

Welcome to the Scott & White Healthcare Team

New Hire Orientation



SCOTT & WHITE
Healthcare



Congratulations & Welcome to the Scott & White Healthcare Team!

We know you have many choices for employment, and are excited that you selected Scott & White as your employer of choice. Each Scott & White staff member plays a key role to insure that our patients and their families receive the right care at the right time in the right place, exceeding expectations when it comes to service and quality.

Scott & White provides fully integrated, state-of-the-art and cost-effective health services in a caring environment, which serves regional, national and international patients and their families. Scott & White's Mission is to provide the most personalized, comprehensive and highest quality healthcare enhanced by medical education and research. **Scott & White's Vision is to become the most Trusted and the most Valued name in American Healthcare.**

The commitment of all staff is crucial to our overall success and vital to the culture of Scott & White. Working together, we choose to shape the quality of our corporate work life at Scott & White. We live the Scott & White values of **Teamwork, Patient-Centered, Innovation, Accountability, Excellence, Pride.** We know that every individual can and does make a difference in the lives of others.

Scott & White believes in making a difference in your life as well by offering competitive compensation, generous benefits for you and your family, educational opportunities to help you grow and advance professionally, as well as health and wellness programs to achieve a happy work and life balance. At the end of the day, we can go home knowing we made a difference.

Scott & White staff members are the driving force behind making us one of the best healthcare systems in the country as we journey toward becoming one of the Best Places to Work in America! We are glad you are joining us on this journey, and look forward to you having a long and successful career with Scott & White Healthcare.

Sincerely,
Robert W. Pryor, M.D. , MBA
President & CEO
Scott & White Healthcare



Our Culture

TEAMWORK

“We are a team.”

PATIENT-CENTERED

“Our patients’ needs are our primary consideration.”

INNOVATION

“We are innovators and teachers.”

ACCOUNTABILITY

“We are accountable.”

EXCELLENCE

“We are committed to professional excellence.”

PRIDE

“We are proud to be Scott & White.”



Courtesy

- Acknowledge patients and one another immediately
 - Make eye contact
- Use pleasant greetings (hello, good morning, etc.)
- Practice Elevator Etiquette
 - Allow those inside elevator to exit first before you enter
- Manners: Say please, thank you, you're welcome, sir/ma'am
 - Thank our patients for choosing S&W
- Engage in Proactive initiatives/helpfulness
 - How may I help you? I have time
 - You seem lost. May I be of assistance?

Attentiveness

- Really listen to what patients/co-workers are saying
- Give your undivided attention to the patient/staff member
- Provide explanation of what to anticipate
 - How long before the call is returned
 - When will I see the doctor
 - How long the wait will be
 - What this test/procedure entails
 - Whether or not the procedure causes pain

Respect

- Call patients by name (Mr./Mrs.)
 - Refrain from "honey", "darling"
- Follow through and do what you say you will do
- Uphold confidentiality
- Communicate quickly and proactively
 - Inform patients/co-workers of delays
- Respect different cultures and generations
- Treat all patients and co-workers with dignity and respect

Excellence

- Professionalism:
 - Know your job
 - Follow dress code policies
 - Project a positive image of yourself and S&W
 - Work together to serve patients
- Step in and help whenever you can
- Make each new staff member feel welcome
- Teach with patience
- Praise and encourage co-workers

Spirit of Service/ Professional Pride

- Wear name badge with name and picture visible
- Introduce yourself to your patient (state your name)
 - When answering telephone
 - When meeting a patient or entering a patient room
- Assume responsibility and take ownership
 - Follow safety procedures
 - Wear protective clothing/gear when appropriate
 - Pick up trash
 - Eat in designated areas away from work station
- Support Scott & White as a tobacco-free workplace



FOCUS

For Our Customers' Ultimate Satisfaction

FOCUS will place Scott & White as the nationally recognized leader in customer service in health care.

FOCUS will place Scott & White as the employer of choice by creating a culture that develops integrity, professionalism, accountability and respect among staff; develops the skills and knowledge of employees to empower them to higher standards; and creates pride in their employment.

Print Name

Signature

Date

I have read and will be committed to these standards.

At Scott & White Healthcare, we make a positive difference in the world,



one patient, and one staff member at a time.

Scott & White Culture

Every culture has its' own language, values, procedures, routines, expectations, and traditions. Listed here is a reference of some of the unique cultural aspects of Scott & White Healthcare.

A Team	A group of volunteer staff members who work in partnership with Scott & White Leadership to facilitate an environment of excellence by recognizing and appreciating the commitment, leadership and service of our most valuable assets, our Scott & White staff and the community we serve. The A team hosts activities throughout the year and coordinates with all campuses for large system wide events. Calendar of events is listed on InSite and publicized on News at Noon.
Benefits	Part of our vision commitment includes taking care of our staff and becoming one of the Best Places to Work in Healthcare. Benefits information is communicated to all staff annually in October before open enrollment selections are made for the upcoming year. Scott & White offers a well rounded benefits package to help provide you peace of mind, and achieve a balanced quality of life for you and your family.
Birthdays	All S&W staff receive a birthday card mailed to their home. Monthly birthday listings are posted on InSite.
Blood Donors	We honor our hometown heroes for donating blood to serve the needs of our patients and community. S&W staff never “clock out” to donate blood. If you donate 4 times, you earn eight hours of PTO. Donating blood should be coordinated with your supervisor.
Brenham Hospital	Scott & White Healthcare – Brenham, is located at 700 Medical Parkway (near the intersections of U.S. Highway 290 and State Highway 36). The Brenham facility is a 60 bed acute care hospital and Level III general trauma center serving the citizens for Washington, Austin, Burtleson, Colorado, Fayette, Grimes, Lee and Waller counties.
Buzz	A self service link on InSite for all S&W staff. You may access your paycheck, change your mailing address, phone numbers, update direct deposit information, enter emergency contacts, apply for job openings, and enroll in new staff benefits.
CAM	Center for Advanced Medicine. The newest part of the Temple Scott & White Memorial Hospital opened in January 2007. Outpatient cardiology services (1H), the emergency department, inpatient north and south towers are located here.
CareerCare	CareerCare is a web-based career investigation tool that will help you begin your career exploration process. Designed specifically for health care, CareerCare will help you set goals and develop a plan to achieve them. Your customized Career and Learning Plan (CLP) will become the map that guides you through the many steps needed for professional growth.
CARES	Courtesy, Attentive, Respect, Excellence, Spirit of Service/Professional Pride. The S&W Standards of Behavior.
CCH	Continuing Care Hospital. Acute care 50 bed hospital where the average length of stay is 25 days. Patients cared for are critically ill. Located at 546 N. Kegley Road in Temple – near the West Campus.

CDM	Center for Diagnostic Medicine. Outpatient medical building which houses the General Medicine, Internal Medicine, Endocrinology, Allergy, Rheumatology services. It is on the north end of the S&W Main campus on the corner of 31 st street & Avenue R.
Center for Healthcare Policy	The Center for Healthcare Policy was established at Scott & White to provide information and education at the state and national level to the public, policy makers and elected officials on solutions to the challenges facing healthcare delivery and financing in Texas and the nation.
CEO Update	Letter from Dr. Bob Pryor, Chief Executive Officer to S&W staff. Posted on the front page of InSite.
CLIP	Continuous Learning Improvement Program. CLIP encourages all staff to be responsible for providing the best quality, safety and delivery of services while reducing costs by reducing unneeded inventory, increasing productivity, reducing errors, optimizing workflow. This results in improved staff morale and an enhanced patient experience. The CLIP model encourages utilizing cross-functional teams to evaluate processes and make recommended improvements. CLIP is sometimes referenced as TPS (Toyota Production System).
CME	Continuing Medical Education. S&W offers continuing medical education programs for physicians. All programs offer Category I credit. CME is responsible for more than 200 directly sponsored activities and 18 jointly sponsored activities annually. The kinds of activities range from accreditation and oversight of 18 regularly scheduled conferences to production of 12 lectureships.
CNE	Continuing Nursing Education. Licensed nurses in the state of Texas must earn a minimum of 20 contact hours every two years to renew their nursing license. Scott & White's Continuing Nursing Education department provides many activities throughout the year on a wide variety of topics, helping nurses in the Central Texas area gain new and current information in their field of practice, while earning valuable contact hours. Scott & White is proud to offer this opportunity to its staff free of charge to help ensure high quality healthcare and encourage continuing education for healthcare workers.
CMN	Children's Miracle Network is a world-wide non-profit organization that raises funds for children's hospitals and programs. S&W is a CMN Hospital.
Credit Union	S&W Employees Credit Union is located on the Temple main campus. \$25.00 minimum deposit is required for S&W staff to open an account.
Discounts	S&W staff receive discounts at the S&W dining rooms, SWHP pharmacies (over the counter purchases), theme parks, gym memberships, some scrub shops, and with many nationwide cell phone providers.
Eagle Security	Scott & White contracts with Eagle Security Company to provide security services on S&W campuses.
EAP	Employee Assistance Program through Alliance Work Partners. Worklife resources and referrals, solution-focused counseling, and legal and financial consultations are available to you and your family free of charge by contacting AWP at 800-343-3822, 24 hours a day, 7 days a week.
Educational Fairs	Scott & White hosts educational fairs at our larger campuses. Representatives from Colleges and Universities are onsite to present information on their degree

programs, admission requirements, and answer questions. Staff from S&W professional fields of nursing, physical therapy, occupational therapy, respiratory therapy, pathology, pharmacy and radiology are also onsite to talk with staff about advancement opportunities for careers at S&W and educational requirements. This provides current staff and family members a forum to learn about career options at S&W.

EIB Program	Extended Illness Bank. Designed to provide part time and full time staff hours that may be utilized for absences due to an employee's severe illness, injury, disability, maternity, or severe illnesses of their immediate family members (spouse, children, parent). Bereavement is paid for immediately family from EIB.
Eye on S&W	Watch S&W streaming video clips from your desktop computer via InSite. The highlights of S&W activities, facility expansion, recognitions, and celebrations are posted for all to view.
Flu Shots	S&W offers free flu shots to all staff members to help keep you and your family healthy.
FOCUS	For Our Customers Ultimate Satisfaction – S&W's commitment to service excellence.
Focus Stars	Staff who "go above and beyond" their job duties in providing great patient care and/or service. Anyone can nominate Focus Stars on InSite. Winners are awarded monthly and annually. Their stories are shared throughout the organization as reminders for us all.
Foundations	S&W has seven "Foundations of Excellence". All organizational goals at S&W are linked to one of these seven areas: People, Service, Quality, Growth, Finance, Community, Research & Education. The foundations support our Mission and our Vision.
Full Time Staff	A staffing status definition. Full time staff is defined as regularly scheduled 30 hours in a work week (or greater), and benefits eligible.
GME	Graduate Medical Education. After medical school training for physicians who are residents or fellows at S&W. Our GME program was established in the 1920's.
Green Relief	S&W coordinates carpooling matches for staff members who want to share the ride to work and spare the environment. All campuses provide designated parking and meal incentives for your participation.
GroupWise	The email software we use at S&W for communication. All S&W staff have access to GroupWise & a Scott & White email address.
Healing Garden	Special garden areas for patients and staff to enjoy nature and have a quiet place away from the daily challenge of our profession. It is dedicated to the staff committed to patient care. The Temple campus Healing Garden is located between the CAM and the Blood Donor center. The Round Rock campus Healing Garden is located beside the hospital.
HERO	HERO is a program designed to promote a family-oriented atmosphere by helping fellow staff who are in need of financial, emotional or spiritual assistance. HERO is also available to help S&W staff experiencing a catastrophic event that results in a serious and unforeseen financial hardship.
High-Middle-Low	High-Middle-Low conversations are held privately with all staff by supervisors. This is an honest discussion concerning where you fall in the work groups

performance levels, establish your goals to move to the next level, and timelines. Staff are rewarded for meeting goals and held accountable if goals are not met.

InSite	Scott & White's internal website for staff. It includes communication forums, newsletters, policies & procedures, tools and resources to help you in your work and home life.
KDH	Kings Daughters' Hospital, 1901 S.W. H.K. Dodgen Loop in Temple, is the only free standing children's hospital located between Austin and Dallas. Construction is scheduled for completion by September 2011.
Kronos	Time keeping system used for payroll purposes. Hourly staff badge in and out using the Kronos scanners located in work areas.
Legacy Guest	Legacy Guest is a program to acknowledge and be of service to those patients who support S&W through financial contributions. It provides participants with special benefits and personal attention by the Office of Development in appreciation of their generosity to S&W. This allows us to recognize and thank our benefactors for their generosity and support of S&W. Please contact the Development Office (254-724-0740) if a patient presents a Legacy Guest Courtesy Card.
LEM	Leadership Evaluation Manager – it aligns and cascades the organizational Vision goals to departmental and leadership levels for accountability.
Lend a Hand	All new staff have a “red hand sticker” on their name badge for the first 90 days. It is a visual cue for our current staff to “lend a hand” and help you learn about Scott & White.
Level 1 Trauma Center	Scott & White Memorial, Temple, is the only Level 1 Trauma Center between Austin & Dallas. We provide the highest levels of specialty care available and meet stringent national standards of performance. Access to a trauma center is strongly associated with improving a critically-injured patient's chance of survival.
Llano Hospital	Scott & White Healthcare – Llano is located at 200 W. Ollie Street in Llano. The hospital is a 27 bed facility. The staff has provided healing to the Llano community region for over 54 years. Outpatient clinics are located at Llano, Kingsland, Mason, Marble Falls, San Saba and Horseshoe Bay.
Lullaby	When a baby is born at Scott & White Memorial Hospital, a lullaby plays for all to hear on the overhead speaker system.
Marrow Donor	We invite you to join the S&W Marrow Donor Program. Our program is part of an international registry of people like you who have agreed to consider being a marrow or blood stem cells donor should they ever be found to be a perfect “Miracle Match” for one of the 6,000 children or adults who need a transplant.
Metrics	<p>We have defined metrics, aligning with our Foundations of Excellence, to assure we reach our Vision by the year 2016. When we achieve these 6 metrics, we will have accomplished our Vision.</p> <p>People – Listed among Fortune Magazines “Top 100 Best Places to Work”</p> <p>Service – Above the 90th % in Press Ganey's “likelihood to recommend” metric</p> <p>Quality – Top quartile ranking in all published quality & safety metrics - Nationally recognized in U.S. News World Report in at least 10 of the 16 specialties</p> <p>Growth & Finance – 10% of patient originate outside of Central Texas</p>

Community - TAMHSC is ranked as a top Medical School by U.S. News World Report
Research & Education

Mission	“Our mission is to provide the most personalized, comprehensive, and highest quality healthcare enhanced by medical education and research.” By living our mission daily, we will accomplish our Vision.
News at Noon	Daily news email sent Monday – Friday at noon to all S&W staff.
Part Time Status	A staffing status definition. Part time staff is defined as regularly scheduled 20 hours in a work week (or greater), and benefits eligible.
Patient Service Stars	S&W staff who are named in our patient satisfaction surveys for giving great care and service. Staff are listed in the Weekly Focus and on InSite. Departments reward and recognize these staff.
Pioneers	Retired Scott & White staff. The Pioneers have meetings, social programs, and travel opportunities throughout the year for all retirees.
Press Ganey Patient Satisfaction	We survey patients on their experiences in the outpatient and inpatient setting at S&W using the Press Ganey company. Results are shared on a departmental and organizational level.
PRN Staff	Per Requested Needs – a staffing status definition. PRN staff work as needed by departments at S&W. PRN staff are not benefits eligible, except for the 403B and 401a retirement plans.
Promotional Opportunity	S&W is a great company that promotes from within. Current S&W staff have three day lead time to apply for any job openings before outside applicants.
PTO Program	Paid Time Off. Designed to provide part time and full time staff maximum flexibility in scheduling time off from work for vacations, holidays, and minor illnesses.
RAP Pay	S&W recognizes employees for their long-term commitment to the organization. This is extra pay that appears on staff’s paychecks once they have completed 20 years of service. Just a way we say thank you to our long term staff.
Recycling	Secure locking containers designate paper recycling containers. Aluminum and plastic recycling containers are also located throughout campuses.
RESPECT	Responsive, Employee Advocate, Servant’s Heart, People Developer, Effective Communicator, Caring, Team-Oriented Standards for our leaders to be accountable. S&W leadership CARES for its staff with RESPECT.
Reputation	S&W has a reputation of national excellence in diagnosis, care and treatment, and has been listed among the “Thomson Reuters 100 Top Hospitals®” in America for seven consecutive years. Our NICU is in the top 3% worldwide for premature infant survival rates.
Rolls on Payroll	Name badge debit card for cafeteria meal purchases and payroll deduction.
Round Rock Campus	The Round Rock facility is the 2 nd largest S&W Healthcare System campus. It houses an outpatient clinic which opened in October 2006 and a 72 bed inpatient hospital which opened in June 2007.
Safety	S&W is committed to providing the best quality, error- free care as possible for all patients. Our goal is to score in the top quartile of all published quality & safety metrics.

