



This program outlines key elements of the Avita Health System’s Specific Pre-Orientation Training (SPOT) program. The following information is important in providing a safe environment for employees, visitors, physicians, students, volunteers, and contracted staff.

By utilizing this content outlined in the SPOT program, you will be able to help prevent accidents, control losses, and support the process for providing safe patient care.

The SPOT program is designed to provide an opportunity for learning via computer based training, reading and comprehension of the course content, and reinforcement by attending the next scheduled hospital orientation session.

**AVITA SPOT TRAINING**  
**SPECIFIC PRE-ORIENTATION TRAINING**  
**Welcome to Avita**  
**Health System**

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**Mission Statement**  
 The Mission of Avita Health System is to improve the health and well-being of those we serve.

**Vision Statement**  
 Avita Health System is a locally governed, patient centered, integrated health care system that is committed to providing superior medical services to North Central Ohio. Avita Health System will be the health care system and employer of choice, strategically use its resources to maximize the mission, and strive for continual quality improvement.

**Values Statement**  
**A**ccountable for our actions and attitudes.  
**V**alue patients by providing them with exceptional care and honoring their informed healthcare choices.  
**I**ntegrity by having a commitment of doing what is right.  
**T**eamwork by collaboratively working together.  
**A**cept our leadership responsibility by leading strategically and focusing our resources to maximize Avita’s mission.

**SERVICE EXCELLENCE**

**G.R.E.A.T. EMPLOYEES**  
**KEY WORDS at KEY TIMES**  
*Be G.R.E.A.T. each and every time you speak with the patient!*

GREET: Greet the patient by name and say your name each and every time you enter their room.

REMIND: Remind the patient of your role as an employee.

EXPLAIN: Explain why you are there, what you will do while there and how long it will take.

ASK: Ask the patient if they need anything else before you leave.

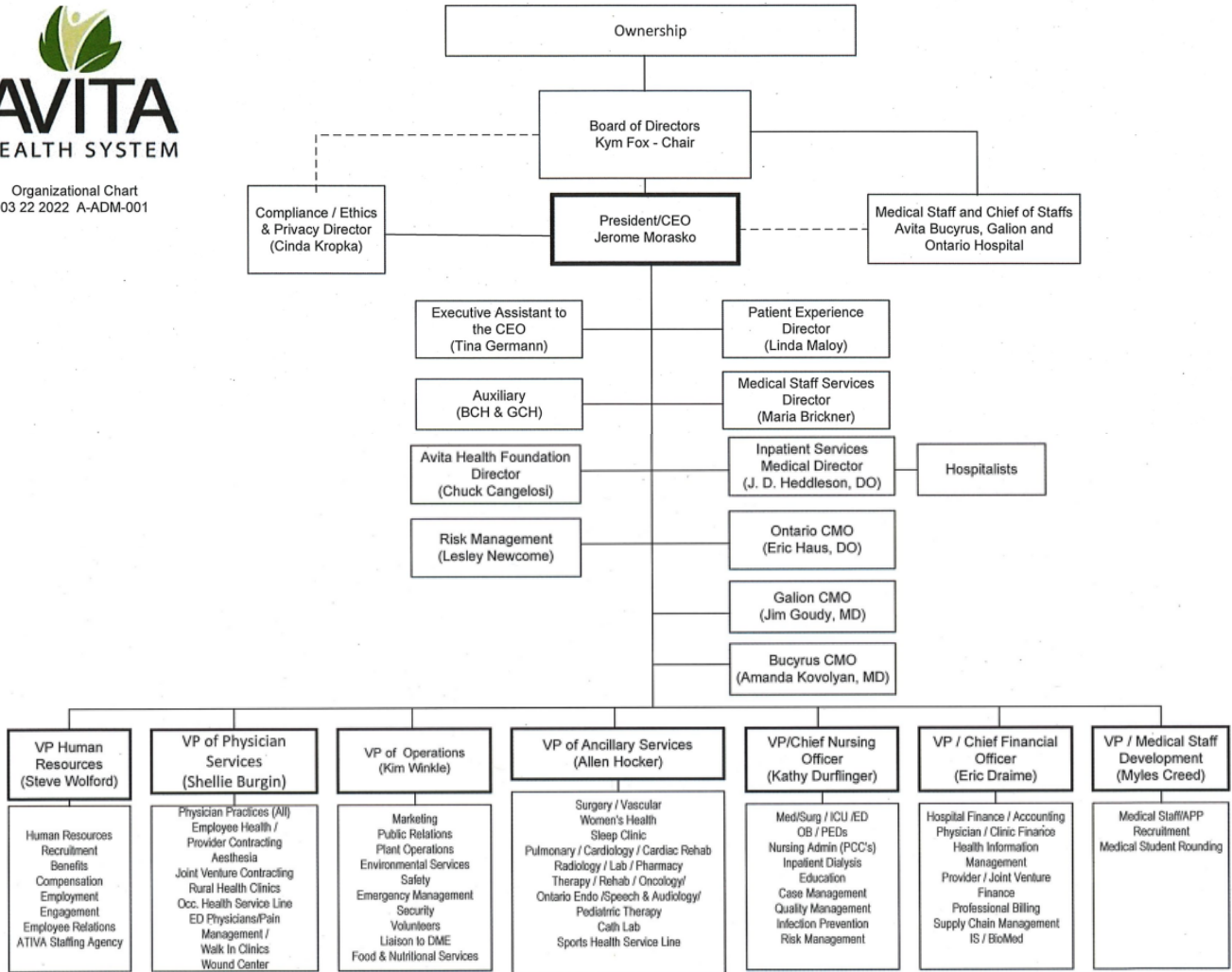
THANK: Thank the patient for choosing this hospital.

**Avita Health System Service Excellence Goals:**  
*Our goal is to be the best hospital possible, So that patients can definitely recommend us. We will always treat our patients with courtesy. We will provide very good service to our patients. We will always respect patient privacy to the best of our ability. We will listen carefully to the patient’s questions and concerns, So that we may clearly explain things in a way that the patient understands.*





Organizational Chart  
03 22 2022 A-ADM-001





Jerome Morasko  
President/CEO



Kathy Durlinger  
VP/Chief Nursing  
Officer



Cinda Kropka  
Compliance/Ethics &  
Privacy Director



Steve Wolford  
VP Human Resources



Shellie Burgin  
VP of Physician  
Services



Kim Winkle  
VP of Corporate  
Relations &  
Operational Support



VP of Ancillary  
Services



Eric Draime  
VP/Chief Financial  
Officer



Myles Creed  
VP/Medical Staff  
Development

## Phone System / Outside line / Charge Contacts

If you are at any Hospital Campus:

Dial “9” to get an outside line.

### Charge Contacts System-Wide



BH = Patient Care Coordinator (PCC) call 33940

GH = Patient Care Coordinator (PCC) call 5658

AO = Patient Care Coordinator (PCC) call 27990

### Overhead Paging

BH = dial “83”

GH = dial “88”

AO = dial “85”

## Getting Started in HealthStream

Before you start working in your department, you will be required to complete your pre-orientation via computer based training.

You will be instructed to complete the following OSHA requirements in HealthStream:

1. Avita Policy Review
2. Personal Protective Equipment
3. Decontamination & Hazard Communication & Globally Harmonized Systems
4. Fire Safety
5. Emergency Preparedness
7. Employee Spot Packet & Quiz

The Human Resource Department will give you a password and assist you in the process to complete the courses in HealthStream. In general, your password will be the first initial of your first name and your full last name (Some exceptions apply).

You will be required to complete initial date of hire courses, 90 day courses and annual assignments in HealthStream. You can access the internal link to HealthStream by locating it on the Avita 411 intranet at the bottom of the home page.

