



# Vanderbilt Behavioral Health

2021 GENERAL ORIENTATION MANUAL

Created by: Nursing Education and Professional Development



## WELCOME LETTER FROM THE PRESIDENT OF VBH

Welcome to Vanderbilt Behavioral Health!

Different paths have led you here, but we are united by a common purpose to make a difference in the lives we encounter. Thank you for the commitment you have made to our patients and Credo.

This orientation manual will help you integrate with the values, standards, and culture of our hospital family. Our people are what make us special. I am continually inspired by your passion and professionalism as we make a lasting impact on our patients, their families, and our community. Every day we are changing lives because of the quality driven, team oriented, and patient centered care that you provide.

Key Goals:

- Exhibit a growth mindset with the courage to move beyond “the way we have always done things.” We must adapt our research and services to the evolving health care needs and landscape.
- Foster continuous quality improvement in safety and service. We will be relentless in our pursuit to identify new way to improve our overall quality of care.
- Take ownership to be an expert in your field through continuous learning—with a foundation that is brilliant in the basics of our craft.
- Refine and standardize our processes through checklists, protocols, and control mechanisms in order to achieve high reliability in our best practices as we expand our services.
- As we strive for zero harm, demonstrate the courage to acknowledge mistakes in order to advance our thinking and foster a learning environment.

It takes great teamwork to ensure our success each day. Great teams require a positive attitude, genuine authenticity, mutual respect, and meaningful cross-training to reinforce these bonds of care across the hospital. Please remember:

1. Focus on and value every momentary patient and staff interaction, no matter how small.
2. Remind each other daily about why we are here to continually inspire the passion that drives us.
3. Trust in each other and take care of each other. Share in each other’s daily joys and challenges. Celebrate the small wins.
4. Lead by example. Actions, effort, and attitude speak louder than words.
5. Never underestimate your capabilities. Remember the Navy SEAL 40% rule of mental toughness: *when you think you have reached your limit, you have usually only reached about 40% of your personal capacity.*

We will continue to grow and succeed as a behavioral health system as long as we stay focused on being the best at what matters most—caring for people. Thank you for your commitment to excellence, to our patients, and to each other. I am proud to serve with you.

With Gratitude,

Mary

Mary C. Pawlikowski  
President, Vanderbilt Behavioral Health

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## CREDO

We provide excellence in healthcare, research and education.

We treat others as we wish to be treated.

We continuously evaluate and improve our performance.



## CREDO BEHAVIORS

I make those I serve my highest priority.

I respect privacy and confidentiality.

I communicate effectively.

I conduct myself professionally.

I have a sense of ownership.

I am committed to my colleagues.

**It's who we are.**

## *Vanderbilt Behavioral Health: Our Mission*

*We aspire to improve the lives of individuals impacted by mental illness through personalized care, continuous learning, and clinical excellence.*

## OUR VALUES

### **Respect**

We respect the dignity of our patients, families, community, and colleagues, and share a unified commitment to our Credo.

### **Compassion**

We keep our patients at the center of everything we do.

### **Integrity**

We are responsible for our actions and will work honorably and professionally at all times.

### **Teamwork**

Our community, and teamwork are central to our mission, and every member of our team has an indispensable voice and impact.

### **Innovation**

We relentlessly pursue our individual and organizational potential through translational research, continuous improvement, and evidence-based practices.

### **Courage**

We have the courage to face great challenges, to inspire hope, to embrace healing and recovery, and to lead by example.





## VANDERBILT PATIENT AND FAMILY PROMISE

Our patients and families are our #1 priority as evidenced by our Credo. The Patient and Family Promise is what is expected of all of us every time they visit. The Promise includes 6 simple things we can do every day to ensure we are making those we serve our highest priority. After all, “It’s who we are.”

As a part of fulfilling this Promise, Vanderbilt Behavioral Health has a Patient and Family Advisory Council that meets regularly. This council provides opportunities to partner with our patients and families in order to optimize the patient-centered care approach at VBH.

### POLICY STATEMENT

All policies referenced throughout this orientation manual are subject to change. The policies that are included are abbreviated. Therefore, this manual cannot be the sole independent source of information. All policies can be located online through [vumc.org](http://vumc.org). Select Resources Directory and then select PolicyTech.

## CONFIDENTIALITY

At Vanderbilt Behavioral Health (VBH), any and all information concerning a patient is of a strictly confidential nature. Confidentiality, a right entitled to each patient, begins at admission, or upon the making of a reservation for admission, and never terminates. It is the duty and responsibility of every employee at VPH to ensure this right.

NO INFORMATION (identification, information of a medical or psychiatric nature, etc.) concerning a patient who is to be admitted, is presently in-house, or has been discharged or transferred is to be released by ANY person over the telephone, in person, or in writing without first confirming that there is a valid, signed consent for release of this information.

**This includes even an affirmation or denial as to whether a person will be, is or was a patient of this facility.**

Policy—VPH Policy: Patient Confidentiality—Access Codes #05-004

## Policy:

### Patient Safety and Confidentiality: No Information, Security Risk, Stat, and Alias Designations

#OP 10-40.06

Vanderbilt University Medical Center (VUMC) maintains processes for identifying and documenting patients for whom special precautions are necessary to control dissemination of information regarding those patients. These processes include designation of a patient as:

- ◆ “No Information” upon admission or pending admission
- ◆ “Security Risk” when necessary for security purposes
- ◆ “Alias” in rare cases where extraordinary measures are necessary to conceal the identity and location of a patient
- ◆ “Stat” name when treatment must be initiated before collection of identification information for patient registration.