Service Awards	Once a year, we hold an annual service awards banquet to honor our staff for completing 5 year increments of service. This is an evening out for you and a family member with a catered dinner, dancing, entertainment, and special recognition for our staff. S&W has many staff with 20 - 45 years of service.
School at Work	School at Work (SAW) is an employer-centered, distance learning system that connects highly motivated and qualified Scott & White staff in entry-level positions to the education process and job advancement opportunities that may become available with increased education and career planning. SAW builds workplace skills related to computing, teamwork and communication skills, as well as medical terminology, patient safety and patient satisfaction. It reinforces basic reading, math and grammar skills along with life management skills. SAW is a readiness program. It is a stepping stone into certificate or degree programs for professional roles in direct patient care and clinical support.
Scholarships	The Scott & White Nursing Education Assistance Program is designed to assist Central Texas residents pursuing a career in nursing. The program provides financial assistance to individuals in a number of schools of nursing at the vocational, associate degree, bachelor's, or graduate levels of nursing.
Standards of Behavior	The expectations of all staff who work at S&W. All staff commit to live these standards daily - CARES. We hold each other accountable. The Standards were developed by a cross section of staff.
Staff	A Scott & White employee
Staff Engagement	Engaged staff are actively involved in and enthusiastic about his or her work. We need the right staff in the right positions at the right time to impact quality patient care, patient satisfaction and ultimately our financial stability. S&W surveys all staff members to measure engagement. Results are shared and staff are held accountable and responsible for selecting initiatives to work on throughout the year to improve your work area.
Staff Surveys	You have a voice and are heard at S&W. We continually ask for staff input and share the results with all staff to drive organizational change. 30 Day Staff Feedback 90 Day Staff Follow-up Staff Engagement Survey
Stuff the Bus	Annual August school supply drive sponsored by the A-Team. Friendly staff competition to donate school supplies which are distributed to needy staff members children.
SWAP	An online classified listing from staff members, for staff members. Items include homes, pets, furniture, vehicles, and more.
SWISS	Scott & White Internal Support Services Report Card. Scott & White pursues excellence in service by measuring customer satisfaction both internally and externally. Internal customer service affects the services that we provide to our patients. To measure internal customer satisfaction, the SWISS Report Card is used. Through SWISS, direct patient care areas' assess the quality of services provided by support service departments on a monthly basis.
SWU	Scott & White University is an internal, corporate university that offers classes free of charge to all S&W staff. Over 100 classes are taught by organizational leaders, and offered onsite each semester at S&W campuses. We believe learning is a lifelong process, and one that S&W invests in for ALL staff.

TAMU	Texas A&M University. Scott & White is a teaching hospital that partners with Texas A&M University College of Medicine for training of Medical Students.
TAMHSC	Texas A&M Health Science Center. This is the four story building located on the south end of the main Temple campus. Medical students hold classes in this building on the first and 2 nd floors. A medical library is on the third floor and has computer kiosks. All staff have access to the library.
TBI	Texas Bioscience Institute – a partnership between Scott & White and Temple College to provide educational and training opportunities for students that can lead to biotech jobs. Located on the West Campus.
Tobacco Free	All S&W campuses are tobacco free workplaces. Tobacco use is not allowed on company property. S&W offers tobacco cessation classes for you and your family, free of charge to help you kick the habit.
Top 25 Nurses	Nurses are the backbone of any healthcare system. Scott & White annually asks staff to nominate and tell us who deserves this special recognition. A celebration is held in May during Nurses Week.
Tuition	S&W offers tuition reimbursement for full time and part time staff. \$4000 annual maximum for full time staff and \$2000 annual maximum for part time staff.
Turkey Toss	Every November/December Scott & White distributes turkey coupons to all current and retired S&W staff and volunteers. Turkey tickets are mailed to your home.
Veterans	S&W annually honors, recognizes and says thank you to our staff for their military service to our country.
VISION	“Scott & White’s Vision is to become the most Trusted and most Valued name in American healthcare.” This is our organizational goal to accomplish by the year 2016. It means every staff member must give their very best to every patient and co-worker every time.
Volunteers	The Scott & White Yellowbirds, or the S&W Auxiliary, are the smiling volunteers dressed in yellow jackets throughout the S&W campuses. They have been a part of S&W for over 43 years of service donating their time, and raising funds to benefit S&W medical programs and patients.
Walking Tracks	S&W has walking tracks available for staff use on the Temple Main, and West Campuses. Walking maps are available on InSite.
Weekly Focus	Weekly newsletter emailed to supervisors for posting in departments. Contains upcoming events and lists our patient service stars.
Welcome	All new staff are welcomed at New Hire Orientation by executive leadership, and departmental supervisors or co-workers. New staff listing is also posted on InSite and emailed out in News at Noon.
Wellness	S&W promotes life long wellness for you and your family. We provide reduced rate corporate gym membership, free onsite fitness classes, community cycling clubs, running clubs, healthy food choices onsite, educational classes, fitness competitions, softball tournaments, nutritional links, wellness newsletters, and online coaches for you and your family.
West Campus	S&W complex of buildings located in west Temple between N. Kegley Road and Airport Drive. Finance, Supply Chain Services & Research are three of the larger departments located here.



*Infection Control,
Corporate Compliance,
Environment of Care &
Patient Safety*



Infection Prevention & Control

Resources available on InSite:

<http://insite.sw.org/web/InSite/iwcontent/private/infectioncontrol/html/intra-infectioncontrol.html>

The screenshot shows the Scott & White InSite Infection Control webpage. The page has a blue header with the Scott & White logo and the text 'InSite'. Below the header is a navigation menu with tabs for 'InSite', 'Human Resources', 'Physician Resources', 'Nursing Resources', and 'Scott & White'. A search bar is located in the top right corner. The main content area features a large banner with the text 'Clean care is safer' and an image of hands being washed. Below the banner are several sections: 'Fundamentals of Infection Prevention and Control', 'Resources', 'Centers for Disease Control and Prevention (CDC) Resources', and 'Program Plans'. A calendar widget is also visible on the right side of the page.

Infection Prevention & Control Contact Information

infectioncontrol@swmail.sw.org

John L. Carpenter, M.D, Hospital Epidemiologist, Infection Control Medical Director
(Temple, Round Rock, College Station locations only)

Glen A. Jett BSN, RN,BC, NE-BC, System Director, Infection Prevention & Control and Staff
Health Programs (254)724-6455 Pager: 762-1188

Memorial Hospital & Clinics, Children's Hospital – Temple (254) 724-4009

Teresa Barnett, RN, Manager - (254) 724-4519

Bonnie Gamez, RN, Infection Control Practitioner – (254) 724-4577

Callie Wilde, RN, BSN, Infection Control Practitioner - (254) 724-8160

Continuing Care Hospital & Santa Fe Center – Temple (254) 724-4009

Angela Williams, RN, BSN, Infection Control Practitioner - (254) 724-4917

Round Rock Hospital & Clinics - (254) 724-4009

Glen Jett, BSN, RN,BC, NE-BC (interim primary contact)

College Station Clinics - (979) 691-3478

Cherie Sajewski, RN, Quality Director *or any of the contacts above*

After hours task pager for all above locations – (254) 762-0348

Brenham: (979) 830-2270 - Connie Sargent, RN, Infection Control Coordinator

Hillcrest: (254) 202-6220 - Deloris Shaw, MT(ASCP), Infection Control Practitioner

Llano : (325) 248-2194 - Karen Carney, RN, Case Manager/Infection Control

Taylor: (512) 352-4751 - Dave Rhinehart, MT, Associate Administrator

Scott & White Compliance Program

Overview of the Compliance Department

Corporate Compliance

- **Oversight for:**
 - Coding and Billing compliance
 - HIPAA Privacy & Security
 - Internal Audit issues
 - Research Compliance

Who we are – What we do

Provide:

- **Resources** – Guiding Business Principles, Laws, Regulations,
- **Education** – Yearly updates, New laws/regulations, Awareness articles, Staff Meetings
- **Resolution of Issues** – Implementation of regulations, Problem-solvers.

Effective Compliance Program

- Commitment to compliance with applicable federal and state law, including accreditations & certifications
- Prevent fraud, waste, and abuse
- Promote integrity and ethical behavior
- Support Scott and White's commitment to "Do the Right Thing"
- Ultimate goal – Quality care to patients
- One element of program is critical...



Non-Retaliation Policy

- **No action of retaliation or reprisal shall be taken against anyone for calling the hotline to make a report, complaint, or inquiry.**
- **Policy found on S&W Intranet – Online Manual - HIPAA**

Fraud, Waste & Abuse

- Government believes that the best way to protect public healthcare dollars is to prevent fraud/waste/abuse by:
 - Educating employees on the laws, regulations, and policies/standards that apply to them in the workplace
 - Encourage employees to raise questions and concerns to management



How do we work with integrity and do the right thing?

- Guiding Business Principles
- Scott & White Privacy & Security Handbook
- Scott & White Notice of Privacy Practice
- SWU/Other Education Opportunities
 - “Ethics in the Workplace”
 - “HIPAA Privacy & Security”

Guiding Business Principles Handbook

Purpose:

- Provide a clear understanding of the business, professional, legal, and personal ethics expected in the workplace.
- Establish guidelines for daily activities.
- Identify resources and procedures for resolving problems and concerns.

Limitations:

- Does not cover every workplace situation, policy, or procedure.
- Not an employment contract.

Principles of a Compliance Program

- Quality of Care
- Confidentiality of Medical Information
- Compliance with Laws & Regulations
- Protection of Property
- Conflicts of Interest
- Safety & Environmental Issues
- Proper Consideration of Human Resources
- Billing & Coding Integrity
- Intellectual Property



Grab The Brass Ring

A home care manager's brother-in-law wants him to go into business with him to operate a nursing home and a durable medical equipment supply store as a part-time venture. They would both keep their current jobs so they could use their S&W contacts to develop the business.

Guiding Business Principle

Conflicts of Interest - Page 9

- Avoid the appearance of wrong-doing
- Avoid activities, practices, or acts that conflict with the interests of S&W or its clients
- Decline gifts, payments, fees, services, discounts, other favors that would, or would appear to improperly influence performance of your duties

Courtesy Pays

You are a nurse who provides home health services for patients. A patient of yours received a large number of gifts from well-wishers. Today she expressed great appreciation for the care given by you. These items add up to a few hundred dollars in value. You don't know what to do. You don't wish to insult the patient by not accepting the generous offer, but at the same time you don't know how others might feel about your accepting such a valuable present.

Guiding Business Principle

Compliance with Laws & Regulations - Page 7

- Staff should courteously decline any tips or gratuities

Conflicts of Interest - Page 9

- Decline gifts, payments, fees, services, discounts, other favors that would, or would appear to improperly influence performance of your duties

How could this be handled?

Just Casual Conversation

During a scheduled visit to her dermatologist, Patient A informs the receptionist that she has changed jobs. The receptionist comments that there is another patient who works at the same company as Patient A and that the patient rides a motorcycle. The receptionist doesn't disclose anything about the other patient's visits to the dermatologist, but Patient A recognizes the other patient as her coworker.

Guiding Business Principle

Has the receptionist disclosed medical information?

Privacy/Security of Patient Information - Page 6

- Individually Identifiable
- Minimum Necessary



A Chance in a Million

You hold a position which gives you access to specific patient medical records. One day you notice that the information involves a friend of the family. You pause to read the chart more closely and notice that the patient's lab work shows an abnormal result. You call your friend and mother to let them know about the abnormal result.

Guiding Business Principle

Privacy/Security of Patient Information - Page 6

- Minimum Necessary
- Unauthorized personal use of Health Information
- Use of S&W information for business purposes only



HIPAA Regulations

- Purpose
 - Electronic Data Interchange (EDI)
 - Security
 - Privacy
- Patient Rights
- Notice of Privacy Practice
- Protection of Patient Information is an ethical & legal obligation



Protecting Privacy/Security of Patient Information

- Includes all forms of information:
 - Electronic (PC, Fax, email, internet...)
 - Paper (inappropriate disposal, access)
 - Verbal (where, what, how loud)
 - Photography, Filming & Recording
- Access only the minimum patient information necessary to care for the patient
- Disposal of Documents
- Verify the requestor before releasing patient information
- Opting-out of Facility Directory / No Information Patient at Brenham



Protecting Privacy/Security of Patient Information

- Access of patient information for personal use is **Strictly Prohibited**
 - Do not access your own, your family members, friends, ex-family or friends information
- Disclosure beyond need to know business purposes is **Strictly Prohibited**
- Password protect electronic access
 - Do not share your password
 - Do not leave yourself logged in to patient information systems
- Social Media – Facebook, MySpace, Twitter, etc.
 - Do not discuss patient information
 - Do not post pictures
- Violations or possible violations of patient privacy or security should be reported immediately to the Corporate Compliance Department



Penalties & Breach Notification

- Severe civil and criminal penalties for knowingly not complying
 - Fines up to \$1.5 million per year
 - Notify Patient of Breach – who, what & how
 - Notify Office of Civil Rights
 - Civil & Criminal Penalties – up to 10 years in prison
 - Notify Media – if over 500 patients

Breach Examples

- Potential Breaches that should be reported to Corporate Compliance immediately (not all inclusive)
- Lost or stolen Laptop, Desktops
 - Lost or stolen mobile devices (blackberry, iPhone, flash (USB) drives, CDs, etc)
 - Paper PHI left unsecured (regular trash, left in the cafeteria, in public access areas, etc)
 - Paper PHI that has been lost or stolen
 - Photos, filming, recordings on cell phones or cameras by staff, residents, etc
 - Faxes to wrong numbers
 - Mail containing PHI sent to wrong address
 - Email containing PHI sent to wrong email address
 - Documents containing PHI that has been handed to wrong person
 - Unauthorized access by staff
 - Discussion of patient's on social media sites (Facebook, Twitter, MySpace, etc)
 - Verbal communication about patient shared inappropriately with someone other than patient
 - PHI accessed appropriately for business purposes but disclosed beyond business purposes

Staff Responsibilities

- What S&W Staff should do to secure PHI
 - Patient information should only be saved when needed to an encrypted device (laptop, USB Drive, computer, etc) or saved to a Scott & White Network Drive
 - Do not use cell phones for pictures, texting of patient information, etc.
 - Log off or lock your computer down when you walk away
 - Verify Faxes received appropriately by outside recipients
 - Do not automatically forward email
 - Encrypt any outgoing email known to contain PHI –
 - Type **Secure:** (the word secure and a colon) in first of subject line of email
 - Dispose of paper in the appropriate containers
 - Do not leave paper documents unsecured or visible to others
 - Do not carry PHI outside of a S&W facility
 - Report any potential or known violations to Corporate Compliance Department immediately

Problem Resolution

- Raise your problem or concern with your supervisor or Human Resources.
- Raise your problem or concern with the next level of management, continuing up to the highest levels of management.

