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Module 4 – 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.



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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 unexpected 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.

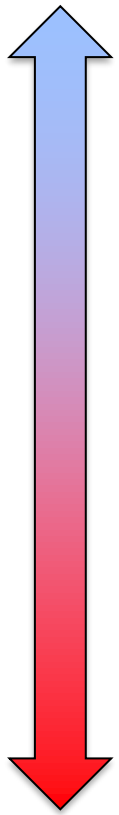
Incidents Reports serve as quality improvement tools used to identify, analyze, track, and resolve potential system problems.

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

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The Severity Scale

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

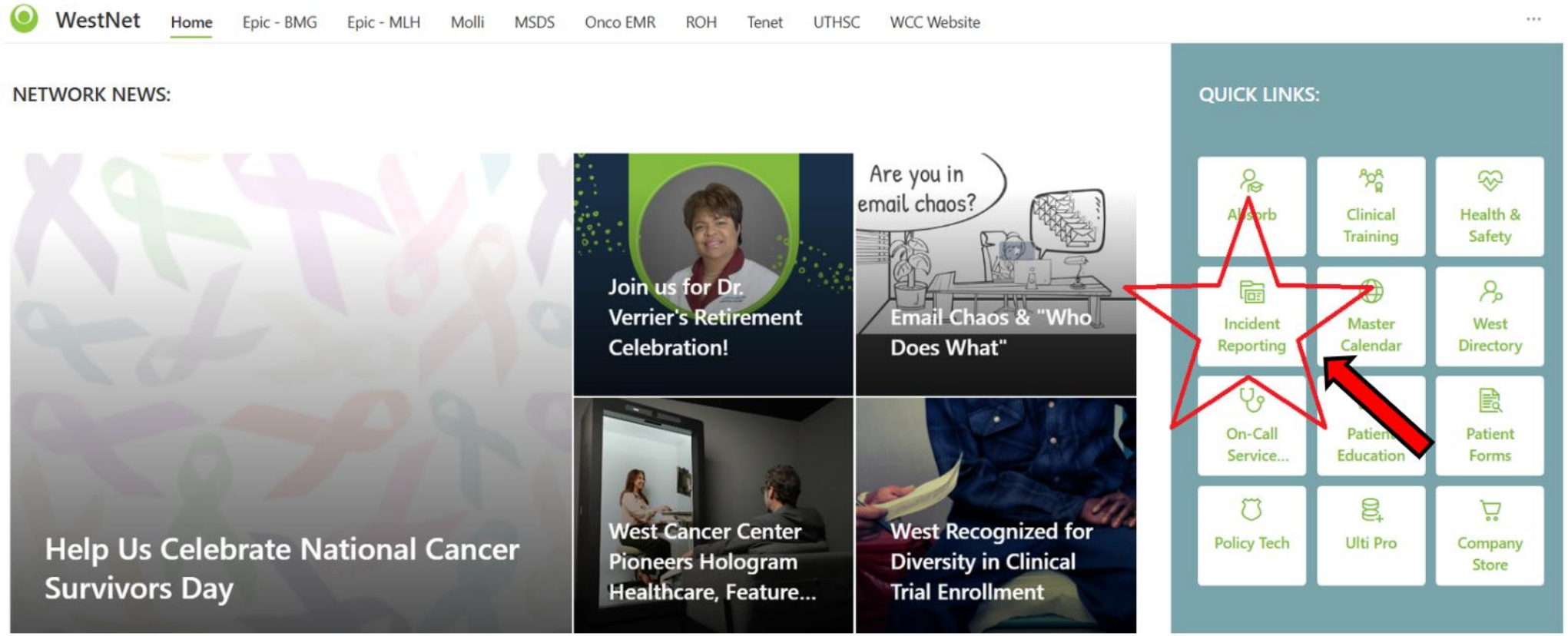


The levels are from least to most severe:

