# **WELCOME ABOARD!**New Employee Orientation

Beth Israel Deaconess Hospital Milton



# Leadership Address Welcome to BID-Milton and BILH

### **Introducing BILH**



### Beth Israel Lahey Health

https://www.youtube.com/watch?v=SOAbfUncV34&feature=youtube



### Beth Israel Lahey Health

Beth Israel Lahey Health was established on March 1, 2019. Together, we are creating an integrated health care system that:

- Provides high-quality, care close to where our patients live and work
- Invests in and strengthens local hospitals and community-based care
- Works to keep our patients healthy and care for them in their communities
- Advances the science and practice of medicine by investing in research and education
- Embraces a new model of care that helps contain rising health care costs
- Creates a workplace that engages and develops the best people



### Beth Israel Lahey Health...

### is a comprehensive, geographically distributed network of:

- 9 excellent community hospitals;
- 4 world class academic medical centers and teaching hospitals;
- 1 premier orthopedics hospital;
- Behavioral health services;
- Continuing care services;
- 4,300 physicians including 800 primary care physicians; and
- Over 35,000 employees.
- Regionally and nationally renowned programs in cancer, cardiovascular medicine, gastroenterology, home health, orthopedics, substance abuse treatment, surgery, women's health and more.

Exeter Hospital New Hampshire





### Beth Israel Lahey Health



- Beth Israel Deaconess Hospital-Needham
- Beth Israel Deaconess
  Medical Center
  New England Baptist Hospital

**Mount Auburn Hospital** 

Beth Israel Deaconess
 Hospital-Milton

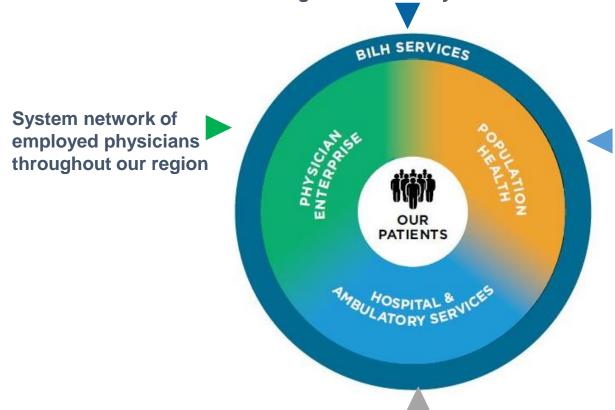
#### **Member Hospitals**

- Community hospitals
- Academic medical centers and teaching hospital

Beth Israel Deaconess Hospital-Plymouth

### Beth Israel Lahey Health Operating Model

Administrative and operational services and functions that are shared across the system to achieve greater efficiency and effectiveness



- Clinically integrated network (BILPN)
- Behavioral health
- Continuing care

- Academic medical centers
- Teaching hospitals
- Specialty hospitals
- Community hospitals
- Ambulatory centers



### **BID-Milton: Timeline**

Beth Israel Deaconess Hospital

Milton



**1903**Milton Hospital incorporated with 9 beds

**1944**Hospital moves to current site

1993
New wing of the medical office building built



delivery

Joined the
Beth Israel
Deaconess
Medical
Center
(BIDMC)
system as a
corporate
affiliate

2018
12 new private rooms and 7th OR opened, surgery program expands with robotic surgery

2019
Became
part of the
Beth Israel
Lahey
Health
System

Today
A 100 be regional hospital; physicial 36,000 E and >1,0 replacen



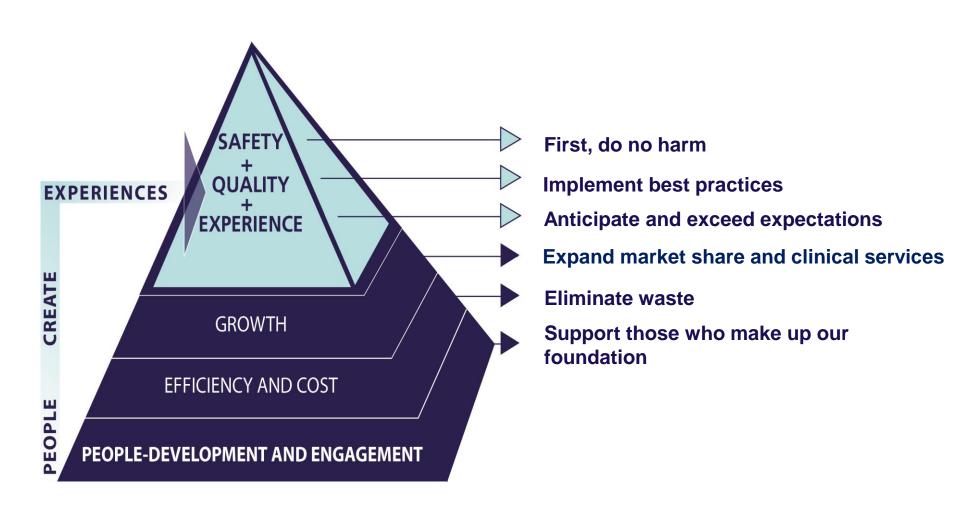


Quincy Urgent Care Center October 2020

...we're poised to change the face of health care, with an emphasis on the right care, delivered at the right place, at the right time.

#### Mission:

### To improve the health of our community by providing exceptional, personalized care with dignity, compassion, and respect



### **Quality and Safety**







22 BID Milton Physicians on this list!



# Healthcare Quality and Patient Safety

### Patient Safety at BID-Milton



### **Safety Culture**

 The Joint Commission defines Safety Culture as "the product of individuals and group beliefs, values, attitudes, perceptions, competencies and patters of behavior that determine the organizations' commitment to quality and patient safety"



### **BID-Milton's Culture of Safety**

### The hospital:

- Acknowledges the high-risk nature of its activities and is committed to consistently providing safe, error free care;
- Creates a blame-free environment where individuals are able to report errors and near miss events without fear of reprimand or punishment;
- Encourages collaboration across all levels and disciplines to seek solutions to identified risks in patient care processes; and
- Is committed to making resources available and to design effective and resilient systems to address safety opportunities.

### **Adverse Events and Safety Risks**



**Adverse event**: a patient safety event that resulted in harm

**Safety Risks:** Close calls, safety, near misses, no harm, or good catches

### **Examples of Safety Risks**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Millon

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### Hand Off Communication Failures



**Patient Falls** 



### **Equipment Malfunction**



**Medication Errors** 



### **Safety Reporting**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

- Why report?
- Who should report?
- What to report?
- When do I report?
- How....

### Safety Reporting System

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

 Also known as Safety Tracking And Reporting System (STARS)



- Required by Federal/State Law
- Confidential/Non-punitive
- Enables prompt review and response
- Allows for data collection/trending



### Patient Safety- "Don't Hesitate"

- BID-Milton staff are expected to "speak up" and report risk/safety events without fear of repercussion, retribution or disciplinary action
- Major events may require immediate action
- Duplicate reports are NOT a problem, do not assume something has already been reported.
- Less serious events may become significant when they occur and are reported frequently.
- Feel comfortable to discuss with your manager any follow up to a report that you may have submitted.
- Internal Resource: Health Care Quality Department
- External Reporting: The Joint Commission, Department of Public Health, Board of Registration in Medicine.

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### Department of Healthcare Quality and Patient Safety

- Provide oversight of STARS.
  - Ensure the proper Managers, Directors, or Chiefs are reviewing and addressing the reported issues.
- Tracks and trends multiple quality of care metrics and externally reports these metrics as required.
- Help coordinate communication across departments when addressing an issue (Performance Improvement)
- Organize responses to unexpected or adverse events
- Aid in the development of policies and procedures.
- Oversee Hospital wide Infection Prevention and Medical Staff Credentialing

### Speak Up for Safety: "I'm Concerned"



"The names of the patients whose lives we save can never be known. Our contribution will be what did not happen to them. And, though they are unknown, we will know that mothers and fathers are at graduations and weddings they would have missed, and that grandchildren will know grandparents they might never have known, and holidays will be taken, and work completed, and books read, and symphonies heard, and gardens tended that, without our work, would never have been."

