



OBSERVER ORIENTATION MANUAL

**UAB Hospital/Highlands
Ambulatory/HSF Clinics**

SD# 307 Developed Aug 2012 using SD#293r4 Revisions: 5/2016; 7/2016



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Note: UAB Medicine policies, Clinical Guidelines, Patient Care Guidelines, Patient Education Material, Staff Education & Training, Physician privileges, Advance Practice Nurses privileges, Physician Assistant privileges, and more can be found on the Standards & Clinical Resources (SCR) Website. This secured intranet website can be accessed from any UAB Hospital /Ambulatory Clinic Computer.

Those observing five days or longer must be cleared by Employee Health and their sponsor prior to starting orientation or observing.

Welcome!

UAB Medicine is very happy to welcome you.

Our mission statement affirms what we intend to do. Our values statement embodies what we deem to be important. Our strategic imperatives provide focus and direction for the future. Health care is undergoing rapid change to which each of us must respond. To have meaning in our competitive environment, the response must come from a well-coordinated team. Each of us must do our very best to strengthen our team approach to the challenges which face us.

Our commitment to you is to provide a stimulating work environment in the fast changing, ever-challenging world of health care. Our challenge to you is to be the best you can be as a health care professional and to strive for an overall goal of excellence in everything you do.

UAB was built on a foundation of collaboration, innovation, and entrepreneurial spirit.

Our strategic plan is a result of the partnership among the faculty and staff, within the UAB Health System and the UAB School of Medicine, who are critical to our success. It is designed to make UAB Medicine the Preferred Academic Medical Center of the 21st Century (AMC21).

Our plan complements and coordinates with UAB's vision to be an internationally renowned research university and a first choice for education and health care.

To be "preferred" means to be a place where:

- students want to learn;
- faculty and employees want to work;
- patients want to come for quality service and care; and
- donors want to give to better our future.

We are grateful to our leadership and teams of faculty and staff who have dedicated the time, energy, and ideas that brought us this plan. Looking ahead, it is the collective power of all of our faculty and staff that will help us reach our goal of becoming the Preferred Academic Medical Center of the 21st Century. We look forward to this collaborative journey and **thank you for everything you contribute on a daily basis.**

UAB Medicine Administration

Will Ferniany, PhD

CEO, UAB Health System

UAB Medicine Entities

UAB Medicine wraps our teaching, research, and clinical care mission together under one banner. It says to the communities and regions that we serve that our same quest for finding new treatments can also be found in our commitment to providing innovative care. It also promises that UAB's team of world-renowned researchers, educators, and clinicians will work together to make UAB the preferred choice for compassionate care in a quality setting.

UAB Medicine comprises:

- **UAB School of Medicine:** clinical and Joint Health Sciences departments and centers
- **UAB Medicine Hospitals:** UAB Hospital, UAB Hospital Highlands, UAB Spain Rehabilitation Center, UAB Center for Psychiatric Medicine, UAB Hospital Women & Infants Center, and UAB Callahan Eye Hospital
- **UAB Medicine Outpatient Facilities:** The Kirklin Clinic of UAB Hospital, The Kirklin Clinic at Acton Road, and associated clinics in the Birmingham area.
- **Practice Plans:** Health Services Foundation, Valley Foundation, and Ophthalmology Services Foundation

Our Mission

To improve the health and well-being of society, particularly the citizens of Alabama, by providing innovative health services of exceptional value that are patient- and family-centered, a superior environment for the education of health professionals, and support for research that advances medical science.

Our Vision

The UAB Health System will enhance its role as a preeminent and well-integrated clinical enterprise, recognized as a leader in the advancement of medical science and the delivery of health-related services that are patient- and family-centered. With the School of Medicine, the Health System will create highly innovative, well-coordinated interdisciplinary services and partnering relationships that serve as a model for health education and service delivery.