- 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 an Event

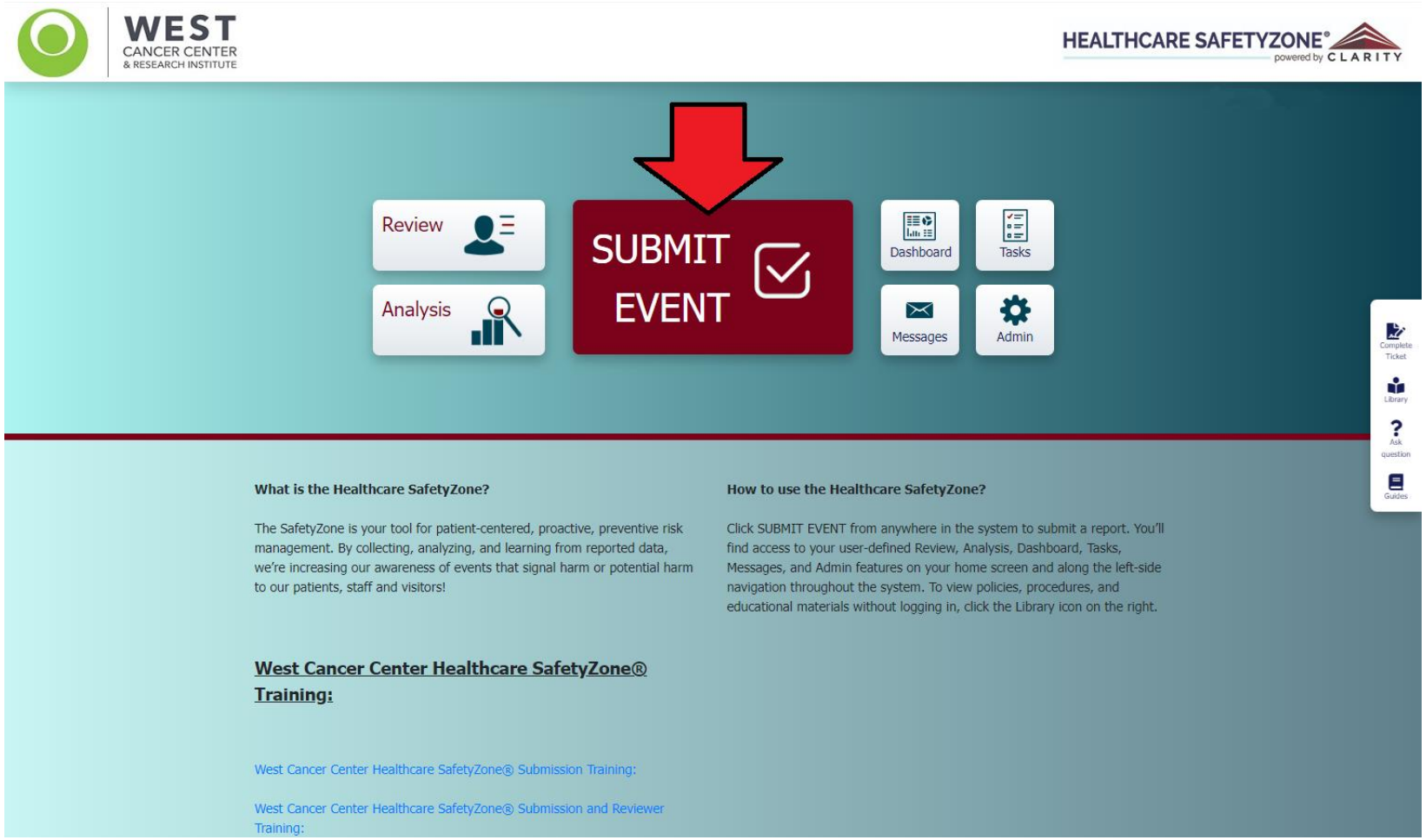
Go to West Net and click on the Incident Report Icon



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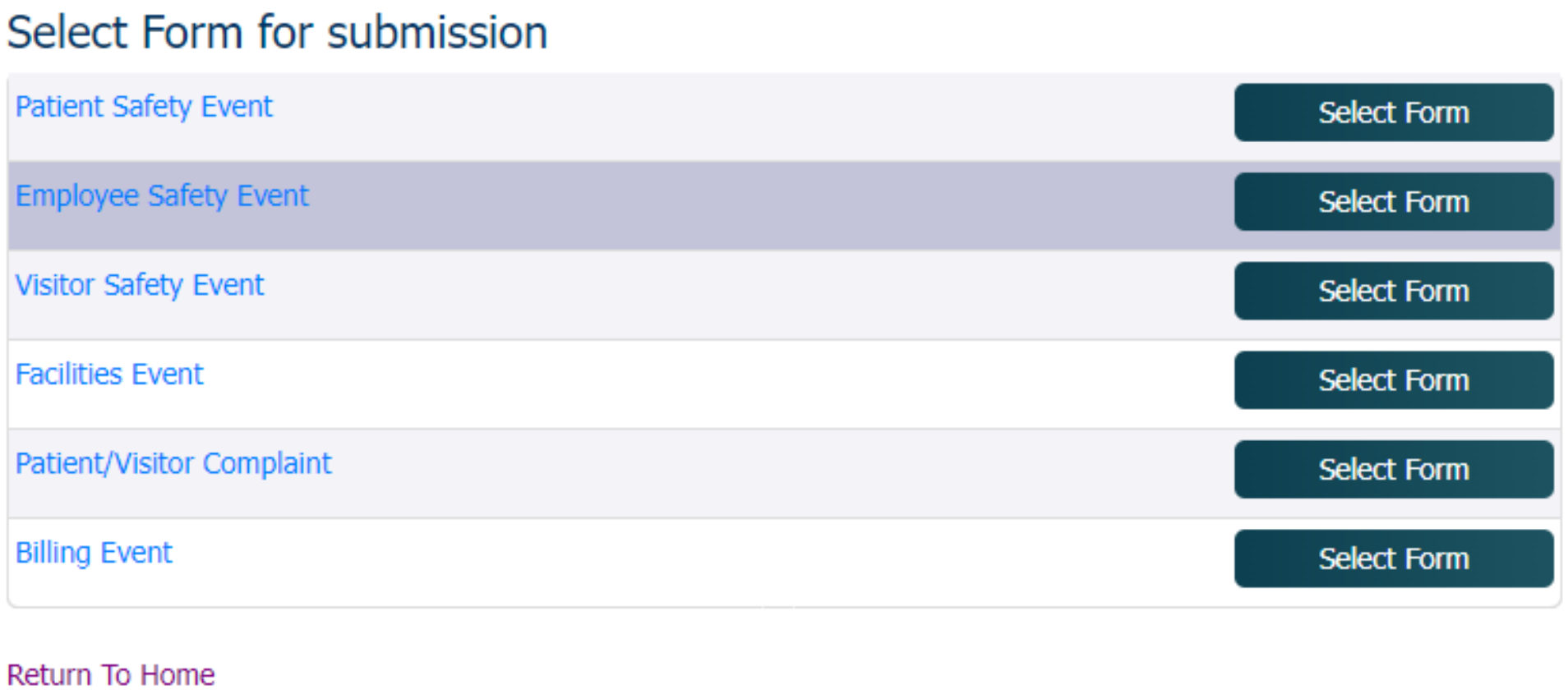
Click the Submit Event Button

No password or username required to enter a report.



