










Hazard Communication

Three major changes to the Hazard Communication Standard;

- Chemical classification: specific criteria for classification of health and physical hazards
- Safety Data Sheets: will have 16 distinct sections and easier to read and understand
- Labels: will include a Pictogram, a Signal Word (danger or warning), and Precautionary Statement

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Hazard Communication

Flame	Flame over circle	Exploding bomb
		
Corrosion	Gas cylinder	Skull and crossbones
		
Exclamation mark	Environment	Health Hazard
		

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Risk Management and Legal Services

Language Assistance Program

- Required to provide free interpreter services
- Translation phones on units (corded and wireless)
- Certified translators
- Video Remote Interpreter (VRI) for American Sign Language, etc. (Supervisor's office) – similar to Skype
- Contacts: Yvette Million @2541 or Kathy Harlan @2583



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Risk Management and Legal Services

Medical Equipment Management:

- Check the tag to assure preventive maintenance is up-to-date
- If injury to patient or staff, remove from service immediately, sequester it in the manager's office with all attachments, and report it to Risk Management or Biomed immediately
- Complete a thorough Incident Report

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Risk Management and Legal Services

EMTALA (Emergency Medical Treatment and Active Labor Act) requires by law:


- Provide a medical screening exam
- Stabilize the patient without regard for ability to pay
- Transfer to another facility for a higher level of care, if needed
- Document the agreed upon transfer and provide emergency transport

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Risk Management and Legal Services

Safe and Fall Free Environment (S.A.F.E.)

- Identify those at risk for falls (Morse)
- Falling star sign 
- Purple armband, purple slippers, purple blankets
- Fall prevention procedures (gait belts, bed and chair alarms, non-skid slippers, low bed, hourly rounding, frequent toileting, uncluttered rooms, monitor medications that contribute to falls)

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Risk Management and Legal Services

Code Falling Star:

- Dial 555 when a patient has fallen
- Team will respond and assist in assessing patient's condition prior to moving
- Team will choose correct equipment for safe transfer
- Security will bring Hover Jack
- Team consists of Supervisor, bedside nurse, charge nurse, transport tech, PT/OT, Pharmacist

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Medication Safety

Question: Are there published studies or articles that show benefits of reducing interruptions during medication administration?

Answer: Yes, many. Specifically, The Joint Commission has published a book entitled The Nurse's Role in Medication Safety. In chapter 7, entitled *First: Do Not Distract*, the author, Tess M. Pape, PhD, MSN, RN, CNOR, cites studies that have been done that show the benefit to nurses by reducing distractions. The chapter challenges the reader to implement programs based on the research. O'Connor's Medication Pass and Safety Project is based on Kaiser Permanente's MedRite Program, which is a national program that builds on this research.

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Medication Safety



**MEDICATION PASS
PROCESS PROMOTES
PATIENT SAFETY**

O'Connor Hospital has implemented a new process to help decrease medication errors and reduce nurse interruptions when administering patient medication.

The nurse/student will be wearing a fluorescent yellow sash during the medication process when:

1. Educating the patient and family members
2. Retrieving the medication
3. Inputting the information into the computer, and
4. Delivering it to the patient.

Please refrain from interrupting the nurse until he or she has finished this process. We appreciate your help and support.

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Medication Safety

Pyxis Quiet Zone



Please do not interrupt anyone in the Quiet Zone or during the medication administration process.

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Infection Prevention

Who is Responsible?

- Dr. Studemeister, CIC
- Suzanne Cistulli, BSN, CIC x2540
- Julie Kinsch, BSN x7761
- Marlyn Sigua, BSN x4746
- And YOU !!!

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Infection Prevention

Use Standard Precautions on ALL patients

Perform hand hygiene (gel-in & gel-out or 20 seconds with soap and water) before and after:

- Every patient contact
- Performing clean or sterile procedures
- Preparing food, eating, drinking, applying cosmetics, and using the restroom

Between:

- Tasks at different body sites
- Between different patients, and after removing gloves

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Infection Prevention

Transmission-Based Precautions;

- Students will not be expected to care for patients in Airborne precautions
- Droplet (regular mask & door open)
- Contact (gown & gloves for every room entry, except for staying in 3-tile taped markings)

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Needle Safety

- An estimated 385,000 needle stick/other sharps related injuries occur each year in healthcare workers. (more than 1000/day)
- Use only safe needle devices
- Dispose of needles promptly
- Never recap

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Infection Prevention

- Attend annual review of Bloodborne Pathogens standard (Hepatitis & HIV) provided by your school of nursing
- If not reviewed annually, contact O'Connor Infection Prevention or School of Nursing liaison to provide inservice
- Red biohazard bags used for blood soaked materials (not linen)
- Place soiled linen in laundry hamper

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Workplace Violence

Any incident of a threat or actual commission of an intentional harmful action against an associate or student by a co-worker, physician, patient, or visitor on Hospital premises.

