Welcome to

UMC
UNIVERSITY MEDICAL CENTER

New Hire Orientation
2016
Welcome to our UMC Family! We’re glad you made the choice to join us!

UMC is home to Nevada’s only Level I Trauma Center, only Designated Pediatric Trauma Center, only Burn Care Center and only Center for Transplantation. Our skill, expertise and state of the art technology surpass all other hospitals in Nevada. Beyond our unique service lines, it’s our people, just like you, who truly make UMC the best in class!

As you get acclimated during New Hire Orientation, your “first day of school,” know that you are joining a team of comrades who will help you succeed and quickly feel like an important part of our team. We were all new to UMC at some point, and remember the questions and curiosity that come with a new experience. Feel free to reach out to your coworkers and leaders as you learn to navigate our complex organization.

During New Hire Orientation, you will be introduced to UMC’s Mission, Vision and Values, all centered on our patient, staff and physician experience. You will learn about UMC’s tool for visually expressing our Values, called ICARE4U. From that coaching, you will understand the expectations for every interaction you have with a patient or a colleague. It’s UMC’s unique way of helping everyone who comes through our doors feel welcome and well cared for.

I look forward to meeting you in person!

Mason VanHouweling
UMC CEO
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ANNUAL MANDATORY TESTING

Annually each employee must complete at minimum the below listed courses. As new hires you will complete these during orientation. This topics will be presented by either and industry expert or documented in this book. For future years, these courses can be accessed on our online Learning Management System. Note that the list of annual mandatory tests may change by year and by job type. It is important to finish all mandatory tests before the end of the year. For computer assistance please contact the IT Training Department x7803.

- Blood Borne Pathogen
- Chest Pain Program Training
- Confidentiality
- Corporate Compliance
- Discrimination and Harassment
- Emergency Management
- Fire Safety
- Hazard Communication
- HIPAA Training
- Infection Prevention
- Information Security
- National Patient Safety Goals
- Safety Training
- Stroke Education
THINGS TO REMEMBER

- Call your manager. It is your responsibility to contact your manager and discuss this week’s schedule. The number and person to contact is listed on your orientation schedule page obtained at processing.

- Please also discuss with you manager the badge access form. This form must be completed and submitted to Badging in order to obtain your badge.

- Parking: There are designated parking for all staff. Please use the appropriate locations.
UMC HISTORY

University Medical Center has been serving the health care needs of Southern Nevadans since 1931, when a dusty dirt road was the only way to reach the fledgling 20-bed hospital and its one doctor and nurse.

Back then, Las Vegas had a population of only 4,000, was a railroad watering stop and little else. Fans were the only means of combating the scorching summer heat. Only a few hardy motorists used the poor road between Los Angeles and Salt Lake City. There was no Boulder City, North Las Vegas or Henderson.

Hospital needs then were met by a small general which sufficed until 1931, when construction on Boulder Dam began and brought to the area the first of what would be an influx of more than 12,000 residents, creating a demand for more hospital facilities.

By 1931, Las Vegas had grown to 7,000 residents, and because of the effect of the Depression, many were unemployed. For every worker hired at the dam, it was estimated that four came looking for a job and either were refused employment or were unable to stand the rigors of work in Black Canyon.

New medical facilities, however, were urgently needed and in 1931, with the Nevada Legislature about to go into session, county commissioners passed a resolution asking for state permission to borrow construction funds.

By then, several ambulance trips were necessary each day between Las Vegas and the dam site. The temperature in Black Canyon was recorded at more than 140 degrees. There were many more cases of heat prostration than accidents. Even after the government built a hospital in Boulder City, it still was unable to handle all of the sick and injured from the dam.

For the first two years of its existence, the new county hospital operated with one doctor and one nurse, both on duty or on call 24-hours a day, seven days a week.

Also that year, Dr. Hale Slavin was hired as county physician and obtained funds from the County Commission to open a surgical facility. The hospital now had a surgical wing, x-ray machine and
an autoclave, making it possible for the hospital to do its own sterilizing for the first time. By 1942, the hospital trustees decided a house physician was necessary and Dr. J.C. Cherry was hired for $150 a month. According to news reports, the hospital's roof leaked when it rained and pans were placed around to catch the water. Lights were strung along exposed pipes in the operating room, water came from the well, and a septic tank handled the sewage. 

In the early days of the hospital, there were no ambulances. The job of picking up the sick and injured and transporting them to the emergency department belonged to the local mortuaries.

In the early 1950's, in response to numerous requests from physicians and private citizens, the hospital was renamed Southern Nevada Memorial Hospital. With the name change, the hospital began to undertake a new mission - keeping up-to-date with the latest development in medical technology and treatment and expanding its services to meet the needs of a rapidly growing and diverse community.

Between the early 1950's and the late 1970's, expansion of the hospital progressed rapidly.

By the mid sixties, Southern Nevada Memorial Hospital had a new $1.6 million three-story circular wing and a $590,000 outpatient building. In 1968, the Lions Clubs of Clark County funded a burn care unit at the hospital.

In 1978, a six-story medical education center was built on the west end of the hospital campus. The $4.5 million project was funded by a federal grant.

Construction on a seven-story patient tower was completed in early 1979 with the addition of a new obstetrics unit and an enlarged burn care unit.

In February 1986, the hospital's name was changed to University Medical Center of Southern Nevada to better reflect its role as a teaching institution and a medical center offering complete care.

In 2010, Children’s Hospital of Nevada at UMC was formed to brand the exclusive care that is second to none in Nevada.

In 2013, the UMC Governing Board was formed to oversee the operations and strategic plan of UMC.

Today, UMC is home to Nevada's Highest Level of Care.
OUR MISSION, VISION AND VALUES

Mission:
To serve our community by providing patient-centered care in a fiscally responsible and learning focused environment.

Vision:
To be the premier academic health center

Values:
Compassion, Accountability, Integrity, Respect
“It is not only what we do, but also what we do not do for which we are accountable.”
- Moliere

How you are accountable defines the working relationship in every activity that occurs within our organization. Accountability is the guiding principle that defines how we make commitments to one another; how we measure and report our progress; how we interact when things go wrong; and how much ownership we take to get things done.

**Accountability:** a personal choice to take ownership over something and demonstrate the competencies necessary for achieving results
- Seize It, Own It, Plan It, Do it -

☐ **Seize It** – if we fail to seize that moment, we will not only stay stuck but begin to fall away from the goal.
  - Take inventory on your life and plan the steps to take next.
  - Rise above the circumstances by addressing what you can do to overcome challenges and obstacles.
  - Get feedback from others.

☐ **Own It** – people who own their circumstances never allow the actions of others keep them from progressing.
  - It takes heart and courage to own your circumstances, but if you are brave enough you gain the commitment to overcome and change those circumstances for the better.
  - Have pride taking ownership of an action or project, like owning a new house.
  - The product you produce is a reflection of self.

☐ **Plan It** – continually asking the question “What else can I do?”
  - Stay engaged
  - Be persistent
  - Think differently
  - Network
  - Take initiative

☐ **Do It** – taking the leap by accepting full responsibility to achieve results.
  - Diligence, perseverance and vigilance... accountability is a process.
  - Stay with it until the end
The greatness of a man is not how much wealth he acquires, but in his integrity and his ability to affect those around him positively.  

- Bob Marley

**What does Integrity mean to you?**

As healthcare professionals and providers, we must hold ourselves to the highest level of integrity. If we fall short of this goal, we not only let down those who we care for, but those who we work with and most importantly our self. Integrity is the outward projection of our inner-self. It is not always easy to adhere to this mentality, but necessary in order to provide the best service to those in need.

**Integrity in all that we do!**

When we have integrity, we are honoring the commitment we made to our patients and to each other.
“Respect your efforts, respect yourself. Self-respect leads to self-discipline. When you have both firmly under your belt, that’s real power.”

- Clint Eastwood

How to SHOW respect:

- **Acknowledge others**: The easiest form of respect is to acknowledge others. But not just by saying “hi.” Acknowledge their differences/similarities, wisdom/strengths and wants/needs.
- **Listen**: One of our most powerful tools of respect we have is our ability to listen. When we listen to others, it demonstrates the respect we have for what others are feeling.
- **Live my word**: Integrity is the foundation of trust in any organization. Keeping promises and always telling the truth, no matter how difficult it might be.
- **Communication**: Communication is important, since it provides the avenue for information and truth.
- **Equality for all**: When we view everyone as equals, we show respect and value for one another. Trust is established when even the newest rookie, a part-timer, or the lowest paid employee feels important and apart of the team.

How to EARN respect:

- **Do what's right**: We all know intuitively what's "right" in nearly every situation. Following this instinctive sense, and ignoring any personal consequences, we will nearly always create respect from others.
- **Be relentlessly proactive**: You do not have to wait for direction. Getting into the habit of figuring out things for yourself and getting things done will earn the respect from others.
- **Do what you say**: Above all else, this is the most important thing you can do to earn respect.
- **Respect yourself**: In order for others to respect you, you must first have respect for yourself.
- **Learn to say “No”**: Having respect for yourself means you have the ability to say “no.” You do not need to agree to everything others ask from you. Recognizing your own personal limitations and expressing them will earn you respect.
“Compassionate people are geniuses in the art of living, more necessary to the dignity, security and joy of humanity than the discoveries of knowledge.”

-Albert Einstein

Are You a Compassionate Person?

7 Signs You are a Compassionate Person

1. **Finding commonalities with others**: compassionate people have an outward focus. They know what it’s like to have a bad day and use their own experiences to develop an empathetic nature. How can you find commonalities with your patient? With your coworkers?

2. **Being a giver**: an example of an act of compassion is giving yourself to others. No matter how big or small the act is compassionate people act on their kindness. What is something you can give every day?

3. **Loving yourself**: to be compassionate to others you must first be compassionate to yourself. It is important to not only see the value in yourself but to treat yourself with kindness.

4. **Teaching others**: compassionate people see the joy and opportunity in everything they do. They want to spread that joy by imparting their knowledge onto others.

5. **Being in the moment**: when expressing compassion you are present in that moment. You are not checking your cell phone or thinking about what you want for lunch. You are present and giving yourself to another for as long as he/she may need you.

6. **Having a high emotional IQ**: not only do you have a strong sense of self and are able to own your emotions; but you are able to see and have appreciation for another’s feelings. You do not belittle the emotions of others. You understand that each person has a unique set of experiences that lend to how they see or feel things.

7. **Expressing gratitude**: you truly appreciate others and freely express that feeling. Being a compassionate person doesn’t mean you are the one to only perpetrate compassionate acts; but also the one who receives compassionate acts from others. Have you expressed gratitude lately?
THE UMC DIFFERENCE

University Medical Center is dedicated to providing the highest level of health care possible by maintaining its ongoing commitment to personal, individualized care for each patient. Through the latest treatment techniques, comfortable surroundings and a dedicated staff, that commitment is expressed every day, in every area of the hospital.

Top-of-the-Line Technology
University Medical Center is the state-designated Level I Trauma Center for Southern Nevada, as well as the only advanced facility to offer a specialized team of medical professionals prepared to respond to the needs of the severely injured 24 hours a day. UMC also houses the state's only burn care facility -- the Lions Burn Care Center and operates a comprehensive free-standing unit devoted solely to physical medicine and rehabilitation.

From sophisticated Orthopedics and Neurological Units to our Ambulatory Surgical Center, UMC is dedicated to meeting your health care needs every day by giving technology a tender touch.

We've Got You Covered
UMC Quick Care Centers are conveniently located throughout the community and provide urgent and ongoing care for the entire family, with no appointment necessary. Quick Care Centers treat everything from a minor illness or injury to comprehensive everyday health care needs, as well as serving as primary care sites for many HMO's and managed care organizations.

Know How Much We Care
UMC's most valuable resource is, by far, its people. Our staff members--from volunteer to highly-specialized physician--listen to the needs of each and every patient and are dedicated to giving the attention and respect they deserve. At the very heart of patient care is our devoted nursing staff. Our nurses minister not only to the physical needs of patients, but also to the unique emotional needs of patient and family members. This exceptional sensitivity and expertise, combined with progressive technology and education, keep University Medical Center moving toward the future as a top choice for all health care needs within the community.

A Day in the Life*

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>Newborns</td>
<td>9</td>
</tr>
<tr>
<td>Admissions</td>
<td>60</td>
</tr>
<tr>
<td>ER Visits</td>
<td>216</td>
</tr>
<tr>
<td>Peds ER Visits</td>
<td>85</td>
</tr>
<tr>
<td>Trauma Activations</td>
<td>9</td>
</tr>
<tr>
<td>QC/PC Visits</td>
<td>700</td>
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*in 2015
PAYROLL FAQ’S

Q. Do I need to clock out for lunch?
A. Yes, all hourly employees must clock out and back in for their lunch period. See Meal Period policy V-66 for additional details.

Q. Does UMC have a rounding rule when clocking in and out?
A. We utilize the seven (7) minute rounding rule for calculating hours worked. If you clock in 7 minutes or less before the beginning of your shift the hours will round to your scheduled start time. If you clock in 7 minutes or less after the beginning of your shift the hours will round to your scheduled start time, however, according to the Tardy Policy, you will be late. The 7 minute rounding rule is for pay practices only.

Q. What do I do if my payroll check is not correct?
A. You will need to take your pay stub to your manager or the person responsible for managing time cards in your department and explain that you feel there is a discrepancy. Once the error has been identified, you will need to make a copy of your pay stub to submit with a payroll correction. The department will be required to submit the correction, a copy of the time card report and your pay stub to the Payroll Department. If we receive this no later than 1:00 p.m. on Wednesday following pay day and the adjustment is in excess of $100, you can elect to receive a correction check on Friday after 7:30 a.m. These checks will not be direct deposit. All corrections received after the Monday deadline will be processed with regular payroll checks the following week.

Q. When is pay day?
A. We are paid bi-weekly on Friday. Pay periods end on Sunday night at 10:30 p.m. Payroll checks are distributed to a department designee at 1:30 p.m. on Friday. Please check with your department to verify the designated schedule for distribution in your area.

Q. Where is the Payroll Department located?
A. We are located on the 4th floor of the Trauma Center, Suite 401. We are open Monday through Friday from 7:30 a.m. until 5:00 p.m. Our phone number is 383-2225.
**HIPAA**

**UMC PRIVACY and SECURITY PRACTICES**
This digest summarizes appropriate personal conduct to ensure compliance with HIPAA’s standards. See the Administrative Policy Manual and any department-specific policies and procedures for more information.