Donald M. Berwick, MD, MPP, President Emeritus, Institute for Healthcare Improvement

### **Contact Information**



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### Department, Healthcare Quality & Patient Safety

Elizabeth Moseley, RN, MSN
Manager, Patient Safety
Extension 1059
Elizabeth Moseley@bidmilton.org

### Infection Prevention

### **Goals of Infection Prevention**



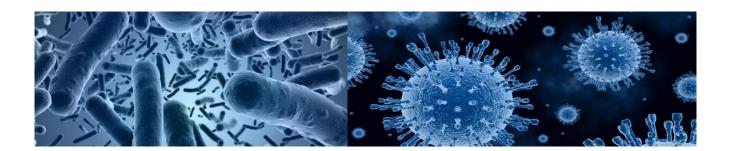
Stop the spread of infection at BID-Milton Hospital

Reduce risk for exposure/ transmission of infection to our patients, visitors and care providers

# Healthcare Associated Infections (HAIs) Beth Israel Millton

Beth Israel Lahey Health	
Beth Israel Deacone	ss Hospital
Milton	•

STATISTICS		
# HAIs/Year in US Hospitals	1.7 Million	
# Rate of HAIs	1: 7.5 Patients	
# Patients who Die/Year in US from HAIs	100,000	
Cost to Treat each HAI	\$11,000-\$45,000	
Total Cost of HAIs in US/Year	\$ 45 Billion	

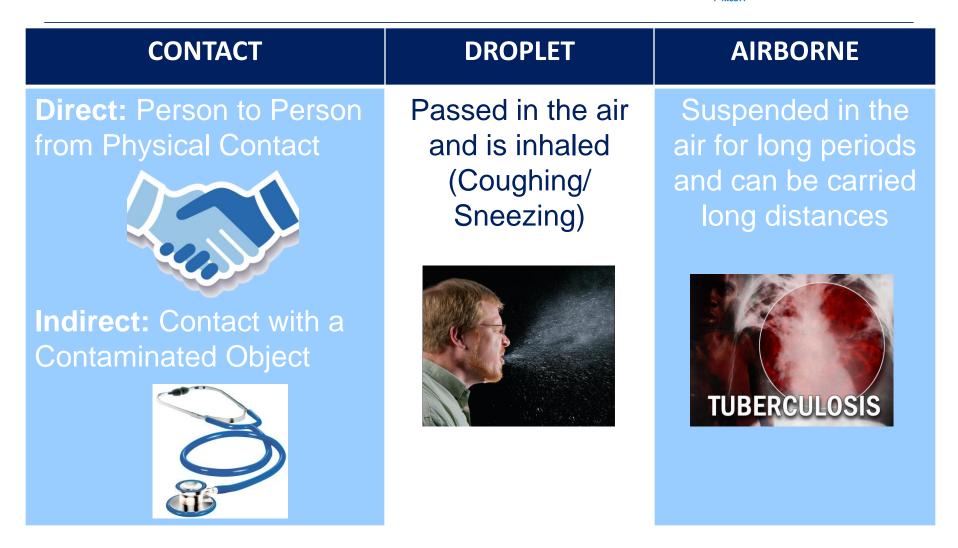


### **How is Infection Transmitted?**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton



### **Hand Hygiene**



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#### The single most effective measure to prevent the spread of infection

### When ? (5 Moments of Hand Hygiene)

- Before touching patient
- Before clean/aseptic procedure
- After body fluid exposure
- After touching a patient
- After touching patient surroundings



How?

- Soap and water when hands visibly soiled or C-Diff
- Under running water for at least 20 seconds
- Dry hands and use paper towel to turn off faucet
- Alcohol foam dispensers
- "Didya?"
- Nail management policy

# How is Transmission of Infection Prevented?



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#### Standard Precautions

- Consider all patients/visitors/co-workers as potentially infectious
- Correct use of Personal Protective Equipment (PPE)
- Safe handling and disposition of soiled linen or waste
- Proper disinfection practices
  - Cleaning patient care equipment
  - Cleaning surfaces

### COVID changes

- EVERYONE in the hospital must be wearing a procedure mask
- Staff in patient care areas must also be wearing a face shield

# How is Transmission of Infection Prevented?

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

- Isolation Precautions and PPE:
  - Contact/Contact Plus
    - Gloves
    - Gowns
  - Droplet/Droplet Plus
    - Procedure masks
    - Goggles
    - Face Shields
  - Airborne
    - N95 masks











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# How is Transmission of Infection Prevented? cont'd

Beth Israel Deaconess Hospital

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- Designated staff eating areas
- EVS cleaning practices: Inc. UVC light technology
- Employee vaccination
- Safe sharp use and disposal (Inc. Safety Devices)
- Cough etiquette









## Infection Prevention: Break the Chain

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

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http://www.bing.com/videos/search?q=infection+prevention+video &&view=detail&mid=5F87AD1C94005D6927725F87AD1C94005D692 772&rvsmid=5F87AD1C94005D6927725F87AD1C94005D692772&fssc r=0&FORM=VDFSRV



# Human Resources Supporting the Employee Experience

### The Employee Experience

It's our effort to convey to you that each of you are the key to an exceptional patient experience

It's what you encounter, observe and feel



### The Employee Experience

### **WE CARE Surveys**

- At 30 days 22 questions plus open response
- At 90 days -26 questions plus open response
- Average time to complete = <5 minutes</li>
- Invitations come from Glint (survey@mail.us1.glintinc.com)



### **Human Resources Team**

- Human Resources is here to support you throughout your career
- A resource for guidance, information and questions regarding policy, procedures, benefits, and employee relations.
- Contacting HR: 617-313-1106
  - > Press 1 for Employee Benefits
  - Press 2 for Leave of Absence/Disability
  - Press 3 for Employment Verification
  - Press 4 for Employee Health
  - Press 5 for All Other HR Questions will enable you to connect with an HR Service Center professional
  - Press 6 for Kathy Manning, BID-M HR Coordinator

# **Contacting Human Resources**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

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#### The HRSC Is Here For You!



The Human Resources Service Center (HRSC) is a group of BILH HR Specialists here to support employee administrative needs, so you have more time to focus on strategic initiatives.



- Questions about benefits, earned time, and updating personal information.
- Support to managers with job change transactions in Workday.

You can contact an HR Specialist by phone or in Workday online or on the go.

- Talk to a specialist Monday to Friday 7:30am-5:00pm by calling (617) 667-5000.
- Open a case in Workday from your computer or through the Workday mobile app.



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# Supporting Your Experience: Intranet/BID-Milton Portal

Click on one of these icons.



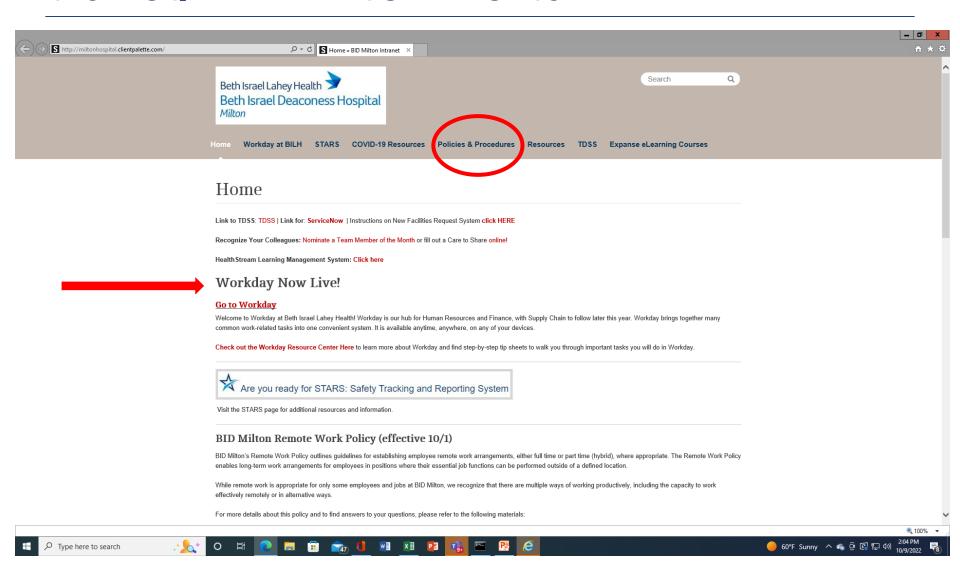


# Supporting Your Experience: Intranet/BID-Milton Portal

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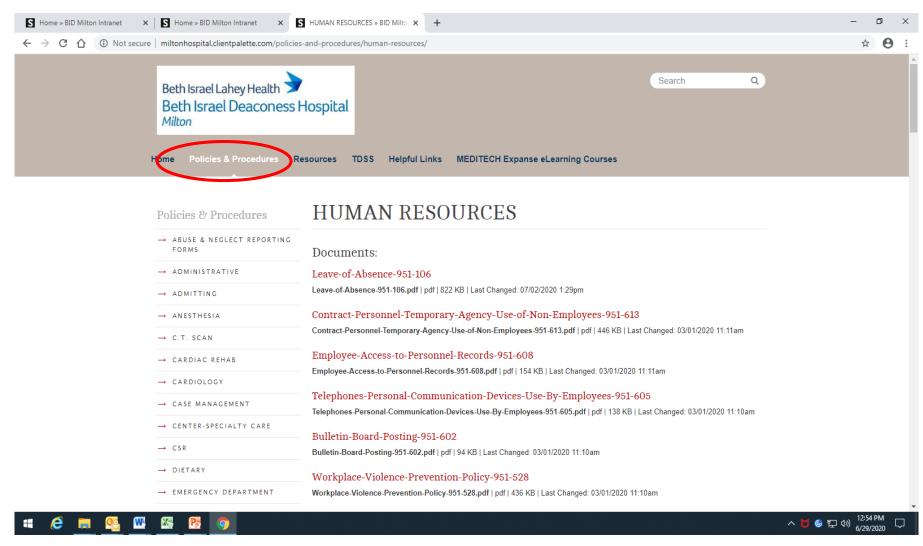