### HealthStream System Administrator:

**Misty Cole**

**Ext. 33750 BCH**

### Ellucid Policy Manager— Where do I find policies or forms?

If you would like to access a policy, procedure, form or competency quickly, click Access the Avita 411 page. On the right side of the page you will see Ellucid Policy Manager.



# Avita Health System Emergency Codes

## How do I Activate a Code

- Within the Avita Hospitals staff will call 2222
  - **Ascom Blue Phones: Hold down the “2” button**
- Off-Campus, verbally activate the code within the office and call 911, (if necessary). **You MUST dial a 9 to get an outside line when dialing 911 (9911)**

## Emergency Codes

<b>R – RESCUE</b>	<b>P – PULL THE PIN</b>
<b>A – ALARM</b>	<b>A – AIM THE NOZZLE</b>
<b>C – CONTAIN</b>	<b>S – SQUEEZE THE TRIGGER</b>
<b>E – EVACUATE</b>	<b>S – SWEEP OVER THE BASE OF THE FLAMES</b>



Code ADAM – Missing Child
Code Red - Fire
Code Gray – Tornado Watch/Warning
Code Blue – Adult Medical
Code Pink – Child Medical
Code Crimson – Postpartum Hemorrhage
Code Black – Bomb Threat
Code Violet – Violent Behavior
Code Silver – Weapon/Hostage
Code Brown – Lost or wandering Adult
Code Orange – Hazardous Spill
Code Yellow – Internal/External Disaster
Code Travel - Evacuation
Lockdown – Facility Lockdown
All clear – End of Code
STEMI ALERT
STROKE ALERT
OB C-SECTION STAT ALERT
RRT – Rapid Response Team

**PLEASE ASK YOUR  
MANAGER OR  
SUPERVISOR TO  
EXPLAIN YOUR ROLE  
AND EXPECTED  
RESPONSE WHEN A CODE  
IS ACTIVATED!**

**If you have additional  
questions, contact  
Security Director  
@ 5670 or  
cadler@avitahs.org**

## Security

**Ontario Hospital:** Security Officers are available 24 hours a day and can be reached by calling extension 27867 (2STOP) or dial 2222 for any emergency. To reach security, call the Operator and they will radio the Security Officer directly or overhead page. For any non-emergency, security can be reached by phone or by dialing 0 for the operator. If Security Personnel are unavailable or are assisting others, Plant Operation employees are available daily at Ontario Hospitals from 5:30 a.m. to 7:00 p.m. to assist individuals and/or contact law enforcement, if necessary.

**Galion Hospital:** Security Officers are available 24 hours a day and can be reached by calling extension 2598 or dial 2222 for any emergency. To reach security, call the Operator and they will radio the Security Officer directly or overhead page. For any non-emergency, security can be reached by phone or by dialing 0 for the operator. If Security Personnel are unavailable or are assisting others, Plant Operation employees are available daily at Galion Hospitals from 5:30 a.m. to 7:00 p.m. to assist individuals and/or contact law enforcement, if necessary.

**Bucyrus Hospital:** Security Officers are available 24 hours a day and can be reached by calling extension 39821 or dial 2222 for any emergency. To reach security, call the Operator and they will radio the Security Officer directly or overhead page. For any non-emergency, security can be reached by phone or by dialing 0 for the operator. If Security Personnel are unavailable or are assisting others, Plant Operation employees are available daily at Bucyrus Hospitals from 5:30 a.m. to 7:00 p.m. to assist individuals and/or contact law enforcement, if necessary.

### TIPS FOR SECURITY:

1. Always wear your ID badge above the waist with picture side out.
2. Ask for an escort by Security or Plant Operations if you are fearful of walking to your vehicle.
3. Keep the doors of your car locked with windows up.
4. Keep your valuables in your car out of sight.
5. Keep yourself and others safe by being aware of your surroundings at all times.  
“If you see something say something”, anything suspicious should be reported to security immediately.

### The A.L.I.C.E. Model

**A** = Alert as many people as quickly as possible!

**L** = Lockdown and barricade the door!

**I** = Inform as many people as you can where the shooter is! Text, overhead announcements, radios, portable phones

**C** = Counter: This is an absolute **LAST RESORT!** Don't be a sitting target... move around, make noise, and throw things to distract the shooter, use body weight and gravity to gain control. Most importantly, should you remove the weapon from the shooter, place it in a garbage can or box... the last thing you want is Law Enforcement to mistake you for the shooter!

**E** = Evacuate: Know secondary exits and familiarize yourself with stairwells

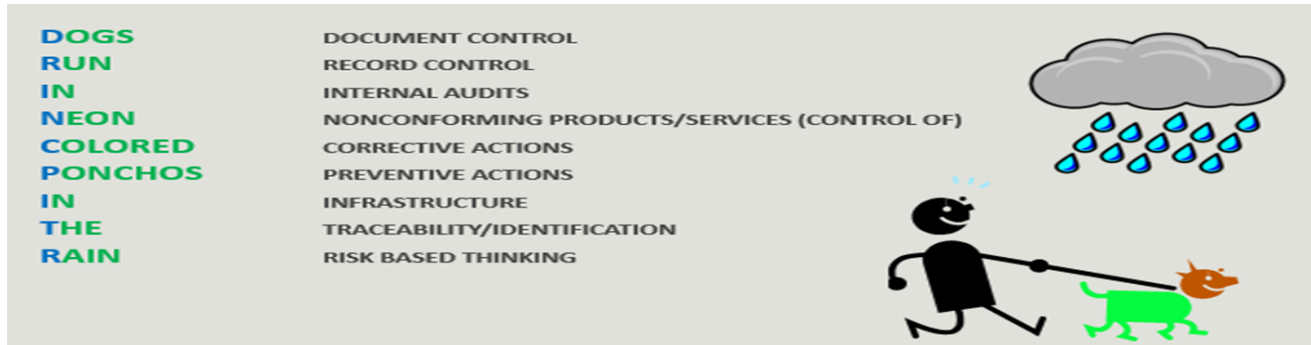
### Avita's Zero Tolerance for Workplace Violence

The Avita Health System has a Zero Tolerance policy for Workplace Violence (WPV), which is any event that challenges your physical and/or psychological safety and well-being. This policy identifies that patient and visitor violence toward physicians, staff, and volunteers will not be tolerated. Please know that a full time Security Department is available for response and assistance with any act of verbal harassment, physical violence and threats of physical violence, substantiated intimidation or other threatening, disruptive behavior that occurs on Hospital property. Avita is also equipped with a Behavior Intervention Team that meets monthly to discuss and develop ongoing strategies for intervention, management and prevention of violence or potentially violent events. Please take a moment to familiarize yourself with the Avita Zero Tolerance policy put into place to provide you with a safe and secure environment through the prevention and control of workplace violence.

## ISO 9001 Quality Management System

1. Our health system accreditation body, DNV GL-Healthcare, requires that our facilities be compliant with ISO 9001.
2. ISO 9001 is a quality management system. Simply put, it provides requirements that can be used to effectively develop a successful business, maintain it, and improve it. ISO 9001:2015 is the current ISO 9001 standard.
3. ISO 9001 is used to define standards, monitor performance, and seek opportunities for continual improvement.
4. ISO 9001 is heavily rooted in processes. It is especially useful to identify variability or instability in processes so that we can improve them and make them consistent. Control, consistency, continual improvement.
5. ISO 9001 provides a solid basis and roadmap for achieving compliance with the many requirements that healthcare facilities must meet, like those from DNV GL, federal and state regulations.
6. You can remember some of the major requirements from ISO 9001 by remembering this:

**Dogs Run In Neon Colored Ponchos In The Rain.**



### Documentation Reminder...

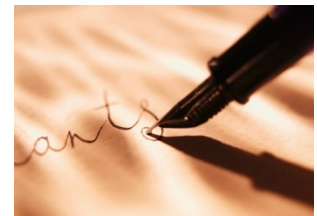
It is important to note that all entries in the patient's medical record must be complete, accurate, legible and timely in order to be available to the physician and the other care providers.

