



## **MISSION & VISION STATEMENTS**

***MISSION:***

*Making Communities Healthier*

***VISION:***

*We want to create places where: people choose to come for healthcare, physicians want to practice, and employees want to work.*

## **Value Statements**

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.

## **INFORMATION SECURITY AWARENESS TRAINING**

## Remember...

Any patient information...

...you see...

...you hear...

...you read...

...you know...

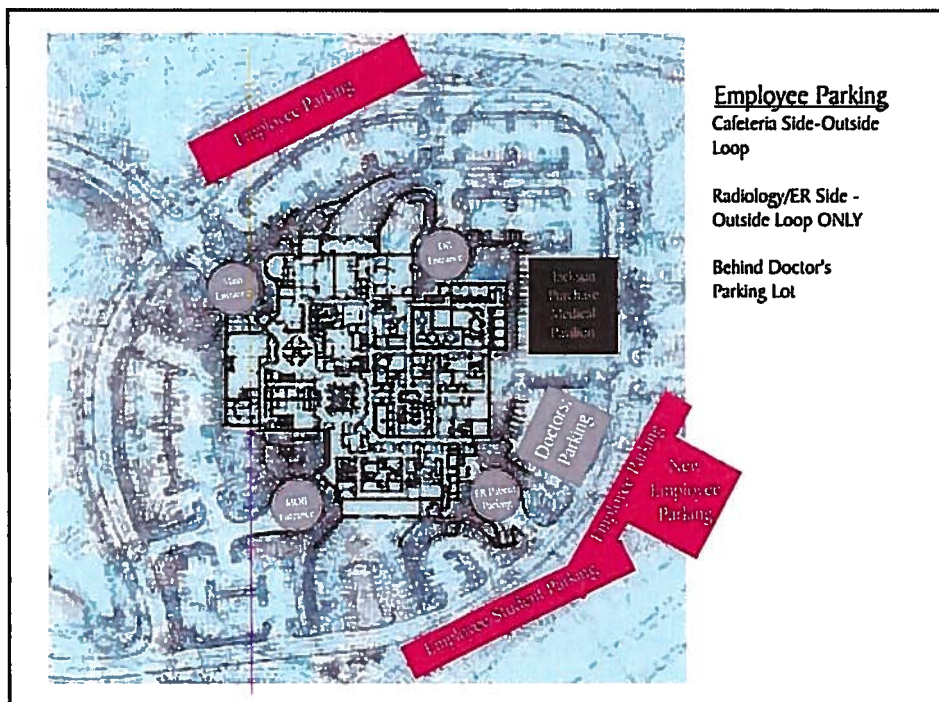
**Must be kept confidential!!!**

## Tobacco Free Campus

- Effective January 1, 2010, the use, sale or excessive odor resulting from the use of all tobacco products (cigarettes, cigars, pipes, and smokeless tobacco) is prohibited in JPMC buildings and on JPMC properties.

## Students Parking

- Designated Student Parking Areas
- Students must not park in front of facility, MOB, doctors parking, Medical Pavilion or ER.



## **Infection Control**

### **Artificial Nail Policy**

- **Employees with direct patient contact are not allowed to wear artificial nails.**
- **Natural fingernails should be kept clean and neat, with the tips being no longer than  $\frac{1}{4}$  inch.**
- **Unchipped nail polish is permitted, unless otherwise restricted by individual department policies.**

## Material Safety Data Sheets (MSDS)

- You have the right to know about all chemicals and other hazards in your work area.
- MSDS are available for all chemicals used in the hospital.
- The MSDS contain information about how stable the chemical is, hazardous ingredients, spill or leak procedures, special protection needed, fire or explosion data, health hazards and special precautions.
- The MSDS are available on the Intranet
- Please ask the department manager to demonstrate how to access the MSDS database.

## Emergency Preparedness Program

**Code Red - Fire**

**Code Yellow - Disaster**

Code Silver - Person with a weapon/Hostage Situation

**Code Amber - Infant/Pediatric Abduction**

**Code Orange - Hazardous Material Spill/Release**

**Code Black - Bomb Threat**

**Code White - Evacuation**

**Code Blue - Cardiac Arrest**

Code Gray - Combative Patient

**Code Brown - Missing Adult or Resident**

**All other emergency situation will use plain language**

## KNOW WHAT TO DO IN CASE OF FIRE

**KNOW**

- ...hospital evacuation plan
- ...where alarm boxes are located
- ...where extinguishers are located



## Hospital Fire Procedure

- Rescue** Remove persons in **IMMEDIATE** danger to the nearest safe smoke zone and ensure that all patients have been evacuated from the danger area.
- Alert** Report by dialing 88 and activating the manual fire alarm.
- Confine** Close doors and windows in the immediate fire area and to all rooms adjacent to the fire area.  
Shut oxygen valve in affected zone (Respiratory Therapy or Charge Nurse) if applicable.
- Extinguish** Extinguish only small, controllable fires which do not pose a threat to your safety.

