

Managing the Mandatories

September 2021



EXTRAORDINARY CARE FOR EVERY GENERATION

In order to satisfy your annual requirements, please read this entire course.

Because there are several different locations within Covenant HealthCare, you will also need to review any departmental policies and procedures, specific to your area, for any of the topics covered in this course. If you have any questions, please contact your manager, Safety Officer/EM (3.2756), Safety Manager (3.4090), Infection Prevention and Control or Central Education. Quizzes are due by October 1, 2021. Newly hired employees must complete within 14 days of their start date.



SENSITIVITY AND CARING FOR THE OBESE PATIENT

Obesity, categorized as a body mass index (BMI) of 30 or more, is a disease caused from numerous factors including: genetics, metabolism, behavior, environment, culture, medication, diseases and socioeconomic status. It is linked to more than 40 diseases including type 2 diabetes, heart disease, stroke, osteoarthritis, and cancer. Obesity is also associated with a 50-100% increased risk of premature death compared to individuals with a healthy weight.

According to the CDC, in the United States, 39% of adults and 18% of children aged 2-19 years are obese. **Studies show that if obesity rates continue as projected, by the year 2030 more than half the adult population will be obese and one in four Americans will be severely obese (more than 100 pounds over their ideal body weight).**

Unfortunately, many obese people delay seeking health care because of embarrassment and discrimination within the health care community. It is well known that nurses and other health care professionals have strong negative attitudes and reactions toward obese persons. Covenant HealthCare prohibits all forms of discrimination. Discrimination can be in the form of inappropriate comments about a patient's weight and also in our actions towards them.

Patients who decide to undergo weight loss surgery have usually struggled with weight issues their entire life. They often spend several years contemplating surgery prior to pursuing it. As health care workers, it is imperative that we understand the needs of the obese patient and understand the struggles they have encountered.

It is our role to make them feel welcome and comfortable. This means having the correct size gowns, blood pressure cuffs, seating and transport devices to meet needs.

“The secret of the care of the patient is caring for the patient.”

– FRANCIS W. PEABODY



SENSITIVITY AND CARING FOR THE OBESE PATIENT

Obesity is a chronic illness. No one laughs at other chronic illnesses such as diabetes or coronary artery disease. Obesity can be just as deadly.

- Honestly describe to yourself the feelings you have toward clinically, severely obese persons.
- What are the labels you give them?
- Are they worth your best care?
- Do you feel the same about caring for a patient who had heart surgery to cure a heart ailment as you do caring for a person who had weight loss surgery to lose weight?

The Covenant Bariatric and Metabolic Center offer the Sleeve Gastrectomy, Roux-en-Y Gastric Bypass, and Adjustable Gastric Banding procedures to help obese patients lose weight.

If you or someone you know is interested in learning more about these procedures at the Covenant Bariatric & Metabolic Center, please contact:

Libby Palmer at **989.583.4683** or lpalmer@chs-mi.com.

The key to providing, quality, patient-centered, sensitive care to the bariatric patient is

RESPECT:

R-apport

E-nvironment/Equipment

S-afety

P-rivacy

E-ncouragement

C-aring/Compassion

T-act

Patient's undergoing weight loss surgery have generally been affected with obesity their entire life. Which of the following is the most appropriate statement to say to a patient who is preparing for surgery?

- a. I can't believe you're going to have weight loss surgery you sure don't look like you need it.
- b. I have a friend who had weight loss surgery, she gained all her weight back.
- c. It's too bad you need to do something so drastic, I joined Weight Watcher's and I lost 100 lbs.
- d. Good luck with your surgery, I'm sure you have worked hard to get to this point. I wish you well.

“ON-LINE” SAFETY DATA SHEETS (SDS)

To Access MSDSOnline

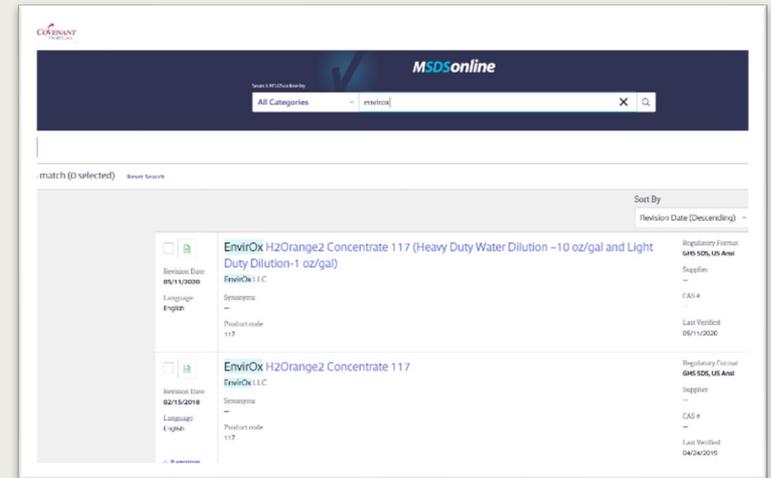
The user needs to “sign on” to the network to have access.

