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UNC REX Healthcare Contacts

Human Resources - Shared Services:
UNC REX Healthcare .......................... 919.784.3458
HR Benefits .................................. 919.784.3066
Benefits Focus ................................ 877-336-8082
HR Benefits Fax (1025 Think Place - Morrisville) ............... 919.590.6300
HR Customer Service .......................... 919.784.3387
HR Customer Srv Fax (2500 Blue Ridge - Raleigh) ............... 919.784.3387
HR Payroll .................................. 919.784.4567
HR Payroll Fax ................................ 984.974.1304
Transamerica (403b, 457b) .................................. 800.755.5801

Rexhealth.trsretire.com

Glen Maslyn (On-site TRS Rep) .......................... 919.784.1276
Employee Health .............................. 919.784.3159

Learning & Organizational Development: .......................... 919.784.3090
(Personal & Professional Development)
Learning & Organizational Development Fax .................. 919.784.6153

Clinical Education & Training:
Clinical Development .......................... 919.784.2115
Clinical Education Fax .......................... 919.784.1220

Other Services:
Protective Services ................................ 919.784.3333
Safety Office .................................. 919.784.4348
Emergency –Main Campus ....................... *55
ISD Service Desk (LMS Issues) ....................... 919.784.4357
Quality Programs ............................. 919.784.3963

Pastoral Care Services: ........................................ 919.784.3371
Critical needs - pager #217
Deaths - pager #217 or wireless x 5122
Referrals-in Epic or Leave Message ...................... 919.784.3371

Infection Prevention ............................. 919.784.3219

REX Healthcare Foundation .......................... 919.784.4552
About UNC REX Healthcare

UNC REX is the oldest incorporated hospital in North Carolina and the first to have a School of Nursing, a dedicated pediatric unit, and a nursing home. UNC REX was also the first Triangle-Area hospital to achieve Magnet Status from the American Nurses Credentialing Center.

UNC REX is a not-for-profit corporation. It is licensed by the State of North Carolina and is approved by The Joint Commission, the national organization providing hospital accreditation.

In the spring of 2000, Rex Healthcare merged with The University of North Carolina Health Care System, located in Chapel Hill. This strategic alliance allows us to partner with a world-class academic medical center and top-ranked public medical school. UNC Health Care exists to further the teaching mission of the University of North Carolina and to provide state-of-the-art patient care. A distinguishing characteristic of UNC Health Care is its association with the UNC-Chapel Hill School of Medicine, a nationally eminent research institution. This relationship gives UNC Health Care and UNC REX a powerful pathway for moving the results of biomedical research from medical school laboratories to patient care settings.

History of Rex
John Rex, one of the Raleigh’s earliest settlers, left a portion of his estate with 21 acres of land on the western boundary of Raleigh to Trustees for the establishment of a hospital “for the sick and afflicted poor of the City of Raleigh.” The net worth of the estate was estimated at $10,000.

The General Assembly of 1840-41 passed an act chartering an entity to be known as the “Trustees of The Rex Hospital” which was to be managed by five citizens of Raleigh, to be nominated by the Resident Judge of the Supreme Court of the State.

Rex Hospital became a reality in the community on August 4, 1894; the first hospital was occupied on South Street. In June 1937, a new hospital was occupied on St. Mary’s Street. Several expansions in bed capacity and services occurred over the years; however, it too reached the point where further expansion was not possible and the aging facility had to be abandoned.

Present-day Facilities
The present main facility and the attached Medical Office Building were occupied in September 1980; however, UNC REX has expanded with additional on-campus construction since that time. A Cancer Center, a Wellness Center, a Birth Center, a Convalescent Care Center, a Wound Care Center, a Medical Office Plaza, and both Open Heart and Cardiac Catheterization services have been added. UNC REX also operated an on-site Child Development Center for employees’ children. In March 2017, the North Carolina Heart and Vascular Hospital opened on the Main Campus as well.
UNC REX Healthcare provides services in several suburban areas in Wake County:

- Rex Wellness Centers are located in Cary, Wakefield, Knightdale, and Garner.
- Rex Healthcare in Cary includes a Surgical Center, an Express Care, a Laboratory, Radiology Services, and Rehabilitation Services.
- Rex Healthcare of Wakefield includes a Surgical Center, a Cancer Center, an Express Care, a Sleep Disorders Center as well as Laboratory and Diagnostic Services.
- Rex Healthcare of Knightdale includes an Express Care, Sleep Disorders Center, Wound Care Center, Laboratory and Diagnostic Services, and Physician Practices.
- Rex Healthcare of Holly Springs includes an Express Care, Laboratory and Diagnostic Services, and Specialty Physician Practices.
- Rex Healthcare of Garner includes Outpatient Rehabilitation, a Sleep Disorders Center, Cancer Center, and Specialty Physician Practices.
- Rex Rehabilitation and Nursing Care Centers are located on the Rex Main campus and in Apex.
- UNC REX also has primary and specialty care physician practices located throughout Wake County and the surrounding areas.
Our Mission, Vision, and Values

Our Mission: Inspiring hope, improving health and healing communities

Our Vision: Leading the transformation of health care, one person at a time

Our Values:
Patients and Families First
- Ensuring excellence in patient safety, quality, and accountability
- Achieving top performance in every outcome or our patients
Champion Teamwork
- Collaborating with patients, physicians, co-workers and the UNC Health Care system to bring health and wellness to our community
- Honoring respect, diversity and trust
- Caring and compassion for each other and our patients
Build Communities
- Treating our patients, visitors and co-workers like family
- Creating a stronger community through passion, dedication and a commitment to caring
- Reaching underserved populations
Drive Change
- Developing new ideas and ways of doing our work
- Growing in knowledge, expertise and learning

UNC Health Care Pillars

All entities of UNC Health Care have adopted a common set of “pillars” that will outline our priorities and key areas of focus. They represent who we are and what our priorities are. These pillars are an extension of our culture and values, and support our mission and vision.

The five pillars are:

- **People**: The People pillar includes not only the medical staff, co-workers, and volunteers, but also the patients, visitors and families who come to us for care, and the communities we serve.
- **Quality and Service**: This pillar includes traditional quality metrics like core measures and outcomes, and also timeliness, ease of use, and excellent service.
- **Growth**: Increasing our market share is important to the stability of UNC Health Care. Expanding our reach also allows us to provide excellent care to people across North Carolina.
- **Value**: Providing value in health care is more than just the cost of care; it’s about providing the right care at the right time in the most efficient manner possible.
- **Innovation**: In the ever-changing field of health care, innovation is critical to success. UNC Health Care is a leader in world-class research, clinical trials, and new care models.
Our Corporate Goals:

Every day, each of us can contribute positively to UNC REX Healthcare, our patients, customers, and each other by taking action in our own way on these key initiatives. The goals support our pillars of People, Service, Quality, Value and Innovation. If you would like a copy of our corporate goals, please ask your supervisor or contact the Volunteer Services Department.

Patient Rights and Responsibilities

The following information is taken directly from the Patients’ Rights and Responsibilities documented provided to all persons seeking care at UNC REX. (This is the most recent version as of 4/16/2015.) We are committed to providing these rights to our patients.

You have the right at Rex Hospital, Inc. to:

1. Receive care that is free of discrimination and is respectful of your personal privacy, personal value, dignity, and beliefs. Rex prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

2. Be cared for in a safe and respectful environment.


5. Receive visitors who you designate and withdraw or deny such consents at any time.

6. Be involved in the decisions about your treatment/care plan, discharge plan, and pain management plan.

7. Receive full information about the risks, benefits, and alternatives to your plan of care given to you in a way you can understand and through the use of an interpreter, if needed.

8. Request or refuse care/treatment to the extent permitted by law. Your care provider will explain the medical consequences of refusing recommended treatment.

9. Agree or refuse the use of recording, films, or other pictures to be used for reasons other than your care.

10. Have a family member or representative of your choice and your own physician notified of your admission to the hospital.

11. Have a family member, friend or other individual to be present with you for emotional support
during your stay at Rex unless their presence infringes on others' rights, safety or is medically or therapeutically contraindicated as directed per the Rex Visitation policy.

12. Receive information about advance directives (Living Will, Healthcare Power of Attorney), obtain assistance in completion of advance directives, and have advance directives honored once legally executed and available on the medical record.

13. Be involved in end of life care decisions to include withholding life sustaining treatments, resuscitative services, and organ/tissue donation.

14. Request a discharge planning evaluation at any time during your stay.

15. Know the name and role of your care providers (doctor, nurse, etc.) and know who is primarily responsible for your care.

16. Request to see information contained in your medical record, and request changes to be made in your medical record.

17. Know to whom your information has been disclosed.

18. Be free from abuse, neglect and harassment and to receive our help in contacting advocacy or protective services.

19. Be free from restraint and seclusion that is not medically required or is used inappropriately.

20. Receive medically necessary treatment regardless of your ability to pay.


22. Participate in or decline to participate in research. You may decline at any time without compromising your care or treatment.

23. Receive copies of your hospital bills and an explanation of charges. Be informed that Rex contracts with Raleigh Emergency Medicine, Raleigh Radiology, Rex Pathology Associates, Rex/UNC Radiation Oncology, American Anesthesiology of NC and UNC Neonatology to provide services to our patients. These physicians are independent practitioners and not employees of Rex Hospital.

24. Have complaints/grievances addressed promptly. Your complaints/grievances will not affect your access to care, treatments, or services. Please direct your complaints/grievances to the staff delivering your care, the department management, or contact the Quality Programs Department at (919)-784-7201. You may also mail your concerns to Rex Healthcare, Quality Programs Department, 4420 Lake Boone Trail, Raleigh, NC 27607. For billing concerns, please contact UNC Healthcare Patient Financial Services Customer Service number at 1-800-594-8624.
You may also contact:

The Joint Commission by Phone: 1-800-994-6610 (available weekdays, 8:30 am to 5 pm Central Time); E-mail: complaint@jointcommission.org; Fax: 630-792-5636; or Mail: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181. Summarize the issue in two pages or less and include the name and full address of the organization in question.

The North Carolina Division of Health Services Regulation by Phone: 1-800-624-3004 (within NC) or (919)-855-4500 (available weekday’s 8:30 am to 4:00 p.m., except holidays); Fax (919)-715-7724; or Mail: 2711 Mail Service Center, Raleigh, NC 27699-2711.

Your responsibilities are to:

1. Provide us as much information about your health and medical history as possible.

2. Ask questions when you do not understand.

3. Follow instructions for your care. If you are unable or unwilling to follow instructions, you need to tell us. You are responsible for the outcomes of not following your plan of care.

4. Act in a manner that is respectful of other patients, staff, and facility property.

5. Meet your financial responsibility to the facility to pay for your care (after any insurance payments have been made) or ask for financial assistance.

6. Follow this facility’s rules and regulations.
In 2014, UNC REX made a new commitment to provide a caring, healing environment for our patients through the implementation of Carolina Care. Carolina Care is our approach to provide compassionate, connected care, to Everyone, Every patient, Every time.

