



Orientation Workbook for Individuals Visiting for Job Shadowing or Clinical Observations



Our Mission

We carry on the healing mission of Jesus Christ by promoting personal and community health, relieving pain and suffering, and treating each person in a loving and caring way.

At PeaceHealth, the fulfillment of our Mission is our shared purpose. It drives all that we are and all that we do. To those who embrace the spirit of these words and our commitment to exceptional medicine and compassionate care, we offer the opportunity to learn and grow as a member of the PeaceHealth family.

Our Values

Respect

We respect the dignity and appreciate the worth of each person as demonstrated by our compassion, caring, and acceptance of individual differences.

Stewardship

We choose to serve the community and hold ourselves accountable to exercise ethical and responsible stewardship in the allocation and utilization of human, financial, and environmental resources.

Collaboration

We value the involvement, cooperation, and creativity of all who work together to promote the health of the community.

Social Justice

We build and evaluate the structures of our organization and those of society to promote the just distribution of health care resources.

Our Vision

Every person receives safe, compassionate care; every time, every touch.



Created by Clinical Education 7/29/2022

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Welcome to PeaceHealth!

Welcome! We are delighted that you will be coming to observe one of our PeaceHealth employees as they perform their daily work. We want you to have the best “job shadowing” experience possible and hope you will consider a future career in the dynamic field of healthcare.

For your safety and the safety of all who enter our facility, we want to acquaint you with some important procedures. Please let the person who is hosting you know if you have any questions.

Identification Badge

Individuals visiting PeaceHealth for a job shadow/observation experience may require a PeaceHealth identification badge and must always be escorted by a PeaceHealth employee while on site. A written or photo ID visitor badge may be provided by the unit/department.

Dress and Appearance

Please comply with guidelines that encourage professional attire. Modest and neat apparel is the overall guide. Your “host” will provide you with further information.

Attendance and Punctuality

Please arrive to the facility at least a few minutes prior to the time you are scheduled to meet with your host. This will provide you time to find your way and complete any required screening procedures.

Personal Belongings and Valuables

PeaceHealth is not responsible for the loss of any personal belongings you bring with you into the hospital and there may not be space to keep your items secure. Please limit what you bring with you to the facility and leave any valuables at home.

Cell Phone Use

Cell phone use can interfere with certain types of medical equipment and the noise associated with calls and text messages can disrupt patient care. If you must bring a cell phone with you, please place it in silent mode. If you must place or take an emergent call, please excuse yourself from the patient care area. Note that taking photos of patients is strictly prohibited.

No Smoking Policy

Smoking is not allowed in any PeaceHealth building or on any PeaceHealth property.

Weapons

Please note that weapons of any kind are not permitted in any PeaceHealth building.

Security

The Security team is here 24x7. Please report emergency situations or suspicious activity immediately.

The correct emergency phone number to call for your facility is extension 7111. When calling from your cell phone or a number outside the facility, first dial the area code (if needed) and prefix for your facility, followed by 7111.



General Safety and Emergency

Electrical Safety

All electrical equipment brought into the facility by staff, patients, or visitors (radios, hair dryers, fans, etc.) must be approved for use by a qualified staff member and have a dated and sticker attached. For that reason, please do not bring any equipment with you when you come for your shadowing experience.

Chemical Safety/Hazard Communication

A Safety Data Sheet (SDS) reference guide for all chemicals is available to you should you need to review it. Find out what chemicals are used in the area where you are working. If you become aware of a chemical spill, notify the person who is hosting you immediately.

Emergency Management Plan

In the event of an emergency your responsibilities include:

- Remain on site until excused
- Report to the person who is hosting you for directions, assignment, and questions

During an emergency, remember to:

- Use stairways. DO NOT USE ELEVATORS!
- Know where exits are and what the posted evacuation plan is for your area

If not on site during an emergency:

- Contact the person who will be hosting you for directions

Emergency Codes

Please learn the following codes that are initiated by dialing the emergency number for your region/facility.
When calling from inside the facility, the emergency extension is 7111.

