

NON-EMPLOYEE ORIENTATION AND TRAINING HANDBOOK

This document should be given to all
Denver Health & Hospital Authority
non-employee team members.

Revised March 2020



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INTRODUCTION

DENVER HEALTH & HOSPITAL AUTHORITY (DHHA) is committed to having a team that is appropriately trained to work at our facilities. This manual is for any non-employee team member that performs services for DHHA for orientation and training purposes. We define non-employee categories as follows:

CATEGORY	DESCRIPTION														
Affiliates	Staff from organizations with Affiliation agreements with DHHA who are support staff. An example is educators working for an affiliated organization.														
Board of Directors	<ul style="list-style-type: none"> Denver Health & Hospital Authority Board of Directors Denver Health Medical Plan Board of Directors Community Health Clinic Board of Directors Denver Health Foundation Board of Directors 														
Short Term Business Contractors	<p>Any contractor (working at a DHHA location or remote) for a limited duration that is not part of an affiliated group that has access to billing, coding, or other revenue cycle information, patient care areas, the electronic medical record system or any system containing patient information. Example include:</p> <table border="0"> <tr> <td>Facilities Operations</td> <td>Consultants</td> </tr> <tr> <td>Construction</td> <td>Auditors</td> </tr> <tr> <td>Short-term IT Contractors</td> <td>Couriers</td> </tr> </table>	Facilities Operations	Consultants	Construction	Auditors	Short-term IT Contractors	Couriers								
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Construction	Auditors														
Short-term IT Contractors	Couriers														
Staffing Services	<p>Any contractor (clinical or non-clinical, excluding medical staff) that provides services on any DHHA campus providing care or other services to patients or working in patient care areas such as:</p> <table border="0"> <tr> <td>Agency Medical Interpreters and translators</td> <td>Valet</td> </tr> <tr> <td>Staffing services company</td> <td>Security</td> </tr> <tr> <td>Travelers, Therapists (Occupational, Physical, Respiratory, Audiology, Speech and Language Pathology)</td> <td>Sheriffs</td> </tr> <tr> <td>Food Services</td> <td>Non-Employed researchers</td> </tr> <tr> <td>Donor Alliance</td> <td>Off-site coders</td> </tr> <tr> <td></td> <td>Surgical Techs</td> </tr> <tr> <td></td> <td>Dialysis service providers</td> </tr> </table>	Agency Medical Interpreters and translators	Valet	Staffing services company	Security	Travelers, Therapists (Occupational, Physical, Respiratory, Audiology, Speech and Language Pathology)	Sheriffs	Food Services	Non-Employed researchers	Donor Alliance	Off-site coders		Surgical Techs		Dialysis service providers
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	Dialysis service providers														
Medical Staff	<p>Medical Staff professionals contracted to provide direct patient care:</p> <ul style="list-style-type: none"> Medical Doctors (MDs) Doctors of Osteopathy (DOs) Doctors of Dental Surgery (DDSs) Doctors of Psychology (PsyDs) Psychologists, Doctors of Philosophy (PhDs) Physician Assistants Licensed Clinical Social Workers Advance Practice Nurses (APNs) 														
Volunteers	Volunteer staff for DHHA including medical staff.														

CATEGORY	DESCRIPTION
STUDENTS/INTERNS	
Trainees/ Apprenticeships/ Students - Clinical	<p>Students completing training at DHHA through contracted, formalized medical education programs and who will be interacting with patients, such as:</p> <ul style="list-style-type: none"> Residents, Fellows (including visiting) Medical Students Dental Students PA Students International Trainees Post Graduate (non-physician) Nursing Students Non-medical post grad interns (ASL, PT, OT, SLP, RT, Psych, Pharmacy, etc.) Denver Health & Hospital Authority Emergency Medical Technicians Administrative Students and Fellows

This handbook applies to non-employee “**Team Members**” who provide services at DHHA. Team Members do not include visitors to DHHA (e.g., friends and family of patients; people attending conferences or educational sessions offered to the community and the health care/business community in general; the media, vendors and sales representatives; external reviewers and observers or job shadows here to look at some aspect of DHHA operations).

INSTRUCTIONS

The purpose of this handbook is to provide non-employees with an overview of conducting services at Denver Health & Hospital Authority. The handbook provides a brief outline of the policies and procedures of DHHA that are critical to the safe and compliant operation of the Denver Health organization. Information in this handbook may be supplemental to any specific procedures, project guidelines or other written scope of services that may be part of a non-employee’s contract or agreement to perform services for DHHA. As a non-employee performing services for DHHA, you are responsible for the following:

1. Read this entire document
2. Sign all forms at the end of this package including:
 - Signature page
 - User Agreement (if accessing DHHA systems)
3. Please refer all questions to the manager of the unit to which you are assigned or the DHHA representative or staff owner listed in your contract with Denver Health & Hospital Authority (hereinafter referred to as your “Staff Owner”)
4. Return all completed forms to your appropriate DHHA contact/Staff Owner.

ABOUT DENVER HEALTH & HOSPITAL AUTHORITY

Denver Health & Hospital Authority is a comprehensive, integrated organization providing Level One care for all, regardless of ability to pay. Twenty-five percent of all Denver residents, or approximately 220,000 individuals, receive their health care at DHHA. DHHA physicians care for one in three children in Denver as well.

As Colorado's primary safety net institution, DHHA has provided billions of dollars in uncompensated care. DHHA is an integrated, efficient, high-quality health care system serving as a model for other safety net institutions across the nation.

Denver Health & Hospital Authority (the "Authority") was created by the Colorado legislature as a corporate body and political subdivision of the State of Colorado pursuant to Colorado Revised Statutes § 25-29-101, et seq. (the "Act"). The Authority began operations on January 1, 1997 after having separated from the City and County of Denver ("the City"). On January 1, 1997, the City transferred substantially all of the health care programs, services and facilities of the City's former Department of Health and Hospitals to the Authority. An eleven-member Board of Directors that is responsible for the operation of the Authority's health system, including the Denver Health Medical Center, governs the Authority.

MISSION

- Provide access to the highest quality health care, whether for prevention, or acute and chronic diseases, regardless of ability to pay;
- Provide life-saving emergency medicine and trauma services to Denver and the Rocky Mountain region;
- Fulfill public health functions as dictated by the Denver Charter and the needs of the citizens of Denver;
- Provide health education for patients;
- Participate in the education of the next generation of health care professionals; and
- Engage in research, which enhances our ability to meet the health care needs of Denver Health & Hospital Authority system patients

PROVIDING SERVICES FOR DENVER HEALTH & HOSPITAL AUTHORITY

Authorization Process

Our non-employee Team Members perform many different tasks and work for many different employers. In general, all non-employees should be performing services for DHHA pursuant to a contract, affiliation agreement or volunteer placement and must be properly vetted and authorized before providing services to DHHA. This includes, but is not limited to, verification of background checks, licensure/certification and proof of adequate insurance/liability coverage. Your Staff Owner will make sure you have the appropriate system access and the necessary training and general orientation to our facility applicable to the services you will be providing. All non-employee Team Members should meet with their Staff Owner prior to the start of their assignment so that paperwork and orientation materials can be completed.

Healthy Screening Procedures

You are to refrain from coming to the hospital or other DHHA care locations if you have any symptoms suggesting you might have a contagious health concern. All non-employees must have a health screening form filled out by their provider and submitted to their Staff Owner prior to starting at Denver Health & Hospital Authority. The Center for Occupational Safety and Health (COSH) at DHHA cannot provide health-screening services for you.