### How to use a portable fire extinguisher (**P.A.S.S.**):

- Pull** the pin
- Aim** the hose at the base of the fire
- Squeeze** handle gently
- Sweep** from side to side

## Hispanic Population

- We are seeing an increase in our Hispanic population.
- If you need an interpreter, we have the “Language Line” service available. We have special telephones that are equipped with two handsets for your use throughout the hospital.
- Please do not use children as interpreter’s.

¿Usted habla español?



## Population Specific Competencies

- As Health-care providers we care for all types of patients. Understanding each patients unique needs is an important part of your job.
  - Different age groups
  - Spiritual/religious groups
  - Cultural groups
  - Individuals with developmental disabilities
  - Individuals with physical disabilities
  - Populations with low literacy skills
  - Individuals who are obese
  - Gender and Sexual Orientation



## Different Age Groups

- **Different age groups** – It's important to understand the development and health needs of the age groups you work with. Clinical Staff will complete E-Learning courses that address this.

## Spiritual/religious groups

- **Spiritual/religious groups** – It's important to consider a person's spiritual and/or religious needs and to learn about and respect each person's spiritual and /or religious beliefs, values and practices.
- You can help learn about each patients spiritual and religious needs by:
  - Ask questions – its ok to ask questions
  - Observing
  - Doing Research
- **Avoid stereotyping**
  - Avoid assuming a person belongs to a certain religion
  - Keep in mind that a person may not follow any religion. But he or she may still be very concerned with spirituality
  - Remember that not all members of a religious group practice their faith in the same way.

## Cultural groups

- **Cultural groups** – Hispanic, Amish. Understanding and respecting the patient's cultural values, beliefs and practices is an important part of care.
- A person's culture can affect his or her healthcare experience in a variety of ways, including:
  - When to seek health care.
  - Responses to pain
  - Nutrition and food choices
  - Views about illness
  - Communication styles
- Patients from some cultures may not understand the need for arriving promptly for health care appointments.
- Use trained interpreters. Avoid using family or friends. Do not use children.
- AT and T Language Line is available 24/7

## Individuals with developmental disabilities

- **Individuals with developmental disabilities** – Developmental challenges can affect a patient's ability to understand and follow instructions.
- Learn about the disability – ask the patient or caregiver.  
Research the disability
- Encourage routine healthcare – routine checkups, immunizations, etc.
- Be sure to involve the patient's parent, guardian or other caregiver in his or her care.
- Communicate clearly.

## Individuals with physical disabilities

- **Accommodate physical disabilities**
- **TTY phone system – available in CCU**
- **Sign language interpreter is available via Lifelinks- on computer laptop – Supervisors have access - let them know if you need this service.**
- **Provide respectful care**
  - **Speak directly to the patient, not to his or her companion, caregiver or translator.**
  - **Identify yourself to patients with visual impairments when you enter the rooms**
  - **Look directly at patients with hearing impairments while speaking, and speak clearly and slowly. If the person can't read lips, written notes can help. Avoid shouting.**

## Populations with low literacy skills

- **Populations with low literacy skills – Patients who have trouble reading and writing may need special help understanding instructions for their care, as well as patient education materials.**
- **Be sensitive and respectful. Literacy level does not indicate intelligence.**
- **Use words that are easy to understand – avoid medical jargon**
- **Use visual aids and demonstration whenever possible.**
- **Ask patients to repeat what you tell them back to you to confirm that they understood.**

## Individuals who are obese

- **Individuals who are obese** – They may need certain physical accommodations and have specific health needs to be addressed.
- **Know that people who are obese may avoid seeking health care until its urgent**
  - Feelings of embarrassment
  - Limited mobility and transportation options
  - Worries about not having privacy in the health-care setting.
- **Be alert for the unique health problems of patients who are obese.**
  - High blood pressure
  - Heart disease
  - Respiratory problems
  - Sleep apnea
  - Skin problems