Problem Resolution

- Call the Hotline when your concerns are not addressed through the standard resolution process or a privacy/security concern has been identified.
- Compliance Hotline # 1-888-800-1096
 - Calls are taken by individuals trained in Hotline protocol.
 - Caller anonymity and confidentiality will be protected to the limit of the law.
 - Scott & White has a policy of no retribution against anyone who calls the Hotline.
 - Calls are never recorded or traced.
 - All information is thoroughly investigated.



Contact Information

- ✓ **Privacy Office: 254-724-7600**
- ✓ **Barbara Hoffmann: 254-215-9022 or email or**
 - ✓ **Sharon Schwartz 979-830-2263 (Brenham staff)**
- ✓ **Chief Compliance Officer:**
- ✓ **Frank Anderson: 254-724-4386 or email**
 - ✓ **Teresa Gabriel 979-830-2260 (Brenham staff)**
- ✓ **Email: HIPAA HIPAA**

Compliance & HIPAA Privacy Training

- Mandatory Training
- Healthcare Learning Center (HLC) – Web based
 - General Compliance
 - HIPAA Privacy & Security
- Complete within 30 Days of Employment
- Annually



Questions?

Safety Compliance

Emergency Response Guide

This is a guide to supplement written plans that are found on the Safety and Environment of Care Management Policies Intranet web page.

Use the following numbers to report emergencies.

	Temple Campus	Round Rock
Air quality issues	724-3708 or 724-4884	254-724-2216
Bomb threat	724-2000	509-9000 or 28-9000
Command Center	724-3559	509-0417 or 28-0417
Communication systems		
Phone	724-2799	254-724-2501
Nurse call system	724-2216	254-724-2216
IS computer system	724-2501	254-724-2501
Dr. Armstrong	724-2000	509-9000 or 28-9000
Dr. Blue/Pedi Blue	724-2000	509-9000 or 28-9000
Dr. Fleet	724-2000	509-9000 or 28-9000
Dr. Pink	724-2000	509-9000 or 28-9000
Dr. Purple	724-2000	
Dr. Red	724-2000	509-9000 or 28-9000
Dr. Spill	724-2000	512-509-9000 or 28-9000
Medical Equipment	724-2216	254-724-2216
Safety Office	724-3708 or 724-4844	512-509-9002 or 512-509-9001
Security	724-2344	512-509-9000 or 28-9000
Utility (all failures)	724-2216	512-509-9000 or 28-9000
Weather emergency	724-2000	512-509-9000 or 28-9000

Brenham Campus: Dial 841 (then announce Attention, Attention, then the code)

College Station: 29-3018

Llano Campus: Call Operator

Taylor Hospital Campus: Dial 71

Scott and White's Environment of Care Safety Policy

- May view on InSite.
- May be kept as written Safety Manual in your assigned area.
- Check with your Supervisor for exact location and how to view the policies!

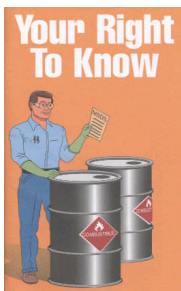


Hazardous Communication Policy

- Employee Right to Know
- MSDS
- PPE / Personal Protective Equipment



Employee Right To Know



- Who is Responsible:
 - Chemical Manufacturers:
 - What is in the Product?
 - Employers:
 - Determine what is hazardous.
 - Inform and Train
 - Supply PPE
 - Employees:
 - Must use their Right to Know to stay healthy and safe on the job

MSDS



Material Safety Data Sheet

- Know where MSDS's are located at your work site.
- Always read the MSDS **BEFORE** you start the job.



PPE Personal Protective Equipment



- Plan your job for Safety!
- Know what PPE is required before you start your job!
- It is your responsibility to **Wear Your PPE!!!**

Proper Labeling of Hazardous Materials Primary and Secondary Labeling

- Primary Labeling
- Secondary Labeling



Emergency Management Plan

- **Know where you can find the Emergency Management Plan!**
 - Emergency Response Guide
 - Name Tag Attachment
- **Know what you are responsible for during an emergency:**
 - Internal Emergency
 - External Emergency



Internal Emergency Dial Ext. 4-2000

(Temple main campus # - other facilities your supervisors will advise you on emergency phone #'s)

- **Dr. Blue** (Adult & Pediatric)
 - Cardiac/Respiratory Arrest

- **Dr. Spill**
 - Spill/Chemical

- **Dr. Fleet**
 - Emergency (outpatient - visitor or staff)

- **Dr. Rapid**
 - Inpatient Only

- **Dr. Pink**
 - Infant/Pediatric Abduction

- **Adam Alert**
 - Lost Adult/Child

- **Dr. Armstrong**
 - Security Augmentation

- **Dr. Silver**
 - Weapon

- **Dr. Black**
 - **Bomb Threat**
 - Phone
 - Visible



Fire Safety

- Know where all fire exits are located (*Horizontal Evacuation 1st, then Vertical, if necessary*).
- Find the evacuation signs on your unit and know how to get yourself, patients, and visitors to a place of safety.
- Know where medical gas shut off valves are located on your unit.
- Ask your supervisor to see the department specific Emergency Evacuation Plan.
- 18" rule – sprinkled, 12" rule – non sprinkled
- Oxygen Cylinders - Hazardous



Fire Safety/Life Safety

Dr. Red



Remember **RACE** - if you discover a fire...

- **R**emove everyone from danger.
- **A**larm - Report Fire.
- **C**onfine the fire.
- **E**xtinguish the fire.

Remember **PASS** - To extinguish fire...

- **P**ull the pin.
- **A**im at the base of the fire.
- **S**queeze the lever above the handle.
- **S**weep back and forth at the base of the fire.

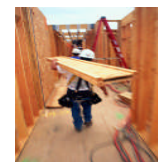
Fire Extinguishers Be Prepared



- Most fire extinguishers at S&W will be ABC type.
- Can be used on most types of fires.
- Find where extinguishers are located on your specific unit.
- Know what types of fires they cover and how to use them.

Fire extinguisher training is available at various times throughout the year and any time on request! Contact the Safety Department in Temple at 254-724-4884.

Interim Life Safety Measures ILSMs



- **ILSMs** are usually in place -
 - in areas where there is construction
 - in areas undergoing renovation

Ask your supervisor what ILSMs are in effect for your specific unit!

HEICS/NIMS

Hospital
Emergency
Incident
Command
System

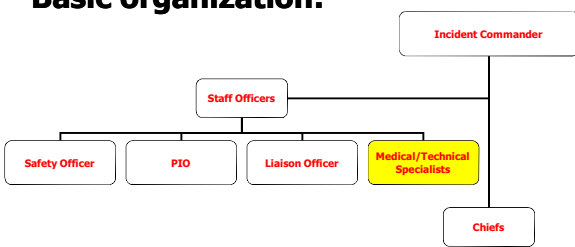


National
Incident
Management
System

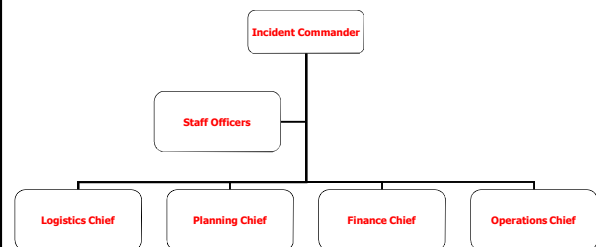
Hospital Emergency Incident Command System

- A model tool for the command, control, and coordination of a response that provides a means to coordinate the efforts of individual functions as they work toward the common goal of managing the incident.

HEICS Basic organization:



HEICS Basic organization:



External Emergency (Complete Alert)

- Bio-terrorism
– Bell County / NAFTA
- Weather
- Major Industry Accidents
- Mass Casualties
- Multiple Patient Incident
- City Emergencies



Utility Systems

- Water
- Electrical
- Equipment
– Medical
– Other



Radiation Safety



- Private Room
- Radiation Safety Officer
- Distance
- Nuclear Terrorism Plan

Employee Safety Accident and Injury Reporting

- **What if I have an accident at Scott and White?**
 - You must report the accident to your supervisor IMMEDIATELY.
 - An employee Accident Report will be filled out by you and your supervisor.
 - Staff Health and Safety must be notified as soon as possible (within 24 hours)
 - Appropriate Medical Care will be obtained!



Workers' Compensation

TO: All New Staff Members
 SUBJECT: Workers' Compensation Coverage

Scott & White has workers' compensation insurance coverage to protect you in the event of an on-the-job injury. However, the workers' compensation statutes allow an individual to withdraw as from the workers' compensation insurance program and retain their common law right of action. **If you choose to withdraw from the workers' compensation insurance plan, provided to staff members of Scott & White at no cost, you must give written notice within the first five (5) days of commencement.** If withdrawing, you are retaining your common law right to receive damages for personal injury from Scott & White in the event of an on-the-job injury. If you elect your common law right of action, you cannot obtain workers' compensation income, medical benefits or coverage under the health plan insurance program if you are injured.

Should you desire to be dropped from the workers' compensation program for the staff members of Scott & White, please fill out and deliver this form to persons in the Human Resources Department, as well as to your supervisor, by the end of the business day. Once you will not be allowed to return to the workers' compensation program while employed by Scott & White.

If you wish to continue to be covered by the workers' compensation insurance, provided free of charge to Scott & White staff members, **then disregard this form.**

I REQUEST TO BE WITHDRAWN FROM COVERAGE UNDER THE WORKERS' COMPENSATION INSURANCE PROGRAM OFFERED BY SCOTT & WHITE. I UNDERSTAND THAT I WILL NOT HAVE AN INSURANCE PROTECTOR AND WILL NOT RECEIVE ANY WORKERS' COMPENSATION INCOME OR MEDICAL BENEFITS UNDER THE WORKERS' COMPENSATION PROGRAM. I ALSO WILL FORFEIT THE WORKERS' COMPENSATION PROGRAM SO LONG AS I AM EMPLOYED BY SCOTT & WHITE.

I elect to retain my common law right.

Staff Member Name: _____ Date: _____
 Acknowledged by: _____ Date: _____
 HR Representative

Recommendations for the Operation of Radio Frequency Transmitting Devices from the Wireless Transmission Committee

- Includes:
- Cordless Phones
 - Cellular Phones
 - Mobile & Stationary Wireless Network Devices
 - Radio-paging Systems
 - Portable 2-way Radios

Sensitive Medical Equipment that may be affected includes:

- Monitors
- Infusion Pumps
- Pacemakers
- Ventilators
- Medical Telemetry
- Diagnosis and/or treatment equipment

Activated devices may transmit radio frequency through walls and affect equipment in adjoining areas.

Know Where To Throw!



- | | | | |
|--|--|--|---|
| <p>Chemo Waste:</p> <ul style="list-style-type: none"> • All supplies used to make and administer chemo medication • Return all unused Chemo to Pharmacy in original pharmacy bag for credit or disposal. | <p>Pathological Waste:</p> <ul style="list-style-type: none"> • Fluid blood-over 100ml • Blood saturated items • Drainage units with blood • Vaccines • Cultures • Hemodialysis products • Infectious waste • IV bags with pt information • Medication containers with pt information • Special medical waste <p>NEEDLES IN SHARPS CONTAINER ONLY!</p> | <p>Recycling:</p> <ul style="list-style-type: none"> • Paper recycling of any color • Regular paper includes note pads • Protected Health Information if protected or shredded • Scott & White Confidential Information • Shredded Paper <p>CANS IN DESIGNATED CONTAINERS ONLY!</p> | <p>Any trash to go to local landfill:</p> <ul style="list-style-type: none"> • Paper towels • Wrappings • Containers • Boxes • Plastic items • Styrofoam • Cellophane |
|--|--|--|---|

STAFF MEMBER ACCIDENT REPORT FORM

Scott & White, 2401 S. 31st Street, Temple, TX 76508

(To be completed Affected Staff Member and Immediate Supervisor)

PROVIDE COPY TO: Staff Health & Safety within 24 hours of incident.
Retain Department File Copy and send Fax # 724-4789

DATE OF REPORT: _____

NAME: _____ **SS#:** _____ **DOB:** _____ **DOH:** _____ **SEX:** Male/Female
Last First Middle (Hire Date) (Circle)

ADDRESS: _____ **HOME PHONE:**(_____)

PLEASE PRINT	<u>All items must be completed.</u>	Start Time of Shift _____	Ending Time of Shift _____
Occurrence Date & Time: _____		Witness (es): _____	
Location: Bldg. #: _____	Floor #: _____	Room #: _____	Parking Lot #: _____
Walkway: _____ Other: _____			
Address if other than Main Facility or Clinic: _____			
Referred to: Staff Health _____	Hospital Admission _____	Emergency Room _____	Occupational Medicine _____
Not Referred _____			
Health Care Provider Name _____	Address: <u>2401 S. 31st Street, Temple, TX 76508</u>		Other: _____

It is important that you complete form completely and legibly.

Identify the body parts affected and list the specific site of injury: _____

Explain what you were doing prior to the accident & how the accident/illness occurred: _____

If accident involved an exposure from patient, provide the Name & Medical Record # of Patient and type and brand of sharp(s): _____

Identify any required Safety Devices: _____ Were they used? _____ Yes _____ No

If not used, explain why: _____

What actions have been taken to prevent this type of accident from recurring? _____

Staff Member Signature: _____ **Job Title:** _____ **Date:** _____

Department and Extension where you can be reached: _____

The following must be completed and signed by the SUPERVISOR: Please Circle One of Each of the Following:

- ACCIDENT TYPE**
- Allergic Reaction
 - Break in Skin/Non-BBP
 - Caught Between
 - Repetitive Motion
 - Electrical
 - Exposure to Blood or Body Fluids
 - Exposure to Contaminants
 - Type: _____
 - Fall-Same Level
 - Fall-Different Level
 - Insect Bite/Sting
 - Over-Exertion
 - Motor Vehicle Accident
 - Slip/Trip
 - Struck Against
 - Struck By
 - Temperature Extremes

- ACCIDENT CAUSE**
- Caused by others
 - Construction/Maintenance
 - Environmental Hazards
 - Patient Transfer
 - Personal Human Error
 - Specific Allergen
 - Training-Lack of
 - Work Methods

- INJURY/ILLNESS TYPE**
- Abrasion Amputation
 - Asphyxia Burn
 - Concussion
 - Contusion
 - Dislocation
 - Foreign Body
 - Fracture
 - Freezing
 - Hearing Loss
 - Irritation
 - Laceration
 - Pain
 - Puncture
 - Shock
 - Strain/Sprain
 - Vision Loss
 - Cumulative Trauma Disorder
 - Death: Date/Time _____
 - No Injury

SUPERVISOR'S SIGNATURE _____ **DEPT.** _____ **EXT.** _____



SCOTT & WHITE

TO: All New Staff Members

SUBJECT: Workers' Compensation Coverage

Scott & White has workers' compensation insurance coverage to protect you in the event of an on-the-job injury. However, the workers' compensation statutes allow an individual to withdraw from the workers' compensation insurance program and retain their common law right of action.

If you choose to withdraw from the workers' compensation insurance plan provided to staff members of Scott & White at no cost, you must give written notice within the first five (5) days of employment.

By withdrawing, you are retaining your common law right to recover damages for personal injury from Scott & White in the event of an on-the-job-injury. If you elect your common law right of action, you cannot obtain workers' compensation income, medical benefits or coverage under the health plan insurance program if you are injured.

Should you desire to be dropped from the workers' compensation program for the staff members of Scott & White, please sign below and deliver this form, in person, to the Human Resources Department.

It will be countersigned by a member of the Human Resources staff and a copy will be returned to you for your records. This is a one-time choice. Once out, you will not be allowed to return to the workers' compensation program while employed by Scott & White.

