

Welcome to Holy Cross Health Volunteer & Student Orientation

Moving Life Ahead

We are a Health System

That does great work.

Founded on a tradition of Catholic health care

- Holy Cross Health is a faith-based, not-for-profit healthcare system.
- Founded by the Sisters of the Holy Cross in 1963 as part of Trinity Health, one of the largest Catholic health care systems in the country.
- The system includes two hospitals, four health centers, two primary care practices, a dialysis center, a radiation treatment center, and more.



Focused on our Mission

- We, Holy Cross Health and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. We carry out this mission in our communities through our commitment to be the most trusted provider of health care services.
- We will achieve this trust through:
 - Innovative, high quality and safe healthcare services for all in partnership with our physicians and others
 - Accessibility of services to our most vulnerable and underserved populations
 - Outreach that responds to community health need and improves health status
 - Ongoing learning and sharing of knowledge
 - Our friendly, caring spirit

We Are Guided by our Core Values

- **Reverence:** We honor the sacredness and dignity of every person.
- **Commitment to those who are poor:** We stand with and serve those who are poor, especially the most vulnerable.
- **Justice:** We foster relationships to promote the common good.
- **Stewardship:** We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted in our care.
- **Integrity:** We are faithful to who we say we are.

Our Guiding Behaviors

Guiding behaviors are statements that specifically describe how we come together to do our work. The Holy Cross Health Guiding Behaviors are:

- We support each other in serving our patients and communities.
- We communicate openly, honestly, respectfully and directly.
- We are fully present.
- We are all accountable
- We trust and assume goodness in intentions.
- We are continuous learners.

We Honor Diversity

Holy Cross Health is a highly diverse environment of professionals at every level. We are a multi-cultural, multi-generational and multi-lingual health care system. In fact, 85 different languages are spoken at Holy Cross Hospital and 47 different languages are spoken at Holy Cross Germantown Hospital, ranging from Amharic to Yoruba!

Honoring and celebrating diversity is what allows us to continue to provide excellent patient care.



Integrity and Compliance

Integrity and Compliance



Integrity: *"We are faithful to who we say we are"*
(Trinity Health Core Value)

- **Compliance**
 - Maintaining compliance with legal and regulatory requirements
 - "Can I do this?"
- **Integrity**
 - Focusing on ethical behavior and actions consistent with our Mission and Core Values
 - Compliance with laws and regulations is a minimum expectation
 - "Should I do this?"

Key Components



If you see something, say something.

- Talk to your manager or others in your chain of command
- Contact the Integrity and Compliance Officer Max Siegel at 301-754-7107 or max.siegel@holycrosshealth.org
- Report through the Integrity Alert Line at 1-866-477-4661 or online at <https://www.mycompliancereport.com/>

Risk Management & Patient Safety



What is Risk Management?

A systematic program designed to reduce preventable injuries and accidents, and to minimize financial loss to the hospital.



Goals of the Patient Safety Program at Holy Cross Health

1. Understand healthcare errors
2. Encourage the Reporting of Events
3. Promote patient/family involvement in care
4. Implement patient safety initiatives to prevent errors

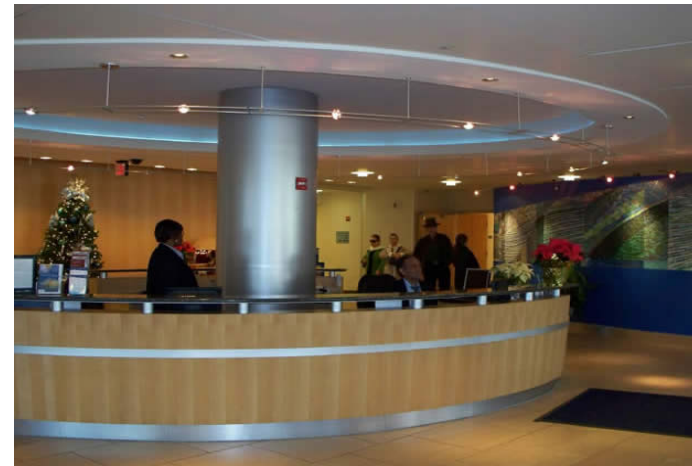
Promote a Culture of Safety

Customer Relations Expectations



Patient & Customer Expectations

Our patients and customers expect that we know and embrace our mission, vision and values, and that we will demonstrate those principles during our interactions with them.



Remember...



Patients typically judge their experience by the way they were treated as a person, not by the way they were treated for their disease. Their perceptions are based on what is said and done by each and every person.

One Patient's Care Experience

When coming to a hospital for surgery, a patient is impacted by 30 different departments before, during and after. The patient perceives this as **ONE** experience with HCH.

All it takes is **ONE** bad interaction or experience for the patient to feel unsafe or not cared for. We lose their trust.



