

Welcome to Orientation Safety and Security



Healthcare Connected !

Worker Safety

Security Tips

- **Theft Protection**

- Lock up personal items

- Secure all items and areas when not in use

Security Tips

- **Identification**

Wear your ID badge

at all times

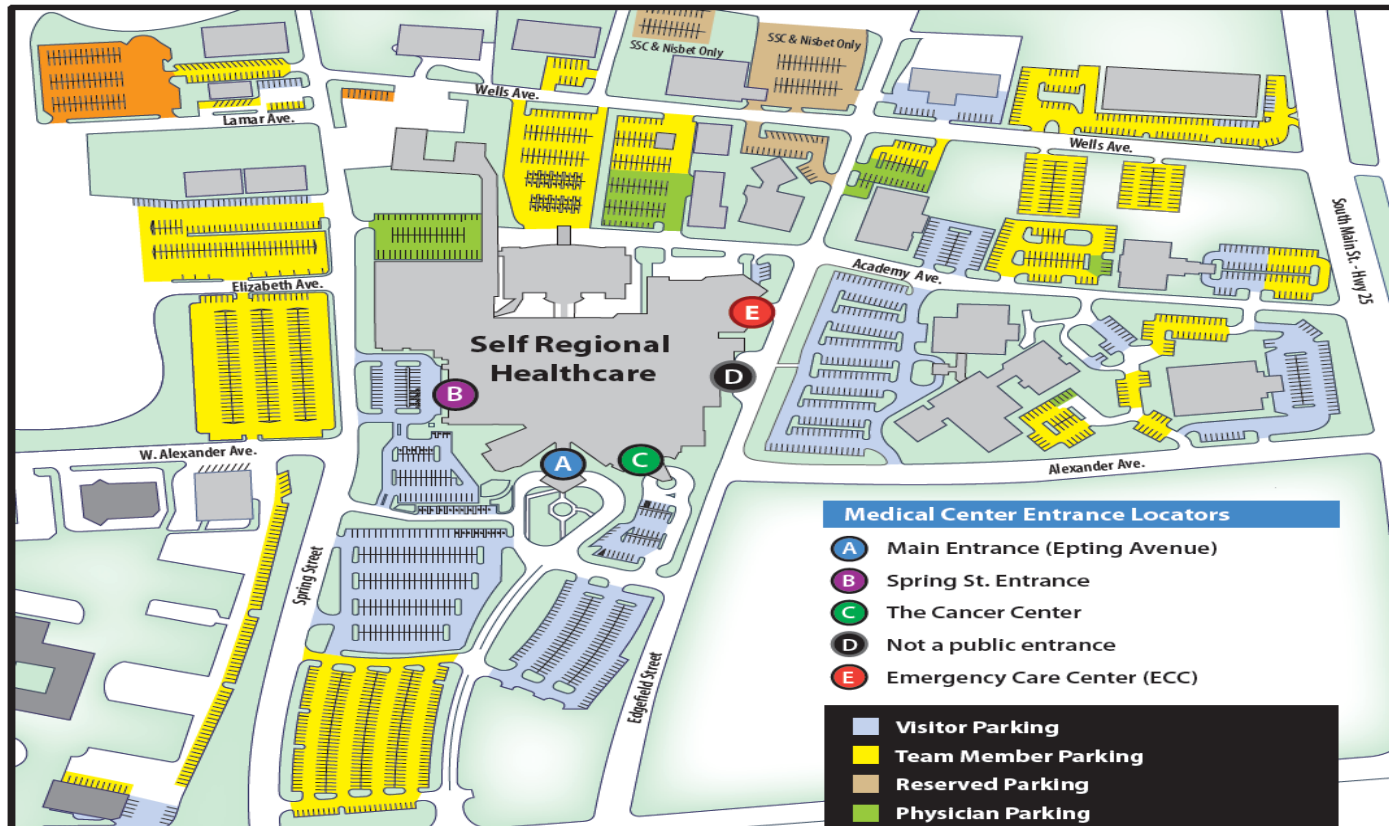


Security Tips

- **Call 4000 (Emergency Only) if at hospital**
- **Call 911 if at another location or an off-site building**

SRH Parking

Park in team member designated parking areas only



SRH Parking

- Walk out together in a group or get an escort if walking out alone
- Emergency Call Boxes
 - Located in team member parking lots
 - Security is alerted inside SRH that there is an emergency



Injuries

All student injuries should be reported to your instructor. If an instructor is not present, report to the team member you are working with.

