

Alabama Department of Mental Health

**NON-DMH EMPLOYEE CONFIDENTIALITY AGREEMENT**

**For Access to Bryce Hospital Premises**

\_\_\_\_\_  
Non-DMH employee name (print)

\_\_\_\_\_  
Date (print)

\_\_\_\_\_  
Company/organization, if applicable (print)

\_\_\_\_\_  
Purpose(s) of Facility Access and Area(s) of Access (print)

**INITIALS**

\_\_\_\_\_ I understand and agree that any information about any client/patient who currently is, or ever has been, located at this facility is confidential.

\_\_\_\_\_ I understand and agree that any information about a client of which I became aware by reading, hearing, by sight, or otherwise, cannot be shared with any other person or entity, except as specifically authorized by the facility or as required by law.

\_\_\_\_\_ I know of no reason that would contraindicate my having access to this facility. Examples include, but are not limited to:

- Conviction of a criminal act.
- Previous breach of privacy.
- Previous breach of confidentiality or security.

\_\_\_\_\_ I understand and agree that any and all client information shall remain confidential even after my work or other interactions at this facility end.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature of witness

Bryce Hospital

***ORIENTATION VERIFICATION***

Name: \_\_\_\_\_

Hospital Liaison: \_\_\_\_\_

This is to verify that the above-named received the Bryce Hospital Orientation Self-Study Module.

I have read all the material contained in the module and I was given opportunity to ask questions regarding the material and other information related to my rotation/semester/tour of duty/etc.

I understand that I will be held responsible for abiding by all hospital policies and procedures and that failure to do so may result in action to terminate my presence on campus.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Development Representative

\_\_\_\_\_  
Date

Return to Staff Development upon completion.

# Hospital Orientation



**Bryce Hospital**  
Tuscaloosa, Alabama  
Staff Development Department

## ***Welcome to Bryce Hospital!***

*We are the oldest and largest mental health facility in the state of Alabama.*

The orientation materials enclosed are designed to provide you with information about our policies and procedures.

***If you have any questions or problems, visit us in the Administration Building, first floor or call us at 8050 or 8049***

Thank you.

***Staff Development***



*Each year the Hospital develops a set of goals. This fiscal year the goals are as follows:*



Above: View of the historical Bryce Main Building which was established in 1853 and home to the hospital until 2014

## **Hospital Goals**

- ❖ Provide a safe environment for consumers
- ❖ Provide and maintain a competent, well-trained work force
- ❖ Ensure the efficient and appropriate utilization of resources
- ❖ Provide quality clinical services consistent with evidenced-based practices and national standards

## **BRYCE HOSPITAL**

### **Mission Statement**

It is the mission of Bryce Hospital to provide effective and efficient psychiatric treatment services to the state's seriously mentally ill citizens, in a safe, secure environment while promoting the individual's quality of life, human worth and dignity.

### **Vision Statement**

The Bryce Hospital Vision is to excel in the delivery of individualized psychiatric treatment services by qualified, competent professional staff with the focus on the patient's needs and expectations.

### **Statement of Values**

The values which we believe should guide the development of a continuum of treatment and care for persons with serious mental illness are:

- 1) Individuals with mental illness are, first and foremost, persons with basic human needs, aspirations, desires and feelings; second, citizens of a community with all the rights, privileges, opportunities and responsibilities accorded other citizens, and finally, individuals with a severe, disabling condition.
- 2) People with serious, disabling mental illness are recognized as having diverse needs, concerns, strengths, motivations, goals and disabilities. These needs can be met through the cooperative efforts of the human service agency network at the local, state and federal levels.
- 3) Staff who work effectively with individuals with serious disabling mental illness are highly regarded and valued resources of the system.
- 4) Families and peers are frequently the most important resource and support to individuals with severe, disabling mental illness.
- 5) The rights, wishes and needs of consumers and family members are paramount in planning and operating the mental health service system.
- 6) The service system is sensitive to sub-groups of the population who are members of minority or ethnic groups, elderly individuals, people with multiple disabilities and the homeless.
- 7) For the majority of individuals, the natural setting in the community is the best place for providing services.
- 8) Local communities are the most knowledgeable regarding their local environment, issues, strengths or gaps in the service system and opportunities.