# **Supporting Your Experience:**Intranet/BID-Milton Portal

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

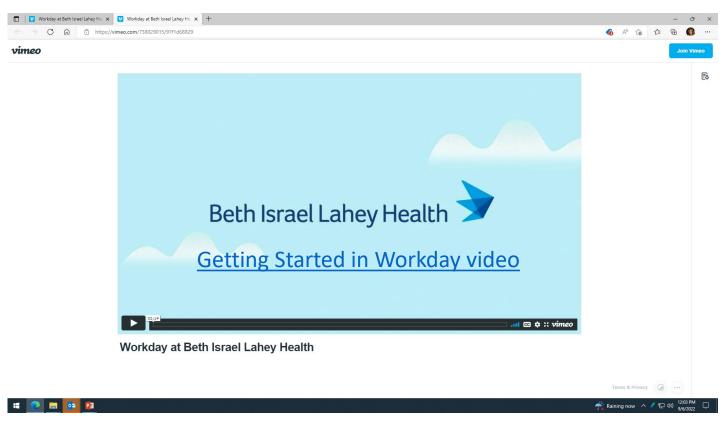
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# Supporting Your Experience: WORKday





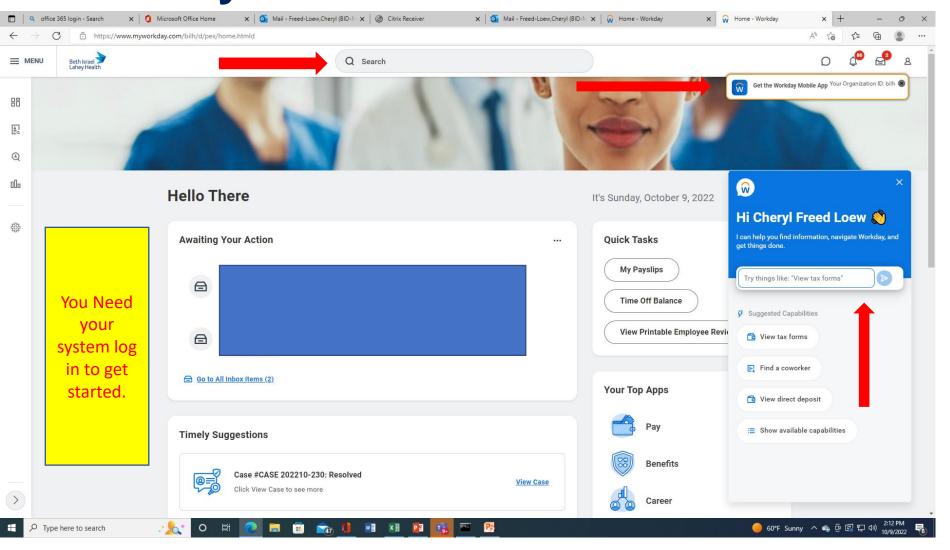


Supporting Your Experience: WORKday

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton



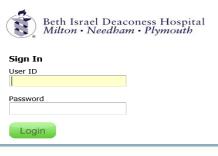
# Supporting Your Experience: HealthStream (Computer Based Leaning)





Access via this icon or via the Intranet.

You will be taken to the HealthStream log in page which includes first time log in instructions. (Refer to handout in your packet)







To Do

Completed

Profile v

Catalog

Help

😝 Take a Tour

My To-Do List

TOTAL TASKS: 5

# **Supporting Your Experience: E-Mail**

Beth Israel Lahey Health

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To check/use email only, click on this icon.





For access to the full Office Dashboard click here.

For access email from outside the hospital, use these links.

https://outlook.office365.com/owa/

http://www.office.com/signin

You will need this application





Check e-mail regularly for important information/updates.

# Supporting Your Experience:



tigerconnect Secure internal text messaging application.

- The Bulletin Boards (across from the cafeteria) Notices are posted regarding:
  - ➤ Special events
  - Federal and State required postings
- BID-Milton Communications



As part of Nurses Week/Hospfal Week, Harvard Pligrim Healthcare has donated the services of several physical therapists to offer a limited number of 15-minute chair massages to BID-Miltion staff. Sign up will be on a first-come, first-serve basis. Contact Mary Scott in the Nursing Staffing Office (x1013) to sign up. All massages will be in the Nangeroni Conference Room, and the



# **Recognition Programs**





- Patients, Staff and Visitors may recognize any staff member.
- Recipient receives \$5.00 coupon redeemable cafeteria.
- Nomination forms available throughout the hospital or on line.

# **Recognition Programs**



	R	Responsibility: Maintain a sense of pride and ownership for your role.
	Е	Empathy- Demonstrate dignity and compassion in all your interactions
	S	Service Excellence- Provide timely, exceptional care and service in a courteous manner
]ב	Р	Professionalism-Conduct yourself as a professional at all times, while protecting privacy and confidentiality
<u></u>	E	Efficiency- Respect all resources and identify opportunities for continuous improvement and waste reduction
ם [	С	Cultural Competency-Embrace the diversity of patients and co-workers, white respecting our differences
ם [	Т	Teamwork-Work together collaboratively, learn from each other, support each other
		inees who have earned the "Team Member of the Month" award within the last year adership/Department Managers are not eligible.

#### **Team Member of the Month**

Anyone can nominate.

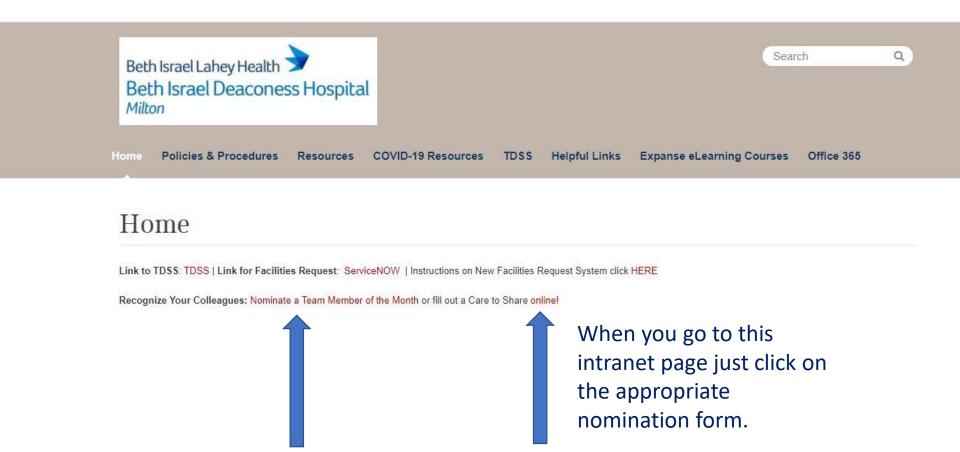
 Nomination forms available on the Intranet

# **Recognition Programs**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton



# Human Resources: Pay



- Your manager will provide you with instructions on how to record your time, meal breaks and department specific guidelines.
- Pay periods are two-week periods beginning Sunday at 7:00am.
- Pay day is every-other Thursday.
- Please sign up for direct deposit ASAP; it may take a few pay periods to process. Paychecks are mailed to those staff members who do not have direct deposit.
  - Sign-up via Work Day, "Payment Elections".

# Human Resources: Benefits Eligibility



<b>Employment Status</b>	Hours Worked/ Per Pay Period	Benefits Eligibility
Regular Full Time (RFT)	80 hours	Eligible for all benefits
Special Part Time (SPT)	72 hours (3 12 hour shifts per week)	Eligible for all benefits
Part Time (PT)	40+ hours	Medical, Dental, Vision, FSA plans, some Voluntary plans, and pro- rated ET/EIB
	32-40 hours	Some voluntary benefits and pro-rated ET and EIB
Per Diem (CALL) and Part Time (less than 32 hrs.)	Schedule varies	Accrue MA Earned Sick Time (MEST)

# Human Resources: Signing Up for Benefits



#### Beth Israel Lahey Health

#### Welcome to Your Benefits at Beth Israel Lahey Health!

While you are getting settled, please take some time to review important information about your new employee benefits at BILH.

In this email, you will find:

- Resources to learn about your new employee benefits
- Instructions to help you enroll in benefits online through Workday
- Where to go for help and support with your benefits enrollment

#### Learn About Your BILH Benefits

- Review the attached New Hire Benefits Guide for a detailed overview of our 2023 benefit offerings.
- Visit <u>BILH Benefits Central</u>, where you can review plan documents and find links to your local intranet site.
- Retirement benefits differ by your local entity. A retirement notice with detailed plan information and enrollment instructions will be mailed to your home address.
- Yolu can find plan rates, compliance notices, and entity-specific paid time off policies on your local intranet. You may also contact the BILH Benefits Helpline to request information about your entityspecific benefits.

#### How to Enroll in Benefits

You will enroll in benefits through Workday, our online payroll and benefits system.

- Please note: Prior to enrolling in benefits, you must complete all pending tasks under "Awaiting Your Action" in your Workday profile. Follow the attached Workday New Hire Onboarding Tip Sheet for detailed instructions.
- Once you have completed your other onboarding tasks, your new hire benefits enrollment event will open. Follow the attached How to Elect Benefits in Workday document for detailed instructions. You have 30 days from the start date of your position to enroll in benefits.

