



**A member of SSM Health
Student/Instructor Orientation/Annual Review**

Student/Instructor can locate / discuss the following:

- Location of the department and other departments they will be interacting with
- Equipment they will be using
- Supervisors and staff they will be working with
- **To notify switchboard of any emergency situation at any of the Greater Fond du Lac Ministries (also known as Agnesian HealthCare) (hospitals and attached clinics); dial 1-2-3-4 (off-site locations dial 911)**

MISSION

Through our exceptional healthcare services we reveal the healing presence of God.

VALUES

Compassion: We reveal the healing presence of God through compassionate care focused on the fullness of the person.

Respect: We respect life at all stages and promote the dignity and well-being of every person.

Excellence: We provide exceptional care and service through employees and physicians dedicated to our Mission.

Stewardship: We use financial, human and natural resources responsibly and care for the environment.

Community: We cultivate relationships that inspire service and promote justice in our organization and throughout our communities with special concern for the poor and marginalized.

CULTURAL DIVERSITY & SENSITIVITY

Cultural diversity encompasses more than ethnicity or the color of one's skin. It relates to generational differences and socioeconomic issues as well as ethnicity. *Be open-minded and respectful toward other's beliefs, values and practices.* This will help you and your patients feel more comfortable. People may belong to many different cultural groups. The culture of health care in the United States has its own beliefs, values and practices that may not be shared by all patients. Avoid making judgments about the patient's beliefs and practices, consider similar practices and beliefs that you may have and ask questions to help you learn about the patient's view of their illness and care. **Language Line** is the preferred method of interpretation in the Greater Fond du Lac Ministries (see the Language Line policy). An interpreter should be offered/provided to any patient or customer that speaks English as a second language. Follow the Interpreter policy and use the interpreter list found on the intranet. Interpreters for the hearing impaired are available as well. There is more to communication than just language. Other aspects of communication that may be influenced by culture include: directness, gestures and facial expressions, distance, touch, forms of address and degree of formality.

WORKPLACE VIOLENCE

It is the intent of SSM Health & the Greater Fond du Lac Ministries to provide a safe workplace for all student/instructors and employees. SSM Health does not tolerate any type of workplace violence committed by or against student/instructors, employees, or volunteers. Student/instructors, employees and non-employees are prohibited from making threats or engaging in violent activities. Examples of workplace violence include, but are not limited to:

- Verbal abuse such as name calling and putdowns
- Causing physical injury to another person
- Making threatening remarks
- Surveillance/stalking
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging of SSM property or property of any student/instructor or associate.
- Possession of a weapon while on company property or while on company business

- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Any potential dangerous situation must be reported immediately to the clinic administrator or the Human Resources department. Reports can be made anonymously and all reports will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed on a need-to-know basis.

NON-VIOLENT, INCLUSIVE LANGUAGE

We all use common phrases in our everyday speech, but have you ever really thought about the words that make up the phrases that you use? As our language has evolved, many of these common phrases have come to incorporate words that would be otherwise violent in nature or which are not inclusive with respect for others. We ask that you think about the true nature of the words you speak each day and choose to replace those violent or non-inclusive words with terms that better reflect our culture of healing and compassion. Two of the core values at SSM Health are compassion and respect. We reach out with openness, kindness, concern and we honor the wonder of the human spirit. Non-violent and inclusive language builds on a belief in treating other people with compassion and respect and in healthy communication that builds trust and connection between people. The goal isn't to prohibit certain words or phrases, but to think about and be aware of what we say. Awareness is our ultimate goal. There is not policy that requires staff/physicians to use non-violent and inclusive language, but it is hoped that we think about the words that we use.

Examples of non-violent language:

Common Phrase	Better Choice
Bullet Point	Dot Point
Killing time	Wasting time
Give it a shot	Give it a try
Traffic was murder	Traffic was a mess
Take a stab at it	Give it a try
Execute a plan	Carry out a plan
Beats me	I don't know
Set a target	Set a goal
Shoot me an email	Send me an email
Take your best shot	Try your best
Punch the time clock	Clock in
See you guys later	See you later
Hi guys	Hi everyone
Pick your battles	Don't sweat the small stuff
When push comes to shove	When it comes down to it
Blown away	Astonished
Blow up in your face	Failed attempt

TOBACCO-FREE FACILITIES

It is the policy of the organization to provide a tobacco-free environment. **Tobacco use is not permitted in any area or on any of the Greater Fond du Lac Ministries of SSM Health grounds.**

National Patient Safety Goals

The National Patient Safety Goals were established by the Joint Commission in 2002 to address specific areas of concern related to patient safety. Half of all harm events are preventable. These goals were established to promote safe patient care. To review these goals please go to [Joint Commission](#)

