



**Memorial  
Healthcare**

**Commitment  
Compassion**

*For life*



**Student  
Orientation  
Guide**

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# Memorial Healthcare's Mission, Vision & Core Values

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## OUR MISSION

To promote health and provide quality, compassionate healthcare in our region through commitment to service excellence, teamwork and innovation.

## OUR VISION

Recognized as a national model for excellence in personalized healthcare.

## CORE VALUES

**Excellence** – Strive to achieve the best in everything we do. Never stop learning and working to improve our skills, programs and services. Provide consistent quality and safety for patients and caregivers.

**Integrity** – Inspiring trust through open communication, and be consistent in doing what we say we will do.

**Service** – Provide personalized, compassionate care to each person we are privileged to serve. No matter where in the organization we work, we remember always that caring for the individual patient and his/her family is at the heart of our mission.

**Innovation** – Seek new approaches in service and the delivery of care with vitality and enthusiasm. Empower employees to act in ways consistent with the vision.

**Teamwork** – We recognize that we can only achieve our mission and vision by working together. We, as servant leaders, value those who work collaboratively to achieve excellence and superior patient experiences.

**Wisdom** – Integrating excellence with financial stewardship.



# Standards of Behavior

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**Memorial Healthcare staff and students pledge to always...**

## EXCELLENCE

- Provide the highest standard of quality and safety.
- Achieve the best in everything I do.
- Work to improve and never stop learning.

## INTEGRITY

- Be accountable for my actions, comments and demeanor
- Inspire trust through respectful communication.
- Protect privacy and dignity at all times.

## SERVICE

- Provide excellent service.
- Provide personalized, compassionate care.
- Recognize patients and families are the purpose of my work.

## INNOVATION

- Be open to new approaches.
- Be creative and search for ways to make things better.
- Celebrate diversity and honor the value it brings to Memorial Healthcare.

## TEAMWORK

- Support our mission and vision by working together.
- Be a positive team member.
- Actively participate and contribute to the success of Memorial Healthcare.

## WISDOM

- Place the patient at the center of all actions and decisions.
- Make decisions based on sound judgement.
- Utilize resources effectively.



# The Patient Experience

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A focus on the patient experience is critical. It is not just the right thing to do; an enhanced patient experience has also repeatedly been proven to link to better clinical outcomes. Every patient deserves a high quality experience at Memorial Healthcare. We all have our part to play in making this happen, including our healthcare students.



## **PATIENT COMPLAINTS**

Immediately report all patient complaints to your preceptor.

## **CONCERNS/COMPLAINTS FROM STUDENTS/OBSERVERS**

Please direct all concerns/complaints to the Education Manager at Ext. 1813 (989-729-4813).

# Emergency Codes

**IMPORTANT! Remember to take your identification badge home with you each and every day. In case of a lock down, you will need it for entry.**

## CARDIO-ARREST (Adult) – CODE “BLUE”

- A trained team will respond to all Code Blue situations

## CARDIO-ARREST (Pediatric) – CODE “WHITE”

- A trained team will respond to all Code White situations

## CHILD ABDUCTION – CODE “ADAM PURPLE”

- Lock all exterior doors
- Immediately respond to the location where the child is missing and begin a building search
- Go to the stairways/exits, challenging anyone leaving with a child

## BOMB THREAT – CODE “YELLOW”

- Immediately inform your supervisor
- Write down what you were told

## COMBATIVE PERSON – CODE “GRAY”

- When a code GRAY is called, staff who are available respond to the location of the Code Gray call. Staff who have not received training may respond and be given direction on how to assist.

## DISASTER (External) – CODE “TRIAGE-EXTERNAL”

- A trained team will respond to all Code Triage-External situations.

## DISASTER (Internal) – CODE “TRIAGE-INTERNAL”

- A trained team will respond to all Code Triage-Internal situations.

## HAZARDOUS CHEMICAL SPILL - CODE “ORANGE”

- A trained spill team will respond to all Code Orange situations.

## INFANT ABDUCTION – CODE “ADAM PINK”

- Lock all exterior doors
- Immediately respond to the location where the infant is missing and begin a building search
- Go to the stairways/exits; challenging anyone leaving with an infant

## FIRE – CODE “RED”

- **R**= Rescue yourself/ anyone else out of immediate danger
- **A**= Alarm – pull the nearest fire alarm and call 1911 to report the location
- **C**= Contain - close doors and windows
- **E**= Extinguish and exit
- **P**= Pull the pin
- **A**= Aim the hose at the base of the fire
- **S**= Squeeze the handle
- **S**= Sweep back/forth

## VISITOR ASSISTANCE – CODE “ASSIST”

- Called when additional assistance is needed for patients or staff

## WEAPON/HOSTAGE SITUATION – CODE “SILVER”

- Immediately call the police
- Secure the area

## WEATHER ALERT – CODE “WEATHER”

- If tornado – In patient care areas, move patients to the interior corridors away from window and glass. In non-patient care areas, staff should move to the interior corridors away from windows and glass.

