

# 2023-2024 ANNUAL EDUCATION



## SECTION 1 of 2

**Please review FMOLHS ANNUAL EDUCATION. At the end of end of this section, acknowledge that you have read and understand and will abide by the standards included in this education.**

Date: 2023-2024

Every time you arrive at your work/service assignment, you have again made a choice to help someone. We are so fortunate that you have chosen to donate your time and your talents to The Franciscan Missionaries of Our Lady.

Everyone makes a difference every time you report for duty. The wealth of knowledge and experience you bring to our hospitals enrich us all. We may not be able to thank you all personally every time you come in, but please know you are appreciated every day.

### **OUR MISSION**

Inspired by the vision of St. Francis of Assisi and in the tradition of the Roman Catholic Church, we extend the healing ministry of Jesus Christ to God's people, especially those most in need.

We call forth all who serve in this healthcare ministry, to share their gifts and talents to create a spirit of healing– with reverence and love for all of life, with joyfulness of spirit, and with humility and justice for all those entrusted to our care.

We are, with God’s help, a healing and spiritual presence for each other and for the communities we are privileged to serve.

### Our Core Values

Service

Humility

Justice

Reverence &  
Love for Others

Joyfulness of  
Spirit

## THE CORE FOUR BEHAVIORS

Who we are called to be



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### Organizational Ethics

The Franciscan Missionaries of Our Lady Health System & its sponsored organizations have a clear sense of our organizational ethics which is how we ought to act.

#### Remember the Mission

As a faith-based, mission-driven organization, the following principles represent our organization’s expectations of both individual and corporate behavior.

- Anticipate customers' needs, expectations, and anxieties.
- Honor the privacy and dignity of patients and family members.
- Be empowered to proactively and creatively fulfill customer needs.
- Knock before entering rooms; pull curtains when appropriate
- Make personal image the responsibility of each individual.
- Demonstrate pride in appearance and grooming.
- Display name badge visibly above the waist.
- Always maintain professional behavior.

**Be of Service** - The privilege of reaching out to meet the needs of others. We serve those who need our care.

- Provide a safe environment for all who work and volunteer for or use FMOLHS.
- Resolve problems, either directly or through the appropriate resources.
- Acknowledge when customer needs have not been met and implement recovery strategies.
- Take the initiative to help each other – it's everyone's job. Meeting and exceeding our patients' needs is every team member's responsibility.

**Take Care of Resources**- We are honest in our daily work/service.

- Take pride in and be accountable to FMOLHS as if it were our own business.
- Take financial responsibility by caring for medical center property, working efficiently, and identifying opportunities for savings.
- We protect information.
- We abide by rules and regulations.
- Refrain from discussing patient information in public places.

### **Service Excellence Standards**

**COMMUNICATION** – At FMOLHS we listen to our customers and teammates to fully understand their needs. Our messages should be delivered with courtesy, clarity, and care. To that end we commit to:

- Acknowledge customers and teammates by listening attentively, maintaining eye contact, and speaking to them directly and respectfully.
- Use scripting such as, “How can I help?” or “I have time.” Avoid jargon. Use A.I.D.E.T. during patient/customer interaction.

**A – Acknowledge I – Introduce D – Duration E – Explain T – Thank You**

- Use proper telephone communication etiquette.
- Answer phone promptly.
- Answer using department name and your name (also use title in clinical areas).
- Maintain pleasant tone and ask permission to put someone on hold.

- Respond in a timely manner to patient and customer requests by following up and giving feedback.
- Keep personal conversations in private places, and do not gossip.
- Offer assistance to those who look confused. Escort, rather than point, patients, family members, visitors, and new staff to destination.

**ALWAYS help lost guests to find their way by walking them to their destination or handing them off to another team member.**

## AIDET

**AIDET** is a list of key words that remind us of what is expected from us as team members and staff when we interact with patients and family members.