#### Get Help with Your Benefits Questions

- Submit a benefits help case through Workday by selecting Help from the main menu and clicking Create Case at the bottom of the page to reach out to submit a question to benefits.
- > The Benefits Helpline is available from 8am to 6pm, Monday through Friday at 888-402-1884.
- Reach the Benefits Helpline by email at <u>BILHbenefits@sentinelgroup.com</u>.

Note: you will also receive this information in an email

# Human Resources: Signing Up for Benefits

Newly eligible employees within the first 30 days of hire and employees experiencing a qualifying life event can make changes to their health and welfare elections outside of the annual Open Enrollment period.

Benefits are effective from the hire or life event date. If you do not request plan changes within the 30-day period, you must wait until the next annual Open Enrollment period to initiate your request.

Refer to Handout: "How to Elect Benefits in Workday"

# Benefits Open Enrollment 2024

# October 30th - November 17th

To sign up for benefits for calendar year 2024

On-Site Benefits Fair
Monday, November 6th
11:00am-3:00pm
Nangeroni Conference Room

There will also be many additional ways in which to access information and assistance during the open enrollment period.

### Medical • Dental • Vision

# • FSAs



- Eligibility: Employees working in budgeted positions of 40 hours or more per pay period.
- Effective date: First day of employment.
- Must enroll within 30 days of date of hire or qualifying event.
   Otherwise, you can not enroll until Open Enrollment with coverage effective the following January 1<sup>st</sup>.
- Hospital contribution reduces employee cost for Medical insurance.
- Employee contribution is taken pre-tax.

### Medical • Dental • Vision

## FSAs

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton



### **Harvard Pilgrim Healthcare**

- Domestic and Community HMO
- HMO Plus
- Tiered POS Plan



#### **Delta Dental Premium Plus Network**

- Low Option
- High Option



### **Eye Med (**Vision Discount Program)

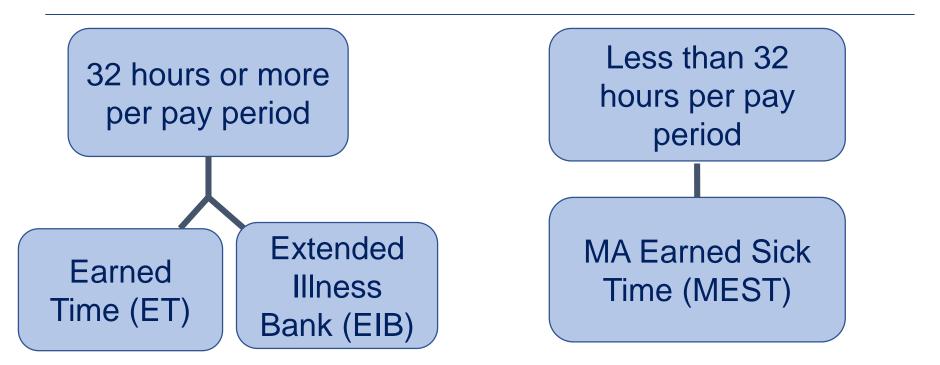
- Low Option
- High Plan



### Flexible Spending Accounts (FSAs)

Healthcare and Dependent Care Accounts

# **Paid Time Off Program**



- Accrual starts at date of hire.
- Eligibility for use of ET/EIB after completion of three months of employment. Per Diem staff have use of 40 hours of MA Earned Sick Time from day one. Remember though, this is 40 hours to use per calendar year.

# **Paid Time Off Program**



### **Earned Time (ET)**

- Accrual rate based on your position, employment type, and length of service: (FT: between 216-272 hours per year, PT: between 128-190 hrs per year).
  - Use for: vacation, sick, personal, holidays and reasons designated by MA EST law.

### **Extended Illness Bank (EI)**

- Use as "Insurance Policy" for income protection due to personal illness/injury. Eligible for use following first 3 days of an illness. (Unused balance not paid at loss of benefit status or end of employment).
- Full time accrual rate allows up to 72 hours per year (Part Time accrual is prorated).

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# **Paid Time Off Program**

**MA Earned Sick Time (MEST)** – is a plan for the accrual of time for employees who are in positions less than 32 hours per pay period.

- Employees will receive the annual maximum accrual of 40 hours in a lump sum on an annual basis.
- Paid for time off reasons designated by the MA Earned Sick Time Law. Allows employee to take time off without penalty and to accrue paid time off for use due to specific permissible reasons identified in the law.
- Refer to S.O.P. # 951-110 for details.

# **MA Paid Family Leave**



Massachusetts passed the **Paid Family and Medical Leave** (**PFML**) law in 2021 for the benefit of Massachusetts employees.

Employees may be eligible for the following types of leave below under the PFML law. Such leave cannot exceed a combined total of 26 weeks in a benefit year.

#### Paid leave up to:

- 12 weeks in a benefit year for the birth, adoption, or foster care placement of a child
- 12 weeks in a benefit year for certain reasons arising out of a family member on active duty or being notified of a call to active duty in the Armed Forces
- 20 weeks in a benefit year for the employee's own serious health condition
- 26 weeks in a benefit year to care for a family member who is a covered service member undergoing medical treatment or otherwise addressing consequences of a serious health condition relating to the family member's military service
- 12 weeks in a benefit year to care for a family member with a serious health condition

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### **Retirement Benefits**

- All employees are eligible to contribute to a 403b tax deferred retirement savings account.
- Hospital 3% core contribution after:
  - ▶1 year employment and 1000 hours paid
- The plan is administered by Fidelity Investments.
- Numerous investment options are offered.
- Rollovers from other 403b plans allowed.
- To enroll:
  - > 1-800-343-0860. Plan # 65402



### **Other Benefits**



- Tuition Assistance Available after six months of employment (available for staff working at least 32 hours per pay period)
- Talent Development Opportunities
- Short Term and Long Term Disability Insurance Available after six months

**Linked** in Learning

- Life and Accidental Death & Dismemberment Insurance
- Supplemental Life Insurance
- Critical Illness Insurance
- Hospital Indemnity Insurance
- Legal Insurance
- Benefits and Discounts Through BenefitHub (bilhperks.benefithub.com, Referral Code = BE1UCI)
- Care.com: Expert Assistance finding care for family and pets (855-781-1303 or expertassitance@care.com)
- BID-Milton Cafeteria Discount: 20% on cafeteria generated items

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# Other Benefits Employee Assistance Program

Beth Israel Lahey Health Beth Israel Deaconess Hospital Milton



Available 24/7 800-648-9557 info@kgreer.com



Website: my.kgalifeservices.com Company Code: bilh

#### EMPLOYEE ASSISTANCE AND WORK-LIFE PROGRAM

A free, confidential program for employees and adult household members. Here's how we can help;

#### EMOTIONAL REALTH

#### Counseling, Consultations & Referrals:

- Alcohol & Drug Concerns
- Anxiety
- Chronic Illness
- Depression
- Eating Disorders
- Family & Relationship Concerns
- \* Gambling
- Meditation
- Mindfulness
- Partner Violence
- Smoking Cessation
- Sleep Issues
- Stress Management

#### PARENTING

#### Childcare Consultation & Referrals:

- Back-up Care
- Before/After School
- Childcare Centers
- Family Day Care
- Nannies & In-home Care
- Summer Camps

#### Information & Support:

- Adolescence
- Adoption
- Child Development
- College Planning
- New Parents and Pregnancy
- Special Needs

#### ELDERCARE

#### Consultation & Referrals:

- Assisted Living Facilities
- Caregiver Support
- Community Services
- Home Health Care
- · Hospice
- Medicare/Medicaid
- Nursing Homes
- Respite Care
- Social Security
- \* Transportation

#### LEGAL

#### Consultation & Referrals:

- Bankruptev
- Child Custody & Support
- Consumer Issues
- Elder Law
- Estate Planning
- Immigration
- \* Landlord Tenant Disputes
- Real Estate Concerns
- Restraining Orders
- Separation & Divorce
- Wills & Trusts

#### FINANCIAL

#### Consultation & Referrals:

- \* Budgeting
- Credit Problems
- \* Debt Management
- \* Financial Wellbeing
- Homebuying Information
- Insurance Planning
- \* Retirement Planning
- Tax Resources

#### Consultation & Referrals:

- Career Exploration
- \* Interest Testing
- Job Performance Concerns
- Job Search Strategies
- \* Resume Review
- Time Management
- Work-life Integration
- Work Stress

#### Information & Referrals:

- Community Education Classes
- Fitness Programs & Trainers
- Home Cleaning
- Home Repair Services
- Moving Services
- Organizer Services
- \* Pet Care
- Relocation Information
- Yoga Classes

#### NUTRITION

#### Consultation & Information:

- Child Friendly Meals
- Diabetes
- Food Allergies
- Gastrointestinal Problems
- · Healthy Eating
- High Blood Pressure
- High Cholesterol
- Lactation
- Weight Management

# Human Resources: Supporting The Employee Experience

 We are here to support you throughout your BID-Milton Career - Resource for guidance, information and questions regarding policy, procedures, benefits, and employee relations

 Review your benefit options - make elections and complete the required paperwork within the 30 days from your hire date

### **Human Resources**

Enclosed in your packet are important handouts for you to read

- MA Pregnant Workers Fairness Act
- "All Policies.."/Discrimination and Harassment Policy

HR policies and procedures are located on the Intranet/BID Milton Portal

Thank you and Welcome to BID-Milton!