Respond with H.E.A.R.T.

- **Hear** - Actively listen, pay attention to verbal and non-verbal cues, & reflect back to the speaker so you can clarify understanding.
- **Empathize** - The ability to imagine oneself in another's place & understand their perspective/ideas/feelings/desires.
- **Apologize** - Apologizing is not taking the blame. Apologizing is acknowledging that something happened and expressing regret that it happened.
- **Respond** - Address what you can do to assist the person and follow up. Take ownership and establish a realistic expectation with the person about what can be done.
- **Thank** - Provide a specific expression of gratitude, to the patient, for bringing this issue to your attention.

Stroke Awareness



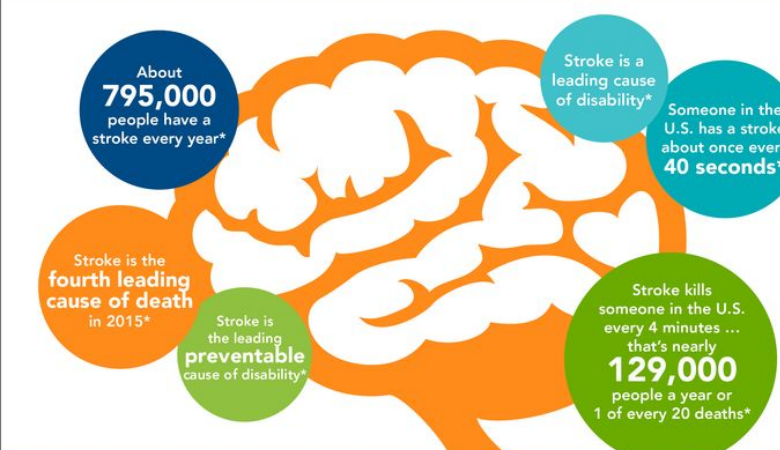
THE SIGNS OF A POSSIBLE STROKE CAN BE SPOTTED **FAST**

- F** Face droops
- A** Arm weakness or numbness
- S** Speech is slurred
- T** Time is critical – call 911 immediately

When you know the symptoms of a possible stroke, you can help get appropriate treatment quickly.



Tell someone you know about Stroke ... and get specialized treatment **FAST**



Knowledge is power ...

OVER THE PAST 10 YEARS:

The death rate from stroke has fallen **35%*** The number of stroke deaths has dropped **21%***

Know risk factors associated with possible stroke ... and tell a friend

- SMOKING**
tobacco smoking, including secondhand smoke, is one of the top three leading risk factors for disease*
- LACK OF PHYSICAL ACTIVITY**
one in every three U.S. adults (31%) reports that they participate in no leisure time physical activity*
- DIET**
less than 1% of U.S. adults meet the American Heart Association's definition for "Ideal Healthy Diet"*
- OBESITY AND WEIGHT**
most Americans older than 20 are overweight or obese*
- CHOLESTEROL**
about 43% of Americans have total cholesterol of 200 mg/dL or higher*
- HIGH BLOOD PRESSURE**
80 million U.S. adults have high blood pressure*
- BLOOD SUGAR / DIABETES**
21 million Americans have diagnosed diabetes – 9% of the adult population*

*According to the American Heart Association
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We are all required to recognize when someone is having a stroke.

HC HOLY CROSS HEALTH
A Member of Trinity Health

Moving Life AheadSM

Stroke Awareness

Stroke is defined as a sudden interruption of blood supply in the brain that can lead to rapid neurological damage.

