GOALS
Manager's Manual
2008

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WHAT IS GOALS?

GOALS stands for **G**eisinger **O**nline **A**cademic **L**earning **S**ystem. It is a combination of computer software, policies and procedures and support staff. Think of GOALS as a university that has a number institutes. Each institute may include one or more curriculums.

GOALS INSTITUTES

- ▭ Compliance Institute – This includes all regulatory courses that are mandated by federal, state or other regulatory bodies, including, but not limited to HIPAA, OSHA, DOH and JCAHO.
- ▭ Clinical Institute – This includes training for nursing, research, laboratory medicine and others.
- ▭ Employee Skills Institute – This includes courses on computer skills, KAP training and other general employee skills.
- ▭ Epic Institute – This includes courses related to Geisinger's electronic health record, including Epic, Hyperspace and Cadence.
- ▭ Leadership Institute – This includes courses for supervisors and management.
- ▭ Physician Institute – This includes links to courses in the other institutes that are important to physicians.

Courses in the GOALS system are often cross-posted, which means they can appear in multiple institutes. This gives employees multiple ways to find courses of interest.

GOALS OPERATIONAL FUNCTIONS

- 📂 Delivery and tracking of online courses
- 📂 Administration and tracking of instructor-led classroom courses
- 📂 Automatic assignment of required courses.
- 📂 Online enrollment for optional courses (electives).
- 📂 A single employee transcript for all learning activities
- 📂 Management tools for scheduling and monitoring learning activities
- 📂 Management tools for ensuring departmental regulatory compliance
- 📂 System-wide reporting tools for ensuring regulatory compliance

WHY DO WE USE A COMPUTER SYSTEM FOR TRAINING?

- ✓ The recent increase in the volume of training makes manual tracking of system-wide training too labor-intensive and unmanageable. Computer systems that manage the training process have shown to save time, money and resources.
- ✓ There is an increasing expectation by regulatory agencies (HIPAA, DOH, OSHA, JCAHO) that healthcare organizations take advantage of computer technology to manage, deliver and track training activities that lead to better outcomes for patients.
- ✓ Online learning has been shown to be as effective as classroom training for certain topics, while taking less time and being available 24x7.
- ✓ GOALS is available on the Internet, so employees can access it from any Internet-connected computer.

COMPUTER REQUIREMENTS FOR USING GOALS

- 💻 A screen resolution of 1024x768.
- 💻 Microsoft Internet Explorer 6 – **Netscape, Firefox, Macintosh computers and older versions of IE will not work**.
- 💻 **Pop-up blockers must be removed** (Yahoo, Google and other toolbars include a pop-up blocker). GOALS uses pop-ups to launch content and report scores.
- 💻 Java support must be installed.
- 💻 Must be connected to the Internet. All Geisinger devices meet this requirement. Home computers or computers at non-Geisinger facilities must have a way to connect to the Internet. Dial-up accounts may not work due to the slow speed of these connections.

HOW TO ACCESS & LOG ON TO GOALS

From a Geisinger computer:

✓ Open Internet Explorer. INFOweb should appear on the screen.
✓ From the Key Links navigation links, select **GOALS** under Web Tools.
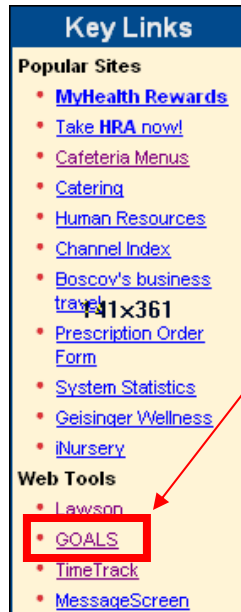
✓ Next use your Geisinger ID and password to log on to GOALS.

From a non-Geisinger computer:

- ✓ Open Internet Explorer.
- ✓ On the Address line, enter http://education.geisinger.edu/ and press Enter.
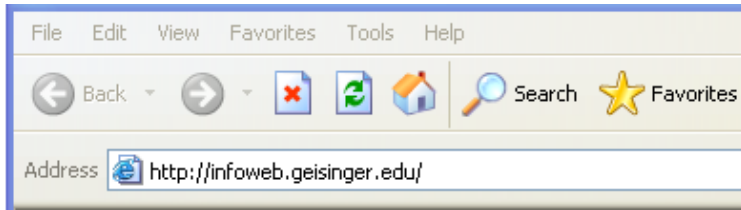
- ✓ Next use your Geisinger-supplied ID and password to log on to GOALS.

Note:

- ✓ If a non-Geisinger computer is used, all pop-up blockers must be removed. Just turning off pop-up blockers will not work.
- ✓ The employee must receive approval from the manager to complete GOALS courses outside of their scheduled shift.
- ✓ If an employee is completing their GOALS outside of their scheduled shift, Geisinger is legally responsible to pay the employee for the time spent completing their GOALS courses. This time must be tracked on the time sheet. *The only exception to this is if the employee is a salary employee.*

GOALS ENROLLMENT SURVEYS

The first time an employee logs into GOALS in the current calendar year they will be required to complete one or more surveys. The purpose of these surveys is to determine which compliance courses the employee is required to complete. Each survey question is associated with one or more compliance courses which will be added to the employee's My Assigned Courses list.

Employees should answer the survey questions to the best of their knowledge. Answering negatively in order to avoid courses may result in disciplinary action. If an employee is unsure how to answer a question they should consult with their immediate supervisor to make a determination.

During the calendar year there may be changes in regulatory requirements, regulatory actions or new programs. In these cases additional surveys may be added at any time during the year. If this occurs, announcements will be made using Geisinger's standard employee communication channels. If an announcement is distributed all employees should log onto GOALS as soon as possible to access the latest survey.

Employees may question some of their assigned courses. This sometimes happens when a non-clinical employee is assigned courses beyond the core regulatory courses. Many of these additional courses may seem to apply only to care givers like physicians and nursing staff. However, there are valid reasons why non-clinical staff is assigned these courses. As an example, one question asks "If you do NOT provide direct patient care or support, do you work in, or as a function of your job enter, an area where patient care is being provided?" Examples given include Environmental Services workers, Security staff, Information Technology staff, Maintenance workers and Lab Techs. Answering yes results in the assignment of four additional courses: 2005 JCAHO National Patient Safety Goals, Bloodborne Pathogens, Domestic Violence and Infection Control. The purpose of these assignments is so that these employees are aware of the proper action to take, or situations to be alert for, when their work takes them into patient care areas.