UNIVERSAL PRECAUTIONS/STANDARD PRECAUTIONS

Standard precautions are a way of protecting healthcare student/instructors from direct contact with possible infectious material. Under Universal Precautions/Standard Precautions, the blood and certain other body fluids of ALL patients are considered possibly infectious. The correct personal protective equipment (PPE), which may include gloves, gown and head and/or foot coverings, should be used in accordance with Universal Precaution/Standard Precautions Guidelines. Personal protective equipment is required whenever potentially infectious material may be generated and eye, nose or mouth contamination can be reasonably anticipated. Student/instructors need to know where this PPE is kept in their work area. If an N95 Respirator is going to be used, fit testing must occur annually. The PAPR is the preferred method of respiratory protection within the Greater Fond du Lac Ministries of SSM Health.

BLOODBORNE PATHOGENS

Anyone whose job puts them in contact with possible infectious material such as blood, semen, amniotic fluid and fluid from around the lungs, heart and joints, is offered the hepatitis B vaccine free of charge.

BLOOD AND BODY FLUID EXPOSURES

If you are directly exposed to blood or other body fluids (e.g. needle stick), immediately clean the area with soap and water. IMMEDIATELY notify your Department Chief/Clinic Administrator/Director and follow the Blood and Body fluid Exposure Policy.

QUESTIONS RELATED TO BLOOD BORNE PATHOGENS MAY BE REFERRED TO THE INFECTION PREVENTIONIST AT **920-926-4796**.

CODES AND ALARMS:

In response to a request from the Wisconsin Hospital Association, all emergency codes within the Greater Fond du Lac Ministries of SSM Health are in plain language. This will make the emergency as well as the response required clearer to all involved and ensure that this is a safe place for student/instructors, employees, patients and others utilizing our facilities.

DISASTER PREPAREDNESS – “IMPLEMENT EMERGENCY OPERATIONS PLAN”

In the event of an internal/external disaster, student/instructors in each department should refer to the Safety Manual and their department specific procedures to guide them in the response. There will be an overhead announcement identifying the code by announcing overhead “Implement Emergency Operations Plan” with a descriptor...Surge Level, Evacuation, etc.

FIRE SAFETY – Fire Alarm + Location

Run the RACE for Safety: Fire is fast – it spreads quickly. A small spark can cause a room to fill with smoke or start a blaze in seconds to minutes. Take time to investigate any suspicious smell or smoke at once. The first three minutes after a fire is detected are critical.

Remember: *Any Student/instructor should report Fire or suspicion of Fire.*

RESCUE patients: Remove them from immediate danger; move to a safe fire zone. Clinic - evacuate.

ALARM: Activate the alarm by pulling down on the nearest fire alarm box, dial **1234** and announce “**Fire Alarm**” with the location of the Fire Alarm). Call 911 in the satellite locations.

CONTAIN or confine the fire by closing the door to the fire’s location.

EXTINGUISH the fire or evacuate as needed: The *System Fire Response Team* is directed by policy and training to respond to the scene of the fire with extinguishers.

Satellite Facilities: Remove patients from danger, close the door to the location of the fire, report the fire by dialing **911**, and evacuate building, gather in a designated safe location and make a head-count. Do not re-enter the building.

Student/instructor Responsibility in a Fire Response:

Your task is to identify and correct hazards, know the location of nearest fire alarm and extinguisher, and know the acronym **PASS:** (fire extinguisher rules)

- **P**ull the pin
- **A**im at the base of the fire
- **S**queeze the handle

- Sweep side to side

CODE Heart (cardiac/respiratory arrest or other medical emergency)

Remember: Any student/instructor should report a Code Heart.

- Call the switchboard Operator by dialing **1234** or press the Code Heart button if available in your department or on your unit.
- Report Code Heart and the location of the Code Heart.
- Any student/instructor trained in cardiopulmonary resuscitation will initiate CPR. The Code Team will respond to code events at St Agnes Hospital/FDLRC.
 - At WMH & RMC, all available trained staff will respond to in-house codes and only Hospital Coordinators will respond to Code Heart in Surgery or MRI vans at WMH.
 - At SAH-FDLRC, the Code Team will respond.
- Code Heart Adult is called on any adult over the age of 18
- Code Heart/Pediatric is called on the following age group; infant discharged from the nursery to the age of 18.

Satellite Facilities: Call 911 and initiate CPR.

