



Orientation Handbook

A handbook for students.





Observation Experience Objectives

The Observation Experience allows students who are interested in many areas within healthcare to get an idea of the role by allowing them to directly observe a department or individual after approval and requirements as determined by Door County Medical Center have been confirmed. The intention or goal of an observation is to educate the student on the roles and responsibilities of the department or role requested. Students must be 16 years of age to participate in direct patient areas.

At the end of the Observation Experience, the participant will:

1. Identify the types of services provided in a rural hospital.
2. List three (3) satisfying aspects of a healthcare career.
3. Understand the basic education preparation required for the careers discussed.
4. Recall a few components of the healthcare job description that most interests him/her.



This Orientation Handbook is provided to facilitate orientation to those who are not able to partake in the preferred face-to-face orientation process. This handbook provides a general, standardized introduction of core materials based upon requirements of regulatory bodies including, but not limited to: a) Occupational Safety and Health Administration (OSHA), b) Centers for Medicare and Medicaid Services (CMS), c) National Patient Safety Goals (NPSG), etc. Department-specific systems may have additional training requirements which will occur within the scheduled department.

**** Disclaimer:** The goal of the Orientation Handbook is to provide an overview of core content related to the facility expectations. Some topics in this overview may not necessarily pertain to the readers' direct job duties while other job duties will have a direct correlation. Information included in this handbook is therefore recognized as not all-inclusive. Whenever additional information is needed for greater understanding, the participant is directed to a specific policy/procedure to assist with understanding. It is the direct responsibility of the participant/reader to pursue additional information as directed by contacting the Education Coordinator.

- Door County Medical Center (DCMC) is located in Sturgeon Bay, Wisconsin, a rural community located in Door County.

• **DCMC is:**

1. A critical access hospital with a wide-range of exceptional services.
2. 4 rural Health Clinics
3. Skilled Nursing Facility
4. Partnership with HSHS
5. Represented by a Board of Directors made up by community members as well as 2 members from HSHS



DCMC Patient Populations:

- All ages

• DCMC Patient Service Departments include:

Emergency Department & Urgent Care	Obstetrics Unit	Medical Surgical & ICU Unit
Ambulatory Surgery	Rehabilitation Including Physical & Occupational therapy as well as Speech and Language Pathology)	Diagnostic Imaging (Including MRI, Ultrasound, CT & other Radiology Services)
Laboratory	Respiratory Therapy (Including Sleep Lab)	Pharmacy (Hospital Services only)
Nutrition Services	Clinic (Family Medicine, General Surgery Clinic, Heartburn & Reflux, Internal Medicine, Orthopedics, Pediatrics, Sports Medicine, Women's Care)	Skilled Nursing Facility
Wound Care	Cardiopulmonary Rehabilitation	Dental Clinic
Diabetes Care	Door County Cancer Center	Auxiliary/ Volunteer
Senior Life Solutions	Out Patient Medical	Wound Care

Performance Expectations

For more than 75 years, Door County Medical Center (DCMC) has been the leader in health and wellness for Door and Kewaunee counties. Our integrated medical center provides a wide range of specialties, including Primary Care, the Women's and Children's Center, the Door Orthopedic Center, Behavioral Health, General Surgery, the Door County Cancer Center, a skilled nursing facility, and rehabilitation services facilities among others. With its main campus in Sturgeon Bay and satellite clinics and rehabilitation services facilities in other smaller communities, DCMC provides expert care, close to home. More than 175 physicians serve on the medical staff.

The priority performance expectation for each and every hospital employee, regardless of job description or assigned department is: [providing exceptional customer service according to the standards set forth in DCMC's Mission, Vision and Values](#). This is evidenced as DCMC received was awarded a CMS 5-STAR rating for the Critical Access Hospital and the Skilled Nursing Facility



MISSION

To further the healing ministry of Jesus Christ by improving the health and well-being of our community, especially those in need.

VISION

Delivering compassionate, quality care that inspires a healthy community.

OUR VALUES

Service. *We make intentional decisions and take actions to benefit our patients, community, and each other.*

Compassion. *We genuinely care about people's needs. We treat everyone like the family, friends and neighbors they are. This sets us apart from other healthcare organizations.*

Vision. *We use innovation and our expertise to improve the health of the communities we serve and to sustain and grow our health care ministry.*

Excellence. *We are engaged to deliver the best outcomes in quality, service, finance, culture and growth.*



Standards of Behavior

WE demonstrate the following Values through the following behaviors...