If an employee challenges these assignments and you are unsure how to answer their concerns, contact the subject matter expert (SME) responsible for the course for clarification. A list of SME's and the courses they are responsible for can be found later in this manual.

2008 COURSE ASSIGNMENT/SURVEY QUESTIONS

CORE COURSES

All Geisinger employees are required to take the following **7 core safety courses**:

- ✓ Back Safety & Workspace Ergonomics
- ✓ Electrical Safety
- ✓ Emergency Management
- ✓ Fire Safety
- ✓ Right to Know: Chemical Safety
- ✓ Security Guidelines
- ✓ Violence in the Workplace

MISCELLANEOUS COURSES

Below are miscellaneous courses that are required of **ALL** employees:

- ✓ HIPAA 201: For Your Eyes Only
- ✓ Federal Deficit Reduction Act Training
- ✓ Information Security Training and Awareness

SURVEY QUESTIONS: QUESTIONS ABOUT YOUR JOB

These Questions assign or exempt you from courses based on your job.

Are you a Geisinger Health System Interim Staffing employee?
Assigned courses:
Influenza Awareness Training
Information Security Training and Awareness (assigned after HIPAA 201 has been completed)
Document Retention
Federal Deficit Reduction Act Compliance Training
HIPAA 201 - Security Rules - For Your Eyes Only

Are you an Executive Leader, Vice President, Physician, Resident or Fellow?
Assigned courses:
Influenza Awareness Training
Information Security Training and Awareness (assigned after HIPAA 201 has been completed)
Document Retention
Federal Deficit Reduction Act Compliance Training
HIPAA 201 - Security Rules - For Your Eyes Only

Are you a Flex Nurse?
Assigned courses:
Influenza Awareness Training
Information Security Training and Awareness (assigned after HIPAA 201 has been completed)
Document Retention
Federal Deficit Reduction Act Compliance Training
HIPAA 201 - Security Rules - For Your Eyes Only

Are you a physician, resident or fellow whose clinical practice requires you to operate fluoroscopic x-ray equipment without a Radiologist present and you DO NOT possess certification by the American Board of Radiology in Diagnostic or Therapeutic Radiology?
<u>Assigned courses</u>:
Influenza Awareness Training
Information Security Training and Awareness (assigned after HIPAA 201 has been completed)
Document Retention
Federal Deficit Reduction Act Compliance Training
HIPAA 201 - Security Rules - For Your Eyes Only

Are you a GWV Nurse (not contracted) who works on the GWV campus and provides direct patient care?
(includes all inpatient, Emergency Department, Cancer Center and clinic nursing staff)
<u>Assigned courses</u>:
Influenza Awareness Training
Information Security Training and Awareness (assigned after HIPAA 201 has been completed)
Document Retention
Federal Deficit Reduction Act Compliance Training
HIPAA 201 - Security Rules - For Your Eyes Only

QUESTIONS ABOUT WHAT YOU DO IN YOUR JOB

These Questions assign or exempt you from courses based on specific things you do in your job.

Do you provide direct patient care or support?
(Physician, Nurse, Chaplain, Social Work, Patient Care Rep., etc.)
Courses Assigned:
2008 JCAHO National Patient Safety GOALS
Bloodborne Pathogens
Everything You Need to Know About Incident Reporting
Infection Control
Natural Rubber Latex Allergies
Patient Rights
Patient Safety – Your Role
Preventing Tuberculosis
Pharmaceutical Waste

Do you provide direct patient care or support for children?
Courses Assigned:
Age-Specific Care for Pediatrics
Child Abuse

Do you provide direct patient care or support for adults?
Courses Assigned:
Age-Specific Care for Older Adults
Domestic Violence

Do you perform Point of Care Testing at your Clinic Site?
--Adds an additional Point of Care survey for the employee to complete.

Do you participate in the direct care of a patient in the Operating Room OR Interventional Radiology OR the Cardiac Cath Lab?
Courses Assigned:
Skin Prep

Does your job require you to greet patients prior to, during or after a medical examination or treatment?
(Cashier, Billing, Pharmacy, Phlebotomy, Unit Secretary, etc.)
Course Assigned:
Patient Rights

Excluding Registered Dietitians, do you provide direct medical treatment and patient care on an inpatient based unit?
Course Assigned:
Restraints

Do you operate x-ray equipment?
Course Assigned:
X-Ray Safety Operator Training

As a function of your job will you be required to handle, prepare or dispose of chemotherapeutic (cytotoxic) drugs?
Course Assigned:
Cytotoxic Drugs

As a function of your job, will you be required to provide direct care for patients receiving chemotherapy?
Course Assigned:
Cytotoxic Drugs

Do you administer or monitor patients receiving human blood or components?
(RN, LPN, PA, CRNA, Perfusionists, Apheresis Tech, Blood Bank Tech, Physician, etc.)
Course Assigned:
Blood Administration

Do you order human blood or components?
(PA, Physician CRNA, MSN, etc.)
Course Assigned:
Blood Administration

Do you use or directly support the use of Class IIIb and/or IV lasers?
(Clinician, Tech Support, Peripoerative Team Members, Service Personnel, etc.)
Course Assigned:
Laser Safety - Advanced

Do you work in a high noise area (85 dB or higher)?
(Power House, Life Flight crew, Print Shop, Carpenter/Painter, Plumber, HVAC, etc.)
Coursed Assigned:
Hearing Conservation

Do you use radioisotopes in research?
Course Assigned:
Research Radionuclide Safety Training

Do you transport or prepare for transport via motor vehicle any diagnostic specimen or used health care product where the original package will be transported without further intervention of the package by another employee?
(Courier, Home Phlebotomy Staff or Home Health Nurse, Lab Processing Personnel)
Course Assigned:
Packaging and Shipping Basics

