

## Welcome

Welcome to University of Kentucky (UK) HealthCare! We are pleased you made the decision to participate in a learning experience with us. As an academic medical center, we are committed to the three pillars of academic health care: (1) clinical care, (2) research and (3) education. Whether you are observing, completing a practicum, or volunteering with research, you play an integral role in fulfilling UK HealthCare's mission.

We commit to providing you with the necessary tools and support to help ensure a positive experience. This written guide outlines general information and basic procedures and is designed to supplement the departmental orientation session. Please review and retain this document for your reference. Ask our office or your supervisor if you have questions regarding the material.

## UK HealthCare Mission, Vision & Values

### Mission

UK HealthCare is committed to the pillars of academic health care—research, education and clinical care. Dedicated to the health of the people of Kentucky, we will provide the most advanced patient care and serve as an information resource. We will strengthen local health care and improve the delivery system by partnering with community hospitals and physicians. We will support the organization's education and research needs by offering cutting edge services on par with the nation's best providers.

### Vision

The vision of UK HealthCare is to achieve national recognition as a Top 20 public academic health center, providing optimal multidisciplinary health care and developing advanced medical therapeutics for the people of Kentucky and surrounding regions.

### Values

**Diversity** – We foster a people-centered environment inclusive of all

**Innovation** – We embrace continual learning & improvement to drive positive change

**Respect** – We value our patients, family, community, co-workers, ourselves & the resources entrusted to us

**Compassion** – We express empathy for the needs, thoughts & feelings of those we serve & with whom we work

**Teamwork** – We cultivate meaningful relationships to create positive outcomes

## Observation & Learning Experience (OLE)

The Office of Observation and Learning Experience (OLE) onboards learners for observations, practicums and research volunteer experiences across the UK HealthCare enterprise. OLE helps ensure learners are compliant with various enterprise-level regulatory requirements such as immunizations, HIPAA, identification and more. Additional requirements and more stringent participation criteria may be required by each UK HealthCare department or program. Contact your sponsoring department or coordinator for further information. Learners completing an Advanced Practice Provider practicum shall also register with the UKHC APP Office. Please note OLE does not match learners with sponsors and preceptors. OLE is located at UK Good Samaritan Hospital. Office hours are Monday-Friday, 8:00am-4:00pm.

**Identification & Access**

**Identification**

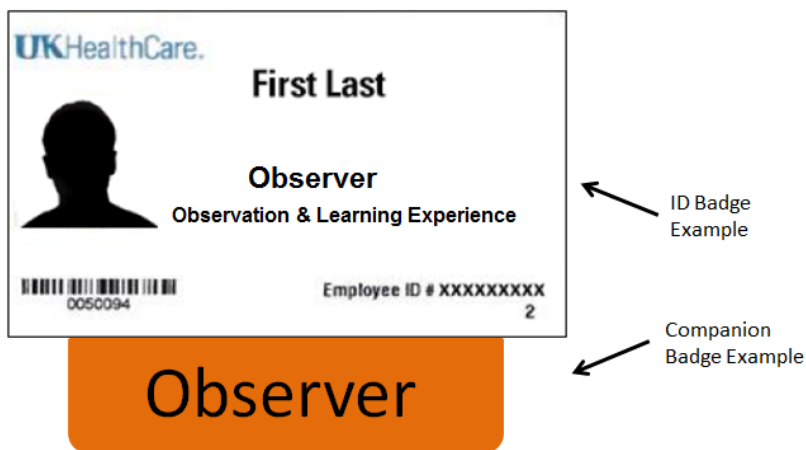
The Office of Observation and Learning Experience (OLE) will issue a companion badge to be worn in tandem with an identification (ID) badge. The companion badge clearly identifies your role within UK HealthCare and indicates compliance with enterprise-level requirements. OLE will determine if an existing ID badge may be utilized or if an ID badge shall be ordered and retrieved from the ID Security Office. The initial cost of badges is borne by OLE; however, fees for lost, stolen, and temporary badges are borne by the learner. Retrieve your companion badge from OLE prior to beginning your experience. If applicable, instructions to acquire an ID badge from the ID Security Office, located at a different site, will be provided.

**Bowman’s Den - ID Security Office**  
 105 Bowman’s Den  
 Monday-Friday, 8am-4pm  
 ~4 block walk from OLE Office

**Medical Center - ID Security Office**  
 Pavilion A, UKHC Chandler Hospital  
 Monday-Friday, 7am-3:30pm  
 ~15 min free shuttle ride from & to OLE Office

A government issued photo ID is required to receive badges. Badges shall be worn at all times and be in a visible location above the waist. Companion badges shall be returned to OLE and identification badges shall be returned to the ID Security Office (if applicable) immediately following the completion of your experience.

