

**UNITED MEDICAL STAFFING NETWORK (UMSN)  
SAFETY REVIEW  
For All Temporaries**

Here is your packet of SAFETY REVIEW INFORMATION.

This packet contains written materials from twelve different safety areas.



- **BODY MECHANICS**
- **BASIC SAFETY**
- **FIRE SAFETY**
- **ELDER NEGLECT AND ABUSE**
- **HOW TO HANDLE AN ANGRY PATIENT**
- **DOMESTIC VIOLENCE**
- **INFECTION CONTROL**
- **OSHA BLOODBORNE PATHOGENS**
- **TUBERCULOSIS**
- **PATIENT RIGHTS**
- **CONFIDENTIALITY**
- **CORPORATE COMPLIANCE**

Please review them and complete the review sheet.

**•OFFICE COPY ONLY•**

**Please do not mark in the booklets. Thank You.**

**Welcome to UNITED MEDICAL STAFFING NETWORK!**

## SAFETY IN-SERVICES

### **◆Body Mechanics**

#### **Preventing injuries:**

Body Mechanics is the way of using your body to lift or move people or objects so that you do not injure yourself. Back injuries are the most common type of injury to health professionals.

As a health professional you will be using your body every day to do many different things while giving patient care, such as lifting, carrying, moving, pushing, pulling, and bending. It is important that you know how to use your body correctly so that you do not hurt yourself. The muscles of your back are the most likely to be hurt if you do not use good body mechanics.

If you do injure yourself while performing your job, you must notify UMSN and the nurse supervisor immediately.

#### **Use Good Body Mechanics:**

1. Bend at the knees and hips and stand close to the object.
2. Keep the back straight and lift using the muscles in the arms and legs.

### **◆Basic Safety**

#### **Keeping the patient safe:**

All UMSN employees must wear an identification badge (based on client protocol) when working at facilities. Always tell the patient who you are and what you are going to do as you enter their room.

Patients must always be able to call for help if they need it. Be sure the call bell or call signal is within the patient's reach. It is important that the patient can easily reach the call bell and knows how to use it. The call bell must be answered immediately to find out what the patient needs.

Side rails are a part of the patient's environment. When it is ordered that the side rail must be raised, you must be sure to raise them.

If the patient is using any special chair, bed, etc. where you are unsure of the safety features, you **MUST** ask the Charge Nurse to orient you.

## **◆ Dealing with a Violent Patient**

### **Recognizing signs of Violent Behavior:**

A patient often shows signs of becoming violent. If you recognize these signs you might be able to prevent that behavior.

### **Signs that a patient may become violent:**

1. An increase in walking around or moving around
2. Loud talking or shouting
3. Disoriented, not knowing where they are
4. Seeing things and hearing voices that are not there
5. Refusing to follow direction from the staff

### **Measures to Prevent Violent Behavior:**

If you see signs that a patient might become violent, call for other staff members and security personnel to come to the area. Try to prevent violent behavior by calling the patient by name, speaking in a calm, soft voice, keeping the environment quiet, and asking for permission before going into the room.

When you are in the same room as a patient who might become violent you should keep at least three feet away from the patient when speaking. Stand a little to the side rather than right in front of the patient. It will make the patient feel more comfortable and it will be safer for you.

Do not turn your back toward the patient. You need to be able to see what the patient is doing. Do not let the patient stand between you and the door, so you cannot become trapped in the room.

## ◆ Fire Safety

Important things to remember: **Fire Safety Rules**

1. If there is smoke, stay low to the floor. Smoke rises, the air is clear near the floor.
2. Close any door that will keep the fire from spreading to other areas.
3. Do not open a door if it is hot.
4. Do not open a door if smoke is coming out from around it.
5. Clear hallways of any obstructions.
6. Employees should reassure patients and visitors.
7. Never leave a group of patients unattended.
8. Know where the fire alarms are located.
9. Know where the emergency exits are located.
10. Know where the fire extinguishers are located.
11. Do not use the elevators in the building if there is a fire.
12. All doors should remain closed until an “All Clear” is given.

### **In Case of Fire:**

A way to help remember what to do in case of a fire is called R-A-C-E.