If you wish to continue to be covered by the workers' compensation insurance, provided free of charge to Scott & White staff members, **then disregard this form.**

I REQUEST TO BE WITHDRAWN FROM COVERAGE UNDER THE WORKERS' COMPENSATION INSURANCE PROGRAM OFFERED BY SCOTT & WHITE. **I UNDERSTAND THAT I WILL NOT HAVE ANY INSURANCE PROTECTION AND WILL NOT RECEIVE ANY WORKERS' COMPENSATION INCOME OR MEDICAL BENEFITS IF I AM INJURED. I FURTHER UNDERSTAND THAT I MAY NOT REJOIN THE WORKERS' COMPENSATION PROGRAM SO LONG AS I AM EMPLOYED BY SCOTT & WHITE.**

I elect to retain my common law right:

Staff Members Name

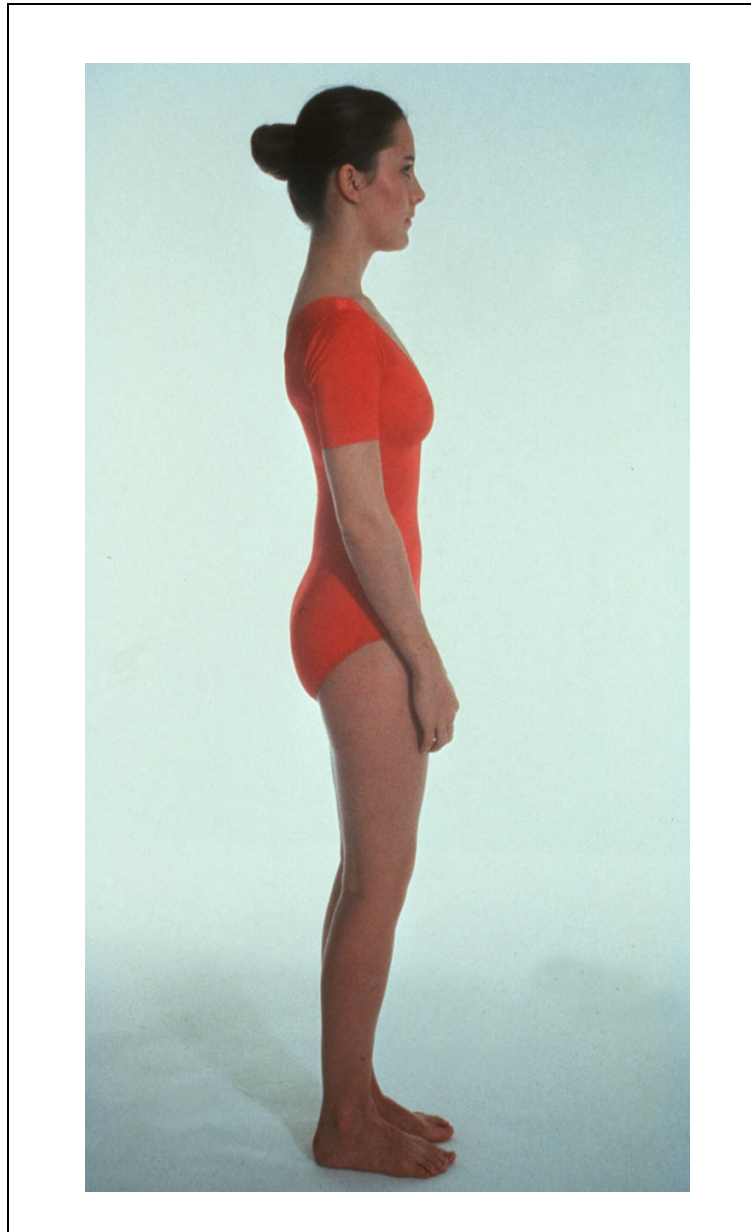
Date: _____

Acknowledged by:

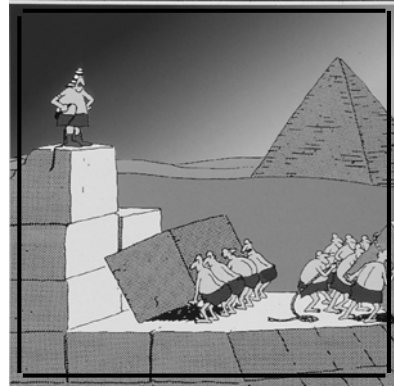
HR Representative

Date: _____

HEALTHY BACK



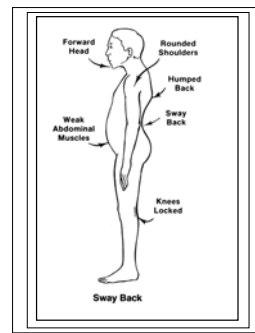
Scott and White Healthy Back Program



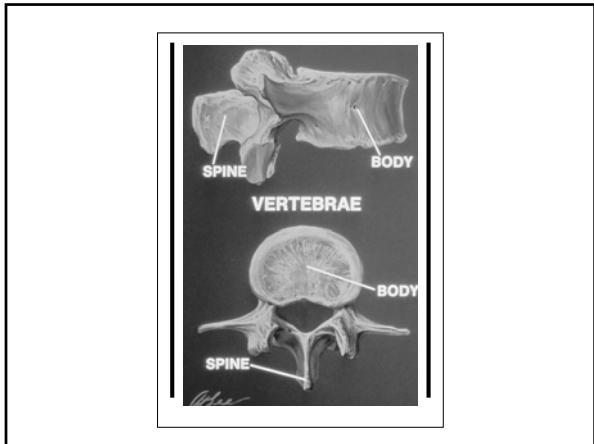
"Rhemo! Lift with your knees, not with your back!"

What Causes Back Injury?

Faulty Posture

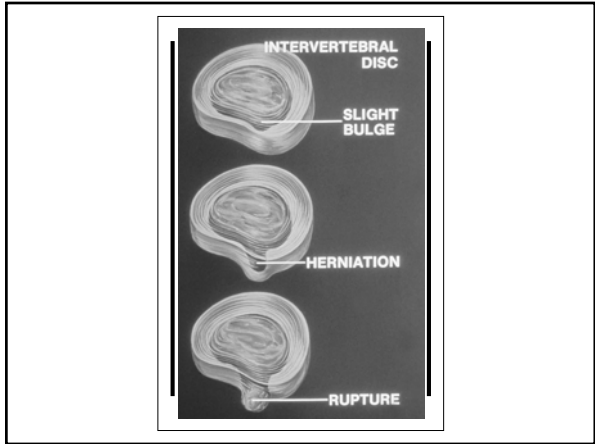
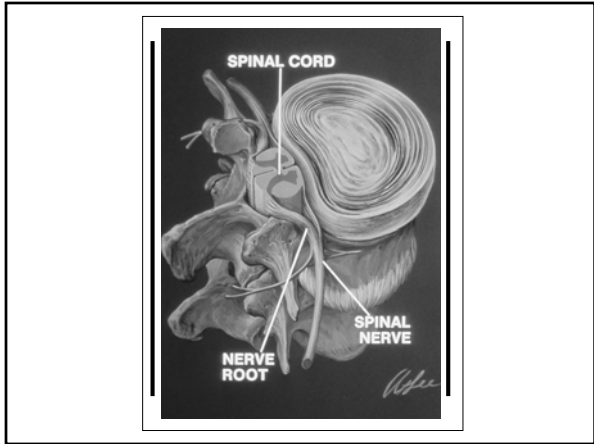
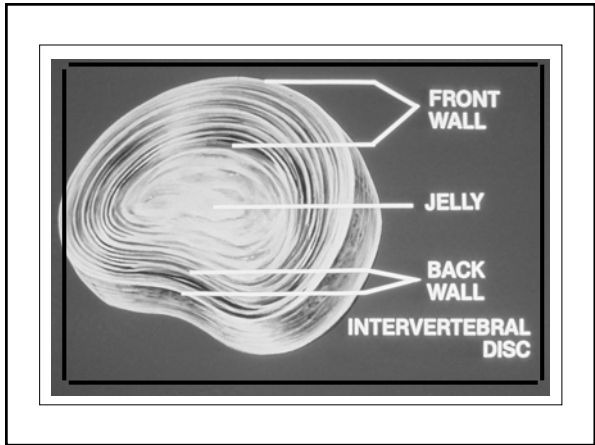


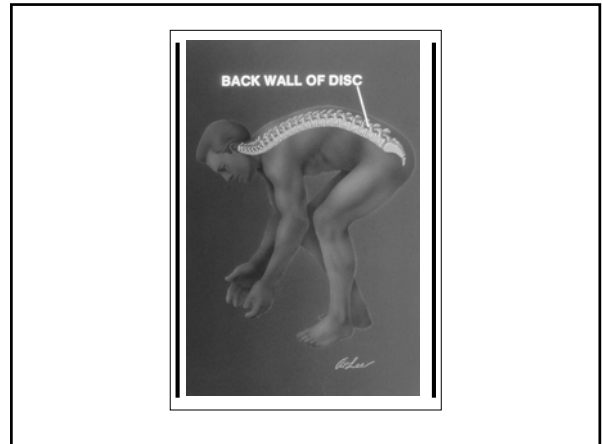
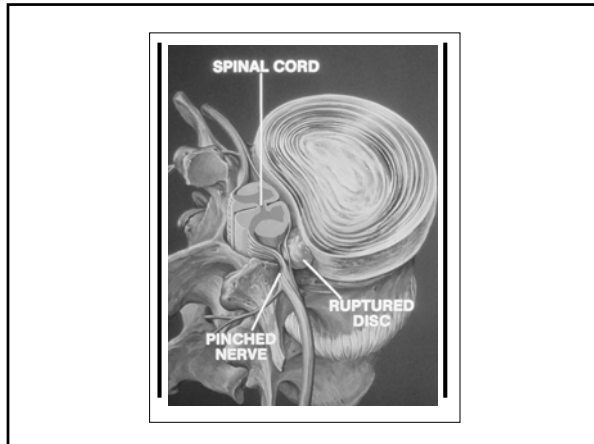
Vertebra



Hold the Low Back
in a
Normal Inward Curve

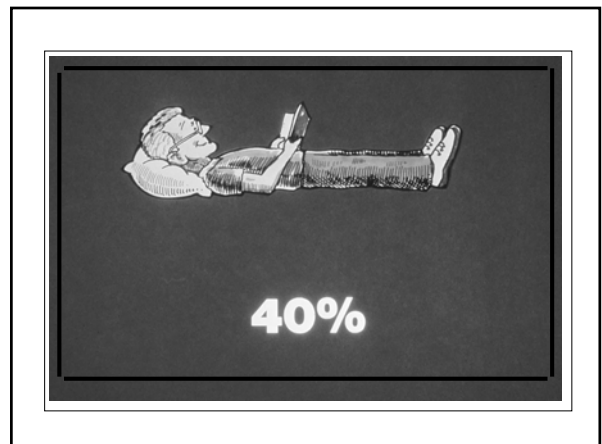
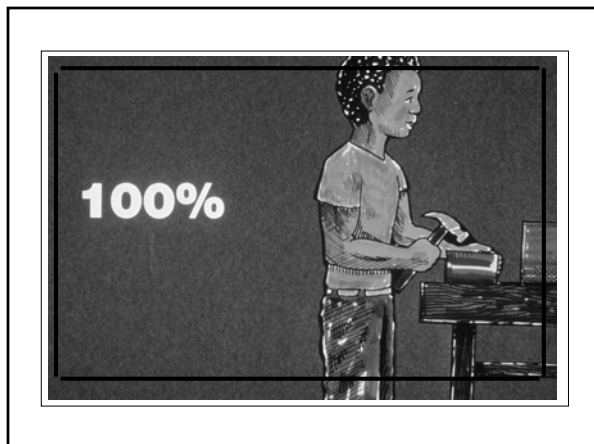
Four Reasons for
Locking the Back in
1. Disc

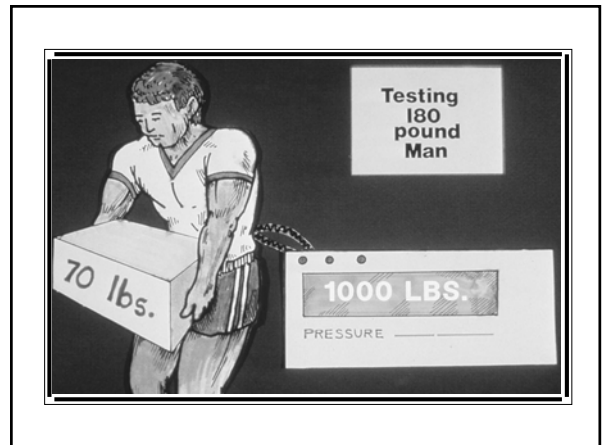
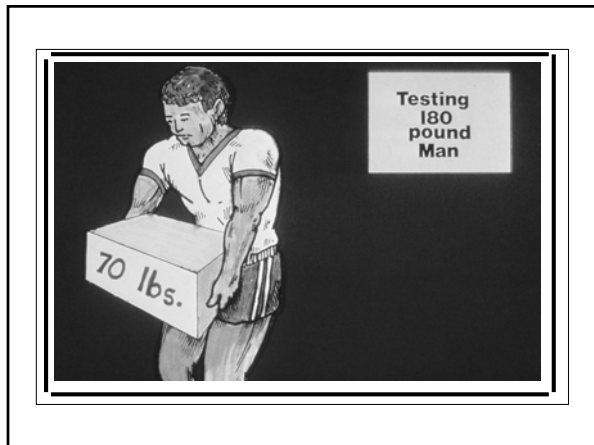
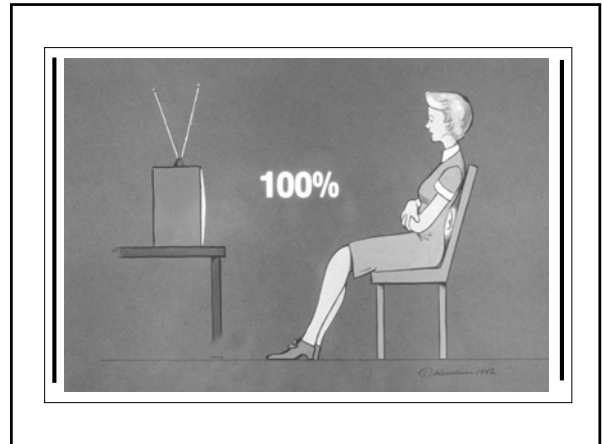
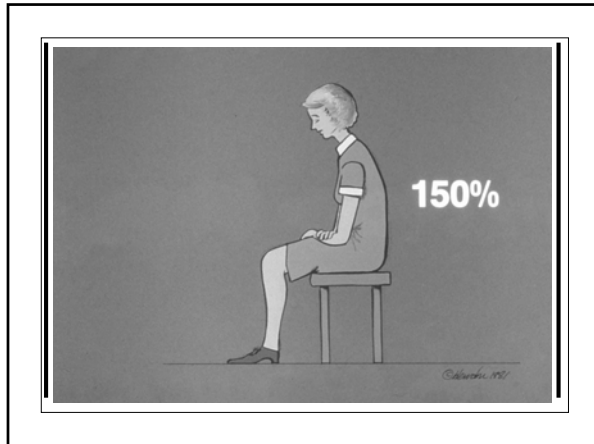




