ENVIRONMENT OF CARE
The goal of the Environment of Care Program is to provide a safe, functional and effective environment for patients, staff and visitors. We accomplish this goal through activities that:

- Reduce and control the environmental hazards and risks
- Prevent accidents and injuries
- Maintain safe conditions for patients, staff and visitors
Each facility has written plans and programs to design, implement, assess, evaluate and improve these areas. Each plan outlines activities that will reduce hazards in the workplace.
The Environment of Care Committee is made up of employees like you.

This group monitors seven environment of care programs and their impact on the health and safety of our patients, employees, visitors and the environment.
Each hospital has an assigned Safety Officer. The Safety Officer is available to answer safety questions, provide training on safety topics and follow-up on safety issues impacting you in the workplace. Safety Officers are resources during facility audits and inspections.

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<tr>
<th>SAFETY OFFICERS</th>
<th>HOSPITALS/CONTACT NUMBERS</th>
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<td>DMC Compliance Hotline</td>
<td>1-800-8ETHICS</td>
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SAFETY MANAGEMENT

You have a right to a safe work place! Here are some things you can do to keep your work environment safe:

• Know your job
• Remain alert; don’t take shortcuts
• Learn and follow safety rules, policies and procedures
• Attend safety training programs
• Participate in all fire and emergency drills
SAFETY MANAGEMENT

You can also keep your workplace safe by reducing safety hazards in your area!

REMEMBER TO:

• Keep your area clean and hazard-free

• Be on the look out for hazards such as faulty equipment

• Report any safety hazards immediately
Promptly report all incidents including near misses via the web based reporting system.

Notify your manager of any unsafe conditions, practices, hazards or injuries.
PATIENT SAFETY

Patients have rights too! Make our patients’ visits to DMC facilities safe by:

- Helping to prevent slips, trips and falls
- Guarding against burns
- Lifting and moving patients safely
- Protecting patient’s rights
- Reporting all incidents immediately
Wear your ID badge at all times

Call Security immediately if you need help

Do not allow people in areas where they DO NOT belong

Park in assigned areas
SAFE HAVEN

What is Safe Haven?

The Safe Delivery of Newborn law was introduced to end the tragedy of unwanted newborns being hidden and left to die. This law allows a parent to surrender their newborn (less than 72 hours old) in a safe and anonymous manner.

Safe Haven is a term used to describe our response to a newborn surrendered at a DMC hospital.
SAFE HAVEN

DMC employees can accept a surrendered baby from anywhere inside the hospital. Confidentiality must be maintained at ALL times.

What should I do if I am handed a baby:

• You must confirm that the parent is surrendering their infant to you
• Contact security who will escort you and the baby to the Emergency Department
• Once infant is received, the child cannot be returned to the parent, either by request or with a change of mind
• The parent will be given a pamphlet on “Surrendering Parent Rights”
• If a parent attempts to surrender a baby to you outside of the hospital, contact security
HAZARDOUS MATERIALS & WASTE MANAGEMENT

You have a “Right-To-Know” about hazardous chemicals in your workplace!

Follow the DMC policies and procedures when working with hazardous materials:

• Review all policies and procedures before handling materials
• Locate emergency numbers and equipment
• Request a copy of a Material Safety Data Sheet (MSDS) if you have questions on the hazardous chemicals in your area
• Wear appropriate Personal Protective Equipment (PPE)
• Do not eat or drink while handling chemicals
Material Safety Data Sheet(s) (MSDS):

MSDS is your guide to chemical safety. It is where you find information on hazardous chemicals. The MSDS contains basic information on chemicals such as:

- Chemical identification
- Hazardous components
- Fire and explosive data
- Health hazards
- Spill response
HAZARDOUS MATERIALS & WASTE MANAGEMENT

Obtain a Material Safety Data Sheet (MSDS) by calling Poison Control at:

1.800.222.1222*

You must:
- Identify yourself as a DMC employee
- Provide the name of the chemical and your fax number

*Huron Valley-Sinai employees contact the Laboratory at - 248.937.3334
PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE provides protection from the hazards you may encounter on your job. *Not all PPE are the same!* It is important that you *always* wear the correct personal protective equipment (PPE) for the job.

