

*The Valley Hospital*

# Self-Learning Orientation Module

**Patient Care Technicians**  
**Students & Instructors**

**INSTRUCTIONS: READ THROUGH THE MATERIALS. PRINT PAGES 21 TO 26 AND COMPLETE, SIGN AND RETURN TO YOUR INSTRUCTOR ON THE FIRST DAY OF CLINICAL: STATEMENT OF CONFIDENTIALITY, STATEMENT OF UNDERSTANDING OF CODE OF ETHICS, CORPORATION COMPLIANCE STATEMENT, INFECTION CONTROL TEST, POST TEST.**



## **Students/Instructors Orientation**

### ***Self-Learning Packet***

Welcome to the Valley Health System. We are committed to providing excellent service.

The Valley Health System (VHS) is comprised of three entities:

- The Valley Hospital
- Valley Home Care
- Valley Medical Group

This self-learning packet is designed to orient you to the culture, policies, and procedures of the Valley Health System.

Upon completion of this orientation, you will be able to:

- Explain the mission, vision, and values of the Valley Health System and how each sets the standards and guides the behaviors that contribute to the organization's culture.
- Demonstrate professional student/instructor behavior during clinicals at the Valley Health System
- Recognize the Valley Health System's policies and procedures related to:
  - Corporate Compliance
  - Cultural Diversity
  - Fire Safety
  - Hazardous Materials
  - Infection Control
  - Risk Management

### ***Service Excellence***



At Valley, employees need your help to create an environment where patients, visitors, volunteers, doctors, community members, and employees are valued. In order to accomplish this goal, we look to our mission, vision, and values.

#### ***Mission***

Valley Health System exists to provide healthcare services that meet the changing needs of the region and to promote all aspects of good health in our communities. The people of Valley Health System are committed to quality and respect for the Individual.

#### ***Vision***

Valley Health System will be the health system of choice for patients, doctors, employees, and community volunteers. We will remain committed to excellence in clinical care and service delivery; responsiveness to community needs; and investment in our people, programs and services, physical facilities, and technology. We will provide superior service to patients, their families, our doctors, and each other.

### ***Value Statement***

I am here to SERVE and CARE for our patients, their families and all those I encounter.

### **Values (SERVE and CARE)**

**Service**      *We are privileged to serve our patients, their families, our community and each other.*

**Excellence**      *We maintain the highest standards of care at all times.*

**Respect**      *We treat everyone with dignity and sensitivity.*

**Value**      *We provide high-quality healthcare services efficiently and effectively to all.*

**Ethics**      *We are honest and fair in all we say and do.*

**Connect**      *First, make a connection.*

**Attitude**      *Attitude is everything.*

**Resilience**      *Believe in your strength.*

**Empathy**      *Walk a mile in another's shoes.*

### **Behavioral Standards for Service Excellence**

Employees/students/instructors are expected to demonstrate these values.

#### ***SERVE: Service***

- Smile and say hello
- Really listen
- Be enthusiastic
- Think positively
- Remember the value of please and thank you
- Look for ways to serve

#### ***Excellence***

- Cooperate
- Help others
- Do more than is expected
- Communicate
- Respond timely
- Be a team member

#### ***Respect***

- Remember everyone is important
- Recognize and encourage all
- Ensure everyone's privacy
- Take pride
- Respect diversity

#### ***Value***

- Patients and families come first
- Take ownership
- Help people to their destination
- Value everyone's time
- An apology is always appropriate

#### ***Ethics***



- Represent Valley positively
- Honor commitments
- Do what is right
- Play fair/tell the truth
- Be an inspiration to others

#### ***CARE: Connect***

- I commit to being present and making a connection with my patients, their families and everyone I encounter.
- I commit to listening with purpose and interest and engaging patients and families in their care.

#### ***Attitude***

- I understand that compassion and attitude create a lasting first impression.
- I use body language and demeanor that puts those I encounter at ease, even when I am having a bad day.

#### ***Resilience***

- I practice resilience by being adaptable and resourceful, and by relying on my team members.
- I understand the importance of self-care, which better equips me to care for patients, their families and all those around me.

#### ***Empathy***

- The power to create a positive patient, family and consumer experience is in my hands.
- I understand that patients and families may feel scared, anxious or uncertain, and my ability to listen to and acknowledge their concerns builds their confidence in me.

### ***Five Fundamentals of Service/AIDET***

We also utilize the Five Fundamentals of Service to provide very good care and ensure patient satisfaction.

AIDET is the acronym that enables all employees to communicate clearly with patients, visitors, and each other.

#### **AIDET**

##### ***A Acknowledge***

- Smile
- Make eye contact
- Greet the individual by using his full name, unless otherwise instructed

##### ***I Introduce***

- Welcome
- State your name, your department, and your role

##### ***D Duration***

- State how long the procedure/process/interaction should take
- Apologize if there is a delay

##### ***E Explanation***

- Explain the details regarding the procedure/process/interaction
- Offer to answer any concerns, questions, or resolve any complaints
- Ask, “Is there anything else I can do for you?”

### **T Thank you**

- Say thank you for... choosing Valley; your patience; your help; etc.

Use the Five Fundamentals to:

- Heighten an individual’s perception that we care and want to provide very good service.
- Make a difference in the patient and family’s experience.
- Create satisfied employees and volunteers who give even better care.

## **Guidelines regarding:**

### **a. Personal Appearance**

- All employees are expected to abide by the Personal Appearance Guidelines.  
**Students** are expected to wear a school uniform with a clearly displayed school name/logo. This allows you to be easily identified by patients, guests and hospital personnel.
- **Clinical instructors** are expected to wear a white lab coat with neat attire that abides by the personal appearance guidelines OR WHITE scrubs with a white lab coat.
- **Both students and clinical instructors MUST wear their photo school ID displayed on their uniform while at the hospital for the clinical rotation. If they forget this ID, students/instructors must obtain a photo ID badge from the security office for the day.**
- While Valley respects and recognizes the right of every employee to express his/her social, cultural and ethnic personality in a mode of dress and grooming, the hospital has a need to present a professional appearance to the patients and our community.