#### Documentation should:

- Contain clinically pertinent assessments
- Include responses to prescribed medications and treatments
- Reflect care and treatment that meets the professional standard of care
- Reflect planning and communication between providers
- Include patient/family education and their response
- Address pertinent interactions with the patient/family
- Contain proper grammar and spelling
- Be dated, timed and authenticated
- Contain evidence of informed consent/informed refusal

#### Documentation should NOT:

- Contain unapproved abbreviations
- Include derogatory comments about the patient/physicians
- Have time delays or unexplained gaps in time
- Contradictions/inconsistencies between providers
- Refer to an incident report in the medical record



### RISK MANAGEMENT



Avita Health System promotes a non-punitive environment for reporting of events. AHS recognizes if we are to succeed in creating a safe environment for our patients and visitors, we must create an environment in which it is safe for caregivers to report and learn from events and great catches. Event reporting assists in quality improvement of systems/processes that increase patient safety. All untoward events, medication errors, falls, and near miss events should be reported immediately and documented in Datix. The event reporting link is found on the Avita411 Page under the Risk Management section or the Icon (like the picture to the left) can also be found on any Avita Health System Desktop or terminal.

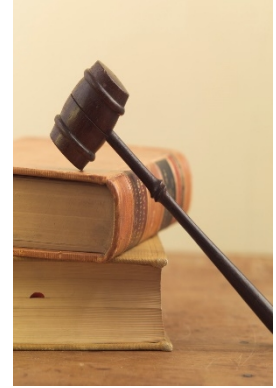
## HIPAA Privacy Rule

HIPAA laws require that certain types of patient information be protected. Protected Health Information (PHI) is any information that can be used to identify a patient or access a patient's medical information. Examples of PHI include the following: patient's name, birth date, social security number, and medical record number. PHI is any information, whether spoken, electronic, or written, that relates to the past, present, or future physical or mental condition of an individual.

Disclosures of patient information require an authorization unless the disclosure is for treatment, payment, or healthcare operations purposes. The Avita Health System's privacy golden rule is: "What you learn here stays here." Stop and ask yourself, "How do I know what I know?" If it is due to your employment with AHS you are not at liberty to share this information without the patient's consent.

### What you can do...

- Access only the minimum necessary amount of PHI needed to perform your job.
- Use patient information only for the task at hand.
- Disclose only the PHI that allows the person to perform his or her job function.
- Be sensitive to the surroundings in which PHI is shared.
- Refrain from discussing PHI in public areas or elevators.
- PHI is not to be removed from the hospital without proper authorization.



Cinda M. Kropka, MHA  
Compliance/  
Ethics Privacy  
Director

## Corporate Compliance

Corporate Compliance ensures that Avita Health System complies with all the rules and regulations that are applicable to it, and include the following areas:

- Sexual Harassment
- False Claims Act
- Mail and wire fraud statute
- HIPAA
- Other State Government Regulations
- Conflicts of interest
- Anti-Kickback Statute
- Patient anti-dumping/Emergency Medical Treatment and Active Labor Act (EMTALA)
- Other 3<sup>rd</sup> Party Payers
- Billing and coding practices
- Stark Act/Ethics in Referrals Act
- Other Federal Government regulations

**The Compliance Officer**-The individual responsible for overseeing and carrying out compliance program activities and working with and educating staff.

**Everyone**-It is the duty of every staff member to report a compliance problem or possible compliance problems.

There is NO penalty for reporting a compliance problem

Compliance Hotline- 419-468-0614



## Safety Management

AHS is committed to providing a safe work environment. Working safely in a hospital is more than a matter of watching out for back injuries, needle sticks, spread of infection, and exposure to hazardous materials. It's about creating an attitude and creating awareness of safe and unsafe conditions and behavior. This means being alert and vigilant for any potential accidents before they happen. Safety is **EVERYONE'S** responsibility!

Each department can access Policy and Procedure Manuals, online forms, contact directories, research & education, and department resources on the intranet called the Avita 411 page.

AHS Safety Officer-Ext. 5670  
AHS Patient Safety Officer-Ext. 5693

## Patient Safety

Patient safety is our TOP priority and YOU are the key!

Every team member plays an important role in ensuring a safe environment. After all, you are the experts in the field. You can identify policies, procedures, and practices that can create safe conditions for our patient's wellbeing.

It is everyone's responsibility to **IDENTIFY** potential hazards, **REPORT** unusual or unsafe situations or unexpected outcomes, **MANAGE** situations where an adverse event occurs, and **PREVENT** it from reoccurring.

### Reporting Unsafe Medical Devices T.R.A.C.K.

The Safe Medical Device Act of 1990 requires manufacturers and healthcare facilities to report medical device problems that cause a serious injury, illness, or death, to the FDA.

#### **T.R.A.C.K.**

Is an easy way to remember what to do in the event of a medical device failure.

**T** = Tag the failed device with a note that says "Do NOT use-not working"

**R** = Remove it from service and place in a secure area.

**A** = Acquire a replacement with a piece of equipment that functions properly.

**C** = Contact appropriate personnel such as: manager, supervisor, Biomed, Risk Management, or Administration.

**K** = Keep documentation/disposables and note any error codes or messages before shutting off the device.

Lastly, complete an event report.

**Remember, the safety of patients, visitors, and fellow employees is the responsibility of all Avita Health System Employees!**

## Hazardous Materials / Communication

It is extremely important to be aware of chemical hazards in your workplace. The “Right to Know” law: *Access to information about hazardous and toxic substances act*, gives the employees a way to learn about chemical hazards in the workplace and how to work safely with these materials.

To help ensure your safety and others, you should learn to identify hazardous materials and the precautions that need to be taken with them.

Safety Data Sheets (SDS) are required for each chemical in your work area. They contain more detail than what is included on the label. The SDA sheets will also tell you the following information:

- \*Lists common chemical names
- \*Hazardous ingredient (s)
- \*Chemical / physical properties
- \*Explosive / fire information
- \*Other chemicals that react when in contact with
- \*Health hazards
- \*Directions for safe handling, use, and storage
- \*What types of Personal Protective Equipment (PPE) is required while using
- \*First-aid and emergency response procedures



MSDS/SDS Sheets are located within a link on the Avita411 intranet on the home page.

## Workwell Program: Avita Health System

Assisting employees to get back to work following a work-related injury or illness is a priority at Avita Health System.

Avita is committed to:

- \*Providing First Aid care to Avita employees with a minor, non-urgent work related injury or illness
- \*Providing First Report of Injury care to Avita employees with a serious or life-threatening work related injury or illness
- \*Facilitating follow-up care in a safe and effective manner
- \*In the event of a serious or life-threatening injury, the employee should notify their supervisor/manager immediately and report directly to the Emergency Department.

If the injury is minor, call the WorkWell office for further instructions.

Avita WorkWell Ontario  
715 Richland Mall Suite L  
Mansfield, OH 44906  
Phone: 419-709-8667  
Hours: Mon-Fri 7:00 am-4:30 pm  
Full Service

Avita WorkWell Galion  
800 Portland Way North  
Galion, OH 44833  
Phone: 419-468-0630  
Hours: Mon-Fri 8:00 am-4:30 pm  
Drug/Alcohol/Therapy

Avita WorkWell Bucyrus  
959 Hopley Avenue  
Bucyrus, OH 44820  
Phone: 419-563-9847  
Hours: Mon-Fri 8:00 am-4:30 pm  
Full Service

## Infection Prevention

Every hospital employee is responsible for infection control. Protect yourself and others by practicing these basic measures.

