

Mater Required Learning

Introduction

All Mater people, including our Accredited Practitioners, are required to complete Required Learning (also known as mandatory training) to help keep our People, the organisation, our patients, and visitors safe. In addition, these requirements assist Mater in meeting other important legislative, regulatory, and corporate obligations.

This outline stipulates the Required Learning that applies to all Mater people across all Mater facilities in Queensland.

Accredited Practitioners must be adequately informed and equipped with the knowledge and information necessary to:

- Conduct their practice safely and effectively.
- Be accountable to practice within their defined scope of practice.

Mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries.

Our Values

We honour and promote the dignity of human life and of all creation.

We act with compassion and integrity.

We strive for excellence.

Learning Outcomes

- Understand Mater's commitment to **patient centred care** and the diverse needs of the patients we care for.
- Know the **emergency codes** at Mater, what to do in a **fire emergency**, what equipment is available and how to evacuate safely.
- Knowledge of **manual handling safety** and identify hazards to reduce the risk of injury.
- **Behave safely** in the workplace, including cyber-safe and ensure your actions do not impact on the safety of others including patients and colleagues.
- Understand how patients and families might **escalate their concerns**.
- Act in accordance with the **Mater values** and contribute to a positive workplace culture that is respectful of diversity, confidentiality, and use of resources.

Fire Safety

The following instructions provide all staff including all clinical and non-clinical staff, visiting medical officers, contractors, and volunteers with the emergency response requirements at Mater.

Activating a code

Southeast Queensland

Code type	Emergency Type	Mater South Brisbane	Mater Private Hospital Redland	Mater Private Hospital Springfield	Other Mater services external to a Mater Campus
Code Red	Fire or smoke	555	555 and 000	555	000
Code Yellow	Internal Emergency	555	555	555	000
Code Orange	Evacuation	Activated in response to another code type			
Code Purple	Bomb Threat (can include arson)	555	555 and 000	555 and 000	000
Code Black	Personal Threat	555	000	555 and 000	000
Code Brown	External Emergency	555	666 and 555	555	555
Code Blue	Cardiac / Respiratory Arrest	555	666	555	000

Central Queensland

Code type	Emergency Type	Mater Private Hospital Mackay	Mater Private Hospital Rockhampton	Mater Private Hospital Bundaberg	Other Mater services external to a Mater Campus
Code Red	Fire or smoke	5000 or MCP	13444 (in hours) or 0-000	39400	000
Code Yellow	Internal Emergency	5000	13444 (in hours) or 0-000	39400	000
Code Orange	Evacuation	Activated in response to another code type			
Code Purple	Bomb Threat (can include arson)	5000	13444 (in hours) or 0-000	39400	000
Code Black	Personal Threat	5000	13444 (in hours) or 0-000	39400	000
Code Brown	External Emergency	5000	13444 (in hours) or 0-000	39400	000
Code Blue	Cardiac / Respiratory Arrest	5000 or Nurse Call Bell	13444 (in hours) or 0-000	39400	000

North Queensland

Code type	Emergency Type	Mater Private Hospital Townsville – Pimlico Campus	Mater Private Hospital Townsville – Hyde Park Campus	Other Mater services external to a Mater Campus
Code Red	Fire or smoke	5555	7777	000
Code Yellow	Internal Emergency	5555	7777	000
Code Orange	Evacuation	Activated in response to another code type		
Code Purple	Bomb Threat (can include arson)	5555	7777	000
Code Black	Personal Threat	5555	7777	000
Code Brown	External Emergency	5555	7777	000
Code Blue	Cardiac / Respiratory Arrest	5555 or emergency call button in patient room.	7777	000

Fire extinguishers

Use a fire extinguisher ONLY if:

- you know that the extinguisher is suitable for use on the flammable materials involved in the fire.
- you have considered whether electricity is possibly involved and, if so, that the available extinguishing agent is non-conducting.
- you can extinguish the fire quickly.
- you are not putting your safety at risk by staying in the vicinity of the fire; and all other persons have been evacuated from the area.

Dry chemical	Wet chemical	Carbon dioxide	Foam	P.A.S.S.
				
Can be used on most types of fire (Class A, B, C, E and F). This is the primary extinguisher used at Mater.	Designed for cooking oil and fat fires only (Class A and F). This extinguisher is used only in the kitchens.	Primarily used for electrical fires (Class E). Can be used on most types of fires. This extinguisher is used in OT and IT.	Primarily used for most flammable liquid fires. Do not use on electrical fires. This extinguisher is used in Engineering Plant Rooms only.	

Your responsibilities

As a VMO at Mater it is your responsibility to:

- Always wear your photo ID when on the campus.
- Recognise hazards and unsafe conditions and report them to the Area or Nurse/Midwifery Unit Manager as soon as identified.
- Know your exits and keep them clear.
- Report any suspicious behaviour, persons, or packages to security.
- After an emergency incident, provide feedback to assist with system review and improvements.

RACE is a handy acronym to remind you of appropriate actions.

Remove - people from danger.

Alert - raise the alarm.

Contain - confine the incident if safe.

