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General Expectations & Hospital Safety



Welcome to:

General Expectations and Hospital Safety

Click "1. General Expectations" on the left to begin!

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Course Overview

The General Expectations and Hospital Safety Course is broken up into two sections.



The first section will cover **General Expectations** which will address general expectations that healthcare facilities expect from their vendors.

The second section will cover **Hospital Safety** which will address common safety hazards that you need to be aware while working in all hospitals.

Let's begin the General Expectations section now.



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General Expectations

Most hospitals have a vendor policy in place that outlines what they expect from their vendors when they visit their facility. If you would like a copy of a hospital's vendor policy, contact their Materials Management Department or their Purchasing Department. If you are a member of VCS, you can find hospital vendor policies in your VCS account. This course covers the most common expectations that are found in hospital vendor policies. Lets now discuss these 10 common expectations, one at a time.

1. ✓ Checking in	6. ✓ Patient rights
2. ✓ Appropriate attire and conduct	7. ✓ Patient confidentiality
3. ✓ Approving new devices or procedures	8. ✓ Anti-kickback Law
4. ✓ Consignment and product samples	9. ✓ Gifts
5. ✓ Conflict of interest	10. ✓ Deficit Reduction Law



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Checking In

When you arrive at the hospital, there are several industry standards that you should follow:



Most hospitals do not want you visiting their hospital to cold call or to try to set up future appointments. Each hospital has its own process or policy for setting up appointments.

When you arrive, **sign in at the materials management department**. It may be appropriate in some hospitals to sign in directly at the department you are visiting.

Wear your badge **at all times**.

If you have equipment that will be used for patient care it must first be checked by **BioMed**.

If you are there for a procedure introduce yourself to the patient care advocate. This is

usually a circulating nurse that will be present for the procedure and it is their job to know who you are and why you are there.

Most hospitals **do not want** you to detail non formulary products. However, each hospital has its own process or policy for detailing non-formulary products.

Before you leave the hospital, **make sure you sign out**. For safety and security reasons the hospital needs to have a record of when each sales representative signed in and out.



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Appropriate Attire and Conduct



Business suits, business casual and scrubs **are appropriate attire** for the hospital.

If you wear your own scrubs **change into the hospital's scrubs** before the case.

In the procedure areas, **wear hospital issued scrubs, cover your hair and wear a mask.** Wear shoe covers if you anticipate fluid contact or if you are instructed to use them.

Using hospital telephone is generally discouraged. When using your cell phone, **do so outside patient care areas** and keep conversation to a minimum.



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Select the appropriate answer for each question.

Q.1. Visiting a healthcare facility to set up an appointment is acceptable in most healthcare facilities?

- ☐ True
☐ False

Q.2. If you are there for a procedure you should notify:

- ☐ The physician you are working with
☐ The Patient Care Advocate
☐ The director of the department
☐ The Patient

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Approving New Devices and Procedures

Most healthcare facilities have their own specific process to approve new devices and procedure. This process will range from fairly simple to very complex. Your product or procedure may be approved the same day you arrive or it may have to go through several committees that can take several months.



New products and procedures should not be brought in or discussed without first acquiring approval from the department's materials manager, the clinical coordinator, or the director. Trying to go around the system will most likely result in the healthcare facility denying your access to their facility.



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Consignment and Product Samples

Acquiring vendor products **by consignment** offers many benefits to health care facilities. **Consignment minimizes overall investment in products, eliminates waste and protects from stock out.** There is a benefit to the vendor as well. It allows the vendor to have their product on the shelf which can easily be used and then purchased. Most healthcare facilities have a specific consignment process. You will need to discuss the possibility of placing your products on consignment with the department's materials manager or the department's director.



Products samples offer many benefits to Healthcare facilities. When a physician, clinician, or employee requests to utilize your drugs, supplies, or equipment, you should first contact the materials coordinator of that specific department.

Remember, **you most likely will not be compensated for your drugs, supplies, or equipment unless it has been entered as a consignment product or you have secured a purchase order** before hand.



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Conflict of Interest

A Conflict of Interest is a situation that occur when a person's professional obligations are influenced by personal circumstances to realized a specific benefit, whether monetary or not. Here is an example: Your uncle performs surgery at facility A. You go to facility A to talk to him about using your product. This situation represents a conflict of interest. **A conflict of interest is not a moral issue or a reflection of your character.** It is simply a situation in which you receive some type of benefit by allowing your personal circumstances to influence your professional obligations. The hospital may require you to sign a Conflict of Interest Policy.



