

Triage Staffing, Inc. Triage Nursing, LLC



Safety Manual & Injury Prevention Plan

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POLICY STATEMENT

To all employees:

The personal safety and health of each employee of Triage is of primary importance. The prevention of occupational-related injuries and illnesses is of such consequence that it will be given precedence over operating productivity whenever necessary.

The intent of this Orientation/Training Program is to provide you with information and guidelines to protect your safety and health in the workplace, as recommended by OSHA(Occupational Safety and Health Administration) and THE JOINT COMMISSION(Joint Commission for Accreditation of Healthcare Organizations) standards. Our programs intention is to summarize OSHA requirements and inform you of guidelines set forth by THE JOINT COMMISSION in relation to your safety and the safety and care of patients. As an employee of Triage, you will be assigned to work in healthcare facilities that are not under our control. The information and training we are providing you is intended to educate you in the basic requirements of OSHA regulations and THE JOINT COMMISSION standards. Once you arrive at the healthcare facility and before beginning your assignment, you will receive orientation training specific to the facility. Should you ever have concerns about safety and patient care standards in any of the facilities to which you are assigned, or observe what you believe to be unsafe practices, promptly contact your Recruiter at Triage to review and talk about the situation.

Emergency Preparedness

1. Safety Awareness – Environmental, Fire, and Electrical

The following Safety Rules were established in order to educate the employees of Triage about general, fire, and electrical safety practices patterned after THE JOINT COMMISSION and Federal OSHA requirements.

ENVIRONMENTAL SAFETY

- Make sure you report all concerns, problems, and any observed unsafe conditions to your on-site supervisor immediately.
- If you are able to remove a problem, it is eliminated or taken away so that it will not cause an accident for you or anyone else. A problem that could lead to an accident should be **REMOVED** or **REPORTED**.
- Report all injuries, illnesses, exposures, or near accidents to your on-site supervisor and Triage Staffing Recruiter immediately.
- The use or possession of intoxicating beverages, drugs, unauthorized firearms or other weapons on the job is forbidden and could result in immediate dismissal. Make sure you follow all safety instructions given to you in on-site orientation at the client facility.
- Appropriate clothing, footwear, and protective equipment must be worn on the job at all time. This will vary from client location to client location as you work for Triage. Please contact your direct supervisor at the client facility to obtain **client specific details** on what is allowed/not allowed for appropriate clothing/footwear and protective equipment. No sandals or open toed shoes. Closed toe shoes and scrubs are suggested.
- Do not perform any tasks that you are not trained for, or authorized by Triage Staffing Inc to do. If you have any concerns while on your assignment, you must contact an on-site supervisor immediately and then follow up with your Triage recruiter.
- Never remove or bypass safety devices.
- Stairways should be kept clear of items that can be tripped over and all areas under stairways that are egress routes should not be used to store combustibles.
- All electrical equipment should be plugged into appropriate wall receptacles or into an extension of only one cord of similar size and capacity. Three-pronged plugs should be used to ensure continuity of ground.
- All cords running into walk areas must be taped down or inserted through rubber protectors to preclude them from becoming tripping hazards.
- Always keep flammable or toxic chemicals in closed containers when not in use. All chemicals should be kept in well labeled containers.
- Be aware of the potential hazards involving various chemicals stored or used in the workplace.

If you are injured, tell your supervisor. If you need treatment and are able, contact your Triage Supervisor immediately. If you are seriously injured or think you might have broken bones, do not move as moving could make the injury worse. Call for help and/or wait for someone to come to help you. Be sure to tell them what caused your accident so they can remove or report the problem. If there is any possibility of a back, neck, or head injury, the injured person should not be moved. Once you have taken care of an injured person, report the incident to your supervisor. If you know the cause of the accident, report it so the problem can be removed. ALL accidents need to be reported.

FIRE SAFETY

Fire Safety relative to each client facility should be included in your on-site orientation training, including the location of related procedures. If you should have any questions after that time, do not hesitate to ask your client supervisor. You will be expected to follow all client policies and procedures, and participate in fire drill exercises.

FIGHTING FIRES

Learn where fire extinguishers, first aid kits, eye wash stations, and emergency exits are at each client facility you are assigned at for a contract.

Use the following Acronym to help you in the case of a fire emergency:

RACE

Rescue anyone in immediate danger from the fire, if it does not endanger your life

Alarm – sound the alarm according to the facilities procedures or by pulling a station alarm box on the wall.

Confine the fire by closing all doors and windows if possible

Extinguish the fire with an extinguisher or Evacuate the area if the fire is too large

PASS

Pull the pin on the fire extinguisher

Aim the extinguisher nozzle at the base of the fire

Squeeze or press the handle

Sweep from side to side until the fire appears to be out

If you do not know where the fire is located but hear an alarm, stop work and proceed to the nearest clear exit. Gather at the designated location. Materials and equipment should not be stored against doors or exits, fire sprinkler risers, or fire extinguisher stations.

NEVER fight a fire if:

- *You don't know what is burning.* If you don't know what is burning, you don't know what type of extinguisher to use. Even if you have an ABC extinguisher, there may be something in the fire that is going to explode or produce highly toxic smoke.
- *The fire is spreading rapidly beyond the spot where it started.* The time to use an extinguisher is in the beginning stages of the fire. If the fire is already spreading quickly, it is best to simply evacuate the building, close doors and windows behind you as you leave.
- *You don't have adequate or appropriate equipment.* If you don't have the correct type or large enough extinguisher, it is best not to try to fight the fire.
- *You might inhale toxic smoke.* If the fire is producing large amounts of smoke that you would have to breathe in order to fight it, it is best to not try.
- *Your instincts tell you not to.* If you are uncomfortable with the situation for any reason, just let the fire department do their job.
- *The main thing when dealing with fires, is to always position yourself with an exit or means to escape at your back before you attempt to use an extinguisher to put out a fire.* In case the extinguisher malfunctions, or something unexpected happens, you need to be able to get out quickly, and you don't want to become trapped.

ELECTRICAL SAFETY

Safety procedures for handling utility and electrical safety should be included in your orientation training at the client facility. If you have specific questions, do not hesitate to ask your client supervisor. Here are some general tips for Electrical Safety:

- Your use of personal electronic transmission devices (cell phones, etc) is prohibited in client facilities, unless you have specific permission directly from your client supervisor. Using this type of equipment can interfere with certain electrical devices, including patient monitoring equipment.
- Do not touch pipes, plumbing or radiators at the same time you touch electrical equipment.
- Do not place power cords on a wet surface. Only use electrical equipment with three pins on the plug.
- Place power cords away from traffic patterns to avoid tripping hazards.
- Report all shocks immediately, even small tingles may indicate trouble and precede major shocks.
- If a shock occurs or you notice equipment that is not working, do not use the equipment again until it is inspected and repaired if necessary.

If you experience a power outage, most client facilities will have outlets with red faceplates, red placard, or red outlets (or marked as emergency outlets) for emergency electrical power. Be sure you have these identified with your client supervisor. Hospital generators provide emergency power and only emergency electrical outlets will regain power. During a power outage, emergency outlets are only to be used for essential equipment.

02-INFECTION CONTROL/BLOOD BORNE PATHOGENS AND EXPOSURE PLAN

Blood Borne Pathogen Program

Policy Statement

It is the policy of Triage to provide a safe and healthful workplace for our employees. This policy and procedure will provide a method to safeguard our employees from being occupationally exposed to blood and other potentially infectious materials (OPIM), during first-aid and emergency situations. It is also the intent of this policy to comply with federal OSHA requirements listed in 29 CFR 1910.1030. It is imperative that you report exposure incidents immediately to your client supervisor and to your Triage recruiter. Triage in conjunction with the healthcare facility will guide you in obtaining a timely medical evaluation and follow up.

Scope

This policy applies to individuals, who in an emergency situation have the potential for being exposed to blood and other potentially infectious materials when responding solely to injuries resulting from workplace incidents. Triage Staffing Inc has determined that all of its contract employees in healthcare settings are to be classified as having a risk of occupational exposure by the nature of their job position. An exposure occurs when specific eye, mouth, other mucus membrane, non-intact skin, or parenteral contact is made with blood or other potentially infectious materials, resulting from the performance of an employee's duties.

Universal Precautions

All blood or other potentially infectious material should be considered infectious regardless of the perceived status of the source individual.

- Gloves will be worn when touching blood or other body fluids, mucus membranes, non-intact skin, or handling items or surfaces soiled with blood or other body fluids. Gloves will be disposed of after a single use.
- If it is anticipated droplets of blood or any body fluids may come in contact with the mucus membranes of the employee's eyes, nose, or mouth, he/she will wear protective equipment. {i.e., goggles or face shield}
- Hands or other skin surfaces will be washed immediately if contaminated with blood or other body fluids. Hands will also be washed immediately upon glove removal.
- Any items such as razors, knife blades, broken glass or equipment will be disposed of in a puncture and leak proof container, labeled for disposal of such items.
- If clothing is contaminated, it is to be removed as soon as possible and discarded into an appropriate laundry basket.
- Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in the first aid room.

PROTECT YOURSELF FROM HANDLING SHARPS

Prompt disposal

The best way to prevent cuts and sticks is to minimize contact with sharps. That means disposing of them immediately after use. Puncture-resistant containers must be available nearby to hold contaminated sharps—either for disposal or, for reusable sharps, later decontamination for re-use. When reprocessing contaminated reusable sharps, employees must not reach by hand into the holding container. Contaminated sharps must never be sheared or broken. Recapping, bending, or removing needles is permissible **only if there is no feasible alternative** or if required for a specific medical procedure such as blood gas analysis. If recapping, bending, or removal is necessary, workers must use either a mechanical device or a one-handed technique. If recapping is essential—for example, between multiple injections for the same patient—employees must avoid using both hands to recap. Employees must recap with a one-handed “scoop” technique, using the needle itself to pick up the cap, pushing cap and sharp together against a hard surface to ensure a tight fit. Or they might hold the cap with tongs or forceps to place it on the needle.

Sharps Containers

Containers for used sharps must be puncture resistant. The sides and the bottom must be leak proof. They must be labeled or color coded red to ensure that everyone knows the contents are hazardous. Containers for disposable sharps must have a lid, and they must be maintained upright to keep liquids and sharps inside. Employees must never reach by hand into containers of contaminated sharps. Containers for reusable sharps could be equipped with wire basket liners for easy removal during reprocessing, or employees could use tongs or forceps to withdraw the contents. Reusable sharps disposal containers may not be opened, emptied, or cleaned manually. Containers need to be located as near to as feasible the area of use. In some cases, they may be placed on carts to prevent access to mentally disturbed or pediatric patients. Containers also should be available wherever sharps may be found, such as in laundries. These containers must be replaced routinely and not be overfilled, which can increase the risk of needle sticks or cuts.

Handling Containers

When employees are ready to discard containers they should first close the lids. If there is a chance of leakage from the primary container, the employee should use a secondary container that is closable, labeled, or color coded and leak resistant.

