

**OBSERVATION
HEALTH CARE
SELF STUDY
MODULE**

GENERAL ORIENTATION

CENTRACARE Health

About CentraCare Health

CentraCare Health is a not-for-profit health care system that provides comprehensive, high-quality care to people throughout Central Minnesota. Our collaborative network includes hospitals in [St. Cloud](#), [Long Prairie](#), [Melrose](#), [Monticello](#), [Paynesville](#) and [Sauk Centre](#), more than 25 [clinics](#), along with [nursing homes](#) and [senior housing](#) in several communities.

CentraCare also operates numerous specialty services, including the [CentraCare Heart & Vascular Center](#), [Coborn Cancer Center](#) and the [CentraCare Kidney Program](#). CentraCare serves all who seek care with compassion, dignity and respect, while seeking to enhance individual and community health.

[View our CentraCare Health brochure \(PDF\)](#)

Mission

CentraCare Health works to improve the health of every patient, every day.

Vision

CentraCare Health will be the leader in Minnesota for quality, safety, service and value.

Core Values

- Patient Centered: Serving patients above all.
- Integrity: Adhering to honest and ethical practices.
- Collaboration: Working jointly with others to improve health and health care.
- Compassion: Serving all who seek our care with kindness, dignity, and respect.
- Stewardship: Ensuring responsible use of all resources to best serve our communities.

Our Commitment to Diversity

CentraCare Health's core value of compassion speaks of serving all who seek our care with kindness, dignity and respect. By delivering care that respects and values the variety of backgrounds and beliefs of our patients, CentraCare Health continues the commitment of those who began providing health care in this region in the 1800s.

CentraCare Health is also cognizant of the changing demographics of the communities of Central Minnesota and values the strengths that the increasing diversity brings to the region. Likewise, CentraCare Health recognizes that to be able to live its mission, its workforce needs to reflect the diversity of the communities that it serves. Diversity and inclusion enable us to deliver high-quality care, improve the patient experience, be a great place to work, and be a successful and viable organization.

CentraCare Health is committed to creating an inclusive environment where all employees, patients and patients' family members, physicians, volunteers and business partners are treated with fairness, dignity, and respect without regard to race, color, creed, religion, national origin, gender, sexual orientation, gender identity, disability, age, marital status or veteran status.

Confidentiality

CentraCare Health is firmly committed to protecting the privacy rights of our patients, employees, retirees, former employees, and patients, and any other classification of people who provide us with personal information.

Your participation will allow access to information about patients. This information is considered confidential and not to be shared with anyone.

When discussing patients with staff, please be aware of who might overhear your discussions. This includes in elevators, eating areas, or outside the St. Cloud Hospital. There may be times when you do not see who could be listening.

Any violations of confidentiality which result in personal information being released to individuals who do not have a legitimate need or reason for the information may lead to termination of agreement and legal action.

If you encounter any difficulties with the media or authorities, refer them to your preceptor or the patient's physicians.

Vulnerable Adult/Child Abuse

CentraCare Health has specific policies for reporting abuse/neglect of children or adults. If you observe or receive information that causes you to suspect abuse/neglect, please report the situation directly to your preceptor.

Personal Conduct

CentraCare Health has established standards of conduct. Standards require that each and every staff member act professionally at all times and treat patients and their significant others, doctors, visitors, all leaders and employees as customers. This means that these individuals are to be shown respect, concern and courtesy at all time. Individual departments may have additional standards of conduct. Together with hospital standards they provide a framework that we believe protects our patients and visitors and provides for a safe, positive and productive work environment for employees.

Smoking

Smoking has long been recognized as hazardous to health. It also poses potential fire hazards. In the interest of our patients', employees' and visitors' health, CentraCare Health has a smoke-free environment, including buildings and grounds, according to Minnesota state law.

With respect for our neighbors, we ask that smoking not be conducted in front of CentraCare facilities or near private housing.

Dress Code

CentraCare Health System employees, students, and affiliated faculty/staff will present a professional image to customers and visitors. Please see the dress code policy, which you are required to follow when shadowing. Please contact your director or preceptor for specific information. However, jeans, miniskirts, sandals, external piercings except earrings (2 on each ear), are not acceptable. Tattoos must be covered.

Safety

We take every reasonable precaution to assure that CentraCare Health facilities are safe for employees, patients, visitors and others. We ask you to do the same and your cooperation is essential in this effort. If you spot any action or any condition that appears unsafe, please report it to Security and Safety personnel immediately.

In the course of your observation use safety devices and wear protective apparel such as goggles, gloves or gowns when appropriate. Failure to do so could cause accident, injury or disaster. In the event you are injured or become ill during your observation experience, emergency care may be received in the Emergency Trauma Unit. St. Cloud Hospital. All charges associated with this care are your personal responsibility.

Standard Precautions

The proper handling of blood, bloody fluids, and tissue specimens will ensure you and your patients' safety. Body fluids include sweat, saliva, nasal discharge, or any fluid emanating from the body. Because of an increased incidence of infection, it is in the best interest of infection control to use precautions for **ALL** individuals treated or hospitalized at CentraCare Health.

The term "Standard Precautions" applies to the hospital-wide use of Blood and Body Fluid Precautions. We initiate Blood and Body Fluid Precautions for **ALL** individuals treated or hospitalized.

Standard precautions apply to blood and to other body fluids containing visible blood. Tissues and the following regulated body fluids are included: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, pericardial fluid, and amniotic fluid. Standard precautions do not apply to feces, nasal secretions, sputum, sweat, tears, urine and vomitus unless they contain visible blood.

Glove use is mandatory for direct contact with the patient's blood, regulated body fluids or tissue. The wearing of gowns, gloves and goggles is recommended when large amounts of blood, body fluids or tissue are contacted or the personnel have skin breaks on their hands. This would include amniotic fluid.

Glove use is encouraged when handling any body fluids. Standard precautions do not apply to saliva.

Illness

In case of illness or emergency you are asked to call your unit preceptor before the shift. To prevent problems in doing this, it is suggested you have numbers available at your home.

Health Work/Injuries/Occupational Health

You are required to be in good health to participate in this observation experience. In addition, report of a Tuberculin skin Test (TST), less than one year old, must be attached to your application.

If you are injured at CentraCare Health, the following guidelines will be followed:

- 1) Major problems will require the individual to be seen in the Emergency Department or by their own health care practitioner at their own expense.
- 2) An incident report will be completed and forwarded to Health Services. (You may get these reports on your assigned unit—ask your preceptor).

If the incident does not result in an injury, fill out the form and send to the director of the department.

Emergency Situations:

By dialing ***#20** on a CentraCare phone, employees at all CentraCare Health sites will be able to make an overhead announcement that will be heard through both the Cisco phone system and any legacy overhead system that is present. If **911** needs to be notified of the emergency, a separate call would need to be made.

In addition to the ***#20**, all sites will now be able to dial **3333** and an operator can make an overhead announcement for that specific CentraCare Health site. Those overhead announcements will also be heard through the Cisco phone system. When dialing **3333**, the operator can also connect the caller with **911**.

Each building/site has a different process for announcements. For example, it is preferred that St. Cloud Hospital and CentraCare Health Plaza continue to rely on the **3333** operators to make overhead announcements at those sites. For other sites, Regional Emergency Managers will communicate their specific process to employees via email.

Parking

Students and observers should park in designated areas. Signs are posted to mark these areas.

If you are in need of an escort to your car after your shift, you may dial 1234 and request an escort.

Health Science Library

The first floor of the St. Cloud Hospital houses a Health Science Library (near Center elevators) available for use between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday. We can provide literature searches, professional journals and books, and patient education information.