## BRYCE HOSPITAL ORGANIZATIONAL ETHICS STATEMENT

Bryce Hospital, a public state supported institution, is committed to the ethical care and treatment of all patients and to integrity in the achievement of our mission. All employees are informed of ethical concepts and principles applicable to our patient population and are informed of the mechanisms to have their ethical concerns addressed. Our behavior is guided by the following principles:

We treat all patients, visitors, and staff with dignity, respect, and courtesy, while being sensitive to cultural differences and religious beliefs.

We represent ourselves, our services, and our expertise fairly and accurately.

We provide services to meet the individual needs of our patients, including pain management.

We involve our patients (and/or their designees) in decisions regarding the care that we deliver to the extent that such is possible.

We seek to resolve conflicts in patient care decisions using existing mechanisms in a manner most beneficial to the patient.

We inform all patients of their rights, access to protective services, treatment expectations, and treatment services available including optional work therapy.

We recognize the extreme need to maintain patient and other information in a confidential manner and do not share it without authorization.

We provide needed care without regard for our patients' ability to pay and only invoice patients or third parties for services actually provided and assist patients seeking to understand the cost of their care.

We provide continuity of care throughout a patient's hospital stay and upon discharge we refer them to appropriate agencies for needed follow-up and educated them regarding the utilization of these services.

We refer anyone whose admission to our hospital is deemed inappropriate, or whose needs exceed our capabilities, to the appropriate health care provider.

We review all contractual relationships (including those with other health care providers, educational institutions and payers) for potential conflicts of interest and ensure that no staff member shall gain from unnecessary treatment of a patient.

We adhere to the strictest standards regarding research that involves patients.

Bryce Hospital has several avenues available to address the ethical concerns of patients, their families, and staff including Administration, Advocacy Program, Clinical Disciplines, Treatment Teams and the Hospital Ethics Committee.

June 2006

## PATIENT RIGHTS & PROTECTION

Any form of client abuse, neglect, exploitation or mistreatment is not tolerated.

The Department of Mental Health will immediately investigate and provide for appropriate legal and administrative actions based upon such investigation in any state-operated facility.

Clients/Patients have the same Civil and Legal rights that you and I enjoy as citizens of Alabama. Additionally, they have certain Treatment Rights.

Violation of these rights is patient abuse and must be reported.

Bryce Hospital patients are in a protected category under Alabama Code of Law.

**Physical Abuse** – the willful infliction of physical pain or injury upon a patient. Even when injury does not occur, any strike or use of excessive force is Abuse.

**Verbal Abuse** – cursing or yelling at, or in front of, patients, or using a rude or condescending tone.

**Sexual Abuse** – any sexual contact with our patients, including verbal communication that is sexual in nature.

**Neglect** – the failure to provide basic needs, such as; food, clothing, medical treatment, shelter and supervision. Sleeping on duty, making personal calls while on duty, coming to work impaired, etc. are all examples of neglect.

**Exploitation** – unjust or improper use of another person or another person's resources for one's own profit or advantage. To sell or buy anything from patients, to induce a patient to perform any work or other activity for the benefit of the employee, to borrow or steal from patients, etc.

**Mistreatment** – teasing, taunting or ridiculing patients or otherwise subjecting them to psychological trauma.

**Reporting Abuse** – Always report any suspected abuse to your supervisor, hospital liaison or the Advocacy Office (205-507-8336.)





## HIPAA and Confidentiality

The Department of Mental Health and Bryce Hospital prioritize the confidentiality and privacy of the patients. It is the expectation that this basic right will be respected by all employees, visitors, agents, volunteers, students, interns, etc., who are given access to our patients and their information .

### Emergency Codes

#### **Severe Weather Alerts:**

Patients must be kept safe during severe weather. Staff and patients will be required to report to the Safe area designated for the building during Tornado Warnings. Please ask Unit staff if you are unsure of expectations during severe weather alerts.

**Code Green= Psychiatric Emergency:** You are expected to ensure your safety by allowing the staff trained in approved intervention techniques to respond.

**Code Red= Fire:** Evacuate if ordered to do so. *Become familiar with where evacuation routes are posted in your area.*

**Code Blue= Medical Emergency:** Medical staff respond to assist the person in distress. Other staff assist by holding doors open for emergency personnel or helping with crowd control.