Careful handling of sharps can prevent injury and reduce the risk of infection. By following these work practices, employees can decrease their chances of contracting blood borne illness.

Hepatitis B Vaccination Program

To protect our employees as much as possible from the possibility of a Hepatitis B infection, Triage Staffing, Inc has implemented a vaccination program. This program is available, at no cost to the employees, to all individuals who have been identified as having the possibility of occupational exposure to blood or other body fluids. Should you elect to receive the series, please sign and date the Hepatitis B Consent Form provided with your new hire packet and return to your Recruiter at Triage Staffing, Inc..

Employees who decline the Hepatitis B vaccine will sign a waiver that is included in your New Hire Packet.

Employees who initially decline the vaccine, but who later wish to have it, may request and receive it within ten days at no cost to that employee. You must contact your recruiter at Triage Staffing, Inc to get this arranged.

TUBERCULOSIS

If you are assigned to work in an area where respiratory protection is deemed necessary, particularly when there is a risk of contracting TB, you must advise your Triage recruiter to arrange for you to have a fit test in order for you to be sized for a respirator device.

Who is at risk for Tuberculosis?

Healthcare workers are presumed to be at an elevated risk of developing TB when compared to the population at large. It is for this reason that healthcare workers, especially those delivering direct patient care, are required to be tested annually.

Mode of Transmission

Mycobacterium tuberculosis is spread by airborne particles, known as droplet nuclei, that can be generated when persons with pulmonary or laryngeal TB sneeze, cough, or speak. Persons who share the same airspace with persons with infectious TB disease are at greatest risk for infection. Infection occurs when a susceptible person inhales droplet nuclei containing tubercle bacilli and these bacilli become established in the alveoli of the lungs and spread throughout the body.

TB Skin Testing

A person exposed to an individual with infectious TB or who has other risk factors for TB as noted above should be given a TB skin test. Healthcare workers, because of the inherent risk for potential exposure in the healthcare setting, must be tested at a minimum, annually. Based on the healthcare facility's internal and ongoing risk assessment, TB testing may be required more frequently.

- The Mantoux TB test – this is the standard method of skin testing. The mantoux TB skin test is the intradermal injection of purified protein derivative (PPD) of killed tubercle bacilli, usually on the inner forearm. This site is then examined by a trained healthcare worker 48-72 hours after injection for induration. The diameter of induration is measured and recorded; erythema or bruising is disregarded.
- Two Step TB Test – Two Step testing should be used for the initial skin testing of adults who will be retested periodically, such as healthcare workers. Two step testing is used to reduce the likelihood that a boosted reaction will be misinterpreted as a recent infection.

Follow up for positive TB test results

It is important to obtain an initial chest x-ray on personnel with positive PPD-test reactions, documented PPD-test conversions, or pulmonary symptoms suggestive of TB. Chest radiographic examinations should be performed of any healthcare professional with a positive PPD-test as part of the evaluation for active TB. In addition to the chest x-ray, examination by a physician must be conducted of the individual, evaluation whether there are any pulmonary symptoms suggestive of TB. If the chest x-ray is negative, and there is an absence of signs and symptoms of TB, the healthcare professional is deemed to be non-infectious, and may continue working. Chest x-rays should not be repeated unless symptoms suggestive of TB develop. An annual exam for signs and symptoms is usually required to continue working in a healthcare setting.

Reporting Positive TB results and Cases

It is required in every state to report positive TB test results to the local health department. All new and suspect TB cases should be reported promptly by the clinician or by infection control nurses or pharmacies when TB drugs are dispensed. In addition, all positive TB smears and cultures should be reported promptly by laboratories.

Post Exposure Evaluation and Follow-up

Examples of exposure incidents are: Puncture from a contaminated sharp, or splash of blood onto any of your mucous membranes (e.g., mouth, eye), splash or splatter onto non-intact skin (e.g., dry or chapped hands). Upon being notified of a Triage employee being involved in an accident where exposure to blood borne pathogens may have occurred, there are two things we immediately focus our efforts on:

- Investigating the circumstances surrounding the exposure incident.
- Insuring that our employees receive medical consultation and treatment (if necessary) as quickly as possible.

Employees involved in an exposure, need to call their direct recruiter as soon as possible so they can be put in contact with The Safety Officer.

The Safety Officer will investigate every exposure incident that occurs. This investigation is initiated within 24 hours of the incident and involves gathering, but not limited to, the following information:

- Where, when, and how the incident occurred?
- What potentially infectious materials were involved?
- Source of the infectious materials.
- What circumstances surrounded the incident
- Personal protective equipment being used at the time.
- Action taken as a result of the incident.

Our follow-up process consists of several steps, as outlined below:

- First, an exposed employee is provided with (1) documentation regarding the routes of exposure and the circumstances under which the exposure incident occurred and (2) identification of the source individual (if possible).
- Next, (if possible) the source individual blood is tested to determine HBV and HIV infectivity. This information will also be made available to the exposed employee, if it is obtained. At that time, the exposed employee will be made aware of any applicable laws and regulation concerning disclosure of the identity and infectious status of a source individual.
- Finally, the blood of the exposed employee is collected and tested for HBV and HIV status.

Once these procedures have been completed, an appointment is arranged with a qualified healthcare professional to discuss the medical status of the exposed employee. This includes an evaluation of any reported illnesses, as well as any recommended treatment.

We recognize that much of the information involved in this process must remain confidential, and will do everything possible to protect the privacy of the individuals involved.

03-Personal Protective Equipment and Clothing

Appropriate personal protective equipment (PPE) must be available for your use to reduce the risk of exposure. PPE is defined as clothing or equipment to protect against direct exposure to blood or other potentially infectious materials. PPE must not allow blood or other potentially infectious materials to pass thorough clothing, skin, or mucous membranes. The selection of appropriate PPE depends on the quantity and type of exposure expected. PPE included, but is not limited to: gloves, gowns, laboratory coats, face shields or masks, and eye protection. The healthcare facility you are assigned to will provide the necessary PPE you need to perform the responsibilities of your position. If you should find yourself to be in a situation where the necessary PPE you need is not available, notify your client supervisor and Triage supervisor immediately and we will work with the client facility to make arrangements to correct this.

The single most important measure to control transmission of the spread of infection is to treat all human blood and other potentially infectious materials as if they were infectious. This approach is referred to as “Universal Precautions”.

Practice good hygiene

- Use waterless, alcohol hand rinse if hands are not visibly soiled
- Wash with soap and water if hands are visibly soiled.

Examples of when to practice hand hygiene:

- After any patient contact
- After any contact with patient care equipment
- Prior to putting on sterile gloves to complete a sterile procedure.
- After removing gloves
- During a patient’s care if you move from a contaminated site to a clean site.

Hand Hygiene Guidelines form the Centers for Disease Control (CDC)

- Hand washing or the use of an alcohol based hand rub has been shown to terminate outbreaks in healthcare facilities, to reduce transmission of antimicrobial resistant organisms and reduce overall infection rates.
- The Center for Disease Control (CDC) recommends the use of alcohol based hand rubs by healthcare personnel for patient care because they address some of the obstacles that healthcare professionals face when taking care of patients.
- Hand washing with soap and water remains a sensible strategy for hand hygiene in non healthcare settings. When a healthcare professional’s hands are visibly soiled, they should wash with soap and water.
- The use of gloves doesn’t eliminate the need for hand hygiene. Likewise, the use of hand hygiene does not eliminate the need for gloves. Gloves reduce hand contamination by up to 80%. Hand rubs should be used before and after each patient just as gloves should be changed before and after each patient.
- When using an alcohol based hand rub, apply product to palm of one hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry. Alcohol based hand rubs significantly reduce the number of microorganisms on skin, are fast acting and cause less skin irritation.
- Healthcare professionals should avoid wearing artificial nails and keep natural nails less than one quarter of an inch long if they care for patients at high risk of acquiring infections (i.e. patients in the ICU or in transplant units).

Other General Guidelines for your Protection:

1. Use Universal Precautions whenever you might touch blood and body fluid.
 - Wear gloves, masks, gowns and goggles
 - Wash your hands after removing Personal Protective Equipment.
 - Keep your hands out of and away from your mouth, nose and eyes.
2. When using needles, handle them carefully.
 - Use the safe needles and other items that are provided.
 - Activate safety devices and dispose of needles right after use, don’t lay them down.
3. Do not eat or drink in any work area where blood or body fluid contamination may be found.
4. Clean up blood or body fluid spills carefully.
 - Wear gloves
 - Don’t pick up broken glass with your hands
 - Clean up with a hospital provided disinfectant.
5. Get the Hepatitis B Vaccine if you could be exposed to blood on the job.

Precautions for using PPE

- Make sure to remove the PPE following contamination and upon leaving the work area, placing items in an appropriately designated area or container for storing, washing, decontaminating, or discarding.
- Use full face shields or face masks with eye protection, goggles, or eye glasses with side shields with splashes of blood and other bodily fluids may occur and when contamination of the eyes, nose, or mouth can be anticipated.
- Wear surgical caps or hoods and/or shoe covers or boots when gross contamination may occur, such as during surgery and autopsy procedures.

General Guidelines for Gloves

- Wear appropriate gloves when contact with blood, mucous membranes, non-intact skin, or potentially infectious materials is anticipated, when performing vascular access procedures, and when handling or touching contaminated items or surfaces
- Damaged, ripped or torn gloves, or eye or face protection, must be replaced with appropriate PPE that is free from deficiency.
- Don't allow contaminated gloves to come in contact with equipment, items or surfaces that were not contaminated or infected.
- If you have latex or other allergies, use hypoallergenic gloves, liners, or powder less gloves or alternatives.
- Do not reuse disposable or single use gloves
- Gloves should be removed one at a time: as you remove your hand from the glove, turn it inside out, then take the other hand out of the 2nd glove turning it inside out. Place 2nd glove into the first for disposal.

04-HAZARDOUS CHEMICALS AND MATERIALS

In order to protect our employees and comply with OSHA's Hazard Communication Standard, Triage has established the following written Hazard Materials Program. Under this program, you will be informed of the contents of the Hazard Communication Standard, the hazardous properties of chemicals with which you work with, safe handling procedures, and action to take to protect yourself from these chemicals. Client facilities control the workplace in which our contract employees are assigned, and they are responsible for complying with OSHA standards related to chemicals in their facility work areas.

The Hazard Communication policies and procedures specific to the client facility that you are assigned to should be covered in your on-site orientation training. You will be expected to follow client policies and procedures at all times while on assignment. If you have questions after your orientation, you need to ask your supervisor at the client or contact your recruiter at Triage Staffing. The following information is a general overview of types of hazardous materials you may encounter in a healthcare setting.