**You shall not begin your experience without proper identification and approval from OLE.**



**Facility Access**

Observers are not provided access to enter areas on their own and must be escorted at all times throughout their observation experience. Students and research learners may be provided access by their sponsoring department to areas deemed appropriate for the completion of their practicum or volunteer experience.

Although you will be wearing identification badges, you shall be introduced by the UK HealthCare employee when entering a patient’s room. The patient or family member shall give verbal consent before you may begin participating in observation or learning activities. UK HealthCare employees shall reserve the right to ask you to leave if at any time it is perceived your presence interferes with patient care or employee activities.

### Software & Hardware Access

Observers are generally not provided computer privileges since the nature of the experience is for observation only. Students and research learners may be provided access to software, hardware and PHI deemed appropriate for the completion of their experience and within compliance of pertinent policies.

### Parking

Parking at the football stadium is available with a short shuttle ride to the medical center. Visit the Transportation Services office prior to your first day to purchase a permit. They are located on the ground floor of Parking Structure #6 (721 Press Avenue, Lexington KY) and are open Monday-Friday, 7:30am to 7:30pm. Transportation Services staff can also answer questions regarding permit costs, parking and transportation options. Parking in the hospital patient/visitor garage and the KY Clinic garage is strictly prohibited during your learning experience. Ask your sponsor or preceptor for parking information if your site is off campus.

## Health

Health requirements are designed for your protection as well as the health and safety of our patients. Please remember a healthcare facility is a potentially hazardous place. There are certain health risks that come with any health care facility and specific precautions must be taken in order to minimize those risks.

### Immunizations

For the protection of our patients and yourself, immunizations (or known immunity) against measles, mumps, rubella, tetanus, diphtheria, pertussis and varicella (chickenpox) are mandatory. A flu vaccination is required each flu season (October 1 – March 31). The state of Kentucky also requires evidence of annual tuberculosis testing. These requirements shall be met prior to beginning your observation and/or learning experience and renewed as applicable. The hepatitis B vaccine is strongly recommended, but not required. Cost of immunizations, if applicable, is borne by the learner.

Immunization requirements may be exempt to persons who have a medical contraindication to the vaccine or a religious objection as defined by the Americans with Disabilities Act. The Office of Observation and Learning experience can provide additional instruction if requested.

### Infection Prevention & Control

#### Precautions

Hospital employees and students follow standard precautions when caring for patients. If the patient is on additional infection control precautions, such as isolation, a sign will be posted on the patient's door.

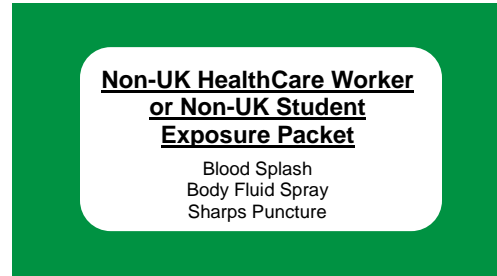
- ALWAYS wash your hands before and after entering a patient's room
- ALWAYS avoid contact with any body fluids, unless engaging in activity required for a student practicum
- ALWAYS use appropriate personal protective equipment such as gloves, gowns, mask, goggles
- NEVER enter a room occupied by a patient with a precaution/isolation sign on the door, unless engaging in activity required for a student practicum

## Exposure

Notify your supervisor immediately in instances of exposure to body fluids or infectious disease. The preceptor shall complete the applicable Exposure Packet and follow procedure as outlined by the office of Infection Prevention and Control (IPAC). Also, immediately notify the appropriate contact with your home institution so additional procedures can be followed as outlined by your home institution. For students, it is highly advised to understand exposure protocols before beginning a practicum.



Exposure Packet for **University of Kentucky Students**



Exposure Packet for **Non-University of Kentucky Students**

## Safety

UK HealthCare is committed to creating, promoting and maintaining a safe, healthy environment. Our safety programs conform to applicable local, state and federal safety and health standards, fire codes and environmental regulations. Program highlights are below and more detailed information can be provided by your sponsor or preceptor. **Remember to always follow sponsor and preceptor instructions for the safety of yourself and our patients, visitors and staff.**

### Emergency Codes

Specific codes are used to alert staff about hazards or potential hazards in the area, or to call designated staff to action. Designated staff members have assigned roles in response to these codes.

