



ALTERNATE ORIENTATION

2020



Texas Children's®

Table of Contents

Contents

Who We Are	4
Our Mission	4
Our Logo	4
Our Culture	5
Our Organizational Pledge	5
Our Core Values	4
Our History.....	6
Joint Commission	6
Recognition.....	6
Patient Care.....	7
Diversity At Texas Children's	10
Emergency Management.....	12
What Is Emergency Management?	12
What Is An Emergency?	12
Hospital Emergency Codes	12
Reporting Emergencies	13
Responding To Emergencies	13
Creating A Family Plan For Emergencies.....	13
Contacting The Department Of Emergency Management	13
Environmental Health and Safety	14
Fire Safety – General Knowledge	14
Dr. Pyro and R.A.C.E.....	14
Chemical Exposures	15
Biohazardous/Regulated Waste.....	15
Equipment Safety	15
Infection Control	17
Fingernail Policy	17
Evidence-Based Practice to Prevent Infection	17
Selecting Personal Protective Equipment (PPE)	18
Cleaning Of Equipment.....	18
Diseases	19

Isolation Precautions	20
Information Security	21
Information Security	21
Compliance and Privacy.....	22
Social Media	24
To Share or not to Share?.....	24
Texas Children's social media platforms	24

Texas Children's reserves the right to update and modify the information and the policies referenced in the New Employee Orientation document from time to time. To ensure you have the most accurate and updated information or policy, please visit Connect to get the most up-to-date information on benefits, policies, programs, etc.

Who We Are

WELCOME TO TEXAS CHILDREN'S

We are very excited you have joined our One Amazing Team! Here at Texas Children's, we take great pride in delivering exceptional patient care, education and research for our patients and their families -- but also more importantly, we are committed to your employee experience and success in your new career with our organization.

To help you orient to Texas Children's, this reference guide is designed to share our culture as well as important information you need to know in order to contribute to sustaining a safe and ethical environment for everyone. It also allows the organization to stay compliant with requirements of Texas Children's policies associated with Joint Commission, OSHA, and other regulatory bodies.

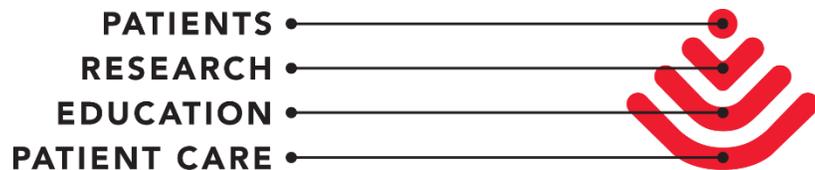
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Our Mission

Texas Children's mission is to create a healthier future for children and women throughout our global community by leading in patient care, education and research.

Our Logo

The components of Texas Children's mission are embodied in the four elements of the logo. Patients are our utmost priority, supported by excellence in research, education, and patient care.



Texas Children's

Our Core Values

At the heart of Texas Children's mission is a set of core values that guide us individually and collectively as an organization. They bring clarity to our mission by defining specific positive behaviors that are essential to all of our peer and patient interactions.

EMBRACE FREEDOM

With freedom comes opportunity. Boundless, wide open and unknown, it can be daunting to some, but we recognize potential in the unexplored and venture forward, blazing our own trail in the name of care. We are driven, motivated and innovative.

LEAD TIRELESSLY

What defines us is seizing the opportunity to be first in line. At every level, we inspire each other, bettering ourselves, bettering our teammates, bettering our organization, and ultimately, bettering the world. A single, small act of leadership creates a tidal wave of progress and momentum that grows immensely, improving exponentially, and advancing the care of our patients in a mighty way. We are courageous, forward-thinking and responsible.

LIVE COMPASSIONATELY

Here, service comes before self. We care and sacrifice, celebrate, and — sometimes — grieve for our patients. Beyond them, our team becomes an extension of our own family. We work with and for each other to create a collective atmosphere of warmth. And while it may seem difficult, somehow it comes effortlessly and naturally — awakened and enhanced in the moments of greatest need. We are warm, authentic and selfless.

AMPLIFY UNITY

Our compassion starts with an individual spark and ignites in unison. We depend on our team having arm-in-arm devotion to a mission bigger than any one of us. Up and down, side to side, outward and inward, we move collectively to share in all we do. As individuals, we're among the brightest, but as a team, we illuminate unimagined possibilities for ourselves, our patients, and health care as a whole. We are unified, inspirational and inviting.

Our Organizational Pledge

Texas Children's greatest request of you will always be to live our values to their fullest extent. Our pledge to you is that we will always support you within every part of our organization so you can grow stronger, reach higher aspirations, and continually achieve greater success.