Strategic Imperatives

Our strategic plan, "AMC21", is our roadmap to becoming the preferred Academic Medical Center of the 21st Century: where we are the place patients want to come for care, employees want to work, faculty want to practice and conduct research and students want to learn. Our goals and strategies, aligned across UAB Medicine, fall within four main pillars of focus: Engagement, Quality, Finance, and Advancement of Knowledge. Along with a strong foundation of alignment and integration, innovation, excellence, signature programs, population health and system development, we are poised to become the preferred AMC.

Our Core Values

- Own it. Be accountable, take action, and make it happen.
- Do right. Follow through, work with principles, and do no harm.
- Always care. Listen with empathy, be compassionate, and support those in need.
- Work together. Think win-win, build consensus, and play your role on the team.

Always Care + Own It + Do Right + Work Together = Excellence

University of Alabama at Birmingham Enterprise

CODE OF CONDUCT

October 1, 2011

Background

The University of Alabama at Birmingham (UAB) Enterprise is committed to conducting its affairs in ways that promote mutual trust and public confidence. All members of the UAB community are responsible for sustaining the highest ethical standards of excellence, integrity, honesty, and fairness and for integrating these values into teaching, research, patient care, business practices, and other services. Ethical conduct is a fundamental expectation for every UAB community member.

Scope

The UAB Enterprise consists of multiple legal entities engaging in activities in support of its tripart educational, research and patient care mission. Recognizing that the entities pursue various lines of business, the entities comprising the UAB Enterprise will adopt the standards set forth in this Code of Conduct individually. All entities that have adopted these standards are collectively referred to here as "UAB." This Code of Conduct applies to all members of the UAB community, including faculty, staff, volunteers, contractors, agents, affiliates, and others providing services to UAB or on behalf of UAB.

Students or trainees taking courses, attending classes, or enrolled in academic programs are expected to adhere to UAB policies governing academic and non-academic conduct. These student-oriented policies support and reflect the standards of conduct expected of other members of the UAB community described in this Code of Conduct. Residents and fellows are considered to be employees for purposes of the code and are expected to uphold its standards like other faculty and staff.

Standards of Conduct

The UAB Code of Conduct is a shared statement of commitment to uphold the ethical, professional, and legal standards used as the basis for daily and long-term decisions and actions. Adherence to its spirit, as well as its specific provisions, is critical to UAB's continued success. Each member is individually accountable for his or her own actions, and the UAB community is collectively accountable for upholding these standards of behavior and for compliance with applicable laws and policies that guide UAB's work.

Members of the UAB community commit to the following eight standards:

1. Provide quality education, research, healthcare, business interactions, and other services

UAB is committed to providing outstanding, high-quality services to our students, patients, families, visitors, business partners, colleagues, affiliates, and the community, whether those services are provided through teaching, research, patient care, or business interactions. In performing duties, UAB community members are expected to:

- Act with high ethical and professional standards of conduct;
- Be honest in performing one's duties, with no exceptions;
- Ask questions and request assistance when information is needed to properly perform one's duties;
- Be personally accountable for one's actions and admit mistakes when they occur;
- Be aware of UAB's obligations towards all stakeholders;
- Conscientiously fulfill obligations towards all stakeholders; and
- Communicate to others ethical standards of conduct and responsibilities under this Code of Conduct through instruction and example.

UAB community members **are not** to:

- Fabricate information;
- Change or knowingly omit information to misrepresent events, circumstances, results, or outcomes in relevant records; or
- Take credit for another's work or work product as one's own without permission.

With respect to teaching and research, UAB community members are expected to:

- Promote academic freedom, including the freedom to discuss all relevant matters in the classroom and to explore all avenues of scholarship, research, and creative expression;
- Propose, conduct, and report research with integrity and honesty;
- Protect people and humanely treat animals involved in teaching or research;
- Undertake human subjects research only in accordance with approved protocols;
- Learn, follow, and demonstrate accountability for meeting requirements of regulatory bodies, sponsors, and partners;
- Faithfully transmit research findings;
- Protect rights to individual, UAB, and third-party intellectual property;
- Ensure originality of one's work and provide credit for the ideas of others upon which work is built;
- Be responsible for the accuracy and fairness of information reported and/or published; and
- Fairly assign authorship credit on the basis of significant contributions.

