

Welcome to 2022 FY Initial Compliance Training

2022 FY Initial Compliance Training is important actions and precautions that we need to take to keep VUMC safe and compliant with laws, regulations and our policies. Find all policies referenced in [PolicyTech](#).

This document contains the content and resources found in the online module on the Learning Exchange. Accessing this document does NOT count towards completion of the online training requirement. Rather, it serves as a resource for learners who wish to access the annual training content again after completing the module in the Learning Exchange.

Compliance

- **Compliance Program Overview:** VUMC is committed to the highest standards of ethics, honesty, and integrity. The VUMC compliance program ensures we follow the [VUMC's Code of Conduct](#), laws and regulations, and VUMC policies through 7 essential elements: 1) Compliance Leadership; 2) Standards of Conducts and Policies; 3) Education & Training; 4) Audit & Monitoring; 5) Response to Reported Concerns; 6) Communication (including a hotline); and 7) Disciplinary Standards. This annual training is just one element of our compliance program. We also have several ways to prevent and identify mistakes, including clinician billing reviews, investigations of reported concerns, and process reviews.
- **VUMC Code of Conduct:** All VUMC employees are responsible for complying with [VUMC's Code of Conduct](#). All VUMC employees promise to: follow all laws, regulations, and VUMC policies; uphold the principles of diversity, equality, and respect; avoid and disclose conflicts of interest according to VUMC policy; and report violations of the Code of Conduct.
- **VUMC Credo:** VUMC depends on you to do your part. As VUMC employees, we are committed to our Credo. We provide excellence in healthcare, research, and education. We treat others as we wish to be treated, and we continuously evaluate and improve our performance.
- **Fraud, Waste, & Abuse:** Fraud, Waste, and Abuse (FWA) is misleading or lying to get money that we don't deserve. Fraud is knowingly giving false information for payment. For example, a doctor bills for an appointment that the patient never showed up for, or a nurse charges for a medication that was never ordered. Waste and Abuse refers to conduct that results in unnecessary medical care costs. It does not require intent or knowledge of wrongdoing. For example, a doctor orders lab tests that the patient did not need, or a nurse practitioner writes more prescriptions than needed to treat the patient's illness.
- **VUMC Compliance Policies:** VUMC has policies and processes in place to address and prevent FWA and other forms of non-compliance, including: [False Claims Act and Whistleblower Protection](#); [VUMC Integrity Line](#); [Fraud, Waste, and Abuse Compliance Training](#); [Code of Conduct](#); [Integrity Line](#); and [Exclusion Screening](#).
- **Federal and State Laws:** There are also several federal and state laws that prohibit FWA. The Federal False Claims Act prohibits submitting false claims to the federal government for payment. The Tennessee Medicaid False Claims Act prohibits submitting false claims to Medicaid for payment. The Federal Anti-Kickback Statute prohibits improperly inducing or rewarding referrals. The Stark Law prohibits physicians from improperly referring patients to companies in which they (or an immediate family member) has a financial interest. Healthcare professionals who violate these laws can be sent to prison, pay large fines, or be excluded from participation in services billed to Federal Health Care Programs.
- **Overpayments:** An Overpayment is when Medicare or any government payer pays VUMC too much for a healthcare service it provided. Examples of Overpayments include payments in excess of published fee schedule or agreed rate; billing errors; duplicate payments received for the same service; services performed but not fully documented; valid requests for refunds; and other VUMC errors discovered.

VUMC is committed to the prompt investigation, reporting, and refunding of identified overpayments. Clinicians and employees at ALL levels are responsible for reporting potential Overpayments. If you think you see an Overpayment, notify your supervisor immediately. Otherwise, you may contact your Revenue Cycle Manager. You are also always free to contact the VUMC Office of Compliance & Corporate Integrity if you are unsure of or uncomfortable with usual methods. Failure to return or properly investigate overpayments can have serious consequences, including allegations of fraud. (Policies: [Overpayments, Federal Healthcare Programs](#) and [Overpayments: Commercial Plans](#))

- **Reporting:** Fraud, Waste and Abuse (FWA) and Code of Conduct violations may result in disciplinary action, up to and including termination. All VUMC employees must report suspected FWA and violations of the Code of Conduct, law or VUMC policy. All reports are confidential and shared only on a need-to-know basis. There are several ways to report or to just ask a compliance question. Speak with your supervisor. If you are not comfortable with this, you can contact the VUMC Integrity Line (24 hours a day, 7 days a week) by phone at 866-783-2287 or [online](#). You do not have to leave your name. You can also contact VUMC's Compliance Office by phone at 615-343-7266 or email at compliance.office@vumc.org. [Health and Human Services](#) (i.e., the federal government) can be contacted. For more information on reporting options, see the [Compliance Reporting job aid](#).
- **Non-Retaliation:** VUMC depends on you to report known or suspected violations of the law or the Code of Conduct. Whistleblowers make reports of suspected violations they believe to be true. Whistleblowers are protected from being fired, demoted, suspended, harassed, or suffering retaliation from any kind. However, false accusations made with the intent of harming or retaliating against another person can subject the accuser to disciplinary action. (Policy: [False Claims Act and Whistleblower Protection](#).)

Protecting Patient Privacy

We are all responsible for protecting patient privacy. At VUMC, our patients and their families are our #1 priority. Failure to keep patient information private can cause patients to feel unsafe, damage our reputation, and it is against the law.

- **HIPAA:** The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects patient privacy and thiall “individually identifiable health information” held or transmitted by a covered entity or its business associates, in any form or media, whether electronic, paper, or oral. HIPAA calls this information “[protected health information \(PHI\)](#).” PHI is any information in a patient’s medical record that was created, used, or disclosed during diagnosis, treatment, or billing that can be used to personally identify the patient. It is our responsibility to protect PHI and follow HIPAA for all patients.
- **HIPAA Violations:** The federal government investigates HIPAA violations and can impose fines. These fines can be high enough to cause practices, clinics, and hospitals financial hardship and harm their reputations. Employees that violate HIPAA can be disciplined up to and including termination.
- **Curb Your Curiosity:** Never access a patient’s medical record if you are not involved in the patient’s care or or the information is needed to do their job. ([Policy: Sanctions for Privacy and Information Security Violations](#))
- **eStar:** With eStar, we can quickly and easily identify and address patient privacy issues. Our eStar platform provides regular notification and reporting about potential breaches of privacy. The Privacy Office regularly conduct audits and reviews.
- **Accessing Medical Records:** Never modify your own electronic medical record. Accidental or intentional opening of multiple patient records to find the correct patient record is a violation of HIPAA. If you open the wrong patient’s record, contact the VUMC Privacy Office to document the error. ([Policy: Authorization to Access Medical Records: Self and Others](#))
- **Break-the-Glass:** eStar uses a tool called Break-the-Glass. The pop-up screen means you must provide your VUMC ID and password along with a valid reason for accessing this patient’s record. All instances of breaking the glass are reported to the Privacy Office. The Break-the-Glass pop-up appears for special protected groups and for all VUMC employees. Adding an explanation can reduce the need for further investigation by the Privacy Office. ([Policy: Use and Disclosure of Protected Health Information](#))
- **Communication with Family and Others:** Information should not be shared with anyone unless the patient has given permission by completing the Communication with Family and Others (CFO) form. The completed form is stored in the eStar Media tab.
- **Discussing Patient Care:** Discuss patient’s care in private locations. Make sure you will not be overheard. Ask patients, every time, if it is okay to talk with them about their medical care with others in the room. Only discuss patients’ care with the patient’s healthcare team or those approved on the CFO form. When leaving messages for a patient, do not reveal any information to anyone that is not on the CFO form. (Policies: [Use and Disclosure of Protected Health Information](#) and [Protection and Security of Protected Health Information and Disposal of Confidential Information](#))
- **Special Protected Groups:** Access to patient records for employees, persons of interest, and high-profile patients is closely monitored. Persons of interest are patients including individuals such as celebrities, political leaders, franchise or business owners, and headline news makers. (Policies: [Use and Disclosure of Protected Health Information](#) and [Social Media](#))
- **Breach Response Team:** For certain violations, the Breach Response team decides if the employee will receive a warning or be fired. The Breach Response team consists of designated leadership from the following offices: Privacy; Office of Legal Affairs; Risk and Insurance Management; Human Resources;

Patient Relations; Chief of Clinical Staff, VUMC, or their designee Chief of Staff; VUMC Enterprise Security (VEC) (if the incident involves access to PHI through an electronic information resource); the department administration where the violation occurred; and others as indicated.