Every employee has the right to know about the potential hazards associated with the materials they are required to use on the job. The following is a list of information that should be available at the client facility:

- Names of the hazardous materials
- How to identify hazardous materials and read warning labels
- Physical and health problems caused by exposure and the signs and symptoms of overexposure
- Location and proper use of protective equipment
- How to handle an emergency spill and/or leak
- Care for handling, storing, or using the hazardous material
- Location of material safety data sheets, or other documentation related to hazardous materials and their handling / disposing

MATERIAL SAFETY DATA SHEETS (MSDS)

For each of the hazardous chemicals identified, employers must have a MSDS. This is a detailed information bulletin prepared by the manufacturer or importer of a chemical that includes the following information about the chemical:

- The physical and chemical properties
- Physical and health hazards
- Routes of exposure
- Precautions for safe handling and use
- Emergency and first aid procedures
- Control measures

OSHA requires the following categories on each MSDS:

- Section 1. Manufacturer's Name and Contact Information
- Section 2. Hazardous Ingredients/Identity Information
- Section 3. Physical/Chemical Characteristics
- Section 4. Fire and Explosion Hazard Data
- Section 5. Reactivity Data
- Section 6. Health Hazard Data
- Section 7. Precautions for Safe Handling and Use
- Section 8. Control Measures

HAZARDOUS CHEMICALS

Client facilities you are assigned to should include in your on-site orientation training a list of potentially hazardous chemicals you may come in contact with, and the location of associated MSDS sheets. Whenever a new hazardous chemical is introduced into the workplace, appropriate orientation and training for it are required at that time. Your training should include any measures you can take to protect yourself from the hazards, and specific procedures they have put into place to provide protection to employees and any methods or observations by which employees can detect the presence of a hazardous chemical to which they may be exposed.

LABELING, SIGNS, and COLOR CODING OF HAZARDOUS MATERIALS

All containers of hazardous material should be labeled. The label must contain the name of the product and appropriate hazard warnings. Client facilities will establish their own rating system to identify hazards; information which should be provided in your on-site orientation training. If you ever have questions, ask your client facility supervisor. If you still have questions after talking to your client facility supervisor, contact your recruiter at Triage and they will coordinate the information to you through the client facility.

WHAT DO YOU DO IF YOU SEE A SPILL THAT YOU CAN NOT IDENTIFY

- Immediately report the spill to Security and to your designated supervisor on site.
- Check for an identification label and look it up in the information provided during your training and orientation. If you are unable to identify the substance, treat it as hazardous until it is identified as non-hazardous.
- Keep patients, visitors, and other employees from coming into contact with the spilled material.

HOUSEKEEPING AND PREVENTATIVE PROCEDURES

Employers must ensure a clean and sanitary workplace. Contaminated work surfaces must be decontaminated with a disinfectant upon completion of procedures or when contaminated by splashes, spills, or contact with blood, other potentially infectious materials, and at the end of the work shift. Waste cans and pails must be inspected and decontaminated on a regularly scheduled basis. Broken glass should be cleaned up with a brush or tongs; never pickup broken glass with your hands, even when wearing gloves.

Local and state laws regulate waste removed from healthcare facilities. Special precautions are necessary when disposing of contaminated sharps and other contaminated waste, and include the following:

- Disposal of contaminated sharps in closable, puncture-resistant, leak proof, red or biohazard-labeled containers.
- Placement of regulated waste in closable, leak proof, red or biohazard-labeled bags or containers. When outside contamination of the regulated waste container occurs, it must be placed in a second container that is closable, leak proof, and appropriately labeled.

CONTAMINATED LAUNDRY

Laundering contaminated articles, including employee lab coats and uniforms meant to function as personal protective equipment, may be the responsibility of the client facility. Contaminated laundry shall be handled as little as possible with minimum agitation. A washer and dryer may be provided in a designated area at the client site, or you can send the contaminated items to a commercial laundry. The following requirements should be met with respect to contaminated laundry:

- Bag contaminated laundry as soon as it is removed and store in a designated area or container.
- Use red laundry bags or those marked with the biohazard symbol unless universal precautions are in effect in the facility and all employees recognize the bags as contaminated and have been trained in handling the bags.
- Clearly mark laundry sent off-site for cleaning, by placing it in RED bags or bags clearly marked with the orange biohazard symbol; and use leak-proof bags to prevent soak through.
- Wear gloves and other protective equipment when handling contaminated laundry.

05-RADIATION SAFETY

Radiation is the process of emitting radiant energy in the form of waves or particles. Light, heat, and sound are all types of radiation. The kind of radiation discussed in the following material is called ionizing radiation because it can produce charged particles (ions) in matter.

Radiation Contamination

Contamination occurs when material that contains radioactive atoms is deposited on skin, clothing, or any place where it is not desired. A person is externally contaminated if radioactive material is on skin or clothing. A person is internally contaminated if radioactive material is breathed in, swallowed, or absorbed through wounds. The environment is contaminated if radioactive material is spread about or uncontained.

Client facilities where you will be assigned, will be required to have signs in radiation areas that present a risk of exposure as defined in OSHA standards. The sign should be accompanied by the warning "Caution: Radiation Area" or "Caution: High Radiation Area". Areas or rooms in which radioactive material is used or stored in excess of OSHA-defined standards shall be equipped with warning signs stating "Caution: Radioactive Materials". The three departments most likely to use radioactive materials are:

1. Radiology –X-Ray, CT, Mammography, Special Procedures.
2. Nuclear Medicine
3. Radiation Therapy/Oncology

Radiation Safety

If you do not work in the radiology department, you can still be exposed to radiation through the use of portable X-Ray machines. Policies and procedures for your protection in these situations should be covered in your on-site orientation training at the client facility. If you are designated to work in areas where radiation exposure is inherent, you will be required to wear the appropriate personal protective equipment, usually containing lead. Triage will supply appropriate personnel monitoring devices to ensure that exposure limitations are not exceeded (i.e. Radiation Badges). It will be the responsibility of each employee to return the badges on a quarterly basis for evaluation. We will maintain test records of radiation exposure for employees returning badges and will provide a copy of exposure testing reports to employees upon their request.

Pregnancy

For female employees working in radiology departments who are concerned about exposing their unborn baby to radiation, it is important to know that the standard practices of protection make it unlikely that an unborn child could receive more than .5 rem in any clinical environment. However, the higher radiation levels in some areas give a potential for exceeding this level over a period of many procedures if some component of this protection breaks down for any reason. Nuclear Regulatory Commission (NRC) requirements (10.CFR.20) specify that the dose to the embryo/fetus for occupational exposure of the expectant mother should be limited to .5 rem (5 mSv) for the entire gestation period. Exposure of over .5 rem can pose a risk to unborn babies during their early development, between weeks 2 and 15 of pregnancy. The health consequences can be severe, including stunted growth, deformities, abnormal brain function, or cancer that may develop sometime later in life. However, since the baby is shielded by the mother's abdomen, it is protected in the womb from radioactive sources outside the mother's body. Consequently, the radiation dose to the unborn baby is lower than the dose to the mother for most radiation exposure events.

A female employee has the option of choosing to voluntarily declare pregnancy and wear a fetal monitoring device to continuously measure their cumulative exposure. Employees who choose to declare pregnancy must do so in writing. Please contact your recruiter at Triage Staffing, Inc if you need Declaration of Pregnancy Form. ***Note Pregnant employees should discuss radiation exposure with their personal physician and follow his/her directions.*

06-BODY MECHANICS / BACK SAFETY PLAN

Purpose

This company requires the procedures in this plan to be followed to provide a safe working environment. The company has implemented these procedures on safe lifting practices to ensure that employees are trained to protect themselves from the hazards of improper lifting practices.

It is the responsibility of management at this company to ensure that these policies are implemented. It is the responsibility of management to ensure that these policies and the information necessary to carry out these policies is communicated to employees. It is the responsibility of all employees to follow safe work practices and comply with these rules regarding work practices.

The effectiveness of the back safety plan depends upon the active support and involvement of all affected employees.

Safe Lifting Techniques

The following points outline good lifting practices and procedures, safe lifting techniques that may be taught to associates to minimize their risk of back injury and pain. These practices are written with the lifter in mind. Lifting remains an important function despite the level of mechanization found in the workplace today, so attention must be directed toward safe lifting practices.

The basics of good lifting are:

- 1 Size up the load before you lift. Test by lifting one of the corners or pushing. If it's heavy or feels to clumsy, get a mechanical aid or help from another worker. When in doubt, don't lift alone!
- 2 **BEND THE KNEES.** You will note this is capitalized. There's a reason for that, it is the single most important aspect of lifting.
- 3 When performing the lift:
 - *Place your feet close to the object and center yourself over the load.
 - *Get a good hand hold.
 - *Lift straight up, smoothly and let your legs do the work, not your back!
 - *Avoid overreaching or stretching to pick up or set down a load.
- 4 Do not twist or turn your body once you have made the lift.
- 5 Make sure beforehand you have a clear path to carry the load.
- 6 Set the load down properly.
- 7 Always push, not pull, the object when possible.
- 8 Change the lifting situation if possible to minimize a lifting hazard:
 - *If it's a long load, get some help.
 - *Split the load into several smaller ones, when you can to achieve manageable lifting weight.
 - *Avoiding lifts from below the knees or above the shoulders by using mechanical aids, positioning yourself so that the object to move is within an acceptable lifting range (between the shoulders and the knees), and/or getting help from your co-workers.

Other Safe Work Techniques

Work issues other than lifting are related to back pain or injury. You can avoid them or improve work techniques related to them.

1. **Poor Lighting** - Poor lighting in the work area can lead to poor work practices that result in injuries of many types. Make sure lighting is adequate for the task at hand, replace burnt out bulbs, and point out hazardous areas to your immediate supervisor.
2. **Catching Objects & Working Low** - When catching falling or tossed objects, your feet should be firmly planted, with your back straight and your knees slightly bent. Your legs should absorb the impact, not your back. If you're working on something low, bend your knees. Keep your back as straight as possible. Bending from the waist can lead to back pain. If you have to use your back, keep your knees bent and your back flat. In both of these situations, frequent rest breaks are necessary to keep from getting back fatigue.
3. **Extended Sitting/Standing** - Certain jobs require long hours of standing or sitting. These conditions can create back troubles. Get up and stretch frequently if you are required to sit for long periods. If standing, ease the strain on your lower back by changing foot positions often, placing one foot on a rail or ledge. However, keep your weight evenly balanced when standing. Don't lean to one side.
4. **Other Materials Handling Tasks** - Tasks such as lowering, pushing, pulling, and carrying can create hazards to the back as well. If the task feels uncomfortable or unnatural, utilize the alternative materials-handling techniques listed in this Back Safety Plan.

5. **Housekeeping** - Poor housekeeping: slippery floors, crowded work conditions, tools or other hazards on the floor can create slip, trip or fall hazards that can result in back injury.
6. **Poor Posture at Work** - Be aware of proper posture when sitting, standing, or reclining. When sitting, your knees should be slightly higher than your hips and your shoulders and upper back should be straight. When lying down or sleeping, keep your knees slightly bent. Sleeping on your stomach can lead to morning backache.

