



Sanford Health Orientation

Student Edition

Our Mission

Dedicated to the Work of Health and Healing

Our Sanford Vision

Improving the human condition through exceptional care, innovation and discovery.

Student Orientation to Sanford Health

You are responsible for reviewing this orientation material prior to your experience at Sanford Health. This information is your orientation to Sanford Health. These guidelines are for your safety, as well as for the safety of our patients and staff. Once you are at your assigned clinical location, orient with your instructor or assigned Sanford employee to area specific safety information. We hope that you have a rewarding experience while you are at Sanford.

Patient Bill of Rights

Sanford Health protects and promotes patient rights. If you are not familiar with patient rights, please review <http://www.sanfordhealth.org/patients-visitors/patient-information/patient-bill-of-rights>

Examples from the Patient Bill of Rights include:

- All patients have the right to participate in decisions regarding their healthcare.
- All patients have the right to information about the treatment they are receiving.
- All patients have the right to courteous and respectful treatment.

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Our mission is to provide the highest quality healthcare to patients. As a part of this mission, we are responsible for keeping information about their health and healthcare confidential. The Health Insurance Portability and Accountability Act of 1996 makes it illegal to violate patient confidentiality.

Sanford patient privacy must be respected at all times. Students must avoid discussion of personal details relating to a patient, their medical history, or conduct, whether inside and outside our facility when not required for work or training. Avoid care-related discussions about patients in public areas where conversations may be overheard. These guidelines also apply to any patient information you encounter at Sanford, including our electronic medical record. The medical record is a confidential document owned by Sanford Health. Therefore, students are not allowed to access, inspect or copy their own medical information. Patient information in any form, including your own, must only be accessed when required for work or authorized training purposes.

These confidentiality rules are not limited to the patients you meet during your experience at Sanford. They also apply to any friends, relatives, or acquaintances that may be hospitalized or visiting the facility for diagnostic tests or treatment. What you hear and see at Sanford must stay at Sanford.

Social Media

Posting to social media sites regarding Sanford patients is prohibited. Patient information is protected by federal and state privacy laws. This includes descriptions of injuries, conditions, or behaviors. It also covers photos, videos, or any other images of patients, even if they are not identifiable. Students will be held personally accountable for any inappropriate disclosure of protected information and risk future placement at any Sanford Health facility.

Electronic Health Record

Accessing patient information is on a need-to-know basis only. You are allowed to view and access records for work and authorized training purposes only. Accessing your personal or family members' records is prohibited. The ability to access information does not equal a right to access that information.

Document Disposal

Confidential documents are to be discarded in the designated, secured bins marked for document disposal. Each work area has a designated place for this container, in which you should place any papers that may contain confidential patient information. This includes any student paperwork.

If you hear, see, or otherwise become aware of a situation where patient information is being inappropriately used or disclosed, it is your duty to report the incident to your instructor or preceptor/clinical supervisor. You may also call the Compliance HOTLINE 1-800-325-9402 or contact the Privacy Office at privacyoffice@sanfordhealth.org. The contact information for these resources can also be found on Sanford Health's intranet, in the telephone directory, or on the HOTLINE posters that are displayed throughout our facilities.

Corporate Compliance

Sanford expects personnel and students to comply with federal, state, and local laws and regulations as well as Sanford policies. Non-compliance can also refer to a person or department who violates Sanford billing compliance policies or other legal requirements. If any suspected illegal or non-compliant behavior is noticed, it must be reported to the Compliance HOTLINE (1-800-325-9402) or email compliancehotline@sanfordhealth.org. You have the right to remain anonymous. You should feel free to report any issue without fear of repercussions. Sanford's Corporate Compliance Program absolutely prohibits retaliation, intimidation, threats or harassment of any kind for reports made in good faith. If you think that you are a victim of retaliation, contact Corporate Compliance, Human Resources or call the Compliance Hotline listed above.

National Patient Safety Goals

National Patient Safety Goals focus on problems in health care safety and set guidelines for resolving them. If you are not familiar with the National Goals, connect with your preceptor or instructor for assistance to locate the information on the Sanford intranet.

