



ENVIRONMENT OF CARE

UPMC Systemwide Annual Mandatory Safety Training

In order for us to create an environment of care, we must pursue a high level of **QUALITY & SAFETY as we maintain safe and secure space for staff and customers.**



1

Safety Management



REMEMBER!

ALL UPMC staff are responsible for following established safety policies/procedures and maintaining a safe environment.

Safety management includes the proper identification, reporting, and correction of safety hazards or risks.

It is an important part of **QUALITY & SAFETY** to respond to safety issues in your environment

It is the **RESPONSIBILITY** of **all staff** to document and report safety issues or hazards to their supervisor/manager.



UPMC Supply Chain Management monitors product and equipment recalls and coordinates response actions.

Departments and staff are responsible for initiating an appropriate response to recalls/alerts and reporting any recalls/alerts received from manufactures UPMC Supply Chain.





Certain areas may be safety sensitive due to the materials used or stored:

- Medical or chemical waste storage areas
- Biological or chemical laboratories
- Electrical, mechanical, and boiler rooms
- Nuclear medicine

Other areas may have an increased level of security sensitivity:

- Emergency rooms
- Pharmacy
- Operating rooms
- Medical records
- Nurseries



Corridor Guidelines:

Equipment may NOT be charged or plugged into outlets in corridors.

Fire and building codes require building corridors and hallways be kept clear at all times, to accommodate emergency and everyday use.



**PERMITTED -
Actively used by staff**

Workstations on wheels are permitted in the main corridor as long as they are in use.

Corridor Guidelines:

Equipment may NOT be charged or plugged into outlets in corridors.

Fire and building codes require building corridors and hallways be kept clear at all times, to accommodate emergency and everyday use.

NOT PERMITTED

Nothing is permitted to be in the corridor that is not in use, which includes chairs.



Corridor Guidelines:

Equipment may NOT be charged or plugged into outlets in corridors.

Fire and building codes require building corridors and hallways be kept clear at all times, to accommodate emergency and everyday use.