Do you package any diagnostic specimens for transport via US Postal Service, UPS, Federal Express, Airborne or other commercial air carrier?
Course Assigned:
Packaging and Shipping Basics
Packaging and Shipping Advanced

Do you package any Dangerous Goods Infectious Substances for transport via any method such as cultures for Bacillus Antracis, cultures for Mycobacterium Tuberculosis, or Ebola Virus which require a Shipper's Declaration for Dangerous Goods?
(Cultures are intentionally propagated pathogens and does not include human patient specimens)
Course Assigned:
Packaging and Shipping Basics
Packaging and Shipping Advanced
Packaging and Shipping Infectious Substances

Do you drive 30% or more of your work-time (2 days or more/week)?
Course Assigned:
Defensive Driving

As a function of your job, do you transport, or prepare for transport, patients to the MRI?
Course Assigned:
MRI Safety

As a function of your job, do you participate in the process to order, refer or schedule patients for MRI exams?
Course Assigned:
MRI Safety

QUESTIONS ABOUT WHERE YOU GO IN YOUR JOB

These Questions assign or exempt you from courses based on where you go in the system while performing your job.

Do you work in, or as a function of your job, enter an area where patient care is being provided?
Courses Assigned:
2008 JCAHO National Patient Safety Goals
Bloodborne Pathogens
Domestic Violence
Everything You Need to Know About Incident Reporting
Infection Control
Natural Rubber Latex Allergy
Patient Safety – Your Role
Preventing Tuberculosis
Pharmaceutical Waste

Do you work in or as a function of your job enter GMC, GWV, Woodbine Outpatient Surgery Center or the Valley Surgery Center?
(Computer repair, checking equipment, cleaning, discharge planning, counseling, etc.)
Course Assigned:
Everything You Need to Know About Incident Reporting
Patient Safety – Your Role

Do you work in one of the Geisinger Medical or Research Laboratories and DO NOT provide direct patient care or support?
(GMC, GWV or Geisinger Regional Lab)
Courses Assigned:
2008 JCAHO National Patient Safety Goals
Bloodborne Pathogens
Everything You Need to Know About Incident Reporting
Infection Control
Natural Rubber Latex Allergy
Patient Safety – Your Role

As a function of your job, do you enter a hospital or clinical practice site where radiation sources may be in use, such as x-ray machines and/or radioactive material?
(Physician, Nurse, Chaplain, Social Work, Patient Care Rep., etc.)
Course Assigned:
Radiation Safety

Do your job duties require you to wear a film badge because you are routinely in the immediate vicinity of x-ray machines (within 1 meter) AND are routinely at risk of exposure to x-rays, but you have NO responsibility for operating them?
Course Assigned:
Basic X-Ray Safety Training

Do your job duties require you to routinely be in the immediate vicinity of research radioisotopes?
Course Assigned:
Research Radionuclide Safety Training

Do you work for Environmental Services, Security, Facilities or other support service areas, and as part of your job duties, enter areas where Radiation or Radioactive materials may be present?
Courses Assigned:
Radiation Safety for Support Services

As a function of your job will you be required to enter a room where chemotherapeutic (cytotoxic) drugs are stored or administered?
Course Assigned:
Cytotoxic Drugs

Do you work in or near a laser use room?
Course Assigned:
Basic Laser Safety

As a function of your job do you enter a high noise area (85 dB or higher)?
(Power House, Life Flight hanger and/or landing pad, Print Shop, etc.)
Course Assigned:
Hearing Conservation

Do you work in a clinical area or where patient procedures are performed and one of these four pieces of equipment are used?
(Electrosurgical units, Lasers, Fiberoptic light sources/Scopes, and Hyfercators)
Course Assigned:
Prevention of and Response to Procedural Fires

Do you work in, or as a function of your job, enter any of the hospital MRI departments?
Course Assigned:

As a function of your job, do you participate in the process to order, refer, or schedule patients for MRI exams?
Course Assigned:
MRI Safety Training

Do you work in, or as a function of your job, enter any clinic site that has an MRI?
Course Assigned:
MRI Safety Training

MINI SURVEY QUESTIONS

From time to time additional regulatory requirements come up that force us to add courses mid-year. Rather than rework the main survey, mini surveys are added. A mini survey may or may not appear for an individual, based on how they answer the main survey questions.

Are you a physician, resident or fellow whose clinical practice requires you to operate fluoroscopy x-ray equipment without a Radiologist present and you DO NOT possess certification by the American Board of Radiology in Diagnostic and Therapeutic Radiology?
Courses Assigned:
Fluoroscopy Credentialing

Do you Perform Point of Care Testing at your Clinic site?
Please indicate which point of care tests you perform.
Tests: Course Assigned:
Basic Urinalysis: Point of Care - Basic Urinalysis Dipstick Testing
Rapid Strep Testing: Point of Care - Rapid Strep Testing
HGC Urine Pregnancy Test: Point of Care - HCG Urine Pregnancy Test
Hemoglobin by Hemocue: Point of Care - Hemoglobin by Hemocue 201
Glucose by Hemocue 201:   Point of Care - Glucose by Hemocue 201

USING GOALS TO TAKE ONLINE COURSES

HOW TO BEGIN TAKING AUTOMATICALLY-ASSIGNED COURSES

All automatically-assigned courses will appear on the overdue, 30, 60 and 90 day list on the GOALS main screen. You can click on each course's link to begin each course.

HOW TO ADD & DELETE AUTOMATICALLY-ASSIGNED COURSES

How to Add Compliance Courses

If an employee did not answer the Course Enrollment Survey correctly, DO NOT have the employee self-enroll in the compliance course. Have the employee use the "Reset My Survey" link on the main GOALS screen, or call the Help Desk at 570-271-8092 (x18092) and have the Enrollment Survey reset. Once the employee retakes the survey correctly, the course will be added.

It is important to note that, if an employee chooses to self-enroll in a compliance course (as shown below), then that particular course MAY NOT show up on compliance reports, even though it will show up on the employee's Training Transcript.

How to Delete Compliance Courses

Employees need to use the Reset My Survey link on the GOALS main page.