1. Wash hands often and appropriately.
2. Always cover coughs and sneezes by doing so into your elbow.
3. Do not touch your own eyes, nose, or mouth except with freshly washed hands.
4. Stay home from work if you have a contagious illness such as the flu or the start of a cold.

5. Wash hands with soap and water for 15-20 seconds.

6. Use alcohol based hand wash by rubbing your hands until dry.

### When to wash your hands...

- \*Before starting work
- \*When hands are soiled
- \*Entering and exiting patient rooms
- \*Between patients
- \*After removing gloves
- \*Before and after eating
- \*After blowing nose or coughing
- \*After using the restroom
- \*Before going home

OSHA states that eating, drinking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a likelihood of exposure to blood or other potentially infectious materials.



**Hand hygiene: the most important measure to prevent the spread of infection!**

## Personal Protective Equipment (PPE)

PPE is available for your protection and safety. The PPE is provided at no cost and in various sizes. PPE is designed to not permit blood or other potentially infectious material from reaching or passing through an employee's clothing, skin, or mucous membranes.

PPE is located in each department that would require usage. Additional equipment can be requested from the Supply Purchasing Distribution (SPD).

All PPE should be removed immediately upon leaving the work area and placed in an appropriately designated area or container for storage, washing, decontamination, or disposal.

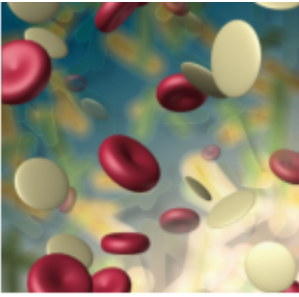
### Gloves must be worn when:

- \*Come in contact with blood or other potentially infectious material with their hands, mucous membranes, or to the non-intact skin.
- \*Performing vascular access procedures.
- \*Handling or touching contaminated items or surfaces.
- \*Occupational exposure is reasonably anticipated.

**Examples of PPE:  
gloves, masks,  
gowns, face shields,  
goggles.**

**Follow established job procedures if you work in a job where contact with blood or potentially contaminated fluids or materials are possible.**

## Bloodborne Pathogens (BBP)



At Avita Health System, we are expected to protect ourselves from other people's germs, blood and body fluids by:

[Standard Precautions](#)

[Bloodborne Precautions](#)

It is the intent of AHS to reduce or eliminate the risk of exposure and transmission of bloodborne pathogens in the workplace. This is done by staff education, observation of standard precautions, implementations of work practice controls, use of PPE, vaccination, and post-exposure follow-up.

You must make sure to handle contaminated or potentially contaminated waste according to procedure to ensure that it is properly identified (i.e. Bio-Hazard label or red bag).

BBP are infectious microorganisms present in blood that can cause disease in humans. These pathogens include but are not limited to: hepatitis B (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV).

## BBP: Avita Workplace Practice Controls

The three most common bloodborne pathogens (BBPs) are human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV).

Proper hand hygiene

Not recapping needles

Dispose of contaminated needles/sharps immediately

Proper disposal/removal of full Sharps containers

No eating, drinking, applying cosmetics, handling contact lenses in areas where there is reasonable likelihood of occupational exposure to potentially infectious material

Food storage in restricted areas

Inspect equipment and clean properly after use

Follow Standard Precautions (protecting self from other people's germs)

\*Standard Precautions are an approach to infection prevention. According to the concept of Universal Precautions, all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens.

[\*\*\\*See the AHS policy and procedure for BBP located on the Avita411 Intranet\\*\*\*](#)

## OSHA Requirement Standards by Employers



\*AHS exposure control plan that is updated annually.

\*Implement the use of universal precautions.

\*Identify and use engineering controls (i.e. Sharps Containers).

\*Identify work practice controls (i.e. disposal of contaminated laundry).

\*Provide PPE at no cost (i.e. gloves, eye protection, gowns).

\*Make hepatitis B vaccinations available to all workers with occupational exposure.

\*Post-exposure evaluation plan and follow-up to any exposure (WorkWell).

\*Use labels and signs to communicate hazards (i.e. red bio-hazard labels).

\*Provide education to employees (i.e. Healthstream, SPOT, as needed).

\*Maintain medical and training records.

## What do I do if I have an exposure to BBP?

### Examples of Exposures...

- \*Human bites
- \*Body fluid (spit, urine, semen, vaginal secretions)
- \*Vomit
- \*Needle sticks or cuts with a sharp object
- \*Cuts
- \*Other unusual exposure

### What do I do if I am exposed?

Wash exposed area immediately

Report to supervisor/manager

Report to ED, No Matter What

Post exposure prophylaxis will be given until laboratory results have been obtained on the source and prophylaxis may be modified or discontinued as appropriate

Fill out event / incident report



## What can I do to lower my risk of Occupational Exposure?

1. **Always** wear gloves when handling blood or body fluids.
2. **Empty** sharps containers when they are 2/3 full and never let them get full.
3. **Never** recap needles or place used needles on beds, on bed stands or in the mattress of a patient.
4. **Always** use needle safety devices.
5. **Take** your time and always be aware of what you are doing.
6. **Store** food in restricted areas for staff only.
7. **Inspect** equipment and clean properly after each use.
8. **Always** follow the standard precaution rule
9. **Complete** annual assignments in HealthStream for education.
10. **Always** wear appropriate face and eye protection for the task at hand.











Prevention starts with you!




According to the US Dept. of Labor, each year about 8,700 health care workers are infected with hepatitis B virus and 200 die from contracting it at work.

# Pharmaceutical Waste Compliance Program

Always wear appropriate Personal Protective Equipment (PPE) when working with all patients!

Waste Type	Container Type	Sharps Permitted	Disposal Container	Location	Definition
Regular Trash		Non- Sharps	Black or Clear Bag	All	<ul style="list-style-type: none"> <li>• Empty containers of non-hazardous drugs that are NOT saturated with blood or bodily fluids</li> <li>• Empty IV bags,</li> <li>• Used medication tubing,</li> <li>• Empty medication vials, or</li> <li>• Vials which contain only non-hazardous trace waste or overflow</li> </ul>
Infectious Waste		Non- Sharps	Red Bag	Patient Care Units	<ul style="list-style-type: none"> <li>• Rarely used for drug waste</li> <li>• Non-hazardous drug waste that is contaminated with blood, bodily fluid or other potentially infectious material that would release the blood, bodily fluid or other potentially infectious material, if compressed</li> </ul> <p>Note: Empty IV solution bags and tubing should NOT be placed in red bags unless saturated with blood or bodily fluids</p>
Sharps Infectious or Non- Hazardous Waste		<b>Sharps</b>	Red Bin	All	<ul style="list-style-type: none"> <li>• Syringes with needles, sharps, broken vials or broken ampules that are <u>EMPTY</u> or contain <u>non-hazardous drugs</u></li> <li>• No controlled substances</li> <li>• No empty drug containers or administration supplies, unless sharp.</li> </ul> <p>Note: Glass vials (unless broken) are not considered sharp and should <b>NOT</b> be placed in sharps containers.</p>
Controlled Substance		Non- Sharps	Tan Bin	Medication Rooms, Procedural Areas, & Pharmacy	<ul style="list-style-type: none"> <li>• All <u>controlled substances</u> waste, including: injectables, tablets, capsules, patches, solutions, etc.</li> <li>• Can be used for Propofol.</li> <li>• Unused portions of controlled substance infusions and PCAs.</li> <li>• Do NOT place sharps, vials, ampules or other packaging into the container. Only the drug itself should be placed in the container.</li> <li>• Do not open capsules or manipulate patches when placing in the container.</li> </ul>

