



WEST
CANCER CENTER
& RESEARCH INSTITUTE

2023 Compliance & HIPAA Training
Module 3 – Safety Training

Patient and Staff Safety

West Cancer Center & Research Institute is committed to patient and staff safety.

- You have the right to a workplace without recognized hazards.
- You have the right to equipment which makes your job safer.



What is an Incident/Event/Occurrence?

The words “**Incident**,” “**Event**,” and “**Occurrence**,” are used interchangeably in healthcare settings. For us, these words are used to define **any unusual occurrence that results in an actual or potential adverse outcome for a person in a West Cancer Center facility.**

- Incident Reports should be entered for all actual events and near misses/good catches.
- We need ALL events reported to create a safer environment for patients, visitors, and staff.

Incidents Reports serve as quality improvement tools used to identify, analyze, track, and resolve potential system problems.

- Reports are NOT used to point fingers or assign blame for an issue.



Be Mindful of Hazards in Your Environment

- Correct hazards if you can, e.g., clean up small, non-hazardous spills
- Enter an Incident/Event Report into the online reporting system
- Report unsafe environments or conditions to your supervisor

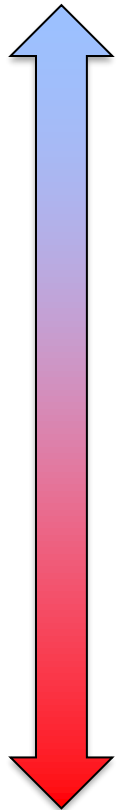


The Severity Scale

The severity scale helps place a value on the severity of the event.

The levels are from least to most severe:

- Good Catch – An event with the capacity to cause harm was caught before reaching the patient
- No Detectable Harm – Event reached the patient, no harm was detected, and no treatment was required
- Mild Harm – Minimal injury, extra observation, minor, or no treatment needed
- Moderate Harm – requires operative procedures, inpatient hospitalization, permanent injury
- Severe – Requires life-saving treatment, major permanent injury
- Death – Unexpected death not related to patient's illness



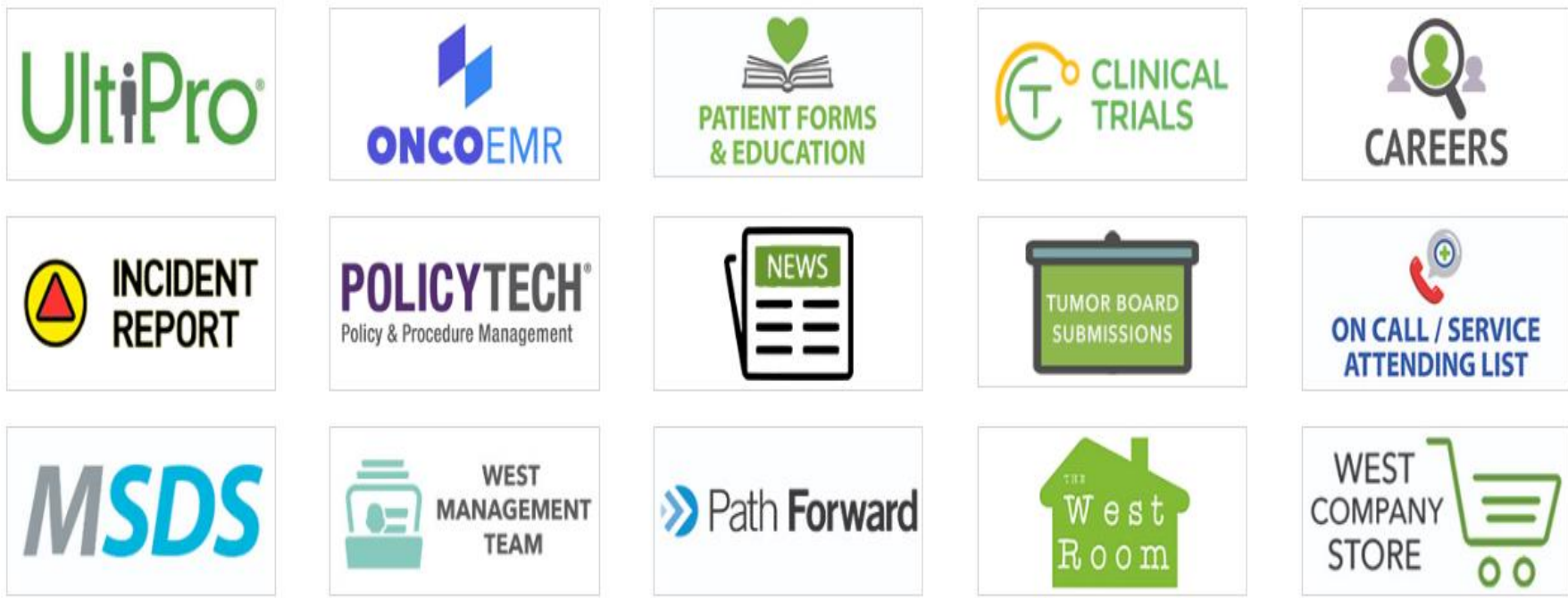
Reporting Unsafe Conditions

- Report any unsafe conditions to your manager/supervisor
- Enter an Incident/Event Report into the online reporting system
- If unresolved, contact the Tennessee Occupational Safety and Health Administration online or call 1-800-249-8510.



Reporting an Event

Go to West Net and click on the Incident Report Icon



Click the Submit Event Button

No password or username required to enter a report.