We treat others with dignity and respect so each person feels important and worthwhile. We engage people in decisions that affect them. I understand following the hospital's Standard Behaviors is the foundation of Presence and I will:

- Make a good first impression by smiling and making eye contact when communicating with others
- Maintain a quiet environment to promote the healing process of our patients and to enhance the comfort of our families and guests.
- Protect patient's privacy by such actions as:
 - Knocking and announcing myself before entering.
 - Closing curtains and doors as appropriate
- Ask questions to make sure I understand what others are saying
- Envision myself in the shoes of the patient/customer
- Keep patients and business information confidential
- Answer the phone promptly and pleasantly. I ask permission and wait for an answer before placing the caller on hold. I thank the caller for holding
- Use Please and Thank you.
- If I make an error, I report it so others and I can learn from it.
- Express my ideas and thoughts with respect and courtesy
- Display appropriate non-verbal communication.
- Treat others with respect and dignity, which includes eliminating gossip in the workplace.
- Address issues directly with the person (s) involved.
- Role model service excellence to our patients and customers.



We provide excellent service, care and value. I understand following the hospital's Standard Behaviors is the foundation of Service and I will:

- I respond to customers' questions and requests promptly.
- I follow hand hygiene and other infection prevention measures at all times.
- I acknowledge a customer's presence immediately.
- I reduce the need for patients to use the call light by focusing on the "four P's":
- Pain, Potty, Positioning and Personal Needs, through rounding on my patients per protocol.
- I make the call light, telephone, television remote and bedside table accessible to the patient before leaving the room.
- I involve patients and families in care decisions.
- I wear my identification badge appropriately at all times.
- I actively seek opportunities to assist patients and families; assisting to find their way, by asking, "Is there anything else I can do to meet your needs?" and
- by using other key words and phrases.
- I am sensitive to the wait time of our patients and customers and keep them informed.
- I take ownership of any safety or customer concern that comes to my attention, and I do my best to resolve it.
- I take active responsibility for our patient satisfaction levels by seeking feedback.
- I am accountable for performing my work as expected.
- I arrive to work, meetings and other commitments on time.
- I celebrate and recognize successes in others.
- I update communication tools and effectively utilize them, i.e. white boards, patient agendas.



A.I.D.E.T. framework to apply Key Words at Key Times

The expectation is staff uses these five simple steps when encountering all people at DCMC. The advantages of using A.I.D.E.T. include decreasing anxiety, increasing compliance, improving clinical outcomes, and increasing patient and physician satisfaction.

A.I.D.E.T. is the acronym representing the following:

- **Acknowledge:** Be attentive; greet with a smile; be positive and friendly
- **Introduce** Upon introduction, give your name and the purpose for the encounter
- **Duration:** manage expectations by education about the length of time a particular procedure or request will take.
- **Explanation:** Make sure the customer/patient is knowledgeable & involved in the conversation and their treatments. Use easily understood terms when providing information. Ask if there are any questions
- **Thank You:** "Thank you for waiting...providing information... choosing Door County Medical Center.

We use innovation and creativity to improve the health of the communities we serve and to sustain and grow our health care ministry. I understand following the hospital's Standard Behaviors is the foundation of Vision and I will:

- I am relentless in seeking ways to keep patients safe. For example,
- I check the patient's identification prior to providing any treatment.
- I set high performance expectations and maintain a mindset of excellence.
- I anticipate the needs of customers and work to fulfill them.
- I am personally willing to change in order to meet patient or customer needs.
- I continuously look for different ways to improve the outcome of my work.
- I seek to understand the consequences of actions I take before I take them.
- I am open to the opinions and ideas of others.
- I am open to feedback about my performance and actively seek opportunities to improve.