## PATIENT RIGHTS AND RESPONSIBILITIES

Vanderbilt University Medical Center provides medical treatment without regard to race, nationality, religion, beliefs, age, disability, sex, sexual orientation, gender identity or expression, or source of payment.

VUMC Staff, physicians, and students from all disciplines are expected to demonstrate respect for the human rights and individual dignity of each patient in the delivery of all aspects of health care

and services. In return, VUMC expects patients and their families to demonstrate mutual respect through reasonable and responsible behavior toward VUMC physicians, staff, students and other care providers.

Below are the rights and responsibilities shared with every patient. It is important for you to know these rights as well. **Policy: Patient Rights and Responsibilities**  
#OP 10-50.06

## Your Rights and Responsibilities as a Patient

**We will treat you without regard to your race, nationality, religion, beliefs, age, disability, sex, sexual orientation, gender identity or expression, or source of payment.**

**You have the right to considerate and respectful care, including the right to:**

- Be safe from abuse or harassment.
- Have your pain treated.
- Have your doctor and a friend or member of your family told that you are in the hospital.
- Be free from being restrained or secluded, unless needed for your care.
- Wear appropriate clothing or cultural or religious items as long as doing this doesn't interfere with your treatment.
- Know the names of the people caring for you, what they do, and who they work for.
- Have an interpreter at no cost if you need one.
- Have an assistive (service) animal or aid if you need one.
- See your bills and have them explained to you.
- Talk with other doctors (at your own expense).
- Have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

**You have the right to privacy, including the right to:**

- Be examined in as private an area as possible.
- Have someone of your own sex with you when you are examined.
- Have your medical information kept private, as provided by law.
- Not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

**You have the right to be involved in all aspects of your care. This includes the right to:**

- Know what your problem is and what this might mean for you.
- Share in decisions about your care, including getting information in a way that you can understand.

- Be told what you can expect from your treatment, its risks and benefits, other choices you may have, and what might happen if you are not treated at all.
- Have your wishes for advance care (living will, power of attorney) or organ donation followed.
- Meet with an ethicist, chaplain, or advocate to talk about ethical issues and policies.
- Refuse tests or treatment (as far as the law allows) and to be told what might happen if you do.
- Leave the hospital (as far as the law allows) even if advised against it. If this happens, we will not be responsible for any medical issues that may result.
- Be involved in research only if you agree to this in writing.
- Be given information about any ongoing care you may need after you leave the hospital. You will not be sent to another place without being told why.
- Have a support person of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.

**To keep you safe, we encourage you to become actively involved in your care by:**

- Confirming to us which part of your body you will be operated on.
- Reminding us to check your ID band before we give you medicine or blood.
- Making sure we wash or foam our hands before caring for you.
- Checking for our ID badge.
- Asking questions.
- Knowing what medicines you are taking and why.

**It is your responsibility to:**

- Give us truthful and complete information about your health, medicines, and insurance.
- Ask any questions you may have about your treatment and what you need to do to take care of yourself.
- Follow your plan of treatment.

- Give us a copy of any living will, power of attorney, or donor forms you may have.
- Follow all hospital and clinic rules, including the no smoking policy.
- Respect other patients, visitors, staff, and property.
- Tell us if you are concerned about or notice any changes in your condition.
- Make sure your bills are paid.
- Go to all of your appointments and be on time.
- Let us know if you are concerned about your privacy.

**If you have concerns or complaints:**

- If you are a patient at Vanderbilt Psychiatric Hospital, contact the Patient Advocate at 615-327-7085. Otherwise, contact the Office of Patient Affairs at 615-322-6154. Any member of our staff can help you with this.
- You may also contact the Joint Commission at 630-792-5800 or <http://www.jointcommission.org>.
- Or you may contact the Tennessee Department of Health: State of Tennessee Department of Health Care Facilities West Tennessee Regional Office 2975 Highway 45 Bypass Jackson, TN 38305 Phone: 800-778-4504 Fax: 731-512-0063

**If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form. You may also contact:**

TNCARE Solutions  
PO Box 593  
Nashville, TN 37202-0593  
Phone: 800-878-3192  
TTY/TDD: 800-772-7647  
Español: 800-254-7568

**This information is available in Spanish upon request.**

**Solicite la versión en español de esta información.**

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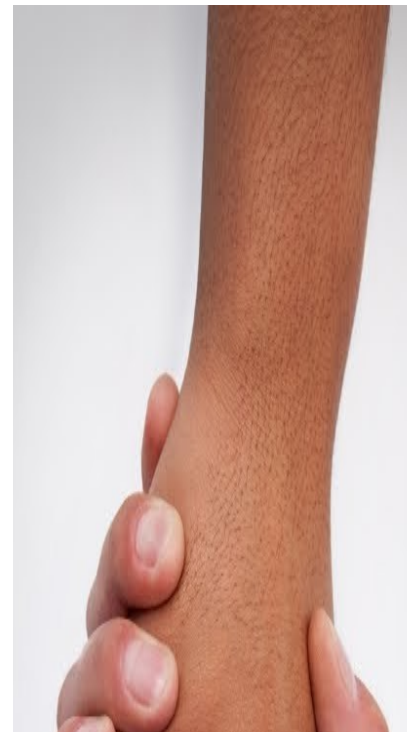
VANDERBILT UNIVERSITY  
MEDICAL CENTER

## PATIENT SATISFACTION

Consistent with VUMC's mission, Credo, and Patient and Family Promise, all VUMC team members are expected to facilitate resolution of Patient dissatisfaction by encouraging Patients to voice their concerns and by identifying dissatisfied Patients. Patient Complaints and Grievances are addressed in accordance with the CMS regulations for Complaint and Grievance resolution.

