

## HAZARDOUS / TOXIC CHEMICAL SPILLS

- Evacuate room and close door.
- Call or page Engineering.
- Engineering will contain the spill.
- Engineering will collect Mercury with the Mercury Spill kits.
- Other spills will be picked up by trained first response team members.
- Approved vendors will be called in to dispose of waste.
- Keep all hazardous waste in approved containers.

## MSDS

- Material Safety Data Sheets (MSDS) are located on-line in all departments (see your supervisor).
- Hard copies are available from the Emergency Department., Engineering, Lab, Pharmacy, Purchasing and Occupational Health.
- Full back-up data is on file in the North and South Campus Engineering Departments Read the label. If it does not have a label, check M(SDS).

## PATIENT RIGHTS

The Patient's Bill of Rights will be included in the patient information handbook located bedside in patient rooms and provided to each patient during admission.

Patients will be informed of their rights and responsibilities through the patient handbook and/or signs posted in various admitting areas. The Patient's Bill of Rights is also posted on the Saint Francis Care website.

The Patient's Bill of Rights will be made available to patients in both English and Spanish.

## SMOKING

Saint Francis is committed to providing a safe, clean and healthy environment for our patients, visitors and staff and is designated a Smoke Free campus.

The use, sale or excessive odor resulting from tobacco products is prohibited on all of its premises.

This policy includes e-cigarettes and vaping materials. For more information please see the Tobacco-Free Policy.

## EMERGENCY CODES

Code Red	Fire
Code M	Medical Emergency
Code Blue	Cardiac Arrest
Code D	Disaster Alert
Code 1	Security Alert
Code 10	Bomb Threat
Amber Alert	Child/Infant Abduction
Code Silver	Hostage/Weapons Incident
Code Grey	Behavioral Health Emergency
Code Pink	Post-Partum Hemorrhage

## CODE RED – FIRE

### Know your Evacuation Route

- Rescue** – remove patients from fire zone.
- Alarm** – pull alarm box and call 77.
- Contain** – close all doors.
- Extinguish** – use portable fire extinguishers. Keep corridors clear of all obstructions. Know the location of your fire exits and pull boxes. Know the location and type of portable fire extinguishers in your area:
  - A – combustible wood/paper
  - B – flammable liquids
  - C – electrical
  - ABC – universal
- Any staff member with knowledge of the oxygen needs of the patients has the ability to provide for those needs and can shut down the oxygen zone valve. Do not block gas shut off valves. Do not block gas shut off valves.



Trinity Health  
Of New England

Saint Francis Hospital  
and Medical Center

## QUICK REFERENCE POCKET GUIDE THE JOINT COMMISSION LIFE SAFETY EOC

## EMERGENCY PREPAREDNESS PATIENT SAFETY WHAT YOU NEED TO KNOW

# Safety Starts With Me

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## SAFETY STARTS WITH ME

- Communicate Clearly**
  - Repeat Backs/Read Backs with Clarifying Questions
  - Phonetic and Numeric Clarifications
- Handoff Effectively**
  - SBAR [Situation-Background-Assessment-Recommendation]
- Attention to Detail**
  - Self-Check using STAR [Stop-Think-Act-Review]
- Mentor Each Other**
  - Peer Check and Peer Coach
  - Speak Up for Safety ARCC\* it up- "I have a Concern."
  - \*ARCC [Ask a Question-Request Change-Communicate a Concern; if no success, Chain of Command]
- Practice and Accept a Questioning Attitude**
  - Validate and Verify
  - Stop the Line-"I need Clarity!"

## PHONETIC CLARIFICATIONS

<b>A</b> Alpha	<b>N</b> November
<b>B</b> Bravo	<b>O</b> Oscar
<b>C</b> Charlie	<b>P</b> Papa
<b>D</b> Delta	<b>Q</b> Quebec
<b>E</b> Echo	<b>R</b> Romeo
<b>F</b> Foxtrot	<b>S</b> Sierra
<b>G</b> Golf	<b>T</b> Tango
<b>H</b> Hotel	<b>U</b> Uniform
<b>I</b> India	<b>V</b> Victor
<b>J</b> Juliet	<b>W</b> Whiskey
<b>K</b> Kilo	<b>X</b> X-ray
<b>L</b> Lima	<b>Y</b> Yankee
<b>M</b> Mike	<b>Z</b> Zulu

## Numeric Clarifications

- 15... that's one-five
- 50... that's five-zero
- 45... that's four-five
- 425... that's four-two-five
- 4 to 5... that's the range four dash five

## SBAR

- Introduce self and who is involved (patient, employee, or family)
- Situation:** The bottom line (diagnosis, current condition, problem)
- Background:** What do you know (medical history, past tests or treatments)
- Assessment:** What is happening now? (current findings, needs, concerns)
- Recommendation:** What is next? (recommendation or request for plan of care)
- Always check to see if either party has any questions.