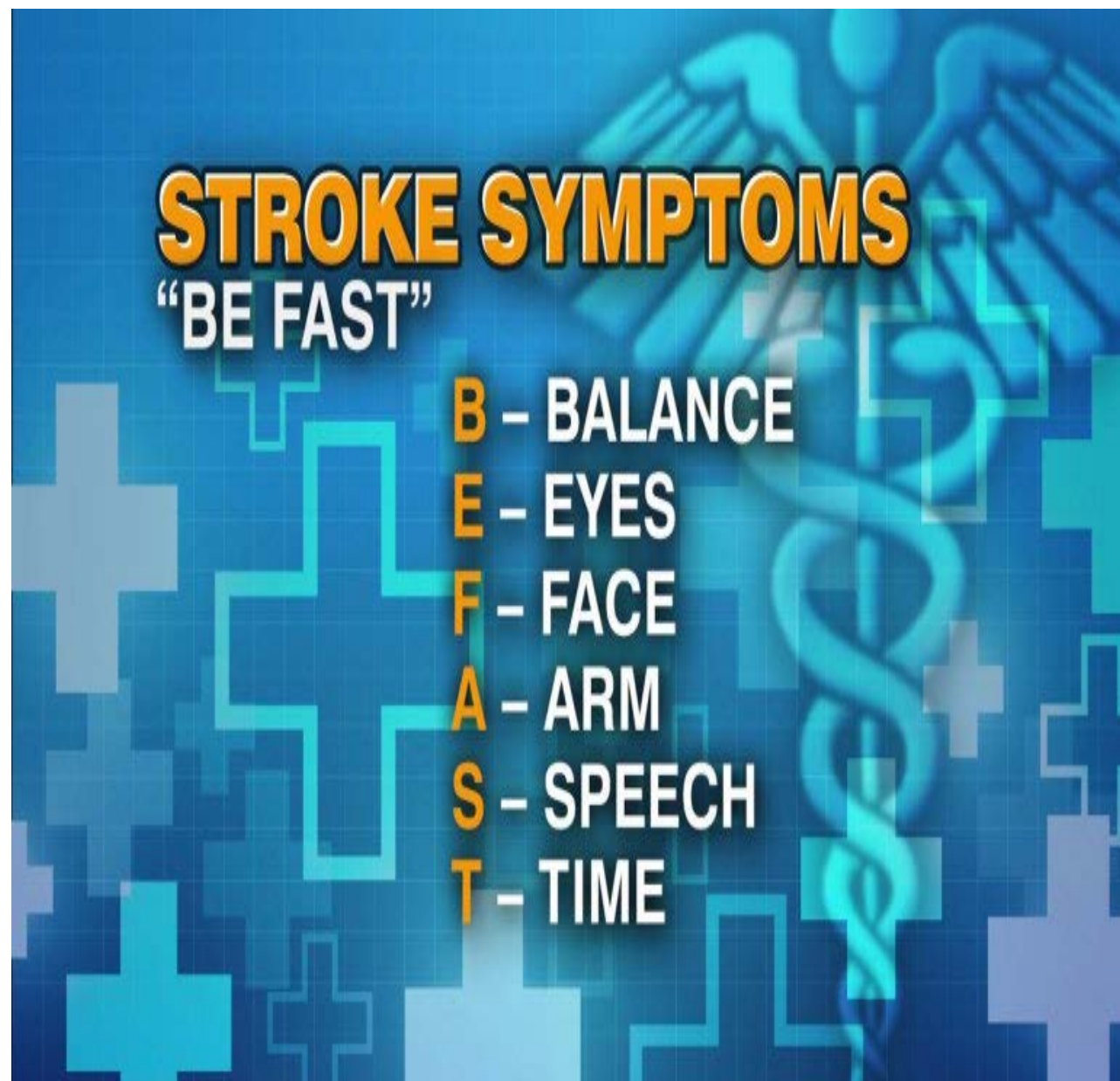
Signs and Symptoms of a Stroke includes **SUDDEN**:

- numbness/weakness one part or side of the body, such as face, arm, or leg
- confusion, trouble speaking or understanding
- problems seeing in one or both eyes
- dizziness, loss of balance or trouble walking
- severe headache with no known cause
- decrease in level of consciousness

[www. American stroke association.com](http://www.Americanstrokeassociation.com)

ACT *FAST* at the first sign of stroke

- The best quick assessment for testing of symptoms of a stroke is using the **B.E.F.A.S.T.** exam
- The average stroke patient loses 32,000 brain cells every second
- The faster you act when stroke symptoms occur, the faster treatment can be delivered to reduce severe disability or even prevent death



- **B** is for Balance: Does the person have sudden loss of balance?
- **E** is for Eye: Has the person lost vision in one or both eyes?
- **F** is for Face: Does the person's face look uneven?
- **A** is for Arm: Is one arm hanging down?
- **S** is for Speech: Is the person's speech slurred? Does the person have trouble speaking or seem confused?
- **T** is for time: Call for emergency assistance **NOW!** Note: If you are located at HCGH or HCH call 2-2222. If you are located at an offsite, call 911

Environment of Care

Great patient care happens in a safe environment. We educate all colleagues, students, volunteers and physicians on safety to ensure that we are able to maintain that safe environment. The following slides will provide you with information on:

- Infection Control
- Fire safety
- Hazardous Materials
- Protective Services

Infection Control

Infection Control

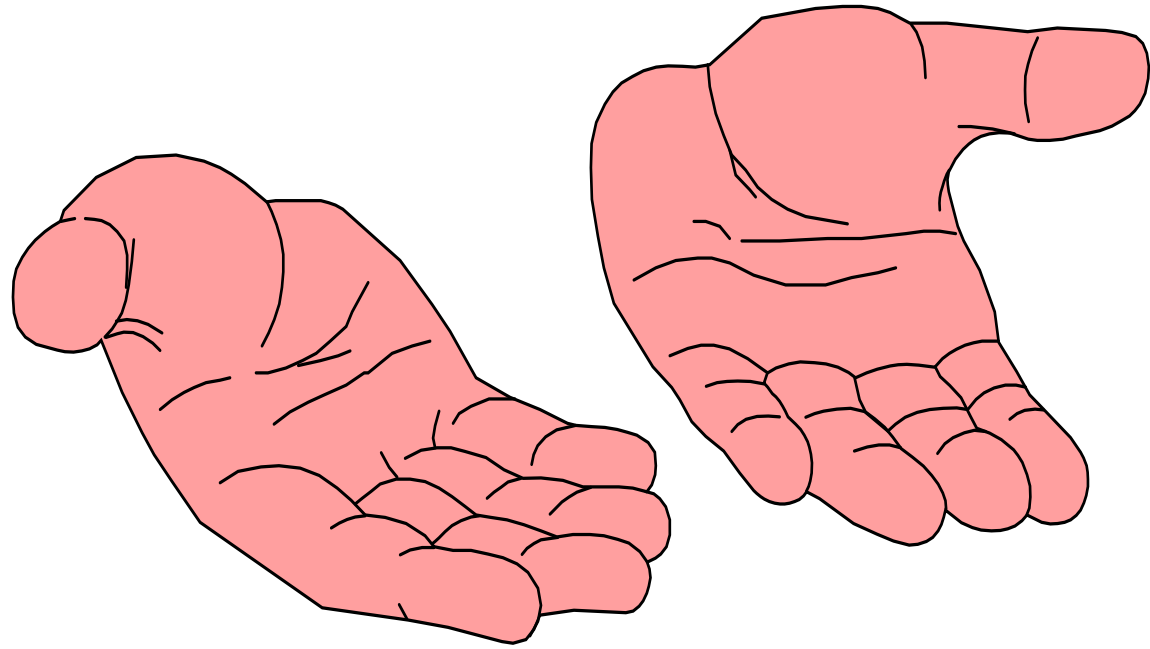


Standard Precautions include a group of infection prevention practices that **apply to all patients**, regardless of suspected or confirmed infection status, in any setting in which healthcare is delivered.

- Assume that every person is potentially infected or colonized with an organism that could be transmitted in the healthcare setting
- Standard Precautions mean that you must wear personal protective equipment (gloves, masks, goggles, gowns-as needed) when there is the potential for you to be in contact with body substances from another person.
- These include: **hand hygiene; use of gloves, gown, mask, eye protection, or face shield, depending on the anticipated exposure; and safe injection practices**



**WARNING: All Patients
Potentially Harboring Pathogens**



Hand Hygiene

The single most important action YOU can take to prevent the spread of infection!!!!



Where do I Find...

This organization uses policies and procedures to direct our work. They are stored in an electronic policy management system. If a non-employee needs the information within a particular policy, please see your manager.

- **The list of diseases that require isolation?**
 - PolicyTech - Infection Control Policies
- **The hospital's BBP Plan, TB Plan, Sharps Plan, and Respiratory Epidemic Plan, Cleaning Equipment**
 - PolicyTech – Infection Control Policies
- **Patient and Staff education materials**
 - HCNet- Infection Control Homepage

Please note, students and volunteers do not have access to HcNet and PolicyTech.

Infection Control – General Guidelines

- All volunteers & students are expected to observe Standard Precautions.
- Do not come to work with a fever, uncontrolled cough, uncontrolled diarrhea, vomiting, a draining wound or an undiagnosed rash.
- Multidrug resistant organisms (MDROs) are often found in a healthcare setting. We follow CDC Guidelines to isolate patients and protect staff and visitors from transmission of these MDROs.
- Follow isolation precautions listed on isolation signs on patient room doors if applicable.
- Be aware of Biohazard Signs (with orange and black markings) around the hospital as these indicate where blood or body fluids may be encountered.
- No eating or drinking in patient care areas.
- Never store clean and dirty equipment together.
- Protect yourself from actively coughing patients by giving the patients tissues to cover their mouth and wearing a mask if you must be within three feet of a patient before a diagnosis is made.
- Seasonal influenza vaccine is required for all employees, clinical staff, students, outside vendors, etc. as this is considered an important patient safety measure.

Fire Safety

Fire Prevention Goals

- Life Safety - The primary goal of fire safety efforts is to protect patients, visitors, and staff from injury and to prevent loss of life.
- Property Protection - The secondary goal of fire safety is to prevent property damage.
- Protection of Operations - By preventing fires and limiting damage we can assure that work operations will continue.

In the Case of Fire...

All Code Red situations activate our fire response plan.

