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# **WELCOME TO NON-NURSING STUDENT ORIENTATION**

**2025 - 2026**





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It is our hope that in addition to meeting all regulatory requirements, education be a positive, informative experience. We welcome your ideas to improve all aspects of the process.

If you experience any difficulties, please contact The Learning Center (410-871-6841) and we will be happy to assist you.



## Mission

Our communities expect and deserve superior medical treatment, compassionate care and expert guidance in maintaining their health and well-being.

At Carroll Hospital, we offer an uncompromising commitment to the highest quality health care experience for people in all stages of life. We are the heart of healthcare in our communities.



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# VISION



Carroll Hospital is a portal of health and wellness.



We take responsibility for improving the health of our population through care management and delivering high-quality, low-cost services in the most appropriate settings.



We engage our community at all points of care and promise to provide a seamless healthcare experience.

# REMINDERS

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- **Parking** is in the garage/designated areas. Park in appropriate areas.
- **Smoking** is prohibited on any LifeBridge Health campus.



# SAFETY ON THE CAMPUS

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- Please obey all traffic signs
- Register vehicles
- Lock your vehicle and secure your belongings
- Don't leave valuables in plain sight
- Pay attention to your surroundings



# USE EMERGENCY CALL BOXES FOR EMERGENCIES AND ACCIDENTS

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# CODE OF CONDUCT

- The Government has laws in place to prevent healthcare fraud and breach of patient confidentiality, HIPPA (Health Insurance Portability & Accountability Act).
- This code describes general guidelines for associates, students, volunteers, physicians, vendors and affiliated organizations on laws and policies affecting their professional activities.
- The Code of Conduct should help you understand what is expected of you at this student rotation site.



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## **GUIDANCE ON BEHAVIOR**

Maintain associate and patient privacy

Protect confidential information

Avoid inappropriate use of technology

Respect intellectual property

Control costs

No personal use of hospital property

No solicitation

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# GUIDANCE ON BEHAVIOR

Do not discriminate or harass

Prevent workplace violence

Drug-Free, Smoke-Free workplace

Care for health and safety

Proper disposal of medical waste

Communicate with Public through proper channels

Limit on gifts

# MAINTAIN ASSOCIATE AND PATIENT PRIVACY

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- As students in a healthcare organization, you hear and see information about patients, associates and outside agents every day
- This information is confidential and needs to remain so
- Access to personal information is limited to individuals with a clear professional need to know



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# PROTECT CONFIDENTIAL INFORMATION



Avoid inadvertent disclosure of confidential business information.



You are responsible for protecting confidential information that you may have acquired here at Carroll Hospital.



Confidential information includes: Medical records, Business plans, Financial statements, Marketing and Sales programs, Business methods, Prospective supplies, or customers and human resource information relating to wages, benefits and disciplinary actions.



# **RESPECT INTELLECTUAL PROPERTY**

We must respect copyright laws; therefore, we cannot reproduce, distribute or alter in any way, material that is copyrighted without express written consent of the owner (another example is software licensing).

# CONTROL COSTS

We cannot compromise our patient care but should bear in mind that cost efficiencies are essential to our ability to continue to deliver healthcare.

# NO PERSONAL USE OF HOSPITAL PROPERTY

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Our assets are intended to assist us in performing our duties while at Carroll Hospital and should not be utilized for personal reasons.



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# DO NOT DISCRIMINATE OR HARASS

We recognize and respect the uniqueness of all patients, students, associates, volunteers and others and prohibit all forms of discrimination.



Examples of inappropriate behavior include: jokes, slurs, derogatory comments that are racist, ethnic or sexist.



Sexual harassment can be difficult to define. What is funny to one person may not be to another. Examples of sexual harassment include unwanted advances or touching, dirty language or jokes. Be cautious and always use good taste, never risk offending someone.



# PREVENT WORKPLACE VIOLENCE

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We must make every effort to resolve conflicts in a reasonable and rational manner.

When individuals are unable to resolve differences in a professional and mature manner, we expect students to inform their preceptor.

# DRUG-FREE, SMOKE-FREE WORKPLACE

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- Abuse of drugs (legal and illegal) and alcohol can interfere with the safety and well being of patients, the public and fellow students/associates.
- The use, selling, purchasing, possession or transfer of illegal drugs and the abuse of alcohol or legal drugs is prohibited.
- We are also committed to a healthy smoke-free environment.



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# CARE FOR HEALTH AND SAFETY



We are dedicated to creating and maintaining a safe work environment that is free of unreasonable hazards and in compliance with workplace health and safety laws.



It is the student's responsibility to contribute to creating and maintaining their safe environment by wearing proper safety equipment, identifying and reporting potential safety hazards.



You should notify your preceptor of any safety issues so they can be quickly and appropriately addressed.



All requests for information from reporters or the general public should be referred to the marketing/public relations department.



Students should never release information without permission.

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**COMMUNICATE  
WITH PUBLIC  
THROUGH  
PROPER  
CHANNELS**



# LIMIT ON GIFTS

- Students should never offer, give or accept any benefits such as incentive, gifts, discounts or rewards from patients, suppliers or distributors that are beyond generally accepted practices.
- Items considered UNACCEPTABLE include benefits, incentives, gifts and rewards which the recipient does not pay fair market value.
- Small gifts such as flowers or cookies are tokens of appreciation and are acceptable.
- Any questions concerning whether a gift is appropriate should be directed to your preceptor.

# DRESS CODE

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- If you need to come in for an assignment dress in casual clothing (no jeans, no offensive logos) or wear a school approved uniform with your student badge visible.
- Cell phones are to be silenced while at the hospital.
- Closed toe shoes are required. If you arrive for your clinical experience in shoes that are not appropriate, you will be asked to leave.

