



# Vendor policy and procedure handbook

**Welcome to our family**



**VIDANT HEALTH™**

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Welcome

# To our new providers,



Welcome to Vidant Health. We are pleased you chose to join our family of 12,000+ individuals who are working in Vidant facilities across eastern North Carolina. Today, Vidant is a regional health system that proudly serves 1.4 million individuals in 29 eastern North Carolina counties. Vidant consists of eight hospitals, more than 85 physician practices, home health and hospice, wellness centers and other health care services.

Over these next few days, you will spend a lot of time adjusting to the day-to-day realities of any new job: finding units, offices and conference rooms, meeting new people, settling into your workspace. As you get acclimated to your daily routine, we want you to remember that your position with Vidant is not just any new job.

Vidant is well-positioned for continued success as we care for our family members, friends and neighbors who proudly call this part of the state home. To do this, we must act as one system with one goal. And that goal is Excellence:

- Excellence in the experiences we create
- Excellence in the quality of care we provide
- Excellence in the financial decisions we make

To succeed, we must deliver excellence in all that we do – every day. This isn't a simple task. It requires great effort and dedication, but our culture has always included hard work. We updated our mission and vision to more effectively reflect who we are and why we exist.

Our mission builds on our decades of commitment to the region. We will strive ***To improve the health and well-being of eastern North Carolina.*** In order to fulfill that mission, we must be innovative in our approach to pursuing excellence in health care. Vidant has integrated primary care with ambulatory services, expanded health initiatives to include health coaches, telehealth and faith-based programs to help people live longer, healthier lives.

Our vision leaves no doubt about our future. We will work ***To become the national model for rural health and wellness by creating a premier, trusted health care delivery and education system.*** This means providing access to quality care, close to home. Vidant has invested more than \$38 million in medical equipment, improved information technology and infrastructure to provide better access to services for the patients we proudly serve.

This is not a journey we are taking by ourselves. It is going to take The Brody School of Medicine, private practice physicians, community partners and our most valuable asset – you. Consider this orientation session your first step on a meaningful journey. Welcome aboard!

With warmest regards,

A handwritten signature in black ink, appearing to read "M. Waldrum", written in a cursive style.

Michael Waldrum, MD, MSc, MBA  
Chief Executive Officer, Vidant Health

Distinguished Professor, Internal Medicine Pulmonary & Critical Care  
The Brody School of Medicine at East Carolina University

## Mission

To improve the health and well-being  
of eastern North Carolina

## Vision

To become the national model for rural health  
and wellness by creating a premier, trusted  
health care delivery and education system

## Values

**I**ntegrity  
**C**ompassion  
**E**ducation  
**A**ccountability  
**S**afety  
**T**eamwork



# Imperatives

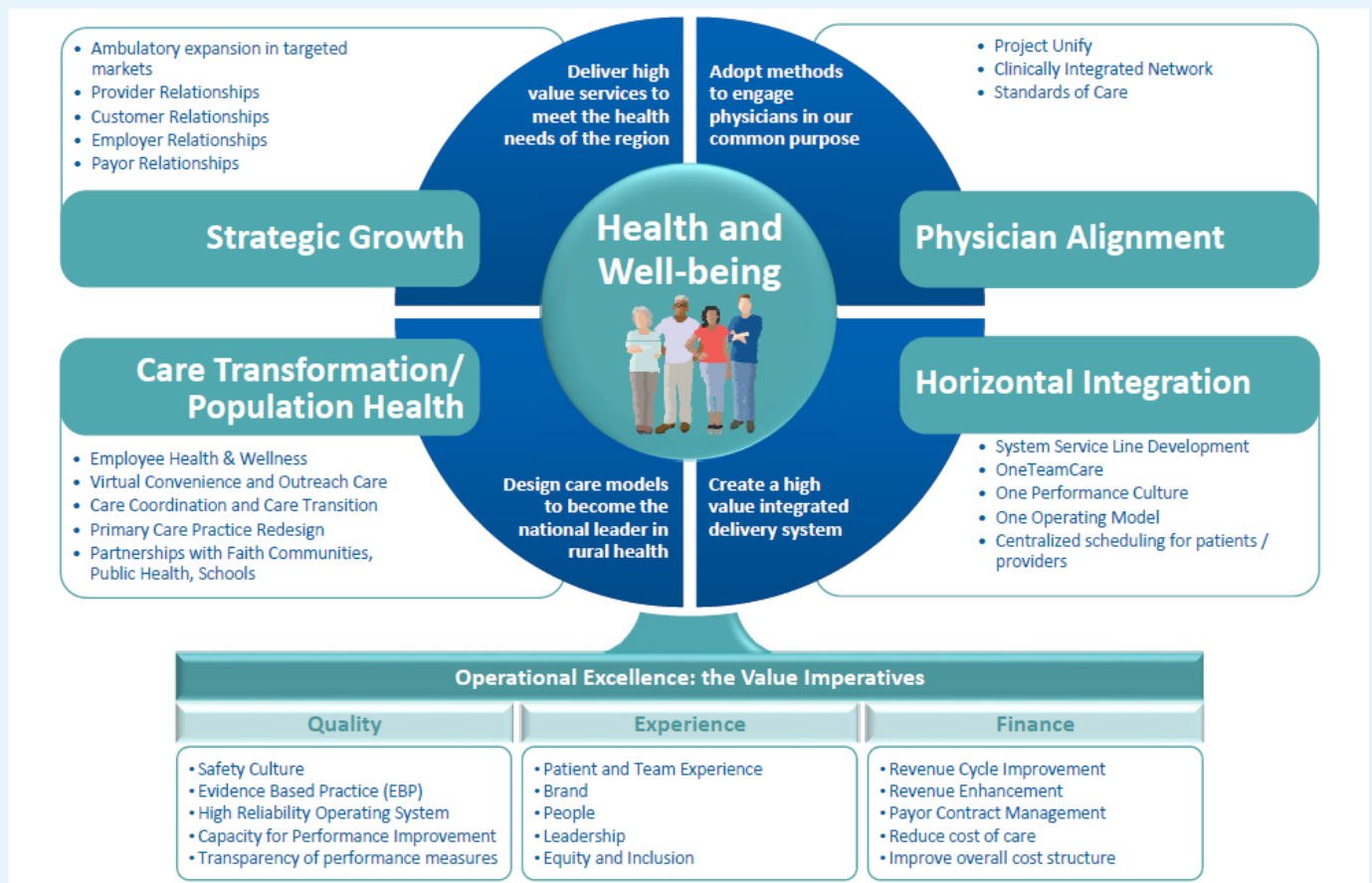
To fulfill our Mission, Vision, and Values, we are focused on three imperatives that serve as the foundation for how we frame our priorities, implement initiatives and measure progress.

