

Information About Children's Mercy

For Non-employees, Vendors and Affiliates



You are required to read this material and sign the Attestation Statement at the end of this document.





Service Excellence: Extraordinary Every Time

At Children's Mercy, Service Excellence is an essential component in the delivery of high-quality health care to children and their families, as well as to sustain a great workplace for our passionate and dedicated colleagues.

Everyone who represents Children's Mercy is expected to demonstrate behaviors that create experiences that are "Extraordinary Every Time" for our patients, families, colleagues, referring providers, patrons and payors.

Service Excellence standards include:

- Acknowledge others' presence right away, even when busy.
- Communicate by making eye contact and at eye level when appropriate.
- Introduce yourself in person and on the phone; speak with a smile.
- Listen completely before responding.
- Help make things more convenient for patients, families and each other.
- Take responsibility to resolve problems.
- Make sure there are no remaining questions prior to leaving patients and families.
- Close each encounter on a positive note, including a word of thanks.

Together with our patients, families and communities, we are creating a special place of care, service and respect.

Mission, Vision, and Values

Our story must be guided by our mission, vision and values. These form the foundation that guides our decisions, actions and behaviors. Only when we live up to these do we make amazing things happen.

Mission

Children's Mercy is a leading independent children's health organization dedicated to holistic care, translational research, breakthrough innovation and educating the next generation of caregivers.

Together, we transform the health, wellbeing and potential of children with unwavering compassion for those most vulnerable.

Vision

To create a world of wellbeing for all children.

Values and guiding behaviors

Kindness | Love and compassion, with empathy

- Demonstrate grace, civility, and forgiveness in your relationships.
- Be authentic and optimistic.

Curiosity | Quest for knowledge, with a passion to find answers

- Be in the moment and listen actively.
- Be curious, not judgmental.

Inclusion | Respect for our differences, with celebration of our uniqueness

- Embrace the perspectives and experiences of others.

Team | Stronger together, with a commitment to one Children's Mercy

- Trust one another and assume positive intent.
- Express appreciation often, and celebrate the success of others.
- Place the success of the organization and your colleagues ahead of personal agendas.

Integrity | Honesty, with accountability and transparency

- Have courageous conversations.
- Be accountable, and accept responsibility for your actions.

Care for All

Children's Mercy has a diverse group of team members who are committed to providing excellent care to patients and their families. This commitment includes all elements of our work, namely clinical care, research, community partnerships and administration.

We accomplish this by:

- Setting expectations for a respectful work environment through Respect For All guidance.
- Providing extensive on-demand and live education opportunities to support an inclusive environment for team members, patients and families.
- Supporting the personal and professional development of leaders' skills.
- Conducting consults with clinical team members to support the provision of culturally and linguistically sensitive care to families, as well as assisting with navigating team dynamics.
- Focusing on health literacy as well as trauma informed care.

Anti-harassment

Children's Mercy strives to offer a harassment-free workplace. Harassment includes unwelcome or unsolicited verbal, nonverbal, printed, electronic mail or physical conduct that substantially interferes with an employee's job performance or creates an intimidating, hostile or offensive work environment. If you believe you have been the subject of harassment, report the incident to your Children's Mercy contact immediately.

Policies and Procedures

Due to our complex environment and dedication to excellence, Children's Mercy uses policies and other documents (procedures or guidelines, for example) to outline expectations for delivering patient care and completing other work while maintaining a safe and healthy environment. These documents are located in our document management system, Policy Manager. If you have questions about policies and related documents, ask your Children's Mercy contact. If you are given access to the Children's Mercy computer system, you will also be able to access Policy Manager by entering the URL (childrensmercy.ellucid.com) directly in a browser or by clicking Policies > Policy Manager on the blue menu bar on the Scope. You can perform a basic search by keyword or you can use the advanced search options to focus your results.

Workplace Safety

Health care personnel can be exposed to a variety of hazards in the health care setting. These hazards can include infectious diseases, chemicals, and environmental and ergonomic factors. Occupational Health Services helps to identify workplace hazards and maintain a healthy workforce, but it's everyone's responsibility to keep personal safety as a priority. All members of our workforce must follow hospital safety policies, use safety and personal protective equipment appropriately, and report unsafe practices to their leadership.

Tobacco-free

Children's Mercy is tobacco-free. Tobacco products may not be used at Children's Mercy locations, buildings owned or leased by Children's Mercy or in Children's Mercy vehicles – including sidewalks around Children's Mercy.