Scope of Services Provided

As a non-employee, you may have a job description or a contractual agreement that identifies the requirements and essential functions of the position to be performed or details the scope of services to be provided. In addition to the supervision and direction of your employer, when you perform services on site at DHHA, your Staff Owner will oversee the quantity and quality of the services you provide.

If you provide direct patient care, you are expected to demonstrate population-specific competencies and knowledge of abuse and neglect recognition. Your Staff Owner will provide you with additional information about population-specific competencies as they apply to your position. In accordance with applicable standards and regulations, you may be evaluated during and/or at the end of your assignment.

Identification Badges

All non-employees working at a DHHA location must wear an identification badge while on site. ID Badges should be worn above the waist. Your ID badge will identify your contractor status and will be issued by the DHHA Security Department at the start of your assignment. When your assignment ends, you must return your ID badge to your Manager or Staff Owner, who will return it to the Security department.

Parking

Parking by permit is required to use hospital parking lots. Non-employees may be eligible for parking permits and may contact their Staff Owner or the DHHA Engineering office at [303-602-2420](tel:303-602-2420) for specific information. Non-employees with access to DHHA's system may also visit the Engineering webpage on The Pulse. Engineering hours of operation are Monday - Friday, 7:00am to 4:00pm. Special parking arrangements for physical impairment are also handled by Engineering. In addition, bicycle parking racks are located outside in various locations on the DHHA campus.

TRAINING

Annual Training

As a non-employee, it is your responsibility to become adequately prepared for performing services on DHHA's premises by reading this document, the Code of Conduct and completing orientation in the department(s) where you will be working. You may be required, depending on the services you are providing to DHHA, to complete "Annual Training" as well. Your Staff Owner will let you know if this is required for you and what to do. The Annual Training addresses the following topics: Code of Conduct, Environment of Care, Infection Control and Quality/Patient Safety. Additional topics or modules may be required from year to year. Your Staff Owner will assist you with this training. If you have questions, please contact the DHHA Human Resources Department.

COMPLIANCE

At Denver Health & Hospital Authority, we believe in doing the right thing, the first time, every time. The Enterprise Compliance Program and the DHHA Code of Conduct set the ethical tone for all work performed at DHHA. Denver Health & Hospital Authority's Policy is to promote ethical behavior and to act in accordance with Federal, State and Local laws and regulations. As a non-employee Team Member performing services for DHHA, the same is expected of you. If you encounter situations in performing your services that aren't addressed by The Code of Conduct, consult your Staff Owner or reach out to the Enterprise Compliance Services team for guidance and support. You will be given access to the DHHA Code of Conduct and any applicable policies and procedures required for you to perform your services. Your Staff Owner will assist you in locating these documents.

Your failure to comply with the law and all applicable policies, procedures, principles and practices and the DHHA Code of Conduct provisions when performing services for DHHA may result in your removal from DHHA's premises, termination of your contractual relationship with DHHA and/or possible civil or criminal charges.

We count on you to be the eyes and ears for the organization and identify when there are situations and behaviors that do not align with doing the right thing. You are expected to speak up and report any wrongdoing that could put the organization, our patients, or members at risk. At Denver Health & Hospital Authority you are protected from retaliation or retribution for voicing your concerns.

You have many resources to use to ask for help or report concerns:

- Speak with your Staff Owner, other Leaders in the Organization, or a DHHA Human Resources representative.
- Call the DHHA ValuesLine at [1-888-273-8452](tel:1-888-273-8452) or report using the ValuesLine Web Report denverhealth.ethicspoint.com. The ValuesLine is available toll-free 24/7. You can make an anonymous report to a trained professional that is not a DHHA employee.
- Access DHHA's Enterprise Compliance Services Pulse sub site for more information or contact Enterprise Compliance Services. For DHHA or DHMP matters call [303-602-3255](tel:303-602-3255), or send a secure fax to [303-602-7024](tel:303-602-7024). You are always welcome to stop by or make an appointment as well.
- If you decide to contact Enterprise Compliance Services, you may say who you are or remain anonymous. If you choose to remain anonymous, DHHA will protect you from being known within the limits of the law.

DETECT AND PREVENT FRAUD, WASTE AND ABUSE

Financial stewardship is critical to fulfilling our mission and making sure Denver Health & Hospital Authority is around for many years to come. Preventing and detecting fraud, waste and abuse in all areas of our organization is part of this stewardship.

Fraud is a deception or misrepresentation made intentionally or with reckless disregard of the truth, knowing that the deception could result in some unauthorized benefit to the perpetrator, another individual, or entity. Fraud can take many forms including embezzlement, false claims, kickbacks, bribery, false financial reporting, software piracy, credit card fraud, expense account fraud, identity theft, medical identity theft, false workers' compensation claims, fraudulent vendor billing, member fraud, mail fraud, backdating documents and falsifying time cards.

Waste is defined as the over-utilization and misuse of services or other practices that result in unnecessary costs to the health care system, including the Medicare and Medicaid programs.

Abuse includes any practice that may, directly or indirectly, result in:

- Unnecessary cost to the health insurance payer, including the Medicare and Medicaid programs
- Improper payment for services
- Payment for services that fail to meet professionally recognized standards of care or contractual obligations
- Services that are medically unnecessary

Common examples include, but are not limited to, misusing codes on a claim or billing for additional, unnecessary treatment.

Denver Health & Hospital Authority is committed to accurate record-keeping, coding, billing and claims submission and payment. We prohibit any Team Member or agent of DHHA from knowingly presenting or causing to be presented claims for payment or approval which are false, fictitious, or fraudulent. We encourage all Team Members to report concerns about financial and billing integrity matters immediately. Common risk areas associated with claims preparation and submission include: inaccurate coding, up-coding, unbundling of services, billing for medically unnecessary services or other services not covered by the relevant health care program, billing for services not provided, duplicate billing, insufficient documentation and false or fraudulent cost reports.

The Federal and State of Colorado False Claims Acts provide for civil financial penalties for anyone who knowingly submits, or causes the submission of, a false or fraudulent claim to the government. Deliberate or reckless disregard for the truth or falsity of the claims submitted also can lead to violations. The State and Federal False Claims Acts include “whistleblower” provisions that allows people outside the government to report fraud and potentially receive a portion of any money that is recovered. If successful, the government can recover up to three times the amount at issue plus additional fines and penalties. The State and Federal False Claims Acts also includes protections for whistleblowers from retaliation.

A key part of Denver Health & Hospital Authority’s ethical and professional responsibility is documentation. In support of accurate billing, medical records must provide reliable documentation of the services rendered. Each Team Member is responsible for creating and maintaining accurate, complete and timely patient-care records. Each Team Member must ensure that medical records do not contain false or misleading information and that they meet the requirements of all laws, regulations and Joint Commission standards and DHHA Policies and Procedures.

Each Denver Health & Hospital Authority Team Member is responsible for the integrity and accuracy of our organization’s documents and records, not only to comply with regulatory and legal requirements but also to ensure records are available to support our business practices and actions. Never sign a document unless you know it to be accurate. No one may alter or falsify information on any record or document. Further, records must never be destroyed in an effort to deny governmental authorities access to that which may be relevant to an investigation. Never destroy or dispose of DHHA records or files without getting the approval of a DHHA Manager.

Finally, no DHHA Team Member or any other person acting on behalf of the organization is permitted to solicit or receive anything of value, directly or indirectly, in exchange for the referral of patients. Similarly, when making patient referrals to another health care provider, we do not take into account the volume or value of referrals that the provider has made (or may make) to us.