**Swanson Caring Theory**
Carolina Care is firmly grounded in Swanson Caring Theory. This research describes care as “a nurturing way of relating to a valued other toward whom one feels a personal sense of commitment and responsibility” (Swanson, Kristen 1991, 1993). There are five caring processes in Swanson Caring Theory that communicate caring in a very tangible way to our patients.
### Swanson Caring Theory Processes

<table>
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<tr>
<th>Process</th>
<th>Description</th>
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<tr>
<td>Maintaining belief</td>
<td>Sustaining faith in the capacity of others to transition and face the future with meaning</td>
</tr>
<tr>
<td>Knowing</td>
<td>Striving to understand events as they have meaning in the life of the other</td>
</tr>
<tr>
<td>Being with</td>
<td>Being emotionally present to the other</td>
</tr>
<tr>
<td>Doing for</td>
<td>Doing for the other what they would do for themselves if possible</td>
</tr>
<tr>
<td>Enabling</td>
<td>Facilitating the capacity of others to care for themselves and family members</td>
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### Relationship-Based Care

In Relationship-Based Care, we hold that the three most important relationships to provide a caring, healing environment for our patients are:

1) Our relationship with Patient & Families, keeping them at the center of everything we do.

2) Our relationship with Co-workers. The way we treat one another ultimately translates to the quality of care we provide to our patients. We always want to treat each other with respect, teamwork and collaboration.

3) Our relationship with ourselves. We must take care of ourselves if we are to bring our best to the patients and the co-workers we engage with each day.

### Carolina Care Behaviors

The Carolina Care behaviors are deliberate actions we take to demonstrate one or more of the Swanson caring processes, and Relationship-Based Care. Our Carolina Care Behaviors of Multi-disciplinary Rounding, Words and Ways that Work, No Passing Zone, Moment of Caring and Patient Engaged Bedside Report help us communicate to our patients that we care about them as much as we care for them.
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<th>Carolina Care Behaviors</th>
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<td><strong>Multi-disciplinary Rounding</strong></td>
<td>All members of the healthcare team, including administrators and members of departments essential to care delivery, visit the nursing units and the unit manager to obtain feedback and better anticipate needs. The patient care team visits the patient every hour during the day.</td>
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<td><strong>Words and Ways that Work</strong></td>
<td>We recommend to each other the most effective words and methods to communicate well. This is not ‘scripting’. It is messaging with consistency. We communicate in an authentic way. Examples:</td>
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<td><strong>Blameless apology</strong> - for service recovery, use the HEART model: Hear, Empathize, Apologize Respond (fix it), and Thank them. Give a blameless apology - “I am very sorry that happened. That is not the experience we want for you. What can I do to make this better for you?”</td>
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<td><strong>Narrating care</strong> - Use non-medical terms and explain what you will do and why, before you do it.</td>
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<td><strong>Knock</strong> before entering a patient’s space and wait for a reply.</td>
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<td></td>
<td><strong>Introduce</strong> yourself and your role. “I am Robert, I am a transporter. I will take you down to the X-ray department on this stretcher.”</td>
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<td><strong>Hourly Rounding, seven “P”s</strong>: Pain, Potty, Position, Possessions, Pump, Picking Up, Promoting co-workers</td>
</tr>
<tr>
<td><strong>No Passing Zone</strong></td>
<td>We acknowledge everyone. We never pass by someone in need. All co-workers offer assistance; respond to call lights and alarms; assist lost people; and help resolve environmental conditions that need attention.</td>
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<tr>
<td><strong>Moment of Caring</strong></td>
<td>We take time to know and be with our patients, co-workers, and guests. When we sit and spend quality time, we are emotionally present. We can better understand the person, and personalize our interactions.</td>
</tr>
<tr>
<td><strong>Patient Engaged Bedside Report</strong></td>
<td>We include the patient and family as we share information and transfer care at each transition point. Shift handoffs are completed at the bedside. The patient and family are involved in goal setting, update of the care board, and the plan of care.</td>
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At UNC REX, we are committed to providing Carolina Care. It is a commitment to each other and to our patients. As you become a UNC REX Co-Worker, you will join a team of people who care. Thank you for all you do each day to care for yourself, your co-workers, and our patients and families. I am delighted that you are joining in this work to ensure UNC REX is a caring, healing environment for every patient and family we serve.

Sincerely,
Joel Ray, MSN, RN, NE-BC
**INTRODUCTION**

Corporate compliance is an ongoing obligation of all personnel associated with UNC Health Care. The obligation shall be that we collectively comply with all internal policies and procedures and applicable Federal and State laws and regulations, including those particularly focused on fraud, waste and abuse in health care.

The elements of an effective compliance program include the following:

1. Written standards and procedures, including a Code of Conduct (see details below)
2. High level responsibility including senior leadership and Board oversight of compliance
3. Effective training and education to personnel on compliance related matters
4. Open lines of communication between staff and management to communicate concerns
5. Enforcement of disciplinary policies for detected non-compliant actions or behaviors
6. Auditing and monitoring of services to identify risk and work to reduce vulnerabilities
7. Responding to the need for corrective actions and preventing future errors

The goal of our Compliance Program at UNC Health Care is to identify, correct and prevent inappropriate or illegal conduct while promoting honest, ethical behavior. One way to achieve this goal is through the UNC Health Care Code of Conduct.

**CODE OF CONDUCT**

In 2016, UNC Health Care adopted a system-wide Code of Conduct. The Code of Conduct is the cornerstone of our corporate culture and a key element of our Compliance Program. The Code of Conduct outlines behavior expected of our employees, management, vendors, volunteers and others who interact with UNC Health Care.

The Code of Conduct is a vital part of how we achieve our mission and vision. It provides guidance to ensure that our work is accomplished in an ethical and legal manner. It emphasizes our common culture of integrity and our responsibility to operate with the highest principles and ethical business standards as we strive to achieve our goals of Leading, Teaching, and Caring.

More information on the Code of Conduct may be accessed using this link.

**REPORTING CONCERNS**

If you become aware of actual or suspected non-compliant situations please do not hesitate to contact your local Compliance Officer or the UNC Health Care Compliance Office immediately. There are various ways in which you can communicate with compliance:

- UNC Health Care Chief Audit and Compliance Officer: 984-974-1027
- Compliance Hotline (1-800-362-2921) or incident reporting form ([http://hotline.unchcare.org/](http://hotline.unchcare.org/)) — option to remain anonymous
- Hospital Compliance online engagement request.
Hospital Compliance Team

One of the elements of our Compliance Program is effective communication. We encourage everyone to ask Compliance-related questions, report Compliance issues, and reach out to us for clarification during audits. We are here to help and look forward to working with you!

Hospital Compliance is led by two System Directors who report directly to the Chief Audit and Compliance Officer (CACO). The first System Director oversees compliance efforts at UNC Hospitals, Chatham Hospital, and Rex Hospital; the second oversees efforts at Caldwell Memorial Hospital and High Point Regional. Compliance Officers at other UNC Health Care Network Entity hospitals (Wayne Memorial, Johnston Memorial, Lenoir Memorial, Nash, and Pardee Memorial) also have an open line of communication with the CACO. Compliance Officers for each hospital, as well as the System Directors, and the CACO, participate in a monthly Compliance Council to foster system-wide hospital compliance efforts across UNC Health Care.

<table>
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<th>OUR TEAM</th>
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<tr>
<td><strong>(UNC Health Care and owned hospitals)</strong></td>
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<tr>
<td><strong>Patrick Kennedy</strong>, MHA, MSL, CHC, RHIA – System Director of Hospital Compliance; Compliance Officer (UNC Hospitals)</td>
</tr>
<tr>
<td><strong>Experience:</strong> Patrick joined UNC Health Care in September 2015. Previously, Patrick worked at Nash Health Care in Rocky Mount, North Carolina, where he held many different roles in Health Information Management, Patient Financial Services, and Compliance. Patrick served as Nash’s Compliance Officer for six years. Patrick is a Registered Health Information Administrator (RHIA) and Certified in Healthcare Compliance (CHC). Patrick attained his Bachelor of Science degree with major in Health Information Management from East Carolina University and obtained dual Master of Science degrees in Health Administration and Organizational Leadership from Pfeiffer University.</td>
</tr>
<tr>
<td><strong>Phone:</strong> (984) 974-1237 <strong>Email:</strong> <a href="mailto:Patrick.Kennedy@unchealth.unc.edu">Patrick.Kennedy@unchealth.unc.edu</a></td>
</tr>
<tr>
<td><strong>Steve Zucker</strong>, MBA, CHC – System Director of Hospital Compliance; Compliance Officer (Caldwell Memorial, High Point Regional)</td>
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<tr>
<td><strong>Experience:</strong> Steve joined UNC Health Care as the System Director of Hospital Compliance in June 2016. Previously, Steve served in a variety of health care compliance leadership roles including running a Compliance program in a large, tertiary care hospital and a national, multi-specialty physician practice group. In these roles he provided oversight and support to all aspects of the Compliance programs. Steve is Certified in Healthcare Compliance (CHC). Steve received his Bachelor of Science degree in Occupational Therapy from The Ohio State University and a Master of Business Administration with an emphasis in Health Care Administration from Cleveland State University.</td>
</tr>
<tr>
<td><strong>Phone:</strong> (336) 878-6885 <strong>Email:</strong> <a href="mailto:Steven.Zucker@unchealth.unc.edu">Steven.Zucker@unchealth.unc.edu</a></td>
</tr>
</tbody>
</table>
Lisa Johnson, MBA, CHC – Compliance Officer (Rex Hospital)

Experience: Lisa joined UNC REX Healthcare in October 1997 and has served as Compliance Officer for the hospital since 2009. Prior to joining UNC REX Healthcare, Lisa worked for the Town of Garner where she coordinated a wide variety of services for senior citizens in Wake County, including many health programs. She has been actively involved with health organizations in the community and has served on boards and committees for the American Heart Association, American Lung Association, American Cancer Society, Susan G. Komen Race for the Cure and North Carolina Senior Games. Lisa obtained a Bachelor of Arts degree from UNC Chapel Hill and a Master of Business Administration degree from Meredith College. She also holds a certification in healthcare compliance (CHC).

Phone: (919) 784-6552   Email: Lisa.Johnson5@unchealth.unc.edu

Leisa Powell, MA, CPHRM – Audit Coordinator; Compliance Officer (Chatham Hospital)

Experience: Prior to joining UNC Health Care in October 2016 as the Chatham Hospital Compliance Officer and the Audit Coordinator for Hospital Compliance, Leisa held the role of Clinical Risk Manager at Duke University Hospital. She also previously worked at Caldwell Memorial Hospital as Director of Risk Management, Accreditation and Corporate Compliance. Leisa attained her Bachelor of Arts degree from UNC Chapel Hill and a Master of Arts in Health Education and Promotion from East Carolina University. Leisa holds several certifications including Six Sigma Green Belt and Certified Professional in Healthcare Risk Management (CPHRM).

