



Orientation Programs offered at Premier Nursing Services

All applicants must complete the Orientation Program as part of the Pre-Employment Screening process at Premier Nursing Services.

Orientation Safety and Training Video & DVD are

1. Elements of Back Care in Healthcare.

Back Injuries Are Preventable: Proper Lifting, Carrying, Standing and Sitting Make a Difference

More than 1,000 back injuries occur daily and 62% of these injuries are from lifting improperly. It is human nature: the more comfortable any person is doing their job, the less likely that person will take each step consciously. Eventually this easy complacency leads to a painful, expensive injury whereas ongoing attention to proper back safety and training is a cost-effective alternative.

2. Hazard communication for Healthcare

Hazard Communications, Right-to-Know, Hazardous Materials, Chemical Safety - It's an OSHA Training Requirement

OSHA Standard 29 CFR 1910.1200 ranks high among OSHA citations and chemicals subject to the Regulation can be found in almost any workplace - think cleaning supplies! Hoping you are exempt? According to OSHA, there are about 650,000 hazardous chemicals that can be found in approximately 3 million workplaces, which has the potential to impact 32 million workers. Informing employees about storing, labeling, using, removing, and donning PPE is a requirement. Also, Material Data Safety Sheets (MSDS) need to be explained to employees so they understand their purpose and contents.

3. Infection Control & Standard Precautions

Eleven million U.S. healthcare workers are exposed to health hazards on the job. OSHA's Bloodborne Pathogens (regulation number 1910.1030) is the number one cited violation against health services from October 2000 to September 2001. ("Taking Proper Precautions Against Healthcare Hazards," Tricia Hodkiewicz, ISHN, August 2002)

Training and retraining healthcare workers, including maintenance, food service and other non-practitioners, in the importance of following procedures to protect against acquiring and transmitting an infection is a key tactic in improving patient health and your institution's profitability. Update your infection control program with these safety training videos and programs.

4. Universal Precautions & Needlestick Prevention

This thorough video uses narration and vivid scenarios taking a variety of hospital employees through a "course of errors" and their prevention. Where, when, why and how these errors occur is also reviewed to reinforce the importance of having consistent standard and isolation precautions.

5. Fire & Electrical Safety, Patient Safety (Fire, Disaster, Electrical), Hazardous Material (MSDS) and Radiation

Complies with OSHA 29 CFR 1910.331 - 1910.335. Create awareness for the hazards associated with high voltage electricity. Motivate employees to follow best safety practices, including the use of engineering controls, personal protective equipment, and safe approach distances.

High Voltage Safe Work Practices

Covers:

- Creating a plan
- Lockout/tagout procedures
- Working on capacitors
- Installation and use of ground cables
- Minimum safe approach distances
- What to do if a co-worker cannot let go of an energized part

High Voltage Safety Awareness

Complies with OSHA 29 CFR 1910.331 - 1910.335. Covers hazards associated with electricity:

- Proper use of protective equipment
- Safe work practices
- Regulatory policy requirements
- Emergency procedures
- Recommended ratings for safety glasses, gloves, shoes, clothing and equipment
- Proper use of volt/ohm meters

6. Infection Control (Universal Precautions, Bloodborne Pathogens, TB)

Risks from being affected by bloodborne pathogens on-the-job concern all industrial and custodial workers, not only those in healthcare. And, if you are in the healthcare industry, there will be 600,000 to 800,000 needlestick and other sharps injuries per year - and 2,500 workers will be infected with hepatitis B, C or HIV - according to the CDC. The

CDC estimates that between 62 percent and 82 percent of sharps injuries are preventable. The use of Personal Protective Equipment (PPE) and other safety procedures implemented correctly and consistently will reduce injury rates. Training employees on proper selection, usage, maintenance and on other safety procedures is an important part of the process to maintain workplace safety.

7. Domestic Violence and Sexual Assault/Rape

Sexual Assault and Domestic Violence is a prominent training "must-do". The need has not. Training is to Help employees better assess and understand what sexual violence is, and what steps are taken to report it, this includes:

- How to respond to a victim's desires for anonymity
- What confidentiality you can provide to an alleged Victim.