**Policy: Service Recovery and Complaint and Grievance Resolution #QSRP 10-10.04**

When satisfaction issues cannot be resolved in the moment, please utilize the VPH Chain of Command for assistance. For more involved situations, please refer the patient to the Vanderbilt Office of Patient Relations at 615-322-6154

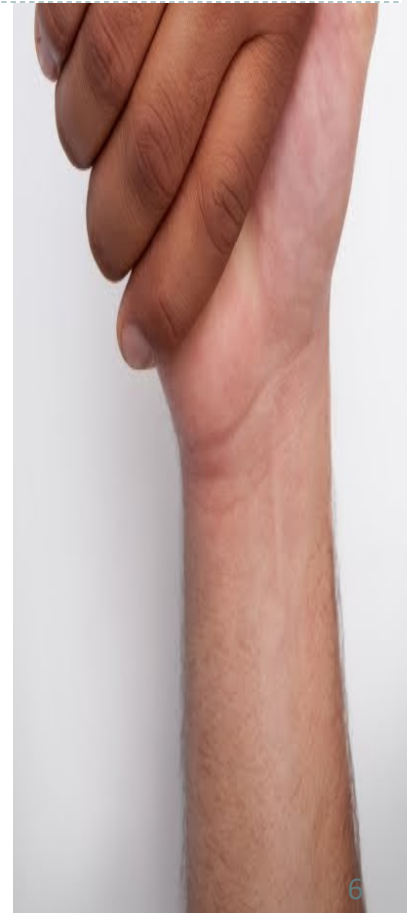


*Service Recovery: The process by which VUMC team members attempt to “make right” what patients feel went wrong for them.*

## H.E.A.R.D. SERVICE RECOVERY PROTOCOL

When patients communicate concerns, VUMC team members:

- ◇ **H**ear the patient
- ◇ **E**mpathize
- ◇ **A**cknowledge, express **A**ppreciation, and (when appropriate) **A**pologize
- ◇ **R**espond or **R**efer to other appropriate parties to respond
- ◇ **D**ocument





Policy: Occurrence Reporting: Patient and Visitor  
#QSRP 10-10.01

## VERITAS: IT MEANS TRUTH

VUMC uses the online reporting system Veritas to identify, evaluate, and take appropriate action to address serious or significant Events, Near-Miss Events, or Hazards involving patients and visitors, to track patient safety data trends, and report events in accordance with applicable law. The report will be sent to the department manager and VUMC Risk Management. VUMC is committed to using Veritas reports in a non-punitive way to promote safe, quality patient care.

### Work-Related Injuries

The Veritas system is also used to report work-related injuries. If you are injured on the job, complete the Tennessee First Report of Work Injury through the Veritas system.

## PATIENT INTERPRETER SERVICES AND PROGRAM ACCESSIBILITY

VUMC provides:

- A qualified American Sign Language (ASL) interpreter for patients who are deaf
- Assistive listening devices for patients who are hard of hearing
- Readers for patients who are visually impaired or blind
- A Braille document (Patient Rights and Responsibilities) for patients who are blind
- Access to a qualified interpreter for patients with limited English proficiency (LEP).
  - Interpreters must be approved by Vanderbilt Interpreter Services. Vanderbilt does not recognize the use of untrained interpreters, such as ad hoc interpreters.

For more information, visit the [Interpreter Services Website](#)

Policy: Interpreter Services and Program Accessibility: Hard of Hearing and Deaf, Blind and Visually Impaired, Limited English Proficiency (LEP) Communications, and Access to VUMC #OP 10-50.01



## SUMMARY OF VANDERBILT INTERPRETER SERVICES

Service	General Information	Contact Information
<b>Deaf and Hard of Hearing</b>	Bridges provides services at no cost to the patient through the Vanderbilt Interpreter Services	<p>ASL Interpreters are accessed directly through Bridges.</p> <p>24 hour emergency coverage is available through Telephone Devices for the Deaf (TDD).</p> <p>Amplifiers for standard telephones and a personal assistive listening device are available through the Vanderbilt Interpreter Services, Monday through Friday, 8am-4:30pm, or the Administrative Coordinator / Administrator on Call if unable to reach Vanderbilt Interpreter Services</p>
<b>Blind and Visually Impaired</b>	The Patients Rights and Responsibilities document is available in Braille upon request through Vanderbilt Interpreter Services. Other Braille documents may be made available as needed.	Assistance for patients who are visually impaired is available through Vanderbilt Interpreter Services Monday through Friday, 8am-4:30pm or the Administrative Coordinator / Administrator on Call if unable to reach Vanderbilt Interpreter Services
<b>Limited English Proficiency (LEP)</b>	Vanderbilt Interpreter Services provides services to patients / visitors with LEP via on-site, video, and telephonic interpreter services	<p>Telephonic—Contact telephonic interpretation vendors</p> <p>Video—Available in areas with video carts.</p> <p>On-Site (Arabic, Kurdish, and Spanish only) Contact Vanderbilt Interpreter Services Monday—Friday 8am-4:30pm</p> <p>After-hours and weekend Spanish needs (See website reference)</p> <p>For other languages, please use video carts or the telephonic interpretation vendors.</p> <p>Interpretation via video cart or telephone is available at all times</p> <p>Emergency Departments: Limited coverage is provided for Spanish interpretation on-site on weekends and evenings</p>
<b>Urgent / Emergent Requests</b>	Workforce Members must use the most appropriate methods of communication in urgent / emergent situations, including ad hoc interpreters or video remote interpreters until there is the ability to utilize the telephonic or on-site interpreters	<p>Telephonic—Contact telephonic interpretation vendors</p> <p>Video—Available in areas with video carts.</p> <p>On-Site (Arabic, Kurdish, and Spanish only) Contact Vanderbilt Interpreter Services Monday—Friday 8am-4:30pm</p> <p>After-hours and weekend Spanish needs (See website reference)</p> <p>For other languages, please use video carts or the telephonic interpretation vendors.</p> <p>Interpretation via video cart or telephone is available at all times</p> <p>Emergency Departments: Limited coverage is provided for Spanish interpretation on-site on weekends and evenings</p>