The screenshot shows the top navigation bar with the West Cancer Center & Research Institute logo on the left and the Healthcare SafetyZone logo (powered by CLARITY) on the right. The main dashboard area features a central 'SUBMIT EVENT' button with a checkmark icon, highlighted by a large red arrow pointing down. Surrounding this button are several navigation icons: 'Review' (person icon), 'Analysis' (magnifying glass over bar chart), 'Dashboard' (grid icon), 'Tasks' (calendar icon), 'Messages' (envelope icon), and 'Admin' (gear icon). Below the dashboard, there are two columns of text: 'What is the Healthcare SafetyZone?' and 'How to use the Healthcare SafetyZone?'. The 'What is the Healthcare SafetyZone?' section explains that the SafetyZone is a tool for patient-centered, proactive, preventive risk management. The 'How to use the Healthcare SafetyZone?' section instructs users to click the 'SUBMIT EVENT' button from anywhere in the system to submit a report. Below these sections, there is a heading for 'West Cancer Center Healthcare SafetyZone® Training:' followed by two links: 'West Cancer Center Healthcare SafetyZone® Submission Training:' and 'West Cancer Center Healthcare SafetyZone® Submission and Reviewer Training:'. On the far right, there is a vertical sidebar with icons for 'Complete Ticket', 'Library', 'Ask question', and 'Guides'.

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Select the type of event you want to report.

Please select a form to continue.



Select Form

Please select a form from the list below.

Patient Safety Event

Employee Safety Event

Visitor Safety Event

Facilities Event

Patient/Visitor Complaint

Billing Event

[Back To Home](#)



Fill out the information.



Current Form: Patient Safety Event

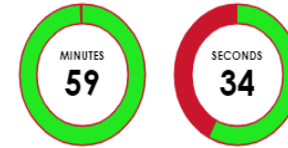
Save

Reset

Cancel

Save Incomplete

[Home](#) Event Number: 11204



NOTE: Required questions marked with *

**Date/Time of Event:

Hour: Min:

Patient Look-Up Demographics

Patient's MRN #:

*Patient's First name:

*Patient's Last name:

*Patient's date of birth: (MM/DD/YYYY):

Patient's diagnosis:

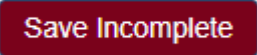
**Site:

*Area:

Please select Area:



Event Reporting - Helpful Hints

- DO NOT DOCUMENT you filled out a report in the Patients Chart.
 - This process is confidential and separate from the patient’s record.
- You have one (1) hour to fill out information on the form before it will “time out.” You have the option to save your information and come back later to finish.
 - Just click the  Save Incomplete button and follow the instructions.
- When filling out information on Patients or Staff, use the Patient or Staff look up button.
 - It will fill in the necessary information for you (name, MRN, DOB, etc).
- While filling out the form, try not to use “Other” as an event type. Usually, one of the categories will apply.
- The more information the better!
 - Documenting what happened helps us figure out what to improve in the future.

Patient Look-Up Demographics

Employee Look Up:



Event Reporting Examples

Patients: Report any incident which is not consistent with the expected care of a patient and results in an unexpected patient medical intervention or outcome.

Event Types:

- Behavioral Issue
- Change in Patient Condition/Status (Mental Status change, Fainting, Glucose changes, etc.)
- Documentation Issue/HIPPA
- Equipment Failure – IV pump
- Fall/Injury
- Infestation/Infectious Diseases
- Infiltration/Extravasation
- Lab/Phlebotomy
- Lab Exposure/Spill
- Medication Related Event - Adverse drug reactions/sensitivity reactions, medication error – order or administration, medication not clinically indicated
- Medication Spill
- Procedures
- Radiology
- Vascular Access Device
- Other

Process:

- Provide/Obtain assistance to the patient if needed
- Notify your supervisor
- Complete an online Incident/Event Report



Event Reporting Examples (cont'd.)

Visitors:

- Fall/Change in Condition
- Infestation/Infectious Disease
- Behavioral Issue

Process:

- Provide/Obtain assistance to the visitor if needed
- Notify your supervisor
- Complete online Incident/Event Report



Event Reporting Examples (cont'd.)

Employees:

- Needle sticks and sharps injuries
- Falls
- Back Injuries
- Exposure/Spills

Process:

- Notify immediate supervisor
- Notify Human Resources
- Seek medical attention if needed
- Complete online Incident/Event Report



Event Reporting Examples (cont'd.)

Some Incidents require additional documentation or forms. See your supervisor/ manager for assistance with any incidents related to:

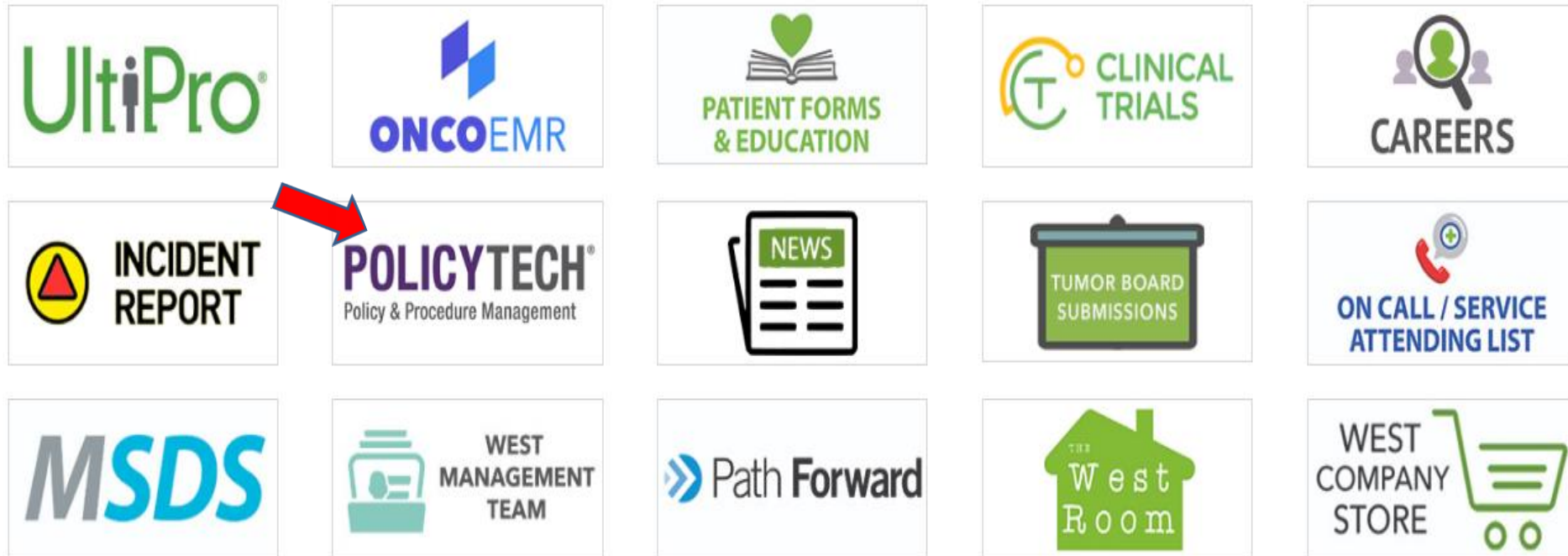
- Facilities (Maintenance) Events
- Patient/Visitor Complaints
- Billing Events



