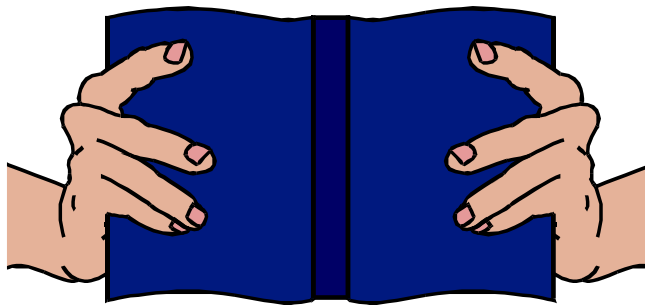


B.L.U.E. BOOK

Professional Students

STUDY GUIDE & TESTS



Adventist Medical Center

Developed by Human Resources

Created 12/00;

Revised 8/05, 3/06, 2/07, 11/07, 9/08, 11/08, 1/09, 4/09, 5/10, 7/11, 3/12, 7/12, 1/13, 5/13, 8/15

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B.L.U.E. Book Instructions

1. The B.L.U.E. Book Study Guide & Test must be completed **BEFORE** you begin your student experience.
2. Read through the entire Study Guide.
3. Complete the Post-Test in the back (open book).
4. Obtain Test Answer Sheet from the department instructor/preceptor & grade your own test.
5. Review any missed answers with the Study Guide and your instructor/preceptor.
6. **Attach completed and graded test (including the Confidentiality Agreement) to your Orientation Competency Assessment form and give it to your instructor/preceptor at the end of orientation. (You may keep this packet as a reference or return it to your instructor//preceptor.)**

OUR MISSION

The mission of Adventist Medical Center and those who serve here is to demonstrate the human expression of the healing ministry of Jesus Christ.

We who serve here are dedicated to:

- Delivering health care that nurtures body, mind and spirit through our personnel, programs and services;
- Encouraging healthful living practices consistent with optimal health and well being;
- Reflecting God's love by servicing our patients, guests and each other with compassion, dignity and respect;
- Focusing outreach and planning on improving the health of our local communities while providing emergency care for anyone with an immediate health care need;
- Offering services in the most medically and financially appropriate setting;
- Continually improving through technical excellence and a highly qualified, professional staff;
- Creating an environment of care that promotes trust, confidence and safety among our patients, families, employees, volunteers and physicians;
- Serving as a religious health care organization in a manner consistent with the philosophy of the Seventh-day Adventist Church.

OUR VALUES

INTEGRITY:	Ensure our actions are consistent with our values.
QUALITY:	Provide care that is safe, reliable and patient-centered.
COMPASSION:	Reflect the love of Jesus through care, respect and empathy.
WHOLENESS:	Embrace a balanced life – integrating mind, body and spirit.
RESPECT:	Recognize the God-given dignity and individuality of each person.
FAMILY:	Support each other in achieving our shared purpose.
STEWARDSHIP:	Serve our community through responsible resource management.

LIVING OUR VALUES

People – respect for spiritual values of others; communication and relationships of trust; teamwork and accountability; fairness and equity.

Quality – following policies; performance improvement; work ethics; integrity.

Service – effective communication; the confidentiality of patient and other information; prompt, caring, and helpful service; professional appearance.

Growth – professional and personal improvement; orientation and on-going education.

Finance – productivity; cost control.

PATIENT RIGHTS

By law, **ALL** patients have special rights, including, but not limited to:

- ◆ Reasonable **access** to care.
- ◆ **Considerate** and **respectful** care.
- ◆ **Information** about their illness, course of treatment, and recovery.
- ◆ **Consent or refusal** of treatment or procedures.
- ◆ Mechanism whereby **complaints** may be made, reviewed, and resolved.
- ◆ Participation in **ethical decision-making**. The Medical Staff "Ethics Committee" provides consultation to medical, nursing & support staff who provide service to patients. (See Administrative Policy #1404 Organizational Ethics for additional information.)
- ◆ **Security, privacy and confidentiality**.
- ◆ An explanation of their **bill** regardless of type of payment.

(See Administrative Policy #811 *Patient Rights & Responsibilities* for additional information.)

ADVANCE DIRECTIVES

In accordance with the *Patient Self Determination Act*, AMC supports the right of individuals to make healthcare decisions. Accordingly, we:

- ◆ Provide **written information** to each person upon admission about their rights to make decisions about medical care, and written policies about those rights.
- ◆ **Provide care** whether or not a person has completed an Advance Directive.
- ◆ Ensure **compliance with state law** requirements on Advance Directives.

(See Administrative Policy #832 *Advance Directives* for additional information if working with the admissions process or providing patient care.)

REPORTING PATIENT QUALITY & SAFETY CONCERNS

If you have concerns about the safety or quality of care provided at AMC, **DO REPORT!** Options:

- Supervisor or Department Head
- Quality/Risk Dept. (ext 6189)
- Administration
- Adventist Health Hotline: 1-888-366-3833
- The Joint Commission: www.jointcommission.org
(NOTE: No disciplinary or punitive actions will be carried out in retaliation for reporting concerns to The Joint Commission.)