# HIPAA Guidelines for Protecting Privacy & Security

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 requires all professionals and organizations to guard the privacy of their patients and customers. Memorial Healthcare employees at **all levels** are required to maintain confidentiality. The most important thing to remember is that our patients rely on us to safeguard their privacy. Wherever you work, whether it is accounting, dietary, billing, housekeeping or another area, it is your responsibility to make sure that patient information remains secure and confidential. The following section will help you understand how we all can protect the privacy and security of patient information.

- Do not discuss patient information in elevators, lobbies, cafeterias or other public places, both inside and outside the organization.
- Always lower voices when having conversations concerning patients in non-private areas (i.e. shift change at a nurses' station).
- Do not access patient health information unless it is necessary to perform your work tasks, including that of your own record, family members, friends and colleagues.
- If you overhear a discussion concerning a patient, keep it to yourself or report it to the Privacy Officer.
- Obtain patient verbal permission before discussing information in front of family and/or friends.
- Do not discuss patient information with anyone except when necessary for work-related purposes.
- Do not leave messages concerning a patient's condition and test results on answering machines or with anyone other than the patient.
- Do not dispose of patient information in a trash can. Always discard PHI in a shredding container.
- Remove patient information from copy machines, fax machines and printers.
- Always ensure that you are sending the fax to the right person at the right number.
- Never post protected information of any kind on social media or blog web sites (i.e. YouTube, Twitter, Facebook, Google, LinkedIn, etc.)
- Do not exchange or share patient health information on your personal cell phones and laptops.
- Always use your own user ID and password to login.
- Never log on to the system under someone else's password.
- Never share your ID and password with others.
- Never send PHI in an email unless it is encrypted.
- Always log off your computer when away from your desk.
- Turn computer screens so they cannot be viewed by the public to ensure information is not accessed accidentally.
- Secure portable devices in a safe location when not in use.
- Do not remove computer equipment, disks, or software unless you have permission.
- Do not take patient records off-site.

**If you have any questions concerning HIPAA, please call the Privacy Officer at 989-729-4579.**

# Corporate Compliance

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Corporate compliance ensures that every person at Memorial Healthcare strives to meet the highest standards for ethical behavior and integrity. This applies to all levels of the organization from the Board of Trustees, to our front-line employees, medical staff and volunteers.

Corporate compliance is comprised of various elements, including policies and procedures, code of conduct, education, routine monitoring and auditing, prompt investigation and response to compliance issues. Persons at any level can cause a business not to be in compliance with regulations, standards, laws, etc. This can be through intentional actions or by error.

The Corporate Compliance Committee includes monitoring and auditing practices in their annual work plan. Any area can be included, but we are mostly focused on billing, coding, and documentation practices. Investigations are reported to the Corporate Compliance Committee and Board PI. Action is taken when violators, as appropriate, up to and including immediate termination.

**To report a compliance violation or concern, contact our hotline at 989-729-6397 or hospital extension 2468. Callers may remain anonymous. Calls are logged by the Compliance Officer and forwarded to the appropriate individual for investigation.**





## Rapid Response Team

The purpose of the Rapid Response Team is to provide expert assessment, early intervention, and stabilization for the patient and to prevent further critical deterioration through utilization of a standard response to a medical emergency.

The Rapid Response Team is comprised of the House Supervisor/Nurse Manager, Advance Cardiac Life Support Nurse, and Respiratory Therapist. The team responds to an individual's call regarding a concern with the patient's status. They act as consultants to assist with assessment and management of the patient. Interventions within the team's scope of practice may be employed.

If a noticeable medical change in the patient occurs and the patient/family believes the healthcare team is not recognizing their concern(s), the patient/family is encouraged to speak with any member of the healthcare team (i.e., nurses, physicians). If they continue to have serious concerns on how care is being given, managed or planned, the patient/family may call the Operator by dialing "0" and request a "Rapid Response Team" be called.