## VANDERBILT INTERPRETER SERVICES CONTACTS

We offer limited on-site Spanish interpretation after-hours and telephonic interpretation 24 hours a day/ 7 days a week, including holidays.

### **Main Office Number:**

- 615-322-7378

### **Office Hours:**

- Monday—Friday 8am-5pm

### **American Sign Language (ASL) Interpreters:**

- 615-248-8828

### **Telephonic Interpretation: More than 180 languages served**

- 866-874-3972
- 877-746-4647 (secondary provider)

### **Manager: Hope Collins**

- [hope.collins@vumc.org](mailto:hope.collins@vumc.org)
- 615-936-0837



## EMERGENCY PREPAREDNESS

### *Dial 827 to overhead announce Code Blue or Code Green at VPH*

#### **CODE BLUE**

A Code Blue is called in the event of a medical emergency at VPH involving a patient, visitor, or staff member. Available clinical staff will immediately respond to provide needed medical care and basic life support. Assigned staff will bring an emergency crash cart to the area.

If the person requires additional emergency services, the Rapid Response Team is activated by dialing:

**11111**

The Rapid Response Team will provide advanced life support.

#### **Dial 827 and say:**

- \* Code Blue
- \* Location
- \* Code Blue
- \* Location

Location is name of unit or common area at VPH. For example: "Code Blue, Cafeteria. Code Blue, Cafeteria."

If you call 11111, they will ask you 3 standard questions at the beginning of the call.

- 1: What's your location—Answer "Vanderbilt Psychiatric Hospital" and location within building. (Don't say VPH—it's easy to confuse with VCH across the street)
- 2: Is it a patient or visitor? - State if patient, visitor, or staff member
- 3: Are they breathing effectively? - Answer yes or no. If they are breathing, but it is labored or you are worried—answer No.

#### **CODE GREEN**

A Code Green is called in the event of a psychiatric emergency at VPH involving a patient who is escalating, threatening, or posing a threat of harm to themselves or others.

Available clinical staff trained in Handle-with-Care will immediately respond to assist in the emergency. Staff will provide needed psychiatric care, verbal de-escalation, restraint, and/or seclusion as needed.

The safety of our staff is of the utmost importance. Staff who are not trained in Handle-with-Care should not attempt to physically restrain a patient.

#### **Dial 827 and say:**

- \* Code Green
- \* Location
- \* Code Green
- \* Location

Location is name of unit or common area at VPH. For example: "Code Green, Adult 4. Code Green, Adult 4."



## EMERGENCY ACTIVATION ANNOUNCEMENTS

Multiple overhead emergency activation codes are used throughout VUMC. Detailed information can be found in the VUMC Emergency Operations Quick Reference Guide and on the [VUMC Emergency Preparedness website](#).



Some of the situations that use the Yellow and Orange Alert system are:

Inclement Weather	Computer System Failure	External Floor
Oxygen Failure	Phone System Failure	Mass Casualty
Water Failure	Unannounced Survey	Mass Casualty CBRNE Incident (Chemical, Biological, Radiological)
	Internal Flood	

The VUMC Notification System is used to send important messages to the VUMC community. This system sends non-emergency information via email and the clinical workstation pop-up screen, but notifications can also be sent via text or phone call to employees that have set their preferences in C2HR.

The AlertVU system is used to send messages in the event of an emergency that poses an imminent threat or danger to the VUMC community, such as a tornado or an active shooter in the area.

Both of these systems send messages to the delivery points you choose. All employees are automatically enrolled in the system using their Vanderbilt email address. You can register other contact points, such as cell/home phone, text messaging, or personal email account to receive emergency and/or non-emergency messages. Depending on the situation, messages may be targeted specifically to only email, only clinical workstations, or other delivery points.

Please update your contact information at least annually. To update your contact information, go to C2HR. Once you've logged in, access and update your personal contact information and then check the appropriate box to determine how you receive emergency and non-emergency messages. See step-by-step instructions [here](#).





## HUMAN RESOURCES INFORMATION

### ATTENDANCE AND PUNCTUALITY POLICY

Timely and regular attendance is an expectation of all VUMC employees. Employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from their supervisor in advance of any requested schedule changes.

**Absent:** An employee is deemed absent when he/she is unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by department notification procedure.