![Diagram of PPE items: Aprons, Goggles, Gloves, Face Shields, Respirators, Suits, Masks, Boots]
The Detroit Medical Center is dedicated to the health and safety of its patients, employees, customers, community and environment.

We are committed to:

• The prevention of pollution
• Compliance with environmental regulations and other requirements
• Continuous improvement

THINK GREEN  Environmental Hotline 1-800-8ETHICS  THINK CLEAN
ENVIRONMENT MANAGEMENT SYSTEM (EMS) OVERVIEW

In 2001, the Detroit Medical Center implemented an Environmental Management System (EMS) that supports its commitment to the environment.

Our goal is to identify and proactively address all relevant environmental aspects and impacts associated with our operations.

In December, 2001 the DMC successfully completed the registration process for ISO 14001, becoming the first healthcare system in the nation to achieve that distinction.
The Detroit Medical Center regularly reviews its processes for regulatory and EMS compliance and conformance. We also seek opportunities to reduce, recycle, and replace hazardous materials used in our workplace by providing awareness training for our employees.

Examples of this activity include:

• Reducing the quantities of hazardous chemicals ordered, thus minimizing on-site storage and reducing the risk of spills
• Recycling items like paper, toner cartridges, cans, batteries and fluorescent bulbs
• Replacing or substituting hazardous materials with a less hazardous material. Reduce mercury usage in our facilities by using mercury-free alternative products
As part of the DMC commitment, each hospital has identified activities that affect the environment and ranked their significance.

These activities are called **Environmental Aspects**.

These activities can range from recycling items like batteries and toner, to correctly handling and disposing of hazardous waste.

Each department has environmental aspects.
• **Significant Environmental Aspects (SEAs)** are those things that have a major impact on the environment.

• Examples of SEAs include:
  - Medical waste
  - Radioactive materials
  - Hazardous chemicals

• SEAs are found in many areas of the hospital, including:
  - Laboratory
  - Radiology
  - Pharmacy
  - Maintenance Shops
  - Patient Care Units
SIGNIFICANT ENVIRONMENTAL ASPECTS

How do you decide if an environmental aspect is significant?

Regulated Environmental Aspects that impact air, land, water, human health, generate waste, use raw materials or natural resources may be considered significant:

• Once identified, departments must complete documents that outline how SEAs are managed in their area and in some cases, how these levels can be reduced

• Managers will verify that required procedures, protocols, records and staff training are implemented
Objectives and targets are performance improvement initiatives. The DMC has identified three performance improvement initiatives for the EMS program:

• Reducing costs related to medical waste by 5% in 2007 through proper disposal practices

• Increasing recyclable items in 2007

• Reducing costs related to chemotherapy waste by 5% in 2007 through proper disposal practices
ENVIRONMENTAL OBJECTIVES & TARGETS

- Must have measurable goals
- Progress is tracked to measure our success and identify opportunities for improvement
EMS RESPONSIBILITIES

• You are responsible for following established protocols to protect yourself, co-workers, patients/visitors and the environment

• Your manager is responsible for developing department specific procedures and conducting training

• Your hospital Safety Officer is responsible for leading the implementation at your facility

• Contact the DMC Compliance Hotline at: 1-800-8ETHICS to report environmental issues or concerns
Our environmental and quality management systems are periodically audited for *conformance* and *compliance* by a trained team of auditors.

Auditors review:
- Policies, procedures and protocols
- Maintenance records and logs
- Training records
- Documentation

A report of audit findings and requirements for improvement (RFIs) is compiled for follow-up action.
INFORMATION THAT EVERY EMPLOYEE SHOULD KNOW

- The DMC Commitment to the Environment (Available on Cue Cards)
- The SEAs in your department
- Your EMS management representative is your Site Safety Officer
- How to report environmental concerns or questions

ALL Vendors and Contractors are provided with information on the EMS at the DMC.
Management periodically reviews the performance of the DMC Environmental and Quality Management programs.

Activities are reviewed, reported and acted upon by the appropriate site and system committees.

DMC Environmental and Quality Management programs are evaluated annually for their effectiveness.
EMERGENCY PREPAREDNESS

BE PREPARED!