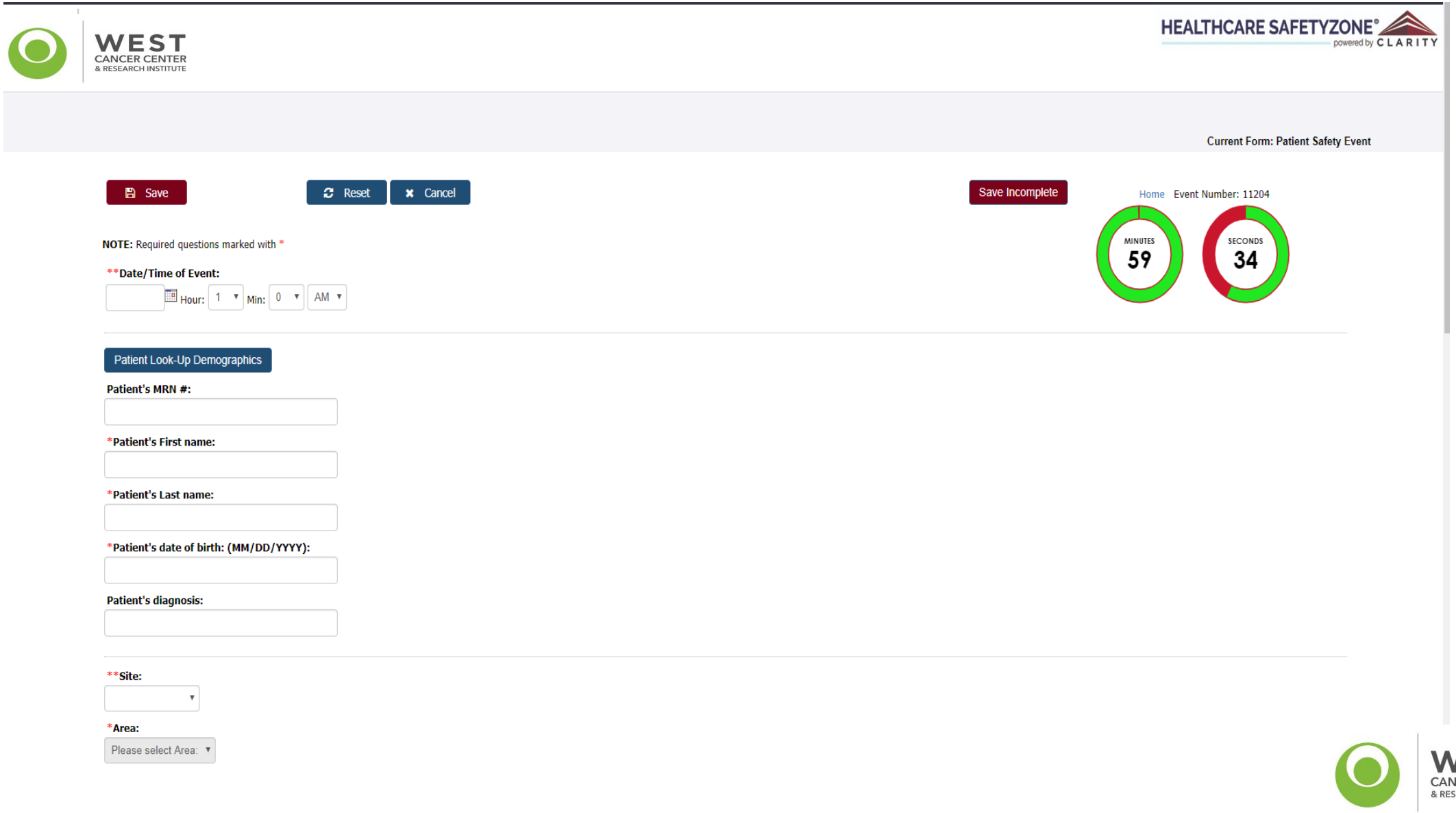
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Select the type of event you want to report.



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Fill out the information.



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Patient Safety Event Reporting Types

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

Here are some common Patient Event Types:

- Change in Patient Condition/Status (Mental Status change, Fainting, Glucose changes, etc.)
- Fall/Injury
- Infestation/Infectious Diseases
- Infiltration/Extravasation
- Medication Related Events (Reactions, Sensitivity, errors)

Process:

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

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Visitor Event Reporting Types

Visitors:

- Fall/Change in Condition
- Infestation/Infectious Disease (Bed Bugs)
- Behavioral Issue (Threats to staff or others)

Process:

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



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Employee Event Reporting Types

Employees:

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

Process:

- Seek medical attention if needed
- Notify immediate supervisor
- Notify Human Resources
- Complete online Incident/Event Report and Workers Comp Form (from HR)



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Other Event Reporting Types

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



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Event Reporting - Helpful Hints

- DO NOT DOCUMENT or reference in any way that you filled out a report in the Patients Chart.
  - This process is confidential and separate from the patient's record.
- DO NOT DISCUSS Event Reporting to patients. You can always say you will let leadership or your leader know if they ask.
- 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).
- 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.



- 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 know where we may improve processes.

