Welcome to MedStar Health Clinical Faculty & Student Orientation
Welcome to MedStar Health

We are very pleased that you have chosen to complete your clinical requirements in one of our 10 hospitals. In this module we are providing orientation and safety information. Please complete the module and learning assessment prior to your first clinical day.
About MedStar (cont.)

• MedStar Health is a $3.8 billion not-for-profit, regional healthcare system with a network of 10 hospitals and 20 other health-related businesses across Maryland and the Washington, D.C., region.

• As the area's largest health system, it is one of the region's largest employers with more than 26,000 associates and 5,300 affiliated physicians.

• MedStar Health's patient-first philosophy combines care, compassion and clinical excellence with an emphasis on customer service.

• MedStar facilities support more than 166,000 inpatient admissions and more than 1.6 million outpatient visits each year.
About MedStar (cont.)

• Our employee satisfaction exceeds the national average for healthcare and Fortune 500 high-performing companies, which translates into a workforce dedicated to providing the highest quality care to the communities we serve.

• We contribute approximately $111 million in payroll tax to the District of Columbia, Maryland and Virginia each year and believe in re-investing in our associates through professional development programs.

• Additionally, MedStar Health provides close to $270 million in charity care and community benefit on an annual basis.
About MedStar

Vision
• To be the trusted leader in caring for people and advancing health.

Mission
• The mission of MedStar Health is to serve our patients, those who care for them and our communities.

Values (SPIRIT)
• Service
  – We strive to anticipate and meet the needs of our patients, physicians and co-workers.
• Patient first
  – We strive to deliver the best to every patient every day. The patient is the first priority in everything we do.
• Integrity
  – We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.
• Respect
  – We treat each individual, those we serve and those with whom we work, with the highest professionalism and dignity.
• Innovation
  – We embrace change and work to improve all we do in a fiscally responsible manner.
• Teamwork
  – System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.

Knowledge and Compassion Focused on You

MedStar Harbor Hospital
MedStar Facilities
There are unique programs in each site, which all promote Patient First and Respect

Maryland
- MedStar Franklin Square Medical Center
- MedStar Good Samaritan Hospital
- MedStar Harbor Hospital
- MedStar Montgomery Medical Center
- MedStar St. Mary’s Hospital
- MedStar Union Memorial Hospital
- MedStar Southern Maryland Hospital Center

District Of Columbia
- MedStar Georgetown University Hospital
- MedStar National Rehabilitation Network
- MedStar Washington Hospital Center

Knowledge and Compassion Focused on You
Tobacco Free Campuses

• MedStar Health demonstrates its commitment to improving the health of its patients, associates and the communities we serve by making all MedStar Health facilities tobacco-free.

• All individuals at any building, property, parking lot or site owned, leased or rented by a MedStar Health entity, are required to comply with the tobacco-free policy.

• The policy applies to everyone on campus, including associates, physicians, patients, contract staff, vendors, volunteers, students and visitors.
Dress and Appearance Standards

• Each MedStar Hospital is committed to presenting a professional, neat and clean image for our patients, their families and visitors.

• When your students come to a MedStar facility, they represent the organization to everyone they encounter.

• We expect students and instructors to contribute to MedStar’s image by taking pride in their own personal appearance.

• In addition, there may be specific dress code standards where you plan to precept students. It is the instructor’s responsibility to review and adhere to the standards that apply to staff.
A Special Note on Fingernails

• MedStar has a strict policy regarding fingernail length and artificial fingernails.

• Research has shown that artificial fingernails, wraps, acrylic nails, etc. have been implicated in spreading infections.

• Artificial fingernails, wraps, acrylic nails etc. are prohibited for direct patient care providers in all MedStar facilities.