PolicyTech

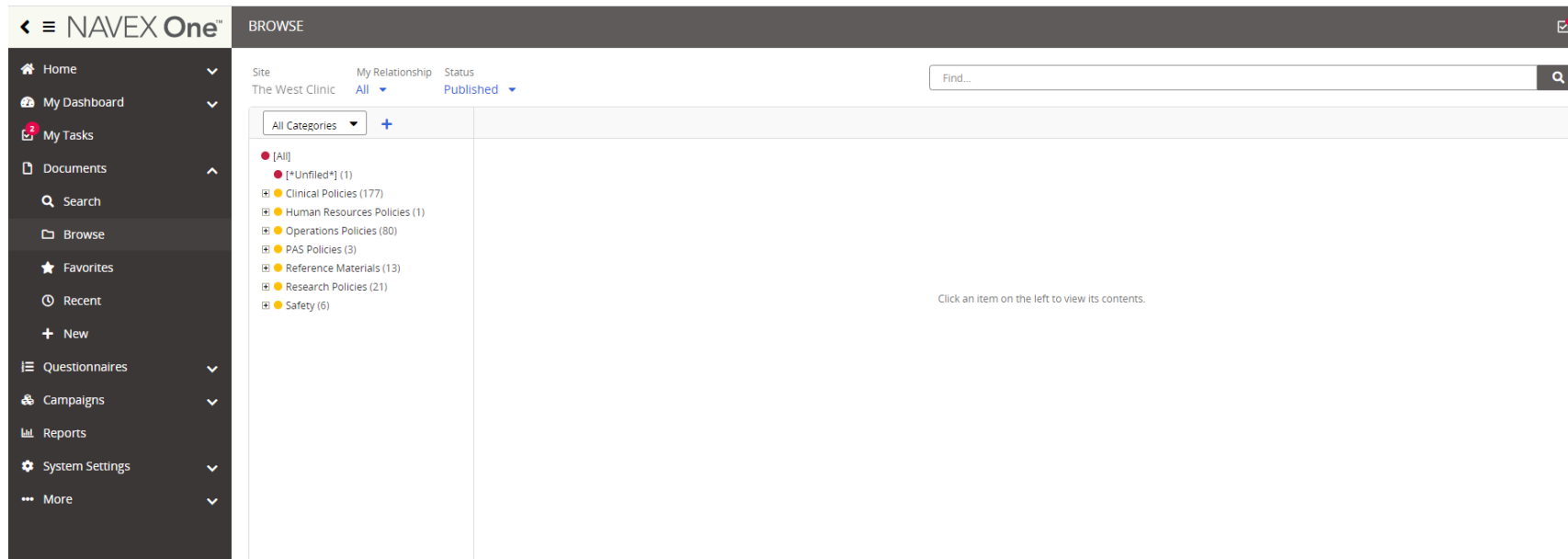
Policy Tech is our library for WCC's policies and procedures.

If you can't find a policy on WestNet in PolicyTech, check with your manager. It may not be loaded into the system yet.



PolicyTech (cont'd.)

- To search for policies, go to the Documents section
 - Select Browse to search through the different folders
 - Or type keywords into the search bar
- You may have tasks to complete occasionally. You will see a red circle over My Tasks to notify you.



The screenshot displays the NAVEX One interface. The top navigation bar includes a back arrow, the NAVEX One logo, and the word "BROWSE". Below this, there are filters for "Site" (The West Clinic), "My Relationship" (All), and "Status" (Published). A search bar is located on the right side of the top bar. The left sidebar contains a menu with options: Home, My Dashboard, My Tasks (with a red notification circle), Documents, Search, Browse (highlighted), Favorites, Recent, New, Questionnaires, Campaigns, Reports, System Settings, and More. The main content area shows a list of categories under "All Categories":

- [All]
- [*Unfiled*] (1)
- Clinical Policies (177)
- Human Resources Policies (1)
- Operations Policies (80)
- PAS Policies (3)
- Reference Materials (13)
- Research Policies (21)
- Safety (6)

A message at the bottom of the main content area reads: "Click an item on the left to view its contents."