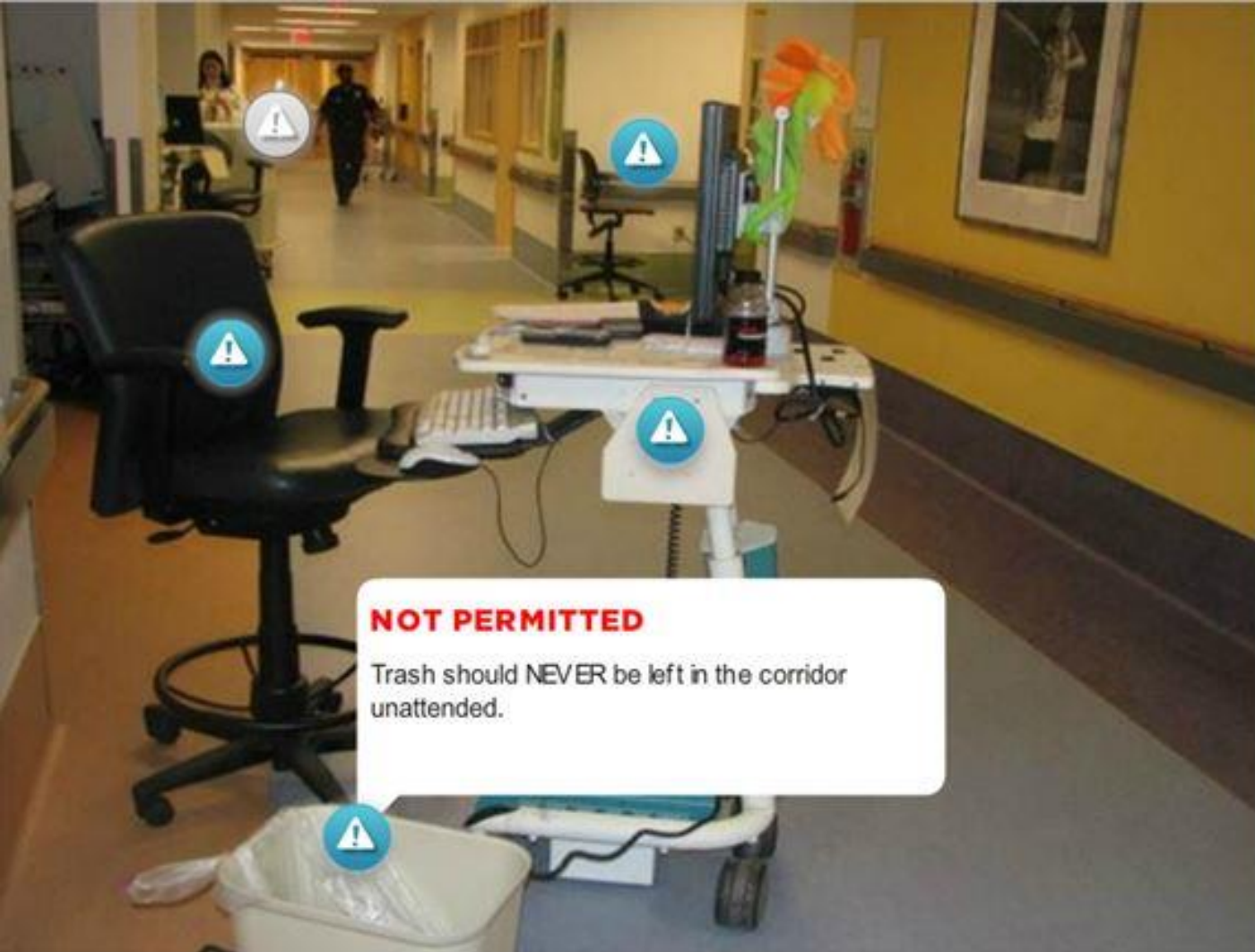
NOT PERMITTED

Nothing is permitted to be in the corridor that is not in use, which includes workstations on wheels.

Corridor Guidelines:

Equipment may NOT be charged or plugged into outlets in corridors.

Fire and building codes require building corridors and hallways be kept clear at all times, to accommodate emergency and everyday use.