It's True

You should notify the purchasing or compliance department of any known conflicts of interest.



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Q.1. Acquiring vendor products by consignment offers many benefits to healthcare facilities except:

- ☐ A. Minimizes their overall investment in products
- ☐ B. Eliminates waste
- ☐ C. Protects them from stock out
- ☐ D. Increases their overall investment in products

Q.2. A conflict of interest is not a situation, but rather a moral issue which may result in a negative reflection of your character.

- ☐ True
- ☐ False

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Patient Rights

A "Patient's Bill of Rights" was written by the American Hospital Association and recently renamed as **The Patient Care Relationship**. In order to follow federal laws as well as Joint Commission requirements, individual hospitals use it as a guide to write their own "Patient Rights" policy. The "Patient Rights" policy includes topics such as patient education, patient involvement in treatment decisions, treatment consent, the right to refuse care, advance directive options, privacy, security, and resolution of complaints.

When working with or patients **protect their rights by keeping their information private.**



For additional information please view the PDF below



Patient Care Partnership PDF



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Patient Confidentiality

In 1996 Congress passed the HIPAA Act. The HIPAA Act ensures confidentiality in the handling of individual health information collected from an individual that is created or received by a health care provider. It is everyone's responsibility to keep patient information confidential.

Each and every patient has a right to privacy. Any information learned about a patient is confidential and you are expected to protect this information by keeping this information secure, private and confidential.

Confidentiality is also important to protect the hospital and their employees. Any information learned about the healthcare facility, or its staff, is confidential and should be treated as such. **At all times, you are expected to protect patient and healthcare facility information by keeping this information confidential, private and secure.** For more information on HIPAA please click the link below which takes you directly to the HIPAA page of the US Department of Health and Human Services website.



Net Links

HIPAA – US Department of Health and Human Services



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Select the appropriate answer for the question below.

Q.1. The HIPAA Act, passed in 1996, ensures confidentiality in the handling of individually identifiable health information. It is everyone's responsibility to keep patient information confidential.

- ☐ True
☐ False

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Anti-kickback Law

ANTI-KICKBACK LAW: On the books since 1972, the federal anti-kickback law's main purpose is to protect patients and the federal health care programs from fraud and abuse by curtailing the corruption influence of money on healthcare decisions. Straightforward but broad, the law states that anyone who knowingly and willfully receives or pays anything of value to influence the referral of federal health care program business, including Medicare and Medicaid, can be held accountable for a felony. Violations of the law are punishable by up to five years in prison, criminal fines up to \$25,000, administrative civil money penalties up to \$50,000, and exclusion from participation in federal health care programs.

SAFE HARBORS: Because the law is broad on its face, concerns arose among health care providers that some relatively innocuous -- and in some cases even beneficial -- commercial arrangements are prohibited by the anti-kickback law. Responding to these concerns, Congress in 1987 authorized the Department to issue regulations designating specific "safe harbors" for various payment and business practices that, while potentially prohibited by the law, would not be prosecuted.



For more information, visit



Net Links

Office of Inspector General – Anti-Kickback Law



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Gifts



Trying to persuade a clinician, physician, or staff member to buy your product or services by giving them money, grants or products **is unacceptable at any value**. Today, most suppliers have eliminated gift giving to hospital or hospital employees. Additionally, most hospitals have a no gift policy for their departments and staff.

Advanced Medical Technology Association ("AdvaMed") is a trade organization that promotes policies that foster the highest ethical standards.

AdvaMed believes that to meet high ethical standards, relationships between health care professionals and companies should only be conducted with transparency and in compliance with applicable laws, regulations and government guidance.

AdvaMed has published a **"Code of Ethics"** that includes guidelines and recommendations on how Companies (and their employees) should conduct

business with health care professionals. The AdvaMed Code of Ethics details specific areas such as gifts, meals, and educational items.

If you would like more information on AdvaMed, please go to AdvaMed.com or take our AdvaMed course. **If you have any questions on your company's position on gift giving, please contact your company for details.**



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Deficit Reduction Act

On February 8, 2006 the President signed the **Deficit Reduction Act of 2005 (DRA)**. This sweeping legislation affects many aspects of domestic entitlement programs, including both Medicare and Medicaid.

The DRA provides states with much of the flexibility states have been seeking over the years to make significant reforms to their Medical programs. Combined with other options in Medicaid, states will be able to reconnect their healthy populations to the larger health insurance system, transform long-term care from an institutionally-based, provider-driven systems to a person-centered and consumer-controlled model. There are great opportunities for covering more people at a lower cost, and with greater continuity of coverage.

