



Iowa Specialty
Hospitals & Clinics

Student Orientation

Our Mission

To provide an exceptional healthcare experience.

Our Vision

To always be a progressive healthcare system that is a benchmark for all others.

Iowa Specialty Hospitals and Clinics has developed from its humble beginning as Belmond Community Hospital and Community Memorial Hospital to a healthcare system which includes two main campuses, our rural health clinics, and clinics in locations such as Clear Lake, Garner, Hampton, Webster City, Fort Dodge, and West Des Moines. Our partners include Iowa Weight Loss Specialists, Gabrielson Clinic for Women, Orthopedic Specialists and other outreach partners. Our system is an innovative system that has won many awards, and we are recognized nationally for our commitment to patient satisfaction.

Our Locations

- Belmond Campus
- Clarion Campus
- Ames Clinic
- Fort Dodge Clinic
- Garner Clinic
- Hampton Clinic
- Rockwell Clinic
- Webster City Clinic
- Iowa Weight Loss Specialist- Des Moines
- Gabrielson Clinic- Boone, Clear Lake, Webster City

Our Partners



 IowaWeightLoss.com

 **Main Page:** Iowa Weight Loss Specialists
Closed Support Group Page:
Iowa Weight Loss Specialists Online Support Group

 **YouTube** www.youtube.com/user/IowaWeightLoss

 www.pinterest.com/IowaWeightLoss/

 twitter.com/IowaWeightLoss
[@IowaWeightLoss](https://twitter.com/IowaWeightLoss)

 GabrielsonClinic4Women.com

 **Main Page:** The Gabrielson Clinic for Women
Spa Page: Gabrielson Clinic – Medical Spa

ORTHOPEDIC
SPECIALISTS

 Ospecialists.com


 Orthopedic Specialists

 twitter.com/Ortho_Specialists
[@OrthoSpecialIA](https://twitter.com/OrthoSpecialIA)

THE
Meadows
SENIOR LIVING

 TheMeadowsClarion.com

 The Meadows Senior Community – Clarion, IA

 **YouTube** The Meadows Senior Living – Clarion, Iowa

Student Orientation Overview

This presentation will introduce you to:

- Standards of Behavior
- Tobacco Free Policy
- Basic student information/conduct
- Confidentiality and HIPAA
- Infection Prevention
- Safety
- Emergency Code Colors

Standards of Behavior

Our staff at Iowa Specialty Hospitals and Clinics are held accountable to follow our standards of behavior. These standards were created by our employees.

As a student you will be a reflection of our organization as well as your school. Please read through our standards to get a good understanding of our culture and expectations.

One of our standards includes a 5-10 rule. This means at 10 feet you are to acknowledge people you see in passing (smile, eye contact), If you are within 5 feet you will acknowledge them further by speaking to them (hi, hello).

We are very customer service focused and take pride in the welcoming feeling that creates for our customers and patients.

Tobacco Free Policy

We are Tobacco Free Campuses

- Definition of tobacco includes
 - Cigarettes, smokeless tobacco, and electronic cigarettes
- This means that:
 - Smoking is not allowed anywhere on campus which includes
 - » All Iowa Specialty Hospital & Clinic property including sidewalks and parking lots
 - » All vehicles owned or leased by the hospital
 - » In a vehicle while parked on hospital property



Parking

- We have areas of parking designated for our patients and their families. Please make sure you are parking in employee parking while on our campuses or at our clinics.
- Ask your department where the best place for you to park is as this may vary depending on the campus or clinic location.

Dress Code

- Business casual attire is appropriate – slacks with a blouse or polo shirt.
- Avoid strong perfumes and cologne.
- Visible body jewelry must be appropriate and not pose an infection risk.
- No jeans, shorts, sweatshirts, t-shirts, or tank tops.
- Shoes must have a closed-toe if you are in a patient care areas – no sandals, flip flops, or high heels.
- Clothing must be clean and your general appearance must be neat and professional.
- Must have clean, combed hair.
- Must also follow any and all school related dress code policies.
- Student ID badge is required.

Students that are dressed inappropriately will be asked to leave.