## Nursing Model of Care

The Memorial Healthcare Professional Nurse Practice Council embraces Jean Watson's philosophy of nursing in its Nursing Care Model. You will see the following Nursing Model of Care graphic throughout the hospital. The goal of the Nursing Model of Care is for nursing professionals to always remember ***"Caring is the essence of nursing."***



# Infection Control/Standard (Universal) Precautions

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Handwashing is the most effective way to prevent the spread of infection and should be done before and after each contact with a patient.

Avoid all direct contact with blood and body fluids by wearing gloves, goggles, masks, gowns, and other personal protective equipment if there is any danger of splashing fluids.

Avoid patient contact if you have cuts, lesions or dermatitis.

Place any material touched by body fluids in leak-proof approved containers for disposal or disinfection.

Avoid self-puncture with needles or sharp objects and NEVER recap, break, or reuse a needle. Dispose of needles and other sharps promptly in puncture-proof containers.

## WHEN YOU WASH YOUR HANDS

- Wet your hands and apply plenty of soap
- Work up a lather
- Wash under your nails and at least three inches above the wrist
- Scrub thoroughly for at least 10-15 seconds
- Rinse thoroughly
- Dry your hands with a paper towel
- Use the paper towel to turn off the faucet
- Dispose of the paper towel properly

## WHEN USING HAND SANITIZERS OR ALCOHOL-BASED CLEANERS

- It is not a substitute for proper handwashing when hands are visibly soiled
- It may be used between casual patient contact or if a sink is not available
- Make sure hands are dry and free of soil before use
- Apply hand cleaning product to all surfaces of wrists, hands, and nails and rub until hands are dry
- Do NOT wipe off with a paper towel
- Alcohol hand rubs are not effective against spore-forming organisms (Cdiff)

## PERSONAL PROTECTIVE EQUIPMENT

The hospital will supply you with equipment that will help protect you from contact with potentially infectious materials. This equipment includes:

- Face shields
- Gowns
- Gloves
- Goggles
- Masks
- Resuscitation masks
- Approved respirators

# Dress Code/Personal Appearance

Each student/observer is responsible for presenting a personal appearance that projects a professional and competent image. Appropriate personal appearance is of vital importance to Memorial Healthcare because dress and presentation establishes confidence and respect for the hospital; while maintaining the health and safety patients, visitors and staff members.

## UNIFORMS

The utilization of uniform colors for each specialty (discipline) enables patients and families to more easily differentiate between the various specialties involved with patient care and services delivered.

Registered Nurse (RN) <i>Navy</i>	Licensed Practical Nurse (LPN) <i>Chocolate</i>	Patient Care Tech (PCT) <i>Light Blue/Ceil</i>	Patient Care Secretary (PCS) <i>Teal</i>	Cardio Pulmonary <i>Wine</i>	Laboratory <i>Royal Blue</i>	Rehabilitation <i>Olive</i>
Diagnostic Imaging <i>Pewter</i>	Operating Room <i>Misty Green</i>	Orthopedic Tech <i>Red Top/ Black Pants</i>	Housekeeping & Laundry <i>Khaki</i>	Food & Nutrition <i>Black</i>		



## Dress Code/Personal Appearance (Continued)

### PERSONAL APPEARANCE

- All clothing must be neat, free of excessive odors and well-suited for the tasks to be performed.
- All hair and fingernails must be kept clean, neat and well-trimmed.
- Shoes must be in good, clean condition. Leather or dress clogs with enclosed front (no holes) are acceptable for clinical areas.
- Hosiery and socks are to be job-appropriate, neat, clean and in good repair. Hosiery/socks and shoes with closed-toe are required if assigned to work in a patient care or clinical area. It is highly recommended that hosiery/socks be worn at all times in non-clinical areas, as well.
- Skirt and dress lengths must be appropriate for a professional, business environment (no more than 1" above the knee). Sleeveless tops are allowed only for non-clinical staff.
- Khaki pants and mid-calf dress slacks are permitted.
- No t-shirts, except on specially designated days.
- Blue jeans are not permitted. Faded, torn or worn-looking material is not permitted.
- Clothing bearing appropriate Memorial Healthcare logos is permitted (no hoodies).
- Small discrete tattoos on hands, feet, ankles may be displayed.