With respect to patient care, UAB community members are expected to:

- Provide the highest quality of care by reaching for excellence;
- Do the right thing, at the right time, for the right person and have the best possible result; and

- Partner innovative medicine and technology with compassionate care that is safe, effective, patient-centered, timely, efficient, and equitable.

2. Treat individuals with respect

UAB is an institution dedicated to tolerance, diversity, and respect for differences. Central to that commitment is the principle of treating each UAB community member and those we serve with respect.

UAB community members are expected to:

- Be respectful, fair, and civil;
- Value diversity of opinion and contributions of others;
- Avoid all forms of harassment, illegal discrimination, threats, or violence;
- Provide equal opportunity for access to programs, facilities, and employment; and
- Promote conflict resolution.

3. Comply with applicable laws, regulations, and policies

UAB is committed to sustaining a culture of trust, ethics, and compliance in which legal requirements are met and individuals are comfortable raising concerns to the appropriate individuals when they have a good faith belief that actions of individuals or an entity within the UAB Enterprise are not consistent with laws, regulations, policies, or standards. Additionally, UAB leadership is committed to maintaining the community trust by ensuring appropriate actions are taken to resolve non-compliance. UAB community members are expected to:

- Learn and follow the rules, laws, regulations, contracts, and UAB policies and procedures applicable to one's UAB work or activities;
- Be proactive to prevent and detect compliance violations;
- Report suspected compliance violations through standard management channels, beginning with one's immediate supervisor, instructor, or advisor or, if not appropriate because of that individual's involvement, to a higher level of management within one's unit, department, school, or entity, to Human Resources, to a compliance officer, or to the Ethics Matters Hotline; and
- Ensure that reports of suspected compliance violations within one's area of responsibility are properly resolved.

4. Use confidential information responsibly

UAB community members are creators and custodians of various types of confidential, proprietary, and private information. Each UAB community member is required to comply with federal and state laws and regulations agreements with third parties and UAB policies pertaining to the use, protections, and disclosure of such information. UAB community members are expected to:

- Learn and follow all laws, UAB policies, and agreements with third parties regarding access, use, protection, disclosure, retention, and disposal of public, private, and confidential information;
- Respect the privacy of all information records, whether student, employee, or patient;
- Follow document retention and disposal policies;
- Maintain information security using appropriate electronic and physical safeguards; and
- Fulfill any applicable requirements when one's relationship to UAB is terminated.

5. Acknowledge and appropriately manage conflicts of interest

UAB community members who are UAB faculty and staff owe their primary professional allegiance to UAB and its mission to excel in the highest levels of education, patient care, research, and scholarship. UAB community members have an obligation to be objective and impartial in making decisions on behalf of UAB. External professional activities, private financial interests, or the receipt of benefit from third parties can cause an actual or perceived conflict between UAB's interests and an individual's private interests. UAB community members are expected to:

- Accept benefits, awards, and prizes from external entities only in accordance with established UAB policies and standards;
- Disclose relationships with third parties, such as consulting, board membership, or professional services, in accordance with UAB's process to ensure objective judgment in purchasing, research, and other UAB business and to identify any potential or actual conflicts of interest;
- Adhere to any management plans created to manage conflicts of interest; and
- Ensure one's personal relationships do not interfere with objective judgment in decisions affecting UAB employment or academic progress of any UAB community member.

6. Safeguard and accurately account for UAB resources

UAB is dedicated to responsible stewardship. UAB resources must be used for UAB business purposes and not for personal gain. All UAB accounts, financial reports, tax returns, expense reimbursements, time sheets, and other documents including those submitted to government agencies must be accurate, clear, and complete. All entries in UAB records must accurately reflect each transaction. UAB community members are expected to:

- Use UAB property, equipment, finances, materials, electronic and other systems, and other resources only for UAB purposes;
- Prevent waste and abuse;
- Promote efficient operations;
- Follow appropriate protocols for obligating UAB entities by contract/agreement;
- Follow sound financial practices, including accurate inventory accounting, financial reporting, responsible fiscal management, and internal controls; and

- Engage in appropriate accounting and monitoring.

