

UW Medicine  
VALLEY  
MEDICAL CENTER

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# STUDENT ORIENTATION MANUAL

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x6200 - IT  
x5270 - Employee Health  
x1262 - Non-emergency Security  
x1999 - On-Campus Emergency Security  
x690-3570 - Human Resources

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# Welcome to UW Medicine | Valley Medical Center

As a student, we want you to be well informed about your surroundings. Enclosed in this orientation packet is information about safety concerns as well as details about parking, rest areas and where to eat meals while on campus. If you have any questions about Valley Medical Center, please feel free to ask your VMC contact, Human Resources or the VMC Student Placement Coordinator.

## THE HOSPITAL DISTRICT

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Public Hospital District No. 1 of King County includes the cities of Kent, Renton, two-thirds of Tukwila, and portions of Auburn, Black Diamond, Covington, Federal Way, Maple Valley, Newcastle, and Seattle. Valley Medical Center is the oldest and largest of the 56 hospital districts in the state of Washington and serves the greater South King County.

## UW MEDICINE MISSION

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To improve the health of the public.

## VALLEY'S MISSION

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## GOALS

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- ◆ Enhance the quality of health care services
- ◆ Maintain the district's financial strength
- ◆ Position the district as an integrated health care delivery system and enhance services to the elderly
- ◆ Provide financial assistance and robust community outreach programs
- ◆ Achieve positive community ratings
- ◆ Expand access to care for the public
- ◆ Actively engage additional physicians to improve access to care

# Service Culture Guidelines/Caregiver Commitment:

## Caregiver Commitment

To show my commitment to our patients, I will:

Make the people I serve my HIGHEST PRIORITY by placing their needs first. I believe that we deliver the best care when all members of the team are treated with respect by demonstrating commitment to the following Values and Service Culture Guidelines:

### Safety is our Core Value

- I will strive for Zero Harm
- I will proactively seek out safety concerns
- I will speak up about safety concerns
- I will listen and respond to safety concerns

### I will treat people with Respect & Compassion

- Acknowledge others sincerely & warmly
- Introduce myself by name
- Explain my role & speak in ways that are easily understood
- Listen carefully
- Close every encounter with a respectful acknowledgement such as “Thank you”
- Discuss care in an appropriate, confidential setting
- Ask permission before entering a patient’s room by knocking. Use doors, curtains & blankets to create a more private environment
- Access only appropriate, confidential patient information relevant to my job
- Address inappropriate behaviors in a confidential, constructive manner

### I will embrace Diversity, Equity & Inclusion

- Respect & acknowledge differing values & opinions
- Ask each person how they would like to be addressed
- Recognize that body language & tone of voice are integral to effective communication
- Adapt my communication style to the person/situation

### I will encourage Collaboration & Teamwork

- Promote interdisciplinary & interdepartmental cooperation
- Treat others with courtesy, honesty & respect even in challenging situations
- Be sensitive & empathetic to the needs of others
- Assume positive intent
- Recognize that I am an ambassador for UW Medicine | Valley Medical Center

### I will promote Innovation

- Offer creative solutions to identified problems
- Remain open to new ideas & possibilities
- Continue to learn by seeking new knowledge
- Follow evidence-based & best practices

### I will expect Excellence

- Promote our mission, vision & values
- Help those in need until their issues are resolved, or a colleague has assumed responsibility
- Take personal responsibility for keeping our environment clean & safe
- Recognize & encourage positive behavior
- Offer assistance to people who appear lost

As a member of UW Medicine, I recognize the needs of patients and families come first. I am committed to ensuring that each patient and family seeking care is treated in a consistently respectful and professional manner.