COMPLIANCE TRACKING

BY EMPLOYEE

Individual employees can check their status in required compliance courses by signing into GOALS and scrolling down through the overdue, 30, 60 and 90 day list on the main screen. If the course is not listed on the Home page, than it is not overdue or coming due within the next 90 days.

BY DIRECT SUPERVISOR OR MANAGEMENT

Sign into the GOALS and select the My Managerial Tools link in the left side menu. Then select one of the reports listed.

BY SUPERUSER (NO DIRECT REPORTS)

Sign into GOALS and select My Superuser Tools from the left side menu. Select one of the reports listed. If you currently do not have access to these reports, you will receive the message: "Sorry, it appears you are not authorized to view any accounting units."

If you need to access these reports, please sign up to become a Superuser by selecting the Request Superuser Access under the Requests heading in the left side menu.

Enter 14-digit Lawson Accounting Unit Numbers you will need to run reports on – MUST BE 14 digits long (i.e., 04000170500010). If you are entering multiple accounting units, separate them with comma, or with the Enter key.

Once your information has been entered, you will be e-mailed a confirmation that you are set up as a superuser. This usually takes about 24 hours. This reporting can then be accessed through My Superuser Tools.

GETTING HELP WITH GOALS

HELP DESK – Call the Help Desk at 570-271-8092 (x18902) for assistance if you have questions or need help:

- With general GOALS questions and issues
- Once you are in GOALS, any technical problems or errors encountered

HUMAN RESOURCES – Contact Human Resources regarding all changes to employee information such as name change, change in Lawson Accounting Unit Number, or change in employee status that affects compliance enrollment, usage, or reporting.

SUBJECT MATTER EXPERT (SME) – Contact the appropriate SME if you need clarification on whether or not your employees qualify to take a specific course – for more information, see Intended Audiences & Subject Matter Experts (SMEs) section.

THE COMPLIANCE COURSES

The Compliance Institute is Geisinger's regulatory and safety education training curriculum. The courses in the compliance institute are mandatory as assigned. Some courses are assigned to all employees, some are assigned by work location and some are assigned by job responsibilities.

WHY DO WE HAVE ANNUAL COMPLIANCE TRAINING?

Regulatory bodies, such as HIPAA, JCAHO, OSHA, and DOH require health care personnel to be oriented to and educated about the environment to possess the knowledge and skills to perform their responsibilities in the environment. Individual compliance impacts the system's accountability to such regulatory bodies as well as each employee's own safety and the safety of our patients. Failure to comply can result in fines and risk of accreditation status. Everyone makes a difference.

ANNUAL COMPLIANCE

- Compliance courses must be completed on a 365 day rolling basis, **NOT** calendar year.
- 100% on Pre-Test (if offered) OR 100% on Post-Test MUST be achieved in order for compliance credit to be given, unless specified otherwise.
- Tracking & Reporting - See Compliance Tracking section for further information.

CREDIT

- Compliance credit = 100% on Pre-Test (if offered) OR 100% on Post-Test unless otherwise specified.
- Compliance courses are NOT approved for CME credit.
- Compliance courses are only available online. Credit cannot be given for completion in any other delivery format.

WORKFORCE MEMBERS IN THEIR FIRST YEAR

GHS Employees (except for Physicians and Flex Nurses)
Core Courses – Non-physician new hires do not have to complete core courses within the first year of employment because those safety education training requirements have been fulfilled by attending New Employee Orientation during the calendar year the employee was hired. Additional Courses – However, all additional compliance courses, as assigned by completing the Enrollment Survey, must be finished **within the first 30 days of employment.**

GHP Employees
GHP new hires do not have to complete compliance core courses because those safety education training requirements have been fulfilled by attending New Employee Orientation during the calendar year the employee was hired. However, GHP employees who also work at other facilities, such as GMC and GWV, will need to take additional compliance courses, as assigned by completing the survey.

Physicians
Newly-hired physicians, including Residents and Fellows do not go to employee orientation so must complete compliance core and assigned additional courses annually. No CME credit is given.

Flex Locum Tenens
Locum Tenens <u>that are in Lawson</u>, will be surveyed with the same enrollment survey as other employees. Since they do not attend employee orientation they must complete the compliance core and additional courses in their first and following years.

GHS Interim Staffing Employees
Newly-hired GHS Interim Staffing employees do not have to complete compliance core courses because those safety education training requirements have been fulfilled by attending New Employee Orientation during the calendar year the employee was hired. They may need to complete additional course as assigned by the survey.

Flex Nurses
Flex nurses do not attend Geisinger orientation so must complete the compliance core and additional courses annually.

Contracted Workers
Contracted workers such as traveling nurses, IT contracted programmers and contracted non-employee physicians must complete compliance core and additional courses unless there is a business agreement in place that documents that they receive equivalent training from their employer. In this case a fact sheet with Geisinger-specific information (phone numbers, codes etc.) will be supplied and documented in GOALS.

WORKFORCE MEMBERS AFTER THE FIRST YEAR OF EMPLOYMENT

GHS Employees (including Physicians and Flex Nurses)
Current GHS employees must complete compliance core plus Additional Courses every 365 days, as assigned by completing the Enrollment Survey.

GHP Employees
Current GHP employees must complete compliance core plus Additional Courses every 365 days, as assigned by completing the Enrollment Survey.

Physicians
Current Physicians, Residents and Fellows must complete compliance core plus Additional Courses every 365 days, as assigned by completing the Enrollment Survey. No CME credit is given.

Flex Locum Tenens
Current Flex Locum Tenens, **that are in Lawson**, must complete compliance core plus Additional Courses every 365 days, as assigned by completing the Enrollment Survey. No CME credit is given.

GHS Interim Staffing Employees
Current GHS Interim Staffing Employees must complete compliance Core plus Additional Courses every 365 days, as assigned by completing the Enrollment Survey. If a GHS Interim Staffing employee is hired into a full-time position within the system they are re-surveyed and may get more or fewer Additional Courses.

Flex Nurses
Flex nurses are employees so must complete compliance Core plus Additional Courses every 365 days, as assigned by completing the Enrollment Survey.

