



The Spirit of Health



*Non-PeaceHealth Employee
Orientation
Manual
2020*

Organizational Information

Our Mission

We carry on the healing mission of Jesus Christ by promoting personal and community health, relieving pain and suffering, and treating each person in a loving and caring way.

At PeaceHealth, the fulfillment of our Mission is our shared purpose. It drives all that we are and all that we do. To those who embrace the spirit of these words and our commitment to Exceptional Medicine and Compassionate Care, we offer the opportunity to learn and grow as a member of the PeaceHealth family.

Our Core Values

Respect

We respect the dignity and appreciate the worth of each person as demonstrated by our compassion, caring and acceptance of individual differences.

Stewardship

We choose to serve the community and hold ourselves accountable to exercise ethical and responsible stewardship in the allocation and utilization of human, financial and environmental resources.

Collaboration

We value the involvement, cooperation and creativity of all who work together to promote the health of the community.

Social Justice

We build and evaluate the structures of our organization and those of society to promote the just distribution of health care resources.

Our Vision

Every person receives safe, compassionate care; every time, every touch.

Our Promise

Our “Spirit of Health” promise is the embodiment of PeaceHealth.

Everything we do is in service to a higher purpose: to work with and help our neighbors live healthier, happier lives.

We take care of the needs of people, we don’t simply treat patients. We put people at the center, enabling them to be their best, and providing personalized, compassionate care when they are not. We make them feel welcome, comfortable and safe. We are neighbors, caring for and loving one another, for the betterment of all.

Caring for those in our community is not new to PeaceHealth; it’s been in practice since the Sisters of St. Joseph of Peace arrived in Fairhaven, Washington to serve the needs of the loggers, mill workers, fishermen and their families. They knew strong, healthy communities benefit individuals and society, and that social and economic factors can make some community members especially vulnerable. The Sisters believed they had a responsibility to care for them, and that ultimately, healthier communities enable all of us to rise to a better life.

This philosophy inspires us today and guides us toward the future.

Clinical Excellence and Culture of Safety

100% Perfect Care, Zero Harm

In fulfillment of our shared Mission, we will work together at every level to achieve our priorities in clinical excellence – raising the bar to achieve 100% perfect patient care, zero harm always, every touch, every time.



There are numerous Clinical Excellence Initiatives occurring at PeaceHealth facilities in support of zero harm strategies, such as: Hospital Acquired Pressure Injuries, Catheter Associated Urinary Tract Infections, Central Line Blood Stream Infections, Venous-thromboembolism and Pulmonary Embolism Prevention, Procedural Safety, Falls Prevention, C-Diff Prevention, Medication Reconciliation/Medication Errors, 30-day Readmissions, and Decreased Opioid Use- Safe and Effective Pain Management. All PeaceHealth caregivers are responsible for supporting these initiatives as applicable to their assigned role. Discuss your role in supporting the Clinical Excellence Initiatives in your assigned area with your manager, preceptor and unit educator.

Culture of Safety

Organizations with a culture of safety maintain a commitment to safety at all levels, from frontline caregivers to managers and executives.



Just Culture

Just culture is a values-supportive system of shared accountability. It is a culture that holds organizations accountable for systems they design and for how they respond to staff behaviors fairly and justly.

Four Components of a Just Culture



Managing Behavioral Choices:

- Human error- Inadvertent action; inadvertently doing other than what should have been done such as a slip, a lapse, or a mistake; e.g. dosage calculation. These behaviors may lead to a consultation.
- At risk/drift- choice that increases risk where risk is not recognized or is mistakenly believed to be justified. Make us more prone to human error; e.g. texting and driving, fatigue. These behaviors may lead to a consultation, or coaching.
- Reckless- choice to consciously disregard a substantial and unjustifiable risk; e.g. texting while driving impaired/intoxicated. These behaviors will lead to disciplinary action.

Safe-to-Share (Variance Reporting)

All safety-related incidents are to be promptly reported using the electronic incident reporting system, which is found on *Crossroads*, PeaceHealth's internal electronic system.