- **A** = Acknowledge the patient, by their last name if possible.
- **I** = Introduce yourself, your job title, and any other relevant information that may put the patient more at ease.
- **D** = Duration of procedure. Describe how long the procedure will take, how long they're going to be there, how long they may have to wait for test results, etc.
- **E** = Explain the tests, any type of pain involved, what happens next, and so on. Connect key words with patient safety and "excellent care."
- **T** = Thank you. Thank the patient for their time and for choosing our hospital.

### **An important note to remember:**

AIDET is not just for caregivers. All employees, team members and others regardless of job title, should use this guideline to frame their interactions with others. Its purpose is to reduce anxiety among patients and families and to help establish expectations among colleagues.

## CULTURAL DIVERSITY/Competence

Culture is a set of characteristics shared by a group of people.

These values, beliefs, and practices are passed from generation to generation.

Culture affects all areas of life, including beliefs about health, nutrition, communication, birth and death. In the healthcare setting, cultural competency refers to the ability to provide appropriate and effective care to members of various cultural groups.

When you respect and appreciate someone's culture, you show respect for him or her as a person. Your patient is much more likely to meet his/her healthcare goals if care is planned in harmony with important cultural beliefs and practices.

## Identify Patients Correctly

Two/Three Identifier method helps you identify the right patient every time. It also matches the right treatment to the right patient. Use 2 patient identifiers for adult patients and 3 identifiers for pediatric patients. Confirm/verify that Patient Information on ID armband = Patient Information in Medical Record.

Inpatient Setting	Outpatient Setting	Pediatric Setting
<ul style="list-style-type: none"><li>» Patient's name</li><li>» MRN number</li></ul>	<ul style="list-style-type: none"><li>» Patient's Name</li><li>» Date of Birth</li></ul>	<ul style="list-style-type: none"><li>» Patient's Name</li><li>» MRN Number</li><li>» Parent/Guardian Bracelet</li></ul>

A patient's room number or physical location is not an allowed identifier because it may change.

## Communicating with Sensory Impaired Patients

Effective communication that meets the unique needs of sensory-impaired patients is an essential component of quality care and patient safety. Contact Patient Care Service if there is a need to communicate with a sensory impaired patient. This will be done at no cost to the sensory-impaired patient. Fortunately, Interpreter on Wheels means an interpreter is now just a button away.

## What are Service Animals?

**Service Animal:** any dog or miniature horse that is individually trained or is being trained to do work or perform a task for the benefit of an individual with a disability, including a

physical, sensory, psychiatric, intellectual, or other mental disability. The work or task(s) performed by a service animal must be directly related to the individual's disability.

This policy provides guidelines for service animals for a person with a disability our medical centers that are consistent with the American's With Disabilities Act (ADA) and Louisiana State Law.

There are only two questions we can ask the person with a disability to determine if the animal is a service animal:

- Is the animal required because of a disability, and
- What work or task the animal has been trained, or is being trained, to perform

**Note: If the need for the animal and/or its required task is obvious, no such questions may be asked such as a seeing eye dog for the blind.**

## **Service Excellence-Care for Patients and Visitors of Size**

Obesity presents challenges to physicians and patients. Weight bias can lead to prejudice and discrimination. Healthcare professionals can improve interactions by being sensitive to situations of embarrassment for individuals, such as weighing individuals in a private and sensitive manner, without judgmental commentary.

- Staxi Wheelchairs are located throughout the hospital and can accommodate persons up to 500lbs. (Refer to the top handle for weight limit on these wheelchairs.)
- If you are unable to find needed equipment, contact Patient Care Services.



## **Dementia and Alzheimer's Patients**

If you encounter a guest or visitor who may have dementia or is disoriented and you are unable to help them, seek the assistance of the House Manager or Security. When words do not work, people with dementia use "body language" to communicate what is needed.

## **Managing Death & Dying Patients**

For team members who may be involved with patients who are near or at the end of their lives and need to receive care that addresses their psychosocial, emotional and spiritual needs.

Reactions of the patient and the family in this situation depend on their religion, race, and culture. There must be conversations centered around patient and family needs at the end of life which can benefit the patients, their family as well as team members. Identifying such needs and communicating to all staff involved in the patient's care is one way to ease tension and anxiety.

