



BOZEMAN HEALTH

# Organizational Orientation to Bozeman Health

v.21.3



BOZEMAN HEALTH



# Course Description

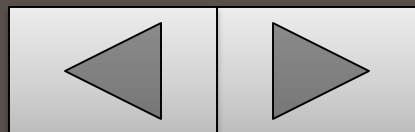
- This course provides an orientation to organizational policies, procedures and expectations all students, volunteers, contracted and temporary staff are to follow at Bozeman Health.
- Department and job specific orientation will be provided by the preceptor, supervisor or manager.
- Required competencies will be assessed and documented in the department by an educator, preceptor, supervisor or manager.



# ORGANIZATIONAL OVERVIEW



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# Bozeman Health Facilities



**N. 19<sup>th</sup> Ave.**



**Main Street Urgent Care**



**MicroCare**  
b2 MicroCare



**Bozeman Health  
Medical Group**



**Deaconess Hospital Campus**



**Bozeman Health  
Foundation**



**Big Sky Medical Center**



**Belgrade Clinic**



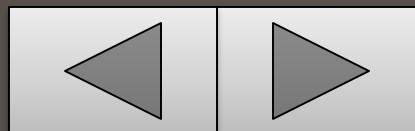
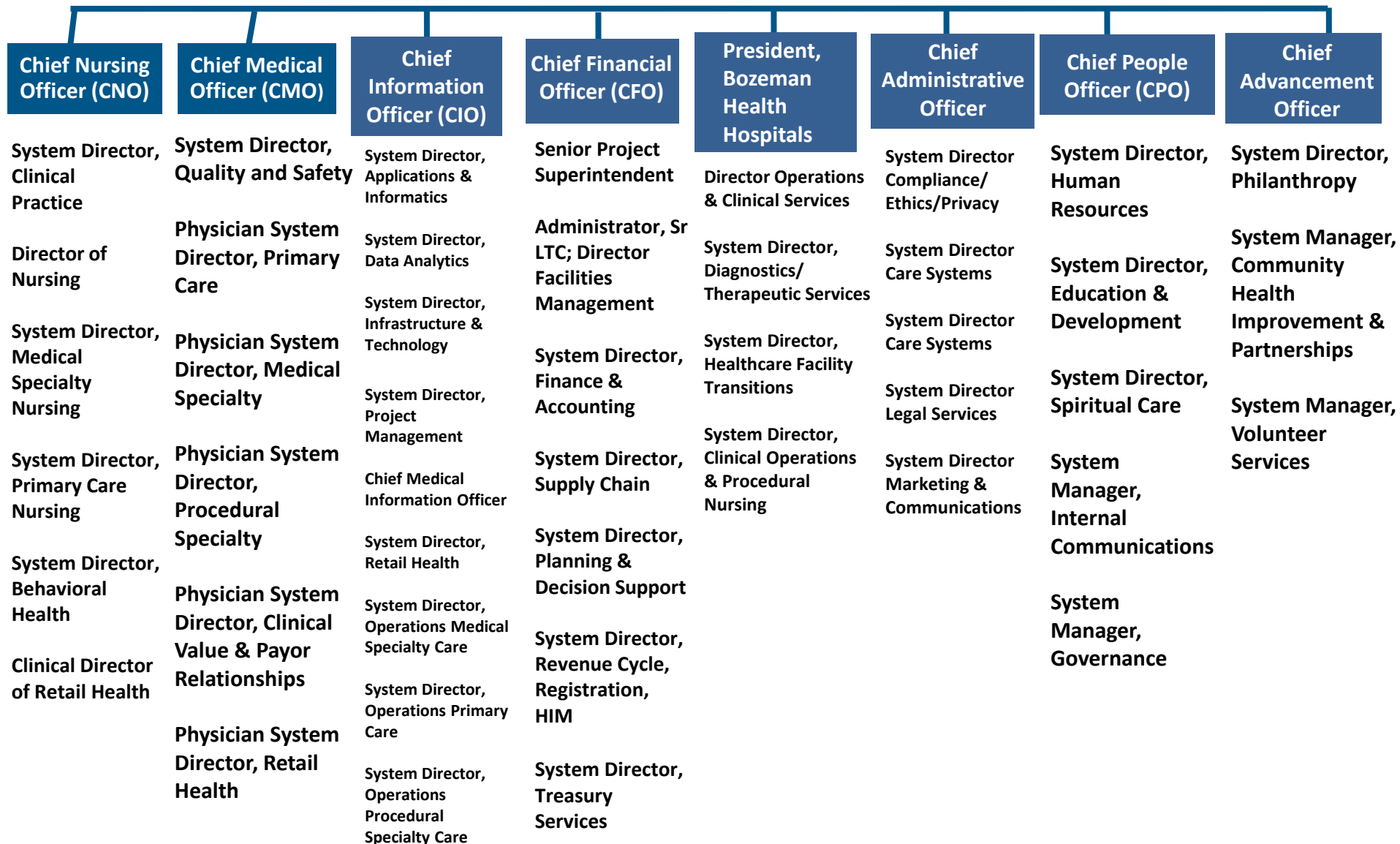
**Hillcrest Senior Living**



**BOZEMAN HEALTH**



# President and Chief Executive Officer



# Organizational Foundation

## Mission

To improve community health and quality of life

## Vision

To be your partner in health and wellness, compassionately delivering the best care for each person, every time

## Values

Service, People, Integrity, Respect, Improvement, and Teamwork

## Culture of Excellence

**Performance:** Recognizing and rewarding high performance

**Communication:** Engaging in transparent and timely information sharing

**Development:** Demonstrating dynamic learning and teaching

**Resiliency:** Excelling in change through adaptability, self-care and collaboration

**Appreciation:** Expressing caring and gratitude

**Joy:** Experiencing and sharing joy



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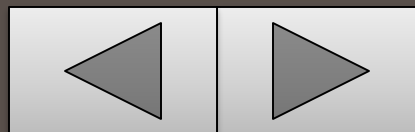
# Start with the WHY





## Inclusiveness: Valuing Our Diversity

Inclusiveness means a workplace in which human and cultural diversity is valued and in which everyone has the opportunity to develop skills and talents consistent with our values and business objectives. Bozeman Health strives to create an organization where individuals are involved, supported, respected, and connected.





# Commitment to My Co-workers

**As your co-worker and with our shared goal of excellent patient care, I commit to the following:**

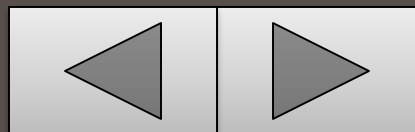
- I will accept responsibility for establishing and maintaining healthy interpersonal relationships with you and every member of this team.
- I will talk to you promptly if I am having a problem with you. The only time I will discuss it with another person is when I need advice or help in deciding how to communicate with you appropriately.
- I will establish and maintain a relationship of functional trust with you and every member of this team. My relationship with each of you will be equally respectful, regardless of job title, level of educational preparation, or any other differences that may exist.
- I will not engage in the “3Bs” (Bickering, Back-biting and Blaming) and ask you not to as well.
- I will practice the “3Cs” (Caring, Commitment and Collaboration) in my relationship with you and ask you to the same with me.
- I will not complain about another team member and ask you not to as well. If I hear you doing so, I will ask you to talk to that person.
- I accept you, as you are today, forgiving past problems and ask you to do the same with me.
- I will be committed to finding solutions to problems rather than complaining about them or blaming someone for them and ask you to do the same.
- I will affirm your contribution to the quality of our work.
- I will remember that neither of us is perfect and that human errors are opportunities not for shame or guilt, but for forgiveness and growth.

- Compiled by Mary Manthey © 1988, 2010 Creative Healthcare Management, Inc.



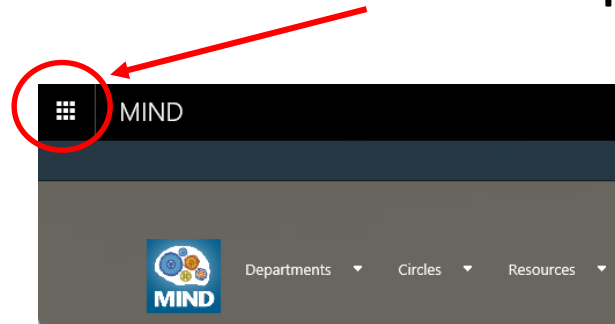
# MIND – Bozeman Health Intranet

- MIND is set as the home page on all Bozeman Health computers.
- Resources on MIND include:
  - Policies, Procedures, Guidelines, Protocols – under Resources tab
  - Nursing Workflow – under Resources tab
  - Vocera Training videos – under Resources tab
  - Provider Call List - under Resources tab
  - News Hub – under News tab, see Bozeman Health headline news
  - Links – frequently used Apps such as Maxcom, ShiftWizard, WorkDay, EPIC Learn, Lippincott, Up to Date.