- ✓ The person most directly involved in an incident, or the person who first discovers the incident, is responsible for completing the incident report form using the instructions below.
- ✓ Incident reports are highly confidential and are not to be copied for any reason.
- ✓ The information contained in the incident report may be used only for risk management purposes and may not be used for any other purpose including peer review or employee corrective action.
- ✓ Incident reports are not a part of the patient medical record and no mention of an incident report should be documented in the medical record. Only the facts of an incident involving a patient are to be recorded in the medical record.

Variance Reporting

From the Crossroads Home Page, select Report Incident from top tool bar and click on Patient/Visitor/Caregiver Variance from dropdown menu

The screenshot shows the Crossroads Home Page interface. At the top, there is a blue navigation bar with the 'Crossroads' logo on the left and several menu items: 'Directories', 'MyTools', 'System Departments', 'System Resources', 'REPORT INCIDENT', and 'Old Crossroads'. The 'REPORT INCIDENT' menu item is circled in red. Below this bar, a dropdown menu is open, showing options: 'Integrity Line', 'IT Service Ticket', 'Patient/Visitor/Caregiver Variance', and 'Work Order'. A red arrow points to the 'Patient/Visitor/Caregiver Variance' option. The background of the page shows a search bar, a location selector set to 'Sacred Heart', and a mission statement at the bottom.

Click on the SAFE2SHARE LOG-IN link and sign in with your 3x3 OR click on “Submit Anonymously” link on the lower right side of the log-in screen

The screenshot shows the Safe2Share home page. On the left is a navigation menu with categories like Home, Departments, Programs, Tools, Safe2Share, CareConnect Clinical Content, Interpreter & Translation Services, My Time, and Travel. The main content area features the 'SAFE2SHARE LOG-IN' link circled in red, with sub-links for 'Variance Reports | Patient Feedback/Concerns' and 'Visitor Events | Caregiver Event/Injury'. Below this is a 'Content manager: Minium, Betsy' section and three columns: 'Request Services', 'Resources', and 'Contact'. The 'Resources' column includes links for 'EIR System - MGRs ONLY', 'Midas SWMC - MGRs ONLY', 'Job Aids and Tools', and 'Safe2Share Downtime For...'. The 'Contact' column provides information on how to reach staff and a link to the 'Variance Reporting Home' page. On the right is a login form with fields for 'Username:' and 'Password:', a green 'LOGIN' button, and a 'Submit Anonymously' link. A red arrow points from the 'Submit Anonymously' link at the bottom right of the page to the 'Submit Anonymously' text below the login form.

*Notice the Resources and Contact information available if you need assistance

From the Icon Wall, either type in a keyword in the Find a Form box (examples: fall, injury, infection, med error, etc.) to narrow the Icon field or select from the Icon’s provided

The 'Icon Wall' interface includes a 'Find a Form' search box on the left with the instruction 'Type keyword(s) above to narrow down which form to use.' To the right is a grid of eight icons: a red pill icon for 'Adverse Drug/Medication/Fluid Event', a blue person with a monitor icon for 'Airway Management', a red blood drop icon for 'Blood Product', a yellow person falling icon for 'Caregiver Event/Injury', a purple person with a monitor icon for 'Medication Administration', an orange hand-washing icon for 'Hand Hygiene', a blue building icon for 'Vital Signs', and a yellow person falling icon for 'Patient Fall'.

Fill in the electronic form and submit when completed

The screenshot shows the 'Adverse Drug/Medication/Fluid Event - Submission Form'. On the left is a 'Table of Contents' with links to 'When and Where Event Occ...', 'Person Affected by the Event...', 'Adverse Drug/Medication/Flui...', and 'Medication Involved'. Below this is a 'File Status' section showing '0 of 24 total fields completed' and '0 of 14 mandatory fields completed'. The main form area is titled 'When and Where Event Occurred' and contains fields for 'Date of Event', 'Time of Event', 'PeaceHealth Network', 'PeaceHealth Facility', and 'Department/Unit'. At the bottom right, there are 'Delete', 'Exit', and 'Submit' buttons, with the 'Submit' button circled in red.

Incidents involving non-PeaceHealth employees: injuries and/or patient care

Report to the immediate supervisor, school/business supervisor/instructor and PeaceHealth student placement coordinator. Such events require completion of an electronic variance report. Arrangements for follow-up will be managed through the PeaceHealth student placement coordinator and school/vendor representative.