Other Back Safety Issues

Factors unrelated to work that can affect back safety, including such things as physical condition and posture, athletic or home-improvement activity, and tension and stress.

1. **Posture** - Whether your standing, sitting, or reclining, posture affects the amount of strain put on your back. The wrong posture increases strain on the back muscles and may bend the spine into the positions that will cause trouble. When standing correctly, the spine has a natural "S" curve. The shoulders are back and the "S" curve is directly over the pelvis. Good sitting posture should put your knees slightly higher than your hips. Your hips should be to the rear of the chair with your lower back not overly arched. Also, your shoulders and upper back are not rounded. Reclining posture is important, too. Sleep on your side with knees bent or sleep on your back. Sleeping on your stomach, especially on a sagging mattress with your head on a thick pillow, puts too much strain on the spine. Result: morning backache.
2. **Poor Physical Condition** - Your physical condition can lead to back pain. If you are overweight, and especially if you have developed a pot belly, extra strain on your spine results. An estimate is that every extra pound up front puts 10 pounds of strain on your back. When you are out of shape, the chances for chronic back pain are greater. Infrequent exercise is a major factor, too. A sudden strain on generally unused back muscles leads to trouble, particularly when there is a sudden twisting or turning of the back. Proper diet and exercise is the sensible way to help avoid back problems.
3. **Stress** - Stress is another factor that may lead to back pain. Tied in with your general physical condition, stress created from work or play can cause muscle spasms that affect the spinal nerve network. Although stress is part of everyone's life, and a certain amount of stress is normal, excessive stress causes backache. The solution is a balanced life style with time to relax.
4. **Repetitive Trauma** - People often think back injuries result from lifting heavy or awkward objects. Many back injuries, however, do not come from a single lift, but occur from relatively minor strains over time. Back injuries, as with other cumulative trauma disorders (CTD), may arise from repeated injuries. (But, repetitive, low-grade strains usually do not cause CTDs.) As the worker repeats a particular irritating movement, the minor injuries begin to accumulate and weaken affected muscles or ligaments. Eventually a more serious injury may occur. Thus, a specific weight lifted may actually have little to do with any single injury. Remember to use mechanical aids when appropriate along with good lifting techniques, whenever you do any lifting. You can lift safely when performed with caution.

07-Latex Sensitivity or Allergy

Latex allergy can result from repeated exposures to proteins in natural rubber latex through skin contact or inhalation.

The National Institute for Occupational Safety and Health recommends the following:

- Learn to recognize the symptoms of latex allergy which may include skin rashes, hives, itching, asthma, and shock.
- Use non-latex gloves for activities not likely to involve contact with infectious materials. If you choose latex gloves, use powder-free with reduced protein content to ensure an appropriate barrier protection.
- If symptoms develop, avoid direct contact with latex gloves and products until you can see a physician that is experienced in treating latex allergy.
- Use non-latex gloves if your patient has a known reaction or allergy
- When using latex gloves, **do not** use oil based hand creams or lotions unless they have been shown to reduce latex-related problems.
- Frequently clean work areas contaminated with latex dust.

What if a patient you're caring for has a latex allergy?

- The facility you are working at should have on-site orientation training that will include information about their Latex Exposure Control Policy. If you have questions after this time, please ask your supervisor.

Latex Exposure Control Policies will normally include information for how to:

- Identify and document information for patients with latex sensitivity/allergy
- Communicate allergies to patient care team members
- Control patient exposure and deliver patient education.
- Report suspected or confirmed reactions to latex.
- Use only authorized gloves designed for sensitive patients

If you have a latex allergy, consult your physician and follow these precautions:

- Immediately tell your supervisor, employer, physicians, and nurses that you have latex allergy
- Wear a medical alert bracelet.
- Avoid contact with latex gloves and products and areas where you might inhale the powder from latex gloves worn by others.
- Take full advantage of latex allergy education and training provided by your employer and the facility you're working at.

08- RESPIRATORY PROTECTION PROGRAM

PURPOSE

The purpose of this program is to ensure that proper respiratory protection is provided and used, when necessary, to protect the health of all employees from respiratory hazards. When working on an assignment with Triage, it becomes the healthcare facility's responsibility to evaluate their environment and prescribe respirators as appropriate, since only they can evaluate the hazards in their specific environment.

GENERAL PROGRAM MANAGEMENT

Responsibility

If you are assigned to work in an area where respiratory protection is deemed necessary, particularly when there is a risk of contraction TB, you must advise your Triage recruiter to arrange for you to have a fit test (a medical evaluation while wearing a respirator device). This testing must be completed prior to your use of the device in a healthcare facility and the type will be based on the specific clients requirements. Only respirators that are MSHA/NIOSH approved are selected and used.

Respirator Selection

Only respirators selected from among those jointly approved by the Mine Safety and Health Administration (MSHA) and National Institute for Safety and Health (NIOSH) will protect you from TB. Most healthcare organizations have elected to use the NIOSH series N95 respirator, surgical masks are not NIOSH-Approved. Some healthcare organizations are now using Powered Air-Purifying Respirators PAPR. PAPR's provide a much higher level of respiratory protection than the N95 and are a good choice for "first receivers" in the event of a pandemic where exposure levels are unknown.

Employees who use respirators are responsible for:

- A. using them in accordance with the instructions and training received;
- B. properly inspecting before and after each use;
- C. cleaning and storage after each use;
- D. immediately reporting any malfunction or defect of their respirator to their supervisor at the client facility they are working at, and Triage Staffing, Inc (800-259-9897 ext 202).

Please keep the device that is defective or malfunctioning and send it to Triage Staffing, Inc.

Instruction and Training

Each user will be instructed and trained in the proper use of respirators and their limitations. This training will provide the employee an opportunity to handle the respirator, have it fitted properly, test its facepiece-to-face seal, wear it in normal air for a familiarity period, and finally to wear it in a test atmosphere. Every respirator wearer will receive fitting instructions, including demonstrations and practice in how the respirator should be worn, how to adjust it, and how to determine if it fits properly.

No worker will wear a respirator when existing conditions prevent a good face seal. Such conditions may include growth of a beard, sideburns, the absence of one or both dentures, a skull cap that projects under the facepiece, or temple pieces on eye glasses. The employees' diligence in observing these factors will be evaluated by periodic checks. To assure proper protection, the facepiece fit will be checked by the wearer each time the wearer puts on the respirator. This will be done by following the manufacturer's instructions.

Medical Surveillance

No employee will be assigned to a task that requires the use of a respirator, unless it has been determined that the person is physically able to perform under such conditions. In addition, once a determination is made as to physical ability to wear a respirator and perform the work task, a review of the employee's health status will be made on an annual basis. A copy of Appendix E will be provided to be filled out by physician who makes the initial determination and subsequent review.

09-Patient Rights / Confidentiality / HIPAA

PATIENT RIGHTS

Healthcare facilities must provide basic information to employees so they understand and respect the rights and responsibilities of patients, their families, physicians, and other caregivers. Included in this would be the involvement of the patients in decision making about treatment choices and other aspects of their care. Also included is being sensitive to cultural, racial, religious, gender, age, and other differences, including sensitivity to the needs of persons with disabilities.

Due to the nature of the healthcare industry, it's required that patients, or their families and significant others participate in their care. The effectiveness of care is in part, dependant on the patient fulfilling their responsibilities as well, which include:

- Providing a complete and accurate medical history.
- Making sure they ask questions when they don't fully understand information given to them about their condition, treatment, medications, and expected outcomes.
- Providing all appropriate information in order to process insurance claims and make payments on invoices.
- Providing the healthcare facility a copy of any written advance directives, such as a will, if they have one.

What is your role as a healthcare professional?

1. Provide a clean and safe environment
2. Help with any questions regarding billing claims
3. Discharge planning
4. Get involved in the patients care
5. Protect the privacy of the individual
6. Administer patient care with compassion and respect
7. Assist with pain management

Keep in mind, additional responsibilities may be added by the client facility you work at depending on applicable state laws, policies, and procedures.

CONFIDENTIALITY

Patient confidentiality is imperative in the Healthcare field. Confidentiality means only sharing patient information with those who need to know the information to do their jobs (i.e. only those directly involved in the patient's care). Healthcare facilities that you are assigned to will have specific policies and procedures related to patient confidentiality that will be provided to you during your hospital orientation at the facility. If you have any questions after that time, first contact your facility supervisor, then contact your Triage Staffing supervisor.

HIPAA stands for : **Health Insurance Portability and Accountability Act**

Healthcare facilities must inform patients of their privacy policies and provide training to staff regarding the HIPAA regulations. HIPAA is required, it's not optional.

HIPAA was designed to protect the privacy of health information, primarily to reform how insurance information was handled. It is a federal law that became effective on April 14, 2003 but it's an extension of the original rule that was created in 1996.

HIPAA penalties can include criminal charges and fines to the individual and/or healthcare facility of up to 10 years imprisonment and up to a \$250,000 fine. Disciplinary actions may range from verbal warnings up to termination.

The main area you need to be concerned with in regards to HIPAA is "Standards for Privacy of Individually Identifiable Health Information", covering privacy relative to

- systems coding
- electronic medical records
- patient privacy
- reimbursement

Privacy

Healthcare workers and organizations rely heavily on the sharing of patient information. As the rapidly growing trend toward the electronic sharing of that information continues, the healthcare industry needs standards that enable fast and accurate transmission of that information.

However, as patient information becomes more portable (easy to share), the more difficult it is to protect the privacy of that information. Therefore healthcare workers, organizations, and consumers are increasingly concerned about patient privacy.

The health Insurance Portability and Accountability Act of 1996, commonly known as HIPAA, was enacted to address these issues. Still in progress are HIPAA Standards that will establish a format for the fast and accurate exchange of health information data, and for maintaining the security of that information.

One of the HIPAA Standards already in effect, The Privacy Rule, establishes certain regulations that protect the privacy of patient information, gives patients greater control over their health information.

The Privacy Rule protects the privacy of all Protected Health Information (PHI). PHI is individually identifiable health information that is gathered, stored, or transmitted on paper, orally, or by electronic or any other media. PHI doesn't include individually identifiable health information in education records and in employment records held by a covered entity in its role as an employer.

Individually identifiable health information is health information that specifically identifies the individual, or is information that could reasonably be expected to identify an individual, even if the individual is not named.

Compliance

- As electronic information becomes more portable, it also becomes more susceptible to misuse.
- The HIPAA Privacy Rule protects the privacy of patient information.
- Covered entities MUST now be in compliance with the HIPAA Privacy Rule.
- Any employee of a covered entity who is involved in the gathering, storing, and transmission of patient information MUST comply with the HIPAA Privacy Rule.
- Failure to follow HIPAA regulations could result in punitive fines for healthcare providers and/or individuals involved.
- Protected Health Information (PHI) is information that specifically identifies an individual.
- Protected Health Information (PHI) can be used and disclosed WITHOUT a signed or verbal authorization from the patient when it is a necessary part of treatment, payment, or healthcare operations.
- The Minimum Necessary Rule requires that only the information needed to get the job done is provided.
- All patients MUST receive a healthcare organization's Notice of Privacy Practices.
- Patients may give a verbal authorization to provide PHI to family members and friends.
- Patients are notified of their rights to complain about an organization's compliance with the Privacy Rule.
- Patients have the right to access and amend their own Personal Health Information.