Phone: (919) 799-4004   Email: Leisa.Powell@unchealth.unc.edu

Barbara Cawley, CPC – Compliance Analyst, UNC Health Care

Prior to joining UNC Health Care in February 2017, Barbara served as an Auditor for General Dynamics Information Technology, a federal contractor. She also previously worked at Duke University Health System, serving in various roles throughout Duke’s revenue cycle and financial operations. She has in-depth knowledge and experience in patient accounting, medical records, denials and appeals, as well as medical coding and auditing. Barbara attained her Bachelor of Science in Health Administration and Management from Mount Olive College and is a Certified Professional Coder (CPC).

Phone: (984) 974-1265   Email: Barbara.Cawley@unchealth.unc.edu
Clera Sugarbaker, BSN – Compliance Analyst, UNC Health Care

Prior to joining UNC Health Care in January 2017, Clera served as a Utilization Manager at Duke University Hospital. She also previously worked at Barnes Jewish Hospital in St. Louis as a Patient Safety and Quality Specialist. She has a wide array of experience over the course of her 30+ years in nursing, including utilization review, quality and patient safety, intensive care, and operating room. Her experience is also comprised of stints at various academic medical centers around the country. Clera attained her Bachelor of Science in Nursing from Western Kentucky University.

Phone: (984) 974-1125  Email: Clera.Sugarbaker@unchealth.unc.edu

Natalie Uy, RN, CCM – Compliance Analyst, UNC Health Care

Experience: Prior to joining UNC Health Care in 2015, Natalie worked at WakeMed Health and Hospitals as the manager for Patient Access. Natalie holds certifications in Case Management, Epic Hospital Registration, and Revenue Cycle Readiness. She is also a Six Sigma Black Belt. She obtained her Bachelor of Nursing Degree from Velez College of Nursing, Philippines.

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Melanie (Erb) Runge, JD, CPC-A – Regulatory Research Coordinator, UNC Health Care

Experience: Melanie first came to UNC Health Care in 2013 as a Legal Fellow in the Legal & Risk Management Department. She subsequently served as a Compliance Specialist and Compliance Analyst. In her current position as Regulatory Research Coordinator, Melanie assists the Compliance Council and the directors of the Audit, Compliance and Privacy Department with their regulatory research, compliance education, and policy writing needs. Melanie earned her Bachelor of Arts and Juris Doctorate degrees from Vanderbilt University. She is a certified professional coder (CPC-A).

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CODE OF CONDUCT

Demonstrate Honesty, Integrity, and Professionalism at All Times
Abide by the Code of Conduct and Applicable Laws,
Regulations, Policies, and Procedures
Honor Patients’ Rights
Provide Quality Care
Provide Medically Necessary Care
Preserve Confidentiality and Information Security
Use Social Media and Technology Responsibly
Support Diversity and Inclusion
Work Safely
Compete Fairly
Record and Report Information Accurately
Document, Code, Bill, and Collect Appropriately
Do Not Do Business with Excluded Individuals or Entities
Cooperate with Inquiries, Audits, and Investigations
Use Resources Responsibly
Conduct Political Activity and Fundraising Appropriately
Disclose and Appropriately Manage Conflicts of Interest
Prohibit Bribes, Kickbacks, or Payment for Referrals
Prohibit Certain Inducements Affecting Patient Choice
Report Compliance Concerns Without Fear of Retaliation

QUESTIONS AND CONCERNS

Call 1-800-362-2921 to anonymously report a Code of Conduct concern.
For additional compliance information and reporting options, please visit:
http://intranet.unchlthcare.org/intranet/hospitaldepartments/auditcomplianceprivacy
UNC Health Care Code of Conduct

In March 2016, UNC Health Care adopted the following twenty standards and explanations as its system-wide Code of Conduct:

1. **Demonstrate Honesty, Integrity, and Professionalism at All Times**

We display and promote the highest standards of professional and ethical conduct. We act with the competence, skill, and integrity expected of our professions. We behave with dignity and courtesy toward our patients, clients, coworkers, learners, and others in business-related activities. We are honest, fair, reasonable, and objective in our professional relationships.

2. **Abide by the Code of Conduct and Applicable Laws, Regulations, Policies, and Procedures**

Providing healthcare to a large community is an enormous responsibility. If each of us abides by this Code of Conduct and the laws, rules, regulations, policies, and procedures that apply to us, we will do our part to see that UNC Health Care operates with integrity. If you have questions about the legality or appropriateness of a situation, ask your supervisor or the Compliance Office for clarification.

3. **Honor Patients’ Rights**

As healthcare providers, we have an ethical responsibility to make our patients feel secure in our care and to treat patients respectfully and with dignity. In addition to an ethical responsibility, we have a legal responsibility to comply with all applicable laws and regulations related to patients’ rights. We must also comply with UNC Health Care policies, including policies regarding informed consent, advance directives, discharge planning, and patient participation in the care plan.

4. **Provide Quality Care**

As a healthcare provider, we dedicate ourselves to providing high quality care for our patients. Quality of care is a promise we deliver every day in every aspect of our work. We are committed to following all applicable policies, laws, and licensing / accreditation requirements relating to quality of care and patient safety. We uphold the professional standard of care, report patient safety concerns, and engage in quality improvement activities.

5. **Provide Medically Necessary Care**

At UNC Health Care, we provide care that is medically necessary. Medical necessity requires us to be prudent in the utilization of our resources, being mindful not to over-utilize or underutilize the services provided to our patients.

We follow the Emergency Medical Treatment and Active Labor Act (EMTALA) and similar regulations relating to the admission, transfer, and discharge of patients.
6. **Preserve Confidentiality and Information Security**

Protecting confidential information is a UNC Health Care priority. Confidential information includes health information about our patients, information in employee records, and proprietary information about UNC Health Care business. We access confidential information and share it with others only when authorized to do so and for the purpose of doing our job. We follow applicable laws and policies when releasing confidential information and report concerns to appropriate parties. We investigate and report breaches of patient information and take steps to secure our systems from unauthorized access and comply with information security policies.

7. **Use Social Media and Technology Responsibly**

UNC Health Care encourages an online and social media culture that complies with the law, internal policies, procedures, and ethical values. UNC Health Care employees may not disclose confidential or proprietary information about UNC Health Care, its patients, or its employees on social media (including, but not limited to, communications over the Internet, on personal websites or webpages, or in online communities). We do not take or transmit photographs or recordings of patients, visitors or staff in the workplace except as permitted by our policies. Any questions concerning the appropriate use of social media and technology should be directed, as applicable, to the Privacy Office or the Public Affairs and Marketing department.

8. **Support Diversity and Inclusion**

UNC Health Care supports a culture of diversity and inclusion. We treat everyone with respect. We do not tolerate illegal discrimination against anyone at UNC Health Care, including visitors, patients and fellow employees. We do not tolerate conduct that is disrespectful, hostile, intimidating, or harassing.

9. **Work Safely**

The health and safety of our patients and employees is a UNC Health Care priority. We comply with workplace health and safety laws and report safety concerns. We follow UNC Health Care policies for handling and disposing of hazardous materials and equipment. We only access, handle or prescribe controlled substances in accordance with UNC Health Care policy. We comply with fitness for duty policies. We maintain a work environment free from violence and disruptive behavior.

10. **Compete Fairly**

UNC Health Care is committed to antitrust compliance and fair competition. We do not make unlawful agreements with competitors about prices or charges, services that we provide, or who to buy from. We do not discuss related matters, such as pricing policies, purchasing practices, costs, salaries, marketing plans, or surveys with those outside of UNC Health Care. We comply with marketing policies and laws related to truth in advertising.
11. **Record and Report Information Accurately**

We keep accurate records about our patients, our employees, our physicians, clinical procedures, research trials, and financial transactions. It is the responsibility of each of us, when engaged in recordkeeping on behalf of UNC Health Care (including employee time cards, medical records, and patient bills), to be accurate and honest. For example:

- We do not sign another person’s name to documents or share each other’s passwords.
- We amend the medical record only in accordance with UNC Health Care policy and applicable law.
- We do not fabricate, falsify or plagiarize when proposing, conducting or reporting research.
- Our financial records conform to applicable accounting principles.

We retain documents for the length of time described in our document retention policies.

12. **Document, Code, Bill, and Collect Appropriately**

We handle claims for payment of services with integrity to avoid fraud, waste and abuse in healthcare. All UNC Health Care personnel are expected to comply with federal healthcare program requirements, including, but not limited to, Medicare/Medicaid rules and federal and state False Claims Acts.

We bill only for medically necessary services rendered by eligible providers and properly documented and coded. We respond to patient and payer questions concerning charges in an accurate and timely manner. We correct any billing errors of which we have knowledge and refund payments received in error to third party payers and patients, with appropriate documentation.

If you become aware of inaccuracies, notify your supervisor so that the error can be corrected. If you see problems with claims that are not being corrected, contact the Compliance Office or Compliance Hotline.

13. **Do Not Do Business with Excluded Individuals or Entities**

We expect all individuals and entities associated with UNC Health Care to be appropriately credentialed, licensed and otherwise qualified to perform their duties. UNC Health Care does not do business with, employ, or bill for services rendered by individuals or entities that are excluded or ineligible to participate in federal healthcare programs. UNC Health Care personnel and vendors have a responsibility to report to their supervisor, Human Resources, Credentialing, or Purchasing (as applicable) if they are excluded, debarred, or otherwise ineligible to participate in healthcare programs.

14. **Cooperate with Inquiries, Audits, and Investigations**

We cooperate with government inquiries, as well as internal and external audits and investigations. When receiving non-routine requests, we consult with the Legal Department or Compliance Office to ensure that requests are handled properly. We do not alter or destroy records in violation of the law or UNC Health Care policy.
15. **Use Resources Responsibly**
We use UNC Health Care resources responsibly for UNC Health Care business purposes, not for personal gain. We spend UNC Health Care funds wisely, eliminate waste, and control operational costs without compromising patient care. We use physical assets like computers, vehicles, machinery, and work space for UNC Health Care business, and we protect those assets from loss, damage, and theft. We don’t waste supplies, equipment, space, or time. We protect intellectual property and respect patents, software licensing, copyright, and other IP agreements.

16. **Conduct Political Activity and Fundraising Appropriately**
UNC Health Care respects employees’ rights to participate in or refrain from political and fundraising activities on personal time. Employees must follow applicable policies relating to use of UNC Health Care resources for political activity, engagement in political activity while on work time, and similar issues. Employees may not inappropriately force, direct or encourage coworkers to support or contribute to a political cause, candidate, or party in violation of the law or applicable policies.

17. **Disclose and Appropriately Manage Conflicts of Interest**
We disclose and appropriately manage conflicts of interest. Employees must report any actual or potential conflict of interest. Conflicts of interest are situations in which personal considerations may affect, or have the appearance of affecting, our loyalty and ability to fulfill our responsibilities to UNC Health Care. Depending on the circumstances, a “conflict of interest” might include: employment outside of UNC Health Care with a competitor or in violation of our policies, supervising a close relative, purchasing stocks based on confidential information, accepting gifts from a vendor, patient, or fellow provider, or causing UNC Health Care to contract with vendors with whom you have a personal or financial interest. If you have questions about what might be a conflict of interest, review UNC Health Care policies and speak with your supervisor or the Compliance Office.