• Natural nails may not exceed $\frac{1}{4}''$ in length.
Identification Badges

- It is mandatory that you wear your identification badge whenever you are in the hospital or clinical site.
- Your badge must be worn on the left side at chest level on your outermost garment.
- Badges should never be pierced for pins.
# Maryland Emergency Response Codes

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>Red</td>
</tr>
<tr>
<td>Infant Abduction</td>
<td>Pink</td>
</tr>
<tr>
<td>Child Abduction</td>
<td>Pink - Adam</td>
</tr>
<tr>
<td>Cardiac Respiratory Arrest</td>
<td>Blue</td>
</tr>
<tr>
<td>Combative Person</td>
<td>Green</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>Gold</td>
</tr>
<tr>
<td>Haz Mat Spill/Release</td>
<td>Orange</td>
</tr>
<tr>
<td>Elopement</td>
<td>Gray</td>
</tr>
<tr>
<td>Security Only Response</td>
<td>Purple</td>
</tr>
<tr>
<td>Internal Disaster</td>
<td>Yellow I</td>
</tr>
<tr>
<td>External Disaster</td>
<td>Yellow D</td>
</tr>
<tr>
<td>Active Shooter</td>
<td>Silver</td>
</tr>
</tbody>
</table>
DC Emergency Response Codes

- Check with individual hospital for codes for emergencies.
- DC emergency response codes are not standardized.
• **CODE RED**
• **“RACE”**
  - **Rescue** anyone in immediate danger
  - **Alarm** pull alarm (fire pull station), know & call the hospital emergency number
  - **Contain** fire, close doors & windows
  - **Extinguish** or **Evacuate** students are expected to assist staff with patients and evacuate
Fire Safety

General Instructions

• Remain in your area unless instructed to go elsewhere
• Wait for instructions from hospital staff
• **DO NOT USE ELEVATORS**
Fire Safety

• If there are smoke-filled rooms or hallways
  – Crawl on hands & knees
  – Cover mouth/nose with wet cloth

• Use caution when opening doors
  – Touch back for heat
  – If hot do not open
Infant/Child Abduction

- **Code PINK** - Infant Missing or Child Missing
- Nursing Instructor Responsibilities:
  - If student or instructor discovers that an infant or child is missing alert hospital staff.
• Responsibilities of all units/departments and staff:
  - Step into corridors
  - Observe individuals carrying packages
  - Prevent visitors from leaving
Rapid Response Team

• In the event the patient’s condition deteriorates, the Rapid Response Team is alerted.
• Team includes the bedside clinician and others with Critical Care skills called in emergent situations to provide immediate evaluation, treatment and prompt disposition of patients presenting with signs or symptoms that the bedside clinician needs additional support to provide patient care.
Rapid Response Team

• Who should call for a “RRT Team”: The decision to call for a “Rapid Response Team (RRT)” should be made by the bedside clinician based on changes in the patient’s condition.

• Instructors need to clarify with hospital liaison whom to notify if the instructor or student feels that the RRT needs to be requested.
Cardiac Respiratory Arrest

- **Code BLUE**
- If you discover someone who is unresponsive:
  - Summon help while staying with person.
  - Begin CPR
  - Continue until assistance arrives and takes over.
HAZARDOUS MATERIAL SPILLS

• Code **Orange**
  - **S**ecure the area - keep unauthorized persons out
  - **E**vacuate immediate area, if necessary
  - **A**lert charge nurse
Hazardous Materials: What you should know

- Every container must be labeled to identify its contents.
- Material Safety Data Sheets (MSDS)
  - Provide information for safe use and handling of a chemical
  - Must be available for all products/chemicals
  - Are available online and may be requested by asking hospital staff or the hospital’s Safety Officer.
- Do not use any chemical in a container that is not labeled.
- A master list of chemicals are kept by Facility Safety Officer.
- Report spills to hospital staff.

Knowledge and Compassion Focused on You
Waste Disposal

- Wastes must be properly disposed of in the appropriate containers.
- Signs are posted in the hospitals to provide direction for which container each type of waste is to be deposited.
- Pharmaceuticals with black rectangles or the letters EPA in a black box, found on the label, must be disposed of in the black containers.
Activation of the Hospital Disaster Plan

- Internal Disaster (Code Yellow I)
  - Any event which cannot be handled in a routine fashion and threatens the lives of patients, visitors or staff or the destruction of equipment and facilities.
Activation of the Hospital Disaster Plan

• External Disaster (Code Yellow D)
  - Any emergency outside the hospital that has the potential to require extensive or extended medical support from outside the hospital
    • Could be natural or man-made
Infection Control

• Hand washing is a simple thing, and it's the best way to prevent infection and illness.