7. Provide a safe environment

UAB community members have a shared responsibility to ensure a safe, secure, and healthy environment for all UAB students, patients, faculty, staff, volunteers, and visitors. UAB community members are expected to:

- Promote personal safety and follow safe workplace practices, including participating in applicable education sessions, using appropriate personal safety equipment, and reporting accidents, injuries, and unsafe situations;
- Maintain security, including securing UAB assets;
- Report suspicious activities; and
- Protect the environment, including carefully handling hazardous waste and other potentially harmful agents, materials, or conditions.

8. Document, code, bill, and collect in accordance with applicable rules and regulations

As a comprehensive research enterprise and academic medical center, UAB must coordinate activities to ensure that clinical services and sponsored projects are billed appropriately and in compliance with relevant laws, regulations, and contractual obligations. UAB community members are expected to:

- Provide medically appropriate goods and services to the patients UAB serves;
- Render services within the scope of federal, state, and professional licensure guidelines and applicable staff by-laws;
- Substantiate goods and services provided with complete and accurate documentation in the medical record; and
- Accurately code and bill for services based on current payer and government standards.

Adherence to this code requires UAB community members to bring suspected violations of applicable laws, regulations, policies, and standards to the attention of the appropriate office. UAB treats every notice of suspected compliance violation very seriously and considers reports of suspected noncompliance to be a service to UAB. Reporting a compliance concern in good faith will not jeopardize one's employment. No such protection is extended to UAB community members reporting in bad faith.

UAB prohibits UAB community members from retaliating or allowing retaliation against another community member for reporting activities suspected of violating laws, regulations, contractual obligations, or UAB policy.

Confirmed violations of this Code of Conduct will result in appropriate consequences for the violators, up to and including termination of employment or other relationships with UAB.



UAB/UABHS HIPAA Privacy and Security

UAB/UABHS Covered Entities

All employees, students, and volunteers of the covered entities must comply with HIPAA regulations.

UAB CAMPUS

- School of Dentistry
- School of Health Professions
- School of Nursing
- School of Optometry
- Joint Health Sciences Departments
- Education's Community Clinics
- UAB Health Plans

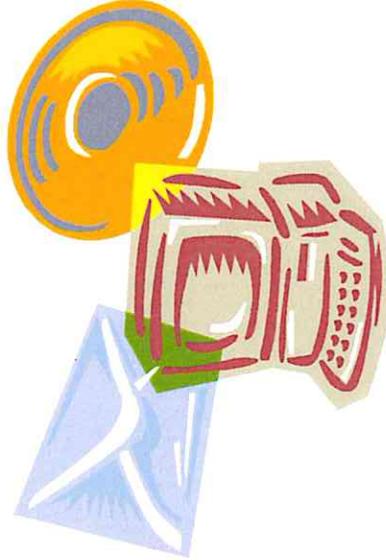
UAB MEDICINE

- UAB Hospital, including Highlands campus
- The Kirklin Clinic of UAB Hospital
- UA Health Services Foundation
- School of Medicine
- Callahan Eye Hospital & Clinics
- VIVA Health
- Ophthalmology Services Foundation
- Medical West

