



This orientation tool should be given to all employed and non-employed Gillette workers working at Gillette Children's. This includes students, agency staff, volunteers, contractors and licensed independent practitioners, including physicians. This orientation tool provides information employees and contracted staff need to know while working at Gillette Children's or an off-site Gillette location.

The person receiving this orientation tool must review and sign the signature page at the end of this document (or applicable attestation form). Keep this orientation for future reference. The signature page should be retained as proof of completion and may be requested during regulatory audits.

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Gillette Children's: Mission, Vision, & Values

Vision

A world in which every child is able to create their own story.

Mission

In collaboration with patients, families and partners, we redefine what is possible for children with brain, bone and movement conditions through clinical leadership, research and global advocacy.

Values

Along with each value, we've created a brief definition and a set of associated behaviors to further clarify expectations.

Our values are vitally important in guiding our work at every level, from daily decision making to large strategic projects.



Act First from Love: In every encounter we begin with compassion, generosity and an open heart and mind.

Embrace the Bigger Picture: More becomes possible when we understand the whole story that shapes perception, behavior, and bias. We affirm that inclusivity grows our empathy, diversity fuels our creativity, and equity unites us.

Be a Dream Accomplish: We partner with patients, families, and colleagues in small and large ways to realize their dreams as they each create their own story.

Build a Better World: Our patients don't give up and neither do we. We continuously innovate and improve. We're committed to creating a global community of care, equity and opportunity.

Culture and Belonging

At Gillette Children's, we are committed to cultivating a culture of belonging where every person can create their own story. We achieve this through an engaged and empowered workforce, honoring all perspectives and identities, uplifting patient experience, and driving outcomes that reflect our commitment to excellence for all.

Employee expectations are covered in a number of policies and training including but not limited to:

- Non-discrimination, policy PC07
- Patient's Rights, policy A07
- Professional Conduct, policy A44
- Business Code of Conduct, policy A18
- Harassment and Bullying, policy HR-M04
- Interpretation Services, policy PC88
- Equal Employment Opportunity and Affirmative Action, policy HR-E06
- Annual training and education curriculum for staff

Environmental Sustainability

At Gillette Children's, we recognize that climate change is a large threat to everyone's health and its effects disproportionately impact individuals with disabilities. As a global beacon of care for children living with complex brain, bone, and movement conditions, we understand the unique challenges our patients and families face, including the effects of a changing climate. Review our commitment here: [About Gillette Children's Environmental Sustainability](#).

Personal Appearance Policy

Policy Statement

Gillette Children's has an expectation of all employees, volunteers, interns, students, and contracted staff to present themselves in a manner which promotes trust between staff and patients, families, guests, and enables everyone to feel safe, confident, and comfortable. Review Gillette's Personal Appearance policy, HR-M02, as applicable, for more information.

Compliance

Compliance Committee & Officer

All Gillette employees and staff should report any compliance concerns or questions to any of the following:

- Compliance Officer Susanna Braun at 651-325-2334
- Your manager
- The Compliance Hotline at 1-844-569-1395 (Concerns may be reported anonymously. Retaliation is prohibited when you report concerns in good faith.)

What is the Compliance Program?

The purpose of the compliance program is to mitigate risks to the organization, identify waste and errors, prevent fraud and abuse, and save the precious health care resources that patients need.

Federal Fraud and Abuse Laws

- **False Claims Act:** Prohibits any person from knowingly or deliberately presenting or causing a fraudulent claim for payment.
 - Example: Billing for an item not provided.
 - If fraud or abuse is discovered, it can result in civil and monetary penalties and exclusion of the organization or provider from the Medicare and Medicaid programs.
 - Whistleblowers who report fraud or abuse are protected against retaliation.
- **Anti-kickback Laws:** Make it a crime to knowingly and willfully offer, pay, solicit or receive anything of value to induce or reward referral of items or services reimbursable by a federal health care program (e.g. Medicare or Medicaid).
 - Example: Receiving a gift of significant value in exchange for services.
- **Stark law:** Prohibits physicians from referring Medicare patients to an entity with which they or their immediate family has a financial relationship.
- **Deficit Reduction Act:** Gives Medicare and Medicaid ability to detect and reduce fraud, waste and abuse in the Medicaid program. Requires healthcare organizations to educate all staff on fraud and abuse laws.

Information Protection

Health Insurance Portability & Accountability Act (HIPAA)

HIPAA was enacted to provide health care continuity, ensure greater accountability and simplify administrative functions within the health care industry.