RACE

- **R**escue – patients, visitors in immediate danger.
- **A**larm – pull alarm using nearest pull station, call 2-2222 to confirm location within the hospitals. If you work in an off-site location, call 911.
- **C**ontain – the fire, closing all doors, moving all carts and wheeled equipment out of the hall.
- **E**xtinguish - the fire if it is small (e.g. a trash can fire) and you have access to an extinguisher.

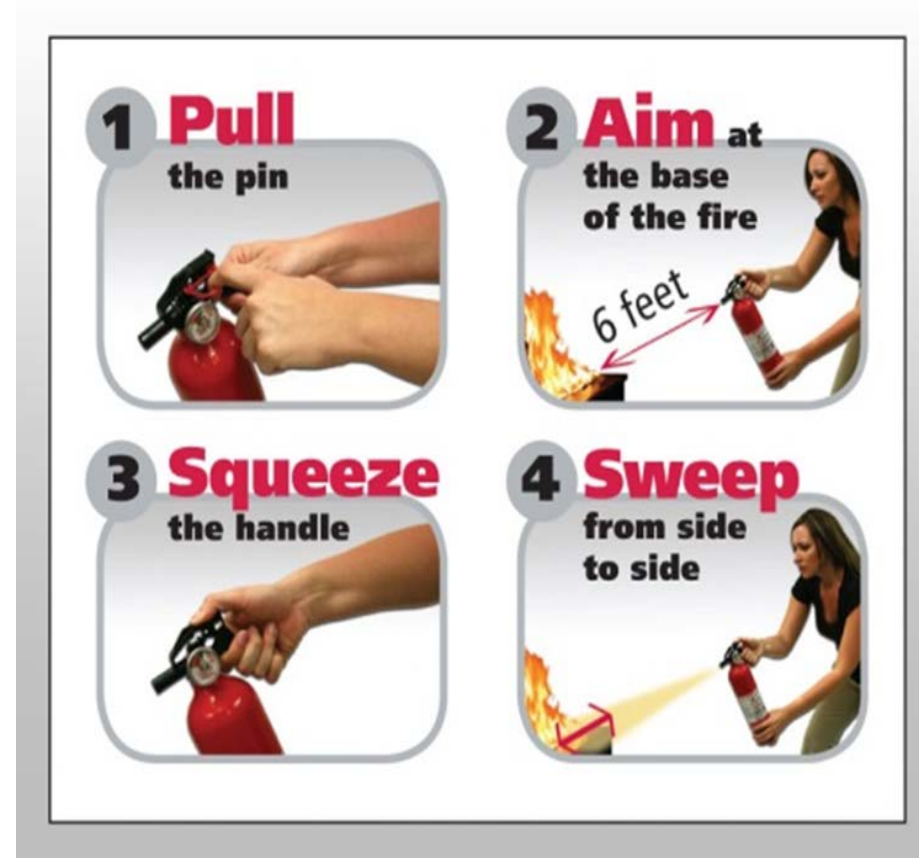


Remember the “PASS” Word

Use the **PASS** word to operate your extinguisher.

Note: Keep your back to a clear escape route, stand 6 to 8 feet away from the fire and then...

- **P**ull – the pin (plastic or metal seal will break)
- **A**im – the extinguisher nozzle at the base of the fire
- **S**queeze – the operating lever and handle together
- **S**weep – the nozzle back and forth



Types of Fire Extinguishers

Every fire extinguisher has a label on the front identifying what type of extinguisher it is and what types of fire it will work on. Most areas in the hospital have multipurpose dry chemical fire extinguishers, which will extinguish all types of fires. Here are the categories of fires and what type of extinguisher to use:



“Ordinary” combustibles: Paper, wood, rubber, plastics and textiles



“Flammable liquids”: Oil, gasoline, solvents



“Energized circuits”: Electrical equipment and computers



“Combustible Cooking”: Kitchen fires

Hazardous Materials









Hazardous Materials

If you suspect a hazardous chemical spill or have a question about a chemical, ask a HCH staff member. Staff have access to the Safety Data Sheets (SDS), which provide detailed information about every chemical used in the hospital. You may also call 1-888-362-7416 to request and SDS. (open 24 hours a day)

It is important to remember *never* to touch or clean up spilled liquid with bare hands. If you have a chemical exposure on your skin or eyes, flush with water for 10 minutes and seek treatment.

Hazardous Materials Pictogram

These pictograms are part of the Globally Harmonized System for Hazardous Communication. These pictograms and caution words are the standard communication to understand the hazards associated with the chemicals.