Protected Health Information or PHI

Here are some examples of PHI

Name, Birthdate, address, phone numbers, email addresses, Social Security numbers, Medical Record numbers, Health Plan numbers, Account Numbers, Current and past health diagnosis -treatments or procedures. PHI does not include: Employment, Education or Work Comp records.

Patient permission is not required for everyday activities such as treatment, Payment, and Healthcare Operations.

The following information is permissible to be shared with other healthcare providers:

- Payment options – any activities for a health care provider to obtain reimbursement for the provision of care to include: eligibility, coverage, billing, claims mgt, collections.
- Treatment – management of health care and related services by one or more health care providers.
- Healthcare Operations – quality assessment and improvement, reviewing qualification of employees and students, underwriting activities, cost management, internal grievances, customer service, education.

When is patient permission required?

Patient permission is required when there is a request for PHI that is unrelated to what is needed to provide payment, treatment, or healthcare operations. Example: A family member requests health records of their relative. Written consent would be required of the patient to release this information.

Individuals have the right to access their own PHI. Individuals have the right to inspect and receive a copy of their PHI with the exceptions of psychotherapy notes and information that has been gathered in anticipation of civil, criminal, or administrative action.

Individuals have the right to amend their PHI. Individuals can request that the organization change any PHI that it maintains in record sets. The organization can require that these requests for change be in writing and that the individual explain the reason for the change.

Individuals have a right to have an account of access to their PHI. Individuals have a right to know the identities of those persons or agencies (Including Business Associates) that have accessed their PHI for 6 years PRIOR to the request.

10-Cultural Diversity and Sensitivity

Diversity is defined by the Webster Dictionary as, “ Multiplicity of difference; multiformity; variety.” As Triage continues to partner with Healthcare facilities across the country, we support each facility’s efforts in respecting diversity across their organization. Organizations typically define “Diversity” as an inclusive collection of individual and groups who bring varied human characteristics. Below are some examples:

Age – Ethnicity – Gender – Physical abilities – Race – Religion – Sexual orientation – Socio-economic status

Respect of diversity means display of acceptance and respect for everyone (patients, co-workers, and family members), understanding that each individual is unique, and recognizing individual differences. Healthcare providers and organizations support diversity by creating cultures of inclusion. It is important that everyone have an understanding of the value that various employees bring to their position due to differences, and the differing health beliefs and practices among patients.

What can you do to support Diversity in the workplace?

- Support all cultures as you carry out your role in the workplace.
- Use translation services when needed to communicate with patients and their families.
- Recognize your own cultural background and biases.

11-Sexual Harassment - Sexual Abuse –Elder/Child Abuse

If you are a victim of Harassment, or Abuse at the workplace, contact your recruiter within Triage immediately.

HARASSMENT is a form of discrimination and it violates your Civil Rights. Verbal and Physical conduct based on race, color, religion, sex, national origin, age, disability, and sexual orientation, can constitute harassment when:

- The conduct creates a hostile work environment
- The conduct results in a tangible change in an employee's employment status (i.e. failure to promote, termination, or demotion)

A hostile work environment occurs when comments or conduct are made based on race, sex, or other legally protected characteristics and these comments or conduct interfere with the employee's work performance or creates an intimidating, hostile, or offensive work environment. Victims can be anyone affected by the conduct or comments, NOT just the individual at whom the offensive conduct is directed.

Some examples of actions that may create a hostile work environment include:

- Touching in a way that makes an employee feel uncomfortable
- Telling jokes that have sexual content
- Comments about an individual's skin color or racial or ethnic characteristics
- Comments made about looks, clothing or a persons body parts.
- Sending or displaying sexually suggestive notes, emails, or letters.
- Use of racially derogatory words and phrases
- Comments about a persons religious beliefs, or lack there of.
- Negative or intimidating reference to a person's mental or physical impairment.

Sexual Harassment

Sexual Harassment in the workplace is unacceptable and will not be tolerated by Triage. It's our goal to follow up and respond immediately to any complaints of harassment in the workplace by one of our employees. Triage Staffing, Inc will work with the Client Facility to eliminate the conduct, take corrective actions, and if needed, remove the source or re-assign the employee being affected. The first step in resolving the problem is to assess the situation from the point of view of non-biased 3rd party that is in the complainant's position by looking at the following factors:

- Seriousness of the event
- Frequency of the event
- Is the event physically threatening or humiliating
- What was the location of the conduct and in what context did it occur.
- Did the conduct affect the education or employment environment of the individual

Once the situation has been thoroughly investigated, the next step is to develop a resolution plan. If possible, the first step is to attempt resolution for a victim by informing the harasser directly that the conduct is unwelcome and it must stop. This action is not appropriate if the behavior is of a criminal nature such as; stalking, sexual assault, or physical assault. If the victim is not comfortable with this method or it's unsuccessful, the next step is to use a formal verbal or written complaint method. If this method is necessary, Triage Staffing, Inc employees are asked to contact their Triage supervisor in order to develop a plan of action that will eliminate the problem.

ABUSE- Physical, Emotional, Sexual, and Neglect

Triage and our employees will support our Client Facility's efforts in identifying and reporting abuse or neglect involving patients within their organization. The Client Facility you're assigned to, will have policies and procedures in place that you will be expected to follow while on assignment at their location.

In most states, licensed individuals are mandated reporters for Child and Elder Abuse. If an incident occurs, contact your recruiter at Triage immediately so we can evaluate and determine if reporting of the incident is required.

The following items will provide you with a general overview of some identifiers for different types of abuse or neglect and how to handle and report your findings.

- For starters, you should know that not all signs and symptoms noticeable and obvious.
- The individual may not be able or may be reluctant to speak about the abuse or neglect.

In order to be effective in stopping abuse or neglect, all employees must be able to:

- Identify the signs of abuse and neglect

- Provide appropriate care and referrals.
- Follow procedures for preserving evidence and reporting abuse and neglect.

Here are four primary and distinct types of abuse

- Physical - bruises, burns, cuts, poor hygiene, speech disorders
- Emotional – behavior extremes, obvious distress, low self esteem
- Sexual – avoidance of bathroom, chronic constipation, difficulty walking or sitting.
- Neglect – poor hygiene, malnutrition, starvation, extremes in behavior, depression.

Elderly Abuse can occur at home or in a residential facility. Family members or caregivers are most often to blame for this. The most likely victims of abuse are those who need partial or total assistance with their daily activities such as dressing, bathing, and eating. It is important to try and observe and notice signs of abuse between the patient and their caregiver because it is very common for elderly adults to fear what will happen if they seek help, or many are too embarrassed to talk to someone about the abuse.

Here are some common signs of **Emotional and Physical abuse**.

- Fear of strangers
- Low self esteem
- Depression, anger, or paranoia
- Evidence of restraints
- Injuries around the face, ears, neck or bruises in regular patterns in unusual places
- Injuries in various stages of healing

Here are some common signs of **Sexual Abuse or Neglect**.

- Bruising of the inner thigh area
- Injuries, bleeding, itching, or pain in the genital area
- Poor hygiene
- Abandonment
- Indication the person was left unattended or alone for long periods
- Dehydration or Malnutrition

You must also be aware and conscious of **Self-Neglect** in elderly adults. Some signs include:

1. Dehydration, Malnutrition, and medical conditions that go untreated.
2. Poor hygiene
3. Unsanitary or unsafe living conditions

What is **YOUR ROLE** in regards to abuse and neglect?

Most states have specific laws pertaining to healthcare providers and facilities reporting abuse or neglect. Failure to report suspected abuse or neglect can result in criminal liability which is typically a misdemeanor that is punishable by a fine. For cases where an adult appears to have been abused, a report can only be made with the consent of the adult involved.

If you witness or suspect abuse or neglect, the following steps need to be taken:

1. Take immediate action to protect and comfort the patient.
2. Take the necessary actions to facilitate treatment of the patient.
3. Alert your supervisor at the Healthcare Facility
4. Make sure to preserve any evidence that may be important.
5. Complete any necessary reports or forms required by the Healthcare Facility.

12-Sentinel Event Policy and Procedures, Advanced Directives, End of Life Care

A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase “or the risk thereof” includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome.

Sentinel events apply to events that meet the following criteria:

1. The event has resulted in an unanticipated death or major permanent loss of function, not related to the natural course of the patient’s illness or underlying condition
2. The event is one of the following, even if the outcome was not death or major permanent loss of function:
 - a). Suicide of a patient in a setting where the patient received around the clock care(i.e hospital, residential treatment center, crisis stabilization center, etc)
 - b). Infant abduction or discharge to the wrong family
 - c). Rape
 - d). Reactions involving administration of blood or blood products having major blood group incompatibilities
 - c). Surgery on the wrong patient or wrong body part.

Such events are called “sentinel” because they signal the need for immediate investigation and response. **If you are involved in a sentinel event, contact your recruiter at Triage immediately.**

The terms “sentinel event” and “medical error” are not synonymous; not all sentinel events occur because of an error and not all errors result in sentinel events.

THE JOINT COMMISSION’s goals of the Sentinel Event Policy:

- to have a positive impact in improving patient care, treatment, and services and preventing sentinel events
- To focus the attention of an organization that has experienced a sentinel event on understanding the causes that underlie the event, and on changing the organization’s systems and processes to reduce the probability of such an event in the future.
- To increase the general knowledge about sentinel events, their causes, and strategies for prevention.
- To maintain the confidence of the public and accredited organizations in the accreditation process.

When a sentinel event occurs in a Healthcare Facility, it is necessary that the appropriate individual within the facility and Triage Staffing, Inc, be notified of the event; investigate and understand the causes that underlie the event; and make changes to the organization’s systems and processes to reduce the probability of event reoccurring. All healthcare facilities will have their own procedures regarding handling and reporting sentinel events. This information should be included in your on-site orientation training. If after your orientation you still have questions, don’t hesitate to ask your facility supervisor. If you are involved in a sentinel event where there was **ANY RISK** to a patient’s life or the potential to cause serious physical or psychological injury, you must notify your Triage Recruiter, since Triage will then be required to document and report the event.

Examples of events that are Reportable to THE JOINT COMMISSION and TRIAGE

- Any patient death, paralysis, coma, or major permanent loss of function associated with a medication error.
- Any suicide of a patient in a setting where the patient is housed around the clock, including suicides following elopement from such a setting.
- Any elopement, i.e. unauthorized departure, of a patient from around the clock care setting resulting in a temporally related death or major permanent loss of function.
- Any procedure on the wrong patient, wrong side of the body, or wrong organ.
- Any intrapartum (related to the birth process) maternal death.
- Any perinatal death unrelated to a congenital condition in an infant having a birth weight > 2,500 grams.
- Assault, homicide, or other crime resulting in patient death or major permanent loss of function.
- A patient fall that results in death or major permanent loss of function as a direct result of the injuries sustained in the fall.
- Hemolytic transfusion reaction involving major blood group incompatibilities.