Abuse and Neglect

Children's Mercy is committed to providing a safe environment. There are institutional policies and processes in place for handling cases of possible abuse or neglect. If a patient discloses information or activities indicating possible abuse/neglect, or if you observe signs of possible abuse/neglect, you are responsible for reporting the information to your Children's Mercy contact immediately. That person will contact Social Work to further assess the situation and follow all assessment and reporting processes according to our Abuse and Neglect Policy.

Patients in Custody

Forensic patients are in the custody of legal services and guarded by the law enforcement agency responsible for them. Visiting external officers must follow life safety, security and infection control policies.

Children's Mercy Security assists law enforcement and/or correctional officers as needed or requested. For example, Children's Mercy security officers may provide relief coverage to enable external officers to take meal and personal breaks.

For more information, refer to Forensic Patient Policy and Policy Custody Patient Care Policy available on the Scope.

Occupational Health

Children's Mercy actively promotes health and safety. We want you to know what to do if you are injured or get sick at work.

If you are injured at work, please follow these steps within 24 hours:

1. Notify your supervisor or Children's Mercy contact, and your employer of what happened. Care for a work-related injury is directed by your employer.
2. Call the Occupational Health clinic at (816) 234-3179. After hours, page the on-call Occupational Health Nurse at (816) 458-6825.
3. Complete the online Team Member Safety report in the RL Event Reporting System, found on every CM desktop.

Please do not report to work when ill. Illness may include, but is not limited to: fever (100 degrees Fahrenheit or greater), cough, sore throat, vomiting, diarrhea, unexplained rash, red itchy eyes, new loss of taste and/or smell and shortness of breath. If you have been diagnosed with a communicable illness or potentially infectious disease, please notify Occupational Health. For more details, please refer to the Reporting Communicable Diseases Policy.

Hazard Communication

The Children's Mercy Hazard Communication plan provides information about chemical hazards, Safety Data Sheets, container labels and best practices. While chemicals are a fact of life, we carefully control and supervise their use in a work environment. The potential for accidents, incidents and injuries is always present when people work with or in vicinity of hazardous chemicals. By knowing and understanding the basic nature of those chemicals and how to safely work with or around them, you can help provide a safe environment. If you are responsible for working with chemicals, you must take all precautions to protect patients, staff and visitors. Greatly decreasing any risk is the first step to a safer working environment. The hospital may require copies of Safety Data Sheets for chemicals that are being used in the work site for the protection of patients, staff and visitors. Please consult the Environment of Care/Life Safety Department for questions regarding chemical use.

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FIRE

For fire emergencies, we use a coded announcement, "CODE RED," to alert your area of the fire emergency. In the event of a fire:

- Listen to the overhead announcements.
- Do not use elevators during a fire emergency.
- Keep fire and smoke doors closed.
- Reassure patients and visitors that staff is responding to the emergency.
- Follow instructions from the Fire Department.
- In case of Fire:

R – Rescue anyone in danger

P – Pull the pin

A – Alarm/Alert

A – Aim at the base of the fire

C – Contain/ Confine

S – Squeeze the lever

E – Extinguish/Evacuate

S – Sweep from side to side

The hospital has many redundant fire alarm systems from smoke sensors, heat sensors, sprinkler heads and other devices. Our fire alarm system is monitored 24/7 for the protection of patients, families, staff and others.



EMERGENCIES

Safety Officer: (816) 302-3990

Security: Children's Mercy Adele Hall Campus: (816) 234-3340
24/7 Text line for Adele Hall: (816) 670-2929

Children's Mercy Hospital Kansas: (913) 696-8140
24/7 Text line for Kansas: (913) 349-7778

Children's Mercy Hospital - Broadway: (816) 960-2957
Children's Mercy Hospital - East: (816) 478-5207

Security Hotline: Children's Mercy Adele Hall Campus: 112
Children's Mercy Hospital Kansas: 212

Engineering: Children's Mercy Adele Hall Campus: (816) 234-3350
Children's Mercy Hospital Kansas: (913) 696-8165

Code Red (fire) or Code Blue (someone not breathing or not responding), dial 9-911 from any internal phone at all Children's Mercy locations.



DISASTER

If a disaster occurs inside or outside of the hospital, clinic, or urgent care center, an audible or verbal announcement will be made. Listen carefully and follow directions from hospital/facility staff. Your assistance may be required during the emergency.

Infection Control

Hand hygiene is the most important way to prevent the spread of infection. You can either wash your hands with soap and running water for at least 20 seconds whenever they are visibly soiled or when required for specific tasks. Be sure to use a paper towel to turn off the faucet if you wash your hands. If your hands are not visibly dirty, alcohol-based hand sanitizers are the preferred method of hand hygiene, as sinks may not be available in every area.

