



**Please return the  
2023 Education Program Attestation Form  
to the Medical Staff Services Office  
By December 31, 2023**

**M E M O R A N D U M**

**TO:** Members of the Medical Staff and Allied Health Professional Staff

**FROM:** Isabella Torres, Medical Staff Services & Torrie Marino, Medical Staff Services

**SUBJECT:** Annual Mandatory Education & Attestation

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**ANNUAL MANDATORY EDUCATION**

As a health care institution, we need to make available to our providers programs that enable us to provide a safe and informative environment in which to work. Some of these programs are initiated by the Samaritan Medical Center, others are developed to comply with various regulatory agencies. This notification is designed to present this information to you in a simple, convenient format. This will be provided to you in an updated electronic format annually.

Attached is the Annual Mandatory Education for credentialed providers for your review. Further information for any of the education topics may be found at:

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatory-education/>

**\*\*There is an attached Attestation Form, which requests your signature and date. This statement acknowledges receipt of this educational information. After reviewing the education material, please print, sign and return the Attestation Form to SMC Medical Staff Services.**

Return via:

- Fax (315) 786-4915
- Email [itorres@shsny.com](mailto:itorres@shsny.com) or [tmarino@shsny.com](mailto:tmarino@shsny.com)
- Interdepartmental mail to the Medical Staff Services Office
- Postal mail to SMC, ATTN: Medical Staff Services, 830 Washington Street, Watertown, NY 13601

Thank you.



**Please complete, sign/date and return this form to:**

Samaritan Medical Center  
Attn: Medical Staff Services Office  
Fax: (315) 786-4915 or Email:  
[itorres@shsny.com](mailto:itorres@shsny.com) or  
[tmarino@shsny.com](mailto:tmarino@shsny.com)

## EDUCATION PROGRAM 2023 Attestation

I have received and reviewed the Samaritan Medical Center 2023 EDUCATION PROGRAM, which covers the following:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>1) Active Shooter</li> <li>2) Alvimopen Medication Guide</li> <li>3) Antimicrobial Stewardship</li> <li>4) Assessment and Management of Pain</li> <li>5) Blood Borne Pathogen Exposure</li> <li>6) Child Abuse / Maltreatment</li> <li>7) Code of Conduct</li> <li>8) Corporate Compliance</li> <li>9) Corrections &amp; Amendments to the MR</li> <li>10) COVID-19</li> <li>11) Cultural Diversity</li> <li>12) Cyber Security (Phishing Emails)</li> <li>13) Domestic Violence</li> <li>14) Emergency Procedures / Preparedness</li> <li>15) Employee Health Services</li> <li>16) EMTALA</li> <li>17) Event Reporting</li> <li>18) Fall Prevention</li> <li>19) Fire Safety</li> </ul> | <ul style="list-style-type: none"> <li>20) Healthcare Proxy</li> <li>21) HIPPA</li> <li>22) HIV Confidentiality</li> <li>23) Information System Security</li> <li>24) Justice Center</li> <li>25) Latex Allergies</li> <li>26) Mandatory Education</li> <li>27) Medical Record Documentation</li> <li>28) National Patient Safety Goals for Infection Control</li> <li>29) Patient Financial Assistance</li> <li>30) Patient Rights</li> <li>31) Patient Safety / Joint Commission</li> <li>32) Psychiatric Advance Directives</li> <li>33) REMS – Medication Risk Evaluation Policy</li> <li>34) Restraint &amp; Seclusion</li> <li>35) Samaritan Values and Behaviors</li> <li>36) Sexual Harassment Prevention</li> <li>37) Universal Protocol</li> <li>38) Workplace Harassment Prevention</li> <li>39) Workplace Violence Prevention</li> </ul> |
|--|--|

\_\_\_\_\_ Signature

\_\_\_\_\_ Print Name

\_\_\_\_\_ Date

**DEMOGRAPHIC INFORMATION UPDATE**  
(please complete)

Office Address:	Office Phone #: _____
	Office Fax #: _____
Preferred Email Address: _____	
Cell Phone #: _____ Answering Service: _____	When on call, <u>notify</u> how?
Office Manager: _____	Office Manager Phone #: _____
Office Manager Email: _____	
Home Address:	Home Phone #: _____

# Medical Staff Mandatory Education

Further information for any of the education topics may be found at:

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatory-education/>

## Section 1: Behavioral Expectations

### Cultural Diversity

- ▶ Diversity represents a variety of individual differences and similarities that make us all unique and different from one another – our personalities, attitudes, behaviors, expectations, assumptions, ideas, values, characteristics, practices, cultures, etc.
- ▶ Being an inclusive workplace allows us to leverage the diverse talents and attributes of the entire workforce.
- ▶ Our organizational values are extend to everyone, regardless of veteran status, race, color, religion, creed, sex, national origin, sexual orientation, age, predisposing genetic characteristics, status as a victim of domestic violence, military status, marital status, disability and any other status or characteristic protected by law.

