



Peninsula Health

AGENCY STAFF INFORMATION BOOKLET

Welcome to....



OUR MISSION

“In Partnership, Building a Healthy Community”

Welcome to Peninsula Health

The purpose of this booklet is to provide you with the necessary information and guidelines that will assist you in maintaining a standard of patient care that reflects our mission statement.

Please read the booklet carefully and participate positively in your orientation

PRINCIPAL NURSE: RECRUITMENT & PENINSULA HEALTH BANK

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COORDINATOR EDUCATION/ RECRUITMENT

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Peninsula Health

“In Partnership, Building a Healthy Community”

Clarifying Statement

Peninsula Health embraces a holistic view of health. The Health Service will work with community and service partners to promote health and healthy lifestyles and to plan for the future needs of the community.

The Health Service will ensure the best possible health care outcomes and will be recognised as a leader in promoting and providing quality, innovative, coordinated and personalised health services. It will enhance the calibre of services provided through continuous improvement, education, research and a commitment to the delivery of quality health outcomes.

The workforce is its strength and future. Collaboratively, the Health Service will forge a caring work environment compatible with its commitment to the retention and development of its workforce, attracting the best people for the required positions and providing exemplary standards of teaching, training and education.

Its managers will be responsible, making the best use of physical, financial and human resources; always aiming for the highest standards of organisational and clinical governance

OUR VALUES

Service, Integrity, Compassion, Respect, Excellence

Service

- Caring for those in need
- Making a difference
- Being responsive
- Person-centred
- Listening to others

Integrity

- Being open
- Being honest, just, reasonable and ethical

Compassion

- Caring for our clients, patients, carers and families, and each other
- Showing empathy
- Being non-judgmental
- Accepting
- Taking time
- Showing humility

Respect

- Walking in the shoes of others
- Recognising individual needs
- Showing tolerance
- Treating others as equals

Excellence

- Giving our best
- Striving for the best results
- Putting in that little extra
- Aiming for better practice
- Being innovative
- Professional and providing quality services

PENINSULA HEALTH SITES

Peninsula Health has 824 beds

- Acute (Frankston Hospital 383 and Rosebud Hospital 80)
- Mental Health - 64
- Community and Continuing Care - 297

Frankston Hospital is the major provider of Acute, Secondary and Tertiary Hospital services on the Mornington Peninsula.

It provides General and specialty Medical and Surgical services, Mental Health, Maternity, and Paediatric services.

In its role as a major teaching centre, the hospital has affiliations with Monash University and Deakin University and links with other universities in Post graduate studies.

Frankston Hospital has one of the busiest Emergency Departments in Melbourne with over 50,000 patient attendances each year.

The **MANCCC cluster** (Mental Health, Allied Health, Nursing, Community and Continuing Care and Community Participation) has sites at Mornington, Frankston (Golf Links Rd), Seaford (Michael Court), Rosebud (Rosebud Rehabilitation Unit, Rosebud Residential Aged Care & Rosebud Hospital).

The 80 bed **Rosebud Hospital** provides inpatient and outpatient services. This includes the Emergency Department, Midwifery, Medical/Surgical Ward, Chemotherapy, Dialysis and Day Stay surgery.

Peninsula Mental Health Service provides services from a number of sites on the Mornington Peninsula to adults and older persons

WORKING AT PENINSULA HEALTH

All Agency staff have a professional responsibility to work within a legal and ethical framework. Each nurse is accountable for his/her practice.

It is important that you become familiar with our Code of Practice as it will assist you in providing a high standard of professional service. (Policy 4.610)

Peninsula Health is committed to providing a workplace that is safe and free from any form of inappropriate workplace behaviour. This is the responsibility of all staff. (Policy 4.2.05)

PENINSULA HEALTH REQUIREMENTS

1. Police Check:

All Agency staff must have a clear and current National Police to work at any Peninsula Health site.

In addition in accordance with the amended Aged Care Act 1997 all staff attending Carinya, Michael Court, RRACS and Transition Care must have a clear and current police check which has been renewed in the past 3 years.

This information will be checked on presentation at these sites and recorded on the Agency Orientation Register docket.

2. Working With Children's Check (WWCC):

All nursing staff working in Paediatrics, Maternity and SCN are required to present a current WWCC.

3. Current Victorian Nursing Registration

A current practicing must be sighted by the Nurse In Charge.

4. Basic Life Support

All Agency staff are to be competent in Basic Life Support (or Advanced Life Support if applicable)

5. Medication Safety

Medication must be administered in a competent manner.

6. Manual Handling

All Agency staff handling patients at Peninsula Health are required to be competent in manual handling and No Lift principles.

All staff are required to comply with our No Lift policy (refer to Policy 5.1.08). Staff have the right to refuse to participate in unsafe practice.

Only in emergency situations should No Lift procedures be modified eg Code Blue.

If you are unfamiliar with the equipment, ensure you buddy up with a Peninsula Health staff member who is.

For further information on patient transfers refer to the WorkSafe handbook, Transferring people safely (3rd ed. July 2009) at worksafe.vic.gov.au (Appendix 4)

All staff are required to be aware of current relevant legislation, rules and procedures concerning OH&S at work.

7. Proof of immunisation against preventable diseases

All Agency staff are required to have proof of immunisation against preventable diseases as outlined in the Department of Human Services "Guidelines for Healthcare Workers (2004). "

This includes immunisations for measles/ mumps/rubella, chicken pox, Hepatitis B, Mantoux test and annually for influenza.

8. Dress Code

A Professional dress code is expected from all staff members. (Policy 4.6.11)

9. Photograph Identification cards

ID must be worn in view at all times.

10. Scope of Practice

Staff must practice within their scope of practice.