### **b. Smoke Free Environment**

Valley Health System is a smoke-free organization. In addition to not smoking on any campus, smoking is



also prohibited on adjacent sidewalks and in any vehicle parked on Valley properties. Employees/students/instructors may not smell of smoke.

Why has Valley Gone Smoke Free?

- To promote good health and positive health behaviors.
- To provide a healthy and safe environment for employees, physicians, patients, and visitors.
- To set an example. It is the right thing to do!

### **c. Cell Phone Policy**

Cell phones are permitted ONLY in designated areas throughout the hospital and its off-site locations. Patients, families, and guests should be directed to these designated areas. When your cell phone is not being used in these approved areas, it must be completely turned off.

### **d. Public Places**

All of the VHS public spaces are reserved for patients and their families. In order to send a confidence-building message of reassurance, professionalism, and service, employees/ volunteers/

students/instructors are asked to take breaks and hold conversations in employee designated areas, such as break rooms, the employee cafeteria, etc. **Students/ instructors are NOT permitted to loiter in the sitting areas located on the first floor.**

#### **e. Elevator Etiquette**

- Patients and medical emergencies **always** have priority when using the elevators.
- Do not use the elevators during a fire or fire drill.
- If you are stuck in the elevator:
  - a. Use the telephone to notify the operator or someone outside of the elevator.
  - b. Identify yourself and tell them which elevator you are on and floor location.
  - c. Alert them to other pertinent information, e.g., patient on elevator.
  - d. Remain calm and wait for assistance.

### **Corporate Compliance**

Corporate Compliance is about doing what is right! Corporate Compliance is a voluntary internal fraud detection and prevention program tied to the Valley Health System policies and Code of Ethics. Suspected violations should be reported to any supervisor or Corporate Compliance Officer. They can be reported either verbally, in writing, or by voicemail to a confidential phone line: TVH-(201) 447- 8000 x111-2993.

You may give this information anonymously, but you need to give sufficient information so that a credible investigation may be conducted.



### **HIPAA**

HIPAA (Health Insurance Portability and Privacy Act) is federal legislation aimed at protecting confidentiality and security of health data. HIPAA ensures that your private medical information will be used appropriately for treatment, payment, and healthcare operations only. Protected Health Information (PHI) is any information, including demographics that identify an individual. Names, addresses, employers, relatives' names, date of birth, phone or fax number, social security numbers, medical record or account numbers are all considered PHI. Verbal discussions, written communications and electronic communications are all protected under the HIPAA regulations. An authorization is required to use or disclose any PHI for any purpose other than for treatment, payment or operations purposes.



#### **Minimum Necessary Access Standard**

Under HIPAA, providers must make a reasonable effort to disclose or use only the minimum necessary PHI in order to do their jobs. We need to identify people or classes of people who need access to PHI to do their jobs, and we need to consider what categories of PHI they need access to and limit access accordingly. For example, an RN needs access to much more information than a transporter.

HIPAA recognizes that there may be occasional incidental disclosures of PHI as part of our business. These are not considered a violation of the law.

## Written Notice of Privacy Practices

This notice **MUST** be given to each patient who is admitted or registered into our system. It informs the patient and family about how we use their PHI and what their rights are related to use and disclosure under HIPAA. Every patient must sign an acknowledgment that they have received a copy of the privacy notice. If this acknowledgment cannot be obtained, we need to document why it was not obtained.

## Individual's Rights under HIPAA

- Right to Inspect and copy their medical record. Our policy is to check with the attending physician first and make sure any releases are signed as needed. (Policy #34-01)
- Right to amend the medical record as appropriate.
- Right to an accounting of disclosure. The patient is entitled to a list of all people and institutions that have been given access to their medical information. (Beginning April 14, 2003, the individual has six years to request this accounting.)
- Right to request restrictions. For example, the patient may ask not to be included on the Hospital Directory and/or specify those people who may have access to medical information.
- Right to request confidential communications.
- Right to a paper copy of the Notice of Privacy Practices.
- Right to file a complaint if he feels we have infringed his privacy rights under the HIPAA legislation.

## Ways to Protect and Maintain Patient Privacy

- Close room doors when discussing treatment.
- Close curtains and speak softly in semi-private rooms.
- Avoid discussing patients in public areas.
- Protect charts by using cover sheets. Turn them so names, etc. are not easily visible.
- Do not leave messages on answering machines that reveal any PHI.
- Do not leave PHI unattended. Return it to its proper location.
- **Discard printed patient information; make sure it is shredded—including all patient summary reports.**
- Log off the system after you complete accessing electronic patient information.
- Keep computer monitors turned so passersby cannot see them.
- Use screen savers to block PHI.
- Send and store information on public networks in encrypted form.
- Do not post or share passwords. Avoid obvious passwords, and change passwords frequently.
- When faxing PHI, make sure it is received by a fax machine in a secure location.
- Do not let faxed information sit on an unattended fax machine.
- Never remove computer equipment or software without permission.

## Sanctions

HIPAA's privacy and security regulations provide civil or criminal penalties against Healthcare Organizations that fail to keep PHI private. Valley Health System employees will be disciplined for failure to comply with HIPAA according to the policy on Employee Discipline. Staff questions about HIPAA should be directed to the HIPAA hot line (x612-4472). Patients and family concerns should be directed to the Patient Relations Department at x447-8169.

## Patient's Rights & Code of Ethics

- We treat all patients with dignity, respect and courtesy.