For further information, access the [education link](#) & go to: [2023 Samaritan Cultural Diversity](#)

### Samaritan Values and Behaviors

- ▶ **Our Mission:** Samaritan shall provide high quality, comprehensive, safe, and compassionate healthcare services to meet the needs of our civilian and military community.
- ▶ **Our Vision:** Samaritan will be recognized, foremost, as the preferred provider of Inpatient, Outpatient, Emergency, and Long-Term Care services in Jefferson County. Additionally, our health system will enhance selected specialty services to meet the needs of the North Country.
- ▶ **Our Values:** In order to succeed as a team, in meeting the healthcare needs of those we service, Samaritan is committed to our HEART values.
- ▶ **Our Heart Values:** Honesty, Empathy, Accountability, Respect & Trust

For further information, access the [education link](#) & go to: [2023 Samaritan Values & Behaviors](#)

### Sexual Harassment Prevention

- ▶ **Sexual harassment will not be tolerated.**
- ▶ Includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender.
- ▶ Any employee engaged in “protected activity” is protected by law from being retaliated against.
- ▶ Complaints may be submitted via email [crowe@shsny.com](mailto:crowe@shsny.com), fax 315-785-4020 or direct mail: 830 Washington St. Watertown, NY 13601

For further information, access the [education link](#) & go to: [2023 Samaritan Sexual Harassment Prevention](#)

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

## Workplace Harassment Prevention Zero

### Tolerance

- ▶ Workplace harassment is any unwelcome verbal or physical conduct based on a person's race, color, religion, gender, national origin, age, and/or disability status.
- ▶ New York State further defines harassment to include protection because of a person's sexual orientation (whether actual or perceived) and marital status.
- ▶ Workplace bullying / repeated mistreatment using humiliation, intimidation and denigration of performance is a form of harassment.
- ▶ Report any allegation immediately to a supervisor, manager or the Vice President of Human Resources. Reports of Workplace Harassment may be made verbally or in writing. A Workplace Harassment Complaint Form for submission of a written complaint is attached to the policy, and can be located on HEARTBeat.

For further information, access the [education link](#) & go to: [2023 Samaritan Workplace Harassment](#)

## Workplace Violence Prevention Zero

### Tolerance

- ▶ Workplace violence includes violent acts, physical assaults, threats of assaults, occurring in the work setting. Workplace violence includes Violence by strangers, violence by those to whom the organization provides services, violence by employees and violence by related parties.
- ▶ Violence can be *prevented*, when we understand the warning signs, and mitigate the situation.
- ▶ Several risk factors and warning signs and de-escalation technics have been identified to help keep the workplace safe. It is everyone's responsibility to prevent and report violence in the workplace.
- ▶ In emergent situations that require assistance, call the switchboard and initiate a CODE 25 with exact location.
- ▶ In situations that place employees, patients, or visitors in immediate harm or danger, call 911 FIRST!

For further information, access the [education link](#) & go to: [2023 Samaritan Workplace Violence](#)

## Section 2: Compliance

### Corporate Compliance

- ▶ A program designed to foster an organizational culture that promotes the prevention, detection, and correction of conduct that does not comply with applicable laws, rules, regulations, and standards of ethical business conduct.
- ▶ Anonymous reporting is available via the Online Reporting Form (accessible from HEARTbeat or [samaritanhealth.com/Corporate-Compliance](https://samaritanhealth.com/Corporate-Compliance)) or **Compliance Hotline: 1-877-740-7070**
- ▶ If you suspect that quality indicators are being falsely reported to satisfy DSRIP requirements, report it.
- ▶ If you suspect that a provider is falsifying documentation on their Medicaid patient, report it.

For further information, access the [education link](#) & go to: [2023 Samaritan Corporate Compliance](#)

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

## Emergency Medical Treatment & Labor Act (EMTALA)

- ▶ EMTALA, aka “Patient Anti-Dumping Law,” is a Federal Statute that is designed to enhance access to emergency care and prohibit discrimination in the provision of emergency services.
- ▶ EMTALA mandates a MEDICAL SCREENING EXAM (MSE) and STABILIZING TREATMENT for every person presenting for emergency medical services **regardless of the patient’s financial status or insurance status or ability to pay.**
- ▶ This rule applies to any person presenting within 250 yards of the hospital.

For further information, access the [education link](#) & go to: [2023 Samaritan Patient Rights](#)

## Event Reporting

The intent of event reporting:

- To be proactive in preventing patient/resident/visitor/staff harm
- To learn from events and near misses in order to prevent or mitigate recurrence or harm
- To focus on fixing, within a Just Culture, systems and processes that allow humans to make mistakes

The electronic incident reporting system (Healthcare SafetyZone Portal) can be accessed via the Heartbeat page. No password is necessary to enter a report of an actual event, near miss or unsafe condition. For further information, access the [education link](#) & go to: [2023 Samaritan Event Reporting Healthcare Safety Zone Portal](#)

## Health Insurance Portability and Accountability Act (“HIPAA”)

- ▶ Protected Health Information - Information in any form that can identify the patient and is related to a person’s past, present or future physical or mental health condition, and anything associated with healthcare services or treatment. PHI equals:
  - Health Information: diagnosis, place of service, plan of care
- ▶ - Individual Identifiable Information: Name, date of birth, address
- ▶ Breach - The term ‘breach’ means the unauthorized acquisition, access, use, or disclosure of protected health information which compromises the security or privacy of such information
- ▶ You are not allowed to access a family members’ record at any time. This is a HIPAA violation. If you need copies of the records, a signed release from the patient must be presented to the Medical Records Department.
- ▶ Do not take home any PHI; this includes your daily status lists. This is a HIPAA violation.