# SCRUB STANDARDIZATION

NURSING – NAVY (EXCEPT IN SURGICAL AREAS)

PATIENT CARE TECHS – WINE/BURGUNDY

UNIT SECRETARY – GRAY

PATIENT OBSERVERS – ROYAL BLUE

CREATING A  
POSITIVE  
PATIENT  
EXPERIENCE IS  
EVERYONE'S  
JOB!

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# MAKE CUSTOMERS FEEL WELCOME

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- Introduce yourself, smile, make eye contact
- Acknowledge customer in passing, whenever possible
- Call the customer by name, use first name only with permission, refrain from endearments

# FOLLOW THE “10 FOOT RULE”

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- Greet customers who come within 10 feet of you
- If they appear to need assistance ask, “May I help you?”
- If turned down respond, “I’ll be here if you change your mind”

## PRIMARY STROKE CENTER: DID YOU KNOW?



Stroke is the 5<sup>th</sup> Leading Cause of Death in the United States

Stroke occurs every 40 SECONDS

Carroll Hospital is a designated Primary Stroke Center

Quick Recognition leads to quicker treatment which can lead to better outcomes

# INPATIENT STROKE PROCESS

Know the warning signs of a stroke:



If you identify a neurologic change in your patient such as:

- **B**-balance-loss of balance or coordination
- **E**-eyes- loss of vision, double vision
- **F**-facial droop present
- **A**-arm drift or weakness or leg weakness
- **S**-slurred Speech
- **T**-time to call a Stroke alert



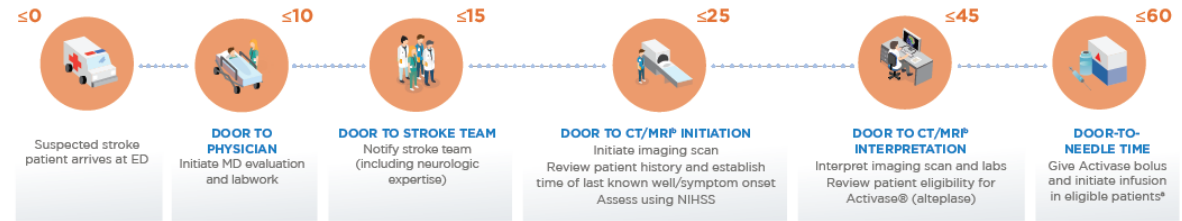
# CALL 8-4444 FOR A BAT ALERT

(BRAIN ATTACK TEAM)

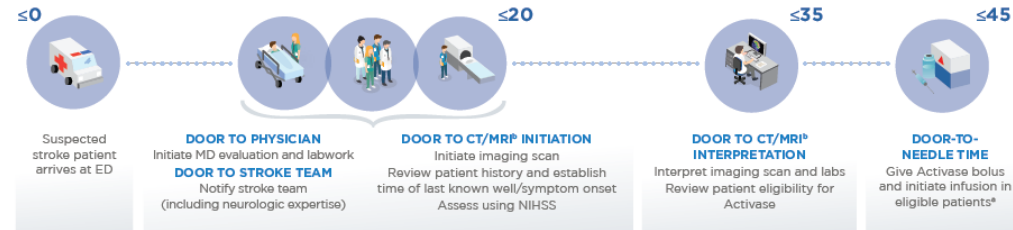
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## GUIDELINES FOR ACHIEVING DOOR-TO-NEEDLE IN 60 MIN OR LESS

### DOOR-TO-NEEDLE IN $\leq 60$ MIN<sup>1,2</sup>



### DOOR-TO-NEEDLE IN $\leq 45$ MIN<sup>3</sup>





# DYSPHAGIA SCREENING (YALE SWALLOWING SCREENING)

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- RN completes dysphagia screening as clinically indicated with provider order.
- Do not give anything by mouth unless approved by the nurse



# GOALS OF STROKE EVALUATION

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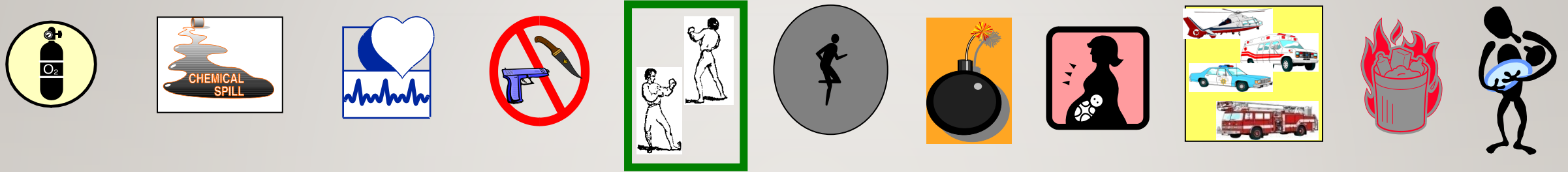
## High quality care

- Is tPA needed?
- Does the patient have a large vessel occlusion? If so, transfer for Endovascular Therapy
- Meet our Registry and Electronic Quality Measures



Click on this video to see why we do what we do!

# ENVIRONMENT OF CARE (EOC): EMERGENCY RESPONSE CODES




- The State of Maryland adopted these codes to be used universally throughout Maryland hospitals.
- It is your responsibility to know the codes, what each represents and also to know your role when any of these codes are called.

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# EMERGENCY RESPONSE CODES

Emergency codes provide a system to manage unexpected situations that may occur on our campus



To activate an emergency (all codes) call extension **8-4444**



A female EMT/paramedic in a light blue uniform with a stethoscope around her neck is smiling. She is standing in front of an ambulance. In the background, there is a hospital building with a sign that reads "Ambulance Entrance Only".