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<thead>
<tr>
<th><strong>DO</strong></th>
<th><strong>DO NOT</strong></th>
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<tr>
<td><strong>Access</strong></td>
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<tr>
<td>– DO know who is allowed in restricted areas, allowed to see PHI, or allowed to use computers.</td>
<td>– DO NOT allow unknown and unescorted persons in restricted areas.</td>
</tr>
<tr>
<td>– DO wear your UMC Badge at chest height at all times</td>
<td>– DO NOT look at your, your family member’s, or your friend’s or neighbor’s information. Never access patient information without a professional need to know.</td>
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<tr>
<td>– DO look only at what you need to do your job.</td>
<td>– DO NOT allow unknown persons to access charts.</td>
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<tr>
<td>– DO NOT allow unknown and unescorted persons in restricted areas.</td>
<td>– DO NOT access non-UMC databases without an appropriate reason.</td>
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<tr>
<td><strong>Breaches</strong></td>
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<td>– DO immediately attempt to retrieve PHI received by unintended recipients.</td>
<td>– DO NOT ignore faxes received in error, unattended records or papers with medial information, or inappropriate posts to social media such as Facebook, Twitter, Instagram, or YouTube.</td>
</tr>
<tr>
<td>– DO immediately report any known or suspected breach of PHI to the Privacy Officer.</td>
<td>– DO NOT discuss patient information with anyone who does not have a need to know.</td>
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<tr>
<td>– DO immediately report lost or stolen devices used for UMC business to the IT Service Desk (2227).</td>
<td>– DO NOT use personal cameras or mobile device cameras while at UMC.</td>
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<tr>
<td><strong>Cameras</strong></td>
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<tr>
<td>– DO use UMC-issued cameras for approved identification, treatment, or education purposes.</td>
<td>– DO NOT use unauthorized flash drives or disks.</td>
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<tr>
<td><strong>Computers</strong></td>
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<tr>
<td>– DO log off or lock computers when you leave them.</td>
<td>– DO NOT leave mobile equipment unattended.</td>
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<td>– DO password-protect and use approved encryption software on any portable equipment such as laptops, smart phones, tablets, etc.</td>
<td>– DO NOT share passwords.</td>
</tr>
<tr>
<td>– DO use strong passwords: at least 8 characters using letters, numbers and special characters that cannot be easily discovered.</td>
<td>– DO NOT use another user’s log on.</td>
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<td>– DO NOT keep passwords where others can find them.</td>
<td>– DO NOT keep passwords where others can find them.</td>
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<tr>
<td>– DO NOT visit internet sites unrelated to your job.</td>
<td>– DO NOT visit internet sites unrelated to your job.</td>
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<tr>
<td>– DO NOT remove privacy screens from</td>
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<tr>
<td>DO</td>
<td>DO NOT</td>
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<tr>
<td>Workstations on Wheels (WOWs).</td>
<td>Workstations on Wheels (WOWs).</td>
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<tr>
<td>– DO NOT allow patients to connect devices to the non-public UMC network.</td>
<td>– DO NOT allow patients to connect devices to the non-public UMC network.</td>
</tr>
<tr>
<td>– DO NOT store PHI on computing devices. PHI is to be stored on UMC-managed servers and systems ONLY.</td>
<td>– DO NOT store PHI on computing devices. PHI is to be stored on UMC-managed servers and systems ONLY.</td>
</tr>
<tr>
<td>– DO NOT utilize UMC electronic equipment for unauthorized purposes.</td>
<td>– DO NOT utilize UMC electronic equipment for unauthorized purposes.</td>
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**Copiers / Printers**
- DO keep in secured areas and utilize secure printing features.
- DO remove copy and prints jobs immediately.
- DO NOT allow patients to utilize machines.
- DO NOT leave copy or print jobs sitting on machines.

**Disclosures**
- DO record any disclosure of PHI that is not for routine treatment, payment, operations, or that has not been authorized by the patient.
- DO send all requests for copies of records to HIMD.
- DO NOT give patients copies of anything but discharge instructions and prescriptions from the nursing units.

**Disposal**
- DO shred or use a locked blue recycle bin for paperwork containing PHI.
- DO contact the Information Security Officer to wipe or physically destroy devices or media containing PHI.
- DO NOT overstuff destruction bins or leave them unlocked.
- DO NOT leave bin keys unsecured.
- DO NOT dispose of computers, smart phones, or tablets without appropriately wiping the device.

**E-Mail & Messaging**
- DO use the minimum necessary PHI in all messages.
- ALWAYS use [Secure] to encrypt PHI before transmitting PHI outside of UMC.
- DO protect messages from unauthorized viewers.
- DO immediately report suspicious emails to IT.
- DO verify email addresses before sending.
- DO NOT send unencrypted PHI outside UMC’s network.
- DO NOT send any PHI outside UMC’s network without manager or IT approval.
- DO NOT use PHI or identifiers in the subject line.
- DO NOT open unknown attachments.
- DO NOT click on links in suspicious emails.
- DO NOT save or print messages via web mail access.
- DO NOT send PHI via personal email accounts such as Gmail, Yahoo, Hotmail, or others.
### New Hire Orientation
Team Member’s Workbook

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<tr>
<td><strong>Fax</strong></td>
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<tr>
<td>– DO use a fax cover sheet.</td>
<td>– DO NOT send faxes to unsecured locations.</td>
</tr>
<tr>
<td>– DO double-check fax numbers before sending messages.</td>
<td>– DO NOT send faxes without verifying the recipient.</td>
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| **Patient Rights** |   |   |
| – DO respect patient rights granted by HIPAA: | – DO NOT discuss information in front of visitors without the patient’s consent. |
| – Right to a Notice of Privacy Practices (NPP) | – DO NOT confirm the presence or give the location of any NFP patient. The recommended response is, “I’m sorry, there is no information available for a patient by that name.” |
| – Right to object to some uses and disclosures; document their request. | – DO NOT create or divulge a patient’s password. |
| – Directory Restrictions - Know if a patient has requested any Directory Restrictions. Understand the privacy flags: |   |
| NFP (Not For Publication) PASSWORD - Limit visitors and calls to those who know the password. |   |
| – Right to Access – Refer patients to the Health Information Management Department for access to or copies of their records. |   |
| – Right to an Amendment – Refer patients to Health Information Management Department to have missing or erroneous records corrected. |   |

| **Personal Mobile Devices** |   |   |
| – DO subscribe to a service that can remotely wipe your personal device if lost or stolen. | – DO NOT text or instant message identifiable patient information. |
| – DO subscribe to anti-malware for your device. | – DO NOT store PHI on your device. |

| **Public Areas** |   |   |
| – DO use the lowest voice possible for confidential discussions. | – DO NOT discuss or display protected information in public areas, e.g. the cafeteria or break room. |
| – DO use a screen filter or be sure monitors are not visible to the public. | – DO NOT display PHI on whiteboards or sign-in sheets. |
| – DO use cover sheets to shield PHI. |   |

| **Social Media** |   |   |
| – DO report any patient information or hospital information posted on-line to the Privacy Officer. | – DO NOT post any patient condition, treatment, or identifiers on-line, even if your social media group is limited. |
|   | – DO NOT mention or discuss patients that you have treated. |
|   | – DO NOT mention the names of family members or friends of patients you have   |
**Transport**

- **DO** cover and secure PHI when transporting charts or reports.
- **DO** safely guard PHI from loss, theft, or unauthorized access when you are transporting PHI.

- **DO NOT** remove any form of PHI from UMC unless authorized.
- **DO NOT** leave PHI or devices in vehicles.
- **DO NOT** allow patients to maintain custody of UMC’s original chart.

Record all disclosures as required, including errors and accidental disclosures.

Report any violations, threats, or suspicious activity to your supervisor and to the IT Service Center at 383-2227. You may also report to the Privacy Officer at 383-3854. The Hotline (AlertLine) can be reached at 1-888-691-0772, or via the link on the UMC Intranet Home Page.

Refer to the following for more information:
- Office for Civil Rights - [http://www.hhs.gov/ocr/privacy/](http://www.hhs.gov/ocr/privacy/)
PATIENT SAFETY GOALS

What are the National Patient Safety Goals?

The National Patient Safety Goals (NPSG) are a tool, or guidelines, from the Joint Commission that provide direction on good practices for quality patient care and help to improve business operations. The purpose is to promote specific improvements in patient safety. The NPSG highlight problematic areas in healthcare and describe evidence and expert based solutions to these problems. Every employee, agent, contractor, student and volunteer is a piece of the puzzle that makes us UMC, and it is our responsibility to uphold the National Patient Safety Goals.

National Patient Safety Goals 2016

Identify patients correctly
- 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.
- Make sure that the correct patient gets the correct blood when they get a blood transfusion.

Improve Staff Communications
- 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.
- Take extra care with patients who take medicines to thin their blood.
- 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.

Use Alarms Safely
- Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent Infection
- 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.
- Use proven guidelines to prevent infections that are difficult to treat.
- Use proven guidelines to prevent infection of the blood from central lines.
- Use proven guidelines to prevent infection after surgery.
- Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.
Identify patient safety risks
- Find out which patients are most likely to try to commit suicide

Prevent mistakes in surgery
- Make sure that the correct surgery is done on the correct patient and at the correct place on the patient’s body.
- Mark the correct place on the patient’s body where the surgery is to be done.
- Pause before the surgery to make sure that a mistake is not being made.

*For more details of this year’s Patient Safety Goals please logon to the Intranet

What is all this talk about “Joint Commission” accreditation?
The Joint Commission (formerly known as JCAHO or the Joint Commission on Accreditation of Healthcare Organizations) is a regulatory organization that surveys healthcare organizations to ensure that a high level of quality is maintained as well as compliance with the latest standards. Joint Commission standards focus on state-of-the-art performance improvement strategies that help healthcare organizations to continuously improve the safety and quality of care. Achieving accreditation makes a strong statement to the community about our efforts to provide the highest quality services. Joint Commission standards focus on state-of-the-art performance improvement strategies that help healthcare organizations continuously improve the safety and quality of care, which can reduce the risk of error or low quality care. These surveys are conducted as “surprise visits” It is for this reason that the organization must be ready at all times. Once accreditation is obtained it is good for three years.

Why is it important to be accredited?
Joint Commission accreditation can attract qualified personnel who prefer to serve in an accredited organization. In some markets, accreditation is becoming a prerequisite to eligibility for insurance reimbursement, for qualifying for Medicare and Medicaid certification, and to participate for managed care plans and contract bidding.

Reporting Patient Safety Issues
The UMC Handbook of Information for Our Patients and Visitors reads:
We would like to become your partner in the prevention of medical errors. It is important that, as a patient, you participate in your own care to reduce the chance of errors by asking questions to understand your condition and treatment. Processes are in place at UMC to report safety issues and patient safety errors.

Safety Hotline — 2111
This number can be dialed at any time to report an unsafe environment (water on the floor, sparks coming out of an electrical outlet, etc.).
“Whistle Blowing”
Do you have a complaint about the quality of care at your Joint Commission accredited health care organization? Do you have a serious concern about Patient Safety or Standards compliance?

Here at University Medical Center, all employees are educated on the tools that are in place to report these concerns. It is everyone’s responsibility to report patient safety issues in the Patient Safety Net (PSN). Not reporting the problem is as serious as the problem itself. Each department should have a poster of the Patient Care Communication Channel, which identifies the chain of command to resolve patient issues. This is a nurse/physician communication tool that is used when an adequate solution is not found to a patient problem. Employees are further educated that if a problem still exists, despite following UMC’s tools of communication, they have the right to report these concerns directly to the Joint Commission (www.jointcommission.org). UMC will take no retaliatory disciplinary action against employees for reporting safety or quality of care concerns to the Joint Commission.

Performance Improvement (PI) – Unit or Hospital Wide
The Center for Quality and Patient Safety Department is the overseer of improving organizational performance. Departments utilize the PDMAI model to plan, design, measure, assess, and improve the quality of patient care provided, thus increasing the probability of improved patient outcomes. Performance improvement is an on-going process. The PSN is a valuable resource when looking for ideas for departmental PI projects.

PDMAI – UMC’s Performance Improvement Model
The ultimate goal of UMC is to provide all levels of health care, from basic to highly skilled, in settings that meet or exceed community standards. These goals will assure treatment of each patient, employee, staff member, and/or visitor with dignity, respect, kindness and understanding. UMC has a program known as the Improving Organizational Performance (IOP) Program that continually evaluates these goals to assure quality of patient care is provided to increase the probability of improved patient outcomes. Patient safety, satisfaction, and perception of care are all trended and evaluated. A systematic approach is necessary to obtain the information. The model UMC has adopted is called the PDMAI.

Patient Rights/Patient Safety
The UMC Handbook of Information for Patients and Visitors is available in the Admitting department or from the nurses on the units. The handbook includes information about the vision and mission statement of the hospital, patient rights, guidelines for services, parking, advance directives, billing information, pain information, and general guidelines for patient safety and management of a safe and therapeutic environment.
Patients have the right:

- To quality care regardless of race, creed, color, etc.
- To be respected and treated with dignity and concern
- To know information about their condition, and the qualifications of their caregivers.
- To informed consent, and participation in decisions regarding their care
- To confidentiality and privacy (including NFP), with information restricted to people directly involved in their care.
- Neonatal/Pediatric Patients/Parents or guardians have the right to:
  - A safe and therapeutic environment in relation to age, growth and development, and social circumstances.
  - Take their child from the hospital A.M.A. if the child is not on police hold.
  - Home Bound-Hospital teaching when the criteria is met (Administrative Policy 1-6.3)
EMLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) is a confidential counseling, information and referral service that is provided to UMC employees, their spouses and dependents.

Main Components of EAP

Counseling and Assessment
The EAP provides short-term individual, couple, and family counseling services in-house.

Referral
If a UMC employee or family member is in need of services that we do not provide directly through the EAP, we strive to locate and connect you with appropriate resources in the community.

Management and Organizational Support
Management Consultations: A manager can call the EAP for assistance in dealing with organizational and/or employee issues.

Workshops: Soft skill workshops are available for management and employees on topics such as: Teambuilding, Stress Management, Leadership skills, Communication, Overcoming Burnout, Dealing with Change, Time Management. These workshops can be presented during team meetings, employee training activities or lunch time learning classes.

Confidentiality
It is the policy of the Employee Assistance Program to ensure your confidentiality. All EAP records are kept in a secure file, separate from personnel records. Your supervisor will not be notified of your EAP involvement, nor will your personal information be shared with any individual or organization, unless authorized by you, in writing.

Fees
Counseling, Training, and Consultations within the EAP are offered at no cost to the employee or family members. If an employee or family member needs specialized counseling or treatment services not provided directly by the EAP, he or assistance will be provided to find an appropriate resource. Should you decide to utilize a referral agency, you are responsible for meeting the insurance requirements and fulfilling all payment obligations.
Second Victim Team

Our purpose is to implement a process to help deal with the emotional impact on healthcare team members resulting from:

- Unintentional human errors and system failures that result in patient harm
- Exposure to traumatic work related events.
- Caregiver fatigue

Interventions

- **Team debriefings** - Occasionally an entire healthcare team can be impacted by a clinical event. In these situations it may be necessary to conduct a team debriefing.

- **Critical Incident Mentoring** - One on one peer to peer support for immediate basic emotional first aid.

- **Referral** - referral to additional supports including EAP and/or community resources

To Schedule an Appointment, Training, or Consultation, or to access the 2nd victim team, contact our EAP Counselor

Aaron Stagg, LMFT, CEAP
Aaron.Stagg@umcsn.com
Office: 702-207-8267
Cell: 702-813-3038
CULTURAL AND LINGUISTIC SERVICES

The Cultural and Linguistic Services Department at UMC provides qualified and certified medical on-site Spanish interpreters as well as a telephonic and sign-language interpreting for Limited English Proficient and Deaf and/or hard of hearing patients in an effort to remove any communication barriers that may inhibit the delivery of high quality medical care.