18. **Prohibit Bribes, Kickbacks, or Payment for Referrals**
We do not offer or accept bribes or kickbacks. Bribes and kickbacks are money, gifts, or special treatment given to someone in exchange for a favor. The favor may be many things, from a promise to make patient referrals to a promise to use a particular vendor’s product.

We also do not offer or accept “something of value” for patient referrals. “Something of value” includes money, services, gifts, entertainment, or anything else of value to the recipient.

As this is a highly complex area of the law, employees must take special care and promptly refer any questions to the Compliance Office or the Legal Department.

19. **Prohibit Certain Inducements Affecting Patient Choice**
The law prohibits UNC Health Care and its employees from offering certain inducements that may
affect a patient’s decision about where to seek care. For instance, it may be illegal to offer copayment waivers, free services, gifts, and other inducements to encourage patients to receive care at UNC Health Care. However, patient value initiatives associated with the UNC Health Alliance (our clinically integrated network) may not be precluded. As this is a highly complex area of the law, employees must take special care and promptly refer any questions to the Compliance Office.

20. **Report Compliance Concerns Without Fear of Retaliation**

Employees are encouraged to contact the Compliance Office whenever they need clarification or direction regarding Compliance issues (including this Code of Conduct). Employees are required to report suspected violations of the Code of Conduct, policies, procedures, the law, and regulations to a supervisor, the Compliance Office, or the confidential Compliance Hotline. Retaliation is not permitted against anyone who seeks advice, raises a concern, or reports misconduct in good faith. Such retaliation should be reported immediately to the Compliance Office.
False Claims

The federal civil False Claims Act, 31 U.S.C. § 3729, et seq., (“FCA”) prohibits any person from:

- Knowingly submitting a false or fraudulent claim for payment to the federal government or causing such a claim to be submitted,
- Knowingly making or using a false record or statement to secure payment from the federal government for a false or fraudulent claim or causing such a false record or statement to be made or used,
- Conspiring to get a false or fraudulent claim paid by the federal government, or
- Knowingly making, using, or causing to be made or used, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the federal government.

Both the United States Attorney General and private citizens may bring lawsuits alleging a violation of the FCA. When brought by private citizens, these actions are known as qui tam lawsuits, and the citizens who file these suits are known as “relators” or “whistleblowers.”

The FCA offers “whistleblower protection” to relators who are discharged, demoted, suspended, threatened, harassed, or otherwise discriminated against in the terms and conditions of their employment as a result of furthering an action under the FCA. Remedies include: reinstatement with comparable seniority as the relator would have had absent the discrimination, twice the amount of back pay plus interest, attorneys’ fees, litigation costs, and other expenses.

UNC Health Care policies and procedures for detecting and preventing fraud are incorporated into the Compliance Program.

For additional information, please review the following policies:

- False Claims Education (SYS 019)
- Hospital Compliance Program (SYS 017)
- Professional Compliance Program (SYS 018)

Resources are also available on the Audit, Compliance and Privacy Services Intranet website.

Raising Concerns

In accordance with the Code of Conduct, personnel are encouraged to bring to management’s attention any potential violations of the FCA or other laws and regulations. Questions and concerns may be directed to a supervisor, the Compliance Office, or the Hotline.
**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)**

HIPAA is a federal law that requires hospitals, providers and related entities to implement compliance measures to protect the privacy of patient medical information. Violations can result in substantial fines and may result in discipline to employees responsible for a breach of patient privacy.

**HIPAA RESOURCES**

Important resources such as HIPAA forms, policies and other guidance are available on the Intranet: [https://unchcs.intranet.unchealthcare.org/dept/ACP/privacy/Pages/default.aspx](https://unchcs.intranet.unchealthcare.org/dept/ACP/privacy/Pages/default.aspx)

**PROTECTED HEALTH INFORMATION (PHI)**

PHI is health information, including demographic data, created or received by UNC Health Care entities which relates to the past, present, or future medical condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care by an individual and that identifies or can be used to identify the individual.

PHI can be in many forms including written, electronic or verbal.

**HIPAA Identifiers**

1. Names
2. All geographical subdivisions smaller than a State, including street address, city, county, precinct, zip code, and their equivalent geocodes
3. All elements of dates (except year) for dates directly related to an individual, including birth date, admission date, discharge date, date of death; and all ages over 89 and all elements of dates (including year) indicative of such age
4. Phone numbers
5. Fax numbers
6. Electronic mail addresses
7. Social Security numbers
8. Medical record numbers
9. Health plan beneficiary numbers
10. Account numbers
11. Certificate/license numbers
12. Vehicle identifiers and serial numbers, including license plate numbers
13. Device identifiers and serial numbers
14. Web Universal Resource Locators (URLs)
15. Internet Protocol (IP) address numbers
16. Biometric identifiers, including finger and voice prints
17. Full face photographic images and any comparable images and
18. Any other unique identifying number, characteristic, or code.

**ACCESSING AND DISCLOSING PHI**

- Only access PHI necessary for your job (see HIPAA policy PolicyStat ID:5179490)
- Only disclose PHI to authorized individuals (see HIPAA policy PolicyStat ID: 5179568)

**REPORTING CONCERNS**

If you become aware of or suspect an unauthorized access, use, or disclosure of PHI or any other privacy incident, please call our Hotline (1-800-362-2921) or complete an online privacy incident report immediately: [http://hotline.unchealthcare.org/](http://hotline.unchealthcare.org/). (The online incident report also allows employees the option to remain anonymous)
Privacy Team

We encourage everyone across all UNCHCS owned entities (including Rex Healthcare, UNC Hospitals, Physician Network, Chatham Hospital, Caldwell Memorial Hospital and Rockingham Hospital) to reach out to our office for privacy questions and issues.

The UNCHCS Privacy Office performs the following functions on behalf of all UNCHCS owned entities:

- conducts privacy audits, such as EHR access audits of personnel who have access to the UNCHCS Epic system
- performs investigations of privacy incidents
- delivers education (on-line and in-person) of privacy topics, policies and guidance
- develops and publishes privacy policies for all UNCHCS owned entities (and to make such policies available for adoption by all UNCHCS managed system entities)
- offers consultation on privacy issues, policies, questions and opinions on individual privacy matters

To report a privacy incident you may use our online reporting system available at: [http://hotline.unchealthcare.org/](http://hotline.unchealthcare.org/)
You may reach our office at any time by calling (984) 974-1069.

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**OUR TEAM**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Behinfar, JD, LLM, CHC, CHRC, CCEP, HCISPP, CIPP/US</td>
<td>Chief Privacy Officer, UNC Health Care / Privacy Officer for UNC Medical Center and UNC Physicians Network</td>
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<tr>
<td>Sarah Blackmon Sauls, CHPC</td>
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</tr>
</tbody>
</table>
Ryan Dees, CIPP/US — Privacy Analyst

Experience: Ryan came to UNC Health Care in June 2016 after two years of experience at FairWarning, Inc. in Clearwater Florida, where he provided patient privacy monitoring services to customers. Prior to that, Ryan spent over 9 years with the Moffitt Cancer Center in Tampa Florida, including roles in Patient Financial Services and Research Administration. Ryan is a Certified Information Privacy Professional (CIPP/US) and received his Bachelor of Arts degree from the University of Florida and Bachelor of Science degree from the University of Tampa.

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Laura Doyen, JD — Privacy Analyst

Laura came to UNC Health Care in October 2017 after receiving a J.D. from Loyola University Chicago School of Law, where she focused her studies in health law and compliance. She is also pursuing a Masters of Art in Biomedical Ethics from the Neiswanger Institute for Bioethics at Stritch School of Medicine.

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Heidi Weschler — Privacy Program Manager

Experience: Before joining UNC Health Care in July 2018, Heidi spent 15 years in academic medicine holding leadership roles in Graduate Medical Education and accreditation, as well as physician practice plan administration in the departments of Pediatrics, Surgery, and Radiology. Prior to her time most recently with the University of Florida Jacksonville Physicians Inc., she was with ASG Software Solutions in South Florida creating multi-year mainframe software agreements with the strategic sales division in her account management role. She received her Bachelor of Science degree in Public Administration and Legal Studies from the University of Pittsburgh with focus on Policy Planning and Healthcare Administration.

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How to Anonymously Report Compliance and Privacy Concerns

Hotline number is **1-800-362-2921**

*OR*

our Online Portal is available at

[http://hotline.unchealth.org](http://hotline.unchealth.org)

**Examples of Compliance Concerns:**
- Fraud, waste and abuse
- Billing, documentation and coding errors
- Conflict of Interest
- Code of Conduct

**Examples of Privacy Concerns:**
- Misdirected Protected Health Information (PHI)
- Unauthorized disclosure of, or access to PHI
- Inappropriate access to patient information
- Potential violations of Social Media Policy

For additional information, please contact your local compliance and privacy office.
Information Technology

UNC Health Care System’s Information Services Division (ISD) provides computing resources for all areas of the organization. This includes all software, hardware, and network resources.

ISD provides a Help Desk to assist co-workers with computer problems ranging from hardware issues to password problems. The Support Line can be reached at 984-974-4357, 24 hours a day, and seven days a week. If a Support Line staff member cannot immediately take your call, leave a message. In less urgent situations, place a heat ticket by going to the ISD Assistance Page on RexWeb and choosing the “Place a Heat Ticket Option.”

ISD will need the following information if you call them and speak to a representative or when you leave a message:

- Your name
- Your User ID
- Department
- Phone Number where you can be reached
- Hours Available
- Computer number (if applicable)
- A description of the issue

Information Security Administration

Information in all its forms and throughout its life cycle will be protected in a manner consistent with its sensitivity and value to the organization. This protection includes an appropriate level of security over the equipment and software used to process, store, and transmit information.

Information Classification

Classification is used to promote proper controls for safeguarding the confidentiality of information. Regardless of classification the integrity and accuracy of all classifications of information must be protected. The classification assigned and the related controls applied are dependent on the sensitivity of the information. Information must be classified according to the most sensitive detail it includes. Information recorded in several formats (e.g., source document, electronic record, report) must have the same classification regardless of format. The following levels are to be used when classifying information:

- Protected Health Information
  - PHI is information, whether oral or recorded in any form or medium, that:
    - Is created or received by a health care provider, health plan, public health authority, employer, life insurer, school or university or health clearing house; and
    - Relates to past, present, or future physical or mental health or condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care that could reasonably be used to identify the individual.
Unauthorized or improper disclosure, modification, or destruction of this information could violate state and federal law, result in civil and criminal penalties, and cause serious damage to UNC REX Healthcare and its patients or research interests.

- **Confidential Information**
  - Confidential Information is very important and highly sensitive material that is not classified as PHI. This information is private or otherwise sensitive in nature and must be restricted to those with a legitimate business need for access. Examples of Confidential Information may include: Personnel information, key financial information, proprietary information of commercial research sponsors, and system access passwords.
  - Unauthorized disclosure of this information to people without a business need for access may violate laws and regulations, or may cause significant problems for UNC REX, its customers, or its business partners. Decisions about the provision of access to this information must always be cleared through the information owner.