HEALTH INFORMATION PRIVACY

Federal regulations provide patients with protections regarding the release of their **Protected Health Information (PHI)**. The law is called "**HIPAA**" (*Health Insurance Portability and Accountability Act*). **PHI is any medical information that identifies (or could identify) a certain patient.** Students are required to abide by this law and follow AMC policies.

Patient Rights Regarding PHI:

1. **Right to 'opt-out'** of being listed in our Facility Directory.
2. **Right to choose individuals who may call and receive information about their condition.** Patients are given a **PIN Number** upon admission – only family/friends giving the PIN Number when calling may receive information.
3. **Right to request restrictions on how we use or disclose information.**
4. **Right to request confidential communications** – to only communicate with someone at an alternate address or phone number, or leave messages only on a specific answering machine.
5. **Right to request that their records be amended.** Requests for corrections to a patient's medical record are managed by the Health Information Management (Medical Records) department.
6. **Right to request access to records.**
7. **Right to an Accounting of Disclosures.**
8. **Right to file a complaint about confidentiality.** Please direct patient complaints regarding confidentiality and privacy to our Customer Service Representative in the Quality Resources Department.

Ask your instructor on how to comply with the above patient rights regarding PHI.





Serious Business

- It is your responsibility to safeguard protected health information and adopt a “security awareness” mindset.
- Never leave charts, reports, census sheets, or any other documents containing protected health information unattended.
- Protect patient information on computer screens, i.e., keep screen turned away from public, log out when leaving your desk, etc.
- Never share your password or allow it to be discovered, i.e., put in a drawer; under the mouse pad, etc.
- Do not access patient information unless you have a need to do so to carry out your work.
- Disclose only the minimum necessary PHI to allow you to do your job.
- Conversations regarding patient information should take place in an area that will maintain confidentiality.
- **Do not access your own, or a family member’s, patient record.**
- Consequences for breaches of confidentiality can result in disciplinary measures. There are also civil and criminal penalties for violating the HIPAA Privacy Rule.

ABUSE REPORTING

In compliance with state law, AMC participates in the examination and reporting of injuries/neglect caused by other than accidental means. Abuse can be **physical, mental/emotional, sexual and/or financial/exploitation**. Students who provide direct services for patients will work with their instructor regarding this important issue. (See Administrative Policy #1840 *Abuse Exam & Reporting* for additional information.)



CULTURAL & AGE-RELATED DIVERSITY & SENSITIVITY

There may be considerable variations in how cultural groups:

- Define health & illness;
- Try to maintain wellness;
- Perceive the causes of illness;
- Use healers to cure & care for members.

AMC strives to ensure that patients receive **EFFECTIVE, UNDERSTANDABLE & RESPECTFUL** care, that is:

- Compatible with their cultural health beliefs & practices;
- Appropriate to their age level, &
- In their preferred language.

This is accomplished by:

- **Gathering** culturally-relevant information upon admission;
- **Assessing** cultural & religious practices that may affect the provision of patient care or patient learning, & providing language-specific written information when available. See Policy #720 *Education of Patients*; Nursing Reference: *Patient Learning Needs Assessment*; the book “**Culture & Clinical Care**” (in most patient care units and Staff Ed/Medical Staff Libraries); Administrative Reference #201 “*Religious Beliefs.*”
- **Providing** Interpreter Services for persons who are hearing impaired or who have limited English proficiency - (See Policy #808 *Interpreter Services*). AMC provides equal access for persons who are hearing impaired or who have limited English proficiency, at no cost to the patient. **Except in an emergent situation, staff will not ask, suggest, or encourage that a patient’s friend, family member, employee or student interpret for a patient.** See Administrative Policy #808 *Interpreter Service* for resources.

While it may not be possible to remember everything about every culture or age group, the first important steps are:

- 1) Having **Awareness** that different cultures and age groups may have different rules of appropriate behavior;
- 2) **Seeking further information** so that safe and effective care is provided to patients.



INTRODUCTION TO THE SAFETY PROGRAM

The Hospital's safety program is designed to protect the safety and health of patients, visitors, students and staff by preventing injuries, illnesses and accidents.

ALL departments/units have a special book with safety information called the...

...ACTION MANUAL.



FIRE SAFETY

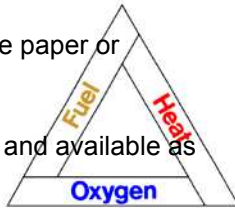


Fire is a leading cause of injury & death in health-care facilities; in part, because patients cannot evacuate themselves.

It takes three things to start a fire:

Fuel is anything that will burn, like paper or flammable liquids.

Oxygen is in the air we breathe and available as compressed gas.



Heat or an ignition source can consist of flames, sparks, or even electricity.

USE & STORE FLAMMABLE SUBSTANCES

SAFELY. Substances like Xylene, acetone, solvents, and alcohol can easily catch fire. **Check the warning label or read its MSDS.** Use only in well-ventilated areas away from heat, fire, sparking tools, etc.; store in approved containers away from heat or ignition sources.

