

WELCOME

Student & Clinical Instructor
Orientation Information

Bronson Healthcare Group

2018-2019



Welcome to Bronson. We are excited to have you in our organization and part of our learning environment.

Bronson Healthcare Group is a not-for-profit, tertiary healthcare system serving southwest Michigan and northern Indiana. With a workforce of more than 6,000, Bronson is one of the area's largest employers. We offer a full range of services from primary care to advanced critical care and have multiple service locations in Kalamazoo, Calhoun and Van Buren counties.

Always mindful of our responsibility to the community, Bronson provides more than 40 million dollars in community benefits annually through outreach and charitable care for the un- and under-insured. The health system also has a track record of clinical and workplace excellence as evidenced by numerous national achievements.

The material in this document will provide orientation information to help in assuring you a successful experience. It will also give you a taste of the type of organization Bronson has become. We value the energy and stimulation students bring to us and hope you will value the expertise, wisdom, experiences and opportunities Bronson and its staff provides.

Please read all of the information contained in this packet. Should you have any questions or need further clarification about any of the information, please ask your instructor or a staff person. This packet contains material you are required to know and understand before you begin your student experience.

Please feel free to ask for assistance and information you need.

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VISION, MISSION, VALUES

To best serve our patients and their families, Bronson has developed a culture of excellence that provides care based on our vision, mission and values. *Bronson's Plan for Excellence* builds on these strong underpinnings and provides further guidance and direction to our work.



At Bronson, we take our plan for excellence seriously and understand that our patients' requirements are for care to be safe, effective, patient-and family-centered, timely, efficient and equitable.

We are committed to patient care excellence throughout the organization. As a student at any one of our facilities, please make a personal commitment to join us on this journey of excellence.

Your Part to Play

- Be focused on Quality and Service
- Be part of our culture of strong communication
- Be good stewards of financial resources
- Build a career with Bronson
- Be ambassadors of Bronson in your community

Diversity Commitment Statement

Achieving inclusion in a diverse environment by maximizing the unique strengths and talents of each employee makes Bronson the best place for our patients and their families.

Bronson demonstrates this commitment to diversity through our:

- Diversity Council
- Cultural competence training for employees
- Language translation and interpretation services
- Cultural observances and celebrations
- Partnering with faith and community-based agency and organizations
- Resources for diversity information
 - ✓ Library website
 - ✓ Diversity website
 - ✓ Pastoral Care
 - ✓ Human Resources

CUSTOMER SERVICE:

Our goal: Enhance Service, Staff and Leadership Excellence.

This will include such things as:

- Identify and reduce disparities in care and service due to personal characteristics
- Achieve a culture of patient & family centered care
- Improve workforce and medical staff engagement

A big part of customer service is our interaction process with others. We include you, as a student, in our efforts to serve our customers including each other. Some of this is not going to be anything new, but sometimes when you are busy you might forget some of the basics involved. The following points serve as a reminder.

- When you greet people, introduce yourself; this includes staff when you come on to a unit for clinical. Be respectful and open to feedback. Talk with, not about people. Offer to help.
- Use their preferred name. Staff may be very casual, but be sure when interacting with patients to show respect and find out how they want to be addressed.
- Make eye contact, smile, speak slowly and use a pleasant tone in your voice.
- Ask for their questions
- Listen
- Avoid medical terms with the public, explain what you are doing and your role and why
- Acknowledge and apologize for delays or disappointments, when we are not able to meet customer requests.
- In closing, offer any additional help, confirm their understanding and satisfaction, say “thank you.”

Telephone Answering Script: You may not have the opportunity to answer the phone while you are at Bronson but if you do use the following points:

- Hello, Bronson (identify the department), this is (your name and title – student nurse). How can I help you?

Choose your words carefully, people don't like to hear what you cannot do, or be treated like a number or by an obscure policy. Try to rephrase without the words “can't.”

Avoid	Preferred
“I can't tell you....”	“I'll find out”
“I can't do...”	“I can (an alternative)”
“You cannot...”	“What can happen...(an alternative)” or “You can do (an alternative).”



Remember: They may not remember what you say, but they do remember how you made them feel. Sometimes our customers are upset, due to their circumstances, or stress, worry, and anxiety or maybe because of our actions. When this happens we recommend the following service recovery strategy:

- Acknowledge: This is to restate what you've heard in your words. Statements such as: "You've been waiting a long time." "It sounds like we haven't met your needs." Or "It sounds like you've had a rough experience."
- Apologize: This doesn't mean you created the issue or are at fault. Use words such as: "I'm sorry for..." or "I apologize..." or "I feel badly that you..."
- Amend: Tell them what you can do or offer options. Use words like: "I am going to see how we can..." or "What can I do to help?" Even if you don't know what options are available, you can tell them you will find out or find another resource for them.

We continuously measure our efforts to "create compassionate experiences that exceed patient and family expectations" by surveying patients about their experiences. Your interactions do make a difference.

SAFETY and SECURITY

CONFIDENTIALITY

Confidentiality and privacy are considered rights of all people. A patient's confidentiality is at risk because of the many people that access the patient's chart during the normal course of care. It is important therefore to take extra care in guarding their confidentiality and privacy. Confidential information is any information considered to be private and sensitive. Some examples you may run into during your experience at Bronson include:

- Patient's personal and medical information including room number. This is referred to as protected health information (PHI)
- Passwords and personal identification numbers. It might be in printed form or stored on a computer, smart phone or hand held device. You are responsible to protect it from unauthorized disclosure. Use only approved procedures when handling confidential information.
- Employee, volunteer and student information including personnel records
- Personal identifiers of research study and potential study participants, or materials that could be traced to the participants through any means
- Proprietary hospital or research study information

Confidential materials include but are not limited to:

- Computer programs
- Computer databases
- Personnel databases
- Email messages
- Phone messages
- Database verification logs
- Meeting minutes
- Personnel records
- Interview notes
- Background check results
- Personnel evaluations
- Disciplinary actions
- Self-recorded questionnaires
- Reimbursement vouchers
- Daily activity records
- Patient Medical records
- Psycho/Social information
- Biological specimens & logs
- Hospital logs
- Agreement forms
- Consent forms
- Release forms
- Labels

Protected health information includes:

- Names
- Address
- All geographic subdivisions smaller than a state
- Zip code
- Email address
- All dates except year
- Phone numbers
- Fax numbers
- Social Security number
- Medical record number
- Health plan beneficiary number
- Account number
- License/certificate number
- Vehicle numbers
- Device Identifiers
- Web Uniform Resource Locations (URLs)
- Internet Protocol (IP) address number
- Biometric identifiers (fingerprints/voice prints)
- Full-face photographic images
- Any other unique identifiers

PHI WILL NOT BE INCLUDED IN ANY PAPERS/CASE REVIEWS AND ALL ACADEMIC WORK (ORAL and WRITTEN) WILL BE DE-IDENTIFIED AND DISCUSSED AS A GENERAL CASE



Proprietary Information Includes:

- Information by individual physician/group
- Market share or volume data
- Market research and plans
- Strategic planning documents
- Board of director's information
- Clinical outcomes
- Dashboard and scorecards
- Consultant reports
- Compensation information (salary)
- Confidential information about employees (evaluations, performance improvement plans, etc.)
- Satisfaction studies
- Financial statements
- Anything else you do not want to get into competitor hands

What should you do with proprietary information?

Do Not Copy

Do Not Distribute

Do not leave unattended and visible to others

Shred when no longer needed

If applicable, use one of the following headers or footers

CONFIDENTIAL INFORMATION - NOT TO BE COPIED

CONFIDENTIAL INFORMATION - SHRED ONLY

Expected behaviors:

- All written materials must be stored in a locked and secure area. File cabinets must be locked and the key appropriately stored when not in use.
- Do not share passwords.
- Close computer programs when you leave the computer. Log off your computer when not in use.
- 'Minimize' computer screens with confidential material whenever non-Bronson person enters your area.
- Never leave a laptop unattended.
- Store laptops in locked and secure areas when not in use.
- File phone logs or phone messages that are no longer needed.
- Do not discuss patients or research study participants, even when the person's identity is not revealed, in a public setting. Such conversations must be limited to the necessary exchange of information between appropriate Bronson staff.
- Follow the Cellular Telephone And Social Media Policies
- Documents relating to patients or research studies will not be taken to employee homes for any reason.
- Do not discuss patients with family or friends.
- Do not access medical records of anyone who is not under your care.
- You may be required to journal, write a paper or give a presentation about your experience at Bronson. The content of these must be discussed with and approved by your Bronson preceptor.
- E-mail or telephone messages pertaining participant information or study information must be encoded; that is, use only subject number and patient initials as identifiers. Full names should be revealed only in personal conversation with the appropriate study staff.
- Labels for biologic specimens must also be encoded as above.



Computer information that you access are based on your role and responsibilities. This does not mean you can view any or all information stored there. Use/view only the information needed. When doing course work take precautions to de-identify any patient information, destroy notes from clinical, do not discuss confidential information in a public place and **never** copy from a chart and send any information electronically, to yourself or others.

Your user ID is unique to you. You are responsible to maintain its safety. Do not share your ID with others. Memorize passwords, don't write them down. Log off computer applications when not actively using them. Don't walk away from an application that is open.

Mobile computing devices (iPads, iPods, laptops, notebooks and other hand-held computing devices) are prohibited. Cell phones must have Wi-Fi capabilities turned off while on campus. See Cell phone policy on page 25.

Violation of the policies will result in termination of the experience for the students involved. If the student is also an employee such violations can also result in termination of employment. Information Technology conducts complete, ongoing and continuous auditing of all computer activity.

Sign the confidentiality agreement on the next page (or provided in your addendum packet.) This is part of your permanent record.



Bronson Healthcare Group Student Agreement Regarding:

HIPAA & Confidentiality Guidelines
Cell Phone Policy
Social Media Policy

I have reviewed Bronson’s Virtual Student Orientation Manual.

I understand Bronson’s HIPAA & Confidentiality Guidelines, Cellular Telephone Policy and Social Media Policy.

I understand that I will have access to information considered by Bronson to be extremely confidential.

I understand the expectations of my behavior regarding confidential and proprietary information.

I agree to follow procedures regarding storage, handling and dissemination of such information.

I understand that I could be dismissed from Bronson’s service if the confidentiality guidelines, cell phone and social media policies are not followed.

Name print Date

Signature

Witness

SECURITY, SAFETY, LOST & FOUND, PARKING

BMH 269-341-7893 BBC 269-245-8395 BLH: 269-657-1461

SECURITY SERVICES:

- Security regularly patrols the campus. You may see them walking, by car, Segway and/or bicycle. Use caution when driving in the parking areas.
- Security will respond to conflict situations which are inconsistent with a peaceful healing environment.
- Enforcement of parking guidelines. Security may ticket or tow vehicles parked in the wrong area. They also enforce speed limits in parking areas.
- Motorist assistance is provided in some situations. Security officers may provide flat tire, vehicle lock-out or jump-start assistance or make contact with local towing companies.
- Escort service to and from parking areas – especially when it is dark. You may have to wait a few minutes, please be patient.

SAFETY OF YOUR VALUABLES AND THE HOSPITAL

- There is limited space in hospital departments. Bring only what you absolutely need for the day. Do not bring extra bags or valuables. Leave valuables at home or lock them in your car. If bags and “stuff” are left lying around it is not unusual for it to be policed up and you may lose it. Ask on the unit where students can “be”. Don’t assume you can hang out in break rooms or conference space.
- Make sure valuables (phones, GPS, etc.) are not visible from outside of your vehicle. Always lock your vehicle.
- Do not prop open exterior doors to the hospital.