Our Culture

Texas Children's Hospital has an amazing culture that can't be replicated anywhere else. The people who make up our community believe in what they do and who they work with. Texas Children's fosters an environment of leaders and partners rather than employers and employees. Unified by infinite passion, we lead the charge of accelerating health care.

At every level, we inspire each other to better ourselves, our teammates, our organization, and, ultimately our world. To learn more, visit infinitepassion.org.

Our History

For over 60 years, Texas Children's has offered health and hope to children and their families. Since 1954, we have grown from a 3-story, 106-bed pediatric hospital to one of the best children's hospitals in Texas, and among the top in the nation. Texas Children's has garnered widespread recognition for our expertise and breakthroughs in pediatric and women's health.

Learn more about our history at texaschildrens.org/about-us/history and our legendary care at legendarycare.org.

Joint Commission

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. The Joint Commission evaluates and accredits more than 20,000 health care organizations and programs in the United States. An independent, not-for-profit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization must undergo an on-site survey by a Joint Commission survey team at least every three years.

Recognition

Texas Children's Hospital is consistently ranked among the nation's top children's hospitals by *U.S. News & World Report*, so it's no surprise that our physicians are continually recognized for their expertise by being elected or appointed to leadership positions within highly respected professional organizations, or honored with awards for their continued dedication and contribution to the advancement of pediatric medicine.

A number of Texas Children's physicians have been recognized as Best Doctors of America. Best Doctors conducts the largest peer-review-based evaluation of the medical profession, and Best Doctors physicians are chosen by 30,000 doctors identified in previous surveys as "the best" in their specialties.

The Magnet Recognition Program, awarded by the American Nurses Credentialing Center, recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Magnet designation requires organizations to develop, disseminate and enculturate evidence-based criteria that result in a positive work environment for nurses and, by extension, all employees.

The *Houston Business Journal* has ranked Texas Children's Hospital in the Top 10 Best Places to Work among Houston companies with more than 500 employees for many years. This distinction is based solely on employee feedback measuring a variety of job-related factors, including employee satisfaction, teamwork and leadership trust.

Patient Care

Texas Children's has dedicated more than 5 million square feet to the care of children and women across our extensive network of services.

TEXAS CHILDREN'S HOSPITAL

Texas Children's Hospital is an internationally recognized full-care pediatric hospital located in the Texas Medical Center in Houston. One of the largest free-standing pediatric hospitals in the world, Texas Children's Hospital is dedicated to providing the finest possible pediatric patient care, education and research.

TEXAS CHILDREN'S COMMUNITY HOSPITALS – WEST CAMPUS AND THE WOODLANDS

At Texas Children's Hospital West Campus, family-centered care means parents and caregivers are considered important members of a child's health care team. Every aspect of the hospital has been carefully designed, equipped and staffed exclusively for children and their families. A comprehensive array of inpatient and outpatient services and subspecialty clinics, as well as patient and family support services, are also at Texas Children's Hospital West Campus.

Opened in 2017, Texas Children's Hospital The Woodlands is a 560,000-square-foot, state-of-the-art facility designed specifically to serve children and families in counties throughout Greater North Houston including The Woodlands, Montgomery, Walker, Grimes, Liberty, Harris, Polk, San Jacinto and Hardin counties and even beyond Texas. Inpatient and outpatient specialty pediatric care is offered in areas including: cancer, cardiology, neurology, orthopedics, diabetes and endocrinology, urology, sports medicine, gastroenterology and nutrition, pediatric surgery, plastic surgery, otolaryngology, allergy and immunology, dermatology, adolescent medicine and physical rehabilitation.

TEXAS CHILDREN'S PAVILION FOR WOMEN

Texas Children's Pavilion for Women ushers in a new era as the pediatric hospital expands into obstetrical and gynecological services, establishing one of the nation's premier facilities for women's, fetal and newborn health. Expanding upon its world-class reputation in fetal and neonatal medicine, Texas Children's Pavilion for Women offers a full continuum of family-centered maternity care, beginning before conception and continuing after delivery.

TEXAS CHILDREN'S LESTER AND SUE SMITH LEGACY TOWER

The Legacy Tower located in the Texas Medical Center campus, has six technologically-advanced operating rooms for neurosurgery, orthopedics, plastic surgery, transplant and pediatric surgery – one with intraoperative MRI – and 84 ICU beds, including dedicated surgical, neurological and transitional ICU rooms. The tower also serves as the new home for Texas Children's Heart Center®, ranked No. 1 nationally in pediatric cardiology and heart surgery by *U.S. News & World Report*. This milestone will help Texas Children's continue to provide the highest-quality care possible to patients and families, particularly those children who are critically ill.

