UK HealthCare Observer Orientation Guide
Welcome to the UK HealthCare for your Observation and Learning Experience!
Please review the following information and sign off on the attached signature sheet.

Thank you for choosing UK HealthCare for your observation/learning experience. We look forward to working with you and making your experience a good one. If we can assist you in any way please let us know. We are available 8 a.m. to 4:30 p.m., Monday - Friday. Call us at 859-257-9196. You may leave a phone message after hours.

INTRODUCTION
In an effort to ensure that Observers assigned to UK HealthCare have the information necessary about the UKHC environment, we provide a general orientation and reference guide.

A representative of the UK HealthCare Department to which you are assigned will provide an orientation. This written guide outlines general information and basic procedures and is designed as a supplement to the departmental orientation session.

Please read this information carefully. If you have additional questions, please ask your sponsor.

HOSPITAL MISSION AND VISION
Mission
The mission of UK HealthCare is to help the people of the Commonwealth and beyond to gain and retain good health through creative leadership and quality initiatives in patient care, education and research.

Vision
The vision of UK Chandler HealthCare is to be a Top 20 Academic Health Center, recognized nationally and internationally for excellence in patient care, education and research.

Core Values
We are committed to excellence and established these core values as the fundamental principles that guide our behavior in accomplishing our mission.

- Sense of urgency
- Teamwork
- Accountability
- Innovation
- Respect

Updated 7/1/13
Critical Success Factors
To achieve the vision and remain patient centered we must:

- Achieve customer loyalty
- Attract, develop, and retain the best and brightest staff
- Create and use evidence-based knowledge to optimize resource utilization to improve patient care and process outcome.

Patient Rights
In accordance with its mission and values, UK HealthCare treats each patient as a whole, irreplaceable, unique and worthy person.

Communicating with different age groups
Each patient has safety, communication, and comfort needs. How these needs are met depends on the age of the patient and the patient’s stage in life. We consider it important for care providers and support staff to understand age-specific criteria for optimal communication.

Patient Confidentiality and Rights
You must maintain the confidentiality of information about all patients. In recognition of the patient’s rights, the UK HealthCare treats operation room logs, schedules, and all medical records as confidential information. They are available only to UK HealthCare staff. UK HealthCare staff will not discuss a patient’s diagnosis or course of treatment with you, unless you have specific authorization from your sponsor.

- Do not discuss the diagnosis, condition, treatment, or prognosis of any patient within or outside UK HealthCare.
- Do not ask staff members for patient information.
- Do not read a patient’s medical record or otherwise access patient information.

You must be trained and tested on the federal law HIPAA (Health Insurance Portability Accountability Act) before you begin your observation/learning experience. The Observation and Learning Experience Office will provide the information to you.

Hospital Policies and Procedures
UK HealthCare has a dress code designed to ensure appropriate image, infection control and safety are maintained. Your department has established a dress code that is consistent with Hospital Policy and the needs of the department.

Departmental/Area Dress Code:
Observers are expected to follow the hospital dress code of no jeans, shorts, sweats, short/tight skirts or sandals. You should not wear scrubs unless required in the area of your assignment.
Identification
You can get your ID badge made in the Security Office (Pavilion A, Room A 00 807) during the following hours:
Monday to Friday, 7 a.m. - 3:30 p.m.
A driver’s license, passport or an official picture ID is required to have your badge made.
- You must wear a UK HealthCare identification badge or approved student badge (given by your school) whenever you are onsite for your observation/learning experience. If you have not been issued an ID badge, contact the Observation and Learning Experience Office immediately.
- If you report to your assignment without your ID badge you must go to the Security Office, Pavilion A, Room A 00 807, to purchase a temporary badge for $2.00.
- If your badge is lost or stolen, report it to UK Security immediately. (859-323-6156)
  Fee for a lost badge is $15.00
- You must always wear your ID badge on the top part of your body so it will be visible.
- Please turn in ID badges on the last day of your experience to the Observation and Learning Experience Office. If you do not, you will be charged $15.00 by Security when you need another one.

TOBACCO-FREE POLICY
UK Healthcare has established its tobacco-free policy based on applicable Joint Commission (TJC) standards and state laws.

The University of Kentucky, including UK HealthCare, does not permit tobacco use in or around any of its facilities.

Appropriate Behavior
UK HealthCare values its employees, patients and visitors. To show respect to those around you please refrain from:
- Sexual harassment
- Abusive, obscene, derogatory or profane language
- Jokes, colloquialisms or other behavior that may be offensive to others.

In addition, please do not express personal problems, frustrations, or negative comments about your volunteer site, your colleagues, sponsors or UK HealthCare to staff, patients or visitors.