11. Confidentiality

Confidentiality must be observed at all times. (Policy 7.1.21)

IMPORTANT FACTS YOU NEED TO KNOW BEFORE WORKING AT PENINSULA HEALTH

Shift Allocation

Staff should report directly to the Unit/ Ward and notify the Nurse Manager/ Person-In-Charge of your arrival.

Ward Orientation

It is important when you commence a shift that you introduce yourself to the Nurse in Charge and ask to be given a full ward orientation, including emergency exits, fire extinguishers, spill kits, fire alarms, emergency alarms, marshalling point and resuscitation equipment (note: each ward's equipment may be slightly different).

If you are unfamiliar with any piece of equipment ask.

Orientation Fact Sheet

You will be provided with an Orientation Fact Sheet. (Appendix 1)

- You need to complete the checklist when you present to your area.
- If you do not receive one please ask the Nurse in Charge
- You are required to complete an Orientation Fact Sheet for all areas in which you work, or annually if you work in the same area.

Agency Orientation Register docket

- You will also receive a yellow Agency Orientation Docket (Appendix 2)
- This is to be completed and signed by yourself and the Registered Nurse in Charge of the shift.
- The Agency Orientation Register docket must be completed every shift you work.

Payment

Details recorded on the Agency slip must include: -

- Full name of Agency staff member
- Classification, including grade and year level
- Qualification allowance (if applic)
- Date and time of shift
- Meal breaks taken
- The appropriate Cost Centre for ward worked

- Signature of Registered Nurse in Charge of ward

The completed Agency slip, Agency Orientation Register docket and Orientation Fact sheet must be returned to the PSM office to ensure payment.

The Frankston PSM office is located at the rear of Reception next to the Medicentre.

Car Parking

Parking fees apply at Frankston Hospital. Ticket machines are located within the parking designated for long term staff parking.

Note: Only short-term parking (2hrs) is permissible in the front half of the car park. Parking tickets are required Monday – Saturday 0800 – 1800.

At our other sites no parking fees are required but please observe all parking restrictions.

After hours escorts are available to the Western Car Park (Frankston Hospital) and can be provided if requested. Phone Security on 3333.

Catering Facilities

Several Peninsula Health Sites have on site catering facilities. Vending machines are located throughout Frankston and some of the other sites.

Smoking

Peninsula Health is a smoke free environment and smoking is strictly prohibited in any building. If you must smoke at work, do so during assigned breaks only and in the smoking shelters provided (refer to Policy 5.1.19)

Patient Services Manager

Each site has a Patient Services Manager (PSM). The role of the PSM is to support nursing services throughout the facility. Please ask the contact procedure on arrival to the ward. If you have any concerns or points to clarify contact the PSM.

Security

The protection of staff, patients, visitors and property requires the support of all staff. You should report any suspicious circumstances to the Nurse in Charge.

Personal belongings of staff are not covered under Peninsula Health's insurance policy, so secure your personal belongings or leave them at home.

Resolving Issues that occur on a Shift

Issues that occur on a shift should be addressed at the time in a confidential and professional manner. If you require support, please liaise with the NUM, PSM or contact Kay Murphy. It is important that you communicate to us any issues that you are concerned about so that we can work together to improve our workplaces.

Care of patients with behaviours of concern

At times you may be required to care for patients with behaviours of concern.

On commencement of your shift report to the Nurse in Charge who will direct you to your patient. Ensure you receive a comprehensive handover from the staff member caring for the patient.

Prior to commencing your shift ensure you are aware of the following Policies and Procedures, ask the Nurse in Charge if unsure.

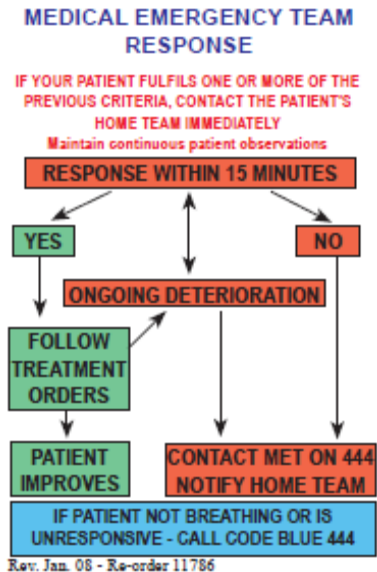
- **RiSCE** Policy 3.1.41 (Risk Identification, Safety, Containment, Environment Enhancement - includes Restraint)
- **Code Grey** procedure

Medical Emergency Team (MET)

Frankston & Rosebud Hospitals only

When a patient's condition deteriorates the Medical Emergency Team can be accessed by phoning 444.

PH FRANKSTON & ROSEBUD HOSPITALS ONLY MEDICAL EMERGENCY TEAM (MET)	
CALL 444 AND STATE: "MET CALL WARD....."	
IF YOU ARE WORRIED ABOUT ANY PATIENT OR IF YOU NOTICE ANY ACUTE CHANGES IN:	
AIRWAY	<ul style="list-style-type: none"> • Obstructed airway • Noisy breathing / stridor • Problem with tracheostomy tube
BREATHING	<ul style="list-style-type: none"> • Breathing < 6 breaths per minute • Breathing > 30 breaths per minute • SaO₂ < 90% on high flow oxygen • Any difficulty breathing IF PATIENT NOT BREATHING, CALL RESPOND BLUE
CIRCULATION	<ul style="list-style-type: none"> • Heartbeat < 40 beats per minute • Heartbeat > 120 beats per minute • Low blood pressure (Systolic < 90 mmHg) • Urine less than 50ml over 4 hours IF PATIENT HAS NO PULSE, CALL RESPOND BLUE
CONSCIOUS STATE	<ul style="list-style-type: none"> • Acute change in conscious state • Unconscious patient
<small>PH FRANKSTON & ROSEBUD HOSPITALS ONLY</small> <small>Developed by the Department of Intensive Care</small>	