Protected Health Information (PHI)

- ANY info that identifies a specific person and relates to that person's physical or mental health, health care or health care payment.
- Examples (not an exhaustive list):
 - Name, address, phone number, birth or visit dates
 - Social Security number, medical record number
 - Identifying photos
 - Billing or other account numbers
- Federal law imposes several requirements related to health insurance and health records.
- **Key Points:**
 - Privacy of health information must be maintained.
 - Access to PHI limited to those involved in Treatment, Payment, or Operations (TPO)
 - There are penalties for violations of this law.
 - Employees can be held personally liable for HIPAA violations.

Sharing Health Information

- In most situations, a patient must complete and sign an Authorization to Release Information (Gillette form 8083-003) before we can disclose patient information.
- However, an authorization is not needed to share information related to:
 - Treatment
 - Payment
 - Health-care Operations
- **Ensure confidentiality** of PHI to which you have access.
- **Minimize opportunities** for PHI to be seen or overheard – be aware of your surroundings!
- **Log off** your workstation when finished.
- ANY work – even errors – done by ANYONE under your logon ID is **YOUR responsibility**.

- **Use secure shredder bins** for disposing paper and other media (including CDs and disks) that contain PHI.

Patient Rights

Patients have a right to:

- An accounting of disclosures
 - Patients can request a list of certain disclosures of their health information.
- Be notified of our privacy practices.
- Access and request changes to their medical record.
- Request restrictions on how their information is used or shared.
- File a complaint.

Electronic Information Security

Everyone is responsible for protecting patient and organizational data. Gillette computer users should:

- Never disable or modify anti-virus or scanning processes.
- Never open attachments on e-mail messages you weren't expecting to receive, even if you know the author of the message.
- Click on only those links you know to be trustworthy. If you have even the slightest doubt about a link, don't use it. Instead, manually navigate to the site you're seeking.
- Do not share your password or any authorizing credential. You are responsible for all actions performed under your credentials.
- Create a unique and complex password.
- Use only your own username and password to log on to a Gillette system.
- NEVER store PHI on laptops, desktops or USB drives.
- Report lost or stolen laptops to the IS Service Desk (651-229-1715). IS maintains a locator system that can find missing laptops.

Social Media Policy

- Ask for consent when taking a specific person's photo, before posting anywhere.

- DO NOT talk about a patient on social media, even if no names are mentioned. (Descriptive status or comments can still identify a patient.)
- Review Photographic and Reproduced Patient Images, policy M19, for more information upon arrival.

HIPAA Email Security

- When electronic PHI (e-PHI) is sent to another Gillette e-mail address, it stays on our internal network, which is protected from public access.
- When e-PHI is e-mailed to a recipient outside Gillette, it is not protected from public access.
- Emails sent to locations outside of Gillette should be encrypted.
 - Using encrypted email is easy. Just include **[ENCRYPT]** (with the brackets, case doesn't matter) anywhere in the subject line of your email.
- If a patient sends you an email containing PHI, remove the patient's original message text before you reply or send a new message.

Email Retention

All Gillette Microsoft Outlook accounts follow a retention policy. Outlook items (including emails, calendar appointments, and other Outlook-based content such as Tasks and Notes) in both individual and shared mailboxes are automatically and permanently deleted once they are 14 months old. Staff are responsible for continuously and manually transferring any business-critical content to approved platforms (e.g., OneNote, OneDrive, SharePoint) before the content reaches its 14-month expiration. You can learn more on the initiative's internal Gillette Vibe site, accessible by visiting Vibe homepage > Departments > Legal Affairs > Email Retention Policy.

Artificial Intelligence (AI) Use

- Use only Gillette-authorized AI tools for Gillette work, and only within each tool's approved scope.
- Never enter PHI, confidential, or other non-public information into an AI tool that is not approved for that type of information.
- Do not use personal or consumer AI accounts for Gillette work.
- Review all AI-generated content for accuracy and appropriateness before using it.

- Review Gillette's AI Use Policy, and contact the IS Service Desk if you are unsure whether an AI tool or use is permitted.

Safety and Security

Public Address Codes and Alerts

The following codes may be called over the public address system at the St. Paul Campus:

- **Fire Alarm**
- **Tornado Warning**
- **Bomb Threat**
- **Mass Casualty** – large-scale disaster
- **Code Blue** – cardiac or respiratory distress
- **Missing Child**
- **Active Security Threat** – internal security event
- **Active Shooter**

Visit the Emergency Info section on Vibe for more information regarding response policies.