UK HealthCare has procedures for appropriately dealing with problems that may arise in the course of your association. If a problem arises, consult your sponsor/supervisor.

Communication Channels
Each department/area has developed channels of communication that allow staff to access and exchange essential information. The information outlined below is designed to facilitate communication during your assignment at UK HealthCare. Please contact your sponsor or the
Observation and Learning Experience Office (859-257-9196) if you have concerns or issues that need attention.

**Infection Control Information**
Hospital employees follow standard precautions when caring for patients. If the patient is on other infection control precautions, such as isolation precautions a sign will be posted on the patient’s door.

- Never enter a room occupied by a patient with a precaution/isolation sign on the door.
- Always wash your hands before and after entering a patient’s room.
- Always avoid contact with any body fluids. Transportation of specimens or blood by volunteers is not allowed.

**Employee Health Requirements**
Observers and individuals registered in a learning experience program are required to meet employee health requirements as outlined.

- A current TB Skin test within the previous 12 months. This TB skin test must remain current during your entire experience.
- Immunization Records are required in accordance with Employee Health requirements. Specific requirements are provided in the Employee Health document you will be provided.

**Fire Prevention Information**
UK HealthCare has a fire prevention program to protect patients, visitors and staff from the dangers of fire. As part of your orientation to this facility, please locate the fire alarms, extinguisher and evacuation routes within or adjacent to your volunteer area.

**Fire Safety**
There are fire hazards in hospitals such as ours. They include:

- Oxygen and other medical gases
- Flammable substances, such as paint thinner, solvents, alcohol, and ether
- Electrical equipment
- Combustibles, such as trash, latex gloves and linens
- Grease from cooking

**Help prevent fires**
- Inspect your work area for hazards. Report any hazards to your sponsor.
- Keep combustibles and flammables away from heat.
- Keep equipment that can spark out of areas in which oxygen is used.
- Dispose of trash appropriately.
- Never place medical gas cylinders in trash bags or down the trash chute.

UK HealthCare is constructed with many life safety features to protect building occupants from fire.

Updated 7/1/13
You must know the location of:
- Fire alarms (at least two in every area in which you volunteer.)
- Fire extinguishers
- Emergency exits
- Evacuation routes
- Medical gas valves

In addition, UK HealthCare has developed policies, procedures, and training to keep you and others safe.

**Fire 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 the code **CODE RED** and the location of alarm. In addition, the alarm system is activated periodically for fire drills and system testing.

When an alarm is activated, smoke and fire doors throughout the building close. Staff will close doors to patient rooms, clear corridors and implement other response procedures.

In most cases, you will be able to remain in the project site throughout the response. Please listen carefully to the overhead paging announcements for instruction that might affect you. If an order is given to evacuate, please secure the area and exit the building.

**If you discover a fire...**
- Rescue anyone in immediate danger
- Activate the fire alarm; call 911
- Contain the fire by closing all doors
- Extinguish the fire or evacuate to safety

  Pull pin
  Aim at base of fire
  Squeeze handle
  Sweep from side to side

**The code name “Code Red” is used to alert staff that an alarm has been activated.**

**If you hear a “Code Red” announcement or fire alarm:**
- Listen to determine the location
- Close all doors to corridors
- Remove all objects in corridors
- Listen for further instructions

Updated 7/1/13
The Fire Department responds to all fire alarms at UK HealthCare. An alarm is silenced only after the Commanding Officer determines that it is a false alarm or the area is safe.

**Additional Fire Safety Instructions**
If you volunteer on a patient care unit and in an ancillary area, you may have specific instructions to follow if a fire breaks out.

**Interim Life Safety Measures (ILSM)**
Whenever a construction or renovation project compromises the life safety systems or poses a significant increase in safety hazards, UK HealthCare or the contractor is required to implement temporary systems or interim life safety measures to help ensure the safety of its occupants. Whenever an area is operating under Interim Life Safety Measures (ILSM) a sign will be posted.

If you are assigned to or will pass through an area that is undergoing construction or renovation, ask your sponsor about ILSM specific to the area and your site.

**Other Safety Issues**

**Hazardous Materials**
Your sponsor must provide you with information about the hazardous materials with which you may come in contact before you begin your duties in your area. Use the products only the way they were intended. If you have questions about a product and its hazards, please consult your sponsor.

**Paging Codes**
UK HealthCare uses specific codes to alert staff about hazards or potential hazards in the area or to call designated staff to action. These codes are designed to communicate information to those that need it without unduly alarming patients and visitors.