## Individuals who are obese

- **Help make patients feel comfortable**
  - Offer extra-large examination gowns
  - Weigh in a private area.
- **Adjust medical care as needed**
  - Use blood pressure cuffs and needles that are appropriate to the size of the patients
  - Standard scales do not weigh accurately over 350 pounds. Our electronic scales go up to 800 pounds.
- **Provide sensitive support**

## Gender and Sexual Orientation

- **Gender and Sexual Orientation** – men and women have different health issues and preferences as do patients with same sex partners.
- **Women** –
  - Talk about healthy ways to manage stress
  - Encourage healthy eating and regular exercise
  - Screen for depression, as well as breast and cervical cancer.
- **Men** –
  - Discuss risk factors for common health concerns including heart disease, cancer, stroke and diabetes.
- **Same-Sex Partners** – May delay seeking health care or keep silent about certain health problems. Foster an open and inclusive environment to make all patients comfortable.

## The Bottom Line...

- **Treat every patient with dignity and respect**

## Patient Safety

- Patient Identification – Always use two patient identifiers
  1. Patient Name
  2. Date of Birth
- Use the patient bracelet, label, order or computer screen to verify the patient has been identified correctly
- NEVER use the room number as an identifier.

## Patient Safety

- Patient Identification – Always use two patient identifiers
- Use two identifiers for:
  1. Diagnostic testing
  2. Treatments
  3. Transporting to/from other departments
  4. Documentation – computer and paper forms
  5. Specimen Collection – always label in front of the patient
  6. Adding results, forms, blank orders to the chart
  7. Passing food trays

## Reducing Patient Falls

- A yellow arm bracelet indicates a patient is at risk for falls and requires assistance with ambulating.

## **PATIENT RIGHTS:**

Our commitment to our patients is to ensure that their privacy is protected, their rights are respected, and their individuality and dignity are maintained. All patients at Jackson Purchase Medical Center have the right:

- ◆ To reasonable access to care regardless of race, creed, sex, age, national origin or sources of payment for care;
- ◆ To considerate and respectful care that recognizes your personal value and belief systems;
- ◆ To informed participation in decisions with your physician and others providing your care;
- ◆ To personal privacy and confidentiality of information;
- ◆ To designate a representative decision maker in the event you are incapable of understanding a proposed treatment or procedures or are unable to communicate your wishes regarding care;
- ◆ To informed participation in any human experimentation or other research/ educational projects affecting your care;
- ◆ To expect reasonable safety regarding hospital practices and environment;
- ◆ To know the identity and professional status of individuals providing your care;
- ◆ To know information about the nature of your illness and prognosis and how the hospital will provide the necessary care;
- ◆ To an interpreter when you do not speak or understand the predominate language of the community;
- ◆ To consult with an independent specialist at your own request and expense;
- ◆ To refuse treatment to the extent permitted by law;
- ◆ To directly access the Ethics Committee to assist in resolution of conflicts that may arise in the provision of your care;
- ◆ To an explanation of the need for any transfer to another facility and of the alternatives to such a transfer;
- ◆ To be informed regarding any continuing health requirements following discharge from the hospital;
- ◆ To request and receive an itemized explanation of the total bill for services rendered in the hospital and notification prior to termination of eligibility for reimbursement by a third party for the cost of care;
- ◆ To be free from physical or mental abuse and corporal punishment;
- ◆ To be informed of hospital rules and regulations applicable to conduct as a patient and about the hospital's mechanism for the initiation, review and resolution of patient complaints.
- ◆ All patients have a right to pain relief.

# JACKSON PURCHASE MEDICAL CENTER

## **PATIENT RESPONSIBILITIES:**

**Provision of Information:** A patient has the responsibility to provide, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his health. He has the responsibility to report unexpected changes in his condition to the responsible practitioner. A patient is responsible for reporting whether he clearly comprehends a contemplated course of action and what is expected of him.

**Asking questions:** Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do.

**Compliance with Instructions:** A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders and enforce the applicable hospital rules and regulations.

The patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the responsible practitioner or the hospital.

**Refusal of Treatment:** The patient is responsible for his actions if he refuses treatment or does not follow the practitioner's instructions.

**Hospital Charges:** The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.

**Hospital Rules and Regulations:** The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

**Respect and Consideration:** The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.