



External Regulated Healthcare Provider Handbook



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Mission, Vision, Values and Priorities

Our Values

Compassion

We will seek to understand the circumstances and viewpoints of others, and cultivate an environment that is caring and supportive for our patients, their families and each other.

Accountability

We are committed to acting with honesty and integrity and to the proper stewardship of the resources entrusted to us. To our patients, their families and each other, we are committed to enabling informed and transparent decisions and to honouring our commitments.

Respect

We know that an environment of mutual respect creates a supportive environment for the best possible care. Patient-centered healthcare is a partnership where all parties, including patients, their families and the caregiver team, are due courteous and respectful attention.

Strategic Priorities

We are committed to fostering an environment of continuous learning and innovation and embrace a spirit of discovery.

Innovate

We pursue purposeful collaborations that improve our patients' experience and the overall performance and effectiveness of the broader health system.

Collaborate

We pursue purposeful collaborations that improve our patients' experience and the overall performance and effectiveness of the broader health system.

Empower

We enable our staff, physicians and volunteers to address the unique and diverse needs of our communities through the effective stewardship of the resources entrusted to us.

Quality & Patient and Family Centred Care

Halton Healthcare is committed to providing the best possible care to our patients and their families by promoting a culture of continuous quality improvement and patient safety. All staff, regardless of their role, plays a key part in helping us to deliver on this commitment.



Key Principles of Patient and Family Centered Care

Through research conducted by the Picker Institute and Harvard Medical School, eight key principles of patient-centered care were identified. We now consider them to patient- and family-centered care.

Involvement in decisions and respect for patient's preferences

- Treating patients with dignity, respect and sensitivity to their cultural values
- Involving patients in decision-making by recognizing they are individuals with their own unique values and preferences

Effective treatment delivered by trusted professionals

- Coordination of front-line patient care, clinical care and support services can reduce feelings of anxiety for patients

Clear, comprehensible information and support for self-care

- Keeping patients informed by consistently delivering information on clinical status, progress and prognosis, processes of care
- Educating patients to facilitate autonomy, self-care and health promotion

Attention to physical and environmental needs

- Focusing on the level of physical comfort a patient feels can have a significant impact on their experience (i.e. pain management, hospital surroundings/environment)

Emotional support and alleviation of fear and anxiety

- Recognizing that anxiety associated with illness can be as debilitating as the physical effects (i.e. anxiety over physical status, prognosis, treatment, family/financial impact)

Involvement of (and support for) family and caregivers

- Recognizing the important role that family and friends play in the care of our patients; recognizing their needs as caregivers and involving them in decision-making where appropriate

Continuity of care and smooth transitions

- Addressing the concern many patients express over their ability to care for themselves after discharge

Fast access to reliable healthcare advice

- The ability for patients to know they can access care when it is needed

Privacy and Confidentiality

Halton Healthcare will ensure all information pertaining to our staff, patients, volunteers and visitors is held in the strictest confidence and in accordance with all applicable confidentiality and privacy legislation, including the Personal Health Information Protection Act (PHIPA) and more recently, the Freedom of Information and Protection of Privacy Act (FIPPA). As outlined in the organization's Confidentiality Policy, individuals will access confidential information only to the extent necessary to carry out their duties at the hospital. Except as required in the performance of a task related to their specific patient or work assignment, individuals will not in any way retrieve, read, repeat, copy, release or transmit such information to any other individual or organization. Individuals must hold in strict confidence all information obtained through their employment, and



must not disclose such information to any individual inside or outside the hospital, including their immediate family members. Breaches of this policy are considered cause for discipline, up to and including termination or loss of privileges.

Conflict of Interest

A conflict of interest is a situation in which any individual may be perceived to enjoy benefit (i.e. financial or otherwise) as a result of the outcome of a particular situation, or where there are questions around objectivity and biases that may compromise the individual and consequently the organization's operations. Staff should speak to their manager and/or Human Resources for assistance if faced with this type of situation. Refer to the *Conflict of Interest Policy and procedure* for more information.

Safety Data Sheets (SDS)

A Safety Data Sheet (SDS) is a document containing information on potential hazards as well as information on how to work safely with a chemical product. It also contains information on the use, storage, handling and emergency procedures all related to the hazards of the product. SDS's are prepared by the supplier or manufacturer of the product and contain much more information about the product than the label. A SDS will provide answers to at least 4 basic questions:

- What product am I using?
- What are the hazards associated with this product
- What precautions should I take?
- What should I do in the event of an emergency?

Every product that is controlled by the WHMIS regulation must have an accompanying SDS. Both the product name and supplier on the SDS must match the product label. **Accessing Safety Data Sheets**

At Halton Healthcare, safety data sheets are located within an electronic database called **MSDS Online**.

Infection Prevention & Control (IP&C)

Healthcare Associated Infections (HAI) is the most serious complication of hospitalization and the fourth leading cause of death in Canada. Most cases are preventable with commitment to our **Infection Prevention & Control** program.