TREAT ALL COMPRESSED GASES AS

DANGEROUS as they are under pressure; some are also flammable; others like oxygen make a fire spread and burn faster.

BE AWARE OF ELECTRICAL HAZARDS.

- **Extension cords are prohibited**, except for temporary use. Use power strips for permanent use.

- Space heaters are not allowed.
- Use only UL listed electrical equipment.
- Report old or worn wiring and broken or damaged fittings on equipment.
- Unplug coffee makers or other heat generating equipment when not in use.

We call out **"CODE RED"** to alert persons to a fire

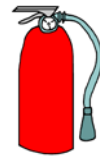
R.A.C.E.R.

The R-A-C-E-R acronym reminds us to:

- R - Rescue** persons in immediate danger if safe to do so and close door to fire room.
- A - Alarm** – activate the fire alarm pull station, call out the code word **"Code Red"** and dial **88** to notify the hospital operator. Employees off campus must use **"911"**.
- C - Confine** the fire and smoke by closing all doors (fire room first then others).
- E - Extinguish** if fire is small enough to do so. (See P.A.S.S. next section)
- R - Relocate** all patients from the smoke compartment of the fire to the nearest unaffected compartment or exterior exit. Do not take patients past the room of origin when relocating.

P.A.S.S.

The P-A-S-S acronym reminds us how to use a **fire extinguisher**.



- P - Pull** the pin.
- A - Aim** at the base of the fire.
- S - Squeeze** the handle.
- S - Sweep** back and forth from the point nearest you to the point furthest away.

TYPES of fire extinguishers:



Combustibles such as paper and wood.



Flammable liquids such as gasoline or solvents.



Electrical.





SMOKING IS A MAJOR FIRE AND HEALTH HAZARD. Smoking is not permitted inside any building on campus. Patient/visitor smoking is allowed in the smoking shelter outside the Emergency Department. Employees/students are expected to notify patients and visitors of the smoking policy and direct them to the designated area.

Employees/students are not permitted to smoke anywhere on campus.



EMERGENCY PREPAREDNESS

You must know where and who you report to, what your duties are, and the locations of emergency equipment and supplies. Look in the Action Manual.

The Disaster Plan instructs you in case of:

- Fires.
- Bomb threats and explosions.
- Natural disaster such as floods, tornadoes, hurricanes, snowstorms, earthquakes, etc.
- Release of hazardous substances.
- Utility losses.

In a disaster, you may need to:

- Standby to be called in to help.
- Listen to major news radio stations for information.
- Not use hospital phones for personal use.
- Carry your ID badge with you which you may need to gain access.

LISTEN FOR THESE CODES

Code RED = a fire.

Use the R-A-C-E-R acronym



Code ORANGE = a hazardous material spill.

- Isolate area and move to safe area.
- When directed, dial "88"; say "Code ORANGE" & give location. Repeat.
- Clean up spill per department procedures only if trained to do so.
- When outside of area, do not go near spill until an "all clear" is given.

Code GREY = a violent situation and a need for available help

- Keep your distance. Protect and defend self.
- Dial "88" on telephone. Say, "Code GREY" & give location. Repeat.

Code SILVER = use of a weapon.

- Seek cover & protection, lock doors & secure department – warn others.
- Dial "88"; say "Code SILVER" & give location. Repeat.
- Stay out of area & come to the aide of others only when safe.
- Cooperate fully with anyone with a weapon.

Code TRIAGE = Local Disaster

✓ **Advisory:** Pending or potential

✓ **Standby:**

- Review current manpower & materials.
- Review department's response procedures.
- Respond as requested by the emergency command Center (ECC).

✓ **Activate:**

- Labor Pool activated.
- Await instructions from director.
- Possible transfer/discharge of patients, recall of staff and opening of treatment areas.

AMBER ALERT = infant & child abductions.

- Stop non-critical work & cover all stairs, elevators & exit-ways.
- When suspicious person seen, explain possibility of missing infant/child & ask to check baby/child, bag or coat.
- Thank person for cooperating or, if they refuse or run, do not apprehend. Note appearance and flight direction.
- Dial "88" and give information.

Code BLUE = a need for emergency medical attention.

- Establish unresponsiveness.
- Call out for help.
- Dial "88" on telephone; say, "Code BLUE" & give location. Repeat.
- Begin CPR. In-house, code team will arrive.

HAZARD PREVENTION, COMMUNICATION & CONTROL

▶ **CHEMICAL HAZARDS**

Chemicals are hazardous if they present a **PHYSICAL** (e.g., fire or explosion) or **HEALTH** hazard (e.g., poison, irritation, cancerous).



Identify the chemicals used in your area & **read the warning label** for:

- Hazards & the degree of hazard
- Precautions for avoiding injury
- First-aid instructions
- Handling & storage instructions

Locate the Safety Data Sheets (SDS) located on portal which give:

- Hazardous ingredients
- Permissible exposure limits (PELs)
- Physical/chemical data
- Fire/explosion hazard data
- Reactivity data
- Control steps
- Precautions for safe handling and use
- Health hazard data



▶ **INFECTIOUS/BIOLOGICAL HAZARDS**

Examples are blood & other body substances that may carry bacteria & viruses, exposing you to infections such as Hepatitis B, TB, HIV, or other illnesses.

