WHO WE ARE
Purpose of the Pineapple
The pineapple became a symbol of hospitality in Europe during the Italian Renaissance period. American innkeepers later adopted the European custom of putting pineapples at their doors, and visitors of these inns found themselves in friendly and comfortable surroundings. Baptist Health South Florida has adopted the pineapple as its logo, a symbol of the hospitality and care we strive to provide to our patients and guests.

ABOUT BAPTIST HEALTH SOUTH FLORIDA
Our Mission
The mission of Baptist Health is to improve the health and well-being of individuals, and to promote the sanctity and preservation of life, in the communities we serve. Baptist Health is a faith-based organization guided by the spirit of Jesus Christ and the Judeo-Christian ethic. We are committed to maintaining the highest standards of clinical and service excellence, rooted in the utmost integrity and moral practice.

Consistent with its spiritual foundation, Baptist Health is dedicated to providing high-quality, cost-effective, compassionate healthcare services to all, regardless of religion, creed, race or national origin, including, as permitted by its resources, charity care to those in need.

Our Vision
Baptist Health will be the preeminent healthcare provider in the communities we serve, the organization that people instinctively turn to for their healthcare needs. Baptist Health will offer a broad range of clinical services that are evidence-based and compassionately provided to ensure patient safety, superior clinical outcomes and the highest levels of satisfaction with a patient and family-centered focus. Baptist Health will be a national and international leader in healthcare innovation.

WEST KENDALL BAPTIST HOSPITAL STRATEGIC DIRECTION
West Kendall Baptist Hospital is a patient and family centered teaching and learning organization providing leading practices in compassionate care; delivering excellence to those needing inpatient, outpatient and emergency medical services in the West Kendall community.

OUR GUIDING PRINCIPLES
Quality   Service   Knowledge   Diversity

OUR PILLARS OF EXCELLENCE
People    Service   Quality   Finance    Growth
West Kendall Baptist Hospital is a long-anticipated and welcomed addition to one of South Florida’s fastest-growing communities. In building Miami’s first completely new, non-replacement hospital since the mid-1970s, Baptist Health South Florida seized the opportunity to employ leading-edge practices in hospital construction and operation. The campus is built to withstand the 180 mph winds of a Category 5 hurricane and is self-sustainable (providing food, water and fuel) for 5-7 days following a weather emergency.

The facility incorporates Leadership in Energy and Environmental Design (LEED) construction standards for environmental responsibility and sustainability. “Green” operating practices further reduce the facility’s environmental impact. These include an extensive recycling program as well as procedures to reduce water and electricity usage.

Our four-story, 282,000-square-foot hospital comprises 133 licensed acute-care inpatient beds:

- 108 inpatient beds
- 12 intensive/critical care beds
- 13 labor/delivery beds

Adjacent to the hospital is a freestanding, four-story, 62,600-square-foot medical office building with an outpatient diagnostic and imaging center on the first floor.

Key services provided at WKBH include:

- Inpatient care for adult medical and surgical services, including a separate Critical Care unit
- Emergency services for adults and children offered in 32 private exam rooms
- Maternity care, including private labor and delivery suites and dedicated C-section operating rooms within the Labor and Delivery unit
- Surgical services provided in four operating rooms, with future expansion capability
- Endoscopy suites and future cardiac and vascular procedure rooms
- Diagnostic and imaging services including CAT scan, MRI, nuclear medicine, X-ray and ultrasound

All services are provided in an atmosphere designed to be both “high tech” and “high touch.” Our equipment is brand new and state of the art, yet it is our approach to the overall patient experience that truly sets us apart.

Our “Patient and Family Centered Care” philosophy guides every member of the WKBH team. We connect with patients and their families in a way that fosters dignity and respect. We share information and encourage informed participation in the healing process.

Beginning in 2013, we will have an exciting opportunity to instill these principles in a new generation of physicians. WKBH will be home to an accredited family medicine residency program through our affiliation with FIU’s Herbert Wertheim College of Medicine. More than 100 Baptist Health physicians and administrators have already accepted key positions in the medical school.

With a medical staff of some 400 physicians and an employee base of approximately 800, WKBH is poised to become a leading South Florida employer, a vital contributor to the West Kendall community and the newest, most exciting member of the Baptist Health family.