- **Handling Documents:** Human error is the most common reason for HIPAA violations. When it is time to throw away a document with PHI, place it in a Shred-It bin for disposal. When mailing information, double check the envelope address before mailing to be sure it is correct. Ask the patient for their name and date of birth before handing information to the patient (i.e., discharge instructions, appointment lists, prescriptions, etc.). Call the VUMC Privacy Office as soon as you realize a mistake was made. ([Policy: Electronic Messaging of Individually Identifiable Patient and Other VUMC Confidential or Sensitive Information](#))
- **Using Workstations:** Do not use eStar to look at patient records unless you are listed on the CFO form. Always log off or lock your computer when you walk away. Never share your ePassword with anyone. Turn your screen away from public areas. Leaving your computer unlocked, which allows someone to access PHI through your user ID, is a serious violation that may lead to termination. (Policies: [Protection and Security of Protected Health Information](#) and [Disposal of Confidential Information](#))
- **Sending Electronic Messages:** Only use your mobile device (smart phone) for VUMC business if you have the Mobile Device Management (MDM) app enabled. Follow this [link](#) for MDM instructions. Sending text messages or instant messages with PHI between clinicians is only allowed through approved apps such as Mobile Heartbeat. Sending a text or instant message with PHI to the patient is only allowed if the patient is warned of the risks and provides consent. To be safe, only send information that you would broadcast over a speaker system.
- **Emailing:** Use Accellion or MS Outlook Sensitivity labels to encrypt an email attachment that contains PHI, clinical, or confidential information. If you need to send a patient an email, use MyHealthatVanderbilt.com. Before you share patient information with a non-VUMC workforce member, be certain you are authorized to do so. If you are unsure, contact the Privacy Office.
- **Images and Video Files:** Use the EPIC Haiku phone app when taking videos or photos of patients for treatment purposes. The app protects image and video files from being accessed outside of the patient's medical record. ([Policy: Patient/Visitor Photography/Recordings and Use of Recording Devices to Capture Patients and Visitors](#))
- **The Privacy Office is Here to Help:** The VUMC Privacy Office is here to help. If you see something that does not respect a patient's privacy, talk with your manager or contact the VUMC Privacy Office by email at privacy.office@vumc.org or by phone at 615-936-3595. To report anonymously, submit a Veritas report or use the Integrity Line. Integrity Line: 866-783-2287. Veritas: veritas.app@vumc.org. By law, no one can retaliate against you for filing a complaint. (Policies: [Protection and Security of Protected Health Information](#) and [Disposal of Confidential Information](#))
- **Our Patient and Family Promise:** We respect our patients' and families' right to privacy. As part of our Credo, we also pledge to respect privacy and confidentiality.
- **Confidentiality Agreement:** To review the VUMC Confidentiality Agreement, click [here](#).

Cyber Security

You can help maintain cybersecurity. Using computers and mobile devices can be risky. There are people (hackers) that try to steal both information and money from VUMC by attacking our systems. The following information will help you keep your computer and mobile devices safe from these attacks.

- **Internet Browsing and Posting:** When we visit a website, post online, click a link, or create an account, we create a trail of data that others can see. By following these simple rules, we can reduce the chance that our Internet use could harm VUMC:
 - Do not post or share any patient information including [PHI](#) on social media.
 - Be mindful of what you post; you represent VUMC.
 - Do not use your VUMC computer to visit websites that are not work-related.

(Policies: [Social Media](#) and [Acceptable Use](#))

- **Passwords:** Do not give out your password. No one at VUMC should ask you for it; allow others to see your password either written down or as you type it; or use your VUMC ID, Vanderbilt e-mail address, or Vanderbilt password on any accounts outside of VUMC. Protect VUMC and your own information by making a password that is difficult to guess. Examples of poor passwords include: p@ssw0rd1, Password123*, and 12345678!. Use a phrase that is easy for you to remember, but difficult for others to guess. (See [Five Tips for Better Password Security](#))
- **Phishing:** Phishing is a method people use to try to steal information. They send an email, instant message or document with links or attachments. If we click or open them, they can have access to anything on our computer. This is often how identity theft occurs. Patient health information or confidential research data could be stolen. It is often how hackers put viruses on computers or networks.
- **Phishing Emails:** An email may be phishing if it:
 - Is from someone you don't know.
 - Is from someone you know or a VUMC employee, but just doesn't seem right.
 - Tries to pressure or scare you.
 - Asks you to click a link or open an attachment.
 - Asks for sensitive data.
 - Tells a story that is too good to be true.
 - Contains an unusual meeting request.

Don't click it! VUMC routinely sends test phishing emails. Additional testing will be assigned for those that click on links or provide information. Immediately forward potential phishing emails to phishing@VUMC.org or call 343-HELP to ask for guidance.

- **Ransomware:** Ransomware is software someone uses to block your access to your computer. Don't pay it and don't try to fix it yourself by running anti-virus software and clearing your web history. If you get a pop-up message demanding money and your computer is locked, immediately stop using the device and call the VUMC Help Desk at 615-343-HELP to report the attack.
- **Encryption:** Encryption is a process that changes data to make it unreadable. To read the data, it must be encrypted with an electronic key, such as a passcode. Every device that is used for VUMC business must be encrypted. Devices include computers, laptops, thumb drives, and other types of external hard drives. If you need help encrypting files, contact the IT Help Desk (343-HELP). ([Policy: Encryption of Digital Information at VUMC](#))
- **Working with Sensitive Data:** It is our job, legally and ethically, to keep sensitive data safe. Sensitive data includes personal identifiable information that can be used to identify, contact, or locate an individual; all of the PHI in a patient's medical or billing record; confidential research information

including participant identities, protocols, and results; and financial information including purchasing, billing, and payroll.

- **Sending Sensitive Data:** Sometimes we need to send sensitive data to others who are authorized to have it. Securely send sensitive data using:
 - VUMC Box and MS OneDrive for Business can be used to securely share files with other VUMC employees.
 - When emailing sensitive files and data, use [MS Outlook Sensitivity Labels](#).
 - [Accellion](#) is an encryption service that can be used to email attachments securely.
- **Storing Sensitive Data:** Sensitive data should never be stored in areas that VUMC does not own or control. Do not store sensitive data on unapproved cloud storage, unsecured smart phones, tablets and laptops, or unencrypted thumb drives, memory cards, external hard drives and/or DVDs/CDs. The information on those devices can be easier to steal. Follow these tips when storing sensitive data:
 - Physically lock up devices and keep them out of sight.
 - Lock or log off computers before stepping away.
 - Be sure devices have automated locking enabled with passcode locks or screensaver locks.
 - Avoid using removable storage devices. If a removable storage device must be used, encrypt the device. For help encrypting removable devices, contact the VUMC Help Desk.
 - Use VUMC Box or MS OneDrive for Business for cloud storage.
 - Use eStar to save patient data.
- **Dispose of VUMC Computers and Devices Safely:** Do not dispose of, sell, or donate VUMC devices. When it is time to dispose of your computer or other electronic devices, call the VUMC Help Desk (343-HELP).
- **Mobile device policy:** You must use VUMC's Mobile Application Management (MAM) or VUMC's Mobile Device management (MDM) solution to access your VUMC application on your mobile devices. This includes VUMC email. You will not be able to access your VUMC application without using MAM/MDM. Visit the [VUMC IT website](#) for more information and instructions.