Please report any potential concerns of billing integrity and fraud and abuse to:

- Enterprise Compliance Services by calling [303-602-3255](tel:303-602-3255)
- The DHMP Special Investigations Unit (SIU) by sending a letter to: Denver Health Medical Plan, Inc. Compliance Special Investigations Unit, 601 Broadway, Mail Code 7776, Denver, CO 80204; or e-mailing
- ComplianceDHMP@dhha.org.
- Denver Health & Hospital Authority ValuesLine by calling [1-800-273-8452](tel:1-800-273-8452) or completing a web report at denverhealth.ethicspoint.com.

RESEARCH

Denver Health & Hospital Authority is committed to participate in the education of the next generation of health care professionals and engage in research that enhances our ability to meet the health care needs of our patients.

All Denver Health & Hospital Authority Team Members interested in conducting research at DHHA must obtain the appropriate institutional approvals. Additionally, all human subject research at DHHA must be approved by an Institutional Review Board (IRB). At DHHA, we primarily use one IRB: Colorado Multiple Institutional Review Board (COMIRB) who also serves as our privacy board and reviews all studies to make sure that HIPAA requirements have been met.

Denver Health & Hospital Authority's principal investigators, their staff, other managers and non-employees involved in research at DHHA are expected to:

- Comply with all relevant laws, regulations, DHHA policies, procedures, and core values. Individuals engaged in research must also complete research-related trainings.
- Gain appropriate study outcomes through sound study design and maintaining effective oversight of the study protocol.
- Protect study subjects by disclosing potential conflicts of interest; develop and monitor plans to control study risks; employ appropriate recruiting and informed consent processes; be responsive to concerns and complaints expressed by study subjects; report unanticipated problems promptly; and properly acquire, maintaining and protecting research data.
- Demonstrate exemplary professional conduct through intellectual integrity in formulating, conducting and reporting research results.

As in all accounting and financial record-keeping, our policy is to submit only true, accurate and complete costs related to research grants. If you suspect instances of research misconduct, fraud, waste, or abuse on a research or sponsored project, you should report the matter immediately to your Staff Owner and/or DHHA's Enterprise Compliance Services or the DHHA ValuesLine. You may also choose to report fraud, waste and abuse directly to the funder.

EPIC training is required for all those who will need to have access to the electronic health record (EHR) for data abstraction, documentation, orders, or administering care for research subjects at DHHA. EPIC Care Everywhere functionality may not be used for research purposes. Understanding EPIC functionality and workflows is the responsibility of all research personnel performing research.

DHHA Research policies and procedures can be located in the policy library on PolicyStat.

PROFESSIONAL CONDUCT EXPECTATIONS

DENVER HEALTH & HOSPITAL AUTHORITY POLICIES, PROCEDURES, PRINCIPLES, PRACTICES, STANDARD WORK AND GUIDELINES

All individuals who perform services for Denver Health & Hospital Authority, regardless of their employment status, are expected to familiarize themselves with and follow all DHHA Policies, Procedures, Principles, Practices, Standard Work and Guidelines pertinent to the services they are performing. They are available to you in the department where you will be working, in the DHHA policy library called PolicyStat, or on the Pulse. Your Staff Owner will orient you to policies applicable to your function.

STANDARDS OF BEHAVIOR

Denver Health & Hospital Authority has established Standards of Behavior for DHHA Team Members to help create a welcoming environment for our patients, visitors and fellow Team Members. These standards of behavior are centered on our values which are:

- Excellence - We are better every day.
- Compassion - We care for everyone.
- Relentlessness - We fight for everyone.
- Stewardship - We use resources responsibly
- Learning - We educate the next generation.

Individuals performing services at DHHA are expected to be aware of and support the Standards of Behavior in his or her performance of services for DHHA. These standards are as follows:

I am committed to holding myself accountable to demonstrate our values by:

- Respecting my patients and coworkers by striving to understand their culture and beliefs;
- Respecting patient privacy and confidentiality, especially in public areas;
- Always using AIDET (Acknowledge, Introduce, Duration, Explain, Thank) with patients, visitors and coworkers;
- Being professional in my communication both electronically and in person;
- Washing my hands before and after each patient encounter;
- Being on time and ready to work at the start of my shift;
- Adhering to our dress code;
- Walking patients and visitors to the area they are looking for whenever possible;
- Educating others about the Standards of Behavior.

Additional standards for leaders include:

- Modeling the Standards of Behavior;
- Practicing rounding, sending thank you notes and observing my direct report's AIDET skills;
- Holding my direct reports accountable for their performance and Standards of Behavior;
- Learning and using LEAN tools for persistent adaption, innovation and cost reduction.

PERSONAL APPEARANCE

DHHA maintains a business professional dress code. Individuals performing services for DHHA are expected to follow applicable dress code standards.

- All clothing must be clean, neat, pressed, and in good repair.
- Uniforms must be worn as required by department and/or division.
- DHHA has identified color-coded scrubs and uniform shirts for employees who work in patient care areas.
- The length and fit of all attire should be in accordance with what is acceptable in a business environment.
- Office staff is to dress in professional business attire.
- In certain areas of the hospital, hospital laundered scrub attire will be required or recommended to maintain an aseptic environment.

UNACCEPTABLE ATTIRE INCLUDES:

- Jeans of any style or color
- Shorts
- Casual capri pants
- Spandex
- Baseball caps
- Tank, halter or spaghetti straps tops
- Hoodies
- See through clothing
- Low cut necklines
- Workout clothes
- T-shirts with logos advertising, membership, political or sayings displayed
- Excessive jewelry

Shoes

Shoes must be clean, in good repair, and appropriate to the work setting. All footwear must meet department safety standards.

Jewelry

Any jewelry worn must be appropriate for the work environment and the safety of staff and patients. Ear piercings and nose studs are acceptable. Jewelry and accessories that are distracting in size and number should be avoided. Jewelry or piercings should not interfere with direct patient care or other on-duty responsibilities.

Grooming

Hair should be neat, clean and groomed. Fingernails are to be clean and in compliance with DHHA safety standards.

Tattoos

All visible tattoos must be in good taste, not depicting logos, slogans, profanity, gang affiliation, nudity, or violence. Tattoos that do not meet these professional standards must be covered.

VISITORS & VENDORS

- Personal visitors should be limited to an employee's off duty time.
- Vendors and sales representatives must:
 - Have an appointment with the department they are visiting and be registered in the vendor management system (REPTrax)
 - Wear the temporary vendor badge that is printed after check-in
- Gifts cannot be accepted

COMPUTER/TELEPHONE USAGE

Individuals performing services for Denver Health & Hospital Authority may be provided with access to DHHA systems. All access and/or pass codes, electronic signature codes and any other passwords are to be safeguarded and are prohibited from being disclosed. To the extent provided, computers, telephones, fax machines, cell phones, pagers, vocera and other communication devices and related services (including local, long distance and Internet) belong to DHHA and are to be used for business purposes only.

SOCIAL MEDIA

When performing services for Denver Health & Hospital Authority, individuals are expected to respect DHHA's social media site policies and procedures and act responsibly when posting information. The following key points are important to remember:

- Posting patient information (including patient names, descriptions, photos) is a HIPAA violation and is strictly prohibited
- DHHA strongly cautions against contacting or connecting with patients on social media
- Offering medical advice via social media to someone in another state may constitute unlicensed practice of medicine
- If individuals are contacted by the media to speak on behalf of DHHA about a posting or comment made on a social networking site, direct the media request to the Media Relations at DenverHealthMedia@dhha.org immediately

TOBACCO-FREE ENVIRONMENT

Denver Health & Hospital Authority provides a tobacco-free workplace and environment. Smoking (including the use of marijuana and e-cigarettes) and the use of any tobacco products, including but not limited to, cigarettes, cigars, chewing tobacco, snuff and pipes are prohibited while on any premises owned, operated, leased, or maintained by DHHA. This includes the grounds, parking lots structures, ramps, sidewalks and public right-of-ways within and around property boundaries of DHHA in accordance with Denver Revised Municipal Code Section 24-305. This policy also prohibits the use of tobacco products in vehicles owned by DHHA and any personal vehicles parked on DHHA property.