- Ask about spiritual needs of the patient and family.
- Assist with comfort of visitors/communication resources.
- Provide empathy and understanding.
- Be attentive to cultural needs and privacy.

## **Suicide Risks and Prevention**

Whether by managing means or a specific job function, we all have a responsibility when it comes to suicide prevention. Different roles have different responsibilities when it comes to suicide prevention. It is the responsibility of every one of us to do our best and to do something with any information we might receive. At the very least, pass along any observations or information you may have if you suspect that someone is at risk of attempting suicide. Team members should notify their supervisor (which includes Charge RN or Unit Supervisor).

## **Patient Rights**

To improve care, treatment, services, and outcomes by recognizing and respecting the rights of each patient and by conducting business in an ethical manner. Every employee and volunteer are responsible for ensuring each patient's rights are protected.

Patients are entitled to certain rights regarding their care and treatment.

FMOLHS provides care, treatment and services with compassion and respect that fosters:

- Dignity and Autonomy
- Positive Self Regard
- Civil Rights
- Involvement in their Care

With patient approval, family members may become involved in care, treatment and service decisions. Patients can expect excellent care in a safe setting that contributes to positive image and access protective services such as guardianship and advocacy services.

If patients have questions or concerns about their rights, they can contact Patient Care Services at our medical centers.

## **Patient Abuse and Neglect**

**What should I do if abuse or neglect is suspected or witnessed during the patient's stay in the hospital?**

Notify the department supervisor or Patient Care Services IMMEDIATELY!

- **Patient abuse** is a threat to the individual's health or safety by physical, mental, and/or emotional injury, including sexual abuse or exploitation.
- **Neglect** consists of needs or lack of protection from abuse by the person responsible for the individual.
- **Sexual abuse/exploitation** is the contact or interaction of a sexual nature involving an incapacitated or dependent individual without that individual's informed consent.

**Possible indicators of abuse/neglect may include:**

- o patient states that abuse/neglect occurred
- o repeated and/or unexplained traumatic injuries
- o explanation of injuries is vague or refuses to explain
- o patient exhibits fear, withdrawal, or unnatural compliance in presence of caregiver
- o suspicious injuries, "doctor hopping," etc.
- o unusual delay in obtaining treatment for injuries.

Team members should notify their supervisor (which includes Charge RN or Unit Supervisor) to report the initial allegation of abuse/neglect and place consult for Case Management to follow up after the initial report has been made. This will be the same for outpatient areas as well.

**When a person is having a stroke, every second counts. And what you do in those critical moments can potentially help save someone's life.**

If you encounter a patient, visitor, or co-worker who exhibits any of the following symptoms, be prepared to act FAST as it could be a medical emergency. If a person is having heart symptoms, have them sit or lie down, whichever is more comfortable for them.

FAST (stroke) is an acronym used as a mnemonic to help detect and enhance responsiveness to the needs of a person having a stroke. The acronym stands for **Facial drooping, Arm weakness, Speech difficulties and Time to call emergency services**. An extension of the FAST acronym is **BE-FAST**: Balance, Eyes, Face, Arm, Speech, and Time.

If you or someone you know is exhibiting symptoms of Heart attack, seek medical attention immediately. Symptoms and severity vary from person to person. Some may not notice symptoms and if at all a very mild sign.

The most common warning symptoms may include:

- Discomfort in the chest region
- Pressure or tightness in the chest
- Pain or discomfort in the arm, back or neck region- usually on the left side
- Excessive sweating
- Shortness of breath, either on exertion or at rest
- Nausea
- Vomiting
- Dizziness

**CALL X6999 to report an emergency. If you are off campus, call 911.**

# Environment of Care and Safety Training

In an effort to promote a safe environment and in order to meet regulatory requirements, FMOLHS requires all employees, team members, contract employees, temporary employees and students to receive Environment of Care and Safety Training.