Code Black (Bomb Threat)	▪ If you receive or identify a potential Code Black scenario, contact the emergency notification extension 7111 or call 911 (whichever is applicable to your building). ▪ Suspend use of radios and cell phones. ▪ Assist with reporting and search efforts as directed.
Active Shooter / Active Assailant (REMEMBER: Run/Hide/Fight)	An “active shooter” is an individual actively engaged in killing or attempting to kill people in a confined area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. How to respond to an Active Shooter/Active Assailant: ▪ Evacuate (RUN) – If safe to do so, move to a safe location. ▪ Hide Out (HIDE) – If unsafe to move, shelter in place and take actions to barricade the sheltered location. ▪ Take Action (FIGHT) – As a last resort and only when your life is in imminent danger, take an aggressive action to overcome the shooter. ▪ Notify (CALL) – As soon as it is safe to do so, call extension 7111 or 9-

	1-1.
Code 99 (Weapons Incident, Not an Active Shooter)	A Code 99 is an active threat situation involving a hostage, weapon, and/or less than lethal device. It may be identified by caregivers, patients, and/or visitors If you encounter or suspect an active threat situation involving a hostage, weapon, and/or less than lethal device, activate a Code 99 by calling 7111.
Code Gray (Aggressive Individual)	Initiate a Code Gray when de-escalation techniques by unit/department caregivers have failed. ▪ If in a main hospital, call 7111 and ask the operator to page Code Gray. Provide operator with the location including unit/department, room number, or closet intersecting location. ▪ If in an offsite clinic or area, contact 911 for initial response. Contact Security after 911 has been notified. Security, the House Supervisor/House Coordinator, and Code Gray responders are expected to immediately respond to the Code Gray announcement, if available. Only those caregivers who have received approved intervention training are allowed to respond. The House Supervisor/House Coordinator and Security will assess the situation and determine if further assistance from local Law Enforcement is required.
Code Orange (Hazardous Materials Spill)	Before attempting to clean up any internal hazardous substance release, you must know what the material is. If an incidental spill or leak occurs, take the following actions: ▪ Notify your supervisor. ▪ Follow the spill cleanup directions found on the Safety Data Sheets and obtain the appropriate spill cleanup kit, if applicable. ▪ Obtain and don appropriate personal protective equipment. ▪ Ensure that all substances are absorbed, removed, etc. and placed in a labeled container that is adequate for storing the waste debris. ▪ Contact the Safety Department to identify the best disposal method.
Code Red (Fire)	RESCUE: Rescue all persons in immediate danger, giving priority to patients, and move them to a safe area. Close doors behind you. ALARM: Activate the nearest fire alarm pull station AND report the fire by calling 7111 or 911 (whichever is applicable to your building). Notify dispatch and give exact location of the fire or smoke and describe extent of fire, if known. CONTAIN: Close all doors. EXTINGUISH OR EVACUATE.
Code Amber (Infant / Pediatric Abduction)	Unit/department specific response training will be provided during your orientation. Clinical staff members assigned to work in a PeaceHealth inpatient labor and delivery, nursery, neonatal intensive care, and pediatric units/departments are provided additional training on unique mitigation, prevention, response, and recovery activities for their area. This training is reinforced through drills.
Code Roam (Missing Patient)	If one of your patients/clients is missing, call Security at 7111. In hospital buildings, notification of all onsite caregivers will occur through the use of a