DRUG & ALCOHOL FREE WORKPLACE

All individuals must perform services for Denver Health & Hospital Authority free from the influence of alcohol and/or illegal drugs. Individuals performing services for DHHA who report to DHHA impaired by alcohol or illegal drugs or use, possess or sell illegal drugs while on DHHA property will be immediately escorted off DHHA property and barred from DHHA facilities and from participating in hospital operations.

PROHIBITION AGAINST UNLAWFUL DISCRIMINATION AND HARASSMENT

Denver Health & Hospital Authority is committed to maintaining a welcoming work environment for ALL patients, employees and those performing services that is free from unlawful harassment and discrimination. DHHA prohibits such conduct by employees or individuals performing services for DHHA. Discriminatory and harassing conduct towards an individual based on that individual's age, race, color, national origin, ancestry, genetic information, religion, sex, pregnancy, disability, sexual orientation, gender identity, gender expression, marital status or veteran status will not be tolerated. In addition, DHHA prohibits all forms of sexual harassment. Unwelcome sexual advances, request for sexual favors and other physical, verbal or non-verbal conduct of a sexual nature constitute sexual harassment when:

- Submission is an implicit or explicit term or condition of employment
- Submission to or rejection of the conduct is used as basis for employment decision or
- Conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment

Any individual performing services for Denver Health & Hospital Authority who believes that they have been subject to, witnessed or have any knowledge of unlawful harassment or discrimination by a DHHA employee must timely report the misconduct to the DHHA HR Employee Relations Center ([303-602-6947](tel:303-602-6947)) or the DHHA ValuesLine by calling [1-800-273-8452](tel:1-800-273-8452) to enable DHHA to promptly investigate and correct any behavior which may be in violation of this policy. Any individual performing services for DHHA who is found to have engaged in prohibited discriminatory or harassing conduct will be barred from performing any further services for DHHA.

WORKPLACE VIOLENCE

Denver Health & Hospital Authority is committed to preventing workplace violence and maintaining a safe environment for our patients, employees and visiting public. Violence or the threat of violence is unacceptable along with:

- Intimidating, threatening, or hostile behaviors, physical assault, vandalism, arson, sabotage, unauthorized use of weapons, bringing unauthorized weapons onto DHHA property, or other acts of this type
- Telling jokes or making comments regarding violent acts, which are reasonably perceived to be a threat of imminent harm
- Encouraging others to engage in the negative behaviors provided above.

Individuals performing services for DHHA who engage in the behavior outlined above will be removed from DHHA property and reported to the proper authorities. Individuals performing services at DHHA who feel they have been subject to any of the behaviors listed above or have observed or have knowledge of such behaviors should report the incident to DHHA's Security ([303-436-7444](tel:303-436-7444)) or the DHHA HR Employee Relations Center ([303-602-6947](tel:303-602-6947)).

INTERACTING WITH & CARING FOR OUR PATIENTS AND MEMBERS

PATIENTS AND MEMBER RIGHTS

At Denver Health & Hospital Authority we treat our patients with dignity, compassion and the utmost respect for their rights. We treat patients competently, which requires maintaining the disciplinary skill required by the law. We base all patient care decisions on patient needs, not financial reward.

Additionally, DHHA makes no distinction in the availability of services or care provided based on patient's age, gender, disability, race, color, religion, sex, sexual orientation, gender identity or national origin. DHHA recognizes and respects the diverse backgrounds and cultures of its patients and makes every reasonable effort to equip caregivers with the knowledge and resources necessary to respect each patient's cultural and physical needs. We respect the right to and need for effective communication.

Each patient is provided with a written statement of patient rights and a notice of privacy practices which outline the rights for informed decision making regarding medical treatment, payment and health information as well as to conform to applicable state and federal laws.

As a non-employee Team Member involved in patient care, your role is to help advocate for and protect our patients' rights through explaining:

- Diagnosis and treatment plans
- Right to refuse or accept care
- Care options
- Advanced directive and proxy health care decision making options and limits
- Organ donation and procurements
- Risks and benefits associated with available treatment options
 - This includes informing our patients (and their families when appropriate) about outcomes of care, treatment and services that have been provided, including unanticipated outcomes and medical challenges
- Risks, benefits and limits of patient requests to transfer to another care facility
- Health education, health promotion and illness prevention programs as part of Denver Health & Hospital Authority's effort to improve quality of life for our patients and communities.

We also take care of patient's non-clinical needs by providing:

- Privacy, security and protective services
- Pastoral counseling
- Opportunity for resolution of concerns (including Grievances and Complaints) through our Patient Advocates Team. Patient Advocates are dependable partners who connecting with the people they serve through compassion, respect, and empathy. They strive for resolutions that address the concerns and meet the needs of our diverse community, including:
- Providing a voice for DHHA patients through collaboration with and support of DHHA partners/ stakeholders
 - Advocating for patient rights and needs
 - Mediating and negotiating resolution of patient concerns
 - Communicating policies, procedures, and service expectations
 - Educating staff on effective customer service behavior

PRIVACY AND CONFIDENTIALITY

We ensure our patients' right to privacy and confidentiality by creating and maintaining a secure and trusting environment. When entrusted with patient's affairs, we treat all information as confidential. Discussion of these matters is restricted to situations where the information is necessary to meet our patient's health needs. Our concern for patient's privacy will help promote peace of mind and lessen their anxiety.

- Medical records and medical information are governed and guaranteed by both Federal and State laws. This information will not be released without authorization from the patient or the patient's designated representative or a court order.
- Information about patients is strictly confidential. Every Team Member is responsible for ensuring that confidentiality is not compromised.
- Information about patients and their care must never be discussed in public areas such as elevators, lobbies, the cafeteria or waiting rooms. Likewise, DHHA business must not be discussed in public areas.
- Those authorized to release information to the media about patients include nursing supervisors and members of the Public Relations staff. That information is limited to public record cases and includes age, name, gender, nature of injury and condition. There are additional restrictions regarding release of patient information included in Hospital, Physician and Media Guidelines located in the Public Relations Office.
- Interview patients in privacy. Close doors if available; close curtains when indicated.
- Communicate with our patients families and significant others in a private manner.
- Phone conversations between non-employees and patients must always be conducted discretely.

CUSTOMER SERVICES

Telephone and Elevator Expectations

Telephone Expectations

The impression made on the phone is lasting; make it the one that represents a professional, caring attitude. Much of spoken communication is conveyed by tone of voice. People can readily identify anger, hostility, cheerfulness, or a smile in your voice.

Elevator Expectations

Elevator etiquette can create a favorable impression for our customers, visitors and co-workers. Good elevator manners contribute to customer satisfaction and smooth transportation.

When using the staff/transport elevators, remember the following:

- The primary purpose of a staff/transport elevator is to transport patients. The secondary purpose is to transport materials, food trays or patient supplies. Please be respectful of these priorities as elevators are being used.
- When entering or exiting a visitor elevator, please extend courtesy by allowing the patient or visitor to enter and exit first and assist with wayfinding as needed.

Utilizing the elevators with "Patients First" in mind will ensure patient safety and promotes a positive patient experience.