PERSONAL SAFETY TIPS

- Be alert to your surroundings. Notice things and people around you.
- Look alert and act confidently – even if you are not.
- When leaving a building, have your car keys in hand.
- Look in and under car before unlocking it.
- Never get in to an unlocked car before checking it out.
- Carry as little as possible when going to your vehicle.
- If you feel you are being followed, do not go to your vehicle or unlock it. Turn around and return to the building.
- Travel in groups when at all possible. When walking, especially after dark, do not walk alone.
- Wear flat shoes when walking to your vehicle. It is impossible to run in heels.
- Tune in to yourself and your instincts. Listen to those instincts. If something does not feel right, go for help. Do not enter a building if something looks wrong.

LOST & FOUND

Check with your preceptor on the location of Lost & Found.

- Promptly report any *lost* item to Lost & Found.
- Promptly bring any *found* item to Lost & Found.

SUSPICIOUS PERSONS

- Promptly report to Security any suspicious behavior, unusual situations and people found in unauthorized areas.
- Unwanted subjects have been known to enter unattended offices and go through desks, file cabinets, etc., looking for valuables. If the subject is discovered, they usually act as if lost or looking for a restroom. Please report these individuals to Security with a description and last direction of travel so Security can confirm their business here.
- Call security and ask for “**John Silver**” to discretely request security to come to your location.

WORKPLACE VIOLENCE WARNING SIGNS

- Direct or veiled threats of harm.
- Intimidating, belligerent, harassing, bullying, or other inappropriate/aggressive behavior.
- Conflicts with supervisor/other employees.
- An interest in incidents of workplace violence.
- Approval of the use of violence to resolve problems.
- Interest in or identification with perpetrators of workplace homicides.
- If you have a threatening situation seek help from a staff member and notify security. Ask for “John Silver.”

ACTIVE SHOOTER QUICK TIPS

Accept: Get past the denial. Don’t freeze.

Assess: Stay calm. Quickly determine the best way to protect yourself and others. Patients and visitors will be looking to follow our lead in an active shooter situation.

Act:

Evacuate: If there is an accessible escape path, leave the area where the threat may be present. Have an escape plan in mind. Move quickly and leave your belongings behind.

Hide out: If evacuation is not possible, find a place to hide. Lock and barricade doors and windows. Turn off lights. Turn off radios. Silence cell phones and pagers. Hide behind large items like desks, file cabinets, etc. Do not group together. Remain quiet.

Fight: Take action against the active shooter: Only confront an active shooter if your life is in imminent danger! Act as aggressively as possible by yelling and throwing items.

Alert:

Signal for help from another person. Call Security or Operator or dial 9-911.

PARKING GUIDELINES

Bronson’s priority is providing free, convenient and accessible parking for our patients and visitors. Parking is at a premium. Areas are designated for patients/visitors, employees, medical office staff and students (when available.) Students must park in areas designated for public parking. If you park in unauthorized areas, your vehicle will be towed.

BMH Students:

Bronson has tried to accommodate student parking for many years but it has become impossible to do so now because of the tremendous growth Bronson has experienced in the past several years. In addition, the development of both the WMU Med School and also the new KVCC Culinary Institute has really compressed parking areas. Students will now have to find parking in public areas like street meters, city lots etc. It is important that we continue to prioritize parking on site for patients, visitors, and employees. Security will escort students to and from parking areas upon request. This link will take you to the city parking site for more information. <http://www.downtownkalamazoo.org/Visit/Parking.aspx/>

BBC Students:

- Kellogg Community College students park in the Davison lot on the campus of Kellogg Community College.
- All other students will park in the BBC shuttle lot. See BBC Shuttle Schedule



For students able to park in the **Bronson Battle Creek** shuttle lot the shuttle departure schedule is below:

SHUTTLE DEPARTURE SCHEDULE

<u>A.M.*</u>	<u>P.M.**</u>
05:21	14:05
05:36	14:20
05:51	14:35
06:06	14:50
06:21	15:05
06:36	15:20
06:51	15:35
07:06	15:50
07:21	16:05
07:36	16:20
07:51	16:35
08:06	16:50
08:21	17:05
08:36	17:20
08:51	17:35
	17:50
	18:00

***The designated a.m. departure times are the times the shuttle leaves the shuttle lot. Shuttle drop-off locations will include the outpatient center and main hospital entrances.**

****The designated p.m. departure times are the times the shuttle leaves the outpatient center. If an associate wishes to be picked up at the main hospital entrance, they shall notify security who will then make radio contact with the shuttle driver and request them to proceed to the main entrance.**

EMERGENCY PREPAREDNESS CODES

- The following codes are used in emergency situations across Bronson sites. If heard, department procedures should be followed. Consult your instructor at the beginning of the clinical experience to determine your role in a code situation. Check online manual information for more details.
- There are Emergency Preparedness Booklets mounted on the wall at each Pod station for further information.

CODE RED CODE RED signifies that visible smoke or flame has been observed or detected. Employees will initiate Fire Emergency Procedures.

CODE BLUE CODE BLUE is used to provide prompt intervention in the event of respiratory or cardiac arrest. The Code Blue response plan will be activate.

TORNADO WATCH TORNADO WATCH signifies that a Tornado Watch has been issued for Kalamazoo County or surrounding geographical areas. Weather conditions are favorable for a tornado to occur.

TORNADO WARNING Bronson has a two tiered tornado warning system. The two levels allow the hospital to clarify when to move critical patients, stop surgery and diagnostic procedures, and evacuate staff.

Tornado Warning Level 1: A Doppler radar tornado warning has been issued for Kalamazoo/Calhoun County.