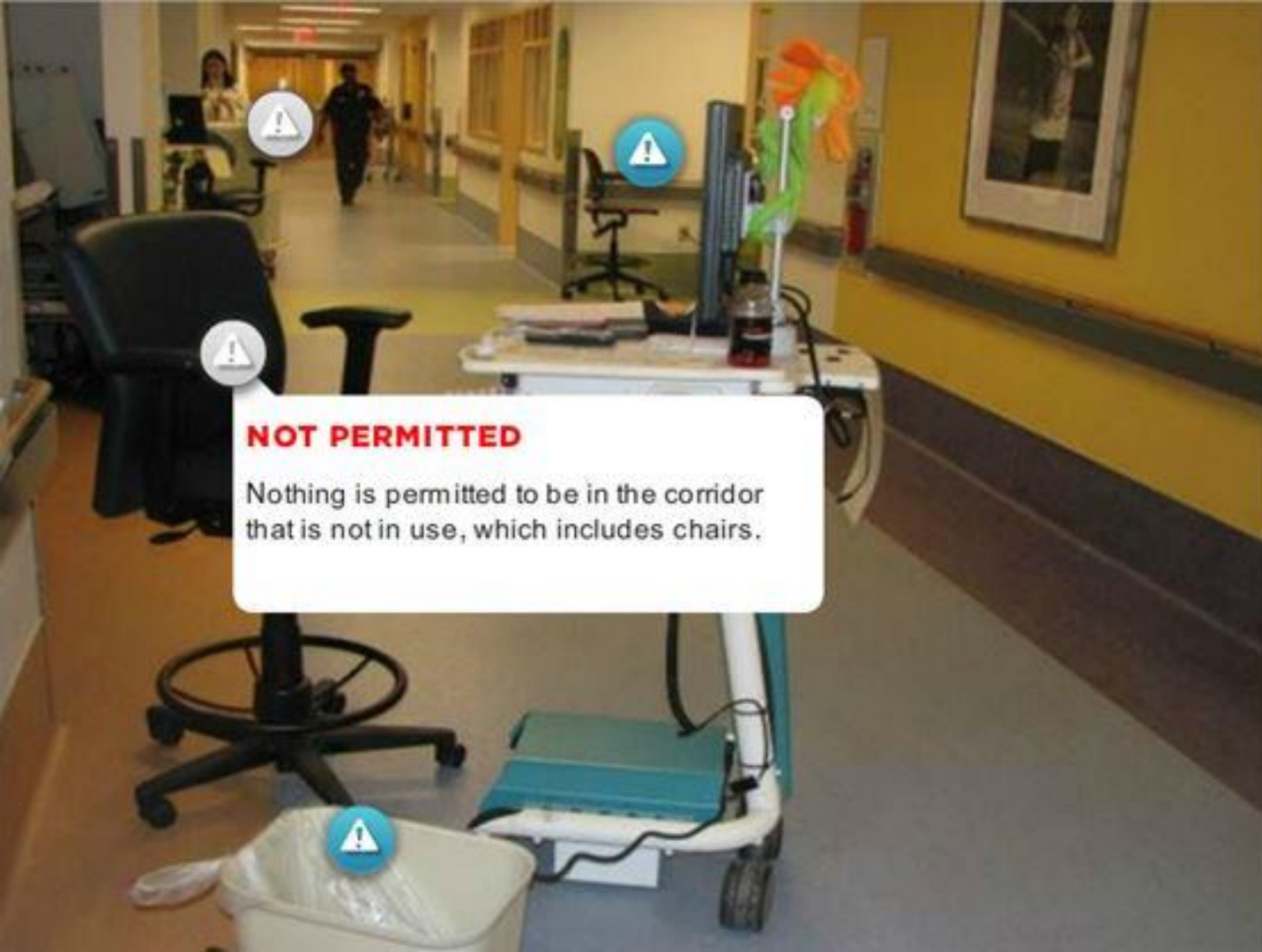
NOT PERMITTED

Trash should NEVER be left in the corridor unattended.

Corridor Guidelines:

Equipment may NOT be charged or plugged into outlets in corridors.

Fire and building codes require building corridors and hallways be kept clear at all times, to accommodate emergency and everyday use.



