Welcome to Tallahassee Memorial Hospital
Objectives

• Be able to state both the Mission and Vision statement of TMH
• Identify the I CARE values and be able to give an example of each
• Be able to identify important Human Resource Policies and how they affect you in your role at TMH
• Understand the process for reporting workplace harassment at TMH
• Recognize individual role in supporting cultural diversity
Welcome to TMH

• Founded more than 60 years ago

• A comprehensive system of healthcare services, including operation of a not-for-profit hospital, a teaching institution with clinic, and satellite facilities/family medicine centers in 5 surrounding counties

• More than 35,000 inpatient admissions per year and 770 patient beds

• The 8th largest hospital in Florida

• Staff consists of over 500 doctors, representing 50 different specialties

• A Family Medicine and Internal Medicine Residency Program and 5 satellite Family Medicine practices in surrounding counties of the Big Bend Region
Welcome to TMH

TMH has 8 Clinical Service Lines

- Behavioral Health
- Emergency Services
- Heart and Vascular Services
- Medicine Services
- Neurology/Orthopedic Service
- Oncology Services
- Surgical Services
- Women’s and Children’s Services
Welcome to TMH

Special Accreditations and Designation

- Accredited Cancer Center (by the American Colleague of Surgeons)
- Accredited Chest Pain Center (with PCI)
- Certified Primary Stroke Care Center
- State Designated Level II Trauma Center
- State Designated Level III Neonatal Intensive Care Unit
- State Designated Brain and Spinal Cord Injury Center
- Diabetes Center with education program recognized by the American Diabetes Association
Hospital Mission Statement

Transforming Care
Advancing Health
Improving Lives

Mark O’Bryant, CEO
Hospital Vision Statement

Leading our community to be the healthiest in the nation
We Live the I CARE Values:

• **INTEGRITY** – We believe in strict personal honesty and independence

• **COMPASSION** – We believe in sharing one’s suffering and showing mercy

• **ACCOUNTABILITY** – We believe in being responsible for our actions

• **RESPECT** – We believe in showing consideration to others

• **EXCELLENCE** – We believe in achieving the highest level of quality
Living ICARE

- **Integrity** - Be honest and trustworthy in all actions and communication
- **Compassion** - Demonstrate understanding of customer needs and perceptions
- **Accountability** - Take ownership for resolving customer issues and concerns
  - Follow up to ensure resolution and customer satisfaction.
  - Apologize for and correct service failures.
- **Respect** - Show consideration for colleagues, patients and visitors.
  - Honor perspectives in addition to your own.
- **Excellence** - Achieve the highest level of quality by exceeding expectations.
  - Anticipate customer needs.
Focus Areas of 2013 Strategic Plan

Population Health Management and Care Coordination

TMH, with leadership from its medical staff, will evolve its regional care delivery model to engage populations in preventive and health management while providing coordinated care across preventive, ambulatory, inpatient and post acute settings.

Physician Alignment

TMH will advance an alignment among the hospital and physicians to foster shared goals, collaboration, and transparent communication to achieve high quality, safety and value of care provided to the patients and communities served.

Regionalization

TMH will lead a network of partners with which it can share and obtain the knowledge, capabilities and resources to further its vision and mission toward population health.
Focus Areas of 2013 Strategic Plan

Cultural Development
TMH’s culture will be patient-centric in its orientation as well as collaborative and quality-driven in its operations, thus yielding best practice for improving all components of the Triple Aim. Our culture will attract and retain physicians and colleagues motivated to provide the best possible care for our patients and families.

Technology Enablement
TMH will have leading clinical and information technologies that advance care and serve as a differentiator in the region.

Academic Medical Center Development
TMH will continue to evolve toward becoming an Academic Medical Center.

Operational Efficiency and Financial Performance
TMH and its affiliates will operate as an integrated system, with an emphasis on building its financial strength, capital capacity, and transformational leadership capability.
# National Patient Safety Goals

## 2018 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in healthcare safety and how to solve them.

<table>
<thead>
<tr>
<th>Identify patients correctly</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NPSG.01.01.01</td>
<td>Use at least two ways to identify patients. For example, use the patient’s name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.</td>
</tr>
<tr>
<td>NPSG.01.03.01</td>
<td>Make sure that the correct patient gets the correct blood when they get a blood transfusion.</td>
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<table>
<thead>
<tr>
<th>Improve staff communication</th>
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<tbody>
<tr>
<td>NPSG.02.03.01</td>
<td>Get important test results to the right staff person on time.</td>
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<table>
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<tr>
<th>Use medicines safely</th>
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<tr>
<td>NPSG.03.04.01</td>
<td>Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.</td>
</tr>
<tr>
<td>NPSG.03.05.01</td>
<td>Take extra care with patients who take medicines to thin their blood.</td>
</tr>
<tr>
<td>NPSG.03.06.01</td>
<td>Record and pass along correct information about a patient’s medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Use alarms safely</th>
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<tbody>
<tr>
<td>NPSG.06.01.01</td>
<td>Make improvements to ensure that alarms on medical equipment are heard and responded to on time.</td>
</tr>
</tbody>
</table>
# National Patient Safety Goals