Call Code Blue, RRT or BERT on the St. Paul Campus

Step 1: Dial 1111

For RRT "Gillette Rapid Response Team"

OR

For Code Blue "Pediatric Code Blue" or "Adult Code Blue"

OR

For BERT "Gillette BERT Activation"

Step 2: Announce your location: "Gillette, Unit, Building, Floor, Room Number"

Off-site locations: Call 911

Fire Safety

Use the R.A.C.E. Protocol:

- **Rescue** anyone in immediate danger.
- **Alert** by pulling the nearest manual pull station.

- At the St. Paul Campus, dial extension 3969 to inform security.
 - Off-site locations should dial 911.
- **Contain** the fire by closing doors and windows.
 - Turn on all lights in area.
- **Evacuate** the area; **extinguish** the fire only if safe to do so.

P.A.S.S. For Extinguisher Use

- **Pull**—pull the pin.
- **Aim**—aim at the base of the fire where the fuel source is located.
- **Squeeze**—squeeze the lever above the handle and release to stop the flow.
- **Sweep**—sweep from side to side.

Security Events

- Dial 3969 at the St. Paul Campus. Regions Hospital Security is responsible for the security of employees, visitors, buildings, grounds and property of Gillette's St. Paul campus.
- Dial 911 at off-site locations. All Gillette facilities are secured before and after hours by a security or alarm company.

Hazardous Materials: Employee Right to Know

- Federal and state governments created "right to know" laws that require employers to tell employees about any hazardous materials they might encounter in the workplace.
- Safety Data Sheets (SDSs) provide information about the physical and chemical properties of a substance and about any health risks associated with using the substance.

Always Use Personal Protective Equipment (PPE) to Prevent Exposure to Hazardous Substances.

PPE may include:

- Gloves
- Gowns
- Safety Goggles
- Respiratory Masks
- Earplugs
- Lead Shields

Additional Controls (Engineering Controls):

- Ventilation hoods

- Vacuum systems
- Needleless IV systems

Workplace Violence

Workplace Violence (WPV): Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at a worksite. It includes behaviors that generate a concern for the personal safety of employees, visitors, patients, and others who are present in the facility. Examples of violence include but are not limited to:

- Verbal or nonverbal threats that express intent to do harm. Use of threatening body language, gestures, or invasion of personal space. This can include the use of actions or words in such a way as to make another person feel fearful or unsafe.
- Physical assaults, including, but not limited to biting, spitting, pinching, hitting, hair pulling, scratching, pushing, punching, kicking.
- Off-site acts or threats of violence include but are not limited to threats made via phone calls, text messages, emails, faxes, conventional mail, social media, or any other communication platform.
- Sexual harassment, including sexual conduct such as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature such as name calling, gestures, suggestive comments, or lewd talk and jokes.

Visit Vibe upon starting for more information regarding Gillette's Commitment to a Safe and Healing Environment. Education and training are also available.

Infection Prevention

Transmission of infections in a healthcare setting requires at least three elements:

- A microorganism capable of causing illness
- A route for bacteria and viruses to spread
- A susceptible host

Hand hygiene and environmental cleaning in healthcare settings are important infection prevention measures that help remove the microorganisms and stop their spread.

Hand Hygiene

Step One: **Hand antisepsis (washing hands or waterless hand rub)**

- Perform hand hygiene:
 - Before and after touching a patient
 - After contact with blood or body fluids
 - After touching a potentially contaminated item or surface
 - Before and after eating
 - After using the bathroom
 - After taking gloves off

Step Two: **Moisturizing** – reduces risks for cracks and bleeding from dry brittle skin

Cleaning

- Use hospital disinfectants.
 - Quaternary Ammonium (Virex, Sani-cloths)
- Disinfect frequently touched surfaces and equipment with surface wipes.
 - When soiled
 - At regular intervals
 - Disinfect equipment between each patient use

Isolation Precautions

Isolation precautions are used when patients have infections or illnesses that may be a risk to others on the unit or to healthcare staff entering the patient's room.

- Follow posted isolation precautions signs for guidance on:
 - Required PPE before entry
 - Cleaning of equipment and room turnover
 - Possible visitor education or restrictions.
- If you have questions, talk to the patient's care team members.
- Do not enter the room if you are unsure of what the posted isolation signs mean.