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Be Mindful of Hazards in Your Environment

- Correct hazards if you can, i.e., clean up small, non-hazardous spills
- Enter an Incident/Event Report into the online reporting system
- Report unsafe environments or conditions to your supervisor
- If unresolved, contact the Tennessee Occupational Safety and Health Administration online or cal 1-800-249-8510.

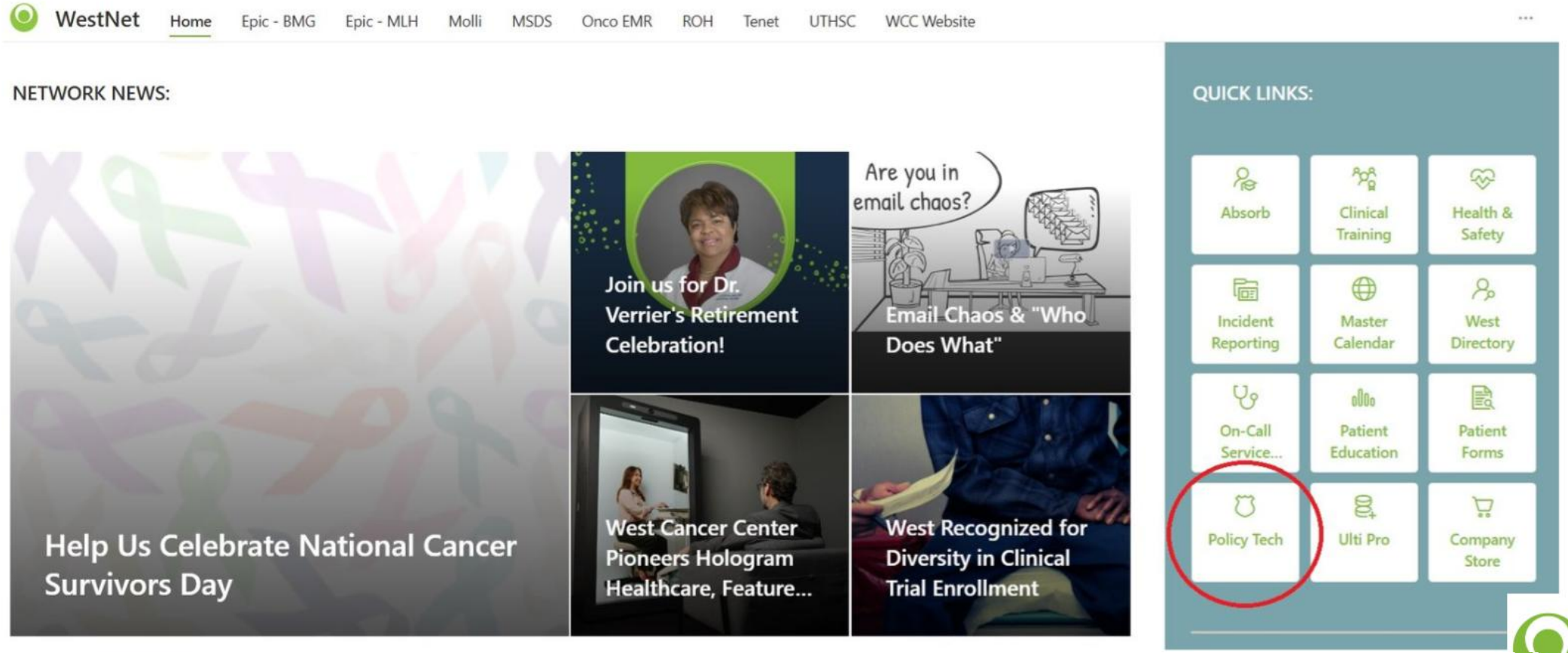


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PolicyTech

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

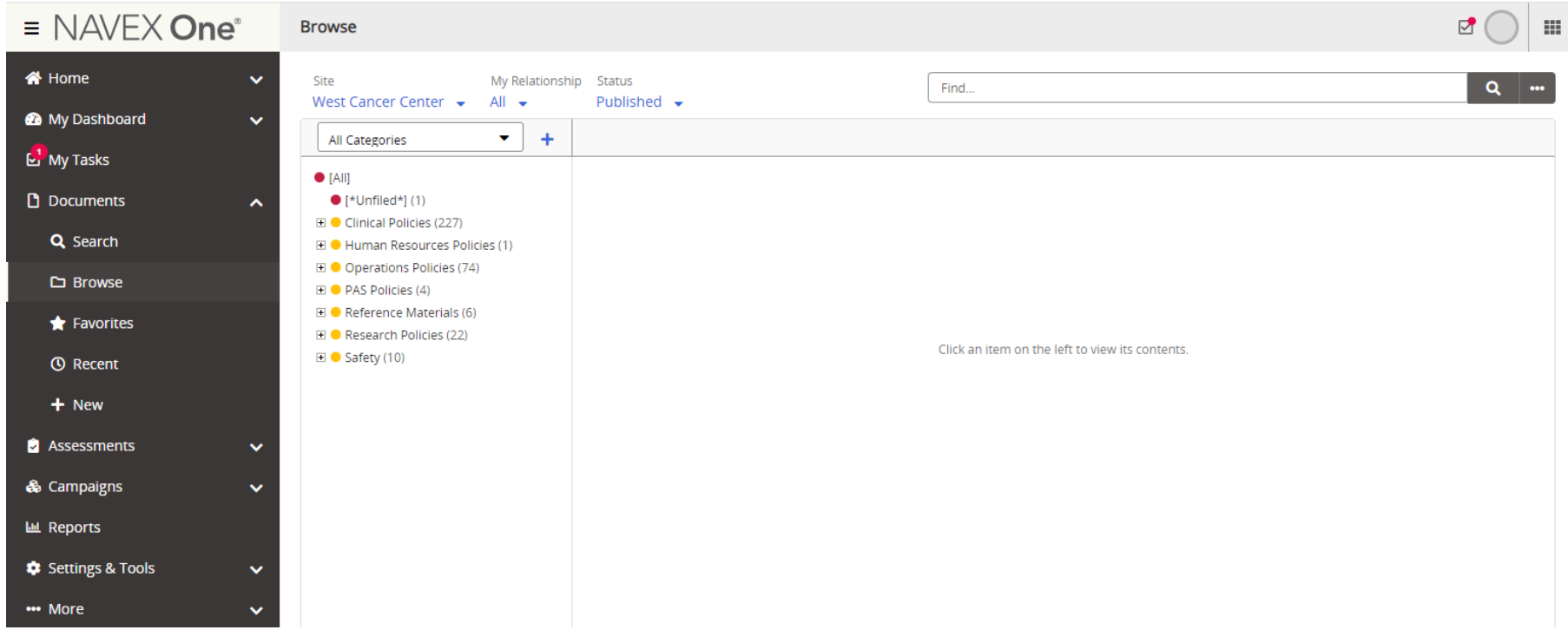
If you can't find a policy on WestNet in PolicyTech, check with your manager. It may not be loaded into the system yet.