- ◆ UABHS is glad to provide opportunities in support of your healthcare training and experience. However, you must respect our rules and procedures and, most especially, the privacy of our patients and the confidentiality of their information.
- ◆ All information about patients is considered confidential whether it is on paper, in a computer, or spoken. This includes name, address, birth date, social security number, and any other personal information. It also includes the reason the patient is in the hospital or clinic, the treatments and medications the patient is receiving, and details about past health conditions. Revealing any of this information to someone who does not need to know it violates the patient's confidentiality and is illegal.
- ◆ During your time with us, you may be exposed to confidential patient information, known as protected health information or PHI. Do not share that information with anyone.
- ◆ If you must view patient information to perform a UAB business-related task—similar to jobs performed by doctors, nurses, admitting and billing personnel, and other healthcare providers, then that access to patient information is allowed. However, access only the minimum amount of patient information necessary to fulfill your UAB business-related task.
- ◆ If you do not need patient information to do your UAB work, then you should not view or access patient information in any form.
- ◆ If you witness any activity that places the privacy of our patients at risk, report it to your sponsor or other UAB official.
- ◆ Do not photocopy PHI or download PHI onto your laptop, personal computer, thumb drive, or other electronic media.
- ◆ Do not include PHI in presentations or other assignments. PHI data elements include patient name, date of birth, address, phone number, social security number, photographs, and any other information that might identify the patient.
- ◆ Do not relate any information about your work or experiences at UAB on social networking sites like Face Book, Twitter, Instagram and Snapchat — even if you do not mention names.
- ◆ After you complete your training experience at UAB, you are not allowed to take any PHI with you.
- ◆ Before beginning your training or health care experience at UAB, you must read and sign the UAB confidentiality statement. Please submit the signed document to your UAB sponsor or other UAB official.
- ◆ Depending on your assignment, you may be asked to complete the UAB/UABHS HIPAA Privacy and Security Training.
- ◆ If you have questions, consult your UAB sponsor or other UAB official.



Patient Privacy and Confidentiality for Healthcare Visitors and Observers



Information You Need to Know

Observer Orientation

- ◆ UAB (meaning the UAB campus, the UAB Health System, and the UA Health Services Foundation) is glad to provide opportunities in support of your healthcare training and experience. However, you must respect our rules and procedures and, most especially, the privacy of our patients and the confidentiality of their information.
- ◆ All information about patients is considered confidential whether it is on paper, in a computer, or spoken. This includes name, address, birth date, social security number, and any other personal information. It also includes the reason the patient is in the hospital or clinic, the treatments and medications the patient is receiving, and details about past health conditions. Revealing any of this information to someone who does not need to know it violates the patient's confidentiality and is illegal.
- ◆ During your time with us, you may be exposed to confidential patient information, known as protected health information or PHI. Do not share that information with anyone.
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- ◆ If you have questions, consult your UAB sponsor or other UAB official.

UAB MEDICINE

Policies and Education

Smoking Policy: Smoking, including Vape smoking, is not permitted in any building owned or leased by UAB Health System except in designated areas.

Personal Appearance (Dress Code) and Code of Conduct Policy: UAB Health System wants to ensure that it projects an image of professionalism, cleanliness and safety to our patients, visitors and employees at all times. It is our belief that the dress/appearance of staff promotes a positive, professional image that projects a caring atmosphere to patients and others.

We place a high degree of importance on establishing and maintaining an atmosphere of courtesy, respect, and concern for each customer – patient, family members of our patients, visitors, physicians, and co-workers – so that all persons have a favorable perception of UAB Medicine.

Cell Phones, Walkie-Talkies, and Wireless System Use Policy:



- ⊗ At no time shall a camera phone be in use in patient care areas.
 - ⊗ Taking a photograph of patients or staff is prohibited.
 - ⊗ Failure to comply is a breach in confidentiality and may result in termination.
- ⊗ Use of transceivers will be prohibited within less than three (3) feet of any patient care equipment in critical care areas.

Social Media Policy: All use of Internet and wireless technologies and social computing on behalf of UAB Medicine must comply with all applicable policies and procedures governing UAB Medicine operations and employee conduct, including, but not limited to, HIPAA and confidentiality policies; workplace behavior policies; and conflict of interest/commitment policies.

Unacceptable Use: Creating, exchanging, publishing or otherwise distributing in public forums and open communication tools to third parties (for example, via Web e-mail, Instant messaging, blog postings, chat rooms, Facebook, Twitter, Instagram, Snapchat virtual representatives and more) any of the following:

- Product advertisements or political lobbying or religious promotions.
- UAB confidential information to unauthorized people or violating UAB's data protection policy. Otherwise using the Internet in a way that increases UAB's legal and regulatory liability.
- Unprotected healthcare data and personally identifiable consumer data that would violate U.S. Health Insurance Portability and Accountability Act and Gramm-Leach-Bliley Act regulations. Exceptions may be authorized by the employee's supervisor, and in conjunction with use of a UAB-approved e-mail encryption service.