Student Badge

You will need to log in and out each day at one of our Reprax Kiosks. A badge will print for you at the kiosk each day you log in. (Clarion and Belmond only)

You must wear your school issued ID badge while you are on campus.

Please wear your badge above the waist so our patients, visitors, and staff can easily identify you.

Professional Conduct

- You are representing Iowa Specialty Hospitals and Clinics as well as your school while you are onsite.
- Professional conduct must be maintained at all times.
- Please turn cell phones off, or set to “silent.” Sending and receiving text messages at anytime other than break time can be disruptive and disrespectful and is not allowed.
- Patient care is our number one priority.

Student Tips

- Please arrive on time.
- Leave valuables at home or locked in your car. Iowa Specialty Hospitals and Clinics is not responsible for lost or stolen items.
- A light meal is suggested before you come on site. Please let someone know if you become nauseous or lightheaded.
- Please stay home if you are ill.
- Be sure to ask questions! We want this to be a great learning experience for you.

Food & Lodging

- Both Hospital Campuses have cafeterias that are open for all meals. Please let the cashier know you are a graduate student and they will take care of your meal cost.
- There are some great local restaurants that you might like as well.
- Student Apartments are available on a first come, first serve basis. They are off campus, but within walking or biking distance during mild weather months. The apartments are located in Clarion which is a 15 minute drive from Belmond.
- If you have not received an email confirmation regarding housing during your rotation, please email David Quist at david.quist@iaspecialty.com. You will receive an email letting you know where to pick up your welcome packet and apartment key.

Patient Confidentiality

Confidentiality

- Patients have the right to have their medical information kept private and confidential.
- Access to patient information is restricted to a “need to know” basis. If you do not need the information to safely and effectively perform your student responsibilities, you don’t have the right to access patient records.
 - Includes paper and electronic medical records.



Patient Confidentiality

Health Insurance Portability and Accountability Act (HIPAA)

- HIPAA regulations govern how patient information is handled.
- HIPAA applies to our entire workforce, including employees, students, medical staff, and volunteers.
- All Protected Health Information (PHI) needs to be kept secure and private.
- Patients trust us to keep their information private.



Patient Confidentiality

Protected Health Information (PHI)

- PHI is any information about past, present, or future healthcare or payment for healthcare that identifies a patient. PHI includes the following:
 - Patient Name
 - Social Security Number
 - Medical Record Number
 - Names of Relatives
 - Patient's Address
 - Photos
 - Email Address
 - Phone/Fax/Pager Number
 - Any other information that can be used to identify an individual



Patient Confidentiality

Breach of Confidentiality

- A breach of confidentiality occurs when patient information is accessed, used, or disclosed without proper authorization.
- Computer systems are audited.

Violations can be punishable by:

- Employer disciplinary actions
- Criminal penalties – fines and/or imprisonment
- Civil penalties – monetary fines



Patient Confidentiality

Breaches of Confidentiality

- Unintended or unavoidable disclosure of PHI may occur as part of a permitted disclosure.
- For example:
 - Visitors overhear a conversation between a patient and caregiver
- Medical information left in view on desks or computer monitors
- Sharing passwords or user IDs
- Faxing or emailing PHI to the incorrect person
- Accessing a medical record without a “need to know”
- “Elevator, Hallway, or Cafeteria Talk” – These are all ON STAGE areas and PHI should not be discussed.



Patient Confidentiality

Protecting Patient Privacy

“What do I do if I see someone I know?”

- It’s okay to greet them
- You can tell them you are here as a student but
DO NOT....
 - Ask why they are here
 - Tell friends, family, classmates or anyone else that you saw them

Patient Privacy

- Remember, patients trust us with their healthcare information.
- If we lose that trust, patients may withhold information that is vital to proper treatment.
- Students must sign our Confidentiality Agreement.



Patient Confidentiality

Patient Privacy

- Regulations may restrict how we use, access and disclose patient information, but we must keep information private and secure because it's the right thing to do.

Ask yourself, "How would I want my personal healthcare information treated?"



Patient Confidentiality

“What information can I share about my student experience?”

- General information about your respective department
- Types of procedures that are typically done in your area
- The education and skill level observed and required for your education program



Infection Prevention

Infection Prevention
is *everyone's* job!