### **The following are examples of inappropriate attire and are not permitted. This is not an all-inclusive list.**

- Leggings, stirrup pants, spandex
- Clothing with printed messages
- Shorts of any kind
- Tank tops, strapless tops, clothing with spaghetti straps or that reveal bare backs, midriffs, buttocks, or cleavage
- Lip, nose, or any body piercing(s) on any visible part of the body (excluding ears)
- Ball caps, hats or hoodies
- Flip flops, casual sandals or beach shoes
- Clothing that is ripped, has holes, is worn or aged
- Clothing that is considered indecent or offensive
- T-shirts/muscle shirts
- Informal/casual cropped, capris, or cargo pants
- Tattoos (must be concealed by clothing on arms, neck, face, etc.)
- Excessive make-up
- Smoke/fragrance – this includes perfumes, cologne, cigar and pipe smoke
- Excessive bracelets, rings or necklaces

# Age-Specific Information

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As students/faculty in a healthcare organization, it is important to understand age-specific competencies. Each patient is unique and should be cared for according to their individual needs. This is the reason for reviewing age-specific competencies. Reviewing these competencies benefits you and the organization, and it enables you to care for the individual at every stage in life.

## The different age groups that are recognized are:

**Infants and Toddlers** – learning through senses; seeks to build trust in others

**Young Children** – becoming more independent

**School Age/Older Children** – more active; develops a greater sense of self

**Adolescents** – maturing physically; developing own identity; choosing own values

**Young Adults** – choosing own lifestyle; seeks closeness with others

**Middle Adults** – using life experiences to learn, create, and solve problems

**Geriatrics** – natural decline in some physical abilities/senses; adjusting to new roles in life



## Abuse/Neglect Information

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Abuse means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish.

This also includes the deprivation by an individual, including a caretaker, of goods or services that are necessary to attain physical, mental and psychosocial well-being. This presumes that instances of abuse of all residents – even those in a coma – cause physical harm, pain or mental anguish.

### FORMS OF ABUSE

**Verbal** – the use of oral, written, or gestured language that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance, regardless of their age, ability to comprehend or disability.

**Physical** – includes hitting, slapping, pinching and kicking. It also includes controlling behavior through corporal punishment.

**Sexual** – rape, sexual assault, or pressuring someone into sexual acts they have not consented to, do not understand or feel powerless to refuse.

**Mental** – includes, but is not limited to, humiliation, harassment, threats of punishment or deprivation.

**Financial** – “Misappropriation of resident property” means the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a resident’s belongings or money without the resident’s consent.

**Involuntary Seclusion** – defined as a separation of the resident from other residents or from his/her room, or confinement to his/her room (without roommates) against the resident’s will, or the will of the resident’s legal representative.

**Neglect** – means failure to provide goods and services necessary to avoid physical harm or mental anguish.

**Signs or suspicion of abuse needs to be reported immediately to the Director of Nursing, Administrator, or Nursing Supervisor**

## SIGNS AND SYMPTOMS

Suspicious bruising, welts, lacerations, dislocations, internal bleeding, pressure ulcers, burns, infection, dental erosion, poor hygiene and dirty clothing, dehydration, malnourishment, and/or missing assisting devices.

Psychological/emotional effects; changes in mental status (e.g. withdrawal, aggression, anger or confusion) or lack of interest in socializing.



## COMMUNICATION

- Allow enough time for communications – give plenty of time to listen and respond
- Demonstrate visually – show what you mean
- Maintain good non-verbal behavior – use eye contact, touch, smiles, and move slowly
- Keep at the patient's eye level
- Change the subject – if you can't understand after trying everything, take a break and try again later
- Stay calm – the patient needs you to remain calm, even under pressure
- Do one task at a time

# Radiation Safety

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## WHERE RADIATION IS FOUND

Radiation is an important tool for detecting and treating diseases. The medical field would be virtually lost without radiation. Some of the places where radiation is used or produced include:

- Radiology
- Nuclear Medicine
- Surgery
- Oncology

It is important to remember that not all radiation is bad; however, some safety precautions must be followed.

## RADITATION SAAFEGUARDS

Radiation is one of the most highly regulated occupational fields. You are protected by many safeguards, such as exposure limits. There are three ways to reduce any unnecessary, prolonged exposure or overexposure to radiation:

- **Time** – Limit the amount of time near a source of radiation.
- **Distance** – Increase the amount of space between yourself and a source of radiation.
- **Shielding** – Wear protective lead shielding when working with radiation.

## WARNING SIGNS

Warning signs will be posted in areas





# MRI Safety

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MRI stands for “Magnetic Resonance Imaging.” It works by using massive magnetic fields to deflect atoms and cause them to emit tiny signals that can be localized. These produce computer-constructed images of amazing detail. For instance, MRI scanners can resolve detail in the brain and spinal cord so fine that the individual plaques in multiple sclerosis can be seen.

