



Welcome to Holy Cross Hospital!

We want to make your time at Holy Cross Hospital a safe and enriching experience. Remember this is an **ANNUAL requirement for vendors** at Holy Cross Hospital. Since we value the important services that you provide, we want our vendors to be fully informed about patient care and safety standards. That is why we need your help to fulfill the requirements from The Joint Commission and OSHA (Occupational Safety and Health Administration) for the on-going education and training. This document contains several "lessons" on the following important topics:

- ✓ Holy Cross Mission
- ✓ Assistance to the Disabled
- ✓ Providing a Safe Environment
- ✓ Emergency Codes
- ✓ Universal Precautions
- ✓ Bloodborne Pathogens
- ✓ Infection Control
- ✓ HIPAA Information Security
- ✓ Confidentiality
- ✓ Corporate Compliance
- ✓ Risk Management
- ✓ Cultural Sensitivity
- ✓ Customer Service

At the end of this document, you must acknowledge that you have received and read the information. Remember, we are **required by The Joint Commission for Accreditation of Healthcare Organizations and OSHA** to demonstrate that our vendors are fully informed.

Mission:

The mission of Holy Cross Hospital, a member of Catholic Health East and sponsored by the Sisters of Mercy, is to serve the healthcare needs of persons of all faiths and cultures by providing quality healthcare with Christ-like compassion. We uphold the ethical and moral teachings of the Catholic Church in all policies and practices. We espouse the Core Values of Reverence for each Person, Community, Justice, Commitment to the Poor, Stewardship, Courage and Integrity.

What are the core values?

Reverence for each person – We believe each person is a manifestation of the sacredness of human life.

Justice – We advocate for a society in which all can realize their full potential and achieve the common good.

Community – We demonstrate our connectedness to each other through relationships that are inclusive and compassionate.

Commitment to the poor – We give priority to those whom society ignores.

Stewardship – We care for and strengthen the ministry and all resources entrusted to us.

Courage – We dare to take the risks our faith demands of us.

Integrity – We keep our word and are faithful to who we say we are.

Providing assistance to the disabled

Many of the people who come to Holy Cross, either as a patient or a visitor, are living with a disability. It is up to all of us to showcase our Mission and Core Values by assisting them in every possible way. If you are unable to assist them and meet their needs, find an Associate or Volunteer who can help.

To prepare you for questions our disabled guests might ask, here are the locations of handicap-accessible facilities and services at Holy Cross Hospital:

Water Fountains

- Opposite Heart Healthy Café.
- Emergency Room entrance area.
- Sister Innocent Conference Center.

Bathrooms

- Hospital first floor across from the Heart Healthy Café by the Main Entrance.
- Sister Innocent Conference Center on the first floor.

TDD Telephone

- Emergency Room entrance area.
- The PBX office located in hallway near the Security desk, for patient use.

Oxygen Safety

- Oxygen literally helps to “breathe life” into many of our patients. Did you know that oxygen can also become a hazard if it is not stored, transported, and used properly?
- Help keep everyone breathing easy by following these oxygen safety guidelines:
 - All “E” sized cylinders (these are green cylinders or oxygen tanks) are to be secured in an approved oxygen carrier or cart when in use.
 - Oxygen cylinders should **never** be left standing freely because they could tip over and cause an explosive hazard.

Materials Safety Data Sheet (MSDS)

The MSDS has important information about specific chemicals and their flammability, health and reactivity warnings, as well as the proper protection equipment and disposal methods. Please check with a supervisor if you need the information.

Fire Safety

What's the best way to handle a fire? Prevent it!

Here are some simple steps you can take to reduce the risk of fire:

- **Never** smoke when oxygen is in use.
- Report any frayed electrical cords, faulty switches and damaged plugs.
- Keep flammable liquids away from heat sources.
- Don't let paper and box trash build up.

Remember that Holy Cross Hospital is a Smoke-Free Campus!

If you do see a fire, remember the word **R A C E** for safety:

R – Rescue

- Move patients, visitors and impaired co-workers away from the immediate danger of fire or smoke.
- Put at least one closed door between you and the fire.
- **DO NOT** use the elevator.

A – Alert Others

- Activate the pull station alarm. Call 5555. Notify co-workers.

C – Confine/Contain

- Close ALL doors and windows because a fire needs air to survive.
- Cut off its air supply and you'll help contain the fire.

E – Extinguish and Evacuate

- Extinguish the fire only if you are trained on how to do this.
- Use the **P-A-S-S** technique to extinguish the fire.