Your Shift

- Person in Charge at the commencement of your shift introduce yourself to the person in charge and ensure you know how to contact the PSM.
- If you are running late for a shift please notify your Agency so they can inform us of your expected time of arrival
- Notify the Nurse in Charge if this is the first time you have worked in the area. You must work within your Scope of Practice.
- Valuables - check with the Nurse in Charge regarding the safe storage of your personal possessions.
- Documentation -check the charts and intravenous therapy of your allocated patients before the previous staff have completed their shift.
- Orientation - ask for an orientation
 - If you do not have an Orientation Fact sheet or a Yellow Agency Orientation Register docket please ask on the ward for a copy. (see Attachment 1 & 2).
 - Locate any site specific Manuals for your area.
 - General Policies are located on the Intranet.
 - Please ask the Nurse in Charge to assist in locating relevant information.
- Buddy - identify a Buddy as directed by the Nurse in Charge.
- Medical emergency equipment - check the location of emergency buzzers, oxygen and suction. Locate the nearest defibrillator to your ward.
- Medication - if appropriate, on the commencement of your shift ensure you have access to the medication areas. Ask the Nurse In Charge.
- Meal breaks – ensure that at the beginning of each shift you and relieving Buddy have been allocated a break time.

Medications

Refer to “Medication Management” in the “Nursing Clinical Practice Guidelines & Clinical Pathways”.

All Schedule 8 and 11 drugs are signed for and recorded in a Medication Register. Ensure that you follow correct procedure. Ask your Buddy or Nurse in Charge re: the location and procedure for administration if unsure.

Registered Nurse Division 2 Medication Endorsed nurses with Peninsula Health endorsement can administer medications in line with their endorsement.

Contact Nurse Education Ext 7732 for support if necessary.

Documentation

You are required to document for all patients that you care for on a shift. Ensure you sign your charts legibly.

At Peninsula Health we have standard charts for the documentation of patient care.

We also use specific charts, as determined by the patient’s treatment.

Many wards have an ‘order of charts’ which is located at the front of the patient’s bedside

Standard Charts

Fluid balance chart
Intravenous orders
Fluid balance summary
Medication chart
Medication history and reconciliation
Graphic chart
Falls risk assessment tool
Patient handling risk assessment tool
Mod-Braden pressure ulcer risk
Aggression risk assessment
Admission and discharge plan

As required

Anaesthetic/post-op observations
Short stay or endoscopy record
Post op orders for treatment
PCA/Epidural
TPN orders
Blood glucose record
Pressure area chart
Insulin Infusion orders
Heparin
Restraint assessment & management plan
Frequent observation
Bowel chart
Food chart
Neuro/Peripheral observation chart
Clinical pathways
Intercostal observation chart

Mental Health Service

In addition to the standard documentation, all patients admitted to the Mental Health Service are required to have the following documentation completed.

Risk Assessment Mental State assessment Visual Observation Chart
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Clinical Pathways

In the acute service of Peninsula Health we have Clinical Pathways for the treatment of certain patient conditions. You are required to follow the pathway and document accordingly.

Please enquire whether there are Clinical Pathways specific to the area when reporting for shift.

PRAT

The Pressure ulcer Risk Assessment Tool (**PRAT**) uses the Braden Scale for Predicting Pressure Ulcer Risk. It is completed for all patients on admission and weekly thereafter (more frequently if the patient's condition changes). The PRAT includes suggested interventions to assist staff with preventative, proactive and best management treatment of pressure ulcers.

FRAT

The **FRAT** is a validated Falls Risk Assessment Tool which is to be completed for all patients within 24 hours of admission. The FRAT enables prediction of patients at risk from falling and targets falls prevention strategies.

Internal Emergency Procedures

Each Peninsula Health site has an Emergency Control Organisation team.

All sites have an Emergency Controller (the senior person in charge or as appointed). Our larger sites have appointed Emergency Area Wardens. Their role is to take control and support the staff. Please familiarise yourself with who the Controller and Warden is, before you commence work at each site.

The Emergency number for each location can be found posted on the wall in each area, on the telephone handset and in specific Internal Emergency Policy Manuals. Please note these before you commence the shift.

At Frankston and Rosebud hospitals the emergency number is 444

All Peninsula Health sites use a colour code system for internal emergencies.

Respond Brown	External Emergency
Respond Purple	Bomb/ Arson threat
Respond Grey	Unarmed Violence Diffuse
Respond Black	Personal threat/ hold up
Respond Red	Fire or Smoke
Respond Blue	Medical Emergency
Respond Orange	Evacuation Standby

Incident reports

Report all incidences and near misses to the Nurse in Charge and complete all relevant documentation. (refer to Policy 3.1.29)
Please refer to Appendix 2 for the matrix to report an incident.

Colour code system for internal emergencies

COLOUR CODE	ACTION
RESPOND BROWN EXTERNAL EMERGENCY	-REPORT TO DEPT. HEAD
RESPOND PURPLE BOMB / ARSON THREAT	-REPORT TO PERSON IN CHARGE -SEARCH IN PAIRS -CHECK FOR SUSPICIOUS ARTICLE -DO NOT TOUCH -REPORT FIND TO CONTROLLER -CLEAR THE AREA
RESPOND GREY UNARMED VIOLENCE DIFFUSE	-WHERE AGGRESSIVE INCIDENTS CANNOT BE DIFFUSED: -RING YOUR EMERGENCY NO. -REPORT NATURE OF EMERGENCY & EXACT LOCATION
RESPOND BLACK PERSONAL THREAT/HOLD-UP	- SAFETY FIRST - DIAL YOUR EMERGENCY NO. - GIVE LOCATION, •PERSONS INVOLVED - IF NOT INVOLVED STAY CLEAR OF AREA
RESPOND YELLOW INTERNAL EMERGENCY CHOC SERVICES FAILURE	- MOVE PERSONS TO SAFETY - DIAL YOUR EMERGENCY NO. - GIVE LOCATION •TYPE •PERSONS HURT •ASSISTANCE NEEDED
PENINSULA	HEALTH