Hazard Communication

There are hazardous chemicals in many places at VUMC. You must know how to recognize them so that no one gets hurt. You also need to know about the chemical safety laws: the U.S. Occupational Safety and Health Administration (OSHA) Hazard Communication Standard and the Tennessee Hazardous Chemical Right to Know Law. Note that this training does not provide chemical-specific training. Get training whenever a new hazard is introduced to your work area. Your manager can help you learn how to stay safe when working with hazardous chemicals. Do not use a chemical unless you have been trained on how to work with it safely!

- **Recognize Chemical Hazards:** Chemicals can be dangerous for lots of reasons. Some chemicals create physical danger, such as chemicals that can burn or explode. Some chemicals are dangerous to your health, such as a poison or strong acid. These chemicals can hurt you right away. Sometimes damage from a chemical does not show up for a long time. It might be days, weeks, months, or even years before you realize you have been hurt by the chemical. When the damage does not show up right away, it is called a delayed health effect. Cancer is a delayed health effect as it may take years for cancer to develop. Just because a chemical doesn't hurt you right away, doesn't mean it is safe.
- **Chemical Hazard Categories:** There are many kinds of chemical hazards:
 - Flammable chemicals burn easily (i.e., isopropyl alcohol).
 - Some chemicals can explode (i.e., TNT).
 - Self-reactive chemicals must be kept refrigerated. If they get too warm, they give off gases that can explode and catch fire.
 - Oxidizers are chemicals that give off oxygen and can make a fire spread (i.e., hydrogen peroxide).
 - Water-reactive chemicals react with water to give off flammable gases. They must be kept away from water (i.e., sodium metal).
 - Pyrophoric chemicals will catch fire if they are exposed to oxygen in the air.
 - Compressed gases and liquids are under very high pressure. If these containers break open, they can explode (i.e., oxygen gas in a cylinder and liquid nitrogen).

The "Recognize Chemical Hazards" reference is available at the end of this course.

- **Health Hazards:**
 - An asphyxiant is a gas or vapor that can suffocate you so you cannot breathe. This can happen in two different ways: 1) oxygen can be forced out of the room by another gas; or 2) a chemical can stop your body from using oxygen.
 - Corrosive chemicals cause chemical burns to skin and eyes and will dissolve metal.
 - Carcinogens cause cancer.
 - Toxic chemicals (toxins) will make you sick or cause death. A toxin may attack one or more parts of the body, such as the liver, kidneys, nerves, lungs, skin, eyes, or bone.
 - Reproductive or genetic toxins: when men or women are exposed to these toxins, it can make it hard for them to have children. Mutagens cause injuries to DNA that are passed on to children (affects men and women). Teratogens cause birth defects if a woman is exposed while pregnant.
 - Irritants are chemicals that can damage skin or eyes but will heal.
 - Respiratory tract irritants can cause inflammation in the lungs, nose, larynx, and trachea.
 - Sensitizers cause allergies on skin or when breathed in.
- **Routes of Exposure:** Hazardous chemicals can get on or inside your body many ways. A chemical can go through injured skin. Some chemicals can even enter your body through healthy skin. You can breathe in gases, dusts, and mists. A liquid can splash into your eyes, mouth, or nose. Chemicals can also enter your body if you eat or drink around them. Never eat or drink in areas where chemicals are used or stored. Always wash your hands after working with chemicals.
- **Recognize Chemical Hazards:** If a chemical might be dangerous, it is labeled to warn you. The company

who sells the chemical provides a report that tells you how to safely use the chemical. That report is called a Safety Data sheet (SDS). Each department where chemicals are used keeps a list of all the chemicals they have. There will be an SDS for every chemical on the list.

- **Safety Data Sheets (SDSs):** Each chemical product has an SDS that tells you how to work safely with a chemical. It also tells you what to do if there is an accident and lists information that will help your doctor treat you. The SDS has 16 sections, and every SDS lists the same kind of information in the same section (see the [OSHA Quick Guide](#) and this [Safety Data Sheet reference](#) to learn more). Contact OCRS if you have questions about hazardous chemical disposal or transport. All safety data sheets must be available to everyone at all times. Never store safety data sheets in a locked cabinet.
- **Keep Your SDSs Handy:** You never know when an accident will happen, so you always need access to your SDSs. Everyone in the department must be able to access them at any time. Do not lock them up in an office unless everyone can get in. Keep local copies. They can be printed out and kept in a binder or in a computer file format. If the SDSs are computer files, back them up. Do not depend on an online website for your SDSs.
- **Find Your Safety Data Sheets:** Most companies who sell chemicals provide their SDSs online. If you have problems finding a SDS, the [Office of Clinical & Research Safety](#) website has resources to help you. At Vanderbilt Wilson Country Hospital, SDSs are kept on the SharePoint website. If the site is down, staff can contact the Emergency Department for a printed copy.
- **Pictograms:** Pictograms are symbols used to warn you about chemical hazards. They are used on chemical labels and in Safety Data Sheets (SDSs). Many of them represent more than one kind of hazard. These pictograms tell you that a chemical may be dangerous. Chemical hazard pictograms are also used on shipping containers. Pictograms used on container labels have a red border. Shipping container labels use different colors, but the symbols mean the same things. See the [pictogram reference chart](#) for more information.
- **Chemical Labels:** Read the chemical label before working with a chemical. It contains the product identifier, hazard statements, supplier information, signal words, and precautionary statements. If you move a chemical to a new container, you must copy what was listed on the first container onto a label for the new container. This way you can make sure everyone knows if the chemical might be dangerous. The [Office of Clinical and Research Safety \(OCRS\)](#) website has resources to help you make your own labels that comply with the law.
- **Personal Protective Equipment (PPE):** You wear some kinds of safety equipment. This equipment is called personal protective equipment (PPE). PPE includes special protective clothing and devices that you wear to protect yourself. The safety equipment you need depends on the chemical you are working with and the type of exposure you are at risk to. The kind of safety equipment and PPE you need to use will be described in the SDS for the product.
- **Skin Protection:** Some chemicals can hurt you if they get on your skin. To prevent this, you need to wear PPE that the chemical cannot go through. You will need to wear gloves, and you may need to wear more PPE, such as a lab coat, coveralls, or a suit with a head cover. Not all gloves will protect your hands from all chemicals. For instance, latex gloves do not protect you from solvents. Be sure that the kind of gloves you have will protect you from the chemicals you need to work with.
- **Eye Protection:** If the chemical might splash into your eyes, you will need splash goggles or a face shield. Wear a face shield to protect against splashes to eyes, nose, and mouth. Safety glasses are not the same as goggles. Glasses are open at the sides and will not protect you from a splash.
- **Respiratory Protection:** Some chemicals are dangerous to breathe. To work with those chemicals, you must use respiratory protection. This may mean that you work at a fume hood, which pulls the hazardous fumes away from you. It may mean that you need to work in an area with lots of fresh air. It may mean

you need to wear a respirator. Respirators are not one size fits all and there are many different kinds. Contact OCRS to help you figure out if you need to wear a respirator. If you need a respirator, OCRS staff can help you find the right kind and teach you how to put it on so it will work. Important: OSHA requires a health check before you can wear a respirator. Vanderbilt Occupational Health Clinic will do this check.