Providing Directions

- Observe customers and visitors. If someone appears to need directions, offer to help. Let customers know that you will help them to their destination.
- If you are unable to personally escort a customer, take him or her to someone who can.

The Keys to Effective Patient and Customer Communication

AIDET is a communication tool that we use at Denver Health & Hospital Authority. It is a simple acronym that represents five communication behaviors that can help you build trust with both patients and DHHA staff. Executing these behaviors effectively will help you establish a positive first impression on others. We use AIDET to reduce anxiety, improve teamwork, provide clear communication and build loyalty to one another.

AIDET

1. **Acknowledge:** Acknowledge the patient by their preferred name and pronouns. Make eye contact, smile and acknowledge everyone in the room (patient and family). Use the patient's name when possible; this makes the patient and family feel like you expected them.
2. **Introduce:** Introduce yourself, your skill set, your professional certification and your experience. Also introduce the other care providers who will interact with the patient during their visit. This is a great opportunity to "manage-up" the team responsible for delivering care or other services.
3. **Duration:** Give an accurate time expectation for wait times, tests, arrival of clinical providers and identify/communicate next steps. When this is not possible, give a time in which you will update patient on progress.
4. **Explanation:** Explain step by step what will happen and answer questions (i.e. narrate care). Use language a patient can understand. Avoid medical jargon and acronyms and align with patient's level of health literacy. Explain medication side effects and use the Teach Back method to ensure that they understand how to take their medication and what side effects to watch out for. Always be sure to ask "what questions do you have for me?"
5. **Thank you:** Thank the patient. You may thank them for choosing Denver Health and for their communication and cooperation. Thank the family for assistance and being there to support the patient. Include specific information if applicable; for example, if a patient had a long wait, thank them for their patience.

THE PROMISE:

Make a statement of your personal commitment to the patient's care and experience.

10/5 Rule

- At ten feet away, always smile and make eye contact with patients, visitors and colleagues.
- At five feet way, always say hello and greet them.

10/5
Rule

10 ft:
Make eye
contact

5 ft:
Say
"Hello"

Customer Acknowledgment and Waiting

At DHHA, we recognize that our customers' time is valuable. We strive to provide our customers with prompt service by acknowledging them, keeping them informed of delays, and making them comfortable while they wait.

- Promptly welcome customers in a friendly manner, smiling warmly and introducing yourself. Don't allow anyone to feel ignored. Recognize that the customer is sick or worried and every minute seems like an hour.
- Acknowledge the customers' presence. Look up from your work and make eye contact.
- Educate families about the process. Family members need to know that procedures generally do not begin as soon as customers enter the area.
- Inform the customer prior to the appointment, if it becomes apparent that a scheduled procedure or exam will be delayed.
- Customers' families are as important as our customers. Update family members periodically while a customer is undergoing a procedure.
- Always thank customers for waiting and apologize for delays and inconveniences.

Customer Information and Education

- Reinforce information that the physician provided.
- Use easily understood and appropriate language when giving customers information about health, special diets, tests, procedures, medication, etc.
- Avoid technical or professional jargon.
- Speak with customers whenever possible. After you explain something or conclude a conversation ask:
 - How was your service?
 - Did you find everything okay?
 - Do you understand what I told you?
 - Do you have any additional questions?
 - Is there anything else I can help you with?
- Clearly explain what the customer and family will experience after surgery, delivery, or a procedure.
- Customers with special needs (i.e., translators for non-English speaking customers; interpreters, amplification devices and closed caption television for the hearing impaired) will have those needs addressed by appropriate departments.

ACCESSING LANGUAGE SERVICES

In order to ensure complete, accurate, impartial and confidential communication, avoid using family, friends or other individuals, for interpretation. Children should never be used as interpreters. Document refusal of interpreter services in the medical record.

Denver Health & Hospital Authority Medical Interpreters are locally available. This includes In-Person (whenever possible) and Over-the-Phone Interpretation. Access to video remote interpreting is available to specific patient needs and conditions. To contact DHHA Medical Interpreters contact dispatch *LANG (*5264) or Ext 66666 or submit a request online (see below).

Hours of operation

Onsite (local support)

- Spanish: Monday - Friday, 7:30am - 6:00pm
- Russian: Monday - Thursday, 7:00am - 5:30pm
- Vendor support (backup) is available 24/7 for over 200 languages when local staff are not available.
- American Sign Language (Martti In ED 24/7)/Auxiliary Aids, including TDD/TTY devices and services are available 24/7 through the hospital operators, Emergency Department and Administrative Clinical Coordinator.

Request services

- From any telephone on main campus and in DHHA Clinics dial *LANG (*5264) or Ext 66666 and have your 6 digit Accounting Unit (AU) number ready.
- Always document interpreter name, number (if available) and the time of the call.
- To provide feedback, please email DL_Language Svcs_Leadership@dhha.org including the date and time of the incident, where applicable.

Request portal

- Arrangements for In-Person interpreters including American Sign Language and most languages can be made 48 hours in advance. To submit your request, please go to pulse/administrative/languageservices/default.aspx and then click on Request Language Services.

Translations

Written forms of communication of various size and scope can be translated into many different languages. To request this service, please contact DH_translations@dhha.org.

Language Proficiency Testing (Orange Badge holders)

Language proficiency tests for bilingual staff. Please contact DL_SpanishProficiencyTestingTeam@dhha.org, once certified; you can assist patients in their own language, if you wish to do so. Please note - you cannot interpret without an orange badge that verifies you are proficient.

CORRECTIONAL CARE

The Correctional Care Medical Facility (CCMF) is a locked acute care inpatient unit managed jointly by Denver Health & Hospital Authority and the Denver Sheriff Department. The CCMF services are designed for patient/prisoners who are > 18 years old or juveniles charged as Adults, who require acute hospital care. Patients must be on a police hold or incarcerated to be admitted to CCMF. Once the hold is dropped, the patient must be transferred to an appropriate unit.

All patients/prisoners on medical/surgical areas who do not need a higher level of care, i.e. MICU, SICU or PCU and Labor & Delivery can be admitted to CCMF.

CCMF Safety

If you are a non-employee providing services in the CCMF, you must observe the following:

- Remove all sharp items that could be used as a potential weapon from the immediate area (i.e., sharps, long pencils). Be aware of what is routinely available in the patient rooms or exam rooms that may be used as a potential weapon.
- Prisoners may be given writing materials including one or two pieces of writing paper and a short pencil. If there is a request for additional items, please check with the sheriff. Correctional care patients may not have long pencils, pens or newspapers. Reading materials may be available in limited amounts. The sheriff will determine how much material the patient/prisoner is permitted to have.
- Police hold devices (i.e., shackles, cuffs) are NOT considered medical/surgical restraints. If the correctional care patient requires medical/surgical restraints, Denver Health & Hospital Authority restraint policies are followed.
- Correctional care patients are not to be told the date, time or place of their next appointment, or the date and time of a procedure or surgery. Do not confirm correctional care appointments over the phone; no information should be given out over the phone about the time/place of an appointment.
- Correctional care patients may not have any visitors in the clinics.
- No personal belongings are permitted except hearing aids, glasses, dentures and artificial limbs. The correctional care patient may have these items at the discretion of the sheriff.
- Team Members are not allowed to mail anything or make phone calls for the correctional care patient.
- If the correctional care patient has any legal questions that need to be addressed, the deputies should address these questions; do not get involved with legal issues surrounding the custody of the patient.
- The only eating utensil permitted is a plastic spoon. Whenever possible, use disposable dishes and cups.
- Maintain a therapeutic relationship; limit conversations with the correctional care patient to medical care. Allow security officers or deputies to intervene when necessary and remove yourself from potentially dangerous situations. Communicate with the deputy sheriff as needed.
- In order to maintain the confidentiality of the correctional care patient, any patient information should be sealed in the appropriate bright yellow envelope and given to the officer to bring back to the sending facility.