1. Remove the patient from fire area.
2. Activate alarm.
3. Contain the fire.
4. Extinguish or Evacuate.

### **If you should catch on fire:**

STOP—where you are

DROP—to the floor

ROLL—Around on the floor

### **Patients receiving oxygen:**

Oxygen is the gas that makes the fire burn. An explosion can occur if there is a spark or flame around a patient receiving oxygen. Know which valves shut off oxygen or other gases, but never turn them off unless you’re specifically directed to do so.

A sign should be posted on the patient’s door to warn visitors:

No smoking, Oxygen in use

Fire preparedness is an ongoing process. When you are at a facility note the location of fire alarms and smoke detectors, evacuation routes and safe areas. The facilities have rehearsal fire drills, be a part of that rehearsal.

Think through all the possibilities now. That way you’ll be ready for action when there’s no time to think.

## **◆Domestic Violence**

**Definition of Domestic Violence:** A repeated pattern of behavior to gain power and control over another. It is ongoing and usually escalates over time. Perpetrators control their victims through physical, emotional, verbal, sexual, and/or financial abuse. Domestic violence occurs in familiar or intimate partner relationships with people living separately or in the same household, and with people in present or past relationships.

**Types of Abuse:** See neglect and abuse section

### **Warning signs of domestic violence in the workplace:**

Changes in job performance, disruptive personal phone calls or visits, high rate of absenteeism, tardiness, leaving work early, unusually quiet, reluctant to join the work group for informal activities, sensitive about home life or that there is trouble at home, repeated bruises or injuries, often attributed to “falls, “being clumsy”, or “accident” can all be warning signs.

### **Resources:**

#### **OHIO -**

24-hour hotline- 1-216-651-8484, Rape Crisis-1-216-619-6192

Shelters- Check Yellow pages for your local shelter.

### **Questions to ask in private away from the abuser:**

Is it safe to go home?

Has anyone physically hurt you in the last year?

Are you afraid of your partner?

Are there weapons in the house?

Is there drug or alcohol abuse?

Have things been destroyed that you care about?

## **◆Neglect and Abuse**

Employee Treatment of Residents:

### **Types of Abuse:**

1. Physical  
The definition of physical abuse is injury caused by a kick, push, shove, slap, cut, bruise, hair pulling, choking, holding down, throwing objects at, not feeding a patient, not cleaning a patient.
2. Verbal  
The definition of verbal abuse is the use of hateful words that make a person feel terrible, unimportant and unloved, yelling, blaming, or criticism.
3. Psychological  
This type of abuse is difficult to see but just as dangerous. An example of this type of abuse is when a person is afraid that someone will do something to harm him. Jealousy, possessiveness, threat to self and other, denying privacy, or isolation from others.
4. Sexual  
This type of abuse is defined as constant sexual demands, forced or distasteful sex acts, forced pregnancy or abortion.
5. Financial  
The definition of financial abuse is when money is being controlled, withholding financial information, demanding an accounting of expenditures.

It is the policy of UMSN to comply with all State Laws.

The intent of this policy is to assure that employees of UMSN prevent mistreatment, neglect and abuse of residents, and misappropriation of resident property while working at any facility.

A background check will be conducted on any new employee if their original check is greater than a year old.

UMSN will not employ individuals who have been found guilty of abusing, neglecting, or mistreating residents by a court of law. Personal Character Clause will not be accepted under abuse/neglect crime.

If an active employee has been found guilty of mistreatment, neglect, and abuse of a resident and misappropriation of a resident's property then it is the responsibility of UMSN to contact the Nurse Aide Registry and/or the Board of Nursing.

The employee will be subject to termination according to policy.

## **◆Infection Control**

Healthcare facilities have come a long way from the days when hospitals were hot beds of infection and antibiotics were not available to combat infection. By committing yourself to follow infection control practices, you can successfully meet this challenge by protecting your patients and yourself from infection.