Contracted Workers
Contracted workers such as Travelers nurses, IT contracted programmers and contracted non-employee physicians must complete compliance core and additional courses every 365 days unless there is a business agreement in place that documents that they receive equivalent training from their employer. In this case a facts sheet with Geisinger-specific information (phone numbers, codes etc.) will be supplied and documented in GOALS.

Employees on Leave of Absence
By law, employees are not allowed to do any work, including compliance courses, while on a leave of absence. Therefore, please have employees complete their required courses immediately upon return from a leave of absence.

Transfer Employees
When employees change positions within the system, they are re-surveyed the next time they log on to the GOALS to determine the appropriate additional courses for their new position.

CHANGE IN EMPLOYEE INFORMATION

GOALS gets all employee demographic information from Lawson, the system which is used by Human Resources. This information affects course enrollment, supervisor and management reports, and system-wide compliance reporting. All changes in employee information such as a name change, change in Lawson Accounting Unit Number, change of supervisor, job change, or change in employee status etc., should be reported to Human Resources in a timely manner. This information cannot be updated in GOALS.

COMPLIANCE COURSES

Intended Audiences & Subject Matter Experts (SMEs)

Subject matter experts throughout the system provide the content for Geisinger's compliance courses. Each compliance course is developed in response to one or more regulatory body's mandate or suggestion for safety training. The intended audience for each course reflects which employees need to complete the particular course. If there are questions whether or not your employees need to take a specific course, please contact the appropriate subject matter expert (SME) for clarification. The SMEs' names are listed under each course title below.

Which Compliance Courses are Required?

Core Courses – These are the basic regulatory courses required of all Geisinger Health System and Geisinger Health Plan employees. Some, but not all of the training requirements are fulfilled by attending New Employee Orientation during the calendar year the employee was hired. Therefore all employees will have some core courses to complete (see below for a list of core courses):

Note: This list may change at any time as regulations change or serious events occur.

BACK SAFETY & WORKSPACE ERGONOMICS – Contact Hours: 0.3

SUBJECT MATTER EXPERT:
Eric Wagner, CHSP; Director, Safety & Industrial Hygiene (570-271-7843)

If an ergonomic evaluation of your workspace is needed, please contact the Safety & Industrial Hygiene Office at 570-271-7843 (x17843).

ELECTRICAL SAFETY – Contact Hours: 0.3

SUBJECT MATTER EXPERTS:
Rick Tevis; Director, GMC Clinical Engineering 570-271-5166
Tom Bukowski; Supervisor, Clinical Engineering - 570-826-7737

If additional information regarding electrical safety is needed, please contact:

- Geisinger Medical Center:
  - Rick Tevis, Director, GMC Clinical Engineering, at 570-271-5166 (x15166)
- Geisinger Wyoming Valley Medical Center:
  - Tom Bukowski, Supervisor, Clinical Engineering, at 570-826-7737 (x7737)
- Geisinger South Wilkes-Barre:
  - Tom Bukowski, Supervisor, Clinical Engineering, at 570-826-7737 (x7737)
- Geisinger Health Plan:
  - Vice President, External Operations, at 570-271-8769 (x18769)

EMERGENCY MANAGEMENT – Contact Hours: 0.3

SUBJECT MATTER EXPERTS:
Scott Bitting, MPA, CHPA; Manager, Security Services (570-271-5342)
Charmaine Tetkoskie; Ops Mgr, Em Dept & Life Flight (570-214-3092)

If additional information regarding emergency management is needed, please contact:

- Geisinger Medical Center
  - o Scott Bitting, Manager, Security Services at 570-271-5631 (x15631)
  - o Charmaine Tetkoskie, Operations Manager, Emergency Services & Life Flight at 570-274-3092 (x43092)
- Geisinger Wyoming Valley Medical Center
  - o Mark Ercolani, RN, EMS Coordinator at 570-826-7952
- Geisinger South Wilkes-Barre
  - o Jack Lasky, EMS Coordinator at 570-830-8871
- Community Practice & GHP
  - o Check with your supervisor or manager

FIRE SAFETY – Contact Hours: 0.3

SUBJECT MATTER EXPERTS:
Jerry C. Sandel; Manager, Facilities Operations (570-271-6348
Bradd Mertz; NFPA Certified Protection Specialist (570-271-5555 x53449)

If additional information regarding fire safety is needed, please contact:

- Geisinger Medical Center: Facilities Operations at 570-271-6348 (x16348)
- Geisinger Wyoming Valley Medical Center: Facilities Operations at 570-826-7733 (x7733)
- Geisinger South Wilkes-Barre: Dave Searfoss, Fire Marshall, 570-826-3673 (x3673)
- Community Practice
  - o Western & Central Regions: 570-271-6348
  - o Eastern Region: 570-826-7733
- Geisinger Health Plan: Vice President, External Operations, at 570-271-8769

RIGHT TO KNOW: CHEMICAL SAFETY – Contact Hours: 0.3

SUBJECT MATTER EXPERT:
Eric Wagner, CHSP; Director, Safety & Industrial Hygiene (570-271-7843)

If you have a question about a chemical you are using or about the information presented in this program, please contact Geisinger Safety & Industrial Hygiene Department at 570-271-7843 (x17843) OR 570-271-5835 (x15835).

SECURITY GUIDELINES – Contact Hours: 0.2

SUBJECT MATTER EXPERTS:
Scott Bitting, MPA, CHPA; Manager, Security Services (570-271-5631)
Bill Meehan, Security Supervisor – GWV (570-819-5662)

If additional information regarding security guidelines is needed, please notify your supervisor or contact Scott J. Bitting, MPA, CHPA; Manager, Security Services 570-271-5631 (x15631).

VIOLENCE IN THE WORKPLACE – Contact Hours: 0.4

SUBJECT MATTER EXPERTS:
Scott Bitting, MPA, CHPA; Manager, Security Services (570-271-5631)
Bill Meehan, Security Supervisor – GWV (570-819-5662)

If additional information regarding violence in the workplace is needed, please contact Scott J. Bitting, MPA, CHPA; Manager, Security Services; 570-271-5631 (x15631).