BIOHAZARDS

Biohazard symbols are placed on containers, doors, or areas that contain infectious materials. These materials consist of used needles and syringes; contaminated equipment and products.



Use PPE (Personal Protective Equipment).

Depending on the procedure and equipment, you may need to use:

- Eye protection.
- Hearing protection.
- A mask or HEPA respirator.
- Gloves.
- Protective footwear.
- Protective body coverings.



▶ **PHYSICAL, ENVIRONMENTAL & EQUIPMENT HAZARDS**

Examples include air quality, noise, radiation, lasers, slip, trip, & fall hazards, electrical & other equipment hazards.

RADIOACTIVE MATERIAL

Radioactive Material symbols are placed on containers, doors or areas that contain materials that emit radiation energy which may be harmful to humans.



DO NOT GO NEAR IF YOU ARE PREGNANT.

EQUIPMENT SAFETY – Be trained before using any piece of equipment. Don't use if cords are frayed, connections are loose, etc.

PREVENT SLIPS, TRIPS & FALLS

- Inspect areas for hazards (cords, loose carpeting or flooring, etc.). Report hazards promptly.
- Clean up spills promptly.
- Walk, don't run.
- Wear shoes with non-skid soles.



ERGONOMICS

✓ **Lifting Safely.**

- Be sure load is light enough to be carried alone; if too heavy or awkward, **get help**.
- Distribute the **weight** evenly.
- Bring load **close to your body**; **Grip firmly** with your hands, not just fingers; Let your **legs** do the work.



✓ **Lift and move patients safely.**

- Assess the patient and the move. Make sure you have **help and any equipment** needed.
- **Inform patients** of what you plan to do and how they can assist. Let them know what you are doing and what they should do each step of the way.
- Position and **secure the wheelchair, gurney, etc.**, as close to the patient as possible. Make adjustments, such as raising or lowering the bed level and make sure all brakes are set.
- Slide the patient gently to minimize the move. Stand **as close to the patient** as you can. Keep your feet apart and firmly planted. Use your **arms and legs** to lift **not your back**.
- Always use safety belts & side rails where provided. Make sure patients are properly secured.
- Move gurneys with the patient going feet first.
- Always **back** wheelchairs or carts in or out of an elevator & check that the elevator car floor is even with the corridor floor.
- Get assistance when moving wheelchairs or gurneys with other devices.



Notify your instructor for any ergonomic problems or physical discomforts that you may have. You are strongly encouraged to make suggestions on improvements.

SECURITY

All AMC-owned facilities are security sensitive; however, some areas have added security procedures because of their special nature. If you are in one of the following areas, make sure you are familiar with your department's security procedures.

Psychiatric: Potential for violence & unpredictability.

Emergency: Potential for violence, unpredictability, alcohol, & drugs.

Maternity: Infant abduction.

Surgery/CCU: Patients unable to take care of themselves.

Pharmacy: Drugs.

Patient Registration: High traffic area.

Patient Business Office: Anger/violence.

Patient Information: Anger/violence.

Cashiers/Accounting/Gift Shop: Theft.

Information Desk: High traffic area.

Receiving Warehouse: Potential for theft.

Hazardous Storage Shed: Chemicals.

Home Health: Unknown environment; animals.

Hearing/Health Van: Different environments.

Corrections unit: Violent patients; escape

Report any security issues or concerns immediately!

Notify Security for:

- Unauthorized access.
- Hospital, patient, visitor, student or employee's property is missing.
- Threat, form of violence, or fear of harm.
- A patient, visitor, student or employee has a concern for any reason whatsoever.

IDENTIFICATION

Students are required to wear their I.D. BADGE at all times while at work & to identify themselves every time someone asks. If your I.D. badge is lost or stolen, notify the Human Resources department immediately.

WORKPLACE VIOLENCE & DISRUPTIVE CONDUCT

Violence/disruptive behavior by patients, visitors, employees, or even students, can happen in any department, at any time of the day or night.

➤ Warning Signs May Include:

- Making threats, insults, or unreasonable demands.
- Talking about or carrying weapons.
- Restlessness, pacing; screaming, cursing & violent gestures.



➤ If Violence Occurs:

- Protect yourself first; then alert & protect others.
- Help nearby patients & visitors to stay calm & escape to safety.
- Keep a safe distance & don't turn your back on the person.
- Give the person what he/she wants if you can.
- Don't try to take away a weapon.
- Don't try to restrain the person by yourself.
- Leave yourself an escape path.

Violence or disruptive behavior by students will not be tolerated at AMC.

- Students should immediately report any acts or threats of violence/disruptive conduct to their instructor/preceptor.
- Students who report an incident of violence or disruptive conduct in good faith will not be subject to retaliation.

INFECTION PREVENTION & CONTROL

Standard Precautions are practiced at AMC.

Gloves should be worn whenever coming in contact with blood, body fluids, excretions or secretions even if they do not contain visible blood.