Waste Type	Container Type	Sharps Permitted	Disposal Container	Location	Definition
<p>Note: When placing medications in any of the BLACK waste bins - any medication that may leak, ooze, or dissolve should be placed in a Ziploc baggie before being placed in the containers. Mixing of different medications before placing in the containers should be avoided.</p> <p><u>Do NOT use a biohazard Ziploc bag for this purpose.</u> Large fines can be imposed if biohazard labeled waste is found in the bins.</p>					
Non-Hazardous Medication & Bulk Compatible Hazardous Waste		Non-Sharps	Black Bin with White Sticker	Medication Rooms, Procedural Areas, Radiology, & Pharmacy	<ul style="list-style-type: none"> <li>Any <b>bulk non-hazardous</b> drug waste (excluding overfill) where the amount of drug used is less than the volume listed on the drug label. Example, 4 mL used from a 5 mL vial.</li> <li>Any <b>bulk COMPATIBLE hazardous</b> drug waste (excluding overfill) where the amount of drug used is less than the volume listed on the drug label. Example, 4 mL used from a 5 mL vial of chemotherapy.</li> <li>Hazardous drug containers or administration supplies (IV bags, tubing, vials, syringes, IV sets) that contain more than trace waste. This would apply to medication infusions that had to be stopped and not restarted.</li> <li>PPE (e.g. gloves, gowns) that HAVE BEEN VISIBLY CONTAMINATED with a hazardous drug</li> <li>Materials used to clean up chemo or hazardous drug spills</li> <li>Non-saturating liquid and semi-liquid waste (blood, body fluid) that has been exposed to chemotherapy, chemo waste, or other hazardous drug</li> <li>Do NOT place controlled substance waste (separately listed above)</li> <li>Do NOT place incompatible hazardous waste (separately listed below)</li> </ul>
Bulk Hazardous Aerosols		Non-Sharps	Black RCRA Bin with Green Sticker	Pharmacy and Pulmonary	<ul style="list-style-type: none"> <li>Includes ONLY compressed <b>AEROSOL</b> drugs</li> <li>Medications under pressure and containing propellant gas.</li> <li>Inhaler canisters (without the plastic mouth piece) with medication remaining.</li> <li>Does NOT include powder "diskus" inhalers.</li> <li>Includes: <ul style="list-style-type: none"> <li>Inhalers: Albuterol HFA, Advair HFA</li> <li>Sprays: Cetacaine, Dermoplast, Hurracaine</li> </ul> </li> </ul>
Bulk Hazardous Oxidizers		Non-Sharps	Black RCRA Bin with Yellow Sticker	Pharmacy	<ul style="list-style-type: none"> <li>Includes ONLY bulk <b>OXIDIZING hazardous</b> drug waste (excluding overfill) where the amount of drug used is less than the volume listed on the drug label.</li> <li>Includes: <ul style="list-style-type: none"> <li>Injection: Sodium Nitrite Injection</li> <li>Topical: Carbamide Peroxide, Silver Nitrate Sticks</li> </ul> </li> </ul>
Bulk Hazardous Corrosives		Non-Sharps	Black RCRA Bin with Red SPC Sticker	Pharmacy and Procedural Areas	<ul style="list-style-type: none"> <li>Includes ONLY bulk <b>CORROSIVE hazardous</b> drug waste (excluding overfill) where the amount of drug used is less than the volume listed on the drug label.</li> <li>Includes: <ul style="list-style-type: none"> <li>Injections: Dexrazoxane, Glycopyrrolate, Multitrac</li> <li>Orals: Amantadine Solution, Hydroxyzine HCl Syrup</li> </ul> </li> </ul>

Waste Type	Container Type	Sharps Permitted	Disposal Container	Location	Definition
Bulk Hazardous Lab Pack		Non- Sharps	Black RCRA Bin with Red SPLP Sticker	Galion Pharmacy Only	<ul style="list-style-type: none"> <li>Includes ONLY bulk <b>LAB PACK</b> hazardous drug waste (excluding overflow)</li> <li>Generally considered medication chemicals.</li> <li>Place any waste generated at Bucyrus or Ontario hospitals into a Ziploc bag, mark as “pharmaceutical waste – do not use” and send to Galion Hospital pharmacy for disposal.</li> <li>Includes: <ul style="list-style-type: none"> <li>Injectables: Dexrazoxane, Doxycycline</li> <li>Solutions: Ferric Sub sulfate, Phenol (liquefied), Strong Iodine</li> <li>Spray: Ethyl Chloride</li> </ul> </li> </ul>
Bulk Sharp Hazardous Drug	N/A	<b>Sharps</b>	N/A	N/A	<ul style="list-style-type: none"> <li><u>Bulk Hazardous Drug Waste cannot be disposed of, if sharp.</u></li> <li>Broken ampules of hazardous drug will use a spill kit. The sharps will be disposed of in a yellow sharps container as trace sharps waste (see below) and the spilled bulk liquid will be disposed of in a black bin (see above).</li> </ul>
Trace Hazardous Waste & Combined Hazardous / Infectious Waste		Non- Sharps	Yellow Bag	Infusion Centers & Pharmacy	<ul style="list-style-type: none"> <li>Used for trace chemo and other hazardous drug waste</li> <li>Empty hazardous drug containers with only trace waste or overflow remaining. This usually occurs during compounding or medication preparation when the entire labeled volume has been used during preparation of a medication.</li> <li>Gloves, gowns, Ziploc bags, and other supplies used to administer hazardous drugs but NOT VISIBLY CONTAMINATED with a hazardous medication</li> <li>Saturating liquid and semi-liquid waste (blood, body fluid) that has been exposed to chemotherapy, chemo waste, or other hazardous drug</li> <li>No sharps</li> <li>No bulk chemo or hazardous drug waste</li> </ul>
Trace Sharps Hazardous Waste		<b>Sharps</b>	Yellow Bin	Patient Care Units, Infusion Centers & Pharmacy	<ul style="list-style-type: none"> <li>Used for all <b>SHARP</b> trace chemo and other hazardous drug waste</li> <li>Used for sharp and non-sharp trace hazardous drug waste in nursing units outside of the infusion centers. (See above for yellow bag waste details)</li> <li>Empty hazardous drug containers or administration supplies (IV bags, tubing, vials, and syringes) with PhaSeal pieces intact.</li> <li>Syringes with needles, sharps, broken vials or broken ampules that are empty or contain trace hazardous drugs</li> <li>Includes needles or pins used to access chemo vials or prepare hazardous medications (mainly applies to sharps used by pharmacy during compounding).</li> <li>No bulk chemo or hazardous drug waste</li> </ul>



## Interpreting Services Available

Avita Health System honors the patient's right to be informed about their health and to participate in their health care decisions. Therefore, when necessary, Avita coordinates foreign language interpretation with certified medical interpreters and coordinates sign-language interpretation for the hearing-impaired. All communication assistance for patients (or their legal designated representative) is provided at Avita's expense.

### Steps to take for Interpreting Services

1. Determine if a need is present for interpreting services.
2. **Prior to commencement of interpretation, permission must be obtained by the interpreter and documented by the healthcare giver in the patient's medical record that the patient consents to the disclosure of his or her PHI to the interpreter.**
3. A contact list of approved interpreting services for the hearing impaired or Limited English Proficiency (LEP) patient is accessible through the Avita 411 page (<http://avita411.avita.local/>).
4. When an interpreter service is needed, the Patient Care Coordinator/Manager will coordinate the phone call and billing for services. Catalyst Life Services will require an authorization and approval form for services. This form will be faxed to the department requesting the service.
5. In emergent situations, all efforts to communicate with the hearing impaired or Limited English Proficiency (LEP) patient will continue until the certified service is available.
6. After using these services, documentation is made in the medical record of the service used, the language spoken, and the interpreter's name.