For more information visit www.westkendallbaptisthospital.com
PATIENT & FAMILY CENTERED CARE

Families are at the heart of the West Kendall community, and the new West Kendall Baptist Hospital will be a reflection of just that. Much like the crops that once grew on this land, our new hospital is bringing new life and promise to the area.

Patient- and family-centered care is our hallmark approach to medicine. It is how we incorporate the experiences, insights and perspectives of patients and their families into the care we provide. But it goes beyond care, to include the facility design, and our program and policy development. Not-for-profit Baptist Health is committed to providing compassionate, high-quality care with a focus on excellent service; it — along with that sense of family and comfort — is the reason so many of our patients return.

We are grateful to the West Kendall community for their warm and neighborly welcome. We received more than 5,000 letters of support from residents and businesses when the hospital was just a concept. In our new West Kendall facility, we will continue to meet their needs and expectations.

To assure our patients’ satisfaction, West Kendall Baptist Hospital will incorporate special features including open visiting hours, on-demand movies, off-hour amenities for families, Wi-Fi, room service and more. At Baptist Health we want our patients to feel like family by treating them that way.
**Dress Code**

Volunteers must adhere to the following guidelines at all times to maintain a professional environment, as well as to ensure Volunteer and patient safety.

- **Clothing**
  - Badges must be visible at all times, and clearly indicate that the wearer is a hospital Volunteer.
  - Volunteers must wear Gold polo shirt and khaki pants.
  - Volunteers must wear closed-toed shoes at all times.

- **Jewelry**
  - A minimum of jewelry such as a wedding ring or watch is acceptable.

- **Perfume and Cologne**
  - Volunteers are not permitted to wear perfume, cologne or aromatic lotions while at WKBH to prevent adverse reactions from patients and staff.

- **Nails**
  - Nails must be trimmed short, clean and free of dirt and debris at all times. Volunteers may not use acrylic nails.

Volunteers not abiding by the dress code will not be permitted to work volunteer shifts until they have the appropriate attire. Volunteers may reference the Dress Code Policy – 20250-69030-004.

**Hospital Bill Discount Benefit**

BHSF provides courtesy discounts to Official Volunteers who are active and have completed 100 hours of Volunteer Service. The discount applies only to services rendered by BHSF and its affiliates. The discount is 50% of the charges remaining after insurance for inpatient and outpatient services. If there is no insurance 50% of the total charges will be discounted. The amount of discount granted by BHSF to a volunteer and his/her immediate family, combined, is limited to $5,000. Please advise the Admitting Department, Emergency Department or Outpatient desk at the time of admittance that you are a BH Volunteer.

**Meal Benefit**

The West Kendall Baptist Hospital Bamboo Café hours of operation are:

- Breakfast – 6:30am-10:00am
- Snacks/Coffee - 10:00am-11:30am
- Lunch – 11:30am-2:00pm
- Snacks/Coffee - 2:00pm-6:00pm
- Dinner – 6:00pm-8:00pm
- Snacks/Coffee - 8:00pm-11:00pm
- Dinner – 11:00pm-1:00am

Volunteers are entitled to receive a cafeteria allowance of six dollars on the days they complete a four hour shift.
SAFETY PROGRAM

The Hospital Safety Officer has the authority to act independently of the administration of hospital in order to investigate, monitor and evaluate systems and processes, as well as, implement interventions and plans of action when appropriate and necessary to do so.

**Tobacco-Free Policy**
For fire safety and health reasons, the use of all tobacco products is prohibited on all BHSF campuses. This ban on smoking includes hospital departments located off the main hospital campus, such as Human Resources, Finance, etc. Enforcement of this policy is the shared responsibility of all hospital personnel. There is no smoking anywhere on the campus, including all outside areas. The ban includes all tobacco products, including smokeless such as chewing tobacco.

**Identification (“ID”) Badges**
Volunteers are provided with a picture ID badge which must be worn and visible at all times while on the premises. The badge identifies the wearer as a Volunteer.