Evacuate - ensure there is a safe exit path.

Operating an extinguisher
Remember the **PASS** acronym.

P - pull the pin.

A - Aim at the base of the fire.

S - Squeeze the operating handle.

S - Sweep from side to side.

Manual Handling and Patient Handling

Mater's requirements for the safe handling of patients are to eliminate or reduce the likelihood of musculoskeletal injuries to Mater people.

Almost every job across Mater Group will require a Mater person to undertake manual handling. This includes using your body to lift, lower, fill, empty or carry something.

Injury can be caused by:

- overexertion related to repeated manual patient handling activities involving heavy manual lifting associated with transferring and repositioning patients and working in awkward postures.

To ensure your safety and the safety of others please remember to:

- **Identify** a hazard that may cause injury.
- **Assess** the risk and **modify** the task.
- **Protect** your back.

A hazardous task is:

- Repetitive or sustained force.
- High or sudden force.
- Repetitive movement.
- Sustained and/or awkward posture.
- Exposure to vibration.



BCLS

To protect your back during a manual handling task, ensure that you adhere to the BCLS principle of manual handling.

BCLS- Base, curve, load and smooth

The principles are:

- Think tall.
- Look ahead with chin slightly tucked in.
- Keep shoulders back and down.
- Slightly tighten stomach muscles for support.
- Spread weight evenly over both feet.

Bariatric Patient

Patients weighing greater than 120kg, or who cannot be managed using standard hospital equipment will require:

- An assessment of the patient's weight, equipment, and clinical needs.
- An assessment of the patient care requirements.

Working Safely

The number one priority at Mater is your safety. Every person has a role to play in ensuring our workplaces are safe. Mater people must work safely and ensure their actions do not impact on the safety of others including patients, clients, and colleagues.

The objectives are:

- Contribute to a safe workplace free from harm.
- Identify common hazards in your workplace.
- Understand ergonomics and how it can affect you.

How we work safely together

Mater recognises that to provide safe, patient-centred care we must all work together to create a safe workplace.

The guiding actions include:

- **Safe practices** - must be developed, communicated, adhered to and improved over time.
- **Reduce risk** - infectious disease risk must be comprehensively managed to minimise exposure and prevent transmission.
- **Proactive management** - early and proactive injury management is essential in returning injured workers back to work safely.
- **Personal responsibility** - everyone must take personal responsibility for their safety and the safety of those around them.

To ensure Mater people act responsibly and take all reasonable steps to ensure that they do not place themselves or others at risk of harm or injury there are three (3) key actions to apply:

- Look out for hazards.
- Follow Mater policies and procedures.
- Work together to improve processes.

Other risks to consider:

- Occupational exposure-sharps and blood and bodily fluids- ensure these items are disposed of correctly and PPE is provided and worn.
- Occupational violence- remove yourself, attempt to calm, report the incident.

Privacy and Cyber Security

Security and access controls are essential to protect the confidentiality, integrity and availability of our information and systems, including personally identifiable data of our patients, consumers and staff. Mater people are the first line of defence against malicious or unintentional data breaches.

You must not view the health records of family, friends, colleagues, or even your own records held by Mater.

As a Mater person you may only access information that is required for you to complete your job - you have no right to view or share any other information that is held by Mater.

The Privacy Act 1988 (Commonwealth)

Mater is obliged to comply with the Privacy Act 1988 (Commonwealth) and the 13 Australian privacy principles. This legislation seeks to promote and protect every individual's privacy and governs how personal (including sensitive and health) information is handled.

In 2018, the Privacy Act was amended to include the Notifiable Data Breach (NDB) scheme. A data breach occurs when identifiable information is accessed or disclosed without authorisation or is lost. It becomes a notifiable data breach when it is likely to result in serious harm to an individual whose information was accessed and/or disclosed without authorisation or inadvertently lost.

What if you suspect a privacy incident has occurred?

Report accidental disclosures or potential/suspected privacy incidents with the manager or contact the Privacy Office as soon as possible. You can call the Privacy Office on 07 3163 2666 or email them at privacyoffice@mater.org.au.

Protect yourself from phishing emails

Phishing emails are the biggest cyber security risk to our organisation. Just one click of a malicious link or attachment could have catastrophic consequences for our systems and data. It is highly likely that you will receive phishing emails on your personal email accounts.

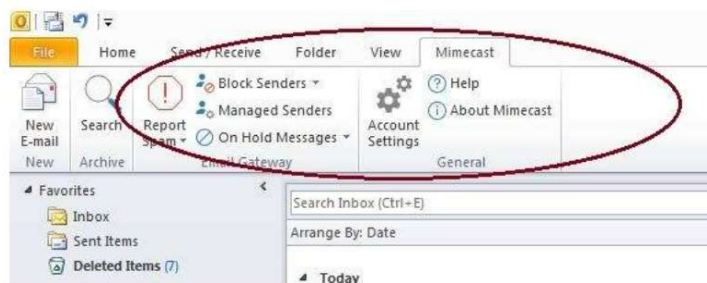
Just one click can have a significant impact on our organisation. Ensure you keep a look out for any suspicious signs. Stop, Think and Act. Apply these principles to every email you receive to protect yourself and Mater.