Patient Safety



- Respect and dignity
- Access to care
- Decide
- Participate
- Privacy
- Identity (AIDET)
- Support
- Pain management
- **Continuity of care**
- Billing information
- Advance Directives
- Access to education (children >11days)
- Consent forms
- Communications
- Medical Information Access
- Personal Belongings
- **Personal Safety**
- **Complaints/Grievances**

AIDET:

5 Fundamentals of Patient Communication

Best way to ensure SAFE communication

- 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

Advantages of AIDETSM

Decrease anxiety with increased compliance



Acknowledge

A

Acknowledge

- Eye Contact
- Make the patient feel that you expected them

Introduce

I

Introduce

First Generation

- Name
- Department

Next Generation

- Self, Skill Set, Experience and Certification
- Coworkers
- Other Departments
- Physicians

Advantages of Managing Up Yourself

- Reduce patient anxiety
- Improves compliance
- Improves clinical outcomes
- Increases patient satisfaction

Advantages of Managing up Coworkers

- Patient feels better about their next care giver
- The patient feels more at ease with the handoff, thus their coordination of care
- Coworker has a head start in winning confidence

Advantages of Managing Up Other Departments

- Reinforces coordination of care and teamwork
- Positions other department well so they don't have to win the patient over
- Decreases patient anxiety and concern

Advantages of Managing Up Physicians

- Shows coordination of care between staff and physician
- Lessens anxiety for the patient
- Physicians will appreciate this being done
- Hardwires positive word of mouth

Duration

D

Duration

- How long before the test or procedure takes place?
- How long will the test, procedure or appointment actually take?
- How long will the patient need to wait before they can go home?
- How long until the results are available?
- Are there other tests ordered for the same day?

Explanation

E

Explanation

- Why are we doing this?
- What will happen and what you should expect?
- **NARRATE** the CARE!
- What questions **do you have?**

Thank You

T

Thank You

- Thank them for choosing your organization
- We appreciate you choosing us!

Falls Prevention Program

If an inpatient is determined to be a fall risk, the following precautions are taken:

- Magnet on door
- Yellow slippers
- Yellow snap on bracelets
- Alarm set for all high risk patients
- CAT



Patient Identification

- Name: first, last and middle initial
- Date of birth

“For your safety, can you please tell me your whole name, with your middle initial and your date of birth?”

Patient Safety

- Clinical Conditions

Would you recognize a patient having a stroke?

Stroke - ACT FAST!!

The F.A.S.T. tool can be used to quickly identify stroke symptoms!

Use FAST to remember warning signs of stroke:



FACE: Ask the person to smile. Does one side of the face droop?



ARMS: Ask the person to raise both arms. Does one arm drift downward?



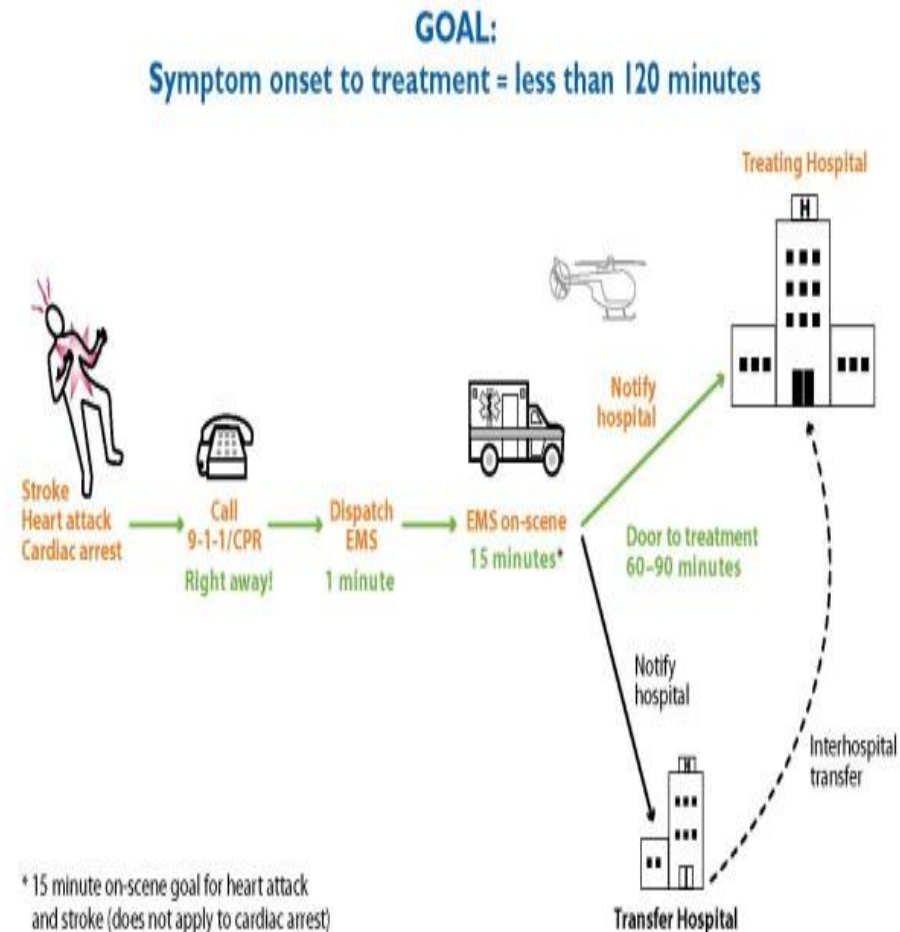
SPEECH: Ask the person to repeat a simple phrase. Is their speech slurred or strange?