- **UMC On-Site** Spanish Interpreters and Video Remote Interpreting (VRI) for Sign Language: xTALK or x8255 or (207-8255)
- Telephonic Interpreter / Language Line: Speed-dial 789 or 8789. Over 200 languages available.
- For on-site ASL (American Sign Language) dial 702-610-4722

**Do’s**
1. Always offer the patient the option to use an interpreter if needed.
2. Allow time for introductions. The patient has a right to know who makes up their healthcare team including their interpreter.
3. Look at and speak directly to the patient, not the interpreter.
4. The interpreter is acting as your voice and should be as transparent as possible during your communication with the patient, therefore use first person when speaking to the patient. Example: “I would like to know if you have ever had a heart condition?”
5. The interpreter is required to repeat everything that is being said therefore refrain from making any side comments that should not be conveyed to the patient.
6. Speak in concise sentences and avoid abbreviations.
7. Document on chart that you used an interpreter
8. Verify patient’s understanding, ask the patient to repeat in their own words, instructions or other information that has been communicated, with the interpreter present.

**Don’ts**
1. Do not look at the interpreter and say, “Ask her if she has ever had a heart condition”.
2. Do not ask the interpreter to sign and stamp consents, unless the provider has fully explained the procedure and its risks to the patient.
3. Do not ask the interpreter to explain procedures to the patient.
4. Do not ask the interpreter to take the patient’s medical history.
5. Do not ask the interpreter to assist you with any medical procedure.
6. Do not speak in long sentences and highly technical vocabulary when talking to patients.
7. ONLY use our staff interpreter or telephonic interpreter.
8. Do not use a family member, a friend or another patient.
9. Do not use an employee as an interpreter.
10. If you have not been tested for proficiency, do not use yourself as an interpreter.
11. NEVER use a minor to interpret for a patient.
WORKPLACE VIOLENCE

Circumstances of hospital violence differ from the circumstances of workplace violence in general. In other workplaces such as convenience stores and taxicabs, violence most often relates to robbery. Violence in hospitals usually results from patients and occasionally from their family members who feel frustrated, vulnerable, and out of control.

Bullying
- Taunting, teasing or making jokes about a co-worker.
- Sabotaging another employee’s work or copying, plagiarizing or stealing work
- Deliberately isolating or excluding a co-worker from work related activities.
- Yelling, screaming, sarcasm, or other verbal abuse

Veterans in Crisis
- Look for clues that your visitor is a veteran
- Once you’ve determined the subject is a combat veteran, take extra safety precautions.
- The situation can become violent very quickly
- Veteran’s actions may be somewhat or completely out of his conscious control at that moment
- Combat veterans can have some pretty dramatic responses to being startled
- Do things that will calm him
- Talk about ties you have to the military
- Let him/her talk, as long as it is helping him wind down
- Think of the subject’s behavior as symptoms of an injury, not as a mental illness
- Remember, be respectful!

Prevention

Using Situational Awareness
- Trust your “gut” or intuition. Many times a person’s subconscious can notice subtle signs of danger that the conscious mind has difficulty quantifying or articulating
- Trusting your gut and avoiding a potentially dangerous situation may cause you a bit of inconvenience, but ignoring such feelings can lead to serious trouble.
- The discipline part of practicing situational awareness refers to the conscious effort required to pay attention to gut feelings and to surrounding events even while you are busy and distracted
- Individuals need to learn to be observant even while doing other things
Public Safety

*What We Do:*

- **Public Safety** - Provides campus wide security and investigative services for the UMC hospital network. We also oversee all access and control, surveillance and security systems.

- **Safety Program** - Responsible for planning, developing, and coordinating the safety and occupational health component of employees, materials, equipment, and environments to achieve safety effectiveness. Ensures compliance with Life Safety Code, DOT and EPA regulations, deals with Hazardous Waste and serves as ADA liaison for UMC.

- **Emergency Preparedness Program** - Provides education, training, and resources to allow UMC to prepare for, mitigate, respond to and recover from major emergencies and disasters in our community.

- **Badging Office** - Provides employees and others ID badges, access control, and parking permits.

*Where We Are:*

- **Public Safety** - Officers are posted at the Main Entrance, the ER and Trauma. We also perform roving patrols throughout the hospital. Our Control Room is located in the ER ambulance bay and can be reached at **x1810**, or in an **EMERGENCY at x 2777**.

- **Transportation** - Located in the PPC area.

- **Safety** - Located across from the Radiology main entrance

- **Emergency Preparedness** – Located across from the Radiology main entrance

- **Badging** – Located at near patient records
CORPORATE COMPLIANCE AND THE FALSE CLAIMS ACT

What is Compliance?
Compliance is obeying laws, regulations, policies, and procedures related to the way we bill for services and supplies we provide to our patients. It also means obeying laws and regulations, policies and procedures related to the way we deal with physicians and vendors. UMC expects that every UMC employee, vendor, agent or contractor will follow all laws and regulations.

UMC’s Corporate Compliance Program
• A Corporate Compliance Officer that works directly with the Board of Hospital Trustees, the UMC Governing Board and Board of County Commissioners
• A Compliance Manual and Handbook
• A Corporate Compliance Committee
• Mandatory compliance training for all employees
• Targeted compliance training at departmental request
• An anonymous compliance hotline (AlertLine) to handle concerns or complaints
• A Corporate Compliance Department that investigates complaints and disseminates information on compliance

What are Some Examples of Fraud and Abuses?
Some activities that may be considered to be fraud and abuse are:
• Billing for services not provided
• Misrepresenting the services actually provided
• Billing separately for outpatient diagnostic services provided during the 72-hour period prior to and inpatient admission
• Double billing
• Up-coding to a higher level code that pays a greater reimbursement
• Billing Medicare for services that should be paid by another source
• Falsely certifying that services were medically necessary
• Making or receiving payment for referrals. Of patients
• Receiving payments for purchasing, leasing or ordering any goods, facilities or services
• Falsifying cost report information

What Must You Do?
• Promptly report all suspected violations or questionable conduct to the compliance hotline (702) 383-2208, a hospital administrator, the Compliance Officer at (702) 383-6211, or a Corporate Compliance Committee member.
• Refuse to accept or solicit an improper personal benefit from your UMC employment.
• Disclose any financial interest or ownership you or an immediate family member has with any UMC vendor or contractor to your supervisor, a hospital administrator, the Compliance Officer, or a Compliance Committee member.
• Refuse to make or accept a referral to any entity that you or an immediate family member has a financial interest or ownership in.
• Refuse to participate in any false billing of patients, government entities, or other payers.
• Protect patient’s health information in keeping with UMC policy.
• Preserve any documents or other information relating to a request for information from governmental entity.

Non-Retaliation Provision
You are protected from retaliation or discrimination as a whistleblower. UMC policy strictly prohibits retaliation, in any form, against any person making a report, compliant, inquiry, or participating in an investigation, in good faith.

Compliance Laws to Know

Stark Law
• Prohibits a physician from making a referral for a Medicare beneficiary for any of 10 designated health services to an entity with which the physician or a member of the physician’s family has a financial relationship.
• General exceptions allow certain referrals.
• A relationship must fit in one of the exceptions to be allowed.
• Does not matter if you intended to violate, even innocent mistakes may result in penalty.

Designated health services include: clinical laboratories, physical and occupational therapy, radiology, DME, home health, inpatient and outpatient services, outpatient prescription drugs, radiation therapy, parenteral and enteral nutrients, and prosthetics/orthotics.

Anti-Kickback
Illegal to offer, pay, solicit, or receive money or other remuneration to induce someone to refer a patient or purchase, lease, order, or recommend items or services payable by a federally funded healthcare program, such as Medicare or Medicaid.

Some types of illegal behaviors
• Cash for patients
• Gifts or gratuities to/from physicians and vendors
• Cash to patients
• Contests and giveaways
• Discriminatorily discounted services
The Anti-Kickback Statute includes several Safe Harbors. A “safe harbor” is a specific set of circumstances that allow an “exception to the rule”. Arrangements that fall under a safe harbor
are acceptable, but those that do not may also be acceptable depending on circumstances. An arrangement may be acceptable under an Anti-kickback safe harbor, but may still be unacceptable under Stark.

Some types of safe harbors include:
- Investments
- Space rental
- Equipment rental
- Personal services and management contracts
- Employees
- Price reductions offered to health plans
- Discounts
- Referral agreements for specialty services
- Price reductions offered to eligible managed care organizations

False Claims Act
- Applies to claims submitted by healthcare providers to a federally funded healthcare program, such as Medicare.
- Makes it a crime to knowingly present or cause to be presented a false or fraudulent record or claim with the government for payment or approval.
- This includes billing for medically unnecessary services or supplies, services that were billed but not provided, and Stark and Anti-kickback statute violations.
- Penalties range from $5,500 to $11,000 in fines for each claim plus three times the value of each claim.

Conflict of Interest
You are strictly prohibited from soliciting or accepting gifts, favors, payment, services, or anything else of value which might appear to influence your actions. Additionally, you are strictly prohibited from soliciting or accepting anything of value in exchange for patient referral or in exchange for purchasing or leasing any item or service which may be reimbursed by Medicare/Medicaid or any federal or state health care programs.

Why is compliance important?
UMC, through, its employees, physicians, vendors, and agents must comply with the requirement of federal and state-funded programs. Failure to comply, or other misconduct, could result in loss of accreditation, individual and institutional civil penalties, individual criminal charges, and employee discipline up to and including termination.
- UMC’s compliance program is designed to detect and prevent misconduct and to ensure compliance with applicable legal requirements.
UMC’s compliance program provides education and training to help anyone employed by or doing business with UMC understand and adhere to the legal requirements. Education and training helps prevent misconduct by UMC and its employees.

**COMPLIANCE IS EVERYONE’S RESPONSIBILITY**

**What if someone says they are investigating a possible fraud at UMC approached you?**
- Ask for identification
- Contact the Director of Public Safety or an ODA
- Immediately notify your supervisor/manager
- Be polite and professional

**Does UMC have a Code of Ethics?**
Yes. You will find the ethics policy in the UMC Administrative Manual #I-1.6 and the HR Policy and Procedure Manual. The Code of Conduct and Code of Ethics provide guidelines to ensure ethical practices.

**Compliance Program Manual**
A copy of the UMC Corporate Compliance Manual is located in each cost center and on the intranet. Direct any questions regarding the Compliance Manual or Program to your supervisor, the Compliance Officer or member of the Corporate Compliance Committee.

**COMPLIANCE HOTLINE TELEPHONE NUMBER:**
(702) 383-2208
RECRUITMENT

Frequently Asked Questions
Regarding Employment with University Medical Center

If you have a question not answered here, please contact UMC Human Resources at (702) 383-3784 or www.umcsn.com.

Completing an Employment Application

1. What jobs are currently available at UMC?
   Open positions at UMC are posted online at www.umcsn.com. A listing of open positions is also posted in the Employment Center at Delta Point and on the board near the cafeteria. The list is also posted in each UMC facility not connected physically to the hospital.

2. How do I know if a position is still open for me to apply?
   Check the closing date on the job announcement. When a position is closed or filled, the job announcement will be removed from the UMC website immediately. On some occasions, Human Resources may extend a current job posting or re-open a job announcement that was previously closed. To avoid missing any open posting, please check our website regularly and/or fill out an online Job Interest Card. The open position lists are updated every Tuesday and Friday.

3. Do I need to be a Clark County resident in order to apply for a position at UMC?
   If you are hired into a benefited position, except for those working in Laughlin, NV, you will be required to establish and maintain a principal place of residency within the boundaries of Clark County within ninety (90) days of initial employment with UMC. If you drive and own vehicle(s), you will be expected to provide proof that a NV license has been obtained and each private vehicle has been registered with the NV Department of Motor Vehicles.

4. How do I apply for a position?
   You may apply online for any current postings by visiting www.umcsn.com. You do not need to create a separate application for every job that you apply to. You may either update your current application or create and save another application in your applicant account at any time to apply for another position. In an effort to go green, UMC will not accept a paper application.

5. Where do I go to apply for a job with UMC?
   You may utilize any computer with Internet access. If you don’t have a computer, you can use a computer with web access at many local agencies, including local libraries and
community centers. Just visit our website at www.umcsn.com. You can also apply online at the UMC Employment Center, 901 Rancho Lane, Suite 160.

6. **What if I don’t have an e-mail address?**
   We recommend creating a free account at hotmail.com, google.com, or yahoo.com. It only takes a few minutes to set up an account. Although the job application gives you a choice of paper or e-mail notifications, in an effort to go green UMC will only be sending electronic notices.

7. **Can I apply for more than one position at a time?**
   Yes. Our site allows you to apply for multiple positions.

8. **What if a position I am interested in is not listed on the website? Can I submit a job application anyway?**
   UMC only accepts applications for posted positions. However, you can fill out an online Job Interest Card to receive an e-mail notification each time a position opens whose category matches one of the categories you have chosen.

9. **If I apply for the same position multiple times, will you notice my application more?**
   This will not increase your chances of being contacted.

10. **I would like to include a cover letter with my application, addressed to the appropriate individual. How can I find out the name of this person?**
    All job applications received will automatically be directed to the appropriate Analyst. It is not necessary to address a cover letter to a specific individual. If you would like to include a cover letter, you can add an attachment to your application online.

11. **How do I know my application was received?**
    When you are done by clicking the ‘Accept’ button on the digital signature screen, you will receive a message that starts with, “Thank you for applying for employment with University Medical Center of Southern Nevada. Please be assured that your application packet will be reviewed and given thorough consideration……..” You may then proceed to click on the ‘Logout’ link in the upper-right-hand corner.

12. **How many of my previous jobs should I put on my application?**
    It is important that you show your entire employment history including all qualifying experience. Qualifying experience is experience that meets the requirements as posted on each job announcement. It is also important to note any gaps of employment. Our applicant tracking system allows you to add as many jobs previously held.
13. Can I request an application package be sent to me by mail?
UMC will not mail out application packages. Applicants are required to use the online application system by visiting www.umcsn.com.

14. I already applied for one job; do I need to apply again if I am interested in another job?
Yes. Each application is evaluated separately for each position you apply to.

15. Can I just submit a resume?
You can add your resume as an attachment to the application. However, a resume is not accepted in lieu of an application.

16. What if I miss the application deadline?
Late applications will not be accepted. Check our website regularly and apply for new jobs as soon as they are posted to avoid missed deadlines.

UMC Employment Process

17. How will I know what’s going on with my application? When will I hear back?
You will be notified by e-mail if it is determined that you will not be advancing to the next step of the employment process. Candidates who are selected to advance to the interview process will receive a phone call or e-mail from the hiring department. You can also check your application status by logging on to your applicant account with your username and password. Due to the volume of applications received, it may take weeks before notices go out. The exact timeframe will vary depending on the position for which you applied. It is our goal to respond to all applicants in a timely manner. Please note that it is the applicant’s responsibility to provide an accurate e-mail address, and to update the contact information online.

18. Should I call the Human Resources to get an update on my application?
The status of your application will be sent to you via e-mail. You can also look it up from your applicant account. Should you have any further questions and need answers on the recruitment process, please refer to this Frequently Asked Questions. After that, if you still have unanswered questions, please contact UMC Human Resources at (702) 383-2230.