TEXAS CHILDREN'S FEIGIN CENTER FOR PEDIATRIC RESEARCH

The Feigin Tower is Texas Children's hub for pediatric research, which allows researchers to intensify their research in areas of fundamental importance in microbiology, immunology, cell biology and sciences of infection and inflammation. Here, researchers are making landmark discoveries and fundamental contributions to the fields of pediatric cancer and blood disorders. They are also learning how to genetically manipulate tumor cells to make effective cancer vaccines and how to enhance patients' own immune cells to enable them to attack cancers directly.

TEXAS CHILDREN'S MARK A. WALLACE TOWER

Home to most of Texas Children's outpatient clinics, including Texas Children's Cancer and Hematology Centers, Neurology and Orthopedics.

TEXAS CHILDREN'S ABERCROMBIE BUILDING

Home to most Pathology, Auxiliary and Volunteer Services, International Services, Medical Staff Services and Security Services.

TEXAS CHILDREN'S PEDIATRICS

With more than 40 practices across the greater Houston area, as well as in Austin and Central Texas, more than 147 board-certified or board-eligible pediatricians provide primary care, diagnosis, management and follow-up for both well and ill children. Texas Children's Pediatrics is the nation's largest group of general pediatricians.

TEXAS CHILDREN'S PEDIATRICS - URGENT CARE

Texas Children's Urgent Care specializes in after-hours care, but does not replace the need for children to have a general pediatrician. Clinics are staffed by board-certified pediatricians who have privileges at Texas Children's Hospital. Pediatricians diagnose and treat a wide variety of ailments, illnesses and conditions, including: asthma, strep throat, fever, minor burns, influenza, ear infections, allergic reactions and more. Procedures provided include: antibiotic injections, breathing treatments, fracture care and splinting, IV (intravenous) fluids, lab services, laceration repair and x-rays on site.

TEXAS CHILDREN'S HEALTH AND SPECIALTY CARE CENTERS

Located in suburban areas of Houston, the Texas Children's Health and Specialty Care Centers provide the community and private practice physicians with pediatric subspecialty services close to patients' homes. The following health and specialty care centers are available to care for patients: Austin, Bellaire, Clear Lake, Cy-Fair, Eagle Springs, Kingwood Glen, Pearland, Sugar Land, The Woodlands, Texas Children's Hospital West Campus and Upper Kirby.

TEXAS CHILDREN'S HEALTH PLAN

The nation's first pediatric, provider-based, health maintenance organization (HMO). TCHP offers a unique network with emphasis on specialized pediatrics that includes primary care physicians, physician specialists, and access to many hospitals around greater Houston, including Texas Children's Hospital. The Health Plan has two products:

- Children's Health Insurance Program (CHIP)
- Texas Children's Star Health Coverage (a Medicaid Managed-Care Program)

TEXAS CHILDREN'S HEALTH PLAN - THE CENTER FOR CHILDREN AND WOMEN

The Center for Children and Women have two locations in the Houston area which include both pediatrics and obstetrics. It is a health care setting that facilitates partnerships between the patients, families (when appropriate) and the physician. Care is enhanced by registries, information technology and an electronic medical record. The goal is to assure that patients get high-quality care in a way that takes into account their needs, wants and cultural expectations. Care in a Medical Home is: coordinated, patient-centered, comprehensive, accessible, data driven, and emphasizes quality and safety.

JAN AND DAN DUNCAN NEUROLOGICAL RESEARCH INSTITUTE

This is the first facility of its kind dedicated to understanding unique issues of a child's brain structure, development patterns and related diseases. The state-of-the-art building provides a superb research infrastructure in a single location and has been designed in both layout and aesthetics to foster the open dialogue and active exchange of ideas needed to accelerate the translation of discoveries into new, effective treatments.

Diversity at Texas Children's

Texas Children's creates and fosters a work environment that attracts, welcomes, supports, and develops a diverse organization. A critical part of this culture is for every individual to feel valued for his or her contribution to the mission of Texas Children's. All of us are responsible for embracing and nurturing a culture of inclusiveness in our own work areas.

Some important components of diversity include:

- Maximizing the contributions of individuals from diverse backgrounds, education, and organizational affiliation by utilizing their capabilities, insights, and ideas to collaborate effectively
- Better serving and interacting with our patients and families in ways that demonstrate an understanding of different cultures, religions, traditions, and languages
- Promoting Texas Children's as the best place to work and receive care

It is also important to understand the Dimensions of Diversity, because these dimensions help to influence our behaviors, attitudes, values, and drive the way we communicate and interact with each other.