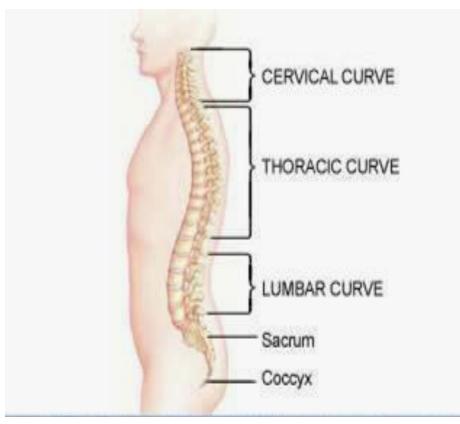


# Preventing Injuries on the Job (Employee Health)

### **Posture**

Good Posture means the natural curves of the spine are not strained but are in a neutral position ready to absorb

and distribute loads.



### When Sitting:

- Feet flat with knees at hip level.
- Lumbar support or chair armrests to support weight of our arms.
- Sit close to your work area.
   When Standing for prolonged times:
- Place one foot in front of the other or on a stool.
- Stand on a cushioned or rubber mat.

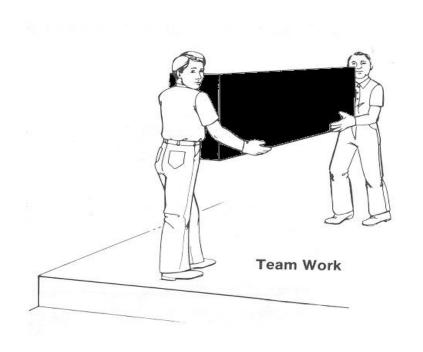
# Safe Lifting



- Keep your back straight.
- Bend at the knee.
- Keep objects close to the body and keep a good grip.
- Keep your feet comfortable and apart.
- Use your legs to lift.

# When Should You Use a Device or ask for Help?

**Anytime** lifting more than 35 pounds, you may need to use lifting equipment and or get a SECOND person to assist you to ensure safety.





# **Pushing and Pulling**



- Pushing is preferable to pulling.
- You can push twice as much as you can pull.
- Pushing allows you to keep upright and lets you use your body weight to create momentum.



# **Assessing Mobility: Equipment Considerations**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

In order to safely transfer and mobilize an obese/morbidly obese patient, which equipment can be used?



**Bariatric Rolling Walker** 



**Pink Slip** 



**Hovermatt** 



Wheelchair with Blue Hills
Tenor Lift Sensitivity Decal



# If You Are Injured-Steps to Take

- Use caution to avoid further injury.
- Let your supervisor know immediately.
- See a physician.
- Use ice.
- Rest and avoid stressful situations.

# **Employee Health Services**



617-313-**1684** 

- Pre-Employment Clearance
- Return to Work Clearance
- Vaccination and Other Programs/Services



# Abuse and Neglect (Mandatory Reporting)

74

- Abuse an act or failure to act which results in a serious physical or emotional injury.
- Neglect an intentional or unintentional failure to provide care and safety

Abuse happens in all communities. Abuse impacts people of all ages, races, ethnic backgrounds, religions, genders, sexual orientations, economic and educational levels.



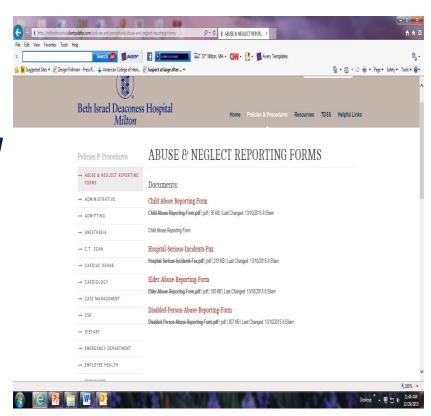
## **Mandated Reporting**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

- The hospital is required by state law to report incidents of <u>suspected</u> abuse and neglect.
- Many hospital employees are *Mandated Reporters* including:
  - Physicians, nurses, nurses aids, social workers, pharmacists, rehab. specialists, technicians.
- Any individual who suspects abuse or neglect can call the appropriate Hotline.
- All employees should know what to do if they become aware of an abuse or neglect situation.



## Mandated Reporting Requirements

- Children under age 18 (<u>Hotline</u>: 800-792-5200)
- Disabled Persons ages 18 59 (<u>Hotline</u>: 800-426-9009)
- Elderly age 60 and living at home (<u>Hotline</u>: 800-922-2275)
- Institutional a resident of a skilled nursing facility, rest home or other long term care facilities licensed by the Department of health.

(At BID-Milton any suspected cases of abuse/neglect of a resident of a long term care facility licensed by DPH is reviewed by the Healthcare Quality and Safety Department.)

## **Reporting Abuse and Neglect**

- Notify your manager/supervisor.
- A referral to the social worker is made.
  - ➤ Mon. Fri. 8:00am 4:00pm.
  - \*On evenings/weekends the Nursing Supervisor will assess
- Reporters are immune from civil or criminal liability for reporting "in good faith"; the reporters name is kept confidential.
  - There can be a criminal penalty for a person who retaliates against a reporter.

Note: Failure to report can result in a fine or referral to the professional licensing board for disciplinary action.

77

#### **Domestic Violence**



DOMESTIC ABUSE INTERVENTION PROJECT

202 East Superior Street Duluth, Minnesota 55802 218-722-2781 www.duluth-model.org

- Domestic Violence is a pattern of behavior in which one person tries to control the thoughts, beliefs, or actions of someone who is or was in a close relationship with them
  - Abuse can be emotional, verbal, financial, and may or may not include physical and sexual
- Domestic Violence occurs in both heterosexual and same sex relationships.
- In Massachusetts there is no mandated reporting for Domestic Violence.

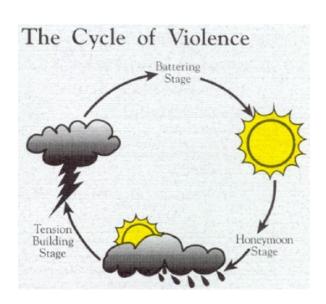
### Forms of Abuse

- Physical Abuse: Slapping/Punching, Kicking, Biting/Spitting, Pinching, Pushing, Use of Weapons, Throwing Objects Choking/Strangulation, Denial of Physical Needs: Sleep, Food, or Medical Attention
- <u>Sexual Abuse:</u> Manipulation/Guilt tripping/Coercing, Forcing Degrading Sexual Acts, Jokes/Insults/Comments like "Whore" or "Slut", Unwanted Touching or Groping, Birth Control Refusal
- <u>Financial Abuse:</u> Refusing Partner Access to Money for Food, Clothing and Basic Needs; Controlling All Assets; Putting all the bills in the Partners Name, Running up Charges, Ruining Credit

## Forms of Abuse, cont'd

• **Verbal Abuse:** Threats such as "You'll be sorry", "I'm going to let you have it", Threats to Disclose Information about Partner that is Confidential (such as past abuse), Swearing, Name Calling.

 Emotional Abuse: Continued Attacks on Self Esteem, Repeated Harassing/Interrogating, Forcing to Stay Awake, Blaming for All that Goes Wrong, Isolation, Mind Messing/Games.



## **Important Points to Remember**

- In a healthcare setting, there is a unique opportunity for screening and intervention because of trusting relationships developed and space away from the abusive person.
- A person should be offered assistance whether or not they are ready or willing to leave an abusive relationship.
- The time a victim is the most at risk is when they are leaving the relationship therefore counseling is crucial to help them devise a 'safe plan' to leave.

