

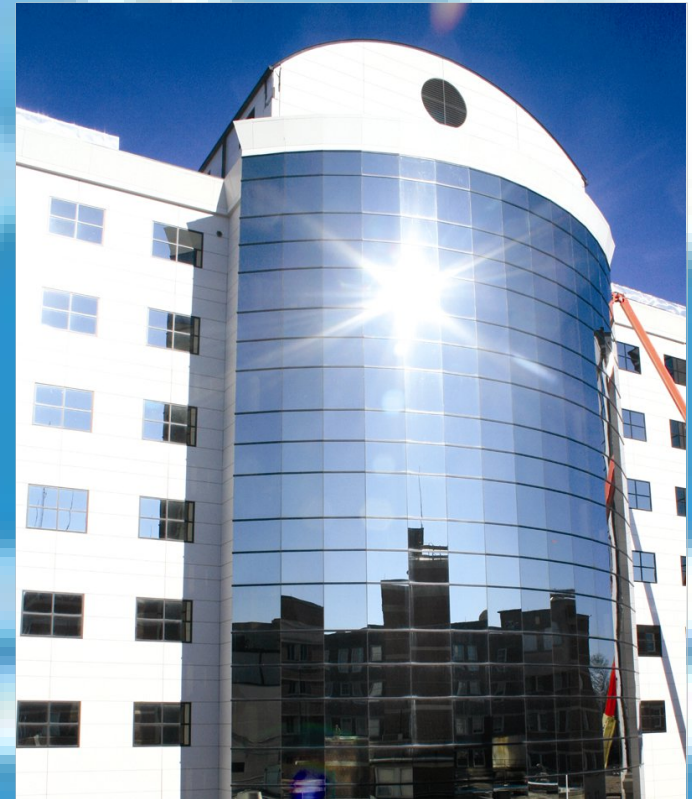
Welcome



*Healthcare Connected !*

## Serving the Lakelands of South Carolina

- Independent, Not for Profit
- Serves as Destination or Referral Hospital for Advanced Care
- 358 Licensed Beds
- Over 2,400 Team Members
- 184 Physicians on Active Medical Staff in over 40 specialties



# Mission and Vision

## Mission

Our hearts, hands and minds are leading our communities to better health.

## Vision

The care, experience and value we provide will be superior for all the communities we are entrusted to serve.

# Our Purpose

**Always Create The Best Experience**

# Learn and Adopt our Values

**S**how Respect

**E**ffectively Communicate

**L**isten

**F**ollow-Through

**P**roject Professionalism

**R**ecognize Every Individual

**I**nitiate & Inform

**D**o The Job Right the First Time

# SRH Quality Policy

- SRH is committed to upholding the highest standards of care as set forth by our vision and mission. Self Regional Healthcare's team members are committed to adhering to the Self Pride values and providing exceptional care to our patients and the communities that we serve.
  - Principles based on ISO 9001 and the Baldrige framework
    - Innovation
    - Focus on customers
    - Engaging and energizing our workforce
    - Process improvement
    - Reliance on scientific evidence

# Commitment to Service Excellence

- Self Regional Healthcare is committed to providing the highest quality of service and care. It is our desire not only to meet, but to exceed our patients' and customers' needs in a professional, courteous, compassionate, and respectful manner. Each employee is a vital part of the complex system that assures our standards are upheld at all times.

