

## HIPAA continued

### Protected Health Information (PHI) includes but is not

#### limited to:

- Medical Records
- Billing Information (bill, receipts, explanation of benefits, etc.)
- Labels on IV Bags
- Telephone Notes (in certain situations)
- Test Results
- Patient Menu
- Patient Information on a Palm Device
- X-rays
- Clinic Lists

## HIPAA (cont)

To ensure you are complying with HIPAA Privacy Safeguards:

- Position computer monitors/screens out of public view
- Lock your computer screen when not at your desk
- Do not place PHI in regular trash (rip, shred, or otherwise dispose of identifiable health information)
- Use a cover sheet when faxing PHI
- Do not hold staff discussions on PHI in areas where conversation can be overheard
- Review the HIPAA policy in the organization policy manual
- Email - If you are sending any type of personal or protected information to an account outside BDH you must type "SECURE" in the subject line, all upper case as shown here.

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If you have computer access you may not share your password OR use the password of another employee. If you do, your educational experience can be terminated.

If your computer password is compromised, be sure to notify Information Systems as soon as you are aware

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## Privacy

### Filing a complaint

- Patients and others have the right to file a complaint if they believe their privacy has been violated.
- If any person requests information on how to file a complaint, refer them to your preceptor or the department manager.
- If you receive a Privacy Complaint, contact the Director of Compliance and Safety immediately at: 545-5089 or Zipit page.

## Confidentiality

Any information

pertaining to the operation of BozemanDeaconess is confidential and released without proper authorization or where other persons may be listening.



must never be discussed in areas

## Non-Authorized Disclosures

### Consequences for disclosing non-authorized information:

The corrective action taken for any student's HIPAA violation is termination of the educational experience.

## Compliance

The Bozeman Deaconess Director of Compliance and Safety:

- Ensures compliance with the large quantity of government regulations,
- Creates processes to decrease billing errors or chances for fraud and abuse.

Call the Director of Compliance and Safety if you have a suggestion or suspect a problem 545-5089 or Zipit page.

## Quantros Online Incident Reporting System

On-line Reports are necessary for the following reasons:

- To improve the quality of care we give our patients,
- To reduce Bozeman Deaconess's liability exposure,
- To identify safety issues or processes that need to be addressed.

## Standard Precautions to Prevent Infections and Their Transmission: Protecting Yourself and Others

Bozeman Deaconess workers should wear Personal Protective Equipment (PPE) if they are at risk of coming into contact with:

- blood
- body fluid
- secretions
- excretions (except sweat)
- non-intact skin, or
- mucous membranes

Personal Protective Equipment includes:

- gloves
- masks
- eye protection and/or face shields

→gowns PPE protects the mucous membranes of workers. The use of gowns and other PPE protects workers' skin and clothing from becoming soiled.

## Hand Hygiene

e:

## Effective and Easy Infection Prevention Measure

Bozeman Deaconess workers must perform appropriate hand hygiene after:

- touching
- blood
- body fluids
- secretions
- excretions
- items that have been contaminated by these fluids.

- If gloves were worn, workers must perform appropriate hand hygiene right after they remove their gloves.
- Workers must also perform appropriate hand hygiene when going from one patient to the next.

## Ergonomics

- Prevention of back injuries and muscle damage due to repetitive use and/or improper lifting and moving of equipment or other heavy objects is a responsibility of each Bozeman Deaconess worker.
- The appropriate use of assistive equipment, stretching exercises, or other ergonomic interventions can promote worker safety!

## Ergonomics

- "Cumulative Trauma" refers to the damage caused to the body under certain conditions.
- To prevent cumulative trauma injuries the following risk factors must be addressed at the work station:

- Repetitive Motions
- Excessive Force
- Awkward Posture

## Ergonomics continued

A computer display terminal and keyboard should be placed in the middle of the work station with the keyboard at elbow height to the user.

recommended. You may experience restricted blood flow to the shoulders and arm muscles.

Working in a slumped posture in either a sitting or standing position is not



## Ergonomic

S continued



To avoid

"Muscle Overload," one should:

- Frequently move or change positions.
- Keep arms low and elbows close to your body.
- Use stretching exercises.