19. How does the application process work?
Make sure you submit a complete employment application. Incomplete applications will not be processed. If the application does not document that job requirements are met, you will not move forward in the selection process. Additional information will not be accepted after the recruitment closing date.
20. **What is an incomplete application?**

Incomplete applications include but are not limited to:
- Omission of your work history including current UMC employment;
- “See resume” or likewise is considered to be an incomplete application;
- Omission of complete education data; or
- Failure to provide information on professional licenses, registration, or certification as required by the job to which you applied.

21. **What is an eligibility list?**

Applicants who meet the minimum qualifications of the posted job announcement but are not referred to the manager to interview will be placed on the eligibility list. The Human Resources Department reserves the right to refer only the most qualified applicants for interview. Eligibility lists will usually remain in effect for ninety (90) calendar days.

22. **Will I get an interview if I am on the eligibility list?**

Applicants on an eligibility list may be called to a hiring interview after the hiring department completes the first round of the interviews and requests to interview more candidates.

23. **I am placed on the eligibility list. Should I apply again when I see the same job posted on your website?**

Yes. The job posted may be for a different department and/or division.

24. **How soon will I be notified of interview results?**

Usually within two weeks after your interview depending upon the complexity of the selection process.

25. **Do I have to go through pre-employment background check prior to employment?**

Yes. Employment is contingent upon background clearance including criminal background check, and employment and education verifications.

26. **Do I have to have medical examination prior to employment?**

Yes. Employment is contingent upon the results of a physical examination and/or drug test.
General Questions about Working at UMC

27. Will UMC sponsor me for a work visa?
   UMC does not sponsor for work visas. Qualified applicants must be able to submit proof of eligibility to work in the United States.

28. Is there a probationary period for new employees?
   Yes, new regular full-time or part-time employees serve a probationary period.

29. I am a current employee and would like to transfer to a different position within the organization. Do I need to complete an employment application?
   Yes. The filling of posted vacancies is based on a competitive process. This means you are subject to the same application requirements as an external applicant. However, unlike external applicants, you may apply for positions that are posted for internal or current UMC employees only.

30. I am a per diem employee now and would like to become a part-time or full-time employee. What should I do?
   Two methods:
   • Apply for a posted vacancy online. With this option, you are subject to the same application requirements as an external applicant, and/or
   • As a per diem employee, you are entitled non-competitively to the next available regular full or part-time position in your classification if you have worked 2081 hours. With this option, you must submit a written request to HR prior to the position being posted. HR, upon receipt of your request, will place you at the bottom of the list of per diem employees in your classification eligible for such consideration.
WORKERS’ COMPENSATION

How to File a Work-related Injury

1. A C-1 Form (Notice of Injury or Occupational Disease) must be filed with your employer within 7 days of your accident or injury. Forms can be found on the intranet.

2. For an exposure, call the ODA immediately, then follow the process listed in the Blood Borne-Pathogen policy. The policy is located on the UMC intranet in the Administrative manual. Direct questions to the Infection Control or Employee Health.

3. An injured employee seeking medical treatment must notify the physician if it is a work-related injury. The physician must complete a C-4 Form (Physician’s Report of Initial Treatment).

4. All initial treatment for on-the-job injuries must be obtained from an approved UMC quick care. In case of an emergency or life-threatening situation, the UMC Emergency Room (ER) may be used.

5. The Physician’s Disability Statement Form must be completed and signed by the physician at each medical appointment. It is the employee’s responsibility to return the completed form to his/her supervisor and the UMC Worker’s Compensation Office as soon as possible.

FOR ASSISTANCE CONTACT
THE UMC WORKER’S COMPENSATION OFFICE
702-383-3742
**WORKER’S COMP PROTOCOL**

**LIFE THREATENING EMERGENCY**
- Go to Emergency Department
- Complete Form C-4 as soon as possible

**WORK RELATED ILLNESS or INJURY**
- Notify Supervisor/person in charge
- Call 24/7 Corvel Call Center at 877-764-3574
- Fill out C-1 Form, turn in to supervisor for completion as soon as possible
- Information and instructions will be given to you by an RN experienced in Work Related Injuries as to the type of medical attention the employee may or may not need; including self care or Emergency Care.

**EXPOSURE**
- Call O.D.A. (On Duty Administrator) Dial: 77-6333
- Complete forms C-1 and C-4 as soon as possible

**If Medical Attention is required**
- You may seek medical treatment between 8 am and 6 pm - 7 days a week at:
  - Enterprise Quick Care
  - Rancho Quick Care
  - Spring Valley Quick Care
  - Sunset Quick Care
- If medical attention is required after 6 pm through 8 am and on holidays, please go to:
  - Concentra Medical Center Polaris Ave.
  - Just off Russell and I-15

**PLEASE CONTACT WORKERS COMPENSATION OFFICE AT DELTA POINT / HR AS SOON AS POSSIBLE AT 702-383-3742**

**ALL FOLLOW UP TREATMENT, IF NEEDED, IS DONE AT ENTERPRISE QC UNTIL RELEASED BY THE ENTERPRISE PHYSICIAN**

**FORMS AND INSTRUCTIONS CAN BE FOUND ON THE UMC INTRANET – HUMAN RESOURCES – WORKERS COMPENSATION**
TRAUMA OUTREACH

UMC Trauma
Level I Adult and Level 2 Pediatric Trauma Center
• American College of Surgeons (ACS) Verified
• State Designated
• Nevada’s FIRST and ONLY!!!
• Free standing Trauma Center vs. built into an Emergency Room

UMC Trauma and Service Area Coverage
• 1.85 – 1.9 Million Residents
• Over 40 Million Visitors per Year
• 10,000 square miles including Southern Nevada, parts of California, Utah and Arizona

Trauma Responsibilities
• Outreach and Education - “Injury prevention through education”
• Research and Publication - “Publish or perish”

HEALTH AND LIFE BENEFITS

Upon hire or transfer into a benefitted position, you are presented with a packet of benefits information (health plan enrollment, supplemental life insurance options, and other misc plans, i.e., AFLAC, etc).

To access plan information please logon to the internet.

Plans offered:
Clark County Self-Funded (PPO)  Health Plan of Nevada (HMO)

Documentation is mailed to your address on record
It is very important to keep your address information current
FAIR EMPLOYMENT AND CULTURAL DIVERSITY

First and Foremost
- All employees have the right to work in an environment that is free from discrimination.
- Each employee should conduct him/herself in a professional manner and demonstrate respect for colleagues, patients and visitors at all times.
- Supervisors and Managers must also:
  - Monitor the workplace for discriminatory conduct and communication.
  - Take all reports of discrimination seriously.
  - Document and forward all allegations of fair employment law violations to the EOPM for direction and/or investigation.

UMC’s Equal Opportunity/Affirmative Action Plan - What does it say?
- That our mission is to: create a workplace that reflects our community; recognize and respect the value of our unique personal characteristics and experiences; and support our diverse workforce in its goal of exemplifying Compassion, Accountability, Integrity and Respect.
- That UMC will not discriminate on the basis of race, color, religion, sex, age, national origin, disability, sexual orientation, gender identity or expression, or genetic information in employment.
- That UMC will not tolerate sexual harassment of a UMC employee by another employee, vendor, contracted service provider, or official of the hospital.

Fair Employment Laws (Protected Categories)
- Title VII of the Civil Rights Act of 1964, as amended: race, color, sex (includes gender identity/sexual orientation), religion, and national origin.
- The Equal Pay Act of 1963 (EPA): men and women doing the same work.
- The Age Discrimination in Employment Act (ADEA) of 1967: individuals age 40 and above.
- Title I of the Americans with Disabilities Act (ADA) of 1990, as amended.
- The Genetic Information Nondiscrimination Act of 2008 (GINA)
- Nevada Revised Statutes (NRS 613.330): race, color, sex, religion, national origin, age, disability, sexual orientation and gender identity or expression.
Harassment and Sexual Harassment

- Harassment
  - Impermissible conduct may include, but is not limited to: offensive jokes; slurs; epithets or name calling; physical assaults or threats; intimidation; ridicule or mockery; insults or put-downs; offensive objects or pictures; or interference with work performance.
  - The law doesn't prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, but harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision (such as the victim being fired or demoted).

- Sexual Harassment
  - Hostile Work Environment – practices ranging from unwelcome sexual advances, direct requests for sexual favors, and other verbal or physical harassment of a sexual nature, to workplace conditions that unreasonably interfere with an individual's job performance or create an intimidating or offensive working environment (for persons of either gender).
  - Quid Pro Quo – submission to, or rejection of unwelcome sexual conduct is used as the basis for an employment decision.

Also prohibited:

- Retaliation for filing a charge of discrimination, participating in an investigation, opposing discriminatory practices, or requesting an accommodation.
- Employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals due to race, age, etc.

Accommodations

- Disability: an individual with a qualifying physical or mental impairment can request an accommodation to be able to perform the essential functions of his or her position. Each accommodation is determined on a case-by-case assessment; for example, an employee with diabetes may need regularly scheduled breaks during the workday to eat properly and monitor blood sugar and insulin levels, or an employee with cancer may need leave to have radiation or chemotherapy treatments. The test is whether the accommodation would be an undue hardship on UMC.

- Pregnancy: an accommodation request from a woman affected by pregnancy, childbirth or related medical conditions should be considered in the same manner as other employees similarly abled or disabled from working.

- Religion: an employer must accommodate the religious belief or practice of an employee unless doing so would pose an undue hardship (minimal burden). Examples of some
common religious accommodations include flexible scheduling, voluntary shift substitutions or swaps, job reassignments, and modifications to workplace policies or practices, or allowing the use of particular head coverings or other religious dress.

**Complaint Reporting Process**

- Report the alleged misconduct to the immediate management team as soon as possible.
- Management should report the complaint to the EOPM for appropriate action.
- Contact the EOPM directly.
- File a charge with an outside agency: **EEOC – (702)388-5099 or NERC – (702)486-7161**
- Must be reported within 300 days from the last date of the alleged unlawful conduct.
- See also UMC’s Equal Opportunity/Affirmative Action Plan policy booklet on the EOPM intranet page for more information, or contact the EOPM directly at (702)207-8264.
EMERGENCY MANAGEMENT & PREPAREDNESS

1. **SAFETY HOTLINE NUMBER ext. 2111** (For questions/concerns that are not urgent, Discussed)
2. **EMERGENCY SECURITY (PUBLIC SAFETY) NUMBER ext. 1810** (Emergency Security, Discussed)
3. **EMERGENCY CODES BADGE CARD**
4. **CALL ext. 5** from any hospital phone for most situations requiring Emergency Response on-campus. (See Poster and Badge Cards for specific information)
5. **CALL 383-2000 (press 0)** using a cell phone, this will bypass recording and connect to PBX Operator.
6. **CALL 911** from a “red phone” at most UMC Off-site locations if provided (or 911 from office phone).
   - **CODE RED** - Actual Fire
   - **CODE BLUE** - Cardiac Arrest
   - **CODE WHITE** - Stroke
   - **CODE ORANGE** – Hazardous Materials Spill
   - **CODE PINK** - Pediatric/Infant Abduction
   - **CODE PINK DRILL** - Pediatric/Infant Abduction Drill
   - **CODE TRIAGE (Internal/External)** - Disaster (& Standby)
   - **CODE RED DRILL** – Fire Drill
   - **CODE GREEN** – All Clear (Return to normal operations)
   - **CODE SILVER** – Person with a Weapon/Active Shooter
   - **CODE GRAY** – Combative Person without a Weapon/Workplace Violence
   - **CODE BLACK** - Bomb Threat
   - **CODE PURPLE** - Lockdown

**Emergency Management Program**

*Hospital Incident Command System (HICS)*

- **Command** – Command and General Staff
- **Planning** – The “planners”, gather information, sets plan
- **Operations** – The “doers”, provide response/medical
- **Logistics** – The “getters”, provide resources for response
- **Finance** – The “trackers”, time/labor and resource documentation. Needed for payment and reimbursement

**UMC’s Emergency Operation Plan (EOP)**

The Emergency Operations Plan (EOP) outlines an organized process for responding to, managing, and recovering from a variety of incidents, emergencies, or disasters, both internal and external, which could confront the University Medical Center of Southern Nevada (UMC) and surrounding community.
UMC Staff Roles and Responsibilities
UMC will need you in the event of an emergency or disaster.

Evacuation Equipment Training

What equipment do we have?
- Evacuation Chair
- Stryker Sled/Slyde
- Med Sled

Where are they located? (See Evacuation Annex)
- Evacuation Chair – select stairwells
- Stryker Sled/Slyde – all patient care units except NE building – 1300, BCU, 1400, 1500
- Med Sled – NE Building

How to use? (See EP Page, links)
- Video links for each equipment

Terminology Used in UMC’s Response to Disaster Situations

The Emergency Preparedness Department (Emergency Management Program/Public Safety) has some major changes incorporated into this discipline to meet new Joint Commission standards when responding to disaster situations. UMC has adopted the Hospital Incident Command System (HICS) to provide common terminology with outside responding agencies such as ambulance services, fire and police departments, as well as, the Clark County. The Hospital Incident Command System provides common terminology, modular organization, integrated communications, unity of command, span of control, and comprehensive resource management.

The ICS chain of command incorporates four sections under the overall leadership of the Incident Commander. Each of the four sections, Planning, Operations, Logistics, and Finance, has a Chief appointed by the Incident Commander.
THE FOLLOWING ARE MAJOR MANAGEMENT ICS RESPONSIBILITIES:

The INCIDENT COMMANDER sets objectives and priorities and has overall responsibility at the incident.

The PLANNING CHIEF develops the action plan to accomplish the objectives, collects and evaluates information and maintains resource data. Examples of functions under this authority are Resources Unit Leader, Situation Unit Leader, Documentation Unit Leader, and Demobilization Unit Leader.

The LOGISTICS CHIEF organizes and directs operations associated with maintenance of the physical environment and provides adequate food levels, shelter, and supplies to support the medical objectives of the hospital. Examples of this function are Service Branch Director and Support Branch Director.

The OPERATIONS CHIEF coordinates and supervises the Medical Services, Ancillary Services, and Human Resources Services. Examples of this function are all Laboratory Services, Radiology Services, Pharmacy Services, all In-Patient Services, Hazardous Materials incidents, Triage/Treatment Services, and Staff Support Service within six different branches: Medical Care Branch Director, HazMat Branch Director, Security Branch Director, Staging Manager, Infrastructure Branch Director, and Business Continuity Branch Director.

The FINANCE CHIEF monitors costs related to the incident and provides accounting, measurement, time recording, and cost analysis. Examples of this function are Time Unit Leader, Procurement Unit Leader, Compensation and Claims Unit Leader, and Cost Unit Leader.

In addition to the four Chief Functions that report to the Incident Commander, there are also four General Staff functions that report directly to the Incident Commander, they include: Public Information Officer, Liaison Officer, Safety Officer, and (if needed) Medical/Technical Specialist.

THE FOLLOWING ARE THEIR MAJOR RESPONSIBILITIES:

The INFORMATION OFFICER handles all media inquires and coordinates the release of information to the media as well as providing information to UMC Disaster Personnel.

The LIAISON OFFICER is the contact person between UMC and all outside (responding) agencies and is deeply involved when the disaster situation requires multi-jurisdictional response.