We are a voice for the voiceless. We advocate for the most vulnerable and act responsibly on their behalf. We do all we can to make health care affordable in our communities. I understand following the hospital's Standard Behaviors is the foundation of Justice and I will:

- I respect a customer's time by listening attentively to requests, concerns and complaints.
- I show that I care by taking prompt action to resolve concerns.
- I sincerely apologize when it is evident that a patient's or customer's expectations have not been met.
- I offer suggestions for unresolved concerns.
- I appreciate and respect differences in cultural and religious philosophies.
- I take action to ensure public and work areas are kept clean and attractive.
- I actively seek opportunities to reduce wasted time and materials.
- I am respectful and speak positively of all coworkers and the roles we all play to ensure a successful patient experience.
- I avoid "we versus they" comments.
- I look for opportunities to standardize.



Confidentiality, HIPAA Privacy & Information Security

Door County Medical Center is committed to safeguarding the privacy and security of its patients' confidential health information. The standard of practice referred to in this section is required for compliance with both federal mandates (Health Insurance Portability & Accountability Act or HIPAA) and state statutes regarding confidentiality and privacy practices in the healthcare industry. Failure to follow these mandates may result in termination of your time at Door County Medical Center.

- **Important terms to help understand the privacy rule.**

- **Protected Health Information (PHI)**- any information that applies to a health condition now, in the past or in the future (written, verbal, or electronic).
- **Disclosure**-means to share PHI.
- **Breach** – an unauthorized access, use, or disclosure of patient PHI
- **Minimum Necessary Information**– is the least amount of information you need to do your job. Remember to:
 1. Access only the information you need
 2. Use this information only to do your job
 3. Limit the information you share with another person to what they need to know to do their job
 4. Never access your own personal information or the information of family, friends, or others.
- **Reasonable Safe Guards**– the steps you and the hospital take to make sure PHI remains private
- Communication of patient information whether it is verbal conversation, handwritten notes, computer, pager, FAX, or phone...YOU are responsible for protecting that information.
- As a healthcare worker you are obligated both ethically and legally to protect the privacy of ANY and ALL personal information you SEE or HEAR while on the job as it relates to the patient. Any aspect of a patient's private health information must not be the subject of casual conversation or unprotected correspondence within or outside the hospital.
- A breach of confidentiality or privacy could mean a governmental investigation, fines, penalties, and even a lawsuit to the facility. Additionally, when patient confidentiality is breached, our patients lose trust in our ability to care for their health needs and may be hesitant to seek care or may not offer information about them that is needed to provide proper care.
- Conversations can be overheard; private conversations should be held in private places.



- The only time a patient's medical record is accessed is during direct involvement in the patient's care and when there is "need-to-know" specific patient information to deliver the care required for the patient's needs and your assigned job role. Only the specific information needed is accessed and/or shared (not necessarily the entire patient chart/record) – this is referred to as the "minimum necessary" standard.
- Put yourself in the patient's place. Would you come here if you knew anyone could or would know all of the details regarding your Protected Health Information (PHI)?
- When asked about a patient, just say "That information is confidential and is used or disclosed only on a need-to-know basis" as allowed by law or authorized by the patient.

How can you protect PHI?

- Use a private space to discuss patient information and any other PHI
- Don't share PHI with people who don't need to know
- Don't share PHI you aren't authorized to disclose
- Speak quietly when talking with patients
- **Remember:**
 - a) do not access information you do not need to do your job
 - b) do not share information unless another person needs it to do their job
 - c) if unsure, do not disclose information until you have talked to the department supervisor.
- HIPAA questions and concerns can be referred to DCMC's Privacy Officer: Nancy Davis.

Patient Rights and Ethics

Door County Medical Center strives to ensure that patients who select our hospital for health care have their expectations met.

- Patient care is designed to meet the basic rights of: nondiscrimination, respect, privacy, information, safety and participation in care.
- Patients may voice grievance and recommend changes in policies and services to hospital staff and/or outside representatives of their choice and be free from restraint, interference, coercion, discrimination or reprisal or unreasonable interruption of care.