Examples of guidelines set by the National Patient Safety Goals include the following:

- ◆ Use 2 patient identifiers (first and last name and birth date) when providing any clinical care.
- ◆ Make sure that the correct patient gets the correct blood when they get a blood transfusion.
- ◆ Report critical test results to the right staff on a timely basis.
- ◆ Use medications safely:
 - ◇ Label medications that are not labeled.
 - ◇ Take extra care with medications used to thin the patient's blood.
 - ◇ Record and pass along correct information about patient medications.
 - ◇ Educate the patient on how to keep their medication list up to date and advise patients to carry the list with them.
- ◆ Make sure that alarms on medical equipment are heard, and respond to them quickly.
- ◆ Prevent Infection:
 - ◇ Follow the Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.
 - ◇ Use proven guidelines to prevent infections that are difficult to treat, such as central line-associated bloodstream infections, surgical site infections, and catheter-associated urinary tract infections.
- ◆ Identify patients who are most likely to attempt suicide.
- ◆ Avoid mistakes in surgery by using the Universal Protocol for Preventing Wrong Site, Wrong Procedure:
 - ◇ Make sure the correct surgery is performed on the correct part of body of the correct patient. Mark the correct place on the patient's body where procedure/surgery is to be done.
 - ◇ Take a "time-out" prior to beginning a procedure/surgery to communicate with all members of the team.

All direct patient care that students participate in while at Sanford must be under the direct supervision of a Sanford employee. Supervision may be delegated to your educational institution's clinical faculty by a Sanford staff member. Sanford Health does not rely on students for the delivery of patient care.

Infection Control

Wash hands properly with either soap and water or waterless antiseptic/alcohol foam:

- ◆ Upon entering or leaving the patient room
- ◆ Between patients. Before and after any patient contact
- ◆ After unanticipated contact with blood or other body fluids
- ◆ After removing gloves, gown, or protective clothing
- ◆ After touching potentially contaminated surfaces or equipment
- ◆ Before eating
- ◆ After using the restroom

Remember, clean hands are the mainstay of preventing the spread of infections.

Isolation

Patients with certain conditions require special isolation precautions. Signs are posted on the door indicating necessary protective gear (e.g., mask, gloves, and gown). Before entering the patient's room, check with staff for specific instructions. Hand hygiene with antiseptic or hand washing with soap and water (for *C. difficile*) must be performed upon entering and leaving the patient's room. Patients known or suspected to have infectious tuberculosis will be placed in an airborne isolation room, and all caregivers will wear an approved, fit-tested respirator mask when entering the patient's room. Only persons who have been fit-tested may utilize these masks.

Standard Precautions

When contact with blood is expected, many exposures to the eyes, nose, mouth, or skin can be prevented by using appropriate personal protective equipment (e.g., gloves, eye shield, face mask, and gowns). Personal protective equipment will be used in any cases of contact with body fluids or contaminated equipment. Under Standard Precautions, all patients and bodily fluids are treated as potentially infectious.

Student Illness

Another method of preventing the spread of infection is to isolate yourself when you are ill. Do not come to Sanford when you are ill and/or experiencing any of the following: flu-like symptoms, diarrhea, strep throat (until on antibiotics for 24 hours), pink eye (conjunctivitis until eye discharge ceases), fever, muscle aches, cough, etc.

Student Injury

Any injuries sustained while present on any Sanford Health campus must be reported to your instructor and preceptor/clinical supervisor and complete an Exposure/ Non-Employee Incident Report and the school's required paperwork at the time of injury. All injuries must be reported, even if you believe it is inconsequential.

Emergency Preparedness

In the event of an emergency, report to your preceptor or instructor for directions. Be aware of your surroundings and familiarize yourself with the emergency exits and plans.

Fire Safety

- ◆ Know the locations of your nearest pull station and fire extinguishers located on each floor/area.
- ◆ Make sure the fire doors are not blocked.
- ◆ In the event of a fire, do not use the elevators.
- ◆ Follow the **RACE** protocol when responding to fires:

Rescue anyone in immediate danger.

Activate the fire alarm system by pulling the lever on the nearest fire pull station. Call for help. Dial the facility's emergency number to report the fire. Give the operator the following information: the location of the fire (include the building name, floor, and room number or area) and the type of fire.

Contain the smoke or fire by closing all doors and windows in the immediate area.

Extinguish the fire or evacuate the area.

If personal safety permits, make an attempt to control the fire by using the fire extinguishers and use the **PASS** method:

Pull the safety pin from the handle.

Aim the spray or hose nozzle at the base of the fire.

Squeeze the handle to spray the contents. Be aware that a fire-extinguisher has less than 30 seconds of spray time.