COLOUR CODE	ACTION
RESPOND RED FIRE OR SMOKE DISCOVERED 1. STAND BY 2. CONFIRMED	R MOVE PERSONS TO SAFETY A ALERT - DIAL YOUR EMERGENCY NUMBER BREAK GLASS ALARM REPORT TO PERSON IN CHARGE C CONFINED - CLOSE THE DOOR E EXTINGUISH IF SAFE TO DO SO
RING YOUR EMERGENCY NUMBER	
RESPOND BLUE MEDICAL EMERGENCY	- DIAL YOUR EMERGENCY NUMBER - GIVE WARD AND BED - ESCORT TEAM TO PATIENT
RESPOND ORANGE EVACUATION STANDBY	- LISTEN FOR AREA - PREPARE PATIENTS - ESTABLISH ORDER - DECIDE ROUTE - ASSEMBLE EQUIPMENT - ASSEMBLE RECORDS - CHECK EVAC. AREAS
PENINSULA HEALTH	

Fire Safety

Fire instructions are located on the wall in each department and also in the internal procedure manual.

In the event of an emergency and phone system failure there are clearly marked “Fail Safe” phones. These have a yellow laminated card attached with other fail safe phone numbers listed.

Fire Instructions: Peninsula Health uses the “RACE” principle

- R** Remove persons in danger to safety
- A** Alert by - Dial your Emergency number
- Break the glass “Manual Call Point”
- Report to the Person in Charge
- C** Confine or contain the fire by closing the door
- E** Extinguish by using the correct extinguisher if safe to do so

A fire alarm may be activated in 3 ways

1. Manual call point (break glass alarm)
2. Dial your emergency number
3. Smoke/Thermal detectors

Evacuation Plan

Every ward and department has a personalised evacuation plan.

An orange Evacuation plan clearly defining a preferred and alternate Assembly Point can be found on the wall in each area. This is also located in the Emergency Manual.

It is a prerequisite that you are aware of the procedures for all wards/areas that you work in.

Paging

Overhead voice paging:

Frankston Hospital, Rosebud Hospital, Mornington Centre and Golf Links Rd.

Telephone address system:

RRACS (Rosebud Residential Aged Care Services) and Michael Court.

There is no public address system at Rosebud Rehab, PCMHS Davey St and CCU Spray St.

Respond Grey

A Respond Grey situation is when there is a threat to others by an unarmed person/s confronting them in a violent or threatening manner, or where a person threatens to commit suicide.

- Assess the situation, in particular the risk to yourself, to others and the environment
- Do not jeopardise your own safety
- If possible keep a safe distance between yourself and the perpetrator
- Stay calm. Respond in a non-threatening manner
- Attempt to defuse the situation by determining the cause of the aggressive behaviour.

- Communicate simply and clearly
- Talk in a non- threatening manner
- If safe to do so summon assistance or operate the duress alarm (if installed)
- At Frankston contact switchboard on 444 and inform them of a “Respond Grey” . State where the incident is occurring (Ward, Bed number, etc), and any other relevant details of the situation.
- The Aggression Management Team (AMT), Security staff and the Emergency Controller will go immediately to the area of the incident.
- At other sites contact the Emergency Controller immediately

Occupational Health and Safety

It is the policy of Peninsula Health that every employee will have a safe and healthy workplace.

- It is your responsibility to take action and notify the Nurse in Charge of any matter affecting safety, including accidents, near accidents and safety hazards.
- If you are injured at work, no matter how minor the injury, you must immediately report the matter to the Nurse in Charge and complete an Incident Report form
- Even if you are proceeding to an emergency, walk quickly,
- **Do Not Run.**
- Sharp objects must be disposed of in the labelled container provided.
- Do not use equipment that is faulty or appears unsafe. Report all faults to the Nurse in Charge.
- You should not use any equipment if you do not understand its use and operation. Ask for further instructions.
- In every department an Occupational Health & Safety representative has been assigned. The representative is clearly named on a plaque, visible in every clinical area. A list of all representatives is located on the Peninsula Health Intranet. Please ask the Nurse in Charge for access.

Infection Control

All staff must familiarise themselves with Peninsula Health's Infection Control policies located on the Intranet - Departments-Infection Control (Policy 5.4.03)

No Agency staff member shall work at Peninsula Health whilst suffering from an infectious disease. Staff with Gastroenteritis/influenza cannot return to work for 48 hours after the last symptoms.

Be aware of the importance of correct hand hygiene.

Alcohol Chlorhexidine Hand Rub (ACHR) is available in all areas of Peninsula Health.

Contacting Medical staff

Medical staff are contacted via a paging system. This paging system will vary from site to site.

Your buddy or Nurse In Charge will provide you with all paging details. Please ask.

Making a referral

To make patient referrals for services within the health service ask the Nurse in Charge.

Escorting patients

All patients must be escorted by a Patient Services Attendant (PSA) or nurse. If you are required to escort a patient notify the Nurse In Charge. If you are unfamiliar with the receiving department ask for assistance.

Policies

Peninsula Health Policies are divided into two manuals, a General Policy Manual and a Clinical Policy Manual.

1. Peninsula Health Policies

The Peninsula Health Policy manual contains policies and by-laws of general, clinical or specific application across Peninsula Health.

For the latest version of all documents go to the Peninsula Health Intranet.