- We provide quality health care to all of our patients, without regard to race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay, or source of payment.
- We obtain informed consent for treatment when necessary.
- We inform patients of their right to make advance directives for health care.
- All patients have a right to know the names of the professionals caring for them.
- All patients have a right to a translator or interpreter, if needed.
- All patients have a right to physical privacy, unless assistance is needed.
- All patients have the right to freedom from physical and mental abuse.
- All patients have the right to freedom from restraints, unless authorized by a physician for a limited period of time to protect themselves and/or others.
- All patients shall receive sufficient time, information and assistance for their continuing healthcare needs after discharge.
- All patients shall receive assistance in the transfer to another facility, if required or requested.
- All patients have the right to prompt access to the information medical record.
- All patients have a right to a copy of their medical record.
- We provide emergency medical treatment to all patients, regardless of ability to pay.
- We do not pay for referrals.
- We do not accept payments for referrals we make.
- We are committed to complying with all applicable laws, regulations, and accreditation standards.
- We will not tolerate harassment by anyone based on the diverse characteristics or cultural backgrounds of those who work with us.
- All employees shall sign a statement of understanding after receiving corporate compliance education.



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### ***Risk Management***

The VHS' Risk Management program provides a structure to ensure that quality care and services are provided in an environment which promotes the safety of our patients, staff, visitors and volunteers.

Risk Management refers to those activities directed at preventing or reducing injuries or loss. This is accomplished by:

- Educating employees about ways to reduce risk or contain loss
- Identifying areas of potential risk so that preventive measures may be used
- Establishing policies and practices regarding safety procedures to reduce error or injury
- Investigating occurrences to determine how best to prevent or reduce them from happening again

### ***Infection Control and Prevention-Infection Control is everyone's responsibility.***

Cleanliness is the key to infection control. Hand washing is the single most effective way to prevent infections. Hand hygiene can be accomplished using soap and running water or by utilizing a sanitizing hand rub. To properly clean your hands, take off all jewelry and be sure to remove any chipped nail polish. On patient care units, natural nails are encouraged. Fake nails, inlays, gels, tips and other augmentation are not permitted.

#### ***Soap and Water Hand Wash Protocol***

Use soap, warm water and lots of friction. Lather and scrub hands and wrists for at least 15 seconds, then rinse thoroughly. Pay attention to finger nails and areas that are creased like your palms.

Dry hands well on paper towels. Use a dry paper towel to turn off faucets.

### **Hand Hygiene with Waterless Hand Sanitizers**

- Follow instructions on the outside of the container.
- Put a golf ball size amount of foam into the palm of your hand.
- Rub your hands together paying attention to your nails, between your fingers and areas of your hands that are creased, like your palms.
- Continue rubbing your hands together until they are completely dry.

If your hands are visibly dirty, then you must wash using soap and running water.

### **When Should I Perform Hand Hygiene**

#### **Before:**

- Patient contact
- Donning sterile gloves
- Performing a procedure
- Inserting urinary catheters, peripheral vascular catheters, or other invasive devices that don't require surgery

#### **After:**

- Contact with a patient
- When moving from a dirty area to a clean area on the patient
- Contact with body fluids or excretions, non-intact skin, wound dressings
- Removing gloves



Know the precautions you must take if there is exposure to blood or other body fluids, broken skin, or mucous membranes. In general, we follow standard precautions for all of our patients. This means that we treat all blood and body fluids as if they were infectious. This will mean gloving when having contact with a patient's blood or body fluid. You may also see some patients on transmission based precautions.

**Standard precautions are meant to reduce the risk of transmission of bloodborne and other pathogens from both recognized and unrecognized sources.** They are the basic level of infection control precautions which are to be used, as a minimum, in the care of all patients.

**Hand hygiene** is a major component of standard precautions and one of the most effective methods to prevent transmission of pathogens associated with health care. In addition to hand hygiene, the use of **personal protective equipment** should be guided by **risk assessment** and the extent of contact anticipated with blood and body fluids, or pathogens.

In addition to practices carried out by health workers when providing care, all individuals (including patients and visitors) should comply with infection control practices in health-care settings. The control of spread of pathogens from the source is key to avoid trans-mission. Among source control measures, **respiratory hygiene/cough etiquette**, developed during the severe acute respiratory syndrome (SARS) outbreak, is now considered as part of standard precautions.

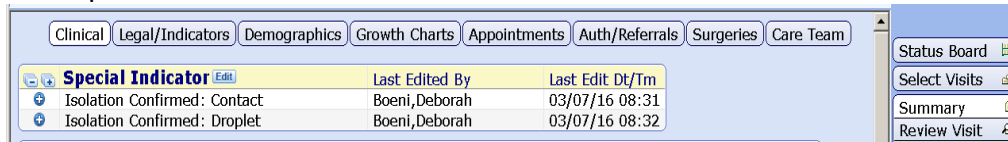
Promotion of an **institutional safety climate** helps to improve conformity with recommended measures and thus subsequent risk reduction. Stop the chain of infection by following best practice. Objects such as bedside tables, call bells, glucometers and medication scanners can transfer Infections. **Always** Clean and disinfect equipment after every use.

For example you may encounter a situation that you are performing an accu-check and failed to place the glucometer in a plastic bag before entering an isolation room and took the enter kit into the room with you so that you had all your supplies to perform the accu-check. Unfortunately in this scenario you have just contaminated the entire kit and the supplies. The equipment needs to be cleaned and all the supplies replaced. So before entering an isolation room, think through what you need to accomplish.

**Transmission Based Precautions**--In addition to consistent use of Standard Precautions, additional precautions may be warranted in certain situations as described below.

#### A. Identifying Potentially Infectious Patients

- Facility staff remain alert for any patient arriving with symptoms of an active infection (e.g., diarrhea, rash, respiratory symptoms, draining wounds or skin lesions)
- A special indicator will be placed on each patient electronic medical record by infection control RN to indicate to the staff what type of precautions are indicated. This can be viewed from the summary tab in the patients chart.