Follow *Transmission-Based (isolation) Precautions* in addition to Standard Precautions for any patient who may have a contagious disease. These include:

- **Airborne Precautions:** infections such as measles or tuberculosis that spread in the air.
- **Droplet Precautions:** flu and some types of meningitis spread by respiratory droplets.
- **Contact Precautions:** for an abscess or draining wound that cannot be contained by a dressing. Also, scabies, etc. that can be acquired by touching the patient or something in the patient's environment that is contaminated.

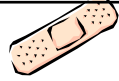
**HANDWASHING -
the most important thing
you can do to prevent the spread of
infection.**

- Wash hands with a non-antimicrobial soap or an antimicrobial soap and water when hands are visibly soiled or after contact with blood, body fluids.
- Decontaminate hands with a waterless antiseptic agent before and after each patient contact and after removing gloves.

Prevent injuries from sharps:

- Dispose of used sharps promptly after use in designated sharps containers. Never reach into a container.
- Never recap needles. If you must recap, use the one-handed method.

YOUR HEALTH



Report all injuries, including body fluid exposure (BFE), to your instructor or medical provider as instructed by your school policy. For BFE, have the manager/director of the department you are visiting call Employee Health or the shift director to assist in the appropriate process. The AMC Emergency Department is available as necessary for all injuries and BFE. All costs associated with care will be your school's responsibility.

AMC also recognizes the need to protect our patients. We follow an immunization screening tool per CDC and Joint Commission guidelines. Your immunization requirements are outlined in your school's contract/agreement with AMC.

When you are ill we ask that you stay home so that illness will not be spread to patients and others.

MANAGEMENT OF INFORMATION

POLICIES & PROCEDURES: Administrative & department policies are available to contract staff in "LUCIDOC" via an icon on most computer's desktops that connects to www.lucidoc.com.



Additional department policies/procedures may be accessed in the department.

ORIENTATION/EDUCATION:

- **Departments** select and maintain journals/books, A.V. materials and other knowledge-based resources to enhance contract staff competency.
- The **Medical Library** encourages use of its services by medical staff, all hospital personnel, volunteers, patients/families, students and the community.
- The **Staff Education Office** has videos, independent study and other education materials related to clinical/patient care.

Online resources (*HealthStream* & other) are increasingly available on personal computers.

DRUG FREE WORKPLACE

AMC's "**Employee Drug Free**" policy outlines our commitment to provide a drug free workplace for our employees, patients, students, physicians and customers.

A "drug" is:
Any substance, (including alcohol), that has known mind- or function-altering effects.

Therefore, our concern is not only with alcohol and illegal drugs, but also medicines or other substances that affect your ability to perform your work safely and effectively.

PROHIBITIONS

The unlawful manufacture, distribution, dispensing, possession or use of a drug is prohibited while performing services for the Medical Center or while on Medical Center's property (including parking lots and vehicles).

It is recognized that alcohol and other drugs may be used in a socially accepted or medically authorized manner. **However...**

...No student may report for work or remain on duty while under the influence of alcohol or impaired by ANY drug.

SIGNS OF IMPAIRMENT

No one wants to believe that a fellow student, employee or physician has a substance abuse problem. Subtle changes in behavior often are discounted. Signs that someone is has a problem with alcohol and/or drugs cover a wide range - just a few signs include:

- **Emotional:** aggression, anxiety, depression, paranoia, denial.
- **Behavioral:** Slowed or slurred speech, limited attention span, disorientation, irritability, erratic behavior.
- **Physical:** lack of energy, loss of motor control, unsteady gait, weight loss, sweating, chills, smell of alcohol.

REPORT IT!

If you observe a co-worker or physician with any of the above signs, or have other reasonable concerns about his/her impaired functioning, **report it immediately to your supervisor.**

HARASSMENT-FREE WORK ENVIRONMENT

Adventist Medical Center is committed to providing a work environment that is free of discrimination and harassment. Harassment of any employee, physician, student or customer on the basis of race, religion, color, national origin, age, sex, sexual orientation, or disability will not be tolerated.

WHAT IS HARASSMENT?

Harassment can take many forms and include, but not be limited to, slurs, comments, jokes, innuendoes, unwelcome compliments, pictures, cartoons, pranks or other verbal or physical conduct which:

- Has the purpose or effect of creating an intimidating, hostile, or offensive working environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise unreasonably affects an individual's employment opportunities.

SEXUAL HARASSMENT INCLUDES:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such an individual, or
- such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

YOUR RESPONSIBILITIES

- Anyone believing to have been subjected to harassment of any kind is strongly encouraged to immediately identify the offensive behavior to the harasser and request that it stop.
- If uncomfortable in addressing the matter directly with the harasser, or if this is done and the behavior does not stop, the matter should be discussed immediately with the supervisor, department head or either the Director or Assistant Director of Human Resources. Administrative Policy #904 lists other individuals to contact if preferred.

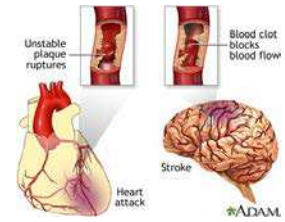
FINALLY

- All complaints will be investigated promptly, impartially and discreetly.