## SAFETY ABSOLUTE – PATIENT ID

- Must use 2 unique identifiers to verify patient's identity (name and date of birth) prior to provision of a treatment, procedure or service, such as:
  - Dispensing or administering medications or treatment.
  - Performing a study or procedure
  - Obtaining informed consent
  - Collecting or processing specimens
  - Offering food
  - Transferring a patient to a different location
  - Discussion with patients or families about their treatment of code status
  - Transitioning to a different level of care

## Compliance

- Report all compliance related concerns to:
  - Immediate supervisor
  - Department Manager
  - Corporate Compliance Officer (413-748-9708)
  - Trinity Health - New England Confidential Compliance HelpLine 1-866-477-4661

## INFECTION PREVENTION

**Hand Hygiene** is the single most important infection prevention strategy for the prevention of Hospital Acquired Infections (HAI)

### Use alcohol foam/gel or soap and water:

Upon entering and exiting a patient room (or cubicle)

- Before and after direct patient contact
- Before putting on, and after taking off gloves. (Includes between glove changes)
- Before an aseptic task

### Use Soap and Water for:

- When hands are visibly soiled with blood or other body fluids.
- For patients on Enteric Precautions (Brown isolation signs)

### All blood and body fluids are considered infectious.

Wear PPE (Personal Protective Equipment: mask, gown, goggles, side shields) if splashing of body fluids may occur.

Discard sharps properly and never recap needles. Use safe needle device.

## OBSERVE ISOLATION SIGNS

- Contact Precautions – Yellow
- Enteric Contact – Brown
- Droplet Precautions – Green
- Airborne Precautions – Blue
- Protective Isolation – Purple
- Enhanced Precaution – Orange

For assistance with Infection Prevention issues call x45656

## SAFETY AND SECURITY AWARENESS

Wear your hospital ID at all times.

Report all suspicious events to Security.

Report all visitor incidents to a Supervisor.

Bomb threats should be reported to Security immediately.

Request an escort to the parking lot after hours.

Smoking is not allowed in any building.

### **Security Emergency Phone Numbers**

North Campus - 45814  
South Campus - 44666

## PATIENT SAFETY/ REPORTABLE EVENTS

### *Patient Safety is everyone's responsibility.*

Any unexpected event that results in actual or potential harm to a patient should promptly be reported to a supervisor. Please see Adverse Event Reporting Policy.

Events which cause harm and/or death must be reported to Risk Management immediately at #44573 during regular business hours, or through the hospital operator, after hours to the Risk Manager on call and the Administrator on Call. Any actual or potentially harmful event must be documented in an iCare Report within 24 hours.

Any individual who witnesses, discovers, or is notified of a medical equipment and/or device incident that suggests that there is a possibility that device has caused or contributed to the death, serious injury, or serious illness of a patient or employee must do the following:

- 1) Immediately report the incident to a supervisor;
- 2) Complete an iCare Report;
- 3) Place the device and all attachments in a secure location and contact Risk Management at #44573 or through the hospital operator after hours, and contact the Clinical Engineering Department at #44225 for inspection.

Injuries or incidents involving visitors should be documented in an iCare Report and reported to a Supervisor.

Employee illness or injury should be reported promptly to a supervisor and an Employee Incident Report completed and Occupational Health notified.

## CODE D Disaster Preparedness

Disasters may be either external, i.e., caused by natural or man-made occurrences, such as fire, accident, severe storm, etc., or a Disaster may be internal, such as fire, loss of major utilities (electric, water), loss of major systems (heat, A/C, ventilation, oxygen, elevators).

If a disaster occurs, the hospital will be notified by the Chief Operating Officer, Safety Officer, an Emergency Department Physician or Administrator on call. The Disaster Plan is put into effect by activating the RAVE System and paging Code D on call/now.

All individuals must be familiar with their station and duties.

The Disaster Command Center is the Seery Conference Room on the Saint Francis campus and in the Multipurpose Room on the Mount Sinai campus.

The RAVE System is an automatic alert using a web based system. It can be activated by various executives. Refer to the Disaster Manual for more details.

## UTILITY FAILURES

**Page or call Engineering: 44242**

**Electrical Failure** - have flashlights, check patients on medical equipment.

### LOSS OF:

- Water
- Heat
- A/C
- Ventilation
- Medical Gas
- Oxygen
- Main drain back-up

## ELECTRICAL SAFETY Medical Equipment Management

Never use extension cords or equipment with plugs that do not have a grounding pin.

All patient care electrical equipment must have a current test tag. If it is out of date, take out of service and call Clinical Engineering to have it tested.

No patient owned equipment is allowed in the patient care areas.

All outside loaner and new equipment must be tested and cleared by Clinical Engineering before use in the hospital.

The emergency power source is designated by red outlets. Make sure all patient equipment is plugged into a red outlet, most importantly ventilators or other life-sustaining equipment. Report outlet malfunctions to Engineering.

Cellular phone use is not permitted in certain areas.

**Electrical and clinical engineering events which cause harm and/or death must be reported immediately to your supervisor, then immediately to Risk Management at #44573 during regular business hours and after hours to Risk via the hospital operator, and to the Administrator on Call.**

Any **actual or potentially harmful event** must be documented in an iCare Report and forwarded to Risk Management.

Place the equipment and all attachments in a secure location and label accordingly with a note to state "DO NOT USE"

Call the Clinical Engineering Department at 860-714-4225 for incidents involving equipment. It is imperative that all settings in the equipment are untouched from the time of the incident.

Call Risk Management for incidents involving devices, and place the device and all attachments in a secure location and label accordingly.

## EMERGENCY REPORTING PROCEDURES

**Report all emergencies via emergency phone line: Dial 77.**

**For any St. Francis outbuilding, call 911.**

**If using a St. Francis phone, dial 9-911. Indicate address, room number, and floor number.**

**Also follow these emergency reporting procedures:**

**Fire** - Pull the nearest alarm box.

**Security** - Call Security:

- North Campus - 45814
- South Campus - 44666

**Toxic/Hazardous Spills** - Call Engineering:

- North Campus - 42930
- South Campus - 44242

**Infection Control/Isolation** - Call 45472