

**UNC REX Healthcare
General Orientation
Self-Study Materials**

May, 2016



**UNC REX
HEALTHCARE**

UNC REX Healthcare Contacts

Human Resources:

UNC REX Healthcare	919.784.3458
HR Benefits	919.784.3066
HR Benefits Fax	919.784.3387
HR Customer Service	919.784.3458
Employee Health	919.784.3159
Learning & Org. Effectiveness <i>(Personal & Professional Development)</i>	919.784.3090
LOE Fax	919.784.6153

Clinical Training:

Clinical Development <i>(Clinical Education & Training)</i>	919.784.2115
Clinical Educ. Fax	919.784.1220

Other Services:

Protective Services	919.784.3333
Emergency	*55
Safety Office	919.784.4348
ISD Service Desk <i>(Including LMS Issues)</i>	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

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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 early 2017, the North Carolina Heart and Vascular Hospital will open 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: To provide the best in health services by bringing together compassionate care and leading-edge technology.

Our Vision: To be the healthcare provider of choice in Wake and surrounding counties.

Our Values:

- We value patient safety and outstanding care
- We value superior service
- We value a working partnership with our medical staff
- We value our workforce
- We value sound business practices
- We value market-responsive growth and development



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. Here are the goals for FY 2016: (for more information, see the RexWeb Intranet page)

Quality:

- Reduce mortality through improved care of sepsis patients
- Reduce 30-day readmission rate for all adult inpatients
- Reduce overall Catheter-Associated Urinary Tract Infection Rate
- Reduce overall Central-line Acquired Blood Stream Infection (CLABSI) rate
- Maintain high Physician Quality Reporting System Composite Measure
- Improve average daily discharge time

Service:

- Outpatient Satisfaction at 66th percentile or greater
- HCAHPS and CGAHPS scores at the 66th percentile or greater

People:

- Workforce Engagement Survey Power Score at 66th percentile or greater

Value:

- Achieve Operating Income of \$46.7 Million

Innovation:

- Carolina Value Net Benefit/Expense = 1.15.



The mission of UNC REX Healthcare is to provide the best in health services by bringing together compassionate care and leading-edge technology. We are privileged to fulfill this mission by caring for others who come to us at critical moments in their lives. Patients come to UNC REX scared, hurt, and vulnerable. All too often, they are facing their pain and fear themselves. Some are alone, except for those of us who care for them.

Each of us at UNC REX is called to help fulfill this mission and to live our values through service. The kindness and compassion we extend to our patients and their families are primary examples of our mission. We continually extend the presence and healing related to patient- and family-centered care in all that we do.

Following are concrete examples of ways we live our values through service each day to our patients and their families who depend on us for care, and also to our co-workers who work together with us to achieve our mission. Consistently living out these behaviors is how we will make a difference in the lives of our patients, family members, and fellow co-workers.

<p>E: Experience Excellence</p>	<p>Excellence is a matter of doing the very best job possible, while supporting others in doing the same.</p> <p>Excellence does not require us to be perfect. But it does demand our best efforts in all aspects of our jobs, in both large and small tasks.</p> <p>Excellence shows itself not only in what we do, but how we do it. Our value of Excellence comes to life through the kindness, caring, and compassion we share with our patients, their families, and our co-workers.</p> <p><u>Values and Behaviors:</u></p> <ul style="list-style-type: none"> ● If visitors appear to need directions, assist them to their destinations. ● At the end of every interaction always ask “Is there anything else I can do for you?” ● Present a positive attitude. ● Offer to help other co-workers, rather than waiting to
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	<p>be asked.</p> <ul style="list-style-type: none"> • Listen attentively without interrupting. • Give daily updates and communicate about delays. • Use easy to understand language when providing information. • Respond to concerns in an empathetic and kind manner that shows we care. • Be prepared with relevant data when responding to others. • During handoffs, listen and ask for clarification to ensure nothing slips through the cracks. • Share words of thanks with your co-workers, volunteers and physicians.
<p>X: XTRA EFFORT</p>	<p>Treats others well without distinction and responds selflessly to those in need.</p> <p><u>Values and Behaviors:</u></p> <ul style="list-style-type: none"> • Always make eye contact, welcome others in a friendly manner, smile warmly, and introduce yourself. Don't allow anyone to feel ignored. • Extend everyone your best efforts and compassion. • Work with others and offer suggestions to improve quality of care and/or service. • Encourage co-workers to care for each other, to celebrate life's successes, and to provide support to overcome life's challenges.
<p>C: COMPASSION</p>	<p>Demonstrates a profound respect for the dignity of self and others, expressing needs and thoughts professionally and acting as a source of positive motivation and encouragement for others.</p> <p><u>Values and Behaviors:</u></p> <ul style="list-style-type: none"> • If you have been explaining something, always ask "Do you have any questions?" • Never take personal calls or text messages on cell phones in the presence of patients and families. • Share ideas and feedback in a positive, professional manner. • Encourage new team members and assist in their growth and development. • Knock and wait to be acknowledged before entering a room. • Introduce yourself, use the person's name, and share a compliment. • Never address others in terms such as "honey" or "sweetie."