**Lost & Found**
WKBH- Lost & found is located in the Environmental Services Office on the 1st floor. For lost & found valuable items, such as Jewelry, and other items of high value contact the Security Office (786) 467-2130
## Safety Codes

### CALL #7777 FOR ALL EMERGENCY CODES

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<th>Code</th>
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<td>Blue</td>
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<td>Rescue</td>
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<td>Orange</td>
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<td>Non-patient Injury (inside building)</td>
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<tr>
<td>250</td>
<td>Non-patient Injury (outside of building)</td>
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<tr>
<td>Delta</td>
<td>Internal/External Disaster</td>
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</table>

**Code Green: Control of Disruptive Individual (Patient or Non-Patient) Procedure:**

- The staff member at the immediate scene who determines that a Code Green is necessary, will call “#7777” and tell the operator to page a “Code Green” and the location.
- Personnel assigned to the Code Green Team will respond to the location.
- Before the Code Green team arrives verbal reassurance is employed without trying to control the disruptive patient physically (except in a defensive manner, if attacked). Other patients and unnecessary personnel should be removed from the area, and the patient’s physician will be called to obtain appropriate orders.
- Upon Code Green Team arrival, a plan of action will be followed.
- Upon arrival, the Security Officer shall immediately assess the need for police assistance and proceed with informing.
- As per Baptist Health South Florida Policy pertaining to incident reports, a report will be completed and sent to the office of Risk Management within three (3) business days of the incident.

**Code White: Hazardous Materials and Waste Spill**

_A major spill has occurred under the following conditions:_

- A life threatening condition exists, the condition requires the assistance of emergency personnel
- The condition requires the immediate evacuation of all employees from the area or the building
- The spill involves quantities greater than 2.0 liters
- The contents of the spilled material is unknown
- The spilled material is highly toxic, biohazardous, radioactive or flammable
- You feel physical symptoms of exposure.
Procedure:
• Do not inhale if possible and quickly determine what was spilled.
• Evacuate the personnel in the area and close all doors.
• Notify people in the immediate area, supervisor and dial #7777 - Code White. Report name of spilled chemical (if known) amount spilled and location. If flammable, state that it is a flammable liquid.
• Stand by the area of spill to direct Emergency Response personnel. If any special hazard such as flammability, corrosiveness, toxic fumes, etc, exists, notify emergency personnel
• Re-enter area only after spill has been eliminated

Fire Safety
Fire Safety is everyone’s responsibility. Every employee, volunteer and physician needs to know how to prevent fires, move patients from danger, sound the alarm, and extinguish small fires effectively. You can help to prevent fires by following some basic rules of safety:

• Obey and enforce smoking rules
• Never smoke around oxygen or flammable materials
• Don’t use equipment that has frayed or cracked wires
• Don’t over load electrical outlets
• Be aware of the locations of the fire exits and portable fire extinguishers

What Do You Need To Do In Case Of a Fire?
In case of fire, remain calm – it is important to prevent panic. This will be easier if you know the fire emergency plan, know the location of fire equipment, alarms and exits, and participate fully in fire drills. Fire alarm boxes are located at each fire exit and all nurse stations. Take the time to look around your work area for the location of fire pulls and extinguishers.

<table>
<thead>
<tr>
<th>Fire Safety Procedures</th>
<th>R  Rescue</th>
<th>P  Pull</th>
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<tr>
<td></td>
<td>A  Alarm</td>
<td>A  Aim</td>
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<td></td>
<td>C  Confine</td>
<td>S  Squeeze</td>
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<tr>
<td></td>
<td>E  Extinguish/Evacuate</td>
<td>S  Sweep</td>
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Remember the word “RACE”. R.A.C.E is an acronym to help you remember what to do in the event of a fire.

• Rescue anyone in immediate danger from the fire. Move patients horizontally first. If a whole floor is in danger, move to the next lower floor. Never use elevators to evacuate. Evacuate ambulatory patients first to reduce confusion and congestion.
• Alarm your co-workers by dialing #7777 or activating the fire alarm box. Report a “Code Red” and give the exact location.
• Contain the fire by closing all doors and windows. Shut off air-conditioning and fans, if possible.
• Extinguish a small fire, if possible, with an ABC fire extinguisher or smother it with a blanket.
Only fight small fires contained in a small area. A multipurpose fire extinguisher (Type ABC) can be used on all three types of fires: solid material, electrical, and flammable liquids.

Remember the Word “PASS” if you need to use a fire extinguisher.