The DRA establishes compliance programs and educational requirements for health care entities that received \$5 million or more annually in Medicaid reimbursements or payments. These requirements relate to state and federal fraud and abuse laws as well as whistleblower protection. The DRA also encourages states to set up False Claims Act statutes similar to the False Claims Act.

The False Claims Act allows people to file actions against federal contractors claiming fraud against the government. This act is often referred to as Whistle-blowing. Whistleblower's can received a portion of any recovered damages, which average around 20%. Many previous false

claims have involved health care, military or other government spending programs.

The False Claims Act is an important tool used to recover billions of dollars stolen through fraud by U.S. government contractors.



US Deficit Reduction Act



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Select the appropriate answer for the question below.

Q.1. Giving gifts that are under \$50 to increase business is acceptable.

- ☐ True
☐ False

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Safety Overview

Healthcare facilities want to ensure that safety of their employees, patients, visitors and vendors. To avoid injury, there are common safety hazards that you need to be aware of while visiting healthcare facilities. Let's discuss each one separately.

- ✓ Biohazardous waste
- ✓ Radiation and MRI safety
- ✓ Fire safety
- ✓ Electrical safety
- ✓ Back safety
- ✓ Hand hygiene
- ✓ Infection control



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Biohazardous Waste



All healthcare facilities have **a Biohazardous Waste Program** that is required to meet local state and federal regulations. These regulations guarantee protection of the environment and the protection of every person who enters into their facility.

Biohazardous waste is waste for biological material that has the capacity to transfer an infection disease to humans or animals. This transfer can be by blood, fluid, sharps or inoculated culture media.

Protect yourself by following these hospital recommendations.

Never touch Biohazardous waste without the use of Personal Protective Equipment (PPE). **PPE is generally characterized as gloves, gown, mask, eye protection and shoe covers.** As a vendor, there should not be any reason to touch Biohazardous waste.



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Biohazardous Waste



While in procedure rooms or any patient room **never pick up items off the floor**. As a vendor, there should not be any reason that would require you to do so.

While in procedure rooms or any patient room be careful where you walk so that you **do not step in waste that has spilled on the floor**. If you step in waste you will potentially cross contaminate every place your shoes make contact until it is decontaminated.

While working in and around healthcare facilities pay attention to your surrounding **and look for universal warning symbol such as the universal symbol for Biohazardous waste**.



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Radiation and MRI Safety



The invention of radiology allows hospitals to identify bone fractures, view internal organs and deliver cancer treatment. **Unfortunately, healthcare workers are susceptible to large amounts of radiation which can cause birth defects and cancer.** Protect yourself by following these hospital recommendations.

The invention of radiology allows hospitals to identify bone fractures, view internal organs and deliver cancer treatment. **Unfortunately, healthcare workers are susceptible to large amounts of radiation which can cause birth defects and cancer.** Protect yourself by following these hospital recommendations.

Stand at least **six feet away** from the radiology equipment when being used. **You should always wear a lead apron and thyroid collar** when you are present for an x-ray.

Spend as little time as possible in a patient's room or

near a patient who is being treated with radionuclide therapy.

If you need to be around a patient that is being treated with a radioactive implant try to maintain at least six feet of space from the patient.

While working in and around healthcare **facilities pay attention to your surroundings and look universal warning symbols** such as the universal symbol for radiation.



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Select the appropriate answer for the question below.

Q.1. When radiology equipment is being used around you how far away should you stand?

- ☐ A. Stand at least 3 feet away
- ☐ Stand at least 6 feet away
- ☐ Stand at least 13 feet away
- ☐ Stand at least 16 feet away

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Fire Safety: PASS



Utilized the P.A.S.S. Protocol when using a fire extinguisher.

This stands for Pull, Aim, Squeeze and Sweep.



Pull.

Pull the pin out of the extinguisher to depress the handle.



Aim.

Aim at the base of the fire and stand about 8 feet away.



Squeeze.

Squeeze the handle of the fire extinguisher to release the contents.



Sweep.

Sweep from side to side towards the base of the fire.

All fire extinguishers display the type of extinguisher it is and what type of fire it will extinguish. When in the hospital be aware of posted evacuation routes, stairs, and exit doors.



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Fire Safety: Type of Fire

There are four classifications of fire. CLASS A, B, C, and D.



CLASS A: Think of class A fires as those that leave ash. This class of fire involves material such as wood, paper and cloth with produce glowing embers or char and eventually ash.