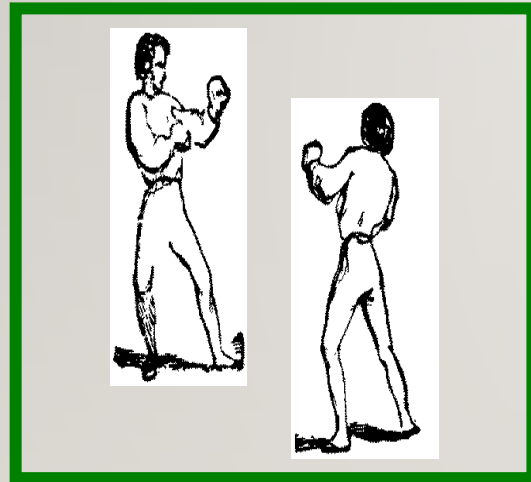
**Let's Review the Codes Utilized  
at Carroll Hospital**



# CODE

## GREEN: Used for a Behavioral Emergencies

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- Recognize when the patient is starting to “escalate”
- Position yourself in the room close to the door so that you have a way out if need be. Don’t corner yourself in the room
- Call a Code Green for any situation involving a patient with aggressive behavior

# CODE GREY: Used for Elopement

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- An elopement occurs when a patient attempts to leave/flee the unit assigned and/or the hospital
- A Code Gray or elopement is not when a patient leaves against medical advice
- All staff/students must observe corridors, look out windows and check general areas for the eloped patient.

# CODE ORANGE: Hazardous Chemical Spill

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- Any time an associate/student works with a chemical, it's their job to know and understand the hazards or risks to using that chemical.
- Information about hazardous materials can be found on material Safety Data Sheets (MSDS)

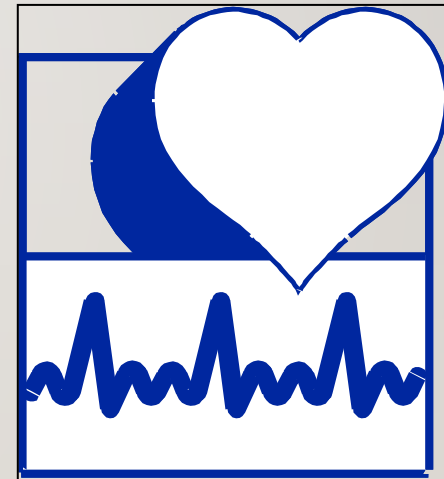


The Carroll Hospital logo features a blue arc above the text "CARROLL HOSPITAL" in a large, blue, serif font. Below this, "a LifeBridge Health center" is written in a smaller, blue, sans-serif font. Underneath the logo is a "QUICK LINKS" menu with the following items: API || Citrix || Outlook || Meeting Room Manager || HBI Dashboard || ReadySet || Lawson ESS || MPV || DBs &amp; Surveys || Physician Documents || Physician Feedback || MPF || RelayHealth || Carroll Phonebook || LifeBridge Phonebook || Work Request || Flu Absence Tracking || Healthstream LMS || MSDS Online || LifeBridge Intranet. A red arrow points from the "MSDS" square above to the "MSDS Online" link in the menu.

# CODE BLUE: (ADULT/CHILD/INFANT) CARDIOPULMONARY RESUSCITATION EMERGENCY

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This code is activated when anyone is discovered  
in respiratory and/or cardiac arrest.





# CODE PINK:

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## INFANT/CHILD ABDUCTION

- A Code Pink alert is activated in the event of an attempted or actual infant or child abduction
- Station yourself at the building exit nearest to your location in accordance with the Code Pink Plan
- Environmental Services and Maintenance Associates will patrol the building perimeter during a Code Pink Alarm



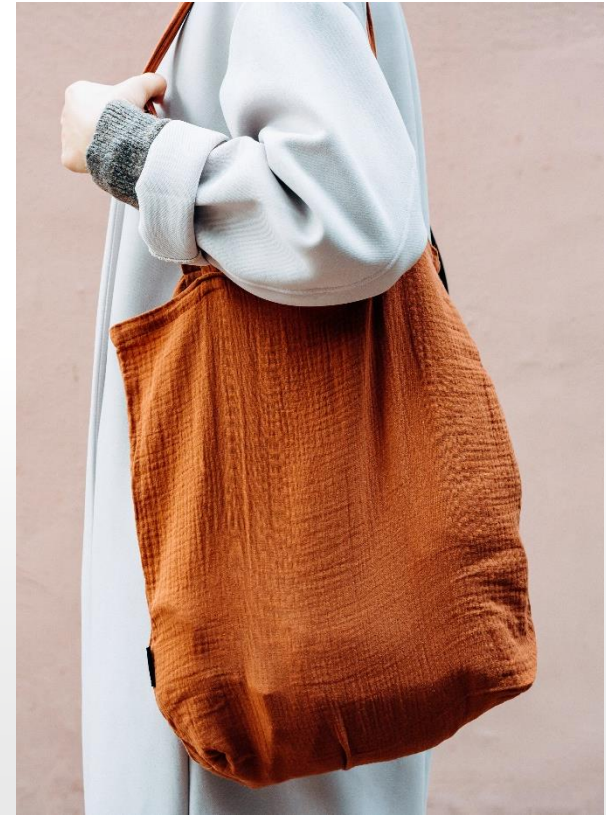


# CODE PINK: INFANT/CHILD ABDUCTION

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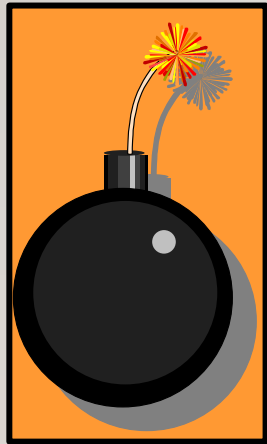
## Be Alert for:

- Anyone acting suspicious
- Anyone carrying an infant or small child
- Any person or Associate carrying a large bag, box, coat or anything which could conceal an infant/child



- **CODE GOLD: Bomb Threat**

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All Associates/students will assess their own area for any suspicious objects.