One way to think about Dimensions of Diversity is to understand that some dimensions are things you can easily see in others, for example a person's gender, while other dimensions are not readily recognizable, such as a person's educational background or diversity of thought or experience.

It is essential to talk to coworkers, and other customers in a respectful manner and to understand how we may be the same or differ on various dimensions, even if they are not obvious. To fully embrace our values, we must be respectful with our words and actions to show we value others.

When we understand these dimensions, we can:

- Better serve our patients, their families, and other customers
- Understand what is unique and special about others
- Maximize workforce members contributions to Texas Children's ongoing success
- Find value and richness when interacting with coworkers

Harassment Free Workforce

Texas Children's has a strict policy prohibiting harassment, and it is against the law.

Harassment can be based on:

- race, color, national origin, religion, gender, physical or mental disability, age, veteran status, sexual orientation, gender identity, or any other basis protected by applicable law.

Harassment can be:

- Verbal
- Visual
- Physical
- Sexual

Be aware that all four types of harassment can also happen via email or on social media.

Background Checks:

To provide the safest possible environment for the Texas Children's patients, staff, physicians, visitors, and campus, it is the policy of Texas Children's to require a background check on all workforce members biennially.

The background check includes:

- State and federal criminal checks
- Social Security Number verifications
- National Sex Offender checks

Employees must report to Human Resources Employee Relations within 30 days if during the course of their employment they are arrested, charged with, convicted, found guilty, or accept deferred adjudication or a similar agreement with a court for:

- Any felony
- A misdemeanor involving minors, violent activity, weapons, theft, burglary, fraud, dishonesty, drugs, alcohol, or any sexual offense (e.g. exposure, prostitution, child pornography)

Emergency Management

What Is Emergency Management?

At Texas Children's Hospital, there is a plan in place so that all workforce members know how to respond in the case of a natural disaster or other emergency. For the purposes of your orientation to the organization, it is important to be familiar with the terms and concepts below.

What Is An Emergency?

An emergency is any incident that significantly affects normal operations at any Texas Children's facility. The source of an emergency can be either internal or external to the organization and a combination of related hazards may materialize simultaneously.

Examples of Internal Emergencies:

- Flooding within a building due to a pipe burst
- Fire starting within a lab or a kitchen
- An act of violence occurring within a unit

Examples of External Emergencies:

- Hurricane or other severe weather
- Mass casualty incident such as a bus accident or building collapse

Hospital Emergency Codes

A number of hospital emergency codes exist to alert staff of various types of emergencies. These codes apply specifically to Main, West, and The Woodlands campuses.

- **Dr. Pyro** – suspected fire
- **Code Pink** – abducted or missing child

The organization also uses Emergency Activation Levels to indicate our response to various types of incidents.

- **Normal Operations: Passive Monitoring** – everyday conditions with self-limiting events and during which we depend on Texas Children's staff and various monitoring systems for notification of incidents.
- **Advisory: Active Monitoring** – a disaster is foreseen or a significant event is occurring, but without direct action required by the organization. The event may or may not be physically impacting Texas Children's at the moment but the consequences of the event could cause disruption to our normal environments.
- **Alert: Preparing For Activation** – this is a state of heightened readiness. An event is imminent and it will impact Texas Children's in some manner yet to be determined.
- **Partial Activation: Incident Command** – this is our most common level of activation in which we stand up Incident Command and other parts of Incident Command structure short of full activation.
- **Full Activation: Incident Command** – this is the activation level for our most serious incidents. A typical incident requiring full activation would be a hurricane or other event of similar size and scope.

During an activation, staff should look to their immediate supervisor for direction or communications from the Administrator On-Call or Incident Commander.

Reporting Emergencies

If you witness or experience any type of emergency, it is very important that you alert others to get help.

Main, West, and The Woodlands	Meyer & NRI Buildings
Campuses	
<ul style="list-style-type: none"> ○ In the case of a fire, pull a “pull station” and dial *9999. ○ For a medical emergency, or missing/abducted child, dial *9999. ○ For emergencies involving building operations (i.e. flooding), dial x4-5000. ○ For security related emergencies (i.e. violent individual), dial x4-5400. 	<ul style="list-style-type: none"> ○ In case of a fire, pull a “pull station” and dial 911. ○ For a medical emergency, dial 911. ○ For emergencies involving building operations (i.e. flooding), dial x4-5000. ○ For security related emergencies (i.e. violent individual), dial x4-5400.
All Other Facilities	
<ul style="list-style-type: none"> ○ In the case of a fire, pull a “pull station” and dial 911. ○ For emergencies involving building operations (i.e. flooding), dial 832-824-5000. ○ For security and medical emergencies, dial 911. 	