The SAFETY OFFICER’s function is to develop and recommend measures for assuring personnel safety and to assess and/or anticipate hazardous and unsafe conditions.
The **Medical/Technical Specialist**’s function is to provide incident-based expert information to the Incident Commander (i.e. weapons of mass destruction, decontamination, and biological terrorism information).


**Finally, please note below the various locations of the Disaster Command Stations:**

**Incident Command Center**  
Location: Providence Suite 5th Floor Trauma  
**Physician Personal Pool**  
Location: Physician’s Lounge  
**Clinical Personnel Pool**  
Location: Nursing Administration – 1st Floor  
**Information/Media Center**  
Location: Outside Trauma and Across the Street  
**Decontamination Area**  
Location: Outside ED at Entrance into Ambulance Bay  

**Non-Clinical Personal Pool**  
Location: Bistro/Cafeteria  
**EMS System (HAVBED) and Firstwatch Station**  
Location: Monitored by Patient Safety and Incident Command Staff  
**Family Assistance and Waiting Area**  
Location: Day Surgery Registration Lobby  
**Primary Triage and Casualty Treatment Area**  
Location: Outside Adult ED  
**Closed POD Locations**  
TBA – During Incident

**Hospital Incident Command System**
SAFETY PROGRAM AND HAZARD COMMUNICATION

UMC is committed to providing a safe environment for delivering quality patient care services. Our goal is to provide an environment of care which is free of recognizable hazards to staff, patients, visitors, and the community.

Your safety is our main concern. Report all safety concerns, unsafe issues or conditions immediately to your supervisor/manager for rapid resolution. Or notify the Safety Manager at ext. 2007, Safety Hotline ext. 2111.

Personal Protective Equipment (PPE)

1. Gloves
2. Eye Protection
3. Protective Clothing
4. Booties
5. Mask
6. Scrubs

Electrical Safety and Tips
- Do not use frayed or damaged cords
- Do not use extension cords (their use can only be authorized by the SAFETY MANAGER)
- Do not use any electrical equipment in wet areas
- Do not pull a plug out of an outlet by the cord
- Do not use portable heaters
- Do not engage in the act of daisy chaining

Do Not Daisy Chain
Do Not Use Unless for Emergency
Only for Computer Equipment
Medical Gas Shut-Off
• To work safely you must know where the shut off controls for medical gases (like O2) are located.
• Only charge nurse or designee, Engineering, and in surgical areas a designated person (per the anesthesiologist or surgeon) can shut off the medical gases when necessary. Only Engineering can turn gas back on.

Clinical Engineering
• Make a note of the Clinical Engineering tags

FAQ’s
Q: Is there clinical equipment I wouldn’t call Clinical engineering for?
A: Yes, infusion pumps, CPMs, SCDs, Plaxipluse and K-mod/K-thermia units foes to the equipment distribution for repair and PM. These items are usually placed in your department’s “soiled utility” room for collection.

Q: My equipment is at a Quick Care, will you come here to fix it?
A: It is normally quicker for you to send the broken item via the courier. However items that are too large will be repaired on site.

Q: I cannot be without my equipment, can I have a loaner?
A: Clinical Engineering does not have spare equipment. But can direct you to someone who does.

Q: Should I let Clinical Engineering know if I moved equipment to another location or department?
A: Yes, it is important to know where all the equipment is in order to do PM.

Q: How are “Operator Errors” handled at UMC?
A: An operator error is defined as an unintentional act preformed by a user that renders the device partially or completely inoperable. The Clinical Engineering department can send a technician to provide in-service for that person. Additionally, they provide Staff Development reports to help identify areas that need continued education.
## New Hire Orientation
### Team Member’s Workbook

### System Failure and Basic Staff Response

<table>
<thead>
<tr>
<th>Failure Of:</th>
<th>What to Expect:</th>
<th>Who to Contact:</th>
<th>Responsibility of User:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical Power Failure (Emergency Generators Work)</td>
<td>Many lights are out. Only RED plug outlets work.</td>
<td>Facilities Department (ext. 2301)</td>
<td>Ensure that life support systems are on emergency power (red outlets). Ventilate patients by hand as necessary. Complete cases in progress ASAP. Use flashlights.</td>
</tr>
<tr>
<td>Total Electrical Power Failure</td>
<td>Failure of all electrical systems.</td>
<td>Facilities Department (ext. 2301) and Respiratory Therapy (ext. 2334)</td>
<td>Utilize flashlights and light-sticks, hand ventilate patients, manually regulate IV’s, and do not start new cases.</td>
</tr>
<tr>
<td>Elevators Out of Service</td>
<td>All vertical movement will have to be done by stairwells.</td>
<td>Facilities Department (ext. 2301) and All Cost Center and Unit Managers</td>
<td>Review fire and evacuation plans, establish services on first and second floor, use carry teams to move critical patients and equipment to other floor.</td>
</tr>
<tr>
<td>Elevators stopped between floors</td>
<td>Elevator alarm bell sounding.</td>
<td>Facilities Department (ext. 2301) and Public Safety (ext. 2310)</td>
<td>Keep verbal contact with personnel still in elevator and let them know help is on its way.</td>
</tr>
<tr>
<td>Fire Alarm System</td>
<td>No fire alarms or sprinklers,</td>
<td>Facilities Department (ext. 2301)</td>
<td>Institute Fire Watch; minimize fire hazards, use phone or runners to report fire.</td>
</tr>
<tr>
<td>Medical Gases</td>
<td>Gas alarms, no O2 or medical air, or Nitrous Oxide (N02)</td>
<td>Facilities Department (ext. 2301) and Respiratory Therapy (ext. 2334)</td>
<td>Hand ventilate patients; transfer patients if necessary, use portable O2 and other gases, call for additional portable cylinders.</td>
</tr>
<tr>
<td>Medical Vacuum</td>
<td>No vacuum, vacuum system fail and in alarm</td>
<td>Facilities Department (ext. 2301), Respiratory Therapy (ext. 2334), and Sterile Processing (2720)</td>
<td>Call Sterile Processing for portable vacuum, obtain portable vacuum from crash cart, finish cases in progress, and do not start new cases.</td>
</tr>
<tr>
<td>Natural Gas – Failure or Leak</td>
<td>Odor, no flames on burners, etc.</td>
<td>Facilities Department (ext. 2301)</td>
<td>Open windows to ventilate, turn off gas equipment, do not use any spark producing devices, electric motors, switches, etc.</td>
</tr>
<tr>
<td>Nurse Call System</td>
<td>No patient contact.</td>
<td>Facilities Department (ext. 2301)</td>
<td>Use bedside patient telephone if available; move patients, use bells, dispatch a rover to check patients.</td>
</tr>
<tr>
<td>Patient Care Equipment/Systems</td>
<td>Equipment/system does not function properly.</td>
<td>Clinical Engineering (ext. 2729)</td>
<td>Replace and tag defective equipment</td>
</tr>
<tr>
<td>Sewer Stoppage</td>
<td>Drains backing up.</td>
<td>Facilities Department (ext. 2301)</td>
<td>Do not flush toilets, do not use water.</td>
</tr>
<tr>
<td>Steam Failure</td>
<td>No building heat, hot water, sterilizers inoperative, limited cooking.</td>
<td>Facilities Department (ext. 2301)</td>
<td>Conserve sterile materials and all linens, provide extra blankets, and prepare cold meals.</td>
</tr>
<tr>
<td>Telephones</td>
<td>No phone service.</td>
<td>Communications 384-3470</td>
<td>Use overhead paging, pay phones, cellular phones, use runners as needed. Use Red Emergency phones.</td>
</tr>
<tr>
<td>Water</td>
<td>Sinks and toilets inoperative</td>
<td>Facilities Department (ext. 2301)</td>
<td>Conserve water, use bottled water for drinking, and be sure to turn off water in sinks, use RED bags in toilet.</td>
</tr>
<tr>
<td>Water Non-Potable</td>
<td>Tap water unsafe to drink.</td>
<td>Facilities Department (ext. 2301), Food Services (ext. 2343), and All Cost Center and Unit Managers</td>
<td>Place “Non-Potable Water - Do Not Drink” signs at all drinking fountains and washbasins.</td>
</tr>
<tr>
<td>Ventilation</td>
<td>No ventilation; no heating or cooking.</td>
<td>Facilities Department (ext. 2301)</td>
<td>Open windows or obtain blankets, if needed, restrict use of odorous/hazardous materials.</td>
</tr>
</tbody>
</table>
Fire Safety
- Smoking is prohibited at UMC
- Participate in fire drills
- Know areas of Congregation
- Ensure 18-inch clearance between the bottom of the sprinkler heads and stored items.
- Exits, corridors and stairwells are required to be unobstructed at all times.

**A/B/C**
- Dry chemical (powder)
- Will work on all types of fires (multi-purpose)
- Most common at UMC
- May use it on anything with CURRENT (electric)

**Halotron**
- Filled with Clean Agent (evaporating liquid)
- Protects Sensitive Electronic Equipment
- For use in Data or Mechanical Rooms
- Identified at UMC by green/white striped tape on bottom
INFECTION CONTROL

Healthcare Associated Infections

- 2,000,000 Infections
- 99,000 Deaths
- 4th largest killer in the United States
- CMS “Never Events”
- Federally mandated reporting
- Costs $45 billion

Hand Hygiene
The #1 most effective method of reducing the spread of infection

Soap and Water

Alcohol-Based Hand Sanitizer

Exposure Prevention

- **Never** re-cap used needles
- Utilize sharps containers (Call EVS to replace when 3/4 full)
- Discard contaminated items in red bags/boxes
- Hepatitis B Vaccination
- PPE: Use masks & eye protection whenever there is potential for splashing

Exposure Protocol

- Wash the affected area thoroughly
- Report the exposure **IMMEDIATELY**
- Notify your immediate supervisor & ODA
  - ODA (On-Duty Administrator) - **77-NEED (6333)**
- You will be guided through the process by the ODA and/or your supervisor
PATIENT EXPERIENCE

A Patient’s Journey is – Their Experience
- Shaped by information—what is shared and how it is given
- Affected by what he/she sees, feels, and hears
- Driven by his/her past experiences
- Influenced by his/her perception of care
- Sometimes includes gaps and missed opportunities in care

The Patient Experience is Measured by HCHAPS
- Hospital Consumer Assessment of Healthcare Providers and Systems
- Is a government mandate and results are publically reported on www.hospitalcompare.hhs.gov
- Compares hospital perspective and patient perspective
- Patient mix adjusted
- Measures behaviors of staff from the patient’s perspective
- Not limited to Medicare patients only

Care that is Centered on THE PATIENT
People come to hospital for all kinds of reasons. Some experiences are joyful, like the birth of a baby, while others are difficult, like facing a serious illness. Many come by choice because this is the best place to have the treatment they need. And many literally come by accident. No matter what brings a patient to UMC everything is done to make his/her stay as comfortable as possible. They feel like the most important person here—because they are.
- Treating patients with dignity, respect, and empathy
- Participation in decisions (control) about their care
- Listening carefully patients’ health concerns and involving family
- Spending time alleviating fear and anxiety
- Truly caring about patients and their health with relief of symptoms
- Clear, comprehensive information and support for self-care
- Awareness of patients’ values, preferences, and expressed needs
- Providing physical comfort and emotional support

The 4 most important things to hospital patients:
- Degree to which hospital staff addressed your emotional needs
- Response to concerns/complaints made during your stay
- Staff effort to include you in decisions about your treatment
- Staff sensitivity to the inconvenience that health problems and hospitalization can cause
Dealing with Difficult People

**Empowerment:** We empower ourselves to be proactive and to take ownership of patient requests and service recovery. We honor our patient’s privacy, and we take responsibility for personalized service. Instant patient pacification or appeasement is the responsibility of each team member.

**Stay calm:** Losing your temper and flaring out at the other person typically isn't the best way to assist an upset patient. Someone who is calm is seen as being in control, centered and more respectable. When the person you are dealing with sees that you are calm despite whatever he/she is doing, you will start getting their attention.

**Listen:** The most important step of this process is to listen to what the patient is saying - he wants to be heard, and to air his grievances. Start the dialogue with a neutral statement, such as, "Let's go over what happened," or "Please tell me why you're upset." This subtly creates a partnership between you and the patient, and lets him know that you're ready to listen. Resist trying to solve the situation right away, or to jump to conclusions about what happened or his needs. Instead, let the patient tell you his story. As he's talking, don't plan out what you're going to say when he's done.

**Apologize:** Once you're sure that you understand the patient’s concerns, be empathetic. Make sure that your body language also communicates this understanding and empathy. Apologize for how they are feeling not for the rules of the hospital or the procedure that is needed.

**Take action and follow up:** see the proposed solution until the end.
Internal Customer Service

Many time when we think of who our customers are, we only think of patients, families of patients, and other people who come to us for one thing or another. But, who do we interact with the most? Who do you talk to everyday? Who do you rely on to get your work done? Your coworkers are your customers as well, which means you are a customer too!

Five Steps for Meeting Your Internal Customers’ Needs
1. Identify your internal customers
2. Get to know their work process and roles
3. Discuss your mutual expectations openly
4. Implement any necessary action
5. Get feedback, evaluate and review

Why should you focus on the internal customer?

The Impact on external customers
If there is a breakdown of service between coworkers or departments, who may suffer the consequences? Internal customers have a direct link to the external customers and the quality of product or service they receive. The way we work internally has a lot to do with patient satisfaction. In order to provide outstanding patient care, we must first be able to provide outstanding customer service to one and other.

Speeding Up Systems and Processes
Hold-ups occur when employees are waiting for other employees to provide the essential products, services or information necessary to perform their job duties. For instance, if a physician is late getting discharge information to the nurse then the patient can grow frustrated waiting to go home. Often time we tend to put off doing things for other because we feel like that person is “rude” or “mean.” However with a foundation for a good working relationship, you will most likely have your request taken care of sooner.