#### B. Contact Precautions

- Apply to patients with any of the following conditions and/or disease:
  - Presence of stool incontinence (may include patients with norovirus, rotavirus, or *Clostridium difficile*), draining wounds, uncontrolled secretions, pressure ulcers, or presence of ostomy tubes and/or bags draining body fluids
  - Presence of generalized rash
- Prioritize placement of patients in an exam room if they have stool incontinence, draining wounds and/or skin lesions that cannot be covered, or uncontrolled secretions
- Perform hand hygiene before touching patient and prior to wearing gloves
- PPE use:
  - Wear gloves when touching the patient and the patient's immediate environment or belongings
  - Wear a gown if substantial contact with the patient or their environment is anticipated
- Perform hand hygiene after removal of PPE; *note*: use soap and water when hands are visibly soiled (e.g., blood, body fluids), or after caring for patients with known or suspected infectious diarrhea (e.g., *Clostridium difficile*, norovirus)
- Clean/disinfect equipment such as glucometer and BP cuff after each use.

#### C. Droplet Precautions

- Apply to patients known or suspected to be infected with a pathogen that can be transmitted by droplet route; these include, but are not limited to:
  - Respiratory viruses (e.g., influenza, parainfluenza virus, adenovirus, respiratory syncytial virus, human metapneumovirus)
  - Bordetella pertussis
  - For first 24 hours of therapy: *Neisseria meningitides*, group A streptococcus
- PPE use:
  - Wear a facemask, such as a procedure or surgical mask, for close contact with the patient; the facemask should be donned upon entering the patient room
  - If substantial spraying of respiratory fluids is anticipated, gloves and gown as well as goggles (or face shield in place of goggles) should be worn

- Perform hand hygiene before and after touching the patient and after contact with respiratory secretions and contaminated objects/materials; *note*: use soap and water when hands are visibly soiled (e.g., blood, body fluids)
- Instruct patient to wear a facemask when exiting the exam room, avoid coming into close contact with other patients, and practice respiratory hygiene and cough etiquette.
- Equipment such as glucometer that is entering the patients room should be covered with a plastic bag while in use and Clean/disinfect after each use.

#### D. Airborne Precautions

- Apply to patients known or suspected to be infected with a pathogen that can be transmitted by airborne route; these include, but are not limited to:
  - Tuberculosis
  - Measles
  - Chickenpox (until lesions are crusted over)
- Patient is placed in a special room with Hepa-filtration. The door to this room must be kept closed to maintain the appropriate air pressure in the patients' room.
- PPE use:
  - Wear a fit-tested N-95 or higher level disposable respirator, if available, when caring for the patient; the respirator should be donned prior to room entry and removed after exiting room.
  - **Do not enter the patients room unless you have been fit tested for a N95 respirator**
  - If substantial spraying of respiratory fluids is anticipated, gloves and gown as well as goggles or face shield should be worn
- Perform hand hygiene before and after touching the patient and after contact with respiratory secretions and/or body fluids and contaminated objects/materials; *note*: use soap and water when hands are visibly soiled (e.g., blood, body fluids)
- Instruct patient to wear a facemask when exiting the exam room, avoid coming into close contact with other patients , and practice respiratory hygiene and cough etiquette
- Equipment such as glucometer that is entering the patients room should be covered with a plastic bag while in use and Clean/disinfect after each use.

#### **Immunizations**

To protect you, your loved ones, other clinical staff, and our patients and families from the influenza virus, **we require all clinical personnel to obtain an influenza vaccination during 'flu season' including students/instructors.** TVH is required to submit information to the Centers for Medicare and Medicaid Services regarding this immunization for all persons caring for patients in any capacity.

#### **Communicable Diseases**

Do not come to work, if you are experiencing any of the following:

- |                          |                |
|--------------------------|----------------|
| ➤ Sore throat with fever | Conjunctivitis |
| ➤ Skin rash              | Chicken pox    |
| ➤ Shingles               | Nausea         |
| ➤ Vomiting               | Diarrhea       |

#### **Fire Safety**

##### **Introduction**

Everyone working in a health care facility is responsible for fire safety by recognizing and reporting fire hazards and by knowing and practicing what to do in case of fire.

***To promote fire safety***

1. Keep all exit doors closed.
2. Keep stairways and corridors clear.
3. Use all electrical equipment safely.
4. Know the location of the nearest fire alarm pull boxes and fire extinguishers on your unit.
5. Keep all combustibles such as paper products, linen and clothing away from heat producing devices such as reading lamps

***If you see smoke, fire, the RED PILLOW (which indicates a fire drill in the hospital), or hear the alarm, initiate the RACE procedure:***

- R** Rescue – Remove patients, visitors or other personnel from fire area.
- A** Alarm – Call 111-2233 giving exact location and extent of fire or activate nearest pull box. If you are at an off-site location, dial 9-911.
- C** Confine –Close all doors and windows.
- E** Extinguish or evacuate.

***In the event of a fire or drill***

- At the Hospital: Remain where you are; do not walk through closed fire doors;
- Off-site Locations: evacuate the building and stand with whom you are working.
- Wait for instructions or until an “all clear” has been announced before proceeding.
- Remain calm and move in an orderly manner.
- Do not use elevators.