INFORMATION TECHNOLOGY SERVICES

WHO WE ARE

The Information Technology Services Department is responsible for all voice, video and data network infrastructures. This includes cabling, desktop, server, computer operations, applications support, network, PACS, telecom, IT security, A/V and project management teams. If you are given access to DHHA's IT Systems as a non-employee there are a few general guidelines set forth below that you must adhere to when using DHHA's systems and equipment. Your Staff Owner will provide you with any additional, specific IT policies and procedures that you must follow in performing your services.

CONTACT

If you encounter problems with accessing DHHA's systems or equipment, contact:

- Help Desk 6-3777
 - Information Technology Services provides 24x7x365 support for DHHA users
 - Core hours are 7 a.m. - 5 p.m. M-F
 - After hours and weekend support is handled via on-call technicians and analysts. If a critical issue is reported, the appropriate staff will respond to resolve the issue. Note: After hours, only Priority 1 Help Desk issues are addressed. If a workaround exists for the issue, the issue will be handled during core hours.
- Submit requests through the Information Technology Portal, the Help icon, email helpdesksupport@dhha.org or call extension 63777 to report incidents or make service requests for something new through the Cherwell system.



DHHA PULSE (INTRANET)

The Pulse is the portal to much of the company's important information and resources. This includes the DHHA employee directory and information regarding administrative, clinical, financial, and eHealth services.



ELECTRONIC INFORMATION

- Access to the Internet through the DHHA network is a privilege. Like any other privilege, it carries with it the responsibility for the use in an efficient, ethical and legal manner.
- Electronic mail is an open record to the public. At no time can DHHA employee or patient information be shared in this manner.
- Email, stored files, phone calls, voice mail messages, electronic audit trails and call detail records are the property of DHHA and may be monitored at any time for quality and content purposes.
- Do not send information that has the potential to violate discrimination/harassment policies

PASSWORDS — STRONG AND CREATIVE

- Passwords must be:
 - At least 10 characters long
 - Strong
- Use random characters (no complete words)
- Contain uppercase letters, lower case letters, numbers and special characters.
 - Changed frequently
- Get Creative
 - Select a word or phrase
 - Substitute letters, numbers, special characters

Example: In the dog house = Nthe3K9Hos

EMAIL / CALENDAR

Microsoft Outlook is the primary tool used for email and calendar at Denver Health & Hospital Authority. If you are given a temporary DHHA email account while performing services for DHHA, you should check email daily for organizational updates and other important messages. DHHA email accounts are not for personal use and please understand that the email system is monitored so inappropriate use will be noticed. Non-employees should follow these General Rules when using a DHHA provided email account:

- Change the subject line when the topic has changed and cut off trailing previous messages.
- Resist chain letters and don't spam. This seems obvious, but some people don't realize that if they take all the addresses they receive in forwarded mail and use them for their own purposes without permission, this is still a form of spam. If you do this and someone reports you then you can lose your DHHA email account privileges.
- DO NOT OPEN ATTACHMENTS UNLESS YOU KNOW THE SENDER AND DO NOT OPEN SUSPICIOUS ATTACHMENTS. REPORT THEM IMMEDIATELY TO THE HELP DESK.
- Be sure to read emails with "Scheduled Downtime", "Return to Normal Operations" and "Unscheduled Downtime"

ENCRYPTING PATIENT HEALTH INFORMATION

When you send patient information via email outside of DHHA and our affiliate network, you must encrypt the information to assure confidentiality. There are 3 ways to encrypt email:

- Add 'ENCRYPT' to the subject line
- Add 'SAFEMAIL' to the subject line
- Add 'PHI' to the subject line

HEALTH INFORMATION MANAGEMENT

EHR DOCUMENTATION (EPIC)

The electronic health record (EHR) system, known as EPIC, contains patient care documentation for each patient visit since April 9, 2016, including historical records converted from the prior system. Requests for patient records should be made to Health Information Management Department - Release of Information by contacting [303-602-8000](tel:303-602-8000). Hours of Operation: Monday – Friday | 8:00AM – 4:30PM

Non-employee Team Members whose services require documenting in Denver Health & Hospital Authority's EHR must receive training prior to obtaining access. Accurate documentation is critical for the following reasons:

- Patient service delivery and quality improvement
- Clinical Research
- Billing
- Medical/Legal issues
- Regulatory issues

Non-employee Team Members given access to Denver Health & Hospital Authority's EHR must adhere to these General Documentation Guidelines

Documentation should be entered:

- On the correct patient
- In the correct encounter
- By the person delivering care
- In a timely manner
- As a complete, factual and objective record of care, treatment and/or services provided. It should contain sufficient information to:
 - Identify the patient
 - Support the diagnosis
 - Justify treatment
 - Document course and results
 - Promote continuity of care among providers

SAFETY AND ENVIRONMENT OF CARE

2020 HOSPITAL NATIONAL PATIENT SAFETY GOALS

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

NPSG.01.03.01

Make sure that the correct patient gets the correct blood when they get a blood transfusion.

Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

NPSG.07.01.01

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

NPSG.07.03.01

Use proven guidelines to prevent infections that are difficult to treat.

NPSG.07.04.01

Use proven guidelines to prevent infection of the blood from central lines.

NPSG.07.05.01

Use proven guidelines to prevent infection after surgery.

NPSG.07.06.01

Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

Identify patient safety risks

NPSG.15.01.01

Reduce the risk for suicide.

Prevent mistakes in surgery

UP.01.01.01

Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP.01.02.01

Mark the correct place on the patient's body where the surgery is to be done.

UP.01.03.01

Pause before the surgery to make sure that a mistake is not being made.

TARGET ZERO

Target Zero is an organizational wide initiative that focuses on eliminating preventable harm to our patients related to infections, falls and medication events.

Focus areas include:

- Fall Prevention
- Medication Safety
- Surgical Site Infections
- C. Difficile
- Catheter-associated urinary tract infection
- Central Line - associated blood stream infection

For more information visit the Department of Patient Safety & Quality on the Pulse.

EVERY PATIENT, EVERY TIME, YOUR EXCELLENT CARE MAKES A DIFFERENCE.

CONCERNS ABOUT SAFETY AND QUALITY OF CARE

Denver Health & Hospital Authority is accredited by the Joint Commission. Any non-employee Team Member who has concerns about safety or quality of care provided in the hospital may report these concerns directly to the Joint Commission at complaint@jointcommission.org or call 1-800-994-6610. DHHA asks that all staff, including non-employee Team Members, immediately bring any concerns to the department director or a member of the executive staff as soon as possible. This ensures that the organization can take immediate action to assure safe and high quality care is always provided. DHHA is committed to a culture of safety, therefore no retaliation will be taken against a non-employee Team Member who reports safety or quality concerns to the Joint Commission or internally with DHHA.

SAFETY INTELLIGENCE (SI): OCCURRENCE REPORTING

Denver Health & Hospital Authority is committed to creating and sustaining a culture of patient safety and quality. As part of that process, DHHA utilizes Safety Intelligence (SI) – a real-time, Web-based reporting tool that increases awareness of patient safety concerns.



Staff are encouraged to report any event or process variation that results in patient or visitor harm, has the potential to cause harm or could have resulted in harm had it not been intercepted.