• **It is well known that keeping hands clean is one of the most effective ways to prevent the spread of infection and illness.**

• The rule in each of the MedStar hospitals is that hands must be cleansed before and after each patient contact and before entering and after exiting a patient’s room by either washing hands or using an alcohol-based hand rub.
Infection Control

Caring for Patients in Isolation

• Proper behavior and precautions regarding isolation must be adhered to during clinical training for students.

• Knowledge of transmission routes and a positive attitude toward infection control measures alone may not be sufficient to create compliance.

• It is the instructor’s responsibility to insure that the student is aware of and maintains proper behavior and precautions with assigned isolation patients.
Safe Medical Device Act

Federal law

- Requires reporting of any patient injury involving a medical device (anything used in delivering care that is not a drug).

- Take malfunctioning equipment out-of-practice: label broken and notify staff member.

- Save any packaging, wrappers, manuals, etc.
Safety Practices

- If electrical equipment is found to be malfunctioning, report to charge nurse or manager.
- Always grasp electrical plug when disconnecting cords from outlets.
- Avoid plugging or unplugging while touching another object.
- Do not use extension cords.
Patient Safety

- **Beds**
  - Low position
  - Brakes locked
  - Side rails up
  - When patient is sedated, confused, disoriented.

- **Necessities nearby**
  - Call bell, tissues, eyeglasses, water, etc.

- **Stretcher transport**
  - Siderails up
  - O2 tank secure

- **Wheelchair**
  - Brakes to be locked
  - Before seating/standing

- **At-risk patients**
  - Follow nursing protocol
Safety - Security

- Notify hospital staff when safety of patients is threatened.
- Limit personal belongings and store any personal items off of the unit – in an area designated by the manager of the unit.
Safety Information
Magnetic Resonance Imaging (MRI)

- MRI scanners contain powerful magnetic fields that are **always on, even when the scanner is not in use.** The magnetic fields are invisible and can cause accidents, injuries and damage to equipment.
- In the event a student accompanies a patient for an MRI they should know that:
  - Anyone entering the room where the MRI system is located will be exposed to the powerful magnetic field.
  - **ALL** metallic belongings accompanying the patient, such as steel oxygen cylinders, must be removed before entering the MRI system room.
  - Ask patients if they have implants and inform the MRI staff.
Wristband Colors

• Colored wristbands are commonly used for alerts, such as allergy warnings, fall risks or do-not resuscitate orders.
• However, at this time, no national consensus on standardized color definitions exists.
• Each instructor must educate him or herself and their students about meanings of hospital colored wristband alerts associated with each.
• Check with the hospital liaison, where you will be precepting students, for additional important information.
Important:

- The OSHA Bloodborne Pathogen Standard prohibits food and drink in areas where contamination is likely. For example, if lab specimens are handled in a work area, the OSHA standard would prohibit food and drinks if contamination might occur. Food and drink should be consumed in break areas.
Important Reminders:

If you have any questions be sure to follow up and contact your assigned hospital liaison.
Since instructors and students are not MedStar employees, they should adhere to Nursing School dress codes but not worry about MedStar dress and appearance standards.

A. True
B. False
Please limit personal belongings and store belongings/books in any unoccupied area on the unit where you are assigned.

A. True
B. False
An incident must be reported when a medical device contributes to serious injury, serious illness or death.

A. True
B. False
The health and safety of patients, staff, and visitors are at stake if electrical equipment is improperly handled.

A. True
B. False
During a fire, all windows and doors must be left open.

A. True
B. False
A closed door that is hot to touch during a fire, should be left closed.

A. True
B. False
All MedStar hospitals use the same emergency codes and emergency extensions.

A. True
B. False
In fire response, RACE stands for rescue, alarm, contain, extinguish/evacuate.

A. True  
B. False
All individuals at any building, property, parking lot or site owned, leased or rented by a MedStar Health entity, are required to comply with the tobacco-free policy.

A. True  
B. False
If an instructor or student has any question, they should call the hospital operator for assistance.

A. True
B. False