These three operational imperatives are Quality, Experience and Finance. Excellence is built upon these foundational imperatives, working in tandem. We work as a team, while always remembering our mission is the foundation of what we do.

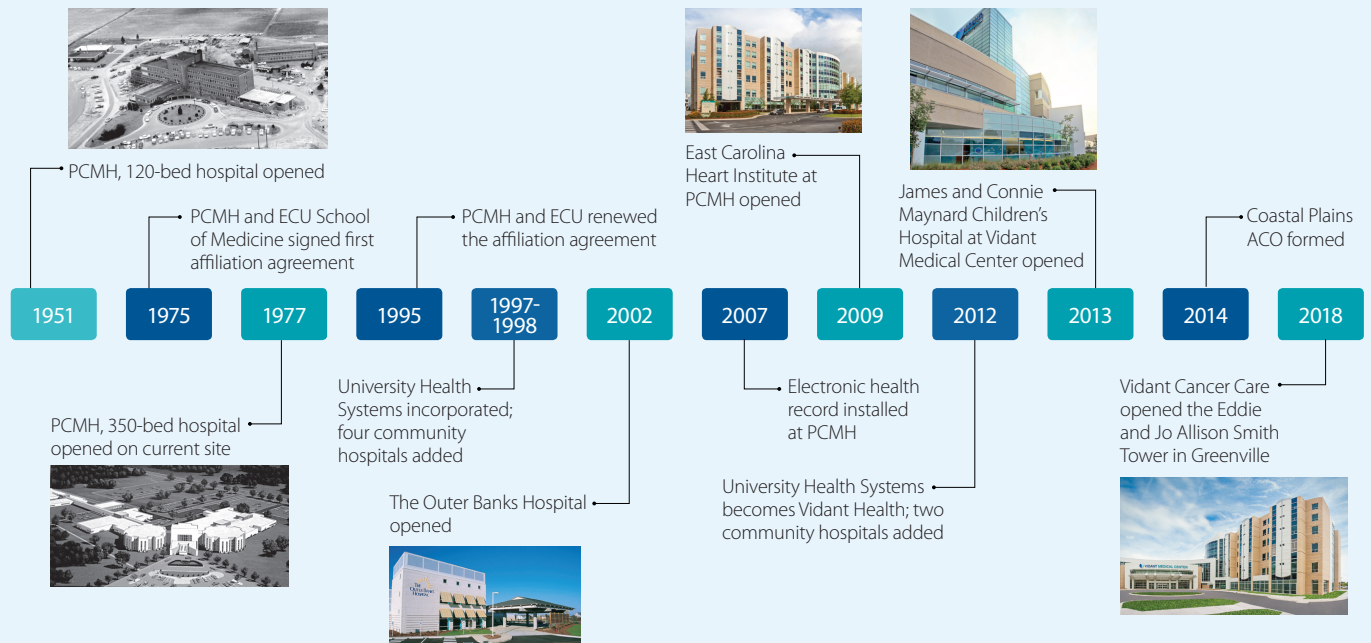
Excellence happens by creating positive experiences, providing high-quality care and achieving financial objectives.

By being open and working together to implement best practices, we will meet our goals, fulfill our Mission and achieve Excellence.