Stop what you are doing before acting on an email. Do not let being busy or in a rush be the excuse for losing access to Mater applications.

Think about the context of what the sender is asking you to do. Do they usually ask you to do this? Do you know and trust the sender? Does anything look unusual about it?

Act on the email only if you are confident, it is genuine. Ask if you are unsure or report it if you know it is suspicious.

After deciding an email is suspicious, report it as phishing in Outlook via the Mimecast tab. This not only deletes the email but also triggers analysis from Mimecast.



Please note - if you do not have a Mimecast tab in Outlook, you can forward the suspicious message to Cyber.Security@mater.org.au

Patient-Centred Care

Mater strives to place the patient at the centre of all decisions related to their care. This may look a little different depending on the unique background of each patient.

At Mater, we support a culture of holistic patient-centred care, guided by shared decision-making, patient preferences and informed decisions to meet individual physical, psychosocial, cultural and spiritual needs.

Patient-centred care is about treating the people in your care with as much respect and attention as you would if caring for your friend or family member.

Every role at Mater contributes to patient-centred care through how we interact with patients, visitors and staff. Your positive interactions with patients, families and carers help to improve health outcomes.

'The patient-centred approach to health care treats each person respectfully as an individual human being and not as a condition to be treated. It involves not just the patient, but families, carers and other supporters. It is concerned about the patient's comfort and surroundings as well as their beliefs and values.'
WJ Beerwort, Chairman ACSQHC

Patient-Centred Care

The patient will be at the centre of all decisions made about their care.

Patient-centred care at Mater is:

- **Individualised care** - cultural, spiritual, social and psychosocial needs.
- **Timely** - responsive to patient needs demonstrates empathy and compassion.
- **Coordinated care** - everyone works collaboratively with the patient being central in all components.
- **Understanding** - keeping patient informed, use of language, written information and opportunities for questions and feedback.
- **Effective communication** - patients need to feel safe to speak up when they have concerns and encouraged to share ideas.
- **Environment** - provide a safe and welcoming environment, encourage partnership in their care and provide a positive experience.

Always consider the patient's perspective, consider their vulnerabilities, feelings, and emotions

Escalation by Patient or Carer – PACE / REACH / MATER

Ryan's Rule

Ryan's rule is a process where a patient of any age, their families or carers can raise concerns if the patient's health is deteriorating or not improving at the rate it should be.

Patients, families, and carers are always encouraged to speak to their treating clinician, or the manager of the ward. But when a patient or family member / carer perceives that the usual course of escalation of their clinical concerns has not satisfied their needs and/or that they are in danger, they can make an escalation call. Once activated, a senior Mater person will attend within 10 minutes. Mater's process is that the VMO will be notified of this call.

In Southeast Queensland, the process is known as **PACE**, in Central Queensland it is known as **REACH** and in North Queensland it is known as **MATER**. Follow your local escalation of care process.

The patient escalation process does not replace the MET or Code Blue provisions. Instead, it provides an avenue for patients and carers (not clinicians) to escalate concerns where the MET / Code Blue triggers may not have been reached or acted upon.

SHARED Handover

At Mater we use the SHARED acronym to guide handover of care and information about our patients and ensure we encourage patient and carer involvement and feedback – nothing about me without me.

Clinical handover is the process under which transfer of information, accountability and responsibility for a patient or group of patients occurs. Mater Health supports the use of the 'SHARED' mnemonic as the framework for a structured approach to clinical handover. This assists clinicians to participate in comprehensive, appropriate, and safe communication irrespective of the clinical setting and ensure that safe and continuous care will be provided to all patients. A structured clinical handover is proven to reduce communication errors and improve patient safety as important information is more likely to be correctly transferred and acted upon.

SHARED		
S SITUATION	<ul style="list-style-type: none"> Reason for admission/phone call Change in condition Diagnosis specific information 	<ul style="list-style-type: none"> Who are you? Why are you communicating? Who are you communicating about?
H HISTORY	<ul style="list-style-type: none"> Medical Surgical Psychosocial Recent treatments Responses and events 	Important information relevant to the patient's current presentation
A ASSESSMENT	<ul style="list-style-type: none"> Results Blood tests X-rays Scans Observations – include early warning tool score (e.g. CEWT, MEWT, ADDS) Condition severity 	Relevant to the patient's current presentation
R RISK	<ul style="list-style-type: none"> Allergies/alerts Infection control Literacy/cultural Medications Skin integrity Mobility/falls Risk of deteriorating patient 	Relevant and important information to keep the patient safe
E EXPECTATION	<ul style="list-style-type: none"> Expected outcomes Plan of care Timeframes Discharge plan Escalation Patient involvement 	<ul style="list-style-type: none"> What needs to be done? In what timeframe and by whom? Anticipated responses and outcomes
D DOCUMENTATION	<ul style="list-style-type: none"> Health record Care path Clinical form 	Important and relevant information documented in the appropriate clinical record