	Code Roam overhead page. - There will be a search of the facility by designated caregivers in an effort to locate the patient/client. - Local law enforcement will be notified if the missing patient or client is at risk of harm to themselves or others.
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Trauma Alert	In the hospital, a Trauma Alert is activated in the ED so that the Trauma Team is alerted to begin receiving patients. You will hear an overhead announcement (example: “Trauma Alert; Trauma Team report to the Emergency Department”), repeated x3.
Code Triage (Critical Incident/Leadership Briefing)	Activating a Code Triage should be done when there is knowledge or validated information of a major compromise to hospital business operations. Reasons to activate a Code Triage are, but not limited to, events such as Mass Casualty Surge Event, major facility compromise, life safety event in or near the hospital. - Leaders will respond to Incident Command for further instructions. - Leaders will communicate the information and mitigation strategies back to their unit/department staff.
Rapid Response Team (RRT)	Call Security at 7111 to activate the RRT if a patient, visitor, or caregiver has: - Respiratory Rate (RR) < 8 or > 30 breaths per minute. - Threatened airway or persistent change in oxygen saturation (SpO2) < 90% with O2. - Acute change in level of consciousness (LOC), lethargy or seizure. - Signs or symptoms of stroke. - Heart Rate (HR) < 40 or > 120bpm. - Systolic Blood Pressure (SBP) < 90 mmHg or > 200mmHg. - Urinary output < 50 ml in 4 hours. - Change in patient coloration: lips, face, or limbs pale, dusky or blue. - Family or staff member worried about patient’s status/condition. - New onset or unrelieved acute pain.
Code Blue	In the hospital, call Security at 7111 to activate a Code Blue if a patient, visitor, or caregiver is not breathing or and/or does not have a pulse. - Provide details, including name of patient, unit/department, location (room number, hallway, etc.) and whether this is an adult or pediatric patient. - You will hear an overhead announcement (example: “Code Blue, ICU”), repeated x3. - A Code Blue team trained in Advanced Cardiac Life Support will respond.

Be sure to check with the person who is hosting you for directions regarding code initiation specific to your assigned unit/department.

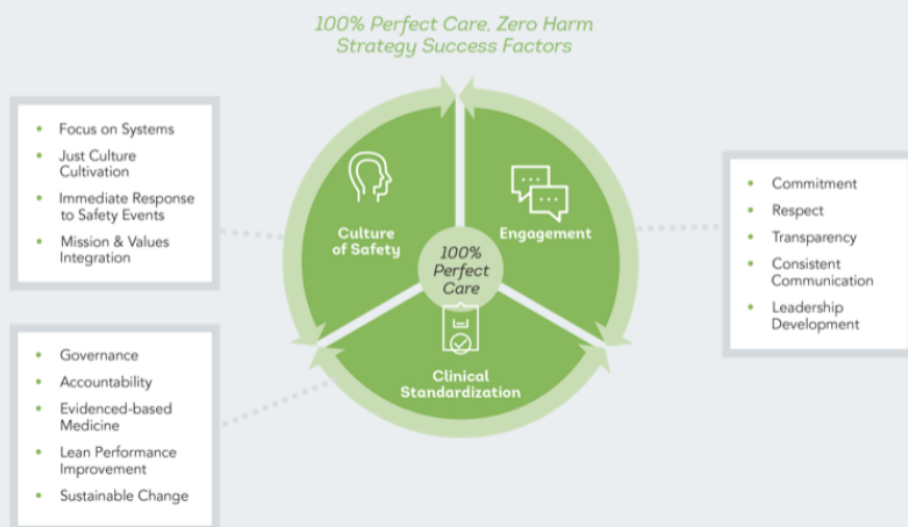
Workplace Violence Prevention

It is the policy of PeaceHealth to provide a safe and non-intimidating work environment.