Oxygen Cylinder Safety



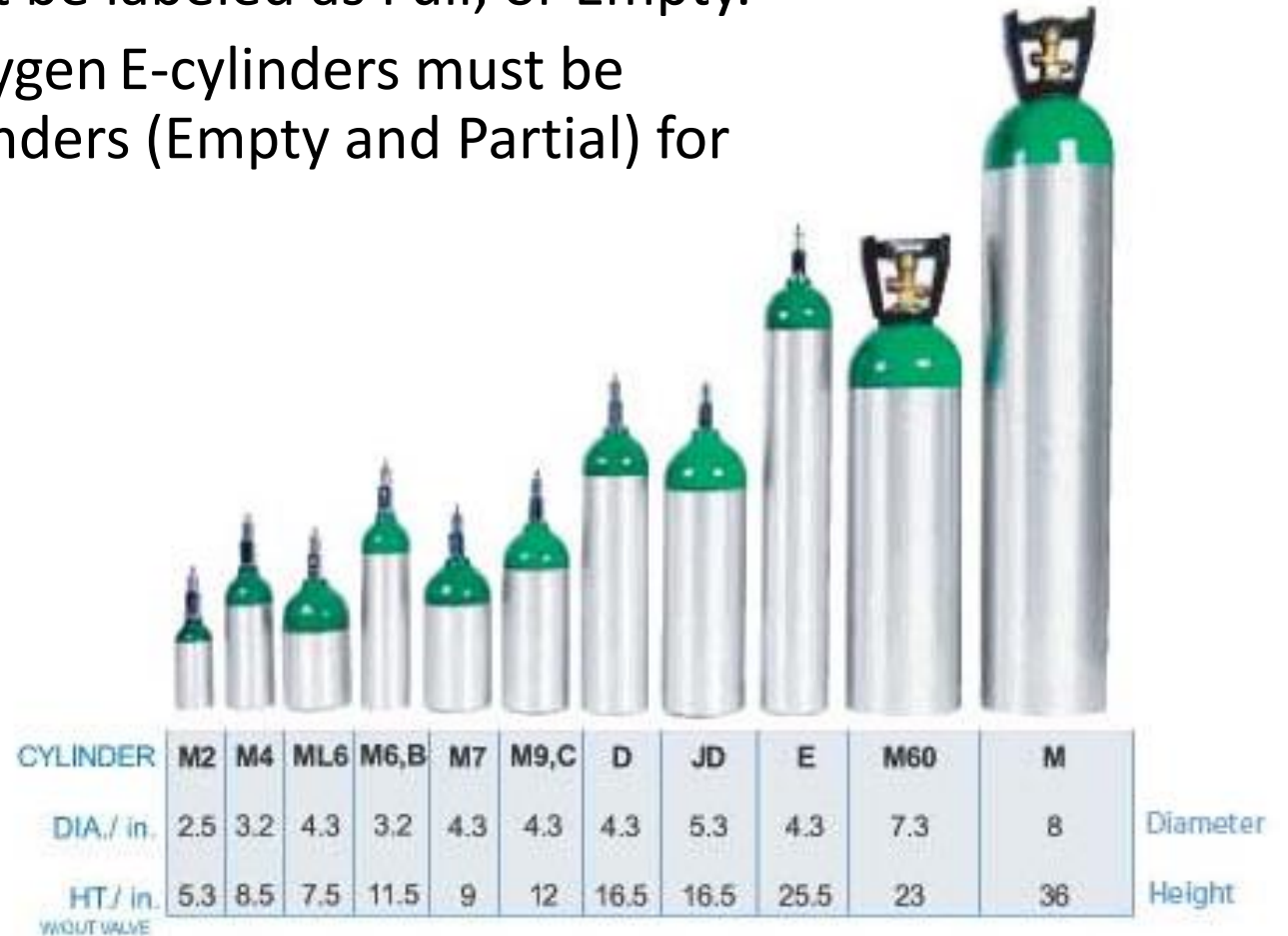
Oxygen cylinders must be properly racked for storage.

- Never place cylinders directly on the floor where they might tip over.
- Transport patients with cylinder in wheelchair rack or rolling rack; do not lay on stretcher/bed.
- Do not carry cylinders over your shoulder.
- Never ask a patient to hold or transport the cylinder for you.



Oxygen Cylinder Safety (cont'd.)

- All stored oxygen cylinders must be labeled as Full, or Empty.
- Per NFPA 99, 1999 – all FULL oxygen E-cylinders must be segregated from all other E-cylinders (Empty and Partial) for rapid access in an emergency.



Oxygen Cylinder Safety (cont'd.)

- FULL – when pounds per square inch via gauge (PSIG) is equal to or greater than 2000 – store in rack labeled FULL
- EMPTY – when pounds per square inch via gauge (PSIG) is less than 500 – and must be removed from service



Identification

- Wear ID badge at all times
- Wear badge above waist so picture is visible
- If badge is lost, notify Human Resources for replacement
- Contractors and vendors are required to wear temporary identification
- If contractors or vendors do not have temporary identification, notify your supervisor
- Contractors must have permits to work; if working above ceiling, permit must be visible by staff below



Smoking Policy

Tobacco Products

Use of tobacco products is prohibited on West Cancer Center property.

This includes:

- smokeless tobacco
- e-cigarettes
- Vaporizers



Fire Safety

General:

- Always keep hallways and exits free of clutter
- Never block pull stations, fire extinguishers, or fire hose cabinets
- Know where the pull stations and fire extinguishers are located in your area

If You Suspect Fire or Smell Smoke:

- Pull the nearest fire alarm
- Close all available doors and windows
- Do NOT enter an area where a fire is suspected, or smoke is seen

Rescuing patients in immediate danger is first priority.



Fire Safety (cont'd.)

If You Hear a Fire Alarm:

- Remain calm
- Direct patients to building exits
- Assist those with impaired mobility
- Check rooms for others and close doors when cleared
- Evacuate building in an orderly fashion
- Use stairs; do NOT use elevators
- Assemble in predetermined area of refuge
- Account for known building occupants



Fire Safety (cont'd.)

If there is a fire in your area, remember **RACE**:

- **R**escue those in immediate danger
- **A**larm activation – pull the alarm as directed on the pull station
- **C**ontain the fire by closing doors
- **E**xtinguish the fire or **E**vacuate



Fire Safety (cont'd.)

Remember!

Pull

Aim

Squeeze

Sweep



How to Use a Fire Extinguisher:

- **P**ull the pin located between the handles
- **A**im the nozzle at the fire's base
- **S**queeze the handles together
- **S**weep the extinguisher from side-to-side



Fire Safety (cont'd.)

More Tips Regarding Extinguishing a Fire:

- Keep your back to the door when extinguishing a fire so you can leave safely.
- When extinguishing a fire, continue to apply all the contents of the fire extinguisher even if the fire appears to be out.
- Stay with the extinguished fire until the Fire Department arrives.