8. Elderly/and Child Abuse

ELDER ABUSE POLICY STATEMENT

Any elder care custodian, medical practitioner, non-medical practitioner, or employee of an elder protective agency who has actual knowledge that an elder, who they observe in their professional capacity or within the scope of their employment, has been the victim of physical abuse; shall report the suspected instance of physical abuse to an elder protective agency immediately or as soon as possible by telephone and send a written report thereof within 36 hours.

Any person knowingly failing to report has failed to do so, shall thereafter make the report.

Any person knowingly failing to report, when required, an instance of elder abuse is guilty of a misdemeanor punishable by a fine not to exceed \$1,000.

The identity of all persons who report under Chapter 4.5 shall be confidential and disclosed only by court or between elder protective agencies.

PREPARE AND SEND A WRITTEN REPORT THEREOF WITHIN 36 HOURS.

Complete this form for each incident and each victim of suspected elder physical abuse.

If any item of information is unknown, write unknown beside the item. Reporting party must sign this report.

CHILD ABUSE POLICY STATEMENT

A. *Make a telephone report to the Child Abuse Registry at (714) 834-5353 and fill out the Suspected Child Abuse Report (111166PC) within 36 hours.*

B. *The copy of the child abuse report is forwarded to Social Services. It is not to be placed in the patient's chart.*

C. *Careful documentation and observation should occur while the child is hospitalized. Protective custody may occur, this decision is made by the Police Department and Juvenile authorities.*

9. Hand Hygiene For Healthcare Personnel

Nursing Personnel are oriented on Hand Hygiene Guidelines Before and After Patient Care.

- Hand Hygiene Techniques
- Hand Washing and Hand Antisepsis
- Finger Nail Compliance
- Proper Glove Usage

10. Cultural Diversity

Premier Nursing Service embraces its diverse employees, patients and clients. When these groups are engaged in achieving mutual goals, everyone is committed and motivated to use their wealth of differences to contribute. Success results, and everyone wins.

Diversity works best when employees respect the customs, beliefs, similarities and differences of others. Organizational diversity succeeds when our employees, who come from a variety of backgrounds and experiences, work together to strengthen the overall effectiveness of the organization.

11. Fall Precautions

Deaths from falls rose ten percent to 808 from 2000 to 2001. There were 136,693 injuries in 2000, according to the Bureau of Labor Statistics, with 26.8% resulting in more than 31 days lost from work. Eleven percent of all workers' compensation claims are from same-level slips (trips) and falls, costing \$4 billion dollar (Liberty Mutual Research Center for Safety & Health). No industry is immune, even those in the service industry can expect 28.4 falls per 1000 employees.

Teach your employees to keep work areas neat using proper housekeeping procedures and to report or correct areas where a fall hazard is present to enhance fall prevention. A supervisor in any workplace where ladders are used or where work is performed above the ground needs to consider the OSHA requirements for personal fall arrest devices, signage, guardrails, footwear, and surface conditions to maximize fall prevention.

12. Sexual Harassment

Sexual harassment in the workplace became a prominent training "must-do" in the 1990's. The need has not subsided as law suits for sexual discrimination continue in the new millennium. Even Wal-Mart, a most admired company according to Fortune, is defending itself on allegations of a sexually harassing workplace. Help employees and supervisors understand what sexually harassing behavior is and how it hurts an organization's ability to compete and be profitable.

Harassment & Discrimination: Promoting Respect and Preventing Discrimination

This program is designed to help managers understand that harassment can take many forms and that each is a form of discrimination. It is critical that your managers understand what constitutes harassment and discrimination and what they can do to prevent them. Using straightforward language and real-world examples this video answers managers' most frequently asked questions and provides a list of specific actions they can implement immediately to help them, and your organization, stay out of court.