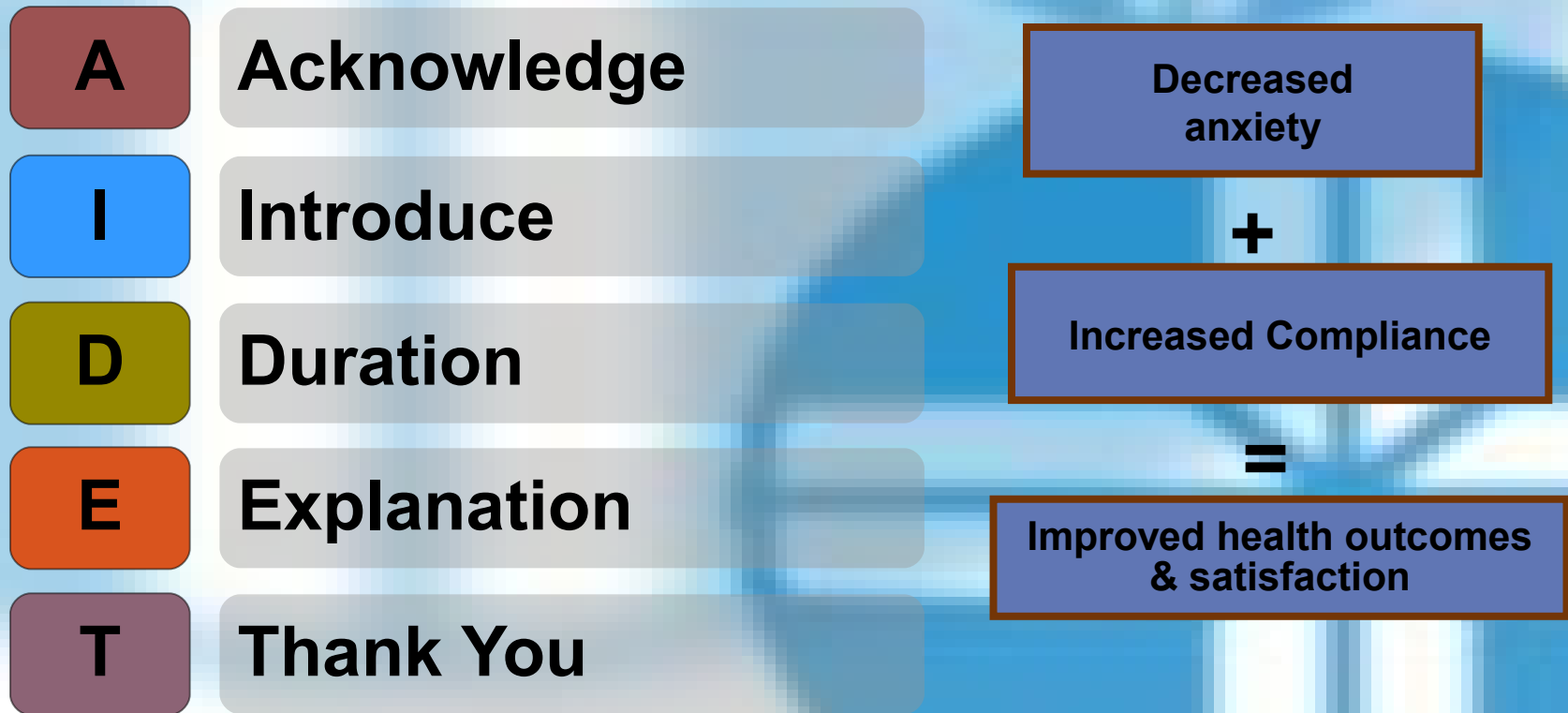
# AIDET:

- Background:
  - Average length of stay for a patient in the US is 3.5 days
  - Average patient encounters 74 different staff members during that stay
  - 42% of the staff introduce themselves
  - No other initiative has more impact on inpatients, outpatients, and families

# AIDETSM = Five Essential Communication Behaviors

***“It’s all about building connection. Connection builds trust. Trust builds patient compliance. Compliance builds better health for our patients. And that’s the real picture.”*** Source: Scott Abramson, MD, KP GSAA, Communication Consultant, “Why My Wife Thinks Her Doctor is so Nice”

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# Acknowledge

- Create the impression that you are really glad to see them and anyone with them.
  - Smile
  - Eye Contact
  - Greet: "Hello", "Good afternoon", etc.



# Introduce

- Basic Introduction
  - Name
  - Role
- Patient Centered Introduction-2nd Generation 'I'
  - Statement that Builds Trust and Confidence in your abilities\*
  - Manage Up Others

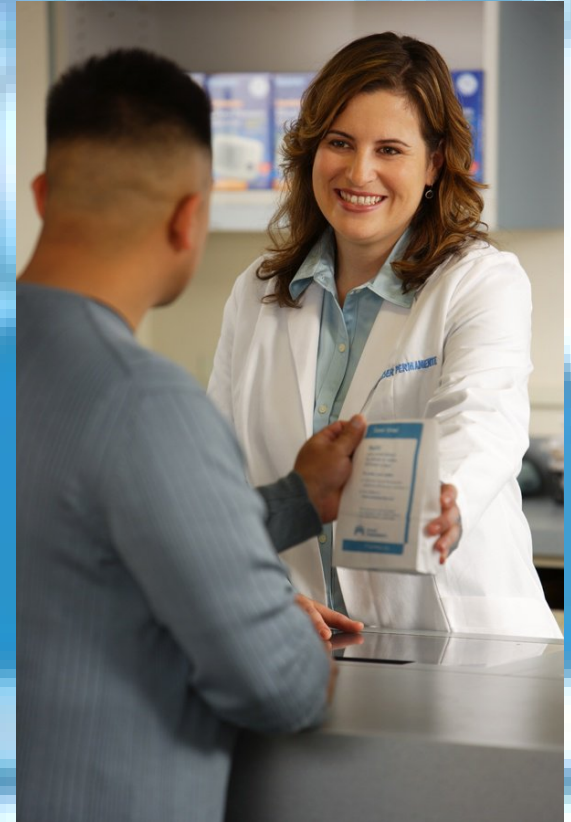


# Introduce

## Some tips...

Use a comment that ***Builds Trust and Confidence*** in the care experience.