**If a suspicious object is located:**

- **DO NOT** move the object
- **DO NOT** touch the object or anything attached to it

# CODE PRE-YELLOW SURGE ALERT

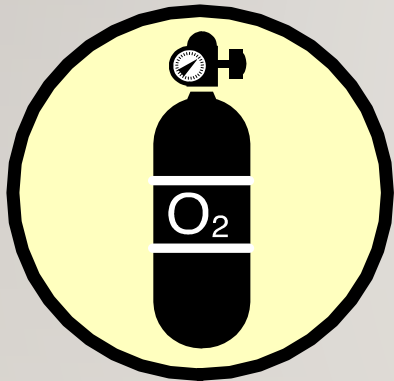
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Help departments as instructed to increase  
throughput, etc.

# Oxygen Emergency Procedure: **CODE O2**

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Telecommunications will page:

- Nursing Shift Coordinator
- Cardiopulmonary Director
- Respiratory Therapist
- Maintenance personnel

Those on duty will report to Telecommunication Office



# CODE PURPLE: Firearm/Weapon Present

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If you observe or receive a report of an individual(s) displaying a fire arm or other lethal weapon in a threatening manner, contact the following, if possible:

- Ext. **8-4444**
- Maryland State Police – **911**

Notify patients and visitors of the situation and direct them to an area of refuge  
(Any area that will keep you out of Harm's Way):

Locked restroom

Locked Office

Closet

Exit the Building



# CODE RED: Fire Response Plan

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- This code is activated in the event of a fire, smoke, odor of smoke, suspected fire, etc.
- **If you report the fire by telephone (ex. 8-4444), you MUST also activate the nearest Fire Alarm Pull Station.**
- Ensure that all exit doors, especially those to stairways, are not propped open.
- All stairwell doors must remain closed and latched to prevent smoke and fire from entering escape routes.

**DO NOT USE ELEVATORS  
DURING A FIRE EMERGENCY**

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To help you remember the steps to take in the event of a FIRE, use the acronym RACE:

**R** – rescue

**A** – alarm

**C** – confine

**E** – extinguish





## CODE SILVER ACTIVE SHOOTER OR VIOLENT INTRUDER

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If you observe or receive a report of an individual(s) displaying a firearm or other lethal weapon in a threatening manner, contact the following, if possible:

- Ext. **8-4444**
- Maryland State Police – **911**





# CODE SILVER (CONT.)

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**Run, Hide, Fight:** Active assailant situations evolve very quickly and with unpredictability. Keeping this in mind, your first priority is to protect yourself. Aligned with our Code Silver policy is the Run, Hide and Fight concept.

- **Run:** Leave the area and seek a point of refuge.
- **Hide:** Seek shelter away from the location of the incident.
- **Fight:** As a last resort, engage the subject with whatever is available, including chairs, fire extinguishers, IV poles or anything else you can use to protect yourself. Remember that this is a final option and should not be pursued unless necessary.



## RAPID RESPONSE TEAM

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Utilized when:

- An inpatient requires urgent attention
- Acute clinical change or nurse consider patient at risk
- Initiated by nurse or other clinical staff

# Code Medical Emergency

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- Staff, Visitor, or Outpatient in need of medical assistance
- Ensures that all individuals requiring emergency care, who are located on the hospital campus, receive care in a well-coordinated manner



# TEAM ACTIVATIONS AT CARROLL HOSPITAL



## **Anesthesia STAT**

Anesthesia Provider needed urgently within the hospital.

## **STEMI Alert**

ST-Elevation Myocardial Infarction (STEMI) identified on EKG warranting Cardiac Catheterization intervention, activated prior to arrival by EMS, within the ED or inpatient settings.

## **Rapid Response**

Team of trained clinicians who respond promptly to a patient whose condition is rapidly and/or unexpectedly deteriorating, due to perception of change in condition and/or by family request.

## Brain Attack Code (BAT)

Acute stroke symptoms <4.5 hrs from last known well (LKW) requiring immediate evaluation by Neurology team to determine eligibility for acute intervention (thrombolytic and/or thrombectomy).

## Urgent Stroke Evaluation

Acute stroke symptoms suspected with onset greater than 4.5 hours but less than 24 hours from last known well (LKW) activated by a provider for evaluation by Neurology team to determine eligibility for acute intervention (i.e. thrombectomy).

## Medical Emergency

Any condition of an individual who is not a patient requiring immediate emergency medical assessment and/or medical care. Note that organizational differences may exist. Please review entity policy on this topic further.

## **OB Rapid Response**

Team activated when a patient presents with an obstetrical emergency and/or are considered unstable.

## **Airway Emergency**

Any condition which requires immediate airway intervention. Responding teams include specialized team members.

## **Cath Lab Alert**

Activation of the Cardiac Cath Lab - not STEMI.

## **Code Blue Neonatal**

CODE BLUE with specific neonatal age range (from birth to 6 weeks).



**Code Blue Pediatric**  
(31 days - 18 years)

Code Blue with specific pediatric age range (from 31 days to 18 years).

**Pediatric Rapid Response**

Team of critical care trained clinicians who respond promptly to a pediatric patient whose condition is rapidly and/or unexpectedly deteriorating, due to perception of change in condition or by family request.