Fire Safety (cont'd.)

Sprinkler head covers should be intact.

- Do not block sprinkler heads
- Boxes and supplies must be at least 18 inches from the ceiling.

Ceiling tiles act as a smoke and fire barrier. Ensure ceiling tiles are intact.

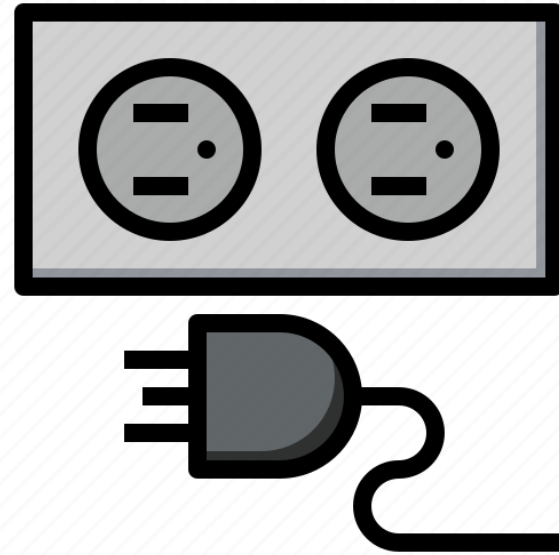
Contact Facility Services if you notice any of the following:

- Missing tiles
- Holes or cracks
- Water or other stains



Electrical Safety Tips

- Make sure you receive training on all equipment before using it.
- Do not attempt to unplug an item if standing water exists.
- Never use a “cheater” to convert a 3-pronged plug into a 2-pronged plug.
- DO NOT overload electrical sockets.



Electrical Safety Tips (cont'd.)

- Check for frayed or damaged cords before use
- Immediately tag and remove devices with damaged cords from service, then notify your supervisor
- Keep electrical cords clear of traffic
- Do not conceal cords under rugs
- To unplug electrical equipment - grasp the plug and then pull; never yank the cord
- Extension cords are not allowed unless they are provided by Facilities Services

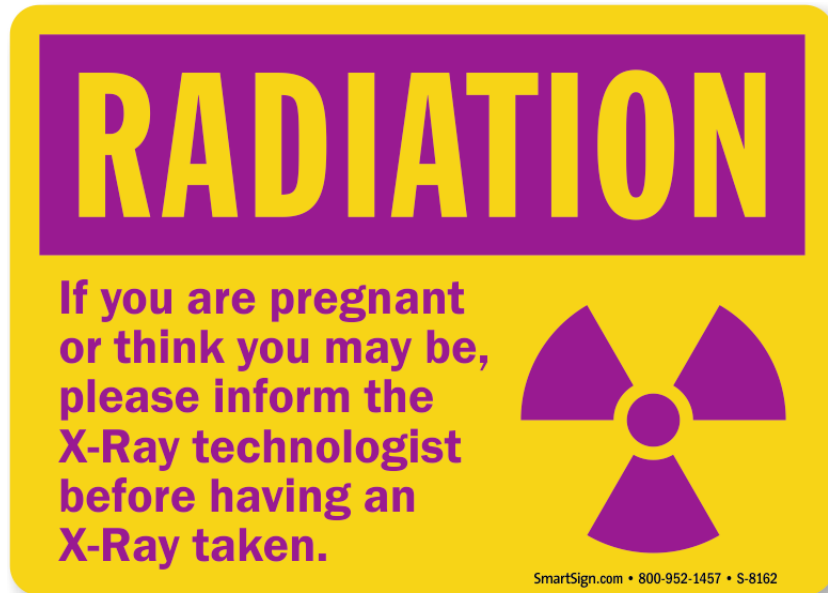


Electrical Safety Tips (cont'd.)

- Notify Facilities if ANY outlet cover is cracked, damaged, or missing
- Turn off coffee makers or other appliances when not in use
- Only approved coffee makers and microwaves are allowed
- Toasters and toaster ovens are strictly prohibited
- Space heaters, electric fans, candles, electrical decorative lights are strictly prohibited and are not allowed in any West Cancer Center locations
- Paper holiday decorations must be flame retardant
- If you detect a potential electrical hazard, immediately notify your supervisor and Facilities



Radiation Safety



- Unless authorized, avoid areas or objects containing the international radiation warning symbol
- Pregnant associates should avoid any exposure to radiation throughout their full term
- Non-essential associates should not be present in the area when x-ray is being used
- Mechanical devices should be used for holding patient film cassettes during x-ray exposure when possible
- A radiation monitor/film badge must be worn by associates who work with or around radiation





Magnetic Resonance Imaging (MRI) Safety

All MRI scan areas are restricted areas.
No one may enter without:

- The knowledge and supervision of the MRI staff
- Undergoing screening for metal objects

No metal object can be taken in the room unless it is known to be safe and approved by MRI staff



Back Safety

Back injuries are the number one work-related injury.

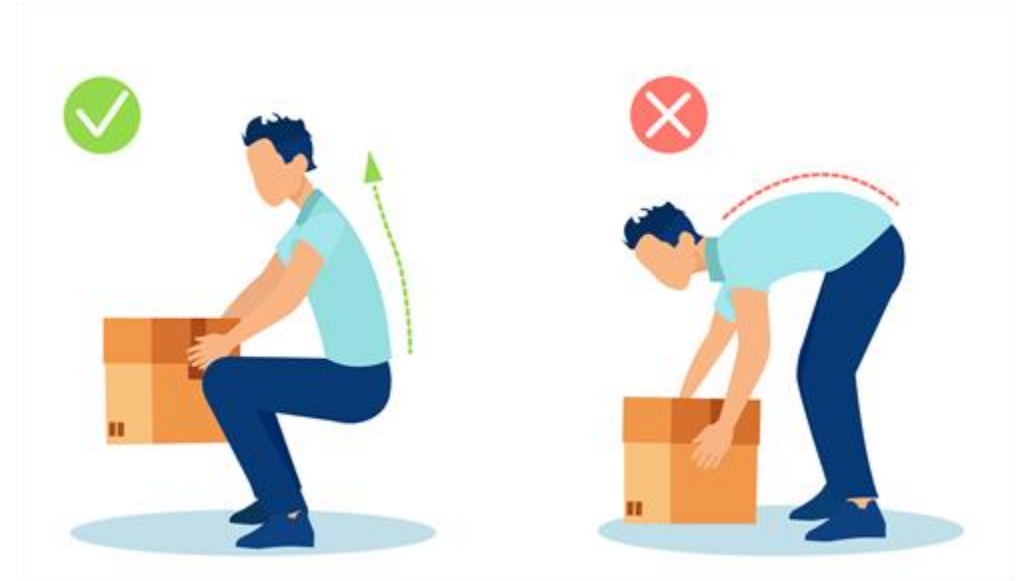
Most back injuries are not caused by a single incident.