# Integrity and Compliance

## **Topics Covered**

- ✓ Code of Conduct-Key Points
- ✓ Key Rules and Regulations:
  - HIPAA Privacy and Security
  - Sensitive Information
  - State Data Laws
  - Fraud, Waste and Abuse
  - False Claims Act, Stark Law, and Anti-Kickback
- ✓ Gifts & Conflicts of Interest
- ✓ Reporting Concerns
  - When to Speak Up
  - Non-Retaliation
- ✓ Contact Information

## **Code of Conduct Overview**

#### Compliance is everyone's responsibility at

#### **BID-Milton**

- The Code of Conduct applies to each and every one of us and serves as our guide for navigating common issues, whether you work in clinical care, research, education or an administrative role.
- While the Code of Conduct does not cover every issue we might encounter, it
   <u>provides a framework for approaching many common situations</u> and works in
   conjunction with human resources, clinical, and other policies
- The Code of Conduct also includes resources for questions you may have and important information about how to report concerns, including anonymously

Please make sure to read the Code and familiarize yourself with the important topics covered. Should you have any questions or concerns, please reach out to your supervisor or Integrity and Compliance

## **Key Rules and Regulations**

## The Health Insurance Portability and Accountability Act of 1996 (HIPAA)

#### What is it?

**Federal law** that requires the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.

HIPAA allows physicians, nurses, technicians and other workforce members to access, use or disclose patient information for the purposes of treatment, payment or operations (TPO)

#### **Examples:**

<u>Treatment:</u> inpatient and ambulatory medical care and services

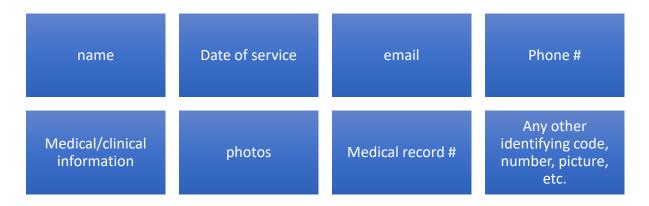
**<u>Payment:</u>** billing and receipt of payment for services provided

<u>Operations:</u> activities, such as looking at procedure data or doing quality audits, necessary to run the organization and ensure all patients are receiving high quality care

## Key Rules and Regulations, cont'd.

HIPAA: What is Protected Health Information (PHI)?

**PHI** is any information that relates to the past, present, or future health of an individual which identifies or could be used to identify the individual. PHI includes (but is not limited to):



**Electronic PHI (ePHI)** is PHI that is found on electronic media devices. This includes but is not limited to:

Desktop computers,
laptops, tablets,
smartphones and other
mobile devices

Memory sticks (USB,
Email or websites

Email or websites

## Key Rules and Regulations, cont'd.

**HIPAA: Minimum Necessary** 

Under HIPAA's minimum necessary provisions, a health care provider must make reasonable efforts to limit PHI to the minimum necessary to accomplish the purpose of the use, disclosure or request.

Before accessing information, ask yourself "do I NEED this information to do my job?".

If the answer is "no", do not access the information.

## Key Rules and Regulations, cont'd

#### **HIPAA: DO's and Don'ts**

DO



Close exam room doors when caring for patients or discussing their health concerns

Tell your supervisor / compliance if you see patient information in an open trash container

Dispose of all paper with patient information using the shredder bins provided

Turn computer screens so patients and other individuals can't see information onthe screen

Double-check e-mail addresses and fax numbers before securely sending patient information Request 2 identifiers (name & DOB) to verify a patient's identity before disclosing PHI

Double check all sheets of paper before mailing or handing to a patient

Use low voices and discretion when discussing patient protected health information (PHI)

Correctly register patients and process billing information

Report ALL privacy concerns to your supervisor or privacy officer including lost or stolen PHI

## Key Rules and Regulations, cont'd

#### **HIPAA: Do's and Don'ts**



#### DON'T

Share patient information with family, friends, news reporters, etc. without prior approval from the patient

Talk about patients in public places, such as elevators, hallways or cafeteria lines

Allow faxes or printed emails containing PHI to lie around the office

Leave a medical record open while you leave the room to care for another patient Keep materials that connect patients' names with their conditions out in the open where anyone can see them Leave phone messages containing sensitive patient information on answering machines or voicemail systems

Go into patient medical records unless you have a clinical or business need to do so

## Keep in Mind: Sensitive Information

- In addition to HIPAA, there are state and federal rules that give greater protection to certain sensitive information. This information may require even more protections and specific authorization to release for our patients. This includes information such as:
  - Alcohol or Drug Use Treatment\*
  - Sexually Transmitted Diseases
  - Domestic Violence Victim's Counseling
  - Communication between a patient and Social Worker
  - Psychiatric Health Mental Health Information
- In Massachusetts, HIV/AIDS Diagnosis and/or Treatment and Genetics Testing are subject to heightened protections

- When dealing with sensitive information, PAUSE and triple check it is appropriate to access, use or disclose. Always follow protocols that are in place for releasing information. Additional authorization may be required. Contact Integrity and Compliance or Legal if you have any questions.
- \* 42 CFR Part 2, ("Part 2") applies to federally assisted programs and protects the confidentiality of substance use\* disorder patient records, including diagnosis, treatment and referral information.

## Proper Use of Electronic Health Record (EHR)

- We take patient privacy very seriously. It is our duty under the law and forms the foundation for staff and patient trust. Both law and policy require that we use the EHR for work-related purposes only. EHR use is actively monitored for proper access and violations of law or policy will be subject to review and disciplinary action.
- Q: My friend asked that I look up their lab results. Can I look up the results?
- A: No. EHR use is for work-related purposes only. Even with patient permission, it is against BILH
  policy. Please use the patient portal or review paper records obtained by the patient for this
  purpose.
- Q: My spouse needs some blood work and I know what he needs done. Can I enter the order?
- A: No, the patient should contact their provider to coordinate testing.
- Q: My mother is in the emergency room and I want to confirm her allergy to a medication is documented. Can I add it?
- A: No, you should confirm this information with the patient's care team and only chart in records for patients to whom you are providing care.
- Q: I need my child's immunization records. I can access those, right?
- A Even though you may be authorized to direct your child's care, this access is not work-related. Please use the patient portal or request paper records from HIM for this purpose.
- Q: My coworker has been out for a few days and I want to look up their record so I can call them to make sure everything is ok. Can I just access their demographics in the EHR?
- A: Demographic information like name, address, phone number, email address, DOB is PHI and is protected. This should not be accessed for personal reasons, even with good intentions.

## **State Data Breach Laws**

In addition to HIPAA that protects PHI, many states also have laws that protect Personal Information ("PI").

In Massachusetts, PI is defined as a MA resident's first name and last name or first initial and last name in combination with any 1 or more of the following data elements that relate to such resident:

- (a) Social Security number;
- (b) driver's license number or stateissued identification card number; or
- (c) financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password, that would permit access to a resident's financial account.

In **New Hampshire**, PI means an individual's first name or initial and last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted:

- (a) Social security number;
- (b) Driver's license number or other government identification number;
- (c) Account number, credit card number, or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.

There may be breach reporting requirements if PI is obtained by an unauthorized party. If you learned of an incident involving PI, notify your supervisor or Integrity and Compliance ("I&C") as soon as possible.

Surrounding states may have similar obligations or definitions of PI. Contact I&C with any concerns if PI is impacted by a resident of another state

## Fraud Waste and Abuse (FWA)

Fraud

#### **What is Fraud?**

Fraud is the intentional deception or misrepresentation of facts or information that a person knows to be false, which results in an unauthorized benefit to himself/herself or another person.

Waste

#### What is Waste?

Waste is defined as the inappropriate, overuse, and careless spending of funds or resources when there is not a real need to do so.

**Abuse** 

#### What is Abuse?

Abuse occurs when incidents or clinical/medical practices are not consistent with accepted sound medical or business practices and they create unnecessary costs to government programs.

# Examples Fraud Waste and Abuse (FWA)

**Fraud** 

Improper billing, up-coding, duplicate billing, billing for items or services not provided or received for free, failing to have proper documentation to support services billed, falsifying documentation of patient care, providing medically unnecessary or substandard care

Waste

Duplicate testing, overuse, underuse or ineffective use, prescribing medications for a longer period of time than is necessary, redundancy, delays, and unnecessary process complexities

**Abuse** 

Billing Medicare and Medicaid patients higher rates than non-Medicare/Medicaid patients, billing Medicare instead of the primary payer, keeping money that doesn't belong to you, hiring or doing business with someone excluded from the Medicare program

## **Additional Key Laws**

False Claims Act Makes it a violation to submit a claim for payment that you know or should know is false or fraudulent; OR Knowingly make, use, or cause to be made or used, a false record or statement material to a false or fraudulent claim (Government does not need to show intent)

**Anti-Kickback** 

Prohibits the knowing and willful **offer, payment, solicitation, or receipt** of <u>anything</u> <u>of value</u> 1) to induce, or in exchange for, the referral of an individual for healthcare services 2) to induce, or in exchange, for the purchase, lease, order, or recommendation for the purchase, lease or order of any health care good, facility, service, or item; or 3) solicitation of anything of value in return for the above.

Stark

If a physician (or an immediate family member) has a financial relationship with an entity, the physician may not make a referral to that entity for Medicare designated health services (there are some exceptions)

If you have questions or concerns regarding these key laws, contact Legal or Integrity & Compliance

## **Gifts & Interactions with Vendors**

Workforce members are not allowed to accept personal gifts for themselves or their staff – including meals – from companies or their employees

This includes any company that:

- Sells drugs, devices, technology or supplies
- Provides goods or services
- Otherwise wants to do business with our organization (including referral sources)

Personal gifts include food, bags, clothing, trinkets, pens and any other item of value.

When you accept, use or display items from a company (including wearing an item or putting it on your desk), it could make a patient or co-worker wonder about your influences and decisions.

Refer to your organizations policy of gifts from patients and any other applicable policies/procedures related to interacting with vendors.

In addition to gifts from patients, there are rules around offering free or discounted goods/services to patients. Before providing anything free or discounted, contact Integrity and Compliance.

## **Conflicts of Interest**

What is a business conflict of interest?