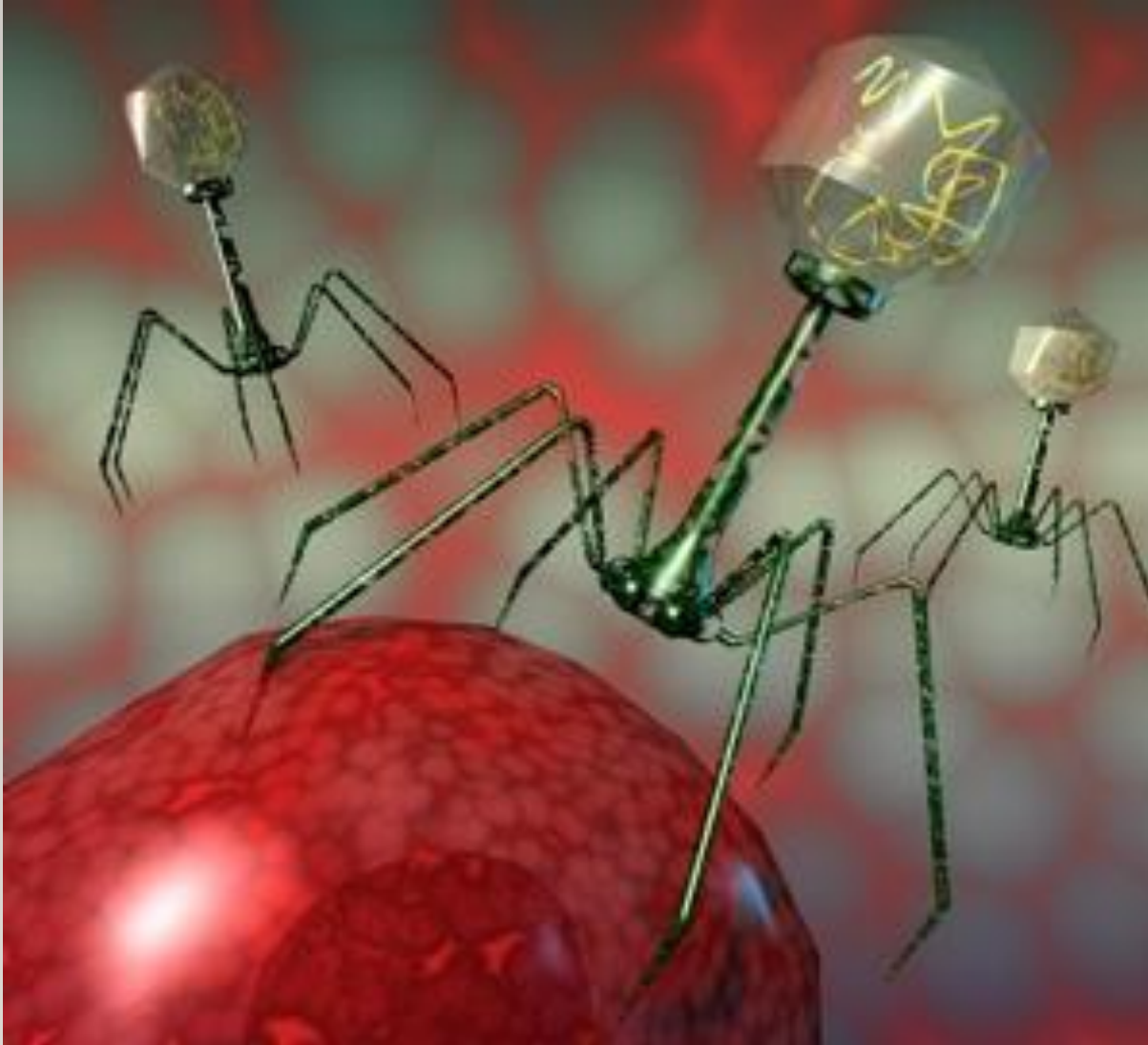
**Neonatal Rapid Response**

Team of critical care trained clinicians who respond promptly to a neonatal patient whose condition is rapidly and/or unexpectedly deteriorating, due to perception of change in condition or by family request.

**Respiratory STAT**

Reparatory Therapist need urgently for airway problems (does not include Anesthesiologist).





# INFECTION CONTROL

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- Standard Precautions, Transmission-Based Precaution guidelines and signage is still present
- Note signs outside of patient door and don PPE as appropriate

Everyone must abide  
by the standards  
identified on the  
Infection Control  
signs!

## 5 Standard Precautions to Prevent the Spread of Infection

*These Precautions Apply to ALL Patients!*

### ▶ 1. Practice PROPER HAND HYGIENE

- When hands are visibly soiled, wash with soap and water.
- Before and after patient care, use alcohol foam or antimicrobial soap and water.

### ▶ 2. Use Personal Protective Equipment (PPE)

You must wear PPE when possible contact or splash with blood or body fluids may occur.

Wear PPE such as gloves, gowns, mouth, nose, eye protection appropriate to task:

- When accessing a vein or artery, you must wear gloves.
- For contact with mucous membranes, non-intact skin and potentially contaminated intact skin, wear gloves.

**Remember to wash hands after removing PPE!**

### ▶ 3. Practice Respiratory Etiquette

Teach everyone with respiratory symptoms to:

- Cough and sneeze into their sleeves, or
- Use and dispose of tissues
- Practice good hand hygiene

### ▶ 4. Be Cautious with Sharps

- Take extreme caution when handling needles, scalpels and sharp instruments.
- Carefully dispose of all sharps in sharps containers.

### ▶ 5. Keep Your Environment Clean

Clean and disinfect surfaces likely to be contaminated with harmful organisms, particularly those in close proximity to patients.