### **FOR INFECTION TO SPREAD, THREE ELEMENTS ARE REQUIRED:**

1. A SOURCE OF INFECTIOUS MICROORGANISMS
2. A SUSCEPTIBLE HOST
3. A MEANS OF TRANSMISSION FOR THE MICROORGANISMS

### **SOURCES:**

1. PEOPLE
2. CONTAMINATED OBJECTS

### **HOSTS:**

1. ELDERLY PATIENTS
2. NEWBORNS
3. PERSONS WITH WEAK OR UNDERDEVELOPED IMMUNE SYSTEMS
4. PERSONS WITH CANCER, MULTIPLE HEALTH PROBLEMS OR CHRONIC DISEASES THAT REQUIRE STEROID THERAPY
5. PATIENTS WITH SURGICAL INCISIONS, CATHETERS, BREATHING TUBES OR OTHER MEDICALLY INDUCED PATHWAYS INTO THE BODY CAN ALLOW INFECTIONS TO ENTER

### **TRANSMISSION:**

1. INHALATION
2. MOUTH, EYES, NOSE OR OTHER BODY OPENINGS
3. A BREAK IN HOST'S SKIN
4. CONTAMINATED NEEDLE OR OTHER SHARP OBJECT

### **MAIN ROUTES OF TRANSMISSION:**

1. CONTACT
2. DROPLET
3. AIRBORNE
4. COMMON VEHICLE (CONTAMINATED ITEMS)
5. VECTORBORNE (MOSQUITOES, FLIES, RATS ETC.)

### **STANDARD PRECAUTIONS:**

1. UNIVERSAL PRECAUTIONS
  - a. Protective Work Practices
  - b. Use of Personal Protective Equipment
  - c. Protective Housekeeping
  - d. Protection Through The Hepatitis B Vaccination
  - e. Exposure Reporting
2. BODY- SUBSTANCE ISOLATION

## ◆ Tuberculosis

### **Definition:**

(TB) is an airborne communicable disease caused by *Mycobacterium tuberculosis*. It is spread by tiny airborne particles called droplet nuclei. These droplets are expelled when a person with TB disease coughs, sneezes, speaks or sings. If another person inhales air containing these droplet nuclei, transmission can occur. Persons at the highest risk of becoming infected with tuberculosis are close contacts, persons who often spend time with someone who has infectious TB.

### **Diagnosis and infection vs. disease:**

The tuberculin skin test is used to identify persons who have been infected with TB. Most infected people have a positive reaction to the test within 2-10 weeks after becoming infected. People with the TB infection are not infectious to others (also called latent TB), do not look or feel sick. TB infection progresses to TB disease (active TB) when the bacteria overcomes the defenses of the immune system and begins to multiply. Infection can progress to disease very quickly or many years after infection.

### **Symptoms of TB include:**

- A prolonged, productive cough, lasting more than 3 weeks
- Chest pain, hemoptysis, fatigue, night sweats, loss of appetite, weight loss, fever

### **Infection Control Measure:**

Effective isolation of patients with suspected or confirmed infectious TB is the primary protection against the spread of TB to other patients or health care workers. Any person suspected or known to have TB should be placed on Airborne Precautions in a negative pressure room. The door must remain closed at all times. An N-95 particulate respirator, a special mask that must be fit-tested, is required for all health care workers entering the isolation room. Patients should be instructed to cover their coughs and sneezes with a tissue to control the spread of TB. There is a Tuberculosis Exposure Control Plan at all facilities which outlines the necessary safeguards to take when caring for a patient suspected or known to have TB.

### **Treatment:**

Treatment of TB includes 3 or 4 different drugs taken daily over a 6-12 week period. The entire course of medication must be completed in order to eradicate the infection.

## **◆Patient's Bill of Rights**

### **Some important rights of patients are:**

1. To be told about the care the patient will receive
2. To be treated equally
3. To be involved in making decisions about care
4. To read own medical record
5. To know how much the care costs
6. To have patient privacy protected
7. To be able to accept or refuse a procedure or treatment (informed consent)
8. To be informed of information clearly
9. To know your name and professional status
10. To obtain a second opinion
11. To provide a living will and durable power of attorney for healthcare

### **Rights of residents in a nursing home:**

1. To make choices about resident living conditions
2. To use own clothing and other belongings
3. To be free from abuse
4. To be allowed free movement around the facility, unless the doctor orders otherwise for safety reasons

UMSN is dedicated to promoting the basic rights of all clients and to avoid any infringement of these rights.

### **Legal Issues:**

1. A **will** is a legal document that lists what a person wishes to have happen to their body, belongings, and property after death. Notify the nurse if the patient asks you to help write a will.
2. An **advance directive** is also called a “living will” because it states what the patient wishes to have happen to their body while still alive. This covers a situation where the patient might be so sick or disabled and they cannot speak or perhaps is unconscious.
3. A **health care proxy** is a legal document that allows the patient to name the person who can make medical decisions if so sick or disabled that the patient cannot speak on their own. The Federal Self-Determination Act of 1991 made it a law that hospitals have to give patients information about health care proxies when they enter the hospital for treatment.