Key Policies to be aware of include:

- 3.1.24 Patient Valuables
- 3.1.29 Incident Reporting (see Appendix 3)
- 3.1.37 Alerts
- 3.1.41 Risk Identification, Safety, Containment, Environment Enhancement (RiSCE)
- 3.2.07 Car parking
- 3.3.01 Patient Client Visitor Complaints
- 4.2.03 Internet and Email Policy
- 4.2.05 Workplace Behaviour Policy
- 4.3.01 Patient/Client/Visitor Complaints Policy and Procedures
- 4.3.30 Staff Grievance Procedures
- 4.6.10 Code of Conduct
- 4.6.11 Dress Code
- 5.1.08 No Lift
- 5.1.19 Smoke free Work Environment
- 5.1.20 OH&S Resolution Policy
- 5.4.03 Infection Prevention and Control
- 6.1.04 Medication Management
- 6.1.08 Cardiopulmonary Resuscitation
- 6.1.15 Clinical Pathways
- 6.1.27 Inpatient Falls Prevention and Management
- 7.1.21 Patient Confidentiality

2. Clinical Documentation: Policies & Clinical Practice Guidelines

Clinical documents are contained within the Policy Manual & Clinical Practice Guidelines located on Peninsula Health's Intranet where the latest version of all documents can be found. Please ask the Nurse in Charge for access.

This manual contains:

- Clinical Pathways
- Clinical Policies
- Clinical Practice Guidelines (Nursing and Speciality Manuals)

Under "Clinical Practice Guidelines" there is a sub-section for nursing documents which is presented in an alphabetical index. It contains some of the key documents relevant to nursing personnel (e.g. medication management, invasive procedures such as urinary catheter insertion, nasogastric tube insertion etc.)

Please familiarise yourself with these key procedures:

Administering medications

Please familiarise yourself with the following:

Division 1 & Medication Endorsed Division 2

- Medication Management 3 – Safekeeping
- Medication Management 4 – Administration
- Medication Management 5 – Telephone Orders
- Medication Management 6 – Nurse Initiated Medicines
- Injections

Division 1 Nurses only

- Blood Transfusions (including Blood Product Administration)
- Intravenous Therapy

Feedback

At Peninsula Health we aim to provide a working environment that enhances quality patient care and staff satisfaction.

In an endeavour to ensure that your association with Peninsula Health is mutually rewarding we welcome any feedback you may wish to provide.

Further information regarding Peninsula Health can be found at our website: www.peninsulahealth.org.au

FRANKSTON HOSPITAL

Hastings Rd Frankston 3199

Phone: 9784 7777

Ward	No. Beds	Type of Ward	Level	Phone 9784.	Cost Centre
5GN	30	Surgical/Medical/Orthopaedics	5	7360	FRAA0907
5GS	30	Medical/Neurology	5	7320	FRAA0352
5FN	30	Medical – Respiratory/Oncology	5	8205	FRAA0908
5FS	16	Medical Assessment and Planning Unit	5	7415	FRAPO452
Cardiology	14	Coronary Care – 6 Monitored 8 Post	5	7588	FRAA0152
4GN	30	Surgical – General Vascular and GI	4	7280	FRAA0905
4GS	30	General Surgical	4	7240	FRAA0906
Paediatrics	30	Child and Adolescent Medical/Surgical	4	7460	FRAA1602
Maternity	24	Labour/Delivery/Ante/Postnatal	4	7959	FRAA1302
Hillview	5	Maternity - Midwife lead model of care	4	7491	FRAA0202
SCN	13	Special Care Nursery – Level 2 Neonates	4	7454	FRAA1202
Emergency	34	Emergency management – Level 2 Facility	3	7726	FRAB0002
AOW	15	Acute Observation Ward	3	8276	FRAB0003
SSU	10	Short Stay – Surgical/Medical	3	7254	FRAB0102
ICU	10	Ventilated and High Dependency	3	7423	FRAA0701
Theatres	4	Elective and Emergency Op Suites	2	7400	FRAA8002
Angiography		Procedure Unit – Monday to Thurs	3	7183	FRAY2510
Endoscopy		Day Procedure – Monday to Fri	3	7337	FRAA3152
Oncology	10	10 Chairs Mon to Friday Day Chemotherapy	IB	7211	FRAA3102
HITH		Hospital in the Home – Community Nursing	IB	7241	FRAA0552
Outpatients	14	Medical/Surgical Outpatients - Mon to Fri	IB	7155	FRAC0002
Haemodialysis	9	Haemodialysis – Monday to Saturday	IB	7288	FRAA3552

IB = Integrated Care Building

COMMUNITY AND CONTINUING CARE

GOLF LINKS ROAD CAMPUS

125 Golf Links Road Frankston 3199

Phone: 9784 7777

Ward	No. Bed	Type of Ward	Phone	Cost Centre
GLR 1	30	Inpatient rehabilitation	9784 8666	AGEF0153
GLR 2	30	Inpatient rehabilitation	9784 8687	AGEF0163
Carinya	30	Psychogeriatric High Care	9783 7277	PSYH8805
Palliative Care	15	Sub Acute Specialist Pal Care	9784 8600	AGEF0203

MORNINGTON CENTRE

Corner Separation Street & Tyalla Rd, Mornington 3931

Phone: 5976 9000

Ward	No. Bed	Type of Ward	Phone	Cost Centre
Sorrento	30	Slow Stream aged rehabilitation	5976 9045	AGEF0013
Gunamatta	30	Slow stream aged rehabilitation	5976 9099	AGEF0023

MICHAEL COURT

Michael Court Seaford 3198

Ward	No. Bed	Type of Ward	Phone	Cost Centre
Michael Court	18	Psycho-geriatric low care facility	9785 3744	AGEH8755