Responding To Emergencies

Listen to your direct supervisor, or service chief, for additional guidelines and/or information about responding appropriately to an incident. There are also additional resources available to help you learn more about responding to emergencies before they happen.

- The Emergency Management Departmental Website on CONNECT, under Quick Links > Emergency Management.
- The Emergency Response & Recovery Portal available as a team site on CONNECT.
- Your department’s area-specific disaster plan, if available.

Creating A Family Plan For Emergencies

Help your family, including pets and extended relatives, get ready for emergencies by creating a plan for when they do occur. A listing of websites to help create a family plan for emergencies is available on the Emergency Management Departmental Website on CONNECT.

Contacting The Department Of Emergency Management

To contact the Department of Emergency Management, use one of the following methods:

- Call 832-824-1237 or ext. 4-1237
- Email emergencymgmt@texaschildrens.org

Environmental Health and Safety

Fire Safety – General Knowledge

To be well prepared in the event of a fire, all workforce members in facilities owned and operated by Texas Children's should know the following:

- Locations of fire alarms and pull stations on your floor or in your area.
- Locations of fire extinguishers, specific types, and procedures for using them.
- Locations of fire doors.
- Locations of exits, stairwells, and proper routes to safety.
- Locations of smoke compartments if you are on an inpatient floor or ambulatory surgical location.
- Specific number to call in your work location in order to contact the fire department and internal response teams.
- Know how R.A.C.E (see below) applies to your specific work area.
- How to assist in the relocation of patients, if necessary.
- How to evacuate to an area of refuge.
- The importance of cooperating with firefighting authorities, when necessary.

Dr. Pyro and R.A.C.E.

“Dr. Pyro” is the phrase used at Texas Children's for a fire event. Never shout “Fire!”

If you are trying to extinguish a small fire:

- Try to stop the fire by disconnecting power to burning equipment, turning off medical gases, etc. Medical oxygen/nitrous oxide can help a fire burn. Medical gases are turned off by Respiratory Therapy or medical professionals.
- Crouch low to avoid the smoke and heat from the fire. Avoid inhaling the smoke or fire gases.

The acronym **R.A.C.E.** is used throughout Texas Children's to help staff remember what steps to take in the event of a fire emergency. If you discover the fire event, take charge and delegate these tasks to your team:

- **Rescue** = rescue or remove any person who is in immediate danger.
- **Activate** = Pull the fire alarm pull station. Call the hospital operator at extension *9999 to report the fire. (Call 911 at offsite facilities.)
- **Confine** = confine the fire to prevent it from spreading by closing doors and windows.
- **Extinguish** = extinguish a small fire by using the proper fire extinguisher but only if your safety can be assured.

Remember the acronym **P.A.S.S.** when trying to extinguish a fire:

- **P** = Pull the pin.
- **A** = Aim the extinguisher nozzle at the base of the flames.
- **S** = Squeeze the handle.
- **S** = Sweep from side to side.

Chemical Exposures

If you have been directly exposed to a chemical spill or release, here is how to respond:

- Wash or flush the affected area immediately with running water.
- Inform your leader or supervisor of your exposure.
- Inform Employee Health immediately. (main line: 832-824-2150)
- Complete an online Event Report which is located on the Connect page, Resources > Online Tools > Event (Incident) Reporting System.

Information Regarding Chemicals In Your Area

It is important for you to be aware of the chemicals in your work area. You also want to understand the risks associated with those chemicals, how to properly handle them, how to protect yourself from exposure, and how to respond to a spill. All of this information is available on the Safety Data Sheet (SDS) located on the Connect page, >Tools > 3E SDS (MSDS).

Biohazardous/Regulated Waste

Be careful that you dispose of waste properly. Proper disposal is regulated by federal and state laws and ensures that those who handle our waste have accurate knowledge of the risks and that the waste is appropriately treated.

What is the waste?	Where should it go?
Soiled linen	Blue bags
Waste saturated with blood/body fluids	Red biohazard bags
Bandages, wrappers (not saturated)	Regular trash
Items containing trace quantities of chemotherapeutic agents	Red biohazard bags (marked "Incinerate Only") or yellow chemo waste containers, where available
Needles/sharps	Red sharps waste containers

Equipment Safety

- **Magnetic Resonance Imaging (MRI)** is essentially a large magnet that is always on. Some metallic objects may be attracted to the magnet, becoming projectiles that can injure or even kill people along their path. Implanted metal objects may shift when near the MRI. The magnetic field may also interfere with implantable objects like pace makers. For these reasons, all persons and equipment must be screened prior to approaching the MRI.