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PolicyTech

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



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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 (trolley); 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.

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Oxygen Cylinder Storage and Labeling

All stored oxygen cylinders must be labeled.

- FULL – when pounds per square inch via gauge (PSIG) is equal to or greater than 2000 – store in rack labeled FULL
- PARTIAL – when pounds per square inch via gauge (PSIG) is less than 2000 and more than 500 – store in rack labeled PARTIAL. (Partial tanks are NOT ALLOWED at MIDTOWN due to The Joint Commission standards).
- EMPTY – when pounds per square inch via gauge (PSIG) is less than 500 – and must be removed from service

- Per NFPA 99, 1999 – all FULL oxygen E-cylinders must be segregated from all other E-cylinders for rapid access in an emergency.



CYLINDER	M2	M4	ML6	M6,B	M7	M9,C	D	JD	E	M60	M	
DIA./ in.	2.5	3.2	4.3	3.2	4.3	4.3	4.3	5.3	4.3	7.3	8	Diameter
HT./ in. W/OUT VALVE	5.3	8.5	7.5	11.5	9	12	16.5	16.5	25.5	23	36	Height

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Identification

- Wear ID badge at all times
- Wear badge above waist so picture is visible
- If badge is lost/broken, notify Human Resources for replacement
- Contractors and vendors (Pharmaceutical Representatives) are required to wear temporary identification
- If contractors or vendors do not have temporary identification, notify your supervisor



Tobacco Policy

Use of any tobacco product is prohibited on all West Cancer Center properties. This applies to all staff, vendors, patients and visitors.

Products include, but are not limited to:

- Smokeless tobacco (dip, chewing tobacco, nicotine pouches, etc.)
- Cigarettes
- Cigars
- E-cigarettes
- Vaporizers



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Fire Safety



Review the full Fire Safety Policy in PolicyTech

- 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 location.
- Know the location of your designated Evacuation Areas
  - Wolf River Only – Know your areas of refuge!

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.

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I Hear a Fire Alarm!

Know your route. Know your role. Evacuate safely!



- Remain calm
- Direct patients to building exits
- Assist those with impaired mobility
  - This is everyone's responsibility!
- Check rooms for people and close doors when cleared
- Evacuate building in an orderly fashion
- Use stairs; do NOT use elevators
- Assemble in predetermined fire evacuation areas
- Account for known building occupants

Why would you RACE during a fire?

RACE is a common acronym used to recall the steps to take during a fire emergency.

RACE:

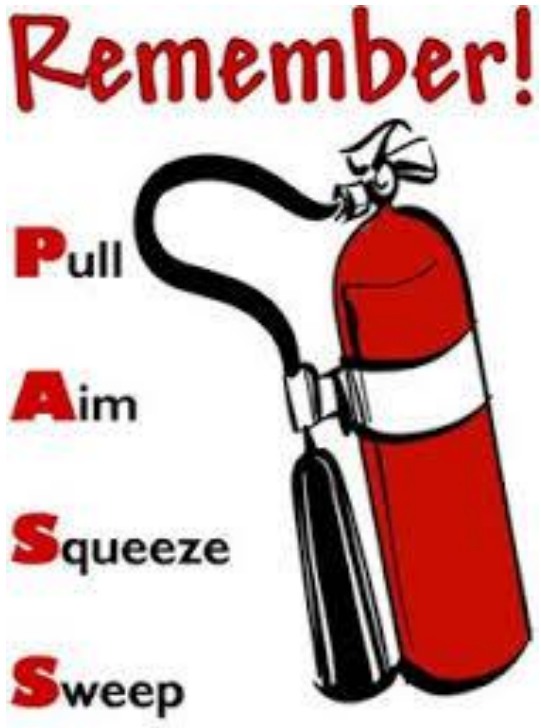
- **R**escue those in immediate danger
- **A**larm activation – pull the alarm as directed on the pull station
- **C**ontain the fire by closing doors
- **E**xtinguish the fire or **E**vacuate



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How to Use a Fire Extinguisher

Keep your back to the exit 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. If you can, stay with the extinguished fire until the Fire Department arrives.