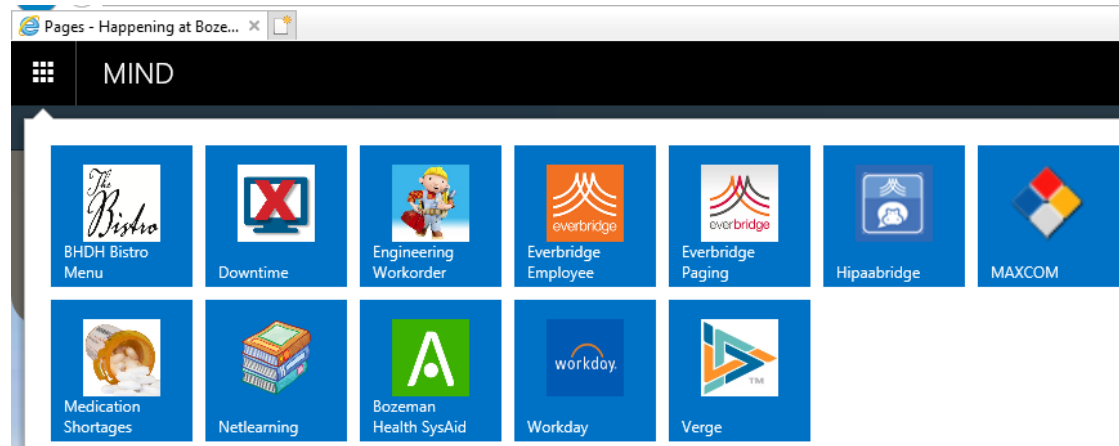


# MIND – “Waffle”

- The waffle on MIND has icons to access commonly used information. The waffle is on the top left of the MIND home page.



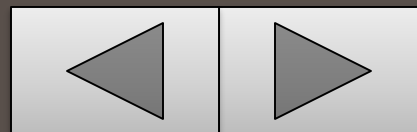
Icons available  
after clicking on  
the waffle



# CULTURE OF SAFETY & TEAMWORK

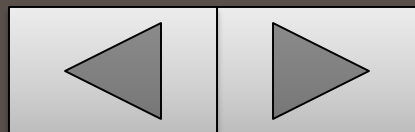


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# What does it take to have a Culture of Safety?

- **Reporting** Culture
- **Informed** Culture
- **Just** Culture
- **Learning** Culture
- **Flexible** Culture



**REPORTING**

Culture

**INFORMED**

Culture

**JUST**

Culture

**LEARNING**

Culture

**FLEXIBLE**

Culture

5 Key Elements

# CULTURE OF SAFETY

- Willingness to report
- Structure that supports reporting of safety lapses and potential safety hazards



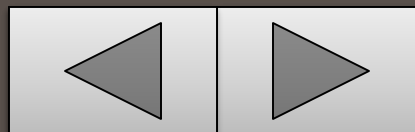
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# REPORTING CULTURE

## Online Occurrence Reporting: Verge

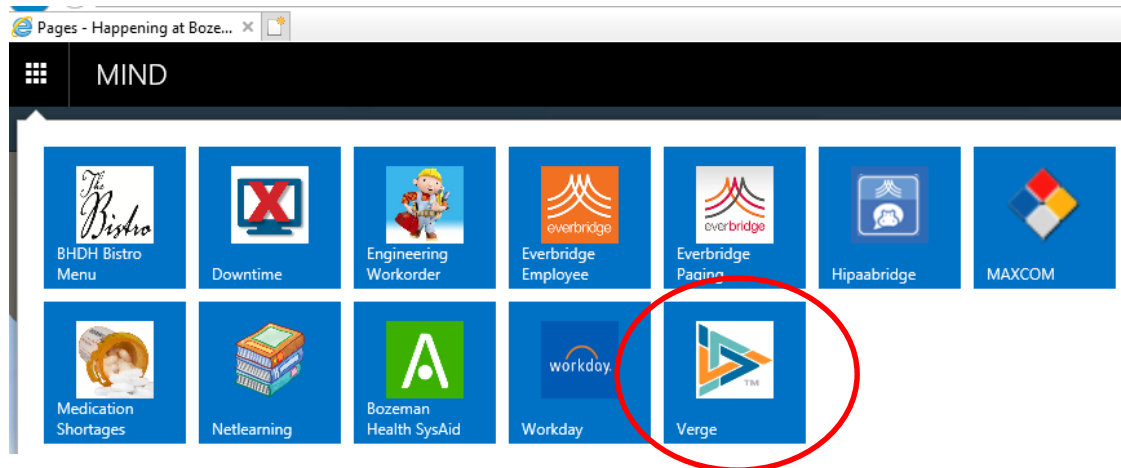
- Employees or volunteers involved in actual or great catch events should submit a report in a timely manner – Verge is accessed through the icon in the waffle on MIND. To obtain the most accurate information, it is best to do this as soon as possible.
- Reports should only be factual and not contain commentary or opinions.
- Occurrence reporting should not be noted in the medical record. The medical record must reflect the care the patient received.
- Occurrences that have resulted in harm should follow the Critical Occurrence Management and Disclosure policy.
- Failing to report a known occurrence may be subject to disciplinary action.
- Managers will be assigned follow-up on occurrences and will involve staff as necessary.
- If the staff who completed the occurrence report would like direct follow up, they will contact their direct supervisor.





# Verge Occurrence Reporting

- Verge is accessible through the waffle on the MIND home page.



- A Verge tip sheet is available on MIND, Departments > Shared Services > Quality and Safety > System Services > Patient Safety > Documents > Verge Resources.
  - You can also search Verge !Tip Sheet from the Quality & Safety homepage.

REPORTING

Culture

INFORMED

Culture

JUST

Culture

LEARNING

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FLEXIBLE

Culture

# CULTURE OF SAFETY

- The organization collects and analyzes relevant data and actively disseminates safety information



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# INFORMED CULTURE

## SAM, TeamSTEPPS

### **Situational Awareness Meeting -SAM**

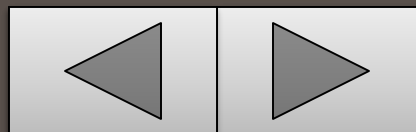
Allows for daily situational awareness at the system level. All leaders attend to discuss:

- Previous Safety Events or Risks
- Identified risks in next 24 hours
  - Communication barriers
  - Patients with specific needs
- Staffing or department needs
- Great catches
- Student counts
- Employee injuries

### **TeamSTEPPS – Brief, Huddle, Debrief**

Allows for real-time situational awareness at the department or group level.

- Brief – 3-10 minute discussion on the shared mental model: roles, important information, and opportunity for clarification
- Huddles – Held ad hoc, meeting to re-establish situational awareness after unplanned events
- Debrief – A quick reflection on what went well, what didn't go well to identify anything requiring immediate correction to keep patients and staff safe.



REPORTING

Culture

INFORMED

Culture

JUST

Culture

LEARNING

Culture

FLEXIBLE

Culture

# CULTURE OF SAFETY

- The organization equally identifies and corrects human factors as well as system factors as being root causals in harmful events.



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REPORTING

Culture

INFORMED

Culture

JUST

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FLEXIBLE

Culture

# CULTURE OF SAFETY

- The organization understands the root cause of the issue to continuously improve and correct issues that led to events where patients or staff were or may have been harmed.

