



STUDENT INFORMATION GUIDE

(586) 493-8000

1000 Harrington Boulevard
Mount Clemens, Michigan 48043

OUR MISSION

McLaren Health Care, through its subsidiaries, will be the best value in health care as defined by quality outcomes and cost.

OUR VISION

McLaren Macomb is to be the best hospital of choice in the communities we serve.

We value Safety, Quality and Customer Service

PHONE NUMBERS YOU MAY NEED AT McLAREN MACOMB:

- Fire or Security-Emergency 3333
- Code Blue or Rapid Response Team 555

To place a call outside the hospital, dial 9 followed by the number. To place a call within the hospital, dial the last five digits of the number.

DINING FACILITIES

The cafeteria is located on the Lower Level.

- Breakfast 6:30am to 10:30am
- Lunch 11:00am to 2:00pm
- Dinner 4:30pm to 7:00pm
- Late night snack 7:00pm to 11:00pm; Monday through Friday.

Vending machines are located on the Lower Level. Coffee shop is located on the First Floor Main Entrance.

SMOKING POLICY

McLaren Macomb is a "Tobacco-Free" campus. Smoking is not allowed anywhere in the hospital or on hospital property including parking lots and cars.

INFECTION CONTROL

To keep our patients, healthcare workers, students and volunteers safe, McLaren Macomb implements practices that reduce the risk of infection. Such practices include:

- Washing your hands before and after patient contact (Wash in / Wash out)
- Using appropriate protective equipment
- Staying home if you are ill (e.g., you have a fever, diarrhea or unexplained rash)

BLOODBORNE PATHOGENS

OSHA (Occupational Safety and Health Administration) standards and guidelines concerning bloodborne pathogens define what is necessary to protect employees and inform employers of their specific obligations to provide worker safety and protection from exposures to bloodborne pathogens. McLaren Macomb follows OSHA standards.

To protect healthcare workers, students and volunteers from blood/body fluids, McLaren Macomb requires "universal precautions" be used. Personal protective equipment (PPE) is readily available for use. Before using any PPE, you must demonstrate proper application, use and disposal of PPE.

Wear protective, disposable gloves if it is likely that hands will come in contact with blood/body fluids or any contaminated objects.

- Change gloves and wash hands thoroughly after each exposure and in between patients.
- Keep small cuts, scrapes and rashes under gloves covered with bandages.
Wear disposable gowns, protective eye shields or more personal protective equipment if needed.

PPE includes:

- Gloves
- Face masks/shields
- Fluid resistant aprons or cover gowns
- Shoe and hair coverings

TUBERCULOSIS EXPOSURE (TB) EXPOSURE CONTROL PLAN

To reduce the risk of TB transmission, McLaren Macomb does the following for patients exhibiting signs/symptoms of TB:

- Transfers patient to an approved environment ("Isolation Room")
- Implements "Airborne Isolation" precautions
- **Students and volunteers may not care for TB patients or enter the isolation room as advanced PPE must be utilized.**

INCIDENT REPORTING

An "incident" is a happening that is not consistent with the normal operations of an organization. Examples of incidents are: medication errors, patient falls, equipment failures and customer service occurrences. Healthcare workers, students and volunteers are encouraged to report incident events via the online reporting program, *McLaren Safety First*. A supervisor or manager can help you enter an event. Please ask for assistance.

BODY MECHANICS & BACK SAFETY

- Keep loads close to your body
- Bend at your knees, not your waist
- Divide work into smaller parts
- Get help from co-workers
- Use a mechanical device whenever appropriate

WHEELCHAIR SAFETY

- Never transport a patient in a wheelchair if you are uncertain that you can do it safely.
- Never leave a patient alone in a wheelchair.
- Never lift or pull patients into or out of a wheelchair; gently assist or guide them. If more assistance is necessary, call for help from clinical staff.
- Before the patient gets into or out of a wheelchair, set brakes and hold handlebars for increased safety.
- After the patient is seated in the wheelchair, put foot and leg rests down and make the patient comfortable.
- Push a wheelchair SLOWLY.
- Approach corners and doorways cautiously.
- Back into elevators and through closed doors.
- Secure any oxygen tanks before moving wheelchair.
- When discharging a patient to a car, open the car door and move the wheelchair close to the open door so the patient may transfer to the car; lock the chair's wheels before allowing the patient to rise from the chair.

It is always okay to ask for assistance when helping a patient in a wheelchair.

CREATE A PROPER ATMOSPHERE FOR PATIENTS AND VISITORS

- Attention to both facility and personal appearance
- Individual professionalism – being responsible for your actions and taking pride in your work
- Effective communication – using plain language, making eye contact, using proper phone etiquette, smiling and greeting patients and family members
- Exceeding the expectations of patients, patient family members, and co-workers

PATIENT CONFIDENTIALLY

ALL patient information must remain confidential. To prevent violating patient confidentiality, do not discuss patient information...

