

STUDENT HOSPITAL ORIENTATION



Our Mission

- ▣ We improve health by bringing advanced care closer.

Our Vision

- ▣ Through our *exceptional* physicians, *inspired* staff, and *innovative* technologies, we will be the leading provider of advanced healthcare services for all communities that we serve.

Our Values – SELF PRIDE

- ▣ S – Show respect
- ▣ E – Effectively communicate
- ▣ L – Listen
- ▣ F – Follow Through
- ▣ P – Professionalism
- ▣ R – Recognize every individual
- ▣ I – Initiate and inform
- ▣ D – Do the job right the first time
- ▣ E – Expect the best

AIDET – Five Fundamentals of Patient Communication

- ▣ A – Acknowledge
 - ▣ I – Introduce
 - ▣ D – Duration
 - ▣ E – Explanation
 - ▣ T – Thank you
- ▣ Why use AIDET?
 - Decrease patient anxiety
 - Increase patient compliance
 - Improve clinical outcomes
 - Increase patient satisfaction

ACT

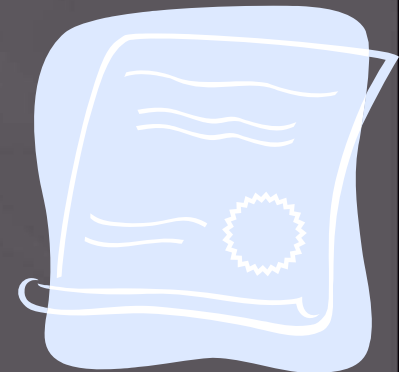
- ▣ A – Admit error and take responsibility
- ▣ C – Correct the service
- ▣ T – Take action and make amends

Red Rules

- ✓ I will always confirm patient identity using at least two hospital approved identifiers before any action.
- ✓ I will always perform hand hygiene before and after every patient contact and as specified by my department.
- ✓ I will always wear my hospital student ID badge during my clinical experience.
- ✓ I will always adhere to posted Personal Protective Equipment (PPE) requirements.

Commitment to Service Excellence

- ▣ Self Regional Healthcare is committed to providing the highest quality of service and care. **It is our desire not only to meet, but to exceed our patients' and customers' needs in a professional, courteous, compassionate, and respectful manner.** Each employee is a vital part of the complex system that assures our standards are upheld at all times.



Non-Profit Status

SRH is a charitable organization and strives to accomplish our goal of providing the highest quality healthcare to all our customers, **regardless of their ability to pay.**

▣ Compliance-related concerns or questions should be reported to:

- ▣ Your Instructor
- ▣ The Department Manager
- ▣ The Department Director
- ▣ The CC&I Department, 725-5012

● You may also use:

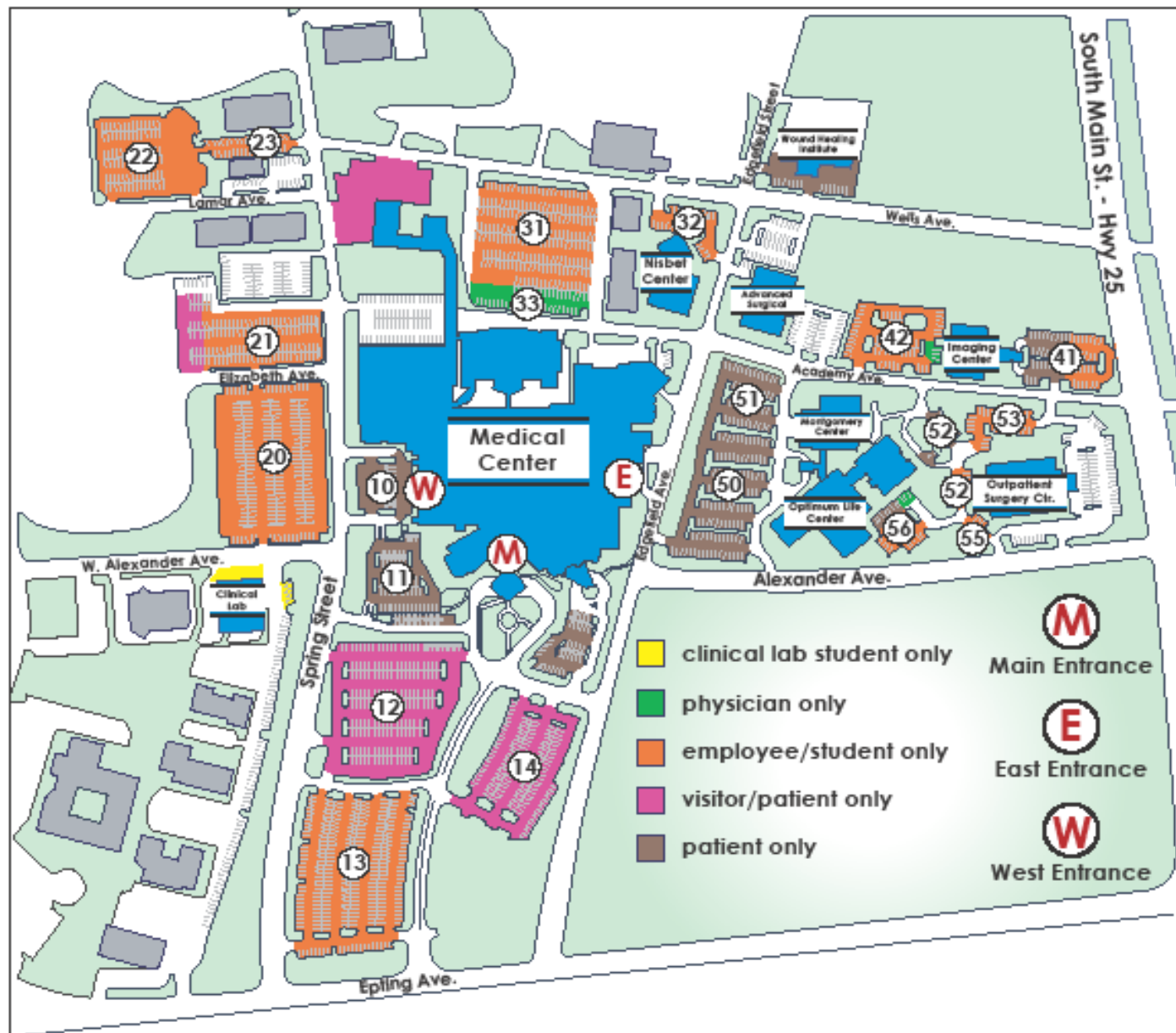
- The CC&I **HelpLine**, (888) 398-2633
- The HIPAA **HelpLine**, 725-4700

EMERGENCY CODES

- ▣ Each area may have **different responses** depending on the Code
- ▣ There are formal Codes for:
 - Abduction (A)
 - Bomb Threat (B)
 - External Disaster – Mass Casualties (D)
 - Evacuation (E)
 - Weather Emergency (W)
 - Utility Failure (U)
 - Fire (**Red**)
 - Adult Cardiac / Respiratory Arrest (**Code Blue**)
 - Pediatric Cardiac / Respiratory Arrest (**Code 99**)
 - Violent Situation (**Silver**)

Parking Guide

June 1, 2011



Please be sure to complete the following items!

- ▣ Complete the Infection Control Post Test
- ▣ Print and sign the Orientation Attestation Statement when you have completed all of the Student Orientation Modules
- ▣ Sign the Self Regional Healthcare Confidentiality and Non-Disclosure Agreement
- ▣ All of these forms are to be submitted to your Instructor and to be filed at your college or university.