TIME: If you observe any of these signs, **call 9-1-1 immediately.**

Would you recognize a patient having a heart attack?

- ♥ Chest pain / Pain
- ♥ SOB without any apparent reason
- ♥ Sweating
- ♥ Heartburn / Nausea / Vomiting
- ♥ Feeling of impending doom



Patient Safety

- De-escalation
- Ligature Risks

Recognize Signs of Anxiety

- Asking lots of questions
- Crying
- Worried look
- Tapping/pacing



Anything else?

What can you do to make it better – Or worse?

De-Escalate

- Approach calmly
- Be supportive
- Listen
- **Be prepared to walk away**
 - **Always Consult your instructor or SRH Team Member**

Ligature Risk

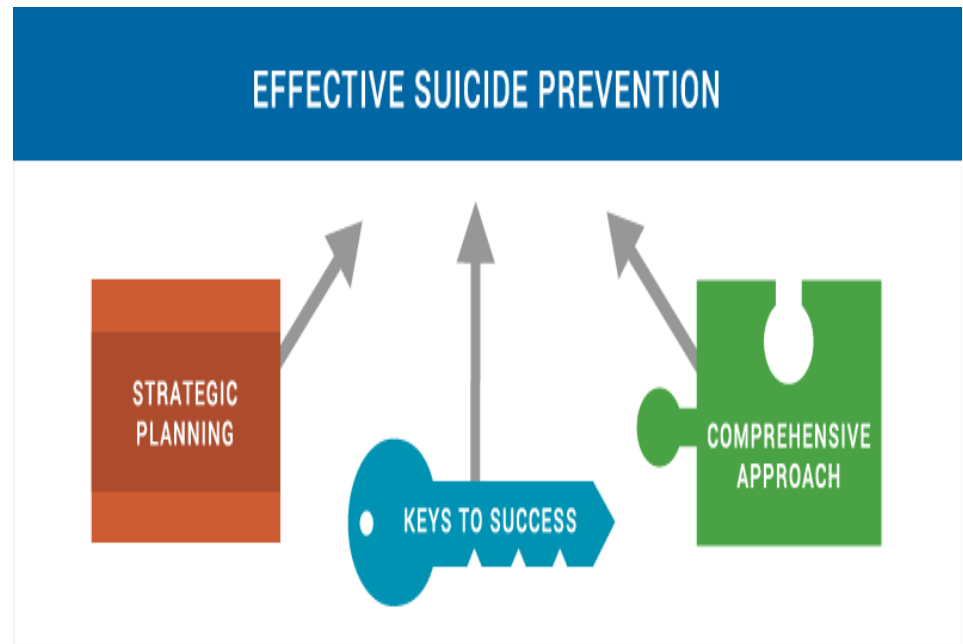
Keeping our patients safe is everyone's responsibility

Anything which could be used to attach a cord, rope or other material for the purpose of hanging or strangulation is considered a ligature risk that the patient could use to harm themselves

Possible Ligature Risks

- Shower rails/curtains/towel bars
- Coat hooks, door knobs
- Pipes
- Bed foot/head boards
- Window/door frames
- Fire sprinklers
- Belts/sheets/towels/ cords/ tubing

- Mops/brooms
- Cleaning agents
- Plastic bags
- Silverware
- Personal belonging
- Medications



If you have any concerns for you, your patients, or a visitors safety:

EVERYONE WILL:

- ✓ Ensure an immediate safe environment & ask for help

Students will:

- ✓ Notify your instructor!
- ✓ Notify the Manager/Director of the area
- ✓ Do not leave suicidal patient unattended, until further precautions can be set up