Emergency Codes

CODE AMBER	Abducted Infant or child
CODE BLACK	Bomb threat
CODE BLUE	Medical Emergency--Cardiac/Pulmonary Arrest
CODE BLUE Jr.	Cardiac/Pulmonary Arrest: Child 29 days - 16 yrs
CODE BROWN	Hurricane Alert
CODE CLEAR	All Clear
CODE GRAY	Chemical spill
CODE HEART	Thrombolytic Therapy – Heart
ICE ALERT	Family Initiated Code Rescue
CODE ORANGE	Mass Casualties / Disaster
CODE PINK	Cardiac/Pulmonary Arrest: Infant 28 days old or younger
CODE PURPLE	Maternal obstetrical/critical care event in L&D
CODE RED	Fire
CODE RESCUE	Patient's condition is deteriorating
CODE SERT	Thrombolytic Therapy – Brain
CODE SILVER	Hostage Situation / An armed person threatening others
CODE STRONG	Out of Control Behavior
CODE WHITE	Induced Hypothermia
CODE YELLOW	Person(s) exposed or contaminated: Biological/ Chemical /or Radiological HAZMAT

Infection Control

Universal Precautions are standard prevention strategies that help keep everyone as healthy as possible by treating all blood, body fluids (except sweat), secretions, excretions, mucous membranes and non-intact skin of all patients as potentially infectious. You can protect yourself and others by wearing your PPE (Personal Protection Equipment):

Mask Gloves Gown Goggles/Face Shields

Blood carries life sustaining nutrients to our body, but it can also become the carrier for ***Bloodborne Pathogens*** that cause serious illnesses.

If you suspect you may have been exposed to a bloodborne pathogen, take these steps:

Wash all skin areas with soap and warm water, and rinse eyes and mucous membranes with normal saline, water or at an eye wash station.

Immediately report the incident to your supervisor.

Isolation Protocols also help control the spread of infections by isolating patients with different levels of infections. You should understand the four isolation protocols so that when you see one of these door signs on a patient's room, you know how to interact with them:

Airborne – this isolation level is assigned to patients with TB or rule-out TB. They are placed in a negative pressure isolation room or a private room with portable HEPA filtration. Do not enter these rooms without permission.

Droplet Precautions – this isolation level is assigned to patients with influenza and other diseases that generate droplets which can come in contact with mucus membranes or conjunctivae of susceptible people.

Contact Precautions – this isolation level is assigned to patients with multi-drug resistant organisms like VRE, and requires that gowns and gloves be worn.

Strict Isolation – this isolation level is assigned to patients with diseases that are spread via airborne and contact routes, such as chickenpox, SARS and smallpox.

Influenza – Please be aware that Influenza is a respiratory illness that is spread by droplets generated by coughing and sneezing. To safeguard yourself and others we highly encourage you to receive the Flu shot. Our goal is to reduce Health Care associated infections.

Remember – Hand Washing is the single most important method of preventing infections in patients and in ourselves.

HIPAA

Under ***HIPAA and Information Technology*** regulations, it is everyone's responsibility to protect private, sensitive and confidential information, including information like home address, phone number, Social Security Number, patient information. This may be paper or electronic hospital data. Holy Cross created the HCH Privacy Council in April 2005, with the mission to assist in enterprise-wide compliance through policy review, implementation and enforcement.

Contact Security immediately at x3099 or 954-776-3099 if you see any unusual or suspicious individuals or activities:

- **Chief Privacy Officer** at **954-776-3239** or **EYES 3937**
- **Corporate Compliance Hotline** at **800-472-8776**

It's Confidential...

Our patients trust Holy Cross to keep their personal information, and details about the reasons they are at the hospital, strictly confidential. That's why patient records must be kept confidential at all times, and inappropriate dissemination of any patient information is a very serious offense. This includes anything that can lead to the identity of the patient, their treatment or diagnosis. Only those with a "need to know" have access to Protected Health Information.

Corporate Compliance

Unfortunately, physicians, hospitals and insurance companies can fall victim to fraudulent schemes including false billing, embezzlement, false patient days and stays, inaccurate CPT and ICD-9 coding, providing unnecessary services, inaccurate dates of service or violating patient information privacy regulations.

If you see any of this fraudulent activity, report it immediately and anonymously by calling the **Corporate Compliance Hotline** at **800-472-8776**. Calls to this hotline cannot be traced, and since it is not owned or operated by the hospital, your call will remain anonymous.

Risk Management

Sometimes, things happen that may cause harm to someone or compromise the quality of care given to our patients. Everyone has the responsibility to report these variances. **When a variance occurs, you should promptly notify your supervisor.** Your supervisor will complete the appropriate documentation as required by state law. The Event Report is to be entered in Midas+ Remote Data Entry by your supervisor by end of the business day of the incident. Risk Management will review the report within three days for further action.

Dress Code

Vendors are required to adhere to a dress code which has been established by the Hospital's Administration. A professional appearance is required, clean shaven with shirts tucked in the pants. **All vendors must also wear the hospital issued identification.** Please refrain from wearing perfume or cologne to respect possible allergies of co-workers and patients.

Parking Policy

Vendors are required to park along the **wall adjacent to North East 19th Avenue or on the 7th floor of the hospital parking garage.** Please refrain from parking in front of the hospital, (patient or visitor lots) in order to allow sufficient parking for our patients and visitors.

Smoke-Free Campus – Holy Cross Hospital is a smoke-free campus.

SH-H-H – Silence Helps Healing Happen

Holy Cross Hospital believes a quiet hospital improves patient healing and leads to a speedier recovery.

- Please speak softly outside patient rooms, at nurses' stations and in hallways.
- Close patient room doors when possible.
- Report squeaky carts for repair.
- Minimize overhead paging.
- Dim the lights when possible.
- **Please note Elevator 1 will be closed from 8pm– 6am and Elevator 4 will be closed from 8pm-7am.**

Please proceed to acknowledge that you have read and understood the information presented in this brochure. Print the Confirmation Form and submit to your department leader where you will be working.