Causes: alcohol and drug abuse, financial crisis, mental illness, and inability to cope

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Workplace Violence

- Know the warning signs
- Project calmness
- Arrange yourself so that your exit is never blocked
- Keep distance of 3-6 feet from fingers, feet, and faces
- Signal your instructor or another nurse that you need help
- Call Security x4402 or Code Gray X555

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Environment of Care

- Students must wear the O'Connor Hospital photo ID badge while on the campus at all times at eye level
- Attached to the badge are the Emergency Codes and the X555 to call
- On the flip side of the Emergency Code badge are the instructions for what to do in a Code Red (R.A.C.E & P.A.S.S)

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Environment of Care

Code Red	Fire
Code White	Neonatal Emergency
Code Pink	Infant Abduction
Code Purple	Child Abduction
Code Yellow	Bomb Threat
Code Gray	Combative Person
Code Silver	Person with a weapon or hostage
Code Orange	Hazardous Spill
Code Triage	Int/Ext Disaster
Code Blue	Medical Emergency

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Environment of Care

- Don't move through closed Fire Doors during Code Red, close patients' doors
- Generators will energize within 10 seconds of the interruption in a Code White
- Be sure that all patient care equipment is plugged into red emergency outlets
- Assigned Code team members respond to a Code Blue to initiate ACLS Protocol
- Code Rapid Response or RRT can be called for medical assistance prior to need for Code Blue

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Environment of Care

- Hospital staff will watch all exits in their area
- Report all suspicious activity such as someone carrying an infant/child or a backpack by dialing X555 during Code Pink or Purple
- Stay in your location until the code is "all clear"
- Code Yellow will not be called overhead, do not touch or disturb the potential bomb
- Protect the scene of a hazardous spill and locate SDS from the intranet connection

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Environment of Care

- You might be asked to join the Labor pool (DePaul Room) and assist within your scope of practice during a Code Triage
- Red power failure phones are located in most departments and can only be used in the event the hospital loses normal telephone service lines

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Patient Safety

- Use at least two ways to identify patients (Name, MR#, DOB). Never use a patient's room number or diagnosis
- Before a procedure, label medications and solutions that are not labeled (in syringes, cups, basins)
- Do not use unapproved abbreviations
- Use SBAR when communicating with a physician

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Patient Safety

Prevent and routinely assess patient's who are at risk for:

- Developing pressure ulcers
- Pain
- Fall risk
- Restraints
- Suicide

Clinical alarm systems must be audible

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Patient Safety

- Be aware of medications that look alike and sound alike
- Empower patients and family members to speak up when they have a concern and teach them about Condition H (Help) activated by dialing X555 from their room if they become concerned with the patient's condition


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Patient Safety

- Informed Consent - is the responsibility of the physician to obtain; and to explain the nature of the treatment, risks, benefits, and alternatives to treatment.
- A sentinel event is followed up by a root cause analysis and a required plan of action.

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


Patient Safety

To report a complaint to the Joint Commission:

- Email: complaint@jointcommission.org
- Fax: (630)792-5636
- Mail: c/o Office of Quality Monitoring
- Online:
http://www.jointcommission.org/report_a_complaint.aspx

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Regulatory Preparedness

State & or Federal regulators/inspectors make scheduled and/or unannounced visits to ensure our care is safe and that we are following strict regulations

In order to prevent interviews with students, we will ask you not be present on the units those days/times

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The Patient Experience

A.I.D.E.T

Five Simple Steps to
Decreasing Patient and
Family Anxiety

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The Patient Experience

- A – Acknowledge the patient
- I – Introduce yourself to the patient
- D – Tell the patient the duration or
timeframe of what is expected
- E – Explain to the patient what is going to
happen or what the test will feel like
- T – Thank the patient and family for
choosing O'Connor Hospital

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The Patient Experience

Use AIDET every day, with patients, peers, and in all interactions – you will be amazed how patients will appreciate the information

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Service Recovery

The 4 “A” Process:

1. Accept – patient has a concern
2. Acknowledge – don’t dismiss, blame, or interrupt
3. Apologize – for the patient’s experience
4. Amend – “Is there anything I can do for you?”

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Gift Them

- Inform instructor and manager/charge
- Visit the Gift shop (or Security at night)
- Complete the Service Recovery form
- Select approved gift (flowers, gift cards, notecards, books, stuffed animals, crosses, and others)
- Write a note of apology
- Deliver to patient along with verbal apology

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Love Notes

- Must have parking sticker on car. Only park on the 4th floor of parking garage, 3rd floor, if 4th floor full, or in the back Employee parking lot
- Always wear O'Connor picture ID badge when on campus, return badges to Security when rotation completed
- Wear Employee Health flu sticker on badge Oct-Apr

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