Four Reasons for Locking the Back in

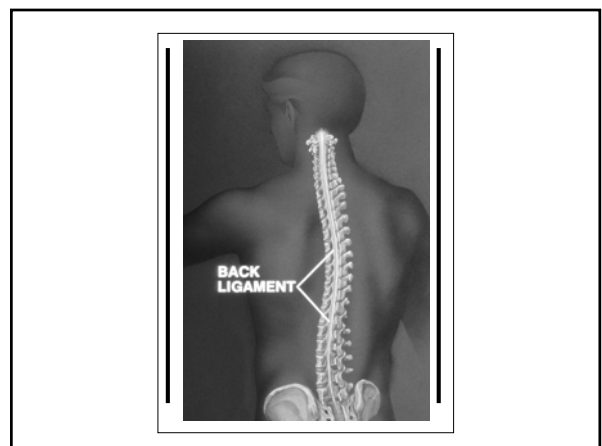
1. Disc
2. Disc Pressures

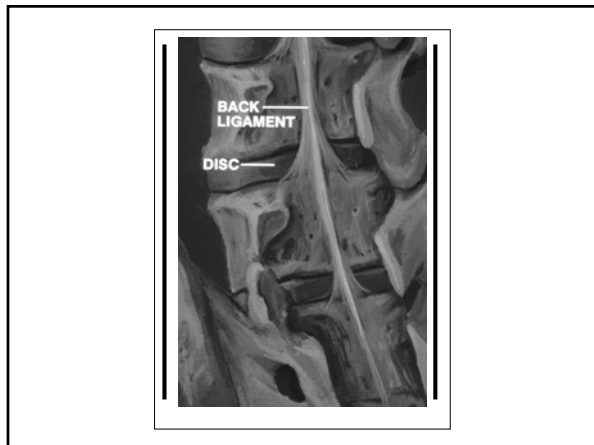
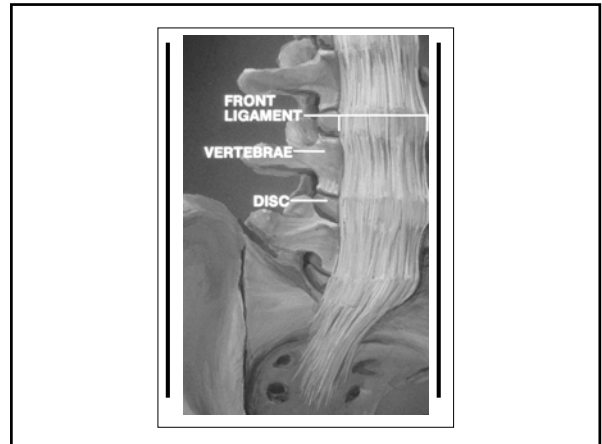
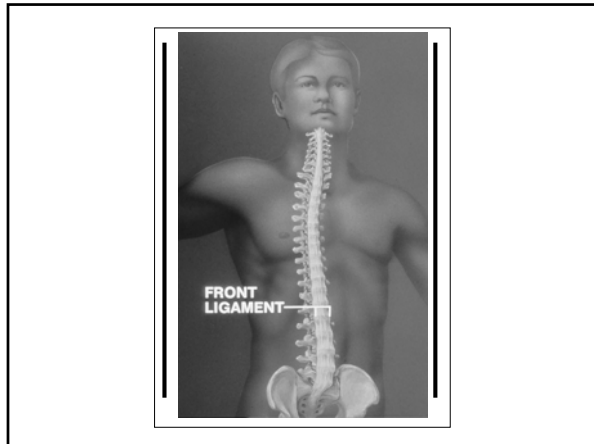




Four Reasons for Locking the Back in

1. Disc
2. Disc Pressures
3. Ligaments





Four Reasons for
Locking the Back in

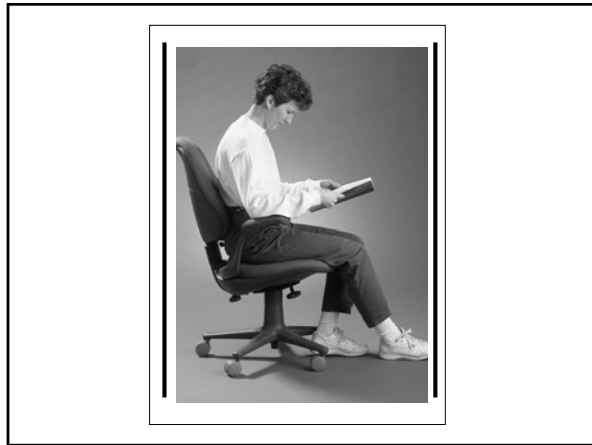
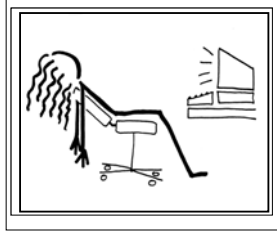
1. Disc
2. Disc Pressures
3. Ligaments
4. Muscles

Strong Back Muscles

Sitting

Workstation Problems

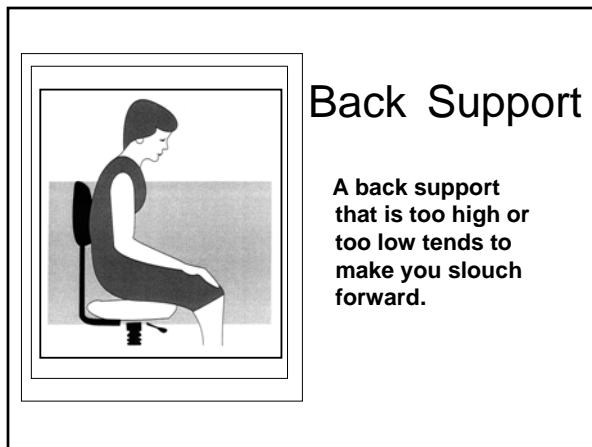
- Sit at workstation for prolonged periods
- Sitting in awkward positions
- Lack of physical activity
- Lack of physical variation



No!

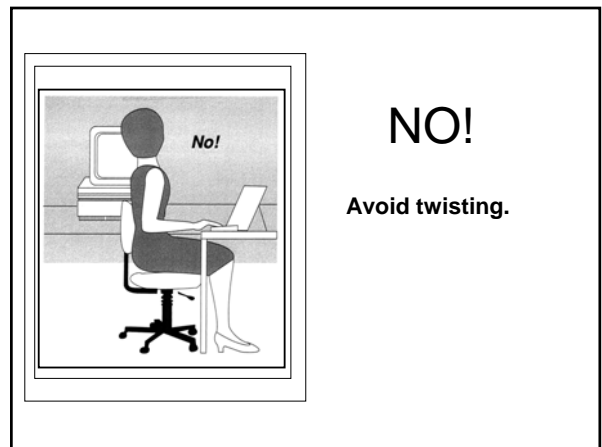
If your feet don't reach the floor, you will tend to slouch.

Add a footrest.



Back Support

A back support that is too high or too low tends to make you slouch forward.



NO!

Avoid twisting.



Work Within Reach

Avoid
Awkward
Easy

Your Keyboard

90

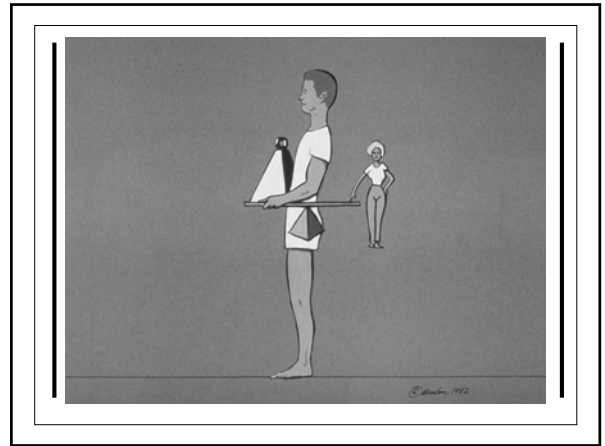
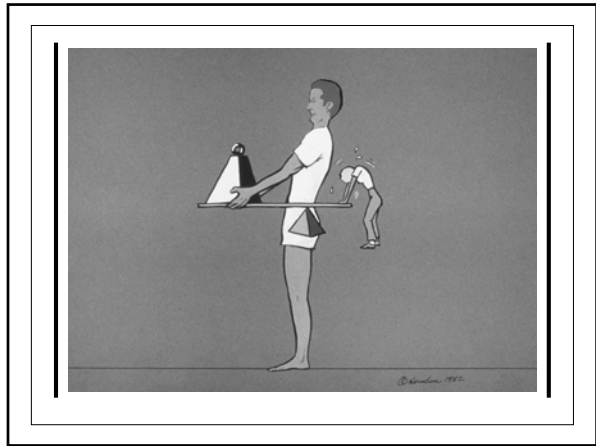
Correct position for the keyboard:

- Shoulders relaxed
- Elbows bent at 90°
- Wrists straight, or slightly bent up

Stress

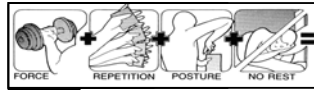
Lifting Properly



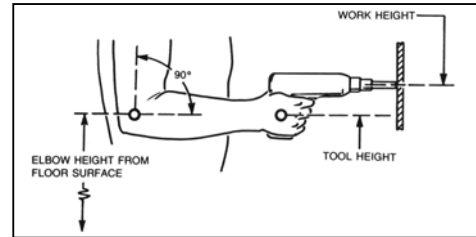


Cumulative Trauma Disorder

- High force
- High repetition
- Awkward postures
- Recovery time is insufficient



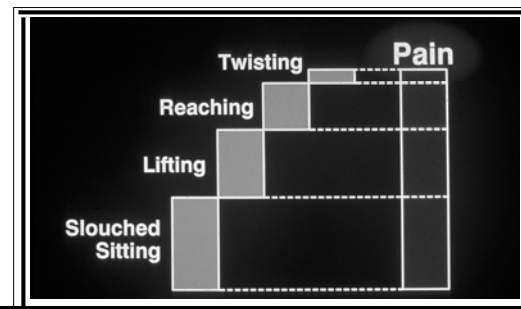
Correct Height for Basic Tool



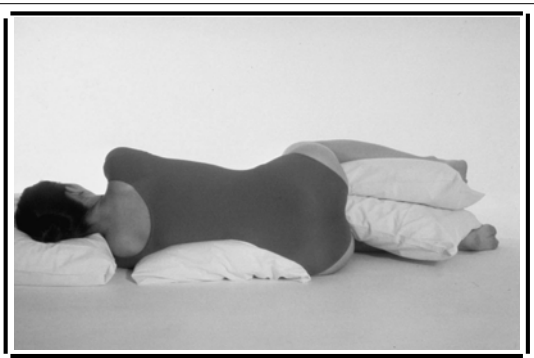
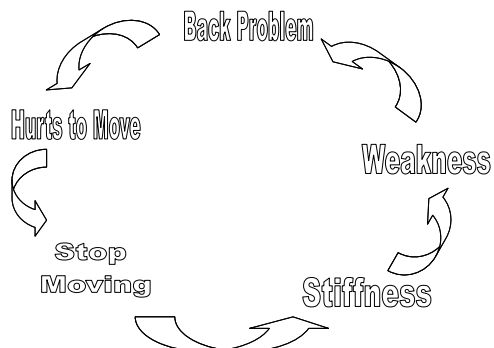
Almost all back disorders are the result of:

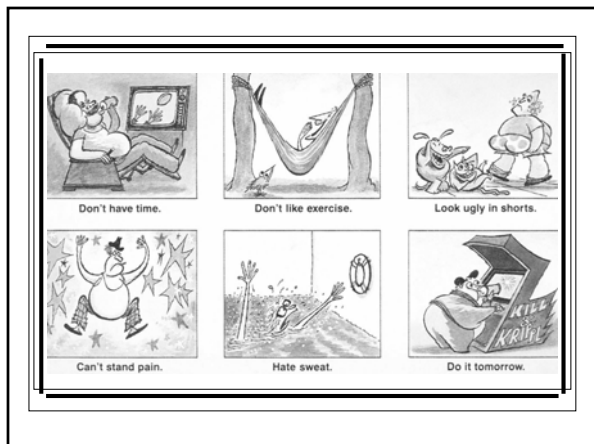
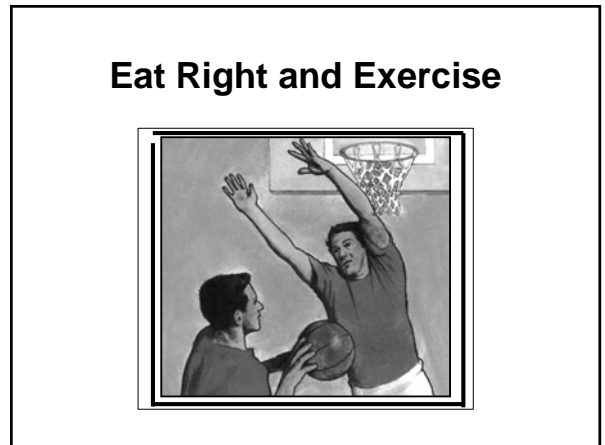
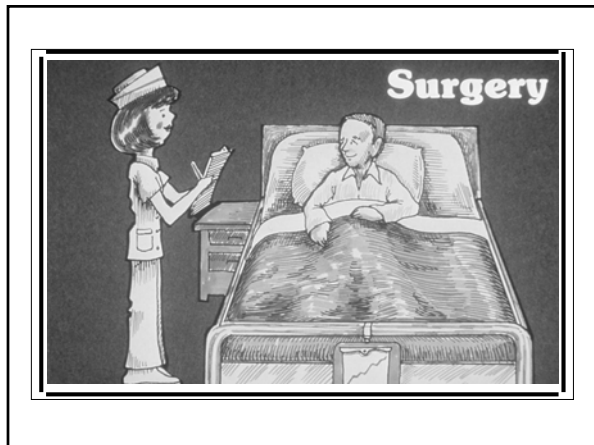
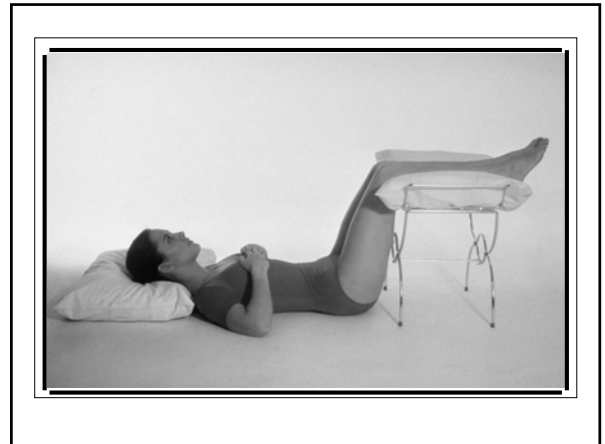
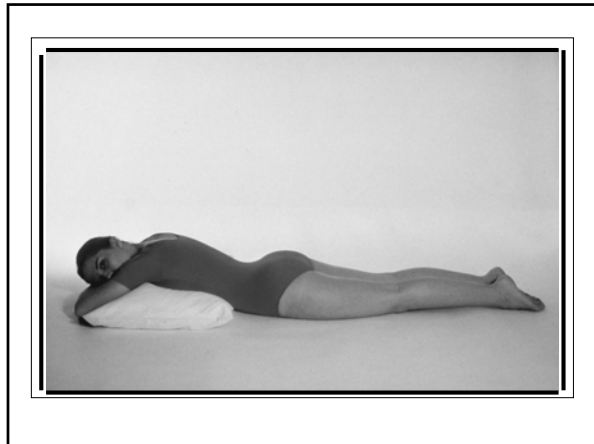
- Poor posture
- Faulty body mechanics
- Stressful living and working habits
- Loss of strength and flexibility
- General decline of physical fitness

Pain



People with back problems often seem to be faced with this vicious cycle.

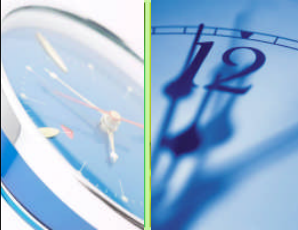




**Back Care is Ultimately
Your Responsibility
Work Smart!**

Risk Management, Security, Staff Handbook





TIME FOR RISK MANAGEMENT



Who is Risk Management??

- At Scott & White, the Risk Management Department is a **RESOURCE**.
- Identifies, evaluates, and reduces the risk of injury to patients, visitors and staff and the risk of loss to the institution.




What do we do??

- Support the Scott & White Mission
- Claim/Litigation Management
- Insurance
- Risk Prevention
- Education
- Patient Relations




How can you contribute??

- Contact us for medical-legal questions or issues
- Avoid Jousting
- Contact us if an outside attorney requests information from you
- Report Adverse Events
- Respect Patients' Rights

What is an Adverse Event??

- Anything that involves a patient or visitor that causes or has the potential to cause injury
- Examples
 - Medication error
 - Visitor or Patient falls
 - Equipment malfunction
 - Threat of Litigation
- Report by:
 - Contacting your supervisor and completing AE form (#295)
 - Calling Risk Management
 - Submitting a near miss on the intranet
- AE reporting is **CONFIDENTIAL**





What are Patient Rights??