- When patients have an immediate problem or concern they may:
 - Notify any staff member of a grievance or complaint
 - Notify the Quality Department to assist with the grievance
 - Ask to speak to any Department Leader
 - Ask to speak to Chief Nursing Officer or Chief Quality Officer
 - Billing complaints should be referred to Patient Financial Services
 - Contact the Division of Quality Assurance

- Patient Ethics
 - Simplest definition: a set of moral principles, beliefs, and values that guide us in making choices about medical care -
 - Based around choices specific to the patient regarding their care which may be medical care decisions or personal care decisions
 - At the core of health care ethics is our sense of right and wrong and our beliefs about rights we possess and duties we owe others.
 - Thinking carefully about the ethical aspects of health care decisions helps us make choices that are right, good, fair and just.
 - Ethical responsibilities in a given situation depend in part on the nature of the decision and in part on the roles we play. For example, a patient and his or her family play different roles and have different ethical obligations to each other than a patient and his or her physician. In the US, four main principles define the ethical duties that health care professionals owe to patients. They are:
 - Autonomy: to honor the patient's right to make their own decision
 - Beneficence: to help the patient advance his/her own good
 - Non-maleficence: to do no harm
 - Justice: to be fair and treat like cases alike
 - All 4 principles are considered to be in effect at all times. In theory, each is of equal weight or importance. In practice, however, at least in the US, respect for patient autonomy often takes priority over the others.



Harassment- Includes Sexual Harassment

- DCMC is an equal opportunity employer committed to maintaining a workplace free from discrimination.
- DCMC will not tolerate harassment of any of its employees, including sexual harassment.
- Harassment is defined as a pattern of abusive and degrading conduct directed against a person's protected class. It interferes with work and results in an offensive and hostile environment.
 - Protected classes include: race, color, national origin, ancestry, sex, religion, creed, age, disability, marital status, sexual orientation, veteran's status, conviction or arrest record.
- Sexual harassment is defined as unwelcome verbal or physical conduct of a sexual nature.
- Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
 1. Submission to such conduct is made, either explicitly or implicitly, a condition of employment;
 2. Submission to, or rejection, of such conduct is the basis for employment decisions; or
 3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance.
- Any employee/worker/volunteer who believes that he/she has been the subject of unlawful harassment should immediately report the matter to their Department Manager or the Director of Human Resources.
- DCMC forbids retaliation against anyone for reporting harassment or otherwise assisting in the investigation of a harassment complaint.



Workplace Violence

• What Causes Violence?

Anger is the leading cause of violence. People become angry when they are:

- Waiting for extended periods of time
- Restrained or isolated
- Disoriented due to stress, drugs, alcohol, psychiatric illness
- Faced with highly emotional situations.

• Are You at Risk?

- Work place violence is on the rise.
- Two- thirds of all work place violence episodes involve health care workers and social service workers.
- If you work directly or indirectly with patients in the health care setting, you may be at risk.

• Stay Safe

- Recognize the warning signs of violence
- Familiarize yourself with the hospital's policies and procedures concerning workplace violence
- Learn ways to handle volatile situations and hostile people
- Report any incidents or "near misses" to your supervisor.

• Recognize The Warning Signs

- Violent behavior can't always be predicted, but there are some warning signs.
- Look for these characteristics:
 - o Disorientation (such as individuals under the influence of drugs, alcohol, stress, or with a history of psychiatric illness)
 - o Confrontational or defensive behavior
 - o Obsessive behavior
 - o Angry outbursts
 - o Impulsive behavior
 - o Verbal threats or abusive language



• **Beware of These Situations in Which Violence Is More Like to Occur:**

- Availability of money or drugs
- Long waits or delays
- Working alone or in remote areas
- Conflict with a supervisor or coworker
- Employee or coworker who has received disciplinary action, negative performance review, demotion or had employment terminated
- Low staffing levels at times of increased activity
- Leaving the building alone or late at night
- Poor lighting in parking areas

How You Can Reduce Violence in The Workplace

DO's	DON'Ts
Take all threats seriously	Get angry or raise your voice
Remain calm and courteous	Respond to threats with threats
Actively seek solutions and ways to ease tension	Do anything that increases anger or tension
Treat everyone respectfully	Stay in an area where you feel unsafe
Empathize with the angry or violent individual	
Seek help	
Report all threats or violent acts	

Safety and Security

Door County Medical Center strives to provide a safe environment for its patients, employees, contractors, and vendors. Security Officer coverage is provided:

- Nights/Seven Days a Week: 6:00 p.m. – 6:00 a.m.
- Saturdays and Sundays: 6:00 a.m. – 6:00 p.m.

Security officers are located at the Emergency Department entrance and can be reached by calling 920-493-032 or through the switchboard operator.