④ How We Succeed: Success Factors

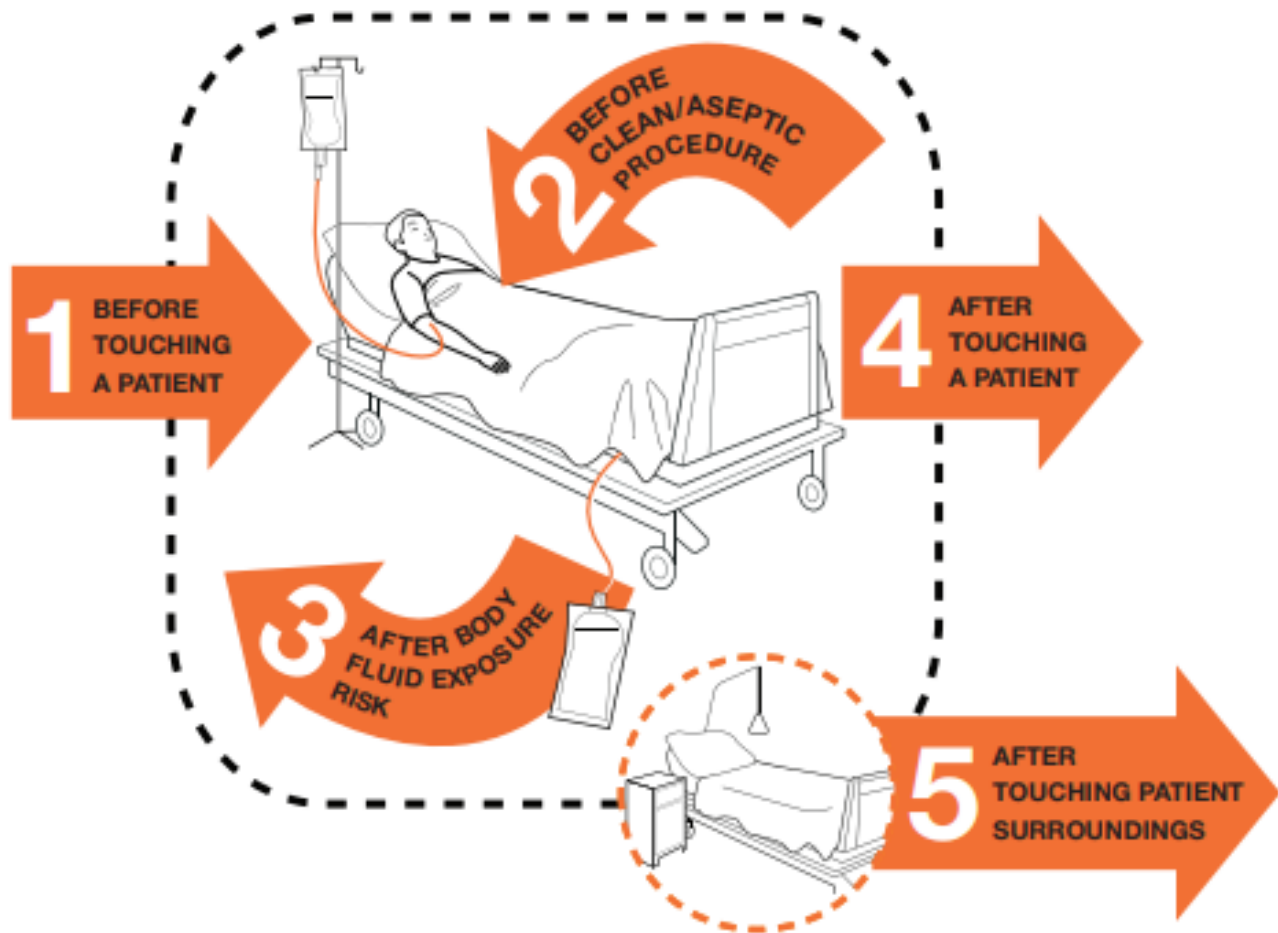


Hand Hygiene

Hand hygiene is a key expectation in patient safety and a PeaceHealth Clinical Excellence Initiative for reducing healthcare associated infections. It is the responsibility of every individual to utilize appropriate hand hygiene practices- every touch, every time.

At PeaceHealth, our hand hygiene program follows the World Health Organization (WHO) and Centers of Disease Control (CDC) standards to “wash-in” or gel when entering a patient room and “wash-out” with either gel or soap and water when leaving. We also use soap and water any time our hands are visibly soiled. These standards help reduce the potential for hospital outbreaks.

Your 5 Moments for Hand Hygiene



Hand Hygiene Technique with Alcohol-based Hand Sanitizer (for when hands are NOT visibly soiled)

Rub the hands together, covering all surfaces of the hands and fingers with antiseptic rub.



Duration of the entire procedure: 20-30 seconds

1a



Apply a palmful of the product in cupped hand, covering all surfaces;

1b



2



Rub hands palm to palm;

3



Right palm over Left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards & forwards with clasped fingers of Right hand in Left palm and vice versa;

8



Once dry, your hands are safe.

Hand Hygiene Technique with Soap and Water (use when hands are visibly soiled or when caring for a patient on Contact Enteric Precautions)

Apply friction and perform washing for at least 20 seconds, making sure you perform all listed movements.