**TRANSMISSION-  
BASED  
PRECAUTIONS  
REQUIRE:**

- Patients to be placed in a private room
- Appropriate precautions sign on the door frame
- PPE (gowns, gloves, masks) in caddy on the door or on the cart

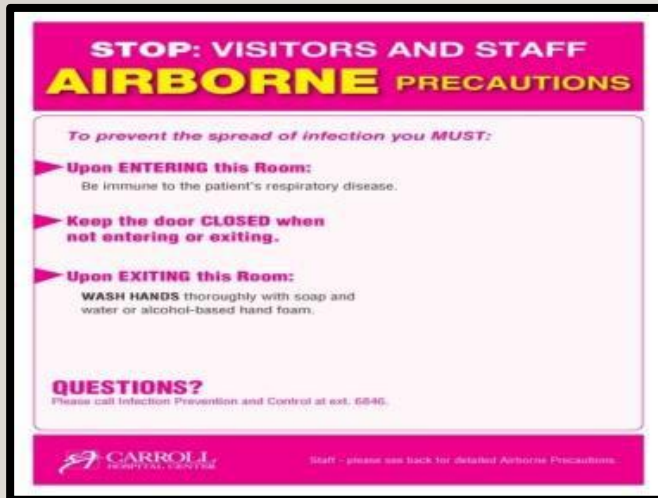
**Airborne Precautions**

**Droplet Precautions**

**Contact Precautions**

# AIRBORNE PRECAUTIONS

## For Measles/Chickenpox




**STOP: VISITORS AND STAFF**  
**AIRBORNE PRECAUTIONS**

*To prevent the spread of infection you MUST:*

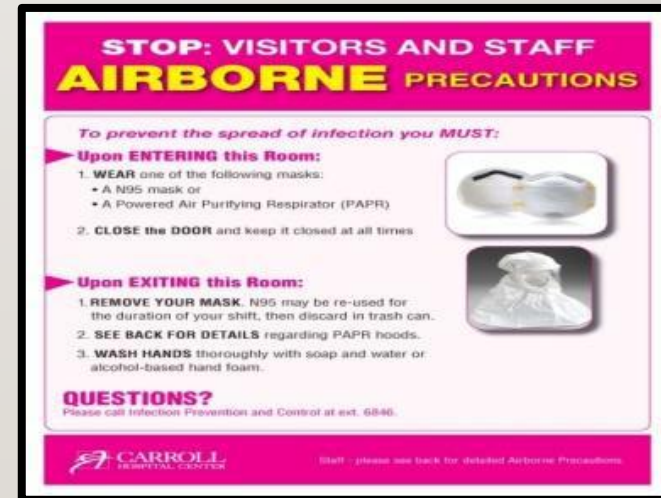
- ▶ **Upon ENTERING this Room:**  
Be immune to the patient's respiratory disease.
- ▶ **Keep the door CLOSED when not entering or exiting.**
- ▶ **Upon EXITING this Room:**  
**WASH HANDS** thoroughly with soap and water or alcohol-based hand foam.

**QUESTIONS?**  
Please call Infection Prevention and Control at ext. 6846.

 **CARROLL HOSPITAL CENTER** Staff - please see back for detailed Airborne Precautions.

Persons entering the room **MUST** be immune to measles or chickenpox.

## For Tuberculosis (TB)/COVID




**STOP: VISITORS AND STAFF**  
**AIRBORNE PRECAUTIONS**

*To prevent the spread of infection you MUST:*

- ▶ **Upon ENTERING this Room:**
  1. **WEAR** one of the following masks:
    - A N95 mask or
    - A Powered Air Purifying Respirator (PAPR)
  2. **CLOSE** the **DOOR** and keep it closed at all times.
- ▶ **Upon EXITING this Room:**
  1. **REMOVE YOUR MASK.** N95 may be re-used for the duration of your shift, then discard in trash can.
  2. **SEE BACK FOR DETAILS** regarding PAPR hoods.
  3. **WASH HANDS** thoroughly with soap and water or alcohol-based hand foam.

**QUESTIONS?**  
Please call Infection Prevention and Control at ext. 6846.

 **CARROLL HOSPITAL CENTER** Staff - please see back for detailed Airborne Precautions.

For suspected or known TB patient, people entering the room must wear an **N-95 or PAPR**



# CONTACT PRECAUTIONS

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FOR PATIENTS WITH MRSA, VRE, AND OTHER  
HIGHLY ANTIBIOTIC-RESISTANT ORGANISMS, RSV,  
SCABIES, ETC.


**STOP: VISITORS AND STAFF  
CONTACT PRECAUTIONS**

*To prevent the spread of infection you MUST:*

**Upon ENTERING this Room:**  
**WEAR** the following:  
1. Isolation Gown *and*  
2. Gloves



**Upon EXITING this Room:**  
1. **REMOVE YOUR GOWN AND GLOVES** immediately and discard in a waste can. *Do not reuse!*  
2. **WASH HANDS** thoroughly with soap and water or alcohol-based hand foam.



**QUESTIONS?**  
Please call Infection Prevention and Control at ext. 6846.

 **CARROLL HOSPITAL CENTER**

Staff - please see back for detailed Contact Precautions.


# CONTACT PRECAUTIONS: ENHANCED CONTACT

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**STOP: VISITORS AND STAFF**  
**ENHANCED CONTACT**  
**PRECAUTIONS**

*To prevent the spread of infection you MUST:*

**Upon ENTERING this Room:**  
WEAR the following:  
1. Isolation Gown and  
2. Gloves




**Upon EXITING this Room:**  
1. REMOVE YOUR GOWN AND GLOVES immediately and discard in a waste can. *Do not reuse!*  
2. WASH HANDS thoroughly with soap and water. **DO NOT** touch anyone or anything.



**Staff – Room must be cleaned using bleach after patient is discharged or after Precautions are discontinued.**

**QUESTIONS?**  
Please call Infection Prevention and Control at ext. 6846.

 **CARROLL**  
HOSPITAL CENTER

Staff - please see back for detailed Enhanced Contact Precautions.

- For patients with Clostridium difficile (C.Diff.)
- Wash hands thoroughly with soap and water only


# DROPLET PRECAUTIONS

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**STOP: VISITORS AND STAFF**  
**DROPLET PRECAUTIONS**

*To prevent the spread of infection you MUST:*


**Upon ENTERING this Room:**  
**WEAR** a SURGICAL MASK (preferably with a face shield)



**Upon EXITING this Room:**

1. **REMOVE YOUR MASK** immediately and discard in a waste can.
2. **WASH HANDS** thoroughly with soap and water or alcohol-based hand foam.