- **P** – Pull the pin from the handle
- **A** – Aim the nozzle to the base of the fire
- **S** – Squeeze the handle to operate
- **S** – Sweep along the base of the fire
The primary purpose of the Risk Management/Patient Safety Department is to maintain a safe and effective health care environment for patients, families, visitors, employees and physicians thereby reducing harm to patients and loss to the organization. The Risk Management/Patient Safety Program(s) encompass a systematic and proactive program of risk identification, loss prevention, claims mitigation, performance improvement and patient safety initiatives. Managing risk and patient safety is the responsibility of all BHSF members in cooperation with and through the assistance of Risk Management /Patient Safety.

Volunteers must report all incidents, as defined below, to the Volunteer Services Office at West Kendall Baptist Hospital, within 3 business days after the occurrence. The Volunteer Office will prompt the volunteer to complete an incident report online and inform the Risk Manager or his/her designee. If the incident involves a WKBH employee, the Human Resources Department will be notified.

Incident Reports: Florida Statute 395.0197(1)b.4(e)
An incident is any unanticipated occurrence, accident, or event that has caused injury, has the potential to result in injury, or is not consistent with the routine operations of providing healthcare services.

The term “adverse incident” means an event over which health care personnel could exercise control and which is associated in whole or in part with medical intervention, rather than the condition for which such intervention occurred. **Adverse incidents MUST be reported within 3 business days.**

Adverse incidents that meet statutory reporting requirements include but are not limited to:

- Fall / found on floor
- Patient leaves Against Medical Advice
- Refusal of care
- Medical management issues
- Medication and IV variances
- Equipment related injuries
- Serious patient/family complaints
- Patient leaves against medical advice
Allegations of Sexual Misconduct: Florida Statute 395.0197(9)
The internal risk manager of each licensed facility shall investigate every allegation of sexual misconduct which is made against a member of the facility’s personnel who has direct patient contact, when the allegation is that the sexual misconduct occurred at the facility or on the grounds of the facility.

Definition of Sexual Misconduct: Florida Statute 456.063(1)
Sexual misconduct in the practice of a health care profession means violation of the professional relationship through which the health care practitioner uses such relationship to engage or attempt to engage the patient, or an immediate family member, guardian, or representative of the patient, or to induce or attempt to induce such person to engage in, verbal or physical sexual activity outside the scope of the professional practice of such health care profession.

Disruptive Behavior
Baptist Health requires that all individuals adhere to the philosophy of treating others courteously, respectfully, and with dignity as core values of the organization.

Definition:
Disruptive behavior is a descriptive term which encompasses a variety of inappropriate conduct which is intentionally destructive or abusive, or disruptive to generally accepted Hospital operations. Examples of disruptive behavior includes conduct that is rude or abusive to health care professionals, hospital personnel or to patients, negative comments to patients about other health care professionals or their treatment in the hospital, threats or physical assaults, sexual harassment, disruption of committee or departmental affairs, or inappropriate comments written in patient records or other official documents. Such conduct harms rather than promotes the philosophy of respect to members of the community and collegiality among health care professionals.

Drug-Free Environment
It is required for all Volunteers to refrain from being under the influence of or from using illegal drugs, or abusing prescription drugs. Volunteers diverting or displaying unusual behavior will be directed to the Volunteer Services Office.

Care that is truly patient-centered ensures that transitions between providers, departments, and health care settings are respectful, coordinated, efficient and safe. We provide the tools that place responsibility for important aspects of self-care and monitoring in the hands of the patients, and we do it each and every time!
## National Patient Safety Goals