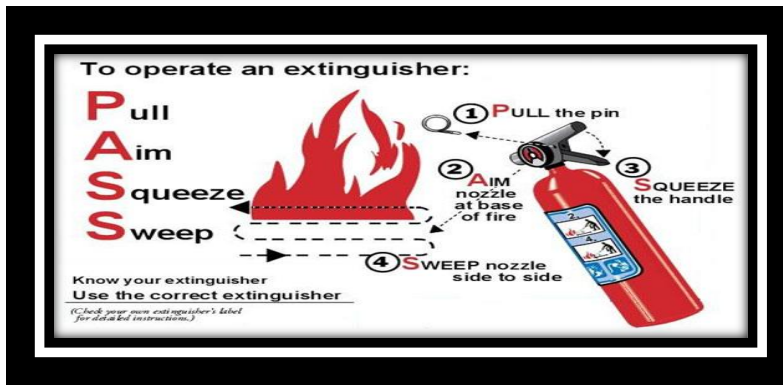
***Fire Extinguishers***

A fire extinguisher is a storage container for extinguishing agents such as water or chemicals. It is designed to put out a small fire, not a large one. VHS has universal extinguishers, which can be used on fires from wood/cloth/trash, flammable liquids, electrical or chemical sources. Use good judgment and caution in extinguishing fire until the Fire Department arrives.

***How to Use a Fire Extinguisher***

The **PASS** acronym is an easy way to remember these steps:

- P** Pull – Pull the pin (plastic or metal seal will break).
- A** Aim – Aim the extinguisher nozzle at the base of the fire.
- S** Squeeze – Squeeze the operating lever and handle together
- S** Sweep – Sweep the nozzle from side to side at the base of fire until it goes out.



## Hazardous Materials

### Right to Know

Performing your duties in a health care facility can expose you to potentially hazardous substances. OSHA (Occupational Safety and Health Administration) has outlined safety guidelines for handling these substances. The State of New Jersey has a well-defined system for reporting on and distributing information regarding the use of hazardous substances in the workplace. The system is defined under the "Right to Know Act." This act states that you have a right to know about potentially hazardous substances in the workplace and their side effects.

Information is available to all personnel regarding hazardous substances through:

1. Right to Know Manual
2. SDS Sheets (Safety Data Sheets)
3. Container Labels
4. Education and Training

For a complete listing of hazardous substances used within the institution, you may access the Safety Department web page on our intranet to access the SDS needed. Be sure to use personal protective equipment when working with potentially hazardous materials. They are located on every unit. There are also hazardous drugs administered by students/instructors and nurses. Precautions must be adhered to when handling hazardous drugs. Gloves must be worn when removing pills from packaging. Other personal protective equipment (PPE) should be used if administering hazardous drugs in liquid form. PPE includes gowns, gloves, goggles, and duck bill masks.

### MRI Safety for Hospital Personnel

Magnetic Resonance Imaging (MRI) technology utilizes powerful magnet field to produce images that aid diagnosis. The magnet is always on. No ferromagnetic objects can be taken into the MRI unit.

Items include:

- Defibrillators
- Stents
- Hearing aids
- Oxygen tanks
- IV pumps
- Wheelchairs



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- Stretchers
- Personal items: keys, hairpins, credit cards, ID tags, etc.

Therefore, **NO ONE** can enter the MRI room without being screened by the MRI staff.

It is your responsibility to be informed, to be aware of potential hazards, to know the proper use of substances, to practice safety, to ask questions, and to use personal protective equipment as necessary.

### *AM Care/Linen Changes*

**Please also note our Linen Change policy. To conserve on linen and costs, we change linens every “even” day. We inform patients about our policy upon admission. If they prefer daily linen changes, or if soiled, linen is changed daily or as frequently as needed.**

## THE VALLEY HOSPITAL Ridgewood, New Jersey PATIENT CARE SERVICES (PCS) POLICY AND PROCEDURE

**SUBJECT:** In Patient Bed Change Policy

**POLICY:** To effectively and efficiently manage linen resources, while maintaining quality patient care and comfort.

### **PROCEDURE:**

1. A total linen change will consist of the following items:
    - 1 Fitted sheet
    - 1 Flat sheet
    - 1 Pillowcase
    - 1 Thermal blanket - to provide increased warmth for the patient, a flat sheet should be placed on top of the thermal blanket to create needed insulation and extra warmth instead of using extra thermal blankets.
    - 1 Reusable underpad is only intended for incontinent patients or for containment of bodily fluids.
  2. Additional linen for patient use will include the following:
    - 1 Wash Cloth
    - 1 Towel or bath blanket
    - 1 Patient gown
  3. Linen change will be completed on **even** days or more frequently if needed. Pillowcase and patient gown should be changed daily or more frequently if needed. Do not change linens on day of discharge.
- Bed Linen Change Scripting for Employees:  
 “As part of Valley Hospital’s ongoing commitment to improving the environment by using less energy and creating less waste, we offer a solution: During your stay, we will change bed linens on **even** days, while still refreshing your room daily. If you do not wish to participate in this program, please notify your nurse and your linens will be replaced daily”.
4. Upon patient transfer to another room/unit all blankets are to remain with patient
  5. All unusable torn and stained clean linen, as well as linen with small holes are not to be used and to be placed in the soiled linen hamper. **NO LINEN SHOULD BE THROWN AWAY.**
  6. Clean linen is not to be stored in bed stands or closets in patient’s rooms.
  7. Clean linen should not be taken into the rooms of patients who are anticipating discharge.
  8. Linen is not for employee personal use.

### **RESPONSIBILITY:**

It is the responsibility of nursing leadership or management member, as appropriate to implement, maintain, evaluate, review and revise this policy. In-Patient Bed Change (cont’d) 30.20

**APPROVED DATE:**

Linen Utilization Committee: May 2011.

Patient Care Services Leadership: June 30, 2011.