- **Stay Safe from Chemicals:** There is equipment you can use to keep safe when you work with hazardous chemicals. Always use available safety equipment. Some equipment is built in, like a chemical fume hood. Use the fume hood if you are working with a chemical that is dangerous to breathe. If you do not have a fume hood, use the chemical in a large open area with lots of fresh air, so you will not get sick. Use SOPs and follow the steps to work safely with a chemical. Always store chemicals properly and do not keep chemicals that react in the same place.
- **PPE Guidelines:** Protective clothing and equipment are not one size fits all. Make sure gloves, respirators, and all PPE you wear fits you well. If your PPE can be reused, be sure to clean and maintain it properly so that it will continue to provide protection. Never eat or drink in areas where chemicals are used or stored. Always wash hands very well after removing gloves or any other kind of PPE. If you need help picking out the correct PPE, talk to your supervisor or contact OCRS.
- **Hazard Signs:** Hazard warning signs are posted outside all labs on the VUMC campus. If you see one, do not enter the lab without first checking with lab staff.
- **Where are the Chemicals?** Chemicals are in every clinical and research building. There are chemicals in labs, chemicals used for cleaning, and many hazardous drugs, such as chemo drugs. Every car, truck, and helicopter contains fuel. Be aware of where chemicals are stored. The Chemical List includes all the chemicals used or stored in a department or unit. Refer to your department's Chemical List to find out what chemicals are used or stored there.
- **Detecting Hazardous Chemicals:** It is important to know if there is a hazardous spill or a hazardous gas gets out. Find out if there is anything special about the chemical you work with that will help you spot a leak or spill. For instance, some chemicals have a distinct smell or color.
- **Emergency Response:** Evacuate anyone near the spill area, then block off the area by closing doors or in some other way if the spill is in a hallway. Get a copy of the Safety Data Sheet for the chemical. At the VUMC main campus or One Hundred Oaks, notify Vanderbilt Police, OCRS, and Facilities Management. At Vanderbilt Wilson Country Hospital, notify security and Environmental Services. At other locations, notify your manager and others as needed.
- **If a hazardous chemical gets on you:**
 - Remove any clothing that has the chemical on it.
 - Flush with lots of water for a least 15 minutes. Do not use water if the SDS tells you the chemical is not safe if mixed with water.
 - Go to the Occupational Health Clinic or the Emergency Department. You will need to tell them what chemical you were exposed to for proper treatment.
 - Give a copy of the SDS for that chemical to the healthcare provider.
 - After you get treated, fill out a First Report of Work Injury in VERITAS and tell your supervisor what happened.
- **After you complete annual training:**
 - Find out what chemicals are used in the department by reading the Chemical List
 - Find out where chemicals are located and if they are hazardous.
 - Find your department's Safety Data Sheets and read them for the chemicals that you work with.
 - Learn how to protect yourself from the hazardous chemicals you work with.
 - Learn where PPE and safety equipment are stored and how to use them.
 - Learn how hazardous chemical leaks are detected in your work area.

- Find out what to do if there is an accident.
- Ask your supervisor for training about the chemicals you use at work.

Get safety training before your work with hazardous chemicals! If you have questions, talk to your manager or contact OCRS.

- For more information:
 - Refer to [VUMC Policy: Hazardous Chemical Right-to-Know/Hazard Communication](#). This serves as the Hazard Communication Written Plan for VUMC.
 - Visit these pages on the [OCRS website](#) for more information about chemical safety:
 - [Hazard Communication Standard](#)
 - [Safety Data Sheets](#)
 - [Chemical and Lab Safety](#)
 - Download these Hazard Communication Standard resources:
 - [Recognize Chemical Hazards](#)
 - [What Pictograms Mean](#)
 - [Safety Data Sheets](#)
 - Refer to the OSHA website for other [Hazard Communication Standard](#) resources.

Fire & Electrical Safety

Fires are extremely dangerous in any building. In building with sick or injured patients, they are even more dangerous. We need to take action to protect our patients and staff if a fire occurs. The best thing we can do to keep patients safe is to prevent fires. Following these simple rules will prevent most fires. ([Policy: Fire Safety and Red Alert](#))

- **DO NOT:**
 - Use damaged equipment.
 - Use equipment with damaged electrical cords.
 - Use extension cords or power strips brought to work from home or connect two or more extension cords or power strips together. ([Policy: Electrical Equipment](#))
 - Use space heaters or candles.
 - Put decorations in areas that will block the exits or emergency equipment, such as extinguishers. This also applies to temporary decorations, such as for a holiday. ([Policy: Signage, Wall Hangings, Bulletin Boards, and Seasonal Decorations](#))
- **DO:**
 - Keep electrical cords out of the way and off floors to prevent damage.
 - Use only hospital-grade equipment in patient care areas.
 - Report damaged electrical equipment and equipment that is due for maintenance.
 - Keep alcohol-based hand sanitizer away from electrical outlets and heat. It is flammable. ([Policy: Handling, Storage, and Disposal of Flammable Liquids](#))
- **Construction and Fire Risk:** Areas under construction are at higher risk of a fire. Welding and other construction activities can cause a fire. There may be flammable chemicals present. Areas under renovation may not have sprinklers or fire doors. Watch out for fire safety issues in construction and renovation areas, especially in occupied buildings. ([Policy: Construction Safety Program at VUMC](#))
- **Never smoke cigarettes, use tobacco products, or use electronic cigarettes (e-cigarettes).** E-cigarettes are dangerous in areas where patients are given oxygen. E-cigarettes and other smoking products are not allowed in VUMC buildings. The rule applies to all visitors, patients, and employees.
- **Fire Protection:** All VUMC buildings have smoke or heat detectors and fire suppression systems. Some buildings are divided into smaller sections by fire doors. All buildings with more than one floor, where patients stay overnight, and/or outpatient surgery centers, are divided into smaller sections by fire doors. If the first doors are kept closed, the smoke and fire cannot spread as quickly. These doors automatically close when the fire alarm turns on. This allows more time for evacuation or rescue.
 - Do not prop doors open.
 - Do not block fire exits.
 - Keep corridors and stairwells clear. This makes it easier for you to evacuate and for the fire department to respond during a fire.
 - Do not block access to fire protection equipment or electrical panels.
- **If there is a fire, remember RACE.**
 - If it is safe for you, RESCUE anyone in immediate danger from fire or smoke.
 - Then immediately ACTIVATE the fire alarm. Don't be afraid to activate the alarm for a small fire. Don't assume you can put out the fire on your own.
 - CONFINE the fire by closing all doors.
 - EXTINGUISH the fire only if you can do that without risking your safety. Otherwise, EVACUATE.
- **To use a fire extinguisher, remember PASS.**
 - PULL the pin out.
 - AIM the nozzle at the bottom of the fire.

- SQUEEZE handles together.
- SWEEP from side to side.
- **How should you evacuate?**
 - Stay on the same floor and evacuate through the fire doors to the next zone.
 - If you need to go to a different floor, go towards ground level.
 - Always use stairs, never use elevators.
- **First, rescue anyone in immediate danger of smoke or fire.** Next, evacuate in this order to prevent traffic jams in the hallway
 - 1) Walking: patients who can walk with no help;
 - 2) Sitting: patients who need some help, such as those in wheelchairs; and
 - 3) Lying Down: patients who are unable to get out of a bed.

As you evacuate from a room or area, close the door behind you.