Retaliation will not be tolerated in any form for reported instances of harassment.

HEART ATTACK & STROKE

- ♥ AMC is a **Chest Pain Center** providing evaluation and treatment of patients with Chest Pain (discomfort) and Heart Attack.
- ♥ AMC is also a **Stroke Center** providing award winning care to patients with stroke.
- ♥ Learn the signs of heart attack and stroke and the steps to take if one happens.



You can save a life – maybe even your own!

In a Heart Attack, Minutes Matter



Heart muscle cells are dying. A heart attack can be stopped in its tracks if treatment is given soon enough after symptoms begin.

Get help fast. Time is Muscle.

Heart Attack Warning Signs

Chest Discomfort

- Uncomfortable pressure, heaviness
- Squeezing, Tightness
- Sometimes burning
- Lasts more than 2 minutes, may come and go.

Discomfort in Other Areas of the Upper Body

- One or both arms
- Back
- Neck, Jaw
- Stomach

Other signs (with or without chest discomfort)

- Shortness of Breath
- Breaking out in a cold sweat
- Nausea, vomiting
- Light-headedness
- Extreme weakness/ fatigue

Common STROKE Warning Signs

- Sudden severe headache with no known cause.
- Sudden trouble seeing in one or both eyes.
- Sudden confusion, trouble speaking or understanding.
- Sudden numbness or weakness of the face, arm, or leg - especially on one side of the body.
- Sudden trouble walking, dizziness, loss of balance or coordination.



Even if you have only one symptom or your symptoms go away, call 911 and go to the nearest Emergency Department.

Stroke is a BRAIN ATTACK

**Get help fast – every minute counts
Brain cells are dying
EMERGENCY treatment can help**



...Heart Attack or Stroke

- ✓ Get treatment for High blood pressure.
- ✓ Control your blood sugar.
- ✓ Stop Smoking.
- ✓ Control your weight.
- ✓ Control your blood Cholesterol.
- ✓ Get regular exercise.

Uncertainty is normal

Heart attacks are not always sudden and intense. Many start slowly, with only mild pain or discomfort. Some don't have chest pain but instead have some of the other signs. You may not be sure what's wrong.

When in doubt, check it out!

WHO DO YOU CALL?

If in the hospital, and ANYBODY shows new symptoms of HEART ATTACK or STROKE, dial "88" and ask for "M.E.T".

If outside the hospital, call 911.

**Student
B.L.U.E. BOOK - TEST**

NAME: _____

DATE: _____

SCHOOL: _____

NOTE: When you see “T” or “F”, circle (T) if the statement is TRUE, or (F) if the statement is FALSE

MISSION

1. Complete the Mission Statement: *“The mission of Adventist Medical Center and those who work here is to demonstrate the...”*
-

OUR VALUES

2. AMC values include (circle all that apply):
- a. Family
 - b. Compassion
 - c. Integrity
 - d. Stewardship
 - e. Wholeness
 - f. Quality
 - g. Respect

PT. RIGHTS/ADV. DIRECTIVES

3. Patients are not to be told details about their illness because it could scare them. **T F**
4. “Advance Directives” ensure that a patient’s right to make healthcare decisions is respected. **T F**

**REPORTING PATIENT SAFETY &
QUALITY CONCERNS**

5. You may report concerns about patient safety or quality of care to:
- a. Supervisor or Department Head
 - b. Quality/Risk Dept. (ext 6189)
 - c. Administration
 - d. Adventist Health Hotline: 1-888-366-3833
 - e. The Joint Commission
 - f. All of the above

HEALTH INFO. PRIVACY & SECURITY

6. Protected health information (PHI) is any medical information that identifies (or could identify) a certain patient. **T F**
7. “Minimum necessary” means as much PHI as you need to do your job – and not a bit more. **T F**
8. It is okay to access your own patient record at AMC as long as you don’t show it to anyone else. **T F**
9. **Turn to the back page, and sign the “STUDENT CONFIDENTIALITY AGREEMENT”**

**CULTURAL & AGE-RELATED
DIVERSITY & SENSITIVITY**

10. An important first step in meeting the cultural or age-related needs of a patient is an...
A _____
that such differences exist and to...
S _____ further information

INTRO. TO SAFETY

11. What is the name of the manual that provides information on our safety program?
-

FIRE SAFETY

12. What are the three ingredients that are necessary to sustain fire?
- _____
 - _____
 - _____

13. What is AMC's code word for a fire?

14. What does **R.A.C.E.R.** stand for?

R _____
A _____
C _____
E _____
R _____

15. What does **P.A.S.S.** stand for?

P _____
A _____
S _____
S _____

EMERGENCY PREPAREDNESS

16. List the meaning of the following codes:
- Red _____
 - Orange _____
 - Grey _____
 - Silver _____
 - Blue _____
 - Amber Alert _____