Nurse Practice Education Council: July 8, 2011, September 13, 2013, April 10, 2105. Nurse Practice Council: June 1, 2016, February 5, 2020

**CHG Baths for Patients**

**Please read the policy below which outlines which patients receive the CHG Baths instead of basin baths and the procedure to follow.**

THE VALLEY HOSPITAL  
Ridgewood, New Jersey  
PATIENT CARE SERVICES (PCS) POLICY & PROCEDURE

**SUBJECT:** Universal Chlorhexidine (CHG) Decolonization and Preoperative Skin Prep Procedures

**PURPOSE:** To decrease the incidence of hospital acquired infections among patients through reduction and inhibition of bacterial colonization of the skin and to outline the nursing care for:



- \*Universal decolonization for the patient in the adult critical care units, the patient receiving mechanical ventilation and the patient with a central venous access device to prevent central line-associated blood stream infections or urinary catheter device to prevent catheter associated urinary tract infections.

- \*Preoperative skin preparation for the patient undergoing cardiac surgery (includes Coronary Artery Bypass Graft/CABG, TransAortic Valve Replacement/TAVR and Valve Replacement/Repair surgeries).

- \*Preoperative skin preparation for the patient undergoing colon surgery.

- \*Preoperative skin preparation for the patient undergoing total joint (hip or knee) replacement or hip fracture repair surgery.

- \*Inpatients receiving hemodialysis.

**WHO CAN PERFORM:** Registered Nurse (RN)

Patient Care Associate (PCA), as delegated by RN

**EQUIPMENT LIST:** 4% chlorhexidine (CHG) solution

Linen as indicated

Surgical clippers if indicated

**SUPPORTIVE DATA:** Research indicates daily chlorhexidine bathing reduces skin colonization with potential microbial pathogens and prevents infections.

**SECTION 1:** Special Considerations Page 1

**SECTION 2:** Daily CHG wash procedure Page 2

**SECTION 3:** Cardiac Surgery Skin Prep Page 3

**SECTION 4:** Special Patient Population Pre-op Skin Prep Page 4

**SECTION 1: SPECIAL CONSIDERATIONS**

1. The risks associated with the use of chlorhexidine (CHG) include mild side effects of skin irritation, rash, and/or redness (unlikely) and severe allergic reactions of hives, itching.
2. In rare case reports, anaphylaxis can occur (difficulty breathing; tightness in the chest; swelling of the mouth, face, lips, or tongue), but it has occurred so rarely that the actual risk cannot be calculated.

3. It is important to keep the CHG out of eyes and ears. CHG can cause permanent injury if it comes in direct contact with nerves and is allowed to remain there.
4. If CHG enters the patient's eyes or ears, it is important to rinse promptly and thoroughly with water (15 minutes duration).
5. Patients with a known allergy or hypersensitivity to CHG should be bathed with facility approved soap and not CHG.

## **SECTION 2: DAILY CHG WASH PROCEDURE**

**SUBJECT:** Universal decolonization for the patient in the adult critical care units, the patient receiving mechanical ventilation and the patient with a central venous access device (to prevent central line-associated blood stream infections) or urinary catheter device (to prevent catheter associated urinary tract infections).

### **PROCEDURE:**

1. Routinely wash face and hair.
2. Warming of solution is for patient comfort, it is not required. Cold solution is active and can be used if patient desires a cool bath.
3. CHG removes bacteria from the skin during bathing. Washcloths with 4% CHG solution should be used to bathe the skin with firm massage.
4. Do not use CHG above the jawline. Chlorhexidine should not come in contact with eyes or ear canals
5. If patient is heavily soiled, cleanse with soap and water prior to CHG bath.
6. CHG should be used as a once a day full-body bath. CHG replaces soap and water baths for the identified patient population. Soap may inactivate CHG.
7. Use five washcloths for bathing and five additional washcloths for rinsing all body areas below the jawline (see Appendix A):
  - a. Cloth 1: Right neck, shoulder, chest, abdomen and arm/axilla/hand
  - b. Cloth 2: Left neck, shoulder, chest, abdomen and arm/axilla/hand
  - c. Cloth 3: Right leg, foot, groin
  - d. Cloth 4: Left leg, foot, groin
  - e. Cloth 5: Back and buttocks
- \*A basin should be partially filled with warm plain water; all 10 washcloths should be moistened in the basin. Remove one washcloth at a time, applying CHG directly to the dampened washcloth and follow the above sequence for bathing. After each area is cleaned, set aside dirty washcloth (do not return to basin) and use a clean dampened washcloth to rinse each area. Dry areas accordingly.
8. After application to each body site, clean tubing from urinary catheters, drains, G-tube/J-tubes, rectal tubes, chest tubes within 6 inches of patient.
9. Ensure thorough cleaning, with special attention to commonly soiled areas such as the neck, skin folds, and perineal areas. CHG is safe to use on perineal areas, including external mucosa. Pay special attention to cleaning skin areas surrounding lines and other devices to ensure removal of bacteria from skin.
10. If incontinence occurs, rinse the affected area with water and clean with washcloths. Skin may feel sticky for a few minutes after application.
11. If moisturizer or lotion is needed, only use lotions that are known to be compatible with chlorhexidine. **Do not use patient's personal lotion.**
12. Basin should be cleaned with CHG at the end of the bath, dried and stored.
13. All Documentation to be done in the Electronic Medical Record (EMR).

## **SECTION 3: CARDIAC SURGERY SKIN PREP**

**SUBJECT:** Skin Prep for Cardiac Surgical Patients (CABG, Valve Replacement/Repair, TAVR)

### **SUPPORTIVE DATA:**

Sternal wound infection can contribute to morbidity and mortality following cardiac surgery, careful skin preparation is important. Research indicates that shaving of the chest causes local skin irritation, and that clipping hair decreases skin irritation and may reduce risk of infection.

**PROCEDURE:**

**Pre-Surgical Screening Process (elective cases):**

1. CHG and showering instructions will be provided to the elective pre-op patient during the pre-surgical screening process. Patients will be instructed to complete three CHG showers; a shower the day of surgery and two evenings prior to day of surgery (total of 3 CHG showers).