GEISINGER-SPECIFIC SAFETY INFORMATION FOR NON-EMPLOYEES –
CONTACT HOURS: 0.4

SUBJECT MATTER EXPERTS:
Dorothy Johnson, RN, BSN; Pediatric Clinical Nurse Educator – (570-275-1793)
Joan Mervine, RN; Clinical Nurse Educator – (570-271-7927)

INTENDED AUDIENCE:
Non-employee (contracted) workforce members who do not attend Geisinger employee orientation. All non-employee workforce members must take this course.

Additional Courses – Additional compliance courses are assigned after the employee completes the compliance Enrollment Survey. This survey is made available automatically when the employee logs on to GOALS for the first time.

INTENDED AUDIENCE – Dependent on job function and physical location of the employee as well as defined by risk assessment of job title or category.

2008 JOINT COMMISSION NATIONAL PATIENT SAFETY GOALS – CONTACT HOURS: 0.6

SUBJECT MATTER EXPERTS:
Kessey J. Kieselhorst, MPA, RD; Director, Regulatory Performance Improvement (570-271-6243)

INTENDED AUDIENCE:
Geisinger Health System employees who:
- provide direct patient care
- provide direct patient care advocacy and support
- work in an area where patient care is being provided
- as a function of their job may be required to enter an area where patient care is being provided

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative, Environmental Services, Security, Information Technology, Zone Maintenance, Laboratory Tech

If additional information regarding Joint Commission National Patient Safety Goals is needed, please contact:

- Geisinger Wyoming Valley and Geisinger South Wilkes-Barre
  o Martha Sieger, Manager, Regulatory Performance Improvement at 570-819-5603
- Rest of Geisinger Health System
  o Becky Kramer; Director, Risk Management & Patient Safety at 570-214-9873 (x49873)
  o Kessey Kieselhorst; Director, Regulatory Performance Improvement at 570-271-6243 (x16243)

ABANDONED NEWBORNS: SAFE HAVEN POLICY – CONTACT HOURS: 0.1

SUBJECT MATTER EXPERTS:
Ruth Nolan, Ph.D(c), RNC; Vice President of Operations, Women's Health Service Line at 570-271-6296 (x16296)
Susan Standish-Wallace; Manager, Care Management at 570-271-6263 (x16263)

INTENDED AUDIENCE:
This course is required by the Pennsylvania Department of Health (DOH) for all Geisinger Medical Center and Danville Campus Employees (Including the Woodbine Ambulatory Care Center) and GWV and ambulatory facilities.

AGE-SPECIFIC CARE FOR OLDER ADULTS – CONTACT HOURS (Geriatric): 0.4

SUBJECT MATTER EXPERTS:
Judith Shipe, RN, BC, MSN; Clinical Nurse Educator (570-271-6043)
Maria Urick, MSN, CRNP, CWOCN; Gerontologic Nurse Practitioner (570-373-2100)

INTENDED AUDIENCE:
Geisinger Health System employees who provide:
- direct patient care to older adult patients
- direct patient care advocacy and support to older adult patients

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative

AGE-SPECIFIC CARE FOR PEDIATRICS – CONTACT HOURS (Pediatric): 0.4

SUBJECT MATTER EXPERTS:
Dorothy Johnson, RN, BSN; Pediatric Clinical Nurse Educator (570-271-5555 x51793)
Sue Ross, RN; Pediatrics Professor, Bloomsburg University

INTENDED AUDIENCE:
Geisinger Health System employees who provide:
- direct patient care to pediatric patients
- direct patient care advocacy and support to pediatric patients

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative

If additional information regarding age-specific care for pediatrics is needed, please contact:

Emily Mowry, RN, CPN, CNE; Clinical Nurse Educator, at 570-271-5555 x51793
Kim Duffy, RN, BSN, Team Coordinator – CH2 at 570-214-5013

BLOOD ADMINISTRATION – CONTACT HOURS: 0.4

SUBJECT MATTER EXPERTS:
Daniel Leberfinger; Technical Specialist, Blood Bank (570-271-8959)
Barb Knowlton, CRNI; Team Coordinator/Educator, IV Therapy Dept (570-271-5450)
Joan Mervine, RN; Clinical Nurse Educator (570-271-7927)

INTENDED AUDIENCE:
Geisinger Health System employees who:
- administer or order human blood or blood components
- monitor patients receiving human blood or blood components

Some examples may include: RNs, LPNs, PAs, CRNAs, Perfusionists, Apheresis Technologists, Blood Bank Technologists, Physicians

If additional information regarding blood administration is needed, please contact:

- Geisinger Medical Center
  - Dr. Fouad Boctor, Medical Director, Blood Bank; 570-214-8063 (x48063)
  - Dan Leberfinger, Donor Services/Stem Cell Technical Specialist – GMC; 570-271-8959 (x18959)
- Geisinger Wyoming Valley Medical Center
  - Dr. Hannah Kaspar, Medical Director, Blood Bank – GWV; 570-826-3494
  - Romaine Bohl, Technical Specialist, Blood Bank – GWV; 570-826-7960
- Geisinger South Wilkes-Barre
  - Dr. Marguerite Salam, Medical Director, Blood Bank – GSWB; 570-826-5046
  - Gerald Fisher, Technical Specialist, Blood Bank – GSWB; 570-826-3494

BLOODBORNE PATHOGENS – CONTACT HOURS: 0.4

SUBJECT MATTER EXPERTS:
Holly Barbella R.N. BSN Infection Control Specialist (570-271-8263)
Margie Pace, RN; Infection Control Nurse, GWV (570-826-7815)

INTENDED AUDIENCE:
Geisinger Health System employees:
- who provide direct patient care
- who provide direct patient care advocacy and support
- work in an area where patient care is being provided
- as a function of their job may be required to enter an area where patient care is being provided
- as defined by risk assessment of job title or category

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative, Environmental Services, Security, Information Technology, Zone Maintenance, Laboratory Tech

If additional information is needed, contact:
- Geisinger Medical Center:
  - Infection Control – 570-271-8263
- Geisinger Wyoming Valley Medical Center:
  - Infection Control – 570-826-7802
- Geisinger South Wilkes-Barre:
  - Infection Control – 570-826-3271
- Community Practice:
  - Check with your site supervisor

CHILD ABUSE – CONTACT HOURS (Pediatric): 0.4

SUBJECT MATTER EXPERTS:
Paul Bellino, M.D.; Hospitalist, Pediatrics (570-271-5606)
Pat Bruno, M.D.; Associate, Pediatrics (570-271-5603)

INTENDED AUDIENCE:
Geisinger Health System employees who provide:
- direct patient care to pediatric patients
- direct patient care advocacy and support to pediatric patients

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative

If additional information regarding child abuse is needed, please contact Melissa Hummel, Coordinator, Child Advocacy Center, at 570-473-8475.