Routine Practices

Routine practices are those which we should all be practicing on a regular basis within our hospitals, regardless of the situation. Elements of routine practice include:

- Practicing effective hand hygiene
- Using appropriate personal protective equipment (PPE)
- Cleaning equipment before and after use
- Ensuring thorough and proper cleaning of the patient/hospital environment
- Getting the influenza vaccine

- Choosing to stay home from work when sick

Hand Hygiene

Hand hygiene is the best defense we have against the spread of germs and infection in a hospital setting. All staff, regardless of their position, play an important role in reducing the spread of germs and infectious diseases by washing their hands regularly and thoroughly. For this reason, hand wash stations and wall-mounted alcohol-based hand rub dispensers are located throughout our hospitals.

When Should Hand Hygiene be performed?

In order to protect yourself and others in a healthcare environment, hand hygiene should be performed in accordance with the Ministry of Health and Long-Term Care's (MOHLTC) **Just Clean Your Hands** program as follows:

1. **BEFORE** initial contact with the patient or patient environment
2. **BEFORE** an aseptic procedure
3. **AFTER** body fluid exposure risk
4. **AFTER** contact with the patient or patient environment

NOTE: All staff, regardless of their role, is encouraged to practice proper hand hygiene when entering, exiting and moving around our hospitals Refer to the Hand Hygiene and Glove Use Policy and Procedure on **EPPIC** for more information. EPPIC can be accessed via a staff member at Halton Healthcare, such as the charge nurse.

Additional Precautions

When hand hygiene and other routine practices are not enough, additional precautions may be necessary in order to control the spread of germs and infection. There are three main types of additional precautions:

Contact Precautions are used for infections, diseases, or germs that are spread by touching the patient or the patient environment. *Example: MRSA and diarrheal illnesses. Personal Protective Equipment used: Gloves and Gown*

Droplet or Droplet and Contact Precautions together are used to prevent transmission of diseases or germs that are spread in tiny droplets caused by coughing and sneezing. *Example: Influenza, mumps, whooping cough and bacterial meningitis. Personal Protective Equipment used : Mask and Eye Protection in addition to Gloves and Gown with Contact Precautions*

Airborne Precautions: used when patients are known or are suspected to be infected with microorganisms transmitted by small droplet nuclei that remain suspended in the air and may be inhaled by others. *Example: Measles, Varicella (chickenpox) and Mycobacterium tuberculosis. Personal Protective Equipment used : Fit-tested N95 respirator*

A patient who has been placed on additional precautions will have signage posted outside his/her patient room alerting staff and visitors to the added protections and safeguards required before entering the patient room.

Additional Precautions Signage

Policies and Procedures

EPPIC includes many policies and procedures related Infection Prevention & Control, including (but not limited to):

- *Airborne Precautions Policy and Procedure*
- *Antibiotic Resistant Organisms Policy and Procedure*
- *Body Fluid Spill Clean Up Policy and Procedure*
- *Contact Precautions Policy and Procedure*
- *Droplet (Droplet/Contact) Precautions Policy and Procedure*
- *Hand Hygiene and Glove Use Policy and Procedure*
- *Hand Hygiene Process Observation and Reporting Policy and Procedure*
- *Infectious Diseases Outbreak Management Policy*



Emergency Preparedness & Fire Safety

Emergency preparedness is vital to ensuring the safety of everyone at Halton Healthcare. All staff and providers must be aware of what to do and how to respond in various emergency situations.

Emergency Codes

A series of emergency codes are used to signal various emergency situations within our hospitals. These emergency codes are standardized across our three hospitals with minor adjustments made to response procedures where required.

Activating an Emergency Code

If you become aware of an emergency situation at any of our hospitals, DO NOT dial 9-1-1. Dial the emergency extension immediately: **x5555**

All calls made to the emergency extension (x5555) are routed to Oakville Security Dispatch, who is responsible for announcing codes across all three hospitals. It is therefore important to state the following when calling in a code:

- The hospital you are calling from (i.e. Georgetown, Milton or Oakville)
- The specific unit or department you are calling from (i.e. Maternal Newborn)
- The room number (located on the nearest door frame in MDH and OTMH; GH may not have a room number so a room description should be provided – i.e. pantry)
- The nature of the emergency (code title)
- Your name

If you cannot reach Oakville Security Dispatch at x5555, dial x2222 to make the overhead announcement yourself. This secondary extension is only to be used for emergency code calling

Emergency Codes & Basic Response Procedures

CODE RED

This code is called to alert staff to (the possibility of) a fire. There are 2 stages to the fire alarm system at all three of our hospitals:

Stage 1

- The stage 1 alarm will repeat one audible pulse every 3 seconds. • A Code Red is called, alerting those inside the hospital to the possibility of a fire.

Stage 2

- The Stage 2 alarm will repeat 3 quick beats followed by a pause.
- **A Code Red–Stage 2–Code Green–STAT** is called, meaning a fire has been confirmed and an evacuation is in progress for the affected area.

NOTE: Fire systems and associated Code Red response varies across our three hospitals. Preparedness Stations.