ADVANCED DIRECTIVES / END OF LIFE CARE

What are Advance Directives?

A living will allows someone to document their wishes concerning medical treatments at the end of life.

Before a living will can guide medical decision-making two physicians must certify the following:

- Person is unable to make medical decisions,
- Person is in the medical condition specified in the state's living will law (such as "terminal illness" or "permanent unconsciousness"),
- Other requirements also may apply, depending upon the state.

A medical power of attorney (or healthcare proxy) allows someone to appoint a person they trust as a healthcare agent (or surrogate decision maker), who is authorized to make medical decisions on their behalf.

Before a medical power of attorney goes into effect a person's physician must conclude that they are unable to make their own medical decisions. In addition:

- If a person regains the ability to make decisions, the agent cannot continue to act on the person's behalf.
- Many states have additional requirements that apply only to decisions about life-sustaining medical treatments.
- For example, before your agent can refuse a life-sustaining treatment on your behalf, a second physician may have to confirm your doctor's assessment that you are incapable of making treatment decisions.

What Else Do You and or Your Patient Need to Know?

- Who can I talk to and/or report to in order to prepare for Advanced Directives? Each client location that you work at for Triage will be different. Please contact your direct supervisor at the client and/or your Triage recruiter to obtain this information.
- Advance directives are legally valid throughout the United States. While you do not need a lawyer to fill out an advance directive, your advance directive becomes legally valid as soon as you sign them in front of the required witnesses. The laws governing advance directives vary from state to state, so it is important to complete and sign advance directives that comply with your state's law. Also, advance directives can have different titles in different states.
- Emergency medical technicians cannot honor living wills or medical powers of attorney. Once emergency personnel have been called, they must do what is necessary to stabilize a person for transfer to a hospital, both from accident sites and from a home or other facility. After a physician fully evaluates the person's condition and determines the underlying conditions, advance directives can be implemented.
- One state's advance directive does not always work in another state. Some states do honor advance directives from another state; others will honor out-of-state advance directives as long as they are similar to the state's own law; and some states do not have an answer to this question. The best solution is if you spend a significant amount of time in more than one state, you should complete the advance directives for all the states you spend a significant amount of time in.
- Advance directives do not expire. An advance directive remains in effect until you change it. If you complete a new advance directive, it invalidates the previous one.
- You should review your advance directives periodically to ensure that they still reflect your wishes. If you want to change anything in an advance directive once you have completed it, you should complete a whole new document.

Preparing Your Advance Directives

Below is information you should know and be able to communicate to patients in the event they have questions about preparing Advanced Directives.

Before you prepare your advance directives:

- Get information on the types of life-sustaining treatments that are available.
- Decide what types of treatment you would want or would not want.
- Share your end-of-life wishes and preferences with your loved ones.

Preparing your own advance directives:

- You do not need a lawyer to prepare advance directives.
- Make sure you prepare your advance directive to accurately reflect your decisions.
- Complete your state-specific advanced directives. A list is available at: www.caringinfo.org/stateaddownload
- In most states, you can include special requests in your advance directives such as wishes about organ donation, cremation or burial.
- You also should be sure to make your physician and loved ones aware of your specific requests so appropriate referrals and arrangements can be made.
- Ask someone else to look over the documents for you to be sure that you have filled them out correctly.
- Read all of the instructions carefully to ensure that you have included all of the necessary information and that your documents are witnessed properly.

What to do after your advance directives are signed:

- Make several photocopies of the completed documents.
- Keep the original documents in a safe but easily accessible place, and tell others where you put them; you can note on the photocopies the location where the originals are kept.
- **DO NOT KEEP YOUR ADVANCE DIRECTIVES IN A SAFE DEPOSIT BOX.** Other people may need access to them.
- Give photocopies to your agent and alternate agent.
- Be sure your doctors have copies of your advance directives and give copies to everyone who might be involved with your healthcare, such as your family, clergy, or friends. Your local hospital might also be willing to file your advance directives in case you are admitted in the future.

Once you have completed your advance directive you need to talk to anyone who might be involved in your healthcare decision making. This includes family members, loved ones and your healthcare providers. You want them to understand how you feel about medical treatment at the end of life.

END OF LIFE CARE

Hospice and Palliative Care

Considered to be the model for quality, compassionate care for people facing a life-limiting illness or injury, hospice and palliative care involve a team-oriented approach to expert medical care, pain management, and emotional and spiritual support expressly tailored to the person's needs and wishes. Support is provided to the person's loved ones as well.

The focus of hospice relies on the belief that each of us has the right to die pain-free and with dignity, and that our loved ones will receive the necessary support to allow us to do so.

1. Hospice focuses on caring, not curing and, in most cases; care is provided in the person's home.
2. Hospice care also is provided in freestanding hospice centers, hospitals, and nursing homes and other long-term care facilities.
3. Hospice services are available to patients of any age, religion, race, or illness.
4. Hospice care is covered under Medicare, Medicaid, most private insurance plans, HMOs, and other managed care organizations.

Anyone can inquire about hospice services. You or your loved one may call a local hospice and request services. The hospice staff will then contact your physician to determine if a referral to hospice is appropriate. Another way to inquire about hospice is to talk with your physician, and he or she can make a referral to hospice.

You may have heard of a new medical term – palliative care (pronounced PAH-LEE-UH-TIVE). For the last thirty years, palliative care has been provided by hospice programs for dying Americans. Currently these programs serve more than 1.2 million patients and their families each year. Now this very same approach to care is being used by other healthcare providers, including teams in hospitals, nursing facilities and home health agencies in combination with other medical treatments to help people who are seriously ill.

To palliate means to make comfortable by treating a person's symptoms from an illness. Hospice and palliative care both focus on helping a person be comfortable by addressing issues causing physical or emotional pain, or suffering. Hospice and other palliative care providers have teams of people working together to provide care. The goals of

palliative care are to improve the quality of a seriously ill person's life and to support that person and their family during and after treatment.

Hospice focuses on relieving symptoms and supporting patients with a life expectancy of months not years, and their families. However, palliative care may be given at any time during a person's illness, from diagnosis on. Most hospices have a set of defined services, team members and rules and regulations. Some hospices provide palliative care as a separate program or service, which can be very confusing. The list of questions below provides answers to common questions about the difference between hospice and palliative care.

13-Life Safety

Life Safety in the Healthcare field refers to protecting occupants of the healthcare facility from danger to ones life by fire, smoke, or panic. THE JOINT COMMISSION's standards are broad to provide minimum requirements for the design, operation, and maintenance of buildings and structures for the safety of it's occupants.

The "Environment of Care" for the Healthcare professionals, is made up of 3 components: buildings, equipment, and people. All are equally important in protecting the safety of all individuals. There are some key elements that can affect these 3 components:

- Light in the facility
- Privacy
- Security
- Building layouts that support overall functional operation

It is important to try and manage these elements in order to preserve Life Safety. The following items can help create a positive outcome for everyone involved:

1. Reduce and control environmental hazards and risks
2. Do everything you can to prevent accidents and injuries
3. Maintain safe conditions for patients, staff, and co-workers
4. Participate in the maintenance of a Fire Safety Plan which includes: fire drills, testing of fire alarm systems, enforce non-smoking policies.
5. Appropriate and proper planning for new construction and remodeling projects.
6. Participate in performance improvement plans that are implemented by the facility.

What is **your role** as a Healthcare Professional in regards to Life Safety?

- a. Understand and follow the safety and security procedures established by the facility you're working at.
- b. Be conscious of situations that could develop into a safety or security threat.
- c. Fix or report any unsafe conditions or acts to your facility supervisor immediately.

14-Age Specific Competencies

Your role in healthcare either directly or indirectly impacts patient care. Even if you don't deliver direct patient care as part of your primary responsibilities, you most likely will have interactions with patients and their families. The following information will help you better understand the various stages of human growth and development, and gives examples of how healthcare professionals involved in an individual's care can ensure they are meeting patient needs.

INFANTS: Birth to 1 year old

This is a time of rapid growth. By the end of the first year, the infant's body weight will triple from that at birth. Head circumference is important to note during this time as it reflects brain and skull growth. Vision at first is sharp only for objects 10 inches away. By 6 months, visual acuity approaches 20/20. This is a crucial developmental stage in the life of an infant. This stage is when the infant begins to transition from total dependence to increasing independence. Infants are able to recognize familiar faces and objects. Initial communication is through crying but they should be able to speak 3-5 words by the end of one year. Infants face fears of separation, strangers, lights and loud noises. It is important to minimize separation from the caregiver and reduce stressors in the environment. Make sure to use equipment that is appropriate to size and age of the infant (crib, needles, etc). Ensure infant warmth during care/procedures.

PEDIATRIC: 1-12 years

This is still a time of rapid growth in a baby. There is progression of muscle and hand-eye coordination. During this period, baby teeth are replaced by permanent teeth and the baby's body movements such as running and jumping will improve dramatically. Motor skills such as writing and drawing begin to develop. During this time, the child will progress from dependence to independence. By age 8, the peer group becomes increasingly important to children. Their enlarging memory capacity enables them to organize their knowledge and they begin to understand structures and possibilities of language. From ages 1-6, separation or being left alone is still a major fear. For children 6-12, the fears of bodily injury, pain and death begin to develop. Again, try to minimize separation from the caregiver. Explain procedures in terms the child can understand and understand that children often regress when they are sick. Encourage questions from children, and allow them privacy.

ADOLESCENT: 12-18 years

We are still in a time of rapid growth with gains in height, weight, and muscle mass. There will be substantial progression of muscle and hand-eye coordination. These are the years that sexual maturation occurs. During the adolescence years, the peer group becomes increasingly important in helping adolescents become independent, trying out new behaviors, exploring different aspects of their personality and interacting with members of the opposite sex. Cognitive advancement will provide the ability to reason morally. Feelings of being invincible may prompt them to underestimate risks. Losing control, loss of independence are normal fears of adolescents. Privacy is very important at this age, try to understand that this age group is easily embarrassed.

ADULT: 18-64 years

Increase in height has normally stopped. Physical strength will increase throughout the 20's and peaks around 30 years old. From 40-60, changes in the appearance of skin, hair and body shape can be frustrating. Losses of acuity in hearing and vision are usually gradual and are easily compensated. Men are more likely to experience some form of midlife distress than women. Thinking at this age is more reasonable, practical and logical to take into account the inconsistencies and complexities encountered in daily experiences. Reaction time and speed of thinking gradually will slow. Isolation, loss or separation from meaningful work or relationships can be major causes of stress at this age. It's important to emphasize a healthy lifestyle at this age and encourage weight control, daily exercise, and safe sex practices. It's never too early to develop awareness of dangers of substance abuse and the importance of active participation in healthcare decisions.