Health Hazard  <ul style="list-style-type: none">• Carcinogen• Mutagenicity• Reproductive Toxicity• Respiratory Sensitizer• Target Organ Toxicity• Aspiration Toxicity	Flame  <ul style="list-style-type: none">• Flammables• Pyrophorics• Self-Heating• Emits Flammable Gas• Self-Reactives• Organic Peroxides	Exclamation Mark  <ul style="list-style-type: none">• Irritant (skin and eye)• Skin Sensitizer• Acute Toxicity (harmful)• Narcotic Effects• Respiratory Tract Irritant• Hazardous to Ozone Layer (Non-Mandatory)
Gas Cylinder  <ul style="list-style-type: none">• Gases Under Pressure	Corrosion  <ul style="list-style-type: none">• Skin Corrosion/ Burns• Eye Damage• Corrosive to Metals	Exploding Bomb  <ul style="list-style-type: none">• Explosives• Self-Reactives• Organic Peroxides
Flame Over Circle  <ul style="list-style-type: none">• Oxidizers	Environment (Non-Mandatory)  <ul style="list-style-type: none">• Aquatic Toxicity	Skull and Crossbones  <ul style="list-style-type: none">• Acute Toxicity (fatal or toxic)

Hazardous Materials – Personal Protective Equipment (PPE)

Be familiar with chemicals used in your area. You should only use and dispose of those chemicals you are trained to work with. Contact the Safety Officer or Security with any questions.

Always follow these safety guidelines:

- Observe safe work procedures and always use Personal Protective Equipment (PPE). PPE includes masks, gloves, gowns, and goggles.
- Do not eat or drink food when working with chemicals.
- Never store hazardous chemicals above eye level.
- Chain or secure gas cylinders while in storage or while in use.
- Ask your supervisor or manager if you have questions.
- Obtain SDS when in doubt!

Hazardous Materials- Hazard Communication and Right to Know

- You have the right to know what chemical you are working with.
- Chemical labels alert you of any hazardous implications imposed by the substance you are working with.
- Safety Data Sheets (SDS) are ALWAYS available to you.
 - Obtain SDS by calling 1-800-451-8346. Ask for the chemical by name, and provide a fax number. The SDS will arrive to the fax number for your review.
 - Phones are marked with the phone number to call and the phone number is on your badge buddy.
 - Also available through Safety Data Sheet link on network connected computers.

Hazardous Materials – Emergency Response

- In the event of a chemical spill, regardless of size, contact Protective Services.
 - Silver Spring: ext. 2-7070
 - Germantown: ext. 2-6060
- Security will respond to activate the needed resources.

Protective Services

Role as a Department: Taking the lead in creating a safe environment for the patients, staff and community at Holy Cross Health, the Protective Services Department provides communication, direction, and a protective presence in a spirit of trust and cooperation.

Your Safety

- Risk assessments are conducted annually
- Monitoring occurs on Closed Circuit TV (CCTV)
- Electronically accessed controlled doors (card readers)
 - Be aware of unauthorized visitors following you into electronically accessed controlled areas such as Labor and Delivery
- If you don't recognize someone or don't see a badge, ask if you can help them or call security
- Be aware in and out of the building
- Secure your car, its contents and your personal property, leave expensive items at home
- Walk together or request an escort when leaving

Respectful Workplace

All colleagues, volunteers and students have a right to work in a safe environment free of harassment or violence.

- Report any act of violence against you.
- Report any act of violence against fellow colleagues, patients or visitors.
- Personal situations can follow us into work – contact management in Protective Services for assistance.

Report harassment, violence, or other violations to your supervisor or preceptor. You may also contact Human Resources at ext. 2-7050. If you are in immediate danger, and you work at Holy Cross Hospital, call the emergency line at ext. 2-2222 or Protective Services at ext. 2-7070. If you work at Holy Cross Germantown Hospital, call Protective Services at ext. 2-6060. If you work at other Holy Cross locations, call 911.

Workplace Harassment & Violence

Holy Cross Health prohibits harassment and violent behavior in the workplace. This includes:

- Creating an intimidating, hostile, or offensive work environment.
- Interfering with an individual's work performance.
- Adversely affecting an individual's employment opportunity.
- Threatened or actual physical harassment.
- Sexual harassment which includes inappropriate contact, language, or threats related to sex or of a sexual nature.
- Harassment based on cultural, ethnic or language differences.
- Physical violence.
- Abusive language.

Weapons are strictly prohibited in the hospital or on any of the hospital properties without hospital authorization.

Aggressive Behavior

Holy Cross Health places a high priority on the prevention and control of aggressive behavior in order to maintain a safe environment for patients, visitors and staff.

Personnel from the Security Department and various other hospital departments are trained in the use of approved aggression management techniques. These techniques provide appropriate control measures for the protection of patients, visitors and staff whenever aggressive behavior is manifested.

Violent, Threatening, or Hostage Situations

If a violent incident occurs, steps must be taken immediately for the protection of everyone in the immediate area.