### Need a Language Interpreter?

#### INTERPRETING SERVICES FOR HEARING IMPAIRED AND LIMITED ENGLISH PROFICIENCY (LEP) PATIENTS

##### For hearing impaired or deaf persons:

Catalyst Life Services (Sign Language) 419-756-1133

##### For Limited English Proficiency (LEP) persons (foreign language interpretation):

Certified Languages International (Spectracorp) 1-800-225-5254

- Use a speaker phone or an extension handset
- The operator will request a customer code. Codes are Galion/ Ontario: "GALION"  
Bucyrus: "54093"
- Request a 3-way call if needed
- The operator will connect you with an interpreter



## **Standards of Behavior**

As Leadership of Avita Health System, we believe that the success of our organization depends on creating a healthy, productive and satisfying environment for our customers and staff. Patient safety and quality of care is dependent on teamwork, communication, and a collaborative work environment. With these goals in mind, we agree to adopt a set of behavioral standards that will foster such an environment. Individually, as employees and applicants, we pledge to practice these behaviors for the benefit of our colleagues and the betterment of Avita Health System. The “Standards of Behavior” will be enforced consistently and equitably among all staff, regardless of seniority or discipline, in a positive fashion through reinforcement as well as corrective action.

### **Customer Service/Respect**

**Employees at Avita Health System will strive to create a culture that builds an environment to allow all people to feel appreciated, included and valued. This culture should be demonstrated by the employees in their daily work.**

- *I will promote confidence in Avita Health System by maintaining a professional demeanor at all times.*
- *I will go out of my way to provide exceptional service and exceed the expectations of my customers, patients and coworkers.*
- *I will escort customers to their destination whenever possible.*
- *I will treat everyone with fairness, honesty, compassion, courtesy and respect.*
- *I will follow through with my promises and commitments.*
- *I will promote a calming, healing atmosphere by keeping noise levels down.*
- *I will keep customers and families informed of delays, and if possible, offer the customer an opportunity to reschedule appointments.*
- *I will acknowledge any wait time, thank the patient for waiting and apologize for any excessive delays.*
- *I will refrain from participating in rumors or gossip which may tarnish someone’s reputation.*
- *I will show appreciation by saying “Thank you” and “You’re welcome.”*
- *I will praise in public and coach in private.*
- *I will maintain zero tolerance for abusive behavior (verbal or physical).*

### **Teamwork/Communication**

**Employees at Avita Health System are linked to one another by a common purpose: serving our customers and community. Our coworkers, therefore, are our teammates and we are encouraged to treat them as such. Without their contributions, none of us could perform our jobs.**

- *I will welcome new coworkers by orienting and coaching in a positive and constructive manner.*
- *I will share information, my knowledge and experience with my coworkers.*
- *I will take the initiative to help others by being a team player and remove the phrase, “It’s not my job” from my vocabulary.*



- *I will promote cooperation between coworkers and other departments.*
- *I will maintain a positive, willing and flexible attitude.*
- *I will use eye contact and body language that displays respect.*
- *I will respect all individuals' personal and cultural beliefs, ideas and contributions in a supportive manner.*
- *I will use appropriate language and a tone of voice that is warm, calm and clear.*
- *I will communicate effectively by immediately acknowledging each individual with a smile.*
- *I will look for opportunities to celebrate and recognize teamwork.*
- *I will be proactive in identifying opportunities for individual growth and departmental improvement.*
- *I will be receptive to constructive criticism.*
- *I will embrace change and offer suggestions for resolutions to problems.*
- *I will respect and listen to my coworkers' ideas.*
- *I will practice the **ALERT** principle:*
  - *Apologize for problems and inconveniences: "I'm sorry this happened..."*
  - *Listen with understanding: "Help me understand the problem..."*
  - *Empathize with the customer's situation – put myself in the customer's position.*
  - *Respond to the customer's problem – take action and assist.*
  - *Tell someone about the problem to assure it is being resolved and is addressed permanently.*
- *I will listen carefully to the needs of others, responding to their needs with patience and tolerance.*
- *I will be flexible when faced with changes to my work environment and/or work schedule.*
- *I will remain calm and follow hospital procedures for all codes and when faced with confrontational situations.*

## **Accountability**

Every Avita Health System employee should feel a sense of pride and ownership in his/her job. This entails taking pride in what we do, feeling responsible for the outcomes of our efforts and recognizing that our work and service are a reflection of ourselves.

- *I will be a self-starter and take initiative to assume tasks, complete assignments and seek help, if needed.*
- *I will take responsibility for making sure that my actions, behaviors and decisions reflect positively on Avita Health System.*

- *I will strive to provide excellent service at all times.*
- *I will adhere to established departmental and organizational policies and procedures as well as to the Standards of Behavior.*
- *I will support and adhere to the organization's alcohol, tobacco and drug free workplace policies.*
- *I will be responsible to utilize safe work practices as presented at annual in-services to prevent patient, resident and employee injuries.*
- *I will strive to exceed attendance expectations in order to provide consistency in quality of service.*
- *I will attend, be punctual and participate in staff meetings and other required meetings.*
- *I will be fiscally responsible by not wasting time or resources.*
- *I will hold myself and staff accountable for providing professional and reliable service in a consistent manner.*



### **Privacy/Confidentiality**

**Avita Health System ensures that our customer's rights to privacy are created and maintained in a secure and trusting environment. Employees are expected to follow all rules pertaining to privacy and confidentiality.**

- *I will not use or disclose any confidential records of a friend, relative, staff member, volunteer, or any other person unless authorized and required to do so as part of my official duties.*
- *I will take all measures to protect privacy by refraining from discussing patient or employee information in public areas, such as elevators or the cafeteria, where it can be overheard.*
- *I will knock before entering a room and identify myself, the area I work in, and my purpose.*
- *I will respect the individuality, privacy and dignity of all those I serve.*

### **Appearance/Pride**

**Employees should convey an image of competence and seriousness of purpose that inspires confidence to our customers. All employees must maintain respectful business attire while at Avita Health System or while conducting business at other locations.**

- *I will take pride in my appearance, as well as in the appearance of all Avita Health System locations.*
- *I will dress to reflect respect and professionalism toward the organization and our patients, being mindful of what my appearance communicates.*
- *I will wear appropriate clothing that is in compliance with the organization's uniform and personal appearance policy. I will reflect a personal appearance as being competent, professional with an approachable attitude.*
- *I will keep my work area clean, neat and uncluttered.*
- *I will wear my badge above the waist level at all times while on duty with the photo facing out.*
- *I will return carts, wheelchairs and other equipment to their appropriate areas.*
- *I will pick up trash/litter whenever encountered, inside and outside any of the Avita Health System locations.*

## **Telephone/Elevator/Hallway Etiquette**

At Avita Health System employees are expected to be committed to listening attentively to our patients, coworkers and other customers. Our message should be delivered with courtesy, clarity and care.

- *I will be responsible to answer the telephone by the third ring, when possible.*
- *I will not chew gum, eat or drink while talking on the telephone.*
- *I will answer the phone with energy and vitality – smile.*
- *I will inform callers before putting them on hold or transferring their calls.*
- *I will take detailed messages – including callers name, organization, date/time, phone number and reason for the call.*
- *I will silence my pager and other wireless communication devices when attending meetings.*
- *I will respond to email and voice mail as soon as possible.*
- *I will use personal paging systems in place of overhead pages when available.*
- *While in the elevator, I will break the silence with a greeting and offer assistance.*
- *I will allow guests to enter and exit elevators before me, when possible.*
- *I will ensure that patients and persons with disabilities have primary access in corridors, doorways and elevators.*
- *I will avoid any negative or unprofessional conversations in public areas.*



## **Disruptive and Intimidating Behaviors**

Intimidating and disruptive behaviors can foster medical errors, contribute to poor patient satisfaction, contribute to preventable adverse outcomes, increase the cost of care, and cause qualified clinicians, administrators and managers to seek new positions in more professional environments. Avita Health System has a “Zero Tolerance” for intimidating and disruptive behaviors demonstrated by employees.

