

PeaceHealth at a glance

PeaceHealth, based in Vancouver, Wash., is a not-for-profit Catholic health system offering care to communities in Alaska, Washington and Oregon. PeaceHealth has approximately 16,000 caregivers (employees), a multi-specialty medical group practice with more than 800 providers, and 10 medical centers serving both urban and rural communities throughout the Northwest. In 1890, the Sisters of St. Joseph of Peace founded what has become PeaceHealth. Today, PeaceHealth is the legacy of its founding Sisters and continues to serve communities when invited to do so with a spirit of collaboration and stewardship. This is The Spirit of Health- the Spirit of PeaceHealth. For more information, visit www.peacehealth.org.

PeaceHealth Facilities

Ketchikan Medical Center



Ketchikan, Alaska

St. Joseph Medical Center



Bellingham, Washington

Peace Island Medical Center



Friday Harbor, Washington

United General Medical Center



Sedro-Woolley, Washington

St. John Medical Center



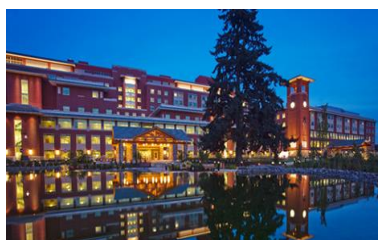
Longview, Washington

Southwest Medical Center



Vancouver, Washington

Sacred Heart RiverBend



Springfield, Oregon

Sacred Heart University District



Eugene, Oregon

Cottage Grove Medical Center



Cottage Grove, Oregon

Peace Harbor Medical Center



Florence, Oregon

Important information to help you get started

Notice of Privacy Practices

We are required by law to maintain the privacy and security of patient health information. The Notice of Privacy Practices (NPP) describes for patients how we use and/or disclose their health information. All PeaceHealth workforce members (employees, volunteers, students, vendors, etc.) with access to patient information **MUST READ** this information. It is found at: <https://www.peacehealth.org/privacy-rights-and-practices>.

To prepare for any clinical experience at PeaceHealth, a signed confidentiality agreement must be obtained and on file. A computer user set up form is required for all experiences where documentation in the patient record is required. Following is a sample of the agreement/form and key points to remember:

Confidentiality Agreement



CA.pdf

Computer User Set Up form



User Set up form.pdf

Before signing a confidentiality agreement, please remember:

- √ Access to patient health information is restricted to those workforce members ***who need to know*** that information.
- √ Sharing your log-on and password is NOT ALLOWED
- √ Always log-off or lock the device when leaving it or walking out of view of the workstation
- √ You are responsible for information entered or viewed under your user log-in

PeaceHealth's Compliance Reporting Process

When you have a concern, you have a duty to report or to ask questions. Likewise, the department/unit manager or hospital supervisor has a duty to follow-up without retaliation. Reporting a compliance concern or problem should be as natural as picking up the phone to report a leaky pipe or a frayed carpet. When you have a question, or want to [report a concern](#), we encourage you to refer to the following resources:

1. The facility supervisor and/or department/unit manager/director
2. The facility OI Officer
3. The PeaceHealth Integrity Line: (877) 261-8031 (an independent, confidential service open 24/7 except holidays)
4. Online PeaceHealth Integrity Line at <https://peacehealth.alertline.com>.

Name Badge

**Job shadows/observers do not require name badges as they must always be escorted by PeaceHealth caregiver while on site. A written visitor badge may be provided by the unit/department.*

If a PeaceHealth badge is needed, it will be obtained through your placement coordinator. Otherwise, you must always wear your school **name badge above your waist** while on site. Keep your badge safe when not in use. At some sites or regions, it is an e-key for entrance or exit to secure areas and **MUST** be returned to instructor/supervisor upon leaving the organization.

Dress Policy

Please comply with guidelines that encourage professional attire. Modest and neat apparel is the overall guide. Your assigned placement coordinator or your unit preceptor will provide you with further information.

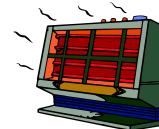
No Smoking Policy

Smoking is not allowed in any PeaceHealth building or on any PeaceHealth property.

General Safety Information

Electrical Equipment

All electrical equipment brought into the facility by staff or patients (radios, hair dryers, fans, heaters, etc.) must be approved for use by a qualified staff member at each facility and have a dated and signed label attached. Any electrical equipment purchased for patient care use must be checked out by your regional Engineering Staff.