Once you have completed an SI, it is routed to the appropriate interdisciplinary team determined by the event type and location. The team will include members from:

- Department of Patient Safety and Quality
- Risk Management
- Physician/Nursing leadership
- Ancillary department leadership

This team will review the event, evaluating: ultimate harm to the patient, likelihood of recurrence, system-wide trends vs. isolated events, policies and procedures in place and/or additional staff education needs. In addition, as a high reliable organization we never stop looking to improve our processes and systems.

Accessing SI:

1. Desktop Icon: click on the SI icon located on all DHHA computer desktops
2. From the Pulse: you may type SI into your browser address bar to launch the reporting tool

STATE REPORTING REQUIREMENTS FOR MEDICAL PROFESSIONALS

All medical professionals, including non-employees providing services at Denver Health & Hospital Authority, must report the following specific events immediately on the Patient Safety Net and to DHHA's Risk Management Dept. at [303-602-4930](tel:303-602-4930) or Risk.Management@dhha.org.

If you witness or have knowledge of an unexpected:

- Unexpected Death or Brain Injury
- Spinal Cord Injury
- Patient Burns

If you witness or have knowledge of any:

- Missing Persons
- Physical, Verbal or Sexual Abuse
- Misappropriated Property
- Anesthesia or Transfusion
- Life-Threatening Complications
- Diverted Drugs
- Neglect
- Malfunction or misuse of medical equipment leading to an adverse event

Call Risk Management with any questions – [303-602-4930](tel:303-602-4930) (303-550-0399 after hours)

INFECTION CONTROL

Disease Transmission

3 factors are necessary for transmission to occur:

- Infectious Agent
- Susceptible Host
- Mode of Transmission
 - Direct Contact – physical contact with infection source
 - Indirect Contact – contact with contaminated surface
 - Droplet – infected droplets contact eyes, nose, mouth
 - Airborne – infected particles enter respiratory tract (i.e. TB, chickenpox, measles)
 - Food/Water borne
 - Vector – contact with infected animal (i.e. flies, mites, fleas, ticks, mice/rats)

The Cornerstone of Standard Precautions: Hand Hygiene

- Poor or no hand hygiene is the #1 MODE OF TRANSMISSION of Hospital-acquired Infections
- Hand hygiene should be performed:
 - After arriving to work
 - Before and after each patient contact
 - After removing gloves
 - Before and after eating
 - After using the restroom
 - Before leaving work
- Use hand sanitizing foam unless:
 - Hands are visibly soiled and when working with C. diff patients – use soap and water and friction for at least 15 seconds

Gloves

- Wear gloves when contact with blood, other body fluids, mucous membranes and non-intact skin could occur
- Remove gloves after caring for a patient
- Change gloves during patient care when moving from contaminated to clean site
- Perform hand hygiene immediately after removing gloves

Other Standard Precautions

- Wear Personal Protective Equipment (PPE) when anticipating contact with mucous membranes, non-intact skin, blood or potentially infectious body fluids
 - PE includes eye wear, gloves, masks, gowns, etc.
 - Follow posted isolation precautions to determine type of PPE required
- Contact Precautions: gown and gloves
- Droplet Precautions: mask, gown and gloves
- Airborne Precautions: N-95 mask, gown and gloves in a negative pressure room

For your own protection, eating, drinking, applying makeup or lip balm, adjusting contact lenses are not allowed in the patient care areas!

EMERGENCY CODES

In an effort to improve transparency, Denver Health & Hospital Authority does not use coded alerts. The alerts and corresponding response are listed below:

ALERT	RESPONSE
FACILITY ALERTS	
Evacuation	Evacuation plan
Fire Alarm	RACE and PASS
Hazardous Spill	SPIL
Technology Outage	Downtime Procedures
Utility Outage	Report to Engineering
WEATHER ALERTS	
Tornado Warning or Tornado Action Response	
SECURITY ALERTS	
Active Shooter	Run, Hide, Fight
Bomb Threat	Search, Work with DPD
Combative Person	Call Security
Missing Child	Implement Search
Missing Patient (“Code Pink”)	
Missing Patient	
Shelter in Place	Remain Inside
MEDICAL ALERTS	
Mass Casualty	MCI Plan
Mass Decon	Implement Decon
Medical Emergency	Medical Response

SECURITY

- Security at Denver Health & Hospital Authority is contracted through HSS. Some officers are armed.
 - Security Officers are available to all staff 24/7 by calling [303-436-7444](tel:303-436-7444) (ext. 67444).
- Security Escorts are available on the main campus for escort to your vehicle.
- Metal detectors are located around the Emergency Department (ED), Denver Emergency Center for Children (DECC) and the Adult Urgent Care Clinic (AUCC).
- Wear your identification badges at all times.
- Report any suspicious activity right away. If you see something, say something.
- Call ext. [67444](tel:67444) for Security
- Call ext. [55](tel:55) for the Operators



THEFT PREVENTION

Theft of purses and wallets

If you are providing services on site at a DHHA location, we ask that you help us prevent theft by locking up purses, wallets and any other valuables you may bring with you. Never leave money, credit cards or anything of value in an unlocked desk.

When out of the office

If you are provided with an office on site at DHHA, lock your door when you leave and forward phone calls or activate voicemail when out of the office.

Always check credentials

Make it a habit to visually inspect ID badges; a uniform alone is not enough. Sometimes ID tags are displayed around the neck, on pockets, on the belt - check them out. Never leave a repair person alone in your office even if you are familiar with the person. If you are uneasy with the repair person, call your Staff Owner or the repair company. Never allow unauthorized repairs to alarm system or communication equipment. Always check work orders carefully and verify the work to be performed.

Theft of office equipment

If you are given access to DHHA equipment, such equipment will be prominently marked with facility name and serial number. Report any problems with the equipment to your Staff Owner or the Denver Health & Hospital Authority HelpDesk.

Key Safety

If you are provided keys to DHHA premises, you must not put an identifying tag on a key ring and keep DHHA issued keys on a separate ring and your personal keys on another ring. Never leave your keys in an unlocked desk drawer or coat pocket.

OCCUPATIONAL HEALTH

Injury occurring at work

You must be aware of how to report injuries and who to report to at your employer for injuries that occur at DHHA. Only DHHA employees are covered under DHHA workers' compensation policies.

Hazardous Materials

- Waste is separated into “infectious” and “non-infectious waste.” Anything contaminated with blood and body fluids should be put in infectious waste. When in doubt or unsure, opt for the infectious waste.
- Safety Data Sheets (SDS)
 - SDS are managed online – click the desktop icon on any DHHA computer
- Resource Conservation and Recovery Act (RCRA)
 - Specific waste stream designated pharmaceuticals
 - Look for a pink or a green dot – and use only RCRA containers
- “Hazardous Spill” alert = Major Hazardous Materials Spill
- *****Do not clean up the spill if you are not trained*****
 - Secure the Area
 - Protect Persons with the correct PPE
 - Inform Environmental Services
 - Log the incident on the SPIL Report form



Radiation Safety

- Recognize the Radiation Symbol
- Do not enter the area unless authorized.

Fire Safety

- “Fire Alarm” alert = Fire Response
 - Remove all patients, visitors and employees from the area
 - Activate Alarm
 - Contain (close doors)
 - Extinguish/Evacuate
- **P.A.S.S.** – how to use a Fire Extinguisher
 - Pull the Pin
 - Aim at the base of the fire
 - Squeeze the lever
 - Sweep from Side to Side

ENVIRONMENT OF CARE

What is the Environment of Care at Denver Health & Hospital Authority?

- Our buildings, Our people, Our equipment
- Goal: Provide a safe, functional and effective environment for patients, staff and visitors.