For further information, access the [education link](#) & go to: [2023 Samaritan HIPAA and Confidentiality](#)

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

## HIV Confidentiality

- ▶ As an employee of the hospital, if you find out a patient has AIDS or has been tested for the HIV virus, **you may not repeat this information to anyone,** unless it is in direct relation to the care you

are providing at that moment. This also applies to anyone offered a test, regardless if they are tested or not.

- ▶ Testing is voluntary
- ▶ Patient counseling is required for Pre-testing and Post-testing
- ▶ Confidentiality and Non-Disclosure
- ▶ NYS Public Health Law specifies the manner and circumstances in which HIV-related information can be disclosed.
- ▶ In certain circumstances, a Physician can notify a person who has been in contact with the patient who has tested positive without the consent of the protected person.
- ▶ Every time direct patient care is provided via telephone, a re-disclosure notice must be sent to the requesting party.
- ▶ An authorization form exclusively dedicated to release of any HIV information, must detail a limited time period, and contain the protected individual's signature.
- ▶ Any person willfully disclosing confidential HIV-related information violates New York State law and shall be guilty of a misdemeanor.
- ▶ All information contained in the patient record is confidential. A properly completed, signed and dated authorization is required for release of all patient information. A statement prohibiting redisclosure must accompany all disclosures, including verbal.
- ▶ Access and use of electronic clinical information must be in compliance with guidelines instituted for existing paper information systems.

**For further information, access the [education link](#) & go to: [2023 Samaritan HIPPA and Confidentiality](#)**

### **Assessment and Management of Pain**

- ▶ Good Pain management requires knowing the pain generator (why they have pain)
- ▶ Optimizing treating the pain generator (Medical/Surgical Management of source)
- ▶ Build care from most conservative treatment and medications to more aggressive treatments and medications. (Least toxic medications and least dangerous modalities & psychological management first and advance if needed. Feel comfortable to hold on higher risk care if patient is not willing to do/use safer treatments first. Giving structure is part of the treatment)
- ▶ The more complex the patient's pain, the more team care coordination is needed

**For further information, access the [education link](#) & go to: [2023 Assessment and Management of Pain](#)**

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

## Section 3: Human Resources

### Code of Conduct

- ▶ Purpose: To identify standards of conduct and behavior that encourages clinical and non-clinical staff to maintain a high level of professional conduct and behavior, support a positive organizational image, create a culture of safety and establish a procedure for investigation and reporting of all allegations of disruptive behavior.
- ▶ Expectations: All employees, both clinical and non-clinical, are expected to conduct themselves in a professional manner and to refrain from language or behavior which may be considered abusive, demeaning, harassing, threatening, disruptive or unsafe. Any behaviors inconsistent with this goal are unacceptable and should be reported to the department manager with no fear of retaliation.  
**For further information, access the [education link](#) & go to: [2023 Samaritan Human Resources](#)**

### Mandatory Education

- ▶ New hires – must complete mandatory education modules on NetLearning within the first 30 days of employment.
- ▶ All other employees must complete their mandatory education on NetLearning on an annual basis by Oct 31<sup>st</sup>. Administrative suspension without pay if not completed by Oct 31<sup>st</sup>.
- ▶ **Access the link below for information on the subjects listed as well as other subjects:**
  - Employee Identification
  - Cell Phone / Personal Communication Device Utilization
  - Smoking / Tobacco Use
  - Drug free workplace
  - Disability
  - Customer Service

**For further information, access the [education link](#) & go to: [2023 Samaritan Human Resources](#)**

### Employee Health Services

Health services are made available to all employees, medical staff and volunteers at Samaritan through the Employee Health Office. The program is designed to maintain and promote a healthier workforce and environment, and to maintain compliance with regulatory agency requirements.

**The completion of an annual health assessment is required by the last day of your month of hire.**

- **All employees are responsible to call the Employee Health Office (315-785-4452) to schedule a health assessment.**
- **Failure to comply with this policy prohibits you from work until your Health Assessment is complete.** Employee Health Policies and Procedures are available for review in Section 2 of the Human Resource Policy and Procedures on Samaritan's Intranet.

**For further information, access the [education link](#) & go to: [2023 Samaritan Employee Health](#)**

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatory-education/>

**For further information, access the [education link](#) & go to: [2023 Samaritan Human Resources](#)**

- Out of Work / Return to Work / Work Restrictions
- Disability
- Personal Leave of Absence
- Educational Leave of Absence

- Bereavement Leave
- FMLA
- Paid Family Leave

## Section 4: Infection Prevention

### Antimicrobial Stewardship

Antimicrobial stewardship is defined as the optimal selection, dosage, and duration of antimicrobial treatment that results in the best clinical outcome for the treatment or prevention of infection, with minimal toxicity to the patient and minimal impact on subsequent resistance.