CLASS B: Think of class B fires as those that boil. This class of fire involves flammable gasses, liquids, and greases including gasoline and most hydrocarbon which must be vaporized for combustion to occur.



CLASS C: Think of class C fires as those with a CHARGE. This class of fire involves fires in live electrical equipment or in materials near electrically powered equipment.



CLASS D: Think is a special type of fire. This class of fire involves combustible metals such as magnesium, zirconium, potassium and sodium.



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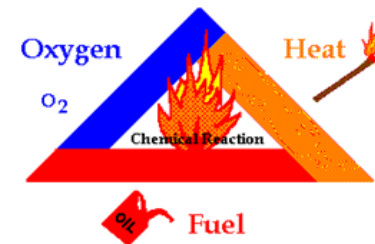
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Fire Safety: Fire Triangle

Fires start in the OR because the elements of the fire triad are allowed to converge. The fire triad on which each point represents a factor that must be present for a fire to begin. **The three factors are fuel, oxygen, and heat.** Many examples of these components are available in the OR, and all members of the surgical team, including OR staff members, anesthesia care providers, and surgeons, must work together to prevent the elements of the fire triad from converging to start a fire.

In addition, the OR can be an oxygen-rich environment. Caregivers should work cooperatively to reduce the amount of oxygen in the OR. Oxygen, other gases, anesthesia gases, Bovie electro-surgical devices and other electrical devices all increase the chances of fire in the OR.

Fire Triangle



To extinguish a fire you must understand the Fire Triangle. **Removal of one element from the triangle will extinguish the fire.** The Fire Triangle consists of 3 things

Oxygen – needed to sustain combination

Heat – needed to raise the fuel to the point of ignition

Fuel – needed for something to burn

Source. Fire in the OR–Prevention and preparedness
AORN Journal, July, 2004, by Liane Salmon



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R.A.C.E.

In case of a fire follow these specific fire safety rules. Utilize the R.A.C.E. Protocol in case of a fire.



Rescue:

Rescue anyone who is in danger.

Alert:

Pull the fire Alarm and Alert others that there is a fire.

Confine:

Confine the fire by closing all doors.

Extinguish:

Extinguish the fire by using the PASS protocol with the appropriate fire extinguisher.

Evacuate:

If you are unable to perform the R.A.C.E. protocol, Evacuate the building.



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Electrical Safety

Exposure to electrical hazardous can include electrical shock, electrocutions fires, and explosions.



Damage electrical cords can lead to possible shocks or electrocutions. **Utility cords, extension cords or equipment cords can be damage by misuse and neglect.** Cord integrity is often jeopardized by door or window edges, by fasteners such as nails, and by equipment rolling over them.

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Electrical Safety

The U.S. Occupational Safety & Healthy Administration (OSHA) cites these recommendations:

✓	Ensure electrical equipment is free from any recognized hazards.
✓	Listed or labeled equipment shall be used or installed in accordance with any instructions included in the listing label.
✓	Sufficient access and working space shall be provided and maintained around all electric equipment to permit ready and safe operation and maintenance of such equipment.
✓	Ensure that all electrical services near sources of water is properly grounded.
✓	Tag out and remove from service all damage receptacles and portable electrical equipment .
✓	Repair all damage receptacles and portable electrical equipment before placing them back into service.
✓	Ensure that employees are trained not to plug or unplug energized equipment when their hands are wet .



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Electrical Safety



Wear and tear on electrical equipment or tools can result in insulation breaks, short-circuits and exposed wires. If there is no ground-fault protection, these exposed wire(s) can cause a ground fault that sends current through a person's body, resulting in electrical burns, explosions, fire, or death.

The ground-fault circuit interrupter, or GFCI, is a fast-acting circuit breaker designed to shut off electric power in the event of a ground-fault.

As in normal daily living, take precautions against shock and electrocution when dealing with electrical devices. Be sure to observed for frayed cords and to keep wires from water sources. Safety is everyone's responsibility.

Report any damage cords or equipment to the department immediately!



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Select the appropriate answer for the question below.