- **Internal Information**
  - Internal Information is intended for unrestricted use within UNC REX, and in some cases within affiliated organizations such as UNC REX Business partners. This type of information is already widely-distributed within UNC REX, or it could be so distributed within the organization without advance permission from the information owner. Examples of Internal Information may include personnel directories.
  - Any information not explicitly classified as PHI, Confidential, or Public, by default, will be classified as internal information.
  - Unauthorized disclosure of this information to outsiders may not be appropriate due to legal or contractual provisions.

- **Public Information**
  - Public Information has been specifically approved for public release by a designated authority within each entity of UNC REX. Examples of Public Information include marketing brochures and material on the UNC REX Internet web page.
  - System policies and procedures and electronic mail messages (unless subject to attorney-client, peer review or other privilege) are considered public records.
  - This information may be disclosed outside of UNC REX.

**User Statement of Responsibilities**

The user is any person who has been authorized to read, enter, or update information.

A user of information is expected to:

- Use the computer system only in support of their authorized job responsibilities.
- Comply with Information Security Policies and Standards and with all controls established by the owner and custodian.
- Refer all requests for disclosure of confidential patient information to the Health Information Management Department.
- Keep his/her password confidential.
- Report promptly to the Compliance/Privacy Officer the loss or misuse of UNC REX Information.
- Initiate appropriate actions when problems are identified.
Compliance with Information Security Policies, Procedures, and Standards

Possible disciplinary/corrective action may be instituted for, but not limited to the following:

- Unauthorized disclosure of a User ID or Password.
- Attempting to obtain a User ID or Password that belongs to another person.
- Using or attempting to use another person’s User ID or Password.
- Unauthorized use of an authorized password to invade patient privacy by examining records or information for which there has been no request for review.
- Loading or using unlicensed software.
- Unauthorized disclosure of clinical information.
- The intentional unauthorized destruction of UNC REX Information.
- Attempting to get access to User IDs and Passwords for purposes other than official UNC REX Business, including completing fraudulent documentation to gain access.
Environmental Health and Safety

Environment of Care

UNC REX Healthcare is committed to providing a safe and healthy environment for all patients, visitors, and staff.

The Hospital’s safety program ensures that co-workers are properly trained and educated as to safe practices. The Safety Program is coordinated by the Safety Committee and the Protective Services Department and is intended to prevent injuries to the public and to co-workers, protect the health of the public and co-workers, and prevent damage to UNC REX property.

The Environment of Care Manual policies are designed to address processes and activities that make the health care environment safe and effective. The most updated version of the EOC policies is found on the RexWeb, click on Policies in the Main Menu, and then click on the “iPop” icon and search “EOC.”

The most important component of the Safety Program is the co-worker. Each staff member should place safety and health as his/her first priority in the performance of work duties.

If a co-worker identifies an unsafe condition or practice, he/she should report the concern to the supervisor, manager, or the Safety Officer at (919)-784-3154.

Concerns may also be reported anonymously through the UNC REX Valueline at 1-877-CAREREX. UNC REX strongly supports open communications between all co-workers to foster a safe and healthy workplace. All colleagues should feel comfortable reporting safety concerns and should know that they can do so without fear of reprisal or retaliation. Making safety a part of a co-worker’s daily routine is an important component of his/her job. If a co-worker encounters a situation that is not addressed in this booklet or in the Environment of Care Manual, they should consult the supervisor, manager, or Safety Officer.

Electrical Safety

All staff members are responsible for ensuring that electrical equipment is safe for use. A co-worker’s supervisor can provide him/her with the necessary information for equipment inspections, repairs, and training. Refer to the Equipment Management Plan in the EOC Manual for departmental responsibilities on specific electrical devices. The plan also outlines procedures for limiting the hazards of electrical shock, explosion, fire, or damage to equipment and buildings.

Electrical safety precautions include:

- Obtaining proper instructions before using any electrical equipment.
- Avoiding the use of electrical equipment or wall receptacles that appear to be damaged.
- Reporting all unsafe conditions immediately to the supervisor in charge of the area.
- Tagging and immediately removing from service any defective or electrical equipment found to present an electrical safety hazard.
• Reporting all injuries due to electrical equipment use to Biomedical Engineering at (919)-784-2129 and to Quality Programs via the Variance Reporting Process.
• Pulling the plug, not the cord, to remove the plug from an outlet.
• Avoiding the use of a three-prong grounded plug with a “cheater adapter” in a two slot outlet.
• Prohibiting the overload of adapters or circuits.
• Using portable electric heaters, which are prohibited unless installed by Facility Services under emergency conditions (i.e., severe weather and utility outages.)

**Equipment Inspection**

Biomedical Engineering inspects all medical patient care equipment (e.g., monitoring devices, diagnostic systems, and treatment machines.) It is the responsibility of the user department to ensure that the equipment is inspected prior to use and displays a current Biomedical Engineering sticker denoting that the review has occurred. Biomedical Engineering also inspects equipment such as electrical beds, office equipment, and entertainment systems upon installation for approval and safety. Appliances (e.g., desk lamps, refrigerators, and microwaves) are approved and inspected by Facility Services. Inspection labels are placed on these items as well.

Report any suspected equipment malfunctions or potential problems to your supervisor. Should a piece of medical equipment malfunction, appropriately tag and secure the device to avoid re-use until it can be repaired.

**Extension Cords, Multiple Outlets, and Adapters**

Extension cords and connector adapters are only used on an emergency, temporary basis and will only be permitted for use with appliances fitted with distinctive plugs, which use conventional power receptacles. All extension cords and connector adapters must be approved by Facility Services.

Extension cords must be three-wire grounded, Underwriters Laboratories (UL) listed, or constructed UL components. Two-to-three prong AC converter plugs are not permitted for use.

Multiple outlet strips or power strips will be permitted where multiple pieces of moveable equipment are used. All multiple outlet strips will be UL listed, and if they are used with medical equipment, must be medical-grade devices.

All multiple outlet strips used in patient care areas will be periodically checked by Facility Services in accordance with the preventive maintenance schedule of equipment associated with the outlet strip.

**Privately-Owned Electrical Equipment**

A patient, visitor, or staff member who chooses to bring electrical equipment from home for use at UNC REX Healthcare assumes full liability in the event of theft, physical damage, or injury to self or others. Equipment with frayed or worn cords, or equipment that presents a safety hazard, cannot be used. Patient care equipment that is leased or privately owned must be inspected by Biomedical
Engineering prior to use. For more information, refer to the “Non-Facility Owned Electrical Equipment” policy in the Environment of Care Manual.

**Electromagnetic Interference (EMI)**

Cellular/cordless telephones and two-way communication devices (such as pagers, laptops, tablets, cell phones, and radios that are capable of transmitting) are known, recognized sources of electromagnetic interference (EMI) and may pose a risk to medical equipment.

Therefore, the use of the devices may be prohibited for patients and visitors and minimized by co-workers in areas having a heavy concentration of critical medical equipment such as Intensive Care Units, telemetry areas, the Emergency Department, ORs, procedures areas, PACU, the Birth Center, Laboratories, Cath lab, and Radiology. Your manager will have specific information about the use of these devices in your specific work area.

Co-workers utilizing communication devices within UNC REX Healthcare facilities will maintain a distance of five feet from electronic medical equipment to minimize risk of operational disruption due to EMI.

Patients and visitors may use cellular/cordless telephones and two-way communication devices in the Main Lobby, the Birth Center lobby, the Critical Care Waiting Room, the Emergency Department Waiting Room, the Same Day Surgery Waiting Room, the Cancer Center Lobby, the Cancer Center Waiting Areas, the Courtyards, the Main Cafeteria, the Korner Café, and the waiting areas of UNC REX businesses located off the Main Campus.

**Emergency Management Plan**

The Emergency Management Plan is located on the RexWeb Intranet. The plan identifies the appropriate responses in emergency situations which may result in an influx of patients requiring the mobilization of staff or affect the normal operations of the hospital. All co-workers are required to know the emergency plans for UNC REX Healthcare and their department, including overhead paging codes and appropriate responses. Drills on the various plans are conducted periodically to reinforce appropriate actions during the various emergency situations.

During a real emergency, the establishment of a Command Center to coordinate activities is sometimes warranted. The Command Center is staffed by the Executive on Call, Protective Services, and others as needed. The telephone extension for the Command Center is (919)-784-3299.
Most emergency announcements are announced as plain text to avoid confusion among co-workers, patients, and visitors. The plans fall into one of three categories:

1. Facility Alerts
2. Security Alerts
3. Medical Alerts

**Facility Alerts**

*Facility Alert - Radioactive Decon Emergency.* This code is called when any person contaminated with radioactive material is coming to UNC REX for care and treatment. Staff in the Emergency Department will call Protective Services at extension 3333 when they learn the contaminated patient is on the way. Protective plastic will be placed around the decontamination room, and staff working in the decontamination and buffer areas will wear personal protective equipment.

*Facility Alert - Utility Failure.* This is called in the event of a utility failure, such as electrical, plumbing, or mechanical failure, or internet sabotage. Staff should follow the appropriate downtime procedures for their department.

*Facility Alert - Evacuation.* This is called in the event a fire, toxic chemical spill, hurricane, tornado, or other type of severe emergency requires the evacuation of UNC REX facilities. In the event of a disaster, staff will remove people from dangerous areas in one of three ways:

- **Horizontal evacuation.** Move all patients and visitors two sets of fire doors away from the hazard. People who cannot walk will be moved in wheelchairs, stretchers, beds, etc.
- **Vertical evacuation.** Move downward via the stairs when it is no longer safe to stay on the same floor. People who cannot walk will be carried using blankets and proper lifting techniques.
- **Evacuation to Birth Center Deck.** This will be announced overhead if the facility is no longer safe and everyone needs to leave the building. Everyone should leave using the nearest exit and meet at the Birth Center Deck. Co-workers should check on the well-being of patients, visitors, and fellow co-workers and report any problems to the manager.
- If outside of the main hospital, everyone should evacuate to the designated meeting space according to the department’s policies and procedures.

*Facility Alert - Hazardous Material Spill.* This is called when a hazardous chemical spill poses danger to people working in the area. Every department maintains a list of all hazardous chemicals that are stored in the department online on RexWeb (select “Safety Data Sheets” under Co-worker Support) as well as a notebook of Materials Safe Data Sheets for these chemicals (MSDS Notebook.) If a colleague becomes aware of a spill inside the main hospital, he/she should call Protective Services at 3333; if outside the main hospital, he/she should call (919)-784-3333. Staff should locate the MSDS for the spilled chemical, as well as refer to the EOC Manual for further instructions.

*Facility Alert - Code Red.* This code is called when there is a fire. All departments/units must adhere to the applicable fire policies and site-specific fire plans for their areas.

UNC REX utilizes a facility-wide fire drill system. All co-workers are required to participate in fire drills in all UNC REX locations.
All staff members are to respond to fire drills as outlined in departmental/unit site-specific fire and emergency plans. Staff should assist visitors, volunteers, and other persons who may not be accustomed to emergency procedures in that area. Staff should discuss evacuation routes and techniques and ensure that emergency exits are kept clear and unobstructed.