**Tardy:** An employee is deemed to be tardy when he/she:

1. Fails to report for work at the assigned/scheduled work time or arrives past the scheduled start time. In these instances, managers may replace the tardy employee for the full shift.
2. Leaves work prior to the end of assigned/scheduled work time without prior supervisory approval.
3. Takes an extended meal or break period without approval.

**Missed clock:** A missed clock includes:

1. Failure to clock in/out on designated time clock at the beginning and/or end of assigned shift.
2. Failure to accurately and timely report time worked.
3. Clocking in/out early (or late) of assigned shift without prior approval.

Employees are expected to follow departmental notification procedures if they will be late for work, absent, or are requesting planned time away from work. Employees must request in advance to their supervisor or designee and in accordance with departmental procedure if they wish to arrive early or leave early from an assigned shift. At the time of notification/call, the employee must state when an absence is due to a approved leave of absence (e.g. Military Leave, FMLA, Non- FMLA, Bereavement, Jury).

An employee who fails to call in and report to work as scheduled for three consecutively scheduled work days will be viewed as having abandoned their position and employment will be terminated.

Policy: Attendance and Punctuality

#### HUMAN RESOURCES POLICIES AND INFORMATION

To obtain the latest information, please go to the [VUMC Human Resources website](#).

##### Benefits

- \* VUMC Benefits
- \* PTO
- \* FMLA
- \* VUMC Child & Family Services
- \* Health and Wellness
- \* COBRA

##### Policies & Employee Relations

- \* Employment Laws
- \* Equal Opportunity
- \* Tuition Assistance

##### Performance & Pay

##### Learning

- \* Learning Exchange (LMS)
- \* Leader Experience
- \* Workforce Engagement & Development

##### Discounts

##### C2HR

- \* Update personal profile
- \* Access direct deposit and payment history
- \* Review benefits and time off balances.



## OCCURRENCES

An occurrence is documented as an absence, tardy or missed time clock in/out. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason. The grid is designed to provide guidelines when tracking the total number of occurrences in a rolling 12-month period.

	Occurrences/Days	Discipline Step and Action
<b>Occurrence</b> 1 Occurrence is equal to: <ul style="list-style-type: none"><li>• 1 Absence</li><li>• 2 Tardies</li><li>• 2 Missed Clocks</li></ul>	4 Occurrences	Step 1: Verbal Warning
	6 Occurrences	Step 2: Written Warning
	8 Occurrences	Step 3: Final Written Warning
	10 Occurrences	Step 4: Termination
<b>Total # of Days Absent</b> <ul style="list-style-type: none"><li>• Consecutive or Non-Consecutive</li><li>• Does Not Apply to Tardy</li></ul>	6 Days	Step 1: Verbal Warning
	9 Days	Step 2: Written Warning
	12 Days	Step 3: Final Written Warning
	15 Days	Step 4: Termination
<b>Single Day of No Call / No Show</b>	1 Occurrence	Step 2: Written Warning
	2 Occurrences	Step 3: Final Written Warning
	3 Occurrences	Step 4: Termination

## *Absent or Tardy Notifications at VPH:*

*Nursing staff—call the CSL as early as possible*

*All other staff, please notify your manager*

### To call the CSL:

Dial the pager at 615-831-6211

After the beep, enter your phone number (and area code) so the CSL can call you back.

## NEW HIRE ORIENTATION PERIOD

An employee, within his/her Orientation period, who has two occurrences will receive a Written Warning. If the employee has greater than two occurrences within the Orientation period, employment may be terminated; should the Orientation period be extended, this rule still applies.

## HOLIDAYS

If an employee calls out of work the day before, the day of, or the day after a holiday, the manager will review the absence. Based on this review, the manager has the discretion to determine whether to count the incident as a regular occurrence or go directly to issuing a Written Warning for the holiday call out. If an employee is already on discipline they can progress to the next level.

## INCLEMENT WEATHER

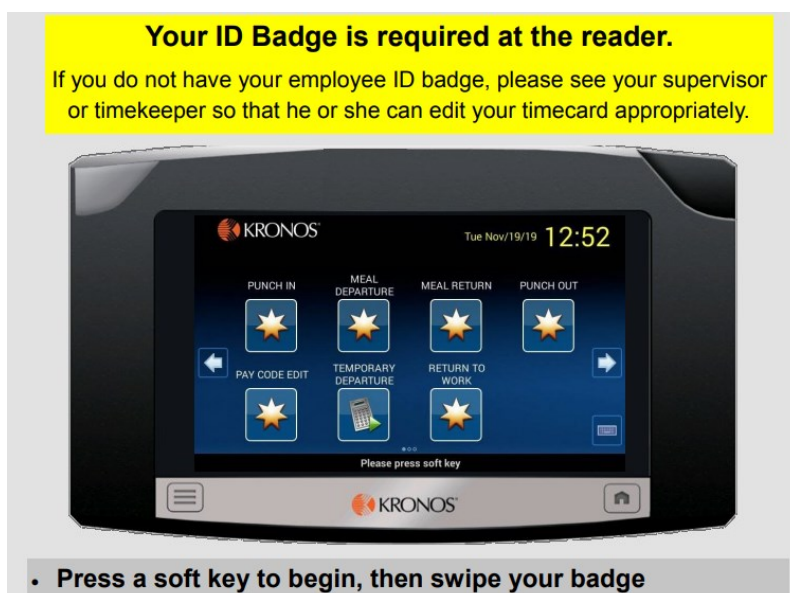
VPH follows the VUMC inclement weather policy. It is the expectation that you work your scheduled shifts and there will be no PTO allowed that was not already requested and approved. Please familiarize yourself with the policy and make sure to check your VUMC email frequently during times of inclement weather.