Q.1. When using a fire extinguisher, you should use which step by step approach:

- ☐ A. Alert - Squeeze - Extinguish - Evacuate
- ☐ B. Pull - Aim - Squeeze - Soak
- ☐ C. Aim - Squeeze - Spray - Extinguish
- ☐ D. Rescue - Aim - Squeeze - Sweep
- ☐ E. Pull - Aim - Squeeze - Sweep

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Back Safety

Back injuries can happen at any time, even lifting light objects. To help prevent back injuries please follow these general guidelines:

- When lifting an object of any size or weight, move slowly and smoothly. Quick movements especially while twisting can strain the muscles in your back.
- Face the object and hold it closely to your body. Holding an object away from your body adds more strain on your back and may cause you to become off balance.
- When lifting an object, bend at your knees and not your back. Using your back as a fulcrum can strain the muscles in your back.
- If your supplies are too heavy or bulky to lift, utilize a cart or dolly. Most hospital departments have their own carts that they can temporarily let you use.
- Before lifting, visualize your path and make sure you can see the path while holding the object.



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Hand Hygiene



The best method to prevent the spread of infection is to thoroughly wash your hands with soap and water. The use of antimicrobial soap is appropriate. In addition to washing your hands with soap and water, the CDC recommends the use of alcohol-based hand rubs.

Follow these general guidelines to mitigate the spread of infection by hand contact:

When you see that your hands are soiled, wash your hands immediately with soap and water.

Use an alcohol-based hand rub to decontaminate your hands when your hands are not visibly soiled.

Apply the alcohol-based hand rub to the palm of your hands and rub your hands together so that the soap or hand rub makes contact with the entire surface area of your hands and nails.

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Infection Control Policies

All healthcare facilities have **infection control policies**. The purpose of these policies is to protect everyone from **exposure to** and the **transmission of** infectious or contagious diseases.

A growing concern of the CDC and hospitals alike are **Healthcare-Associated Infections (HAIs)**

Healthcare-associated infections are infections that patients acquire during the course of receiving treatment for other conditions within a healthcare setting. **Healthcare-associated infections are one of the top ten leading causes of death in the United States.** The nation's health protection agency, the CDC, is committed to helping all Americans receive the best and safest care when they are treated at a hospital or other healthcare facility.



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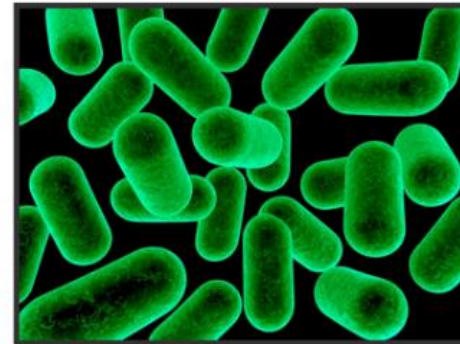
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Estimates of Healthcare-Associated Infections

The CDC strives to understand how healthcare-associated infections happen and to develop appropriate interventions. A new report from the CDC updates previous estimates of healthcare-associated infections. In American hospitals alone, healthcare-associated infections account for an estimated **1.7 million infections and 99,000 associated deaths each year.**

Of these infections:

- 32 percent of all healthcare-associated infections are urinary tract infections
- 22 percent are surgical site infections
- 15 percent are pneumonia (lung infections)
- 14 percent are bloodstream infections



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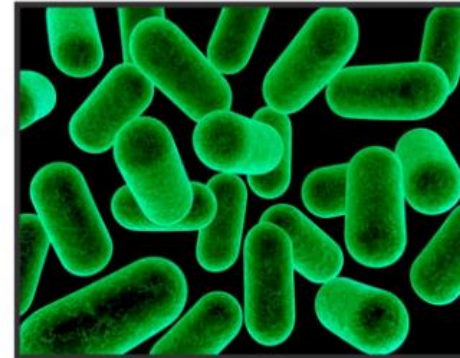
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Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) should be worn in and around patient rooms, procedure rooms or operating rooms if you are asked, or if you expect potential contact with bodily fluids.

PPE is generally characterized as gloves, gown, mask, eye protection, and shoe covers

Personal Protective Equipment (PPE) should be used at all times when around human tissue to prevent the transmission of infectious or contagious diseases.



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Universal Precautions

Practicing **Universal Precautions** is the assumption that all human tissue is infectious for HIV, HBV, and other Bloodborne pathogens.

Human tissue can include but is not limited to: blood, saliva, cerebral spinal fluid, vaginal secretions, and wound secretions. **Everyone** that works in and around healthcare facilities should practice Universal Precautions



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Select the appropriate answer for each question.

Q.1. When lifting an object of any size or weight move slowly and smoothly. Quick movements especially while twisting can strain the muscles in your back.

- ☐ True
☐ False

Q.2. Practicing Universal Precautions is the assumption that all human tissue is infectious for HIV, HBV and other Bloodborne pathogens. It is recommended to use PPE before coming into contact with human tissue.

- ☐ True
☐ False

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