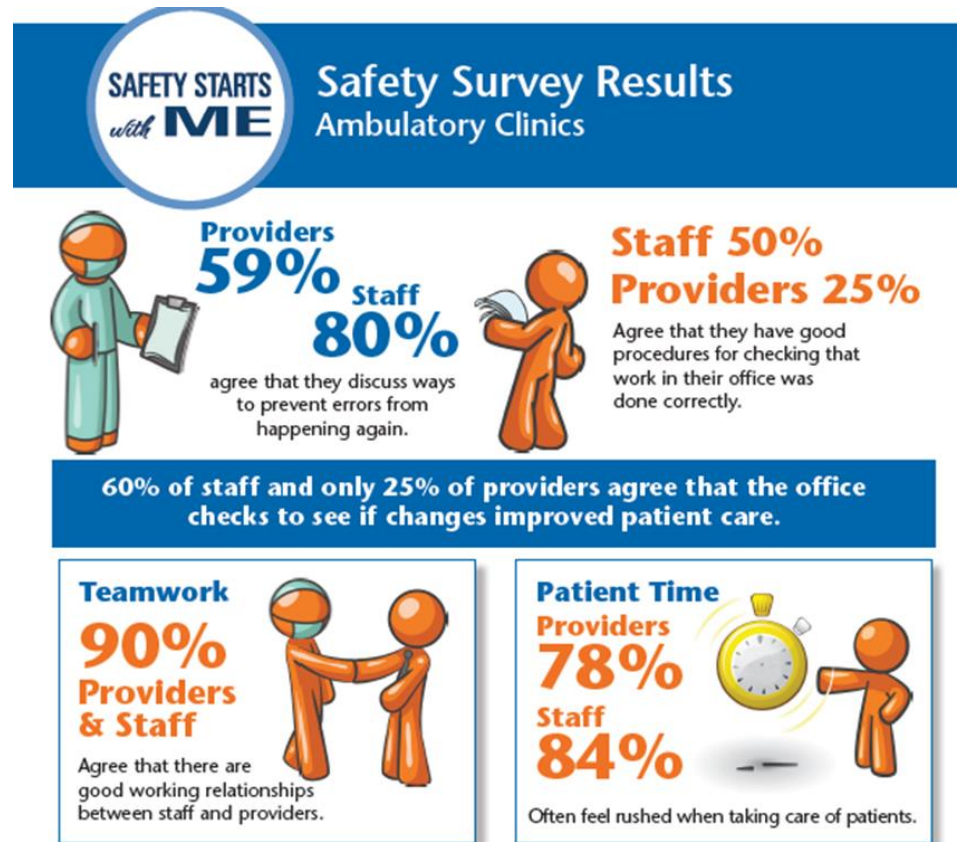


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# How We Learn

- AHRQ Safety Culture Survey
- Root Cause Analysis
- Common Cause Analysis
- Continuous Improvement
- Internal Auditing



# Commitment to Safety Behaviors



## SAFETY STARTS *with* ME

### 1 PAY ATTENTION TO DETAIL

- Focus on the task at hand
- Use checklists
- Self-check using STAR - *Stop/Think/Act/Review*

### 2 COMMUNICATE CLEARLY

- Listen, understand, repeat back
- Clarify
- Use standardized hand-offs

### 3 HAVE A QUESTIONING ATTITUDE

- Ask: What could go wrong?
- Ask: Does this make sense to me?
- Don't proceed if you are uncertain

### 4 SPEAK UP FOR SAFETY

- Report near misses and actual occurrences
- Raise safety concerns using ARCC  
*Ask/Recommend/Concern/Chain of Command*

### 5 NEVER LEAVE YOUR WINGMAN

- Cross check each other
- Encourage safe behavior



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# Standardized Patient Identification Bands

## **Band Color – What Does the Color Mean?**

- Throughout the country, a color-coded band is a means to convey or communicate important medical information or an alert about the status of a patient.
- To reduce the potential for confusion and related patient harm, Bozeman Health Deaconess Hospital uses the nationally recognized standardized colors of bands. Additionally, each band will be pre-printed with descriptive text of the bands intent.

<b>Band Color</b>	<b>Communicates</b>
<b>Red</b>	<b>ALLERGY</b>
<b>Yellow</b>	<b>FALL RISK</b>
<b>Purple</b>	<b>DNR</b>
<b>Pink</b>	<b>LIMB ALERT</b>
<b>Green</b>	<b>LATEX ALLERGY</b>

# COMPLIANCE, PRIVACY AND PATIENT RIGHTS



# Compliance Program

- **Code of Conduct Policy**

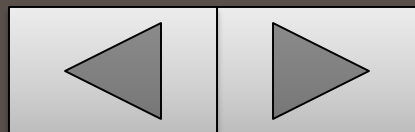
- Backbone of the Compliance plan
- Be honest and tell the truth
- Document records completely, accurately, and timely
- Be aware of laws and regulations applicable to your area and follow them
- Do not accept bribes, kickbacks, or payoffs in any form
- Avoid situations which may cause a question as to your integrity or motives
- Treat system information, including patient information, as confidential



# Key Points to Remember

- ❑ Compliance is about the law and following the rules.
  - Patient Safety
  - Quality of Care
  - Patient Privacy
- ❑ Understand Your Role
  - Understand & Follow the Code of Conduct
  - Spot the Issues
- ❑ Understand Your Responsibility
  - Know that we have a Compliance Officer
  - Know who to contact when you have a concern
    - Supervisor or Manager

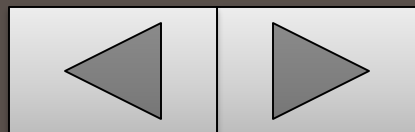
## Protecting the Privacy and Security of Patient Information



# What is HIPAA?

Federal Law: Health Insurance Portability and Accountability Act of 1996

- Protects Patient **PRIVACY**
  - Affects uses and disclosures of protected health information (PHI)
  - Requires “minimum necessary” uses and disclosures
  - Patient Rights
- Requires **SECURITY** of Electronic Information-Provides for electronic and physical security



# Purpose of HIPAA

The primary purpose of the Privacy Regulations under HIPAA is to protect the confidentiality of a patient's protected health information (PHI), which can be:

- Spoken
- Written
- Electronic

*Confidential*





# Protected Health Information (PHI)

Protected Health Information (PHI) includes  
but is not limited to:

- Medical Records
- Billing Information (bills, receipts, explanation of benefits, etc.)
- Labels on IV Bags
- Telephone Notes (in certain situations)
- Test Results
- Patient Menus
- Patient Information on a Mobile Device
- X-rays
- Clinic Lists



# Complying with HIPAA Privacy Safeguards

- Position computer monitors/screens out of public view
- Lock your computer screen when not at your desk
- Do not place PHI in regular trash (*place in designated and locked shred bin if identifiable health information*)
- Use a cover sheet when faxing PHI
- Do not hold discussions on PHI in areas where conversation can be overheard including hallways, elevator, public spaces
- Review the HIPAA policy on MIND under Resources
- *Email* - If you are sending any type of personal or protected information to an account outside Bozeman Health you must type “SECURE” in the subject line, all upper case as shown here.



# Accessing & Using PHI

## **Ask yourself:**

- Am I allowed to have this information?
- Is it required for me to do my job?
- Is the person with whom I am about to share this information allowed to receive it?
- Do they need the information to do their job?
- If I were the patient, and this were my information, how would I feel about it being shared?



# Key Points to Remember

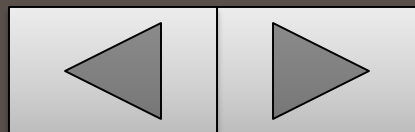
- ❑ Comply at all times with the Confidentiality Commitment you signed at the outset of your association with Bozeman Health.
- ❑ Do **not** let curiosity be your guide - there is nothing so interesting that it's worth losing your position to look at it.
- ❑ **Passwords – don't share them.** You are accountable for what's done under yours.
- ❑ **Emails containing Protected Health Information must be encrypted** before being sent, type "SECURE" in the subject line. And **do not** reply to an outside email containing PHI in the thread that goes back out to the sender unencrypted.

Bozeman Health's Privacy Officer  
is ALWAYS there to answer  
questions and clarify the  
rules.

Patient Care, Safety, Dignity and Well-Being

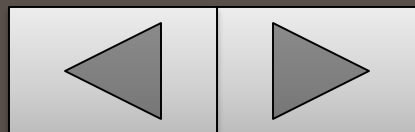


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# This includes:

- ✓ Proper patient identification;
- ✓ Making sure all patients can access our services equally and in a safe environment;
- ✓ Providing additional “aids” to some patients to achieve that equal access; and
- ✓ Following policies, rules and regulations



# Abuse, Neglect & Exploitation

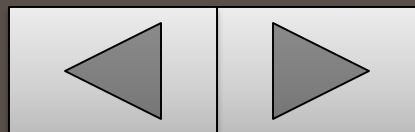
- Abuse is widespread in society, affecting every socioeconomic level, gender, and age. There is no “typical” abuser. Types of abuse vary almost as much as types of abusers and victims.
- This variety makes it imperative for health care providers to be familiar with the different signs of abuse and what actions need to be taken.