How to Improve the Internal Customer Service Experience

Create a Service Standard
• Emails and phone called should be returned within 24 hours or preferably in the same working day
• If it is important or time sensitive verbally talk to your co-workers
• Give reasonable deadline for projects or tasks
• Understand that every individual has certain responsibilities that he/she has to accomplish. Be patient if requesting time of others.
• Be on time for meetings. If running late call the person waiting for you to reschedule.
# General References

## Quick Extension/Number Look Up

<table>
<thead>
<tr>
<th>Department or Agency</th>
<th>Extension/Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AlertLine</td>
<td>1-888-691-0772</td>
</tr>
<tr>
<td>Central Transport</td>
<td>x7999</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>x2434</td>
</tr>
<tr>
<td>Compliance</td>
<td>x6211</td>
</tr>
<tr>
<td>Corvel (Employee Injury Call Center)</td>
<td>877-764-3574</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>x8267</td>
</tr>
<tr>
<td>Human Resources Office</td>
<td>x3970</td>
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<tr>
<td>Infection Control Pager</td>
<td>702-381-0157</td>
</tr>
<tr>
<td>Inpatient Pharmacy</td>
<td>x2617</td>
</tr>
<tr>
<td>IT Support 24/7</td>
<td>x2227</td>
</tr>
<tr>
<td>Kronos (Time clock)</td>
<td>x1670</td>
</tr>
<tr>
<td>Language Line</td>
<td>789 or 8789</td>
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<tr>
<td>Medical Emergency</td>
<td>5 or 911</td>
</tr>
<tr>
<td>Medical Records</td>
<td>x2255</td>
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<tr>
<td>Neonatal ICU</td>
<td>x2443</td>
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<tr>
<td>Occupational Therapy</td>
<td>x2239</td>
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<tr>
<td>Oncology</td>
<td>x2183</td>
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<tr>
<td>On Duty Administrator</td>
<td>77 NEED (6333)</td>
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<tr>
<td>On-site American Sign Language</td>
<td>702-610-4722</td>
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<tr>
<td>On-site Spanish interpreters</td>
<td>xTALK (8255)</td>
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<td>Organizational Development</td>
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<td>Outpatient Clinic</td>
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<td>Patient Placement</td>
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<td>Pediatric Emergency</td>
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<td>Pediatric ICU</td>
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<td>Pediatrics</td>
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<td>Pharmacy Administration</td>
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<td>Privacy Officer</td>
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<td>Public Safety Emergency 24/7</td>
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<td>Public Safety Non-Emergency</td>
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<td>Resource Center</td>
<td>x2604</td>
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<tr>
<td>Respiratory</td>
<td>x2334</td>
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<tr>
<td>Safety Hotline</td>
<td>x2111</td>
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<tr>
<td>Safety Manager</td>
<td>x2007</td>
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<tr>
<td>Social Services</td>
<td>x2671 opt. 1</td>
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<td>Worker Compensation Office</td>
<td>x3742</td>
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<tr>
<td>Department</td>
<td>Building</td>
</tr>
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<td>-------------------------</td>
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<tr>
<td>2 South</td>
<td>South Wing</td>
</tr>
<tr>
<td>2 West</td>
<td>Round Building</td>
</tr>
<tr>
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<td>South Wing</td>
</tr>
<tr>
<td>3 West</td>
<td>Round Building</td>
</tr>
<tr>
<td>4 North</td>
<td>7 Story Tower</td>
</tr>
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<td>Sunset QC/ PC</td>
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POLICIES AND PROCEDURES

The following policies and procedures are important for you to be familiar with as an employee of UMC. These are current as of the date you receive them, but they are updated on occasion as needed, and all UMC employees are responsible for the most recent version of any policy or procedure. A comprehensive list of up to date UMC policies and procedures can be found on the UMC intranet at http://umc-polandproc/pp6.nsf

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DRESS CODE

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PURPOSE:
To implement organizational standards for personal appearance and apparel.
To present a professional and business-like image to UMC customers and the public.
To provide a safe and healthy environment for employees and customers.

POLICY:
Personal appearance is a direct reflection of the professionalism of the organization and its services. Clothing or personal hygiene that creates a health and/or safety hazard or is disruptive to other employees, patients, or the public will not be permitted. The best and most efficient control has to come first from the employee’s own judgment. The following are guidelines for all University Medical Center and contracted employees, students and residents. This policy applies to all UMC, contracted employees, medical staff and volunteers.

RESPONSIBILITY AND PROCEDURE:

A. Identification badges must be worn at all times, above the waist, and must be clearly visible, facing forward. Badges may not be worn backwards or altered/defaced with stickers, ink or pins.

B. Clothing will be clean, neat, pressed and in good repair and appropriate to the work environment. Clothing purchased by UMC as a uniform must be worn by employees in the classifications specified by UMC. Clothing or general appearances that are provocative are never acceptable. See-through clothing is not permitted. Clothing that is extreme and draws attention to itself due to it being outside of the general norm for a hospital setting is not permitted.

C. No denim or camouflage material of any color is to be worn while on duty. This includes scrubs, shirts, pants, dresses, skirts, jackets, vests, cover-ups, etc. Departments that require uniforms may not have denim in the uniform. Scrubs are to be worn by direct care providers only.

D. Tops must be such that they cover the upper body and midriff. Tube tops, halter-tops, racerback tops or crop tops are not permitted. Discretion must be used with sleeveless attire and tight fitting apparel. Shoulder straps must be at least two inches in width unless an outer garment is worn to cover the shoulders. All shirts with shirttails must be tucked in.
E. Pants/skirts/dresses must be appropriate. Skirt and dress length must not be more than (4) inches above the center of the knee and have a finished hem. Maxi dresses must not touch the floor/ground. Pants must have a finished hem. Cut-offs, shorts, overalls, capri, crop, pedal pushers, skorts, or tightly fitting pants/skirts are not permitted. Ankle length pants are acceptable.

F. Tee shirts, sweat suits, sweat pants, sweatshirts and warm-up suits are not permitted. TEAMUMC polo shirts may be worn with denim pants or skirts on Fridays only. Long sleeved solid color tee shirts may be worn under scrubs.

G. Shoes must be clean, neat and in good repair. Shoes that tie will be laced and tied at all times. Shoestrings must be clean and in good repair. Opened toed shoes are not permitted in direct patient care areas and shoes must be appropriate for job duties. (NOTE: Nursing personnel may wear athletic shoes. Appropriate foot covering such as socks must be worn to offer additional protection against potential hazard exposure while in the workplace). All other departments may wear athletic shoes at the discretion of the Department Head. Open toed dress shoes may be worn in the non-patient care areas of the hospital with the approval of the Department Head. Thongs (flip flops, shoes that expose all four sides of the foot) are not permitted in the hospital.

H. Hats may be worn in those jobs classifications that require them for health/safety reasons otherwise hats or head coverings of any kind are not permitted. Hats must be plain with no writing or pictures. Hats with bills will be worn with the bill forward.

I. Every employee is expected to maintain an acceptable level of personal hygiene so as to not offend customers or other staff. Personal hygiene is a component of good health and staff should present as a role model. The use of deodorant is encouraged. The use of excessive or heavy scented cologne, perfume and aftershave lotion is discouraged due to possible health sensitivities.

J. Hair must be clean, neat and arranged in such a manner as to not interfere with safety or infection control parameters. Hair colors not found in nature and styling that is extreme and draws attention to itself due to it being outside of the general norm for a hospital setting is not permitted. Beards must be clean, neat and trimmed as to not interfere in safety or infection control.

K. Fingernails must be clean and of appropriate length as to not interfere with assigned work, safety or infection control. Artificial nails are defined as any material applied to the nail for the purpose of strengthening or lengthening the
nail including, but not limited to: wraps, acrylics, tips, gels, tapes, any applique’ other than those made of nail polish, and nail piercing jewelry of any kind. Artificial nails are prohibited for employees who:

- Have contact with patients or their immediate care environment
- Are required to don sterile/examination gloves
- Handle pharmaceutical, biological materials
- Apply wound products to a patient
- Handle or reprocess equipment or instruments
- Are food service workers who directly handle food

Natural nails must be well groomed and of reasonable length, preferably ⅛ inch but no longer than ¼ inch beyond the fingertip. Specific departments may institute more stringent measures based on established standards of care in that department.

L. Employees should limit their jewelry as to not interfere with work activities or cause a safety hazard. Long chains and necklaces should be worn within the confines of the uniform. No bracelets, other than medical alert bracelets, are to be worn by direct care providers. There will be no visible body piercing allowed except for pierced ears. No branding/jewelry implants shall be visible or exposed when on duty.

M. Tattoos that are lewd, fear inducing, gang related or advocate hate, sexual, racial, ethnic or religious discrimination shall not be visible or exposed while on duty.

N. Each Department Head may require additional standards and/or specific uniforms as directed by job responsibilities within that department. Additional standards and/or uniforms must be approved by the Chief Executive Officer. Departmental standards cannot be less stringent than the hospital’s dress standards.

O. All employees are required to conform to the dress code. Employees who do not comply will be sent home using CAL Bank time to change clothes and to return to work. Employees who have been counseled and continue not to comply with the dress code may be disciplined. Supervisors are responsible and accountable for enforcing the standards in a fair, equitable manner. Employees with questions regarding these standards or the consequences for violating them should consult their supervisor.
EMPLOYEE COMMUNICATION POLICY

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PURPOSE
To portray a positive professional image of staff to clients and the community
To promote a safe, efficient and harmonious work environment
To ensure safety and promote a positive environment conducive to quality customer interactions

POLICY
Employees will conduct themselves in a manner that promotes a positive image to patients, visitors, physicians and other staff members.

Concerns regarding staffing, work conditions, or personal issues will not be vented to patients, families and visitors. These issues should be addressed with management where they can be corrected.

Employees will speak in a quiet controlled tone while in work areas, especially patient care areas.

UMC has designated English as the language in which all business will be conducted at the Hospital and its outlying facilities.

1. English is to be used among employees in the work environment when conducting business with each other and when patients or customers are present or in the immediate area.
2. While on duty, all communication between staff and patients, visitors, or customers will be conducted in English unless interpretation or translation is requested or required.
3. Employees who speak languages other than English may speak to each other in their language on their own time, i.e., before or after their designated work schedule and on breaks and lunch.
4. All employees are expected to be considerate of each other’s linguistic diversity.

When acting on behalf of or representing the hospital in any capacity, employees will conduct themselves in a manner consistent with the philosophy of the Hospital.
MEAL PERIODS

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PURPOSE
To establish a meal period procedure for hourly employees.

POLICY
1. Hourly employees shall receive not more than one (1) uninterrupted meal period of a minimum of 30 minutes for shifts of eight (8) continuous hours or more. Meal periods are neither time worked nor time on pay status unless an employee is required by UMC to remain on the job at a work station or the employee is interrupted to perform substantial duties during such period. An employee who remains at a work station during his/her meal period, but is not required to do so by UMC, shall not be compensated for the meal period.

2. It is the responsibility of the supervisor or manager to schedule and communicate the timing of an employee’s meal period.

3. Hourly employees shall clock out and in using a UMC automated timekeeping system in a location specified by their supervisor or manager when taking their uninterrupted meal period.

4. Employees are expected to use their meal period for their own benefit. UMC also expects employees to use this time in a manner which will not interfere with the work of other employees or with the normal operational efficiency of the hospital.

5. UMC recognizes there may be exceptional circumstances when an hourly employee is required by his/her supervisor to work through the meal period, or the meal period is otherwise interrupted because of work demands. Such exceptions must be kept to a minimum and every effort must be made by the employee, manager and supervisor to schedule and plan for employee meal periods.

   a. In the event this circumstance arises, the employee is to (1) obtain supervisory approval before working through or interrupting their meal period; (2) clock back in to begin working (or do not clock out initially if you know you are required to work through the meal period); (3) have the supervisor complete and sign a *Time Report Change Authorization Form* reflecting the time worked.

   b. In the rare situation where the employee cannot obtain supervisory approval to work through the meal period, the employee will be paid for all time worked and the
employee may be subject to progressive disciplinary action. A Time Report Change Authorization Form must be completed to reflect the time actually worked.

c. Supervisors or managers are to approve and sign the form in these circumstances and ensure that the adjustments are processed properly.

6. Employees taking fewer than 30 minutes for a lunch period must be compensated for the full 30 minutes. Unless otherwise approved by a supervisor, such time shall be considered unauthorized compensation and the employee shall be subject to progressive disciplinary action.

7. Employees taking longer than 30 minutes shall be docked compensation in 15 minute increments in accordance with FLSA guidelines. Unless otherwise approved by a supervisor, such time shall be considered an unauthorized extended lunch period and the employee shall be subject to progressive disciplinary action.

8. If an employee is not adequately and fully paid for any time worked during meal periods, the employee is expected to bring such pay issues to the attention of his/her supervisor as soon as such error is realized, so corrections can be made within the pay period of the event. A Time Report Change Authorization Form must be completed to reflect the time actually worked.

9. Combining of employee breaks with lunch to extend the lunch period is prohibited.

10. Progressive disciplinary action for incidents of failing to clock out and/or back in, unauthorized extended lunches and/or unauthorized overtime for a short lunch period shall be as follows:

a. First Incident  Non-disciplinary verbal counseling
b. Second Incident  Non-disciplinary verbal counseling
c. Third Incident  Written counseling
d. Fourth Incident  Second written counseling
e. Fifth Incident  One day suspension without pay
f. Sixth Incident  Three day suspension without pay
g. Seventh Incident  Suspension Pending Termination

Disciplinary actions issued under this policy will automatically be removed after six (6) months from the date of the discipline providing no ensuing discipline of the same or similar nature occurred and shall not be used in future disciplinary matters.

11. Original/completed Time Report Change Authorization Forms shall be kept in the employee’s department for a period of three years.
ETHICAL STANDARDS

SUBJECT: Ethics
EFFECTIVE: 09/02

POLICY #: I - 223
REVISED: 8/99, 4/01, 2/03, 6/10
AFFECTS: Organization Wide

PURPOSE
The UMC Ethical Standards emphasizes the hospital’s cultural beliefs and values and establishes a set of specific ethical standards to guide employee, students, volunteers, contractors and medical staff behavior and conduct. The term “employee” in this policy includes UMC employees, students, volunteers, contractors and medical staff.

POLICY
Section A. Preferential Treatment

1. Employees shall not use or attempt to use their official positions to secure or grant privileges, exemptions, advantages, contracts or preferential treatment for themselves or others.

Section B. Conflict of Interest

1. An employee's involvement in any activity that is a conflict of interest is prohibited. A potential conflict of interest is any interest of the employee (financial, personal, collaborative or otherwise) that could impair the independence of judgment or the ability of a reasonable employee to act in the Hospital’s or publics best interests in any matter. A conflict of interest may arise from outside employment, donor/done or debtor/creditor relationships, consulting arrangements, family or personal relationships, legal or fiduciary arrangements and financial investments, or any other matter that could be construed by a reasonable third party as conflicting with the employee’s duties.

2. Unless otherwise specified in this Policy:
   a. No employee will accept from any person, a loan, cash, credit, gift or other benefit in connection with his/her UMC employment.
   b. No employee will accept complimentary benefits or offerings of any kind from any person that the employee is currently dealing in an official UMC business capacity.
   c. No employee will use public property, funds, or discretionary decisions toward personal or political gain.
   d. No employee will publicly endorse any particular product or service.
3. **Gifts:** Employees will not directly or indirectly solicit, accept, or receive any gift whether in the form of money, services, loan, travel, entertainment, hospitality, promise, or in any other form except as provided herein. Unsolicited gifts must be returned, shared with other employees, or given to charity. Gifts which may influence a reasonable employee in the performance of his/her duties, or which appear to be intended as a reward for any official action on the employee's part, or which potentially create the perception of impropriety, as determined by the Chief Executive Officer or his/her designee, shall be refused.

4. **Meals:** Unsolicited payment of meals with a value less than $50 may be accepted provided the acceptance of a meal is not intended to influence the employee's performance; or is not intended as a reward for official action; or does not create a potential for a perception of impropriety; or does not occur on a regular basis. The acceptance of a meal with a value of less than $50 must be disclosed to the employee's Patient Service Leader, or in the case of a Patient Service Leader, to the applicable Administrator.

5. **Vendor Sponsored Activities:** On occasion, vendors may consider sponsoring an activity or party to thank employees for services provided to the hospital. Participation in such events may be appropriate if there is no intent to influence an employee's performance; or is not intended as a reward for official action; or does not create a potential for a perception of impropriety. Such activities must receive prior approval from the Administrative Division Head and the cost of the event cannot exceed $50 per employee participant.