	<ul style="list-style-type: none"> • Never listen to I-pods or other devices. • Never talk about other patients or families (sound travels.)
<p>E: EXPECT SAFETY AND ACCOUNTABILITY</p>	<p>Acknowledgement of responsibility of actions and decisions.</p> <p>Working as a team, we provide excellent care for our patients through the best use of our time and resources, while always placing safety first. How we use our equipment and facility combined with how we use our time and our skills creates the overall experience we provide to our patients and their families.</p> <p><u>Values and Behaviors:</u></p> <ul style="list-style-type: none"> • Be responsible and remind others of our commitment to service excellence and safety when they have forgotten. • Address problems/inconveniences as quickly as possible. Do not pass the problem to others unless necessary. • Look for ways to anticipate the needs of others and address these matters earlier, rather than later. • Keep your work area neat, clean, and safe. • Treat equipment with proper care and return it to its proper place. • Pick up and dispose of litter. • Offer a sincere apology to ease tensions and show we care. • Look for ways to prevent errors and enhance patient safety.

L:
LITTLE THINGS

Exhibits actions that are consistent, responsible, trustworthy, and dependable.

Little things make a BIG difference. Few of us would be eager to turn our lives over to just anyone and rely on them for kindness and compassion. Far too often the evening news reports stories of strangers who care nothing for other people's health or safety. Yet we ask our patients and their families to rely on our knowledge, skills, and kindness each day. Integrity provides the groundwork for patients and their families to entrust their lives to us. Similarly, our value of integrity is at the root of successful teamwork that guarantees excellent care for our patients.

Values and Behaviors:

- **Speak well of the skills and professionalism of other departments and staff.**
- Respect and recognize the knowledge, skills, and experience of others.
- Respect the values, beliefs, and religious and cultural backgrounds of others.
- Always does "whatever it takes" and demonstrates a "can do" attitude.
- Be on time, deliver service consistently. (Do what you say you'll do.)
- Present a professional appearance, both personally and in your work area.
- Be polite and caring in conversation. Listen well and pay attention.
- Wear proper identification and dress professionally.
- Build trust through open exchange of information, contributing to the partnership between departments.
- Follow through on commitments.
- Encourage others, share positive energy and use humor to relieve the stress of our daily work.
- Thank others for their part in a job well done.

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.
3. Receive private and confidential treatment.
4. Confidentiality, privacy, and security of your healthcare information.
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.
21. Be informed of charges and your financial responsibility. Receive financial counseling if requested.
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 a.m. to 5 p.m. 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 weekdays 8:30 a.m. 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.

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 Safety 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 business 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 Protective 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 Protective 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 then 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 a.m. to 4:30 p.m. 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.

We 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

**We offer 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 our office 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 infection. Other processes in place to reduce the risk for infection 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
- Before and after caring for a patient with Clostridium Difficile 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, 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 “Expanded 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 infection isolation
- Droplet precautions
- Contact precautions
- Special enteric precautions
- Pediatric droplet and contact precautions
- 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, or extenders if you take care of patients
- Work safely:
 - Use barriers to prevent blood and body fluid exposure to your skin and mucous membranes
 - Use safe sharps appropriately
 - 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 (877-227-3739)

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
 - Mail: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181
 - Phone: 800-994-6610 (weekdays, 8:30 a.m. – 5:00 p.m., 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 a.m. – 4:00 p.m.)
 - Website: <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 of 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 877-CAREREX or 877-227-3739, 24 hours a day, seven days a week.