Children's Mercy is dedicated to providing a safe and healthy environment for its employees, patients and visitors. To prevent the spread of vaccine-preventable diseases such as measles, mumps, rubella, chicken pox, pertussis and influenza, Children's Mercy expects all employees, non-employees, vendors, affiliates, volunteers and students to adhere to Occupational Health requirements regarding vaccinations and immunity.

Standard precautions are used to make sure you do not have contact with someone else's blood, body fluids, secretions or excretions. Obey precaution signs on patient doors. Protective barriers, including gowns, gloves, masks and eyewear, are available in patient care areas. Ask if you need help finding them.

Infectious Waste

There are two types of trash:

- General waste such as paper products, pop cans, bottles and non-patient care items should be thrown away in regular trash cans.
- Infectious waste includes items soiled with blood or body fluids and other materials that may pose an infection risk. These items require specialized disposal methods – such as designated red bags or approved sharps containers – to ensure they are handled properly.

If you have questions, ask your Children's Mercy contact. For more details, please refer to the Infectious Waste Handling and Disposal Policy.

Bloodborne Pathogens

Occupational exposures to blood and other potentially infectious body fluids should be considered emergent medical concerns and should be reported within 15 minutes of the exposure incident to reduce the risk of transmission of bloodborne pathogens, such as HIV, Hepatitis B virus and Hepatitis C virus. Exposures occur through contact with blood or other potentially infectious bodily fluids through needlesticks or cuts

from other sharp instruments, or through exposure to the eyes, nose, mouth or non-intact skin. Follow standard precautions to help prevent the spread of bloodborne pathogens. If you are exposed, clean wounds immediately with soap and water. If mucous membranes (eyes, nose, mouth) are exposed, flush affected area with copious amounts of water or saline. You must immediately report exposure to your supervisor or Children's Mercy contact and the Occupational Health Nurse at (816) 234-3179. After hours, page (816) 458-6825 to reach the on-call nurse. For more details, please refer to the Occupational Exposure to Blood or Body Fluids Evaluation and Referral Policy.

Tuberculosis (TB)

Tuberculosis (TB) is caused by a bacterium (or germ) called *Mycobacterium tuberculosis*. TB germs may become active if the immune system can't stop them from growing which is considered active TB disease. People with active TB disease are able to spread the germs to other people they spend time with. If you have signs and symptoms of active TB disease you must notify Children's Mercy Occupational Health.

Signs and symptoms of active TB disease include:

- Coughing up blood
- Unintentional weight loss (greater than 10 lbs. in less than 2 months)
- Persistent cough for greater than 3 weeks
- Night sweats
- Chest pain
- Fever
- Loss of appetite
- Fatigue

Respiratory Protection

Occupational Safety and Health Administration (OSHA) requires respirators for infectious agents such as active tuberculosis (TB), SARS-CoV-2 (COVID-19), variola (small pox), rubeola (measles) or varicella (chicken pox) for those without presumptive immunity. You must also use respirators around other potentially harmful biological or chemical agents. Most departments use Powered Air Purifying Respirators (PAPRs), which require no fit testing. If your position requires respiratory protection, additional information and training will be provided by your Children's Mercy contact or Occupational Health. For more details, please refer to the Respiratory Protection Policy.

Privacy Is Important

Children's Mercy is committed to protecting the privacy and confidentiality rights of our patients and families. To provide care, we may collect, use, maintain and disclose information about medical conditions, medical and social history, medications and family illnesses. Our policies require that our employees, non-employees, vendors and affiliates maintain the privacy and confidentiality of patient information.

Our patients and their families have a right to assume that all information regarding care received at Children's Mercy will be held in confidence. This means that it may only be disclosed when authorized by the patient, parent or guardian, or by law.

You have a duty to protect patients' rights of privacy and confidentiality. To protect patient information:

- Do not discuss or share patient information with friends, family, in public areas or on social media.
- Photos or videos of patients and/or their families should follow the "Photographs, Images, Audio and Video Tapes, and Patient Creative Works Policy."
- Taking photos of staff should not be done without their approval.
- Use of recording devices and covert recording is prohibited.
- Do not remove patient information from Children's Mercy.

If you are given access to the Children's Mercy computer system, do not share your password, and change your password immediately if you think it has been compromised. Report any suspect computer activity to the Service Desk at ext. 53454 immediately. If confidential information must be sent via email, send the minimum necessary information encrypted.

What Medical Information Is Considered Confidential?

HIPAA defines Protected Health Information (PHI) as individually-identifiable health information created or received by a health care provider, health plan, employer or health care clearinghouse related to the past, present or future mental or physical health of the individual; provision of health care to the individual; or payment for the provision of health care to the individual and transmitted or maintained in any form or medium.