**Code D= Disaster:** Follow the instructions of your Bryce liaison or the Unit Director

**Code 4= Lock Down:** Lock door to room you are in and keep away from windows. Wait for "all-clear."

Bryce Hospital has 3 treatment programs all designed for the Adult patient, ages 19 to 64.

The hospital services are designed to serve the needs of the state's seriously mentally ill persons in accordance with the mission. Most of the patients of the hospital are under court order for treatment.

- ❖ The Recovery Program serves acutely ill patients who have exhausted community resources. It provides intensive treatment meant to produce stabilization and return to the community in as short a time period as possible.
- ❖ The Phase II Recovery Program serves patients with co-morbid conditions such as deafness, cognitive deficits, medical illnesses, etc.
- ❖ The Transitional Care Program serves patients whose illness has not sufficiently remitted in acute settings and are in need of extended care. The treatment focus is on Rehabilitation.

In addition to the treatment units, there are several departments that provide support services; such as Nutritional Services, Dental Clinic, Business Services and Human Resources.



## CULTURE OF PATIENT SAFETY

*Bryce Hospital makes Patient Safety a priority.*

Some of the measures taken by the Hospital to improve Patient Safety are:

- ❖ Increased emergency Code drills (if you are on campus during a code, real or a drill, you are expected to participate fully. Our readiness for emergencies depends on these rehearsals.
- ❖ Fall Prevention program: Many of our patients are at high risk for falling. We are mindful of leaving items on the floor where they might become tripping hazards, of wiping up spills, etc.
- ❖ We use two patient identifiers (name on the wrist band and photo in the record) when administering medication or other treatments.
- ❖ We encourage staff, visitors, and patients to report any activity or statements made by anyone that might indicate an intent to hurt themselves or anyone else (suicidal or homicidal threats, acts such as hoarding medicines.)
- ❖ We encourage everyone to participate in the Flu Vaccine program to reduce the number of infections.
- ❖ Staff are trained to use the following guideline in case of a Fire:
  - ❖ R– Remove anyone from immediate danger
  - ❖ E– Everyone remain calm
  - ❖ S– Sound the alarm
  - ❖ C– Call Bryce Police at 8000
  - ❖ U– Use the proper fire extinguisher
  - ❖ E– Evacuate if necessary
- ❖ Fire extinguishers are placed strategically around the campus but are only accessible with a key (to prevent potential harm to the patients.) Fire extinguishers should only be used on small fires and the user should always be sure that an escape route is open.
- ❖ Choking Protocols: Many of our patients are at high risk for choking so the hospital has instituted a number of measures to reduce the risk, such as, special diets, supervision during meals and snacks, staff training to recognize and respond to the choking victim, etc. Please refrain from sharing food items with patients or leaving food items accessible to potentially vulnerable patients.

### Population Specific Competencies

The Hospital respects the differences found among individuals, and encourages those working with the patients to recognize that each patient is unique.

We take into consideration the age of the individual, their cultural background, language needs, impairments, preferences, etc. so that the patient can experience the most comfortable conditions possible.

- ❖ Bryce serves adult patients age 19 or over. Mental illness can seriously interfere with and disrupt development and physical health. Many Bryce patients have the dual problems of immature social and emotional skills combined with health problems that are generally associated with older populations. Staff must be sensitive to these needs.
- ❖ Bryce serves mentally ill patients with partial or complete hearing loss. Certified Deaf interpreters are provided for this population.
- ❖ Bryce also has access to a telephonic interpreting service in cases of non-English speaking patients.

### Incident Management

The Hospital has a detailed Incident Management Plan which can be found on each of the Units and in each of the Departments.

The purpose of the plan is to promote a safe environment.

If you are witness to, or involved in any situation where:

- harm comes to someone (patient, staff or visitor), or
  - harm could have resulted, or
  - any situation that is out of the ordinary routine,
- an Incident Report will be completed.

You should contact your Bryce liaison or the Unit/Department Director for instructions.

See page 9 for a listing of items that are prohibited or restricted.

### Infection Control

Bryce Hospital adheres to Standard Precaution protocols and makes available barrier devices, such as disposable gloves, and hygiene products such as alcohol-based hand rubs, to the staff.

As in any other healthcare setting, proper Hand Washing is the most highly recommended strategy for breaking the chain of infection.