# Patient Rights & Regulatory Requirements

- Patients who are seeking care at Bozeman Health have a right to treatment that is free from neglect, exploitation and verbal, mental, physical, and sexual abuse. Abuse by family members, other patients, staff, students, volunteers, or visitors should be prevented.
- CMS and DNV require that health care organizations protect patients by screening for and reporting abuse.
- Bozeman Health policies reflect state laws and procedures regarding reporting cases of abuse, neglect, or exploitation to child or adult protective services. Access the policies on MIND under Resources.

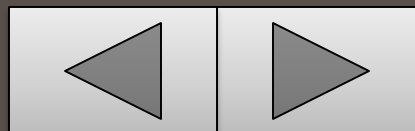


# If You Witness Abuse, Neglect, or Exploitation:

If you witness or suspect abuse, neglect, or exploitation:

- Take immediate action to protect and comfort the patient
- Ensure treatment
- Alert a supervisor
- Preserve evidence that may be important
- Complete an online incident report forms

All incidents of actual or suspected abuse, neglect, or exploitation are investigated.



# Patient Identification

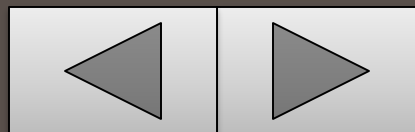
- Proper patient care starts with proper patient identification.
- Patient identification is one of the most critical processes that must be followed. To ensure the right patient receives the right care at every encounter, always use at least two identifiers:
  - Full Name
  - Date of Birth
  - Other, if needed

# Patient Communication

*If you and the patient cannot communicate, how will you ensure the patient receives:*

- appropriate care
- pain management
- informed consent
- medication reconciliation
- patient education

***Care, Safety, Dignity and Well-being – ahead of everything***



# Making sure all patients can access our services equally means:

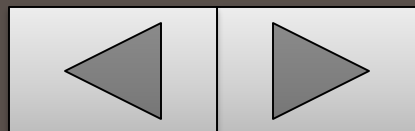
- Watching for signs that patients can't hear or see well
- Offering assistive aids such as:
  - Portable amplifiers
  - Communication boards
  - Captioning
  - Qualified sign language interpreters



Equal access also means speaking in a language the patient can understand.

Using qualified interpreters is not optional.

Sveiki Bonjour Hola ابحرم  
こんにちは Olá Dia duit 您好  
Hallo Tere Hello! Здраво  
סולש  
Nyob zoo 안녕하세요 Pozdrav Γεια σας  
Dobry den Buna ziua Halló Witaj



# Using Interpreter Services

- Review the Communication Assistance policy – on MIND under Resources, Policies & Procedures
  - Available in person or by telephone
- Inform the patient and family that interpreter services are available without charge.
- A family member, friend or co-worker can ask comfort related questions such as “Are you having pain?” “Do you need to use the toilet?” but **are not** qualified medical interpreters for care planning, informed consent, discharge planning etc.



## Key Points to Remember

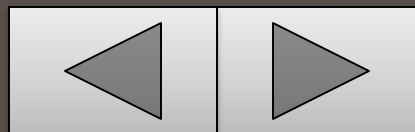
- Qualified Medical Interpreter Services are required
- Bozeman Health does not currently recognize any employee as a Qualified Medical Interpreter
- Vital Documents have been translated to Spanish
- Use the Interpreter Service to interpret forms that have not been translated



# Privacy

## Filing a complaint

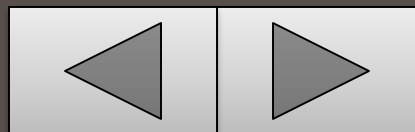
- Patients and others have the right to file a complaint if they believe their privacy has been violated.
- If any person requests information on how to file a complaint, refer them to the Compliance Officer and/or provide a copy of the Bozeman Health privacy complaint form.
- Copies are available in patient registration areas and administration.
- If you receive a privacy complaint, contact the Compliance Officer immediately at: 414-5552 or Zipit page.



# COMPUTER SECURITY



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# Phishing Fundamentals

## What Happens When You Click?

Like most scams, phishing leverages human emotions to trigger a response. The attacker wants you to do something against your best interests: click on a link, download an attachment, send sensitive information. They convince you to perform these actions by creating a fraudulent scenario, such as offering large sums of money, threatening you with late fees, or claiming that your account has been locked due to fraudulent activity. So what happens when you click on a phishing link? Here are just a few examples:



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### ***You have personal information stolen.***

In a lot of cases, a phishing link will direct you to a webpage that looks legitimate. The page will ask you to enter various types of personal information like your full name, email, username, password, and so on. If you proceed, you effectively send that data to a criminal, who can use it to open fraudulent accounts in your name.

### ***You lose control of your accounts.***

Let's say you're logged in to your bank account when you click on a phishing link. This may allow cybercriminals to run an exploit known as session hijacking. Session hijacking allows them to intercept the communication between the bank's website and your computer and take control of your account. If successful, they will gain all the same access you have, allowing them to transfer money, change passwords, and steal personal data.

### ***You infect your device with malware.***

In more insidious phishing attacks, clicking on a link or downloading an attachment could result in malicious code that corrupts your device, steals data, or worse yet, infects your computer with ransomware. Ransomware is of particular concern here at work because it could encrypt our data or lock our systems until a ransom is paid, leading to both a loss in revenue and expensive downtime.



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# 20 Ways to Block Mobile Attacks

Don't let your guard down just because you're on a mobile device. Be just as careful as you would on a desktop!



## WiFi

- Don't allow your device to auto-join unfamiliar networks.
- Always turn off WiFi when you aren't using it or don't need it.
- Never send sensitive information over WiFi unless you're absolutely sure it's a secure network.



## Apps

- Only use apps available in your device's official store - NEVER download from a browser.
- Be wary of apps from unknown developers or those with limited/bad reviews.
- Keep them updated to ensure they have the latest security.
- If they're no longer supported by your store, just delete!
- Don't grant administrator, or excessive privileges to apps unless you truly trust them.



## Browser

- Watch out for ads, giveaways and contests that seem too good to be true. Often these lead to phishing sites that appear to be legit.
- Pay close attention to URLs. These are harder to verify on mobile screens but it's worth the effort.
- Never save your login information when you're using a web browser.



## Bluetooth

- Disable automatic Bluetooth pairing.
- Always turn it off when you don't need it.



## Smishing (phishing via SMS)

- Don't trust messages that attempt to get you to reveal any personal information
- Beware of similar tactics in platforms like What's App, Facebook Messenger Instagram, etc.
- Treat messages the same way you would treat email, always think before you click!



## Vishing (voice phishing)

- Do not respond to telephone or email requests for personal financial information. If you are concerned, call the financial institution directly, using the phone number that appears on the back of your credit card or on your monthly statement.
- Never click on a link in an unsolicited commercial email.
- Speak only with live people when providing account information, and **only** when you initiate the call.
- Install software that can tell you whether you are on a secure or fake website.

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Human error. Conquered.



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# Red Flags!

Red flags are signs of danger or a problem. Protect yourself and your organization from cybercriminals by being aware of these warning signs and knowing actions to stay safe.



## Common Red Flags

Someone you don't know following you or your co-workers inside the office.

Someone looking at your screen or watching what you type.

Someone you don't recognize looking through a desk.

Social media connection requests from someone you don't recognize.

Receiving an unusual request from someone you know.

Requests that offer you something in exchange for private organizational information.

Unexpected emails, phone calls, and voice or text messages.

Urgent requests to take an action.



## Actions to Stay Safe

Contact security about unknown individuals.

Pay attention to your surroundings and safeguard organizational information.

Keep confidential information and devices locked-up/secured when not in use.

Don't accept unsolicited requests; report them to the service.

Contact the person directly to verify it's legitimate.

Be cautious before sharing any personal or organizational information.

Follow your organization's security policies for handling suspicious correspondences.

Never act on emotion and take the time to verify the request is legitimate.

Always stop, look, and think before you click on a link, open an attachment, or take any action!