Hand Hygiene

- Hand hygiene is the single, most effective way to prevent the spread of infection
 - Wash with soap and running water for at least 15 seconds
- Waterless hand sanitizers are also effective
 - May be used up to 10 times between handwashing unless hands are visibly or knowingly soiled
 - Pumps are located in patient care areas throughout the facilities

Infection Prevention

Practice hand hygiene:

- Before entering a patient's room
- When exiting a patient's room
- Before and after patient contact
- Before and after eating
- If your hands have been near your mouth, nose, or eyes
- After using the bathroom
- Before and after using gloves



Infection Prevention

Standard Precautions

- Assume that all blood and bodily fluids are potentially infectious.
- Blood borne pathogens are illnesses that are transmitted through contact with an infected person's blood or bodily fluids.
 - Examples are HIV, Hepatitis B, and Hepatitis C
- Precautions to be followed:
 - Hand Hygiene
 - Personal Protective Equipment (PPE) including:
 - Gloves
 - Masks
 - Gowns
 - Goggles
 - Face Shields
 - PPE is provided for your protection, but it is your responsibility to use.
 - Cough or sneeze into your sleeve or elbow.

Infection Prevention

Standard Precautions

- Biohazardous materials require special disposal. Examples are:
 - Sharps (needles)
 - Other waste that is:
 - Drippable, Pourable, Squeezable
 - Sharps disposal
 - Don't recap or bend/break needles or blades
 - Use red biohazard containers marked for sharps disposal
 - Biohazard disposal
 - Use red biohazard bags
 - Soiled linens
 - Wear gloves when handling soiled linens and immediately place into soiled linen bags
 - Keep soiled linen separate from clean linen



Infection Prevention

Transmission Based Precautions (3 types)

- Contact
 - Occurs form direct person-to-person or indirect contact with a contaminated object
 - Examples include MRSA, C.Diff, VRE
 - Use PPE listed on signage and practice hand hygiene
- Droplet
 - Occurs when an infectious person coughs, sneezes or talks
 - Examples include mumps, influenza, and the common cold
 - Use PPE listed on signage and practice good hygiene
- Airborne
 - Travels on air currents
 - Examples include tuberculosis
 - Must use a respiratory when working with these patients



Infection Prevention

- As a student you must remain with your mentor
- Follow the example of your guide
 - Hand hygiene
 - PPE
- Remember, in the healthcare setting there is always a risk of contact with infectious organisms

Report any incident of exposure immediately and seek treatment!



Safety

- Follow your mentor
 - Remain with your mentor in the event a safety situation arises – fire, tornado, disaster, etc.
 - Hospital staff are trained to respond to code and safety situations

It is important that you follow the instructions of the hospital staff.



Emergency Code Colors

FIRE: Respond with R.A.C.E. (Rescue, Alarm, Contain, Extinguish) and evacuate through your designated exit.

TORNADO WATCH WARNING: Evacuate Patients and Visitors to designated areas

CODE YELLOW BOMB THREAT: Respond by contacting Administration and Law Enforcement. Shelter in place until you receive further instructions

CODE BLUE UNRESPONSIVE PATIENT: Respond if trained, if not trained remain away from the area to allow timely response

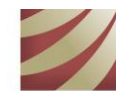
MISSING PERSON: Secure entrances, complete room by room search and post room clear tags

RESPONSE TEAM: Respond if trained

CODE SILVER WORKPLACE VIOLENCE: Remove Patients and Visitors from the affected area, contact Law Enforcement

ACTIVE SHOOTER: Contact Law Enforcement, RUN, HIDE, FIGHT

CODE ORANGE CHEMICAL SPILL: Contain the spill, contact Maintenance and EVS



Acknowledgement

After you have reviewed the information in this presentation and agree to abide with all the rules and regulations at Iowa Specialty Hospitals and Clinics, please close out of this presentation and print/sign the following documents on our student webpage.

- Orientation Acknowledgement
- Standards of Behavior
- Confidentiality Agreement

You must bring all 3 forms with you on your first day.



We hope you have a great student experience.

Our over 600+ employees wish you
a warm welcome!

Please share any
concerns with
Human Resources at:
515-532-9303