Duration of the entire procedure: 40-60 seconds



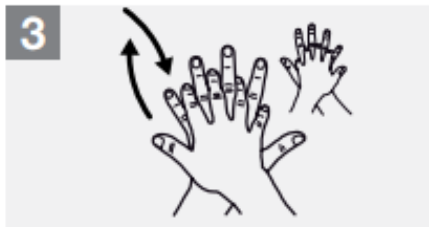
0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



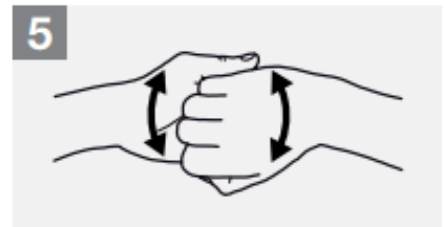
2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



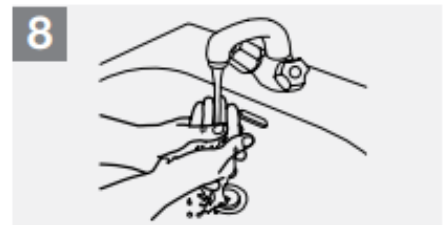
5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



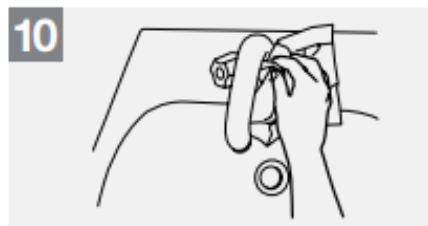
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

Preventing the Spread of COVID-19 and Other Infections

Masking Requirements (Nov. 1, 2025 – March 31, 2026):

- All caregivers, students and observers must wear a facility provided mask during direct patient interactions, ***regardless of their vaccination status.***
- o For a higher level of protection, caregivers, students and observers are welcome to wear their fit-tested N95 respirator mask. Fit tests can be scheduled anytime throughout the year and are required annually. Learn more about [how to self-schedule](#).
- Direct patient interactions include face-to-face contact in our medical centers, hospice houses, clinics and home care settings — like registering a patient, helping someone walk down a hallway, or entering a patient's room.
- Masking is not required:
 - o During incidental contact, such as walking past a patient in the hallway.
 - o In private areas, such as offices, break rooms or in the cafeteria.
 - o Outside of the patient room such as at workstations, unless involved in direct patient interactions.

In addition to hand hygiene, PeaceHealth takes other measures to prevent the spread of infection. For your protection, and the protection of those around you, you must follow all health screening guidelines. A healthcare-approved mask will be provided to you – cloth masks are not permitted.

Facemask Do's and Don'ts

For Healthcare Personnel

When putting on a facemask

Clean your hands and put on your facemask so it fully covers your mouth and nose.



DO secure the elastic bands around your ears.



DO secure the ties at the middle of your head and the base of your head.

When wearing a facemask, don't do the following:



DON'T wear your facemask under your nose or mouth.



DON'T allow a strap to hang down. DON'T cross the straps.



DON'T touch or adjust your facemask without cleaning your hands before and after.



DON'T wear your facemask on your head.



DON'T wear your facemask around your neck.



DON'T wear your facemask around your arm.

When removing a facemask

Clean your hands and remove your facemask touching only the straps or ties.



DO leave the patient care area, then clean your hands with alcohol-based hand sanitizer or soap and water.



DO remove your facemask touching ONLY the straps or ties, throw it away*, and clean your hands again.

*If implementing limited-reuse: Facemasks should be carefully folded so that the outer surface is held inward and against itself to reduce contact with the outer surface during storage. Folded facemasks can be stored between uses in a clean, sealable paper bag or breathable container.

If you are feeling ill, please notify the Center for Medical Education and Research

jrobertson2@peacehealth.org and the person you are observing. Do not enter the facility. Symptoms may include (but not limited to):

- Any GI or other symptoms

- Positive COVID19 test
- Fever of 100°F or higher
- Chills
- Nasal congestion or runny nose
- Sore throat
- Cough
- Shortness of breath
- Nausea, vomiting, and or diarrhea
- Skin rash

Thank You!

Thank you for your interest in spending a day at PeaceHealth. Everything we do is in service to a higher purpose: to work with and help our communities live happier and healthier lives. As you consider your future career goals, we hope that you will keep PeaceHealth in mind as the premier place to work or receive care.