# Policies and Procedures

## 1.0 Work-Related Issues

**Identification** - All employees, physicians with privileges, affiliated employees, agency and students are required to wear and display their identification badge at all times. If the student is deemed to require a VMC-issued ID badge, they may contact security at ext. 1262 to receive their badge. The ID badge must be worn face out, and above the waist. If wearing the badge with a lanyard, the lanyard must be equipped with a safety release. The ID badge may not be altered in any way. **UPON TERMINATION OF YOUR ASSIGNMENT, THE VMC IDENTIFICATION BADGE MUST BE PROMPTLY RETURNED TO SECURITY. In the event that the badge cannot be directly returned to security, you may turn in your badge to the leadership of your designated area, who will be responsible for returning the badge to security.**

**Recruitment/Job Opportunities** - Valley Medical Center recognizes its students may maintain an interest in returning to the facility to apply for positions in areas for which they are qualified. In order for returning students to apply for open positions, they must: 1) meet the prerequisites of the position, 2) have positive comments regarding the work they completed during their internship/externship, and 3) have returned their ID badge upon completion of student rotation.

**On-the-job Injuries** - All work-related injuries are to be reported to your school and reported via online VMC reporting system immediately. You may call VMC's Employee Health Services (ext. 5720) for questions pertaining to injuries/illness.

**Infection Prevention** - Body substance precautions are practiced on all patients. Isolation precautions are to be followed when applicable. Hand hygiene is to be practiced each time you enter/exit a patient room. Any form of artificial nails (shellac, gel, or acrylic) is not to be worn by clinical staff and must be removed prior to first day on-site. Unchipped nail polish is acceptable. Gloves are located in each patient's room and in the utility rooms. Each unit has additional supplies (gowns, face shields, goggles) for use in high-risk care. If you sustain an exposure to body fluids or sustain a sharps injury, please inform your VMC staff preceptor and/or clinic/departmental leadership immediately.

**Abuse and Neglect** - Healthcare providers are mandatory reporters in cases of suspected physical, mental, emotional, and sexual abuse. If you suspect an individual you have come into contact with at Valley Medical Center is being abused, exploited, or neglected, you are required to notify your VMC staff preceptor and/or clinic/departmental leadership.

### **Professional Appearance Standards** -

- 1) Approved attire must be clean and neat.
- 2) All students will wear an identification badge at all times.
- 3) Please check with your instructor and/or VMC staff preceptor regarding specific dress code standards for your unit or work area.
- 4) Perfume, cologne and after-shave lotion are not to be worn while working at VMC. Body odor should not be apparent.
- 5) Any form of artificial nails (shellac, gel, or acrylic) is not to be worn by clinical staff and must be removed prior to first day on-site. Unchipped nail polish is acceptable.
- 6) For further details, please seek further clarification with your VMC staff preceptor.

**Diversity & Sensitivity** - VMC prohibits **discrimination or harassment** (including sexual harassment) on the basis of race, color, religion or creed, gender, gender identity, sexual orientation, national origin, age, disability, marital status, veteran status, or any other basis that is protected by law. Please see your VMC staff preceptor immediately with questions or concerns.

## **2.0 Parking**

**At the main VMC hospital campus, ALL STUDENTS ARE REQUIRED TO PARK on the top two floors of the parking garages unless otherwise directed. Please see Security for parking questions, directions and/or maps.**

## **3.0 Breaks and Meal Periods**

Valley Medical Center provides a 30-minute meal period after working five (5) hours of your shift. A rest break of fifteen minutes will be provided for each four hours worked.

- *Trendz* Cafeteria is located on the 3rd floor of the hospital. Cafeteria hours of operation are posted outside *Trendz*.
- *VIBES* coffee/espresso bar is located on the 3rd floor attached to *Trendz*. Hours of operation are posted outside *VIBES*.
- Vending machines and microwave ovens are located on the 2<sup>nd</sup> floor at the beginning of the corridor to the Tower's P2 garage parking just off the 2<sup>nd</sup> floor lobby.
- Ask your VMC staff preceptor if your department has a lunch room/kitchen.
- Ask your VMC staff preceptor if a locker will be available for your personal use.

## **4.0 Tobacco-Free Organization**

To promote and maintain an environment conducive to patient safety, optimal recovery, ambient air free of contaminants, and quality of patient care, the use of any tobacco products by employees, patients, visitors, agency personnel, volunteers, student interns/externs and medical staff is prohibited on all Valley Medical Center owned and/or leased buildings, grounds, work areas and leased or owned vehicles, regardless of location.

## **5.0 Security**

On campus, security officers are on duty at all times. They can be reached by dialing ext. 1262. This number is for non-emergency issues, or to provide escort services to your vehicle.