Lock-Out Tag

If any electrical equipment malfunctions or shocks someone, Engineers will place a LOCK-OUT label on it. Do not remove a LOCK-OUT label or use any equipment that has been tagged as a LOCK-OUT.



Hazard Communication



A Safety Data Sheet (SDS) reference guide must be made available to employees under the “Right to Know Act”. Each department maintains a chemical inventory and corresponding SDS’s for hazardous products in their area. Know where this reference guide is located online and review the SDS before handling hazardous chemicals.)

REMEMBER! In case of a spill:

1. Act quickly.
2. Wear Personal Protective Equipment (PPE).8
3. Contain the spill.
4. Notify Switchboard if the spill is considered significant as noted in the Safety Data Sheet (SDS).
5. Determine appropriateness of safe re-entry into area.
6. Complete an electronic incident report.
7. Report to the Emergency Department if exposed to a hazardous chemical.
8. Dispose of clean up materials following SDS and Departmental Guidelines.

Emergency Management Plan

Participant Responsibilities:

1. Remain on duty until excused.
2. Report to person in charge of department for assignment and questions.
3. Department heads and others with specific responsibilities assume Emergency Management Plan roles.

During an emergency, remember to:

1. Use stairways. DO NOT USE ELEVATORS
2. Know where exits are and what the posted evacuation plan is for your area.
3. Limit use of phones as much as possible.
4. Wear ID badge.

If not on site:

1. Report to work at next scheduled time unless otherwise directed.
2. Report to work if specifically instructed by Emergency Broadcast message, pager, or phone call.

**All non-PeaceHealth employees to report to clinical supervisor/preceptor immediately for directions*

General Patient Care Information

Patient Identification

Standardized Patient Identification Wrist Bands are placed on patients for accurate identification prior to treatment to minimize medical errors and patient harm. These bands include:

- A patient label with bar codes used for patient identification and medication/blood administration
- Standardized color clips used as visual clues








Nursing validates the correct band and clips are placed on the patient:

- On admission
 - During the initial assessment, the nurse assesses factors associated with:
 - Fall risks
 - Allergies
 - Latex Allergy
 - Limb Alert (restricted extremity)
 - Do Not Resuscitate (DNR)
- At the beginning of the shift and time of transfer
 - Any changes in orders and/or status that may impact the band or clip color(s), the nurse will either:
 - Add a new clip
 - Remove the old band and replace it with a new one that has the correct clips attached

| Another clip needs to be added | A clip needs to be removed |
|---|---|
| <ul style="list-style-type: none"> • Confirm the change with the patient (family) and with the medical record • Retrieve the correct color clip • Apply the clip to the patient's wrist band • Educate the patient and family to the new clip • Include the change in hand-off communication with other caregivers | <ul style="list-style-type: none"> • Confirm the change with the patient (family) and with the medical record • Retrieve a new wrist band and add ALL the correct color clips needed • Remove the old band from the patient's wrist • Apply the new band to the patient • Educate the patient and family to the change • Include the change in hand-off communication with other caregivers |

Examples of each clip:

| | | | | |
|--|---|---|---|---|
|  |  |  |  |  |
| Allergies to: <ul style="list-style-type: none"> • Drug(s) • Food • Environmental | Allergy to latex | Fall alert Implement fall bundle interventions | Restricted extremity movement, i.e. mastectomy, fistula, or new pacemaker placement | Order for Do Not Resuscitate (DNR) |
| Continue reviewing allergies with patient | Place sign on door | Educate patient/family to call for help getting out of bed | Restricted IVs, BPs or blood draws, i.e. fistula | Confirm provider's orders concerning code status: Full Code or Do Not Resuscitate (DNR) |
| Refer to electronic medical record for specifics | Indicate allergy on patient's white board | Indicate risk on patient's white board | Continue placing signs at the head of the patient's bed or on their door | |
| | | Label patient's door | | |

Daily Management System (DMS) aka Readiness Huddles

Using the Daily Management System (DMS), caregivers learn to dedicate a small part of their day to making improvements within their groups. Over time, the use of DMS enables caregivers to provide consistent excellent service and care to our patients and families.

Who is involved?

- All caregivers in the areas participating in daily huddles

What does it involve?

- Readiness huddles
 - Routine, 5-10-minute daily huddles
 - Sharing information
 - What happened the day before
 - Critical unit issues
 - What the plan is for the day
 - Focuses the team on performance measures
 - Addresses key elements such as safety, workload, staffing, methods, equipment and supplies
 - Reports issues and the fix, in addition to escalation of BIG issues