- *I will not portray overt actions such as verbal outbursts and physical threats.*
- *I will not exhibit passive aggressive behavior such as refusing to perform assigned tasks and not telling anyone.*
- *I will not portray reluctance or refusal to answer questions.*
- *I will not use condescending language or tone of voice.*
- *I will not portray impatience with questions.*



## Privacy/Confidentiality/Security

It is the responsibility of all Avita Health workforce members to protect the privacy, security, and confidentiality of any information to which they are given access. All Avita Health System workforce members (including physicians, employees, trainees, volunteers, and other persons who perform work for Avita Health System) who utilize computing systems, resources, and data, are responsible for the confidentiality and security of their User ID(s) and Password(s) which provide access to the Avita Health System computer systems. It is also the responsibility of all workforce members to protect the confidentiality of the information they are provided using those credentials.

- I will comply with the Avita Electronic Communications Systems Policy located in the Ellucid policy manager under Information Technology's folder at <https://avita.ellucid.com/documents/view/5172/active/1>
- I will support compliance with federal and state statutory and regulatory requirements (45 CFR Parts 160 and 164, American Recovery and Reinvestment Act of 2009 (ARRA) Health Information Technology for Economic and Clinical Health (HITECH Act).
- I understand that as workforce members of Avita Health System and as a health care provider, the use and disclosure of patient information is governed by the rules and regulations established under HIPAA, the Health Insurance Portability and Accountability Act of 1996.
- I will report all known privacy violations to the Avita Compliance/Ethics & Privacy Director at 419-468- 0614 or extension 5571.
- I will report all suspected security events and security policy violations to my IT Support/Help Desk at 419- 468-0610 or extension 5610.

### Confidentiality of Information:

- I acknowledge that during the course of performing my assigned duties at Avita Health System I may have access to use or disclose confidential health information. I hereby agree to handle such information in a confidential manner at all times during and after my employment or association with Avita in any way and commit to the following obligations:
- I will use and disclose confidential health information only in connection with and for the purpose of performing my assigned duties.
- I will request, obtain or communicate confidential health information only as necessary to perform my assigned duties and shall refrain from requesting, obtaining or communicating more confidential health information than is necessary to accomplish my assigned duties.
- I will take reasonable care to properly secure confidential health information on my computer and will take steps to ensure that others cannot view or access such information. When I am away from my workstation or when my tasks are completed, I will log off my computer or use a password-protected screensaver in order to prevent access by unauthorized users.
- I will limit my access, use, and disclosure of patient information to the minimum amount necessary to perform my authorized activity or duty.
- I will maintain the confidentiality of all information, including patient information, confidential information, restricted information, and/or proprietary information to which I am given access privileges.
- I will only discuss patient, confidential, or restricted information in the work place and only with those who have a need-to-know and the authority to receive the information.
- I will take care to discuss patient, confidential, or restricted information in a private setting and not hold such conversations where they can be overheard by those without a need-to-know.

## Inappropriate Use or Disclosure:

- I will report any improper access or disclosure to the Compliance/Ethics & Privacy Director.
- I understand that my access will be monitored to assure appropriate use.



## Computer Access Privileges & Security:

- I will ensure that my use of Avita Health System's computers, e-mail, and computer accounts, networks, and information accessed, stored, or used on any of these systems is restricted to authorized duties or activities.
- I will not electronically access records of any person if not assigned as a job-related duty.
- I will protect access to patient and other job-related accounts, privileges, and associated passwords.
- I understand that I will be held accountable for all accesses made under my login and password and any activities associated with the use of my account access privileges.
- I understand that failure to comply with this Privacy, Confidentiality, and Information Security Agreement may result in corrective action up to and including termination of my status as an Avita Health System Employee or my association as a workforce member. Additionally, the Department of Justice has the ability to levy criminal and civil penalties for inappropriate uses or disclosures of patient information.

By signing this Agreement, I understand and agree to abide the condition imposed above.

## Patient Rights and Responsibilities

Our policy: Basic human rights for independence of expression, decision, action and concern for personal dignity and human relationships are always of great importance. During illness, these become a vital factor in survival and recovery. Therefore, Avita Health System and all affiliates consider the preservation of patient rights as a primary responsibility. Patients are advised of their rights in a manner and language that is understandable to the patient.

### YOU HAVE THE RIGHT TO:

**Access to Care and Treatment**, no matter your age, sex, race, color, religion, national origin, handicap, or ability to pay.

**Respect, Consideration and Dignity** with respectful care that recognizes your personal dignity and individuality.

**Freedom from Abuse:** Freedom from neglect, physical, verbal, mental, sexual and emotional abuse or harassment.

**Freedom from Restraints and Seclusion** of any form that is not medically necessary. Restraint and seclusion may not be used for punishment or staff convenience.

**Privacy and Confidentiality** in keeping with the law. You may expect any discussion involving your care to be discreet, and individuals not directly involved with your care will not be present without your permission. Your personal privacy will be protected.

**Privacy of your Medical Record and Confidentiality** regarding your medical record. You have the right to access the information in your record within a reasonable time frame.

**Safety** while you are a patient and in our care.

**Know the Identity of Caregivers** and the role of staff providing care to you.

**Prompt Notification** of your doctor and your designated representative if you are admitted.

**Communication and Access to Support**, including visitors and written/phone communication, as long as it doesn't interfere with your care or the care of other patients. If you need a translator or special equipment to communicate, we will arrange for those services at no cost to you.

**Participate in Your Own Plan of Care:** You, the patient, are the most important person in decisions about your health care. You have the right to be involved in care planning and treatment except when physically unable, medically inadvisable or contraindicated for medical reasons.

**Refuse Treatment:** You may refuse treatment, within the limits of the law.

**Consultation:** You may get a second opinion from another doctor or specialist (at your own request and cost).

**Transfer and Continuity of Care and Information** about a decision to transfer you to another facility for specialized services, including the alternatives to such a transfer. You also have the right to be informed by the staff of any discharge instructions or follow-up care.

**Information and Consent** about your illness and treatment options, communicated in a way you can understand. You have the right to make decisions regarding your care, and to be included in the consideration of ethical issues regarding your care. You will be allowed to decide whether or not to participate in any research, clinical trials or clinical training programs. When you cannot participate, information is provided to a person designated by you or to another legally authorized person.

**Advance Directives:** You may write an Advance Directive (Living Will and/or Durable Power of Attorney for Healthcare or doctor ordered “*Do Not Resuscitate*”). You can expect that your healthcare providers will provide care that is consistent with these directives. Sometimes, however, it is necessary to suspend your DNR status during invasive procedures and anesthesia care, and treat you as a full code. This means that if you stop breathing or your heart stops beating, we will use any measures necessary to save your life. If your DNR status needs to be suspended for any amount of time, your healthcare provider will explain this to you.

**Pain Management:** You have the right to have your pain relieved as completely as possible.

**Information about Your Healthcare Facility Charges and Rules:** You may request and receive an itemized bill for services rendered in the healthcare facility. You have the right to know what the rules and regulations of the healthcare facility are so that you can comply with them.

**Beneficiary Notice of Non-Coverage** and the right to appeal a premature discharge with your payer.

**Complain or File a Grievance:** You may voice a complaint by giving it in writing, or asking to speak with someone in charge. The complaint will be forwarded to the appropriate member of leadership where it will be reviewed and addressed.

#### PATIENT RESPONSIBILITIES:

**Provision of Information:** Provide complete and accurate information to the best of your ability about your health history, present complaint, hospitalization, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities and any other matters pertaining to your health. You have the responsibility to report any changes in your condition to your healthcare provider.