GERIATRIC: 65 years and older

At this stage in life, changes in appearance and the decline of the senses and major body systems will continue at a gradual but steady pace. Because of the declines in organ reserve, the immune system and overall muscle strength, older adults are at greater risk of chronic and acute diseases, heart disease and cancer. At this stage, there are deficits in the ability to receive information, store it in their memory, and organize and interpret it. Most older adults will develop a way to compensate for memory loss and slower thinking. Health status, and death of a significant other can be major stress factors at this age. Make sure to encourage patients to participate in as many self-care activities as possible. Make sure to repeat instructions frequently and slow your pace of care to allow for slower mobility. Recognize the potential for loss of hearing and/or sight.

15-PAIN MANAGEMENT

WHERE DOES IT HURT?

Pain Management can influence patient care outcome.

JACHO standards summary:

Standard RI.1.2.8

Patients have a right to appropriate assessment and management of pain:

- Initial assessment/reassessment to address pain
- Education of all relevant providers in pain assessment and management
- Patient/family receive information re: role in managing pain, side effects, limitations
- Consider personal, cultural, spiritual, ethnic belief, in communications
- Orientation includes competency on pain assessment and treatment
- Staff education target pain management
- Pain is a “fifth” vital sign

Standard PE 1.4

Pain is assessed in all patients

- All get initial assessment
- Scope of treatment based on care setting and services provided
- More comprehensive assessment performed when warranted
- Assessment measures pain intensity and quality character, frequency, location, and duration of pain appropriate to age of patient
- All is recorded to facilitate regular reassessment and follow-up according to criteria developed by the organization

Standard TX.3.3

Policies and Procedures address

- “As needed” (PRN) and scheduled prescriptions or orders and times of dose administration
- Appropriate use of patient-controlled analgesics (PCA), spinal/epidural, or intravenous administration of medications and other pain management techniques in the care of patients with pain

Medications can help manage pain.

- Non-opioids are used to treat mild to moderate pain
- NSAIDs help reduce pain, swelling, fever and bone pain
- Acetaminophen reduces pain and fever but not swelling
- Skeletal muscle relaxants have additive analgesic effects when used in junction with NSAIDs
- Severe pain can be treated with a combination of opioids and other drugs like NSAIDs

ALL Patients have a right to pain relief:

What is pain? Pain is any kind of discomfort anywhere in your body.

People feel pain in different ways. Many things can affect each individual’s experience of pain. Pain is whatever a patient says it is.

What are the common barriers to pain:

There are many common barriers to pain management.

These include:

- Fear of addiction and over-dosage
- Fear of side effects from medications
- Fear of obscuring the diagnosis
- Reluctance of patients to complain of pain or demand pain treatment
- Cultural differences in pain expression
- Lack of standardized methods of communicating about pain
- The use of the IM route instead of PO, IV or intraspinal
- PRN dosing instead of around the clock scheduled doses to control pain

16- WORKPLACE VIOLENCE

POLICY

This policy defines violence as any intentional conduct which causes injury or is sufficiently severe, offensive, or intimidating to cause an individual to reasonably fear for his safety or the safety of others.

PURPOSE

Providing an environment free from violence is consistent with our mission statement. This policy provides protection to all victims and prohibits all aggressors regardless of their status, position, or employment.

PROCEDURE

3. Watch your surroundings, watch your activities, watch people and know your facility emergency plans. Report things that you think are not safe and may contribute to the potential for violence. Don't be a victim.
4. Specific site training will be provided to all employees on the recognition of violent or potentially violent acts, methods of protecting themselves from violence, and the required reporting of these acts.

- A. Workplace violence includes but is not limited to:
- B. Fighting or the unlawful use of physical force.
- E. Use of alcohol or unlawful use of drugs.
- F. Abusive or profane language.
- G. Possession of firearms or weapons except by Law Enforcement Officers or authorized Security Officers.
5. Any disruptive, harassing, threatening, or belligerent behavior.

4. What To Do If You Are A Victim

- If someone becomes verbally abusive or threatening, try to calm them down.
- If someone engages in inappropriate behavior such as touching or grabbing you, make sure that you clearly explain that there is a zero-tolerance policy on violence.
- If you are the victim of a violent physical act, yell for help immediately, protect yourself in the best way that you can and try to get away.
- If you see someone else becoming a victim try to intervene. Having a second person concerned about their problems will often relieve tension in an angry person.
- If it is an incident involving weapons of deadly force like a robbery or hostage situation, don't be brave; hide.

6. **Follow up:** If an incident occurs, you need to immediately report the incident to your supervisor at the Client Site along with your Triage Supervisor. The incident report will be submitted to the appropriate person without delay. Then incident will be reviewed and Triage will work on identifying any corrective action which should be taken to prevent a reoccurrence of the violent act. The Safety Coordinator will maintain these reports and review them to identify patterns and trends requiring correction.

- A report will be filed with the Client, where relevant data will be collected. This data will be analyzed to identify trends, patterns, and training opportunities.

17-RESTRAINTS

Restraints should only be used when it can be clinically justified or when warranted by patient behavior that threatens the physical safety of the patient, staff, or others.

Each client facility where you are assigned will have specific policies that you will need to follow which will specify who is able to initiate restraint or seclusion. The client facility is then responsible for evaluating and monitoring patients who are restrained or secluded. The client facility will have written policies and procedures that guide the use of restraint or seclusion and the proper way to document the use of restraint or seclusion. Make yourself familiar with the clients policy and direct any question to your immediate supervisor at the client facility and your recruiter at Triage

Behavioral Restraint and Seclusion Management:

- A restraint is used when there is an imminent risk of a patient physically harming self or others. The use of restraint or seclusion to manage behavior is an emergency measure that is reserved for those occasions when unanticipated, severely aggressive or destructive behavior places the patient or others in imminent danger. These are not specific to the treatment setting, but to the situation the restraint is being used to address.
- A chemical restraint is a drug used to control behavior or to restrict the patient's medical or psychiatric condition.
- Seclusion is the involuntary confinement of a person in a room or an area where the patient is physically prevented from leaving, i.e. any room where the door is locked, shut or blocked and the patient is unable to leave.

Monitoring Requirements and Termination of Restraint Use

Assess the patient at least every two (2) hours for the following:

- Signs of any injury associated with the application of restraint
- Need for continuation of restraint
- Nutrition / Hydration
- Circulation and range of motion
- Vital signs
- Hygiene and elimination
- Physical and psychological status and comfort
- Whether less restrictive methods of restraint may be appropriate

Alternatives to restraints

After completing a patient assessment and determining therapeutic intervention is not appropriate, you must consider alternatives to restraints.

Alternatives Include:

- Self-releasing safety belt
- Self-releasing roll belt
- Self-releasing lap belt
- Enlisting family members to sit with patient
- Patient room placement near the nurse's station
- Familiar music and/or objects
- Quiet environment with adequate lighting
- Use of hearing aid and/or glasses
- Distraction with food or activity
- Frequent checks by staff
- Clocks and calendars
- Consistent staff assignments
- Uninterrupted sleep
- Exercise programs
- Bed and chair alarms
- Foot and back massage

18-Preventing Medication Errors

Medication errors are a constant challenge for health care providers in maintaining quality of care and risk management. The Joint Commission for Accreditation of Health care Organizations recently issued a Sentinel Event Alert on the importance of medication reconciliation at transition of care as a way to limit medication errors.

THE JOINT COMMISSION outlines a 5-step process for medication reconciliation

1. Develop a list of current medications.
2. Develop a list of medications to be prescribed
3. Compare the medications on the two lists.
4. Make clinical decisions based on the comparison.
5. Communicate the new list to appropriate caregivers and to the patient.
 - *
 - *
 - A. Collect a complete list of current medications (including dose and frequency along with other key information) for each patient on admission.
 - B. Reconcile medications within specified time frames (within 24 hours of admission; shorter time frames for high-risk drugs, potentially serious dosage variances, and/or upcoming administration times).
 - C. Adopt a standardized form to use for collecting the home medication list and for reconciling the variances (includes both electronic and paper-based forms).
 - D. Develop clear policies and procedures for each step in the reconciliation process.

Finally, THE JOINT COMMISSION recommends that the health care organization consider:

Placing the medication list in a highly visible location in the patient's chart and including dosage, drug schedules, immunizations, and allergies or drug intolerances on the list.

* Creating a process for reconciling medications at all interfaces of care (admission, transfer, discharge) and determining reasonable time frames for reconciling medications. Patients, and responsible physicians, nurses and pharmacists should be involved in the medication reconciliation process.

* On discharge from the facility, in addition to communicating an updated list to the next provider of care, provide the patient with the complete list of medications that he or she will be taking after discharge from the facility, as well as instructions on how and how long to continue taking any newly prescribed medications. Encourage the patient to carry the list with him or her and to share the list with any providers of care, including primary care and specialist physicians, nurses, pharmacists and other caregivers

19-Abbreviations –DO-NOT-USE

In May 2005, The Joint Commission affirmed its “do not use” list of abbreviations. The list was originally created in 2004 by The Joint Commission as part of the requirements for meeting National Patient Safety Goal Requirement 2B (*Standardize a list of abbreviations, acronyms and symbols that are not to be used throughout the organization*).

For accreditation purposes, the following official “do not use” list applies, at a minimum, to all orders and all medication-related documentation that is handwritten (including free-text computer entry) or on pre-printed forms. This requirement does not currently apply to preprogrammed health information technology systems (for example, electronic medical records or CPOE systems), but remains under consideration for the future. Organizations contemplating introduction or upgrade of such systems should strive to eliminate the use of dangerous abbreviations, acronyms, symbols, and dose designations from the software.

Official “Do Not Use” List¹

Do Not Use	Potential Problem	Use Instead
U (unit)	Mistaken for “0” (zero), the number “4” (four) or “cc”	Write “unit”
IU (International Unit)	Mistaken for IV (intravenous) or the number 10 (ten)	Write “International Unit”
Q.D., QD, q.d., qd (daily) Q.O.D., QOD, q.o.d, qod (every other day)	Mistaken for each other Period after the Q mistaken for “I” and the “O” mistaken for “l”	Write “daily” Write “every other day”
Trailing zero (X.0 mg)* Lack of leading zero (.X mg)	Decimal point is missed	Write X mg Write 0.X mg
MS MSO4 and MgSO4	Can mean morphine sulfate or magnesium sulfate Confused for one another	Write “morphine sulfate” Write “magnesium sulfate”

¹ Applies to all orders and all medication-related documentation that is handwritten (including free-text computer entry) or on pre-printed forms.

***Exception:** A “trailing zero” may be used only where required to demonstrate the level of precision of the value being reported, such as for laboratory results, imaging studies that report size of lesions, or catheter/tube sizes. It may not be used in medication orders or other medication-related documentation.