## Vidant Health strategic framework



# Corporate history

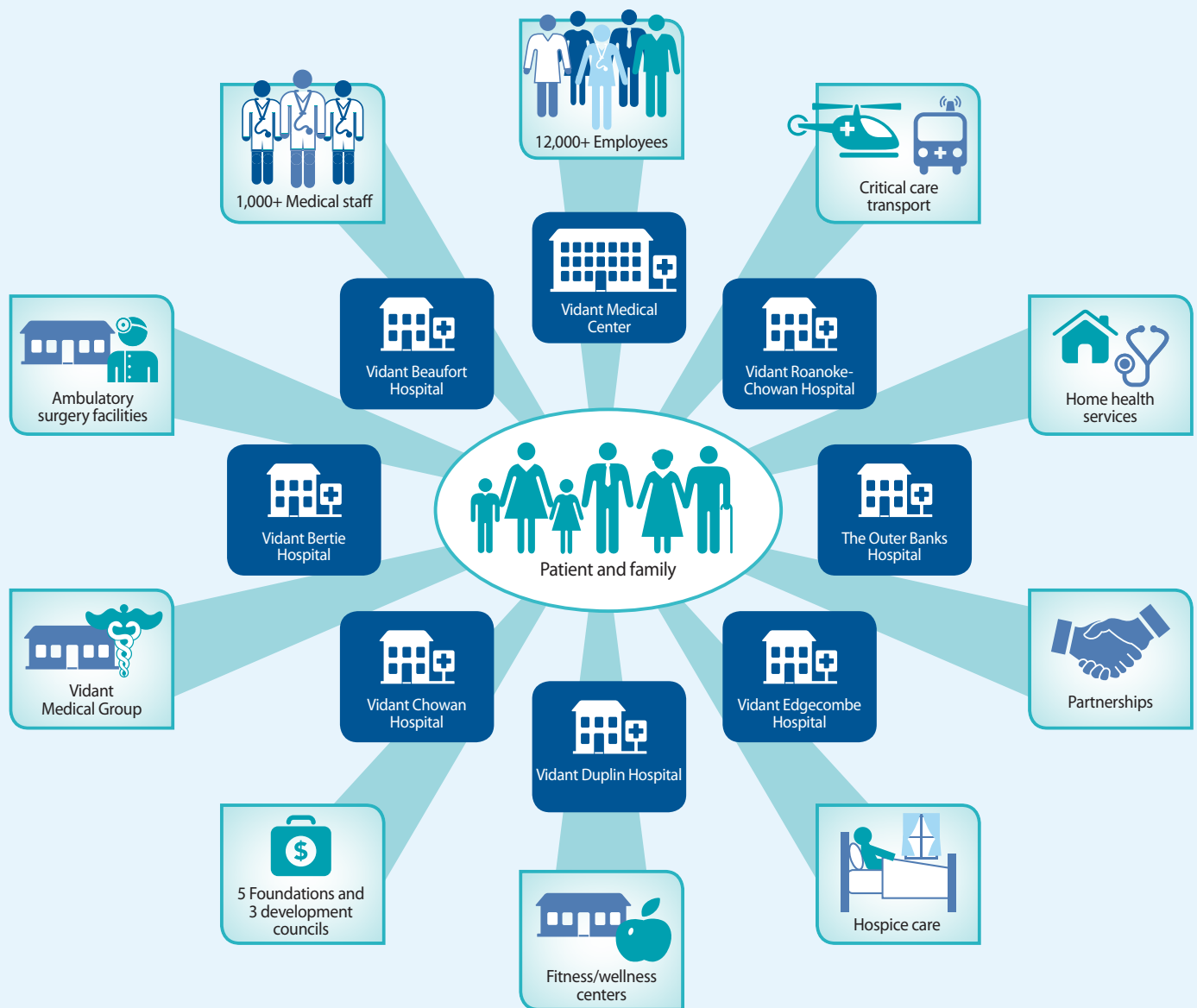


## Service area overview

- 1.4 million residents in primarily rural geography
- Population growth projected at approximately 1 percent per year overall with coastal areas showing double digit population growth over the next five years
- Disease incidence greater than state and national averages and death rates higher than most of North Carolina
- Demand growth in revenue-strong service lines such as cardiovascular disease and surgery
- Expanding retirement and tourism industry
- A few large employers and numerous military establishments
- Growing competition



# Our system of care today

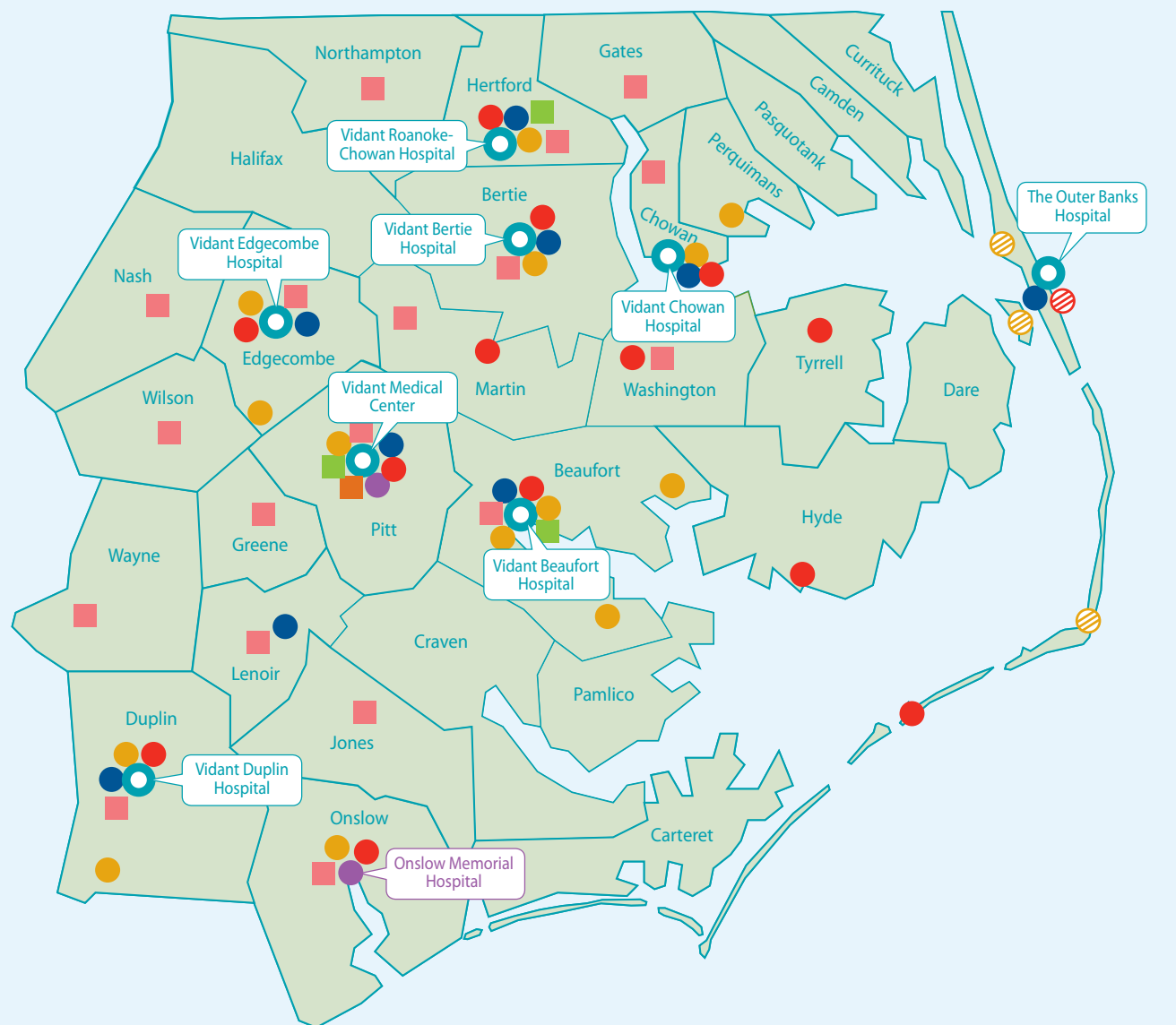


- 12,000 + team members
- 8 hospitals
- 85 + physician practices
- Outpatient, home health and hospice
- Air and ground critical care transport

- Serving 1.4 million people in 29 counties
- 1/3 of North Carolina
- 1.6 billion in net patient revenue annually
- Integrating with Brody School of Medicine at ECU