For information and convenience, a list of pertinent codes is outlined below:

- **Code Red** = Fire
- **Code Pink** = Infant/Child Abduction
- **Code Yellow Stand by** = Mass Casualty
- **Code Blue** = Cardiopulmonary Arrest
- **Tornado Warning** = Announcement
- **Code Q (queue)** = Full Capacity Protocol
- **Assistance Please** = Combative Patient, Visitor or Staff
- **Code Orange** = Chemical Spill
- **Code Silver** = Fire arm is being used to threaten or has been discharged within a UK HealthCare property

Updated 7/1/13
Designated staff members have assigned roles in response to these codes. If your sponsor provides you with additional instructions, please follow them to ensure your safety and the safety of the patient to which you are assigned.

Patient safety brochures will be provided for your review. Patient safety is a top priority for volunteers working with patients. In addition, artificial nails are not allowed for volunteers and staff when working directly with patients.

**Workplace Violence Prevention**

Every hospital has security risks, including the threat of crimes against person. UK HealthCare has a Security Department, and UK HealthCare has established a Workplace Violence Prevention Program to reduce these risks to its employees and volunteers.

The Workplace Violence Prevention Program requires all volunteers to maintain a safe and secure environment by using safe work practices and adhering to all security policies and procedures.

All individuals with an assignment with UKHC are prohibited from making verbal threats or physical actions that create a security hazard for themselves or others.

*Violence can happen in any area of a UK HealthCare facility:*
- Emergency Department
- Patient Care Unit
- Office
- Pharmacy
- Lab
- Parking lot
- Stairwell
- Elevator

*Anyone can become violent; however, certain personal factors can increase the likelihood:*
- History of violence or aggression
- Alcohol or drug abuse
- Head injuries
- Certain brain disorders

*Usually there are warning signs:*
- Threats
- Talking about or carrying a weapon
- Screaming, cursing
- Restlessness, pacing
- Violent gestures
Incident Reporting Procedures
All incidents of workplace violence must be reported to UK HealthCare Security.

- Call 3-6156 to report verbal abuse, threats of violence, other threatening behavior
- Call 3-5300 and ask for “Assistance Please” if a patient or other individual becomes combative
- Call 911 if someone is brandishing a weapon
- Tell your sponsor if you are a victim of domestic violence or have a restraining order against another individual

Reporting Safety Issues
UK HealthCare requires employees to report all unusual occurrences involving patients, visitors, volunteers, students and employees by completing a Reportable Occurrences form. Additional reporting, as outlined below, may be necessary to ensure prompt resolution of the problem.

A reportable occurrence is defined as: any event or situation that results in or has the potential to result in harm to an individual.

Reportable occurrences include but are not limited to:
- Falls
- Exposures
- Sharps injuries
- Lacerations
- Contusions
- Back injuries
- Burns
- Device/equipment malfunctions
- Medication errors
- Any variation in standard practice that increases risk of or results in injury.

As an individual with an assignment with UK HealthCare, you are required to report all safety problems at the time they are identified.

Parking
Individuals registered in the observing/learning experience at UKHC must park at the football stadium and ride the shuttle into the medical center unless you are placed at Good Samaritan Hospital. To park at the football stadium, you must go to the Campus Parking Office at 721 Press Avenue off Virginia Avenue to obtain a “K” hang tag at no cost. If you are an observer student completing an internship or lab volunteer you may have to pay for your “K” hang tag to park at the stadium lot. UK employees and staff cannot be issued special parking passes or tags due to parking policy.
Additional Information and Instruction
Your departmental sponsor should complete the information below and provide it to you as part of your orientation to the job site.

To ensure that you receive all the information you need, please ask your sponsor for at least the following:

- Where is the nearest fire alarm?
- What are the evacuation routes and procedures?
- Where are the bathrooms and drinking fountains?
- Who should I notify if I have a problem in my area?

Contact Numbers
UK HealthCare Observation and Learning Experience  859-257-9196
  800 Rose St, Room N 207, Lexington, KY 40536
UK HealthCare Security    859-323-6156 
UK Police                    911
UK Parking                  859-257-5757
UK HealthCare Switchboard  859-323-5000
UK HealthCare Safety        859-323-5734 or pager 259-6690
Acknowledgement of Orientation

I have read the orientation guide and received additional information and instruction, as it pertains to my assignment, about UK HealthCare policy, procedures and practice.

I understand the expectations, and I agree to abide by UK HealthCare policy, procedures, and practice during my assignment at University of Kentucky Healthcare.

As part of our commitment to patient safety, we require national criminal background checks and drug screens for all non-observation assignments. Please note that failing to successfully complete these screens may result in the withdrawal of an offer of the volunteer opportunity and/or result in termination from any current employment at the University of Kentucky. Your signature below indicates your agreement to undergo these screenings.

Print Name_________________________________________

Signature____________________________________________

Date________________________________________________

Agency–University of Kentucky for UK HealthCare