## Prevent infection

<table>
<thead>
<tr>
<th>Goal</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPSG.07.01.01</td>
<td>Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.</td>
</tr>
<tr>
<td>NPSG.07.03.01</td>
<td>Use proven guidelines to prevent infections that are difficult to treat.</td>
</tr>
<tr>
<td>NPSG.07.04.01</td>
<td>Use proven guidelines to prevent infection of the blood from central lines.</td>
</tr>
<tr>
<td>NPSG.07.05.01</td>
<td>Use proven guidelines to prevent infection after surgery.</td>
</tr>
<tr>
<td>NPSG.07.06.01</td>
<td>Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.</td>
</tr>
</tbody>
</table>

## Identify patient safety risks

<table>
<thead>
<tr>
<th>Goal</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPSG.15.01.01</td>
<td>Find out which patients are most likely to try to commit suicide.</td>
</tr>
</tbody>
</table>

## Prevent mistakes in surgery

<table>
<thead>
<tr>
<th>Goal</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UP.01.01.01</td>
<td>Make sure that the correct surgery is done on the correct patient and at the correct place on the patient’s body.</td>
</tr>
<tr>
<td>UP.01.02.01</td>
<td>Mark the correct place on the patient’s body where the surgery is to be done.</td>
</tr>
<tr>
<td>UP.01.03.01</td>
<td>Pause before the surgery to make sure that a mistake is not being made.</td>
</tr>
</tbody>
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The Joint Commission Accreditation
Hospital
Antimicrobial Stewardship

ANTIMICROBIAL STEWARDSHIP PROGRAM (ASP)
NURSING EDUCATION

What is Antimicrobial Stewardship?
Antimicrobial Stewardship consist of coordinated interventions designed to improve and measure the appropriate use of antimicrobial agents by promoting the selection of the optimal antimicrobial drug regimen including dosing, duration of therapy, and route of administration while minimizing unintended consequences associated with antimicrobial use. Antibiotic overuse adversely impacts patients by contributing to the growing incidence of Clostridium difficile infection (CDI) and antibiotic resistance in healthcare facilities. According to the Centers for Disease Control and Prevention (CDC), it is estimated that drug-resistant bacteria cause two million illnesses and approximately 23,000 deaths each year in the United States alone.

Right DRUG, Right DOSE, Right TIME, Right DURATION......every patient!

Antimicrobial Stewardship at Tallahassee Memorial Healthcare:
At Tallahassee Memorial Healthcare, the Antimicrobial Stewardship Committee (ASC) is comprised of a multidisciplinary group of healthcare professionals which consist of the following core members: Infectious Disease Physician, Pharmacists, Nursing, Physicians, Infection Prevention, Microbiology/Laboratory, Clinical Informatics, Organizational Improvement, and Hospital Administrator. Additionally, the ASC is working to enhance our ASP in efforts to achieve the 7 Core Elements of Hospital Antibiotic Stewardship Programs identified by the CDC:

1. Leadership Commitment
2. Accountability
3. Drug Expertise
4. Actions to Support Optimal Antibiotic Use
5. Tracking and Monitoring Antibiotic Prescribing, Use and Resistance Patterns
6. Reporting
7. Education of Clinicians, Patients and Families

Goals of the Antimicrobial Stewardship Program:
- Achieve optimal clinical outcomes related to antimicrobial use
- Decrease development of resistant pathogens
- Decrease antibiotic treatment related illnesses (e.g. Clostridium difficile diarrhea)
- Decrease risk of adverse effects (e.g. toxicity, administration related issues)
- Decrease healthcare expenditures and anti-infective resistance, a direct and indirect monetary cost to both the health system and the patient
Antimicrobial Stewardship

What We Can Do Now: Antibiotic Stewardship Initiatives to Improve Antimicrobial Use

- Prescribe antibiotics judiciously - obtain cultures, start the right drug promptly at the right dose for the right duration.
- Early and appropriate collection of cultures before starting antibiotics, when possible.
- Timely administration of antibiotics and follow up on missed doses.
- Ensure appropriate and timely blood draws for monitoring therapeutic levels (e.g. vancomycin, aminoglycosides).
- Ensure antibiotic allergy history distinguishes true allergies that would preclude use (e.g. anaphylaxis) from adverse drug reactions.
- Document the dose, frequency, route, indication, and duration of therapy for all antibiotics.
- Look for opportunities to stop or streamline antibiotic therapy when patient condition changes and/or when changing levels of care.
- Follow hand hygiene and other infection prevention measures with every patient.
- Provide patient and family education on the proper use of antibiotics.