The 3 main goals of stewardship are:

- ▶ Collaborate with practitioners to ensure patients receive the most appropriate antimicrobial with the correct dose and duration
- ▶ Prevent antimicrobial overuse, misuse, and abuse
- ▶ Minimize the development of resistance

SMC has restricted antibiotics to help reduce cost, and prevent antimicrobial resistance. The antibiotics that are currently restricted are:

- ▶ Fidaxomicin—does not require ID consult
- ▶ Ceftazidime/avibactam—requires ID consult
- ▶ Ceftolozane/tazobactam—requires ID consult

All of the above antibiotics, with the exception of fidaxomicin, require an ID consult to be used at SMC.

- See Heartbeat page for full policies.

For further information, access the [education link](#) & go to: [2023 Samaritan Antimicrobial Stewardship](#)

### Infection Prevention and Control

#### a. Chain of Infection

- ▶ Break the Chain of Infection
  - Hand Hygiene: Wear gloves, Use masks and appropriate protective gear, Proper disposal of needles/sharps
    - Hand Hygiene: Use pesticides to eliminate vectors, Adequate refrigeration
  - Dry intact Dressing, Hand Hygiene, Wear gloves if contact with body fluids, Cover mouth and nose when sneezing
  - Transmission based precautions, Sterilization or use of disposable supplies
  - Hand Hygiene, Sterilization, Antibiotics/antimicrobials
  - Immunizations, Screen healthcare staff

#### b. Standard Precautions

- ▶ Standard Precautions are a group of infection prevention practices that apply to **all patients and residents, regardless of suspected or confirmed infection status**, in any setting in which healthcare is delivered and include: hand hygiene; use of gloves, gown, mask, eye protection, or face shield, depending on the anticipated exposure; respiratory hygiene/cough etiquette, safe injection practices, and use of masks for insertion of catheters or injection of material into spinal or epidural spaces via lumbar puncture procedures and safe injection practices. Equipment or items in a patient/resident environment that may have been contaminated



must be cleaned, disinfected, or sterilized properly. ▶ Standard Precautions: **Hand Hygiene is the #1 barrier against the spread of disease.** c. **Transmission Based Precautions**

✓ **Contact Precautions**

✓ **Droplet**

✓ **Airborne Precautions**

- ▶ Are recommended to provide ADDITIONAL precautions beyond Standard Precautions to interrupt transmission of pathogens in hospitals.
- ▶ May be combined for diseases that have multiple routes of transmission.
- ▶ When used either singularly or in combination, they are to be used in addition to Standard Precautions.
- ▶ Follow the Precaution sign instructions

#### **d. National Patient Safety Goals for Infection Control**

- ▶ NSPG.07.01.01 -- Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

#### **e. COVID-19**

**i. Airborne Infectious Disease Plan (NY)** – Review the Airborne Infectious Disease Plan (NY) Located on Heartbeat **ii.**

##### **NYSDOH COVID-19 Vaccine Mandate**

- ▶ COVID-19 Vaccine is required for Healthcare Workers in NY State.
- ▶ There are a limited number of medical exemptions.
- ▶ Our policy can be found on Heartbeat **iii.**

##### **OSHA COVID-19 Emergency Temporary Order**

- ▶ **The ETS was officially filed in the Office of the Federal Register on June 17, 2021, and it became effective when it was published on June 21, 2021.**
- ▶ <https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.502>
- ▶ **Requires healthcare agencies to follow certain standards, including but not limited to:**
  - Universal Source Control (Facemasks)
  - Patient screening and management
  - Limit and monitor points of entry
  - Staff screening
  - Environmental cleaning and disinfection
  - Distancing – COVID-19 Education

#### **f. Bloodborne Pathogen Standard**

##### **i. Exposure Control Plan**

- Is available on Heartbeat
- Is reviewed at least annually and revised as needed
- Follow Standard Precautions with EVERY PATIENT to reduce your risk
- Obtain appropriate vaccination (HepB)
- ▶ Any employee or medical staff member who experiences an exposure to a body fluid that may be potentially infectious **MUST:**
  - Cleanse exposed area - soap & water or flush mucus membranes
  - Notify Nursing Supervisor & Report to relief staff

- Enter event into Safety Zone (on Heartbeat) □ Report to ED for evaluation & treatment □ Medical Follow-up includes: – Initial Visit
  - Periodic Follow-up Visits
  - Testing
- Employer Responsibility
  - Testing
  - Treatment
  - Counseling
- Written Evaluation Summary

For further information, access the [education link](#) & go to: [2023 Infection Prevention](#)

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

### Latex Allergies

The occurrence of latex allergy is related to increased exposure of the population to latex products (e.g. increased condom use and increased use of gloves by health care workers).

Types of reactions to latex:

- Contact dermatitis is not a latex allergy
- Type IV hypersensitivity is not a latex allergy
- **Type 1 Hypersensitivity (true latex allergy)** - Immediate response to latex that has the potential to be life threatening.

For further information, access the [education link](#) & go to: [2023 Samaritan Employee Health](#)

## Section 5: Medical Records

### Corrections & Amendments to the Medical Record

#### Omitted or Incorrect Entries

- Never obliterate, write over, erase or use whiteout to make corrections.
- Incorrect handwritten entries will have a single line drawn through them with the author's initials and include date of correction.
- Incorrect electronic entries should be electronically stricken. The EMR will automatically date & time stamp the change by the author.
- Only the author should correct an entry.