ROSEBUD HOSPITAL

1527 Nepean Highway Rosebud 3939

Phone: 5986 0666

Ward	No. Bed	Type of Ward	Phone	Cost Centre
Walker	39	Medical/ surgical	5986 0660	ROSA0904
Emergency	9	Emergency/Trauma care	5986 0672	ROSB0004
Theatre	1	General elective theatre	5986 0672	ROSA8004
Hillview	11	Post natal/Mother Baby Unit	5986 0672	ROSA1304
DAY TREATMENT CENTRE				
Chemotherapy	4	Outpatient unit – Oncology	5986 0655	ROSA3104
Dialysis Unit	9	Outpatient unit - Haemodialysis	5986 0655	ROSA3554
Surgical Day Stay	9	Day surgery	5986 0650	ROSA8204

ROSEBUD REHABILITATION UNIT

288 Eastbourne Road Rosebud 3939

Ward	No. Bed	Type of Ward	Phone	Cost Centre
RRU	30	General Rehabilitation Unit	5981 2166	AGEF0353

ROSEBUD RESIDENTIAL AGED CARE SERVICES (RRACS)

14 Cairns Avenue Rosebud 3939

Ward	No. Bed	Type of Ward	Phone	Cost Centre
Rosebud Residential Aged Care Services	50	Residential accommodation – high and low care	5986 2222	AGEJ2003

ROSEWOOD HOUSE
1497 Pt Nepean Hwy Rosebud 3939

Ward	No. Bed	Type of Ward	Phone	Cost Centre
Rosewood House	5	Day/ overnight respite for elderly people with dementia	5982 0147	AGEJ5003

MENTAL HEALTH
Frankston Hospital
Hastings Rd Frankston 3199

Ward	No. Bed	Type of Ward	Phone	Cost Centre
1 West	15	Acute aged inpatient care	9784 7095	PSYH0055
2 West	29	Acute adult inpatient care	9784 7161	PSYH0005
CCU Spray St	7 units	24 hour residential care	9781 4288	PSYH8705
Davey St		Outpatient psychiatric clinic	9784 6999	PSYH0455

Appendix 1: Orientation Fact Sheet



Bank / Agency Orientation Fact Sheet

The Emergency number for each location is posted on the wall in each area, on the telephone handset and in specific Internal Emergency Policy Manuals. Overhead voice paging is used at Frankston Hospital, Rosebud Hospital, Mornington Centre, PCHS Mornington, and Golf Links Road. Telephone address systems at RRACS and Michael Court. There is no public address system at Rosebud Rehabilitation, PCMHs Davey Street and CCU Spray Street.

The Controller will be the senior person in charge or as appointed.

COLOUR CODE	ACTION
RESPOND BROWN EXTERNAL EMERGENCY	-REPORT TO DEPT. HEAD
RESPOND PURPLE BOMB / ARSON THREAT	-REPORT TO PERSON IN CHARGE -SEARCH IN PAIRS -CHECK FOR SUSPICIOUS ARTICLE -DO NOT TOUCH -REPORT FIRE TO CONTROLLER -CLEAR THE AREA
RESPOND GREY UNARMED VIOLENCE OFFENSE	-WHERE AGGRESSIVE INCIDENTS CANNOT BE DEFFUSED! -FIND YOUR EMERGENCY NO. -REPORT NATURE OF EMERGENCY & EXACT LOCATION
RESPOND BLACK PERSONAL THREAT/CLASP	-SAFETY FIRST -DIAL YOUR EMERGENCY NO. -ONE LOCATION -PERSONS INVOLVED -IF NOT INVOLVED STAY CLEAR OF AREA
RESPOND YELLOW INTERNAL EMERGENCY CHOC SERVICES FAILURE	-MOVE PERSONS TO SAFETY -DIAL YOUR EMERGENCY NO. -ONE LOCATION -TYPE -PERSONS HURT -ASSISTANCE NEEDED

COLOUR CODE	ACTION
RESPOND RED (FIRE, BOMB, ARSON, CLASP, CHOC)	R. MOVE PERSONS TO SAFETY A. ALERT - DIAL YOUR EMERGENCY NUMBER B. BREAK GLASS ALARM REPORT TO PERSON IN CHARGE C. CONFINE - CLOSE THE DOOR E. EXTINGUISH IF SAFE TO DO SO
RING YOUR EMERGENCY NUMBER	
RESPOND BLUE MEDICAL EMERGENCY	-DIAL YOUR EMERGENCY NUMBER -ONE WARD AND BED -ESCORT TEAM TO PATIENT
RESPOND ORANGE ENGINE/FOR STANDBY	-LISTEN FOR AREA -PREPARE PATIENTS -ESTABLISH ORDER -DECIDE ROUTE -ASSEMBLE EQUIPMENT -ASSEMBLE RECORDS -CHECK EXAC. AREAS

FRANKSTON & ROSEBUD HOSPITALS ONLY

FOR FRANKSTON & ROSEBUD HOSPITALS ONLY

MEDICAL EMERGENCY TEAM (MET)

CALL 444 AND STATE: "MET CALL WARD....."

IF YOU ARE WORRIED ABOUT ANY PATIENT OR IF YOU NOTICE ANY ACUTE CHANGES IN:

AIRWAY	<ul style="list-style-type: none"> • Choking/stridor • Hoarse breathing / hoarse • Problems with tracheostomy tube
BREATHING	<ul style="list-style-type: none"> • Breathing < 8 breaths per minute • Breathing > 30 breaths per minute • SpO2 < 90% on high flow oxygen • Any difficulty breathing • PRETEXT (PRETEXTING CALL RESPONSIBLE)
CIRCULATION	<ul style="list-style-type: none"> • Heartbeat < 40 beats per minute • Heartbeat > 120 beats per minute • Low blood pressure (Systolic < 90 mmHg) • Little to no blood over 4 litres • PATIENTS WHO ARE CALL RESPONSIBLE
CONSCIOUS STATE	<ul style="list-style-type: none"> • Acute change in conscious state • Unrliable patient

FRANKSTON ROSEBUD HOSPITALS ONLY Department of Emergency Services

Three ways a fire alarm may be activated.