PHI may be verbal, written or electronic and may be

Individual identifiers include:

- Name
- Social Security Number
- Medical Record Number
- Geographic Location, Except State
- All Dates, Except Year
- Phone Number
- Fax Number
- Email Address
- Full-Face Photographs
- Biometric ID – Finger
- Voice Prints
- Health Plan Number
- Account Number
- License Number
- Vehicle Identification
- Device Numbers
- URL and IP Address
- Any Other Unique Number or Code

part of an individual record or included in aggregate data such as census reports, acuity reports and quality reports. PHI deserves our protection. PHI must be placed in a secure location or Shred It bin at the end of the day.

Notice of Privacy Practices

One way Children's Mercy demonstrates our commitment to privacy and confidentiality is by providing each patient with a statement describing how we protect PHI. A Notice of Privacy Practices is given to patients the first time they register for services at Children's Mercy. The notice also is posted in each clinic and on the Children's Mercy website. The notice is long and detailed because HIPAA regulations specify details that must be included.

Minimum Necessary Information

To comply with HIPAA and ensure privacy for everyone, use, collect or share only the minimum amount of information needed to complete a particular task.

You may have access to information that must be protected. For example, you may hear or see protected information. If you have questions about what may be discussed and with whom you may discuss it, please ask a staff member.

Your Role in Patient Information Security

- Keep print-based medical records in a secure area or in a safe location with access to authorized people only. Lock these areas when not in use.
- Return medical records to the Health Information

- Management Department at the end of your shift.
- Password protect your computer and don't share your password.
 - If your computer is viewable by non-authorized people, use a screensaver or reposition the monitor.
 - Exit applications, log off or lock the desktop (by pressing <Ctrl><Alt> keys) before you leave a computer.
 - Back up computer files by saving them to a network drive.
 - Encrypt transferred data.
 - Encrypt emails that contain patient, financial or confidential information.
 - Lock cabinets that contain PHI when you leave your area.
 - Shred paper or media containing confidential information using a Shred-It box.
 - Familiarize yourself with emergency procedures.
 - Ask anyone in your area whom you do not recognize to identify themselves, and inform your Children's Mercy contact or the Security Department.
 - Report computer security incidents to the Service Desk at (816) 234-3454 (ext. 53454).

Your Privacy Responsibilities

- Keep patient information confidential.
- Access patient records only when it is directly related to your duties.
- Shred any sensitive documents or papers with patient, employee or business information when the paper version is no longer needed. Any media like paper or DVDs with PHI needs to be destroyed by shredding, not simply put in a wastebasket.
- Do not identify patients or families to anyone during or after your affiliation.
- Do not post information about patients or families on social media.

Follow the Photographs, Images, Audio, and Video Tapes, and Patient Creative Works Policy.

Communication with Family, Friends and Others

As a general rule, health care providers do not discuss PHI with family members, friends and others unless the patient, parent or guardian authorizes disclosure.

Unless it's within the scope of your agreement with Children's Mercy, please refrain from engaging in conversations about PHI with patients, family members, friends or other visitors.

Penalties

If conscientious efforts are made to comply with HIPAA regulations, there is less worry about sanctions or penalties. However, the law does allow fines to be assessed to the covered entity and/or individual for a violation of HIPAA rules.

If violations are done "willingly and knowingly," under false pretenses, or for personal gain, commercial advantage or malicious harm, increased fines may be assessed. These latter infractions also are criminal offenses that carry imprisonment penalties.

Reporting Privacy Concerns

Report known or suspected privacy violations to privacyofficer@cmh.edu.

To Learn More About HIPAA
Visit: hhs.gov/ocr/hipaa.

Compliance

Our Corporate Compliance program affirms Children's Mercy's commitment to compliance and ethics by helping Children's Mercy staff understand their responsibilities to follow the law and by encouraging ethical behavior. Supported by our Code of Conduct, our organization expects you to act honestly and ethically. If you observe improper conduct, notify your Children's Mercy contact, email Compliance at compliance@cmh.edu, or report it anonymously by calling the Compliance Hotline at (877) 900-2279.



[childrensmercy.org](https://www.childrensmercy.org)

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ATTESTATION STATEMENT

By signing below, I confirm that I have read and will adhere to the information provided in the attached brochure. I acknowledge my responsibility to comply with all policies and procedures of Children's Mercy. Should I have any questions or require clarification, I will seek guidance from my supervisor or sponsor.

SIGNATURE

DATE

Supervisor or Sponsor:

Please place this statement in your file. Keep one year from end of affiliation with Children's Mercy.