

Hospital Mission and Vision

Mission

The mission of the UKHC Chandler Hospital is to help people of the Commonwealth and beyond gain and retain good health through creative leadership and quality initiatives in patient care, education, and research.

Vision

The vision of UKHC Chandler Hospital is to be a Top 20 academic health center, recognized nationally and internationally for excellence in patient care, education and research.

Core Values

Our core values are the fundamental set of principles that guide our behavior in accomplishing our mission.

Sense of urgency

Teamwork

Accountability

Innovation

Respect

Patient Confidentiality and Privacy

The Health Insurance Portability and Accountability Act (HIPAA) requires that we maintain the confidentiality of patient information. Vendors will be granted information regarding the patient on a need to know basis only.

In recognition of the patient's rights, the Hospital treats operating room logs, schedules, and all medical records as confidential information. They are available only to Hospital staff.

Additional Information and Instruction

To ensure that you receive all of the information that you need, ask the nurse assigned to care for the patient at least the following:

Where is the nearest fire alarm?

What are the evacuation routes and procedures?

Do I need to practice any precautions when coming near or in contact with the patient? If so, what?

Do I need to wear any personal protective equipment? If so, what?

How do I notify a nurse, if necessary?

National Patient Safety Goals (NPSG)
UKHC Chandler Hospital practices safe patient care in accordance with the NPSG. It is important to be aware of those goals specific to your responsibility, which are listed below.

- Reduce infections
Use waterless cleanser when entering and leaving room
Wash hands before and after patient contact
Wear gloves when handling bodily fluids
- Vaccinate
Annually take the flu shot when offered at your place of employment.
- Prevent falls – note red socks on patient and falling star signs on door
- Respond to clinical alarms or call nurse if no one responds
- Communicate safely and effectively
- Involve patients and family

If you have questions about these Patient Safety goals you may discuss them with the nursing staff.

Tobacco Free Facilities

Smoking or use of any tobacco product, including cigarettes, cigars, chewing tobacco, snuff and pipes, is not permitted in any facility or on any grounds owned by UK Healthcare.

Security Emergencies

In case of a security emergency, call University of Kentucky Police Dispatch at 911 from any UK phone. A security officer or police officer will be dispatched to respond

Additional Contact Numbers

Hospital Security323-6946
 UK Police257-1616
 UK Parking 257-5757
 Hospital Safety-pager ..259-6690
 Emer. Paging323-5200



Vendor Orientation Guide (Procedure Areas)

Introduction

In an effort to ensure that all vendors assigned to University of Kentucky Chandler Hospital have the information necessary to perform their job within this environment, the Hospital provides this general orientation and reference guide.

This written guide outlines general information and basic procedures and is designed as a supplement to the general orientation, education, and training that you receive from your company prior to your assignment at UKHC Chandler Hospital

Wear your name badge and vendor tag at all times

Please read this information carefully. If you have additional questions, please contact Paul Reister in purchasing at 859-257-9300 or by email at paul.reister@uky.edu



Hospital Policies and Procedures

Check In Procedures

Register for your appointment prior to your arrival using the web address <https://www.hosp.uky.edu/purchasing/default.asp>. When you arrive at the Hospital, check in at the vendor registration desk (Room H112 from 8 AM—5 PM and in the main hospital lobby from 5 PM—8 PM) to obtain a vendor ID badge. This badge must be visible at all times while you are on hospital property. If you go into an area that requires scrub attire, the badge must be secured to your scrubs.

Dress Code

Professional dress is appreciated while you are on the premises. If you are visiting an area that requires a specific dress code such as scrub attire, please follow the guidelines for the individual areas. The CAS, cath lab, radiology and endoscopy areas require vendors to wear their own scrubs, which are freshly laundered. The main Operating Room requires that you wear only facility laundered scrubs. These can be obtained from Materials Management, 323-5758. Red head covers are required in areas that mandate hair to be covered. These can be obtained from Materials Management or the department you are visiting.