**There are two main safety issues to be aware of:**

- Ferromagnetic Issues
- Cryogen Safety Issues

## FERROMAGNETIC ISSUES

Remember, the MRI is an extremely powerful magnet. Items that have inadvertently found their way into MRI scanners include fans, tile rollers, tile cutters, ID badges, pens and pencils, clips, buffing machines, pacemakers, magnets, vacuum cleaners, hearing aids, calculators, nail clippers, sand bags, pagers, jewelry, gurneys, fork lift tines, pulse oximeters, IV poles, shrapnel, hairpins, wheelchairs, oxygen tanks, and many other items.

## MRI-RELATED SAFETY ZONES

- Zone I – Public Access
- Zone II – Initial contact, screening, etc.
- Zone III – Physican restriction of unaccompanied non-MRI personnel. The area around an MRI scanner wherein free access by unrestricted personnel and/or equipment can result in serious injury or death. **Non-MRI personnel are never to be permitted unrestricted, unaccompanied access to Zone III.**

## CRYOGEN SAFETY

It’s very cold! Liquid helium and nitrogen are used to cool MRI magnetic coils.

- It can liquify oxygen in room air, which increases the risk of fire.
- “Quench” can replace the room air with helium and nitrogen.
- If the emergency vent fails, the helium and nitrogen can pressurize the room until the door is held open.

# Hazard Communication

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## YOUR RIGHT TO KNOW

You have the right to know how chemicals you work with could harm you and how to use them safely. The hospital keeps safety information on all the chemicals used in the hospital. This information is kept in the form of Safety Data Sheets, or SDSs, which are stored in a computer database. The SDSs can tell you more about the chemicals you might use at work. SDSs are available through the intranet. Click on the “SDS Information” Quick Link on the left side of the page. You will then be directed to an online source for chemical information. Chemicals include many products you work with in the hospital. Cleaning supplies and laboratory chemicals are obvious potentially hazardous substances. SDSs are also kept on medications that are not in solid form and substances you might not think of as being potentially hazardous, such as type correction fluid and even liquid hand soap.

## WHAT THE SDS CONTAINS

The SDS tells you important things, such as:

- Harmful ingredients in the chemical product (hazardous chemicals)
- How the chemical could make you sick (health hazard data)
- What to do if you get the chemical on your skin, in your eyes, in your mouth, or in your lungs (first aid instructions)
- How to use the chemical safely (special precautions)
- What to do if the chemical spills

## WHAT THE LABEL CONTAINS

You can also learn about a chemical by reading the label on the container. All chemical containers must have a label that contains:

- The name of the chemical
- The safety warnings
- The name, address and phone number of the supplier
- First aid information
- How to safely dispose of the chemical

**If you find a container with a missing or incomplete label, tell your supervisor!**

## For Your Convenience

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### THE RIVERWALK CAFÉ

The Riverwalk Café offers breakfast, lunch and dinner and features hot entrees, soups, salads and desserts. The café is open to the public seven days a week from 7AM to 7PM. Hot entrees are served from 6:30AM - 9:30AM, 11AM - 1:30PM, and 4:30PM - 7PM. Don't forget to take advantage of eating your meal on our beautiful outside patio when the weather is nice!

### VENDING MACHINES

Vending machines for snacks/beverages are available 24-hours a day. These are located in the cafeteria and near the front lobby.