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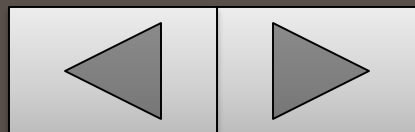


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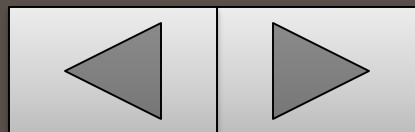
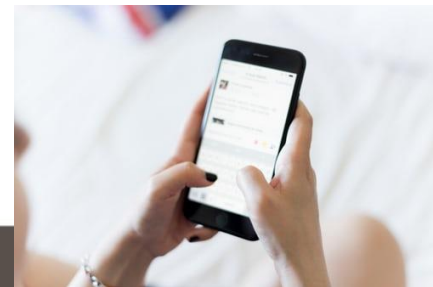
# Computer Access

- Is provided for designated users for the benefit of Bozeman Health.
- Must be used in an effective, ethical, and lawful manner.
- Social networking sites are not to be accessed and are not authorized to be accessed using any BHDH equipment unless it is required to be used for job related reasons.
- By using Bozeman Health equipment, you consent to having such use monitored by authorized personnel at Bozeman Health's discretion.



# Cell Phone Use

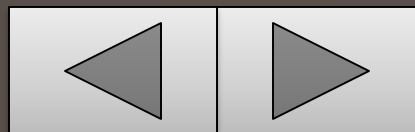
- It is not acceptable to be texting, emailing or talking on personal cell phones during work time unless business related.
- The use of camera or other video-capable recording devices within Bozeman Health is prohibited without expressing prior permission by executive management and of the person(s) present at the time.
- Personal cell phones, personal calling and receiving of calls, and texting must be in compliance with Bozeman Health policy.
- Review the Bozeman Health policy, *Personal Use of Electronic Communication Devices*.



# GENERAL INFECTION PREVENTION



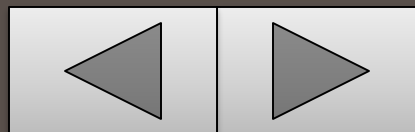
BOZEMAN HEALTH





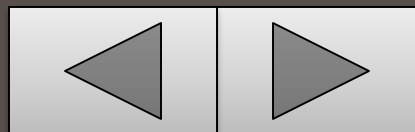
# Overview

- Each day, health care workers are at risk of coming into contact with germs that can cause disease by spreading from person to person. To stop this spread, a number of infection prevention and control measures are put into place, guided by the recommendations of the Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA).
- This course describes the role of the organization in infection prevention and control, the precautions used and protective measures that are available to the staff and volunteers.



# Definitions

- **Universal precautions** – An approach used in infection prevention and control. Universal precautions treat all blood and other potentially infectious materials as if they are known to be infected with bloodborne diseases.
- **Standard precautions** – Expands the concept of universal precautions to include other communicable diseases besides bloodborne pathogens. Standard precautions assume that certain areas of the body carry disease-causing pathogens which, if spread to others, could cause disease. These areas include mucous membranes, moist areas of the body, broken skin, anything wet coming from the body, and any medical devices that drain fluids from the body. Standard precautions are used for all patient care. They are based on a risk assessment and make use of commonsense practices and personal protective equipment that protect health care providers from infection and prevent the spread of infection from patient to patient.
- **Transmission-based precautions** - Used when patients are infected with or are suspected to be infected with a disease whose germs easily spread from person to person. Precautions beyond standard precautions are needed to stop this spread in health care facilities. There are three types of transmission-based precautions: airborne precautions, droplet precautions, and contact precautions.



# Policies and Procedures

- Bozeman Health provides written policies and procedures for infection prevention and control. All health care workers have access to these policies and procedures on MIND under the Resources tab. These policies and procedures clearly explain the infection prevention and control methods used.
- If you are ever unsure about how to protect yourself, you may consult these policies and procedures. You may also ask your supervisor for guidance.



# Engineering Controls

- As part of its infection prevention and control responsibilities, this facility also provides engineering controls. Engineering controls work to remove hazards from the workplace. Engineering controls may be as simple as the use of a sharps container for used needles to protect workers and others from disease spread through contact with blood to more complex such as negative pressure-venting systems for isolation rooms. Whether simple or complex, engineering controls stop the spread of infection by making the workplace safer.



# Disposal of Regulated Waste

- Regulated wastes must be bagged in leak-proof plastic bags that are printed with the biohazard symbol. This bagging system prevents the wastes from coming into contact with patients, workers, and visitors. Used sharps are to be placed in puncture-resistant containers.

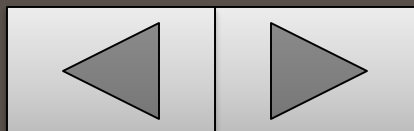


- The biohazard symbol is a universal symbol placed on any container or area that may contain regulated waste. Biohazard signs are always red or orange and include the biohazard symbol.

# Regulated Waste

Regulated waste refers to:

- Contaminated items that could release blood or OPIM when handled
- Contaminated sharps
- Contaminated pathological wastes (such as human tissues)
- Microbiological wastes (such as cultures and culture dishes) that contain blood or OPIM



# Standard Precautions: Respiratory Hygiene

The elements of respiratory hygiene and cough etiquette include:

- Covering the mouth and nose with a tissue when coughing
- Disposal of used tissues
- Use of surgical masks by the coughing person as appropriate
- Hand hygiene after contact with respiratory secretions
- Keeping a distance of more than 3 feet from a person with a respiratory infection, which can be accomplished through measures such0 as having common waiting areas for persons with respiratory infections (for pandemic diseases and other airborne-transmitted viruses such as COVID-19, the safe distance is considered to be 6 feet)



# Hand Hygiene: Effective and Easy Infection Prevention Measure

Bozeman Health workers must perform appropriate hand hygiene after touching:

- blood
- body fluids
- secretions
- excretions
- items that have been contaminated by these fluids.



- If gloves were worn, workers must perform appropriate hand hygiene right after they remove their gloves.
- Workers must also perform appropriate hand hygiene when going from one patient to the next.
- Proper hand hygiene stops the spread of germs from one person or one site to another. Wearing gloves does not replace hand hygiene.

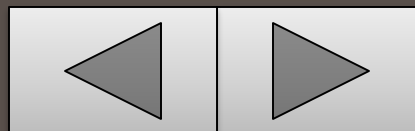


# Hand Hygiene: Soap and Water

When washing your hands with soap and water, use the following technique:



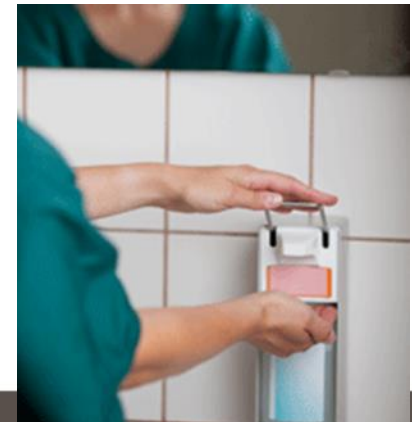
- Wet your hands with warm water.
- Apply soap, covering all areas of your hands.
- With your hands lower than your elbows, rub your hands together for at least 15 seconds.
- Be sure to get all surfaces and under fingernails.
- If your hands were contaminated, wash at least 1 inch above this area.
- Rinse and dry your hands with a disposable towel.
- Use a clean disposable towel to turn off the faucet.
- Keep natural nails short.
- Artificial nails are not allowed for staff working in patient care areas.