CYTOTOXIC DRUGS – CONTACT HOURS: 0.3

SUBJECT MATTER EXPERTS:
Ann O. Karosas, RPh, BCOP, Oncology Pharmacist (570-271-7858)
Adrienne Lonczynski, RN, BSN, OCN, Oncology Certified Nurse (570-271-6579)

INTENDED AUDIENCE:
Geisinger Health System employees who in the course of their work will be required to:
- handle chemotherapeutic (cytotoxic) drugs in receipt, delivery or inventory
- prepare chemotherapeutic (cytotoxic) drugs
- administer chemotherapeutic (cytotoxic) drugs
- dispose of chemotherapeutic (cytotoxic) drugs
- enter a room where chemotherapeutic (cytotoxic) drugs are stored or administered
- come into contact with chemotherapeutic (cytotoxic) drugs through waste disposal or laundering of linens used by patients who have received chemotherapeutic drugs

If additional information regarding cytotoxic drugs is needed, please contact the Drug Information Center (located at Geisinger Medical Center) by calling 570-271-8176 (x18176).

DOMESTIC VIOLENCE – CONTACT HOURS: 0.4

SUBJECT MATTER EXPERTS:
Zabrina Ashton; Domestic Violence Medical Advocate (570-271-5473)
Robyn Hampton; Director of Outside Services, The Women's Center Inc of Columbia/Montour (570-784-6632)

INTENDED AUDIENCE:
Geisinger Health System employees who:
- provide direct patient care
- provide direct patient care advocacy and support
- greet patients prior to medical examination or treatment
- greet patients during medical examination or treatment
- greet patients after medical examination or treatment
- work in an area where patient care is being provided
- as a function of their job may be required to enter an area where patient care is being provided

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative, Cashier, Billing, Pharmacy, Phlebotomy, Unit Secretary, Environmental Services, Security, Information Technology, Zone Maintenance, Laboratory Tech

If additional information regarding domestic violence is needed, please contact Zabrina Ashton, Geisinger Medical Advocacy Coordinator:

- E-mail: dvma@geisinger.edu
- Phone number: 570-271-5473
- Pager for urgent intervention: 570-318-0832
- 24-hour Hotline: 570-784-6631
- 24-hour Toll Free: 1-800-544-8293

The Domestic Violence Resource Center is located in the Children's Hospital, Lower Level 1, next to the rear entrance of Labor and Delivery.

HEARING CONSERVATION – CONTACT HOURS: 0.3

SUBJECT MATTER EXPERT:
Eric Wagner, CHSP; Director, Safety & Industrial Hygiene (570-271-7843)

INTENDED AUDIENCE:
Geisinger Health System employees who are required to work in high noise areas (85dB or higher) as defined by risk assessment of job title or category.

Some examples may include: Power House, Life Flight crew, Print Shop (MARS), Carpentry/Painter, Auto Mechanic, HVAC, Plumber, Electrician, Grounds Crew

If additional information regarding hearing conservation is needed, please contact Eric Wagner, CHSP; Director, Safety & Industrial Hygiene – GHS, at 570-271-7843 (x17843).

INFECTION CONTROL – CONTACT HOURS: 0.33

SUBJECT MATTER EXPERTS:
Sharon Novak R. N. BSN ; Infection Control Specialist (570-271-8262)
Margie Pace, RN; Infection Control Nurse, GWV (570-826-7815)

INTENDED AUDIENCE:
Geisinger Health System employees:
- who provide direct patient care
- who provide direct patient care advocacy and support
- work in an area where patient care is being provided
- as a function of their job may be required to enter an area where patient care is being provided
- as defined by risk assessment of job title or category

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative, Environmental Services, Security, Information Technology, Zone Maintenance, Laboratory Tech

If additional information is needed regarding infection control, please contact:
- Geisinger Medical Center
  - Infection Control – 570-271-8262
- Geisinger Wyoming Valley Medical Center
  - Infection Control - 570-826-7802
- Geisinger South Wilkes-Barre
  - Infection Control – 570-826-3271

- Community Practice
  - Check with your site supervisor

LASER SAFETY BASICS – CONTACT HOURS: 0.3

SUBJECT MATTER EXPERTS:
Cathy Anderko; Director, System, Medical Health Physics & Radiation Safety Officer (570-271-5917)
Daniel Snyder, Senior Health Physicist, Laser Safety Officer (570-271-7314)

INTENDED AUDIENCE:
Employees who work near areas where class 3b or 4 lasers are used, but do not assist with laser procedures and do not enter the laser use environment.

If additional information regarding laser safety is needed, please contact:

Catherine M. Anderko, M.S., CHP, DABR; Director & Radiation Safety Officer, Department of Medical Health Physics at 570-271-7015 (x17015)
Daniel Snyder, M.S., CMLSO; Senior Health Physicist, Laser Safety Officer at 570-271-7314 (x17314)

NATURAL RUBBER LATEX ALLERGIES – CONTACT HOURS: 0.3

SUBJECT MATTER EXPERTS:
Donna Brubaker, RN; Clinical Care Coordinator, Surgical Services (570-271-6511)
Barb Knowlton, CRNI (570-271-5450)

INTENDED AUDIENCE:
Geisinger Health System employees who:
- provide direct patient care
- provide direct patient care advocacy and support
- work in an area where patient care is being provided
- as a function of their job may be required to enter an area where patient care is being provided

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative, Environmental Services, Security, Information Technology, Zone Maintenance, Laboratory Tech

If additional information regarding natural rubber latex allergies is needed, please contact:

- Employee Health
  - Geisinger Medical Center: 570-214-9424
  - Geisinger Wyoming Valley Medical Center: 570-820-6071
  - Geisinger South Wilkes-Barre: 570-826-3383
  - Community Practice: Site supervisor
- Workers' Compensation: 570-271-5656 (x15656)

PATIENT RIGHTS – CONTACT HOURS: 0.2

SUBJECT MATTER EXPERTS:
Tracey Nicholas, BSN, RN; Clinical Performance Improvement Coordinator (570-271-6243)
Pat Wetterau; Patient Representative – GWV (570-825-1019)

INTENDED AUDIENCE:
Geisinger Health System employees who:
- provide direct patient care
- provide direct patient care advocacy and support
- greet patients prior to medical examination or treatment
- greet patients during medical examination or treatment
- greet patients after medical examination or treatment

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative, Cashier, Billing, Pharmacy, Phlebotomy, Unit Secretary

If additional information regarding patient rights is needed, please contact:

- GMC: 570-271-8881 (x18881)
- GWV: 570-826-7636
- GSWB: 570-826-3267
- Community Practice: Ask for the Operations Manager of the specific site
- GMC Outpatient Surgery – Woodbine Lane: 570-214-9800
- GWV Outpatient Surgery – Rt. 315: 570-821-2830

PATIENT SAFETY – YOUR ROLE – CONTACT HOURS: 0.16

SUBJECT MATTER EXPERT:
Karen McKinley, Patient Safety Officer (570-271-5048)

INTENDED AUDIENCE:
Geisinger Health System employees who:
- provide direct patient care
- provide direct patient care advocacy and support
- work in GMC, GWV or Valley Surgery Center
- provide a service in GMC, GWV or Valley Surgery Center - i.e., fixing a computer, checking equipment, cleaning, patient discharge planning, counseling, typing

Some examples may include: Physician, Nurse, Chaplain, Social Worker, Patient Care Representative

If additional information is needed regarding your role in patient safety, please contact:

Karen McKinley, Patient Safety Officer, 570-271-5048

PREVENTING TUBERCULOSIS – CONTACT HOURS: 0.16

SUBJECT MATTER EXPERTS:
Holly Barbella R.N. BSN; Infection Control Specialist (570-271-8263)
Margie Pace, RN; Infection Control Nurse, GWV (570-826-7815)

INTENDED AUDIENCE:
Geisinger Health System employees who provide direct patient care, direct patient care advocacy and support, work in an area where patient care is being provided, and as a function of their job may be required to enter an area where patient care is being provided.

If additional information is needed regarding prevention of tuberculosis or respirator use, please contact:

- Geisinger Medical Center
  - Infection Control - 570-271-8262
- Geisinger Wyoming Valley Medical Center
  - Infection Control - - 570-826-7802
- Geisinger South Wilkes-Barre
  - Infection Control - 570-826-3271
- Community Practice
  - Check with your site supervisor

RADIATION SAFETY BASICS – CONTACT HOURS: 0.2

SUBJECT MATTER EXPERTS:
Cathy Anderko; Director, System, Medical Health Physics & Radiation Safety Officer (570-271-5917)
Daniel Snyder, M.S.; Health Physicist - 570-271-7314 (x17314)

INTENDED AUDIENCE:
Geisinger Health System employees who work in a hospital or clinical practice site where radiation sources may be in use such as x-ray machines or radioactive materials.

If additional information regarding radiation safety is needed, please contact the Medical Health Physics Office at 570-271-7015 (x17015) or Call the Hospital Operator and ask for Radiation Safety.

RESTRAINTS – CONTACT HOURS: 0.7

SUBJECT MATTER EXPERTS:
Rene McCloskey, RN, BS, MS, Clinical Nurse Educator, (570-271-6895)
Dennis Tanner, BS, RN, C; Clinical Nurse Educator (570-271-5111)

INTENDED AUDIENCE:
Geisinger Health System employees who provide direct medical treatment and patient care on an inpatient based unit - EXCLUDING Registered Dieticians.

If additional information regarding restraints is needed, please contact:

- Geisinger Medical Center
  - Clinical Nurse Educator for your nursing unit
- Geisinger Wyoming Valley Medical Center
  - Staff Development Office – x7624
- Geisinger South Wilkes-Barre
  - Nursing Education Department:
  - Kim Caruso 826-3676
  - Lori Jordan 826-3676
  - Mary Ellen Dziedzic 830-8709

SEXUAL ASSAULT – CONTACT HRS: 0.3

Zabrina Ashton, Domestic Violence Advocate - 570-271-5473 (x15473)
Robyn Hampton; Director, Outside Services, The Women's Center Inc of Columbia/Montour Counties - 570-784-6632

INTENDED AUDIENCE:
Geisinger Health System employees who provide direct patient care; provide direct patient care advocacy and support; greet patients prior to, during or after medical examination or treatment; work in an area where patient care is being provided; or as a function of their job may be required to enter an area where patient care is being provided.

COLUMBIA & MONTOUR COUNTIES:

Zabrina Ashton, Geisinger Medical Advocacy Coordinator, is the primary contact for individuals who experience domestic violence, experience sexual assault, and are dealing with these issues.

OFFICE:	570-271-5473	Monday – Friday, 9 a.m. to 5 p.m.
PAGER:	570-381-0832	Monday – Friday, 9 a.m. to 5 p.m.
E-MAIL:	dvma@geisinger.edu	
HOTLINES:	570-784-6631 or 800-544-8293	for after-hours response

If Zabrina is not working, there is always an on-call advocate who can response to patients and staff members.

GEISINGER MEDICAL CENTER (GMC) – Danville Campus
Victims who come to GMC should be referred to Zabrina first so that she can provide safety information and counseling to patients, employees, and family members who are impacted by domestic violence or sexual assault issues. The Domestic Violence Resource Center is located in the Children's Hospital, Lower Level 1, next to the rear entrance of Labor and Delivery. The Domestic Violence Resource Center is located across from the main coffee shop and gift shop in the main lobby.

For resources available in your community check out PENNSYLVANIA COALITION AGAINST RAPE (http://www.pcar.org/centers/index.html)