“On-line” manuals can be accessed by:

1. Clicking on the blue e/**Internet Explorer** icon on your desktop.
2. Clicking on **Policies & References** tab.
3. Click on **Safety Data Sheets**.

Searching MSDSOnline

1. Click on **Safety Data Sheets** to open the program.
2. Enter the *name of the product* in the **search bar**.
4. MSDSOnline can also be accessed from Citrix in the event of a network outage. A master list of Safety Data Sheets is updated as necessary and stored in the servers.
5. Hard Copies of Safety Data Sheets are stored in the Safety office at Cooper and in the ECC.
6. ECC also can access Safety Data Sheets by using WISER during an event involving patients who need decontaminated.



CODE A – INFANT AND CHILD ABDUCTION

Even though infant and child abductions are rare in a healthcare setting we still need to be prepared. At Covenant HealthCare we have drills to train and prepare our staff if we suspect that there is a missing infant or child.

Infants and children in our hospital wear HUGS tags. These tags are connected to the HUGS system which notifies security and staff if there is an infant or child being moved to an area that was not preplanned for. The strobe lights for the HUGS system are located on the 2nd floor, 3rd floor and 4th floor at Harrison. When the HUGS system is activated the blue strobe lights will flash to notify security and staff of the incident.

In the event that the HUGS system is activated at the same time as the fire alarms system the alarm will be treated as a Code A unless a fire can be confirmed.

CODE A – INFANT AND CHILD ABDUCTION

All Staff

All staff immediately check stairwells and storage areas; secure all exits (includes elevators) on your unit or in your department.

ANYONE wanting to leave must be redirected to the lobby (no exceptions), until further notice. No one should be allowed to leave without being checked.

Staff should NOT move about the building, unless there is an emergency, such as Code. Staff should stay where they are and cover that area, unless otherwise assigned.

Click to view policy for more specific information.
SM.018 Missing Infant/Child Main Campus

SM.018.001 - Covenant Child Care Center, Autism Center and Mackinaw have an infant and child abduction specific policy for more specific information.

CHECK YOUR KNOWLEDGE

Quiz Questions

1. The HUGS system has _____ strobe lights?
 - a. Pink
 - b. Purple
 - c. Green
 - d. Blue
2. If there is a suspected missing child staff should check?
 - a. Their own area including stairwells.
 - b. Other floors surrounding their department.
 - c. The roof of the building.
 - d. All of the above

VIOLENCE IN THE WORKPLACE

Covenant HealthCare prohibits physical, verbal, nonverbal or visual harassment, threats, intimidation or violence to employees, patients, visitors or guests of the organization. Any violence which involves or affects a Covenant HealthCare employee, or which occurs on Covenant HealthCare property will not be tolerated.

In the event of a violent incident:

- Security must be notified whenever a weapon is found or a violent incident occurs.
- RL Solutions report must be filled out to record any and all violent events.
- All employees, physicians, residents and volunteers are responsible for the security of the facility.
- A zero tolerance is applied for those engaging in verbal or nonverbal threats or related actions of violence at Covenant. No reprisal will be taken against any employees or medical staff members who reports or experiences workplace violence.

Examples of conduct that may be considered a threat or acts of violence prohibited under this policy includes, but is not limited to, the following:

- Hitting or shoving an individual.
- Threatening to harm an individual or their family, friends, associates or property.
- The intentional destruction or threat of destruction of property owned, operated or controlled by Covenant HealthCare.
- Making harassing or threatening telephone calls or sending harassing or threatening letters or other forms of written or electronic communications.
- Stalking or making a credible threat with the intent of placing the other person in reasonable fear for his or her safety.
- Unauthorized possession or inappropriate use of firearms, weapons or any other dangerous devices on Covenant HealthCare property.

VIOLENCE IN THE WORKPLACE

How Do I Respond to Violence?

In the event of imminent or in-progress physical assault:

- Employees should remove themselves from the location and call 5.2222 immediately.
- If hostages are taken, use the Hostage Plan as outlined in the Safety Manual.
- If a firearm is involved, take whatever measures are necessary to protect yourself and others.
Never try to disarm a subject that has a gun. Call 5.2222 immediately when a weapon is detected or seen.
- In the case of a robbery, employees should not attempt to intervene.
- All employees should be aware of their environment and the people in it. Suspicious persons should always be reported to Security (3.6149).
- **NO DOOR** should be wedged or propped open for any reason.