- **Should you evacuate?**
 - 1) If smoke or fire is **outside** your fire zone, **defend in place** - close doors, clear corridors, and prepare to take further action.
 - 2) If smoke or fire is inside your fire zone, evacuate past the fire door.
 - 3) If you are in a free-standing clinic or office building, evacuate to the outside no matter where the fire is located. Talk to your supervisor if you are unsure about your area response.
- **Fire Evacuation Protocols:** Keep in mind that some VUMC buildings are used for more than one purpose. For instance, Medical Center North has hospital rooms, laboratories, and administrative offices. Ask your manager about the fire evacuation plan for your department and building.
 - Free-standing clinic, lab, or administrative building: Staff and patients must evacuate if a fire occurs.
 - Hospital or outpatient surgery center: Staff should “defend in place,” which means they should stay in their work area. Evacuate through the fire door into the next building compartment if there is danger from smoke or fire. The fire doors divide the building into smaller compartments, which will make the need to evacuate less likely.
- **Important! Know your Evacuation Plan:** Each area has a different evacuation plan. You are required to review the fire evacuation plan when reporting to a new work area. This includes float pool and other temporary staff. Even if you are working in a department just one day, you need to know what to do if there is a fire. The first day you go to work in a new area, ask about the fire evacuation plan; then locate exits, extinguishers, and alarm pull stations. If you have questions about fire safety, talk to your supervisor, contact the [Office of Clinical and Research Safety](#), or the [VUMC Emergency Preparedness Department](#).
- **Fire Announcements:** If there were a fire on the main VUMC, One Hundred Oaks or Vanderbilt Wilson County Hospital campuses, you would hear “Red Alert” followed by the location. If you are at an off-site clinic, you may hear a different announcement.

Emergency Preparedness

There are many types of emergencies that can affect patient care. The VUMC Emergency Operations Plan tells us what steps to take in an emergency. Following this plan allows us to continue providing patient care. Our leaders will tell us what we need to do depending on the situation. During some big events, leaders meet in a central location called the Emergency Operations Center.

- **Responding to Emergencies:** Each department has a more detailed emergency sub-plan so you will know what to do in your own area. This includes information such as your evacuation plan and staff call tree. Ask your manager to show you where the sub-plan is located. Make sure you know what is included in your area's plan.
- **Activation Announcements:** Activation announcements let you know when there is an emergency. These are sent through email, texts, workstation pop-up messages, and overhead speaker announcements. You should recognize the emergency codes and alerts used at VUMC main campus and other locations. Some clinics and hospitals in other locations use different announcements. Refer to your location's badge buddy.
 - **Fire and Medical Emergencies:** The activation for fire or smoke is Red Alert followed by the location. (Refer to the Fire and Electrical Safety course to learn how to respond to a fire.) The alert for medical emergency is STAT Medical Emergency.
 - **Missing Person:**
 - Code Pink: missing infant – less than 1 year old
 - Code Purple: missing child 1 – 12 years old
 - Code Walker Adolescent: missing teen 13 -17 years old
 - Code Walker Adult: missing adult age 18 and over
 - **Code Black:** bomb threat
 - **Code Silver:** active shooter
- **Yellow and Orange Alerts:** There are too many different emergency situations to have a separate alert or code for all of them. That is why we use Yellow and Orange alerts. They are used to announce many different emergencies. The Yellow or Orange Alerts always tell you what the emergency is. For example, if there is a problem with the phones, you would hear "Yellow Alert standby for phones" or "Orange Alert for phones."
 - A Yellow Alert standby for situation means to get ready because the situation may happen. Refer to the Emergency Operations Plan and your department's sub-plan to get ready. Sometimes a Yellow Alert is also used for events that affect part of the medical center, but not all of it. For example, "Yellow Alert for phone" could be for a partial phone outage.
 - Orange Alert for situation means you should activate the Emergency Operations sub-plan for your department. Also, during an Orange Alert, staff are required to remain on duty until released by leadership in the Emergency Operations Center.
 - These situations are announced with Yellow and Orange alerts: mass casualty, mass casualty CBRNE (chemical, bio, radiological plans), critical fuel shortage inclement weather (tornado, external flood), internal flood, unannounced survey, and system failures and utility outages (oxygen, medical air, steam system, vacuum system, computer system, lab computer system, electrical, water, phone system, and pager system).
- **Responding to Mass Casualties:** When there is a big disaster, many injured people suddenly need medical care. Very large numbers of patients can show up in a very short time at our hospitals. This is called a "mass casualty" event. During a mass casualty, departments may need to call in more staff, and those who are scheduled to go home may need to stay at work longer to help.
 - If you hear "Yellow Alert standby for mass casualty:" Refer to the Emergency Operations Quick Reference Guide and your department's emergency sub-plan to prepare. Check to see if you have enough staff and supplies. Inpatient care areas should determine bed census. Identify patients who can be sent home. VUMC units should fax bed census information to the access center. VWCH units should provide census information to the Nursing Supervisor.

- If you hear “Orange Alert mass casualty:” Activate your sub-plan for mass casualty. Ask your manager where you are needed. At VUMC, emergency centers will open to help deal with the large numbers of patients that arrive, such as a Labor Pool and centers for visitors and the media.
- **Tornado Alerts:** At the main VUMC, OHO, and VWCH campuses, “Yellow Alert standby for tornado” means that Accuweather has issued a tornado advisory for your location. “Orange Alert for tornado” means a tornado is directly approaching your location. At an off-site clinic, you may have different tornado alerts. Make sure you have a way to receive tornado warnings and alerts if you are at an off-site location. If you are outside and hear a tornado siren or receive an alert on your phone or radio, seek shelter immediately.
- **Tornado Response:** If a tornado warning has been issued for your location, report to your work area and listen for any weather updates. If a tornado is directly approaching your location (Orange Alert):
 - Move patients, visitors, and staff to a designated safe place, away from outside walls and windows.
 - If you have a patient you cannot move: close curtains, cover the patient with blankets, and move the bed so that the patient’s head is turned away from windows.
- **Respond to a security emergency:** In a security emergency, many patients, visitors, and staff may be at risk. Report to police as soon as you can do so safely. Report a security emergency:
 - At the main VUMC or One Hundred Oaks campuses, call Vanderbilt Police 6154211911 or on a VUMC wired phone, dial 911.
 - At VWCH, call security or dial 911.
 - At all other locations, call 911 to contact local police.
- **Responding to a Missing Person Code:** If an adult patient is missing, you might hear: “Code Walker Adult, 8 North, tall white male, thin build, dark hair, blue jeans and white shirt.” If you hear a missing person code, lock down the area and search for the person in the description. If a child is missing, look for children who are alone and anyone acting strangely or carry a crying child or bundle.
 - Keep searching until the code is cancelled. It is everyone’s responsibility to ensure the safety of our patients, especially when they are in danger. Even if you are somewhere else on campus, help secure the area and search for the missing person.
 - Never intervene on your own. If you see someone matching the description, call police or security immediately.
- **Responding to a Code Silver: Active Shooter**
 - Get Out (Run): If there is a way to escape and you think you can do so without being harmed, do it. This is your first and best option.
 - Hide Out (Hide): If you cannot get out, quickly find a secure place to hide. Close and lock all doors, barricade the doors, and turn off lights. Silence anything that makes noise, including cell phones, pagers, radios, and TVs.
 - Alert Police: If you can talk and the shooter cannot hear you, dial 911 to call police.
 - Take Out (Fight): Only as a last resort or when in imminent danger – use improvised weapons to incapacitate the shooter(s).
- **Responding to a Hostage Situation:** If one or more people are held hostage, call police. Notify Vanderbilt police if you are on the main VUMC campus or OHO campus. Notify local police if you are anywhere else. Tell police where you are, your current situation, the people involved, and what kind of weapons they have. Clear as many people as possible from nearby areas.
- **Responding to a Code Black: Bomb Threat** If someone calls and makes a bomb threat, do not hang up. Stay on the line and get as many details as you can to help the police.
 - Write down: the time, the number of the phone you answered, the caller’s phone number (if it shows on the phone), and anything that stands out about the caller’s voice or any background noises.
 - Have a co-worker call police while you stay on the line.
 - Prepare to evacuate.
 - If the caller says the bomb is in your area, scan the area for suspicious packages or devices. If you find

any, do not touch.