In the event of a fire, the following steps should be taken (RACE):

R - Remove or rescue individuals in immediate danger
A - Activate the alarm by pulling the fire pull station and calling *55 if at the hospital, or 911 if in a UNC REX facility outside the hospital.
C - Confine or contain the fire by closing windows, vents, and doors.
E - Evacuate to a safe area, or extinguish the fire with the proper fire extinguisher if you can do so safely.

There are three classes of fire and three types of extinguishers:

- **Class A** fires are fires with ordinary combustibles such as wood, cloth or paper;
- **Class B** fires are flammable liquid fires such as gasoline, oil, and oil-based paint;
- **Class C** fires are electrical equipment fires including computers, wiring, patient care equipment, wiring, fuse boxes, circuit breakers, and appliances.

ABC fire extinguishers are universal and can be used on all fires. In some locations class “BC” fire extinguishers may be available and should be used only on Class “B” or “C” fires.

To properly use a fire extinguisher, remember “P-A-S-S.”

P - Pull the pin between the handles
A - Aim the nozzle at the base of the fire
S - Squeeze the handles together
S - Sweep the extinguisher from side to side

“Facility Alert - Code Rex.” This code is called in the event that The Joint Commission or other regulatory surveyors have arrived on site for a visit. Co-workers should check with their managers and supervisors for any special responsibilities.

“Facility Alert - Mass Casualty Incident.” This is called when a disaster happens that could cause a large number of casualties, such as a flood, hurricane, tornado, earthquake, terrorist attack, nuclear accident, explosion, civil disturbance, large-scale poisoning, an environmental contamination, etc. Co-workers in the main hospital who become aware of a mass casualty in the community should call Protective Services at extension 3333, or (919)-784-3333 if outside the main hospital.

Additionally, UNC REX will implement “H.I.C.S.”, the Hospital Incident Command System. H.I.C.S. is a crisis management tool which provides a standard approach to building a chain of command needed to support the emergency. (H.I.C.S. will be used any time an emergency code is called, except for Code Blue, Code One, and Code Rex.) A leader is assigned to determine the hierarchical structure and key roles needed for the management of the emergency and then staffs those roles with the appropriate persons. Upon the announcement of “Mass Casualty Incident: Standby,” all
departments with three or more co-workers on shift are required to send one person to the designated Rally Point. At the Rally Point, the leader will assign duties to co-workers similar to their normal duties.

**“Facility Alert - Mass Casualty Incident Internal.”** This will be called when a disaster happens inside of a UNC REX Healthcare facility, such as a natural disaster, structural damage, explosion, utility failure, or civil disturbance. Co-workers who become aware of a situation that may be a mass casualty incident should call Protective Services at (919)-784-3333 and then 911.

**“Facility Alert - Weather Plan.”** This is called when severe weather involving ice, snow, hurricanes, floods, etc. is threatening the area. Level 1 is called when the weather is pending. Level 2 is called when the severe weather has affected the Wake County area, and weather conditions are mild to moderate. Level 3 is called when the severe weather has affected the Wake County area, and weather conditions are severe.

**“Facility Alert - Bomb Threat.”** This is called when UNC REX receives a bomb threat conveyed verbally, in writing, or via the mail. If a co-worker receives a bomb threat, he/she should notify Protective Services at ((919))-784-3333 immediately. If outside the main hospital, co-workers should call 911 first, then they should call Protective Services at (919)-784-3333.

In the event a co-worker receives a bomb threat via phone, he/she should refer to the Emergency Information Flipchart and to the Environment of Care Manual for a checklist of questions to ask the caller.

If a co-worker receives a suspicious package inside the main hospital, he/she should remove all persons from the area near the package and call Protective Services at (919)-784-3333. If outside the main hospital, co-workers should call 911 first then call (919)-784-3333. A package is “suspicious” if:

- It is not expected;
- It does not have a return address;
- It is from a company but has postage stamps rather than metered postage;
- It ticks or smells like fuel or has oily spots; and
- It is stiff on one side and feels like there is wire inside the letter.

If someone has an item that may be a bomb, co-workers should remove all persons from the area near the package and call Protective Services at (919)-784-3333 (911 if outside the main hospital.) The person with the item should be detained nearby and should be introduced to Protectives Services and/or to law enforcement authorities when they arrive.
If a bomb threat is called over the overhead paging system, co-workers in the area of the code will conduct a search for suspicious items in the following manner:

- Two people search an area, standing back to back, looking for strange objects.
- First, the two people should close their eyes and listen for strange sounds.
- The two people should look around the room from floor to thigh level.
- Next the two people should look around the room from thigh level to upper torso level.
- Finally, the two people should look around the room from upper torso to ceiling.
- Any strange or suspicious findings of the search should be reported to the manager or director of the department, who will then report these to the Command Center at (919)-784-3299.

**Security Alerts**

“Security Alert.” This code is called when immediate security assistance is required; examples include workplace violence and robbery. If the situation is inside the main hospital, call (919)-784-3333. If it is outside the main hospital, call (919)-784-3333, and then dial 911.

“Security Alert - Code David.” This code is called when a resident of Rex Rehabilitation and Nursing Care Center (on the main campus or in Apex) is missing. Co-workers at these locations should call ((919))-784-3333, and co-workers in Apex should also call 911. Staff should immediately begin a room-to-room search.

“Security Alert - Hostage Situation.” This is called in the event of a hostage situation. If a co-worker becomes aware of a hostage situation in his/her work area in the main hospital, the co-worker should call Protective Services at (919)-784-3333. If the situation occurs outside the main hospital, call (919)-784-3333 and then call 911.

If possible, staff should evacuate the area where the situation occurs. However, co-workers should not abandon patients, and should be sure to request any medication that is required for patients or for co-workers. All doors leading to the hostage location should be closed, and one co-worker should be posted at each closed door to prevent others from entering the area.

Anyone who is held hostage should remain calm, and speak only when necessary. They should follow instructions given by the hostage taker without argument, and they should attempt to rest, but remain alert. During a rescue operation, everyone should stay on the floor and should not make any overt movements toward the rescuers.

No one should attempt to enter any area where a hostage situation is present.

“Security Alert - Code Pink.” This code is called when there is a suspected infant or child abduction. As soon as a co-worker suspects an infant or child is missing, he/she should call *55 and have the operator announce a “code Pink” and then call Protecitive Services at (919)-784-3333. If the abduction occurs at a UNC REX facility other than the main hospital, he/she should first call 911 and the call Protective Services at (919)-784-3333.
Each area will conduct room-to-room searches and co-workers will be assigned to entry/exit doors. All persons entering or leaving the facility will be asked to stop; co-workers will search bags and will look under bulky coats and clothing. Staff will also attempt to verify that children accompanying adults really do belong with the adults.

If a person refuses to cooperate with the search, co-workers should get a description of the person and call Protective Services at (919)-784-3333 or Law Enforcement at 911 if outside the hospital.

**Medical Alerts**

*Medical Alert - Code Blue.* This code is called when there is a medical emergency that requires some type of resuscitation. Pre-designated staff will respond to the location of the Code.

*Medical Alert - Code One.* This code is called when there is an emergency delivery of a baby in an area other than a Birth Center Room (for example, the lobby, parking deck, etc.) Pre-designated staff members respond to the location of the Code.
Employee Health Services (EHS)

Co-workers working in positions likely to place them or the population they serve at risk for exposure to infectious diseases are required to be assessed by Employee Health Services before entry to our facilities.

EHS hours are 7:30 am to 4:30 pm Monday through Friday. The office is located on the first floor of UNC REX Hospital adjacent to the Birth Center Classrooms. Services are available on a walk-in basis for your convenience.

EHS can be reached by phone at (919)-784-3159, by fax at (919)-784-3451 or by email at rexemployeehealth@unchealth.unc.edu.

EHS provides the following services;

- **Employee Health Review:** Immunizations or titers for Hepatitis B, Measles, Mumps, Rubella, Varicella, Tetanus, Diphtheria, and Pertussis as required by the UNC REX Infection Control Policy*
- **Tuberculosis screening prior to entry***
- **Maintenance of health records, timely record requests via fax or mail**
- **Blood pressure screening**
- **Assistance with personal illnesses/injuries and referral when necessary**
- **Communicable Disease Management**
- **Blood and/or body fluid exposures incurred while at UNC REX**
- **Follow-up of tuberculosis exposure occurring at a UNC REX facility**

*EHS offers courtesy testing/vaccination to select Non-Rex Associate groups, according to contractual agreement.

**In the event that you are referred to the Emergency Department or other healthcare provider, you or your insurance company are responsible for all charges. If you are injured or become ill on the job outside of our regular business hours, you should report to the UNC REX Emergency Department or to one of the UNC REX Express Care Centers.

Note: Associates working outside the areas of direct patient care may be exempt from HepB, tetanus, diphtheria and pertussis requirements.

**Employee Health Review**

The following health requirements must be met prior to UNC REX entry:

- **Screening for exposure to tuberculosis.** In accordance with CDC guidelines, UNC REX requires documentation of at least two PPD skin tests. Ideally, one within the year and another within 24 months. Those with a history of a positive reaction to the skin test will be required to provide this documentation, most recent chest X-ray results, and complete a medical screening questionnaire to be reviewed by the Employee Health Physician.
A history of vaccination with BCG is not a contraindication to skin testing, nor is pregnancy.
PPD testing cannot be done within 30 days after receiving an MMR vaccine or a varicella vaccine.

- **Assessment for immunity** will require provision of the following:
  - Physician diagnosed and documented measles, mumps, and rubella, or documented lab results demonstrating full immunity to measles, mumps, and rubella, or documentation of 2 MMR vaccines or a combination of 2 measles, 2 mumps, and 2 rubella vaccines.
  - Documentation of varicella (chicken pox) vaccination (2 doses required if over age 13 years) or documented lab results demonstrating full immunity to chicken pox.
  - Hepatitis B vaccination series (documentation or verbal history of date and location) or documented lab results demonstrating positive immunity, or signed declination form.
  - Adult booster Tetanus, Diphtheria, and Pertussis vaccine (Tdap).

**Academic Associates (Faculty and Students)**

Your school’s faculty will act as communication liaison between EHS and the students. Faculty can schedule appointments through Employee Health to review student records and determine needs or clearance, or they may fax health records to Employee Health and communicate via phone/email. Please complete the Non-Rex Associate TB and Immunization Assessment Form and bring with the students’ health records.

**Students are not allowed into UNC REX prior to their health clearance.**

Other requests:
- Allow at least two weeks processing time prior to the beginning of the clinical rotation. EHS is not responsible for clinical time lost if health records are not provided in a timely manner.
- Notify EHS if students have previously been at UNC REX as employees, volunteers, or students.
- On-site clinical faculty must meet the same health requirements as students.
- Bring only copies of health information – EHS is not responsible for the loss of original documents.

It is the shared responsibility of EHS and the school faculty to ensure that all health requirements are met prior to entry to UNC REX. EHS works diligently with faculty to expedite unmet needs and will communicate via phone and email to confirm needs and clearances.