- **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

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Creating a Fire Safe Environment

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. It is important to ensure ceiling tiles are intact.

Contact Facility Services if you notice any of the following:

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

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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.
- 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 on a non-permanent basis

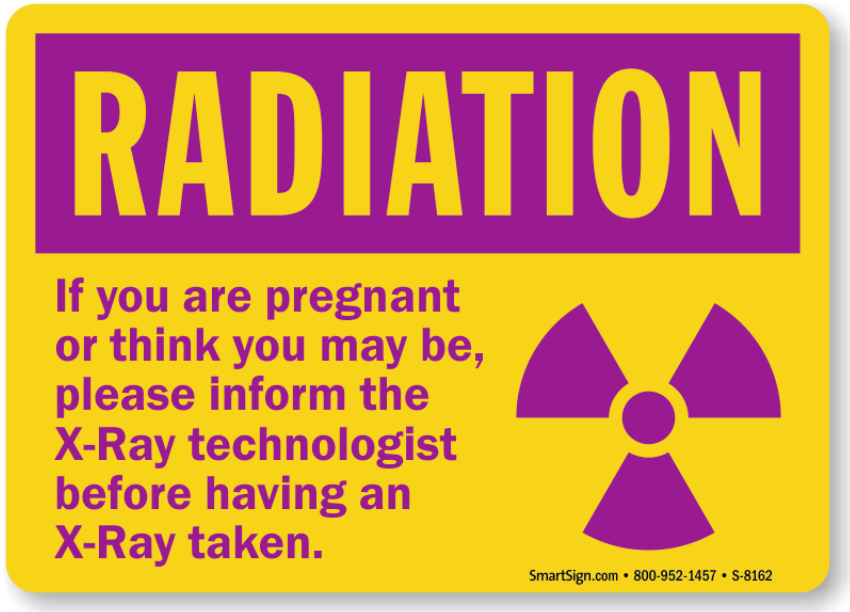


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Electrical Safety Tips

- 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, candles, and plug-in 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

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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

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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.

- 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



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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 hallway



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Patient Mobility Equipment: Clinical Staff

Mobility aids are available at all locations to support safe patient handling and help prevent injuries to both patients and staff.

Access Resources WestNet → Safety & Infection Prevention → Patient Mobility
Training materials and equipment guidance are available here.



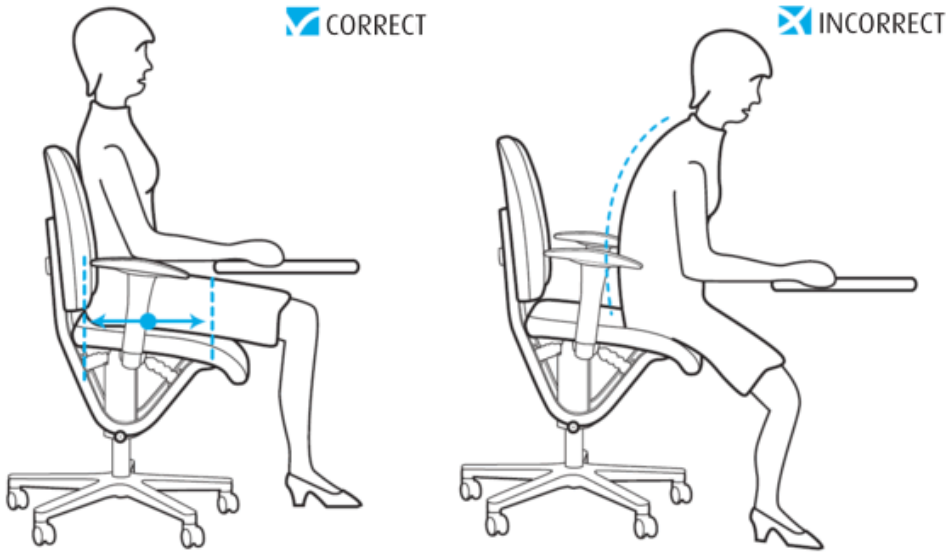
Available Mobility Equipment

- Gait Belts
- Transfer Boards
- Lift Sheets
- Swivel Disks
- Hoyer Lifts*

*Hoyer lifts are available at Wolf River, Midtown, and Desoto locations.

Reminder: Complete required training and become familiar with equipment operation before use.

Back Safety - Office Ergonomics



- Get up every hour if 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
- Remove the device from service and label it as defective
- Notify Facilities of the defective equipment, where it has been placed, and what was 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, chronic illness, or death that is:

- Flammable
- Reactive
- Contains blood or body fluids
- Identified by the label as a hazardous material



Warning Labels & Safety Data Sheets

Warning Labels explain self protection when using chemicals including:

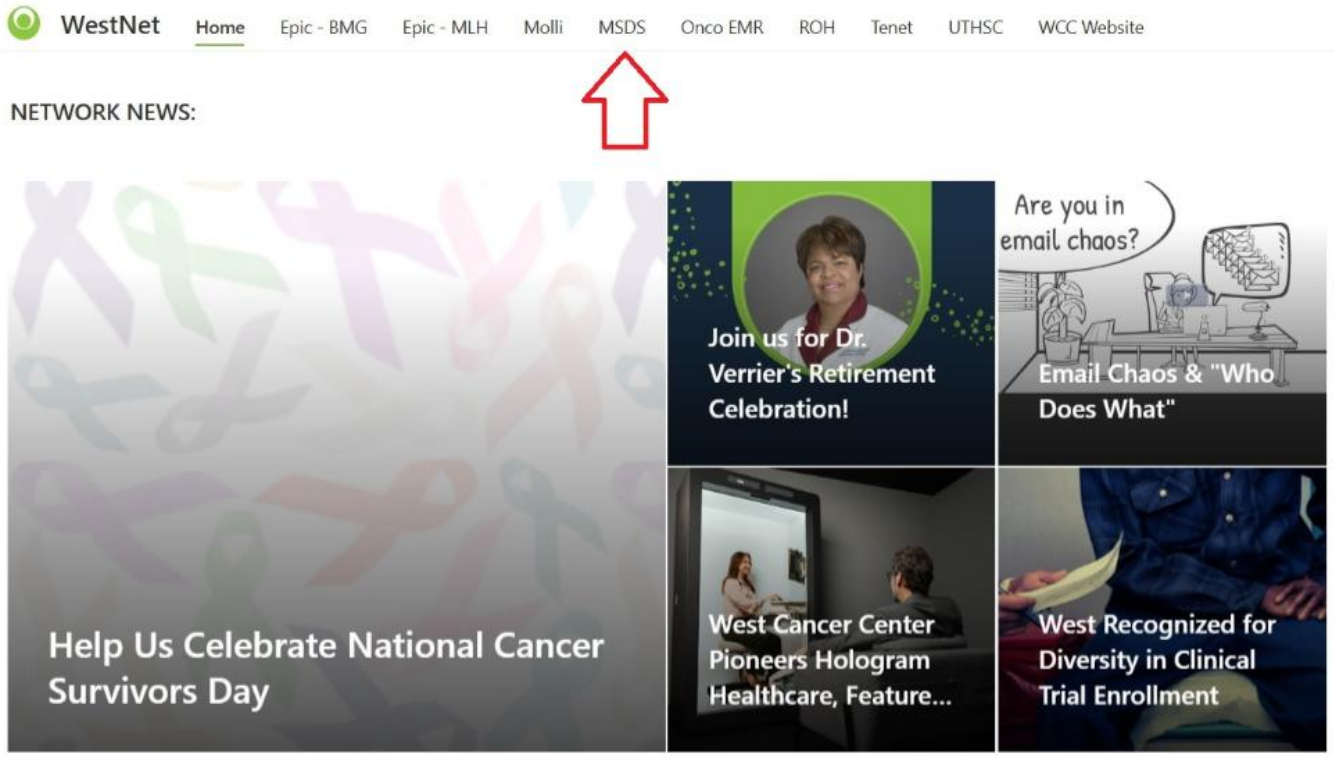
- Use of personal protective equipment (PPE) when handling or cleaning after an incident
- Emergency procedures – handling, cleanup, and disposal instructions

Safety Data Sheets (SDS) are documents that contain information on the potential health effects of exposure to chemicals, or other potentially dangerous substances, and on safe working procedures when handling chemical products

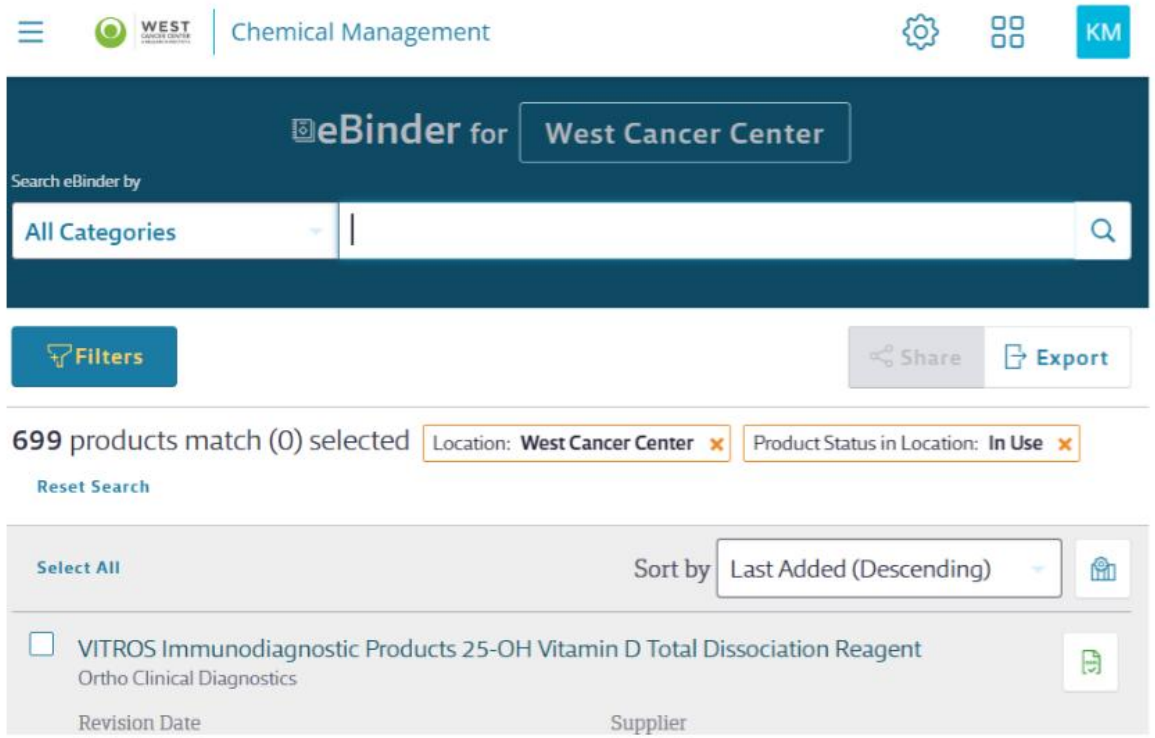
- Safety Data Sheets (SDS) are found on the intranet (West Net).