VIOLENCE IN THE WORKPLACE

What Can Be Done to Help Prevent Violence?

- Security may restrict access to grounds and buildings and/or contact law enforcement or other investigative agencies.
- Security will inform employees of threats to security and safety on a need-to-know basis. Descriptions of perpetrators or suspicious persons will be circulated to staff as necessary. This information is to remain confidential.
- Whenever possible, staffing plans and work practices will be used to mitigate risks.
- Lighting, limited access to buildings and areas, and construction strategies will be used to separate employees from the general public to reduce risks.
- The Safety Committee will continue to assess risks and implement actions to improve safety and security.

Review Administrative Policy 9.20 for tips on how to handle a violent situation and the Human Resources policy number 510.

VIOLENCE IN THE WORKPLACE

Quiz Questions

1. What should you do if you are threatened while at work?
 - a. Tell your supervisor you are leaving for the rest of the shift
 - b. Threaten them back
 - c. Report it to your supervisor, Security or HR immediately
 - d. Swear out a warrant for the perpetrator

CODE SILVER: SHOOTER IN FACILITY OR ON GROUNDS

An active shooter is defined as an individual who is actively engaged in killing or attempting to kill people in the hospital or on the hospital campus. In most cases active shooters use a firearm(s) and display no pattern or method for selection of their victims. In some cases active shooters use other weapons and/or improvised explosive devices to cause additional victims and act as an impediment to police and emergency responders.

You never know for sure who is going to commit a violent act, or when. An active shooter provides a unique situation in a hospital, because our patients rely upon us to keep them safe and secure while they are most vulnerable. The purpose behind planning for this type of event is to survive for 10 minutes until law enforcement arrives. Shooters will generally move from door to door until they find one that is open and unlocked. The perpetrator can be slowed down by any barriers put in his way. Perpetrators can also use diversionary tactics- such as a fire alarm, to bring people out of their “shelter”. If explosive devices are being used, a secondary device may be employed before the primary.

If you believe there is a shooter in the building call 9.9 1 1 immediately. Then if able, call 5 2 2 2 2 and make a report.

Remember Run, Hide and Fight!

CODE SILVER: SHOOTER IN FACILITY OR ON GROUNDS



MESH Coalition Video on Active Shooter in a Hospital setting.

CHECK YOUR KNOWLEDGE

Quiz Questions

1. How should you respond to an active shooter?
 - a. Run, Hide, Fight
 - b. Fight, Run, Hide
 - c. Hide, Run, Fight
2. If you are hiding from an active shooter that is in your area, what should you do with your electrical devices?
 - a. Turn the ringer on your cellphone, activate your Vocera badge and turn your pager on
 - b. Turn off or Silence all devices

HOMELAND SECURITY UPDATE

The National Terrorism Advisory System (NTAS) has replaced the color-coded Homeland Security Advisory System (HSAS) with these alerts:

Imminent Threat Alert - Warns of a credible, specific and impending terrorist threat against the United States.

Elevated Threat Alert - Warns of a believable terrorist threat against the United States.

Bulletin - Describes current developments or general trends regarding threats of terrorism.



Report suspicious activity
to local law enforcement or
call 9-1-1 in case of emergency.