- While a patient at Scott & White, a person is provided certain rights
- These include:
 - The right to consent or refuse treatment
 - The right to have an Advance Directive
 - The right to security and privacy
 - The right to confidentiality of medical information

What if a Patient has a Complaint??

- Open communication between patients and staff is an important aspect of quality of service.
- Problems should be resolved, if possible, with interaction between the patient and the staff.
- A formal complaint by the patient may be made through Patient Relations
- Patient Relations will work with appropriate staff to provide resolution or bring about closure



Patient Safety & Quality of Care

Scott & White is dedicated to providing quality patient care. Report any complaints or concerns regarding patient safety or quality of care:

- Patients
 - Staff members work with the patient to address the patient's concerns.
 - Formal complaints may be made to Patient Relations.
 - A patient may also contact the Joint Commission or Texas Department of Health & Human Services.
- Employees
 - If you know of a patient safety or quality-of care concern let your supervisor know immediately so that the concern may be addressed.
 - Complete an adverse event form and/or contact Risk Management. Risk Management facilitates review of patient safety and quality of care concerns. These concerns may also be reported to the Joint Commission.
 - No retaliation.

Give us a call!!!



Risk Management ~ 254-724-4127
at Brenham please contact Teresa Gabriel

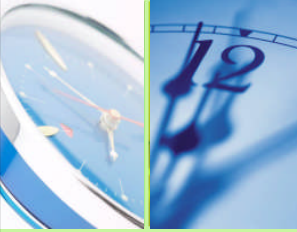
Patient Relations ~ 866-218-6919



After hours ~ Call the operator at Temple Main and ask for Risk Management

at Brenham Contact Charge Nurse, Evening Supervisor, Resource Nurse or Nursing Director on Call

THANK YOU



QUESTIONS??

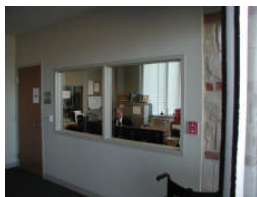
Scott & White Eagle Security



Scott & White/Eagle Security Department – Temple Campus

- 50 Officers within the Department.
- 6 Officers are on duty at all time.
- Officers are on duty 24 / 7.
 - Midnight Shift – 2300-0700
 - Day Shift – 0700-1500
 - Evening Shift – 1500 to 2300
- Office Telephone: (254) 724-2344

Security Office Location - Temple



**Security
Emergency
Center**



**Emergency
Department
Entrance**

Temple Security Officers Patrol...

- All Buildings & Locations on the Main Campus
- Respond to the following off campus locations:
 - Santa Fe Hospital & Family Medicine Clinic
 - Northside Clinic
 - Pro Plaza
 - West Campus / CCH

Scott & White/Eagle Security Department – College Station

- 4 Officers within the Department.
- Officers are on duty Monday – Friday from 4 am – 9pm
- Office Telephone: 29-3018 or 691-3018; pager 228-3091

CS Security Officers Patrol...

- All Buildings & Locations (including the warehouse, the pharmacy, Cosmetic Surgery, and the Wells Fargo building)

Scott & White Security Department - Brenham

- Emergency number:
 - Overhead Page – 841# “Staff Support to _____ (name area)
- Director of System Security
 - (254) 724-4968 (Terry Mayes in Temple)
 - David Cook (Brenham)

Security Services

- Safety & Security for all Patients, Visitors & Staff.
- Investigate and report all thefts, incidents and accidents.
- Patrol interior and exterior of all buildings & parking lots.
- Enforcement of Parking Lot Policy.
- Problem Patient/Visitors/Family intervention.
- Police, Fire & Correctional Liaison.
- Crime Prevention, Training and Assessments.

Alarms & Emergency Response Team

- Alarms
 - Panic Alarm
 - Intrusion or Burglar Alarm
 - Emergency Call Box Alarm
 - Equipment Malfunction Alarm
- Internal Emergency Response
 - Dr. Red – Fire
 - Dr. Blue – Cardiac Emergency
 - Dr. Fleet – Trip, Fall or any need for Assistance
 - Dr. Spill – Chemical Spill
 - Dr. Pink/Code ADAM – Child Abduction or Attempt
 - Dr. Armstrong – Need additional assistance
 - Dr. Silver - Weapon

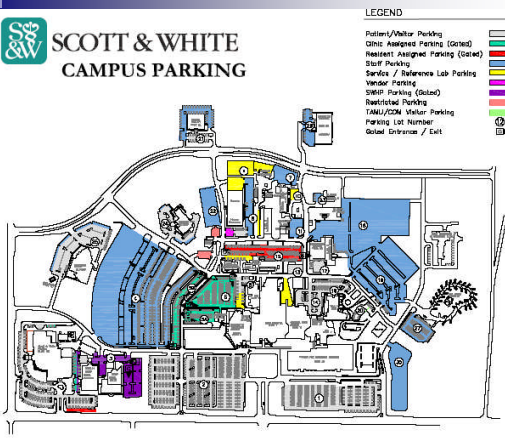
Scott and White Parking Strategy



- **Most S&W staff will display a Blue Sticker on rear driver side window.**
- **Hospital assigned stickers are Gold.**
- **Clinic assigned stickers are Green.**
- **SWHP assigned stickers are Purple.**
- **Scott and White does have access-controlled or gated lots. Special card is needed for access**

Scott and White's parking strategy will allow for ticket, towing and termination!

SCOTT & WHITE CAMPUS PARKING



Handicap Parking

- Staff Member

No Smoking Policy

- Scott & White Campus – No Smoking
 - Consequences for staff
- City of Temple Ordinance

Emergency Call Boxes



- Operational at the Main Campus and Santa Fe
- Emergency button
- Assistance button
- Press the appropriate button and the message is transmitted.
- You can talk to Security (interactive).

Personal Property & How to Report Theft

- Personal Property:
 - Scott & White is **NOT** responsible for personal property.
 - Items not locked up or secured will disappear!
 - Do **NOT** bring non-essential items to the hospital.
 - Department Keys and I-Disc – be responsible.
 - Items can be engraved if brought to the Security Office.
- Call Security at Extension **4-2344** (or appropriate # for your campus).
- Internal Investigation and Report completed by Security.
- Could involve local law enforcement.

Workplace Violence

Scott and White is committed to a safe work environment for all employees.

- Violence, threats, harassment, or any other disruptive behavior in our workplace will not be tolerated!
- Notify your manager or supervisor with any concerns you might have.
- If you feel there is **immediate** danger - contact Security at **724-2344**. (or appropriate # at your campus)
- Any problems or questions – feel free to contact Security.

Firearms Are Prohibited

Scott & White does not allow any firearms on our premises.

If you have any concerns that someone is carrying a firearm
Immediately call Security at **724-2344 (or appropriate # at your campus)**



Bioterrorism

Staff members are encouraged to be aware and alert of anything unusual in the workplace.

- If you suspect an object may be contaminated- evacuate the immediate area and call Security.
- Do not try to handle the situation on your own – stay calm, notify your supervisor or manager.



Security Website



Scott & White InSite

Visit Security homepage for more information about Security, forms, maps & E-Mail addresses.

VICTIMS OF ABUSE & NEGLECT

Attachment A

ABUSE REPORTING CRITERIA

CHILD ABUSE: Texas Family Code, Amended 2001

Section 261.101 of the Texas Family Code states that “a person having cause to believe that a child’s physical or mental health or welfare has been adversely affected by abuse or neglect by any person shall immediately make a report as provided by this subchapter.” In addition, “If a professional has cause to believe that a child has been abused or neglected or that a child is a victim of an offense...the professional shall make a report not later than the 48th hour after the hour the professional first suspects that the child has been or may be abused or neglected or is a victim of an offense...” The term professional means an individual licensed or certified by the state or a Scott and White employee, who in the course of their duties, has direct contact with children.

Section 261.103 states the report shall be made to any local or state law enforcement agency, or to the Texas Department of Family and Protective Services if the alleged or suspected abuse involves a person responsible for the care, custody or welfare of the child. Reports should be made by calling the Abuse and Neglect hotline at 1-800-252-5400 or by going to www.texasabusehotline.org.

Section 261.106 states those reporting the incident or participating in an investigation or court proceeding are immune from civil or criminal liability, unless that person reports their own conduct or acts in bad faith or with malicious purpose.

ELDER/DISABLED ABUSE: Texas Human Resources Code, Amended 2001

Section 48.051 of the Human Resources Code states “...a person having cause to believe that an elderly or disabled person is in the state of abuse, neglect, or exploitation shall report the information...” (Elderly includes those 65 years or older) Reports shall be made to the Texas Department of Family and Protective Services by calling 1-800-252-5400 or online at www.texasabusehotline.org. The report may be made in writing, by telephone, in person, or online.

Section 48.054 states those filing a report or participating in an investigation or court proceeding are immune from civil or criminal liability, unless reporting their own conduct or acting in bad faith or with malicious purpose.

Attachment A

Defining Domestic Violence

Domestic violence can be defined as a pattern of behavior in any relationship that is used to gain or maintain power and control over an intimate partner.

Abuse is physical, sexual, emotional, economic or psychological actions or threats of actions that influence another person. This includes any behaviors that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure or wound someone.

Domestic violence can happen to anyone of any race, age, sexual orientation, religion or gender. It can happen to couples who are married, living together or who are dating. Domestic violence affects people of all socioeconomic backgrounds and education levels.

- DOMESTIC VIOLENCE is a pattern of abusive behavior which keeps one partner in a position of power over the other partner through the use of fear, intimidation and control.
- PHYSICAL ABUSE: Grabbing, pinching, shoving, slapping, hitting, hair pulling, biting, etc. Denying medical care or forcing alcohol and/or drug use.
- SEXUAL ABUSE: Coercing or attempting to coerce any sexual contact without consent, e.g., marital rape, forcing sex after physical beating, attacks on sexual parts of the body or treating another in a sexually demeaning manner.
- ECONOMIC ABUSE: Making or attempting to make a person financially dependent, e.g., maintaining total control over financial resources, withholding access to money, forbidding attendance at school or employment.
- EMOTIONAL ABUSE: Undermining a person's sense of self-worth, e.g., constant criticism, belittling one's abilities, name calling, damaging a partner's relationship with the children.
- PSYCHOLOGICAL ABUSE: Causing fear by intimidation, threatening physical harm to self, partner or children, destruction of pets and property, mind games or forcing isolation from friends, family, school and/or work.

Information obtained from website: <http://www.womenslaw.org/> (November, 2005)

Things to Consider when Assessing Victims of Family Violence:

Does their partner:

- Embarrass them with put-downs?
- Look at them or act in ways that scare him/her?
- Control what they do, who they see or talk to or where they go?
- Stop them from seeing their friends or family members?
- Take their money or Social Security check, make them ask for money or refuse to give them money?
- Make all of the decisions?
- Tell them that they are a bad parent or threaten to take away or hurt their children?
- Prevent them from working or attending school?
- Act like the abuse is no big deal, it's their fault, or even deny it?
- Destroy their property or threaten to kill their pets?
- Intimidate them with guns, knives or other weapons?
- Shove them, slap them, choke them, or hit them?
- Force them to try and drop charges?
- Threaten to commit suicide?
- Threaten to kill them?

If victim answered 'yes' to even one of these questions, they may be in an abusive relationship.

Someone may be in an emotionally abusive relationship if their partner:

- Calls them names, insults them or continually criticizes them.
- Does not trust them and acts jealous or possessive.
- Tries to isolate them from family or friends.
- Monitors where they go, who they call and who they spend time with.
- Does not want them to work.
- Controls finances or refuses to share money.
- Punishes them by withholding affection.
- Expects them to ask permission.
- Threatens to hurt them, the children, the family or the pets.
- Humiliates them in any way.

Someone may be in a physically abusive relationship if their partner has ever:

Attachment A continued

- Damaged property when angry (thrown objects, punched walls, kicked doors, etc.).
- Pushed, slapped, bitten, kicked or choked them.
- Abandoned them in a dangerous or unfamiliar place.
- Scared them by driving recklessly.
- Used a weapon to threaten or hurt them.
- Forced them to leave their home.
- Trapped them in their home or kept them from leaving.
- Prevented them from calling police or seeking medical attention.
- Hurt their children.
- Used physical force in sexual situations.

Someone may be in a sexually abusive relationship if their partner:

- Views women as objects and believes in rigid gender roles.
- Accuses them of cheating or is often jealous of their outside relationships.
- Wants them to dress in a sexual way.
- Insults them in sexual ways or calls them sexual names.
- Has ever forced or manipulated them into to having sex or performing sexual acts.
- Held them down during sex.
- Demanded sex when they were sick, tired or after beating them.
- Hurt them with weapons or objects during sex.
- Involved other people in sexual activities with them.
- Ignored their feelings regarding sex.

If the victim answers 'yes' to these questions they may be in an abusive relationship.

Information obtained from the National Domestic Violence Hotline website:
<http://www.ndvh.org/educate/index.html> (November, 2005)

Other Considerations for Recognition of Violence Against Women:

- Injury to the head, neck, torso, breasts, abdomen, or genitals
- Bilateral or multiple injuries
- Delay between onset of injuring and seeking treatment
- Explanation by the patient which is inconsistent with the type of injury
- Any injury during pregnancy, especially to the abdomen or breasts
- Prior history of trauma
- Chronic pain symptoms for which no etiology is apparent

Attachment A continued

- Psychological distress, such as depression, suicidal ideation, anxiety and/or sleep disorders
- A partner who seems overly protective or who will not leave woman's side

“RECOGNIZING AND TREATING VICTIMS OF DOMESTIC VIOLENCE.”
New York State Department of Health. Posted: January 29, 1996.

ABUSE ASSESSMENT CRITERIA

(Each list includes common indicators of abuse but are not all-inclusive)

Definitions

(from Texas Human Resources Code, Section 48.002)

Abuse is "(A) the negligent or willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment of an elderly or disabled person with resulting physical or emotional harm or pain, or (B) sexual abuse, including any involuntary or nonconsensual sexual conduct that would constitute an offense under Section 21.08, Penal Code (indecent exposure) or Chapter 22, Penal Code (assaultive offenses), committed by the person's caretaker, family member, or other individual who has an ongoing relationship with the person."

Exploitation is "the illegal or improper act or process of a caretaker, family member, or other individual who has an ongoing relationship with the elderly or disabled person using the resources of an elderly or disabled person for monetary or personal benefit, profit, or gain without the informed consent of the elderly or disabled person."

Neglect is "the failure to provide for one's self the goods or services, including medical services, which are necessary to avoid physical or emotional harm or pain or the failure of a caretaker to provide such goods or services."

Possible Indicators of Abuse, Neglect, or Exploitation

The following descriptions are not necessarily proof of abuse, neglect, or exploitation. But they may be clues that a problem exists, and that a report needs to be made to law enforcement or to the Texas Department of Family and Protective Services.