Patient Rights and Responsibilities All patients have certain rights and responsibilities and all patients or their representatives should be informed of those rights upon admission in order to ensure understanding between the patient and the staff and provide the patient the ability to make informed treatment decisions.

With this said, patients have the right to request individuals be prohibited from coming in contact with them while they are hospitalized. For example, they may request the identity of all persons present in the operating room suite. If a faculty member or student is to be present during that operation, the patient has the right to deny their presence in the operating room suite.

**Full copies of the latest version of these policies can be provided by your sponsor.*

UAB MEDICINE

Infection Prevention and Control

Note: Guidelines in this section are for awareness. Observers will not engage in direct patient care.

Healthcare-associated infections are infections that patients acquire during the course of receiving treatment for other conditions within a healthcare setting. Healthcare-associated infections are one of the top ten leading causes of death in the United States.

Standard Precautions

Patient Safety is one of our top priorities. Illnesses may be spread by direct contact or by airborne methods. In the interest of safety for our patients and infection prevention, help prevent the spread of any common childhood or community illnesses. We ask those entering our facilities to do a self-screening. If you have any of the following, please consider rescheduling your time with us:

- A new cough (not associated with your current illness)
- Fever
- Shortness of breath (worse than usual)
- Severe headache (worse than usual)
- Unexplained muscle aches
- Unexplained extreme fatigue
- Vomiting and/or diarrhea

PRECAUTIONS

- Consider all patients potentially infectious
- Use appropriate barrier precautions at all times
- If it's wet don't touch it or let it touch you without "Personal Protective Equipment (PPE).

Universal Respiratory Etiquette

Cover Your Cough

- Cover your mouth and nose with a tissue when you cough or sneeze or cough or sneeze into your upper sleeve, not your hands.
- Put your used tissue in a waste basket
- You may be asked to put on a surgical mask to protect others.

Clean Your Hands after coughing or sneezing.

- Wash your hands with soap and water or clean your hands with alcohol-based hand cleaner.



Hand Hygiene – Infection Prevention is a “Hands On” Business

UAB encourages frequent hand washing for all its staff, patients, and visitors.

- We provide alcohol based hand rub in all patient care areas.
- We encourage you to remind anyone to wash their hands.

Recommended Hand Hygiene Technique:

- When using soap and water for hand hygiene hands should be washed for 15 seconds.
- Must use soap and water when hands are visibly soiled and after using the restroom.

Alcohol-Based Hand rubs: are readily available throughout our facilities.

Fingernails and Artificial Nails:

- Natural nail tips are **not to exceed ¼ inch** (CDC Guidelines).
- Artificial, wrapped and/or overlay nails of any kind **are prohibited** for staff working in clinical / patient care areas.

Partners In Your Care Program

Encourage patients to become involved in their care & ask "Have you cleaned your hands?" before worker cares for them.

The correct answer:

- 1) Yes, I have
OR
- 2) No, I forgot, thanks for reminding me



Infection Protection

- Don't Get Stuck with sharps, **Always** assume there may be a hidden sharp in trash, linens, etc. Don't compress trash with your hands or feet.
- Wash/clean your hands often while at work
- Keep your hands away from your face to the extent possible while at work



Blood/Body Fluid Exposures

- Immediately wash the exposure site with soap and water or plain water or saline for mucous membranes.
- Report exposures to employee health & supervisor.
- Fill out incident report.

⇒**Note:** Notify the Manager of the unit/area of the event.

Isolations Signs Posted on Door or Area?

- As an observer, do not enter rooms or areas that have Isolation Signs.