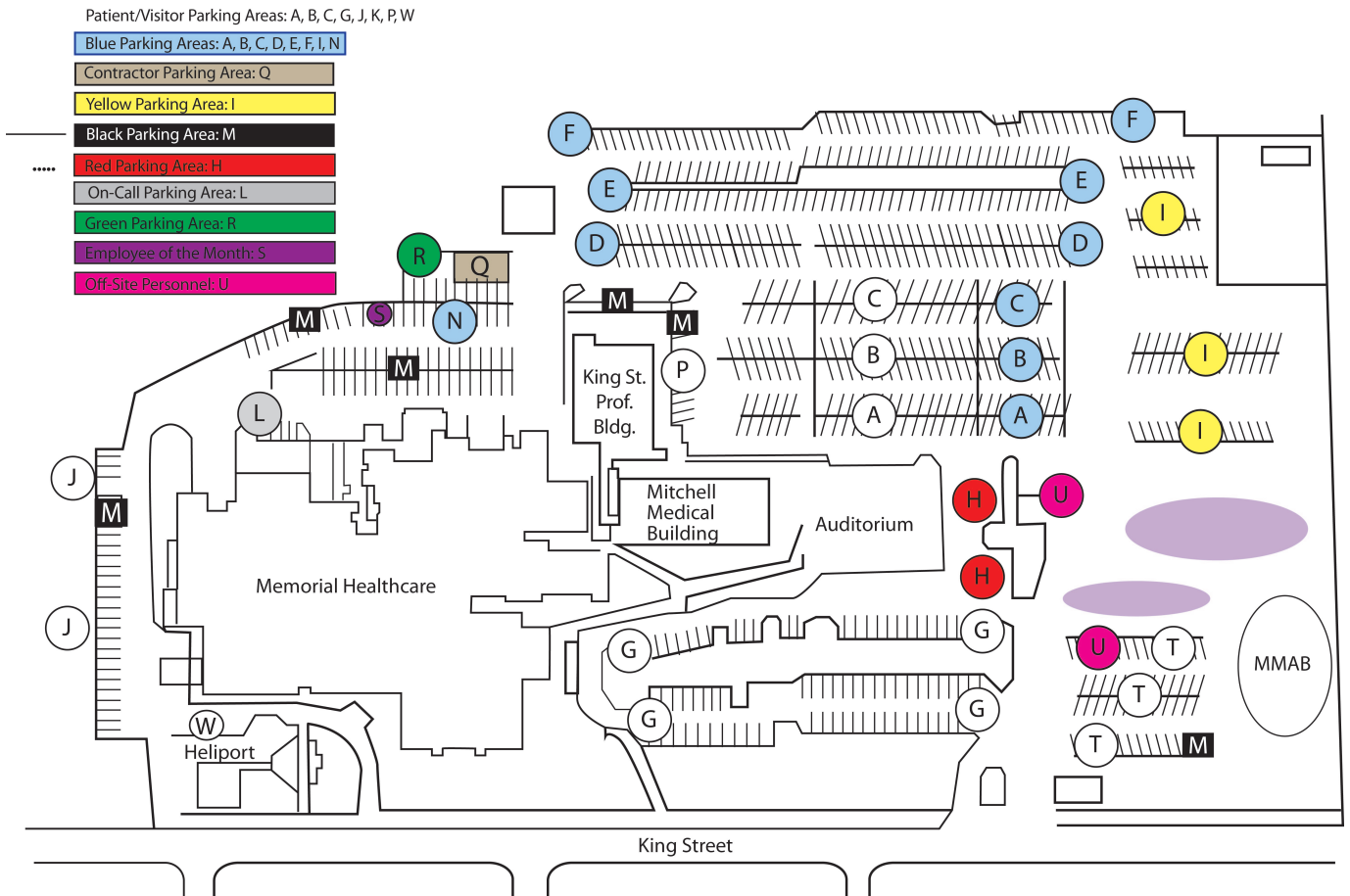
# Parking Map

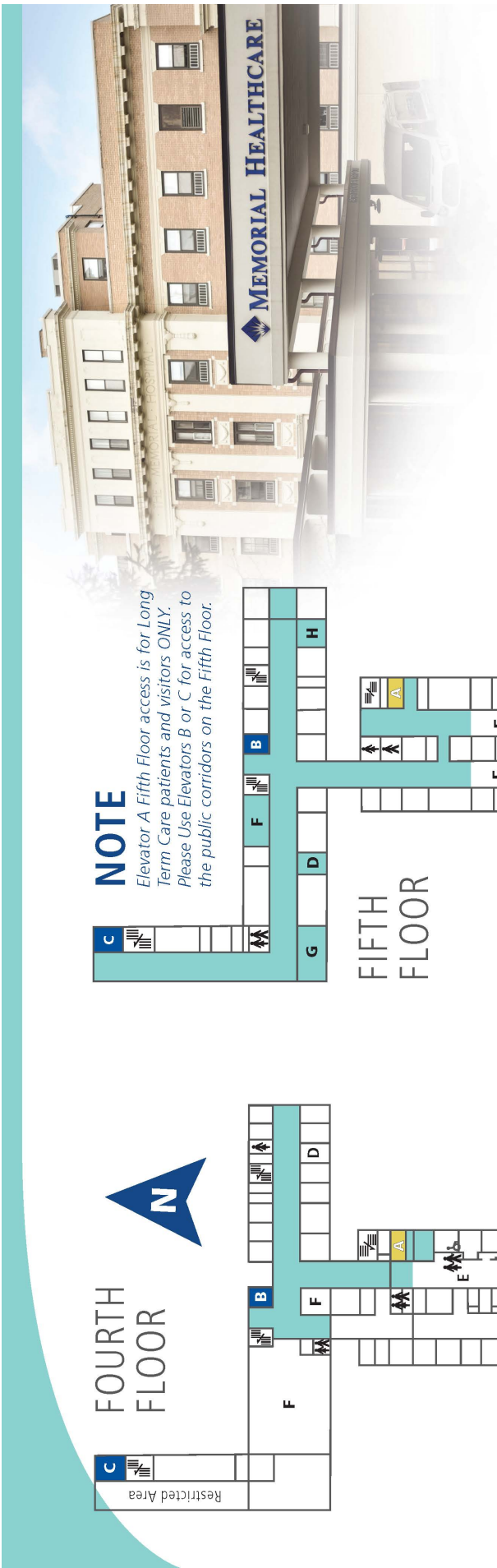
Parking availability to Memorial Healthcare’s visitors and patients is an important customer service issue. Parking in designated areas demonstrates our commitment to the mission, vision and values established by Memorial Healthcare.