Also discusses:

- How to respond to a victim's desires for anonymity
- What confidentiality you can provide to an alleged harasser
- How to deal with workplace dating
- How to investigate complaints consistently, get signed statements and document without conclusion or bias

13. Patient Rights/Ethics

Premier Nursing Services, Inc. Ethics Compliance Plan Overview

Premier Nursing Services, Inc., is a diversified healthcare services company whose customers include hospitals, and employee nurses. The company's success is predicated on its commitment and ability to delivering services in a high quality manner in compliance with local, state, federal and other governmental and regulatory organization requirements and with all applicable ethical principles and clinical, business and other industry standards. Premier Nursing Services, Inc., *Ethics Compliance Plan* describes the ethics compliance activities that are performed at all levels of the company. These activities enhance the company's quality of services and promote the objective that the company's clinical, business and financial practices adhere to ethical principles, prescribed company standards and legal requirements.

The *Ethics Compliance Plan* has standards of conduct for the following focus areas.

Patient treatment/relationships/abuse/rights;
Client contracting;
Clinical Code of Ethics;
Marketing;
Regulatory compliance;
Public disclosure;
Business Code of Ethic and Conflicts of Interest Policy;
Finance Code of Ethics

A copy of the *Ethics Compliance Plan* is provided to new employees during orientation; employees may request another copy from human resources or by contacting the *Ethics Action Line (800) 225-1992*. Employees who are aware of any actual or potential violation must make a good-faith report to their supervisor or the *Ethics Actions Line*. No employee who makes a good-faith report will be subjected to retaliation of any kind. All employees are expected to cooperate fully with any investigation of a possible violation of the *Ethics Compliance Plan*, which included the following key components:

Standards of conduct applicable to focus areas identifying areas/practices of potential abuse;
Training programs;
Auditing and monitoring systems;
Ethics reporting communication channels;
Ethics compliance officer and committees; and
Related ethics compliance documents.

No Premier Nursing Services, Inc., employee may allow personal preferences, inconvenience or business pressure to compromise adherence to the *Ethics Compliance Plan*. Furthermore, the *Ethics Compliance Plan* will be available for all the employees, hospital, and vendors. Violating the *Ethics Compliance Plan* may lead to disciplinary action, including termination. All employees are required to report incidents that they believe might violate the Ethics Compliance Plan. Premier Nursing Services, Inc.,

protects the confidentiality of employee who is good faith to report incidents. They will not be subject to any form of retaliation. Employees with questions regarding the *Ethics Compliance Plan* are encouraged to speak with their supervisors.

The Company

We aim to avoid conflicts between the company's interests and our own individual interests.

In our personal capacities, we don't compete with any activity or business of the company, directly or indirectly, or use the knowledge gained here to help anyone else compete with the company.

We don't make personal investments that might affect our business judgment. For instance, we don't have personal interests in companies that compete with or do business with Premier Nursing Services, Inc., unless we have disclosed this interest to Premier Nursing Services, Inc., board or management and they have approved it.

We don't do business on behalf of Premier Nursing Services, Inc., with a company from which a family member or we may benefit.

We don't work with supplier or any third parties in ways that might affect our performance or our judgment about Premier Nursing Services, Inc., business.

We treat company property as if it were our own, but we remember it's not. We make sure it's taken care of and that it is not used for personal purposes except in special, authorized circumstances.

We're very careful with company plans and information we get to know in the course of our work, and we don't disclose that kind of material to people outside or inside the company unless it's necessary and we're authorized to do so.

When we receive a press inquiry about the company's business, we refer it to the communications department. We do not ever respond ourselves unless asked to by management or the communications department.

We take scrupulous care to maintain books and records that fairly reflect our business transactions as they occur. We don't conceal or confuse our records in any way. We don't make false or misleading entries. We follow all our control and financial policies.

STANDARDS OF CONDUCT

The company has developed standards of conduct that address practices involving potential abuses as outlined below. As part of the compliance process, the company maintains template agreements for medical directors, contract management clients and certain other business relationships that have been approved by legal counsel and define the terms of the relationship.

Patient Treatment/Relationships/Abuse/Rights: Employees will be qualified for their positions, interacting with patients and their families in an appropriate manner and in the patients' best interest. As part of its compliance/quality assurance process the company maintains the following programs.

Clinical Standards Manuals - These manuals define the system and process of patient care to be provided at company locations.