1. Manual call point (break glass alarm).
2. Dial your emergency number.
3. Smoke/Thermal detector

Questions to ask and tasks to complete when you present to your area.

1. Who is the Emergency Controller or Fire Warden in your area?
2. Where do I locate the evacuation plan and emergency manual for the area?
3. Make note & seek out:

<input type="checkbox"/> Emergency fire exits	<input type="checkbox"/> Fire extinguishers
<input type="checkbox"/> Fire doors	<input type="checkbox"/> Manual call point (break glass alarm)
<input type="checkbox"/> Marshalling Point	<input type="checkbox"/> Warden Phone/Duress alarm (where applicable).
4. Where can I locate standards, policies and procedure manuals, infection control manual and site specific manuals for the area?
5. Locate and complete the check list of the following (where applicable):

- | | |
|--|-------------------|
| <input type="checkbox"/> IV giving sets | |
| <input type="checkbox"/> Magils forceps | |
| <input type="checkbox"/> Gas Syringes | |
| <input type="checkbox"/> Minijets | List types: |
| <input type="checkbox"/> Nearest defibrillator | |
| <input type="checkbox"/> Laerdal Bag | |

6. Locate the emergency buzzers in your ward, room allocation and day room.
7. List the patient lifting equipment that you are not proficient in using, inform the person in charge immediately to ensure safe practice. Please note: when using a lifting machine always use with a no lift trained staff member.
8. List any other equipment that you are not proficient in using, inform the person in charge immediately to ensure safe practice
9. Do you have clinical pathways for your area?
10. Locate the incident forms on your ward and familiarise yourself with the incident reporting process.

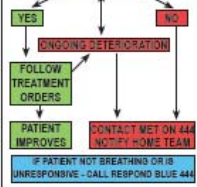
Rev. July 09 - 12802

MEDICAL EMERGENCY TEAM RESPONSE

IF YOUR PATIENT FULFILLS ONE OR MORE OF THE PREVIOUS CRITERIA, CONTACT THE PATIENTS HOME TEAM IMMEDIATELY

Maintain continuous patient observations

RESPONSE WITHIN 15 MINUTES



Medical Emergency Team MET can be accessed at Frankston and Rosebud Hospitals only on 444 when a patients condition deteriorates. Please consult with nurse in charge for further assessment.

Appendix 2: Orientation Register



NURSING AGENCY STAFF ORIENTATION REGISTER

Name:

Agency:

Ward:

Date: / / AM PM ND (circle)

Registration sighted by:

Allocations/CSM or In Charge ward area WWC

Q. Received training on safe patient manual handling procedures provided by agency or other health service in the last 12 months? Yes No - If 'no', buddy with trained "No Lift" staff for all patient handling procedures.

Q. Have you received and completed an orientation to this ward this year? Yes - Ask for any updates and then sign below No - Complete following checklist & sign below

Tick when completed

- Aware of Emergency number & codes.
- Briefed in emergency procedures
- Locate policy, procedure manuals & ward equipment
- Site specific guidelines and hazards explained
- Fact sheet completed

Agency staff signature:

In Charge of Shift:

Name:

Signature: 13417



NURSING AGENCY STAFF ORIENTATION REGISTER Carinya, Michael Crt, RRACS, Transition Care

Name:

Agency:

Ward:

Date: / / AM PM ND (circle)

Registration sighted by:

Allocations/CSM or In Charge ward area

Q. Clear and current (3 yrs) police check Yes No - If no, inform allocations immediately - Shift not to be allocated.

Q. Received training & updates on safe patient lifting procedures/ manual handling provided by agency or other health service this year? Yes No - If 'no', buddy with trained "No Lift" staff for all patient handling procedures.

Q. Have you received and completed an orientation to this ward this year? Yes - Ask for any updates and then sign below No - Complete following checklist & sign below

Tick when completed

- Aware of Emergency number & codes.
- Briefed in emergency procedures
- Locate policy, procedure manuals & ward equipment
- Site specific guidelines and hazards explained
- Fact sheet completed