Topics that team members are trained in will consist of:

- Emergency Management, Life Safety, Security, Fire Safety
- Standard Precautions/ Infection Control/Isolation Rooms
- HIPAA and Patient Privacy

Every precaution is taken to ensure your safety while working at FMOLHS. The Quality Team reviews safety procedures continually. However, the ultimate responsibility is with you and your ability to cooperate and think clearly in an emergency. FMOLHS has established definite procedures to follow in time of emergency such as fire, local disasters, or bomb threats. Take time to learn these procedures. If you are fully prepared, you will be able to act quickly, which in certain situations can mean the difference between life and death.

The most important thing to remember in any type of emergency is to **KEEP CALM** and **NEVER RUN!** The simplest way to do this is to know in advance and to be familiar with all phases of your duties. **In the event of an emergency, follow the lead of an employee at the scene.**

## Back Safety & Lifting

Sitting or standing too long in one position. Sitting can be very hard on the lower back. Injury usually occurs when carrying or lifting objects with awkward or odd shapes. Poor postures that can contribute to back pain are caused by poor workstation layout and/or equipment design. It is very easy to injure your back, neck or legs while slipping, tripping, or falling.

### **How Do I Take Care of My Back?**

- Body Mechanics
- Proper Lifting Techniques
- Use appropriate equipment such as gloves, a cart, or a hand truck.
- Stretching for flexibility
- Correct Posture

### **Proper Lifting Techniques**

Get as close to the load as possible with your feet wide apart about shoulder width, with one foot slightly in front of the other for balance.

- Test the object's weight before lifting it.
- Ask for assistance from a team member.
- Have the object close to the body and put less force on the low back.
- Avoid rapid, jerky movements.
- Keep yourself in an upright position while squatting to pick up.
- Squat by bending the knees and hips.

- Do not hold your breath while tightening the muscles.
- Get a firm grasp of the object before beginning the lift.

## Reduce the Risk of a Falls

Take extra precautions:

- Wet Floors
- Frayed or loose carpets
- Electrical Cords
- Cluttered Area
- Rushing down the halls
- Improper Shoes

Many falls occur when patients or residents try to get out of bed either to go to the bathroom or walk around the room by themselves. Ensure call buttons are within reach of the patient and ensure the patient has a clear pathway to the restroom. Team members should never attempt to lift a patient! Request assistance from a clinical team member.

## Safety Event Reporting

- Safety Event Reporting is the first step in improving the quality and safety of the healthcare environment in our hospital. Report any unsafe condition to the department leader immediately.
- Clean up all spills immediately and completely. Don't leave any liquid on the floor for someone to walk through.
- Block off or place a warning sign in any wet or slippery area to keep people away from the area.
- Pay attention to your surroundings and walk at a pace that's suitable for the surface you're on and the task you're performing.
- Wear shoes with non-slip soles.
- Proper ergonomics/body mechanic principles should be applied in performing daily job responsibilities to reduce the risk of injury or illness. Proper lifting techniques include:
  - Plan your lift
  - Get help or make multiple trips with smaller loads
  - Pick up loads using your legs with your knees bent and your feet apart

## Disaster Preparedness and Emergency Codes

In case of emergency, all staff, team members and students are expected to know how to call for assistance.

To call in an emergency alert:

St. Dominic Hospital Main Campus 601-200-6999.

Offsite locations (such as Clinics, outpatient centers etc.) – call 9-1-1.

State your name, location and describe the emergency situation.

For example, if you are assisting with discharging a patient and he or she falls as they get out of the wheelchair and cannot get up:

1. **Call the appropriate emergency number**, as indicated above
2. **State your name and location:** This is Mary, I am in the main hospital at the information desk.
3. **Describe the situation:** a patient fell when getting out of the wheelchair and cannot get up. We need assistance. Do NOT attempt to lift or move a patient who cannot get up by themselves.