- Call Security/Protective Services
- Holy Cross Hospital, call the emergency line at ext. 2-2222 or ext. 2-7070
- Holy Cross Germantown Hospital, call ext. 2-6060
- If you work at other Holy Cross Health locations, call 911.
- Take whatever means is safely available to remove people from the area to a secure location
- Notify all colleagues and others in the immediate vicinity to leave the area
- Prevent persons outside the immediate area from entering the area

In case of a **bomb threat**:

- If you work at either hospital, call ext. 2-2222 immediately, otherwise call 911
- If you take the call, write down everything about the caller (sounds, voice tone, gender, accent, etc.
- Report to your supervisor or preceptor for further instructions

Keeping Patients Safe

Child and Adult Abuse & Neglect, Exploitation of Vulnerable Adults and Safe Haven for Newborns

- Patients have legal and ethical rights that we all work to protect.
- Holy Cross Health supports the Maryland State law, which requires all healthcare practitioners and human service workers to report suspected vulnerable adult abuse, neglect or exploitation. The report is made to the local Department of Social Services where the patient lives.
- If a patient or family need support, we have a process to work on ethical issues that may have arisen in the care of the patient.
- Persons who report in good faith or participate in an investigation have immunity from civil liability or criminal penalty.
- **Safe Haven** law provides for the safe and legal abandonment of a newborn under circumstances in which the *mother of the infant does not express a plan to return for the newborn.*

Hospital Emergency Codes

Occasionally, you will hear a code called via the overhead paging system. If you hear a code and have questions about what to do, ask a staff person in your area. Codes are listed below and on your “badge buddy”: Your badge buddy is attached to your badge/hospital provided ID.

EMERGENCY CODES		
CODE 100	Regulatory Body Onsite / Unannounced Survey	FIRE EVENT Rescue Alarm Contain Extinguish
CODE A	Nurse Call System / Code Blue Button Inoperable	
CODE BLUE	Cardiopulmonary Arrest: Adult / Child / Maternal	
CODE DELIVERY	Delivery Alert Outside Labor and Delivery	
CODE GOLD	Bomb Threat	
CODE GRAY	Missing or Lost Vulnerable Adult	EXTINGUISHER USE Pull the pin Aim the nozzle Squeeze handle Sweep at the base of fire
CODE GREEN	Disruptive Patient / Visitor / Staff	
CODE PINK	Child / Infant Security Alert	
CODE SILVER	Armed Assailant	
CODE RED	Fire	
CODE SEPSIS	Sepsis Alert in the Emergency Department	Rev. 2017
CODE STEMI	ST Elevation, Myocardial Infarction	
CODE YELLOW	Disaster	
STAT TEAM H	Patient / Visitor Activation of STAT Team	
STAT TEAM	Employee Activation of STAT Team	
STROKE TEAM	Activation of Stroke Team	

ACUTE RESPONSE / CODES AND ALL EMERGENCIES: Hospital Locations: 2-2222 . Non-Hospital Locations: 911 .	
BLOOD OR BODY FLUID EXPOSURE: * Mon.-Fri., 7 a.m. - 3:00 p.m.: Colleague Health Services 2-7481 * Mon.-Thu., 3:30 p.m. - 7 a.m.; Fri. at 3:30 p.m. to Mon. at 7 a.m.: Administrative Coordinator (Holy Cross Hospital: 2-7481 / Pager 1161 . Holy Cross Germantown Hospital: 2-6481 / Pager 4661 . Holy Cross Hospital: 2-4190 / 301-592-4190 . Holy Cross Germantown Hospital: 2-6104 / 301-557-6104).	
CHEMICAL SPILLS (HOSPITAL): Isolate the area and call the appropriate Security number below.	
EMPLOYEE INFORMATION LINE (Weather / Emergency Information): 301-557-8887 .	
SECURITY: HCH: 2-7070 / HCGH: 2-6060	
SAFETY OFFICER: HCH: 2-7248 / HCGH: 2-6702	
SAFETY DATA SHEET (S.D.S.): Call 888-362-7416 (24 hours a day). Provide product name and your fax number.	
STROKE: Call 2-2222 to activate the STAT Team immediately if you see 1) sudden change in mental status, 2) headache (can be severe), 3) difficulty understanding, 4) slurring or inability to speak, 5) weakness / numbness in one part of the body, 6) change in vision (double, blurred, blindness).	

Security and safety is everyone's responsibility!