#### Late Entries

- Late entries should be made as soon as possible; in any event, late entries should not be added after 30 days.
- The more time that has elapsed between an actual event and the documentation of that event, the less accurate it is believed the entry is.
- When a late entry is made, it should be dated with the current date and stated that it is a late entry for the specific date.
- Late entries to electronic documentation cannot be added once the patient has been discharged, as the EMR module locks.

## Addendum

- This type of correction is usually made within a short period of time, i.e., same day through day four (4). When an error of omission has occurred, the author shall identify the entry as an addendum and include date and time the added note is written. Under no circumstances may addenda be regarded as “initial entries”.
- Addendums to the electronic record are automatically date & time stamped.

### The following are to be noted on all transcribed reports:

#### – DD - Signifying date of dictation – DT - Date of transcription

- “**Edited**” or “**Addendum**” shall appear at the end of the transcription with the transcriptionist’s initials and date for corrections.
- Corrections to e-signed reports will be addendums.
- The original report shall be retained to clarify any questions regarding the accuracy of both the original and retyped reports.

For further information, access the [education link](#) & go to: [2023 Medical Records](#)

## Medical Record Documentation

From Medical Staff Rules & Regulations, Article VI Medical Records

- ▶ General rules of medical record documentation
- ▶ Basic content and component-specific time frames
- ▶ Content of History & Physical

For further information, access the [education link](#) & go to: [2021 Medical Record Documentation](#)

## Section 6: Patient Rights & Safety

### Patient Rights

- ▶ Patients have a right to considerate and respectful care.
- ▶ Patients have a right to information about their care.
- ▶ Patients have a right to privacy during treatment and to have their records treated confidentially.
- ▶ Patients have a right to refuse treatment.
- ▶ Patients have a right to express their opinions about the care they are receiving, both positive and negative, without fear of reprisal.
- ▶ Patients have the responsibility to cooperate with their plan of care, and to share information about their illness with their doctor.

For further information, access the [education link](#) & go to: [2023 Samaritan Patient Rights](#)

### Emergency Medical Treatment & labor Act (EMTALA)

- ▶ EMTALA, aka “Patient Anti-Dumping Law,” is a Federal Statute that is designed to enhance access to emergency care and prohibit discrimination in the provision of emergency services.
- ▶ EMTALA mandates a MEDICAL SCREENING EXAM (MSE) and STABILIZING TREATMENT for every person presenting for emergency medical services **regardless of the patient’s financial status or insurance status or ability to pay.**
- ▶ This rule applies to any person presenting within 250 yards of the hospital.

For further information, access the [education link](#) & go to: [2023 Samaritan Patient Rights](#)

## Healthcare Proxy

This form gives the person you choose as your agent the authority to make all health care decisions for you, if you cannot make these decisions yourself.

For further information, access the [education link](#) & go to: [2023 Samaritan Patient Rights](#)

## Psychiatric Advance Directives

1. Patients with a documented psychiatric diagnosis have the right to make their own health care decisions, to accept, reject, or discontinue treatments.
2. Patients with a documented psychiatric diagnosis may appoint a healthcare proxy who agrees to act in their best interests.
3. Honor DNR Status unless it is a result of a suicide attempt while a hospital patient.
4. Cannot include decisions on whether to be involuntarily hospitalized in a psychiatric facility.

For further information, access the [education link](#) & go to: [2023 Samaritan Patient Rights](#)

## Restraint & Seclusion

- Samaritan Medical Center's Restraint and Seclusion policy is designed to provide procedures aimed at reducing the use of restraints or seclusion throughout the facility and to provide guidelines for its safe and effective use when no other action is feasible.

For further information, access the [education link](#) & go to: [2023 Samaritan Patient Rights](#)

Access the [education link](#) & go to: [2023 Samaritan Patient Rights related to Patient's Bill of Rights, Complaint Process, Healthcare Proxy, Psychiatric Advance Directives, and Restraint & Seclusion](#)

## Child Abuse / Maltreatment

- ▶ The NY Statewide Central Register of child abuse and maltreatment receives calls regarding suspected child abuse and maltreatment 24 hours a day, seven days a week.
- ▶ **Hotline: 1-800-342-3720**
- ▶ Mandated reporters are required by law to report suspected child abuse and maltreatment cases.
- ▶ Mandated reporters include any hospital personnel engaged in the admission, examination, care or treatment of children.
- ▶ You do not need to be sure or have proof a child has been abused or maltreated when you call the Child Abuse Hotline.
- ▶ You just need reasonable concern for the child's safety or well-being.

For further information, access the [education link](#) & go to: [2023 Samaritan Child Abuse Maltreatment](#)

**Education Link: Further information for any of the education topics may be found at:**

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## Justice Center

The Justice Center was created for the Protection of People with Special Needs and provides consistent requirements and standards for reporting, investigating and developing action plans to prevent and reduce incidents of abuse and neglect for people with special needs. The Justice Center also provides for proportional and progressive discipline including termination for staff responsible for abuse or neglect and pre-employment screening of applicants for significant history of serious or repeated acts of abuse or neglect and other dangerous conduct.

