" Alerts

- Mass Casualty
- Tornado Warning
- Oxygen Outage
- Medical Air Outage
- Electrical Outage
- Water Outage
- Steam (Heat)
- Phone system outage
- Vacuum System Outage
- Inclement Weather
- Flood
- Computer System Outage
- Beeper System Outage
- Unannounced Survey



Security Emergencies

There are some emergencies that require assistance from the police.

- If you are on the main VUMC campus or on the One Hundred Oaks campus, dial **911** from any Vanderbilt phone or **421-9111** from a cell phone to reach the Vanderbilt University Police Department (VUPD).
- If you are at an off-site clinic, dial **911** to contact the local police department.



Call police immediately if you are faced with any of these security emergencies:

Threatening behavior that
continues
to escalate



Assault

Someone has a weapon, or
has fired a gun



A Missing Person or an
Abduction

A Hostage
Situation



Suspicious
packages



A bomb threat





Other Emergency Announcements

STAT --- Medical Emergency

Activate Code Team and other appropriate medical personnel by dialing **1-1111**.

If you are at an off-site clinic, dial **911** to contact the local emergency medical services.



Other Emergency Announcements: **Missing Person Codes**

Code Pink - Missing Infant (younger than 12 months)

Code Purple - Missing Child (1-12 years)

Code Walker Adolescent -Missing Teen (13- 17 years old)

Code Walker Adult -Missing Adult (18 years or older)



Your Responsibilities

- Be familiar with the plan!
- Locate the designated evacuation route and safe location in your area.
- When an emergency activation announcement is made, assist the person you are observing as directed.





Additional Information

Additional information about fire safety or emergency preparedness is available from:

Vanderbilt Environmental Health & Safety

- Phone 322-2057
- www.safety.vanderbilt.edu

VUMC Department of Emergency Preparedness

- Phone 343-3189
- www.mc.vanderbilt.edu/ep



VANDERBILT UNIVERSITY
MEDICAL CENTER

Work Place Violence Can Happen

Recognizing and Managing Potential Situations



Vanderbilt University Medical Center



VANDERBILT UNIVERSITY
MEDICAL CENTER

Vanderbilt University Medical Center strives to provide a safe workplace, free of verbal or physical threat.





...but there are times, people get out of control





Workplace violence is defined as any situation that may:

- Threaten the safety of an employee or student (verbal threats, intimidation, physical threats or aggression).
- Have an impact on one's physical, emotional, or psychological well-being (employee, student, etc).
- Cause damage to company property.



Potential Causes of Physical and Verbal Abuse in a Healthcare Setting

(patients, family, and visitors)

- Pain and discomfort
- Tension and stress
- Fear of the unknown
- Anger of patients, family members, and visitors
- Lack of privacy / cramped space
- Long waiting times
- Disruptive and intoxicated patients, family members, and visitors



Potential Causes of Physical and Verbal Abuse in a Healthcare Setting (staff to staff)

Inappropriate Professional Behavior

- Lateral Violence
- Bullying
- Intimidation





“Universal Behavioral Precautions”

- Remember, your safety is of the utmost importance to us.
- There is the potential for any patient or guest to become verbally or ,in rare cases, even physically assaultive under extreme distress.
- These tips are designed to help you recognize escalating behavior and to take appropriate precautions.



If, as an observer, you find that you are impacted by Workplace Violence:

- Report workplace verbal or physical threats to the person with whom you are observing.

-OR-

- **Contact:**

Betsy Bond, RN, BSN

Senior Consultant

Service Excellence Coaching and Consulting

Vanderbilt University Medical Center

2525 West End Ave, Suite 700, Office 732C

Nashville, TN

615-343-2445

Your Safety is Paramount



What does diversity mean to Vanderbilt
University Medical Center?

What does diversity look like?



Some
differences
are visible
— others
hidden,
unknown.

Our population is diverse



Differences
come from
race, gender,
age, politics,
religion, sexual
orientation,
income level,
birth country,
language, etc.



Our staff, our patients, our students are diverse.



People speak and read a variety of languages.

People have hearing or other sensory impairments

People come from cultures with different traditions than our own.

Credo

We provide excellence in health care, research and education.

We treat others as we wish to be treated.

We continuously evaluate and improve our performance.





What does VUMC expect of staff and students?

- We acknowledge that staff, students, visitors and patients bring with them their unique perspectives and life experiences.
- We adjust our behaviors to meet the needs of anyone we come in contact with.
- We are aware of the ways in which we communicate with each other.



VUMC Values Diversity

We are an organization that is enriched by its diversity of cultures, socioeconomic levels, educational backgrounds, ethnicities, religions, mental and physical abilities, experiences, and all other visible and invisible differences.



Diversity provides us with unlimited opportunities
to discover and grow.





You have completed the training.

Please complete the Safety Quiz
found on the Observational
Experience website.