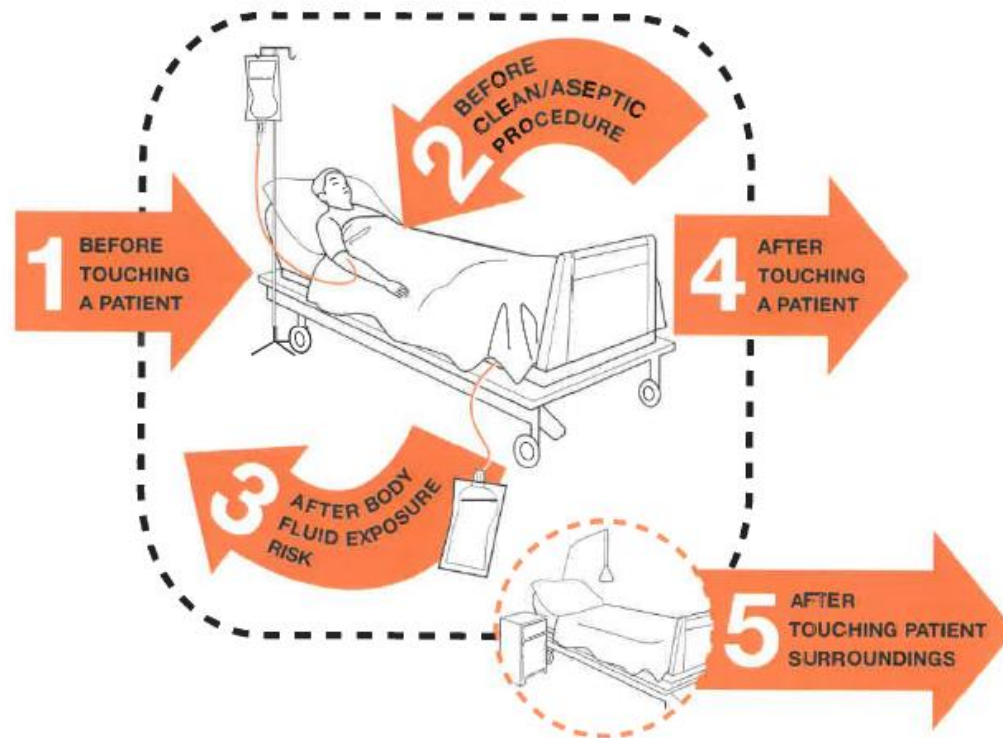
# Disinfectant Hand Gels

When using approved disinfectant hand gels:

- Apply the product to the palm of one hand (use an amount approximately the size of a dime), and rub your hands together.
- Be sure that you cover all the surfaces of your hands and fingers.
- Rub your hands together until they are dry, at least 15 seconds.
- *Hand gel is not effective when your hands are visibly soiled, or against C-diff or Noro-virus in those cases you must use soap and water.*



# Your 5 Moments for Hand Hygiene



# Standard Precautions to Prevent Infections and Their Transmission: Protecting Yourself and Others

Bozeman Health workers should wear Personal Protective Equipment (PPE) if they are at risk of coming into contact with:

- blood
- body fluid
- secretions
- excretions (except sweat)
- non-intact skin, or
- mucous membranes

Personal Protective Equipment includes:

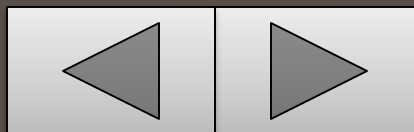
- gloves
- masks
- eye protection and/or face shields
- gowns



PPE protects the mucous membranes of employees. The use of gowns and other PPE protects workers' skin and clothing from becoming soiled.

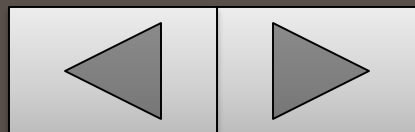
# Transmission- based Precautions and PPE

- Transmission-based precautions are used when patients have or are suspected to have infections or growths of germs that spread easily from person to person. Measures beyond standard precautions are needed to stop these infections or growths from spreading to others.
- Transmission-based precautions include airborne, droplet, and contact precautions and are always used in addition to standard precautions.
- Personal protective equipment (PPE) is provided based on an assessment of exposure hazards and type of hazard in each work area.
- Enhanced PPE (full-body coverage) is required when caring for patients with viral hemorrhagic fevers, such as Ebola. Other viruses, such as COVID-19, require the use of an N95 mask or greater as well as a face shield or goggles in addition to other standard PPE.
- Policies and procedures for infection prevention are on MIND under Departments/Quality/Infection Prevention. Donning and removing PPE will be discussed in department specific orientation and competency validated by return demonstration.



## Exposure Control Plan: Health Care Workers Vaccines

- OSHA requires employers to develop an exposure control plan. This plan provides protection for all health care workers who might be exposed to germs that cause disease in the work setting.
- Because health care workers may be exposed to germs in the normal course of their work, health care facilities regularly use vaccines to protect workers. These may include Hepatitis B, Influenza and Covid.
- More information is available on MIND, Employee Health page and Policies & Procedures/System/Human Resources/Employee Health Program



# Immediate Response to Bloodborne Exposure

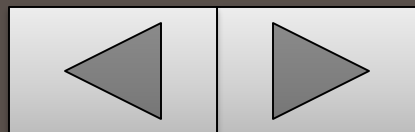
When you have contact with blood or other potentially infectious materials (OPIM), you must cleanse the area right away.

- Use soap and water to wash exposed skin.
- Flush mucous membranes with water as soon as possible.
- Report the exposure incident to your supervisor right away, the house supervisor or employee health coordinator right away.

It is important that you go through the evaluation and follow-up for the exposure. This will include:

- a confidential medical evaluation
- testing the employee and source for HIV, Hep B and Hep C
- post-exposure and counseling with the Infectious Disease Physician
- confidentially provided at no cost

Following an exposure, CDC requires that a health care worker be told whether or not the source patient was infected with HIV or HBV.



# ENVIRONMENT OF CARE



BOZEMAN HEALTH





# Safety Saves

- Reporting
  - If you encounter an environmental safety issue, tell the department manager or supervisor
  - Complete an online incident report
  - Call in a facility work order – extension 2580
    - Describe the facility safety issue or repair needed including the location
    - Give contact name and work phone number
  - Follow up if it isn't resolved
  - Contact EVS if interior wet areas need to be addressed



# Security Resources

Security officers at Bozeman Health assist with:

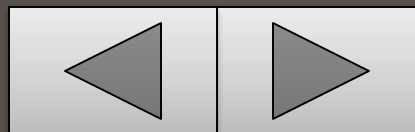
- Code Gray response
  - Patient valuables
  - Lost & found
  - Security escorts after hours
  - Workplace violence response
- 
- Wear issued photo ID badge at all times
  - Maintain Secure ID badge (key)



# Universal Fall Precautions

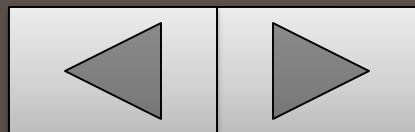
Acknowledges that all patients, even supposedly “low risk” individuals, are potentially at risk of falling and refers to the practice of avoiding patient falls by implementing universal interventions on everyone.

- Orient patient to surroundings
- Ensure adequate lighting (example: night light)
- Call light, phone, personal objects within patient reach
- Sensory devices in place (glasses, hearing aids)
- Non skid footwear
- Bed in lowest position and locked
- Lock wheels on commodes, wheelchairs, stretchers
- Maintain rooms free of clutter
- Wipe spills immediately
- Consider peak effect for prescribed medications that affect level of consciousness, gait, elimination when planning care
- Reassess patient when starting new medications that may increase fall risk
- Pain relief, comfort measures
- Have patient/family “teach back” all fall prevention education



# Transporting Patients with Oxygen

- Volunteers and students assisting or transporting a patient on oxygen should only do so under the guidance of the patient's primary nurse.
- The patient's oxygen tubing should only be removed from the wall system when the portable system (oxygen tank) is ready for use.
- The oxygen tank level must be checked and deemed an adequate supply by a qualified staff member prior to the patient being connected.
- The goal is to have the patient on an oxygen tank for as short a time as possible – get them back to the wall source as quickly as possible.



# SBAR Form: Must accompany all patients being transported within the hospital

## Sit Back And Ride

**S:** From: \_\_\_\_\_ To: \_\_\_\_\_ ☐ Chart Accompanies Patient  
Test/Procedure: \_\_\_\_\_ Left Right Bilateral DATE: \_\_\_\_\_

**B: Special Equipment / Assistive Device:** Collar Brace  
Can this be removed? Yes No  
**Communication Needs:** Hearing Impaired Sight Impaired Language Barrier  
**Precautions (type):** \_\_\_\_\_ NPO: YES NO  
**Code Status:** FULL DNR DNI

**A: Transport:** Ambulate Wheelchair Stretcher  
**Transfer:** Independent 1 assist 2 assist  
**Mental Status:** Oriented Disoriented Current Pain Score: \_\_\_\_/10



**Oxygen:** ☐ Yes ☐ No  
From unit: Tank on—PSI \_\_\_\_\_: Liters/Min. \_\_\_\_\_ Initials: \_\_\_\_\_  
To unit: Tank on—PSI \_\_\_\_\_: Liters/Min. \_\_\_\_\_ Initials: \_\_\_\_\_

**R: Primary RN:** \_\_\_\_\_ **ext./pager:** \_\_\_\_\_  
**Additional Concerns:** \_\_\_\_\_  
**Procedural Comments:** \_\_\_\_\_

Voided: Yes No

**Notify Staff of Patient Return and Wait for Assistance**



**Bozeman Deaconess  
HOSPITAL**

PATIENT LABEL:

BDH-244/03-14-13



**BOZEMAN HEALTH**



# Hazardous Materials & Waste

- A Safety Data Sheet (SDS) is a document that provides information on the properties of hazardous chemicals and how they affect health and safety in the workplace.
- Review the SDS for chemicals that you are working with or have exposure.
- Access Safety Data Sheets through Maxcom - icon is on MIND in the waffle; no password needed.
- Hard copies are in ER, Lab, Engineering & House Supervisor.
- Ask about the sharps and medical waste disposal procedures in the department you are working.