## **◆Confidentiality**

All information about the patient, diagnosis, medical history is confidential. This means that you may only discuss the patient with other health care workers who are involved in the patient's care, such as the primary nurse, doctor, social worker, or rehab therapist.

As a health care worker you are obligated to protect patient confidentiality whether you work in a hospital, ambulatory care clinic, long term care facility, home health agency, rehabilitation center, hospice or any other type of healthcare institution.

If you discuss a patient's care with someone from another floor, this is called gossip. Medical information belongs to the patient and the patient alone. The patient may not even want to have the family know something and it is their right to have that information kept confidential.

### **Exceptions to the Rule**

Certain situations allow for the disclosure without prior written permission, including:

1. Medical emergencies
2. Reporting information on communicable diseases to the Health Department
3. Reporting child abuse, spousal abuse or elderly adult abuse
4. Litigation or administrative activities

All health care institutions have specific guidelines for you to follow when providing information under these special circumstances.

If someone asks you "What is wrong with Mr. Hill in the next bed?" You must say, "I'm sorry, but all patient information is confidential."

Medical records are extremely confidential. Always keep records in a secured location. Return records to the secured location when you find them elsewhere.

The care-giving relationship cannot be truly effective unless it is based on genuine trust. To fully meet the physical, emotional and psychological needs of the patient you care for, you must make protecting their confidentiality a key priority.

## **◆Corporate Compliance**

It is our commitment to promote safety in the workplace for all UMSN employees and patients. We intend to work together with all employees and clients to encourage a healthy work environment. This includes on-going education and in-services for our employees and continuous communication with our client.

All area hospitals and nursing homes have a Safety Control Manual, which includes all safety areas.

As temporary employees of UMSN, it is your responsibility to know where the Safety Manual is located at each facility.

UMSN has established guidelines and regulations to which all employees shall adhere. The following specific issues addressed are:

- Handwashing
- Universal Precaution
- Safety
- Environmental Cleaning
- Waste Disposal
- Vaccination Policy
- Management of patients with infection, especially those who may require special infection control precautions
- Outbreak identification, investigation and control
- Employee health program that addresses TB screening, immunizations, and leaves of absence when employees have a potentially transmittable infection
- Abuse

If you have any questions, please ask to speak with the Corporate Office Safety Director.

UMSN provides ongoing education to all staff members to the infection control and safety program. All individuals working in a health care facility should know all the risk factors for infection and the methods to minimize themselves and residents for risk of infection.

## **◆ Bloodborne Pathogens**

### Introduction:

- The Occupational Safety and Health Administration (OSHA) has issued a standard that, if followed, is designed to protect you. This standard covers you if it is reasonably anticipated that you could be exposed to bloodborne pathogens as a result of your job.

### Bloodborne Diseases:

- There are a variety of bloodborne pathogens including non-A hepatitis, syphilis and malaria.
- HBV can survive dry, on an environmental surface for up to one week.
- You should sign the HBV declination form if you do not want to receive the HBV vaccine at the time it is offered.

### Workplace Transmission:

- HBV, HIV and other pathogens may be present in body fluids such as saliva, semen, vaginal secretions, cerebrospinal fluid, and other body fluids visibly contaminated with blood.
- A sharp is anything that can pierce, puncture or cut your skin.

### Exposure Control Plan:

- You must have an Exposure Control Plan available for you to consult during your workshift.
- Universal Precautions means treating all blood and body fluids as potentially infectious.
- The five major tactics for protection against bloodborne pathogens are: engineering controls, employee work practices, personal protective equipment, housekeeping, and hepatitis B vaccine.

### Work Practice Controls:

- Never bend, hand-recap, shear, or break needles and other sharps.
- Every time you remove your gloves you must wash your hands with soap and running water as soon as possible.
- If you don't have access to running water, use an antiseptic towlette or antiseptic hand cleanser.
- Don't keep food and drinks in refrigerators, freezers, cabinets or on shelves, countertops or benchtops where blood or other potentially infectious materials may be present.