SwEEP back and forth as you spray the base of the fire

Emergency Codes

Type	Incident Type	Code
Medical	Adult Code	Code Blue – Adult (location)
	Pediatric Code	Code Blue – Pediatric (location)
	Neo-Nate Code	Code Blue – Neo-Nate
	Adult Trauma	Adult Trauma Team – Level 1 or 21
	Pediatric Trauma	Pediatric Trauma Team – Level 1 or 21
	Rapid Response Team	Rapid Response – Location2
<p>If no level exists, then level announcement is omitted. In house medical responses in some locations (rapid response teams) are sent to pagers and not paged overhead.</p>		
Safety / Security	Incident Type	Code
	Disruptive Individual	Security Alert – Manpower needed (location)
	Missing Person /Elopement	Security Alert – Missing Person (age/gender)
	Infant Abduction	Security Alert – Missing Person (infant/gender)
	Dangerous Person	Security Alert – Armed Intruder (location)
	Bomb Threat	(Silent Activation)
	Controlled Access	Security Alert – Controlled Access
	Lockdown	Security Alert - Lockdown
	Fire	Fire Alarm - Location
Disaster / Crisis / EOC activation	Surge, HAZMAT, Other	Incident Command Activation – (define incident)
<p>In many cases, a “silent activation” is done via pagers or eICS. The Administrator on Call / Incident Commander will determine the need for silent activation or overhead page based on event history and required resources. Decision process may differ between regions</p>		
Weather Related ¹	Tornado Watch	Weather Alert – Tornado Watch
	Tornado Spotted	Weather Alert – Tornado Warning
	Severe Thunderstorm Expected	Weather Alert – Severe Thunderstorm Watch
	Severe Thunderstorm in progress	Weather Alert – Severe Thunderstorm Warning
	Winter Weather	Weather Alert – (Define Type ²)
<p>Overhead pages for weather events are determined by the Administrator on Call / Incident Commander. Can be Winter Weather Advisory, Winter Storm Warning, Blizzard Warning, Wind Chill Advisory, Hazardous Weather Outlook.</p> <p>Note: Overhead paging decisions are based on facility policy and/or severity of the specific weather event.</p>		
Utility Failure	Water Outage	Facility Alert – Water Outage
	Electrical Outage	Facility Alert – Electrical Outage
	Natural Gas Outage	Facility Alert – Gas Outage
	Telephone Outage	Facility Alert – Telephone Outage

Tornado Safety

In the event of a tornado warning, an announcement will be made on the facility public address system.

Follow these steps to protect yourself and our patients:

- ◆ Assist staff with securing patients.
- ◆ Keep away from windows and move to an inner corridor.
- ◆ Move to the lowest level of the building. Use the stairways, not the elevators.
- ◆ If the tornado hits, lie flat on the floor against a wall.
- ◆ While it is recommended that all occupants stay in the facility, they may leave any time they wish.

Incident Command

In the event of a disaster related event, Sanford Health follows FEMA protocol for managing resources and communication. This protocol, called the Incident Command Structure (ICS), is the structured response to disaster incidents which requires key individuals to respond. If there is a disaster or crisis causing anticipated or actual patient surge or requiring HAZMAT response or other forms of crisis, Incident Command Activation is called to alert staff. This code also notifies those serving in ICS roles that they should respond to their command center.

General Safety Rules

Perform work safely, without causing harm or risk to yourself, others, or property, using the following guidelines:

- ◆ Use personal protection equipment (body protection, eye protection, hearing protection, hand protection, and masks) as needed.
- ◆ Operate only approved electrical equipment in areas where oxygen is in use.
- ◆ Always use equipment for its intended purpose.
- ◆ Use clinical alarms on all equipment.
- ◆ Operate only equipment you have been trained to use.
- ◆ Recognize safety hazards and take corrective action, seeking assistance when needed.
- ◆ Always use proper lifting techniques when lifting patients and heavy objects.
- ◆ Report defective equipment to your preceptor immediately and remove it from service.
- ◆ Observe safety precautions when using hazardous materials.
- ◆ Be observant of unsafe conditions and report safety hazards to your preceptor immediately.
- ◆ Report any emergency situation (fire, security, etc.) to your preceptor immediately.

Hazardous Materials

The Hazardous Materials Management Program is intended to promote a safe, controlled environment for our patients, visitors, students, staff, and other users of Sanford facilities. Preventive measures and safeguards are in place that adhere to OSHA standards. These policies are to maintain a safe environment during the use hazardous materials. Safety Data Sheets (SDS) describe the hazards and give information on handling, storage and emergency procedures in case of accident. To familiarize yourself with the online chemical search, connect with your preceptor/instructor for assistance to locate the information on the Sanford intranet. An online chemical search is located online on Sanford's website. Students who observe a hazardous material spill should notify their preceptor or instructor immediately to initiate emergency procedures.

The use of protective clothing and equipment is enforced in areas where corrosive or toxic substances are used. Individuals working in areas with a higher risk of exposure to radiation are monitored, and exposure is strictly regulated by state and federal agencies.