Back injuries are usually caused by improper lifting, sitting, pulling, etc. and gradually occur over time.



Back Safety - Lifting

- Get assistance when the load is too heavy or large
- When you are ready to lift, stand with your feet slightly apart
- Bend your knees instead of your waist
- Lift with your legs & keep back straight
- Keep the load close to your body and avoid twisting
- Make sure you can see over the load

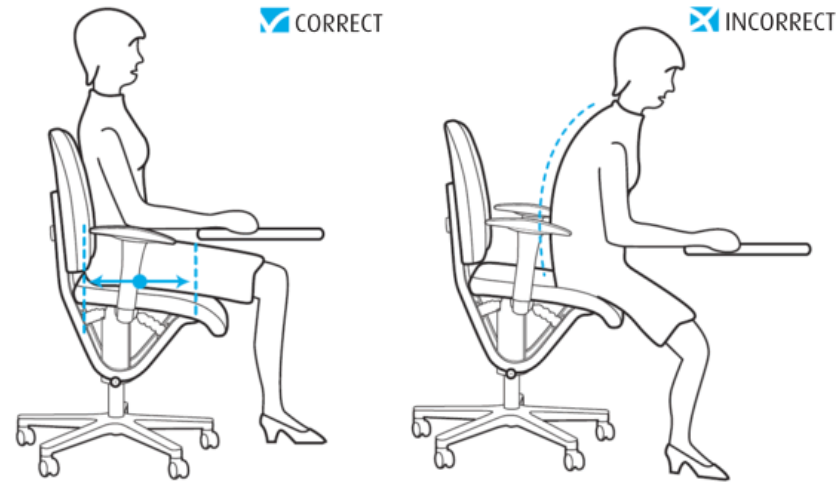


Back Safety - Pushing & Pulling

- Stay close to the load
- Do not pull if you can push
- Use both arms
- Look before pushing cart or heavy object into corridor



Back Safety - Office Ergonomics



- Adjust lighting
- Get up from sitting often
- Consider your posture & readjust
- Adjust height, back and arms of the chair
- Make sure your feet are flat on the floor
- Adjust computer display to keep neck straight



Safe Medical Devices Act (SMDA)



The **Safe Medical Devices Act (SMDA)** is a federal act designed to ensure that all medical devices are implemented safely.

A **medical device** is anything used in patient care except drugs.

- Examples include:
 - IV pumps, monitors, or blood filters
 - syringes, gloves, or catheters
 - instruments such as scissors, hemostats, or clamps



Staff Responsibility after SMDA Occurrence

- Attend to any immediate medical and safety needs of the patient or other involved individuals
- Notify Facilities of the defective equipment, where it has been placed, and what was defective
- Remove the device from service and label it as defective
- Complete online Incident/Event Report



Associates may voluntarily report an SMDA event by:

- Calling 1-800-FDA-1088
- Filling out the online report on the FDA website



Disposing of Medical Equipment

All medical equipment that will be disposed of or donated must be reported to Facilities Services to be processed out of the West Cancer Center system.

This ensures we depreciate the equipment, take it out of our inventory, and secure any legal documents for donating equipment.



What are Hazardous Materials?

- Any material or chemical that causes acute health problems, death, or chronic illness
- Is flammable
- Is reactive
- Contains blood or body fluids
- Is identified by the label as a hazardous material



Hazard Communication Warning Labels

Hazard Communication is a method of warning users regarding potential hazards of workplace chemicals.

Warning Labels explain self protection when using chemicals including:

- Use of personal protective equipment (PPE) when handling or cleaning after an incident
- Emergency procedures – handling, cleanup, and disposal instructions



Safety Data Sheets (SDS)



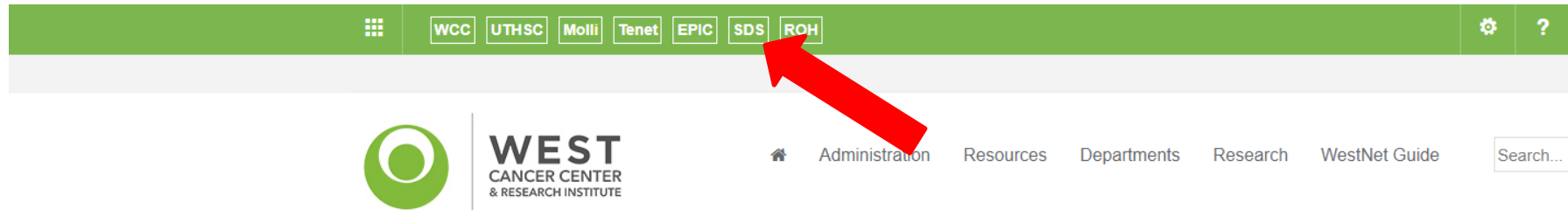
A Safety Data Sheet (SDS) is a document that contains information on the potential health effects of exposure to chemicals, or other potentially dangerous substances, and on safe working procedures when handling chemical products. Safety Data Sheets (SDS) are found on the intranet (West Net).