## **6.0 Protecting Yourself and Your Property**

The hospital is a public building, and many people come and go every day. You should know how to protect yourself and your property. Most thefts that occur at Valley are thefts of opportunity - someone left something of value, such as a purse or wallet, in plain sight, and a thief took it. To avoid theft of your property, do not bring valuables to work unless you need it. Keep it on your person or lock it up.

If someone threatens violence to get money or drugs, **give them what they want**. Don't try to be a hero. Do not risk your life. Once the person has left, **call extension 1999** (on campus) and security officers will take care of the situation; or **9-911** (off campus) and the local police will intervene. If you notice a possible volatile situation developing inside the hospital, **dial extension 1999**, and report it. Security officers will rush to the scene. **Off-site locations dial 9-911. See section 7.0 for the specific types of codes to call.**

Lost and found is located in Main Admitting. If you lose something or find an article, report it to the Main Admitting department at ext. 5745.

## 7.0 VMC Codes: What You Need to Know

At the hospital, emergency situations are announced on the overhead paging system with a code phrase. When you hear a code announced, you need to know when and how to act. Also, if you are the person who first discovers the emergency, you need to know how to call the code for that emergency.

### Calling a Code: Call 1999 (on campus)

If you discover the emergency, report it by calling the hospital emergency number, **1999**. An operator at the switchboard will answer immediately. Tell the operator the code name and location of the emergency. The operator will page the code overhead three times and initiate other emergency procedures for the code.

### ***Emergency Service: Dial 1999 (on campus) or 9-911 (off campus)***

Code Name	Meaning	Call	Your Responsibility
Code Blue	Cardiac/Respiratory Arrest: Resuscitation Needed	1999 or Code Blue Button	Call for help. If trained, begin CPR. Wait for code team.  <b>DNR:</b> Patients that are "DO NOT RESUSCITATE" are identified by blue wrist band and blue tape on doorplate. If the patient is a "DO NOT INTUBATE" patient, that is written on the wristband.
Code Red	Fire Emergency	1999	Report to work area. Follow department fire plan.  Fire prevention is the responsibility of every student. Fire drills are conducted periodically to ensure the proper procedure will be followed automatically in case of fire. When "Code Red" is announced, return immediately to your place of duty. Hospital elevators are not to be used during a fire emergency.  GRACE and PASS
Code Orange	Hazardous material spill	1999	Report to supervisory/VMC contact for assignment.
Code Silver	Weapon/Hostage	911	Call for help. Run, fight, or flee.
Code Gray	Combative Person	1999	Call for help.

Code Amber	Infant/Child missing or suspected of being abducted	1999	Monitor exits, watch for anybody carrying a child, bag, box. Get a description of the suspect and their direction of travel. Do not intervene physically.
Code Amber – Adult	Patient identified at risk for elopement or missing	1999	Monitor exits, watch for adult patient in green gown.
Code External Triage	Additional resources may be need due to external emergency	1999	Report to VMC contact for assignment.
Code Internal Triage	Additional resources may be need due to internal emergency	1999	Report to VMC contact for assignment.
Rapid Response Team	Rapid Response Team needed urgently	1999	Help only if Rapid Response Team gives you an assignment.  <b>DNR:</b> Patients that are “DO NOT RESUSCITATE” are identified by blue wrist band and blue tape on doorplate. If the patient is a “DO NOT INTUBATE” patient, that is written on the wristband.
Anesthesia STAT	Surgical Services Code: Internal OR response to Cardiac Arrest		Paging within the OR will occur, OR staff will follow anesthesiologist’s lead who directly manages code.
“Code Name” Clear	Announced when emergency is over		Resume regular duties.

If your internship/externship is in an off-campus location (i.e. not located on the VMC hospital campus), you must dial **9-911**. The local police/fire department will respond to emergencies. Note: The above codes are not paged to off campus locations.



The fire procedure, both on and off campus, is as follows:

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**GRACE**

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- G — Get help**
- R — Remove persons in immediate danger**
- A — Activate the alarm system**
- C — Contain the fire (close doors)**
- E — Extinguish the fire or Evacuate**

Keep calm – remember, when you actually hear the fire alarm chimes, the Fire Department is on its way and will arrive in minutes.