### Personal Protective Equipment:

- Choose your protective equipment according to the task you are going to perform.
- Try to avoid giving unprotected mouth to mouth resuscitation.
- Never wash or reuse single use disposable gloves.
- The safe procedure for glove removal that should be followed at all times is: with both hands gloved, peel one glove off from top to bottom and hold it in the gloved hand. With the exposed hand, peel the second glove from the inside, tucking the first glove inside the second. Dispose of the entire bundle promptly.

### Good Housekeeping:

- Never pick up broken glass that may be contaminated with your hands. Use tongs or a brush and dust pan.
- Place contaminated sharps and infectious wastes in designated red-colored or labeled sharps container.
- Always report exposure to blood or other potentially infectious materials to your supervisor as soon as possible.

# UNITED MEDICAL STAFFING NETWORK (UMSN)

A MEDSEARCH Division

## Safety Annual Review Sheet

### True and False Questions

1. \_\_\_\_\_ Fire can kill without burning.
2. \_\_\_\_\_ The most serious bloodborne pathogens are Hepatitis A, B and C.
3. \_\_\_\_\_ Handwashing is not absolutely necessary if gloves have been worn.
4. \_\_\_\_\_ TB symptoms include a persistent cough, fever, chills, fatigue, weight loss and hemoptysis.
5. \_\_\_\_\_ The call button must be easy for the patient to reach and the patient should know how to use it.
6. \_\_\_\_\_ A patient can sign a form requesting that no information be released about them.
7. \_\_\_\_\_ An N-95 respirator is only required if you are entering the room for a long period of time.
8. \_\_\_\_\_ A nursing assistant can lose her job for being negligent.
9. \_\_\_\_\_ You must report abuse of children under 18.
10. \_\_\_\_\_ It is ok to prevent a patient from leaving a health care institution.
11. \_\_\_\_\_ It is ok to do something that you have not been trained to do.
12. \_\_\_\_\_ Isolation of patients with suspected/confirmed TB is the primary protection against the spread of TB.
13. \_\_\_\_\_ A warning sign of an abused person is that you rarely get to see them alone after work, you see their partner making them account for their time and activities.
14. \_\_\_\_\_ Persons with TB infection have no symptoms and are not infectious to others.
15. \_\_\_\_\_ If a patient does not want any information released about them, they can make that request upon admission.
16. \_\_\_\_\_ A family member can review a patient's chart at any time if the patient is alert, and oriented.
17. \_\_\_\_\_ Blood spills must be first wiped up and then cleaned with a disinfectant.
18. \_\_\_\_\_ When entering the scene of a fire, stay low.
19. \_\_\_\_\_ If there is a fire, you should open the windows to let out the smoke.

20. \_\_\_\_\_ A mask and eye protection must be worn if fluids could splash or spray into your eyes, nose or mouth.
21. \_\_\_\_\_ It is ok to talk about a patient in the hallway.
22. \_\_\_\_\_ You can be prepared for a fire emergency simply by memorizing a few rules.
23. \_\_\_\_\_ The patient can refuse treatment.
24. \_\_\_\_\_ A living will is when a patient states their medical wishes to be carried out if they are unconscious or unable to speak for themselves.
25. \_\_\_\_\_ As a health care professional, you can recommend a particular physician.
26. \_\_\_\_\_ You only need to wash your hands if they are dirty.
27. \_\_\_\_\_ Using proper body mechanics will help prevent injury to your back.
28. \_\_\_\_\_ Smoking in a hospital, especially around oxygen, is a fire hazard.
29. \_\_\_\_\_ Personal protective equipment includes gloves and masks.
30. \_\_\_\_\_ OSHA is a government agency that makes sure workers have a safe work environment.
31. \_\_\_\_\_ If you get stuck by a used needle, the first thing you should do is notify the nursing supervisor.
32. \_\_\_\_\_ Back injuries are not the most common injury to health care workers.
33. \_\_\_\_\_ If you think a patient is about to become violent you should tell the patient in a loud, firm voice to calm down.
34. \_\_\_\_\_ You must check the patient's identification bracelet before giving care.
35. \_\_\_\_\_ You must always answer a call signal right away because it could be an emergency.
36. \_\_\_\_\_ Teaching patients to cover their mouth/nose with a tissue when coughing/sneezing is a simple control measure to prevent the spread of TB.
37. \_\_\_\_\_ Side rails are only needed when the bed is in the raised position.

Print Name \_\_\_\_\_ Date \_\_\_\_\_

Social Security Number \_\_\_\_\_  
(Last Four Digits)