Safety Data Sheets (SDS) on West Net

You can find a link in two places on West Net:

- At the top of the homepage

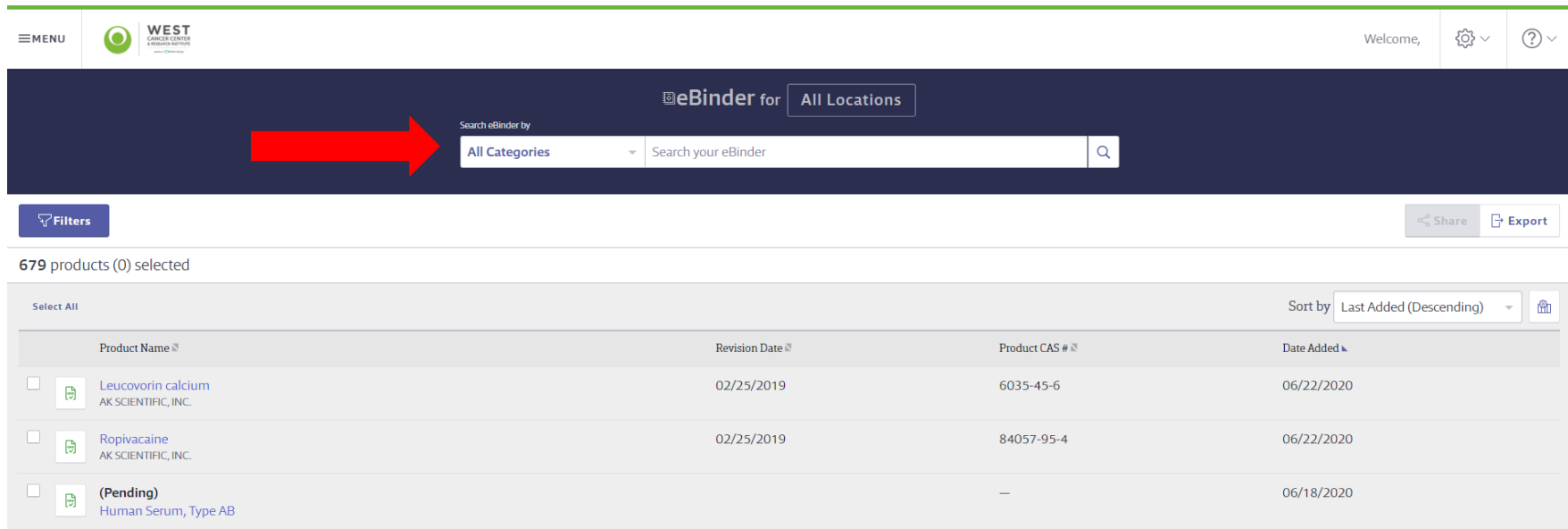


- Or at the bottom






WCC SDS eBinder

Use the search bar function to find the product you are using.



The screenshot displays the WCC SDS eBinder interface. At the top left, there is a 'MENU' icon and the 'WEST' logo. The top right shows a 'Welcome,' message, a settings gear icon, and a help icon. The main header area is dark blue and contains the text 'eBinder for All Locations'. Below this is a search bar with a dropdown menu set to 'All Categories' and a search button. A red arrow points to the search bar. Below the search bar, there is a 'Filters' button and 'Share' and 'Export' buttons. The main content area shows '679 products (0) selected'. Below this is a 'Select All' button and a 'Sort by' dropdown menu set to 'Last Added (Descending)'. The table below lists three products:

Product Name	Revision Date	Product CAS #	Date Added
<input type="checkbox"/>  Leucovorin calcium AK SCIENTIFIC, INC.	02/25/2019	6035-45-6	06/22/2020
<input type="checkbox"/>  Ropivacaine AK SCIENTIFIC, INC.	02/25/2019	84057-95-4	06/22/2020
<input type="checkbox"/>  (Pending) Human Serum, Type AB		—	06/18/2020



Response to Spills, Potential Chemical Exposure, Fumes, or Smells

In the event of either a known hazardous chemical spill, an unknown odor, or fumes that cause nausea, dizziness, sensation of eyes burning, skin burning, difficulty in breathing, or swallowing:

- Evacuate the immediate area (yourself and others)
- Seek fresh air and medical attention if necessary
- Limit access to area
- Do not attempt to move the causative source
- Notify Facilities Services
- If chemical is known, consult Safety Data Sheet (SDS) through internet search
- Complete online Incident/Event Report



First Aid Procedures

In case of exposure

- Remove the person from the area
- Follow SDS instructions for treatment
- If SDS is not located through internet search, call Poison Control or the manufacturer of the chemical
- Call 911 for assessment and treatment if needed
- Complete online Incident/Event Report



System/Utility Failure - Power/Water/Phone

Leadership will send updates if the outage will require a change in business hours.



All employees should:

- Remain calm and aid others if necessary
- Contact Facility Services & your leader
- Obtain Emergency kit
- Deploy flashlights if needed
- Ensure the safety of patients, visitors, and employees
- Move to a lighted area if available
- Consider evacuation of the area if outage will be long term
- Use stairs only



Workplace Violence Awareness & Prevention

Workplace violence can happen anywhere, so it is important for you to know how to prevent it and what to do during and after an emergency.



There are usually warning signs of potential workplace violence.

- Alcohol or drug use
- Weapons being brought onto the worksite
- Issues at home
- Personality conflicts
- Mishandled termination or other disciplinary action
- Grudge over real or imagined dispute

IMPORTANT: If you observe behaviors that may lead to workplace violence, please talk with your manager/supervisor or Human Resources.

West Cancer Center has an Employee Assistance Program (EAP) for employees to seek confidential help for them and members of their household.



Everyone can help prevent workplace violence

- Become aware of and report violent or threatening behavior
- Avoid speculation but voice your concerns to management
- Note the training on the next slides about:
 - ✓ Active Shooter
 - ✓ Bomb threats
 - ✓ Suspicious people
 - ✓ Suspicious packages
 - ✓ Hostage situation
 - ✓ Missing person
 - ✓ Personal safety
 - ✓ Elevator safety



Active Shooter Training



WEAPON FREE FACILITY

All West Cancer Center locations are
Weapons Free Facilities

No weapons are allowed including guns, tasers, knives, etc.