CODE Heart/Newborn: Cardiopulmonary Arrest in NURSERY

- Remember: Any student/instructor should report a Code Heart/Newborn.
- Call the switchboard operator by dialing **1234**.
- Report Code Heart/Newborn and the location (Nursery).
- Any student/instructor trained in cardiopulmonary resuscitation will initiate CPR. At SAH-FDLRC, the Code Team will respond.
- At RMC & WMH, all available trained staff will respond to in-house codes.

Code Stroke; signs and symptoms of a stroke have been observed.

- Any student/instructor may call a code stroke
- Call the switchboard operator by dialing **1234**
- Report the location of the code stroke.
- The Stroke Team will respond.

CODE MEDICAL– Medical Emergency, Grounds; Person (not an inpatient) who needs immediate medical attention who has a pulse and is breathing

- Any student/instructor can initiate a Code Medical.
- Call the switchboard operator by dialing **1234**.
- Report Code Medical and the location of the Code Medical.
- At SAH, the Code Medical Team will respond.
 - If the code medical is on the grounds, and the victim cannot get up independently, 911 will be called and the victim will be transported to the ED via ambulance.
- At RMC & WMH, the Hospital Coordinator, ER designee and any free staff will report to the location of the Code Medical. At WMH during the day shift, Plant Services will respond with hand held radio.
- Code Heart may be called on any person without pulse or respirations regardless if they are a patient or not.
- In the satellite clinics, 911 is called.

Security Alert with Location – Emergency Security Response / Violence

- Any student/instructor can initiate a Security Alert if they are feeling/being threatened or if someone is becoming violent.
- Call the switchboard operator by dialing **1234**.
- Report Security Alert and the location of the alert.
- At SAH-FDLRC, the Security Alert Team will respond.
- At WMH and RMC, the Hospital Coordinator and available Plant Services staff will proceed to the location.
- In the clinic 911 is called for assistance.

Missing Person/Adult- Adult elopement (missing adult)

- Any student/instructor can initiate a Missing Person/Adult
- Call the switchboard operator by dialing **1234**.
- Report Missing Person/Adult
- Operators will notify law enforcement.
- Description will be broadcast to departments via hand held radios as soon as available for all missing persons.
- All student/instructors and staff will be observant for suspicious individuals.

- Notify switchboard of suspicious activity.
- Suspected elopement patients/residents should be approached cautiously and assisted back to their respective units/residences. Assistance will be on call as necessary.
- Do not agitate or force an eloped patient/resident – student/instructors that are familiar with the client will determine the best way to proceed

Missing Person/Infant – Infant Abduction-Nursery

- Any student/instructor can initiate a Missing Person/Infant.
- Call the switchboard operator by dialing **1234**.
- Report Missing Person Infant.
- Operators will notify law enforcement.
- Student/instructors and staff will go to designated observation positions.
- All student/instructors and staff will be observant for suspicious individuals.
- Note identifying characteristics.
- Notify switchboard of suspicious activity. Do not attempt to detain someone if they are resistant.

Missing Person/Child – Pediatric abduction

- Follow the same process for Infant Abduction - except look for a child.
- In the satellite clinics, 911 should be called and an immediate search

Security Alert: Active Threat – Hostage Situation

- Any student/instructor can initiate a Security Alert/Active Threat if they observe a hostage situation.
- Call the switchboard operator by dialing **1234**.
- Student/instructors are to remain away from identified location to prevent further injury. In addition, patients/clients should not leave the area until an *all clear* has been announced.
- If there is a shooter in the building, an announcement will be made overhead. The student/instructor should do one of the following;
 - **Run**; leave the area and the building if it is safe to do so.
 - **Hide**; lock yourself in a room and barricade the door. Turn off the lights and your phone. Do not come out until the Authorities have given the clear to do so.
 - **Fight**; find something in the area that can be used as a weapon (fire extinguisher, stethoscope, etc) and use it on the shooter if attacked.
- At RMC and SAH-FDLRC, authorities will take charge. At WMH, the Hospital Coordinator will respond to the location.
- In the clinic 911 is called for assistance.

WEATHER WARNING PLAN

- *Weather Watch*: A Watch is announced when a potential exists for a tornado or a wind damaging storm: It is announced to alert student/instructors to the possibility of having to take future action.
- *Thunderstorm warning* is to inform student/instructors of precautions to be taken and that a thunderstorm warning can quickly develop into a tornado warning.
- *Tornado Warning* is used to alert staff that a tornado has actually been sighted in the area. Student/instructors should do the following
 - Move patients, whose conditions permit, away from windows and into the corridors.
 - Patients who cannot be moved should be protected from flying debris. Move beds to inside walls of patient rooms, pull shades and curtains around beds, and cover patients with blankets.
 - Visitors, Student/instructors and Staff not involved in patient care should move to the basement of the building.