# Our service area



-  Vidant Health-owned hospital
-  Vidant Health primary care physicians
-  Vidant Health specialists
-  Vidant Health hospitalists
-  Service management/joint venture
-  Vidant Wellness Center
-  Vidant Home Health & Hospice service area counties
-  Ambulatory surgery
-  Outer Banks Medical Group primary care physicians
-  Outer Banks Medical Group specialists

# A system of care at work for you

## Hospitals



Vidant Beaufort Hospital, Washington | 252-975-4100



Vidant Bertie Hospital, Windsor | 252-794-6600



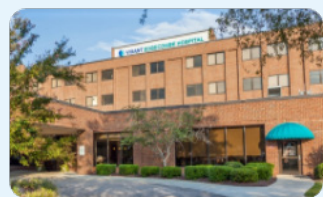
Vidant Chowan Hospital, Edenton | 252-482-8451



Vidant Medical Center, Greenville | 252-847-4451



Vidant Duplin Hospital, Kenansville | 910-296-0941



Vidant Edgecombe Hospital, Tarboro | 252-641-7700



The Outer Banks Hospital, Nags Head | 877-876-4321



Vidant Roanoke-Chowan Hospital, Ahoskie | 252-209-3000

## Vidant Medical Group



## Vidant Home Health & Hospice



## East Carolina Endoscopy Center



Greenville | 252-847-4778

## Vidant Endoscopy Center



Tarboro | 252-563-1036

## Vidant SurgiCenter



Greenville | 252-847-7700

# Code of conduct

# Code of conduct

## A system of vendor empowerment and accountability Corporate Compliance hotline 1.888.777.2617

Vendors of Vidant Health organizations are expected to abide by a high standard of ethical behavior at all times, and must obey the laws and rules that apply.

### Statement of purpose

This page explains the code of conduct for vendors of Vidant Health. The code is a guide to help all vendors make sure they conduct official business in a manner that is both lawful and ethical.

Vendors must be sure to understand and follow this code. While it will not cover all situations, it does set standards for some issues.

Vendors who are unsure what rules apply to them should call the Vidant Health Corporate Compliance Office at 252-847-0125.

Vendors must also be careful to understand and obey applicable laws including antitrust laws. These are outlined in the vendor relations/COI policy available in Material Services. Vendors should be particularly careful not to inadvertently do anything that amounts to fixing prices, limiting competition or dividing up customers or markets.

Vendors should also be careful not to engage in any of the following illegal activities:

**Kickbacks**-Vendors may not ask for, give or receive any kind of direct or indirect payment or reward for Medicare or Medicaid referrals.

**False claims**-Vendors may not make false or misleading claims for services given or received or about people who gave or received services.

**Mail and wire fraud**-Vendors must not send false claims or statements through the U.S. Postal Service or electronically.

Report any transaction or conduct that may be a violation of federal, state or local law.

This can be done by: Notifying your immediate supervisor; or contacting the Corporate Compliance Office by telephone, mail or e-mail; or by making a toll-free, anonymous call to compliance hotline at 1-888-777-2617.

Report anything you see or hear that may be a violation of rules or policies dealing with the following:

- Financial records
- Living wills
- Patient care
- Patient privacy
- Personnel issues such as equal employment, sexual harassment, personal conduct
- Personal conduct
- The Fair Labor Standards Act
- Time and attendance

### Government laws and regulations

In 1996, Congress passed a law that gave the Department of Justice more authority to track down and punish people who engage in healthcare fraud and abuse. It also makes persons who violate these laws subject to both criminal and civil penalties. One important new provision is that persons who are convicted of violations will be excluded from Medicare and Medicaid for at least five years. This law also increased fines from \$2,000 to \$10,000 per offense.

### HIPAA regulations

Congress passed the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA), which provided, among other things, privacy and security standards protecting the confidentiality and integrity of "individually identifiable health information." HIPAA calls for severe civil and criminal penalties for noncompliance. On the criminal side of things, an individual that causes a breach unknowingly or with reasonable cause is subject to up to one year of incarceration – and the penalties accelerate from there. Individuals causing a breach under false pretenses are subject to five (5) years' incarceration, and, for those who perpetrated a breach for personal gain or malicious reasons, the penalty can be as high as 10 years.

On the civil side, the penalties for noncompliance are based on the level of negligence, increasing in severity based on the level of neglect. A covered entity that did not know an act was a HIPAA violation and did not demonstrate willful neglect can expect a monetary penalty ranging from \$100 to \$50,000 per violation, with a cap of \$1.5 million per calendar year. For uncorrected violations due to willful neglect, the fines begin at \$50,000 per violation.

The categories of HIPAA violations and their respective penalty amounts are summarized in the chart below.

Violation	Penalty	Violations of an identical provision in a calendar year
Did not know	\$100 to \$50,000	\$1,500,000
Reasonable cause	\$1,000 to \$50,000	\$1,500,000
Willful neglect — corrected	\$10,000 to \$50,000	\$1,500,000
Willful neglect — not corrected	Minimum \$50,000	\$1,500,000

Source: HHS, Federal Register.gov

Vendors are required to review and acknowledge Vidant Health's privacy policy and procedure expectations prior to entry into the organization through Reptrax.

### Stay informed

Call the Corporate Compliance Office with questions about policy, ethics or rules that apply to the following areas:

- Accounting and record keeping
- Antitrust matters
- Billing competition
- Conflict of interest
- Customer and supplier relations
- Discrimination and sexual harassment
- Health and environmental issues
- Patient care
- Patient privacy
- Referrals
- Safety

### What happens if you break the rules

Vendors who break our rules or a state or federal law or who fail to follow policy are subject to dismissal from Vidant Health facilities and/or prosecution.

# Conflicts of interest/ vendor relations

# Conflicts of interest

## Statement of purpose

This page outlines Vidant Health's Policy and Procedure with respect to conflicts of interest by agents, employees, officers, and vendors of Vidant Health, to assure that a conflict of interest or the perception of such conflict is avoided in order to maintain the integrity of this institution, to assure that vendors are treated in a fair and equitable manner while limiting vendor access to patient/client care areas and to assure that the academic research and patient/client care activities of the Hospital are not interrupted as a result of vendors visiting the institutions.