Safety Data Sheets (SDS) Access

You will find a link to our SDS system on WestNet



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



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Response to Chemical Spills, Potential 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 to hazardous materials:

- 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 through Everbridge 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
- 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 Harassment and Bullying

Bullying and harassment are harmful to the workplace and can lead to workplace violence. However, not all bullying and harassment is violent

Examples of bullying may include:

- Gossip
- Criticism
- Unreasonable workload
- Exclusion

Examples of harassment may include:

- Verbal or written derogatory comments
- Jokes about age or gender
- Imitating someone behind their back
- Offensive face or hand gestures

Each of these acts are considered unacceptable behaviors.

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.



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Workplace Violence

Workplace violence may be committed by anyone or to anyone. For example, an abusive spouse may attack a co-worker at his or her workplace. Or an unhappy customer could attack anyone outside a business including other customers.

Workplace violence includes:

- Threats
- Harassment
- Domestic Violence
- Stalking
- Emotional Abuse
- Intimidation
- Physical Violence



It important to report violent or threatening behavior to your leader. Keep it to the facts!

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There are usually warning signs of potential workplace violence.

- Alcohol or drug use
- Weapons being brought onto the worksite
- Issues at home
- Personality conflicts
- 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.

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Active Shooter Training (cont'd)

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

Active Shooter Video



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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:

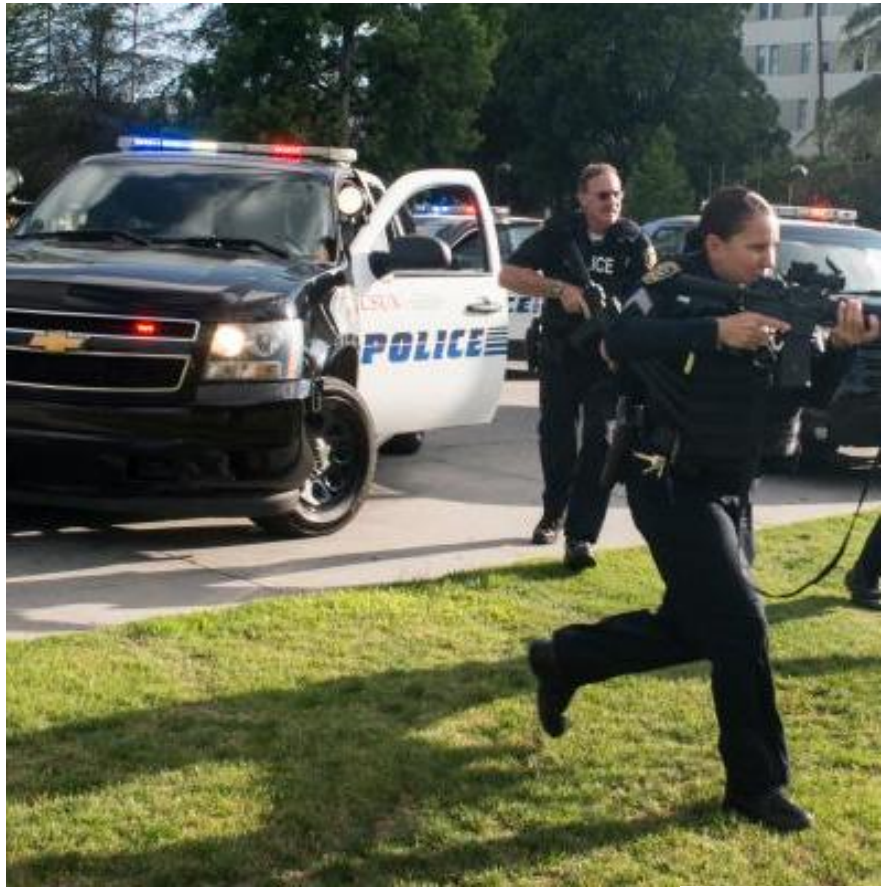
- **Run** – Run away from the sound of gun shots and towards law enforcement on the scene.
- **Hide** – If you can't evacuate, the next best option is to hide out of view and protect yourself as much as possible. Stay alert and be prepared to move or fight.
- **Fight** – If you are unable to run or hide 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 up and visible.
- Follow their directions to exit the building, sit, or lie down.



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Telephone Bomb Threat



In the event 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

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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



Additional Interventions if it is Covered with Powder/Spill:

- Do not attempt to clean up the powder
- Cover the package with anything (clothing, paper, trash can)
- Wash your hands with soap and water if you touched it
- Remove contaminated clothing and put in sealable container
- Shower immediately

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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



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Personal Safety

Remember to always follow these Safety Tips:

- Make sure doors, windows, drawers, cabinets, etc., are locked if left unattended
- Never leave your purse, wallet, or valuables out in the open
- If you see someone suspicious, notify Security or call 911 immediately
- When walking alone, 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

Earthquake

If inside:

- Remain inside
- Move away from windows
- Move away from shelves and other objects that may fall 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”

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

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
- Account for all patients, visitors, and Associates
- If damage occurs, contact Facilities Services



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