

**CO**RONA**VI**RUS **D**ISEASE 2019 (COVID-19)

Surge Staffing: Rapid Redeployment Onboarding Manual for RNs and Staff

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| **Audience:** Colleagues |
| **Revision Date:** 3/24/2020 |
| **Version:** Version #1A |

| **Rapid Redeployment Onboarding Manual for RNs and Staff** |
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| On behalf of Trinity Health and insert RHM name. We are pleased that you have chosen to serve here during the COVID-19 pandemic.  As you help us during this time, we want to make sure that both you and our patients are kept safe. Should you have any questions during your stay please reach out to insert contact information of nursing leaders and/or educators. |
| **Mission**  We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. |
| **Vision**  As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life. |
| **Core Values**  *Reverence*  We honor the sacredness and dignity of every person.  *Commitment to Those Who are Poor*  We stand with and serve those who are poor, especially those most vulnerable.  *Justice*  We foster right relationships to promote the common good, including sustainability of Earth.  *Stewardship*  We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.  *Integrity*  We are faithful to who we say we are.  *Safety*  We embrace a culture that prevents harm and nurtures a healing, safe environment for all. |
| Insert Site Map |
| **Code of Conduct for Redeployed Colleagues** |
| **Sense of Ownership**   * Take pride in this organization as if you own it. Accept the responsibilities of caring for our guests. * Be an ambassador of RHM name. * Be a team player. Get involved. * Adhere to policies and procedures. * Live the values of this organization. * Do the right thing. * Follow chain of command to resolve issues. |
| **Attitude**   * Attitude starts with self. Be positive and optimistic. * Our job is to serve our customers and provide high quality service with care and courtesy. * Exceed expectations and anticipate needs. * Acknowledge guests and fellow employees immediately. Smile and introduce yourself. * Have a Can-Do attitude. |
| **Appearance/Dress**  A professional clean and neat appearance is an essential element of establishing credibility and trust with our customers. Careful attention to personal hygiene is a primary concern, since we provide direct patient care.  Please note the following:   * All colleagues are expected to comply with the dress code of this facility. * Name badge must be visible at all times. * Hairstyles are to be clean and not interfere with patient care. Shoulder length or longer hair must be securely pulled back. * Well-trimmed beards, sideburns and mustaches are acceptable unless using an N95 respirator. If using an N95 respirator, colleague must be clean shaven. * Fingernails are to be neat, clean, and groomed, at a length no longer than ¼ inch. Artificial nails, bonded coverings are prohibited in patient care areas. No nail polish. * Our facilities are “fragrance free.” Patient care staff should not wear perfume, cologne, body spray, or heavy aftershave lotion. * Shoes are to be kept clean with non-skid soles. Shoes with open toes, open heels, holes are not permitted. * Wedding rings, watches, and small earrings are allowed for patient care staff. * No visible piercing is allowed with the exception of ear piercing. Excessive earrings cannot be worn. |
| **Communication**   * Listen to guests and make eye contact. * Be courteous. * Do not use jargon. Keep patient information confidential. * When someone appears to need directions, escort that person to his or her destination or a volunteer station. * Know how to operate the telephones in your area. Provide the correct number before transferring a call. Get the caller’s permission before putting him or her on hold and thank the caller for holding. * Answer telephone calls within three rings, identify your department and yourself and ask, “How may I help you?” * Patient care boards (white boards) should be updated at each shift change. |
| **Call Lights**   * Anticipate patients’ needs so they will not have to use their call lights. * All colleagues are responsible for answering patient call lights. * Make sure the call light is accessible to all patients, at all times. * Acknowledge call lights by the fifth ring and respond to requests within three minutes. * Always address the patient by name. * Ensure continuity of care by reporting to relief caregivers before leaving the floor. * Check on patients before shift change and before going on break. |
| **Elevator Etiquette**   * Always smile at fellow passengers; hold the door open for others. * When transporting patients in wheelchairs, always face them toward the door and exit with care. * Pause before entering an elevator so you do not block anyone’s exit. Step aside or to the back to make room for others. * Guests are first when entering and exiting. * Colleagues should use staff elevator when transporting patients or specimens. |
| **Privacy**   * Be sensitive to the patient’s need for privacy and modesty. * Make sure that patient information is kept confidential. Never discuss patients or their care in public areas. * Knock before entering. Close curtains or doors during exams and procedures. Provide a robe or second gown if the patient is ambulating or in a wheelchair |