COVID-19 and Respiratory Illnesses

Gillette strives to keep patients, families, and employees as healthy and safe as possible.

Please adhere to the following best practices to prevent the spread of COVID-19 and other respiratory illnesses:

- Don't come to work if you are sick.
- If you have symptoms of COVID-19, please call the Employee Health Line (651-254-2255).
- Follow all personal protective equipment (PPE) guidelines.
- Masks are **required** when:
 - A patient has new or worsening respiratory illness
 - Patient room has a posted Droplet Isolation sign. Follow posted signage.
 - You have upper respiratory symptoms such as a cough, congestion or runny nose.
 - A patient, parent or legal guardian requests that their care team wear a mask.
 - Signs will be posted on the patient's door to communicate their wishes.
 - Instructed by Employee Health when returning to work after illness.
- Anyone may choose to wear a mask.
- Practice frequent hand hygiene.
- Disinfect surfaces with wipes often.
- Avoid touching your eyes, mask, or exposed face.

Direct questions or concerns to your supervisor, or infectionprevention@gillettechildrens.com.

Abuse & Neglect

Minnesota law requires professionals and their delegates who work with children to make a child protection report if they know or have reason to believe a child: 1) is being neglected or abused, or 2) was neglected or abused in the preceding three years.

- Review Child Abuse or Neglect Reporting (PC78), in the Administrative Policy Manual or on Vibe.
- If you have questions, contact Child and Family Services (CFS). The number for CFS is 651-229-3855.

Indicators of physical abuse:

- Bruises, welts and burns
- Fractures and swelling
- Missing teeth

Indicators of neglect:

- Dehydration and/or malnutrition
- Inadequate weight gain with no known medical cause

Indicators of sexual abuse:

- Unexplained abdominal pain
- Vaginal or urethral discharge
- Pain upon defecation

- Multiple and repeated injuries
- A diagnosis of shaken baby syndrome
- Delays in requesting treatment
- Inconsistent explanations for injuries
- Explanations that don't adequately account for injuries
- Caregivers who hesitate to provide information or permit diagnostic tests
- Poor hygiene and personal care
- Clothing that's inappropriate for the season
- Frequently missing medical appointments
- Frequently being absent from school
- Instances in which the child begs, steals money or steals food
- Exposing the child to avoidable safety risk
- Anal fissures
- Reddening or bruising in the genital area
- Torn, stained or bloody underclothing
- Pain or itching in the genital area

When a child has been abused or neglected, or is at risk for abuse or neglect, we must take action. Even if we only suspect abuse or neglect, we're legally, ethically and clinically obligated to intervene.

By law (Minnesota Statutes, chapter 260E) all professional staff at Gillette are mandated to report abuse or neglect. At Gillette we expect all staff that suspect or know of abuse or neglect to respond to the situation for the safety of the patient.

- Any Gillette staff can respond by contacting Social Work. Supervisors or managers can assist as needed.
- Report your knowledge or suspicions immediately, but at least within 24 hours (including evenings, weekends and holidays) of becoming aware of the situation.
- In addition, contact a Gillette social worker or social work on-call (evenings, nights, weekends and holidays) on pager 612-534-4238.
- A Gillette social worker will help you file your report. Contact must be made with Child Protection Intake Screening in the county where the child resides.

Informing the Parent or Caregiver

- Use clinical discretion.
- DON'T inform the parent of the report if informing the parent could endanger the child.
- DON'T inform the parent of the report if you suspect that the caregiver may be charged with criminal activities.
- Should you decide to inform the parent, do so AFTER you make the report.

Additional Topics for Clinical Staff Only

Antimicrobial Stewardship

Gillette follows principles of antimicrobial stewardship to optimize the use of antimicrobials and achieve the best patient clinical outcomes. The following strategies will be used in promoting antimicrobial stewardship:

- Regularly scheduled rounding by the ASP team on all patients receiving systemic antimicrobials for treatment of an active infection.
- Restricting selective antimicrobials for use only after approval from Infectious Disease providers.
- Monitoring monthly use of antimicrobials to identify trends in antimicrobial use at Gillette.

Reach out to Kristen Beyer, KristenRBeyer@gillettechildrens.com, in Pharmacy if you have questions about our Antimicrobial Stewardship program.

Pain Management

The following are guiding principles in pain management practices that Gillette employees and contracted staff will use:

- Comprehensive pain management to aid in healing and recovery. Pain management includes pharmacological and nonpharmacological pain modalities.
- Optimal clinical skills to help patients avoid experiencing pain whenever possible (e.g., staff members will anticipate situations where patients are likely to experience pain and take appropriate steps to minimize pain).