HAZARD PREVENTION, COMMUNICATION & CONTROL

17. What does **SDS** stand for?

S _____
D _____
S _____

18. What does a warning label tell you?

19. What are the following symbols and what do they mean?



20. List three ways to help prevent slips, trips, and falls:
- _____
 - _____
 - _____

ERGONOMICS

21. List three ways to safely lift an object:
- _____
 - _____
 - _____

SECURITY

22. Unscramble the words below to complete this sentence: "Employees/students are required to wear their...
FITNICODINETA DEGAB
...while at work.
- _____

23. A Security Officer should be notified when you see a person that seems out of place and is acting suspiciously.
T F

WORKPLACE VIOLENCE & DISRUPTIVE CONDUCT

24. Briefly list three ways you can help prevent violence.
- _____
 - _____
 - _____

25. You should report all incidences of disruptive conduct by co-workers or fellow-students to your instructor/preceptor/supervisor for follow-through. **T F**

INFECTION CONTROL

26. True or False: In addition to Standard Precautions, "*Airborne*", "*Contact*" and "*Droplet*" Precautions are the three types of isolation precautions practiced at AMC when it is determined that a patient might have a contagious disease. **T F**



27. Hand washing is the most important thing we can do to prevent the spread of infection. **T F**

YOUR HEALTH

28. You are to stay home if you are ill. **T F**
29. You (or your school) are responsible for the costs of any Blood or Body Fluid Exposures. **T F**

MANAGEMENT OF INFORMATION

30. Policies are located on-line in a program called "Lucidoc." **T F**
31. The Medical Staff Library is available to doctors only. **T F**

DRUG FREE WORKPLACE

32. If you appear to be working under the influence of alcohol/drugs, AMC will only be concerned about illegal drugs or controlled substances. **T F**
33. If you suspect a co-worker, physician or fellow student may be under the influence of alcohol or a drug, you should:
- a. Wait until you see them making a serious mistake.
 - b. Wait until you're absolutely sure they have been using alcohol or drugs.
 - c. Notify your instructor/supervisor immediately.

HARASSMENT-FREE ENVIRONMENT

34. Circle the TRUE statement(s):
- a. Harassment can include offensive jokes and pictures.
 - b. Incidents of harassment should be reported immediately.
 - c. This organization prohibits retaliation directed towards employees, physicians or students staff who report harassment.
 - d. All of the above

HEART ATTACK AND STROKE

35. Common signs of stroke include:
- a. _____

- b. _____
- c. _____

36. Common signs of heart attack include:

- a. _____
- b. _____
- c. _____

Check your answers.

Answer sheets are obtained from your instructor/preceptor/supervisor

After checking and correcting missed questions, be sure to turn this test packet in to your instructor/preceptor/supervisor as directed.

NOTE: The signed "Confidentiality Agreement" that follows must accompany this test.

Confidentiality Agreement Students

Adventist Medical Center is committed to ensuring confidentiality of records and related information for all patients, employees and businesses. Full consideration is given for all patients' rights for privacy concerning all aspects of their medical program. All communications regarding their care will be treated as confidential information. Access to any of this information is to be limited only to those health care professionals who have a need of the information to fulfill their duties.

All employees, volunteers, students and physicians who have access to information about patients, employees or business operations, which are of a confidential nature, will be prohibited from discussing or revealing such information in any unauthorized manner. Confidential information includes but is not limited to, medical records, employee records, information gained from service on committees, information gained from patients, from families and friends of patients, employees, other students, external agencies, media or medical staff.

Any breach of confidentiality represents a failure to meet the legal, professional and ethical standards expected, and constitutes a violation of policy. A breach need not take the form of a deliberate attempt to violate confidentiality, but includes any unnecessary or unauthorized use or disclosure of confidential information – due to carelessness, curiosity or concern, or for personal gain or malice, including but not restricted to informal discussion. Such breaches may result in discipline and/or civil or criminal penalties.

Commitment to Confidentiality

I understand the above statement of confidentiality and agree to fulfill its expectations in my treatment of confidential information. I understand that signing this form is a condition of my student affiliation with Adventist Medical Center. Further, I understand that a violation of this commitment to confidentiality will result in disciplinary action.

Signature

Date

Print Name

MISSION

1. Complete the Mission Statement: “The mission of Adventist Medical Center and those who work here is to demonstrate the...
“human expression of the healing ministry of Jesus Christ.”

OUR VALUES

2. AMC values include (circle all that apply):
 - a. **Family**
 - b. **Compassion**
 - c. **Integrity**
 - d. **Stewardship**
 - e. **Wholeness**
 - f. **Quality**
 - g. **Respect**

PT. RIGHTS/ADV. DIRECTIVES

3. Patients are not to be told details about their illness because it could scare them.
F
4. “Advance Directives” ensure that a patient’s right to make healthcare decisions is respected.
T

REPORTING PATIENT SAFETY & QUALITY CONCERNS

5. You may report concerns about patient safety or quality of care to:
 - a. Supervisor or Department Head
 - b. Quality/Risk Dept. (ext 6189)
 - c. Administration
 - d. Adventist Health Hotline: 1-888-366-3833
 - e. The Joint Commission
 - f. **All of the above**

HEALTH INFORMATION PRIVACY & SECURITY

6. Protected health information (PHI) is anything that identifies (or could identify) a certain patient.
T

7. Minimum necessary means as much PHI as you need to do your job – and not a bit more. **T**
8. It is okay to access your own patient record at AMC as long as you don’t show it to anyone else. **F**

- | |
|---|
| 9. “CONFIDENTIALITY AGREEMENT” is Signed |
|---|

CULTURAL & AGE-RELATED DIVERSITY & SENSITIVITY

10. An important first step in meeting the cultural or age-related needs of a patient is an...
Awareness that such differences exist and to...
Seek further information.