All workforce members, including students, are highly encouraged to contact the Sturgeon Bay Police Department by dialing 911 for immediate emergencies or threats.



Infection Prevention

Hand Hygiene

Proper hand hygiene is the single most important measure in the prevention and transmission of infection(s). Failure to wash hands correctly and in a timely manner is an infection control hazard!

Hospital personnel/Students and Observation persons shall wash their hands to prevent the spread of infections as follows:

1. When coming on duty and at completion of their shift.
2. Before applying and after removing gloves.
3. When the hands are obviously soiled.
4. Before and after contact with patients.
5. Before contact about the face and mouth of patients.
6. Before and after personal use of the toilet.
7. After sneezing, coughing, blowing or wiping the nose or mouth.
8. Before entering and after leaving isolation areas and/or after handling articles from an isolation area.
9. After handling used sputum containers, soiled urinals, catheters, bedpans, etc.
10. Before and after eating.
11. Before and after contact with patients wounds.
12. Before preparing or administering medications.
13. Before handling sterile packages or clean equipment.

Procedure:

A. Handwashing Station:

1. Stand at the sink and avoid contaminating clothing on external sink surface.
2. Turn on water to comfortable temperature.
3. Wet hands up the wrists.
4. Keeping hands lower than elbows, apply soap, then work into a lather and wash all surfaces of the hands and fingers for at least 20 seconds.
5. Rinse well, keeping hands pointing down. Complete removal of soap helps to prevent excoriation of the hands.
6. Dry hands well with paper towels and then use the paper towel to turn off faucet.
7. Dispose of paper towels properly.



B. Alcohol-based Hand Rubs:

1. Apply solution to the palm of one hand and rub hands together to cover all surfaces of the hands and fingers.
2. Rub together until dry – about 20-30 seconds. (If hands dry in 3-5 seconds, you need to apply more solution!).
3. If access to a soap and water is not accessible, an alcohol-based hand rub will be used.
4. Consider removing the alcohol-based hand rub from rooms for patients that may have a potential risk for ingestion of this product.

Contraindications: (if any of these are true- wash with soap and water)

- If hands are visibly soiled.
- You suspect Norovirus, clostridium difficile or any other spore-related organism.
- Before and after personal use of the toilet.
- Before and after eating.
- Persons taking disulfiram (Antabuse).
- If hands start to “bead up” after using hand rub solution.

Illness: *Do not come into work when you are sick.*

- Always make your leader is aware when you are sick before coming to the facility
- Must be 24 hours fever free; without a fever reducing medication
- Must be 48 hours free of diarrhea or vomiting

Emergency Response Protocols

EMERGENCY CONDITIONS & BASIC STAFF RESPONSE

(See individual emergency response protocols for additional details via the intranet)

ALERT: Full emergency response drills can and will occur at any time during a 24-hour period. All drills will be held at random and follow the same protocols whether they are held during the daytime or nighttime for all work shifts. DCMC expects all staff to respond whether an actual event or a drill is occurring.