- Wash your hands frequently and thoroughly (20 seconds of friction)
- Wash your hands in between each patient contact
- Don't visit the facility if you are ill and avoid visiting if you know you have been exposed to an illness that could spread to others
- If you enter an area marked with Special Precautions sign, ask the nurse on the Unit for special instructions.
- Use barrier devices, such as gloves, when appropriate, and dispose of them in the designated receptacle in your area, always in areas locked off to the patients

Bryce Hospital  
**Facility Security**

**Locks, keys and keypads**

It is crucial that all staff members take measures to safeguard keys & maintain keys in working order (turn in bent or worn keys)

Because many of our patients are too ill to adequately care for themselves, it is of utmost importance that staff ensure their safety and security by making sure locked doors are always locked

Lost keys must be reported to your supervisor & security immediately upon detection

Process for replacing keys: obtain a signed key card from your supervisor and be prepared to pay per replacement key.

Staff members and authorized individuals have been issued access keys/cards. Do not let anyone else in. Anyone presenting to the facility and asking to be let in should be directed to Bryce Police Department.

Keypad codes must not be shared with anyone else. People needing access must go through the proper procedure.

**Patient Safety/ Elopement Prevention**

In order to prevent patients from leaving buildings without authorization or wandering off from those supervising them, it is important to:

- ❖ Check doors behind you to ensure that the lock “catches” securely
- ❖ Stay out of hallways during mealtime periods when patients are being escorted from living areas to dining rooms

**Traffic**

Please be sure to:

- ❖ Register your auto with BHPD and obey all stop and speed limit signs
- ❖ Respect pedestrian right-of-way
- ❖ Lock cars, secure hazardous objects if you have an open truck bed, and never leave the engine running in an unattended vehicle
- ❖ Official traffic citations will be given for violations of traffic rules

Obey the following guidelines for Parking:

Park only in marked parking spots (not reserved)

Do not park on grass

Non-official visits to campus: if you must come on campus while not on duty, check in with BHPD to obtain a Visitor’s Pass

Police authority: Bryce Police are fully endowed with authority to give citations and make arrests and staff are expected to respect all directives from Bryce police.

Healthcare workers are in high risk categories for non-fatal workplace assaults. This is particularly so in psychiatric settings such as Bryce.

You should defer to the clinical staff on the Unit to intervene with any agitated patient. The best response is to be aware of the environment and the behavior of those around you so that you can take measures to keep yourself safe.

The following are some Tips for Responding to Agitated People

**What to LOOK for:**

Signs that someone is nervous, anxious or angry, such as:

Pacing	Yelling
Asking lots of questions	Cursing
Fidgeting	Demanding
Sweating	Invading <u>your</u> personal space
Talking fast and/or loudly	Threatening
Wringing Hands	Asking challenging questions
Body language (making a fist, pointing at you, banging fist on desk, etc.)	

**Things to DO:**

Smile	Remain calm
Breathe	Try to help
Try to understand their point of view	Nod your head as you understand
Ask co-workers for help (if necessary)	Follow-Up on promises.
Allow for silence (so they can talk)	Listen as they talk
Try to help or get someone who can help the person.	
Use minimal followers ("Uh huh", "Go on", "Tell me more")	
Smile! (Or at least look pleasant.)	

**STRIKES:** *A weapon hitting a target, or the damage done on impact*  
(punch, slap, kick, shove, spit, thrown objects, etc.)

**BLOCK**

Shield yourself Deflect force of blow away

**MOVE**

Move out of line of fire

Move out of range

(*Duck and Dodge, etc.*)

*Be sure to practice different scenarios, so you will know how to deal with and feel more comfortable responding to various kinds of assaults.*

**GRABS:** *An attempt to control or hurt a part of your body*  
(bite, choke, tackle, grabbing hair, wrist, clothes, etc.)

**NOTE:** *Until person makes contact, treat an attempt to grab as a strike – **Block and Move!***

- ❖ Stay calm, have a plan, and use a diversion or distraction
- ❖ Identify the weak point of the grab
- ❖ Apply leverage against the weak point (step close to the person, or away, as necessary)
- ❖ Use total momentum to get away from your attacker

## ***Employee Conduct & Accountability***



### **❖ Work Attire**

All staff are expected to wear professional apparel that is neat, clean, in good-repair and suited to the task he/she will be performing.

