



Important information for all staff to know!

Mission Summary

We heal, we teach, we discover, we care
...we touch Maryland's life every day.

- Be prepared to talk about how **you** contribute to the organization's mission.

Behavioral Standards

Accountability: We commit to take ownership of all that we do and responsibility for the outcomes of all our actions.

Appearance: We commit to respect our personal appearance, work environment and all areas visible to patients and customers.

Communication: We commit to clear, open, honest and timely communication.

Respect: We commit to treat others as they would want to be treated.

Service: We commit to provide our patients, families, visitors and co-workers with courteous, prompt and safe service.

Customer Service Standards

These are the hospital-wide customer service standards:

W - Welcome customer by identifying yourself.

E - Engage customer by asking how you can help.

C - Communicate with patients/families, physicians and co-workers.

A - Address customers' needs.

R - Respect individual values and cultural differences.

E - Educate customers.

Security

All visitors and staff should wear the appropriate ID badge. If you see a person who does not appear to have a purpose in your area, ask if you can direct them to the area they need. If someone is not displaying an appropriate badge please refer them to the guest services desk. If you believe someone is a security risk, please call Security at ext. 8-8711.

Employee Injury/Exposure

Report all needle injuries and exposures to blood or body fluids immediately by calling 8-BEEP (2337), then enter STIK (7845). You will then be contacted with the information you need.

- If you are exposed to an infectious illness, contact Infection Control at ext. 8-5758.
- For all other job-related injuries, notify your supervisor immediately. Complete the Employee's Report of Injury or Illness, and seek medical care at Employee Health Services, T1R05, 7 a.m. - 4 p.m. After 4 p.m. or on weekends/holidays go to the Adult Emergency Department, ground floor of the Weinberg building. Bring your injury report and ED discharge instructions to Employee Health Services on the next business day.

Patient Safety Concerns

Hazardous Materials

Material Safety Data Sheets (MSDS) are fact sheets that describe the possible health effects, first aid information and the clean up procedures for spills of all hazardous materials used at the Medical System. *An MSDS should be posted in every area where hazardous materials are stored.* Also:

- If hazardous materials spill, inform your supervisor immediately and call ext. 8-2911 for assistance.
- If the spill presents a risk to staff, patients or visitors, evacuate the area and enact the procedures for a fire emergency (see **RACE**).

Fire Safety

If you discover a fire or smoke, **RACE**:

R—Rescue everyone by moving them to a safe area.

A—Alert the fire department by pulling the alarm and calling ext. 8-2911 "**Code Red**" and give the location.

C—Confine the fire by closing doors and windows.

E—Extinguish the fire, if possible. If not, **Evacuate**.

- Do not store equipment in the hallways, in front of fire exits, or in the stairwells.
- Never prop open fire doors.
- Know the location of the fire exits and fire extinguishers in your area.

Fire Alarm Signals

North Hospital	2 bells
South Hospital	3 bells
Gudelsky, MRI	4 bells (and voice alarm)
Psychiatry	5 bells
Shock Trauma	7 bells
Weinberg Building	Voice alarm
29 S. Greene St.	Horns (and voice alarm)
701 W. Pratt	Horns
Frenkil building	Horns
Paca/Pratt Building	Horns

Fire Extinguisher

When using a fire extinguisher remember **PASS**

Pull the pin

Aim the nozzle

Squeeze the trigger

Sweep from side to side at the base of the fire.

Smoking – Tobacco-Free Environment

To ensure a safe and smoke free environment for our patients, visitors and staff, no smoking is allowed anywhere on Medical Center property. People who wish to smoke should be directed to the designated smoking areas outside the Medical Center grounds.

- Talk to your immediate supervisor or charge nurse
- Talk to your manager/supervisor or director about problems that recur and/or show a pattern
- If your concerns are not resolved or addressed, call the patient safety hotline – 410-328-SAFE or 8-SAFE
- You may also call concerns to The Maryland Office of Healthcare Quality – 410-402-8016 or The Joint Commission – 1-800-994-6610

Patient Privacy

Do not discuss patient conditions in public places (e.g., elevators, cafeteria, hospital lobby, and hallways).

- Keep patient information on a "need to know" basis. Share information with staff who need to know for treatment, payment, or UMMC operations.
- Locate fax machines used to send or receive patient information in places that are not easily accessible to patients, family members or visitors.
- Keep patient information out of public view (e.g., covered in fax machines or in/out baskets, face down).
- Transport patient information face down, covered, or preferably in envelopes.
- Remove paper records with patient information from meeting rooms or public areas after use.
- Keep computer screens out of public view and log off of the computer when done.
- Make sure patients are properly covered when they are transported.
- Close doors and draw the curtains around patients when they are receiving care.

Office of Corporate Compliance

Hotline 1-877-300 DUTY (3889) or go to www.reportit.net.

Please contact the Compliance Hotline to ask a question and/or report a concern regarding :

- Business practices
- Patient care issues
- HIPAA—patient privacy and confidentiality
- Safety
- Documentation
- Staff licensure
- Conflicts of interest
- Pharmaceutical distribution and handling
- Patient and vendor gifts
- Patient leave of absence
- Billing and reimbursement
- Honest communication

The Compliance Office is here to support staff, and there is no retaliation for reporting a concern.

Impaired LIPs or co-workers

The Medical Center strives to maintain a drug-free workplace. If you suspect a licensed independent practitioner or co-worker is impaired, report it to your manager immediately.

Infection Control

Hand hygiene is the single most important procedure to protect patients, visitors, and health care workers from acquiring infections. Alcohol-based handrubs are available and can be used instead of soap and water except when hands are visibly soiled.

- Avoid contact with patients' body substances by wearing protective attire (e.g., gowns, gloves, masks, goggles).
- Avoid recapping used sharps or syringes.
- Always dispose of syringes and other sharps by putting them into the proper containers.

Store clean and soiled linens separately.

Emergency Preparedness

You will be notified by phone, beeper or hospital-wide announcement that the hospital emergency plan has been activated.

- Understand the actions you are expected to take in the event of an internal or external emergency.

Improvement Methodology

Plan

What do you hope to accomplish with the change?

Plan for the collection of data.

Do

Carry out the change or test.

Collect data.

Study

Complete analysis of data

Summarize what was learned

Act

Adapt or abandon change based upon knowledge gained.

Are we ready to implement?

Plan for next cycle.

All staff need to be engaged and familiar with PI projects and initiatives going on in their unit.

Code Pink

- If a child or infant is determined missing, a CODE PINK will be overhead paged.
- If a Code Pink is called, be aware of anyone looking suspicious, carrying an infant instead of pushing a bassinet, carrying a tote or duffel bag.
- If you see a suspicious person, get a good description and call security STAT—8-8711.

Utility Outage

If there is an electrical or water outage, notify your supervisor and then call ext. 8-5174.

- Know the location of the emergency shut-off valves for medical gases in your area.
- Note that emergency electrical outlets are red.



**IMPORTANT INFORMATION FOR STAFF
ACKNOWLEDGMENT**

This form contains my acknowledgment that I have received Important Information for Staff. I understand that by signing this acknowledgement form I agree to read and become familiar with this document.

I understand that this document provides important UMMC as well as Life Safety information that is necessary to provide a safe environment for all who come to the Medical Center.

Acknowledgment

By my signature below, I acknowledge I have read and understand the contents of this document, Important Information for Staff.

Print Name

Employee Signature

Date