**Mandated Reporters (human Service Professionals):** include physicians and allied health professionals **For further information, access the [education link](#) & go to: [2023 Samaritan Justice Center](#)**

### **Domestic Violence**

Domestic violence is any pattern of coercive and often violent behavior that may include physical, psychological, and/or sexual attacks that adolescents, elderly or children and adults inflict on their intimate partners, of the same sex or opposite sex.

- ▶ *All employees that suspect or confirm any type of abuse or neglect **will notify (PFS) Patient and Family Services***
- ▶ Mandated reporters shall notify PFS and ensure that the Child Abuse Registry (CAR) is notified at 1800-635-1522 for suspected abuse/neglect/maltreatment
- ▶ Elder abuse is not mandated to be reported to the State
- ▶ It does have to be reported it to PFS
- ▶ Law enforcement involvement is voluntary
- ▶ All hospital personnel are required by SMC policy to report any suspicion or knowledge of abuse/neglect/maltreatment of any age group to PFS and the provider ▶ PFS will notify
- ▶ Outside services
- ▶ Infection Control
- ▶ Public Health and DOH STD registry will also be notified for any STDs
- ▶ Failure to report suspicion or actual abuse/ neglect can result in civil and criminal charges to both the health care facility and the individual who failed to report the case

**For further information, access the [education link](#) & go to: [2023 Samaritan Domestic Violence](#)**

### **Patient Financial Assistance**

The Patient's Bill of Rights requires that "As a patient in a hospital in New York State, you have a right, consistent with law, to... receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation *or source of payment.*"

Samaritan Medical Center is a not-for-profit facility, which renders medical care to all persons in need of such care, regardless of their ability to pay. Samaritan's Patient Financial Assistance Program helps people who are unable to pay all of their medical bills.

**For further information, access the [education link](#) & go to: [2023 Samaritan Patient Financial Assistance](#)**

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

## **Section 7: Safety & Security**

### **Active Shooter**

Active shooter incidents are often unpredictable and evolve quickly. In the midst of the chaos, anyone can play an integral role in mitigating the impacts of an active shooter incident. **Access the [education link](#) & go to: [2023 Samaritan Active Shooter Training Video](#)**

## Emergency Preparedness

The Emergency Operations Plan (EOP) is located on the Intranet.

- Contained within the EOP are disaster protocols (ex. Evacuation Plan, Power Outage, Water Loss, Communication Loss) that can be accessed and reviewed by all employees and which provides specific detail as to how to respond to certain events.

**Code 99 = EMERGENCY OPERATIONS PLAN IS ACTIVATED: ALL PERSONNEL WILL REPORT BACK TO THEIR DUTY STATIONS AND AWAIT FURTHER INSTRUCTIONS.**

- If you hear information over the media, do not report to work until your regularly scheduled time, unless you are requested to do so by a hospital representative. Remember that this is a 24-hour operation.

**Code 25 = a process enacted to prevent a hostile situation with the show of manpower**

- The operator will announce “CODE 25” and the respective area to respond to. Designated personnel will respond.

**Code Adam = missing infant/child or patient**

**Hazardous Chemicals labeling and safety data sheets:** All labels are in uniform format with pictograms, a signal word, hazard and precautionary statements, the product identifier, and supplier identification. The department-specific hazard assessment certification form specifies the PPE to be worn when working with specific chemicals or performing certain tasks.

**Emergency eyewash stations** are located throughout the facility. In the event of a hazardous chemical splash to the eye(s), go to the nearest eyewash station, **flush their eye(s) for 15 minutes**, and then report to the Emergency Department.

**For further information, access the education link & go to: [2023 Samaritan Emergency Procedures](#)**

## Fall Prevention

- ▶ Fall Prevention Program is facility wide and supports the **Everyone Lessening Falls (ELF)** program.

**All employees** are responsible for identifying fall risk factors in the facility

**For further information, access the education link & go to: [2023 Samaritan Fall Prevention 1](#)**

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

## Fire Safety

Rules and regulations have been established for the purpose of safeguarding patients, visitors, and employees within our organization in the event of a fire.

Samaritan uses the acronym **RACE**. **Although you may memorize what it means, it is even more critical that you KNOW WHAT TO DO!!**

<b>Rescue</b>	people in immediate danger
<b>Alarm</b>	sound the alarm—call 911
<b>Confine</b>	close all doors, windows
<b>Extinguish</b>	put out fire with appropriate extinguisher

**Report: Dial 4333** – Notify the operator immediately as to the exact location of the smoke/fire.

**Red Stat:** fire notification – Procedures to operate fire extinguisher: Pull – Aim – Squeeze – Sweep

## Fire Triad



**If you smell or see smoke or see fire. SOUND THE ALARM!!! PULL THE PULL BOX!!!**

**For further information, access the [education link](#) & go to: [2023 Samaritan Fires Safety](#)**

## Information System Security

Samaritan Health personnel are critical to the defense and protection of sensitive patient information systems and data. Good computing practices will help defend against a security incident. Learn and incorporate 7 security practices into your everyday routine.