- Pain assessment methods that are appropriate to an individual's age and abilities (e.g., staff members are responsible for anticipating pain and for being alert to indicators of pain in patients who are non-verbal / who have impaired communication).
- The philosophy that pain reported by patients and/or their caregivers is "real" and appropriate pain management interventions will be taken.
- Patients, and family members, when appropriate, are active participants in their pain management plan.
- Collaboration and education techniques when including patients and/or their caregivers in pain management activities.
- Safe opioid prescribing

Gillette uses a 0-10 pain scale: MILD 1-3, MODERATE 4-6, SEVERE 7-10

Pain Intensity Tools

- Faces scale: For children, aged 4 and older, who are able to communicate verbally. This tool is used for self-reported assessment of pain intensity.
- The Numeric Rating Scale: For patients, aged 7 and older, who are able to communicate verbally. This tool is used for self-reported assessment of pain intensity. Patients rate their pain from 0 to 10. "If 0 is no pain and 10 is the worst possible pain, how much pain do you have now?"
- The Verbal Descriptive Scale: Patients use words instead of numbers to rate their pain. This tool is used for self-reported assessment of pain intensity. Ask the patient: "Tell me how much pain you have now: none, mild, moderate, severe, very severe, or worst possible pain." These 6 choices correspond with the numeric scale options.
- If the patient is unable to provide self-report, or if staff want to add an additional assessment, an observational tool should be used.

A comprehensive list of integrative modalities available in various inpatient and outpatient settings can be found on Vibe. See also Policy PC90 on Comprehensive Pain Management. For information on prescribing opioids and managing complex pain, please visit the Pain Vibe page upon your arrival at Gillette. Pain management modalities and treatment plans follow evidence-based practice and current guidelines.

Restraints

A restraint is something that is used to reduce a patient's movement, whether that is a manual method, physical or chemical device, or a piece of equipment. Restraints should only be used if nothing else works, and they should be discontinued as soon as possible. Gillette uses five types of restraints: Soft Limb Restraints, Elbow Restraints, Enclosure Beds, Reverse Seatbelts, and Security Cuffs (Violent Restraints).

Non-Violent Restraints were previously called medical restraints. These are used to prevent removal of tubes, lines, or medical appliances, or to prevent injury to operative sites. Patients who require non-violent restraints are not intentionally violent. However, their behavior may unintentionally damage operative sites or interfere with medical healing.

Violent Restraints are emergency measures used when a patient is intentionally violent. These are a short-term intervention used for patients who are at risk of harming themselves or others on purpose. Use of violent restraints is not common at Gillette. Activation of the Behavioral Emergency Response Team (BERT) is always required upon placement of violent restraints.

Nurses and Sleep Technologists are both able to assess the need for, initiate, accept a verbal order from a provider, and discontinue restraints. When restraints are initiated, a provider order must be obtained immediately. Non-violent and violent restraints have different ordering and assessment requirements. At least once per day, or when able, nurses should review education regarding restraints with patients and families as appropriate, and document that education was provided. Please see Policy NCD0003 Restraints and the Restraint Program Resources page on Vibe for additional information.



Sign Off

Acknowledgements

In accordance with hospital rules and regulations, employees, students, agency staff, volunteers, contracted workers and licensed independent practitioners must attest to their understanding of specific legal, safety, security, compliance, information protection, infection prevention, and other pertinent information.

AI Use Acknowledgment

I will use only Gillette-authorized AI tools for Gillette-related work, and only within the approved scope for each tool. I will not enter patient information (including PHI), confidential information, or other non-public information into any AI tool that has not been approved for that type of information. I will not use personal or consumer AI accounts for Gillette work or use another person's credentials to access AI systems. I understand I am responsible for reviewing AI-generated content for accuracy and appropriateness before using or relying on it. I will promptly report any suspected misuse or inadvertent disclosure to Gillette's Compliance Officer. I will follow Gillette's AI Use Policy and ask my Gillette contact or the IS Service Desk if I am unsure whether an AI tool or use is permitted. If I am a student or trainee, I understand this applies in addition to my school or program's requirements.

Signing indicates you have read and understand the information in this packet as well as the regulations related to the covered topics. You will be sent an electronic version of this packet once a signed copy is received.

Signatures

_____ Signature	_____ Date
_____ Gillette Representative Signature	_____ Date