For the purpose of this policy, the term agent(s) includes but is not limited to physicians who are acting on behalf of the organization for the purpose of purchasing equipment or supplies.

## Policy

**Conflict of interest exists when an officer, agent or an employee is in a position to influence any Hospital business transaction, research activity or other decisions in ways that could lead to any manner of personal gain or profit either directly or indirectly for the officer, agent or employee, or for his or her close family members, other than salary from the Hospital, or when the officer, agent or employee divide his/her loyalties or actions between the Hospital's interests and those of a third party.**

All officers, agents and employees of Vidant Health who control and manage the affairs of Vidant Health, including all individuals working with the Department of Material Services, must adhere to a strict standard of loyalty and good faith in performing their duties to the health system. All such officers, agents and employees are expected to avoid all situations that present or may present an actual or potential conflict between the officer's agent and employee's personal interests and the best interest of the health system. All officers, agents and employees in the exercise of their administrative authority and in the fulfillment of their duties to the organization are prohibited from acting under any undue influence by individuals who have an actual or potential conflict of interest with the organization. Officers, agents and employees who enter into undisclosed conflicts of interest may be denied opportunities for advancement, dismissed from employment, or disciplined in some other manner, as well as subject to personal liability or criminal prosecution.

The Medicare Anti-Kickback Statute (sometimes called the Fraud and Abuse Statute) permits the imposition of criminal penalties on anyone who knowingly and willfully pays, solicits, or receives "remuneration" (which includes anything of value),

directly indirectly, overtly or covertly, to induce or in return for the referral or arranging for the furnishing of any item or service for which payment may be made by Medicare or a State Health care program. The Statute also covers remuneration paid in return for purchasing, leasing, ordering, arranging, arranging for such items or services, or recommending any of the foregoing. A violation of the Statute is punishable by a \$25,000.00 fine or imprisonment for up to five years, or both. Violation of the Statute is also grounds for an exclusion of up to five years from participation in the Medicaid programs.

While not exhaustive, conflicts of interest include the following:

- Financial interests in, investments in, or indebtedness to actual or potential competitors or third parties who do or seek to do business with the organization, including without limitation contractors, vendors or suppliers.
- Acceptance of commissions, payments, certain gifts or favors from actual or potential competitors or third parties who do or seek to do business with the organization, including without limitation contractors, vendors, or suppliers.
- Unauthorized disclosure of proprietary or confidential information.
- Use of the organization's facilities, property or proprietary/confidential information for private gain.

## Procedure

1. All officers, agents and employees of the organization (herein collectively referred to as "Individuals" who control and manage the affairs of the organization, including all Individuals working within the Department of Material Services and all (individualize for the entity) employees on the organizational Standardization Committee, and other Individuals designated by their Vice President, shall annually sign and return a questionnaire/certification to the Board of Trustees through the President disclosing conflicts of interest with the hospital.
2. Whenever a conflict of interest exists or may appear to arise and is not immediately eliminated, a full disclosure in writing of all relevant facts and circumstances must be made to the Vice President with responsibility over the Individual's department with a copy to the Individual's immediate supervisor. Each such disclosure shall be reviewed to determine whether or not a conflict exists and the necessary corrective action, if any. Decisions as to corrective action shall take into account the nature of the conflict, its origin, and the importance or scope of the transactions involved.



# Vendor relations

1. Vendor representatives must register with Reprtrax for credentialing needs. The website for Reprtrax.com contains policies and rules for Vidant Health. Representatives that go into any patient care area must register as a premium member and submit immunization records to Reprtrax. Representatives that do not go into **patient care areas** must register as a base member but must present immunization record for influenza on a yearly basis to Supply Chain Management.
2. Vendor representatives visiting the organization must go to the Reprtrax kiosk to register and receive the Reprtrax paper badge. Representatives must register in upon arrival and logg out at departure. Contact Supply Chain Management at the various facilities for kiosk locations.
3. Vendor representatives approved through Reprtrax will receive a paper badge from the kiosk location that should be worn for the duration of the visit to the facility.
4. Vendor representatives that are not approved through Reprtrax **must not go** to any department without going through the proper requirements in Reprtrax.
5. If an appointment is made in advance of the visit, the vendor representative or other individuals employed by the organization will follow the same procedure as stated above.
6. The hours of visitation to the SCM are from Monday through Friday and vary per agency. Please consult the organization you are visiting for specific hours of operation.
7. Pharmaceutical representatives/vendors will adhere to the Policy and Procedures established by the Pharmacy Services as well as the Conflicts of Interest/Vendor Relations Policy. **AT NO TIME SHALL THEY LEAVE DRUG SAMPLES ANYWHERE WITHIN THE HOSPITAL.** Drug samples in any Vidant Health Affiliated Medical Office practices must be handled according to policy for those facilities.
8. No materials (to include equipment) shall leave the organization for return, credit or repair without proper written authorization from the SCM. All equipment, supplies, rentals, loaners, and items for product evaluation will be delivered to SCM. No samples will be distributed to the departments except for samples approved by Department Managers with notification to SCM.
9. Negotiations for new products for entry into the Vidant Health Standardized Item Master will not be performed within the departments and should be presented to SCM for review. The only exception will be pharmaceutical products which are presented to the Pharmacy Service and laboratory testing systems that are presented to Pathology.
10. Purchase orders are required for all purchases. After an order has been issued, all acknowledgments, correspondences, invoices, packing slips, and shipping documents must bear the assigned purchase order number.
11. Servicemen and repairmen should report any work performed on equipment to Biomedical Department or Plant Operations.
12. Parking is available only in the area designated for Vendor parking by each organization. Vendors are not permitted to park in any area which is designed for patient/clients or visitor parking.
13. It is the department manager's responsibility to ensure the vendor representative has complied with this policy and they have completed the proper visitation tag for their area. If the vendor representative is not in compliance, they should be advised to report to SCM.