<b>Code Red = Fire</b>	<b>Code Silver = Active Shooter</b>
<b>Code Pink = Infant/Child Abduction</b>	<b>Tornado Warning = Announcement</b>
<b>Code Yellow Stand by or (Complete) = Mass Casualty</b>	<b>Assistance Please = Combative Patient, Visitor, or Staff</b>
<b>Code Blue = Cardiopulmonary Arrest</b>	<b>Shelter in Place = Chemical/Biological Release</b>

### Fire Safety

#### Prevention

UK HealthCare is constructed with many life safety features to protect building occupants from fire such as sprinklers, fire/smoke doors and heat/smoke dampers. Below are some tips for fire safety and prevention:

1. Note locations of fire alarms, pull stations, extinguishers, evacuation routes, and emergency exits within or adjacent to the areas you are observing or completing a learning experience. You are not required to use a fire extinguisher
2. Be aware of fire hazards such as oxygen and other medical gases; flammable substances; electrical equipment; combustibles such as trash, latex gloves, and linens; and grease from cooking
3. Keep combustibles and flammables away from heat

4. Keep equipment that can create sparks out of areas in which oxygen is used
5. Dispose of trash and medical gas cylinders appropriately
6. Inspect your area for hazards and report concerns to your supervisor

### Notification

If fire, smoke, or excessive heat is detected within the medical center, the fire notification system is activated. You will hear chimes over the paging system, followed by **Code Red**.

During a **Code Red**:

1. Listen to determine the location
2. Close all doors to corridors
3. Remove all objects in corridors
4. Listen for further instructions

The Fire Department responds to all fire alarms at UK HealthCare. In most cases, you will be able to remain in the project site throughout the response. An alarm is silenced only after the Commanding Officer determines that the area is safe.

#### **If you discover a fire...**

- R**escue anyone in immediate danger
- A**ctivate the fire alarm; call 911
- C**ontain the fire by closing all doors
- E**xtinguish the fire or evacuate to safety

#### **To use a fire extinguisher...**

*\*Use of fire extinguisher is optional*

- P**ull pin
- A**im at base of fire
- S**queeze handle
- S**weep from side to side

### Interim Life Safety Measures (ILSM)

Whenever a construction or renovation project compromises the life (fire) safety systems or poses a significant increase in safety hazards, temporary systems or interim life safety measures will be implemented to help ensure the safety of its occupants. Signage will be posted whenever an area is operating under interim life safety measures. If you are assigned to or will pass through an area that is undergoing construction or renovation, ask your sponsor/preceptor about ILSM specific to your area.

### Hazardous Materials

Your preceptor will provide you with information about the hazardous materials with which you may come in contact before your learning experience. Safety procedures, including the use of safety equipment and reference materials, must be adhered to at all times. Additional safety training may be required of individuals volunteering in a laboratory environment and for students. Observers should not come into contact with hazardous materials. Consult your supervisor if you have questions about a product and its hazards.

### Reporting Safety Issues

UK HealthCare requires employees to report all unusual occurrences involving patients, visitors, volunteers, students, observers and employees by completing an online Safety Incident (SI). Reportable occurrences include but are not limited to:

- Falls
- Exposures
- Sharps injuries
- Lacerations
- Contusions
- Back injuries
- Burns
- Near Misses
- Device/equipment malfunctions
- Any variation in standard practice that increases risk of or results in injury

## Workplace Violence Prevention

Every hospital has security risks, including the threat of crimes against a person. UK HealthCare's Security Department is part of University of Kentucky Police Department. UK HealthCare has established a Workplace Violence Prevention Program to reduce these risks. This Program requires individuals to maintain a safe and secure environment by using safe practices and adhering to all security policies and procedures.

Remember, violence can happen in any area of a UK HealthCare facility:

- Anyone can become violent; however, certain personal factors can increase the likelihood:
  - History of violence or aggression
  - Alcohol or drug abuse
  - Head injuries and certain brain disorders
- There may be warning signs:
  - Threats, screaming, cursing
  - Restlessness, pacing, violent gestures
  - Talking about or carrying a weapon

## Workplace Violence Reporting

All incidents of workplace violence must be reported by calling the appropriate number below

- Verbal abuse, threats of violence, other threatening behavior: *859-323-6156 (UKPD)*
- Someone is brandishing a weapon: *911*
- Combative individual, active shooter, and other emergency situations for overhead paging such as "assistance please": *859-323-5200, Option #2 (Chandler) or call 5000 (Good Samaritan)*
- If your site is off campus: *ask your supervisor for contact numbers*

## Behavior

### Behavioral Standards in Patient Care

UK HealthCare has established the following standards to ensure quality patient care and clinical training. These standards are designed as educational tools as well as dictates of mandatory behavior for all individuals involved in patient care.

- Each patient shall be treated as a whole, irreplaceable, unique and worthy person.
- The patient's safety, health or welfare shall be protected and shall not be subordinated to organizational, staff, educational, or research interests to any other end.
- The privacy of the patient and the confidentiality of every case and record shall be maintained.
- The patient and/or responsible family member shall be informed at all stages of care about attending personnel, treatment plans, activities, facilities and services available to the patient and family.
- Behavior reflecting the dignity, responsibility and service orientation of health care professionals who are worthy of the public's respect and confidence shall be practiced by all individuals.
- Each patient shall have a responsible attending physician or dentist.