# TIMEKEEPING AND SCHEDULING

## KRONOS

You will be paid using the Kronos system which records the time you work during each pay period. Your time is recorded when you clock in and out at the Kronos time clock.

Enter information to be paid for time off (vacation, illness) into the Kronos time clock during the same pay period that time off was taken.



To review and approve your time, use the Kronos Reader app (WFC) on the Clinical Workstations or click here: <https://hr.vumc.org/systems/kronos> each pay period.

***If you forget to clock in, clock out, or do not enter your paid time off during the pay period, you must email your manager with the information ASAP.***

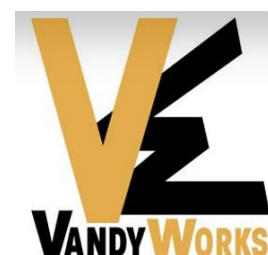
Training on Kronos time clocks is located in LMS. Search for "Kronos 8.1 Curriculum for Staff" to enroll in the online class.

## VANDYWORKS

Many clinical employees (nurses and BHS) will use the VandyWorks application to manage their schedule and time-off requests. To access Vandyworks, please click [here](#).

Training on VandyWorks is located in LMS. Search for "VandyWorks ETM" to enroll in the online classes.

The Scheduler for VPH is Holly Flatt. You can email her at [holly.e.flatt@vumc.org](mailto:holly.e.flatt@vumc.org) for assistance with your schedule.



## DRESS CODE & PERSONAL APPEARANCE

The policy outlines acceptable guidelines for dress code and personal appearance. All staff working with patients or patients' families or in public areas are expected to dress in a professional manner.



The following are expected:

- ◇ ID badges are worn in clear sight above the waist
- ◇ Apparel is clean, neat, and in good condition
- ◇ Hair is clean & contained so it does not come in contact with patients or visitors
- ◇ Shoes are closed-toe
- ◇ Perfume or cologne are not worn in clinical areas
- ◇ Fingernails are kept clean and short. Nail polish, if worn, is well maintained and not chipped. Artificial and long natural fingernails are not permitted for staff providing direct patient care.

The following are not allowed:

- \* Faded, torn, ripped, or frayed clothing
- \* Midriff or off-the-shoulder blouses, sweaters, or dresses
- \* Tight, sheer, or revealing clothing (leggings are allowed if worn with a top or dress that is mid-thigh in length)
- \* Clothing with advertisement, sayings, or logos, with the exception of unit-approved VUMC apparel when worn as part of the uniform
- \* Spaghetti strap or strapless shirts or dresses
- \* Denim jeans
- \* Shorts or sports attire (e.g., athletic sportswear, including hoodies), unless part of unit-approved VUMC uniform.
- \* Any clothing that restricts proper handwashing technique (e.g., thumb shirts/sweaters)
- \* Hats, caps, bandanas, plastic hair bags/shower caps (particularly worn within buildings), unless for medical condition or safety purposes, or established religious customs
- \* Visible body piercing/jewelry except for ears with simple earrings
- \* Tattoos on face, neck, hands, and arms must be covered in patient-facing areas. Regardless of location, no tattoos that are obscene, commonly associated with gangs, extremists, and/or supremacist organizations, or that advocate sexual, racial, ethnic, or religious discrimination may be visible at any time.



# INFECTION CONTROL AND PREVENTION

## EMPLOYEE RESPONSIBILITIES

- ◆ Recognize that you are a vital link in the chain of infection control.
- ◆ Be alert for hazards that might compromise patient or staff health.
- ◆ Communicate hazards to your manager so problem solving can start.
- ◆ If you are sick with a fever or flu-like symptoms, it is best to stay home rather than risk infecting a client or co-worker.
- ◆ Maintain a high standard of personal hygiene for the preservation of health and the prevention of disease.
- ◆ Report a scratch, cut, rash, skin lesion, or any suspected contagious condition to your manager as soon as possible.
- ◆ Immediately report any on-the-job injury, accident, or possible exposure to contagious disease as soon as it occurs.
- ◆ Discourage visitors with obvious signs of infection (e.g., fever, vomiting, diarrhea, skin rash, lesions, etc.).

### Proper Hand Washing

The most important contribution that every employee can make toward the maintenance of an effective infection control program is proper hand washing.



1. Turn on warm running water.
2. Moisten hands thoroughly and apply liquid soap, lathering the entire hand and wrist.
3. Using friction, rub each hand with the other, paying careful attention to nails and between fingers. Rub for at least 20 seconds.
4. Rinse hands under running water, allowing water to flow from wrists to fingertips.
5. Dry hands thoroughly with disposable paper towels, drying from wrists to fingertips of each hand. Dispose of wet paper towels in an appropriate container.
6. Turn off faucet with dry paper towel.

The functions of our Infection Control & Prevention Program at VUMC are:

- ◇ Surveillance of infections (reporting)
- ◇ Prevention of infections through employee education and minimum standards for the environment
- ◇ Control of infections via employee health, outbreak control, and appropriate precautions.

The Department of Infection Control & Prevention can be reached at:

615-936-0725

For emergent or off-hours needs, call the on-call pager at:

615-835-1205



**APIC**  
PROGRAM  
OF DISTINCTION  
Excellence in Infection Prevention & Control

VUMC is the first hospital system in the nation to receive the Association for Professionals in Infection Control and Epidemiology (APIC) Program of Distinction; an acknowledgment of excellence for programs that meet stringent standards established by the association.