# Radiation Safety

Bozeman Health Deaconess Hospital has a nuclear medicine department:

- Radioactive materials are mailed here in very small quantities.
- All radioactive material is to go directly to nuclear medicine.

**Do not accept any radioactive packages!**

Contact the Radiation Safety Officer (RSO) or Nuclear Medicine personnel as they are the only employees allowed to accept radioactive packages. If in doubt, contact the House Supervisor for assistance.



# Emergency Operation Plan (EOP)

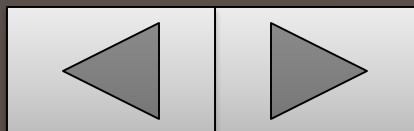
- In the event of an emergency or large scale disaster, a Code **Green** will be announced to activate the Emergency Operation Plan.
- Process and department specific functions are to be covered quarterly by Managers.
- The Department Manager will inform you of your role during a Code Green EOP.
- An Emergency Operations Manual is available in every department.





# EOP: How Will I Know

- Incident Commander
    - Makes the decision to activate an Emergency Operations Plan (EOP)
  - Hospital Leaders
    - Leaders are called and informed of the emergency
  - Medical Staff Are notified
- Notification
    - Initiate Everbridge notification
    - Staff/volunteers report when they can come in and if they need assistance with dependent care.



# EOP: Where Do I Go

Staff/Volunteers in these  
departments report to the  
Emergency Department:

Emergency Department  
OR

Cath Lab

ICU

Lab

Radiology

Respiratory



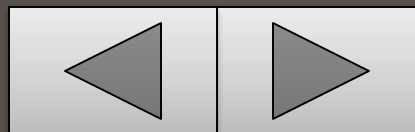
All other Staff/Volunteers from  
other departments, clinics and  
outlying buildings report to the  
Loading Dock

**You must bring your hospital I.D. badge with you**

# Emergency Codes

To Activate a Code, Dial 5555

- **Code Active Shooter** - Gunman Threat
- **Code Amber** - Patient Search
- **Code Black**- Bomb Threat
- **Code Blue** - Cardiac/Respiratory Arrest
- **Code Blue (PALS)** – Pediatric Cardiac/Respiratory Arrest
- **Code Gray** - Violent or Threatening Behavior
- **Code Green** – Emergency Operations Plan
- **Code Orange** – Bio/Chemical Threat
- **Code Pink** - Infant/Child Abduction
- **Code Red** - Fire
- **RRT** - Rapid Response Team



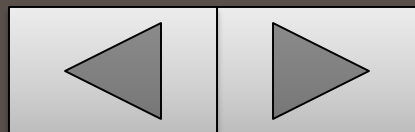
# Fire Safety

- Hear Alarm – STAY CALM
- Make sure all doors are closed
- Do **NOT** pass through smoke barrier doors
- Look for FIRE or SMOKE
- Rescue any one in immediate danger
- Evacuate areas that have Fire or Smoke
- Medical Office Buildings evacuate to nearest exit
- Wait for additional instructions



# What to Do if Code Active Shooter is Announced

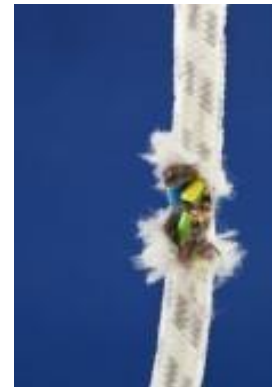
- In the event of an active shooter situation, you will hear an overhead announcement with the event location repeated 4 times:  
“Code Active Shooter, Cafeteria”
- Your Actions are to Relocate, Hide or Take Action. Call 911 when it is safe to do so.
- The main idea of relocating and hiding is to get out of the sight of the shooter as quickly as possible. Follow the directions of staff and managers to get to a safe room, lock doors, turn off lights and silence cell phones.
- Taking action is a personal choice and done only to save your life. As a last resort, attempt to take the active shooter down if the shooter is at close range and you cannot flee.
  - Try to incapacitate the shooter by striking with objects such as a chair or fire extinguisher. Help others that are attacking the shooter.
- When police have determined it is safe and the event is over, the overhead announcement will be stated 4 times: “Code Active Shooter, All Clear”



# Defective Medical Equipment Management

## To request service:

- Call ext. 1027 (BioMed) & leave work request details
- Tag equipment with orange 'Defective Medical Equipment' tag and remove from service



# Utility Systems

- **Red outlets** are powered by the generator in a power outage; do not plug non-essentials into a red outlet.
- Do not plug a computer UPS into another UPS and don't use extension cords.
- There is staff designated to shut off medical gas valves.
  - each access point is labeled with designated staff.
- Receive tube system training prior to use.
- Phone & communications are handled by Information Systems (IS).



# PATIENT AND COLLEAGUE EXPERIENCE





1.

We are committed to a **hospitality** mindset that reflects our **CORE VALUES** of service, people, integrity, respect, improvement, and teamwork.

2.

We believe in the power of **hospitality** to create an exceptional experience for every guest and colleague.

3.

We believe in the power of **hospitality** to make a positive impact on the health and quality of life of every guest and colleague.





# HOSPITALITY IS:

Taking care of every guest and colleague with intention and purpose to create an exceptional experience where they are seen, heard, valued, and cared for.



BOZEMAN HEALTH



1

## COMMUNICATION

I use communication to create a friendly culture where everyone feels welcome.

2

## CARE & COMPASSION

I treat you with dignity and respect. I stay with you and offer empathy, understanding, and concern for your needs.

3

## CREDIBILITY

I am reliable and knowledgeable. You can trust me.

4

## CLARITY

I minimize confusion and concern by addressing your needs with easy to understand information.

5

## COMMITMENT & CONSISTENCY

My commitment to hospitality begins and ends with you. You don't have to guess what kind of service you will receive. I do this no matter the circumstances.

*Hospitality High 5* is **WHAT** we do;  
*AIDET Plus the Promise<sup>SM</sup>* is **HOW** we do it



# A

## Acknowledge

Acknowledge the patient/guest by name.

Make eye contact, smile, and acknowledge everyone in the room (patient and families).

# I

## Introduce

Introduce yourself, your skill set, your professional certification, and experience.

Include key words for managing up.

# D

## Duration

Give an accurate and specific time expectation for tests, physician arrival, and identify/communicate next steps. When this is not possible, give a time in which you will update patient on progress.

# E

## Explanation

Explain step by step what will happen, narrate your care or service, answer questions, and leave a way to contact you, such as a nurse call button or phone number. Use language a patient/guest can understand.

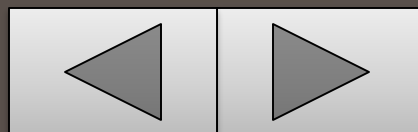
# T

## Thank You

Thank the patient/guest. Some examples of things you may thank them for include choosing your hospital, their communication and cooperation, sharing information with you, their patience, allowing you to care for them, or use your own words. Thank the family for assistance and being there to support the patient.

## The Promise

Make a statement of your personal commitment to the patient's/guest's care and experience. It provides the opportunity to empathize with the situation the guest is experiencing and demonstrate compassionate care. State how you and the team are committed to keeping them safe.



# Parking

- Parking lot courtesy is an important part of our commitment to customer service.
- Parking in patient designated parking areas while on duty will be subject to disciplinary action and the vehicle to towing.





# Campus Map

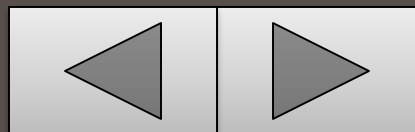


Patients and visitors may  
park in any open space.