## Fire Safety Procedures-DR RED

In the case of fire, or sight or smell of smoke: Team members should maintain proficiency in this area by reviewing this information annually. Commit these acronyms to memory and act accordingly:

**Fire or Smoke (Code Red) – RACE**

- Rescue – Persons in immediate danger
- Alarm – Pull fire alarm & dial emergency #6999. Tell the operator your location and describe the situation. If not on main campus, call 911.
- Contain – Close doors & windows
- Extinguish – Use fire extinguisher
- 

**Fire Extinguisher Use – PASS**

Pull the pin.

Aim at the base of fire.

Squeeze handle to discharge

Spray in a sweeping motion

**“Know the location of the nearest fire pull box, the nearest fire extinguisher, and the closest exit.”**

## Emergency Codes

**CODE 99 Medical Emergency / Cardiac Arrest** Begin CPR (if appropriate) · Call the operator for the Code Team if you are in the main hospital #6999 · All offsite areas dial 911.

**DR RED Fire** Remember RACE and PASS · Find the nearest fire alarm pull station and fire extinguisher. · Review evacuation route posted for your area. · If evacuation is ordered, use safe techniques to move patients to safe areas.

**CODE ADAM Infant /Child Missing** (Possible Abduction) Monitor exits, Inspect bundles and suspicious packages. Notify security of suspicious persons or activity. Keep in position until relieved or Code is clear.

**CODE YELLOW** Patient fall. Call X6999 to report and give location.

**PERT** Emergency medical response team is needed when a patient experiences an unanticipated change in condition. Call X 6999 to report and give location.

**446 Security Alert** Patient or visitor behavior threatens safety of others. · Call #6999 to report and give location. If offsite, call 911. Keep unnecessary staff/visitors out of the area.

**SHOTS FIRED** / Hostage Patient or visitor threatens or attempts to use a weapon to harm others. · Take action to protect yourself and others. · Secure the area around you. Take cover and keep out of sight. · Contact authorities by dialing #6999 or 911 (offsite locations) as soon as possible.

Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

An Active Threat is a very dynamic situation, decisions on what to do in an Active Threat situation lie with YOU. There are three options you can take depending on the situation you are in: RUN, HIDE, FIGHT

1. **Run** - If there is an accessible escape path, attempt to evacuate the premises - If you can get out, do.
2. **Hide** - Shelter in Place is an option if you are unsure where the active shooter is located.
3. **Fight** - If evacuation and hiding out are not possible, use only as a last resort and if your life is at risk.

**CALL 911 WHEN IT IS SAFE TO DO SO**

**BOMB THREAT** If you receive the threat, remain calm. Collect as much information as possible from the caller. CALL 6999 to report the threat. Overhead announcement will be "Attention Please, the paging system is out of order."

**MASS CASUALTY** When any disaster plan has been activated · Follow your department's checklist. · Review the specific disaster plan. · Wear your ID badge. · Inventory supplies to determine if additional resources are needed. · Send all available staff to the Personnel Pool.

**SEVERE WEATHER EVENT** (Ex. Hurricane or Tornado) The announcement will be Attention Please Tornado Pre-Alert or Tornado Full Alert. Follow your department's checklist for severe weather alerts.

**IS/Telecomm Failure** Computer System failure or other Emergency that makes Computer Systems inoperable – notify PBX by available communications method.

## What is EMTALA?

Emergency Medical Treatment and Labor Act

The Emergency Medical Treatment and Labor Act (EMTALA) is a federal law that requires anyone coming to an emergency department to be stabilized and treated, regardless of their insurance status or ability to pay, but since its enactment in 1986 has remained an unfunded mandate.

- Anyone presenting to the Emergency Department requesting treatment for a medical condition is entitled to a medical screening examination (MSE)

## HIPAA Privacy & Confidentiality

The Health Information Portability & Accountability Act (HIPAA) regulates how a patient's privacy is protected. This federal law became effective April 21, 2005, and ensures that all patient health information remains confidential.

Guarding a patient's privacy takes many forms including paper, electronic, and oral information. Protected PHI (patient health information) include name, address, zip code, relatives' names, name of employer, birth date, telephone number, fax number, e-mail address, finger/voice prints, photographic image, social security number, medical record number, health plan beneficiary number, account number, certificate/license number, vehicle or other device serial number, IP address, and any unique identifier, character or code.