**Same Day Surgery**

1. Confirm compliance with above showering process. If not followed, patient will require a CHG shower/bath post clipping.
2. PCA will receive verbal report from RN to determine exactly what area must be clipped.
3. Place bath blanket on bed under the patient to collect hair as it is clipped.
4. Position patient, exposing only area to be clipped. Uncover small areas as you clip.
5. Observe the skin for any rashes, pustules, abrasions, and cuts and report findings to RN, clinical shift supervisor (CSS) or charge nurse (CN).
6. Clip patient's body hair as follows:
  - A. Clip body hair using short strokes in the direction of hair growth while holding skin taut. Hold flat surface of the clipper blade parallel to the skin surface.
  - B. Clip hair from the chin to the ankles as follows:  
Clip from chin to 3" posterior shoulder area; down and around entire arms to dorsum of hand including both axillas; down front of entire chest, including sides and groin area; down and around both legs to ankles.  
In patients having valve surgery alone, only shave to both knees.
  - C. Remove all loose hair following clipping.
7. Dispose of clipper blades in the Sharps container located in the patient's room.
8. Document in the EMR all aspects of the prep.

**Inpatient Units**

1. All inpatients must take a shower using 4% chlorhexidine gluconate (CHG) the night before surgery unless clinically contraindicated (i.e. intra-aortic balloon pump, Impella).  
Instruct the patient:
  - A. Begin with the chest area. Gently scrub chest 3-5 minutes to be followed by arms, legs, and perineal areas last.
  - B. Apply light friction to increase the antiseptic effect of the scrub.
  - C. Carefully cleanse the skin folds and crevices.
2. If the patient's condition does not allow for showering, perform a 10 minute CHG scrub of the surgical area.
3. Apply clean linen and clean gown after showering.
4. Instruct the patient to keep the area clean and not to apply creams, lotions, powders and deodorants.
5. Clip the patient on the day of surgery following the technique described in the section "Same Day Surgery" item 6. A-C above.
6. Apply clean linen and clean gown after clipping.

**SECTION 4: SPECIAL PATIENT POPULATION PRE-OP SKIN PREP**

**SUBJECT:** Skin Prep for Preoperative Colon, Hip Replacement, Knee Replacement or Hip Fracture surgery.

**PROCEDURE:**

**Pre-Surgical Screening Process (elective cases):**

1. CHG and showering instructions will be provided to the elective pre-op patient during the pre-surgical screening process (or in the Total Joint class if patient attends). Patients will be instructed to complete three CHG showers.

**Inpatient Pre-surgical Process:**

1. Follow process outlined in Section 2.
2. A CHG bath should be provided at least once pre-op. If patient's surgery is scheduled for later than one day, CHG baths should be provided daily prior to surgery.
3. All Documentation to be done in the EMR.

**RESPONSIBILITY:** It is the responsibility of nursing leadership or management member, as appropriate to implement, maintain, evaluate, review and revise this policy.

**APPROVED DATE:**

(Section 3 only, formally Policy #64.03)

Cardiopulmonary Care Center: July 1999.

Nurse Practice Education Council: July 21, 1999, April 12, 2002; April 8, 2005; April 11, 2008; April 8, 2011; April 11, 2014.

(Original policy without section 3)

Heart & Vascular Institute Practice Education Committee, November 26, 2013.

Nurse Practice Education Council, December 13, 2013.

Infection Prevention and Control Committee, November 2017.

Nurse Practice Council, November 1, 2017, August 1, 2018

## Get Well Network

- Get Well Network is an interactive patient education system that is on the patient's televisions.
- Use it to educate patients on their diagnoses, or their medications (see next slide). Medication pages can be emailed to the patient.
- Questions will pop up on the patient's screen when they are watching TV related to patient experience or to let them know they have education ordered for them to watch.
- Patients can search the internet, learn about Valley or watch educational videos.



**Step 1:** Patients can view their medications by clicking "See my medications"

**Step 2:** The patients year of birth is the code to enter the area.

**Step 3:** High risk medications are designated with an exclamation point and will appear at the top of the med list.

**Step 4:** Medications can be read on the screen. The patient must click either the thumbs up, question mark or email icon.

*Thumbs up = I understand what I just read.*

*Question mark = I have questions about what I just read. Email icon = I can email this to my personal email address.*

### Self-Learning Orientation Module Post Test

**\*\*Do not write on this test, use answer sheet at end of packet! \*\***

- AIDET is an acronym that enables all employees to communicate clearly with patients, visitors and each other. It stands for: Anticipate, Introduce, Duration, Explanation, Thank You  
True False
- Smoking, although prohibited throughout the Valley Health System's buildings, is allowed in your car.  
True False
- Cell phones may only be used in designated areas.  
True False
- Students/instructors may feel free to relax, chat and listen to the piano in the lobby of the hospital.  
True False
- Patients and medical emergencies always have priority when using the elevators.  
True False
- To ensure that we treat everyone with respect, we need to:
  - Be open and sensitive
  - Celebrate differences
  - Be aware of our own beliefs and how they impact our behavior
  - All of the above
- Patient confidentiality can be breached by:
  - Leaving a patient's Protected Healthcare Information on an answer machine

- b. Discussing patients and/or patients' information in public places
  - c. Leaving a document containing patient information on top of the copier
  - d. All of the above
8. Your friend asked you to check on a neighbor who has been admitted to the hospital. The proper response is:
- a. I must respect every patient's privacy. I'm sorry I cannot do that.
  - b. I'll try to find out where he is and tell him you said hello.
  - c. I'll ask his nurse how he is doing and if he can have visitors.
9. We inform patients of their right to make advance directives for their health care.
- True                      False
10. The most effective way to prevent infections is to:
- a. See the doctor once a year
  - b. Take vitamins
  - c. Wash your hands
11. In the event of a fire, in what order would you do the following? [Number 1 to 4]
- \_\_\_\_\_ Extinguish the fire or evacuate
- \_\_\_\_\_ Activate the nearest fire alarm
- \_\_\_\_\_ Rescue people in immediate danger
- \_\_\_\_\_ Confine the fire – close all doors and windows
12. The "PASS" acronym [Pull, Aim, Squeeze & Sweep] is an easy way to remember how to use a fire extinguish.
- True                      False
13. Police and fire personnel may enter the MRI room at any time during an emergency.
- True                      False
14. The "Right to Know Act" states that I have a right to know about potentially hazardous substances in the workplace.
- True                      False

The Valley Hospital, Ridgewood, NJ  
Self-Learning Orientation Module Post Test

**Answer Sheet**

Hand into your instructor.