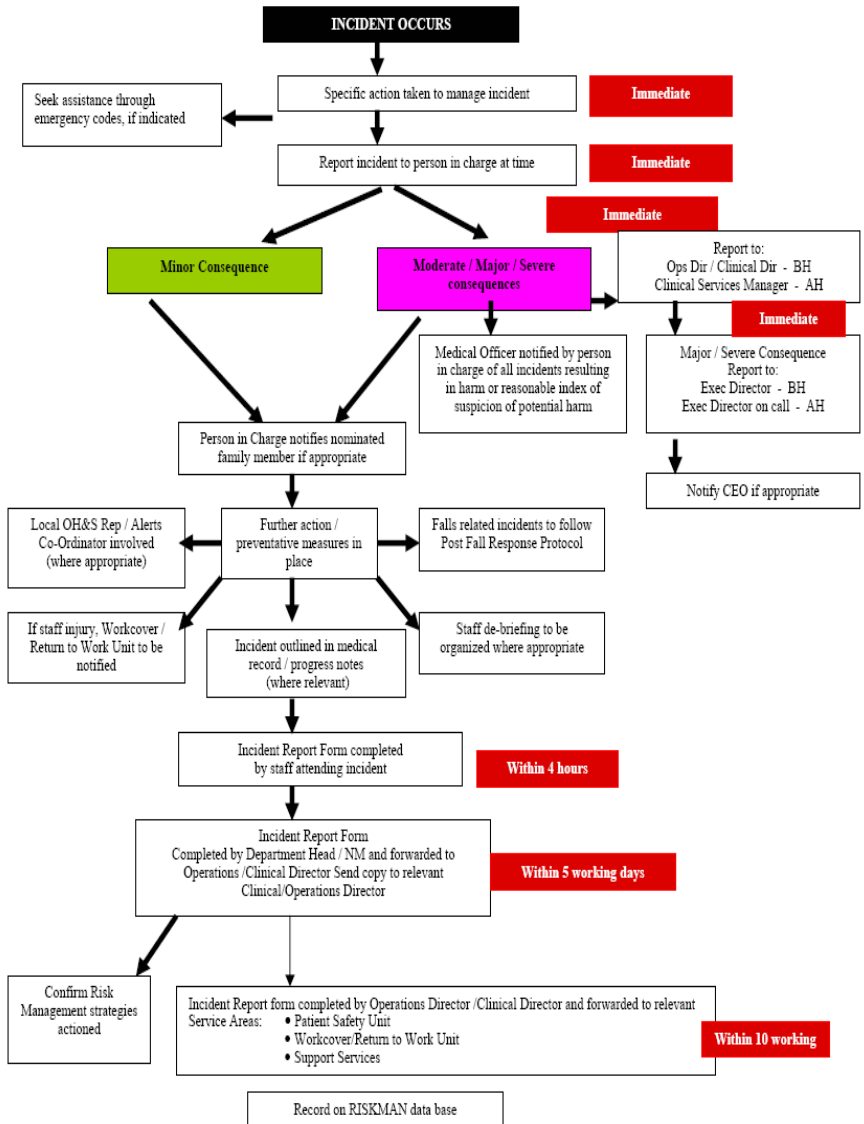
Agency staff signature:

In Charge of Shift:

Name:

Signature: 13418

Appendix 3: Incident reporting matrix



Transferring people safely: Patient transfer summary table



The aim of this table is to assist organisations achieve best practice in workplaces and reduce the risk associated with transferring patients. It is also designed to assist employers and employees comply with their obligations under occupational health and safety legislation.

It complements the Australian Nursing Federation (Victorian Branch) No lifting policy.

The poster shows from left to right – the safest, preferred methods are on the left (in green), while the high risk methods that are not recommended are on the right (in red). Each patient transfer is rated on a sliding scale from A to G.

A – most preferred method (reduced risk)
 G – not recommended practice (high risk)

ABLE to assist – the patient is able to understand, cooperate and physically able to assist in being transferred.

For further details on each patient transfer method, refer to pages 18-23 in WorkSafe's handbook, 'Transferring people safely' (2nd edition, July 2009) at worksafe.vic.gov.au.

Transfer	Reduced risk: Preferred methods	Increased risk: Not preferred	High risk: Very likely to cause injury – not recommended practice
On bed			
1 Move up/down the bed	Overhead bar ABLE TO ASSIST	One side sheet ABLE TO ASSIST	Two side sheets ABLE TO ASSIST
2 Sit up/lie down	Electrically operated hoist ABLE TO ASSIST	Bedtop ABLE TO ASSIST	Roll ring patient's body ABLE TO ASSIST
3 Roll	Roll ABLE TO ASSIST	Roll ring patient's body ABLE TO ASSIST	Roll with a lumbar frame ABLE TO ASSIST
4 Turn/position in bed	Slide sheet(s)		
5 Sit on side of bed	Bed dock ABLE TO ASSIST	Patient position belt ABLE TO ASSIST	Electrically operated hoist ABLE TO ASSIST
6 Move from bed to chair	Patient transfers self or uses aid ABLE TO ASSIST	Electric standing hoist ABLE TO ASSIST	Electric sitting hoist ABLE TO ASSIST
7 Move from chair to bed	Patient transfers self or uses aid ABLE TO ASSIST	Standing hoist/bench or ABLE TO ASSIST	Electric sitting hoist ABLE TO ASSIST
8 Transfer legs on to bed	Patient transfers own legs or uses aid ABLE TO ASSIST	Electric sling hoist	
9 Chair to chair or table	Patient transfers self or uses aid ABLE TO ASSIST	Overhead tracking hoist with walking ring ABLE TO ASSIST	Electric standing hoist ABLE TO ASSIST
10 Move person off floor	Patient transfers self or uses aid ABLE TO ASSIST	Electric sling hoist	Electric sling hoist ABLE TO ASSIST
11 Bed to trolley	Hydraulic chairlift ABLE TO ASSIST	Standing aid ABLE TO ASSIST	Manual lift – standing grip transfer with or without wheel ABLE TO ASSIST
12 In/out of bath	Electric hoist with mattress sling and legs ABLE TO ASSIST	Hydraulic chairlift	Manual lift – standing grip transfer with or without wheel ABLE TO ASSIST
Use ceiling mounted track lifting system where possible			
	Patient transfers self or uses aid ABLE TO ASSIST	Overhead tracking hoist with walking ring ABLE TO ASSIST	Electric standing hoist ABLE TO ASSIST
	Patient transfers self or uses aid ABLE TO ASSIST	Overhead tracking hoist with walking ring ABLE TO ASSIST	Electric standing hoist ABLE TO ASSIST
	Hydraulic chairlift ABLE TO ASSIST	Standing aid ABLE TO ASSIST	Manual lift – standing grip transfer with or without wheel ABLE TO ASSIST
	Electric hoist with mattress sling and legs ABLE TO ASSIST	Hydraulic chairlift	Manual lift – standing grip transfer with or without wheel ABLE TO ASSIST