OSHA, the NC Department of Health, and The Joint Commission strongly recommend physician documentation of these tests and immunities for the protection of our patients, our co-workers, and you.
If you sustain an injury or Blood/Body Fluid Exposure while on clinical rotation at UNC REX:
1. Immediately contact your hosting UNC REX manager and your faculty member
2. Complete a hospital variance report as soon as possible
3. Bring the hospital variance report to EHS.
4. If medical care is necessary other than first aid, your school or employer is responsible for your care.

Note: It is your responsibility to know the Injury and B/BF Exposure policies of your school prior to UNC REX entry.
Workplace Safety

UNC REX Healthcare is dedicated to ensuring that all staff members are afforded a healthy and safe work environment. Following safe work practices in the workplace or office may prevent many accidents.

**General Workplace / Office Safety**

- Tag and remove from service defective equipment and report to the appropriate department immediately (see Electrical Safety)
- Report unsafe conditions or acts and other safety hazards
- Perform work tasks in a manner which does not pose risk to staff members or others. Horseplay is strictly prohibited.
- Handle sharp-edged objects such as box cutters and razor blades carefully. Never use a surgical scalpel to open boxes.
- Dispose of broken glass properly to prevent injury to others doing waste handling. If your department routinely disposes of glass materials, utilize rigid, puncture-proof containers. For occasional glass disposal, bag and wrap broken glass with the heavy paper to prevent penetration by sharp edges.
- Use filing cabinets with care to prevent potential pinching injuries to the fingers or hands. Close file drawers when not in use to prevent trip hazards.
- Load file cabinets carefully to keep them from being top-heavy. If necessary, have the file cabinet secured to prevent tipping.
- When carrying objects, ensure your vision is not obstructed.
- Secure electrical cords away from walking surfaces and under desks to prevent trip hazards.
- Secure cords with tape or cord runners if necessary.
- Keep work and storage areas clean and tidy. Materials and rubbish should never be allowed to accumulate. Broken or unused equipment and supplies are to be repaired or disposed of promptly.
- Report building or maintenance-related problems to Facility Services/Plant Operations by calling (919)-784-3103 or by completing a Plant Operations Work Request.

**Personal Protective Equipment**

UNC REX shall furnish, at no cost to the co-worker, certain personal protective equipment required to perform his/her job. The Safety Officer and the Infection Control Manager will perform a hazard assessment to determine if hazards are present or likely to be present in the co-worker’s workplace.

If hazards are present or likely to be present, UNC REX shall:

- Verify that the required workplace hazard assessment has been performed through a written certification that identifies the workplace evaluated, the person certifying that the evaluation has been performed, and the dates of the hazard assessment.
- Select and require staff members to use appropriate PPE.
- Properly train and fit each staff member in the PPE selected. PPE may be required to give protection to the head, ears, eyes, face, feet, hands, and respiratory system.
Hazardous Materials Safety

Material Safety Data Sheets (MSDSs)

A Material Safety Data Sheet (MSDS) is a document that identifies a hazardous chemical. It is prepared and distributed by the chemical manufacturer or distributor. All chemical manufacturers, importers, and distributors must provide an MSDS for each hazardous chemical they produce or import. These are found on the RexWeb Intranet page by selecting “Safety Data Sheets” under “Co-worker Support.” Each department also maintains a notebook with hard copies of all MSDSs as a back-up.

Labels and Other Forms of Warning

Chemical manufacturers, importers, or distributors are required to ensure that each container for hazardous chemical is labeled with the identity of the hazardous chemical(s), appropriate hazard warnings, and the name and address of the chemical manufacturer, importer, or other responsible party. Any chemicals transferred to another container must also be labeled.

Education and Training

Co-workers who work in areas where there are hazardous chemicals receive chemical safety training. This training must be documented and provided before a new hazard is introduced in the workplace and annually. The supervisor or Educator will provide this training for new co-workers.

Contractor Safety

All contractors working on UNC REX property must advise the contracting department of any hazardous chemicals they use during the performance of the contracted services. MSDS’s must be maintained on site and available for review 24 hours a day as long as the contractor is in use of the chemicals. Likewise, UNC REX must advise the contractor of any hazardous substance to which the contractor’s staff members may be exposed during the course of the contracted work. Copies of the MSDS’s must be furnished to the contractor upon request.
Infection Prevention

The purpose of Infection Prevention is to reduce the risk of infection to patients and staff. Nurses trained in Infection Prevention monitor select patient populations for development of healthcare associated infections and send that information to a national database. The database provides benchmark infection rates so that we can compare our performance to other participating hospitals and determine our success in preventing infections. Other processes in place to reduce the risk for infections are described below.

Hand Hygiene

Cleaning your hands is the single most important thing you can do to prevent infection. Wash your hands with soap and warm water for at least 15 seconds:
- Upon arriving at work and before you go home
- Before eating and after using the restroom
- Whenever your hands look or feel dirty
- After caring for a patient with Clostridium Difficile, Norovirus or gastrointestinal viruses.

A waterless alcohol hand rub should be used:
- Whenever your hands are not visibly soiled
- After removing gloves
- Before and after each contact with patients.

Alcohol hand rub dispensers are located in all patient rooms, work stations, hallways, outside elevators, and at entrances.

Co-workers assigned to care for patients are prohibited from wearing artificial nails, gels, tips, shellacs, and extenders. Natural nails should be no longer than ¼ inch.

Standard Precautions

Since all patients with infectious diseases are not always identified, barriers (gowns, gloves, face shields) should be worn by all care providers when in contact with the blood, body fluids, secretions, excretions, and non-intact skin and mucous membranes of all patients.

The OSHA Exposure Control Plan

This document can be accessed through the RexWeb Intranet by selecting “Policies” from the menu, clicking on the “iPOP” icon, and entering “OSHA Exposure Control Plan” in the search field. This plan is a reference for:
- A list of job titles of healthcare workers at risk for exposure to blood and body fluids
- Engineering controls and safe work practices
- Use of safe sharps
- Use of barriers (personal protective equipment)
- Housekeeping and laundry standards
- Management of regulated waste
• Hepatitis B vaccination program
• Hazard Communication

The Tuberculosis Control Plan

This document can be accessed through the RexWeb Intranet by selecting “Policies” from the menu, clicking on the “iPOP” icon, and entering “Tuberculosis Control Plan” in the search field. This plan is a reference for:
• Management of patients known or suspected to have tuberculosis
• Screening and evaluation of healthcare workers
• Engineering controls
• The respiratory protection program

Safe Sharps

It is a federal law that needles and other sharps designed with safety features to protect against injury and exposure be used by healthcare providers.

Respiratory Hygiene

This program is designed to reduce the risk of illness from respiratory diseases. Signs are posted at all entrances to the hospital alerting all persons entering with a cough, fever, or rash to ask the staff member at the desk for a mask. They will be asked to wear the mask while in the hospital, to use tissues to cover their mouth and nose and to clean their hands with an alcohol hand rub available in dispensers throughout the facility.

Isolation of Patients with Communicable Diseases

In addition to Standard Precautions, patients may be placed on “Additional Precautions” if they have a contagious illness. Signs will be placed on the outside of the patient’s room describing the category (as listed below) and the requirements prior to entering the room.
• Airborne isolation
• Droplet precautions
• Contact precautions
• Enteric precautions
• Special Airborne with full barrier precautions

Read the sign carefully and follow the instructions. Certain categories require that healthcare workers receive special training on how to apply and wear protective equipment such as a respirator. Never enter the isolation room without being trained on how to use the equipment.

Infection prevention is the responsibility of every co-worker.

• Maintain good health
• Report any illness that may be contagious or any exposure to a contagious illness to Employee Health Services
• Get the flu vaccine every year
• Pay attention to hand hygiene
• Do not wear artificial nails, gels, tips, shellacs, or extenders if you take care of patients
• Work safely:
  o Use barriers to prevent blood and body fluid exposure to your skin and mucous membranes
  o Use safe sharps appropriately
  o Follow the instructions on isolation signs.
• Contact Infection Prevention at (919)-784-3219 for questions and concerns.

Workplace Violence

UNC REX Healthcare maintains a zero-tolerance stance against any and all matters of potential violence towards patients, staff, and visitors.

Violence in the workplace can include:
• Verbal abuse (including offensive language)
• Threats (direct or indirect)
• Physical assault on others or on oneself
• Shaking fists, kicking, pounding on desks, walls, etc.
• Throwing or striking objects
• Damaging or destroying property (sabotage, computer viruses)
• Harassing or stalking
• Concealing or using a weapon.

Violence against staff members may occur in a variety of circumstances; in conjunction with robberies and other crimes, by frustrated or dissatisfied patients or visitors, by disgruntled or former co-workers, or when domestic violence spills over into the workplace.

Preventing Violence At Work

• Create a courteous, civil work environment.
• Learn how to effectively identify stress and conflicts. Many problems can be diffused before violent behaviors develop.
• Avoid saying or doing things in anger.
• Follow security procedures.
• Safeguard identification badges; take building access seriously.
• Promptly report malfunctioning doors, locks, or any suspicious incidents.
• Report threatening behavior to supervisors and Protective Services ((919)-784-3333.)
• Notify your supervisor and Protective Services about any domestic violence concerns that could affect the workplace.
If Violence Strikes

- Take immediate action to protect yourself.
- Do not challenge a violent person.
- Notify Protective Services ((919)-784-3333) or the police department (911).
- Notify a supervisor.
- Provide a description of the violent or threatening individual, the exact location, and as many details as possible.
- Be compassionate and supportive to those who have been victims.
- Seek assistance after a violent incident to help deal with your feelings. Talk with others about what happened.

Domestic Violence in the Workplace

Domestic violence is a pattern of abusive and violent behaviors used by one person toward another in a personal relationship. This type of violence is used to maintain power and control over another person. It is exerted through physical, psychological, and/or economic means.

Domestic violence is not a private family matter. It often follows victims to their places of employment, and deprives victims and their co-workers of a safe and productive workplace.

Two surveys of battered women indicate that, due to abuse, over 60% were late for work; over 50% were absent from work; and 74% were harassed at work by their abusers either by telephone or in person.

UNC REX creates a partnership with its staff to provide a safe and supportive workplace. If you are experiencing an abusive relationship, you can protect yourself and your children by developing a Safety Plan.

- Obtain an Ex Parte Domestic Violence Protective Order. Seek assistance from your local Domestic Violence Program.
- Call 911 if you are in danger or need immediate help.
- Plan an escape route in the event of a violent incident.
- Take photographs of your scars and bruises.
- Keep these photographs in a safe hiding place.
- Tell trusted friends and neighbors about the violence and request that they call the police if they hear suspicious noises coming from your residence.
- Hide a spare set of keys, money, and extra clothes in case of an emergency. Collect important papers for you and your children, such as birth certificates, social security and bank account numbers, credit and ATM cards, passport/immigration documents, insurance papers, school records, and lease/housing deeds.
You Can Get Help

- Talk with someone at work about the abuse: a manager or supervisor. Consider confiding with a friend whose judgment you trust.
- Include your workplace on your Ex Parte Domestic Violence Protective Order. Provide a copy to your supervisor and to Protective Services.
- Ask about flexible or alternate work schedules.
- Ask to temporarily relocate your workspace to a more secure area.
- Have your calls and visitors screened.
- Ask colleagues and Protective Services to call the police if your partner threatens or harasses you at work.