Satellite Facilities:

- Severe Weather: Listen to the emergency radio network station for weather up-dates on changing weather conditions; be prepared to act.
- Tornado Warning: Patients, Visitors, Student/instructors and Employees should move to the interior of buildings, away from windows or move to the basement if one is available. Take a battery-operated radio and flashlight, and listen to weather up-dates: Remain until the warning has ended.

Security Alert/Building Threat – Bomb Threat

A student/instructor who receives a bomb threat by phone should:

- Note the exact time of the call.
- Keep the caller on the line as long as possible.
- Under no circumstances terminate the call.
- Speak slowly.
- Ask the caller to repeat the message.
- Ask the caller the exact location of the bomb.
- Ask the caller when the bomb will explode.
- Pay particular attention to any background noises on the phone.
- Immediately notify the Switchboard (**1234**) or **911**(satellite clinics) after receiving a bomb threat.
- Complete the Bomb Threat Report Form.
- Student/instructors should assist in a search only under the direction of local authorities.

Satellite Facilities:

- Follow the same directions except call 911, evacuate and take directions from authorities.
- Student/instructors should search a satellite facility only under the direction of authorities.
- All Bomb Threats should be reported to the Safety Officer: 926-4756.

Decontamination Alert – Hazmat Situation

- Any student/instructor can initiate a Decontamination Alert.
- Call the switchboard operator by dialing **1234**.
- Student/instructors are to remain away from identified location to prevent exposure to the hazard(s).
- At WMH, the Hospital Coordinator will respond to the location.
- In the clinic 911 is called for assistance.

AGNESIAN HEALTHCARE EMERGENCY – Notice to Evacuate

- Directions for evacuation will be provided when this alert is called.

HAZARDOUS MATERIALS

A hazardous material is any solid, liquid, semi-liquid or gaseous material that could be a risk to your health or the environment:

- Material Safety Data Sheets (SDS) - These describe the characteristics, safe handling, and health hazards of toxic substances. SDS are located on the SSM Intranet; Application Launching Pad.
- Labeling – Toxic substances in your work area must be labeled with the chemical (or product name and hazard warning).

Your responsibility as a student/instructor:

- Locate the SDS sheets and familiarize yourself with SDS specific to your department; review the list of toxic substances in your department and how to read the SDS and labels with your clinic representative.
- Plant Services maintains a library of all SDS sheets for WMH.

OCCURRENCE FORMS

An Occurrence is defined as a potentially harmful event that occurs to a patient, volunteer, visitor, or property that puts the party at risk. This could be a safety hazard, hazardous substance spill, a fall, or any event or situation that is not a natural consequence of, for instance, the patient's treatment; it could result in an injury. An Occurrence Form/COMPASS must be completed even if there is no evidence of injury. All Occurrences are investigated by Clinic Administrators/Directors to determine opportunities for improvement. As SSM Health embraces a just culture, occurrences may be reported anonymously.

HEALTH CARE FRAUD AND ABUSE

SSM Health wants to find and stop health care fraud and abuse and takes its responsibility seriously to protect the integrity of the care provided.

Fraud is defined as any deliberate and dishonest act committed with the knowledge that it could result in an unauthorized benefit to the person committing the act or someone else who is similarly not entitled to the benefit.

Examples of healthcare fraud are:

- Misrepresentation of the type or level of service provided;
- Misrepresentation of the individual rendering service;
- Billing for items and services that have not been rendered;
- Billing for services that have not been properly documented;

- Billing for items and services that are not medically necessary;
- Seeking payment or reimbursement for services rendered for procedures that are integral to other procedures performed on the same date of service (unbundling);
- Seeing increased payment or reimbursement for services that are correctly billed at a lower rate (up-coding).

Abuse is defined as practices that are inconsistent with accepted sound fiscal, business, or medical practices, and result in an unnecessary cost or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care.

- Misusing codes on a claim;
- Charging excessively for services or supplies; and
- Billing for services that were not medically necessary.

Both fraud and abuse can expose a student/instructor to criminal and civil liability.

How Can I Help Prevent Fraud and Abuse?