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, 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.

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 staff member 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 staff member shall report to work with the presence of illegal drugs and/or alcohol in his or her body, nor an odor of alcohol. Staff members 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.

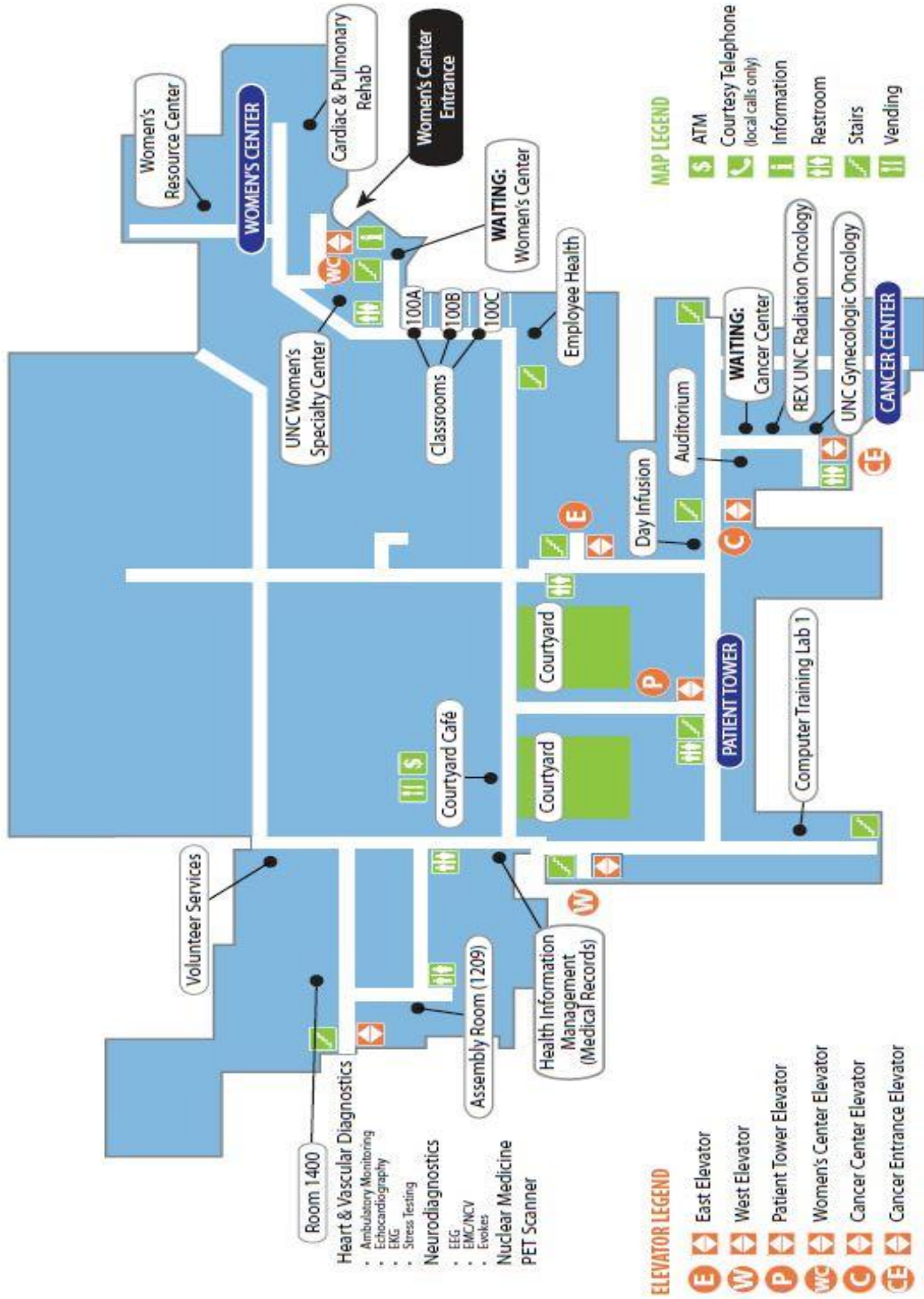
Parking

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.