- Code Yellow – Disaster
- Code Red – Fire
- Code Blue – Medical Emergency
- Code Orange – Bomb Threat
- Code Gray – Severe Weather/Tornado
- Code Pink – Neonatal Medical Emergency
- Code Purple – Newborn Delivery (outside the L&D unit)
- Code Violet – Radiation Spill
- Code 3000 – Infant/Child Abduction

Emergency plans are kept in your department’s Environment of Care manual.
OTHER DISASTER PLANS

- Civil disturbance
- Utility alert
- Community hazardous materials releases
- Major communicable disease response
Fires can happen anytime and in any place. If a fire does start, you need to know what to do quickly. Remember—stay calm and follow these rules (RACE):

- **R** = **Rescue** anyone from immediate danger to a safe area past the fire doors
- **A** = Pull the **Alarm** box nearest you. Contact your operator or security department and give exact location of fire
- **C** = **Confine** the fire. Close all doors
- **E** = **Extinguish** (put out the fire) with the appropriate fire extinguisher, if you are trained to do so

Cue cards are available.
CODE RED

Expectations:

- **DO NOT** USE ELEVATORS
- **LIMIT** TELEPHONE USE

You must be able to locate the following:

- **Nearest extinguishers**
- **Pull alarm boxes**
- **Evacuation plan**
- **Two exit routes in your assigned area**
PRACTICAL TIPS ON FIRE SAFETY

• Keep your area clean and clutter-free
• Keep overhead storage at least 18 inches below the sprinkler heads
• **DO NOT** prop open doors
• **DO NOT** block fire doors, pull stations or extinguishers
• Keep corridors and hallways clear and free from obstructions
TYPES OF EXTINGUISHERS

• “ABC” extinguishers = dry chemical: used on any type of fire
• “BC” extinguishers = dry chemical and CO$_2$: should be used on electrical or burning liquids only
• “A” extinguishers = pressurized water: should be used on ordinary combustible materials

“ABC” extinguishers are the most commonly used extinguisher in hospitals and healthcare facilities.
WHEN USING AN EXTINGUISHER

P A S S:

**P** = **Pull** the pin

**A** = **Aim** low, at the base of the fire

**S** = **Squeeze** the handle

**S** = **Sweep** from side to side at the base of the fire
Healthcare facilities have built-in devices to protect us from fire such as sprinklers and smoke detectors. The doors and walls are designed to prevent the spread of fire. Evacuation plans are located throughout the facility.
INTERIM LIFE SAFETY

During renovations or system failures the same level of fire protection must be maintained as during normal operations.

The special measures that must be taken in these circumstances are called INTERIM LIFE SAFETY MEASURES (ILSM), which include the following:

- Ensuring that exits are clear and unobstructed
- Setting up a fire watch
- Placing extra fire extinguishers in the area
- Conducting more fire drills

You can do your part by not entering areas under construction.
CODE BLUE: MEDICAL EMERGENCY

Unless you are specially trained to respond in medical emergencies you must:

- Locate the nearest phone and call the hospital operator
- Describe what happened
- Give your name and location
Close blinds and curtains. Move patients and visitors away from the windows.

- Watch
- Warning

If you cannot move the patient, protect the patient by closing the curtains and covering the patient with blankets.
What is Code 3000?

A Code 3000 is called when a child or infant is confirmed missing from their assigned unit. The plan outlines staff responsibilities in the event of a Code 3000.

Steps staff can take to prevent child abduction:

• Always display your DMC badge with your name and picture in full view
• Only give child’s information to the parents or legal guardian
• Do not release infant/child to any employee without proper DMC identification
• If in doubt, hold the child until verification of identity is confirmed
• Notify Security of any suspicious people in your area

FOLLOW YOUR FACILITY PLAN!
ALL new clinical equipment must be evaluated by Clinical Engineering:

- Review procedures for the proper use of equipment

- Immediately remove faulty equipment from service and tag it for repairs

- Notify your supervisor if faulty equipment has caused serious harm to patients or employees
Red outlets are connected to emergency power and continue to provide electricity in the event the hospital’s power supply fails. Only use them with critical equipment.

DMC hospitals have back-up or contingency plans for utility systems so we can continue to provide patient care services during an outage. Know your emergency plans and the location of the utility shut off valves in your area.
We hope this NetLearning course has been both informative and helpful.

Feel free to review this course until you are confident about your knowledge of the material presented.

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