- Identifying a Suspicious Package: Treat packages as suspicious if they:
 - Are lopsided or poorly wrapped;
 - Are wrapped with string or twine;
 - Are hand-delivered or “dropped off for a friend;”
 - Have excessive or not postage;
 - Have handwritten notes or political, racial, or ethnic statements;
 - Are from someone unknown to the recipient;
 - Have no return address or a nonsensical return address;
 - Have leaks, stains, powders, protruding wires, string, or tape; or
 - Arrive before or after a phone call from an unknown person asking if the item was received.
- **Responding to a Suspicious Package:**
 - Call police.
 - Do not open, shake, or disturb the contents.
 - Do not pass the package or letter to someone else or transport the contents out of the area.
 - If it is leaking, do not try to clean up powders or fluids.
 - Leave the package alone and move away from the area.
 - If you handled the package, wash your hands with soap and water.
 - Remain in the area and restrict others from entering until the police arrive.
- **Your Responsibilities for Emergency Preparedness**
 - Wear your ID badge. Always wear your Vanderbilt badge at work. In an emergency, you may not be able to go inside a building without your ID badge.
 - Make a personal plan. Create a personal plan so that your family knows what to do if you must work during an emergency. Visit [Create your Family's Plan](#) on the VUMC Emergency Preparedness website for help creating your personal plan.
 - During an emergency, you may be asked to work extra hours. If you are at home during a disaster, you should report to work for your usual shift unless requested to report earlier. Some off-duty workers may also be asked to report for work.
 - The Labor Pool is used in an emergency when staff is needed in other areas. During an emergency, you may be asked to do tasks that are different from your usual work. If so, you will only be asked to do work that you are qualified to perform. For example, you might be asked to help register patients in the Emergency Department.
- **Don't Spread the News:** Do not talk to reporters. If a news reporter asks you about something at work, ask them to call VUMC News and Communications at 615-322-4747 or refer to your badge buddy for their contact information. Do not post on social media.
- **Emergency response resources**

Your unit's Emergency Operations sub-plan. Every location must have a sub-plan on site. Make sure you know where it is kept. Badge buddy cards list codes and alerts and how to contact various departments during an emergency. They are available at VUMC, OHO and VWCH.

Emergency Operations Quick Reference Guides tell you what to do for many different emergencies. They are posted in all clinical areas at VUMC, OHO and VWCH. They are also available on the [Emergency Preparedness](#) website. If you have questions about emergency preparedness at VUMC, talk to your supervisor or contact the VUMC Department of Emergency Preparedness at 615-343-3189.

Respectful Workplace

It is important that employees and students are free from harassment and discrimination at VUMC, as VUMC is committed to an environment that fosters respect, dignity, tolerance, diversity, and inclusion. It's up to each one of us to ensure a safe and respectful workplace environment. Our Code of Conduct, that we attest to upon hire and re-attest to each year, specifically reinforces a workplace free from harassment.

- **Respectful Workplace:** The [Anti-Harassment, Non-Discrimination and Anti-Retaliation](#) policy defines forms of misconduct and the process for reporting misconduct. VUMC Title IX and Sexual Violence policy defines the process of investigation that is followed for sexual harassment concerns in an educational setting or program. All reports of misconduct are investigated. Misconduct could result in discipline up to, and including, termination. The following forms of misconduct are not tolerated at VUMC: discrimination; creating a hostile work environment; harassment; and sexual harassment. Click [here](#) to open a PDF with definitions and learn more about each form of misconduct.
- **Never be afraid to report misconduct.** Retaliation is not allowed for raising and reporting a concern. Those that take part in the investigation or resolution of the complaint are also protected from retaliation. VUMC will take prompt and responsible action to address any reports of retaliation.
- **What should I do if I experience misconduct including sexual harassment?** Speak up! You should file your complaint with:
 - VUMC Employee & Labor Relations
 - 2525 West End, Suite 500
 - Nashville, TN 37203
 - Phone: 615-343-4759
 - Email: employeerelations.vumc@vumc.org
- **For incidences involving violence, contact:**
 - Vanderbilt University Police Department
 - Emergency: 911 or 615-421-1911
 - Non-emergency: 615-322-2745
- **Can I speak with someone confidentially?** Yes. VUMC has several ways that you can talk to someone confidentially. If you speak with other people about misconduct, they must report the misconduct to VUMC Employee and Labor Relations. Employees in these departments are allowed to maintain confidentiality:
 - Work Life Connections - Employee Assistance Program
 - Faculty and Physician Wellness Program
 - Nurse Wellness Program
 - SHARE center
 - A pastoral counselor or member of the clergy acting in that capacity.
 - A medical provider acting in a patient-care role.
- **What should I do if someone reports misconduct to me?** Unless you are in one of the roles that allow confidential reporting, you must contact VUMC Employee & Labor Relations as soon as the misconduct is reported to you. By reporting, you are:
 - Helping to ensure we foster an environment that is respectful, tolerant, and inclusive.
 - Helping to ensure that VUMC is following the law.
 - Ensuring that the person reporting is connected with the people trained to assist them.
 - Protecting their safety and others within our community.
- **What should I do if someone reports misconduct to me?**
 - Leaders at VUMC are required to report harassment or misconduct if they are notified of a

concern.

- Tell the employee or student that you must report the misconduct.
 - Use non-judgmental language and do not blame.
 - Stay engaged and focused on their needs.
 - Don't change the subject or immediately press for information.
 - Allow silence and use reflective listening.
 - Do not give advice unless it is requested.
 - Listen to what they want before handing out referrals and information.
 - Ask them if they would like you to connect them with confidential resources.
 - Do not investigate the matter yourself.
- **What happens when misconduct is reported?** All misconduct or harassment is investigated by VUMC Employee and Labor Relations. Our Employee Relations team, Title IX and Title VI coordinators, led by Rochelle Johnson and Jaclyn Thomson, will ensure that the employee or student is provided information and resources, including the option to pursue a complaint through the police. VUMC Employee and Labor Relations will do the following for every complaint:
 - Document and investigate promptly.
 - Explain the process.
 - Review documents and conduct interviews.
 - Notify the parties of the outcome of the investigation.
 - Facilitate remedial action, where appropriate.
- **Respect at Work:** Everyone in the VUMC community has a role to play in preventing misconduct and in creating a respectful and inclusive working environment. Recognize that not saying something is condoning bad behavior. You can make a real difference by stepping in to help.
 - Speak up! If the behavior or language is making you uncomfortable, say something.
 - Intervene! This does not always have to be confrontational. Try using a distraction or asking others to help you intervene safely.
 - Check in! Ask the person if they need additional support.
 - Report it! Report the behavior or language to VUMC Employee & Labor Relations.
- **How can I reduce the risk of workplace violence?**
 - Know your coworkers! If you see a person who does not belong in your workplace, ask if they need help finding a location. If they seem suspicious, call VUPD.
 - If you use an electronic key card to access an area, do not allow strangers to enter with you. They should have their own access card or code.
 - Do not prop open secured doors.
 - Always lock your door when you leave or work late.
 - Get involved. If you see someone you consider suspicious or out of place, call VUPD or security immediately.
 - If you work with patients, you can take the Workplace Violence Prevention course in the Learning Exchange.

Reporting Abuse

It is important that everyone who works at VUM protects both minors (under 18) and adults from abuse, neglect, and violence.