### UK HealthCare Values Everyone

The University, in its efforts to foster an environment of respect for the dignity and worth of all members, is committed to maintaining an environment free of prohibited discrimination, which includes sexual and other forms of harassment. Behavior that is disruptive and verbally and physically abusive is not tolerated. Show respect to those around you by refraining from sexual harassment; abusive, obscene, derogatory or profane language; jokes, colloquialisms or other behavior that may be offensive to others; and other behaviors that may be deemed inappropriate. If an issue or concern arises, consult your sponsor, preceptor or the manager of Observation and Learning Experience.

### Student Practicums & Research Learner Activities

Individuals participating in clinical and administrative practicums for academic credit or degree requirements (classified as “students”) and individuals volunteering with research (classified as “research learners”) are permitted to engage in activities beyond observing, but only as they relate to the approved learning experience. You may be asked to participate in trainings and to showcase fundamental skills which reflect competence in your field of study or research activities.

### Tobacco

UK HealthCare is committed to creating and maintaining a culture of compliance with the Tobacco Free Initiative. The University of Kentucky, including UK HealthCare, does not permit tobacco use in or around any of its facilities as of November 20, 2008.

### Personal Cell Phone Usage

Cell phone usage is restricted to important calls and texts which should be messaged outside of patient care areas. Remember to place your phone on silent to limit distraction from patient care and other work-related activities. To protect privacy, taking pictures in patient care areas is strictly prohibited.



#### REMEMBER:

1. Place on Silent
2. Restrict to Important Messaging
3. Don't Take Pictures

### Dress Code

UK HealthCare requires individuals to dress in a manner that presents a professional image to our patients, visitors, industry representatives and to each other. Each learner shall maintain high standards of personal appearance and satisfactory hygiene. Business casual is usually acceptable and does not include the following: jeans, shorts, sweats, short/tight skirts, sandals and other inappropriate articles of attire. Scrubs and lab coats are unacceptable unless participating in an experience within an operating room or if required by the sponsoring department. Scrubs provided by the sponsoring department shall be returned immediately after use or penalties may be incurred. Appropriate identification shall also be worn at all times.

## Regulations

Individuals engaging in learning experiences shall be subject to UK HealthCare policies and procedures, and to applicable federal, state, and local laws that may apply to their activities as seen as appropriate. Individuals who are subject to US visa requirements or restrictions may only participate in observations and learning experiences during the approved dates listed on their valid official visa documents.

## TIPS

- ❖ Wear comfortable shoes
- ❖ Be prepared to stand and walk for extended periods of time
- ❖ Eat a hearty and nutritious meal beforehand
- ❖ Know when your experience is, where your experience is and who to ask for upon arrival
- ❖ Arrive at your designated time, not after
- ❖ Allow time for parking, shuttles and/or walking to your destination
- ❖ Smiles helps make a good impression

Pertinent Contacts	
Infection Prevention & Control	859-323-6337
UK HealthCare Corporate Compliance <ul style="list-style-type: none"> <li>▪ Anonymous Comply Line</li> </ul>	859-323-8002 877-898-6072
UK HealthCare Home Page	<a href="http://ukhealthcare.uky.edu/home/">http://ukhealthcare.uky.edu/home/</a>
UK HealthCare Safety Office	859-323-5734
UK HealthCare Switchboard	859-323-5000
UK ID Badge Offices <ul style="list-style-type: none"> <li>▪ UK Healthcare</li> <li>▪ Bowman's Den</li> </ul>	859-323-2356 859-257-1378
UK Police Department <ul style="list-style-type: none"> <li>▪ Emergencies</li> <li>▪ UK Police</li> <li>▪ UK Healthcare Security</li> <li>▪ Safety Escorts</li> <li>▪ Download the LiveSafe App</li> </ul>	<a href="http://www.uky.edu/Police/index.html">http://www.uky.edu/Police/index.html</a> 911 859-257-8573 or #UKPD from mobile phone 859-323-6152 or 859-323-6946 257-SAFE (7233) <a href="http://www.uky.edu/EM/LiveSafe.html">http://www.uky.edu/EM/LiveSafe.html</a>
UK Transportation Services <ul style="list-style-type: none"> <li>▪ Physical Address</li> <li>▪ Website (permits, parking maps, shuttle information, etc.)</li> </ul>	859-257-5757 or 800-441-0555 721 Press Avenue, Lexington, KY 40506 <a href="https://www.uky.edu/transportation/">https://www.uky.edu/transportation/</a>
Observation and Learning Experience <ul style="list-style-type: none"> <li>▪ Office</li> <li>▪ Website</li> </ul>	859-218-5792 or 859-218-5793 <a href="http://ukhealthcare.uky.edu/observations-and-learning-experiences/">http://ukhealthcare.uky.edu/observations-and-learning-experiences/</a>
Advanced Practice Provider (APP) Office	859-218-6164