

## UPMC Hamot Visiting Resident Orientation

Welcome to UPMC Hamot. We are pleased to have you rotate with us and to partner in your educational journey. The Graduate Medical Education Office is available to you for any questions, concerns, or comments. Please feel free to call, email, or stop by our offices anytime.

Andrina Walters, BA

Visiting Resident Coordinator

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Office: 100 State Street, Suite 320

Hours: Monday-Friday 6:30 am to 3:00 pm

The purpose of this document is to orient you to UPMC Hamot and to educate you about the responsibilities and expectations of our visiting residents. You will also be introduced to our culture and service philosophy.

### Policies & Procedures

UPMC assures the safety and quality of care for our patients through compliance to policies, rules and regulations. It is your responsibility to know and abide by our policies and procedures.

To access UPMC Hamot's Administrative Policies and Procedures, Patient Care Policies and Procedures, Employee Handbook, and Safety and Security Guidelines, go to the UPMC Infonet on any network computer and click on the Policies tab at the top. (See screenshot below.)

The screenshot shows the UPMC Infonet website interface. At the top left, the logo reads "UPMC INFONET NEWS AND INFORMATION FOR UPMC STAFF". A blue arrow points to the "Policies" tab in the navigation menu. Other tabs include "My HUB", "Employee Directory", "HR and Benefits", "Education and Training", "@Work", "Wellness and Safety", "What's New", and "Our Organization". To the right of the navigation menu, there is a search bar with "All Sites" selected and a "Help" link. Below the navigation menu, there are sections for "Spotlight" (with a "FIRST FRIDAY" graphic) and "Upcoming Events". A large banner for "UPMC Celebrates National Employee Appreciation Day" features the text "WHAT YOU DO EVERY DAY IS EXTRAORDINARY" and a video player showing a man speaking. To the right of the banner is a poll question: "How many champions across UPMC facilitate Culture of Service Excellence classes for their colleagues?" with radio button options for 50, 175, 245, and 445.

## **Policies to Note**

Several policies have been highlighted below due to their relevance to visiting resident rotations.

### *About Your Rotation*

- Residents cannot look up their own medical records, nor those of family members or friends, without specific written permission
  - Noncompliance is considered a serious privacy breach and may result in disciplinary action

### *Social Networking*

- Posting on social networking sites must adhere to UPMC restrictions (full policy can be viewed on the Infonet)
  - No posting of photos
  - No reference to patients or patient information
  - No statements or promises on behalf of UPMC

### *Professional Attire*

- Wear UPMC Hamot ID badge at all times
  - Display above the waist
- Wear white lab coat
- UPMC Hamot provides scrubs for surgical rotations only
  - Never wear hospital-issued scrubs outside the hospital
- Wear safe shoes

### *Substances*

- UPMC has zero tolerance for substance abuse
- UPMC Hamot is a tobacco-free, shift-free campus
  - Inclusive of student housing
  - Employees and medical students are not permitted to use tobacco products during any shift
    - Breaks included
- No alcohol is permitted on campus, inclusive of student housing

## **Corporate Compliance**

If you observe a staff member engaging in behavior that is not in compliance with our policies and procedures, you should report it.

First instance:       Contact your direct supervisor or manager

Second instance:    Contact the next level of management or any member of the management team

Third instance:      Contact Human Resources at x2326 or Hamot's Compliance Office x3776.

If help is still needed, call the Ethics Line at 1-877-983-8442.

## **Resources for Visiting Residents**

Various resources are available to support a successful rotation experience.

### *Educational Opportunities*

- CME Updates
- CME conferences
- Residency program lectures
  - Orthopaedics
  - Emergency Medicine
  - Neurology
  - Otolaryngology

### *Library Services*

- Basement Level, UPMC Hamot
- Available 24/7
  - For access after-hours, contact Hamot Security
- Access to abundant electronic resources
- Librarian assistance available
  - Diane Voelker, Librarian
  - (814) 877-3628

### *Security*

- (814) 877-6666
- Employees are advised to save Security's number on their cell phones
- Security is available 24/7
  - Campus-wide, including student housing and parking lots
- Call Security if you sense a physical threat or risk in your environment
- Employees are not advised to walk alone at night
  - Security shuttle runs from 5 p.m. to 1 a.m. Monday – Friday from main entrance of hospital to parking lots and housing
  - After hours, Security is available to escort you to your vehicle or housing unit

### *Parking*

- A parking decal will be provided by Human Resources to visiting residents
- Decal should be displayed visibly on the vehicle's left rear window or bumper
- Park with front end of vehicle facing in, so decal is easily visible
- Parking is scarce and lots fill up early in the day. If parking lots are full, the Intermodal Center is a free parking option and usually has available spaces.
  - Located at 208 E Bayfront Pkwy, Erie, PA 16507
  - Walk short distance to hospital entrance or ride the EMTA trolley

## Infection Control

The Infection Control department endeavors to actively engage employees and students in the infection control process. To learn more, contact Bradley White at (814) 877-2885 or [whiteba2@upmc.edu](mailto:whiteba2@upmc.edu).