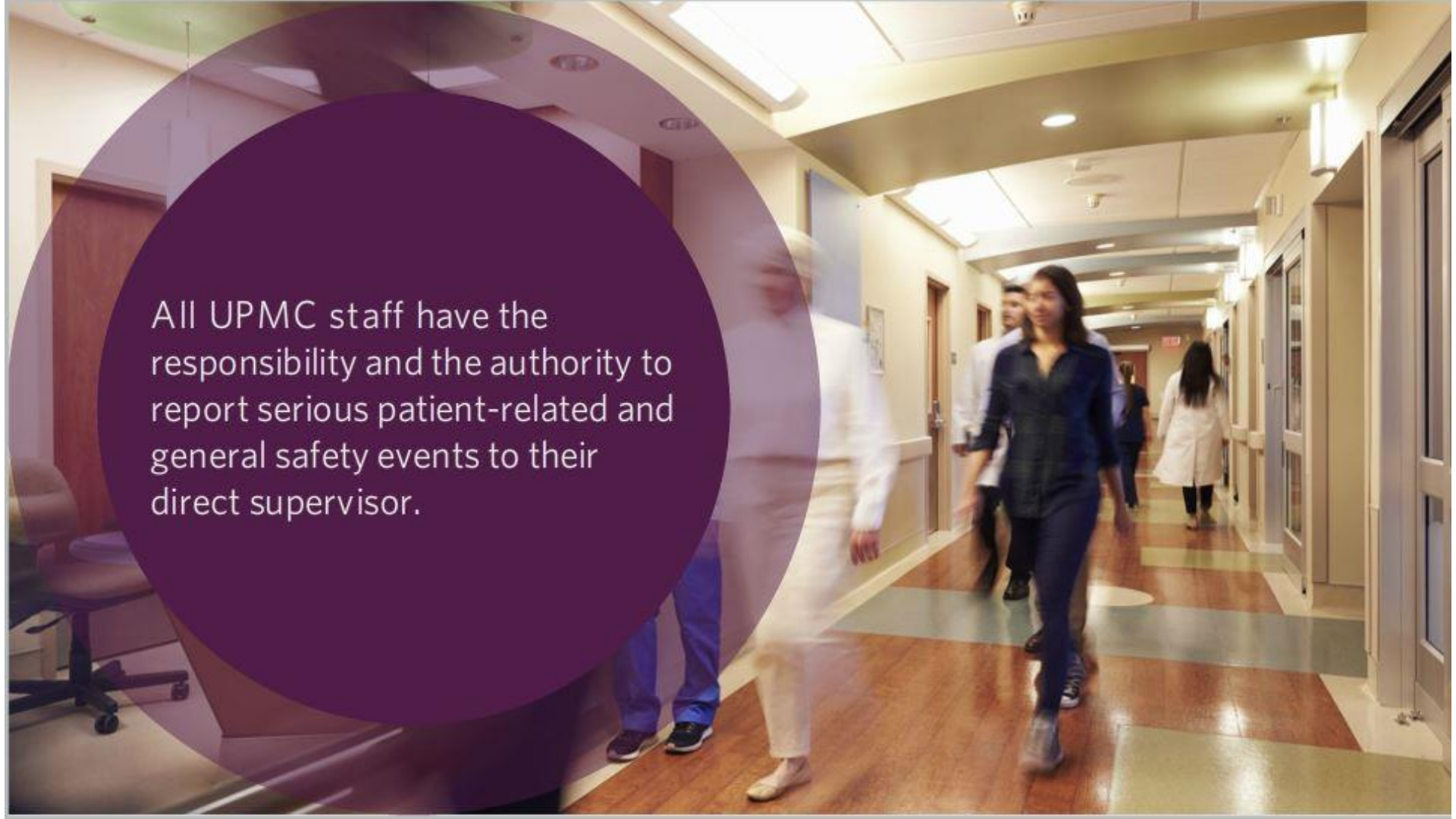
NOT PERMITTED

Nothing is permitted to be in the corridor that is not in use, which includes chairs.

Corridor Guidelines:

Equipment may NOT be charged or plugged into outlets in corridors.

Fire and building codes require building corridors and hallways be kept clear at all times, to accommodate emergency and everyday use.



All UPMC staff have the responsibility and the authority to report serious patient-related and general safety events to their direct supervisor.

As one of UPMC's core values, **QUALITY & SAFETY** is at the center of all we do, and staff safety is just as important as patient safety.

Safety is everyone's responsibility. By working together, we can help reduce hazards in our workplaces. If you know there is a problem or hazard in your work area or if you notice something wrong, report it to your supervisor in order to correct the situation.

And if you do sustain an injury or see a safety hazard, be sure to report it to your supervisor.

Working safely and reducing hazards shows **DIGNITY & RESPECT** for other employees, patients, and visitors.

The graphic features the text 'MY SAFETY @UPMC' in a stylized font. 'MY SAFETY' is in light blue, '@' is in green, and 'UPMC' is in purple. The '@' symbol is a large, thick, rounded character that overlaps the 'Y' in 'SAFETY' and the 'U' in 'UPMC'.

MY SAFETY
@UPMC

All UPMC staff have the opportunity to anonymously report serious events to the Commonwealth of Pennsylvania's Patient Safety Authority by using the Serious Event Anonymous Report Form found in public areas of the hospital.