- **Follow VUMC policies and state laws:** You are required by Tennessee state law and VUMC policies to report known or suspected abuse, neglect, or violence. Look up and familiarize yourself with these VUMC policies in PolicyTech:
 - [Protection of Minors](#)
 - [Identification and Reporting of Abuse and/or Neglect – Child](#)
 - [Identification and Reporting of Abuse and/or Neglect – Adult](#)
 - Tennessee state law excerpt: [Tennessee Law: Mandatory Child Abuse Reports](#)
- **Types of Abuse**
 - **Physical** – physical injury or harm. Examples include: kicking, burning, inappropriate use of drugs, grabbing, slapping, shaking, biting, hitting, choking, punching, restraining, pushing
 - **Emotional** – psychological harm. Examples include: causing fear, bullying, yelling, threatening, berating
 - **Neglect or Exploitation** – failure to provide for needs. Examples include: not meeting the basic needs such as food or shelter, medical care, or failure to fulfill a caretaker’s obligations; ignoring; financial exploitation – unauthorized or misuse of money or property; not providing appropriate supervision; withholding care or affection
 - **Sexual Abuse of a Minor** – showing pornography to a child; sexual acts between an adult and minor (under 18); non-accidental sexual contact with a minor’s genitals outside of diapering or basic care; forcing or suggesting the sexual activity of two minors for adult gratification; taking, showing, or sharing sexually suggestive photos of a child; sexual acts between minors when one exerts power over the other
 - **Sexual Abuse of an Adult** – forced sexual activity without consent, forced exposure to sexual acts, contact without consent, showing pornography or forced undressing

Bruises may be a sign of physical abuse. However, abuse can take many forms. Sexual abuse, emotional abuse, and neglect may be less obvious than physical abuse. If you suspect any type of abuse or neglect, you are required by law to report it.

- **Red Flag Behaviors: Report Immediately!**
 - Any sexual act between a minor and an adult
 - Discovery of child pornography
 - Non-accidental act of violence
 - If someone tells you they have been abused, neglected, or exploited
- **Potential Signs of Abuse:**
 - Frequently absent from school, missing appointments, or not showing up for scheduled events.
 - An adult with broken eyeglasses, money missing from bank accounts, or failure to take medications.
 - Unexplained bruising or other untreated injuries.
 - Child behavior that is “too perfect,” withdrawal or depression, hurting themselves on purpose, or having an eating disorder.
 - Wearing two or more sets of clothing at the same time, inappropriate dress for weather conditions, or refusing to change for gym class.
 - Showing extreme behavior, overly passive or aggressive, stealing food or money.
 - A minor using sexual language that is not age appropriate or engaging in sexual play or masturbatory actions.

- Having a relationship with an adult that they call “secret” or “special.”
- Unexplained physical injury or illness and significant personality or behavior changes are other signs of abuse.

If you are concerned that a child or adult is a victim of abuse, you must report it.

- **If someone tells you that they have been abused, report it right away. It could save their life.** Remain calm and believe them. Allow them to talk without pressure to reveal more than they want to. Show interest and concern. Reassure them. Do not panic, overreact, or promise anything you cannot control. Do not blame or minimize their feelings or overwhelm them with questions. Do not confront the offender.
- **Reporting Your Concern:** If you suspect abuse of a minor, you must report it. Reporting simply starts an investigation. You are not required to produce “proof” of abuse. The State of Tennessee and VUMC protects individuals who report in good faith.
- **Reporting Abuse of a Minor (Under 18):**
 - If a minor is a patient, tell the child’s doctor and VUMC’s Pediatric Social Services Department or their case manager. They will work with you to notify the appropriate agencies.
 - If the minor is in a VUMC program that works with children, tell the program director and the Office of Risk and Insurance Management. Complete a report in the Veritas system.
- **Reporting Abuse of an Adult**
 - If you suspect abuse, neglect or exploitation, tell the patient’s doctor and VUMC Transition Management Office (TMO). They will work with you to notify the appropriate agencies.
 - If the patient was hurt through violence, tell: the patient’s doctor, VUMC Social Work Department, and Vanderbilt University Police Department.
- **Recognize the signs that someone might be abusing a minor.**
 - Abusers of children often:
 - make others uncomfortable by ignoring social, emotional, or physical boundaries or limits
 - frequently babysit different children for free
 - talk repeatedly about the child’s developing body
 - take children on special outings alone
 - buy children gifts or give them money for no apparent reason
 - frequently walk in on children/teens when they are in the bathroom
 - allow children or teens to consistently get away with inappropriate behaviors
 - use teasing or belittling language
 - turn to a child for emotional or physical comfort by sharing personal or private information normally shared with adults
 - insist on hugging, touching, kissing, tickling, wrestling with, or holding a child even when the child does not want this physical contact or attention
 - interfere with normal teen dating
 - insist on or manage to spend uninterrupted time alone with a child
 - are overly interested in the sexuality of a particular child or teen

These behaviors are cause for concern. They should be reported to the doctor, program director or social work department for further investigation.

- **Abusers will often groom**
Grooming is a method of building trust with the child and the adults around the child. The abuser is able to spend more time alone with the child by providing care or by being a “friend”. They often use their position of trust or power.

- **Follow the Protection of Minors Code of Conduct**

All VUMC employees must follow these rules while working with minors as patients or in VUMC programs.

- **Stay with the Group**

- a. Do not spend time alone, either on or off campus, with a minor away from others.
- b. If one-on-one interaction is required, meet in open, well-lit rooms or spaces with windows observable by other adults from the program.
- c. Do not meet with minors outside of established times for program activities.
- d. Any exceptions require parental authorization and must include more than one adult from the program.
- e. When transporting minors in a program, more than one adult from the program must be present in the vehicle, except when multiple minors will be in the vehicle at all times through the transportation.
- f. Avoid using personal vehicles if possible.

- **Words Matter**

- a. Do not engage or converse with minors through email, text messages, social networking websites, or other forms of social media unless approved by the program director.
- b. Do not tell children “this is just between the two of us” or use similar language that encourages minors to keep secrets from their parent/guardians.
- c. Be aware of the impact of your words and language on minors.

- **Keep it G-Rated**

- a. Do not engage in any sexual actions, make sexual comments, tell sexual jokes, or share or view sexually explicit material with or within the vicinity of minors.
- b. Do not touch minors in a manner that a reasonable person could interpret as inappropriate.
- c. Do not shower, bathe, or undress with or in the presence of a minor.

- **Be Calming**

- a. Do not engage in any abusive conduct of any kind toward, or in the presence of, a minor.
- b. This includes but is not limited to verbal abuse, hitting, punching, poking, or restraining, except as required to protect a minor or others from harm.
- c. All incidents involving such conduct, whether or not required to protect a minor or others from harm, must be reported promptly to the Program Director and the minor’s parent/guardian.

- **Obey Laws**

- a. Do not use, possess, or be under the influence of alcohol or illegal drugs while on duty or when responsible for a minor’s welfare.

- **SUMMARY**

PREVENT - Use best practice models when supervising or interacting with minors; keep healthy boundaries and empower yourself by completing training on child abuse and child sexual abuse.

OBSERVE - Pay attention to the dynamics and behaviors of participants and others who come into contact with minors. Address any risks or safety issues. Report it if you suspect abuse.

MANAGE - Manage your own personal behavior by being a good role model and following the Code of Conduct when working with minors.

Stroke and Cardiac Chest Pain Awareness

As part of VUMC's designation as a Stroke and Chest Pain Center, all VUMC employees should know how to respond when patients or visitors may be having a stroke or experiencing chest pain. A stroke or heart attack can happen anytime, anywhere. It is important that all of us know the signs and symptoms of these common emergencies so that we can get patients the help they need in the quickest way possible.

- **To identify symptoms of a stroke, remember the acronym FAST:**

- Facial Droop - Ask the patient to smile. Is one corner of the mouth lower than the other?
- Arm Weakness - Ask the patient to raise both arms. Does the arm on the same side as the facial droop rest lower than the other?
- Slurred Speech - Ask the patient to repeat a phrase back to you. Is their speech slurred?
- Time - Note the time symptoms began and communicate this to emergency responders.