Appropriate Behavior

The Hospital values its employees, patients, and visitors. As a result, sexual harassment and/or abusive, obscene, derogatory, or profane language are prohibited. In addition, please refrain from jokes, colloquialisms, or other behavior that may be offensive to others. Do not express personal problems, frustrations, or negative comments about the patient, your colleagues, supervisors, or institution to staff, patients, or visitors. Vendors are not to be in patient care areas unless they have been specifically requested to be there.

Presence of Vendors During Procedures

A patient has the right to refuse the presence of a vendor during a procedure. Please respect the patient's right to privacy. If you need to be present in the room for a procedure, please step out of the room while the patient is being induced, prepped and draped. Vendors are not to scrub in for procedures and are not allowed to open supplies directly onto the sterile field.

Protection

Eye protection is required anytime splash or spray from the procedural field is a possibility. Lead shielding may be required to be worn if exposure from any form of x-ray or radiation source is expected. Eye protection and lead shielding can be obtained with assistance from the patient's nurse.

Hand Hygiene

Hand hygiene must be performed before and after contact with patients, and any equipment or supplies that contact patients. Soap and water must be used any time hands are visibly soiled, or the patient is being treated for *Clostridium difficile* (C-diff). Alcohol based waterless cleansers may be used at all other times.

Infection Control Information

Everyone must follow standard precautions at all times in the patient care areas. If a patient is on isolation precautions, a sign will be posted on the patient's door. Follow the posted precautions and see the patient's nurse if you have questions about the precautions.

Interim Life Safety Measures

The Hospital is continually undergoing construction or renovation. Whenever a construction or renovation project compromises the life safety systems or poses a significant increase in safety hazards, the Hospital implements temporary systems or interim life safety measures to help ensure the safety of its occupants.

If you are in or adjacent to an area that is undergoing construction, renovation, or listed as being under interim life safety, ask the nursing staff about the interim life safety measures specific to the area.

Universal Protocol

Anytime a vendor is in a patient care area, and a time out is required, the vendor will pause all activity and give their full attention to the time out. If the vendor has information that may add to or conflict with the time out, the vendor will speak up.

Communication Channels

Your *primary contact for clinical concerns* regarding the care of the patient is the *nursing staff*. The nursing staff will contact the appropriate member of the patient's physician team as needed.

Fire Prevention Information

The Hospital has a fire prevention program to protect patients, visitors, and staff from the dangers of fire. Please note the locations of emergency exits, fire alarms, and fire extinguishers in each area of the hospital you visit.

Fire Notification

If fire, smoke, or excessive heat is detected within the Hospital, the fire notification system is activated. You will hear chimes over the paging system, followed by the announcement **Code Red** and the location of alarm. In addition, the alarm system is activated periodically for fire drills and system testing.

When an alarm is activated, smoke and fire doors close throughout the building. In addition, staff will close doors to patient rooms, clear corridors, and implement other response procedures. Please remain where you are throughout the response, unless otherwise instructed by the hospital staff or circumstances require evacuation of the room or the unit.

Your Role in Fire Response

If you discover a fire in the area:

- R**escue anyone in immediate danger, if possible.
 - A**ctivate alarm or alert staff to activate alarm and call 911.
 - C**lose all door's. Contain the fire as possible.
 - E**xtinguish, if possible, and evacuate, if necessary.
- Hospital staff will provide instructions

Other Safety Issues

Paging Codes

The Hospital uses specific codes to alert staff about hazards or potential hazards in the area or call designated staff to action. These codes are designed to communicate information to those that need it without unduly alarming patients and visitors.

For your information and convenience, a list of pertinent codes is outlined below:

- Code Red--Fire or fire alarm**
- Code Blue --Cardiac Arrest**
- Code Yellow – Standby —Mass Casualty incident or Community Disaster**
- Assistance Please--Combative patient**
- Code Pink—Infant / child Abduction**
- Tornado warning – The National Weather Service has issued a Tornado warning for Fayette County.**

Designated staff members have assigned roles in response to these codes. If the hospital staff provide you with additional instructions, please follow them to ensure your safety .