Clinical Staff

- Move non-critical patients to inside corridors away from glass.
- Critical patients to remain in rooms moved away from windows/glass.
- Cover all patients with additional blankets and pillows for added protection.
- Close drapes, doors and blinds.
- Move all unused, freestanding equipment to an unoccupied room
- Direct all visitors to the appropriate safe location/lower level.

Support Staff

- Manager/Supervisor is authorized to make decisions to insure safety of staff.
- If work area has windows or glass, evacuate to identified safe location.
- If work area is within inner corridor or in the basement, you may be asked to continue working. (e.g. lab, radiology, etc.)

Tornado Warning Level 2: A tornado has been sighted in Kalamazoo/Calhoun County or it has determined Bronson to be at a heightened risk for direct impact.

All Staff: Same as Level one except:

- Cover and move all patients to inner corridors, unless doing so would put the patient at a greater risk. Follow staff direction.
- All staff working in ancillary or support service (clinical/non-clinical) departments evacuate to identified safe location/lower level.
- Prepare to assist with evacuation in event of Code Black.

WINTER STORM WARNING WINTER STORM WARNING signifies severe snowfall or blizzard conditions, which may cause a staffing compromise or jeopardize visitor safety.



- CODE BLACK LEVEL 1** CODE BLACK LEVEL 1 is an internal or external event involving incoming medical emergencies and casualties. This stage is managed by the Trauma and Emergency Center only. Incident Command is not activated.
- CODE BLACK LEVEL 2** CODE BLACK LEVEL 2 is a catastrophic community event requiring additional inpatient services / resources at Bronson. The Incident Command Center will be activated.
- CODE BLACK LEVEL 3** CODE BLACK LEVEL 3 is a catastrophic community event requiring multiple involvements of local agencies / hospitals including Bronson. The Incident Command Center will be activated.
- CODE BLACK PLAN E** CODE BLACK PLAN E is an event that requires evacuation of an area/department of part/all of the hospital. The Incident Command Center will be activated. (Bronson Methodist only)
- CODE YELLOW Level 1** CODE YELLOW Level 2 signifies an external event that potentially threatens the safety and security of the Trauma and Emergency Center (T&EC), the T&EC will go into full controlled access.
- CODE YELLOW Level 2** CODE YELLOW Level 2 signifies an internal or external event that threatens the security of Bronson Methodist Hospital, which results in a full facility controlled access.
- CODE GRAY** CODE GRAY signifies a bomb threat. The Code Grey Response Plan will be activated.
- CODE PINK** CODE PINK signifies an infant or child abduction. The Infant or Child Abduction Response Plan will be activated.
- CODE ORANGE** CODE ORANGE signifies a chemical spill or release; decontamination. The Code Orange Response Plan will be activated.
- JOHN SILVER/CODE SILVER** CODE SILVER signifies that a person(s) is acting in a threatening manner. Security should respond immediately to these events.

BRONSON METHODIST: TUBE SYSTEM FAILURE

A Tube System Down signifies that the tube system is not functioning properly. A Level 1 signifies the tube system between North and South Campus (Express Zone) is not functioning and a Level 2 signifies the total tube system is malfunctioning. The Tube System Response Plan will be activate.

BRONSON BATTLE CREEK: TUBE SYSTEM FAILURE:

A Tube System Down signifies that the tube system is not functioning properly. This will be communicated via email.

Consult Policies in the online Manual. Become familiar with how your unit responds to codes and emergencies. Know where the crash cart is located, what to do in the event of a fire, tornado, bomb threat, or child abduction etc. alarm. When in doubt, follow staff lead.

POLICY AND PROCEDURES

MANUALS

Manuals are online. The Intranet can be accessed via any of the clinical computers. The “Manuals” link is one of the major links on the left hand side of the home page.

At Bronson this will open another screen with links to Manuals for Bronson Healthcare Group. At the bottom of the page is the link for the lab manual.

The most efficient way to find a policy or procedure is to open the desired manual and enter the information desired in the search box. A list of possible documents will appear in a “results” page. If you have questions or difficulty ask for help.

APPEARANCE STANDARD

The Appearance Standards are established to convey a positive and professional image to internal and external customers, and to maintain required guidelines relative to safety and infection control. Many factors contribute to a professional image, one of which is the professional appearance staff conveys to patients, visitors, and co-workers. This policy addresses specific expectations, and includes guidelines for dress and appearance. Bronson always reserves the right to determine what is acceptable or not acceptable in terms of professional image.

- If you have a school uniform, please comply with your school’s policy.
- Approved student uniform, in compliance with the school is expected. Ensure uniform is clean, fits, and is in good repair. Undergarments should not show through or be visible hanging out.
- Footwear must be clean, polished, and in good repair. Footwear shall be appropriate to the work duties and responsibilities performed, and meet safety needs of the work environment.
- Hosiery or socks are expected.
- If you are in a clinical area but do not have a school uniform, check with your Bronson preceptor to see if you may wear scrubs and what color is acceptable. Bronson has specific scrub colors for clinical employees.
- If you are not wearing a school uniform or scrubs, you will wear “Business Casual” consisting of:
 - dress shirt, polo shirt, shell, sweater or turtleneck
 - khakis, trousers, corduroy or dress pants
 - dress or skirt that is split at or below the knee
 - suit jacket or sport jacket is acceptable, but not required
 - Abdomen, midriff and cleavage are covered.
 - T-shirts and fleece are not in compliance with dress casual. They are considered sporting attire.
- Unacceptable Clothing:
 - T-shirts, sweatshirts, halter tops, midriff tops, low cut tops, sleeveless or cap sleeve shirts
 - Jeans, shorts, capri pants, crop pants, leggings, cargo pants
 - Skirt or dress above the knee or below mid-calf
- Unacceptable Fabrics:
 - Denim, fleece, spandex, leather, gauze, and sheer
- Unacceptable Patterns:
 - Logo imprints other than Bronson, camouflage, elaborate graphics/prints
- Hair must be clean, combed, and neat. Extreme hairstyle or unnatural hair color (e.g., blue, green, etc.) is not appropriate within the professional work setting. Hair should be pulled back and secured.
- Nails must be clean and well groomed. No fake nails. They harbor pathogens. If you wear nail polish, it must be in good repair with no chips. In clinical areas natural nails must not be greater than ¼ inch length beyond the

fingertip. Artificial nail materials, including but not limited to: gels, acrylics, overlays, extenders, tips, or silk wraps, shellac (gel and nail polish hybrids) and bonding materials are prohibited for those:

- involved with patient care
- that handle items to which patients are exposed
- Facial hair including beards, side burns and mustaches shall be clean and neatly trimmed.
- Because of fragrance allergies/sensitivities among internal and external customers, perfume and cologne can be worn only in non-patient-care areas.
- Bronson identification badges must be worn during working hours. Identification badges are intended to promote customer service and security standards. For ease of identification, badges will be worn on upper torso clothing with name and photo clearly visible.
- Tattoos must reflect Bronson's values and be respectful. A visible tattoo(s) may not contain profanity, sexually explicit and/or discriminatory content, words or images. Tattoos containing such content shall be appropriately concealed by clothing or band aids where appropriate. Newly inked tattoos may be required to be concealed by band aids as they are healing for infection control purposes. Bronson reserves the right to determine if the content, words or images of a tattoo(s) is inappropriate or respond to concerns that a tattoo(s) is offensive, which would require tattoo(s) to be concealed.
- Jewelry should be kept to a minimum. It should not interfere with performance. Rings, hoops, or other jewelry worn in a non-traditional manner are not acceptable for the professional work place. Stud inserts or stud piercings may be used for nose, lip, or eyebrow piercings. Body piercing is limited to 3 jewelry items per ear. Flesh-colored or clear stud inserts may be used for other non-traditional piercings. No other piercing is allowed. The use of a 'Band-Aid' is not acceptable to cover a body piercing. In clinical areas no dangling earrings or long necklaces. In non-clinical areas: limit of 2 rings per hand and 2 wrist adornments per wrist.

To help you identify Bronson staff, the following is a summary of some uniforms.

- RN/LPN – Green or white pants and a white top. Tops may be child friendly in Peds, OB areas
- PCA – Teal pants and top
- Rehabilitation – acute care: solid navy scrubs, outpatient: solid light blue short or long sleeve polo with tan, khaki, navy or black pants
- Environmental Service Associates – burgundy pants and tops
- Unit clerks and other reception people - career wear in forest green shirts/sweaters/tops and black or tan pants.
- Clinical Support Staff (Radiology, Respiratory Care, Laboratory, Rehabilitation Services, Cardiovascular Services Neurodiagnostics, Pharmacy, Medical Assistants in ProHealth/Employee Health services) - navy scrubs
- Patient Transport – grey scrubs
- Patient Sitters – lavender scrubs
- Food Service – black/white server wear
- Security – law enforcement style

SMOKING/DRUGS/ALCOHOL

- Bronson is a tobacco-free campus. Employees, patients, visitors or students may not smoke or use tobacco products at any Bronson location. Additionally, the use, possession, sale or distribution of alcohol or illegal drugs is prohibited at all times at any Bronson location.



- Violation of this policy may be subject to corrective action, up to and including termination of educational or clinical placement and/or contractual relationship.

ELECTRONIC COMMUNICATION AND CELL PHONE POLICY

- Personal cellular telephones, phone Internet and text messaging are permitted in designated areas only, and are to be used during breaks, lunch periods or for emergencies. Use of the cell phone or texting should never occur when meeting a customer or caring for a patient.
- Use cell phones in a SAFE manner, therefore talking or texting should not occur while operating equipment or walking.
- Photos of any employee, physician, volunteer, pet therapy dog, student or patient are prohibited. Under no circumstances are the camera or recording device features to be used while on Bronson premises, or while engaged in Bronson business.
- Posting pictures of Bronson, Bronson employees at work, physicians or patients to social media outlets is prohibited.
- Bronson respects the rights of others to engage in online communication. What is said online, during personal time, may impact the Bronson work environment. Bronson reserves the right to take disciplinary action when this type of communication adversely affects the work environment. Avoid commenting on or posting about Bronson or Bronson-related matters. Inaccurate, distasteful or defamatory comments about Bronson, its employees or patients should not be posted.
- Violation of this policy may be subject to corrective action, up to and including termination of educational or clinical placement and/or contractual relationship.
- For full policy on electronic communication consult E-160 ELECTRONIC COMMUNICATION POLICY, for full policy on cell phones consult E-225 CELLULAR TELEPHONE POLICY

STUDENT HEALTH and INJURY

- All students must meet the same requirements as employees. Students are also required to meet the same Employee Health requirements as employed personnel specific to the jobs they will be doing or the units in which they will be working. Immunization and testing services may be provided to students for a fee.
- Students and faculty are encouraged to be familiar with their program policies on injury. Students may obtain treatment in the Emergency Department at their own or school's expense. Students should have health-care insurance coverage for any evaluation or treatment.

PATIENT SAFETY

National Patient Safety Goals

The following safety goals apply throughout the Bronson System

2018 National Patient Safety Goals

- Goal 1 – Identify patients correctly:
 - Use at least two patient identifiers, name and birthdate, when providing care, treatment, and services
 - Label containers for specimens in presence of patients.
 - Make sure correct patients get the correct blood when receiving blood transfusions

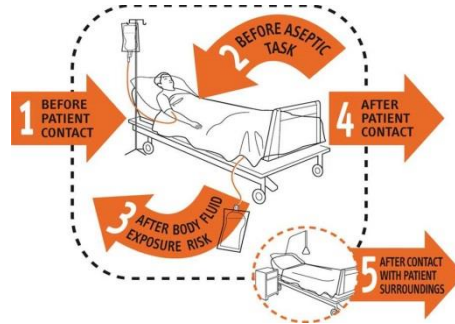
- Goal 2 – Improve staff communication: Reporting of critical results.
 - Get critical test results to the right staff person on time. Verbal communication only. Keep your nurse and/or preceptor informed about your patient so communication with other members of the team can be timely.
 - At BMH, BBC, BLH critical results must be relayed to the provider within 60 minutes.
 - At BSH Critical results to be relayed to the provider within 30 minutes.
 - Exception: glucose less than 40 and Hemoglobin ≤ 6 must be relayed within 30 minutes after results.