- Ensure accuracy when submitting bills or claims for services rendered;
- Submit appropriate Referral and Treatment forms;
- Avoid unnecessary drug prescription and/or medical treatment;
- Report lost or stolen prescription pads and/or fraudulent prescriptions; and
- Report all suspicions of fraud by contacting one of the following:
- REMEMBER: The Corporate Responsibility Process tells us who to ASK. If you have a question or concern about any process or activity being ethical, legal or in regulatory compliance or become aware of a situation that may have resulted in the breach of PHI, ASK any of the following:
 - Your supervisor
 - A senior manager
 - Your HIPAA/CR Leaders are – Kerry Feutz (920) 926-4178 and Sara Millar (608)294-3839
 - System Vice President–Corporate Responsibility, Mindy Phillips (314) 989-2647
 - Online at www.CRPHelpLine.EthicsPoint.com – Anonymous Compliance Reporting Website
 - Write SSM's Regional Manager of Corporate Responsibility – 430 E. Division Street, Fond du Lac WI 54935

What should you do if you suspect or have knowledge of fraud and abuse?

All student/instructors, subcontractors and vendors are required to report concerns about actual, potential or perceived misconduct to the SSM Corporate Responsibility Department at the numbers/addresses noted above.

What happens to me if I report a concern?

SSM takes its responsibility to protect your reporting of actual or suspected fraud and abuse seriously. No employee may threaten, coerce, harass, retaliate, or discriminate against any individual who reports a compliance concern. To support this effort, AHC has enacted zero-tolerance policies and annually trains all personnel on their obligation to uphold the highest integrity when handling compliance related matters. Any individual who reports a compliance concern has the right to remain anonymous and Agnesian commits to enforcing this right. In an effort to deter these and other instances of fraud and abuse, the Compliance Department performs validation audits of claims and medical record documentation.

In addition, the SSM Corporate Responsibility Department investigates detected outliers and other deviations from standard practice as well as all allegations of health care fraud and abuse that it receives. The Corporate Responsibility Department, in coordination with the Legal Department, reports substantiated allegations to the appropriate regulatory authorities who may, in turn, perform its own fraud and/or abuse investigation and take action against those who are found to have committed health care fraud and/or abuse.

Please review the Office of Inspector General “A Roadmap for New Physicians – Avoiding Medicare and Medicaid Fraud and Abuse”. This document can be found at <http://oig.hhs.gov/compliance/provider-education/index.asp>.

Additional learning on this topic may be assigned on an annual basis.

CONFIDENTIALITY

SSM Health has a legal and ethical responsibility to safeguard the privacy of all patients and protect the confidentiality of their health information. Health information should not be accessed or communicated with anyone who does not need to know the information. ***In addition, staff, student/instructors, volunteers and students should be extra careful not to discuss sensitive health information in open areas where it can easily be heard by visitors and others.***

- Patients that request not to be listed in the hospital directory will be noted as NFC (not full consent).
- Bedside charting should not be left in a visible position.
- Keep all computer passwords confidential.
- Sign off computer programs when leaving the terminal.



A MEMBER OF SSM HEALTH

ORGANIZATIONAL CODE OF ETHICS & COMPLIANCE

SSM Health has and operates in accordance with an Organizational Standards of Conduct to address ethical behavior in all business practices especially the areas of marketing, admission, transfer, discharge, billing practices and relationships between Agnesian HealthCare a member of SSM Health and its staff to members of other health care student/instructors, vendors, governmental bodies, educational institutions, and payers.

We have a Corporate Compliance program:

- To ensure that we protect our organization, employees and customers
- To provide policies to assist employees in doing their job effectively
- To preserve the level of integrity that SSM Health is known for
- To promote the continued effort to do the right thing
- To maintain effective internal controls that promote adherence to legal and ethical standards
- To promote detection, prevention and resolution of illegal or unethical conduct.

If you have concerns, please contact your supervisor or Kerry Feutz (Regional Manager of Corporate Responsibility) at ext. 4178.

You may leave a confidential anonymous message on the CPR HelpLine

- 1-877-4CRP-ASK:
- www.CRPHelpLine.EthicsPoint.com

With my signature, I am acknowledging I have reviewed this information. I understand the information as presented and I am aware that any questions or concerns can be communicated to either Human Resources or the Compliance Officer. This information will be reviewed a minimum of once annually.

Student/Instructor Signature

Date

Print Name

Date



CONFIDENTIALITY AGREEMENT:

- In the performance of duties I may have access to confidential information. I understand that I am obliged to maintain the confidentiality of this information at all times, both at work and off duty.
- I may not divulge patient information to parties without proper authorization, access information that is not necessary to perform my duties with the System or discuss a patient's medical information with someone not directly involved in that patient's care.
- I understand that I am not allowed to access my own patient care records, or those of any of my family members or friends, without following proper release of information or record viewing procedures.
- I further understand that I could be subject to legal action, including but not limited to lawsuit for invasion of privacy or unauthorized access or disclosure of patient health information.

Student/Instructor Signature

Date

Print Name

Date