Additional Abbreviations, Acronyms and Symbols (For possible future inclusion in the Official “Do Not Use” List)

Do Not Use	Potential Problem	Use Instead
> (greater than) < (less than)	Misinterpreted as the number “7” (seven) or the letter “L” Confused for one another	Write “greater than” Write “less than”
Abbreviations for drug names	Misinterpreted due to similar abbreviations for multiple drugs	Write drug names in full
Apothecary units	Unfamiliar to many practitioners Confused with metric units	Use metric units
@	Mistaken for the number “2” (two)	Write “at”
cc	Mistaken for U (units) when poorly written	Write “mL” or “ml” or “milliliters” (“mL” is preferred)
µg	Mistaken for mg (milligrams) resulting in one thousand-fold overdose	Write “mcg” or “micrograms”

20-Drug in the Workplace

The following represents the policy of Triage regarding employee substance abuse. The policy will be enforced uniformly with respect to all employees.

The purposes of the Policy are:

1. To establish and maintain a safe, healthy working environment for all employees, visitors, and guests.
2. To ensure the positive reputation of this company and its staff within the community.
3. To reduce the number of accidental injuries to persons and/or property.
4. To reduce absenteeism and tardiness and improve productivity.
5. To provide rehabilitation assistance for any employee who seeks such help.
6. To eliminate the liability, cost and expense of the company for injuries to persons or damages to property caused by employees who are impaired by the improper use of legal drugs or alcohol or the use of illegal drugs/inhalants or controlled substances.

Policy Enforcement

The specific elements of the policy are as follows:

7. All employees are prohibited from being under the influence of illegal drugs/inhalants or controlled substances during working hours.
8. If you feel a co-worker is under the influence of drugs/inhalants or controlled substances during work where it could affect patient care, you need to immediately report the situation to your client site supervisor and your Triage supervisor. Triage will communicate the problem to the client and discuss corrective action.
9. The sale, use, possession, distribution, transfer or purchase of illegal drugs/inhalants or controlled substances on company property or while performing company business (whether on or off company property) is strictly prohibited. Such action will be reported to appropriate law enforcement officials.
10. The sale, use, possession, distribution, transfer or purchase of illegal drugs/inhalants or controlled substances while on duty, on or off company property, is cause for immediate termination.
11. If it is suspected that drugs and/or alcohol are affecting the employee's work ability, impairing the employee's decision making ability, or endangering the safety of patients or others, the employee's supervisor is to take immediate corrective action. The employee is to cease contact with all other employees, submit to drug testing, and the company will provide transportation home.
12. No prescription drug will be brought on company property by any employee other than the employee for whom it is prescribed; such drugs will be used by said employee only in the manner, combination and quantity prescribed. When any prescription or over-the-counter drugs might affect behavior and performance, an employee is encouraged to advise his/her supervisor that such drugs are being taken for medical reasons. When such use of drugs adversely affects job performance, medical evaluation may be required and the employee may be temporarily relieved of his/her duties. While on such leave, the employee may be entitled to any unused and earned paid time off.
13. Any employee whose abuse of alcohol, illegal drugs/inhalants, controlled substances or prescription drugs results in excessive absenteeism or tardiness or is the cause of on-the-job accidents or poor or unsatisfactory performance of work related duties may be requested to enter an appropriate alcohol, drug/controlled substance abuse program for rehabilitation. Failure to enter and complete such a program is cause for termination of employment.
14. Any employee who is convicted of an illegal drug or alcohol related violation, whether under city, county, state or federal criminal law, or who pleads guilty or nolo contendere to such charges must inform the company within two (2) days of such conviction or plea. Failure by an employee to report criminal convictions as provided in this paragraph, will result in disciplinary action and is cause for termination of employment.
15. For purposes of this Policy, an alcoholic beverage is any beverage that has any alcoholic content.
16. Drug means substance, other than alcohol, capable of altering an individual's mood, perception, pain level or judgment; a prescribed drug is any substance prescribed for individual consumption by a licensed medical practitioner. An illegal drug is any drug or controlled substance the sale or consumption of which is illegal. "Controlled substance" is defined to mean those drugs in Schedules I through V of Section 202 of the Federal Controlled Substances Act, 21 U.S.C. Section 812, and includes, but is not limited to, marijuana, hashish, cocaine (including "crack", "ice", and other cocaine derivatives), morphine, heroin, amphetamines, and barbiturates.
17. Notwithstanding any provision of this policy to the contrary, it will be within company discretion to determine the disciplinary measures to be taken when an employee violates this policy. Each employee should be aware and always keep in mind that one of the disciplinary measures the company will consider and may impose in each case of a violation of this policy is the termination of employment of the employee who has violated this policy.

Policy Compliance Measures

In order for Triage and their clients to monitor and implement this Policy, we intend and will perform and request that employees undergo drug testing from time to time. An employee may undergo a drug/alcohol test under the following circumstances: 1) condition of initial employment; 2) following a work related accident; 3) being observed using a prohibited substance on the job; 4) when exhibiting a severe and prolonged reduction in productivity; or 5) other reasonable suspicion as grounds for testing such employee. Further, an employee may be required, if the company has other reasonable suspicion, to submit to a search of any company vehicle used for company business, and to submit to a search of a desk, file, locker, clothing or other equipment or material provided by the company.

An employee who fails or refuses to submit to alcohol and drug testing or a search as provided above, will be subjected to disciplinary action and refusal is cause for termination of employment.

21- Domestic Violence

What is Domestic Violence?

When a spouse or intimate partner is victimized by another in a pattern of physical violence, psychological abuse, and/or non-consensual sexual behavior, that person is caught in an abusive cycle called Domestic Violence. Domestic violence includes violence against men and women and can include violence in gay and lesbian relationships. Women between the ages of 19-29 are the most likely victims of violence. The core of the problem consists of a pattern of coercive behavior practiced by a competent adult or adolescent to establish control over another competent adult or adolescent. Behaviors of violence, abuse or non-consensual sex may occur sporadically or continually over time, singly and in combination. Incidents build upon previous incidents, increasing the underlying threat and expectation of violence for all concerned. There are three basic forms of abuse, including physical, psychological and sexual. Forms of physical violence include pushing, shoving, slapping, punching, kicking, binding, holding, choking and assault with weapons. Psychological abuse includes intimidation, degradation, coercion, false accusations, humiliation, ridicule and threats of physical harm. Sexual abuse may involve unprotected, non-consensual or painful sexual acts.

Victims of domestic violence are often asked why they remain in dangerous and agonizing family situations. Some reasons are listed below:

1. Love – Domestic violence often occurs in relationships where love has gone before and where either or both partner is deeply invested in the other's (perceived) affection. They will do anything to keep this allegiance alive.
2. Dependence – This barrier to healing is most frequently observed in women. Despite physical abuse of all kinds, they will move to protect their partners from police intervention and frequently do not report instances of rape and violence. If questioned after a few days of the traumatic event, they will often deny they have been assaulted or the level of abuse may be minimized.
3. Fear – Probably the largest factor in maintaining the status quo of a violent relationship is fear. Victims know that the act of seeking help, prosecution, or separation will only escalate the violence and perhaps lead to kidnap, murder or increased violence. During prosecution, approximately half of those prosecuted threaten revenge and 30% actually take revenge.
4. Hope – After trauma, the need for love and understanding is felt as a driving and all-encompassing need. The abused partner wants to hold on to this peaceful, caring, virtually unrecognizable partner and to believe that promises made are somehow binding.

The following are some behavioral characteristics that could be present in an abuser:

Calling the partner names, blames victim for injuries, obsession with victim, hostile personality, low threshold of anger, expresses jealousy and accuses partner of promiscuity, previous record of violence, past history of killing a pet, attempted suicide, easy access to guns/drugs/alcohol, history of family violence, psychiatric history.



**22-Orientation Training Program-Self Assessment
SIGNED ACKNOWLEDGEMENT**

I hereby acknowledge that I have read, reviewed, and am familiar with the Triage Orientation Training Program, which has provided me with a review of key topic areas related to Safety, Patient Care, and Quality as recommended by OSHA regulations and THE JOINT COMMISSION standards. The areas I reviewed include the following:

SAFETY	
Emergency Preparedness	Radiation Awareness
Environmental Safety	Fire Safety
Electrical Safety	Life Safety
Back Mechanics-Injury Prevention	Hazardous Materials
Infection Control/Blood Borne Pathogens	Latex Sensitivity/Allergy

QUALITY PATIENT CARE AND PERFORMANCE IMPROVEMENT	
Sentinel Events	Patients Rights
Sexual Harassment	Patient Confidentiality
Cultural Diversity and Sensitivity	End of Life Care
Age Specific Care Competencies	Advanced Directives
Pain Management	Restraints
Preventing Medication Errors	Do-Not-Use Abbreviations
Workplace Violence	Drugs in the Workplace
Domestic Violence	National Patient Safety

Abuse / Neglect – elder and child

I understand that if I have any questions at any time, either before or during any of my work assignments through Triage, I must refer these questions to my Triage supervisor and / or the client supervisor at the facility that I'm assigned to.

I understand that I will receive an on-site orientation to applicable policies and procedures of each facility I am assigned to, and it's my responsibility to ask questions of my client supervisors as needed for clarification of these requirements. I understand that I must not perform tasks that I am not trained for, or authorized by Triage to do. I understand the importance of upholding high standards for patient safety and care, and if I have any of the following concerns while on assignment, I am to refrain from carrying out assigned tasks and responsibilities related to these areas until these concerns have been adequately addressed and resolved. I agree to promptly notify and advise both my client supervisor and my Triage supervisor in any of these instances:

1. Being asked to perform tasks and responsibilities beyond the scope of what I have been trained for, or where required resources (i.e. support and professional staff, equipment) are NOT available to support the process to deliver quality patient diagnosis and care.
2. Having to perform my job in an environment that poses a safety risk to me, patients, and/or others
3. Observing activities that compromise the quality of patient care and / or patient rights.

I understand that when working as a contract employee of Triage, I will be working in facilities that are not under the control of Triage. I acknowledge that it is the client facility's responsibility to ensure that the environment and activities of their organization comply with all applicable laws and standards, including OSHA and THE JOINT COMMISSION. I understand that all Personal Protective Equipment (PPE) required for my protection will be provided by the client facility and/or Triage. I understand that I must notify my client supervisor and Triage supervisor immediately if I ever experience an occupational exposure to a hazardous substance or am injured on the job, regardless of how minor.

I understand that if I am asked to work in an area where respiratory protection is deemed necessary, particularly when there is a risk of TB, I must advise Triage so that a medical evaluation may be completed prior to my commencing use of a respiratory device.

I have read and understand the National Patient Safety Goals, the Patient Bill of Rights, and HIPAA privacy regulations, and am aware that any client-specific policies and procedures I need to know related to these areas will be provided to me in on-site orientation at the client facility. I understand that if I have concerns about privacy practices while on a contract assignment, including being asked or expected to release PHI I am unsure about, I must advise my client supervisor and Triage supervisor immediately so these concerns can be addressed and resolved.

Employee Name (Please Print)

Social Security Number

Employee Signature

Date