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

<b>1 = 97%</b>
<b>2 = 94%</b>
<b>3 = 91%</b>
<b>4 = 89%</b>
<b>5 = 86%</b>
<b>6 = 83%</b>
<b>Passing = 80%</b>

1. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

2. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

3. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

4. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

5. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

9. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

10. \_\_\_\_\_

11. Numbered order: \_\_\_\_\_

12. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

13. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

14. TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

**INFECTION CONTROL & PREVENTION POST TEST**

**Answer Sheet**

**Circle the correct answers. Hand in to your instructor.**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Passing score= 80%**

1. Hand washing/hand hygiene is the single most important way to prevent the spread of infections.  
True                      False
  
2. In order for hand washing to be effective, I must scrub my hands for a minimum of 1 minute.  
True                      False
  
3. I have a deadline for completing a special project today. In the interest of saving time, it's okay to skip handwashing after taking off a pair of gloves.  
True                      False
  
4. I have a sore throat and a fever, but I think I can make it through the day so I come to clinical.  
True                      False
  
5. If I enter a patient on contact isolation, I must stop at the door and put on a gown and gloves at minimum.  
True                      False

## STATEMENT OF UNDERSTANDING AND COMPLIANCE WITH THE VALLEY HOSPITAL'S CODE OF ETHICS

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

SCHOOL: \_\_\_\_\_

As a student at The Valley Hospital, I certify that I have been educated in the Corporate Compliance Program and the Corporate Code of Ethics and agree to abide by them during the terms of my engagement.

I acknowledge that I have a duty to report any alleged or suspected violation of the Code of Ethics or the Corporate Compliance Program

Today's Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

## AGREEMENT OF CONFIDENTIALITY-STUDENT & INSTRUCTOR

The Valley Hospital ("Hospital") has a legal and ethical responsibility to safeguard the privacy of all patients and protect the confidentiality of their health information. In the course of my participation in the ("College") ("Program") at the Hospital, I may come into the possession of confidential patient and other information.

I understand that such information must be maintained in the strictest confidence both while I am a student and after my participation in the Program is terminated or concluded. As a condition of my participation in the Program and assignment to the Hospital, I hereby agree that I will not at any time during or after my assignment(s) with the Hospital disclose any patient or other confidential information whatsoever.

When patient or other confidential information must be discussed with any health care practitioners or Faculty in the course of my work, I will use discretion to assure that such conversations cannot be overheard by others who are not involved in the patient's care.

I understand the user ID/password assigned for access to any Hospital computer system is unique to me and for my use only and in connection with authorized functions related to the Program. This code identifies me in the computer system. I am accountable for system access and entries performed with my personal security code. If issued a password, I agree not to release it to anyone else. I will not post, share or otherwise distribute my password. I will contact the Information Systems Department immediately if I have reason to believe the confidentiality of my password has been broken. I will be required to create a new password.

By signing below, I acknowledge that I have read the above and accept the responsibility associated with these statements. I understand that violation of this Agreement may be cause for immediate termination of my assignment with the Hospital.

Student/faculty Name\_\_\_\_\_

Student/faculty Signature\_\_\_\_\_ Date\_\_\_\_\_

**THE VALLEY HOSPITAL**  
**CORPORATION COMPLIANCE CERTIFICATION**

\_\_\_\_\_ certifies that he/she has read and understands the Code of Ethics and Corporate Compliance Program in force at The Valley Hospital and agrees to abide by it during the entire term of his/her relationship with The Valley Hospital.

\_\_\_\_\_ understands his/her obligation to fully comply with all federal and state laws and regulations that apply to the services being rendered by him/her.

\_\_\_\_\_ understands that he/she has a duty to report any alleged or suspected violations of the Code of Ethics, the Corporate Compliance Program or federal and state laws and regulations to a Corporate Compliance Officer at The Valley Hospital.





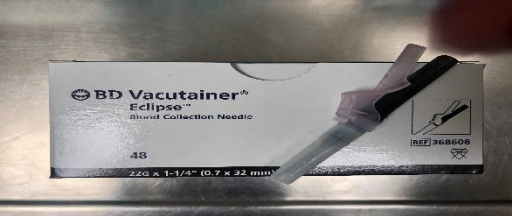

Completed By: \_\_\_\_\_

Date: \_\_\_\_\_

The Valley Hospital, Ridgewood, NJ

Products for Sharps Safety

**\*\*Please check the box for the equipment you have been inserviced on by your instructor and you feel comfortable using.\*\***

	Ready Lance Pressure Activated Safety Lancet <input type="checkbox"/>
	BD Safety Glide Shielding Injection Needle <input type="checkbox"/>
	Covidien Syringe & Needleless Med Prep Cannula Combination <input type="checkbox"/>
	Safety Glide Insulin Syringe <input type="checkbox"/>
	BD Vacutainer Eclipse <input type="checkbox"/>
	BD Vacutainer Push Button "butterfly" <input type="checkbox"/>

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_