Business courtesies/  
relationship with vendors

# Business courtesies/relationship with vendors

It is the organization's objective to avoid even the perception of conflict of interest or other impropriety in order to maintain the integrity of this institution. However, it is understood that there are times when it may be good business practice to offer or accept "business courtesies." The following "business courtesies" are allowable so long as they; maintain, enhance, promote or improve the health and welfare of the organization's patients; are conducted honestly, open and fairly; do not compromise or carry a reasonable risk to compromise patient confidentiality and hospital security; And do not violate the organization's Compliance Program or Code of Conduct:

## Sponsorships

- **Social gatherings:**

Vendors are **prohibited** from sponsoring departmental social gatherings such as holiday parties or departmental dinners at any Vidant Health facility or any external location to include a health system employee's residence.

## Continuing education

- It is acceptable for vendors to sponsor Continuing Education or other seminars at Vidant Health or one of its subsidiaries, as long as **no solicitation occurs, no sales are pending**, and the seminar relates to a subject matter which is a primary benefit to our health system.
- Vendors are **prohibited** from providing continuing education or seminars to Vidant Health staff **outside** of a Vidant Health facility **without the approval** of the Facility Compliance Officer and the President of the specific Vidant Health facility having authority over the staff.
- For continuing education or seminars provided within a Vidant Health facility, the vendor **may provide** attendees a meal of nominal value (not to exceed \$25.00 per person). The subject matter must be a primary benefit to the health system. **Managers must complete and maintain educational sign-in sheets** for all educational sessions provided by a vendor in which a meal or anything of value is provided.

## Gifts

- Vendors are **prohibited** from providing gifts, meals, and entertainment of greater than a nominal value to any Vidant Health employee. Gifts of nominal value (less than \$25.00) may be **accepted** and **given**, as long as they are reasonable, in good judgment and are intended to establish or strengthen a business relationship. Gifts should be shared within the departments. Gifts of nominal value are limited to \$100.00 a year per **individual** aggregate from all vendors. Excessive (over \$25.00) gifts, meals, and entertainment of greater than nominal value may not be accepted **by individuals. Excessive gifts, meals, and entertainment of nominal value (over \$25.00) may be accepted by the Vidant Health Foundation.**
- Individuals may, **with** Corporate Compliance and the President or CEO approval, provide gifts, entertainment and meals of greater than nominal value to customers, current and prospective business partners and other persons when such activities have a legitimate business purpose and are reasonable and consistent with applicable laws.
- Individuals who provide services on their own time and expense may, with Corporate Compliance and the President or CEO approval, accept reasonable compensation and reimbursement for travel, lodging, and services. These must be genuine services, such as consulting, speaking, and focus groups, and not token arrangements. If providing services on hospital time, the individuals must return any remuneration or reimbursement to the hospital. The individuals **may not** promote vendor services or products and **may not** accept remuneration or reimbursement of expenses if they were chosen because of their affiliation with the hospital when the payment has the appearance or potential to directly or indirectly influence the individuals decision about products or services.

## Vendor representative debarment

Vendor representatives who violate the above policy are subject to **debarment from all Vidant Health facilities** and the vendor will be contacted in order to request a replacement representative.

Questions about whether or not business courtesies are allowable should be directed to Corporate Compliance for a determination.

# Vendor health screens

# Vendor health screens

## Statement of purpose

To protect patients, staff, and sales representatives or other vendors from the transmission of communicable disease in high-risk areas with the organization, including but not limited to, Operating Room, Family Birthing Center, Procedural Labs, Neonatal Intensive Care Unit and Oncology Units.

## Policy

Sales representatives or vendors who have contact with patients in any high-risk area must comply with the organization's Occupational Health policies prior to entering these areas.

Please also refer to "Conflicts of Interest/Vendor Relations" policy for further details regarding vendor relations requirements.

## Procedure

Before entering any high-risk area, sales representatives or vendors must be free of any communicable diseases or infections, have had no recent exposures to a communicable disease, have no open or draining wounds and must be credentialed in Reptrax of the following:

1. PPD skin test
2. TDAP vaccination = Tetanus, Diphtheria, Pertussis
3. Immunity to these viral infections: measles, mumps, rubella and varicella (chicken pox)
4. Influenza vaccination
5. Hep B

## Documentation Required

1. **PPD skin test:** must be placed and read prior to entry into high-risk areas *and* annually thereafter for further visits; for those with negative tests. If the test result is positive, further evaluation is required before entering these areas.
2. **TDAP vaccination:** must have documentation of a TDAP vaccination every 10 years. If a penetrating contaminated injury occurs, a booster dose will be required if the last TDAP vaccination was given more than 5 years prior to such injury.

3. **Measles:** if born in 1957 or later (except those who are pregnant or those undergoing fertility treatment), must have documentation of:

- a. Two doses of measles vaccine **received on or after 1st birthday**, or
- b. Physician documented measles disease, or
- c. Positive measles antibody titer.

4. **Mumps:** if born in **1957 or later** (except those who are pregnant or those undergoing fertility treatment), must have documentation of:

- a. Mumps vaccine **received on or after 1st birthday**, or
- b. Physician documented mumps disease, or
- c. Positive mumps antibody titer.

5. **Rubella:** must have documentation of (regardless of age):

- a. Rubella vaccine, or
- b. Positive Rubella antibody titer.

**NOTE: Physician documentation of having the disease is not acceptable for Rubella.**

6. **Varicella (Chicken Pox):** must have either a history of Varicella or documentation of a Varicella immune status is required.

**Non-immune vendors will NOT be permitted in high-risk areas:** unless it is documented that they have received two doses of Varicella Vaccine (Varivax), given 4 to 8 weeks apart.

7. **Hepatitis B:** 3 dose series, up to two series or positive titer.

8. **Td/Tdap:** 1 dose Tdap (Adacel) given in place of Td if less than age 64. Not to be given within 2 years of Td.