If a patient has chosen to keep their hospitalization confidential by opting out of the patient information system, you are obliged to uphold that decision. We do not call Admitting or the Nursing Unit to inquire about a patient's choice. If a patient does not appear in the system, they "are not here." Visitors may call a family member to inquire, but we cannot assist in finding a patient who chooses to maintain their privacy.

To assist in the fulfillment of that commitment, I understand I have an obligation to report any concern that I have of a real or possible violation of organization policy, federal and/or state laws and regulations, or ethical standards.

I understand that I may report these concerns to my supervisor, your local Compliance Officer, the Compliance Hotline at 888-400-4517 or connect to [fmlhsintegritylink.com](http://fmlhsintegritylink.com)

## What does this mean to you?

- Only access information that you need to do your job/service.
- Show compassion and concern without prying. Greet with “How may I help you?” rather than, “What brings you here today?”
- Never leave material containing PHI unattended.
- Dispose of confidential materials in shredder bin.
- Always log off your computer or minimize the program before leaving your work area. Turn off the screen if you step away.
- Most breaches in confidentiality occur with no harm intended through human error. Make sure that you are following the HIPAA standards by protecting the privacy of the patient.
- If you have questions or concerns, please contact your Supervisor. You may also contact the Compliance Hotline **1-888-400-4517**. All phone calls are confidential.

## Sexual Harassment

Sexual Harassment is defined as behavior characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation. Some pictures, images, jokes, language, and contact are called "inappropriate" for a reason. **If a behavior or interaction makes you uncomfortable or upset, please report the incident to your supervisor or the Human Resources Department.**

Sexual harassment can include:

- making sexual jokes, comments, or gestures to or about someone
- spreading sexual rumors (in person, by text, or online)
- showing someone inappropriate sexual pictures or videos
- touching, grabbing, or pinching someone in a deliberately sexual way
- pulling at someone's clothing and brushing up against them in a purposefully sexual way
- asking someone to go out over and over again, even after the person has said no

Not sure? Ask yourself, "Is this something I wanted to happen, or I want to continue happening? How does it make me feel?" If it doesn't feel right, talk to your supervisor or Human Resources.

## **Workplace Violence**

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. In most workplaces where risk factors can be identified, the risk of assault can be prevented or minimized.

### **New signage was installed across the Health System informing that we are a safe and healing environment.**

Our Health System is a safe and healing environment. Abuse of or workplace violence against healthcare staff will not be tolerated and could result in a FELONY conviction under R.S. 14:38 or other applicable criminal laws. We have ZERO TOLERANCE for weapons on our campuses.

## **Tips for Dealing with Workplace Violence**

- Understand the mindset of the potentially violent person.
- The person posing danger in crises due to some “triggering” event and is operating the bounds of acceptable behavior in both word and action.
- Be aware of the INDIVIDUALITY OF EMOTION. Not all people will act the same to every situation.
- Be aware that the person is acting on perceptions that are REAL TO THEM.
- The person has a compelling need to communicate his/her grievance to someone now! Please contact Patient the unit or department manager.

## **Recommendations for Team members**

- Evaluate each situation for potential violence when you enter a room or begin to relate to a patient or visitor.
- Be vigilant throughout the encounter.
- Don't isolate yourself with a potentially violent person.
- Always keep an open path for exiting-don't let the potentially violent person stand between you and the door.
- Remove yourself from the situation.
- Call hospital security for help. If off campus, dial 9-1-1 for emergencies.
- Present a calm, caring attitude.
- Don't match the threats.
- Acknowledge the person's feelings (for example, "I know you are frustrated").
- Avoid any behavior that may be interpreted as aggressive (for example, moving rapidly, getting too close, touching, or speaking loudly)

A person in crisis will respond favorably to someone who is:

- Willing to listen
- Understanding
- Worthy of Respect
- Non-threatening

## What should every team member know about Reporting Violent Incidents?

- This Organization has a Workplace Violence Prevention Program.
- You are encouraged to report all incidents of violence.
- Violent Incidents include Threats, Domestic, Bullying, Harassment, Intimidation, etc.
- Your Immediate Supervisor/ Manager is available to speak with you about any form of violence.