In addition to the Commonwealth of Pennsylvania, all staff, patients, and family members have the right to report any patient safety concerns directly to The Joint Commission.



2

Body Mechanics

HOLDING OBJECTS

SYMMETRY

POSTURE

WIDE BASE

FACING OBJECTS

Five Principles of Body Mechanics

Utilizing proper body mechanics is essential for reducing injuries. To achieve proper body mechanics, the five principles of body mechanics should be followed while performing job tasks.

Use the links to the left to review the five principles of body mechanics.

HOLDING OBJECTS

SYMMETRY

POSTURE

WIDE BASE

FACING OBJECTS

Holding Objects:

- ✓ Always hold objects close to your body.
- ✓ Keep elbows close to your sides when holding an object.
- ✓ Hold objects close to your stomach.



HOLDING OBJECTS

SYMMETRY

POSTURE

WIDE BASE

FACING OBJECTS

Symmetry

- ✓ Equally use both sides of your body.
- ✓ Try to use both hands when possible, instead of just one.



Injury/ Illness Reporting

When an injury or illness occurs on the job, the following actions should be followed:



Immediately report your injury or illness to your supervisor or the administrator on duty AND to WorkPartners online via the Human Resources tab in My Hub or by calling 1-800-633-1197.



Emergency care may be sought from the closest emergency facility for life-or-limb threatening conditions.



Non-emergency treatment and all follow-up care must be sought from a listed Workers' Compensation Health Care Panel provider.



EXCEPTION:

UPMC Bedford and HNA staff should notify their **supervisor** or **Employee Health** of any incidents.

Supervisors are responsible for the following:

The Supervisor reporting requirements are outlined in the [UPMC Workers' Compensation Policy](#).

[UPMC Workers' Compensation Responsibilities - Overview](#)



Making sure that injured staff receives the necessary treatment.

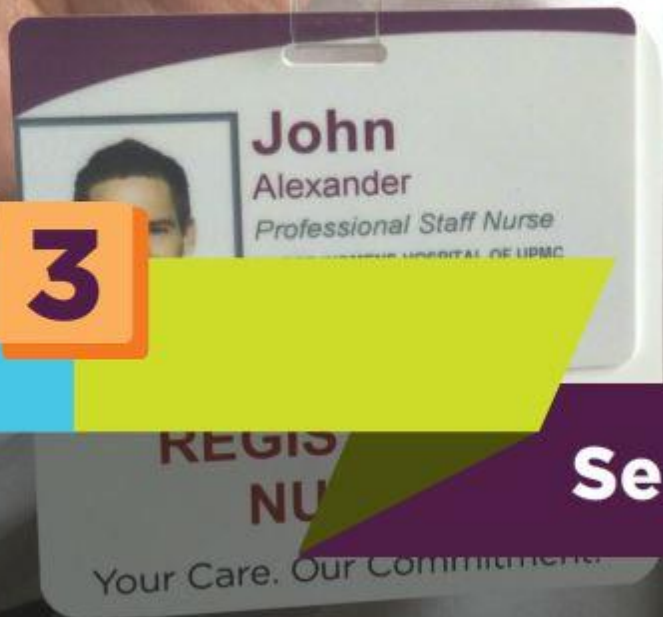


Investigating and documenting the cause of the incident, including the implementation of corrective action to prevent future occurrences.



Reporting the incident to UPMC WorkPartners Claims Management Services within 24 hours of the incident. (This task can be done by managers through My Hub or by calling Calling UPMC WorkPartners at 1-800-633-1197.)

3




Security Management

For the safety of everyone, staff are responsible for reporting all security-related incidents to the security department or appropriate local authority to investigate.

If your facility does not have security officers on-site, please contact the administrator on duty (AOD) or the on-shift supervisor.