- **Equipment malfunctions:** Occasionally, equipment will malfunction. It is important for you to know what to do and who to contact when that happens. Any equipment that isn't functioning as designed should be immediately removed from service and tagged. At that point, contact the appropriate department for repair. The following chart will help you identify who to call:

Type of Equipment	Who is responsible?	Contact Number
Powered patient care	Biomedical Engineering	832-824-1999
Powered non-patient care	Facilities Operations	832-824-5000
Computers and components	Information Services	832-824-3512

If you should have any questions or would like additional information about Environmental Health and Safety, please contact Environmental Health and Safety, 832-824-1961.

Infection Control

Standard precautions provide a method of effective infection control for all workforce members and patients.

Fingernail Policy

All health care workers, including volunteers and contractors who care for patients directly, must have short, clean, and natural fingernails. No artificial nails, shellac, tips, jeweled insets or overlays should be worn by direct patient care providers. This also applies to healthcare workers who prepare medications or serve food.

Evidence-Based Practice to Prevent Infection

The most effective way to prevent the spread of infection is **hand hygiene**. Hand hygiene should be performed before and after every patient contact. In addition to hand hygiene, the following are some examples of evidenced based practices to prevent infection.

Hand washing guidelines:

- Wash hands thoroughly with soap and water for 40-60 seconds when hands are visibly soiled.
- Use gel or foam for cleansing hands when they are not visibly soiled; rub over all surfaces of hands and fingers.

Based on the World Health Organization (WHO) hand hygiene should be performed:

- Before touching a patient or their surroundings or donning gloves
- Before a clean/aseptic procedure
- After contact with body fluids
- After touching a patient or removing gloves
- After touching patient surroundings

Other important opportunities for hand hygiene include:

- Before preparing or administering medications or food.
- Before and after eating and drinking.
- After using the restroom.

Catheter associated bloodstream infection prevention:

- Select a catheter insertion site with the lowest risk for line contamination
- At line insertion, use maximum barrier precautions (mask, cap, sterile gown & gloves, full body sterile sheet)
- Prep the insertion site with a chlorhexidine based antiseptic unless contraindicated
- Reduce the number of times a line is accessed whenever possible (cluster lab draws)

Multi drug resistant organism infection prevention:

- Implement and maintain appropriate isolation precautions
- Antibiotic stewardship

Surgical site infection prevention:

- Administer preoperative antibiotic within 60 minutes of incision
- Prep the surgical site with a chlorhexidine based antiseptic unless contraindicated
- Remove hair at the surgical site by clipping

Selecting Personal Protective Equipment (PPE)

Personal Protective Equipment may include gloves, gowns, disposable lab coats, face shields or masks, eye protection, pocket masks, and other protective gear. If employees, volunteers, contractors, etc. anticipate that they will have contact with blood and/or other potentially infectious materials or contaminated surfaces, they must wear gloves.

Please remember:

- Single use gloves cannot be washed or decontaminated for reuse.
- Utility gloves may be decontaminated, if they aren't damaged or otherwise unable to protect the wearer.
- Gloves should be replaced if they show signs of cracking, peeling, tearing, puncturing, or deteriorating.
- Single use gowns are recommended during patient care to prevent soiling of clothing with secretion/excretion, such as rocking a baby with diarrhea.
- Masks are recommended to prevent transmission of infectious agents through the air. They protect the wearer from inhaling:
 - Large particle aerosols (droplets) that are transmitted by close contact and generally travel only short distances (about three feet).
 - Small particle aerosols (droplet nuclei) that remain suspended in the air and thus travel longer distances.
- Wearing gloves, gowns, masks, and eye protection can significantly reduce risks for exposure to blood and other potentially infectious materials.
- Fit tested N95 respirator should be removed and discarded immediately after exiting the room.
- All other types of PPE, e.g. gown or gloves, should be removed and discarded inside the room before exiting.

Cleaning Of Equipment

All patient care equipment should be cleaned between each patient use according to the manufacturer's recommendations. The computer keyboards, phones, Spectralink phones, and work areas can be safely wiped with the PDI wipes provided in each unit. The contact or kill time for the disinfectant to effectively do its job can be located on the front of the disinfectant wipes container (for example, purple top wipes contact time = 2 minutes; orange top wipes contact time = 4 minutes).