Diversity

We believe an understanding and appreciation for people from diverse backgrounds and cultures is critical to fulfilling our mission. You are expected to treat all individuals with respect and dignity regardless of their age, gender, sexual orientation, disability, race, creed, color, national origin, religion, veteran status, or any other aspect protected by federal, state or local law.

Age-Specific Care

All students who interact with patients must adapt the care they provide, according to growth and development stages, safety concerns, the care environment, communication issues, the level of patient/family education, and with special considerations to relieve anxiety and pain. This applies even if the students are not direct care providers.

Conduct & Discipline

Students are expected to comply with Sanford's policies and procedures at all times. If a student's performance, work habits, attitude, conduct, or demeanor are unsatisfactory, disciplinary action, up to and including, termination of the student experience will be taken.

Harassment

Sanford policy makes all personnel responsible for assuring that the workplace is free from any type of harassment. All personnel, including students, must avoid any action or conduct which could be viewed as offensive or inappropriate. Students are to report any concerns regarding the work environment to their preceptor or school faculty.

Harassment includes verbal or physical conduct designed to threaten, intimidate, or coerce. It includes any actions or behaviors which interfere with an individual's ability to do their job by creating a hostile or intimidating environment, based on gender, race, color, religion, national origin, age, disability, military/veteran status, pregnancy, or protected activity.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Dress Code

It is important that all students project a professional image and reflect Sanford's commitment to health and healing. Modesty, cleanliness, and neatness are the main guidelines to follow in dressing appropriately for student experiences. Clothing must be clean, well-fitted, pressed, and appropriate for the service area and the student role. No jeans or other denim pants or skirts are allowed.

Body art (tattoos, multiple piercings/jewelry) that is deemed to be inappropriate or offensive to patients, family members, guests of patients, other customers or employees is not allowed to be visible. Cologne/perfume is prohibited in clinical areas.

Identification Badges

Individuals are required to wear a picture ID nametag so they can be identified. Students should wear the pictured name badge issued by their school, and it is to be worn above the waist. If special access is required, the student will receive a Sanford badge. If a student misplaces their Sanford badge, a replacement badge will be issued for a fee.

Cell Phones

Cell phones must be kept off and out of sight on premises during your experience.

Internet Usage

Sanford monitors all electronic systems/computers to ensure they are being used for company purposes only. As students, you voluntarily consent to monitoring when using Sanford IT systems. Students have no right to privacy in any electronic communication while at Sanford. E-mailing any information for personal benefit is forbidden, as is the sending of discriminatory, offensive, harassing, or defamatory statements.

Drug-Free Workplace

It is absolutely prohibited to unlawfully manufacture, distribute, dispense, possess, or use controlled substances at any Sanford location. Any person violating this policy is subject to removal from Sanford property and will not be allowed to finish their educational experience.

Smoking Policy

Sanford Health is a tobacco and smoke-free institution. This policy includes all indoor and outdoor property.

Solicitation

Sanford prohibits any individual soliciting sales for personal profit or benefit. Sanford Health also limits solicitation, distribution, and posting of signs on its premises because these activities can interfere with normal operations, reduce employee efficiency, and hinder the security of our employees and their property.

Parking

Your preceptor or instructor will provide instructions on where students must leave their vehicle. If you are parked in a restricted non-student area, your vehicle may be ticketed or towed since parking areas are patrolled by Security. Please be considerate of parking needs for patients, visitors and staff. We encourage you to park in well-lit, heavily-traveled areas. Escorts from the facility to your vehicle by Security are available; please call, if needed. Be aware of your surroundings and use common sense to be safe.

The Sanford Experience

The Sanford Experience includes service standards that assist in providing patients/guests and employees with the ideal experience. It is in the little everyday moments that we can make a positive impact on the lives of each other and our patients and guests. Every employee and student here at Sanford is a caregiver. We are here to meet people along their journey with the intention to help and heal; to care for the body, mind and spirit. It is through the human connection that we can make a difference in the lives of those we serve. It requires each and every one of us to come together as a unified team to partner in providing patients and guests with a high level of service and exceptional care. When we take time to listen, connect and truly embody the spirit of service the Sanford Standard comes to life. We hope you have a wonderful learning experience at Sanford. We are grateful you are here and we are excited to have you join with us in providing first class patient centered care by delivering on our Sanford promise every day.

Expectations of the Sanford Experience for students:

- ◆ Taking pride in the appearance of our facilities, ensuring that things are presentable and clean
- ◆ Making eye contact and welcoming people with a smile
- ◆ Walking patients and guests to their destination
- ◆ Following up on questions/concerns
- ◆ Personalizing the care by meeting our patients needs and preferences
- ◆ Providing a safe, secure environment for our patients and guests