### *Hospital Acquired Infections (HAI)*

- 1 out of 20 patients develop HAIs in the U.S.
- 80,000-100,000 patients die annually
- Proper hand hygiene as well as adherence to universal and isolation precautions are important deterrents to HAIs

### *Proper Hand Hygiene*

- Policy: <http://infonet.upmc.com/Policies/systemwide/Documents/HSIC0615.pdf>
- Five Moments of Care (adopted from the World Health Organization)
  - Before touching a patient
  - After touching a patient
  - Before a clean or aseptic procedure
  - After a body fluid risk
  - After touching patient's surroundings
- Step-by-step hand washing instructions – please see separate attachment
  - Wash with soap and water for at least 20 seconds
  - Turn off faucet with paper towel
  - Total process should take between 40-45 seconds
- Hand sanitizer usage is acceptable, with two notable exceptions as follows
  - Hands are visibly soiled
  - When treating a C. diff patient
- Hand hygiene compliance is monitored throughout the hospital by unidentified auditors
  - Audits include medical students
  - The appropriate response to an intervention by an auditor is “Thank you.”
    - Do not react defensively – learn from the experience and move on
    - Hand Hygiene Toolkit can be found online at <http://infonet.upmc.com/OurOrganization/Enterprise/Quality/Infection/Pages/Hand-Hygiene-Toolkit.aspx>
      - Contains evidence-based articles, videos, and other resources

**HAND HYGIENE  
FIVE  
MOMENTS  
OF CARE**



**#1** before touching a patient

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**#2** after touching a patient

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**#3** before a clean or aseptic procedure

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**#4** after a body fluid risk

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**#5** after touching patient's surroundings

**UPMC** LIFE CHANGING MEDICINE

### *Isolation Precautions*

- See separate attachment to learn about various types of precautions
- Isolation precaution signs are posted outside every inpatient room
  - It is imperative to observe this signage
  - If no isolation precautions exist, one of two generic signs will be posted as follows
    - *Spread the Word, Not the Germs*
    - *Quiet Please*
  - Don proper Personal Protective Equipment (PPE) before entering the room and remove before leaving
- Be an infection control champion. Consider yourself empowered to gently remind staff to follow proper infection control and handwashing procedures.

### *Personal Illness*

- If you develop fever and respiratory symptoms, do not come to work
- If you become ill at work, stop patient care activities and don a face mask
- Do not return to work until fever-free for at least 24 hours (without fever meds)
- Use respiratory hygiene and cough etiquette

## **Your Actionable Items**

### **Acknowledgement of Orientation, Policy, and Procedures Information**

Please sign the Acknowledgement of Orientation, Policy, and Procedures form and return to visiting resident coordinator Annmarie Kutz via email [kutza@upmc.edu](mailto:kutza@upmc.edu).

## **Service Excellence**

- Please review the Patient Bill of Rights sent as a separate attachment from this document
- Identify patient correctly by asking for two identifiers
  - Patient name
  - Patient birth date
- Learn and use patient's preferred name
- Tell the patient what you plan to do and how long it will take
- Ask the patient and/or family to repeat back to you what you have explained to them
- Ask the patient and/or family if they have any questions
- Say *thank you* before leaving the patient

While rotating at UPMC Hamot, please make it your goal to adopt our mission, vision, and culture.

## **UPMC Hamot**

### **VISION**

UPMC Hamot will, in partnership with its physicians, payers, and other stakeholders continue to advance the health and wellness of the communities it serves by achieving clinical quality of the highest national standards and maximizing operational efficiencies.

### **MISSION**

To serve our patients, communities, and one another in the UPMC Hamot tradition of quality, health, healing, and education. Put simply, “to serve.”

### **SERVICE EXCELLENCE**

Go beyond what is expected.

Smile and greet everyone you meet. Good morning/afternoon/evening!

Unit/Department: This is [Name]. How may I help you?

Is there anything else I can do for you? I have the time.