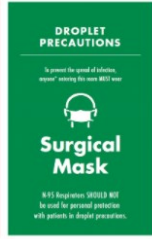

## STANDARD PRECAUTIONS

Standard precautions are a set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin, and mucous membranes. In all areas, follow these standard precautions:

- ◆ Perform hand hygiene before and after every patient encounter
- ◆ Gloves are worn when touching blood, body fluids, or items potentially contaminated with blood or body fluids, even if no blood is visible. Change gloves between patients.
- ◆ A mask and eye protection is worn when splashes and sprays are possible.
- ◆ A gown is worn when contact with blood or body fluids is likely.

Policy: Standard Precautions (Standard Operating Procedure)

## ISOLATION PRECAUTIONS FOR PATIENTS WITH KNOWN OR SUSPECTED COMMUNICABLE DISEASES

Type of Isolation	Used for Pathogens That	Equipment Needed	Use For	Room Sign
Contact	Can be spread by direct contact; often contaminate the environment	Gloves, gowns upon entering room (Even if no patient contact is expected)	MRSA, VRE, scabies, C. difficile, multidrug resistant Gram-negative organisms, rotavirus, RSV, varicella (+ Airborne)	
Droplet	Require close contact for transmission	Surgical masks; gloves if handle secretions	Influenza, N. meningitidis, pertussis, parvovirus	
Airborne	Can be transmitted via airborne route	N95 respirator upon entering room; Patient must be in negative pressure room	Pulmonary TB (confirmed or suspected), varicella (+ Contact), smallpox, measles	

There are no negative pressure rooms at VPH. Patients requiring airborne precautions will be transferred to the appropriate location for care.

## HAZARDOUS WASTE: HANDLING AND DISPOSAL

Hazardous waste includes infectious waste, pharmaceutical wastes, and protected health information. Guidelines for the handling and disposal of waste at VUMC are based on state regulations.

Needles and Sharps Waste	<ul style="list-style-type: none"> <li>◆ Includes needles, lancets, scalpels, razor blades, ampules, glass slides, glass Pasteur pipettes, and biologically contaminated broken glass.</li> <li>◆ Are properly discarded immediately or as soon as feasible</li> <li>◆ Are not placed in trash bags</li> <li>◆ Are placed in designated sharps containers which:               <ul style="list-style-type: none"> <li>◆ Are closeable, color-coded or labeled, puncture resistant, and leak-proof on sides and bottoms</li> <li>◆ Are checked and replaced to prevent overfilling, and sealed when 3/4 full or at the designated fill line</li> <li>◆ Are easily accessible to personnel and located as close as feasible to the area where sharps are used</li> <li>◆ Are maintained in an upright position</li> <li>◆ Are closed securely prior to removal to prevent spillage or are placed in a secondary container meeting criteria above if the original container is compromised</li> </ul> </li> </ul>
Red Bag Waste (solid / non-sharp biohazardous)	<ul style="list-style-type: none"> <li>◆ Items placed in red bags or other biohazard bags marked with the biohazard symbol include:               <ul style="list-style-type: none"> <li>◆ Items that are visibly contaminated with blood or other possibly infectious materials (e.g. dressings, disposable pads, PPE, bandages, and sponges)</li> <li>◆ Any waste from an isolation room</li> </ul> </li> <li>◆ Infectious wastes that are not placed in red bags / biohazard bags:               <ul style="list-style-type: none"> <li>◆ Large liquid volumes</li> <li>◆ Sharps</li> </ul> </li> <li>◆ Red bags / biohazard bags are placed in solid-walled, leak-proof, secondary receptacles that are either red or labeled with the biohazard symbol</li> <li>◆ Red bags / biohazard bags are closable and constructed to contain contents and prevent leakage. They are securely closed prior to transport.</li> </ul>

Soiled linen is placed in covered linen hampers located in each unit. Gloves should be worn if linen is potentially contaminated with blood or body fluids. All linens at VPH are laundered as if it is infectious.

### Hazardous Chemicals

Make sure you know what chemicals you may be exposed to on the job, the location of your area's Safety Data Sheets Manual, and how to read them. You can also access the information online [here](#).

Do not bring any chemicals or cleaning supplies into the hospital. Only use hospital approved supplies.

Vanderbilt University  
Police Department  
(VUPD)



VUPD is a professional law enforcement agency dedicated to the protection and security of Vanderbilt University and the Medical Center.

VUPD is available 24 hours a day / 7 days a week.

Non-Emergency:

615-322-2745

Or

22745 (extension from any VUMC phone)

Emergency:

615-421-1911

Or

911 (extension from any VUMC phone)

## PATIENT AND EMPLOYEE SAFETY

The following safety guidelines should be followed by all staff at VPH at all times:

Doors:

- \* Make sure all security doors close and lock behind you
- \* Keep hospital keys & ID badge in your possession at all times and report their loss immediately to your manager
- \* Do not lend your keys or ID badge to anyone

Identification:

- \* All employees are required to wear their ID badge at all times

Personal Items:

- \* No weapons are permitted in this facility
- \* Do not bring any sharps from home into the building
- \* Keep your purse and valuables in a locked area
- \* Lock your car and do not leave valuables in view

Facility:

- \* No smoking is permitted in the hospital or on the VUMC campus
- \* Maintain all hospital furniture, equipment, and property and report damaged items for repair
- \* Do not run in the hallways or stairways
- \* Keep floors and aisles free of water, debris, and obstacles
- \* Keep work areas clean and free of non-essential materials. Electrical equipment with frayed or defective cords should never be used.

