Welcome to the Madison VA. We hope your experience here will be professionally challenging as well as personally rewarding. The following information is being provided as a basic orientation to the Madison VA and will be helpful to you in completing your daily assignments.

### Mission
The Mission of the Wm. S. Middleton Memorial Veterans Hospital is to provide safe, quality patient care to eligible veterans, educate healthcare professionals, and conduct research.

### Vision
Our Vision is to be a recognized leader in the provision of health care with an emphasis on patient centered, high-quality care, innovation through education and research, and value to our customers.

### Values
Our values are to conduct these activities with compassion, integrity, respect, and excellence – aspects that are central in our delivery of quality patient care.

### Critical Success Factors of Madison’s Strategic Plan
These factors led to the development of specific goals, objectives and action plans that help to ensure fulfilling our mission and realize our vision, in accordance with our values.

1. Deliver Safe, Quality Health Care
2. Improve Patient Access to care
3. Maintain High Quality Staffing
4. Ensure Financial solvency
5. Ensure Good Relationships with Key Stakeholders.

### Madison VA Leadership
- **Director:** Deborah A. Thompson
- **Chief of Staff:** Alan J. Bridges, MD
- **Associate Director:** Allen Ackers
- **Associate Director for Nursing/Nurse Executive:** Rebecca Kordahl, RN, MSN

### Hospital Memos and Policies

### Fire Safety
**Fire = R.A.C.E.**
- **R**escue anyone in immediate danger, close door behind you
- **A**ctivate manual pull station, dial 911
- **C**ontain the origin of fire/ close all doors
- **E**vacuate the area

For more information, contact: Todd Endres, Health and Safety Manager at x17386

### All Codes – Dial 911
- **Code Red** = Fire
- **Code Blue** = Cardiac Arrest
- **Code Orange** = Disruptive, unruly patient or visitor
- **Code White** = Missing Patients
- **Code Black** = Emergency involving a weapon
- **Code Adam** = Missing or abducted child

For more information, contact: Todd Endres, Health and Safety Manager at x17386 or Police & Security Service at x17270

### Infection Control
1. **Hand Hygiene**
   - a. Hand wash with soap and water when visibly contaminated, before eating and after using bathroom
   - b. Hand disinfect with waterless alcohol-based hand rub before and after contact with patient or patient environment and before and after use of gloves
   - c. Encourage patients to wash their hands and encourage them to remind their caregivers to do the same

2. **Standard Precautions**
   - a. Use personal protective equipment (PPE) – gowns, gloves, goggles, shields and/or masks with any anticipated exposure to blood or other body fluid of ALL patients
   - b. Identify, evaluate and use safer needle devices when available
   - c. Report ALL needle stick or occupational exposures to blood or body fluid to employee health or urgent care immediately for treatment and follow-up of HIV, HBV and HCV

3. **Tuberculosis (TB)**
   - a. Use N95 respirators (masks) when caring for patients with known or suspected TB. Staff wearing these respirators should have fit testing and medical evaluation prior to use.
   - b. Participate in annual employee TB screening programs.
   - c. Isolate known or suspected TB patients in airborne precautions (negative pressure rooms)

4. **Transmission-based Isolation Precautions**
   - a. Airborne Precautions for measles, varicella and TB
   - b. Droplet precautions for diphtheria, pertussis, meningococcal disease, pneumonic plague, influenza, adenovirus, mumps, rubella
   - c. Contact Precautions for infections or colonization with resistant organisms (MRSA, VRE), enteric infections, scabies, pediculosis, zoster

For more information, contact: Linda McKinley, RN, at x11776 or Kathy Matteson, RN, Infection Control Practitioners at x11865

### Material Safety Data Sheets (MSDS) & Hazard Communication
This program is designed to protect you from hazardous materials. You have a right to know about hazardous (or potentially hazardous) materials that are in your work area. MSDS references for chemicals used in the work area are available on the web at [http://www.msdsssearch.com/DBLinks N.htm](http://www.msdsssearch.com/DBLinks N.htm). This web site and information regarding what to do in case of a spill is available in the red "VA Emergency Guidebook" posted throughout the facility.

For more information, contact: Todd Endres at x17386 or Keith Bednar at x17045

### Smoking Policy
We are a smoke-free facility. Smoking is not authorized inside any of the Madison VA buildings. Smoking is only allowed in two designated areas.

For more information, or to report violations, contact: Police & Security Service at x17270

### Population-Specific Care
Care is tailored to meet the individual patient’s needs, including attention to needs of specific population groups, (i.e., age - adult and geriatric, older adults)
ID Badges
All employees, volunteers, trainees and students are required to have and display a VA I.D. card on their person, at all times while conducting business at the Madison VA Hospital.

Patient Rights
1. Participate in treatment decisions with the medical team
2. Receive considerate & respectful treatment
3. Privacy
4. Accept or refuse medical care (informed consent).
5. Advance Directives (desired care decisions if unable to communicate).
For more information contact: Social Work Service at x17085

Information Security
Our computerized medical record and any patient information are to be used exclusively to support patient care. Each computer user is provided with a personal password and a secure access and verify code which is not to be shared. Protect privacy by not leaving confidential information such as medical records or lists of patients out for common viewing.
For more information contact: Jerry Kirchner, Information Security Officer at x17470

Equal Opportunity
There is ZERO TOLERANCE for harassment or discrimination of any kind.
For more information, contact: Bob Kelter at x17085 and Patti Rue at x17194