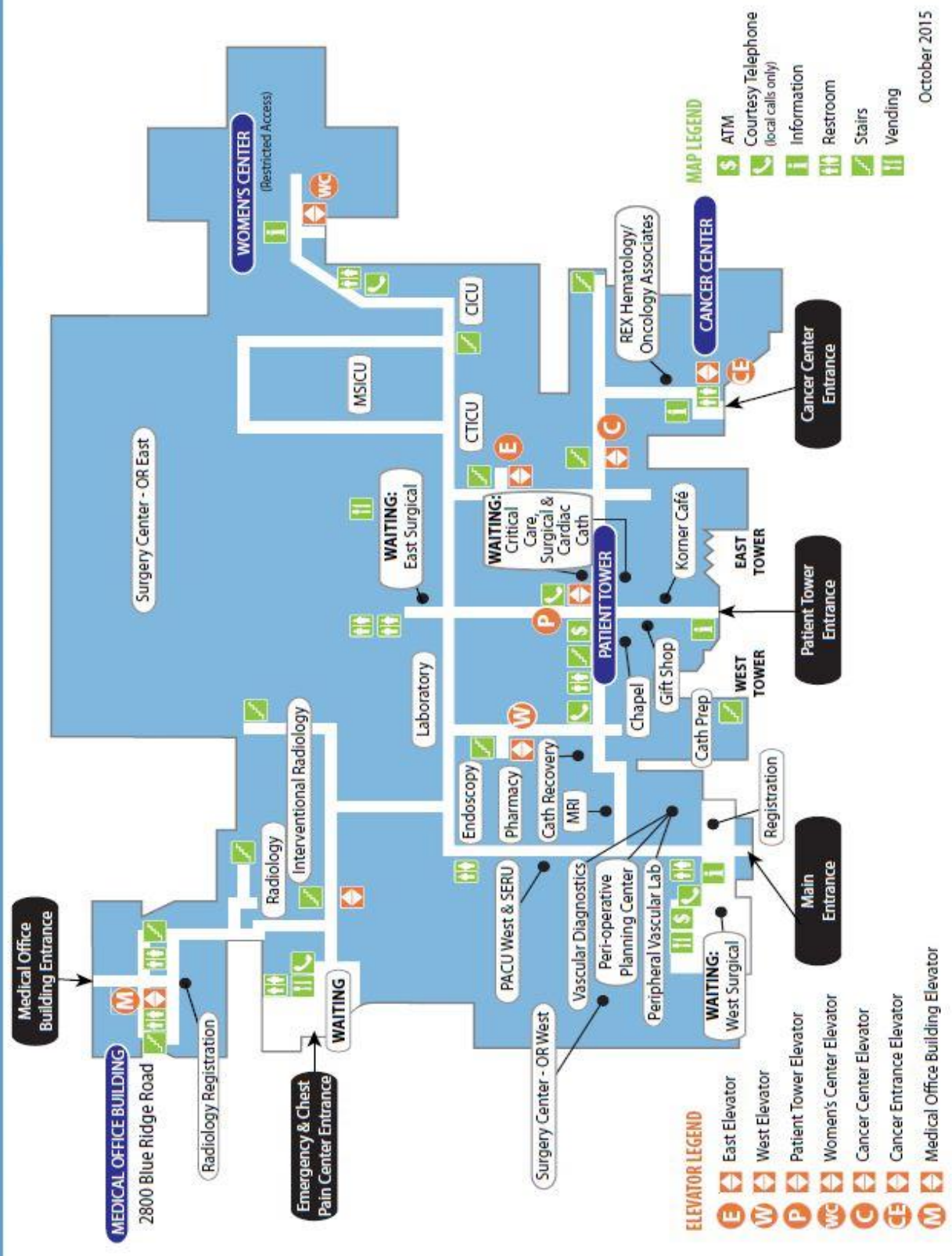
UNC REX Hospital Map

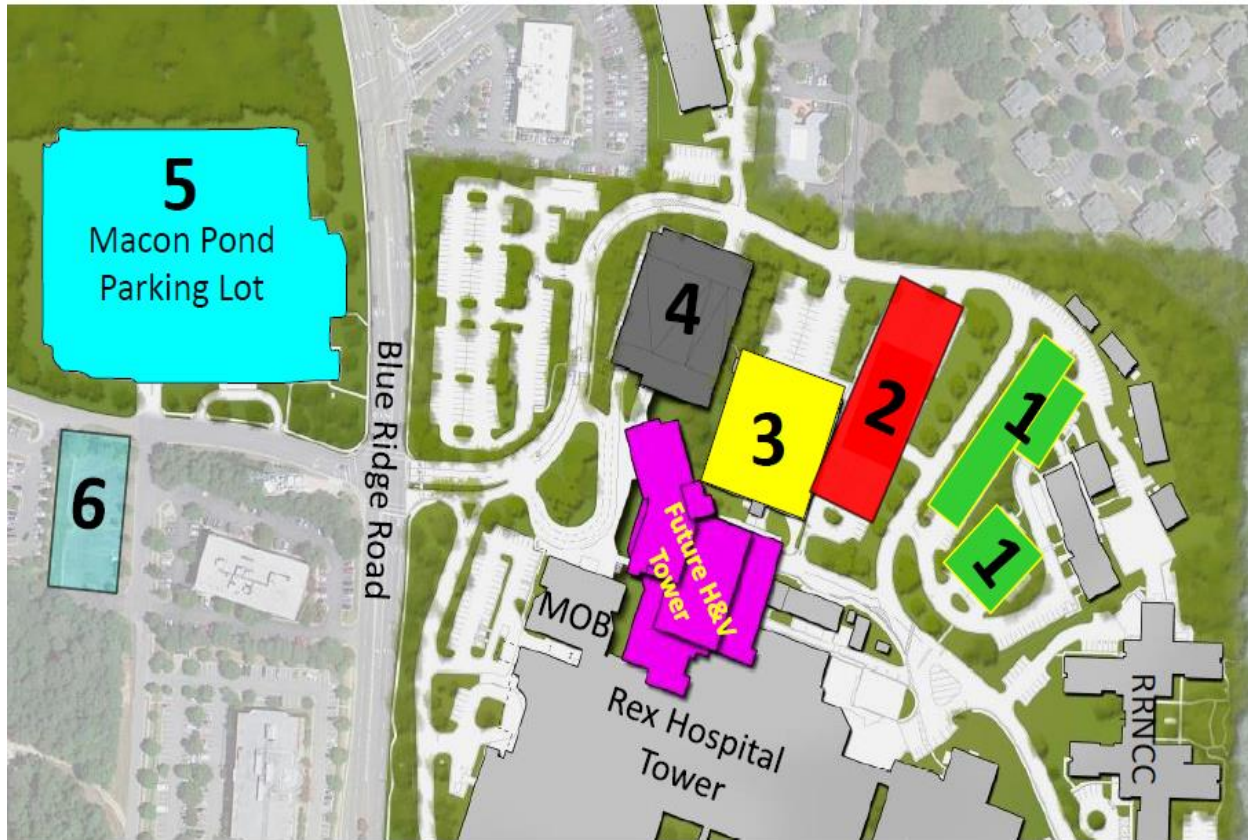


October 2015

Level 2

Exit to parking lots on Level 2





LEGEND

Parking in any other areas is assigned by Protective Services. Those eligible will receive parking permits from their managers.

Please contact Protective Services (919-784-3333) if you have any questions.

1

Green/Yellow Decal Parking Area - Co-workers assigned green or yellow decals are allowed to park in the Co-Worker Parking Lot spaces with green dots. **If lot is full, alternate parking is in Macon Pond Parking Lot.**

2

Co-worker Parking Lot - Co-workers assigned red decals are allowed to park in the Co-Worker Parking Deck (Levels 1&2 only) and the Co-Worker Lot. **If lot is full, alternate parking is in Macon Pond Parking Lot.**

3

Co-worker Parking Deck - Blue hangtags required for levels 3&4. **If deck is full, alternate parking is in Macon Pond Parking Lot.**

4

Heart & Vascular Parking Deck - Black decals and green hangtags required for level 4.

5

Macon Pond Parking Lot - Any co-worker can park in the Macon Pond Lot regardless of decal color.

6

Macon Pond Auxiliary Parking Lot - For use when Macon Pond is full.