Employee Safety:

- \* Report any unusual activities or individuals that are suspected of causing a security risk to your manager immediately
- \* Report any threatening gesture or action made by an employee, visitor, or patient to your manager immediately
- \* If you feel physically threatened by a non-patient and/or you believe the well being of a non-patient or employee is in immediate danger, call the Vanderbilt University Police Department (VUPD)

## ID BADGES

Your ID badge is required to access locations throughout VPH. Please notify your Manager, CSL, or Supervisor if your badge access is not working correctly.

If you need a new badge, your Manager will request one for you, and you will pick it up at the Badge Office:

Medical Center Card Services:

Location: 2525 West End Ave

Phone: 615-936-3350

Email: [newcard@vumc.org](mailto:newcard@vumc.org)

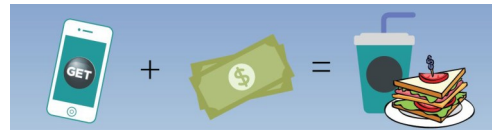
Hours: Monday—Friday 7:30am-5:30pm

### Badge Bucks

You can swipe your badge to pay for meals at restaurants across VUMC by adding funds to a VUMC Badge Bucks account.

Badge Bucks also work at 70 vending machines across the campus. Click [here](#) for a list of locations.

You can check your balance and add funds using a credit or debit card at <https://get.cbord.com/vumc> or by downloading the GET Mobile App in the iTunes or Google Play app stores. Use your VUMC ID and password to sign in to your account.



## KEYS AT VPH

Keys are marked with letters and/or numbers to indicate what areas they access:

Letters	Numbers	Access
	17520	Patient rooms and other rooms on units
S	17544	1st floor stairwell
Med	30153	Medication rooms
B		“Bell”: Red pull stations for fire alarm
EX		Fire Extinguisher lock boxes



*VPH is a locked psychiatric facility requiring an authorized ID Badge and Keys.*



## FREQUENTLY ASKED QUESTIONS

### How can I access my email on my mobile device?

- ♦ Follow instructions on the VU Information Technology website. Click [here](#).

### How do I figure out where to park or when the shuttles run?

- ♦ Find information on the Parking and Transportation website. Click [here](#).

### How can I get information about my paycheck?

- ♦ Go to the VUMC homepage at [vumc.org](http://vumc.org) and click on the C2HR button.

### Who do I call when my computer access isn't working?

- ♦ Call the VUMC Help Desk at 615-343-4357 or 3-HELP.

### How do I access online training that is assigned to me?

- ♦ Access online training assignments through the Learning Exchange (LMS). Go to the VUMC homepage at [vumc.org](http://vumc.org) and click on Resources Directory. Search for LMS. Access LMS through Chrome for optimal performance.

### How do I sign up for online training or in-person classes?

- ♦ These can also be accessed through the Learning Exchange (LMS).

### How do I sign up for a BLS class?

- ♦ These can also be accessed through the Learning Exchange (LMS). BLS classes open in LMS on the 15th of the month before the scheduled class. For example, December classes will be available for sign-up on November 15th. To see the schedule of classes for the next 3 months, go to the Resuscitation website [here](#).

## DO YOU WANT TO GET INVOLVED?

There are many opportunities to get involved throughout VPH.

Talk to your Manager about joining a committee. There are many to choose from.

Attend a Unit Board meeting.

Come to the VPH Town Hall meetings to hear the latest updates from your Leadership team.

## PROFESSIONAL DEVELOPMENT AT VBH

We are excited you are joining us in your professional journey at Vanderbilt Behavioral Health. Our focus is always on our patients, and we know one of the best ways to provide optimal care for our patients is to relentlessly pursue our individual and organizational potential through continuous improvement, and evidence-based practices; like it says in our VPH Values.

We approach patient care as a team, where all members of the team are equals. Therefore, all staff members are welcome at any

and all professional development opportunities.

Your Nursing Education and Professional Development Team is here to support your journey from new hire to experienced staff member.

Join us at Grand Rounds—a multidisciplinary education opportunity offered every quarter, focused on the care of our patients and the growth of our staff.

Thank you for being a new member of our VBH Community!

Vanderbilt Psychiatric Hospital  
1601 23rd Ave South  
Nashville, TN 37212  
Phone: 615-327-7000



VANDERBILT UNIVERSITY  
MEDICAL CENTER

## Nursing Education and Professional Development at Vanderbilt Behavioral Health

### Nursing Education Specialist

*Adult 1, Adult 4, Child/Adolescent, PAS, ECT*

**Ugur Barut**

[ugur.barut@vumc.org](mailto:ugur.barut@vumc.org)

615-936-3659

### Nursing Education Specialist

*Adult 2, Adult 3, Float Pool, IOP, PHP, Outpatient Clinics*

**Johnny Woodard**

[johnny.woodard@vumc.org](mailto:johnny.woodard@vumc.org)

615-327-7085

### Program Manager

**Suzy Brock**

[suzanne.b.brock@vumc.org](mailto:suzanne.b.brock@vumc.org)

615-936-8826

### Director Clinical Education & Professional Development

**Lesley Worsley-Hynd**

[lesley.worsley@vumc.org](mailto:lesley.worsley@vumc.org)

615-322-4881