

# OSHA/JCAHO Overview for Volunteers

## Mission Statement

To be valued as a regional healthcare network provider of quality service by:

- Providing services in a personal and caring manner
- Anticipating and meeting the priority health needs of our communities
- Developing and promoting health awareness
- Maintaining technologically advanced equipment and systems
- Delivering cost-efficient services
- Promoting a work environment conducive to quality work practices

## Vision Statement

- To promote optimal health in our communities through networking of quality services in a socially, ethically and financially responsible manner.

## Emergency Codes

<b>PINK</b> – Missing Patient Or Visitor	Be suspicious of individuals with an infant or bag that could conceal an infant.
<b>250</b> - Alert Response	Immediately call hospital operator.
<b>RED</b> - Fire	Ask a staff member. If in immediate area of fire: <ul style="list-style-type: none"><li>• A – Announce or call out “Code RED”</li><li>• R – Rescue or evacuate anyone in immediate area</li><li>• A – Alarm. Pull the nearest fire alarm pull station or call 5555</li><li>• C – Confine the fire by closing doors</li><li>• E – Extinguish. If possible extinguish the fire using a portable fire extinguisher (know how to use the extinguisher)</li></ul>
<b>GRAY</b> - Bomb Threat	Ask a staff member and search your area for anything suspicious.
<b>YELLOW</b> - Tornado	Help staff move patients to the inner corridors
<b>GREEN</b> - Evacuate	Ask a staff member
<b>GOLD</b> - Hostage	Ask a staff member
<b>PURPLE</b> - Disaster Plan	Ask a staff member and offer to help
<b>ORANGE</b> - Hazardous Material Decontamination Plan	Send exposed person back outside to wait for you.  Take them to the ER and inform the ER Admitting personnel of the contamination.
<b>BLUE</b> - CPR	The CPR crash team should respond when code is called.

## Bloodborne Pathogens

- Make sure you use Standard Precautions at all times
- Know the procedure to report an exposure
- Understand all the bloodborne and airborne pathogens you may come in contact with and be comfortable in protecting yourself, your colleagues and your patients

## **Airborne Pathogens**

- Know how TB spreads --when an infected person coughs, talks, or sings.
- TB skin tests must be done annually.
- Isolation room doors should be kept closed.
- Check with the nurses station before entering an isolation room.

## **HIPAA Privacy & Security**

- A patient's health information is confidential, no matter what form that information is in (verbal, written, or electronic). The only reason to share that information with someone else, or to access it for yourself, is if there is a bonafide medical reason to do so with that person.
- Computer users that need access to systems containing electronic patient health information (ePHI) must have a unique user ID and password. All users should protect their passwords at all times. Never: share your password with a coworker, write it down for others to see, or use someone else's password.
- All computer activity is logged and audited on a regular basis.
- Security breaches must be reported immediately to the HIPAA Security officer.
- It is everyone's responsibility.

## **Electrical Safety**

- You need to know how to operate any equipment safely and report any electrical problems (frayed cords, overloaded sockets, etc.) to your on-site supervisor.
- Be familiar with the emergency power plan in your area.
- When working with electrical equipment, watch for hazards.
- Know who to call when you experience problems with equipment or utilities.
- Follow guidelines for lock-out/tag-out procedures in order to protect the safety of others.

## **Healthcare Safety/Security**

- Immediately report to your supervisor:
  - All accidents or injuries
  - All illnesses
  - Any unsafe conditions
- Smoking is allowed outdoors in designated areas only

## **Back Safety/Ergonomics**

- Take proper care of the spine.
- Get regular exercise for strength and flexibility of the body.
  - Avoid fixed or awkward postures
  - Always use proper body mechanics when sitting, standing or lifting
  - Avoid highly repetitive tasks
  - Avoid forceful exertions

## **Cultural Competence**

Refers to the ability to provide appropriate and effective medical care and services to members of various cultural groups, race, age, gender, sexual orientation. You must understand that some culture groups:

- are not clock-focused, being on time is relative  
(Hispanic/Latinos, Native American)
- The eldest male may have the final say in healthcare decisions for family members  
(African-American, Asian, East Indian, Hispanic/Latino, Middle Eastern, Native American, Sudanese)
- use herbal remedies, be aware of potential drug interactions  
(Anglo-American, African-American, Hispanic/Latinos)
- value religion, they need time and privacy to pray  
(African-American, Middle Eastern)
- avoid eye contact to show respect  
(Asian, East Indian, Native American)
- may agree with their provider out of respect, but not understand  
(Asian)
- value direct eye contact  
(Anglo-American, Hispanic/Latinos, Russian/Eastern European)

Culturally competent delivery of healthcare can contribute to:

- fewer diagnostic errors
- fewer harmful drug interactions
- greater patient compliance with medical recommendations

## **Abuse, Neglect, and Exploitation**

Immediately report to your supervisor:

- Physical assault  
(threat or use of force, causing fear of bodily harm)
- Rape
- Sexual molestation  
(nonconsensual sexual contact of any kind)
- Domestic abuse  
(violent and/or threatening behavior to gain control of the victim)
- Elder neglect or abuse, including exploitation  
(any form of mistreatment resulting in harm to an older person)
  - Physical Abuse
  - Sexual Abuse
  - Psychological Abuse
  - Financial Abuse or Exploitation
  - Medication miss-use
- Child neglect or abuse  
(failure to meet any of the basic needs of a child)

## Patient Safety

- What two patient identifiers do you use before any treatment, procedure or service? Verify patients name verbally and by arm band.
- Report **any** errors or omissions to your on-site supervisor
- How do you identify patients who are at high risk for falls?
- All **SRMC** patients who are a fall risk will have:
  - A **YELLOW falling star magnet on the door frame of their room.**
  - A **YELLOW Identification arm band.**
- All **TMC** patients who are a fall risk will have:
  - A **ORANGE dot on the arm band.**
  - A **ORANGE sticker on the chart.**
- All **RRMC** patients who are a fall risk will have:
  - A **YELLOW star on the door of their room.**
  - A **YELLOW Identification arm band.**
- If you see a patient climbing out of bed or up in the room and have a question about if they should be up, notify a nurse immediately.

## HAZMAT

- If you work with any chemicals, know how to protect yourself
- Locate the **Material Safety Data Sheets** for your area
- Know what to do for an exposure and how to report it

## Performance Improvement

- If you see a process or procedure that is inefficient or unsafe, report your findings to your on-site supervisor.

## Compliance Program

- Hospitals are required to maintain compliance with:
  - Federal and State laws and regulations
  - JCAHO (Joint Commission of Accreditation of Healthcare Organizations)
  - CLIA (Clinical Laboratory Improvement Amendments)
  - OSHA (Occupational Safety and Health Administration)
- To ensure compliance:
  - Take advantage of hospital sponsored education sessions.
  - Adhere to the guidelines and policies and procedures set forth by the hospital
  - Ask yourself questions like:
    - What's going on here?
    - Are there ethical, legal, or financial issues that need to be addressed?
    - Who can help me get the answers I need?
- Report any compliance issue you see to your immediate supervisor.

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- Sign the Confidentiality Statement and return it to Human Resources along with this form.
  - You have received the Standards of Performance
  - You have received Key Words at Key Times (as applicable)

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Don't forget to sign the Confidentiality Statement and return it to Human Resources along with this form.

**Name** \_\_\_\_\_

**Date** \_\_\_\_\_