Student Orientation
Welcome to Renown!

https://www.youtube.com/watch?v=gn8PNARVlzs
About Us

- Over 150 years old
- Reno’s *only locally owned not-for-profit* health network
- The only Level II Trauma center for over 500 square miles
- Two hospitals: Renown Regional & Renown South Meadows
- Transitional Care Network: Home Health, Skilled Nursing, Rehab
- 36 Clinics and Specialties
- Hometown Health
- Total licensed beds: 946
- Emergency Room visits: 117,362 (*5th busiest in the nation*)
- Babies delivered: 4,060
Service Excellence
RenOWN. IT

Patient Experience: TRUST

Safety
“Keep Me Safe”

Service
“Ease My Way”

Quality
“Heal Me”
Communication Tools

**AIDET**

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

**LAST**

- **L** – Listen
- **A** – Apologize
- **S** – Solve
- **T** – Thank
Renown Health subscribes to the Just Culture Philosophy
A Just Culture is…

- Creating an environment where all employees will speak up when they see a potential safety risk or error without fear of punitive consequences
- A focus on the behaviors that lead to a potential safety event (human error, at-risk behavior, reckless behavior) not just the outcome of the event
- Holding us all accountable for our performance in accordance with job responsibilities
- Encouraging peer-to-peer guidance to stop errors or at-risk behaviors and supporting our colleagues when mistakes are made
- Living our values of excellence, caring, collaboration and integrity
3 Types of Behavior

- **Human Error**: Product of our current system design and behavioral choices
  - I will make mistakes

- **At-Risk Behavior**: A choice: Risk believed insignificant or justified
  - I will drift from standard work

- **Reckless Behavior**: Conscious disregard of substantial and unjustifiable risk
  - I will knowingly gamble

**Console**

- Guide
- Correct
Just Culture

Just Culture is everyone’s responsibility to:

- Adhere to established policies and procedures
- Keep each other accountable
- Speak up and ask questions
- Course correct when we stray off course
- Deliver appropriate care
Rules & Regulations
HIPAA

• **Health Insurance Portability and Accountability Act** of 1996

• **Purpose:** Protect confidentiality and privacy of patients’ Protected Health Information (**PHI**)
  - PHI may be verbal, written, electronic

• **Limit incidental uses and disclosures**
  - Examples:
    - Speaking quietly to patient about condition
    - Avoiding use of patient name in public area
    - Securing records (electronic or paper) by logging off and storing charts in designated areas
Social and Emerging Media

• *Students are expected to uphold applicable laws, including those concerning patient privacy, as well as maintain public trust through responsible Internet use and behavior.*

• Participating in **social media during work time** or in work areas is **not permitted**.

• **Be responsible**: Students are personally responsible for all content they post on the Internet.

• **Maintain Confidentiality**: Students are not permitted to publicly or electronically discuss subjects that are considered confidential work-related matters.
Quality & Safety
Dress and Appearance

• Neat, clean & appropriate for the work being performed
• Uniform or professional dress as directed by school
• Badge visible at all times
• Maintain personal cleanliness
• Avoid perfume & fragrances
• Closed-toe shoes only in patient care areas
No Smoking

• Renown demonstrates a commitment to the health and well-being of our community by promoting a smoke and tobacco-free patient care and work environment.

• Smoking of any substances, including tobacco products, vapor products and e-cigarettes on Renown property and surrounding areas is prohibited.
Infection Control
Hand Hygiene

Hand hygiene is the single most important strategy to reduce the spread of infection

• Alcohol-based Hand Rub
  ✓ Upon entry and exit of patient room
  ✓ After direct contact with patient and inanimate objects in the patient’s environment

• Handwash with soap & water
  ✓ When caring for patients with diarrhea
  ✓ After using toilet, blowing nose, covering sneeze, etc.
  ✓ Before eating, drinking or handling food

• NO Artificial Nails
Emergency Situations
Overview

- Means of communication to hospital staff
- Guidelines/protocols to follow
- Organized plan in times of chaos
- If an emergency occurs in your area, immediately notify an employee or call for help
Code Red

FIRE

- Hear/see/smell smoke or flames
  - **R** – Rescue/Remove
  - **A** – Alarm/Alert
  - **C** – Confine/Contain
  - **E** – Evacuate/extinguish

- Hear the fire alarm or see strobe lights
  - Be alert, stand by
  - Clear hallways
  - Close fire doors
  - Frequent patient checks

Code Red
Code Pink

- Infant/Child Abduction
  - Lost or separated from caregiver
- **Listen** for physical description
- **Monitor** exits, stairwells, and elevators in your area
- **Notify** security if you find person matching description
  - Keep subject in sight
# Code Orange

- Hazardous materials
- Chemical spill

- S – Safety
- I – Isolate
- N – Notify
Code Grey/White

- Security Situation
- Combative Person
- Call for help!
Code Silver

• Weapon or Hostage Situation
  ✓ Notify hospital security
  ✓ Call 911

• RUN
• HIDE
• FIGHT – last resort
Code Black

- Bomb Threat or Suspicious Object
- Call 911
- Don’t touch any suspicious objects
- Find a safe area
- Avoid the affected area until you hear ‘all clear’
Code Blue

• Medical Emergency
  ✓ Person in need of resuscitation

• Emergency Phone # - facility specific
  ✓ Code Blue button in patient rooms
  ✓ Regional & South Meadows #6666
  ✓ Other locations #911

• What can you do?
  ✓ Call for help
  ✓ CPR !!!
Code Purple

• Patient Elopement
  ✓ Wandering
  ✓ Legal Hold

• Notify a staff member
• Physical Description
Code Triage

- Code Green
- Facility or community situation causing disruption to normal operations
- High census
- Natural disaster
- Inadequate supplies