**Door County
Medical Center**

IN PARTNERSHIP WITH HOSPITAL SISTERS HEALTH SYSTEM

*Trusted team.
Close to home.*

dcmedical.org

EMERGENCY ALERT RESPONSE GUIDE 4/17/17



Facility Alert Phone <i>Internal</i>	House Supervisor Phone	Emergency Phone <i>External</i>	Security Staff Phone <i>After Hours</i>
Ext. 3333	Ext. 3653 or 920-495-5557	9-911 – Offsite dial 911	920-493-0320
EMERGENCY ALERT	ACTION NEEDED		
Active Shooter Alert <i>Security Alert</i>	<ul style="list-style-type: none"> Announcement will be used when an active shooter is present or a violent threat is in the facility and evasive actions are necessary in areas where people are located. Staff hearing shots fired should Dial 2580 (in house) and state "SECURITY ALERT-ACTIVE SHOOTER" & Location. Repeat message and then take the appropriate steps to protect self and others. Reference "Active Shooter-What to Do" cards located in workspace (Evacuate-Deny Access-Fight). 		
Evacuation	Overhead announcement used for are affected. Refer to Evacuation Policies EM-003/EM-007.		
Fire Alarm <i>R - Rescue Anyone in Danger</i> <i>A - Alarm (Dial 3333)</i> <i>C - Contain</i> <i>E - Extinguish or Evacuate</i>	<ul style="list-style-type: none"> All staff not in the vicinity of the fire will remain where they are until "Fire Alarm All Clear" announcement is heard or evacuation instructions are received. Staff with predefined or emergency response responsibilities will report to assigned stations. Oxygen Shutoff Valves: Respiratory Care, Nursing, or Facilities Management staff will shut off valves if necessary. Evacuate only as directed – know evacuation route. 		
Imminent Delivery	Mother about to give birth. <u>Responding Staff:</u> House Supervisor, Physician, and OB Nurse.		
Mass Casualty	<p>A Mass Casualty may result in a sudden, large influx of patients to the hospital (i.e. fires, explosions, natural disasters). Mass Casualty activation is determined by Senior Leadership or the House Supervisor. Once a Mass Casualty Alert is announced staff need to:</p> <ul style="list-style-type: none"> Report to Director/Supervisor for instruction of where to report for duty. All on-duty staff members are expected to assist in response to Mass Casualty; off-duty staff may be called in to help. 		
Medical Emergency	<ul style="list-style-type: none"> To report person in physical distress, dial 3333 and give the location of the person. Staff to stay with distressed person until Code Team arrives. Once Code Team arrives, staff not needed may return to work area. 		
Message Alert	Announcement used to relay information that may affect staff and patients such as a utility failure, computer system down time, etc.		
Missing Person	<ol style="list-style-type: none"> When aware of missing infant, child or adult, Dial 3333 to report and provide the following information: Age, Sex, Height & Weight, Race, Hair Color, Description of Clothing and Location last seen. Notify House Supervisor. Senior Leadership will establish Command Center. All staff to monitor halls & exits for missing person and/or suspicious persons. No one is allowed to leave until Law Enforcement arrives. If someone refuses to wait, <u>do not stop them</u>; follow them at a safe distance, record vehicle information and direction of travel. Place yellow "Secure" magnet on door frame to indicate room/office has been searched. 		
Rapid Response	Announcement used to summon Rapid Response Team (<i>Primary Care Nurse, House Supervisor, Respiratory Care Therapist, and ER Nurse</i>) for an urgent patient medical issue (signs and symptoms of deterioration).		
Security Alert <i>Threat</i>	<ul style="list-style-type: none"> Announcement used when there is the potential of an outside violent threat that can present itself at the facility. All outside entry points will be locked by either key or access controlled. Staff members to remain in departments or immediate area and secure doors until notified that the situation has been resolved. Those needing Security Assistance for threat, bomb threat, or dangerous individual should Dial 3333 and state "Security Alert Response" and state the Location of The Alert will result in notification to 911 and Sturgeon Bay Police Department. 		
Severe Weather	<p><u>Patient Care Areas, Clinics and SNF:</u> Move patients/residents to the interior of building or possibly bathrooms. REMEMBER: Long hallways may become wind tunnels. If patient/resident is unable to leave the room: Close drapes and doors and move patient/resident to interior wall and cover with fire blanket or bath blanket.</p> <p><u>Non-Patient Care Areas:</u> Move everyone away from windows/glass and to interior parts of the building.</p>		



Dress Code Guidelines

- Dress in a manner that enhances the hospital's public image as a responsible healthcare worker and presents a professional image.
- Face Masks must be worn in all areas of DCMC.
- Hospital issued name badge and/or school badge must be displayed above the waist at all times.
- Clothing must be neat, wrinkle free, clean, in good condition, and properly fitting. Pants should not be tight or dragging on the floor. Pants should cover any undergarments (no underwear showing).
- No blue jean denim.
- Clothing cannot have holes or rips in them.
- Open toe shoes are prohibited in patient care areas,
- Hair/facial hair must be clean, neat and trimmed.
- No strong smelling perfumes, after shave colognes or lotion fragrances should be worn.
- Nails should be clean, neat, no polish.
- Visible tattoos are acceptable as long as they are not offensive to anyone.

Cell Phone Guidelines:

- Should not be used during work, clinical, and/or observations experiences.
- At no time should these devices be used in patient areas.
- Use of these devices should only be used during break times and outside the view of the patients and visitors.
- All devices need to be silenced (ringer and vibrations) when in the hospital.
- Absolutely no pictures taken while in DCMC.