EMERGENCIES AND STAFF RESPONSE

EVENT	INITIAL RESPONSE	SECONDARY RESPONSE
Fire Code Red	R escue anyone in danger A ctivate the alarm in your facility C onfine the fire – close all doors E xtinguish and/or Evacuate	<ul style="list-style-type: none"> Assess condition of patients evacuated Make contact with mutual aid as necessary Arrange for transportation Do a loss assessment Make recovery plans – resume service
Tornado Warning Code Black	<ul style="list-style-type: none"> Evacuate to designated shelter Cover with blankets/pillows Protect head Complete OR procedures as soon as possible 	<ul style="list-style-type: none"> Do not open windows Stay alert to changing conditions Gather flashlights, etc.
Bomb Threat Code Orange	Person receiving the call: 1. Take down as many details as possible then immediately go to the safety manual policy SM-014 and fill out the form. 2. Flag someone else in your area to call your emergency number, either 5.2222 on campus or 911 off campus	Upon Code Orange notification: 1. Perform a quick visual sweep of your department/unit <ul style="list-style-type: none"> Divide the area into the top half and the bottom half Look for things that don't belong, such as a fast food container, shopping bag, shoe box, etc. 2. Call Security at 3.6149 or 911 if you find something suspicious
Evacuation Code White	If you need to evacuate, call your emergency number and begin evacuation to a safe area using emergency carriers and/or equipment	Upon hearing Code White and determining the location, report to affected facility if able
Disaster Code Yellow	<ul style="list-style-type: none"> Assess patient load for possible discharge Assess your work load and supplies on hand Check the NetPresenter for messages Follow your phone fan assignment Check your Quick Look file for the plans 	<ul style="list-style-type: none"> Follow the disaster plan for your area Do not leave until you are dismissed or relieved Make sure your name tag is on
Labor Emergency Code Pink	1. Call 5.2222 2. Provide whatever care is needed until the team arrives	Begin resuscitation
Situational Disturbance Code Green	Call 5.2222 to page a Code Green if there is physical fighting, weapons are produced or violence is in progress. Off campus locations call 911 or use panic button if available.	NOT TO BE USED for belligerent patients or irate visitors
Shooter in Building/ on Grounds Code Silver	To report a shooter: 1. Call 911 then 5.2222 (cellphone 583.2222) on campus or 911 off campus 2. Secure building occupants according to plan – law enforcement is in charge	<ul style="list-style-type: none"> Stay secured until released by law enforcement and/or Covenant employees Contact critical incident stress management team
Abduction Code A	Upon hearing Code A or if the blue strobe light in the skywalk is flashing: 1. Block all exits, elevators and stairwells in and near your department or unit 2. Check all ID badges before allowing anyone through. Send those who want to leave the building to the lobby to be searched. Security Dispatch will be the initial incident command center	1. All staff must stay in affected area 2. Place all babies with their mothers 3. Account for all pediatric patients 4. Administrative Coordinator or Manager needs to report to affected area One Security Officer will go to affected area
Missing Patient Code M	1. Call 5.2222 2. Provide physical description of the patient 3. Provide facility name and location	<ul style="list-style-type: none"> APA announcement will tell you the facility, location, age and gender of the missing patient If you spot this person, contact Security Dispatch at 3.6149 Take steps to ensure the patient's safety

EMERGENCIES AND STAFF RESPONSE

EVENT	INITIAL RESPONSE	SECONDARY RESPONSE
Hostage Situation	If you see a hostage situation: 1. Get yourself/others out of the area and don't go back in 2. Call 5.2222 on campus or 911 off campus	<ul style="list-style-type: none"> • Do not try to negotiate with the hostage taker • Stand by for instructions • Do not talk to media, or anyone about the incident
Blood and Body Fluid Exposure	<ul style="list-style-type: none"> • For skin – wash with soap and water • For eyes – flush with water for 15 minutes 	Contact Employee Health at ext. 3.6188 or 3.4284 as soon as possible – you have one hour to start possible treatment
Weather Emergencies	Management assess staffing needs and ability to remain open	<ul style="list-style-type: none"> • Contact Transportation to begin arranging for four-wheel drive volunteers • If only a few are needed – Administrative Coordinator may contact
Power Outage	<ul style="list-style-type: none"> • Hospitals – use red outlets • All other facilities – reassure patients • Contact Facilities Services 	<ul style="list-style-type: none"> • All other facilities contact manager • Assess the need to close until power has been restored
Natural Gas Leak	<ul style="list-style-type: none"> • Evacuate those in immediate area • Do Not flip any electrical switches • On main campus call 5.2222; off campus call 911 • Off campus call 911 	Stand by for instructions
Infant Security Alarm	<ul style="list-style-type: none"> • Call Security Dispatch stat at 3.6149 • Secure and account for all babies 	Blue strobe lights will flash in the skywalk – do not open any doors until strobe lights are turned off
Elevator Failure	<ul style="list-style-type: none"> • Contact Facilities Services immediately • Call 5.2222 if medical assistance is needed 	<ul style="list-style-type: none"> • Make contact with elevator via phone • Reassure occupants – wait for contractor or Fire Department
Telephone Failure	<ul style="list-style-type: none"> • Follow procedure in Safety Manual • Locate failure station phones 	<ul style="list-style-type: none"> • See list of phone failure station numbers • Use runners and/or cell phones
Mainframe/ Network Failure	Follow instructions in computer contingency plan	Maintain paper records
Medical Gas Failure	Follow contingency plan in Safety Manual	Assess ₂ O tanks on hand
Water Loss	<ul style="list-style-type: none"> • Contact Facilities Services immediately • Conserve water and maintain building temperature 	

CONGRATULATIONS!



Congratulations!

You have successfully completed this course! Please use the button below to exit and return to Halogen in order to receive credit for this course.