Active Shooter Training (cont'd)

Please click on the link below for West Cancer Center's Active Shooter Discussion video (11 minutes):

[Video - Active Shooter Discussion](#)



Review: Active Shooter Training – What to Do



If there is an active shooter in the workplace, you must react quickly. There are generally three ways to react:

- **Run** – Run away from the sound of gun shots and towards law enforcement on the scene.
- **Hide** – If you can't evacuate, the next best option is to hide out of view and protect yourself as much as possible. Stay alert and be prepared to move or fight.
- **Fight** – If you are unable to run or hide from an active shooter, your only remaining option may be to fight. Fighting is a last resort and should be used when your life is in eminent danger.

What you choose to do depends on the situation. The goal is to survive the attack which may require all three of these reactions.



Review: Active Shooter Training – Law Enforcement on the Scene

Law enforcement's goal is to stop the shooter.

- Follow law enforcement instructions and do not stop to ask officers for help or directions.
- Keep your hands visible.
- Follow their directions to exit the building or sit or lie down.



Telephone Bomb Threat

In the case of a bomb threat:

- Keep the caller on the line
- If phone has caller ID, write number down
- If possible, signal for someone to call 911, Security, and Administration
- Obtain as much information as possible and document:
- Time of bomb to detonate
- Location of bomb
- Any accent or speech impediment in the caller's voice as well as overall quality
- Background noise such as trains, traffic, bells
- Follow instructions of security/law enforcement including need for evacuation of the area



Suspicious Person



In case of a suspicious person:

- Remain calm
- Do not physically approach the person
- Notify Security and provide as much information as possible about the person
- At sites without Security, call 911
- Secure your area
- Alert others to stay clear of the area
- Do not let anyone into a locked building or office



Suspicious Package

What to Do When You Have a Suspicious Letter or Package:

- Do not touch or disturb the object
- Leave the package where it is; leave the room; close the door; prevent others from entering
- Do not use cell phone near the package
- Notify Security
- At sites without Security, call 911
- Wash your hands with soap and water
- List all the people in the area at the time the package was recognized and give list to Security/First Responders



Suspicious Package (cont'd.)

What to Do if a Package is Covered with Powder/Spill:

- Do not attempt to clean up the powder
- Cover the package with anything (clothing, paper, trash can)
- Leave the package where it is; leave the room; close the door; prevent others from entering
- Notify Security
- At sites without Security, call 911
- Wash your hands with soap and water
- Remove contaminated clothing and put in sealable container
- Shower immediately
- List all the people in the area at the time the package was recognized and give list to Security/First Responders



Hostage Situation

In the case of a hostage situation:

- Call Security & give exact location
 - At sites without Security, call 911
- Maintain a safe distance
- Give identification of all persons involved in hostage situation
- Give any pertinent information relative to the development of the situation
- Give description of the aggressive person
- Describe any special situations or circumstances that would increase the danger to patients, visitors, or associates



Missing Person

In case of a missing person:

- Notify Security
- At sites without Security, Call 911
- Give description of the missing person: gender, race, age, clothing, etc.
- Give the last known location of the missing person
- Go to nearest entrances/exits/stairwells and watch for suspicious behavior
- Security will search no longer than 10 minutes before notifying law enforcement
- Complete online Incident/Event Report



Personal Safety

Remember to always follow these Safety Tips:

- Avoid walking alone. If you are unable to find others to walk with you, remember...
 - Be aware of those around you
 - Always keep your head up and walk with confidence
 - While still at a distance, look around the area underneath and around your vehicle
 - If you see someone suspicious, notify Security or call 911 immediately
- Never leave your purse, wallet, or valuables out in the open
- Make sure doors, windows, drawers, cabinets, etc., are locked if left unattended



Elevator Safety Tips

- Look inside the elevator before entering and make sure no one is hiding
- If a suspicious person is inside, wait for another elevator
- Stand near controls
- If attacked, push as many buttons as possible
- If a suspicious person enters the elevator, leave as soon as possible
- If you are concerned about someone who is suspicious and waiting with you for an elevator, act as if you forgot something and leave
- If the elevator fails, use elevator phone to call for help



Earthquake

Incase of an Earthquake:

If inside-

- Remain inside
- Move away from windows
- Move away from tall shelves and other objects that may fall
- Watch for falling objects such as light fixtures or ceiling tiles
- Get under strong table, counter, or desk if you are able; “Drop, Cover, and Hold On”
- Do not stand in a doorway

If outside-

- Move away from buildings and power lines
- Avoid overhanging structures
- Once in the open, “Drop, Cover, and Hold On”



Earthquake (cont'd.)

After an earthquake:

- Watch for broken glass
 - Check for people that may be trapped
 - Call 911 for those who need immediate medical assistance
 - Check for fires
 - Do not touch electrical wires
 - Obtain emergency kits
-

Severe Weather

- If you hear tornado sirens protect yourself and patients by:
- Closing all drapes, blinds or outside windows
- Closing all doors
- Staying away from large areas of outside glass
- Moving to interior parts of the building
- Be alert that you may lose power or have structural damage
- Move to lower levels of the building
- Avoid elevator use
- Obtain emergency kit
- Account for all patients, visitors, and Associates
- If damage occurs, contact Facilities Services



Compliance & HIPAA Training - Conclusion

This concludes Module 3 – 2023 Safety Training.

This course includes four modules:

- Module 1 – 2023 Compliance & HIPAA Training
- Module 2 – 2023 Infection Prevention Training
- Module 3 – 2023 Safety Training
- Module 4 – 2023 Sexual Harassment Prevention

After completing all four modules, each employee is required to pass the annual test with a score of 90% or higher. You have three attempts to pass the test. You may refer these modules during the test if needed.

Thank you!