Physical Signs

- Injury that has not been cared for properly
- Injury that is inconsistent with explanation for its cause
- Pain from touching
- Cuts, puncture wounds, burns, bruises, welts
- Dehydration or malnutrition without illness-related cause
- Poor coloration
- Sunken eyes or cheeks
- Inappropriate administration of medication
- Soiled clothing or bed
- Frequent use of hospital or health care/doctor-shopping
- Lack of necessities such as food, water, or utilities
- Lack of personal effects, pleasant living environment, personal items

Attachment B continued

- Forced isolation

Behavioral Signs

- Fear
- Anxiety, agitation
- Anger
- Isolation, withdrawal
- Depression
- Non-responsiveness, resignation, ambivalence
- Contradictory statements, implausible stories
- Hesitation to talk openly
- Confusion or disorientation

Signs by Caregiver

- Prevents elder from speaking to or seeing visitors
- Anger, indifference, aggressive behavior toward elder
- History of substance abuse, mental illness, criminal behavior, or family violence
- Lack of affection toward elder
- Flirtation or coyness as possible indicator of inappropriate sexual relationship
- Conflicting accounts of incidents
- Withholds affection
- Talks of elder as a burden

Signs of Financial Abuse

- Frequent expensive gifts from elder to caregiver
- Elder's personal belongings, papers, credit cards missing
- Numerous unpaid bills
- A recent will when elder seems incapable of writing will
- Caregiver's name added to bank account
- Elder unaware of monthly income
- Elder signs on loan
- Frequent checks made out to "cash"
- Unusual activity in bank account
- Irregularities on tax return
- Elder unaware of reason for appointment with banker or attorney
- Caregiver's refusal to spend money on elder
- Signatures on checks or legal documents that do not resemble elder's

ADDITIONAL INDICATIONS OF ABUSE AND NEGLECT IN CHILDREN AND ELDERLY/DISABLED POPULATIONS

Mental/Emotional Abuse:

- Speech disorders
- Developmental lags
- Overly adaptive behavior
- Conduct/habit disorders
- Delinquent behavior
- Substance behavior

Neglect:

- Habitually dressed in torn and/or dirty clothes
- Unattended for long period of time
- Begs for or steals food
- Body and hair dirty, offensive body odor
- Obvious malnutrition
- Lack of personal cleanliness
- Obvious fatigue & listlessness
- Needs glasses, dental care, medical attention
- Frequently absent or late to school
- 3-4 standard deviation below normal height/weight

Physical Abuse:

- Frequent injuries, bruises, cuts, black eyes
- Frequent complaints of pain without obvious injury especially when the child cannot explain cause
- Fear of going home or seeing parent
- Burns or bruises in an unusual pattern may indicate the use of an instrument or a human bite
- Chronic runaway
- Complaints of beating or other harsh treatment
- Injuries that appear after child isn't seen for several days
- Lack of reaction to pain
- Evidence of poor self concept
- Cigarette burns on the face, arms or palms
- Wears unseasonable clothes
- Frequent absence or/ tardiness without explanation

Attachment B continued

- Reluctance to sit down; cannot hold a pencil

Sexual Abuse:

- Physical signs of sexually transmitted disease
- Pregnancy in young girl
- Knowledgeable about sexual relations
- Reports sexual assault
- Complaints of pain, itching in genital area
- Evidence of trauma in genital area
- Suicide attempts
- Evidence of injury to the genital area
- Difficulty in sitting or walking
- Extreme fear of being alone with member of opposite sex
- Engages in sexually suggestible behavior
- Drawings/writing/ have strong, often bizarre sexual theme
- Unusual odors around genital area
- Poor peer relationship

Information obtained from the Texas Department of Family and Protective Services website:

http://www.dfps.state.tx.us/not_forbidden/facts_about_abuse.html

November 2005

Attachment D

Defining Domestic Violence

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- Tell them that they are a bad parent or threaten to take away or hurt their children?
- Prevent them from working or attending school?
- Act like the abuse is no big deal, it's their fault, or even deny it?
- Destroy their property or threaten to kill their pets?
- Intimidate them with guns, knives or other weapons?
- Shove them, slap them, choke them, or hit them?
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- Threaten to kill them?

If victim answered 'yes' to even one of these questions, they may be in an abusive relationship.

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- Does not trust them and acts jealous or possessive.
- Tries to isolate them from family or friends.
- Monitors where they go, who they call and who they spend time with.
- Does not want them to work.
- Controls finances or refuses to share money.
- Punishes them by withholding affection.
- Expects them to ask permission.
- Threatens to hurt them, the children, the family or the pets.
- Humiliates them in any way.

Someone may be in a physically abusive relationship if their partner has ever:

Attachment D continued

- Damaged property when angry (thrown objects, punched walls, kicked doors, etc.).
- Pushed, slapped, bitten, kicked or choked them.
- Abandoned them in a dangerous or unfamiliar place.
- Scared them by driving recklessly.
- Used a weapon to threaten or hurt them.
- Forced them to leave their home.
- Trapped them in their home or kept them from leaving.
- Prevented them from calling police or seeking medical attention.
- Hurt their children.
- Used physical force in sexual situations.

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- Chronic pain symptoms for which no etiology is apparent

Attachment D continued

- Psychological distress, such as depression, suicidal ideation, anxiety and/or sleep disorders
- A partner who seems overly protective or who will not leave woman's side

“RECOGNIZING AND TREATING VICTIMS OF DOMESTIC VIOLENCE.”
New York State Department of Health. Posted: January 29, 1996.



NOTICE TO ADULT VICTIMS OF FAMILY VIOLENCE

This form is promulgated by Title 4, Chapter 73, Family Code

Patient Identification

It is a crime for any person to cause you any physical injury or harm **EVEN IF THAT PERSON IS A MEMBER OR FORMER MEMBER OF YOUR FAMILY OR HOUSEHOLD.**

You may report family violence to a law enforcement officer by calling the following numbers:

Law Enforcement Agencies

- Immediate Emergencies 911
- Bryan Police Department 979-361-3888
- College Station Police Department 979-764-3600
- Hearne Police Department 979-279-5333
- Navasota Police Department 979-825-6410
- Brenham Police Department 979-836-1313
- Texas A&M Police Department 979-845-2345
- Caldwell Police Department 979-567-4455
- Cameron Police Department 254-697-6574
- Brazos County Sheriff's Department 979-361-4100
- Burleson County Sheriff's Department 979-567-4343
- Social Services Referral Helpline 979-823-5226
- Child Protective Services 800-252-5400
- Call Continuum Of Care for Information 254-724-1187
- Other _____

If you, your child, or any other household resident has been injured, or if you feel you are going to be in danger after a law enforcement officer investigating family violence leaves your residence or at a later time, you have the right to:

Ask the local prosecutor to file a criminal complaint against the person committing family violence; Apply to a court for an order to protect you (You may want to consult with a legal aid office, a prosecuting attorney, or a private attorney). A court can enter an order that:

1. Prohibits the abuser from committing further acts of violence;
2. Prohibits the abuser from threatening, harassing, or contacting you at home;
3. Directs the abuser to leave your household; and
4. Establishes temporary custody of the children or any property.

- Attorney's for Family Violence 800-374-4673

A VIOLATION OF CERTAIN PROVISIONS OF COURT-ORDERED PROTECTION MAY BE A FELONY. CALL THE FOLLOWING VIOLENCE SHELTERS OR SOCIAL ORGANIZATIONS IF YOU NEED PROTECTION:

Violence Shelters and Social Organizations

- Phoebe's Home 979-775-5355
- Family Violence Unit 979-361-4657
- Texas Counsel on Family Violence 512-794-1133
- National Domestic Violence Hotline 800-799-SAFE (800-799-7233)
- Other _____

I certify that I have received a copy of this document.

Signature: _____ Date: _____



NOTICE TO ADULT VICTIMS OF FAMILY VIOLENCE

This form is promulgated by Title 4, Chapter 73, Family Code

Patient Identification

It is a crime for any person to cause you any physical injury or harm EVEN IF THAT PERSON IS A MEMBER OR FORMER MEMBER OF YOUR FAMILY OR HOUSEHOLD.

You may report family violence to a law enforcement officer by calling the following numbers:

Law Enforcement Agencies

- Gatesville Police Department.....254-865-2226
- Clifton Police Department254-675-6620
- Meridian Police Department.....254-435-2255
- Coryell County Sheriffs Department254-865-7201
- Hamilton County Sheriff's Department.....254-386-8128
- McClennan County Sheriff's Department.....254-757-5222
- Bosque County Sheriff's Department.....254-435-2362
- Call Continuum of Care for information.....254-724-1187
- Other _____

If you, your child, or any other household resident has been injured, or if you feel you are going to be in danger after a law enforcement officer investigating family violence leaves your residence or at a later time, you have the right to:

Ask the local prosecutor to file a criminal complaint against the person committing family violence; and

Apply to a court for an order to protect you (You may want to consult with a legal aid office, a prosecuting attorney, or a private attorney). A court can enter an order that:

- (1) prohibits the abuser from committing further acts of violence;
- (2) prohibits the abuser from threatening, harassing, or contacting you at home;
- (3) directs the abuser to leave your household; and
- (4) establishes temporary custody of the children or any property.

A VIOLATION OF CERTAIN PROVISIONS OF COURT-ORDERED PROTECTION MAY BE A FELONY.

CALL THE FOLLOWING VIOLENCE SHELTERS OR SOCIAL ORGANIZATIONS IF YOU NEED PROTECTION:

Violence Shelters and Social Organizations

- Families in Crisis - Gatesville.....254-865-8553
- Families in Crisis - Temple254-773-7765
- Families in Crisis - Killeen.....254-634-8309
- Family Abuse Center - Waco254-772-8999
- Central Counties Center for MHMR Services254-865-5844
- Outreach Health Services254-248-1952
- Other _____

I certify that I have received a copy of this document.

Signature: _____ Date: _____



NOTICE TO ADULT VICTIMS OF FAMILY VIOLENCE

This form is promulgated by Title 4, Chapter 73, Family Code

Patient Identification

It is a crime for any person to cause you any physical injury or harm EVEN IF THAT PERSON IS A MEMBER OR FORMER MEMBER OF YOUR FAMILY OR HOUSEHOLD.

You may report family violence to a law enforcement officer by calling the following numbers:

Law Enforcement Agencies

- Waco Police Department 254-750-7500
Bellmead Police Department 254-799-0251
Meridian Police Department 254-435-2255
Valley Mills Police Department 254-932-6300
Clifton Police Department 254-675-6620
Beverly Hills Police Department 254-752-2585
Hewitt Police Department 254-666-6272
Lacy Lakeview Police Department 254-799-2479
Lorena Police Department 254-857-9614
McGregor Police Department 254-840-2855
Moody Police Department 254-853-2581
Robinson Police Department 254-662-1414
West Police Department 254-826-5311
Woodway Police Department 254-772-4470
McClennan County Sheriff's Dept. 254-757-5222
Bosque County Sheriff's Dept. 254-435-2362
Bell County Sheriff's Department 254-933-5400
Call Continuum of Care for information 254-724-1187
Other

If you, your child, or any other household resident has been injured, or if you feel you are going to be in danger after a law enforcement officer investigating family violence leaves your residence or at a later time, you have the right to:

Ask the local prosecutor to file a criminal complaint against the person committing family violence; and

Apply to a court for an order to protect you (You may want to consult with a legal aid office, a prosecuting attorney, or a private attorney). A court can enter an order that:

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A VIOLATION OF CERTAIN PROVISIONS OF COURT-ORDERED PROTECTION MAY BE A FELONY.

CALL THE FOLLOWING VIOLENCE SHELTERS OR SOCIAL ORGANIZATIONS IF YOU NEED PROTECTION:

Violence Shelters and Social Organizations

- Families in Crisis - Temple 254-773-7765
Families in Crisis - Killeen 254-634-8309
Family Abuse Center - Waco 254-772-8999
McClennan County District Attorney 254-757-5084
Bell County Victims Assistance Coordinator 254-933-5144
Other

I certify that I have received a copy of this document.

Signature: _____ Date: _____



NOTICE TO ADULT VICTIMS OF FAMILY VIOLENCE

This form is promulgated by Title 4, Chapter 73, Family Code

Patient Identification

It is a crime for any person to cause you any physical injury or harm EVEN IF THAT PERSON IS A MEMBER OR FORMER MEMBER OF YOUR FAMILY OR HOUSEHOLD.

You may report family violence to a law enforcement officer by calling the following numbers:

Law Enforcement Agencies

- Round Rock Police Department.....512-218-5500
- Taylor Police Department.....512-352-5551
- Georgetown Police Department.....512-930-3510
- Cedar Park Police Department512-258-2800
- Rockdale Police Department512-446-3436
- Bartlett Police Department.....254-527-0022
- Granger Police Department512-859-2644
- Williamson County Sheriff's Department.....512-930-3200
- Call Continuum of Care for information.....254-724-1187
- Other _____

If you, your child, or any other household resident has been injured, or if you feel you are going to be in danger after a law enforcement officer investigating family violence leaves your residence or at a later time, you have the right to:

Ask the local prosecutor to file a criminal complaint against the person committing family violence; and

Apply to a court for an order to protect you (You may want to consult with a legal aid office, a prosecuting attorney, or a private attorney). A court can enter an order that:

- (1) prohibits the abuser from committing further acts of violence;
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- (3) directs the abuser to leave your household; and
- (4) establishes temporary custody of the children or any property.

A VIOLATION OF CERTAIN PROVISIONS OF COURT-ORDERED PROTECTION MAY BE A FELONY. CALL THE FOLLOWING VIOLENCE SHELTERS OR SOCIAL ORGANIZATIONS IF YOU NEED PROTECTION:

Violence Shelters and Social Organizations

- Williamson County Crisis Center512-255-1212
- Williamson County Help Line1-800-890-6296 or 512-248-3252
- Austin Center for Battered Women512-928-9070
- Family Violence Notification Legal Line1-800-374-4673
- Other _____

I certify that I have received a copy of this document.

Signature: _____ Date: _____

TOPIC: FAMILY VIOLENCE NOTIFICATION

I. POLICY:

In compliance with Title 4, Chapter 73 of the Texas Family Code, Scott and White medical professionals will:

- Provide information on family violence shelters and the criminal nature of family violence, to patients treated for injuries, which the professional suspects may have been caused by family violence.
- Document in the patient’s medical record what information was provided and the reasons for the professional’s belief that the injuries were caused by family violence (see Attachment A – Defining Domestic Violence)
- Provide patient with “Notice to Adult Victims of Family Violence.”

“Medical professionals” are defined as:

- Licensed doctors
- Nurses
- Physician assistants
- Emergency medical technicians

“Family violence” means an act by a member of a family or household against another member of the family or household that is intended to result in physical harm, bodily injury, or assault, or that is a threat that reasonably places the member in fear of imminent physical harm, bodily injury or assault, excluding the reasonable discipline of a child by a person having that duty.

“Family” includes individuals related by consanguinity or affinity, individuals who are former spouses of each other, individuals who are the biological parents of the same child, without regard to marriage, and a foster child and foster parents, whether or not those individuals reside together.

“Household” means a unit composed of persons living together in the same dwelling, whether or not they are related to each other.

“Member of a household” includes a former member of a household.

“Former member of a household” means a person who previously lived in a household.

THIS LAW DOES NOT REPLACE THE EXISTING REPORTING LAWS ON ABUSE.

II PROCEDURE:

A. Medical professionals who suspect that a patient’s injuries may be caused by family violence will:

1. Use Medical Record form #532, “Notice to Adult Victims of Family Violence” (see Attachment B), for the patient’s geographical area. Forms can be found on the Physician’s Work Center on the Scott and White Intranet.

- a. Check the appropriate boxes for resources for patient
 - 1) check law enforcement agency for patient's geographic area.
 - 2) check applicable violence shelters/social organizations.
 - 3) if preprinted resources are not applicable, fill in the appropriate information under "other."
 - b. Have patient, or legal representative, sign the form, signifying receipt of the notification.
 - c. Give patient, or legal representative, a copy of form #532.
 - d. Have appropriate staff file in the right side of the medical record under "Scott and White Documents", according to each area's medical records maintenance procedures.
2. Physicians may delegate this duty to appropriate Continuum of Care case manager or nursing staff.
 3. Case managers in the Department of Continuum of Care will utilize this same form for notification.
- B. Patients may be referred to the Department of Continuum of Care for further information, referral, or counseling, at the discretion of the medical care provider.

Topic: Victims of Abuse/Neglect
Policy #SW.016

UPDATED 11/03/05

- I. Policy:
Possible victims of abuse or neglect are identified and assessed by health care professionals and provided with referral information. Suspected cases of child or adult abuse/neglect must be reported in accordance with state statutes. (See Attachment A – Abuse Reporting Criteria.

- II. Procedure:
 - A. Health care professionals utilize objective criteria to identify possible victims of physical assault, rape or other sexual molestation, domestic abuse, or abuse, neglect or exploitation of the elderly or disabled, or abuse, neglect or exploitation of children. (See Attachment B - Abuse Assessment Criteria).
 - B. Information on where to call for help is provided to suspected victims. (See Attachment C – MR Form 532 Notice to Victims of Family Violence) Scott and White Continuum of Care Case Management is available to assist with referral and notification to the appropriate agency regarding suspected abuse of children or the elderly or disabled.
 - C. Any person reporting an abuse case in good faith has immunity from liability (civil or criminal) that might otherwise be incurred or imposed. Such immunity extends to participation in any judicial procedure resulting from such a report.
 - D. Refer to Administrative Policy SW.041 “Family Violence Notification” for additional legal requirements.

