This presentation will provide you a foundation of knowledge as you begin your Student Rotation here at Carroll Hospital.
Carroll Hospital is part of the Life Bridge team! Carroll Hospital has more than 400 physicians on its staff representing over 35 medical specialties.

We have over 1,800 employees and are the second largest employer in Carroll County.

Annually we serve more than 300,000 individuals with direct medical care, outreach and community programs, diagnostic and outpatient services and health screenings.
Mission – Our Communities expect and deserve excellent medical treatment, compassionate care and expert guidance in maintaining their health and well-being. At Carroll Hospital a Life Bridge center, we offer an uncompromising commitment to the highest quality health care experience for people in all stages of life. We are the heart of health care in our communities.

Vision – Founded by and for our communities, Carroll Hospital will help people maintain the highest attainable level of good health throughout their lives. We strive to be the best place to work, practice medicine and receive care. Our commitment is to be the hospital of choice.
Carroll Hospital Pillars of Excellence

- Service
- People
- Quality
- Financial
- Growth
- Community
AIDET

We expect all of our staff/students/ and volunteers to utilize the AIDET concept.

AIDET is an acronym that indicates “The Keys to Effective Patient And Customer Communication”

A: Acknowledge
I: Introduce
D: Duration
E: Explanation
T: Thank You
A- Acknowledge

- Acknowledge the patient by name
- Make eye contact, smile
- Acknowledge everyone in the room (patient and families)
I: Introduce

• Yourself
• Your skill set
• Your professional certification
• Experience

(To the Staff; to the Manager; and to the patient if you are involved in patient care)
D:Duration

- Give an accurate time expectation for tests and physician arrival
- Identify/communicate next steps
- When this is not possible, give a time in which you will update patient on progress
E: Explanation

- Explain step by step what will happen
- Answer questions
- Leave a way to contact you; a nurse call button or phone number
- Use language a patient can understand
T: Thank You!

• Thank the patient
• You may thank them for choosing your hospital, and for their communication and cooperation
• Thank the family for their assistance and being there to support the patient
Pain Management

If a patient complains of pain to you, inform the patient's nurse so that she can get something to make the patient more comfortable.
Reminders

- **Parking** is on the 4th and 5th floors of the parking garage. If security finds a student parking in the wrong area they will ask the student to move their car. If this continues the student will lose parking privileges.

- **Smoking** is prohibited on Carroll Hospital campus.
Dress Code

• Dress according to the department where you will be. (use school approved uniform with name pin/badge visible-no jeans or shirts with offensive language)

• Piercings are limited to 2 post piercings in each ear.

• Tattoos should be covered.

• Cell phones are to be silenced while at the hospital.
Environment of Care (EOC)
EMERGENCY RESPONSE CODES
Know your responsibilities as a student during all of the emergency response codes reviewed in this program.

Identify each code and what it represents.
The State of Maryland adopted these codes to be used universally throughout Maryland hospitals.
Emergency codes provide a system to manage unexpected situations that may occur on our campus. Everyone should know how to report an emergency.
To activate ALL CODES call Extension 4444
Let’s review the Codes utilized at Carroll Hospital Center
Code Green

Used for a Behavioral Emergency
What Students Need to Know:

• Make the staff nurse and your instructor aware that the patient is starting to “escalate”.
• Position yourself in the room close to the door so that you have a way out if needed. Don’t corner yourself in the room.
• Call a Code Green for any situation involving a patient with aggressive behavior.
Code Grey

Elopement
What Students Need to Know:

An elopement occurs when a patient attempts to leave/flee the unit assigned and/or the hospital.

A Code Gray or elopement is not when a patient leaves against medical advice.
All staff/ students must observe corridors, look out windows and check general areas for the eloped patient.
Code Orange

Hazardous Chemical Spill
Any time an Student works with a chemical, it’s their job to know and understand the hazards or risks to using that chemical.

What Students Need to Know:
Information about Hazardous materials can be found on Material Safety Data Sheets (MSDS)

Click on the button to the right to see the MSDS home page
Code Blue: Adult/Child/Infant

Cardiopulmonary Resuscitation
Emergency
This code is activated when anyone is discovered in respiratory and/or cardiac arrest.
Code Pink

Infant/Child Abduction
A Code Pink alert is activated in the event of an attempted or actual infant or child abduction.
What Students Need to Know:

Cover the building exit nearest to your location in accordance with the Code Pink Plan.

Environmental Services and Maintenance Associates will patrol the building perimeter during a Code Pink Alarm.
Be on Alert for:

• Anyone acting suspicious

• Any person or Associate carrying an infant or small child

• Any person or Associate carrying a large bag, box, coat or anything which could conceal an infant/child
OB Rapid Response Team
The OB Rapid Response Team (OBRRRT) will respond to any woman presenting with an obstetrical or newborn emergency.
What Students Need to Know:

• The OBRRT can be initiated by any staff member by dialing 4444.
• Ask the operator to page an OBRRT.
• Caller will need to give the patient location.
• All OBRRT members carry pagers.
• A group page is sent out to the team.
• An overhead page will be announced.
CODE GOLD

Bomb Threat
What Students Need to Know:

All Students and Associates will assess their own area for any suspicious objects.

If a suspicious object is located:
- Do not move the object
- Do not touch the object or anything attached to it
CODE O₂

Oxygen Emergency Procedure
What Students Need to Know:

Telecommunications will page the:
Nursing Shift Coordinator
Cardiopulmonary Director
Respiratory Therapist
Maintenance personnel

Those on duty will report to Telecommunications.
Code Purple

Firearm / Weapon Present
What Students Need to Know:

If you observe or receive a report of an individual(s) displaying a fire arm or other lethal weapon in a threatening manner, contact the following, if possible:

x4444
Maryland State Police – 911

Notify patients and visitors of the situation and direct them to an area of refuge.
An area of refuge is any area that will keep you out of harm’s way, such as:

- locked restroom
- locked office
- closet
- exit the building
Code Red

Fire Response Plan
This code is activated in the event of a fire, smoke, odor of smoke, suspected fire, etc.

If you report the fire by telephone (ex.4444), you MUST also activate the nearest Fire Alarm Pull Station.
What Students Need to Know:

Ensure that all exit doors, especially those to stairways, are not propped open. All stairwell doors must remain closed and latched to prevent smoke and fire from entering escape routes.
DO NOT use elevators during a fire emergency.

To help you remember the steps to take in the event of a fire, use the acronym RACE:
- R – rescue
- A – alarm
- C – confine
- E – extinguish
COT

Critical Outreach Team
What Students Need to Know:

**Inpatient** requires urgent attention

Initiated by nurse or other clinical staff

Reasons for call: Acute clinical change or nurse considers patient at risk
Code Emergency Response
What Students Need to Know:

**Staff, Visitor, or Outpatient in need**

Code Emergency Response is to ensure that all individuals requiring emergency care, who are located on the hospital campus, receive care in a well-coordinated manner.
Code Pre-Yellow Surge Alert
What Students Need to Know:

Help departments as instructed to increase throughput, ie.
Now that you have completed this CBT, you will need to go back to the page where you first accessed it.

You will need to print and sign the paperwork from the student website. Once printed and signed send the completed forms to the Learning Center. Fax (410) 871-7086
We hope that your clinical rotation is worthwhile experience here at Carroll Hospital.