- Safeguard - #1: Unique User Log-In / User Access Controls
- Safeguard-#2: Password Protection / Password Construction Standard
- Workstations: Physical Access Controls – Log Off & Lock Up
- Safeguard -#4: Security for USB Memory Sticks & Storage Devices • Safeguard-#5: E-Mail Security: If it's suspicious, don't open it!
- Ransomware is the new threat in healthcare – Ransomware typically comes in via “phishing” emails from outside sources.
- Safeguard-#6: Potential Threats – Social Engineering: Social engineering is the practice of obtaining confidential information by manipulation of legitimate users. A social engineer will commonly use the telephone or Internet to trick people into revealing sensitive information or getting them to do something that is against typical policies.
- Safeguard-#7: Report Security Incidents You are responsible to:
  - ▶ Report and respond to security incidents and security breaches.
  - ▶ Report security incidents & breaches to the Corporate Compliance Office. This can be done anonymously via e-mail and/or phone 315-779-5170.
  - ▶ You can also report potential problems to MIS – 315-785-4507.

**For further information, access the [education link](#) & go to: [2023 Samaritan MIS Security Awareness](#)**

**Education Link: Further information for any of the education topics may be found at:**

<https://samaritanhealth.com/about-samaritan-health/careers-education/education-training-opportunities/medical-staff-mandatoryeducation/>

## Cyber Security

- ▶ Phishing emails are one of the most prevalent ways for hackers and cyber criminals to infiltrate our systems and steal information or install malware/ransomware
- ▶ Other terms for phishing include “Whaling” – phishing that targets senior executives and “smishing” – phishing using text messages rather than email.
- ▶ Phishing messages are a diverse lot, from crude, grammatical-error ridden spam to sophisticated imposter emails that a talented web designer spent hours making indistinguishable from the real thing.
- ▶ The commonality among all of them is that phishing messages attempt to trick you into thinking they’re coming from someone you trust, and they want you to do something, usually with some urgency.

### What to do if you suspect you’ve been phished

- ▶ **Don’t click anything** - Don’t click the links, don’t download the file, don’t write an angry email back to the scammer berating them for trying to defraud you. The safest thing to do is to **just leave it alone**. If it’s a corporate account you may want to save the email to show to your security team, otherwise it’s usually best just to delete it immediately.



- ▶ **Reset your passwords.** If you have a suspicion your login info has been stolen, the first thing you should do is to reset your passwords. **Do this immediately.** If you are in the habit of reusing passwords, **you'll also need to reset the stolen password everywhere else** you've used it.
- ▶ **Document what happened.** Once the immediate danger of a compromised account is dealt with, spend a few minutes writing out what happened, including what the email said, who it purported to be from, what it wanted, and what you've done since receiving it.
- ▶ **Talk to your security department.** Even if you're pretty sure you've fixed things, let your security team know what happened. **Security is a team sport.** The only way to keep your whole organization safe is a good security culture, and that means prompt, non-judgmental communication around threats.

Report any phishing attacks immediately to MIS at x4507 or 315-785-4507. Option 2 will take you to the STAT line.

For further information, access the [education link](#) & go to: [2023 Samaritan Cyber Security](#)

## Patient Safety / Joint Commission

**Everyone has a role in keeping patients safe.**

- ▶ Code Purple: Provides rapid evaluation and treatment of early identified sepsis
- ▶ MTP – Massive transfusion Protocol = Alerts lab and blood bank of critical need of blood products
- ▶ Max Cart = Unresponsive Person – Assistance needed STAT
- ▶ RAT = Rapid Assessment Team – Assistance needed for distress / deteriorating condition

## Culture of Safety

Culture of safety is a **commitment hospitals make to provide a safe patient environment** by involving senior leadership, caregivers, patients, and families to work together toward continual improvement.

## Just Culture

Just Culture is a concept related to systems thinking which emphasizes that mistakes are generally a product of faulty organizational cultures, rather than solely brought about by the person or persons directly involved. In a just culture, after an incident, the question asked is, "What went wrong?" rather than "Who caused the problem?." A just culture is the opposite of a blame culture.

## Universal Protocol

Universal Protocol is to ensure that any invasive procedure as defined under the scope of our policy includes proper patient, site, side and invasive procedure verification through a safe-practice step process, as recommended by the NYS Department of Health Surgical and Invasive Procedure Protocols and The Joint Commission recommendations.

Our policy outlines the processes required to adhere to the Universal Protocol. These include, but are not limited to, scheduling the procedure/surgery, obtaining an informed surgical/procedural consent, completion of independent pre-operative/pre-procedural verifications (correct patient, surgery/procedure, site and side), marking of the site and side by the Provider(s) performing the surgery/procedure, and performing a final verification Time Out immediately prior to starting the surgery/procedure.

Universal Protocol is based on the principle that a robust approach using multiple complimentary strategies is necessary to achieve the goal of always conducting the correct procedure on the correct person at the correct site.



## Joint Commission

Joint Commission is an accrediting agency for healthcare organizations. Accreditation is required for licensing and participation in Centers for Medicare & Medicaid Services (CMS) federal Medicare program. **For further information, access the education link & go to: [2023 Samaritan Patient Safety / Joint Commission](#)**

## Alvimopan Medication Guide

Alvimopan, a peripherally acting  $\mu$ -opioid receptor antagonist, is indicated to accelerate the time to upper and lower gastrointestinal (GI) recovery following surgeries that include partial bowel resection with primary anastomosis. The goal of the Alvimopan REMS Program is to mitigate the potential risk of myocardial infarction by ensuring that alvimopan is used only for short-term use (no more than 15 doses) in a hospital inpatient setting. Alvimopan is available only to hospitals that perform bowel resection surgeries and are enrolled in the Alvimopan REMS.