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<tr>
<th>#</th>
<th>Goal</th>
<th>Procedures to Achieve Goal</th>
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</table>
| 1  | Improve the accuracy of patient identification                       | • Use at least two patient identifiers when providing care, treatment, and services;  
*Name & Date of Birth*  
*Eliminate transfusion errors related to patient misidentification.*  
*Use a two person verification process* |
| 2  | Improve the effectiveness of communication among caregivers          | • Report critical results of tests and diagnostic procedures on a timely basis.  
*Our goal is to report critical results within one hour; please be responsive to phone calls and repeat the results to confirm correct understanding in the communication process* |
| 3  | Improve the safety of using medications                              | • Labeling occurs when any medication or solution is transferred from the original packaging to another container both on and off the sterile field.  
*Verify all medication or solution labels both verbally and visually.*  
*All medications and solutions both on and off the sterile field and their labels are reviewed by entering and exiting staff responsible for the management of medications.*  
*Reduce the likelihood of patient harm associated with the use of anticoagulant therapy.*  
*Use only oral unit-dose products, prefilled syringes, or premixed infusion bags*  
*Use approved protocols for the initiation and maintenance of anticoagulant therapy*  
*Provide education regarding anticoagulant therapy to prescribers, staff, patients, and families* |
| 7  | Reduce the risk of health care–associated infections                 | • Comply with CDC or WHO hand hygiene guidelines  
*Wash hands before and after you have contact with the patient (each and every time)*  
*Implement evidence-based practices to prevent health care–associated infections due to multidrug-resistant organisms*  
*Wash hands*  
*Implement evidence-based practices to prevent central line–associated bloodstream infections*  
*Policies and practices meet regulatory requirements and are aligned with evidence-based standards*  
*Implement evidence-based practices for preventing surgical site infections*  
*Use a method that is cited in scientific literature or endorsed by professional organizations for antimicrobial prophylaxis, hair removal, skin prep, management of the environment* |
| 9  | Accurately and completely reconcile medications across the continuum of care | • Comparing the patient’s current medications with those ordered for the patient while in the hospital  
• Reconcile medications when the patient’s care is transferred within the hospital  
• Reconciled list of medications is communicated to the next provider of service  
• Reconciled list of the patient’s medications is provided directly to the patient at the time of discharge |
| 15 | The hospital identifies safety risks inherent in its patient population | • Conduct a risk assessment to identify patients that may be at increased risk for suicide |

**Universal Protocol** – is implemented most successfully in hospitals with a culture that promotes teamwork and where all individuals feel empowered to protect patient safety

• Pre-procedure process to verify the correct procedure, for the correct patient, at the correct site.  
• Mark the procedure site before the procedure is performed and, if possible, with the patient involved  
• A time-out is performed before the procedure involving immediate members of the procedure team, including the individual performing the procedure, the anesthesia providers, the circulating nurse, the operating room technician, and other active participants who will be participating in the procedure from the beginning
PATIENT AND BUSINESS CONFIDENTIALITY

BHSF Business Information
Volunteers may have access to confidential or proprietary business information. Medical Volunteers agree that all confidential or proprietary business information of BHSF, which is disclosed to the Volunteer, shall remain confidential. The Volunteer agrees to:

1) All confidential or proprietary business information which is disclosed to the observer during the experience at a BHSF facility, whether such disclosure is intentional or unintentional, shall be treated as confidential information and not disclosed to any person or party, other than officers or employees of BHSF, without the prior written consent of BHSF.
2) This agreement of confidentiality will become effective upon beginning volunteer position BHSF facility
3) Any and all confidential or proprietary materials or documents which are made available to the Volunteer shall be returned to BHSF if volunteer ends volunteer agreement.
4) This agreement shall be governed and construed in accordance with the laws of the State of Florida.

Patient Information
All information, verbal and/or written, is protected by Federal Privacy laws. Medical Volunteers are not permitted to share any information about patients at any BHSF during or after the observership or clinical rotation. This includes confirming or denying whether a person is a patient of the hospital. Medical Volunteers understand and agree that in the performance of the observership or clinical rotation they must hold in strictest confidence any observations made or heard regarding patients, physicians and personnel.
Guidelines for the Exposed Volunteer

- Volunteers who are in the infectious period of a communicable disease must take appropriate steps to avoid employee, volunteer and patient contact which could result in the disease being transmitted to the patient.
- Reports or comments relating to a Volunteer who is suspected of having an illness which could be transmitted to patients or employees are to be directed to the Volunteer Office.

A “STOP SIGN” is used for patients on Transmission-Based Isolation Precautions. The STOP sign is placed on the door of a patient’s room; volunteers are not to enter this area.

Mandatory Hand Washing

The most important procedure for preventing transmission of potential infection-causing organisms is performing hand hygiene (washing with soap and water if hands visibly soiled or with alcohol gel before and after all patient contacts).

- **Technique:** Following routine hand washing, dry hands thoroughly with paper towel, or dispense one pump of hand rinse product, and perform a friction rub on all surfaces of hands until the alcohol has evaporated (until dry), before touching a patient or equipment for patient care.