It is imperative that job shadow students and students park primarily in the area located in the northeast corner area I.



## PARKING MAP

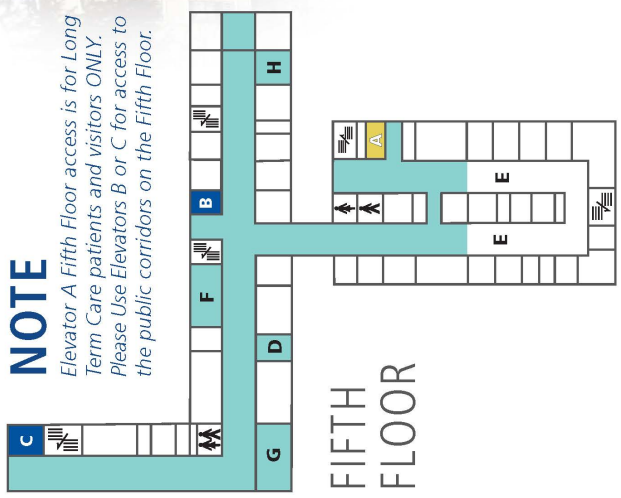




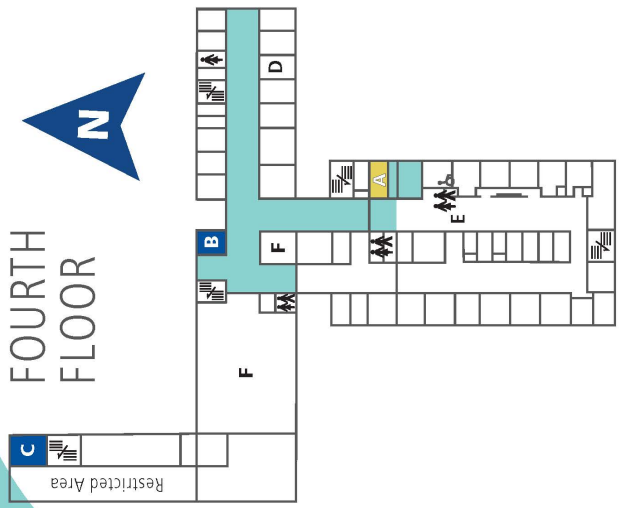
# CAMPUS MAP

826 W. King Street, Owosso, MI  
48867 989.723.5211 or 800.206.8706

**NOTE**  
Elevator A Fifth Floor access is for Long Term Care patients and visitors ONLY. Please Use Elevators B or C for access to the public corridors on the Fifth Floor.



FIFTH FLOOR



FOURTH FLOOR



- |              |                       |              |   |
|--------------|-----------------------|--------------|---|
| <b>A - C</b> | Elevator              | <b>A - C</b> | Elevator                                    |
| <b>D</b>     | Human Resources       | <b>D</b>     | Administration                              |
| <b>E</b>     | Long-Term Care        | <b>E</b>     | Long Term Care and Inpatient Rehabilitation |
| <b>F</b>     | Restorative Therapies | <b>F</b>     | Shiawassee Room                             |
|              | Occupational Therapy  | <b>G</b>     | Heritage Room                               |
|              | Physical Therapy      |              |   |
|              | Speech Therapy        |              |   |