A close-up photograph of an UPMC Security Police officer. The officer is wearing a dark blue uniform shirt with a gold badge on the chest and a shoulder patch that reads "UPMC POLICE". A coiled black microphone is attached to the officer's uniform. The background is blurred, showing what appears to be an indoor setting with other people.

The UPMC Security
Departments are responsible
for addressing all security
issues concerning patients,
visitors, staff, and property.
See Facility Specific
Information.

General Security Functions

Review the list of general security functions to the right

Additional Responsibilities



Protecting staff, patients, and visitors from harm and reasonable fear of harm.



Maintaining a reasonable level of order, control, and safety.



Enforcing rules and regulations.



Protecting personal and UPMC property from theft, misuse, and vandalism.



ALL UPMC staff
are provided with
and **MUST** wear
their ID badge in
a visible manner.



A critical element in providing a safe/secure environment includes the identification (ID) of persons entering or working in UPMC facilities.

Patients are provided with proper ID in designated areas, such as all inpatient units and emergency departments.

Be especially cautious around sensitive areas, such as patient care areas, the pharmacies, and entrances into the facility.

Controlling Access to Sensitive Areas:

TIP: Sensitive areas, such as some inpatient floors, outpatient reception desks, and emergency departments, may be monitored by closed-circuit television cameras and/or equipped with panic alarms. Familiarize yourself with the locations of these devices.



Be aware of and enforce the staff and visitor management plan that may be established for your area.



Keep your UPMC ID badge, keys, and access codes in a secure location. Notify your supervisor and/or security if you lose or misplace any of them.

Policy

In hospital and non-hospital settings, visitors are **NOT** permitted to carry firearms.

In some locations, visitors possessing firearms and/or weapons **MUST** check them with the security department for proper storage while visiting the campus.



Please review the following policy:

[Possession of Firearms or Weapons Policy](#)

and non-hospital visitors are NOT to carry firearms.

visitors possessing fire arms MUST check them with the security storage while visiting the campus.



Condition L is a code that is called if there is a patient who has wandered away from the unit without permission.



Security is responsible for managing the Condition L search process for “at-risk” missing patients.

In non-hospital settings, the Condition L policy is managed by the administrator/supervisor on off-shifts.

Be aware of forensic patients.

A forensic patient is a patient that is in the custody of law enforcement. The patient may be brought from prison or jail; may have been arrested or in the process of being arrested prior to admission; or may be arrested by law enforcement upon discharge.



When dealing with forensic patients, be aware of the following information:



Notify security if you become aware of a forensic patient in your department or unit.