9. **Influenza**

# Key Safety

# Emergency and security telephone numbers

Entity	Emergency Number
Off-campus sites	911
The Outer Banks Hospital	252-449-5911 Operator 252-449-5800 Vidant Police
Vidant Beaufort Hospital	"0" Operator 252-943-9364 Vidant Police
Vidant Bertie Hospital	"0" Operator 252-794-6687 Vidant Police
Vidant Chowan Hospital	"0" Operator 252-482-6971 Vidant Police
Vidant Duplin Hospital	5555 Operator 910-372-3872 Vidant Police
Vidant Edgecombe Hospital	252-641-8555 Operator 252-641-7700 Vidant Police
Vidant Medical Center	252-847-4333 Operator 252-847-4376 Vidant Police emergency 252-847-8568 Vidant Police non-emergency
Vidant Medical Group <i>Vidant Belhaven Multispecialty Clinic</i>	911 252-944-5367 Vidant Police
Vidant Roanoke-Chowan Hospital	252-209-3000 Operator or ED after hours 252-642-5262 Vidant Police
Vidant SurgiCenter	252-847-4376 Vidant Police emergency 252-847-8568 Vidant Police non-emergency



# Environment of care

## Fire safety

Fire is any situation where flame, visible smoke, or a strong smell of smoke is observed. Every Vidant Health facility has a fire plan to assure orderly and safe responses to fires that may occur.

You need to know:

- The location of fire pulls, extinguishers, and medical gas shut-off valves that are closest to you
- How to use a fire extinguisher
- Your evacuation route and proper evacuation techniques (always use stairs instead of elevators)
- Know how to use the equipment in your facility
- Your facility and departmental fire and evacuation plans

In the event of a fire or when the sprinkler or smoke detector is activated, the location of the fire will be announced overhead as Facility Alert + Fire Alarm Activation + Location and will be repeated three times.

Some clinics and off-site buildings evacuate, but hospitals try to protect in place. Large Vidant Health buildings are designed to compartmentalize when alarms activate. With doors closed, buildings become a series of self-contained compartments.

## RACE and PASS

In the event of a fire, follow the [RACE](#) procedure.

- R** Remove all persons in danger
- A** Activate the alarm and dial 7-4333 (the emergency operator number)
- C** Contain the fire
- E** Extinguish if possible

General purpose (dry chemical) extinguishers are placed in most locations since they are useful for treatment of all fires.

To use a fire extinguisher, follow the [PASS](#) procedure.

- P** Pull pin
- A** Aim extinguisher at base of the fire
- S** Squeeze trigger
- S** Sweep hose side-to-side

## Hazardous material

The Right To Know law was passed to make sure that people who work with hazardous materials have information about that material available to them.

Review Safety Data Sheets (SDSs) on MSDS Online

Know physical and health hazards of chemicals in your work area

Know how to protect yourself from these hazards

Follow the four-step [RAFT](#) procedure for a hazardous materials spill:

- R** Remove all people in danger
- A** Avoid contact with the spill
- F** Find the MSDS
- T** Telephone the switchboard at ext. 7-4333 (the emergency operator number)

## Radiation and MRI safety

Posters, signs, and labels let you know if a source of radiation is nearby.

If you have any concerns or questions, you may contact your Radiation Safety resources. Know who the Radiation Safety Officer is at your facility.

Magnetic resonance imaging (MRI) utilizes a powerful magnetic field to produce diagnostic images.

The magnet is ALWAYS ON! It can pull items from your hands or out of your pockets. Injuries and fatalities have occurred – be mindful.



## Emergency operations

Each entity has an Emergency Operations Plan to handle any situation that overtaxes or disrupts the entity's ability to provide patient care and a safe environment for patients, staff, and visitors.

Please consult your entity's Emergency Operations or Emergency Management plan for detailed instructions for how you should respond during the following types of events:

- Mass Casualty
- Medical Decontamination
- Surge Capacity
- Utility/Technology Interruption
- Weather

Some entities may announce individual alerts for each type of emergency event. Some may announce Facility Alert + Emergency Operations Plan Activation + Descriptor (may have levels) instead.

## Electrical power failure

In the event of a utility interruption, emergency power systems in hospitals will automatically restore electrical power to all essential electrical circuits within approximately 10 seconds.

Ensure only priority patient care equipment is plugged to red outlets.

White Outlets = normal power

**Red** Outlets = emergency power for essential devices only



## Security alerts

Vidant Health entities have policies and procedures for handling security alerts.

*Police policies provide detailed instructions for how to respond during the following events:*

### Missing Person/Abduction

*The plain language emergency alert is Security Alert + Missing Person + Descriptor + Location.*

For example: "Security Alert + Missing Person + 2-year old male with blonde hair wearing blue pajamas + Labor and Delivery".

### Armed Intruder/Shooter/Hostage Situation/Threat of Violence

*The plain language emergency alert is Security Alert + Active Threat + Descriptor + Location.*

For example: "Security Alert + Active Threat + Shooter - white male wearing jeans and a white shirt + Hospital Lobby."

### Bomb Threat

*The plain language emergency alert is Security Alert + Suspicious Package + Descriptor + Location (if known).*

## Medical alerts and the ERT

The emergency response team (ERT) provides immediate assistance to an individual in distress.

*Refer to Entity Emergency Telephone Numbers list.*

### Code Blue

A Code Blue Medical Alert provides rapid assistance for medical emergencies and incidents including cardiac arrest and respiratory arrest.

*Refer to Entity Emergency Telephone Numbers list.*

## Infection control

Everyone at Vidant Health has a role in eliminating the spread of communicable diseases, drug resistant organisms, and preventing hospital-acquired infections.

**Hand hygiene is the #1 way to prevent the spread of infections** and it is everyone's responsibility.



Always use facility-approved lotions in clinical areas. Never top-off any lotion or soap container.

If you are feeling ill, **STAY HOME** for the sake of patients and team members. It seems like we should try to get out of bed and be a team- player...

BUT remember your greatest contribution that day will be the spread of your germs, not your dedication. During "flu season" many respiratory viruses are circulating in the community. Cough etiquette (coughing in your elbow or arm, or using tissues), helps prevent the spread of these viruses.

## Fingernails

Long fingernails or fingernails with enhancements have been associated with outbreaks of healthcare associated infections (HAI). Healthcare team members in the following categories may have increased risk of transmitting healthcare associated infections related to fingernail length, maintenance, integrity, and use of artificial enhancements:

- All staff who have direct patient contact or contact with the patient environment; this includes all staff who enter the patient room for any reason
- All direct patient caregivers, to include Licensed Independent Practitioners (LIP), volunteers, students, and contract workers
- All surgical personnel
- All staff involved in cleaning, disinfection, and sterilization processes
- All staff involved in food preparation and delivery
- All staff who prepare products or medications for patients
- Keep nails clean and short (less than ¼ inch long). Short is also defined as holding the hand palm up at eye level and not being able to see the nail extend beyond the fingertip.
- Nail polish or products of any kind must be maintained with no chips, cracks or gaps between cuticle and polish or products. These products must not extend the length of the natural nail. Nail attachments or extensions are prohibited.