   Travel sponsored by any vendor is prohibited unless approved as a UMC sponsored event or a contract approved by the Board of County Commissioners.

6. **Community Events:** Tickets to community events (e.g., not-for-profit banquets, charitable events, openings of commercial properties, etc.), which may provide an opportunity to build working relationships within the community, must be disclosed by the employee to his/her Patient Service Leader prior to being accepted. In the case of a Patient Service Leader, the disclosure must be to the applicable Administrator. Tickets which have the potential to influence a reasonable employee in the performance of his/her duties, or which appear to be intended as a reward for any official action on the employee's part, or which creates a potential for a perception of impropriety, as determined by the Patient Service Leader or Administrator, shall be refused.

7. **Speaking Engagements and Consulting:** Individuals who are invited to speak or provide genuine consulting service can accept reimbursement in the form of honoraria or compensation for time and expenses under the following conditions:

   a. The employee must use approved consolidated annual leave (CAL) or leave without pay to attend the event;
b. Travel, lodging, and meal expense reimbursement is reasonable and directly related to the engagement;

c. Compensation fees received are fair-market value;

d. Presentations or consultation engagements must be of scientific/academic merit and/or benefit the hospital;

e. Consultation and service agreements must be in writing;

f. Acceptance of honoraria or consultation engagements have received prior approval from the Chief Executive Officer; and

g. The employee will not do private consulting work for a vendor who conducts business with the hospital, or who wants to conduct business with the hospital, without receiving prior approval for the activity from the CEO.

h. **Education Support:** Unrestricted subsidies from contributing industries to underwrite the cost of the hospital’s education program is permissible under the following conditions:

   i. Unrestricted funds shall be directed to the Chief Human Resources Officer or designee. The contributing entity may be credited for contributing to the session.

   ii. The primary purpose of the education is to disseminate objective scientific information or education activity.

   iii. Acceptance of education support must never be made a condition of or related in any way to pre-existing or future business relationships with contributing industry.

   iv. The industry’s support is of minimal individual value but promotes the educational nature of the program.

8. Patient Service Leaders, in cooperation with the Human Resources department, will prepare guidelines for their respective departments’ employees further defining employment activities that are potentially a conflict of interest and other conflict of interest situations in that department, including:

   a. Examples of activities indigenous to that department that could be construed to be a conflict of interest;

   b. Examples of activities indigenous to that department that would not be construed to be a conflict of interest; and
c. A list of any additional department requirements necessary to ensure compliance with this Policy.

Section C. Full Disclosure

1. Employees will disclose to their Patient Service Leaders any potential conflicts of interest that may affect any matter or aspect of their UMC duties. Employees will not participate as agents or representatives of a UMC department or take any action or make recommendations on any matter in which they have a conflict of interest as determined by the Patient Service Leader.

2. The following minimum standards for full disclosure of employees may be further delineated by individual departments or directives of the Chief Executive Officer:
   a. It is the responsibility of each employee to inform his/her Patient Service Leader of any potential conflict of interest and the full nature of that interest which may affect an assigned duty.
   b. The Patient Service Leader will determine whether a conflict exists and if the employee must recluse himself/herself from taking any action in a manner that may be affected by his or her interest.
   c. Patient Service Leaders may make individual policies to reassign duties where a conflict exists and when an employee has conflict of interest.

3. Employees in position classifications that exercise significant discretionary authority in the provision of service within a department will submit Financial Disclosure Statements to the Chief Human Resources Officer no later than March 31st of every year. The Chief Executive Officer will determine the position classifications in each department that exercise significant discretionary authority. At a minimum, this provision will apply to Patient Service Leaders, Directors, and Administrators.

Section D. Confidential Information

1. Employees will respect and protect confidential information to which they have access in the course of official UMC duties, avoid any interest or activity that lies in conflict with the conduct of official UMC duties and seek no favor for personal interest or the interest of others secured by confidential information.
   a. No employee who acquires information in the course of his/her duties, which information by law or policy is not available at the time to the general public, will use
such information to further his/her own interest or that of others.

b. No employee may use work hours or UMC resources to secure information intended to be used to further his/her interest or that of others.

c. No employee designated "confidential" will discuss information relating to employee relations with any person unless authorized to do so.

d. Patient information may only be discussed in accordance with UMC Uses and Disclosures policies.

Section E. Additional Compensation/Notice of Additional Employment

1. An employee will not accept any salary, retainer, augmentation, expense allowance or other compensation from any private source for the performance of his/her duties as a public employee. An employee will inform UMC of any outside employment unrelated to official duties where a conflict of interest may exist.

2. To ensure no conflict of interest exists, no employee may:

   a. Seek or accept additional employment or ownership or partnership in a business outside UMC service which is determined to be in conflict with his/her duties as an employee or in conflict with the functions and responsibilities of the hospital;

   b. Hold two UMC positions of any type simultaneously; or

   c. Hold a UMC position and contract employment with UMC simultaneously.

The Patient Service Leader may prepare guidelines further defining employment activities that are potentially a conflict of interest and other conflict of interest situations. Such guidelines must be reviewed by the Human Resources department for consistency with existing policies and procedures. The guidelines should include:

   a. Examples of activities indigenous to the department that could be construed to be a conflict of interest; and

   b. Examples of activities indigenous to the department that would not be construed to be a conflict of interest; and

   c. A list of any additional departmental requirements necessary to ensure compliance with this policy.
Section F. Use of UMC Property

1. Employees will not directly or indirectly use or permit others to use UMC property, including equipment and supplies entrusted or issued to them. Employees will be required to replace or reimburse UMC for any property lost or damaged due to the employee’s negligence.

2. The following are minimum standards for the use, security and care of UMC property and equipment. Additional guidelines for the use of property may be established by directive of the Chief Executive Officer or by individual departments.

   a. UMC equipment and vehicles are for employee use in the performance of assigned duties.

   b. Any equipment or supplies entrusted or issued to any employee should be cared for properly.

Section G. Political Activities

1. Employees will not perform or participate in improper political activities in the workplace, including, without limitation, any act which detracts from or impairs the effectiveness of an employee in his/her work, or involves obligations or considerations inconsistent with his/her work, or involves obligations or considerations inconsistent with his/her status as a UMC employee.

2. The following standards are established to further delineate the conduct of employees with respect to political activities during business hours:

   a. Each employee is encouraged to exercise his/her rights as a citizen to vote and become involved in political campaigns of his/her choice outside work hours;

   b. An employee must exercise extreme diligence in separating personal political views from his/her official duties and position as an employee, especially on the job;

   c. An employee must not engage in any political activities at the work place; and

   d. An employee must not wear campaign buttons, hats, shirts or other paraphernalia during the work day or display political items in the work area including but not limited to in restrooms and other building common areas.

   e. An employee shall not appear in a public advertisement in support or opposition to a political candidate or issue as to construe that UMC is endorsing or not endorsing a particular candidate or issue.
f. No UMC funds will be used for political purposes or activities.

Section H. Code of Conduct for Corporate Compliance

Pursuant to UMC’s Corporate Compliance Policy, the following requirements are established in order to conduct oneself in accordance with applicable federal regulations.

1. Comply with all billing and claim filing guidelines.
2. Provide only those services that are medically necessary as documented by appropriate medical personnel.
3. Submit claims only for services rendered which are medically necessary and appropriately documented in the medical record with codes that accurately describe services provided.
4. Alert supervisor or manager when inaccuracies in the bill are identified.
5. Refrain from activities that may generate private benefit.
6. Be truthful and straightforward in marketing activities.
7. Provide accurate and truthful information to any payer or governmental agency.
8. Ensure that all reports and records filed with governmental agencies are complete and accurate.
9. Do not solicit, receive, offer to give or give anything of value to any health care provider for giving or receiving the referral of patients, items, or services.
10. Do not give or accept bribes or kickbacks in the form of monetary or nonmonetary remuneration in connection with the referral of patients or in the acquisition of items.
11. Do not discuss price or market information with anyone outside of UMC.
12. Report suspected violations of laws, regulations or policy to management and/or the compliance office.
13. Comply with relevant record retention requirements.
14. Cooperate in good faith with all investigations.
Section I. Solicitation in UMC Facilities

1. Commercial sales of products and the solicitation thereof are prohibited on or in UMC property and buildings, unless authorized by the Chief Executive Officer.

2. No signs, posters, banners, e-mails, or intranet advertisements are allowed to be posted in UMC buildings or on UMC property without approval of the appropriate Administrator. Legal notices on designated bulletin boards and official notices designating meetings, room assignments, UMC business and programs, and required safety notices may be posted without Administrative approval.

3. Solicitation or distribution of written material of any kind is not allowed in foyers or office lobbies, hallways, meeting rooms or in any place where it interferes with or interrupts the work of employees or public access as in pedestrian flow.

4. Registered candidates for public office will be allowed to visit offices at times established by the Chief Executive Officer and the administrative staff which will not interfere with employee duties or endanger the candidates. Candidates are allowed access to non-patient areas only and must be accompanied by a hospital representative approved by the Chief Executive Officer. All tours by candidates for public office shall be without regard to individual status (race, religion, national origin, sex, etc.), political party or office sought.

5. Charitable organizations or persons shall not be allowed to solicit funds or other donations from employees unless otherwise authorized by the Chief Executive Officer with the exception of the UMC Foundation. The UMC Foundation shall be the conduit for any outside organization wishing to solicit funds or other donations from employees at any time. To qualify as a charitable organization or person, the organization or person must be registered as such with the IRS as a charitable organization and the Department of Business License pursuant to Clark County Code.

6. All requests for and to charitable organizations should be done in accordance with UMC Policies and with the approval of the UMC Foundation and/or its designee. The UMC Foundation and/or its designee will serve as the chief liaison with any outside organization upon approval from the Chief Executive Officer.

Section J. Posting on Personal Web-Logs, Blogs or Other Social Media Sites

1. Posting on web-logs (blogging) or other social media sites is prohibited during the time employees are expected to be working.

2. Employees who create web-logs or social media sites who mention UMC on their site must
notify readers accessing the site that the view, opinions, ideas and information presented on the site belong to the employee personally and are not in any way attributable to UMC.

3. Participation in a web-log or social media site by an employee must not disclose proprietary information or data, (including but not limited to the UMC logo or other items that would be identifiable as related to UMC), patient information or other confidential non-public information of UMC.

4. Participation in a web-log or social media site by an employee must not violate any UMC policy, including but not limited to any policy prohibiting unlawful harassment or other action that may affect equal employment opportunity or the privacy rights of other employees of UMC. Disparagement or race, religion, gender, sexual orientation, disability or national origin of any employee or patient associated with UMC is prohibited.

5. Any communication about UMC, its administration, directors, managers, supervisors or employees in a public forum such as a web-log or social media site that could damage or bring into disrepute UMC or its employees, supervisors, managers, or directors is prohibited.

6. Employees who choose to mention or reference UMC as their employer on their web-log or social media site, in addition to the items identified above, will not discuss the following on their web-log or social media site:
   
   a. Disparagement of UMC or its products or services and business prospects;
   b. Explicit sexual references;
   c. Reference to illegal drugs; and
   d. Obscenity or profanity.

Section K. Non-Retaliation

UMC strictly prohibits retaliation in any form, against any person participating in an investigation in good faith or for making a report, complaint, or inquiry into suspected wrongdoing.

Section L. Disciplinary Action

Any violation of this Policy, the Clark County Commission’s Ethics in Government Policy or the ethical standards of NRS 281A.400 may be cause for discipline up to and including termination.
PATIENT ATTENDANT USE/DIRECT OBSERVATION

<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>Patient Attendant Use and Observation</th>
<th>EFFECTIVE:</th>
<th>5/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>POLICY #:</td>
<td>I - 200</td>
<td>REVISED:</td>
<td>9/14</td>
</tr>
<tr>
<td>AFFECTS:</td>
<td>Organization Wide</td>
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</table>

PURPOSE:
To provide a process for determining when to use a Patient Attendant for direct observation.

POLICY:
The initial and on-going use of Patient Attendants is a function of nursing as determined by the RN’s patient assessment, use of the Patient Attendant Use Algorithm, and nursing management oversight. A physician’s order is not required. On-going evaluation of the need for a Patient Attendant is required every shift. The Patient Attendant must meet competency requirements for performance of duties. The assignment of the Patient Attendant must adhere to the following Human Resources requirements:

- Voluntary on the part of the employee
- Does not create double-back situation
- Does not conflict with existing assignment
- Grade level A-13 or below
- Full-time or part-time non-probationary

The designated RN is responsible for the patient’s plan of care to include standard 4P’s rounding, appropriate delegation, and communication of patient’s status to interdisciplinary team members. Nursing management is responsible for oversight of policy implementation.

Patients on nursing units may require protective interventions at specified intervals as part of their care plan to promote their health, safety, and dignity. Nursing staff currently conduct “4 P’s” rounding to include assessment of Pain, Position, Potty, and Personal needs every 2 hours from 10am – 6am. In addition to 4 P’s rounding, patient safety interventions may include direct observation, fall prevention measures, and other interventions as indicated by patient needs. Direct observation is used for patients who are at risk for harm to self, others, and/or the environment and for whom alternate measures have failed. Direct observation may be assigned from 1:1 to 1:6, as determined by acuity on the Direct Observation Scale. Direct observation may be accomplished with the use of Patient Attendants.

PROCEDURE:
The RN will determine the need for direct observation based on an initial comprehensive assessment of the patient’s status and needs. This assessment shall include, but is not limited to: a past medical / surgical history, medication history, allergies, use of assistive devices,
nutritional screen, functional screen, educational screen, behavioral screen, pain assessment, fall risk screen, skin assessment risk, vital signs and related observations, in addition to social, cultural, and spiritual needs. On-going assessment of the patient’s status and needs every shift shall determine continued use of direct observation or other interventions. The charge nurse shall monitor and approve patient attendant use every shift.

When a potential for injury to self and/or others is identified, the RN will use the Patient Attendant Use Algorithm to assist in determining the need for direct observation by a Patient Attendant. The GRASP score will determine staffing needs. Resource use prioritization is guided by the Direct Observation Needs Scale.

Patient Attendant Use Algorithm (see attachment)

I. Determine risk for injury based on the presence of any of the following examples (list is not all inclusive):

- Central Nervous System Disorder
- Sensory Impairment
- Sleep Disturbance
- Psychiatric Disorder
- Cognitive impairment
- Risk of violence to self or others
- Risk for Elopement / Wandering / Restlessness
- Risk for Disruption of Therapy (pulling at tubes, dressings, etc.)

Once a potential for injury is identified, the nurse determines if suicide precautions are ordered for the patient. If suicide precautions have been ordered for the patient, the nurse shall follow the suicide precautions policy. The patient will be placed in direct observation. If the patient is unable to act on suicidal impulses as a result of a medical condition (i.e. paraplegia), the nurse shall consult with the physician as to the requirement for the order. The nurse shall keep the physician informed of any changes in the patient’s condition; i.e. an increase in level of consciousness, or signs that the patient is regaining the physical ability to act on suicidal impulses in order to obtain the appropriate orders.