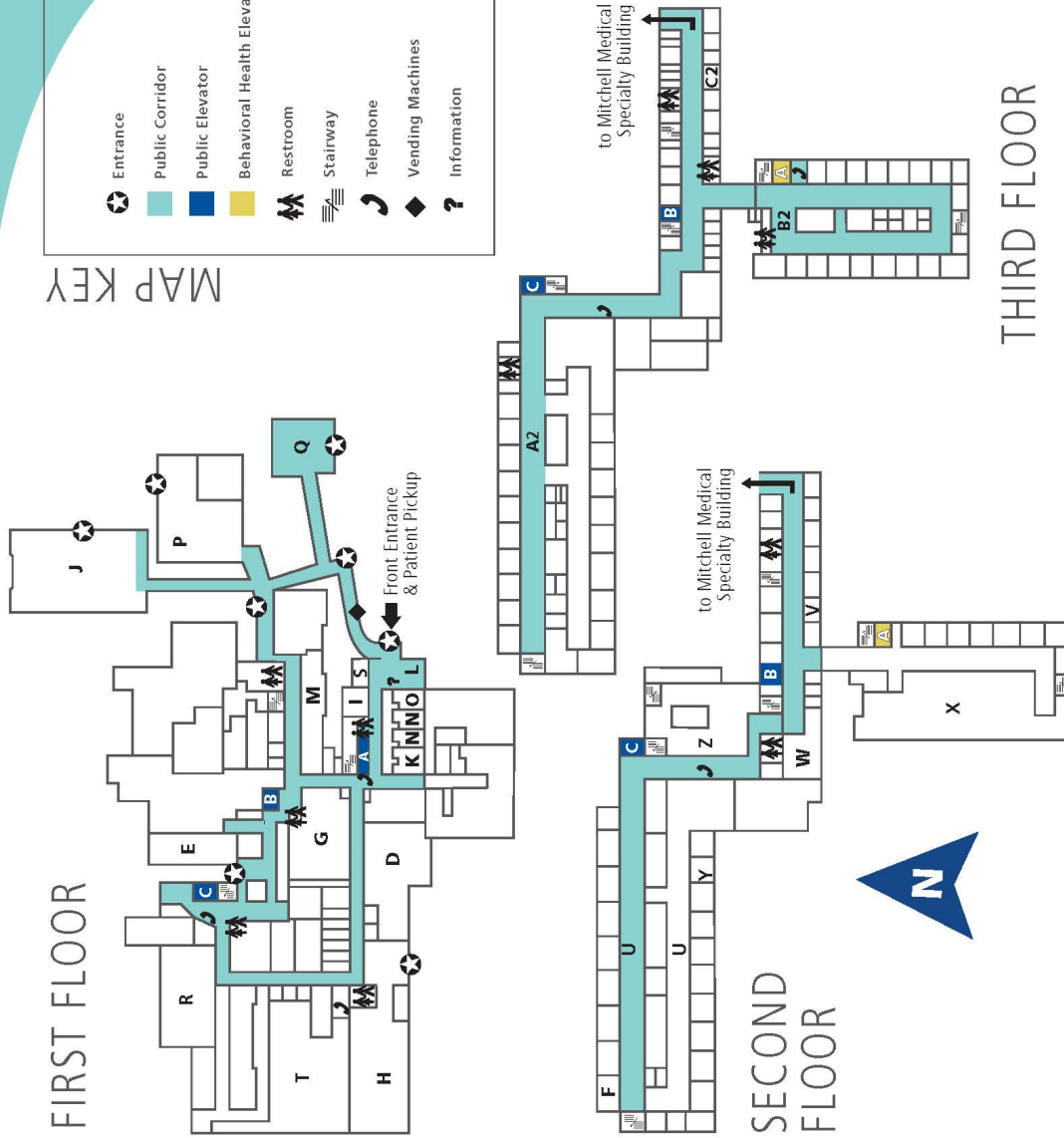
# WELCOME!

*If you are unsure of your location or where to go, please ask a Volunteer or any Memorial Healthcare employee.*

- A - C Elevator
- D | Ambulatory Care
- E | Riverwalk Cafe
- F | Intensive Care Unit
- G | Diagnostic Imaging / X-Ray
- H | Emergency Department
- I | Four Seasons Gift Shop
- J | King Street Professional Bldg.
- K | Laboratory Department
- L | Main Lobby
- M | Medical Records
- N | Patient Access / Registration
- O | Cashier
- P | Mitchell Medical Specialties Bldg.
- Q | Auditorium
- R | Clinical Decision Unit (ED)
- S | Public Safety
- T | Operating Rooms
- U | 2-North Medical
- V | Cardiac Rehabilitation
- W | Education
- X | Behavioral Health Unit
- Y | Pediatric Unit
- Z | Respiratory Services
- A2 | Family Birth Place, OB
- B2 | Surgical Unit
- C2 | Volunteer Services

## MAP KEY

- Entrance
- Public Corridor
- Public Elevator
- Behavioral Health Elevator
- Restroom
- Stairway
- Telephone
- Vending Machines
- Information

















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[MemorialHealthcare.org](https://www.MemorialHealthcare.org)