**QUESTIONS?**  
Please call Infection Prevention and Control at ext. 6846.

 **CARROLL HOSPITAL CENTER**

Staff - please see back for detailed Droplet Precautions.

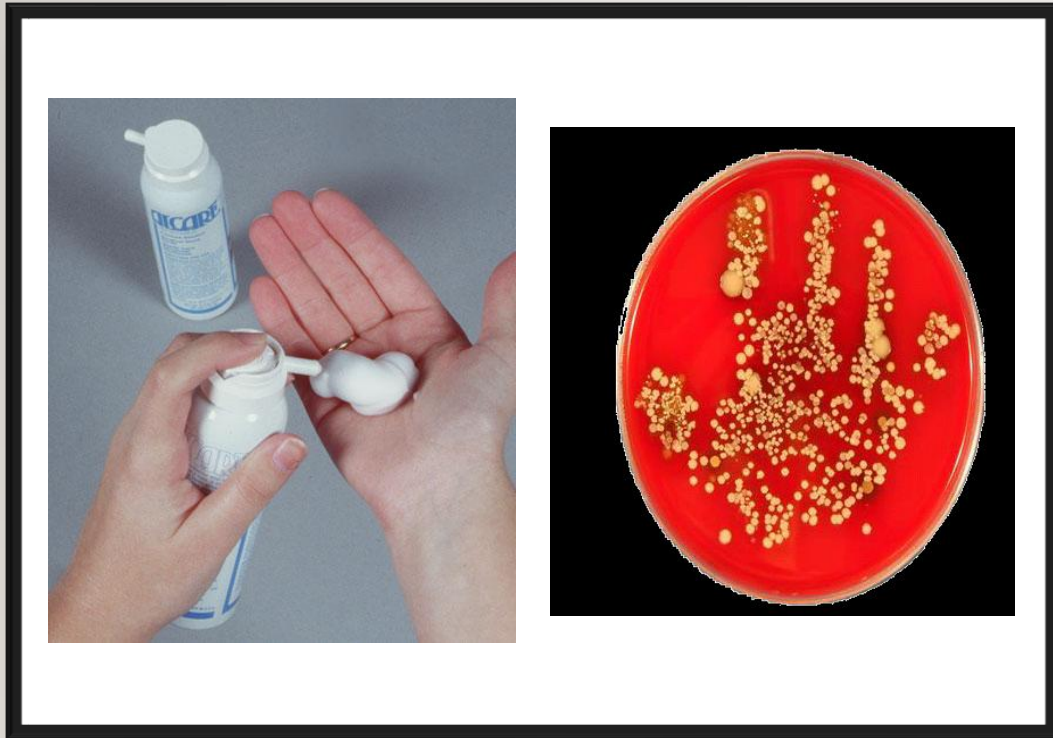
For patients with influenza, bacterial meningitis, pertussis, or RSV, a surgical tie mask preferably with face shield is recommended

**NOTE: Patients with RSV also need to be placed on **Contact Precautions****



# REDUCING HEALTHCARE ASSOCIATED INFECTIONS

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Associates/students must wash hands or apply a waterless hand antiseptic:

- Before having direct contact with a patient
- After any contact with a patient, including intact skin (taking a pulse, BP, or lifting a patient, etc.)



# ASSOCIATES MUST WASH HANDS OR APPLY A WATERLESS HAND ANTISEPTIC:

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- After contact with body fluids or excretions, mucous membranes, non-intact skin, and wound dressings, even if hands are not visibly soiled
- After contact with inanimate objects in the immediate vicinity of the patient
- After using a computer keyboard and/or mouse and before patient contact
- After removing gloves



# HAND HYGIENE

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## Hand Hygiene Guidelines

Staff/students must wash hands with **soap and water**:

- When hands are visibly soiled
- After using a restroom

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# CORPORATE COMPLIANCE

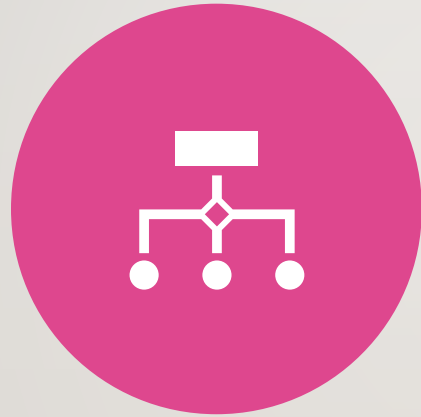
All Jump Drives (USB, Thumb drives, Flash drives, Memory sticks, etc) must be cleared through IS (Information Systems) before used by Associates, Students, Physicians or Outside speakers.

You **MUST** minimize or sign off a computer when there is the potential for others to see information.

Everyone has the responsibility to protect PHI (Patient Health Information). This can be verbal, electronic or written. Never use this as scrap paper. Be aware of how you dispose of any paper with PHI on it!!

# CORPORATE COMPLIANCE

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DO NOT ACCESS ANY INFORMATION,  
ESPECIALLY A PATIENT'S CHART, UNLESS  
YOU HAVE A WORK-RELATED REASON TO  
BE THERE.



ARMBANDS FOR HIPAA/OPT-OUT PRIVACY  
ISSUES ARE CLEAR WITH "PRIVACY"  
WRITTEN IN BLACK.



# PATIENT SAFETY AND JOINT COMMISSION

# JOINT COMMISSION

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In 2002, Joint Commission established National Patient Safety Goals (NPSG) to help educate Healthcare personnel on Medical Errors. The Joint Commission developed Standards of Practice that must be consistently met. Each Patient Safety Goal comes from a Nationally Reported Sentinel Event. A Sentinel Event is when a patient is severely harmed or dies.