- your background, skills, experience, certifications
- your experience in dealing with the business/procedure at hand
- your intentions to provide them excellent service today



# Duration

- Give the member/patient a time expectation
  - How long before follow up?
  - How long before the doctor comes in to see them?
- If there is a wait time, give time expectation of that wait

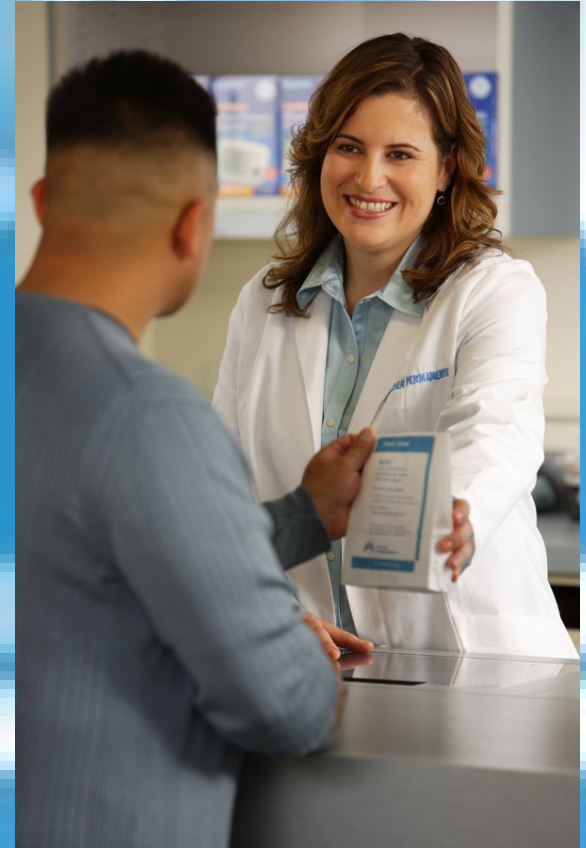
# Explain

- Keep the patient informed by explaining all tasks, processes, and procedures
  - Avoid medical jargon
- Assist patient to have clear expectations of what will be occurring and when



# Thank

- Thank the patient for their time, patience (if had to wait), for allowing you to care for them, for choosing Self Regional Healthcare.....
- Ask if there is anything else that you can do for them before ending the interaction





**Compliance-related concerns or questions should be reported to:**

- Your Instructor
- The Department Manager
- The Department Director
- The CC&I Department:

**Craig White, 725-5046**

**You may also use:**  
**CC&I Department, 725-5012**

- CC&I **HelpLine, (888) 398-2633**
- HIPAA **HelpLine, 725-4700**

# Non-Profit Status

SRH is a charitable organization and must strive to accomplish our goal of...

...providing the highest quality healthcare to all our customers, **regardless of their ability to pay.**

# Patients' Rights

We are committed to providing **competent, compassionate, safe, skilled, honest and professional** care.

- Consider **spiritual, emotional, cultural** and **psychological needs**
- Understand and respect patients' objectives for care
- Encourage family involvement
- Treat all patients with **dignity** and respect their **privacy** and confidentiality
- Inform patients of alternatives and risks of their care

# Fire

- **Code Red-** initially announced for **ALL** alarms until investigation
- **Code Red All Clear-** announced if false alarm is found or if it is an unannounced drill
- **Code Red Level One-** actual confirmed or suspected fire, Emergency Command Center is activated
- **Code Red Level One All Clear-** announced after event is under control and conditions are safe.

# EMERGENCY CODES

- Each area may have **different responses** depending on the Code
- There are formal Codes for:
  - Abduction (A)
  - Bomb Threat (B)
  - External Disaster – Mass Casualties (D)
  - Evacuation (E)
  - Code (H) – Hazardous Materials Spill
  - Weather Emergency (W)
  - Utility Failure (Facility Alert)
  - Fire (Red)
- ◦ Adult Cardiac / Respiratory Arrest (Code Blue) •

# Emergency Response

- What number do I call for help?
  - Within the hospital, for all emergencies call 4000. Outside of the facility, call 911
- Hospital response located on line
- How do I know what to do?
  - Departmental Yellow EOC Manual

**“And you didn’t clean  
your hands why?”**



**SELF REGIONAL**  
HEALTHCARE

# Wash In - Wash Out

When entering and leaving a  
patient room or treatment  
room, **WASH YOUR HANDS**

It's the standard for  
**EVERYONE**

# How Do You Wash ?



- **Soap & Water**
  - Wet, lather, rub **15 sec**, rinse, dry
- **Waterless**  
(60-80% alcohol)
  - Rub **30 sec** or until dry
  - **Dry completely** before touching anything with an electrical source