INTRO TO SAFETY

11. What is the name of the manual that provides information on our safety program?
ACTION MANUAL

FIRE SAFETY

12. What are the three ingredients that are necessary to sustain fire?
 - a. **Fuel**
 - b. **Oxygen**
 - c. **Heat or Ignition**

13. What is AMC’s code word for a fire?
Code Red

6. What does **R.A.C.E.R.** stand for?

- R **Rescue persons in immediate danger**
- A **Alarm – activate a fire alarm pull station AND call out code word “Dr. Firestone AND notify the hospital operator (dial “88”)**
- C **Confine the fire and smoke by closing all doors**
- E **Extinguish the fire if small and in it’s initial stage.**
- R **Relocate the patients to the next non-fire-affected compartment or through an outside exit. Do not move patient past the fire room.**

14. What does P.A.S.S. stand for?

- P Pull the pin
- A Aim at the base of the fire
- S Squeeze the handle
- S Sweep back and forth from the point nearest you to the point furthest away.

EMERGENCY PREPAREDNESS

15. List the meaning of the following codes:

- a. Red a fire
- b. Orange hazardous materials spill
- c. Grey violent situation & need for help
- d. Silver Weapon
- e. Blue emergency medical attention
- f. Amber Alert Child or infant abduction

HAZARD PREVENTION, COMMUNICATION & CONTROL

16. What does SDS stand for?

- S SAFETY
- D DATA
- S SHEETS

17. What does a warning label tell you?

Chemical identity; hazards and degree of hazard; precautions, first-aid instructions; handling and storage

18. What are the following symbols and what do they mean?



BIOHAZARD. Materials that can transmit disease to humans.



RADIOACTIVE MATERIAL. Materials that emit radiation energy which is harmful to humans.

19. List three ways to help prevent slips, trips, and falls: Stay alert; Inspect area for hazards, clean spills promptly Secure patients to beds, gurneys & wheelchairs when transporting; Secure or brake equipment when not in motion; Walk, don't run; Wear no-skid soled shoes; etc.

ERGONOMICS

20. List three ways to safely lift an object:

Bring load close to body; grip firmly with both hands – not just fingers; let your legs do the work; see where you're going; use small steps, don't twist body; use special equipment if needed

SECURITY

21. Unscramble the words below to complete this sentence: "Employees/Students are required to wear their...."

FITNICODINETA DEGAB

while at work.

IDENTIFICATION BADGE

22. Security Officer should be notified when you see a person that seems out of place and is acting suspiciously. **T**

WORKPLACE VIOLENCE & DISRUPTIVE CONDUCT

23. Briefly list three ways you can help prevent violence.

Safely store anything that could be used as a weapon; treat everyone with respect; if appropriate, check patient records ahead of time for a history of violence; trust your feelings about people or situations.

24. You should report all incidences of disruptive conduct by employees or physicians or fellow-students to your instructor/preceptor/supervisor for follow-through. **T**

INFECTION CONTROL

25. In addition to Standard Precautions, "Airborne", "Contact" and "Droplet" Precautions are the three types of isolation precautions practiced at AMC when it is determined that a patient might have a contagious disease. **T**

26. Hand washing is the most important thing we can do to prevent the spread of infection. **T**

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32. If you suspect a co-worker, physician or fellow student may be under the influence of alcohol or a drug, you should:
- Wait until you see them making a serious mistake.
 - Wait until you're absolutely sure they have been using alcohol or drugs.
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33. Circle the TRUE statement(s):
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 - Incidents of harassment should be reported immediately.
 - This organization prohibits retaliation directed towards employees, physicians or students who report harassment.
 - All of the above**

HEART ATTACK AND STROKE

34. Common signs of stroke include:
Sudden severe headache with no known cause. Sudden trouble seeing in one or both eyes. Sudden confusion, trouble speaking or understanding. Sudden numbness or weakness of the face, arm, or leg - especially on one side of the body. Sudden trouble

walking, dizziness, loss of balance or coordination.

35. Common signs of heart attack include:

Chest Discomfort

- Uncomfortable pressure, heaviness
- Squeezing, Tightness
- Sometimes burning
- Lasts more than 2 minutes, may come and go.

Discomfort in Other Areas of the Upper Body

- One or both arms
- Back
- Neck, Jaw
- Stomach

Other signs (with or without chest discomfort)

- Shortness of Breath
- Breaking out in a cold sweat
- Nausea, vomiting
- Light-headedness
- Extreme weakness/ fatigue