 Any situation in which you or a family member have a personal interest (including a financial interest) that may influence, or may reasonably appear to influence, how you carry out your job

Who may be involved?

 In addition to yourself, a family member who is a spouse or domestic partner, child, parent, sibling or any person living in the same household

What do I need to do?

 Let your manager or leader know if this situation comes up; you may need to formally disclose your interest to the organization

## Reporting Concerns: When To Speak Up?

Call Integrity and Compliance immediately if...

A patient voices concerns about a privacy issue

Ex. Patient
receives
another
patient's
medical
information in
the mail

You are not comfortable with action that you think may not be in the best interest of our patients.

Ex.
Patients
referred
only to a
clinic that
a
providers
family
member
owns

You disagree with how a provider is billing for services.

Ex. Billing for care not provided

You think an Workforce member or vendor is doing something unethical, illegal or improper.

Ex.
Stealing (work time, hospital resources, patient property)

## **Speaking Up & Non-Retaliation**

Responsibility of all employees to comply with the Code of Conduct and to report any suspected or known violations to Compliance.

Non Retaliation
Zero tolerance for retaliation of any sort against an employee who reports a suspected violation

- Individuals are required to report issues or concerns regarding suspected wrongdoing such as fraud, waste and abuse or violations of federal or state law, insurer rules or regulations, or company policies, and unethical behavior.
- Callers who report issues or concerns, in good faith, will not face retaliation or retribution for doing so. This is not only our policy it's the law.

## **Key Take-A-Ways**

## Each one of us is responsible for integrity and compliance, so keep these basics in mind every day:

- ✓ Practice respect and inclusion as outlined in the Code of Conduct
- ✓ Follow federal, state and local requirements, as well as our organization's policies and procedures
- ✓ Know the processes and policies that are most important to your work and learn where to find the information or guidance you need
- ✓ Ask your manager or leader if something is unclear or you have questions
- ✓ Read the Code of Conduct and complete required trainings
- ✓ Report concerns to your manager or leader, Human Resources, Integrity and Compliance, or the Speak Up Hotline, which has an anonymous reporting mechanism.

## **Integrity & Compliance Contacts**

#### Compliance & Privacy Officer: (Eileen Helle)

• Phone: 857-345-0157

• Email: Eileen.Helle@BILH.org

#### Speak Up Hotline (Allows for anonymous reporting)

• By phone: 888-753-6533

• By Website: <u>www.bilh.ethicspoint.com</u>

#### Integrity & Compliance Main Line & Email

- 617-278-8300
- bilhintegrityandcompliance@bilh.org

## **Attestation**

Beth Israel Lahey Health 
Beth Israel Deaconess Hospital

#### Code of Conduct Acknowledgment

By signing the acknowledgment box below, I attest that I have received the BID-Milton Code of Conduct. I acknowledge that I have read and will abide by the BID-Milton Code of Conduct. I agree to comply by all pertinent laws, regulations, and BID-Milton policies and procedures. I will report any real or potential compliance-related concerns to my manager, chief, the Compliance Officer at (617) 313-1287 or to the Confidential and Anonymous Compliance Helpline at 1-888-753-6533 or:

By writing the Confidential and Anonymous Compliance Helpline via website at: https://secure.ethicspoint.com/domain/media/en/gui/38883/index.html or Beth Israel Deaconess Hospital – Milton, Office of Compliance 199 Reedsdale Road Milton MA 02186

x			Date:	
	Signature	Print Name		

Employee Instructions: Please review and sign this Acknowledgments and Agreement Form along with the Confidentiality Policy and Statement. Human Resources Instructions: Please retain this form in the personnel file.



# Hospital Safety and Disaster Plan

## **Protecting Our Patients and You**



- General Safety
- Fire/Life Safety
  - Emergency Preparedness

## **General Safety**



## **Hazard Surveillance**

- Required of all employees
- Report hazards to supervisor

## **General Safety**



## How to Report an Emergency

- 1. Dial "77"
- 2. State your name and type of emergency
- 3. Specify the location

## Fire/Life Safety

#### **Follow R.A.C.E. – Immediately**



- R. Rescue anyone in immediate danger
- A. Alarm activate nearest pull box
  - dial "77"
  - give your name and state "CODE RED"
  - state location of incident
- C. Close doors and windows to contain
- E. Extinguish if fire is small and containable.

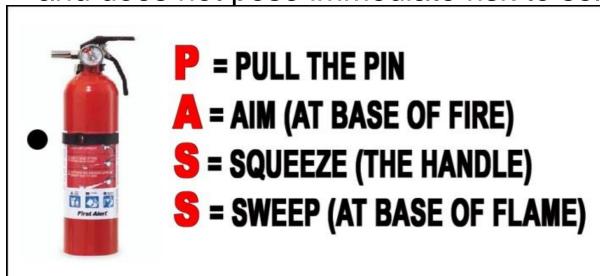


## Fire/Life Safety

#### How to Use a Fire Extinguisher

#### Only consider if:

- Previous requirements of **RACE** have been completed AND the fire is small, containable and does not pose immediate risk to self



# Fire/Life Safety

#### **Fire Alarm Codes**

- 1. Know the alarm sequence.
- 2. Never assume it is only a drill.



- 3. Follow procedure outlined in Dept. Fire Plan.
- 4. Listen to the directions from the Floor Marshal.
- 5. Wait for all-clear signal.

# Identifying Location of Actual/Potential Fire

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

- May hear as "shout out"
- Bell Code Will be repeated 3 times
- Annunciator: "Code Red: Wing and Floor"

	Brooks	North	West	
Sub-Basement	2-1	3-1	4-1	2-0 Brooks Sprinkler
Ground	2-2	3-2	4-2	3-0 North Sprinkler
1st Floor	2-3	3-3/4-3	3-3/4-3	4-0 West Sprinkler
2nd Floor	2-4	3-4	4-4	1-1 All Clear
3rd Floor	2-5	3-5	4-5	7-7 Evacuation & Labor Pool
Penthouse	2-6	3-6	4-6	First #: Wing Second #: Floor



# **Emergency Preparedness**



**Know the Codes; Know Your Role** 

Code Red: Fire

**Code Gray: Security/Emergency** 

**Code Pink: Infant/Child Abduction** 

Code Orange: Hazardous Spill

**Code Blue: Cardiac Arrest** 

**Code Silver: Combative Person** 

with a Weapon

Code Disaster: disaster activation

# **Emergency Preparedness**

#### **Code Disaster Types**

- Internal Non-influx of patients
- External Influx of patients





#### **Notification and Response**

- Employees notified by page or call tree
- Report to Hospital Command Center
- Follow instructions per Incident Commander

### **Emergency Preparedness**





# Hospital Incident Command System (HICS)

An all-hazards tool that:

- Provides a clear chain of command and manages resources.
- Is flexible depending on the type of incident.
- May involve the entire hospital community.

# Public Safety (Security)

# **Public Safety**

Here to support our patients, visitors and staff.

#### **Responsible for:**

- Responding to Code Gray/Code Silver (Deescalation)
- Patient Security Watches
- Campus Patrols
- Parking Compliance
- Escorts to Cars during Off Hours
- Employee badging and access
- Maintaining campus safety



# Code Gray: Security Emergency Beth Israel Deaconess Hospital

Beth Israel Lahey Health

**Important:** Remember that the best time to call Security is before a situation escalates into violence.

### Call extension 77 immediately – CODE GRAY (Security Code)

- Remain calm; get back-up from staff
  - Talk in a quiet tone of voice
- Do not confront the abusive person
  - Do not "corner" the person.

Keep yourself safe.

# Code Silver: A Weapon Related Threat



Code Silver is activated in response to a person armed with a deadly weapon actively threatening or injuring others on BID-Milton property.

**Note:** Possession of a weapon with no active threat does not qualify for Code Silver activation.

Call X 77 immediately – CODE Silver

Dial 911 (local law enforcement) to report the specifics of an incident.

Evacuate if you find yourself in imminent danger and there is a safe accessible path. If unable, shelter in place and barricade doors.

# **Universal Precautions For Violence**



You can avoid or mitigate violence through preparation and common sense.

- Remember: ALL patients and visitors are anxious.
- Don't become complacent. Remain situationally aware.
- Evaluate each situation for potential violence when entering a room or beginning to interact with a patient or visitor.
- Be respectful of personal space.
- Use the buddy system if there is any concern.
- Always keep an open path for exiting.
- Use de-escalation tactics
- If you feel threatened, call extension 77 and say "Code Gray" and provide your location.



### **Your Responsibilities**

- Respect and interact responsibly with patients, visitors, fellow employees and supervisors.
- Promptly report any acts or threats of workplace violence to your supervisor and Security.
- Cooperate fully in investigations.
- Request help as needed.



 Inform Security about domestic orders (209A) and harassment orders (258E).