Diseases

Tuberculosis (TB)

TB is an airborne disease that affects the lungs or other organs where the lymph system may be involved. TB may be transmitted by inhalation of respiratory secretions from infected individuals. Generally, very young children cannot transmit TB since they cannot cough forcefully enough to generate sputum.

Signs and symptoms of active TB include:

- Fever
- Malaise
- Night sweats
- Cough
- Unexplained weight loss
- Blood in the sputum

Bloodborne Pathogens

Bloodborne pathogens are communicable diseases that are transmitted by blood or other body fluids.

Types are:

- HBV – the virus that causes Hepatitis B
- HCV – the virus that causes Hepatitis C
- HIV – the virus that causes AIDS

Hepatitis B (HBV)

Hepatitis B is a liver disease that is caused by a virus that can alter liver functions. The liver, when functioning normally, stops bleeding, stores energy, and removes drugs and toxins from the blood. HBV is spread by contact with an infected person's blood or other bodily fluids. Anyone with occupational exposure to blood is at risk of contracting HBV.

Signs and symptoms of HBV include:

- Fatigue
- Nausea
- Diarrhea
- Fever
- Loss of appetite
- Yellowish eyes and skin
- Feeling of having the flu

Hepatitis C (HCV)

Hepatitis C is an infection of the liver caused by a virus. It is less common than Hepatitis B. This disease is spread by contact with an infected person's blood. Some blood transfusions or organ transplants conducted before 1992 have resulted in exposure to the virus. Prior to 1992, health care facilities did not test to detect Hepatitis C antibodies. There is a vaccine to protect against Hepatitis B; however, there is no vaccine to protect against Hepatitis C.

Signs and symptoms of HCV:

Typically infected persons show no symptoms for a period of years. Most cases of Hepatitis C are identified when people have liver tests or Hepatitis C antibody test done before donating blood. Some people eventually experience:

- Fatigue
- Nausea
- Diarrhea
- Loss of appetite
- Dark yellow urine
- Yellowish eyes and skin
- Feeling of having the flu

Human Immunodeficiency Virus (HIV)

HIV is the virus that causes AIDS. The virus is passed from one person to another through direct blood to blood contact. HIV kills an important kind of blood cell – the CD4 T lymphocyte or T cell. As the T cells die off, the body becomes more and more vulnerable to other diseases called “opportunistic infections.” When persons with HIV get these infections or if their CD4 T cell levels become too low, they may contract AIDS.

Isolation Precautions

1. Contact Precautions - pink contact precautions sign placed on the door.
 - a. Gloves and gowns should be worn upon entry into the patient’s room or designated patient care area.
2. Droplet Precautions - green droplet precautions sign placed on the door.
 - a. Upon entry into the patient’s room or designated patient care area healthcare workers should wear a minimum of a surgical mask.
3. Airborne Precautions - blue airborne precautions sign placed on the door.
 - a. All healthcare workers that enter this negative pressure room should be fit tested with the N-95 respirator mask and wearing it upon entering.
4. Special Contact Precautions - yellow special contact precautions sign placed on the door.
 - a. All healthcare workers enter this type of isolation room should be wearing a gown and gloves, at a minimum.
 - b. Hand washing with soap and water should be performed after completing patient care upon leaving the room of a patient on Special Contact Precautions
 - c. Patient care supplies and equipment should be dedicated for this patient's use. Equipment should be terminally cleaned when removed from the room and patient care supplies discarded or sent home with the patient.
 - d. Cleaning and disinfection can be accomplished with an EPA and hospital approved bleach-based disinfectant.

Information Security

Texas Children's must comply with many laws and regulations regarding the security of confidential and proprietary information. These include the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Joint Commission (JC) standards, Payment Card Industry Data Security Standard (PCI-DSS), and many others.

To help safeguard the security of confidential and proprietary information, Texas Children's has in place several policies related to information security. Below are some key points to remember.

Information Security

- Always wear your badge. If someone looks out of place and does not have a badge, challenge it. Don't allow tailgating through secure doors.
- Do not share your password with anyone. If you think someone might know it, change it.
- Make sure you always secure your computer when you step away from it.
- Use the internet only for work-related purposes. All access to the internet is monitored and recorded.
- Never download software off the internet.
- Beware of email from a source you don't recognize. Immediately delete it. Don't open, forward, or respond to it.
- Do not store protected health information (PHI) or other sensitive information on unencrypted devices.
- Do not store PHI or other sensitive information on flash drives, CDs, or open access drives. Encrypt your mobile devices.
- Always use Texas Children's Secure mail when sending PHI or other confidential information outside the Texas Children's /Baylor email system.
- Immediately report all Information Security incidents, for example 1) a lost or stolen laptop; 2) a stolen user password; and 3) suspicious emails such as phishing.