# YOUR ROLE:

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## You are an Advocate For Patient Safety!

The Institute of Safe Medication (IOM) reports there are 44,000-98,000 deaths/year from medical errors! This equals the number of deaths from one 747 airplane crashing everyday for 1 year. Medical errors are the **6th** leading cause of death.





# NEXT WE WILL REVIEW THE NATIONAL PATIENT SAFETY GOALS

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# IDENTIFY PATIENTS CORRECTLY

USE AT LEAST **TWO** WAYS TO IDENTIFY PATIENTS!



2

Ask the Patient their  
Name and Date of Birth

# IMPROVE STAFF COMMUNICATION

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- Get important test results to the right staff person on time
- Report abnormal test results
- Bedside Handoff reporting
- Suicide risk patients? Have we taken all the proper precautions?

# USE MEDICATION SAFELY

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- Before a procedure, label medications that are not labeled. *For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.*
- Take extra care with patients who take medications to thin their blood.
- Record and pass along correct information about a patient's medications. *What medications is the patient taking? Compare those to the new medications given to the patient. Make sure the patient knows which medications to take when they are at home. Tell the patient it is important to bring their up-to-date list of medications every time they visit a doctor.*





# USE ALARMS SAFELY

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MAKE SURE THAT ALL ALARMS ON MEDICAL EQUIPMENT ARE HEARD AND RESPONDED TO IN A TIMELY MANNER.





# PREVENT INFECTION

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Use	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
Use	Use proven guidelines to prevent infections that are difficult to treat.
Use	Use proven guidelines to prevent infection of the blood from central lines.
Use	Use proven guidelines to prevent infection after surgery.
Use	Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.





# PREVENT MISTAKES IN SURGERY

- Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
- Mark the correct place on the patient's body where the surgery is to be done.
- Pause before the surgery to make sure that a mistake is not being made.

# HAND-OFF COMMUNICATION

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...IS MANDATED BY THE JOINT  
COMMISSION. IT IS A TEAM EFFORT THAT  
HELPS TO MAINTAIN PATIENT SAFETY.





# HAND-OFF BETWEEN CAREGIVERS

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- Ticket to Ride
- Passport to Surgery
- Pre-Op Checklist
- SCIP





# TICKET TO RIDE

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- This form is used when a patient is taken off unit for a test, transfer room, surgery etc.
- The nurse generates the form in Cerner
- The form is completed legibly in “real time”
- The Nurse completes the form and gives to the Transport associate
- This form will be used in all areas of the hospital



The sending nurse initiates the form in Cerner.

- Form is placed in the Medical Chart under the Miscellaneous Tab
- Permanent part of the Medical Record

**TICKET TO RIDE**

Name: \_\_\_\_\_ MRN: \_\_\_\_\_ Location: \_\_\_\_\_ DOB: \_\_\_\_\_ Admit Date: \_\_\_\_\_ Attending Dr: \_\_\_\_\_ Service: \_\_\_\_\_

Allergies: codeine, oxyCODONE, OxyCONTIN  
Reason For Visit: REVERSE SHOULDER

Level of Consciousness: \_\_\_\_\_ 02/07/19 07:56:00 Alert

Patient Care 02/07/19 07:20 Resuscitation Status 02/07/19 7:20:00, Full Resuscitation, MOLST Form

HR: 91 02/07/19 06:55:00 BP: 102/62 02/07/19 06:55:00 RR: 18 02/07/19 06:55:00 TEMP: \_\_\_\_\_

Destination: \_\_\_\_\_ Transporter Initials: \_\_\_\_\_

Sending Unit Nurse \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
PRINTED Name Phone#/Vocera# Date Time

Pertinent Patient Information (please circle appropriate response)  
NPO Diet Status Yes No For this Test Only  
Patient Hard of Hearing Yes No  
Known Pressure Areas Yes No If yes, specify: \_\_\_\_\_

Additional Information: \_\_\_\_\_

Returning Clinician \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
PRINTED Name Title Phone#/Vocera# Date Time

Most recent vitals\*: HR \_\_\_\_\_ BP \_\_\_\_\_ RR \_\_\_\_\_ TEMP \_\_\_\_\_  
\*attach EKG strip to back of page if applicable

Comments: \_\_\_\_\_

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# TICKET TO RIDE



# TICKET TO RIDE: UPON RETURN TO THE “HOME UNIT”

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- The returning clinician completes the bottom of the form
- Print Name-
  - Phone/Vocera # -Date/Time
  - Most recent vitals
  - Any Comments
- The form is placed in the patient’s hard copy medical record under the Miscellaneous tab
- Maintained as a permanent part of the medical record



# 2022 National Patient Safety Goals



Here are several links to help you review Joint Commission and the National Patient Safety Goals



[Hospital: 2022 National Patient Safety Goals | The Joint Commission](#)

[G:\Users\SHARED\pharmacy\rx3webdocs\LASA 2021 LBH.pdf](#)



# ADDITIONAL GOALS AT CARROLL HOSPITAL

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- Encourage patients to report safety concerns. On admission, patients and families are made aware how to report safety concerns. For example, calling for the Rapid Response Team (RRT)
- Encourage patients & families to ask for assistance when their condition gets worse. Don't hesitate to ask for assistance if you see a patient getting worse



# UNIVERSAL PROTOCOL

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Universal Protocol focuses on safety for all surgical & non-surgical invasive procedures. It promotes “right site-right patient” surgery.

**Take a Time Out!**





# REPORTING SAFETY ISSUES

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**You** are instrumental to keep our hospital safe.

Whenever you see an unsafe condition, report it

- to your Supervisor, call the Safety Hotline at 86909,
- or record it under “Incident Reporting” on the intranet.

**Don't wait for someone to get hurt.**



First Touch.....



Last Touch.....

Heart to Heart.....

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**WE IMPACT OUR PATIENTS**