2-10-21

# Way Finding

- “Way finding” – helping someone find their destination - is an important aspect of courtesy and customer service at Bozeman Health.
- If someone appears lost in the hallway, approach them and ask to help them find a destination. If so, “I have the time...” and walk them to their destination or recruit another staff member or volunteer with the same destination to do so.
- If you are unfamiliar with the location, escort the person to the nearest information desk for assistance.
- Stating you can’t help them, giving complicated directions or not walking them to their destination are not acceptable options.





# Wayfinding Tools

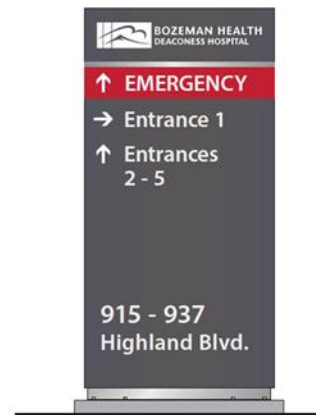
## Communication Tools

Standard wayfinding information enables consistent information for guests:

- Verbal direction giving
- Phone scripts
- Bozeman Health website
- Signs
- Kiosks
- Handouts
- Maps and directories



Patients and visitors may park in any open space.  
2-10-21



# Giving Directions

**Verbal directions are concise and easy to remember.**

For a destination, a guest would need to know:

- Entrance
- Zone
- Building Name (Blue and Copper Zones)
- Floor
- Destination Name

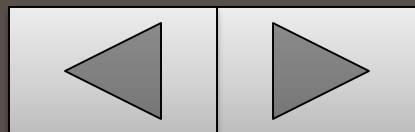
Example: Cancer Center

Entrance 7

Purple Zone

First Floor

Cancer Center



# Entrance Numbers

Navigating across long distances is easier when divided into smaller components. Think of going to an airport. Though it may be complex, when arriving you are directed to a specific terminal, then to a specific airline.

When a guest arrives to Bozeman Health campus, they will look for their entrance number (terminal) and destination (airline).



# Entrance Numbers

Each entrance is assigned a number, in sequence, to be predictable.

Some of our entrances are temporarily closed and indicated on the map.



Patients and visitors may park in any open space.

2-10-21

# Parking

Each parking lot is assigned a letter.

Patients/Guests may park in any open space.



Patients and visitors may park in any open space.

2-10-21

# Zones & Building Number

The Zones assign a color to the buildings on campus.

Zone	Building #	Suite #	Department/Clinic Examples
Blue			Critical Care Unit, Medical Unit, Gift Shop and the Cafeteria
Green	1	1100s and 1200s	Ear, Nose & Throat (ENT) Clinic, Human Resources, Surgery Clinic
Gold	2	2100s and 2200s	Urology Clinic, Diabetes and Nutrition Center, Wound and Hyperbaric Center
Purple	3	3100s, 3200s and 3300s	Cancer Center, Neuroscience Center, Foundation office
Copper	4	4100s-4500s	Second Cup and the Family Birth Center
Brown	5	5100s-5500s	Internal Medicine Clinic, Physical Rehabilitation and Cardiology Clinic, Pediatric Clinic, Education



# Suite Number

The suite number helps indicate which building and floor the clinic/department is located on.

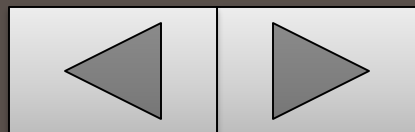
- The first digit in the four digit suite indicates the building number.
- The second digit in the four digit suite indicates the floor.
- Suite #4500 is on the 5<sup>th</sup> floor of Building 4 (Copper Zone).



# Zone/Building Number

The Zones assign a color to the buildings on campus and have variable number of floors.

- **Blue Zone** is primarily the inpatient areas and currently occupies two floors and contains the Madison Wing and Bridger Tower.
- **Green Zone** is building 1 and has two floors.
- **Gold Zone** is building 2 and has two floors.
- **Purple Zone** is building 3 and has three floors.
- **Copper Zone** is building 4 and has five floors and contains Spanish Peaks Tower.
- **Brown Zone** is building 5 and has five floors.

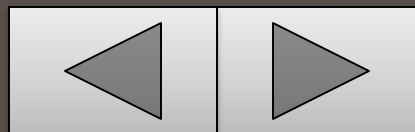




# Building Name

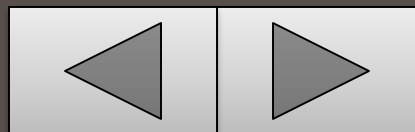
The Building Name helps differentiate the areas within the Zones.

- Blue Zone
  - Madison Wing contains Medical and Surgical Units
  - Bridger Tower contains the Critical Care Unit (CCU)
- Copper Zone
  - Spanish Peaks Tower contains the Second Cup, Perioperative Services, Home Oxygen, Advanced Medical Imaging, Women's Specialists and the Family Birth Center ( NICU, Labor and Delivery, Mother Baby and the Nursery)



# Floor Location

- It is helpful while wayfinding a lost guest to explain that the hospital campus is built into a hill.
- Locations like Highland Park Pharmacy appear to be on the ground level at the front of the hospital (from Parking Lot C) and are actually considered the second floor.



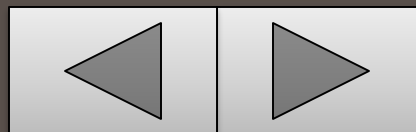
## Destination Name

Provide the full name for the Clinic or Department rather than the abbreviation or mnemonic.

- Internal Medicine Clinic (IM)
- Family Birth Center (FBC, NICU, LD and Mother Baby)
- Physical Rehabilitation (PT, OT and ST)

# Signs

- All exterior signs are coordinated with the correct entrance number and destinations to assist in arriving at the correct destination. All nomenclature is consistent with the approved name standards.
- All interior signs are coordinated with the correct zone/color to help a guest know which building they are currently in.



# Keeping the Environment Tidy and Clean

Picking up bits of paper or cans in the parking lots or outdoor campus and placing them in appropriate waste containers keeps our outdoor environment tidy. Doing this inside the hospital or clinics also keep things looking tidy and clean. This is not only helpful, it is appreciated by all.



# Smoke-free Campus

Bozeman Health has adopted a **tobacco-free environment** policy in order to protect the health and safety of all employees, patients, volunteers and visitors.

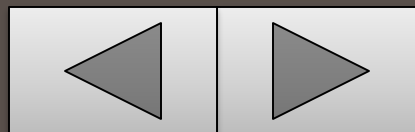
All Bozeman Health facilities and campuses are smoke-free. This means the use of cigarettes including e-cigarettes, cigars, pipes & smokeless tobacco by employees/staff, volunteers, contractors, students, vendors, patients and visitors is prohibited in facilities or properties of Bozeman Health.



# WORK ENVIRONMENT



BOZEMAN HEALTH



# Drug and Alcohol Abuse Awareness

- Bozeman Health is a drug free workplace.
- Our patients and staff deserve to be protected from harm and errors made from poor mental decisions.
- The first person to notice someone is having a problem may be others working with the person.
- If you notice something unusual, please call it to the attention of a manager immediately, so assistance to this person can be made.





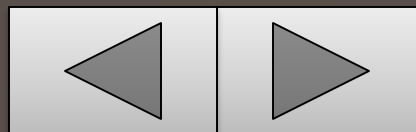
# Workplace Harassment or Violence

- Bozeman Health **will not tolerate workplace harassment or violence: verbal, physical, sexual, or other.**
- Bozeman Health desires to create a working environment that support the values presented in our mission and values statement.
- If an employee, student or volunteer feels he or she is the victim of harassment or violence, he or she must notify their immediate supervisor, manager, human resources or security as soon as possible.
- If the harassment involves a supervisor or manager, you should contact the Human Resources department.



## Safe Work Practices

- Prevention of back injuries and muscle damage due to repetitive use and/or improper lifting and moving of equipment or other heavy objects is a responsibility of each Bozeman Health worker.
- The appropriate use of assistive equipment, stretching exercises, or other ergonomic interventions can promote worker safety.



# Next Steps

We hope this course has been both informative and helpful.

You may now click the Take Test link above when you are ready to complete the requirements for this course. Upon completion of the test, you can view your test results, which will give you a summary of your performance.

If you have any questions please contact the Education department at 406-414-5018.

Additional department and job specific orientation and/or training will be coordinated by the department manager or supervisor.