You Can Help Someone Who Is Being Abused

If your colleague has unexplained injuries or explanations that are inconsistent, if she/he is distracted, anxious or upset, misses work often, has trouble concentrating, or receives repeated, upsetting telephone calls during the day, she/he may be involved in an abusive relationship.

Many people hesitate to speak with victims of domestic violence because they don’t know what to say or how to say it. Relax and be yourself. Communicate your concern. Listen without judging. Try not to criticize or make the decisions for him/her. Remember, separating from an abusive partner is a process, not an event. It takes time. Let the colleague know what assistance is available to him/her in the workplace.

- Rex Protective Services (919)-784-3333
- Corporate Compliance Helpline (800)-362-2921

Quality Programs and Risk Management

The Quality Programs department supports UNC REX Healthcare’s mission by providing support to staff to maximize patient safety and quality care. This support is accomplished through the use of direct consultation, data management and analysis, and reporting relationships throughout UNC REX. Following are more details regarding the support provided by the Quality Programs Department:

- Provides direct services to all patient populations in complaint/grievance management.
- Improves patient safety by being aware of and correcting hazards or areas of risk.
- Investigates events or incidents.
- Conducts Root cause analysis of reviewable and sentinel events.
- Assists in settling or defending insurance claims.
- Analyzes trends and patterns of event reports and makes recommendations for correction of processes or system issues.
- Supports patient safety throughout the organization.
- Supports Just Culture initiatives.
Events are reported by filling out an Event Report in Quantros. Reporting, investigating, and documenting the event immediately helps to ensure that the facts are clear and helps leaders take quick action to prevent any further harm or problems from occurring. The Event Report Form is a confidential document and should not be referred to in the medical record.

All co-workers have a responsibility to report any event in which there is a difference, deviation, or unusual occurrence that is not consistent with the normal routine operation of the organization. It may be an error, poor outcome, medical device-related injury, general accident or injury, deviation from organizational policy, or an unusual event that is not expected or is a near miss.

If you have reported your safety concerns by using the appropriate chain of command, filing a Quantros report or speaking directly with the Quality Programs and you feel your concerns are not being heard or taken care of adequately, feel free to contact The Joint Commission or The North Carolina Department of Health and Human Services.

- **The Joint Commission**
  - Fax: 630-792-5636
  - Phone: 800-994-6610 (weekdays, 8:30 am - 5:00 pm, CST)
  - Email: compliant@jointcommission.org

- **The North Carolina Department of Health and Human Services**
  - Fax: (919)-715-7724
  - Mail: 2711 Mail Service Center, Raleigh, NC 27699-2711
  - Phone: 800-624-3004 or (919)-855-4500 (weekdays 8:30 am- 4:00 p.m.)
  - Website: [http://www.ncdhhs.gov/dhsr/ciu/filecomplaint.html](http://www.ncdhhs.gov/dhsr/ciu/filecomplaint.html)
Diversity, Inclusion, and Cultural Competence

At UNC REX Healthcare we recognize and value diversity and inclusion as organizational assets that benefit our co-workers, physicians, volunteers, patients, families, and our community. Our diversity strategy includes a Diversity Certificate Program which is open to all co-workers and volunteers. UNC REX also offers employee resource groups (ERGs) which are groups of co-workers who join together based on shared characteristics. ERGs provide support, resources, a collective voice, encourage career and professional development, and elevate the engagement and commitment of members.

Cultural competence means understanding the importance of social and cultural influences on patients’ health beliefs and behaviors. To be culturally competent is to understand and be sensitive to various cultures’ modes of thinking and their desire to be understood and respected. It is a balance between knowledge, empathy, and self-confidence. Cultural competence can also apply to the way we interact with our co-workers. Cultural competence is a foundational part of the Diversity Certificate Program provided at UNC REX.

Ethics

The UNC REX Healthcare Ethics Committee’s mission is to assist the UNC REX community in addressing and reflecting upon issues of ethical concern through case consultation, education, and policy review. The Ethics Committee serves in an advisory capacity and does not make patient care decisions. Case consultations can be requested by patients, families, physicians, or co-workers. The goal of a case consultation is to advise and help all persons with the ethical decision-making process.

The Ethics Committee consists of individuals, each of whom serves a three-year term. Membership includes physicians, nurses, administrators, hospital legal counsel, chaplain, social workers, and community members. To contact the Ethics Committee, call (919)-784-3371.
Patient Neglect and Abuse

The Patient Neglect and Abuse policy is located on the RexWeb in IPOP under Global Policies Clinical. Please be aware of the following terms related to patient neglect and abuse:

- **Abuse** is willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting harm, pain, or mental anguish. This includes staff neglect or indifference to infliction or injury or intimidation of one patient by another.

- **Financial Abuse** is taking money, property, or possessions with the person’s permission.

- **Mental Abuse** is the use of demeaning, intimidating, or threatening words, signs, gestures, or other actions by a co-worker, family member, or another patient about an individual or individuals that results in emotional distress or maladaptive behavior for any individual present.

- **Neglect** is considered a form of abuse and is defined as the failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness.

- **Physical Abuse** is inappropriate contact with an individual that causes bodily harm.

- **Sexual Abuse** is any non-consensual sexual behavior, sexual contact, or intimate physical contact.

**Abuse By A Staff Member, another Patient, or a Visitor**

Co-workers, volunteers, contract and temporary staff members who witness, discover, or learn of conduct prohibited by the Patient Neglect and Abuse Policy will:

- Take immediate action to protect, comfort, and assure treatment and safety of the patient
- Verbally notify their manager/director/designee or the Administrative Coordinator
- Initiate an event report in Quantros

**Protection of Patients**

Patients will be protected and provided a safe environment. Any individual accused of the alleged abuse will be removed from the area or from duty.

Protective Services will be consulted as indicated. In instances of alleged or witnessed abuse by a co-worker, the co-worker will be removed from duty and placed on suspension during the investigation.

**Reporting**

Concerns reported to Human Resources or the Corporate Compliance Hotline are shared with appropriate staff and management and investigated. Patients will be protected and provided a safe environment. The Compliance Hotline can be reached by calling (800)-362-2921, 24 hours a day, seven days a week.
UNC REX Policies and Practices

This section contains information about the policies and practices of UNC Rex Healthcare. This content applies to all staff members of UNC REX Healthcare and owned entities.

Drug-Free Workplace

UNC REX opposes alcohol and drug abuse and the risks of impairment, which threaten co-worker safety and patient care. The use, sale, purchase, possession, manufacture, distribution or dispensing of illegal drugs or alcohol on UNC REX property or during working time is against UNC REX policy and is cause for immediate termination/dismissal.

If it is suspected that a staff member is in possession of an unauthorized drug or alcoholic beverage during work hours, UNC REX will exercise its right to investigate and conduct a search.

No UNC REX co-worker shall report to work with the presence of illegal drugs and/or alcohol in his or her body, nor an odor of alcohol. Co-workers who violate this policy are subject to disciplinary action, including immediate discharge.

If you are taking legal drugs that might impair safety, performance, or any motor functions you must inform your supervisor and Employee Health Services immediately.

For more detailed information, please refer to the Substance Abuse Policy.

Harassment / Inappropriate Conduct

Conduct which has the purpose or effect of unreasonably disrupting or interfering with your work performance or which creates an intimidating, offensive, or hostile work environment is not acceptable within UNC REX. Harassment, which is based on an individual’s race, color, creed, religion, national origin, sex, disability, or age, is expressly prohibited. Harassment or inappropriate conduct by you, a member of the medical staff or any other individual who is on the premises owned or operated by UNC REX will be considered grounds for appropriate corrective action.

One type of harassment that is expressly prohibited is sexual harassment. Sexual harassment may include, but is not limited to the following: unwelcome sexual advances, requests for sexual favors, other verbal or physical conduct of a sexual nature when such conduct creates an intimidating, hostile, or offensive work environment, prevents an individual from effectively performing the duties of the position or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Examples of prohibited actions and behavior include:
- Engaging in sexually suggestive physical contact or touching another staff member in a way that is unwelcome;
- Displaying, storing, or transmitting pornographic or sexually-oriented materials using UNC REX equipment or facilities; and
• Making sexual or romantic advances toward an individual and persisting despite the staff member’s rejection of the advances.

Retaliation or any form of intimidation against an individual for bringing forward a complaint or allegation of harassment is also a violation of this policy.

If you feel that you have been the subject of prohibited harassment or offensive behavior, or become aware of an incident of harassment, whether by witnessing the incident or being told of it, please report it to Human Resources or any member of management of UNC REX with whom you feel comfortable. Another option would be to contact the Compliance Hotline at 1-877-CAREREX. When UNC REX becomes aware that harassment might exist, it has an affirmative obligation to take prompt and corrective action.

Any questions or concerns related to this policy should be directed to Human Resources.

**Smoking**

To maintain a healthy environment for patients, staff, non-UNC REX associates, volunteers, physicians, and visitors, no smoking is allowed on UNC REX premises. Patients, staff, volunteers, vendors, contractors, physicians, and visitors may not smoke or use tobacco products on any UNC REX Healthcare campus, facility, or UNC REX-owned vehicle. UNC REX also discourages the use of tobacco products by UNC REX Co-workers or visitors on properties adjacent to UNC REX properties. Tobacco products include, but are not limited to, cigarettes, cigars, pipes, chewing tobacco and snuff. UNC REX campuses and facilities include any UNC REX-owned or leased buildings/properties. For any building/property that UNC REX does not lease entirely, the restriction applies to the portion of the building/property associated with UNC REX’s lease.

**Variance Reports (Accidents/Errors/Injuries)**

If you experience an occurrence that indicates a deviation from normal procedures or outcomes, you are required to complete a variance report. Examples include patient falls, property lost by a visitor, staff member injury, or other similar incidents. Whoever discovers the occurrence completes a variance report. The “Patient / Visitor Variance Report” is completed for all incidents related to patients and visitors. Incidents related to staff members are reported on the “Hospital Variance Report.” All departments have access to these reports. Your supervisor can assist you in filling out the form.

**Parking**

There is no charge for parking. However, staff members must first obtain a parking decal or hangtag from Protective Services. The decal or hangtag given to the employee designates which parking lots may be accessed. Staff members are not allowed to park in any Visitor’s Parking Lot as those spaces are reserved for our patients and visitors. Staff members who leave UNC REX after dark and desire a security escort may contact Protective Services at (919)-784-3333. Upon termination, staff members must return parking decals and hangtags to UNC REX.
Protective and Safety Services

While a member of the UNC REX organization, you are expected to help maintain a safe environment and are responsible for working in a safe manner. It takes all of us to make UNC REX a safe environment for our patients and staff. Please report any safety hazards or accidents to the Safety Officer and/or department management immediately. Additionally, UNC REX maintains a zero-tolerance against any and all matters of potential violence towards patients, staff, and visitors. Please notify your supervisor or Protective Services if you suspect the potential for violence.