# Parking- Remember: Patients First

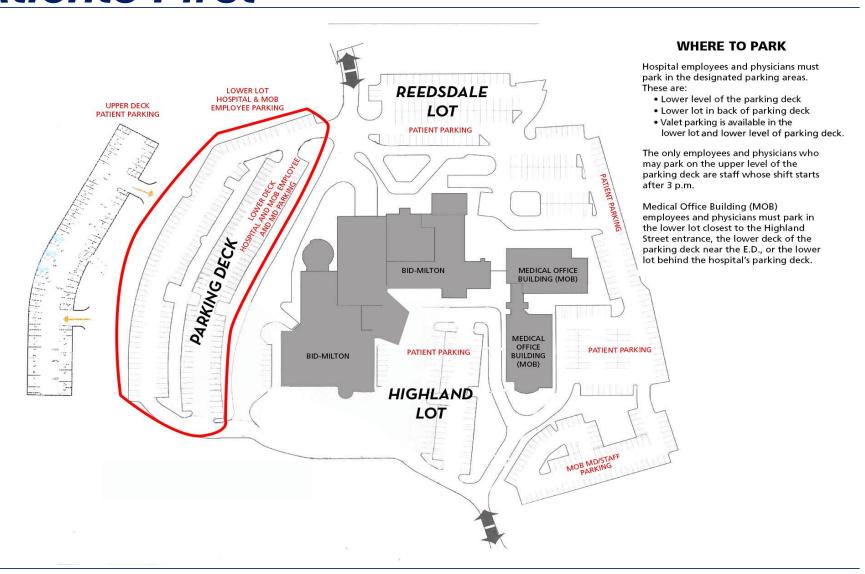


- Goal: To facilitate safe and efficient parking for our patients, visitors and employees.
- **General Rule:** The more convenient a parking spot, the more likely it should be left open for a patient or visitor.
  - Free valet parking is offered for patients and visitors only M-F 8:00 am 4:00 pm at the Highland Street entrance.

Familiarize yourself with **employee approved** parking areas.

- Free valet employee parking (lower deck) is offered M-F (7:00 am 6:00 pm for those not assigned to park off-site.
- ➤ Shifts starting after 3:00 pm and ending prior to 7:30 am may park on the upper deck behind the Emergency Department as far away from the entrance as possible.
- ➤ If you park outside of employee parking or if you are assigned to park off site and park on site you must notify Security, 617-313-1370.

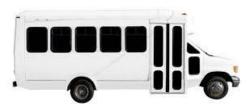
# Parking- Remember: Patients First



# **Off Site Parking**



# **St. Elizabeth's Church** located at 350 Reedsdale Road (Route 28) in Milton - 0.4 miles from the hospital





A free employee shuttle service runs continuous loops between St. Elizabeth's Church and the Reedsdale entrance Monday through Friday starting at 6:15 a.m. (first pick up at St. Elizabeth's Church) to 9:30 am and then returns trips from 2:30 p.m. to 6:45 p.m.

If assigned to offsite parking and you need to leave before 2:30 pm, call the shuttle cell phone for transport to the church parking lot.

Shuttle Phone # 857-939-6573



# The Patient Experience

# **Everyone has a Role in Patient Care**





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# What Do Our Patients Expect?

#### **Inpatient Care**

- Know who we are and what we are going to do-Introduce yourself
- Pain is acknowledged
- Focus on comfort and privacy
- Explain what is happening and provide education
- Explain next steps

#### **Outpatient Care**

- Know who we are and what we are going to do-Introduce yourself
- Minimize wait times
- Explain delays
- Focus on comfort and privacy
- Explain next steps

Always treat patients and family members with Dignity, Compassion and RESPECT





boards with the patient's plan of care.

Let's come up with concrete examples of how we can model these behavioral standards.

**New Employee Orientation** 126

Hand off to other

department.

staff by using name/

Understand patient's

sense of urgency. "We will take care of that

right away." Be optimistic and

#### **Words Matter when Connecting**

Things we should NEVER say	Things we should ALWAYS say	
"That's not my job/patient"	"I'll find someone to help you."	
"I don't know."	"I'm unsure, but am happy to find out for you."	
"I don't make the rules."	"I understand your frustration, please know this is for your safety."	
"We're short staffed" or "I'm on break."	"We're never too busy"	
Blaming: "That's Radiology for you."	Talking up the team: "Radiology is excellent. You are in good hands."	
"I didn't know you were coming."	"Welcome to our unit/department."	
"Okay, bye."	"Thank you," "You are welcome," "My pleasure."	

### Patient Rights/Responsibilities

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

- Patient Rights and Responsibilities are posted at patient access points/Hospital entrances.
- Patient Rights and Responsibilities are listed in the Inpatient Handbook—Guide for Patients and Visitors

You are required to respect patient rights.





# **Patient Satisfaction Survey Process**



BID-Milton cares about the experience staff and patients have every day.

#### **Patient Survey Process:**

- Patient receives survey within week of discharge
- Survey is mailed or electronic
  The results available in real time via the Patient Experience folder on the "S" drive.

#### Which patients are surveyed?

Inpatient, ED, Ambulatory Surgery, All Outpatient areas (Rehab, Radiology, Specialty Clinics etc.)

#### Encourage patients to complete

Collect email addresses

# Patient Experience Improvements



#### Improvements resulting from patient feedback include:

- Interpreter Services
- New Hospital Directory and Signage
- Intensivist Program in the ICU
- Interdisciplinary Rounds
- Whiteboards in Patient Rooms
- Enhancements to Patient Food Service
- Valet Service



## **Service Recovery**

Beth Israel Deaconess Hospital

Milton

When something goes wrong... We A.C.T.!\*







#### Acknowledge and Apologize

Calm, Clarify, Correct

Thank and Take action and

\*Make Amends

#### A COUPON FOR YOU

We recognize that we did not meet your expectations.

# \$5.00 VALUE Redeem at: Cafeteria, Coffee Kiosk,or Gift Shop



### **Helping Patients Make Decisions**

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

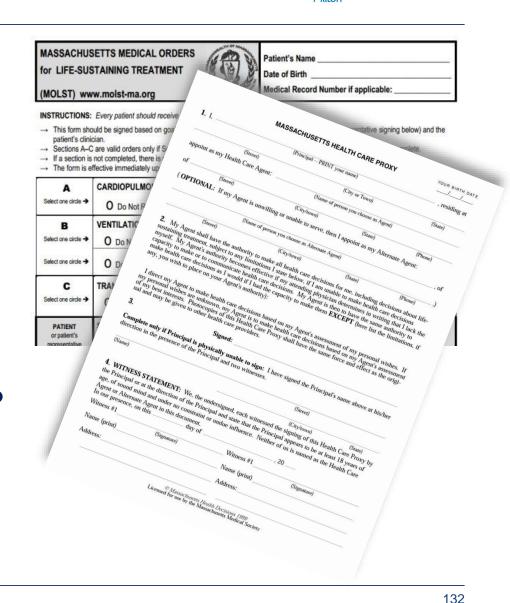
Milton

Health Care Proxy &

**MOLST** 

(Massachusetts Orders for Life-Sustaining Treatment)

- What are these?
- What is our responsibility?
- How important are they?



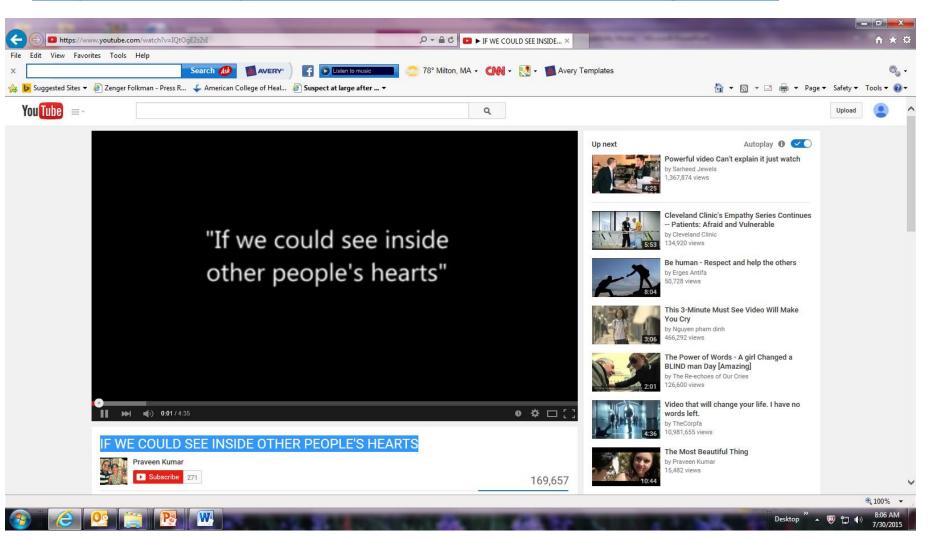
#### You Can Make a Difference!

Beth Israel Lahey Health

Beth Israel Deaconess Hospital

Milton

#### https://www.youtube.com/watch?v=IQtOgE2s2xI



#### Reminders

#### Please complete the following modules on HealthStream:



This will be in addition to annual safety, de-escalation and compliance modules that will be assigned.



And, don't forget – be on the look out for and complete 30 day and 90 day brief surveys about your on-boarding experience!





# Thank you for your attention today. Thank you for choosing to work at BID-Milton!

