MISSION
BayCare Health System will improve the health of all we serve through community-owned health care services that set the standard for high-quality, compassionate care.

PURPOSE
This essential training brochure was designed to provide information that supports the safety and security of BayCare Health System customers. After reading this brochure, you will be able to identify the BayCare Health System values and your responsibilities in regard to the topics covered in this orientation learning activity. It is important for all staff to understand their role and responsibility in supporting a culture of safety.

CUSTOMER SERVICE
All staff are to behave in a professional manner at all times using BayCare Health System values. The values of BayCare Health System are Trust, Respect and Dignity and reflect our Responsibility to achieve health care Excellence for our communities. BayCare embraces an inclusive environment that recognizes and appreciates individual differences.

DRESS CODE/IDENTIFICATION BADGES
All staff members are required to wear the identification badge provided by BayCare while working in any BayCare facility. These badges are to be worn below the neck and above the waist and be easily visible. It is required that you follow the appropriate dress code for the area you are assigned.

HARASSMENT/WORKPLACE VIOLENCE
BayCare is committed to a workplace that is free from discrimination and harassment. Any staff member identifying such behavior should contact the department supervisor, nursing supervisor, administrator on duty and/or Corporate Responsibility Alert Line (1-877-OUR-DUTY). The health system is committed to creating a safe environment for patients and staff that is free of violence. Deadly weapons, disruptive behaviors, destruction of property, threats or acts of violence on company property are strictly prohibited. (Excluding the provision under Florida Statute, Section 790-251.)

SECURITY OF PERSONAL ITEMS
Staff are responsible for the security of his or her own personal belongings. Personal items should be stored in a locked area.

PARKING
All staff members are expected to park in the designated areas. Failure to comply with the parking policy can result in the vehicle being towed at the expense of the driver/owner. Notify the supervisor on duty if you would like to have a security escort to your vehicle.

SMOKING POLICY
As of January 1, 2011, all BayCare campus buildings are designated as tobacco-free. Smoking is not allowed.

PATIENT INFORMATION
To facilitate safe and appropriate patient care, all patients seeking care and/or services will be properly identified. Patients will be identified by two identifiers, name and date of birth. At each point of contact, all staff providing care and/or services must verify patient identification by comparing the name and date of birth verbalized by the patient to the patient identification bracelet.

RIGHT OF PRIVACY AND CONFIDENTIALITY
Patients have the right to personal privacy and confidentiality. Patient, team member and other staff information from any source and in any form is confidential. Failure to maintain the confidentiality of patients and team members may result in immediate termination of services. Personal telephonic, photographic or recording equipment is prohibited from being used in any patient care work area.

Continued on back
**Event Reporting**
All accidents and injuries must immediately be reported to the supervisor of the department.

**Reporting Abuse, Neglect or Exploitation**
All staff members have a legal responsibility to report cases of abuse or suspected abuse, neglect or exploitation involving minors and vulnerable adults. Staff should report suspected abuse, neglect or exploitation to the supervisor. Failure to do so is a misdemeanor.

**Restraint**
BayCare’s philosophy regarding patient restraint is to create an environment that minimizes the use of restraints and maximizes safety. Only trained team members are allowed to apply and remove restraints. Refer to the charge nurse and/or nursing supervisor for any questions or concerns regarding the use of restraint.

**Emergency Codes**
Designated codes are used to alert staff members to different emergency situations. Follow instructions of clinical team member to ensure your safety.

**Infection Prevention and Control**
BayCare Health System uses standard precautions to prevent the spread of communicable disease within the facility. Standard precautions are infection control practices, which assume that every direct contact with blood and body fluids is potentially infectious and includes proper hand hygiene and Personal Protective Equipment.

- Hand hygiene is the single most important method to prevent the spread of infection. Hands should be washed frequently and before and after having patient contact.
- Personal Protective Equipment (PPE) must be worn as required for specific procedures and hazards. PPE is available in the care area as needed and includes gloves, masks, gowns and eye shields. It is expected that all PPE be removed and appropriate hand hygiene be performed prior to leaving the patient’s room.

Staff with the following conditions will not be allowed to work:
- Upper respiratory infections (cough with oral temperature above 100.5 F)
- Any oral temperature elevation of 100.5 F
- Undiagnosed skin rash or other skin eruption (boil, pustules, open wounds, including any MRSA)
- Gastrointestinal infections (acute episode of vomiting/diarrhea or diarrhea persisting more than 48 hours)
- Undiagnosed eye infections (conjunctivitis)

**Food and Beverage**
No food items or beverages are allowed in the patient care areas.

**Lines of Communication**
In case of an emergency situation, a safety and security issue, and/or questions and concerns regarding policies and procedures, contact:
- Department Supervisor/Manager/Nursing Supervisor
- Security Department
- Administrator on Duty

**Quality and Patient Safety**
To support a culture of safety, team members are encouraged to share any safety and/or quality of care concerns by first contacting the manager. Team members can report legitimate safety and quality of care concerns to The Joint Commission without fear of disciplinary or punitive actions. Team members who feel their concerns have not been addressed may contact The Joint Commission Office by e-mailing complaint@jointcommission.org.

For any questions or concerns, contact the department supervisor, nursing supervisor or the administrator on duty.