| **Safety Awareness**   * Report all accidents or incidents promptly. * Report any safety hazard you see. Correct the safety hazard if appropriate. * Use protective clothing, gear and procedures when appropriate. * Handle repairs/disposal of equipment appropriately. Label everything. |
| **Code of Conduct for Redeployed Colleagues** |
| **Smoking**  Smoking, vaping, or use of any tobacco product is strictly prohibited on any Trinity Health property (including parking lots, sidewalks, roads, landscaped areas, and cars). |
| **Illness or Exposure**  As a surge colleague in a hospital, you may be at risk for the potential exposure to infectious diseases and bloodborne pathogens (e.g., viruses, bacteria and other microorganisms that are carried in a person’s blood or other body fluids containing blood such as Hepatitis B, C, or HIV).   * Report any illnesses promptly to your supervisor, manager, or charge nurse. Do not report for work if you have any of the following symptoms: diarrhea for 24 hours or more; temperature of 100° F or more; nausea and vomiting; a sore throat with elevated temperature; Streptococcus infection of the throat; infection that is manifested by a draining lesion (cold sore must be crusted over); productive cough due to an infectious condition, or signs of COVID-19 disease. * If you have been exposed to a bloodborne pathogen, please notify Employee Health Services (EHS) and the unit/clinic manager immediately by calling enter phone numbers for EHS. |
| **Accidents Involving Redeployed Colleagues**  If you are hurt or become ill while on the job, report immediately to your supervisor, and/or unit/clinic manager. |
| **Safety Program**  Colleagues are asked to cooperate in helping prevent injury to themselves, other employees, patients, and visitors by observing the following rules:   1. Be sure to understand the safe way to perform any task given to you. If you have any doubts about the procedure, ask your preceptor, supervising nurse, unit charge nurse, or supervisor. 2. Your own good health is important. Report any illnesses promptly to your supervisor or to the labor pool. 3. Ensure you have been trained in the proper use of personal protection equipment (PPE) at this location for any patient in isolation precautions. 4. Inform yourself and keep posted on fire rules of the hospital, position of alarm boxes and your duties in case of fire. 5. Report to your immediate supervisor immediately any unsafe conditions, such as:  * Wet or slippery floors. * Equipment left in halls or on walks. * Defective equipment. * Careless handling of equipment. * Use of combustible materials near open flames. * Other dangerous situations.   6. Always be especially alert for safety factors when using wheelchairs and stretchers.  7. Always walk, do not run in the halls or on the stairs.  8. Keep your shoes in good repair.  9. Practical jokes and horseplay will not be tolerated. They can result in injury to others. |
| **Prevention of Accidents Resulting from Moving Things**  **Lifting:** Look over the object to be lifted. Make sure it is not too heavy. Stand close to the object with your feet apart for balance. Make sure your footing is secure. Bend your knees keeping your back as straight as possible. Get a good grip and keep the weight of the object close to your body. Lift gradually, straighten your knees and stand. Use your leg muscles. Avoid quick, jerky motions. Avoid lifting any object above your shoulders. For patients, make sure you are using the proper safe patient handling equipment at your site.  **Pushing and Pulling:** Get a good grip on the object, hands inside handles. Keep your back as straight as possible. Brace your feet for maximum leg power. Bend your knees to get the best use of your body weight.  **Carrying:** Keep the load close to your body. Avoid twisting your body. Change direction by moving your feet. Face the spot directly where you will place the load. Do not change your grip while carrying the load. |
| **Prevention of Fall Accidents**  **Spills:** Pick up anything spilled or dropped on the floor. Liquids, paper, and other items on the floor can be dangerous.  **Stairs:** Use handrails when going up or down stairs. Take one stair at a time.  **Watch Out for Potential Obstruction:** Cabinet doors and drawers should not be left open; keep them closed. Never leave boxes, etc. on stairs or in passageways. Keep carts out of the way. Wheeled vehicles/wheelchairs should be pulled through doorways so you lead the way and can see where you are going.  **Be alert to hazards and report the problem to hospital staff and/or the Facilities department.** |
| **Electrical Safety**  Use caution and exercise special care in the use of electrical equipment. Be sure to use grounding devices as instructed. Personal laptops/notebook style computers can be used if the equipment is inspected per policy by nursing staff. Restricted equipment includes heating devices, coffee makers, curling irons without an auto shut-off feature, extension cords, and radio transmitters. |
| **Compressed Gas Cylinders (Oxygen)**  Transport cylinders safely by using a portable cylinder carrier or stretcher cylinder holder; and, ensure cylinders are chained and secured in the carrier. Never carry a cylinder slung over your shoulder or by the cylinder neck, in a patient's bed, or free-standing or lying on the floor. |
| **Security**  The Security Department has the responsibility of safeguarding patients, visitors, employees and property. Hours are as follows:  Insert your site’s security contact information and hours |