You can put out a small fire before it spreads and endangers lives. The word PASS will help you remember how to use a fire extinguisher.

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**PASS**

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- P — Pull the pin**
- A — Aim from 6 feet away**
- S — Squeeze the handle**
- S — Sweep from side to side at base of fire**

Please take note of the location of exits, fire alarms, and fire extinguishers in your work area. An Emergency Management Manual is accessed online through MyValley.

## **8.0 Reference Documents**

Information on disaster plans and reference manuals can be found with your clinic/departmental lead. Please review the **scope of practice** for your position with your educational instructor. You must be aware of what activities you are authorized to perform and you must familiarize yourself with related policies and procedures. Please ask your VMC staff preceptor if you have any questions.

## **9.0 Performance Evaluations**

Your VMC contact will evaluate your performance throughout your educational rotation. Your unit/department may retain a copy of the evaluation. Your school will receive a copy in accordance with their guidelines if applicable.



# UW Medicine | Valley Medical Center

## Code of Conduct

### Policy

It is the policy of **Hospital** that all individuals within its facilities be treated courteously, respectfully, and with dignity. To accomplish this goal, Valley Medical Center requires that all Valley Medical Center representative, employee, medical staff member, student, and authorized agent shall conduct themselves in a professional and cooperative manner while in the **Hospital** or its affiliated structures or while involved in **Hospital** Business.

### Objective

The objective of this policy is to ensure optimum patient care and effective operation of the **Hospital** by promoting a safe, cooperative, and professional environment and to prevent or eliminate, to the extent possible, conduct which disrupts the operation of the **Hospital**, affects the ability of others to do their jobs, creates a “hostile work environment” for employees or Medical Staff members, or interferes with an individual’s ability to practice competently.

### Definitions

Unacceptable (disruptive) behavior includes, but is not limited to:

1. conduct that distracts from a team-centered focus on patient safety
2. sexual harassment
3. making or threatening reprisals for reporting disruptive behavior
4. shouting or using vulgar or profane or abusive language
5. abusive behavior towards patients or staff
6. physical assault
7. intimidating behavior
8. refusal to cooperate with other staff members
9. participation in departmental or other hospital committees in a disruptive manner or refusal to cooperate or adhere to agreed policy
10. inappropriate comments or illustrations made in patient medical records or other official documents, including any that attack the quality of care in the Hospital, Clinics, or that attack particular physicians, nurses, or other individuals
11. inappropriate expressions of anger or loss of self-control
12. derogatory comments based on race, gender, or ethnicity

I have read the above and agree to abide by this code of conduct at Valley Medical Center.

\_\_\_\_\_  
Signature

Date \_\_\_\_\_

# STUDENT ORIENTATION ACKNOWLEDGEMENT

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_  
(Please Print)

ASSIGNED CLINIC/DEPARTMENT: \_\_\_\_\_  
SCHOOL: \_\_\_\_\_

**Please initial next to each item, acknowledging the following:**

- \_\_\_\_\_ I will locate the exits, fire alarms and fire extinguishers for my work area.
- \_\_\_\_\_ I will locate the crash/emergency cart in my work area (or closest responding), if appropriate.
- \_\_\_\_\_ I understand how to make emergency calls.
- \_\_\_\_\_ I have received, read and understand the orientation manual, including VMC's Mission, Goals, Service Culture Guidelines, Vision and all other following sections.
- \_\_\_\_\_ I have reviewed the VMC Professional Appearance Standards. This includes acknowledgement of nail hygiene.
- \_\_\_\_\_ I know to utilize my VMC staff preceptor/clinic or departmental lead if I have questions regarding VMC policies and procedures.
- \_\_\_\_\_ I have read and signed the Code of Conduct, Orientation Manual and completed assigned e-learning modules if applicable.
- \_\_\_\_\_ I have my competency skills checklist ready for completion throughout my internship/externship, if applicable.

Upon completion of my educational rotation at Valley Medical Center, I agree to promptly return my VMC ID badge to Security or the leadership of my assigned educational rotation area .

I acknowledge that I have read, understand, and agree to abide by all of the statements and policies/procedures referenced above.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_