Providence Little Company of Mary Medical Center Torrance
Orientation Reference Sheet

MISSION STATEMENT

As *People of Providence, we reveal God's love for all,* especially the poor and vulnerable, through our compassionate service.

CORE VALUES

Respect
Compassion
Justice
Excellence
Stewardship

VISION STATEMENT

Together, as people of Providence, we answer the call of every person we serve: Know me, care for me, ease my way.

PATIENT CONFIDENTIALITY

It is the responsibility of all individuals with access to any information pertaining to patients, employees, or the business of any Providence Health System facility or entity to safeguard that information to prevent inappropriate or unauthorized use of disclosure of that information.

SMOKING POLICY

◆ This is a non-smoking facility.
◆ Smoking is permitted only in designated outdoor areas.

MANDATORY REPORTING

All reports of abuse and exploitation, including reports of abuse and exploitation occurring in the hospital, **MUST** be reported to the Director/Manager, Charge RN, and Nursing Supervisor immediately.

CHAIN OF COMMAND

Contact the following for problems/concerns/adverse events:

* Department/Unit Appointed Resource is . . .

_____

* Department Supervisor/Charge Nurse is . . .

_____

* Department Manager is . . .

_____

* After hours and weekends contact House Supervisor by dialing "0".

PROVIDENCE INTEGRITY REPORTING

(for any actions that appear illegal, unethical, or in conflict with Providence policy)

Integrity Hotline: (888) 294-8455 Confidential and anonymous
Regional Compliance Officer: Arnold Krauss (818) 847-3140

Examples of Issues to Report: Theft and fraud; billing and coding; bribes and kickbacks; falsification of records; gifts and entertainment; Code of Conduct violations; privacy of employee / patient records; any other issues or concerns where you are unable to get a reasonable resolution.

RESTRAINTS

Non-Violent / Non-Self-Destructive Behavior: Type of physical restraint ordered by physician. Restraint order **MUST** not exceed one (1) calendar day. Patient care staff will assess and treat patient according to restraint guidelines.

Violent / Self-Destructive Behavior: Type of physical restraint used for behavioral reason. Behavioral restraint order **MUST** not exceed four (4) hours (*adults ≥ 18 yrs*), two (2) hours (*9-17 yrs*), one (1) hour (*< 9 yrs*) and a physician **MUST** assess patient (*face to face*) within one (1) hour of applying the restraint.

◆ Refer to Restraint Policies located in the Online Policy and Procedure Library.
◆ Documentation **MUST** be completed in the medical record for any patient in restraints.

Law Enforcement Restraint Devices: Handcuffs, ankle shackles, leg irons, and other chain-type restraint devices applied by law enforcement officials for custody, detention, and public safety reasons are not governed by hospital policy. The law enforcement officers who maintain custody and direct supervision of their prisoner (*the hospital patient*) are responsible for the use, application, and monitoring of these restrictive devices in accordance with Federal and State law. However, the hospital is still responsible for an appropriate patient assessment and the provision of safe, appropriate care to its patient.

RAPID RESPONSE TEAM (*RRT*)

Dial 34777

THE JOINT COMMISSION (*TJC*)

Call (800) 994-6610 for concerns or complaints.

SAFETY MANAGEMENT

* Ask supervisor for unit-specific safety work practices and concerns.
* If unsure of procedures, **ASK FOR HELP**.
* Contact the Facilities Safety Officer through Security:
  Dial 37233

Providence Little Company of Mary Medical Center Torrance
Safety Program Guidelines

LIFE SAFETY (*FIRE*)

- Four Step Plan (*R-A-C-E*)
  R - rescue from immediate area of danger
  A - alert **Dial 34777**
  C - contain fire
  E - extinguish fire or evacuate area

- Fire extinguisher use (*check for the location of the closet extinguisher in the area*)
  P - pull pin
  A - aim nozzle at bottom of fire
  S - squeeze handle
  S - sweep from side to side

- Evacuation route
  Ask unit supervisor for evacuation route map.

EMPLOYEE HEALTH & SAFETY

For injuries sustained while on duty:
- Report immediately to supervisor.
- Complete an Employee Injury Packet.
- Bring completed packet to Occupational Health & Safety (*OHS*) M-F, 7:30a – 4:00p. If after hours, weekends, or holiday, take to House Supervisor for assessment and treatment direction.
- Follow-up with OHS next business morning.

For blood/body fluid exposure:
- Report immediately to supervisor and to OHS (*House Supervisor when closed*).
- Bring patient source information with you.
- Bring information on exact type of sharp you were injured with (*if needlestick or sharps injury*) brand, device name, gauge.

MEDICAL EQUIPMENT MANAGEMENT
(*Biomedical Services*)

- Reporting medical equipment problems, **Dial 31349**
- Tag equipment **"DEFECTIVE, DO NOT USE"**
- If unfamiliar with equipment operation, **ASK FOR HELP BEFORE USING EQUIPMENT ON PATIENTS.**
- Complete an Unusual Occurrence Report (*UOR*) to Risk Management if patient/staff injury was involved.

HAZARDOUS MATERIALS & WASTE

- For chemical spills summon hazardous response team **Dial 34777**
- Material Safety Data Sheets (*MSDS*): Access Max Com via intranet link.
- **Whenever in doubt, ask supervisor for assistance before handling unfamiliar chemicals.**
- MSDS **MUST** be provided to the department manager when chemicals, cleaning agents, etc., are brought into the medical center premises for any reason.

SECURITY MANAGEMENT

- To summon – **Dial 37233 (3-SAFE)**
- Call for escort to parking area after hours.
- Report all suspicious circumstances to Security.
- Wear photo ID when on duty.

EMERGENCY PREPAREDNESS

- Code Triage = Internal & External disasters
- Employee Labor Pool = Staff available for reassignment
  Report to Cafeteria
- Incident Command Center = Responsible for overall operations & Facilities Building
  Report to Facilities Building
- Unit role in a disaster = Reference Disaster Manual

UTILITIES MANAGEMENT
(*Plant Operations*)

- Utility failures (*medical gas, electricity, plumbing, heating, A/C, vacuum system, etc.*)
- The Medical Gas shut off valves may be closed upon approval of Respiratory Therapy and/or Unit charge Nurse if located in the OR, the Operating Room Supervisor.
- To report problems refer to Disaster Manual for response plan or **Dial 31349**

INFECTION PREVENTION

- Use Standard Precautions for all patient contact.
- Personal protective equipment is available in all patient care areas.
- Hands should be washed between patient contacts.
- Please refer to Infection Control Manual for additional information as needed.

CODES

Code Red	=	Fire / Smoke
Code Blue	=	Medical Emergency (*Adult*)
Code White	=	Medical Emergency (*Child*)
Code Gray	=	Combative Person
Code Silver	=	Combative with Weapon
Code Pink	=	Infant Abduction
Code Purple	=	Missing Child
Code Triage	=	Disaster Response
Code Orange	=	HazMat Spill
Code Yellow	=	Bomb Threat
RRT	=	Rapid Response Team
EDRT	=	Emergency Dept Response Team
AMI	=	Acute Myocaridal Infraction
Employee Pool	=	Cafeteria

Dial 34777