- Goal 3 – Use medicines safely: Improve the safety of using medications.
 - Label all medicines/solutions on and off the sterile field.
 - Include medication name, strength, quantity, diluent, volume, expiration date when not used within 24 hours and expiration time when expiration occurs in less than 24 hours.
 - Verify verbally and visually by two qualified individuals when the person preparing the medication is not the person administering the medication.
 - Medications or solutions found unlabeled are discarded immediately.
 - Remove all labeled containers on the sterile field and discard their contents at the conclusion of the procedure.
 - Education for anticoagulation therapy is provided to the patient and their family on:
 - Drug and food interactions
 - Importance of compliance
 - Side effects and potential adverse drug reactions
 - Importance of follow-up monitoring after discharge from the hospital
 - When to notify the physician if problems occur
 - Record and communicate information about patient's medicines (medication reconciliation) at admission, change in level of care and discharge.
 - Educate patients on the purpose and side effects of all medications they receive.

Nursing Students cannot pass medications independently, however we want students to have medication experience. Decide with your instructor and preceptor how you can be part of the process.

- Goal 6 – Reduce the harm associated with clinical alarm systems.
 - Make improvements to ensure alarms are heard and responded to on time. Alarms are present to guard patient safety. Use alarms safely by checking on the patient when you hear an alarm and not silencing an alarm if you don't know how to manage the issue.

- Goal 7 – Prevent infection: Reduce the risk of health care-associated infections.
 - Comply with the current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines. Follow Bronson’s policies on infection prevention measures. Our practice is to use hand washing with soap/water or alcohol based gel EVERY time you enter and exit a patient room or care environment (even if you don’t plan to touch anything.) In addition the World Health Organization (WHO) has identified 5 moments for hand hygiene.



- Prevent health care associated infections due to multiple drug resistant organisms(MDRO)
 - Isolation precautions for all patients with history of MDRO, patients with current infection, and patients with admission surveillance pending.
 - Educate patients and families on MDROs and precautions.
 - Equipment dedicated when possible or disinfected between patients.
 - Electronic alert system in place to identify MDRO history.
- Prevent central line-associated bloodstream infections: follow central line insertion and care bundle measures
 - Checklist for insertion practices are in place
 - Central line insertion kits are used for insertion
 - Maximum sterile precautions used for line insertion
 - Optimal site selection/use of PICC when appropriate
 - Avoid femoral line placement if possible
 - Daily assessment of continued need for the line
 - Process monitoring of all of the above (and more)
 - Chlorhexidine at insertion site; dressing changed per CDC guidelines
- Prevent surgical site infections
 - Approved skin prep
 - Prophylactic pre-operative antibiotic within an hour of incision on selected cases
 - Re-dose of antibiotic for cases lasting longer than 4 hours for Cefazolin and 6 hours for Clindamycin
 - Post discharge surveillance conducted for targeted populations
- Prevent indwelling catheter associates urinary tract infections (CAUTI)
 - Educate staff and licensed independent practitioners about CAUTI and infection prevention.
 - Educate patients about CAUTI and symptoms of urinary tract infection (UTI).
 - Insert urinary catheter with aseptic technique and limit use and duration.
 - Manage catheter by securing for unobstructed flow, maintain sterility.
- Goal 9 – Prevent residents from falling (Nursing Care Center/Home Care):
 - Assess all patients for fall risk and initiate fall precautions based upon the assessment

- Goal 14 – Prevent bed sore (Nursing Care Center):
 - Assess patients risk for skin breakdown and initiate precautions based upon assessment

- Goal 15 – Identify patient safety risks:
 - Identify patients at risk for suicide (hospital)
 - Doing a risk assessment and addressing immediate safety needs, making referrals, and providing a safe environment are important measures. Work to ensure procedures are followed and patients are kept safe.
 - Educate family on providing a safe environment
 - Observation by a staff member at all times.
 - Prior to discharge, referral information and appropriate crisis hotline contact numbers provided.
 - Identify any risks for patients who are getting oxygen (Home Care). Complete a risk assessment for those patients getting oxygen and initiate precautions based upon assessment

- Universal Protocol 1 – Prevent mistakes in surgery: Ensure the correct surgery is done on the correct patient at the correct place on their body. This applies to bedside procedures as well as in the procedural areas.
 - Conduct a pre-procedure verification process at the time the surgery/procedure is scheduled, at the time of admission or entry into the facility, and before the patient leaves the preoperative area or enters the procedure/surgical room.
 - Mark the place on the body where the surgery is to be done
 - Conduct a “Time-out” a pause before the surgery to make sure a mistake is not being made.

There are other goals not listed. A full list can be viewed on The Joint Commission website.