| **Cell Phone use/Telephone Calls for and by Surge Colleagues**  Colleagues should not be contacted by telephone at the hospital except in an emergency. Cell phones are NOT to be used while on duty and are permitted in break rooms or public areas only. If it appears that your cell phone is being used inappropriately you may be asked to put your cell phone away or may be dismissed. |
| **Patient and Visitor Accidents or Errors**  If you witness or discover an accident or error in which a patient or visitor is injured, you should give all assistance possible and then report the incident to a nursing supervisor. A person who is seriously injured should not be moved until a physician or a nurse supervisor approves the move. Incident Reports must be completed for all accidents or errors to patients or visitors and signed by the department director. |
| **Privacy and Confidentiality**  **Expectations Related to PHI (Protected/Patient Health Information)**   * Know what makes up PHI and how to use it appropriately. * Access only the information needed to perform role. Do not access patient information –even your own –out of care, curiosity or concern * Appropriate use of social network tools (Face Book, Texting, Tweeting). * Appropriate disposal of paper and plastic containing PHI. * Appropriate ways to communicate patient or business sensitive information (secure e-mails, verify fax numbers, appropriate labeling of house and outside mail). * Do not discuss patient care activity outside of the clinical care setting. * Demonstrate respect for the privacy and dignity of patients and families at all times.   **PHI examples:**   * Name * Date of Birth * Medical Record Number * Diagnosis * Procedures * Medications * Test Results * Amount charged and paid   **Privacy and Social Media:**  Colleagues, physicians, students and volunteers must not post any information about a patient, including but not limited to:   * Photographs * Films * X-Rays * Treatment, diagnosis or prognosis information * Positive or negative comments   **Actions online should NOT be:**   * Discourteous * Abusive * Threatening * Abrasive * Defamatory * Racial * Offensive |
| **Abuse, Neglect, and Exploitation**  The following are considered forms of abuse:   * Physical assault: the threat or use of force. * Rape: any genital, anal. or oral penetration without the victim's consent. * Sexual molestation: any sexual contact, short of rape, without the victim's consent; or, any sexual act with a child. * Domestic abuse: neglect or abuse of children, elders, and vulnerable adults. * Financial abuse: substandard care despite adequate resources and/or sudden transfer of assets to a family member or other caregiver.   Reporting of abuse and neglect must follow state laws. Please report any findings to your supervising nurse for assistance to ensure state guidelines are followed. |
| **Infection Prevention**  **Hand washing:**  Clean hands are the single most important factor in preventing the spread of dangerous germs and antibiotic resistance in the Health Care setting. The use of gloves does not eliminate the need for hand hygiene. Likewise, the use of hand hygiene does not eliminate the need for gloves.  Patient care employees must wash their hands according to the Center for Disease Control (CDC) guidelines, as follows:   * When hands are visibly dirty or contaminated with proteinaceous material or are visibly soiled with blood or other body fluids, wash with soap and water. If hands are not visibly soiled, use an alcohol-based hand rub for routinely decontaminating hands in other clinical situations. * Decontaminate hands before and after patient contacts, after removing gloves, before eating and after using the restroom. * When using an alcohol-based hand rub, apply product to palm of one hand and rub hands together for 20 seconds, covering all surfaces of hands and fingers, until hands are dry. * When washing hands with soap and water. Wet hands with water, apply soap and rub hands together vigorously for at least 20 seconds, covering surfaces of the hands and fingers. Rinse hands and dry thoroughly with disposable towel. Use towel to turn off the faucet.   **All other isolation precautions and proper personal protective equipment (PPE) usage will be reviewed during your orientation process.** |
| **Parking**  Free parking is available for surge colleagues at each facility.  Insert site's parking guidelines. |
| **Computer Access**  If you are in a position that needs access to a computer or documentation system you will be granted access only to those computer programs necessary for your role. Should you have any issues with access please call the help desk at  insert help desk phone number. |
| **Policy and Procedures**  There are specific policies and procedures that require your review:  Insert instructions on how to access your Policies & Procedures |
| **COVID-19 Resources**  **THE PULSE** (Trinity Health Intranet): <https://intranet.trinity-health.org/web/systemoffice/coronavirus-covid-19-updates3>  **Wolters Kluwer:**  <https://www.wolterskluwercdi.com/blog/hope-horizon-covid-19-prevention/>  **UpToDate:**  <https://www.uptodate.com/contents/coronavirus-disease-2019-covid-19/print#!>  **Lippincott Nursing Center:**  <https://www.nursingcenter.com/journals-articles/article-collections/coronavirus> |