- HCH Security Control Center: available 24/7 ext. 2-7070
- HCGH Security Control Center: available 24/7 ext. 2-6060
- Fred Carmen, Director ext. 2-6061
- Mike Bleything Parking Supervisor, HCH ext. 2-7077

General Expectations

Attire & Appearance

- HC Badge
- No Jeans
- No pants with rips/stains
- No leggings
- Feet must be covered at all times
(tennis shoes acceptable)
- No sandals or flip flops



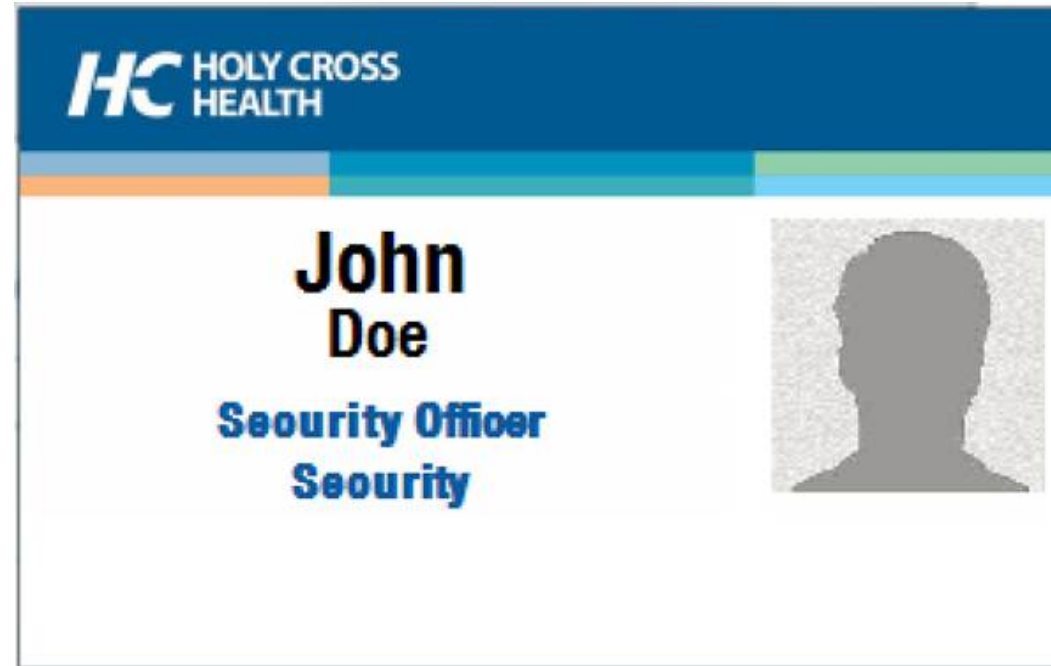
Incorrect
Volunteer Attire



Correct volunteer attire

Badges

- Everyone in a Holy Cross Health facility must wear a visitor or hospital-issued ID badge.
- Wear the badge at chest height or higher.
- Holy Cross Health ID and Access Control badges are managed and issued by the Security Department.
- Lost or stolen ID and Access Control badges must be reported to security.



Tracking Time

- Sign In and Out Every Time.
- Commit to 100 hours- you commit to volunteering 100 hours before resigning as a volunteer.
- You can change your schedule with permission from Volunteer Services.
- Call your supervisor if you can't make your shift.
- Notify Volunteer Services if you change your phone number or address.



Volunteer Information Center

 **Sample**
Organization Name

Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started.

If you are interested in becoming a volunteer please ask us about our volunteer opportunities!

Enter your volunteer PIN number
Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.

1	2	3	
4	5	6	Cancel
7	8	9	Backspace
*	0	#	Continue

General Safety & Information

- Avoid a slip, trip, or fall
- Be aware of wet floors and weather hazards. When you see a wet floor, take action. Call or page Environmental Services (EVS) (insert #)
- Wear appropriate footwear everyday
- Holy Cross Health is a tobacco-free facility. Smoking is not allowed anywhere on hospital property.
- Parking is managed by Security/Protective Services; Shuttle Services is also available
- Think safe, be safe.



You are this Hospital!!

- You are what people see when they arrive here.
- Yours are the eyes they look into when they are frightened and lonely.
- Yours are the voices people hear when they ride the elevators, and when they try to sleep, and when they try to forget their problems.
- You are what they hear on their way to appointments which could affect their destinies. And what they hear after they leave those appointments.
- Yours are the comments people hear when you think they can't.
- Yours is the intelligence and caring people hope they'll find here. If you're noisy - so is this hospital. If you're rude - so is this hospital. But if you're wonderful - so is this hospital.
- No visitor, no patient can ever know the real you, the you that you know is there - unless you let them see it. All they can know is what they see and hear and experience. So we have a stake in your attitude and in the attitudes of everyone who works here.
- We are judged by your performance. We are the care that you give, the attention that you pay, the courtesies that you extend.

Parting Thoughts

- “Never underestimate the difference one person can make.” -*Quint Studer*
- “People will forget what you said, people will forget what you did, but people will never forget how you made them feel.” -*Maya Angelou*
- “Patient Safety: From Second Thought to Second Nature” – *Dr. Yancy Phillips*

We are the Patient Care Experience!



Welcome to the Team!