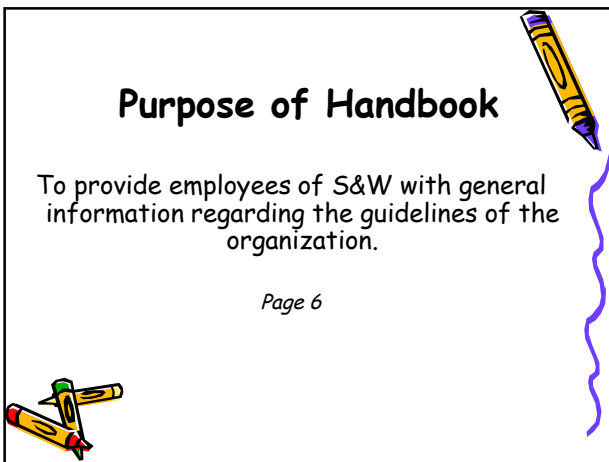


Everything you need to know...
To be part of a great team



Our Mission

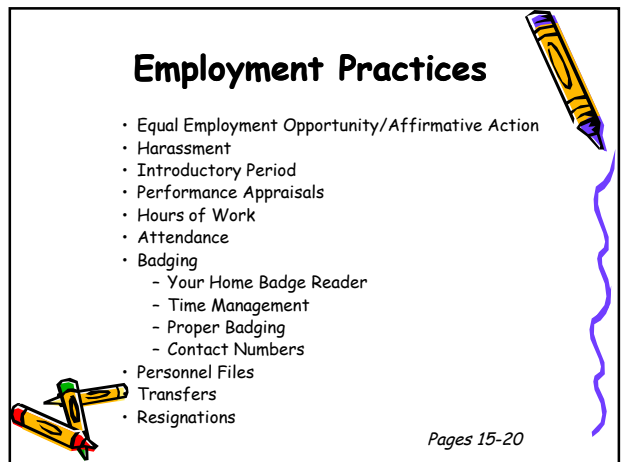
To provide the most personalized, comprehensive, and highest quality health care, enhanced by medical education and research.



Purpose of Handbook

To provide employees of S&W with general information regarding the guidelines of the organization.

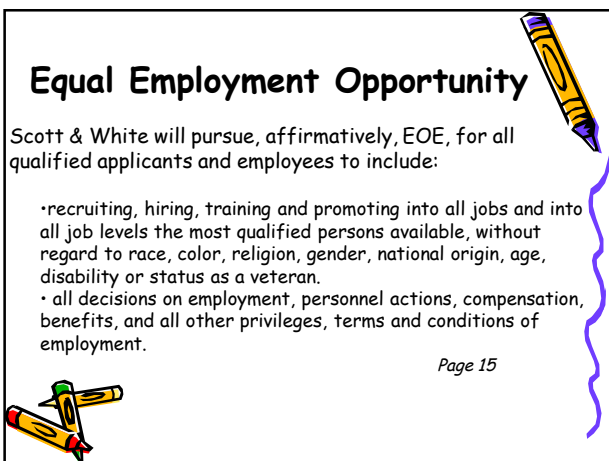
Page 6



Employment Practices

- Equal Employment Opportunity/Affirmative Action
- Harassment
- Introductory Period
- Performance Appraisals
- Hours of Work
- Attendance
- Badging
 - Your Home Badge Reader
 - Time Management
 - Proper Badging
 - Contact Numbers
- Personnel Files
- Transfers
- Resignations

Pages 15-20

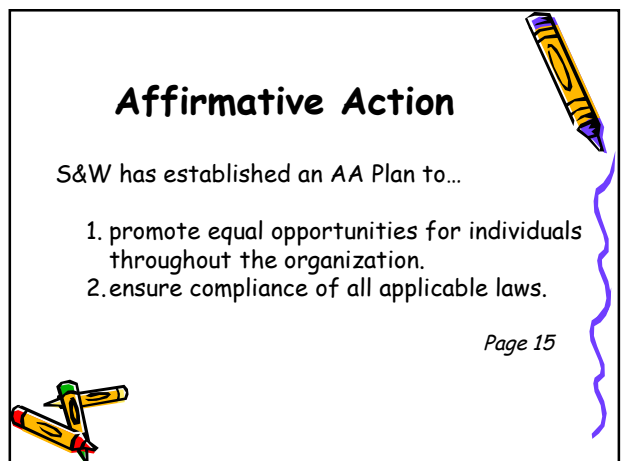


Equal Employment Opportunity

Scott & White will pursue, affirmatively, EOE, for all qualified applicants and employees to include:

- recruiting, hiring, training and promoting into all jobs and into all job levels the most qualified persons available, without regard to race, color, religion, gender, national origin, age, disability or status as a veteran.
- all decisions on employment, personnel actions, compensation, benefits, and all other privileges, terms and conditions of employment.

Page 15



Affirmative Action

S&W has established an AA Plan to...

1. promote equal opportunities for individuals throughout the organization.
2. ensure compliance of all applicable laws.

Page 15

Harassment

- Employees are charged with the responsibility of maintaining a work environment free from harassment, intimidation, threats or violence.
- Employees engaging in such behavior will be subject to disciplinary action up to and including termination of employment.

Pages 15-16

Harassment Guidelines

- What should you do if harassment (sexual or non-sexual) has occurred:
 - Advise offending individual(s) that their conduct is offensive and unwelcome and ask that it **STOP** immediately!
 - Report the conduct to your immediate supervisor or director.
 - Report the violation to a Human Resource representative:
 - Employee Relations: Temple (254) 724-6239,
Round Rock 28-0006,
College Station 691-3268
Llano (325) 247-7878
Brenham (979)-836-6173 x 7437 or 74-37
 - or
 - Human Resources HR Assistant, 724-3772 RR 28-1616

Introductory Period

The first 90-days of employment is considered to be an introductory period. This introductory period provides both the new employee and S&W a chance to evaluate each other in light of expectations and actual job performance.

Page 16

Performance Appraisals

- A performance appraisal will be conducted for each employee annually.
- Performance appraisals are used to assess the employee's performance against assigned accountabilities and performance standards and, if necessary, to document action plans for performance improvement/development.

Page 17

Hours of Work

- The normal workweek for most non-exempt employees begins at 12:01 a.m. Monday morning and ends the following Sunday at midnight and consists of forty-hours of work.

Page 17

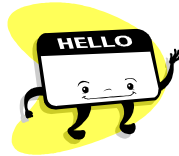
Attendance

Regular attendance by each Scott & White employee is necessary and essential.

Page 18



Badging

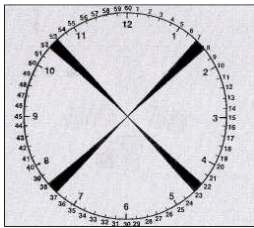


Page 18

KRONOS Badge reader



Time Management



If a staff member badges in at:

53 min-07 min after the hour
»» KRONOS rounds to the full hour.

23 min-37 min after the hour
»» KRONOS rounds to the half hour.

08 min-22 min after the hour
»» KRONOS rounds to the quarter hour.

38 min-52 min after the hour
»» KRONOS rounds to the three quarter hour.

KRONOS also rounds the duration of an employee's lunch hour.

WARNING!!

Badging "in" or "out" for another staff member is fraudulent badging and is considered cause for termination.

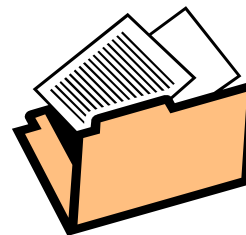
Contact Numbers

Information Systems Help Desk:
X4-2501

Human Resources: 979-836-6173 x 7437 (Brenham)
254-724-3772 (Temple)
X28-1616 (RR)
X29-3268 (CS)
247-7878 (Llano)

Payroll Department: X21-9229

Personnel Files



Page 19

Can I transfer to another position?

Yes; however, to transfer, a full-time or part-time employee must successfully be in their current role for at least one hundred eighty (180) days before a request can be made. PRN staff may apply for jobs at any time.

Page 19

Compensation

- Paycheck
- Overtime



Page 21

Paycheck

Employees are paid bi-weekly on Thursdays (26 times a year).

Page 21

Overtime

Overtime is authorized in advance by department supervisors and no employee may work overtime without such prior approval.

Page 21

Benefits

- Paid Time Off (PTO)
- Holidays
- Extended Illness Bank (EIB)
- Bereavement

Pages 22 & 23

Paid Time Off Program

Scott & White has combined time-off for vacations, holidays, and illness into a Paid Time Off (PTO) Program.



Page 22

Schedule of Accrual Rates Paid Time Off

Your PTO Schedule
(Staff, Managers and Directors)

Years of Service	Days Accrued Each Year
0 - 4	21.0
5 - 14	26.0
15 +	31.0



Holidays

Holidays observed by S&W are:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day



Page 23



Extended Illness Bank (EIB) & Bereavement

- Full-time and part-time employees are eligible to accrue EIB.
- Regular full-time employees accrue six days per year; Part-time staff members may accrue up to six days per year based upon actual hours worked.
- In order to access EIB for their own personal illness, employees must use two (2) consecutive days of paid time off (PTO), if available, prior to accessing EIB.

Page 23



Employee Responsibilities

- Accreditation & Regulatory Requirements
- Electronic Mail and the Internet
- Licensure/Certification
- Personal Appearance and Dress
- Personal Telephone Calls
- Telephone Courtesy
- Problem Solving Process
- Satisfaction Surveys

Pages 33-43



Accreditation & Regulatory Requirements

As a healthcare facility, there are many standards and requirements for S&W including but not limited to quality of patient care, safety, environment of care and patient rights that employees should be able to demonstrate compliance and reference resources appropriately.

Page 33



Electronic Mail and the Internet

The use of electronic mail and the Internet is for **work-related** assignments and training.

Page 37



Licensure/Certification

A copy of the current license must be kept on file in an employee's department as well as the Human Resources Department.

Page 37

Personal Appearance and Dress

- Maintenance of good personal hygiene;
- Clothing and shoes should be clean and appropriate for the employee's work assignment;
- Employees should not wear clothing or accessories which could result in injury or inconvenience to patients, co-workers, or the employee; and
- The wearing of artificial fingernails is not permitted in patient care areas as outlined in Scott & White's Infection Control Plan.

Page 39

Personal Telephone Calls



Telephone Courtesy

- Answer the phone promptly and properly.
- Identify yourself by name and department.
- Give accurate and careful answers.
- Transfer calls tactfully.
- Say "Please" and "Thank you" in your conversation.
- Use a helpful and pleasant tone of voice at all times.
- Hang up gently.

Page 42

Problem Solving Process

- Document the problem and suggested resolution in writing and submit it to your supervisor within one week after the event or action causing the concern.
- If unsatisfied with supervisor's reply, the written complaint, the supervisor's written response and a description of why the employee feels dissatisfied, including what action to be taken, should be presented to the next level of management within one week of receiving the supervisor's written response.
- In the event the problem remains unresolved, the employee has one week from receipt of the last response to submit a written request for review, along with all supporting documentation, to Executive Leadership.

Page 40

Employee Handbook

?'s

New Employee Record of Required Training

Name: _____ Employee ID: _____
Department: _____ Title: _____
Manager Name: _____ Hire Date: _____

Status: FT PT PRN Contract Agency Student Volunteer

<u>Topics:</u>	<u>Date/Sign</u>
1. Infection Control <ul style="list-style-type: none">• Bloodborne Pathogens, Standard Precautions• Hand Washing/Infection Prevention, TB: Prevention & Recognition	_____
2. Corporate Compliance <ul style="list-style-type: none">• HIPAA, Patient Confidentiality, Ethics Training	_____
3. Body Mechanics and Ergonomics <ul style="list-style-type: none">• Lifting, Bending, Body Movement	_____
4. Employee Development <ul style="list-style-type: none">• Mission, Vision, Values, Standards of Behavior, Goal Alignment• Learning & Development, HLC, SWU• Cultural Diversity, Sensitivity & Tools, Communication Resources	_____
5. Employee Health Services <ul style="list-style-type: none">• PPD Skin Test, Adult Vaccines• Blood and Body Fluid Exposure	_____
6. Environment of Care <ul style="list-style-type: none">• General Safety, Fire Safety, Safety – Employee Accidents• Hazardous Materials & Waste (Hazard Communication)• Utility Systems – Mechanical, Safe Medical Devices Act• Emergency Management/Disaster Plans	_____
7. Security Management <ul style="list-style-type: none">• Hospital Security, Workplace Violence, Personal Safety	_____
8. Basic Patient Rights <ul style="list-style-type: none">• Access to Care, Advance Directives• Patient Complaint Management	_____
9. Patient Safety <ul style="list-style-type: none">• Patient Safety Policy, Patient & Family Education• Reporting Process, Patient Safety Committee	_____
10. Identifying Victims of Abuse <ul style="list-style-type: none">• Reference Located in Orientation Book	_____
11. Risk Management <ul style="list-style-type: none">• Risk Management Defined• Performance Improvement	_____

I agree, understand and have had an opportunity to ask questions about the above mentioned required training. I will complete any assigned online learning modules (HLC) within 30 days to complete my training.

(Employee Signature)

(Date)

Code of Conduct

The work everyone does at Scott & White matters. By applying our Core Values to our interactions with patients, families and co-workers, we will achieve our Vision of becoming the most Trusted, most valued name in American Healthcare.

I agree to live the Scott & White values:

TEAMWORK PATIENT-CENTERED ACCOUNTABILITY EXCELLENCE PRIDE INNOVATION

Sexual Harassment Awareness

Scott & White is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, and specifically prohibits sexual harassment in any form. Such behavior is against the law and will not be tolerated.

What do I do if sexual harassment has occurred? *Ask the person to stop the offensive behavior.*

If they don't stop, who can I go to? *My supervisor, or Human Resources.*

Please report any inappropriate conduct to one of the following:

Employee Relations: 254- 724-6239 or
Human Resources: 254-724-3772 (Temple) 512-509-0006 (Round Rock) 979-691-3268 (CS)
325- 247-7878 (Llano) 979-836-6173 (Brenham) 254-298-3148 (SWHP)

Handbook Receipt

The purpose of this handbook is to provide employees of Scott & White with general information regarding the personnel guidelines Scott & White attempts to follow in most cases, but neither this handbook nor any provision of it or of other personnel policies is an employment contract or any other type of contract. Due to the nature of Scott & White's operations and variations necessary to accommodate individual situations, the guidelines set out in this handbook may not apply to every employee or in every situation. Scott & White reserves the right to rescind, modify or deviate from these or other guidelines, policies, practices or procedures relating to employment matters from time to time as it considers necessary, as its sole discretion, either in individual or organization-wide situations with or without notice.

All employees at Scott & White are employed for an indefinite term and employment may be terminated, with or without cause, at any time at the will of either the employee or Scott & White. This status can only be altered by a written contract of employment, which is specific as to all material terms and is signed by both the employee and the appropriate President of Scott & White.

Corporate Compliance & Guiding Business Principles

These Guidelines do not cover every situation you may face at Scott & White. Due to the nature of Scott & White's operations and variations necessary to accommodate individual situations, the **Guiding Business Principles** set out in this booklet may not apply to every employee in every situation. Scott & White reserves the right to rescind, modify, or deviate from these principles from time to time as it considers necessary, at the sole discretion, either in individual or organization-wide situations with or without cause.

By Dialing "1-888-800-1096" I can reach the Scott & White Compliance Hotline. The hotline should only be used to report serious concerns about suspected or known instances of fraud or violations of applicable law or regulations once all avenues to address the problem have failed. The hotline should not be used for questions of a routine nature regarding policies and procedures or payroll questions.

I have read and understand the above information and agree to read the material. I received information on how to access this information online at Insite.sw.org. I can contact my HR department for printed information.

Employee Name (Please print)

Employee Signature