## Next

## Steps

We hope this



course has been both informative and helpful in preparing you for your educational experience at Bozeman Deaconess Health Services.

To complete the student orientation requirements please take the written test that is provided. Return the test with the other required documents to the Education department.



Figure 3. Names of the persons of official records in case of the

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Back



Student Name \_\_\_\_\_

**BOZEMAN DEACONESS HOSPITAL****Test: BDHS Specific Guidelines for Temporary and Non-Employees**

1. A Bozeman Deaconess employee used the internet at their work station during a lunch break to look up travel information. According to Bozeman Deaconess policy, this use:
  - a. breaks confidentiality.
  - b. is approved by written policy.
  - c. requires final approval from the manager.
  - d. will be charged to the employee's paycheck.
2. All incidents involving patients, visitors, or employees are primarily reported using online forms (Quantros) for the ultimate goal of:
  - a. filing a complaint.
  - b. reducing billing errors.
  - c. identifying safety issues.
  - d. avoiding the PPI Process.
3. As a responsibility of every Bozeman Deaconess employee, the most effective and easiest way to reduce transmission of microorganisms is:
  - a. use of red garbage bags.
  - b. use of proper hand hygiene.
  - c. reminding others to use hand gel.
  - d. proper disposal of syringes and needles.
4. Bozeman Deaconess defines inclusiveness as:
  - a. treating everyone the same.
  - b. valuing everyone's diverse characteristics.
  - c. recognizing changes in patient conditions.
  - d. promoting improvement in communication.
5. Bozeman Deaconess does not tolerate:
  - a. latex allergies, drug abuse, or sharing of passwords
  - b. internet use, broken equipment, or cumulative trauma.
  - c. breaks in patient privacy, use of tobacco, or harassment.
  - d. inclusiveness, muscle overload, or work place violence.
6. Bozeman Deaconess's mission statement is:
  - a. provide health care to the Gallatin Valley.
  - b. improve community health and quality of life.
  - c. coordinate healthcare delivery for all age groups.
  - d. build more facilities in the southwest region of Montana.

7. If you believe that you are a victim of harassment in your work, and it is coming from your supervisor or manager, you would immediately:
- complete an incident report.
  - contact Human Resources staff.
  - talk it over with your best friend.
  - visit with your supervisor or manager.
8. If you encounter a fire, whether small or large, **your best first action** is to:
- pull all the area red alarms.
  - pick up the phone and dial 5555.
  - find the nearest area supervisor.
  - try to smother the fire with a blanket.
9. If you heard an overhead code announcement, **your correct first action** would be to:
- leave the building as quickly as possible.
  - go to location of code to see how you can assist.
  - go immediately to wherever you see the security officers go and ask if you can assist.
  - look at code card attached to your employee badge to identify what type of code is being called.
10. If you notice a piece of broken equipment, you should do all of the following **EXCEPT**:
- move equipment to a place where it won't be used.
  - notify Environmental Services to clean the equipment.
  - send a work order to Engineering by calling ext. 2580.
  - put a sign on the broken item informing others not to use.
11. If you unexpectedly come in contact with any patient's blood or body fluids, such as secretions (sweat not included) or excretions, your **best first action** would be to:
- contact your area supervisor.
  - clean area of contact with soap, water, and friction.
  - use waterless hand gel to disinfect the contact area.
  - leave the situation and go to the Emergency Department.
12. Improving the safety of using medication, properly identifying patients prior to administering care and keeping patients safe who are suicidal are:
- elements of the Bozeman Deaconess general safety guidelines.
  - National and Bozeman Deaconess goals to provide safe care for patients.
  - minor ways for employees to provide the ultimate patient/customer service.
  - areas of concern associated specifically with patient confidentiality and privacy.
13. In courteously helping patients and visitors reach their destinations:
- send them to the nearest Information Desk for assistance.
  - call an escort to come with a wheelchair to transport the patient.
  - as appropriate, connect them with another employee going in the same direction.
  - point them in the correct direction then go on your way to where you need to be.