Cultural Diversity
Diversity can be based on a number of factors referred to as “primary” and “secondary” characteristics. Primary characteristics are the core of our identity and are important to our sense of “self”. These are things which most often do not change, such as: age, ethnicity, race, nationality, disability, etc. Secondary characteristics describe and influence who we are. Their importance varies at different points of our lives. Things like our education, language, marital/parental status, military experience, political beliefs, etc. Health care providers must possess special cultural competencies in order to work well with patients from diverse backgrounds.
For more information, contact: Almeda Williams, Chair EEO Committee at 17032

Ethics
An Ethics Committee is available for referral of ethical issues and concerns pertaining to patient care. They are available to patients, their families, and staff.
For more information, contact: Tim Latimer, MSSW, Ethics Committee Chair at x11684

Performance Improvement
The Madison VA uses a four-step improvement process (PDCA):
Plan your approach
Do it
Check
Act to standardize & continue improvement
For more information, contact: Organizational Improvement - Jean Farrell-Holtan at x17718

Restraints
Restraints will only be used in clinically appropriate and adequately justified situations, based on assessed needs, to protect patients and/or others from imminent danger, self-harm, injury or from disruptions in or destruction of the therapeutic environment.
Refer to hospital policies 116A-1 Behavioral Health Restraint and Seclusion Policy and 118-09 Medical-Surgical Care Restraint Policy.
For more information, contact: Dave Welo, RN, NM 2B at x11362.

Do Not Resuscitate (DNR)
Once a patient (or legally responsible party representing the patient) has made a decision to withhold resuscitation or other life sustaining measures, the Attending Physician must write the order for DNR in the patient’s chart, and a descriptive progress note. See hospital policy 11-02 The Do Not Resuscitate Order.
For more information, contact your Supervisor or Service Chief.

Patient Abuse
No employee will abuse a patient physically, psychologically, sexually, or verbally, whether provoked or not. All allegations of patient abuse will be promptly investigated, and appropriate disciplinary/adverse action will be taken if the allegation is sustained. Any employee who witnesses the abuse and fails to report it to the proper authority will also be subject to disciplinary action.
For more information, contact your Supervisor or Service Chief.

Emergency Management
Each facility has a plan tailored to meet its needs. Guidance for students, interns, and residents will come from their respective Service Chiefs and service level Emergency Operations Plan.
For more information, contact Todd Endres, Health and Safety Manager at x 17396

Compliance
Compliance is an oversight process for monitoring conformity with regulations, policies, and procedures. It is used by all levels of the organization to identify high-risk areas and assure that appropriate corrective actions are taken.
For more information, contact: Antoinette Tremaine, Compliance Officer at x17720

Violence in the Workplace
It is the policy of the Madison VA that there is a “Zero Tolerance” for violent, threatening, or intimidating behavior in the workplace. More than 2 million acts of violence in the workplace occur each year. The Madison VA provides ongoing educational programs dealing with preventing and managing disruptive behavior.
For more information, contact the Chief of Police at x17115.

Equipment/Utilities Safety
All line-powered electrical equipment in PATIENT CARE AREAS shall be inspected by Biomedical Engineering for safety. Inspections shall be performed upon equipment arrival - prior to operation by the user, and at least annually. Equipment will be tagged with a green sticker. Equipment users should routinely inspect equipment before using. Is the green sticker up-to-date? Look for any obvious damage. Look for damage to the power cord, and power plug. If there are any problems, remove the equipment from use, and notify Biomedical Engineering at ext. 17053 (the phone number on the green sticker).
For more information, contact: Biomedical Engineering x17053

Patient Safety
Patient safety is the responsibility of all employees. To report a close call or actual patient incident such as a medication error, patient fall, missing patient, suicide, or medical device failure, briefly describe what happened on VA Form 10-2633 and notify the patient’s physician and your supervisor.
For more information, or to report a patient safety concern, contact: Craig Renner, Patient Safety Officer at x17714

Abbreviated Orientation
7/25/08 Tom Miller
Pain Management

Madison VA recognizes pain as the 5th vital sign. All patients are assessed for pain on a 0-10 scale as part of routine vital sign monitoring. Refer to Hospital Memo 11-12, Pain Management Policy and Procedure.

For more information, contact: Interdisciplinary Pain Committee Co-chairs, Annette Korth, NP at x17059 or Lucy Altwegg, RN, at x11276.

Interpreter Services

Providing patients and their families with the ability to communicate and participate in health care activities is an important responsibility of this hospital. Two different methods are available to assist with interpreter services when needed. Language Line is a phone based system is available 24 hours per day and can be accessed by contacting the hospital operator. Social Work and Chaplain Service is also available to assist with arrangements for an interpreter when more assistance is needed beyond what can reasonably be provided using the Language Line interpreter system.

For more information contact the hospital Operator or Social Work and Chaplain Service, Ext. 17085.

VHA Privacy Policy and VA Cyber-Security Training

Students and trainees can complete the cyber security and privacy training at the following site: https://www.ees-learning.net/librix/loginhtml.asp?v=librix

When completed, print certificates and bring them to instructor, preceptor or supervisor.

Others should complete training on line in the VA’s Learning Management System (LMS). Here’s the link to information on how to log into the LMS http://vaww.madison.med.va.gov/training/.

Both courses are listed in the learning plan on the main page. When each course is completed they will be recorded in the learning history. For questions about using LMS, contact Mike Wilson in the Education Department at x11869. Questions about Cyber Security should be directed to Jerry Kirchner, ISO. Questions about Privacy should be directed to the Privacy Officer, Laurene Miller at x17125.

I acknowledge receipt of this document.

Signature/date: ____________________________