## What happens once an incident is reported?

- Security Services and Law Enforcement are immediately involved to investigate.
- Human Resources is notified.
- A Safety Parameter is Established.
- Protective Orders (PO) and Temporary Restraining Orders (TRO) are to be provided (if obtained).

Dial 911 for all emergency calls including injuries, assaults, or life-threatening occurrences.

## Infection Control

### Standard Precautions/Infection Control:

- Standard Precautions, Infection Control and Isolation guidelines prevent transmission of infections by washing hands, wearing Personal Protective Equipment (PPE) masks, gloves, gowns, and other measures to reduce the risk of infection. Team members must practice the same standard precautions that healthcare workers are required by law to follow. Team members will receive additional training relating to their specific assignment upon placement. Please see unit manager.
- When serving patients directly, you must wash your hands every time you enter or leave a patient room. Washing with soap and water, foam or other antibacterial gel is sufficient for entering and leaving the room.
- Always thoroughly wash hands after any contact with soiled materials.

- **REMEMBER:** Hand washing and personal hygiene are the most effective deterrents to the spread of infection in the hospital. Wash hands every time you enter or exit a patient room.

### **Hand Washing Basics:**

Wash hands with liquid soap. Waterless soap (such as Purell) is an acceptable alternative, hand washing dispensers are found throughout the hospital.

Wash for 20-30 seconds, rubbing well.

Pay special attention to creases, between fingers, rings, and fingernails.

Rinse well, keeping tips of fingers pointed down. Dry with a paper towel.

Use same towel to open door.

Wash before and after patient care, before and after eating, after coughing or sneezing, after bathroom visits, and before and after handling equipment or soiled linens.

To prevent the spread of infection, staff entering a room with a Contact-Plus Precautions sign must wear: Gloves, Gown and Wash Hands with soap and water.

### **Steps to Win the Fight against C. diff.**

C. diff is a germ (bacterium) that causes diarrhea and colitis (an inflammation of the colon) and can be life threatening. It can affect anyone. Most cases of C. diff infection occur while taking antibiotics or not long after taking antibiotics. C. diff is contagious, but you can keep others from getting it.

- Place the patient in a private room.
- Wear a gown and gloves each time you enter the patient's room.
- Wash hands with soap and water.
- The room requires special disinfecting.
- Soiled linen should be placed in purple bags.

### **COVID-19**

FMOLHS is committed to providing a safe and healthy workplace for all our team members.

Researchers believe that COVID-19 spreads primarily from person to person. This can happen when viral respiratory droplets expelled by an infected person enter the mouth, nose, or eyes of nearby persons. **Prevention Is the Best Protection.**

- **Get Vaccinated.** Receiving the COVID-19 vaccine is your best defense against spreading COVID-19 and becoming ill from any of its variants.

Thank you for completing this section of the FMOLHS Annual Education. Please print and complete your attestation and return it to your manager or contract staffing coordinator.

### Annual Education and Attestation

This attestation confirms that I have read and understood the information in this 2023-2024 Annual Education packet.

I understand that FMOLHS is committed to complying with all laws and with the highest ethical standards throughout the organization. I agree to abide by FMOLHS policies, and procedures including all compliance and HIPAA privacy and security policies and regulatory processes. I agree to maintain the confidentiality of patient information as required by FMOLHS in accordance with state and federal regulations.

Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Contract Company: \_\_\_\_\_  
Facility/Department/Volunteer: \_\_\_\_\_  
Date: \_\_\_\_\_

## **SECTION 2**

**Please review the FMOLHS Code of Conduct. Sign the Acknowledgement at the end of the Code of Conduct confirming that you have read and understand and will abide by the standards included in the document.**