*Appropriate Personal Protective Equipment (PPE) must be used when handling patients.*

## Cleansing, disinfection, and bloodborne pathogens

Remove soil and debris to keep surfaces and equipment clean. Then disinfect to kill the germs that cause infections. Disinfectants must stay wet for the period of time defined on the label in order to kill germs. Know how long the disinfectant you are using must stay wet and re-apply as necessary.

Inspect all supplies, equipment, and devices for signs of wear, tear, breakage, contamination, or moisture that can affect their integrity and safety. If it does not look right, call the question.

Most fluids found in the body are a possible risk for exposure to pathogens such as human immunodeficiency virus (HIV) or hepatitis.

### Exposure happens when:

Blood or body fluid comes into contact with broken skin or mucous membranes.

A contaminated sharp object penetrates the skin.

**The Bloodborne Pathogen Exposure Control Plan** defines job categories that are considered at risk for exposure.

## Standard precautions

Take Standard Precautions to protect yourself with all patients. When exposure to blood and body fluid is possible, use a fluid resistant gown (blue and white), mask, eye protection, gloves, and perform hand hygiene.

To protect your mucous membranes, do not eat, drink, apply cosmetics, lip balm, or handle contact lenses in areas where patient care is provided or patient care items are located.

Did you know that not all waste with blood and body fluid goes in the red trash? Place disposable medical waste in the red trash when blood or body fluid drips from the item when it is squeezed or is caked on the item when it is dry. Do not throw linens in the red trash, even if contaminated. Place all used linen in designated linen hampers with plastic bags.

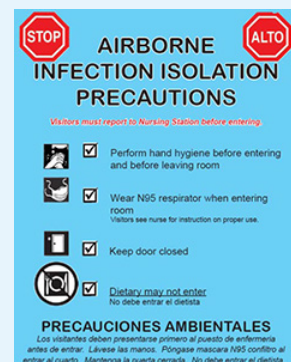
If you are exposed to blood or a body fluid, wash the affected area and notify your immediate supervisor.

Follow-up with Occupational Health as soon as possible.

## Communicable diseases

Keep patients, families, visitors, and yourself safe! Early detection of active communicable diseases is critical to stopping transmission.

Implement the following isolation precautions according to symptoms:



Special considerations are required for Airborne Infection Isolation.

Additional need to  
know information

## Cultural competence

Culture is a fundamental part of our lives. It is a total way of living that includes values, beliefs, standards, customs, language, thinking patterns, behavioral norms, and communication styles. Culture is influenced by family, the media, schools, religious institutions, history, experiences, and other factors.

**Cultural competence in health care describes the ability to provide quality care to patients and others with diverse values, beliefs, and behaviors. In essence, tailoring health care delivery to meet patients' social, cultural and linguistic needs.**

In a culturally competent environment, patients and families are better able to communicate their unique health care needs. This enhances the effectiveness of the health care experience.

Cultural insensitivity usually isn't intentional. It is often caused by not understanding another person's frame of reference. Sometimes insensitivity is a result of fear or denying differences by viewing everyone as the same. At other times, insensitivity may be due to time pressures to complete tasks and move on.



## Harassment, discrimination and workplace Bullying

Harassment is unwelcome behavior that is both subjectively offensive (the victim is offended) and objectively offensive (a reasonable person would also be offended) and directed at a legally protected characteristic.

Harassing behaviors can take many forms:

- Unwelcome, offensive comments about appearance, dress, or speech
- Unreasonable distribution of work load, schedules, and personnel actions
- Other physical or verbal abuse directed at a protected characteristic

Victims of harassment don't necessarily have different legally protected characteristics than the harasser. While it is sexual harassment for a male team member to make unwelcome and offensive comments,

While certain types of harassing behaviors violate Vidant Health policy and may subject the harasser to corrective action up to and including separation from employment, they may not necessarily count as illegal harassment.

**Harassment is illegal when it is so severe and pervasive (widespread) that it becomes a condition of employment.**

## Discrimination

Discrimination is similar to harassment, but it is different.

**Harassment** is related to individual behaviors and conduct.

**Discrimination** is related to employment actions and the provision of equal employment opportunity such as:

- Employment opportunities
- Benefits or privileges
- Work conditions
- Evaluation standards

Discrimination of this kind is prohibited by a variety of federal, state and local laws, including Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1967, the Americans with Disabilities Act of 1990, and the Genetic Information Nondiscrimination Act of 2008.



## Workplace bullying

Workplace bullying is repeated inappropriate behavior conducted against others in the course of employment and is prohibited under Vidant Health's anti-harassment policies.

**Verbal bullying** - Slandering, ridiculing or maligning a person or his or her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.

**Physical bullying** - Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.

**Gesture bullying** - Nonverbal threatening gestures; glances that can convey threatening messages.

**Exclusion** - Socially or physically excluding or disregarding a person in work-related activities.

Work place bullying is unacceptable and prohibited under Vidant Health's **Anti – Harassment policies**.

## Reporting complaints

Report harassment, discrimination, and bullying behavior to supervisors, managers, administrators, Human Resources, the Office of Audit and Compliance, or the Office of General Counsel.

**Vidant Health takes all allegations seriously**, and requires investigation of each report. All reports and investigations are handled as confidentially as possible. Investigations will be conducted by Human Resources, the Office of General Counsel, or the Office of Audit and Compliance.

Reporting harassment, discrimination, and workplace bullying or participating in an investigation is a legally protected activity.

Team members who engage in substantiated acts of harassment, discrimination, or workplace bullying, and individuals found to have knowingly made false accusations of such behaviors, will be subject to corrective action up to and including separation from employment, in accordance with Vidant Health's progressive Corrective Action procedure and the Collaborative Culture of Safety, as outlined in the **Performance and Behavioral Based Expectations policy**.





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