Environment of Care

The UAB Environment of Care is comprised of the following eight disciplines:

- | | |
|-------------------------------|--------------------|
| ▪Safety | ▪Life Safety |
| ▪Security | ▪Medical Equipment |
| ▪Hazardous Materials & Wastes | ▪Utility Systems |
| ▪Emergency Preparedness | ▪Infection Control |

[Your sponsor can provide you more details on these topics via the SCR Website]

Safety

Hazardous Materials and Waste

- There are three main categories of Hazardous Waste:
 - Chemical
 - Radioactive
 - Biological

Emergency Management

- Your role in the implementation of a disaster plan will be dependent on your unit's role and the nature of the emergency.

Disaster codes: When you are in our buildings, you may hear a variety of Emergency Codes in which staff will respond: **Follow the directions of your sponsor.**

Alert Codes: are used to notify the staff of emergencies. The alert codes and "all clear" signals are announced by an "over-head" page.

- Emergency Code Red for Fire = We use the **R.A.C.E.** method for responding to a Fire:

R – **Rescue** anyone from immediate danger

A – **Alarm**, pull the fire alarm next to the exit, dial 934-0001, at CEH dial ext #500

C – **Confine**, the fire, close the door where the fire is located

E – **Evacuate and/or Extinguish** (P.A.S.S.)

Note: If you are in an area where an Emergency Type F is called, follow the directions given you by UAB staff.

Security:

Wear your badge at all times.

Firearms and ammunition are prohibited on UAB property

Population Specific

UAB acknowledges the steadily increasing diversity of our patient/resident population and the workforce in the United States has heightened awareness that all health care providers need to be more skilled in understanding and responding to differences.

- Race, age, gender, disability, religion, personality style, language, sexual orientation, and other cultural and socioeconomic factors influence health promotion and help-seeking behaviors.
- Health care organizations are committed to creating an environment that is respectful of differences and consistently uses behaviors that communicate respect.
- All health care providers, including health profession students, must learn to recognize, respect and work with health recipients across different developmental stages; from different cultures and with different values, beliefs, practices and rituals. This will eliminate barriers to the delivery of health care and generate improved, measurable outcomes.

Cultural Diversity

Bringing Together the Values: Work Together & Always Care

UAB is committed to employee and customer diversity and a working environment that is positive and inclusive. We consider diversity as the full range of human difference and the potential that each individual contributes. Included in this range are many differences including race, gender, ethnicity, age, culture, national origin, religious belief, physical ability, sexual orientation, socioeconomic class, lifestyle preference, political conviction and many other differences.

Why Should We Value differences?

Individual differences should be recognized, accepted, and valued. Why?

Because these differences offer great advantages and opportunities for all of us, not only in our work but in our personal lives as well.

Valuing diversity is a way of helping people think through their assumptions and beliefs about all kinds of differences. It is a way of increasing a person's growth and development. Key points:

1. Act in a way that shows you acknowledge and respect differences.
Not everyone will have the same opinion or reach the same solution as you do. It is important to respect the contributions of different individuals and be flexible whenever possible.
2. Communicate openly and clearly.
When communication breaks down from a language barrier or other problems, try asking questions – questions that require more than a yes or no answer – to get all the information you need.
3. Your words and actions could be misinterpreted.
While the other person in a situation should be trying to listen without making assumptions about what you have to say, it is up to you to bridge any communication gap.
4. Your words and actions could intensify the conflict. Ask yourself, am I acting in a way that shows I acknowledge and respect differences?
Communicate clearly and ask open-ended questions to get the information you need. Make sure that your words or actions are not being misinterpreted.
5. Your attitude could be hindering your effectiveness.
You must start somewhere. So start with checking your own attitude about differences. See how you really feel. Be honest with yourself. Then decide on an action plan if you need one.

Remember: You know that some actions speak louder than words. Consider what is necessary for success and put aside personal feelings when they are not going to help to achieve success.

Additional training can be found Online at www.uab.edu/equityanddiversity/

ACCIDENTS / INJURIES

Accidents/injuries should be reported as soon as possible to your supervisor. If medical treatment is needed or advised, you should report to the hospital Emergency Department.

DRUG FREE WORKPLACE

Unlawful possession, use, manufacturing, distribution, dispensing of illegal drugs, controlled substances, or alcoholic beverages by any individuals is prohibited.