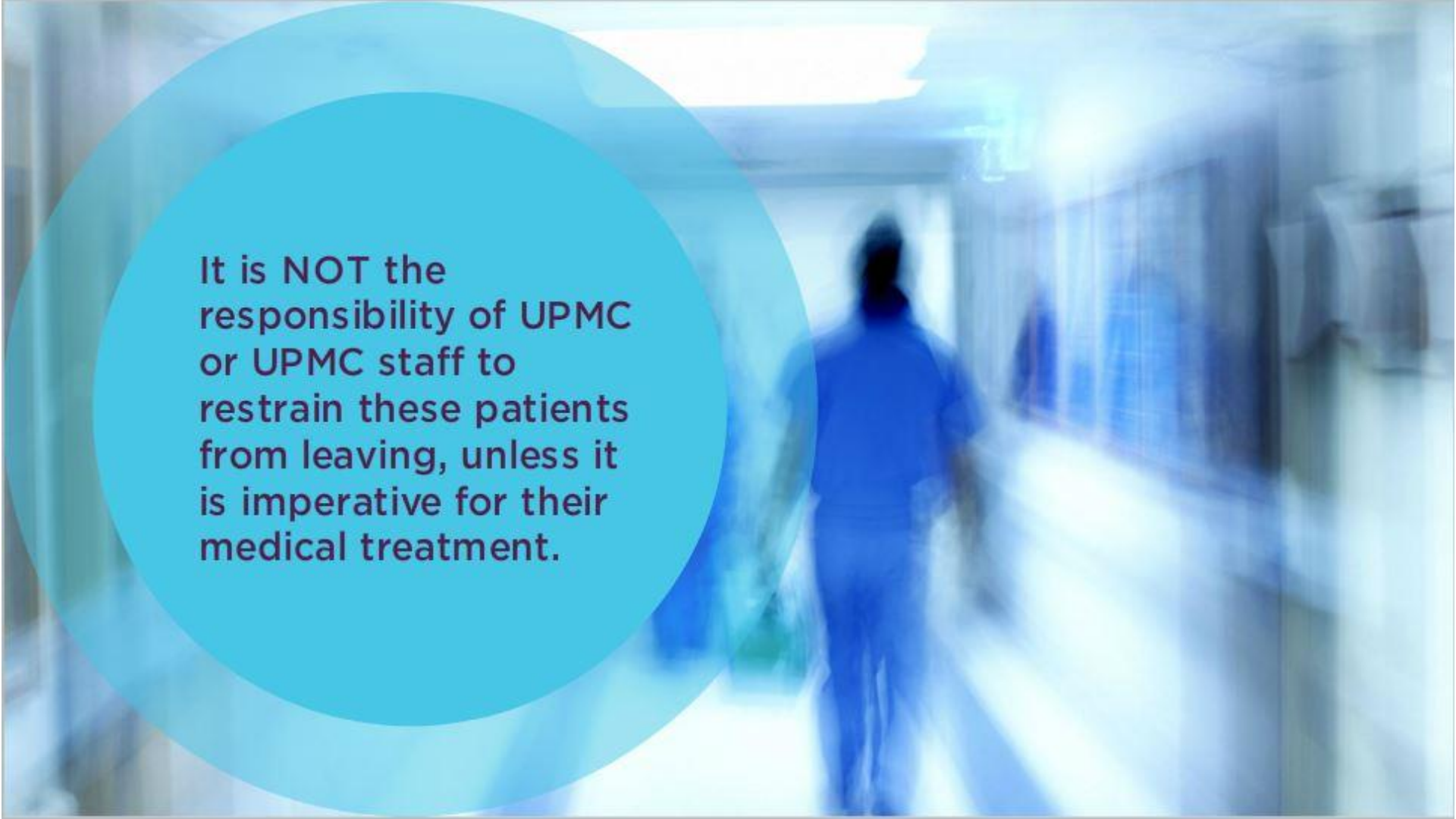
Security will interact with police or other agencies to ensure the safety of staff, visitors, and other patients.




Stay out of the way of an escapee to prevent potential injury and contact security immediately.



Try to provide as much information as possible to the search team.

A blurred photograph of a hospital hallway. A person in a white coat is walking away from the camera down the center of the hallway. The hallway has white walls, a tiled floor, and a window on the right side. A large, semi-transparent teal circle is overlaid on the left side of the image, containing text.

It is NOT the responsibility of UPMC or UPMC staff to restrain these patients from leaving, unless it is imperative for their medical treatment.

A group of four healthcare professionals, including a woman in a white lab coat and glasses, a man in a blue shirt, and two other women, are gathered around a desk, smiling and looking at a document. The scene is brightly lit, suggesting a clinical or office environment. A large teal circular graphic is overlaid on the left side of the image, containing text.

UPMC has a
“zero-tolerance”
Workplace Violence
policy, which is
accessible on the
Infonet.



Need Help? Who Can I Call?

If you need help dealing with workplace violence, consult with your **manager**, **human resources**, a **security representative**, or **LifeSolutions**. *LifeSolutions* can be reached at 1-800-647-3327.

If you are injured, contact WorkPartners at 1-866-229-3507 or the nearest emergency department.

At UPMC, **Quality & Safety** means that we provide a safe environment for staff and customers by preparing our team to address emergency situations, security issues, and handling medical equipment and waste materials.

Quality & Safety cannot be sacrificed or compromised.