**Antibiotic Resistance Threats in the United States, 2013**

For more information on the Antimicrobial Stewardship Program, please contact Dr. Madhuri Sankaree, Infectious Disease Physician or Amy Dike, Infectious Disease/Antimicrobial Stewardship Clinical Pharmacist, at Amy.Dike@TMH.ORG.
FYI: Number indicates **Time it Needs To Stay Wet** to kill the germs, **NOT** the time it takes it to dry.
CaviCide Wet Time

For bactericidal activity keep wet for 5 minutes
Helpful Information
Personal Belongings

- Students are responsible for their valuables and are encouraged to leave them at home.
- TMH does not provide lockers for students.
- Collaborate with charge nurse or department administration to identify where students may leave belongings such as textbooks, meals, etc.
Access to Food

Cafeteria Hours of Operation:

- Breakfast - 7:00am – 10:30am
- Lunch - 11:00am – 2:00pm
- Dinner - 5:00pm – 7:00pm
- Midnight - 12:00am – 2:00am

The cafeteria is open 24 hours a day except from 10:30 to 11 am

Meals, drinks, and snacks should not be consumed or stored in patient care areas or “on-stage” (e.g. Nurses station)
Important Policies

- Dress Code/Professional Appearance Expectations
- Cell Phone and Electronic Devices
- Tobacco Free
- Parking
Dress Code/Professional Appearance

All representatives of TMH

• Are to dress in a manner that reflects our dedication to providing high quality care, while inspiring respect and confidence of patients, visitors, and colleagues

• Will demonstrate appropriate personal appearance and hygiene standards, including apparel, hairstyle, cleanliness, makeup, and/or any other application or attire
Cell Phones, Pagers, and Other Electronic Devices

To ensure that attention is focused upon our patients, visitors, and colleagues, while on duty colleagues, students, faculty and other representatives of TMH may only use mobile devices issued by TMH.

The use of personal pagers, telephones, and other electronic devices while on duty is not permitted.
Tobacco Free Environment

• Tallahassee Memorial Healthcare, Inc. campuses are tobacco-free environments, where the use of tobacco products, including but not limited to: cigarettes, e-cigarettes, cigars, pipes, smokeless tobacco, chew, snuff, and dip is strictly prohibited.

• The only exceptions for patients is made by order of attending physician.
Parking

- Nursing students are to park in the East Hill Baptist Church parking lot at 912 Miccosukee Road.
- To request the shuttle, call from the lot phone.
- To return to the lot, the shuttle will pick up students in front of the Magnolia Lobby (south lobby) or from Lot C.
Harassment and Discrimination

TMH is committed to maintaining a work environment that is free of discrimination and harassment and will not tolerate harassment and/or discrimination in any form. It is the responsibility of each member of the TMH team to maintain a workplace free of harassment.
Types of Harassment

• Hostile Work Environment
  o When an intimidating, offensive atmosphere is created that interferes with a person’s ability to perform their job.

• Tangible Employee Action (Quid Pro Quo)
  o Expressed or implied demands for sexual favors in exchange for some benefit (a promotion, a raise, change in shift, etc) or to avoid a detriment) corrective action, termination, demotion, a failing grade, etc) that occurs in the workplace.
Internal Complaint Procedure

Our goal in the investigation is to seek appropriate resolution of the matter within the applicable laws and policy guidelines. Any colleague who believes that he or she has been subjected to harassment should immediately report the incident to a supervisor, Colleague Relations, or the Chief Human Resource Officer.

Human Resources 431-5250
Cultural Diversity

What is cultural diversity?

• Multiculturalism – variations in language, dress, beliefs, and behaviors, such as eye contact and personal space within an ethnic group.
Importance of Cultural Diversity

• We care for people from many different cultures.
• Understanding different cultural preferences and behaviors helps us to meet the needs of patients more completely and to work with one another in a spirit of mutual respect.
• Better awareness of cultural diversity also helps us to avoid misunderstandings.
Cultural Assessment

- Fostering an environment that values diversity must include a cultural assessment. The core components should include:
  - Cultural/racial ethnic identity
  - Language/communication ability and style
  - Religious beliefs and practices
  - Illness and wellness behaviors
  - Healing beliefs and practices
Cultural Diversity: Our Role

- Develop personal cultural awareness. This recognizing, understanding, and respecting our patients’ beliefs, values, and practices.
- It also means to recognize, understand and respect the beliefs, values and practices of our co-workers.
- Problem solving when issues created by diversity arise.
- Treat every person as an individual.
- Treat every person not as you would like to be treated, but as he/she would like to be treated.
You have now completed the General Orientation Course. Please remember to complete your other assigned courses.