Additional symptoms could include: sudden weakness, sudden vision loss, sudden trouble speaking, sudden dizziness, trouble walking, loss of balance or coordination, and sudden and severe headache with no obvious cause.

- **Early Signs of a Heart Attack:**

- Chest pressure, squeezing, aching, or burning
- Feeling of fullness
- Pain that travels down one or both arms
- Jaw pain
- Excessive fatigue or weakness
- Anxiety
- Back pain (especially in women)
- Nausea or vomiting
- Shortness of breath
- Heavy sweating
- Dizziness

Never let anyone who might be having a heart attack drive themselves to the hospital. This is dangerous for both the patient and potential victims should the patient become unconscious behind the wheel.

- **Risk factors**

There are some risk factors we can control to help reduce the likelihood of a heart attack.

- Diet
- Increased exercise
- Reduced stress
- Not smoking
- Controlling high blood pressure
- Controlling diabetes

There are also risk factors that we cannot control:

- Genetics
- Age
- Race
- Gender (males are at higher risk)

- **Immediate care is important! Know the number to call for your location.**

- If the person with symptoms is a visitor on VUMC campus or a patient at VUMC, call 1-1111.
- If the person is a patient or visitor at Vanderbilt Wilson County Hospital, call 3322.
- If the person with symptoms is not on the VUMC campus, call 911.

Preventing Accidents and Injuries

Sometimes accidents happen. Some tasks we perform can cause injuries. It is important for us to know how to do our jobs so that we don't get hurt. We must also work together to prevent accidents and injuries.

Some injuries are caused by:

- Doing the same thing over and over again. Examples include using a computer keyboard, mouse, or using a pipette.
- Staying in the same position for a long time. Examples include working at a computer or standing at a lab bench.
- Lifting or moving things the wrong way. Examples include moving patients or lifting heavy boxes.

Prevent ergonomic injuries.

Using ergonomics is a way to prevent injuries like these. Ergonomics means fitting tasks to the person to prevent injury. You can help prevent injury from doing the same things over and over, or staying in the same position too long by maintaining good posture, taking breaks, and stretching.

You can avoid getting hurt when lifting heavy objects by thinking of the letters CLAST.

- **C**lose Keep the load close to your body.
- **L**egs Use your large leg muscles.
- **A**lign Keep your shoulders aligned squarely over your hips. Don't twist.
- **S**tability Make sure you are standing on firm, stable ground and that the load is secure.
- **T**hink Plan the lift.

If you need help with ergonomics, refer to:

- Vanderbilt Online Tutorial for Ergonomics (VOTE).
- Faculty/Staff Individual Ergonomic Evaluation
- If you move patients, refer to the Smooth Moves Patient Handling Program.
- If you work in a lab, take the online Laboratory Ergonomics course.

Still have questions? Contact the Occupational Health Clinic.

Prevent Falls Prevent trips.

Keep work areas free of clutter and remove cords and other trip hazards from walkways. Report damaged floors to your maintenance department.

Prevent slips.

Clean up spills immediately. Report spills to Environmental Services if it is too big for you to clean up yourself. In case of injury, take action to prevent more injuries. Check for hazards. If there is danger, restrict access to the area.

Responding to Injuries

For a cut or scrape, wash with soap and water. Apply pressure and cover with a bandage.

For a blood or chemical splash, remove contaminated clothing. Then flush with water for at least for 15 minutes. If it gets in your eyes and you wear contacts, take contacts out before flushing.

For needle stick injuries or blood or body fluid exposures, wash skin with water for 15 minutes. Learn more about first aid for a needle stick injury in the Bloodborne Pathogens course in the Learning Exchange. If you need emergency care, go to the nearest Emergency Department. If you do not need emergency care, go to Occupational Health. Report online in VERITAS. Contact VUMC Risk and Insurance Management if you need help with VERITAS.

You can help keep everyone safe.

We all need to work together to keep patients, visitors, and each other safe. If you find something hazardous, take action right away. If you can't fix it yourself, report it to your supervisor.

Get more safety training

Will you work around hazardous materials or equipment? If so, you will need more safety training. Ask your supervisor about the required safety training for your job. Refer to Safety Training on the Office of Clinical & Research Safety website.

Don't Come to Work Sick

You can spread germs to coworkers and patients if you come to work sick. Stay home if you have a fever of 100°F or higher, new flu-like symptoms such as cough, shortness of breath, sore throat, headache, or muscle aches—with or without fever, diarrhea or are vomiting. You may also need to stay home if you have a skin infection that cannot be kept covered. If you keep the injured area covered so germs cannot spread, you can usually come to work. If you're not sure if you should come to work or if you have other questions, contact Occupational Health Clinic at 615-936-0955. Describe your situation and ask them if it is okay to go to work.

Keep your hands clean.

Hand hygiene means disinfecting your hands to remove or kill germs. You can do this by washing your hands with soap and water or by using hand sanitizer. Hand sanitizer will not work if your hands have visible dirt, blood, or germs on them. Always wash your hands if they look dirty. No matter where you work, hand hygiene is the most important thing you can do to protect yourself and patients.

When performing hand hygiene, always: wash the entire surface of hands and fingers, including webbing between fingers and thumbs, and under fingernails and scrub for at least 20 seconds.

When should you perform hand hygiene?

- After you touch something that may be contaminated.
- Before you put on and after you remove gloves.
- Before entering and after leaving a patient's room.

Sometimes hand sanitizer won't work. Always wash your hands with soap and water before you eat, any time you have been in an area where blood or germs may be present, or when hands are dirty.

Appendix 1: Policies Referenced

Compliance

- [Code of Conduct](#)
- [False Claims Act and Whistleblower Protection](#)
- [VUMC Integrity Line](#)
- [Fraud, Waste, and Abuse Compliance Training](#)
- [Exclusion Screening](#)
- [Overpayments, Federal Healthcare Programs](#)
- [Overpayments: Commercial Plans](#)

Protecting Patient Privacy

- [Sanctions for Privacy and Information Security Violations](#)
- [Use and Disclosure of Protected Health Information](#)
- [Authorization to Access Medical Records: Self and Others](#)
- [Use and Disclosure of Protected Health Information](#)
- [Social Media](#)
- [Electronic Messaging of Individually Identifiable Patient and Other Sensitive Information](#)
- [Protection and Security of Protected Health Information](#)
- [Disposal of Confidential Information](#)
- [Patient/Visitor Photography/Recordings and Use of Recording Devices to Capture Patients and Visitors](#)

Cyber Security

- [Social Media](#)
- [Acceptable Use](#)
- [Encryption of Digital Information at VUMC](#)

Hazardous Communications

- [Hazardous Chemical Right-to-Know/Hazard Communication](#)

Fire Safety

- [Fire Safety and Red Alert](#)
- [Electrical Equipment](#)
- [Construction Safety Program at VUMC](#)
- [Handling, Storage, and Disposal of Flammable Liquids](#)
- [Signage, Wall Hangings, Bulletin Boards, and Seasonal Decorations](#)

Emergency Preparedness – *No policies referenced*

Respectful Workplace

- [Anti-Harassment, Non-Discrimination and Anti-Retaliation](#)

Reporting Abuse

- [Protection of Minors](#)
- [Identification and Reporting of Abuse and/or Neglect – Child](#)
- [Identification and Reporting of Abuse and/or Neglect – Adult](#)

Stroke and Cardiac Chest Pain Awareness – *No policies referenced*

Preventing Accidents and Injuries

- [Vanderbilt Online Tutorial for Ergonomics \(VOTE\)](#)
- [Smooth Moves Patient Handling Program](#)
- [Faculty/Staff Individual Ergonomic Evaluation](#)
- [Occupational Health Clinic](#)
- [VUMC Facilities Management](#)
- [VUMC Risk and Insurance Management](#)
- [Office of Clinical & Research Safety](#)