14. In the past week, a Bozeman Deaconess employee has noticed a co-worker arriving late to work and sometimes smelling of alcohol. The co-worker has confided about having difficulties at home and using alcohol to cope. The **best first action** of the observing employee is to:
- give your co-worker a few more days to see if the home issues subside and drinking stops.
  - compassionately console the co-worker and assure that things will get better at home with time.
  - immediately discuss with manager your observations of the co-worker and your concern for work quality and safety.
  - refer the co-worker to Human Resources and mental health workers to receive counseling as needed.
15. Packaged radioactive materials delivered to or found at Bozeman Deaconess must go directly and immediately to the Nuclear Medicine Department. This statement is:.
- True
  - False
16. The potential consequences of disclosing protected and confidential patient information are all but:
- immediate dismissal.
  - no criminal penalties.
  - suspension without pay.
  - written reprimand initially.
17. The Progressive Performance Improvement Process (PIPP) policy and Good Cause Process Policy can be found in the Bozeman Deaconess:
- Human Resources section of the Organization Policy and Procedure Manual.
  - Employee Handbook received by new employees from Human Resources
  - Disaster and Safety and Infection Control Manual
  - both a and b
18. The purpose of the regulation protecting client information in a confidential way is to:
- treat each person respectfully and courteously.
  - protect each patient's right to privacy per the law.
  - allow healthcare agencies to understand its clients.
  - keep correct records and phone and computer information.
19. To avoid injuries from muscle repetitions in your work, you can:
- frequently move or change positions.
  - stay in the same position as long as possible.
  - keep arms low and elbows close to your body if working at a desk.
  - Both A & C.

20. To restore dissatisfied patients' trust and confidence in the organization, which policy would you follow?

- a. HIPAA.
- b. Quantros.
- c. Service Recovery.
- d. Tobacco-free environment.

21. Volunteers and employees can best show Respect overall, as the "R" in SPIRIT and Commitment to Excellence by:

- a. stopping and greeting strangers in the halls.
- b. pointing the directions that people need to go.
- c. treating each person as unique and with courtesy.
- d. using clear and courteous language in interactions.





**Bozeman Deaconess**  
HEALTH SERVICES

## Personal Appearance Guidelines

	<b><u>ACCEPTABLE</u></b>	<b><u>UNACCEPTABLE</u></b>
Overall Clothing	Clean, neat pressed, in good repair & appropriate size	Soiled, wrinkled, torn, too tight or too loose clothing. No blue jeans (except designated days), sweat pants, jogging outfits, including no yoga pants or pajamas.
Name Tags	Must be worn while on duty in an easily visible spot (e.g. Shoulder, chest), outer layer of clothing	No name tag, stickers on name tag, worn in a place that is difficult to read (e.g. waistband, lower pocket of lab coat).
Hair	Neat & clean appearance Hair longer than shoulder length should be confined if it interferes with customer service. <b>Men:</b> Hair longer than shoulder length should always be confined in a neat manner (ponytail). Beards, sideburns & mustaches will be <i>neatly trimmed</i> .	Extremes in hair color  Men: Unkempt facial hair, sideburns, mustaches, or beards
Fingernails	Clean & trimmed nails	Dirty, ragged nails, no fingernail polish or false nails on medical floors
Odors	Unscented	Perfume, after-shave, offensive body odors, fragranced lotion
Jewelry	Complementary to the clothing, professional appearance	Multiple necklaces or bracelets which are distracting, pierced jewelry anywhere besides the earlobe, exceptionally long earrings.
Shoes	Clean & in good repair	Scuffed, dirty, holes, unpolished, untied, worn. No open toed shoes on medical floors. No tennis shoes, sneakers, slippers.
Hosiery	Hosiery or socks worn to complement outfits & appearance	Bright hosiery
Makeup (Woman)	Complementary makeup	Excessive makeup
Skirt	Modest length skirt	Excessively short, excessively long skirts or dramatic slits.

***Discreet:*** Attire may be individualized yet should remain discreet.

***Respect:*** For our customers, partners, colleagues, and ourselves.

***Extra:*** Let us take that extra step to present ourselves to the customer in a manner that states, "We dress this way because we respect you."

***Sensible:*** Review the impact of the specific duties of your departmental environment when deciding uniform standards.

***Success:*** Let's dress for success.