If you need to report a lost or stolen workstation or laptop:

- Immediately inform your supervisor or manager
- Notify the Security Service Center at 832-824-5488
- Contact the Information Services Service Desk at 832-824-3512

Compliance and Privacy

At Texas Children's we are committed to Leading Tirelessly in maintaining an ethical workplace. The Compliance and Privacy Office supports Texas Children's ongoing commitment to maintaining the highest ethical, legal and professional standards by providing leadership and oversight of all Texas Children's business practices. We are committed to creating a culture of ethics, integrity, and compliance with all applicable laws, regulations and policies.

Patient Privacy

At Texas Children's, safeguarding protected health information (PHI) is vital to building strong relationships with our patients and our Health Plan members.

How You Can Help:

- Only access patient or Health Plan member information if you have a legitimate work purpose
- Do not access your own medical record
- Do not access the medical records of your children, relatives, friends, etc.
- Always limit access to PHI to the minimum amount necessary required for your job
- Never take personal photographs, videos, or audio recordings of patients or Health Plan members
- Do not use text messaging to communicate PHI
- Never post patient or Health Plan members' information on social media sites
- Properly dispose of documents with PHI or other sensitive information
- Do not leave PHI or other sensitive documents unattended
- Be mindful of your surroundings when having discussions which may contain PHI

Corporate Compliance

The Corporate Compliance department supports Texas Children's mission and works to ensure the institution adheres to all applicable regulations, policies and procedures. In this capacity, the Corporate Compliance program provides oversight for the confidential hotline, administers the annual disclosure of interest process, and promotes the prevention, detection, and resolution of illegal or unethical conduct.

Texas Children's workforce members must avoid taking part in any activity that influences or appears to influence decisions they make on behalf of Texas Children's.

How You Can Help:

- Avoid and disclose potential conflicts of interest
- Decline inappropriate gifts, meals or entertainment that are:
 - intended to induce referrals of patients, Health Plan members, or purchases
 - influence your business or patient care decisions
 - serve any other improper or unlawful purpose
- It is never appropriate to solicit or appear to solicit gifts.
- Cash and cash equivalents (e.g. gift card) are prohibited, regardless of whether they are from a patient, Health Plan member, or vendor
- Report questionable business practices

Billing Compliance

Texas Children's is committed to preventing fraud, waste, and abuse, and promotes compliance with federal and state laws related to clinical documentation, coding, and billing.

How You Can Help:

- Bill only for necessary services or items
- Do not bill for services not rendered
- Ensure documentation supports the service billed
- Validate all patient information prior to rendering a service

Reporting an Issue

Unethical, illegal or questionable activity should be reported to one of the following sources:

- A Texas Children's leader
- The Compliance and Privacy Office at **832-824-2085** or **compliance@texaschildrens.org**
- The Texas Children's Confidential Hotline at **1-866-478-9070** or under the **Quick Links** section of the Connect site

Social Media

To Share or Not to Share?

Social media is a great way to share glimpses of your life with family and friends. As engaging on social media is increasingly becoming part of our daily routines, it's more important than ever that everyone at Texas Children's understands their responsibilities on social media usage and make informed, thoughtful decisions on what you choose to post online.

During TC Hi, we showed a short video about the appropriate use of social media. For a refresher, you can watch it again any time at [texaschildrens.org/socialmediaguidelines](https://www.texaschildrens.org/socialmediaguidelines). You can also refer to our

Acceptable Use of Social Media policy in PolicyTech for additional details.

If you discover any unethical, illegal or questionable content on social media relating to Texas Children's, please notify your immediate supervisor or call our confidential Compliance hotline at 1-866-478-9070.

Follow and Share

For a comprehensive list of social media platforms across Texas Children's, please visit [texaschildrens.org/social](https://www.texaschildrens.org/social).

Hashtags	#texaschildrens	#texaschildrenspeople
Facebook	facebook.com/texaschildrenscareers	facebook.com/texaschildrenshospital
Twitter	@tchcareers	@texaschildrens
Instagram	@tchpeople	@texaschildrens
LinkedIn	linkedin.com/company/texas-childrens-hospital	
Pinterest	pinterest.com/texaschildrensp	pinterest.com/texaschildrens
YouTube	youtube.com/user/texaschildrensvideo	
Blogs	onthemark.org texaschildrens.org/blog	voiceofnursing.org texaschildrensnews.org