No halter tops, tank tops, shorts or other revealing clothing

No do-rags or other head gear

No heels over 2 inches

No jewelry that may cause harm to clients or staff\*

Name tags must be worn above the waist at all times while on duty

*\*The facility will not replace jewelry that is lost or stolen*

### **❖ Drugs, Alcohol, Weapons**

Employees are expected to arrive at work “clean and sober”

No alcoholic beverages or recreational drugs are allowed on campus

No weapons (guns, knives, etc) can be brought onto the facility campus

Authority to search: any person may be searched while on campus, including personal belongings; purses, bags, packages or vehicles

### **❖ Telephones**

Hospital phones are for business use only

Hospital policy discourages the use of cell phones. Personal cell phones are used at your own risk (broken or stolen phones are not replaced) and only on breaks.

Hospital staff are expected to conduct themselves in a professional and respectful manner in all telephone contacts

### **❖ Computers/Internet & Email use**

Hospital computers are for business use only

It is the responsibility of hospital staff to use electronic equipment only in accordance with policy and the mission of the hospital

Downloads, such as screensavers, etc, must be approved by Information Technology Services

Internet and email use is limited to hospital business

## ***Employee Conduct & Accountability***

### **Continued**

#### ❖ **Selling & Soliciting**

The hospital prohibits staff from conducting personal business on campus.  
Selling or soliciting is forbidden.

#### ❖ **Property**

It is the responsibility of all staff to take measures to protect the property of the Department of Mental Health and of Bryce Hospital.  
Take care to protect property from being stolen, willfully destroyed or damaged.  
Staff are expected to protect information about the hospital, its operations, patients or employees.

#### ❖ **Tobacco use**

Bryce Hospital is a tobacco-free facility  
Do not give or sell cigarettes to patients

#### ❖ **Disruptive, Harassing, Threatening or Violent Behavior**

Hospital staff are expected to conduct themselves in a professional and respectful manner at all times  
Patient Safety depends on hospital staff participating in effective teams and showing respect to others regardless of their gender or cultural affiliation.  
Engaging in activities such as gambling, fighting, vandalism, harassment, threatening behavior or violence is strictly prohibited and such behavior is subject to discipline, including dismissal  
(see Policy 70-5 for detailed list of all behaviors disallowed)  
The Department forbids on-the-job harassment and has policies in place to address any problem that may arise. Agents, visitors, students, interns, etc. are also expected to respect the right of all individuals to be free from unwelcome, harassing behavior.

### **Remember:**

**If you are unsure how to handle any situation that comes up, consult the Hospital policy manual, your supervisor or your Bryce liaison.**

*Bryce Hospital*  
**ORIENTATION**  
Post Test



Name: \_\_\_\_\_ Date: \_\_\_\_\_

Sponsoring Department/Agency: \_\_\_\_\_

**Directions:** Read each statement below and place a T in the right hand column if you believe the statement is True or F if you believe the statement is False.

1.	It is the Goal of the Hospital to provide a safe environment for consumers.	
2.	One of the main values of the Department is to serve only minority groups.	
3.	Abuse of a patient can be defined as physical assault that may or may not result in visible injury.	
4.	Committed patients lose their civil and legal rights until released back to the community.	
5.	HIPAA does not apply to patients under commitment to a state facility.	
6.	Once a person leaves the employ of Bryce Hospital, it is no longer important for them to concern themselves with keeping patient information confidential.	
7.	If you lose your hospital keys you must report it immediately and pay replacement cost per key.	
8.	When entering or exiting, it is important to check doors to make certain the lock catches.	
9.	If you are only going to be just a minute, it is OK to leave your car running while you go in the building.	
10.	Code Green means "all clear."	
11.	It is only permissible to hit a patient when they strike you first.	
12.	If you hear a patient making suicidal statements it is important to communicate this information to the nurse or unit staff immediately.	
13.	Hospital staff are expected to conduct themselves in a professional and respectful manner at all times.	
14.	Staff is responsible for taking precautions to ensure that hospital property is not stolen or damaged.	
15.	Staff are not allowed to bring canned or glass products on campus.	
16.	Verbal Abuse does not include cursing at co-workers in front of patients.	
17.	An example of exploitation is taking gifts or money from patients.	
18.	If you observe a patient being abused, neglected or mistreated, you should mind your own business and ignore it.	
19.	Hand washing is one of the most important and effective ways to break the chain of infection.	
20.	Smoking is allowed only in designated smoking areas.	