CODE BLUE: If you identify a CODE BLUE or near CODE BLUE situation:

Bronson Methodist	Bronson Battle Creek	Bronson Lakeview
Policy: PCS G-11 Code Blue, Rapid Response, Massive Transfusion and EMS Response To Bronson Campus Emergencies Procedure	Policy: TX-036 Code Blue Response-BBC Main Campus	Policy: BLH NA-129 Code Blue Bronson Lakeview Campus Emergencies Procedure
<ul style="list-style-type: none"> Dial 1-2-3 on any phone State: “(Adult or Pediatric) Code Blue, (Full name of unit, not the abbreviation), (specific) floor, (North or South) Pavilion, Room _____” Start CPR Identify the location of the crash carts and face barriers. 	<ul style="list-style-type: none"> Dial 5-2-2-2 State: “(Adult or Pediatric) Code Blue, (Full name of unit, not the abbreviation), (specific) floor, Room _____” Start CPR Identify the location of the crash carts and face barriers. 	<ul style="list-style-type: none"> Dial 7-7-0 or press the <i>Code Blue</i> button on the wall in the patient’s room. State: “(Adult or Pediatric) Code Blue, (Full name of unit, not the abbreviation), (specific) floor, Room _____” Start CPR Identify the location of the crash carts and face barriers.

RAPID RESPONSE TEAM: The RRT provides prompt attention to patients in emergently declining or adverse medical situations. The goal of the team is to:

- Provide early intervention in order to reduce cardiac and/or respiratory arrest
- Reduce and or effect more timely transfers to higher levels of care
- Reduce patient mortality
- Issues that might lead to RRT intervention:

Airway	Neurological	Circulation	Other
<ul style="list-style-type: none"> New onset difficulty breathing RR < 8 or > 30 New pulse oximetry < 88% unless patient is known to have chronic hypoxemia 	<ul style="list-style-type: none"> Sudden decrease in LOC Repeated or prolonged seizures Sudden loss of movement or weakness of face, arm, or leg Evidence of stroke Unexplained agitation for more than 10 minutes 	<ul style="list-style-type: none"> Pulse < 40 or > 140 Change in cardiac rhythm SBP < 90 mmhg Complaint of non-traumatic chest pain Color change of the patient (pale, dusky, gray or blue) 	<ul style="list-style-type: none"> Patient with CIWA > 15 Any patient the RN or provider is concerned about Administration of IV ACLS/cardiac medications Staff and visitor concerns

Bronson Methodist	Bronson Battle Creek
Policy: Nursing W-25 Communication In Emergent And Adverse Patient Events Guideline (Adult Inpatient)	Policy: TX-088 Rapid Response Team
<ul style="list-style-type: none"> For urgent concerns, call 1-2-3 and ask for the rapid response team; give a call back number and location. For non-urgent concerns/questions, locate rapid response team schedule on Smart Web and page directly. 	<ul style="list-style-type: none"> Dial 5-4-4-4 to contact the team. Inform the team of the need for the consultation and location of the patient. Identify if a pediatric or adult patient. Provide the team with patient history, recent VS and Lab results, significant changes, telemetry strip if available. Remain with the patient.

COLOR CODED PATIENT ALERT NAME BANDS

Certain name bands alert all health care providers to special care needs of certain patients. Wrist bands that support social cause should not be on patients while they are in the hospital. Become familiar with any color coded bands that the patient has and what that means.

BEDSIDE HANDOVER/PURPOSEFUL/TEMP ROUNDING

Literature has shown that two of the best ways to increase patient safety and satisfaction is through the use of bedside handovers and purposeful or “TEMP” rounding. Various units at Bronson have been in the process of implementing these two practices for about a year.

- Bedside handovers are moving from a “meet & greet” style to a complete report at the bedside. Including the patient in their care increases satisfaction and safety.
- TEMP rounding decreases falls and call light volume. Staff round on patients each hour offering Toileting opportunities, survey the Environment for call light, phone, water in reach, room tidy, alarms on. Movement: ambulation, up to chair, turn in bed, etc. and Pain assessment. All staff, including students can TEMP round. In PEDS the 4P model is used: Pain, Potty, Positioning, Pumps.

FALL RISK

Patients can be at risk for falls. Although all patients are screened for falls, sometimes a patient doesn’t meet the criteria for Fall Precautions, but still can be at risk. If you are concerned please ask the nurse to re-assess the patients fall risk and discuss with the team potential interventions to minimize the risk.

SAFETY SURVEILLANCE

At Bronson Safety Surveillance is provided for patients who require close observation because they are exhibiting harmful or potentially harmful behaviors. Surveillance may be provided by the use of safety monitoring cameras or by a sitter.

- If safety camera is in use signage should be clearly visible and use is documented in EPIC. A light will be green on the ceiling mounted camera.
- Camera may be turned off by caregiver while patient is under nursing staff surveillance for procedures or interventions that require privacy such as toileting, bathing, dressing changes, or invasive bedside procedures. The nurse responsible for the patient should be consulted if care requires the camera to be turned off.
- Communication must occur between caregivers and monitor techs when a patient is taken off the floor for testing and when they have returned; or when the camera is turned off and on again for bedside procedures.
- Sitters are now titled Patient Safety Assistants. They can help with simple tasks (toileting, walking or cutting patients food) as determined by the nursing staff.
- Patient safety assistants (PSA’s) should receive a patient updated/handoff of potential safety concerns from the bedside nurse.
- Documentation should reflect ongoing patient behaviors requiring surveillance. Bedside nurse will document observed behaviors and those reported by the monitor tech. Techs call the floors at 0400 and 1400 to update staff of interventions used during the shift.

INFECTION PREVENTION

Hand hygiene is a core element of patient safety and the prevention of healthcare associated infections. Follow good practices at all times. In addition take care when handling potentially infective material such as equipment, laundry and any contaminated material. Personal protective equipment gives protection against the transmission of infections from patient to patient or patient to worker or worker to patient. Follow acceptable standards.

- Standard precautions apply to blood, body fluids, secretions, excretions, non-intact skin and mucous membranes
- Transmission-based precautions include added measures to protect both patients and workers from infections. They include airborne, contact and droplet precautions.

Become familiar with the key elements of infection prevention and wash your hands frequently, use good workplace practices, follow standard precautions, and wear the protective equipment indicated by patient needs. These are posted outside patient's room. Refer to the policies for details related to the personal protective equipment before caring for patients in any transmission based precaution situation.