II. If there is no requirement for suicide precautions, the nurse shall assess and intervene by maintaining 4 P’s rounding:

- Nutrition and elimination
- Adequate fluid intake
- Sensory needs
- Assistive devices
- Reassurance, redirection and frequent checks
• Provide activity i.e. ambulation if appropriate
• Pain and discomfort
• Additional elements to consider
  a. Medications
  b. Signs and symptoms of infection
  c. Monitoring of vital signs, laboratory values, diagnostics
  d. Assess for ETOH / drug withdrawal

III. If the risk for injury continues to persist, then in addition to 4 P’s rounding, alternate interventions should be implemented:

• Move patient closer to nursing desk
• Activate bed alarm
• Utilize diversion activities
• Reassess the need for invasive tubes / lines
• Collaborate with family to stay with patient

IV. If the risk for injury continues to persist, the nurse should assess least restraint options and follow the restraint policy if so decided. If least restraint use is not an option, and there are no family resources to stay with the patient, then a patient attendant should be requested. The need for a patient attendant should be evaluated every shift and confirmed by the charge nurse.

Determining Staffing Levels and Priority of Need for Direct Observation

Assignment of Patient Attendants and allocation of resources shall be determined by the acuity of the patient’s need (per GRASP) and appropriate delegation of assigned staff:

Direct Observation Needs Scale

<table>
<thead>
<tr>
<th>Scale</th>
<th>Description</th>
<th>Criteria</th>
<th>1:1</th>
<th>2:1</th>
<th>3:1</th>
<th>4:1</th>
<th>5:1</th>
<th>6:1</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Critical risk</td>
<td>Death or critical injury to patient could result without patient attendant. Documented suicidal risk.</td>
<td>x</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>Video/or cohorted patients per patient attendant, or close proximity for 2:1</td>
</tr>
<tr>
<td>Level 2</td>
<td>Elevated risk</td>
<td>Elopement risk. Pulling out lines, falls, trauma to surgical site. Alternatives</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Video/rooms in close proximity – q 15 min rounds per patient attendant</td>
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</tbody>
</table>
### New Hire Orientation
#### Team Member’s Workbook

<table>
<thead>
<tr>
<th>Level</th>
<th>Risk Level</th>
<th>Risk Description</th>
<th>Risk Level</th>
<th>Risk Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>Moderate risk</td>
<td>Alternative interventions plus patient attendant beneficial to patient. Risk behaviors resolving but still requires direct observation.</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Level 4</td>
<td>No risk</td>
<td>No identified risk for injury</td>
<td></td>
<td></td>
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</tbody>
</table>

Assignment shall defer to the total number of patients allowed within the level of risk as determined by category. For example, one patient in “level 2” risk category indicates that no more than 4 patients should be assigned per patient attendant.

### References:

Chief Nursing Officers Compendium of Resources on the Use of Sitters (Dec, 2007).


JUST CULTURE

<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>Just Culture</th>
<th>EFFECTIVE:</th>
<th>5/11</th>
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<tbody>
<tr>
<td>POLICY #:</td>
<td>I - 217</td>
<td>REVISED:</td>
<td>2/14</td>
</tr>
<tr>
<td>AFFECTS:</td>
<td>Organization Wide</td>
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PURPOSE:

Maintaining a positive safety and security culture requires a willingness to address and remedy all operational shortcomings as soon as they become evident. This in turn relies on comprehensive reporting of all incidents and risk exposures, whether large or small, which may pose hazards to UMC’s patients, visitors, staff or operations. Those who observe, discover, are involved in, or are even responsible for such incidents and risk exposures are expected and encouraged to report the circumstances. As a matter of UMC policy, all safety issues will be reported – immediately – through appropriate channels.

UMC is committed to the greatest possible openness and frankness in reporting. Subject to specific limited qualifications set out below, no blame will be apportioned to individuals following their reporting of mishaps, operational incidents or other risk exposures, including those where they themselves may have committed breaches of standard operating procedures.

The only exceptions to this general policy of no blame apportionment relate to the following serious failures of staff members to act responsibly, thereby creating or worsening risk exposures:

- Premeditated or intentional acts of violence against people, damage to equipment/property;
- Violation of a policy, procedure or an established practice;
- Actions or decisions involving a reckless disregard toward the safety of our patients, family and staff, or significant economic harm to UMC; or
- Failure to report safety incidents or risk exposures as required by standard operating procedures and/or this policy.

Staff members who act irresponsibly in one of these ways remain exposed to disciplinary action. A staff member’s compliance with reporting requirements will be a factor to be weighed in UMC’s decision-making in such circumstances.
It is the responsibility of all UMC employees to be available to complete work assignments unless otherwise agreed to by the employee and his/her supervisor.

1. Employees paid hourly are required to follow the attendance and tardy articles in the SEIU, Local 1107 collective bargaining agreement.

2. Employees exempt from overtime compensation as defined by the Fair Labor Standards Act (FLSA), whether they are covered by a collective bargaining agreement or not, shall refer to the following policies:
   a. Employees are required to be available and ready to work on the days and times established by their supervisor. Failure to be available may be considered insubordination and grounds for disciplinary action.
   b. Employees are expected to communicate and receive approval from their supervisor for exceptions to their required availability to work. Employees who fail to communicate their availability with their supervisor in a timely manner may be disciplined. Such lack of communication on multiple occasions may result in suspension pending termination for a serious policy violation.
POLITICAL ACTIVITY

SUBJECT: Political Activity  EFFECTIVE: 8/14
POLICY #: I - 243  REVISED: NEW
AFFECTS: Organization Wide

1. No employee may hold a UMC position and a County elected office at the same time. A County elected office is a “type” of County position and therefore a UMC employee may not serve simultaneously as a County Elected Official. However, a UMC employee may serve as a non-County elected official of a municipality, the state, or school district if such service does not conflict with UMC/County or state ethics policies and laws, or the needs or mission of UMC.

2. Notice of intent to campaign for elective office. In order that the appropriate decisions may be made by supervisors regarding possible conflicts of interest and possible re-assignments, any employee desiring to campaign for, and hold, an elective office shall:
   a. Submit a memo to his/her department head stating his/her intention to seek an elective office. The memo should state the political office the employee is seeking, list any leave time that the employee may be requesting for use to campaign for that office, and any other relevant information the department head may request; and
   b. Be provided with a copy of this policy and given an opportunity to discuss it with his/her supervisor.

3. Compliance with UMC/County conflict policies, guidelines and laws.
   a. Upon receipt of a Notice of Intent to Campaign for elective Office, a department head shall review the assigned duties of the employee to determine if any conflict may or will exist if the employee is elected. If such a conflict is determined to exist, the department head shall consult with the Chief Executive Officer to determine if a change in assigned duties is feasible and is in the best interests of UMC. If such a change is not feasible or is not in the best interests of the UMC, and the employee still chooses to seek the elective office, the employee may be separated from employment with UMC.
   b. If the determination is made that a change in assigned duties is not feasible or is not in the best interest of UMC, the employee shall be informed of that determination and that his/her decision to seek, or serve in, elective office will create a conflict in violation of UMC’s policies and mission.
4. Compliance with Federal “Hatch” Act. A department head shall consult with the County Counsel and the Chief Financial Officer to determine compliance with the Federal Hatch Act for any individual who:

   a. Is an employee of that department and who submits a Notice of Intent to Campaign for Elective Office; or

   b. Is an elected official and:
      i. Is a UMC employee who is being considered for transfer into that department; or
      ii. Is a UMC employee who is being considered for promotion or change of assignment or duties within that department; or
      iii. Is being considered for a position within that department.

5. Political Activities. In addition to those applicable provisions of these policies and procedures, an employee who is seeking an elective office or who serves as an elected official shall not:

   a. Engage in any political or campaign activities during his/her assigned work hours, except during scheduled lunchtime.

   b. Leave of Absence Without Pay (LWOP) cannot be used to campaign for elective office.

   c. Engage in any political or campaign activities while on UMC property.

   d. Use any UMC owned or supplies equipment, service, or supplies for any political or campaign purposes.

6. Leave status for service as an Elected Official.

   a. No UMC employee, while serving as an elected official, shall be eligible for any form of paid compensation from UMC, including accumulated leave time.

      i. Whenever a UMC employee is performing his/her duties as an elected official, including travel time to and from a place of such service, he/she shall be placed in LWOP status and shall remain in that status until completion of his/her duties as an elected official.

      ii. While in LWOP status the employee/elected official shall be subject to all conditions of such status applicable to any other employee, as provided for in this policies and procedures manual.
iii. LWOP status for performance of duties as an elected official must be applied in a continuous manner, and may not be used intermittently with any other form of leave time or work hours.

b. No Extended Illness Bank hours may be used during any period in which an employee is performing his/her duties as an elected official.

7. Ethics Policies- Employees who seek elective office or who serve as elected officials are subject to the same ethics policies, guidelines, and laws adopted by UMC as any other employee, except where a specific provision of the NRS, applicable to that elected official, may supersede those policies, guidelines, and laws.
POSESSION OF WEAPONS

SUBJECT: Possession of Weapons  
EFFECTIVE: 7/95

POLICY #: I – 244  
[Previously Human Resource Article XX]  
REVISED: 9/02; 9/06; 8/14

AFFECTS: Organization Wide

1. A UMC employee shall not bring a weapon (including, but not limited to knives, guns, clubs, explosive devices, or any “look-a-like” object that resembles an object that has a potentially violent use, if, under the surrounding circumstances, the purpose of keeping or carrying the object is for use, or threat as use, as a weapon) onto UMC property or into a UMC vehicle. A UMC employee shall not carry a weapon while on duty or on UMC property unless both of the following requirements are met:

   a. The employee has been issued a permit to carry a concealed weapon by the Las Vegas Metropolitan Police Department or is exempt from having to carry a permit in accordance with NRS 202.365 and the weapon has been registered with the UMC Director of Public Safety; and

   b. The department head and the Chief Executive Officer have authorized the employee to carry a weapon as an essential element of the job.

2. UMC reserves the right to further determine the definition of a weapon and may prohibit other devices on an individual basis.

3. Any employee discovered with a weapon on UMC property or in a UMC vehicle contrary to this policy will be subject to disciplinary action.
WORKFORCE SANCTION POLICY FOR PRIVACY & SECURITY VIOLATIONS

<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>Workforce Sanction Policy for Privacy &amp; Security Violations</th>
</tr>
</thead>
<tbody>
<tr>
<td>EFFECTIVE:</td>
<td>10/14</td>
</tr>
<tr>
<td>POLICY #:</td>
<td>1 – 246</td>
</tr>
<tr>
<td>REVISED:</td>
<td>NEW</td>
</tr>
<tr>
<td>AFFECTS:</td>
<td>Organization Wide</td>
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</table>

**Purpose:**
To facilitate compliance with the privacy and security standards at UMC and to establish standards for workforce sanctions related to violations of UMC’s privacy and security standards.

**Definition:**
Workforce members include all staff, privileged medical staff, teaching staff, residents, students, vendors, contractors, or others that access UMC’s facilities or electronic information on behalf of UMC.

**Policy:**
Sanctions for privacy and security-related violations must be applied consistently to all workforce members utilizing the standards outlined below.

**Procedure:**
Privacy and security violations will be reported to supervisors, managers, or directors and the Privacy Officer immediately upon discovery.

Managers, Directors, and Medical Directors, in conjunction with the Privacy Officer, are responsible for investigating the cause and circumstances surrounding the privacy or security violation. Once the fact-finding is completed, Managers and Directors are responsible to ensure the sanctions standards outlined below are appropriately applied to workforce members.

Documentation of the application of workforce sanctions shall be retained in the workforce member’s personnel or similar status file in accordance with records retention requirements.
<table>
<thead>
<tr>
<th>Level of Violation</th>
<th>Cause or Motivation</th>
<th>Type of Violation</th>
<th>Examples of Violations</th>
<th>Recommended Actions (One or more)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level I</strong></td>
<td>Errors in handling restricted or sensitive information or in maintaining security measures</td>
<td>Clerical Error</td>
<td>Leaving an active computer screen with access to PHI/PII unattended</td>
<td>Letter of expectations, including provisions for mitigation, if appropriate</td>
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<td>Technical Error</td>
<td>Leaving PHI/PII, in any format, unattended in public areas</td>
<td>Inclusion of expectations/mitigation steps on performance evaluation</td>
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<td></td>
<td></td>
<td>Judgment Error</td>
<td>Discussing PHI/PII without identity verification</td>
<td>Repeat of Privacy &amp; Security Training</td>
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<td></td>
<td></td>
<td>Discussing PHI/PII in public or other inappropriate areas</td>
<td>Discussion of policy and procedures</td>
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<td></td>
<td>Sending PHI/PII to wrong postal, FAX, or e-mail address</td>
<td>Warning documented in record</td>
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<td>New Confidentiality Agreement signed</td>
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<td><strong>Level II</strong></td>
<td>Breach in the terms of the Confidentiality Agreement and/or UMC policies concerning use and disclosure of restricted or sensitive information or in maintaining security measures</td>
<td>Unauthorized Inattention to policy</td>
<td>Failure to properly dispose of paper and electronic media in an appropriate and approved manner</td>
<td>Final written warning, requiring written corrective action plan in response</td>
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<td></td>
<td></td>
<td>Non-job related</td>
<td>Failure to implement appropriate safeguards for electronic PHI/PII.</td>
<td>Ineligible for transfer or promotion for up to 12 months</td>
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<td>Failure to complete required Security and Privacy Training and/or to sign appropriate Confidentiality Agreements</td>
<td>For faculty and students, referral to School Administration for review of violation of academic code</td>
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<td>Using someone else’s computer account</td>
<td>Suspension of information system user privileges</td>
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<td>Installing unauthorized software with potential to harm systems</td>
<td>Suspension of workforce status</td>
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<td>Failure to report a security or privacy violation</td>
<td>Suspension of research projects</td>
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<td>Failure to establish a Business Associate Agreement</td>
<td>Inability to participate in research for up to 12 months</td>
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<td>Failure to follow Special Restriction for Out-of-Pocket Payment for Services</td>
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<td>A second Level I violation within 6 months</td>
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<tr>
<td><strong>Level III</strong></td>
<td>Breach in the terms of the Confidentiality Agreement and/or UMC Policies concerning use and disclosure of restricted or sensitive information, for personal gain or to affect harm on another person</td>
<td>Theft, including identity theft</td>
<td>Accessing the record of any person, including coworkers, friends, or family, without a professional need-to-know</td>
<td>Suspension pending termination of information system user privileges</td>
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<td>Malicious actions: i.e., alteration or deletion of data; making systems inaccessible</td>
<td>Access and unauthorized disclosure of PHI/PII for personal gain or to affect harm on another person</td>
<td>Ineligible for future information systems access</td>
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<td>Unauthorized access of PHI/PII of Public Figures for any reason</td>
<td>Revocation of Medical Staff privileges</td>
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<td>Malicious alteration, deletion, or removal of PHI/PII from UMC facilities</td>
<td>Termination of workforce status; ineligible for return or rehire</td>
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<td>Unauthorized publication or broadcasting of PHI/PII</td>
<td>Termination of research projects</td>
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<td>A pattern of routine security violations due to inattention, carelessness, or a cynical attitude toward security discipline</td>
<td>Referral to Law Enforcement for potentially criminal activity</td>
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<td>A third Level I or second Level II violation within 6 months</td>
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