- Outside the hospital
- In public areas within the hospital
- With persons NOT involved in a patient's care
- On social media platforms (i.e., no pictures on smartphones; no Facebook)

McLaren Macomb complies with all federal and state regulations and laws related to patient privacy. Violating patient confidentiality may lead to discipline, loss of student privileges, and immediate removal from the hospital.

NON-DISCRIMINATION STATEMENT

To comply with federal civil rights and laws, McLaren Macomb does not discriminate based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

ABUSE AND NEGLECT

All forms of abuse and neglect must be reported. Abuse and neglect may include: child abuse, adult/elder abuse, physical assault, domestic violence, sexual assault (including rape and sexual molestation) and exploitation. Report suspected and actual abuse or neglect to your instructor/supervisor and the unit manager, assistant manager or charge nurse.

CULTURAL DIVERSITY

At McLaren Macomb we respond respectfully to people of all cultures in a manner that recognizes differences and similarities, affirms the worth of all persons, and protects and preserves dignity. Cultural diversity includes color, ethnicity, religion, spirituality, socioeconomic class, education sexual orientation, and differing abilities.

ETHICAL ISSUES

McLaren Macomb is committed to a culture of ethical behavior. Our MHC Compliance Department ensures ethical treatment for all patients. Ethical issues may be reported directly to the "Compliance Hotline" (586-741-4300), or you may notify your instructor/supervisor and the unit manager, assistant manager or charge nurse.

INTERPRETER SERVICES

Through Martti, our on-demand interpreting system, people who are Limited English Proficient, Deaf or Hard of Hearing are provided with immediate, reliable and secure language services. If needed, contact the Nursing Staffing Office.

CONFLICT RESOLUTION and the CHAIN OF COMMAND

To ensure maximum patient safety and outcomes, it may be necessary to escalate a conflict situation to the next level of authority. At McLaren Macomb, this is known as the "chain of command." The chain of command sequence is as it follows:

- Student -----> Instructor
- Volunteer -----> Supervisor Volunteer Services
- Student Nurse -----> Clinical Instructor
 - ↓
 - Staff Nurse
 - ↓
 - Clinical Manager/Asst. Clinical Manager/Charge Nurse
 - ↓
 - Supervisor/Administration -----> CNO



FIRE AND SAFETY

Fire extinguishers are available throughout the hospital on all units. Usually, they are located near stairwells. Please identify them upon arrival to your designated area.

In case of a fire, remember **RACE**:

- **R** = Rescue patient from fire or smoke; close door
- **A** = Alarm activate pull station; dial 3333 and tell the operator the exact location of the fire
- **C** = Contain the fire by closing all doors
- **E** = Extinguish the fire if it is safe to do so; evacuate if needed.

Prior to opening doors, feel the door. If it is hot, do not open. If trapped in a room by a fire, place damp cloths or blankets around the edges of the door to prevent smoke and fire from entering the room. If entering a smoke-filled room, keep low to the floor as smoke always rises.

When operating a fire extinguisher, remember **PASS**:

- **P** - Pull the pin
- **A** - Aim the nozzle at the base of the fire
- **S** - Squeeze the handle
- **S** - Sweep from side to side

The PASS method works with all types of fire extinguishers.

ELECTRICAL SAFETY

Our Bio-medical Department cares for all patient care equipment. Report damaged or malfunctioning hospital equipment your instructor/supervisor who will inform the bio-medical team.

EMERGENCY CODES

Emergencies will be announced overhead using the following code names:

Rapid Response Team = Patient medical condition is digressing rapidly

Code Red - Fire

Code Blue - Cardiac arrest adult

Code White - Cardiac arrest child

Code Little Blue - Neonatal resuscitation

Code Pink - Infant abduction

Code Purple - Child abduction

Code Silver - Hostage/weapon situation

Code Yellow - Bomb threat

Code Orange - Hazardous material incident

Code Triage - Disaster incident

Code Gray - Violent/combatative individual

Code Weather - Severe weather

Code Walker - Patient eloped/missing patient

Code Stroke – Stroke

HAZARDOUS MATERIALS

Hazardous materials may be dangerous to your health. These materials must be discarded in specially labeled containers. Hazardous materials include: chemotherapy, radiation, ethylene oxide, medical gases and chemicals. If you contact a hazardous material, rinse the exposed area with running water for 15 minutes, tell your instructor/supervisor and go to the hospital's emergency department.

SAFETY DATA SHEETS (SDS)

SDS are found in the Intranet (click on link) and in Security.

MEDICAL WASTE

Federal and state laws regulate how "medical waste" is discarded. Medical waste is packaged, contained and located in a manner that protects and prevents release into the environment. Medical waste includes: laboratory materials, blood, pathological waste, and sharps. Separate and discard...

- laboratory and pathological medical waste into "biohazard" containers (biohazard symbol on container).
- blood into large, "red" containers (located in dirty utility rooms on units).
- all sharps into "red sharps" containers (includes glass, needles, sharp instruments).