General Safety Items

- Each department at DHHA has an assigned Safety Representative. Your Staff Owner will notify you of the Safety Representative in your area, if applicable. The Safety Representative can be your first point of contact for any safety questions or to report any hazards.
- Report Emergencies ASAP
 - To report facility issues or a problem with utilities, contact the Engineering Department by dialing *311 from any DHHA phone
 - All medical equipment issues should be reported immediately by contacting the Helpdesk at extension 63777.
- Non-Emergency issues should also be reported
 - To report facility issues or a problem with utilities, contact the Engineering Department by dialing *311 from any DHHA phone
 - All medical equipment issues should be reported immediately by contacting the Helpdesk at extension 63777.
- Reference the Red Book in any area of DHHA for information on procedures during different emergencies.

LEAN

HISTORY OF LEAN AT DENVER HEALTH & HOSPITAL AUTHORITY

In 2005, Denver Health & Hospital Authority began to embrace the Toyota Production System and its Lean principles. The goal was to identify waste and improve efficiency. Since then, DHHA has experienced unparalleled success integrating the Lean philosophy into its culture.

Lean provides a philosophy, methods and tools that enhance our organization's success in today's changing health care environment. Lean emphasizes the participation of all levels of staff in problem solving and continually identifying opportunities for improvement. A robust Lean Management System (LMS) represented by a focus on key performance indicators, visual management, A3 thinking and problem solving, and leader standard work promotes a culture of rapid learning and improvement at all levels of the organization. Such a culture creates an organization that is not just responsive, but one that identifies and navigates challenges proactively, efficiently and successfully.

DENVER HEALTH & HOSPITAL AUTHORITY CONTACT NUMBERS

Biomedical Equipment failures and audio-visual needs	303-602-9112
Department of Patient Safety & Quality	303-602-2770
Denver Health & Hospital Authority ValueLine Compliance and ethics concerns	1-800-273-8452
eHealth Services Computer and telephone help desk	303-436-3777
Engineering Office Keys, badge swipe access, parking and building repairs	303-602-2420
Enterprise Compliance Services	303-602-3255
Environment Services Housekeeping needs, spills and room setup	303-602-2409
Health Information Management	303-602-8000
Human Resources Professional conduct expectations	303-602-MyHR (6947)
Infection Prevention	303-602-1262
Patient Representatives Unresolved patient complaints and compliments	303-602-2915
Risk Management Safety Intelligence reporting and state reporting requirements	303-602-4951
Safety Office	303-602-2436
Security	303-436-7444
Social Work Interpreters, patient counseling and sign-language interpretation	303-602-4951

ACKNOWLEDGMENT

Please print this page, CHECK EACH BOX stating your agreement and understanding of each statement listed below, sign and return to one of the listed departments below.

- I understand that misconduct should be reported immediately to one of the following:
 - My Staff Owner
 - DHHA's Enterprise Compliance Services
 - The ValuesLine (1.800.273.8452), or denverhealth.ethicspoint.com
 - DHHA Human Resources Department (for Professional Conduct issues)And that reporting the misconduct may take the form of e-mail, US mail, phone, or office visit.
- I will provide services to Denver Health & Hospital Authority that comply with Denver Health & Hospital Authority's Code of Conduct, its values, professional conduct expectations and all policies, procedures and guidelines pertinent to the services I am providing. I understand that my compliance is a condition of my working relationship with Denver Health & Hospital Authority. I acknowledge I received information on key expectations of the Denver Health & Hospital Authority Code of Conduct (within the Orientation and Training Handbook). The complete Code of Conduct is located on The Pulse or on the DHHA public website
- I am not aware of any existing issue that would pose a conflict of interest with my work here at Denver Health & Hospital Authority.
 - If there is disagreement, Enterprise Compliance Services will require a Conflict of Interest Questionnaire to be completed and approved by the Chief Compliance and Audit Officer*Not applicable for Board of Directors members who must complete an annual disclosure form*
- For clinical providers that are enrolled in Medicare, Medicaid or CHIP: I do not have a current or prior affiliation with any party that is or was:
 - Suspended by a federal health care program;
 - Has uncollected debt to Medicare, Medicaid or CHIP;
 - Excluded from participating in, denied enrollment in or revoked or terminated from Medicare, Medicaid or CHIP.
- I further understand that in the performance of my services for Denver Health & Hospital Authority:
 - I may have access to sensitive, privileged, confidential, or protected health information for patients, staff, or Denver Health & Hospital Authority in paper, electronic, or oral format whether personally identifiable or not.
 - I understand that I am responsible for protecting the security of any records and the confidentiality of the information to which I have access, including my information systems username(s), password(s) and encryption requirements by Denver Health & Hospital Authority for laptops and mobile devices.
 - I understand that breaching my obligation to protect the confidentiality and security of Denver Health & Hospital Authority information assets may result in liability, reporting to civil and criminal authorities and pressing of criminal charges that can lead to imprisonment and financial penalties.
- All Denver Health & Hospital Authority property in my possession must be returned, in good condition, at the end of my relationship with Denver Health & Hospital Authority. This includes, but is not limited to, any uniforms, keys, identification badges, pagers, cell phones, computers, computer access devices, company documents, etc. I understand that I shall be responsible for the cost to replace or repair Denver Health & Hospital Authority property lost or damaged by me.

All non-employee Team Members are accountable to comply with the National Patient Safety Goals (NPSGs); I understand that my working relationship with Denver Health & Hospital Authority may be terminated if I am found to be non-compliant.

Today's date: _____ **Organization/Company/School Name:** _____
DHHA ID#: _____ **DHHA Department:** _____
Print First and Last Name: _____
Signature: _____

Please send this form to:

CREDENTIALLED MEDICAL STAFF
Medical Staff Office
Interoffice mail: 3240 | Fax: 303-602-2719

ALL OTHER NON-EMPLOYEE STAFF
Return this and all forms to your assigned
Denver Health & Hospital Authority Staff Owner
(See instructions).

ACKNOWLEDGMENT: INFORMATION SYSTEMS USER ACCESS POLICY

The confidentiality of all patient health information is protected. The unauthorized disclosure of any information from the patient medical record or other computerized medical files may be punishable by law. **I UNDERSTAND THAT I AM RESPONSIBLE, BY LAW, FOR PROTECTING ALL PATIENTS' MEDICAL INFORMATION.** I understand that my obligation to protect this information does not end at the termination of my access to this facility's computer systems or at the end of my relationship with Denver Health & Hospital Authority.

_____ (Initials)

I agree not to use any user ID to access, use, or disclose patient health information except as permitted by state and federal laws, including HIPAA. I may access, use, or disclose a patient's health information only within the scope of my services for treatment, payment, or health care operations or pursuant to a valid authorization. I understand that having access to Denver Health & Hospital Authority's systems does not give me the right to access a friend or family member's health information without going through the proper channels (requesting a copy of the medical record from the eHS Health Information Management Department). I understand that I am responsible for the confidential disposal of any health information that I print from the imaging system.

_____ (Initials)

I understand that a violation of this agreement constitutes disregard of Denver Health & Hospital Authority policies and may result in termination of my relationship with Denver Health & Hospital Authority. Such termination will not prevent Denver Health & Hospital Authority from initiating a criminal investigation and seeking criminal prosecution when a law has been violated, or notifying appropriate medical licensing agencies when necessary.

_____ (Initials)

As a non-employee who uses the Denver Health & Hospital Authority network and computing resources, I have reviewed, understand and agree to comply with the attached Information Systems User Access Policy.

Print Name (Last, First, MI)

Department

Date