**Compliance with Instructions:** Follow the treatment plan recommended by your practitioner, including the instructions of nurses and other health professionals as they carry out your plan of care. If you do not understand the information provided or your plan of care, you are responsible for asking questions. You must provide a responsible adult to take you home from the facility and remain with you for the amount of time your provider has told you. You are responsible for keeping appointments and, when unable to do so, for cancelling/rescheduling in a timely manner.

**Refusal of Treatment:** You are responsible for your actions if you refuse treatment or do not follow your *practitioner’s instructions*.

**Healthcare Facility Regulations:** Follow healthcare facility rules and regulations. You will be informed of rules that apply to you when you become a patient.

**Respect and Consideration:** Be considerate of the rights of other patients, staff, and healthcare facility property, including assisting in the control of noise and the number of visitors.

**Advance Directives:** Provide the hospital with copies of Advance Directives if you have them so they can be followed in the event of a terminal illness or if you are unable to speak for yourself.

**Healthcare Facility Charges:** Be prompt to pay healthcare facility bills, to ask questions concerning the bill, and to provide the information necessary for insurance processing.

#### PATIENT EDUCATION REGARDING RIGHTS AND RESPONSIBILITIES:

Avita Health System patients are offered a list of these rights and responsibilities. They are also posted in registration and/or waiting areas throughout the health system.





## Ethics Committee

In the event of an ethical dilemma, any person involved in the patient's care decisions (physicians, nurses, patients, families, etc.) can request a meeting of the Ethics Committee, by notification of the Chief of Staff, for collaborative input regarding the care of a patient. The Ethics Committee is to consist of:

- a member of the medical staff **not** involved in the care of the patient;
- a physician who **is** involved in the care of the patient;
- a member of the clergy;
- a social worker;
- a member of the nursing staff who has been involved in the care of the patient, as identified by the Vice President of Nursing or designee; and
- a member of Administration.

The Committee has the ability to draw on all appropriate in reaching its decisions. The patient and/or the patient's guardian, attorney-in-fact, or appropriate family members, as applicable, must be given an opportunity to speak with the Ethics Committee to express their beliefs and opinions and to meaningfully participate in the decision making process.





## **Signature page to be returned to be kept in HR Employee & Contracted Staff**

### **Acknowledgement of Receipt Spot Training**

#### Acknowledgement of Receipt

By signing below, I acknowledge I have received the Specific Pre-Orientation Training packet. I understand it is my responsibility to familiarize myself with the information given and will read through all the material contained within.

I understand that I am required to attend the next scheduled hospital New Employee Orientation. If unable to attend I will be given a New Employee Orientation booklet to review with all applicable information and acknowledge.

I also understand that should I require any further information or clarification, I can refer to my manager or supervisor for additional assistance and the Policy and Procedure Manuals located on the intranet.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **Avita Health System Compliance Program Employee Acknowledgement**

I \_\_\_\_\_, hereby acknowledge receipt of a copy of the Avita Health System Compliance Program. I have read it and understand its terms. I agree to act in accordance with the standards set by the Compliance Program and understand that my failure to do so may result in discipline, up to and including termination from my employment or position with Avita. I also understand that the Compliance Program and this agreement do not impose any terms of employment upon me that were not already in existence by virtue of legal requirements prior to my signing this acknowledgement and agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **Standards of Behavior Acknowledgement Form**

I acknowledge that I have received and reviewed Avita Health System's "Standards of Behaviors" and I agree to abide by the contents of these Standards. As a team member, I understand that I will be held accountable for modeling desirable behaviors.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_



# Signature page to be returned to be kept in HR Employee & Contracted Staff

## Privacy/Confidentiality/Security

I will take care to discuss patient, confidential, or restricted information in a private setting and not hold such conversations where they can be overheard by those without a need-to-know.

### **Inappropriate Use or Disclosure:**

I will report any improper access or disclosure to Compliance.

I will understand that my access will be monitored to assure appropriate use.

### **Computer Access Privileges & Security:**

I will ensure that my use of Avita Health System’s computers, e-mail, and computer accounts, networks, and information accessed, stored, or used on any of these systems is restricted to authorized duties or activities.

I will not electronically access records of any person if not assigned or job-related duty.

I will protect access to patient and other job-related accounts, privileges, and associated passwords.

I understand that I will be held accountable for all accesses made under my login and password and any activities associated with the use of my account access privileges.

I understand that failure to comply with this Privacy, Confidentiality, and Information Security Agreement may result in corrective action up to and including termination of my status as an Avita Health System Employee or my association as a workforce member. Additionally, the Department of Justice has the ability to levy criminal and civil penalties for inappropriate uses or disclosures of patient information.

By signing this Agreement, I understand and agree to abide the condition imposed above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## Nursing Staff/Traveler Staff

### Restraints:

Per the [A-NURS-Restraint and Seclusion](#) policy clinical justification is to be documented every 2 hours. EPIC is set up for 8 hour documentation. Restraint Care plan is on paper here at Avita.

### Violent Restraint Documentation

1 Hr Face to Face Required to be done by Physician /APP within 1 hour of initiation. If no provider call ED physician.

RN may initially apply restraints if emergent, but order MUST be obtained immediately from Physician /APP.

See policy for order renewal guidelines, as violent restraints can only be in place for a total of 24 hrs.

#### Initiation

- Type of restraint being used
- Pt/Family education
- Description of Pt's mood
- Clinical Justification
- Least restrictive interventions attempted
- Circulation/skin checks
- Elimination/Food/Meal/Fluids
- Means to summon assistance
- Safety Factors (bed height/side rails)
- Comfort measures (repositioning)/ROM
- Vital signs
- Add restraints to Care Plan

#### Every 15 minutes

Ensure restraint is in proper position for safety, and patient requires 1:1 continuous monitoring by a staff member

- Description of pt's mood
- Clinical Justification

#### Every 2 hours

- Circulation/skin check
- Elimination/Food/Meals/Fluids
- Means to summon assistance
- Safety Factors (bed height/side rails)

#### Every 4 hours

- Vital Signs
- Family member request is NOT sufficient basis for restraint use

#### Every 8 hours

- Least Restrictive interventions attempted
- ROM of restrained extremity

## Non-Violent Restraint Documentation

RN can initiate restraints if emergent and Physician/APP order must be obtained immediately after application.

See policy for renewal orders.

Prolonged use is considered greater than 96 hours and alternative measures need to be considered .

### Initiation

- Type of restraint being used
- Pt/Family education
- Description of Pt's mood
- Clinical Justification
- Least restrictive interventions attempted
- Circulation/skin checks
- Elimination/Food/Meal/Fluids
- Means to summon assistance
- Safety Factors (bed height/side rails)
- Comfort measures (repositioning)/ROM
- Vital signs
- Add restraints to Care Plan and start Nursing Care Plan document on paper

### Every 2 hours

- Circulation/skin check
- Elimination/Food/Meals/Fluids
- ROM/Comfort measures
- Means to summon assistance
- Safety Factors (bed height/side rails)
- Description pt's mood
- Clinical Justification

### Every 4 hours

- Vital Signs
- A family member request is NOT sufficient basis for restraint use

### Every 8 hours

- Least Restrictive interventions attempted
- ROM of restrained extremity

### Moderate Sedation:

Moderate Sedation documentation for the emergency department is on paper here at Avita Health System. Please ask your nurse manager for the documentation.



# Things to Remember...

## Avita Orientation

Date \_\_\_\_\_ from 8:00 am-3:00 pm

Location: Galion Campus Lobby Conference Room (First Floor)

## Healthstream User ID/Password

User ID: \_\_\_\_\_

Password: \_\_\_\_\_

\*Bring any certification cards to orientation such as BLS, ACLS, NRP, PALS.



Questions/Notes:

Series of horizontal lines for writing questions and notes.