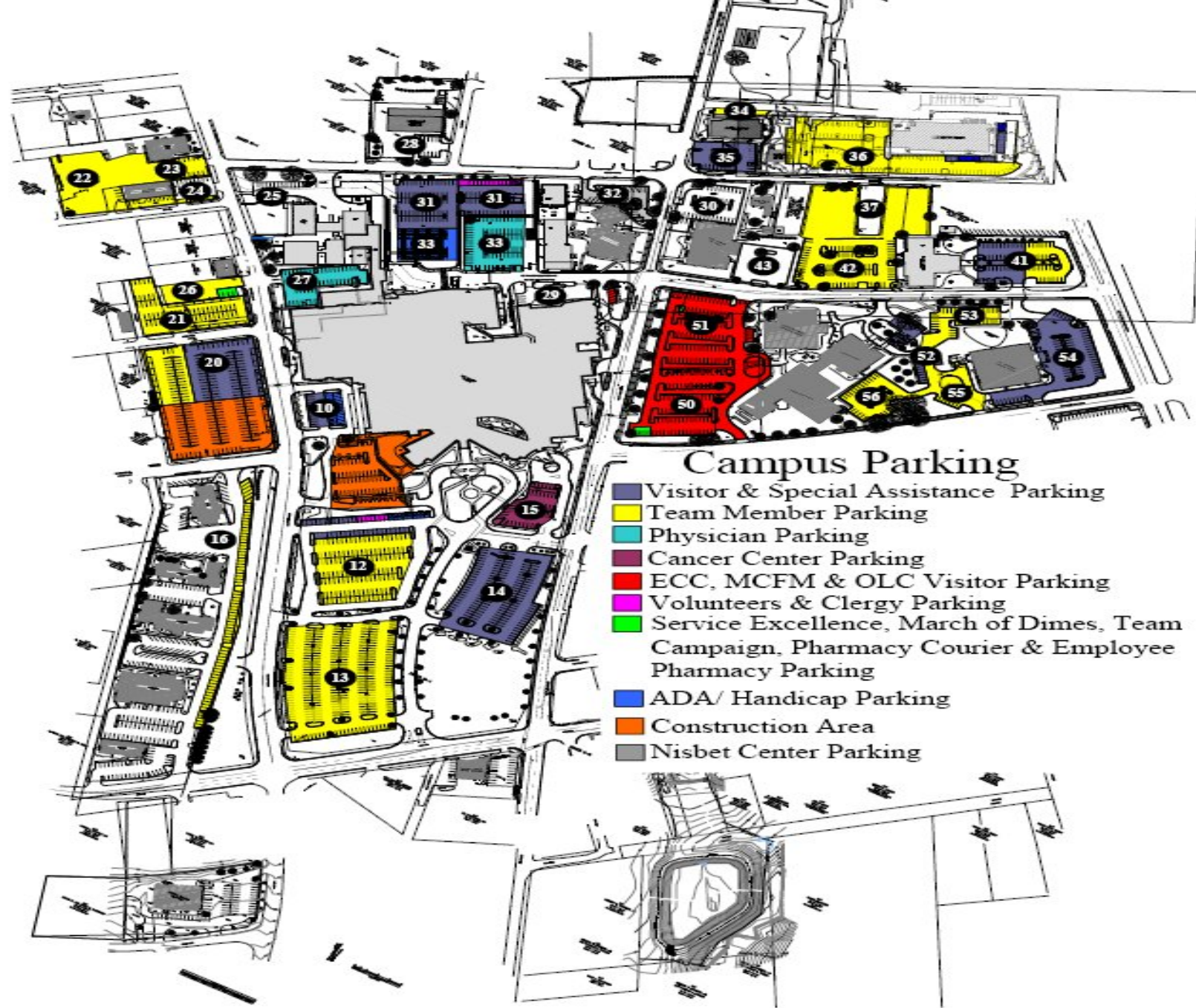


# Security Tips

- **Theft Protection**
  - Lock up personal items
  - Secure all items and areas when not in use
- **Identification**
  - Wear your ID badge at all times
- Call 4000 (Emergency Only) if at hospital
- Call 911 if at another location or an off-site building

# SRH Parking

- Students and faculty may park in any of the yellow colored lots on the map shown in the following slide
- Emergency Call Boxes
  - Located in parking lots
  - Security is alerted inside SRH that there is an emergency
- Faculty/students are not allowed to ride the hospitality visitor transport carts



# Please be sure to complete the following items!

- Complete the Infection Control Post Test
- Print and sign the Orientation Attestation Statement when you have completed all of the Student Orientation Modules
- Sign the Self Regional Healthcare Confidentiality and Non-Disclosure Agreement
- **All of these forms are to be submitted to HR. They will be required in order to get your name badge. Your Instructor may wish to keep a copy to be filed at your college or university.**