As part of the REMS requirements, an authorized representative designated by the hospital pharmacy attests that:

- a. The Alvimopan REMS Kit has been received by the hospital and that all healthcare providers who are responsible for prescribing, dispensing, or administering alvimopan are educated on the benefits and risks of alvimopan.
- b. The certified hospital pharmacy has policies and procedures in place to limit the use of alvimopan to no more than 15 doses per patient for administration in the hospital inpatient setting only.
- c. The certified hospital pharmacy will not dispense alvimopan for outpatient use and will not transfer alvimopan to any hospital pharmacy not enrolled with the Alvimopan REMS.

### POLICY:

1. The Director of Pharmacy at Samaritan Medical Center will be designated as the authorized representative that will be responsible for carrying out the certification process and overseeing compliance with the REMS Program on behalf of the hospital pharmacy.
2. Healthcare providers at Samaritan Medical Center that are responsible for prescribing, dispensing, or administering alvimopan will be educated on the alvimopan REMS program requirements utilizing the links below:

a. [https://www.alvimopanrems.com/pdf/Alvimopan\\_Shared\\_System\\_REMS\\_2019\\_12\\_19\\_Alvimopan\\_REMS\\_Program\\_Overview.pdf](https://www.alvimopanrems.com/pdf/Alvimopan_Shared_System_REMS_2019_12_19_Alvimopan_REMS_Program_Overview.pdf)

b. [https://www.alvimopanrems.com/pdf/Alvimopan\\_Shared\\_System\\_REMS\\_2019\\_12\\_19\\_Dear\\_Healthcare\\_Provider\\_Letter.pdf](https://www.alvimopanrems.com/pdf/Alvimopan_Shared_System_REMS_2019_12_19_Dear_Healthcare_Provider_Letter.pdf)

c. [https://www.alvimopanrems.com/pdf/Alvimopan\\_Shared\\_System\\_REMS\\_2019\\_12\\_19\\_Prescriber\\_and\\_Pharmacist\\_Information\\_Brochure.pdf?cb=1.001](https://www.alvimopanrems.com/pdf/Alvimopan_Shared_System_REMS_2019_12_19_Prescriber_and_Pharmacist_Information_Brochure.pdf?cb=1.001)

d. <https://www.alvimopanrems.com/prescribing-information.html>

**For further information, access the education link & go to: [2023 Samaritan Alvimopan Medication Guide](#)**

## REMS – Medication Risk Evaluation Policy

### PURPOSE:

To ensure all components of FDA-required REMS are implemented within SMC

### POLICY STATEMENT:

The Food and Drug Administration (FDA), through its Risk Evaluation and Mitigation Strategy (REMS) program, mandates risk management and patient safety strategies for selected therapies.

REMS have three general components that impact hospitals; medication guides, elements to assure safe use, and implementation systems. Any or all of these components may apply for a given drug, depending on the potential severity of the risks.

**POLICY:**

1. The prescriber is responsible to obtain any necessary certification and to comply with requirements within the individual REMS programs.
2. Pharmacy & Therapeutics Committee will provide oversight of the medication formulary as it relates to REMS and ensure that potential REMS requirements are included in the formulary selection process.
3. Upon receiving notification of REMS for a drug already on hospital formulary, the pharmacy department will review the requirements of the REMS, and if necessary, develop a medication specific guide.
4. During the formulary review process, pharmacy will perform a review of the REMS program
5. Pharmacy will provide access to medication guides, if required.
6. Education will be provided for providers, pharmacists, and nursing via mandatory provider education packets and read + sign education. Records of education will be kept with managers and within Medical Staff Services Office.
7. For REMS programs requiring provider or patient enrollment, the medication will not be dispensed to the patient until verification of enrollment has been obtained
8. Nursing will provide medication guides to patients, as appropriate.
  - a. Medication guides will be provided when medications are dispensed to patients for self-administration
  - b. Inpatients will receive medication guides only when specifically required by a medication specific REMS
9. WHEN ETASU are required of a SMC formulary agent, a medication guide will be developed. The guide will outline steps for compliance with the REMS. These individual medication guides can be found on SMC intranet.
10. Patient education, if required, will be documented within the electronic chart.

**RELATED POLICIES:**

**REFERENCES:** <https://www.fda.gov/drugs/risk-evaluation-and-mitigation-strategies-rems/whats-rems> **CREATED: 07/2021**

**For further information, access the education link & go to: [2023 Samaritan REMS – Medication Risk Evaluation Policy](#)**

**\*Sign & date the attached Attestation Form and return to:**  
**Medical Staff Services Office**  
**Samaritan Medical Center**  
**830 Washington Street**  
**Watertown, NY 13601**  
**Fax 315-786-4915**  
**Email: [itorres@shsny.com](mailto:itorres@shsny.com) or [tmarino@shsny.com](mailto:tmarino@shsny.com)**