Additional Bronson related information that can be useful to you while you are here are on the following pages.

Again, welcome to Bronson, we hope you find your experience here valuable and an asset to achieving your goals.

ADDENDUM 1**PATIENT RIGHTS AND RESPONSIBILITIES:**

The following information is given to patients about their rights and responsibilities. As a student at Bronson it is expected that you would also comply with them. If you have reason to believe patient's rights are violated or become aware of a patient's belief that their rights have been violated, you can speak to an instructor, unit management or the contact information at the bottom of the page.

Bronson respects the rights and human dignity of each patient. We are committed to making your experience at Bronson as positive as possible.

As a Bronson patient, you have the right to:

- information you can understand
- dignified, respectful, personal care
- reasonable response to your requests
- pain relief
- agree to or refuse treatment
- be told the risks of treatment
- be told what will happen if you refuse treatment
- personal privacy and confidentiality of your medical treatment and medical records
- be informed of any research or educational projects affecting your care or treatment

Ask staff for more information on patient rights and responsibilities. The information may also be found in Bronson's Patient & Family Guide, in framed documents at each entrance, and online at bronsonhealth.com.

Concerns about Patient Care and Safety

We want to hear your concerns. Please speak with your doctor or nurse. If you are not comfortable, the Patient Relations department can help. The Ethics Committee also helps patients and their families with hard choices.

ADDENDUM 2**DESIRABLE AND DISRUPTIVE CONDUCT**

Bronson strives to create a culture of safety. A professional work environment is crucial. It supports excellent communication in an environment free from fear and/or intimidation. Bronson will not permit or tolerate any disruptive conduct. Each allegation of disruptive conduct will be promptly investigated in accordance with applicable Human Resource policies.

To assist in identifying each type of conduct, the following examples are provided:

Good/desirable behavior examples:

- Treat others with respect, courtesy and dignity
- Conduct reflects a professional manner
- Responses to requests from patients, staff and leaders is timely
- Responses to pages is timely
- Encourages clear communication and utilizes tools that are implemented to improve communication and handoffs
- Report medical errors and opportunities to improve safety as soon as they are recognized.
- Participate in process improvement opportunities (example: RCA, FMEA)
- Respect patient autonomy and confidentiality
- Respect patient rights
- Follow hospital policies
- Refrain from bad/disruptive behaviors.

Bad/disruptive behavior examples:

- Profanity or disrespectful language
- Insulting comments that go beyond the bounds of professional comment
- Uncooperative or defiant approach to problems
- Throwing objects
- Refusal to complete a task or carry out duties
- Racial, ethnic or socioeconomic slurs
- Seductive, aggressive or assaulting behaviors
- Bullying or demeaning behavior
- Name-calling
- Raising voice, yelling or shouting in a hostile manner
- Disruption of meetings
- Inappropriate comments or illustrations placed in the medical record
- Criticizing other caregivers in front of patients, family members, or other employees
- Non-constructive criticism addressed to a recipient in such a way as to intimidate, undermine confidence, belittle or impute incompetence
- Behavior that disparages or undermines confidence in the hospital or its leaders
- Public comments about care being provided to an identifiable patient or the quality of care being provided to that patient
- Inappropriate responses to patient needs or staff requests
- Blames or shames others for possible adverse outcomes

Additional information regarding good and bad behavior may be found in policies regarding atypical events, HR policies and the medical staff policies.

ADDENDUM 3**PATIENT EDUCATION/TEACH BACK/ASK ME THREE**

Patient education is a vital part of all Bronson staff and students' role. A crucial part of the process is ensuring our education has been learned. Patient education materials are available through the EMR or in other sources. Talk to staff about your patient's educational needs.

Teach Back is an evidence-based patient teaching strategy.

Teach Back

- Teach Back is simply asking your patients to repeat in ***their own words*** what they need to do in a non-shaming way.
- Teach Back is not a test of the patient, but rather of how well you explained the concept.
- Teach Back creates an opportunity for dialogue in which the provider gives information, then, asks the patient to respond and confirm understanding before adding any new information.
- Teach Back is a chance to check for understanding and, if necessary, re-teach the information.

If patient is unable to restate what was taught

- Re-phrase the information up to twice
- Consider a different teaching strategy; if verbal instruction isn't being understood perhaps utilize written material or a videotape.
- If patient continues to have difficulties teaching back what you have instructed consider having another staff member or a patient educator work with the patient on their learning needs.

When talking with patients & families **ALWAYS:**

- Use plain language
- Slow down
- Break it down into short statements
- Focus on the 2 or 3 most important concepts
- Check for understanding using Teach Back
- Ask open ended questions not Yes/No questions

Teach Back Language Examples

- I want to make sure I did a good job explaining this to you. Can you show me how you'll do this when you get home?
- If you were talking to your neighbor, what would you tell them we talked about today? I want to make sure I explained everything clearly.
- I want to be sure we have the same understanding of...
- It's my job to explain things clearly so...
- Can you tell me in your own words...?
- When you get home today what will you tell your wife you need to do each am.....with each meal.....perform.....etc.?
- As you understand it tell me about...?
- So I can be sure of myself & my instructions, please tell me how you will...
- Please tell me in your own words how/when/with what you will take your...



- Because sometimes I go too fast, I want to be sure I've given you the right message, please restate in your own words how you will...

Ask Me Three is a method to improve communication between the patient and the health-care workers. It will help the patient take better care of their health. The patient/family becomes part of the team to provide the plan for the health-care needs they have. Ask Me Three is simply a framework for patients to get the information they need to care for themselves. It helps focus on important elements of information. It is the framework for our patient education materials.

Ask Me Three Language Examples:

"At Bronson, our goal is to partner with you for your health-care needs. Before you leave Bronson it is important that you understand the answers to the three questions below. Please write down any other questions you may have for your doctor, nurse or other staff.

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?"