



Manpower[®]

Inc. of Southeastern Michigan

Clinical Healthcare Orientation Handbook

for Manpower Associates

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WELCOME

Hello and welcome! We are glad you have chosen Manpower, Inc. of SE Michigan as your healthcare employer. Since 2013, Manpower, Inc. of SE Michigan is proud to hold the [Gold Seal of Approval®](#) for health care staffing services certification from [The Joint Commission](#).

The information in this Clinical Healthcare Orientation Handbook is intended to prepare you for your healthcare assignment and is a supplement to the general [Associate Handbook](#) you received during your onboarding. It is important that you read and review this information prior to starting your assignment and providing care, treatment, or services to patients. Please keep in mind that you will receive additional client- and/or assignment-specific information to further prepare you for your new position.

Please contact Manpower at any time if you have questions or concerns about your health care assignment. We can be reached at 734-665-3757 or healthcare@manpowermi.com. We look forward to having you on our team!

IDENTIFICATION

All Manpower healthcare associates are required to produce evidence of identify when reporting for assignment. Acceptable forms of identification include a valid picture ID issued by a state, federal, or regulatory agency. As part of your assignment, you may also be required to obtain a supplementary identification badge issued by the client/worksites to be worn while working.

HEALTHCARE SCREENING AND IMMUNIZATIONS

To ensure patient safety, your own safety, and comply with healthcare regulations, our healthcare associates are responsible for complying with a variety of healthcare screens and immunizations/vaccinations, including rescreens, as required by the client/worksites. The cost of such screens, tests, vaccinations, and immunizations may be your responsibility. Please consult with your Manpower healthcare representative for more information.

LICENSURE, REGISTRATIONS, AND CERTIFICATIONS

All Manpower healthcare associates are expected to present any applicable licensure, registrations, and/or certifications as required by the client/worksites as well as the role/position in which you will be working. It is also your responsibility to maintain or renew such qualifications and present updated documentation to Manpower as needed. Manpower associates are prohibited from practicing outside the scope of their license, registration, certification, and/or clinical competence. Any lapsed, restricted, or revoked licensure, registration, or certification should be reported immediately to your Manpower healthcare representative.

COMPLAINT RESOLUTION PROCESS

It is Manpower, Inc. of SE Michigan's goal to always provide a consistent level of service. If for any reason, an individual or organization is dissatisfied with our service or the service provided by one of our healthcare professionals, they are encouraged to contact our local manager to discuss the issue.

Manpower has processes in place to resolve customer complaints in an effective and efficient manner. If the resolution does not meet the expectations of the individual or organization, they are encouraged to call our local franchise headquarters and a corporate representative will work to resolve the concern.



Any individual or organization that has a concern about the quality and safety of patient care delivered by Manpower healthcare professionals, which has not been addressed by Manpower management, is encouraged to contact The Joint Commission at www.jointcommission.org or by calling the Office of Quality and Monitoring at 630-792-5636.

Manpower, Inc. of SE Michigan demonstrates this commitment by taking no retaliatory or disciplinary action against providers when they do report safety or quality of care concerns to The Joint Commission.

PATIENT SAFETY AND QUALITY OF CARE CONCERNS

As an associate of Manpower, Inc. of SE Michigan, you have the following resources available to you for addressing concerns related your assignment, questions related to the safety and quality of patient care, violation of customers' policies or procedures, and/or breaches in privacy or security.

Questions Related to your Assignment

If you have questions related to your assignment, please contact a Manpower Healthcare Representative at 734-665-3757, option 4. If you need to talk with a member of Manpower's management team, please call Alex Wishart at 734-665-3757, ext 133.

Questions Related to Patient Safety/Quality of Care Concerns

If you have any questions related to concerns about the safety or quality of care being provided to a patient, it is your responsibility to "speak-up." Please communicate these concerns to Manpower immediately by calling one of the following individuals:

- Alex Wishart: 734-665-3757, ext 133
- Crystall Greer, LPN: 734-377-5453
- Judith Oake, RN: 734-649-9331

Clinical Questions/Concerns

If you have a clinical question/concern while on your assignment, please contact one of the following individuals:

- Crystall Greer, LPN: 734-377-5453
- Judith Oake, RN: 734-649-9331

NATIONAL PATIENT SAFETY GOALS

The Joint Commission's National Patient Safety Goals® were put in place to address specific areas of concern in regard to patient safety. Please take a moment to review the [2023 National Patient Safety Goals Presentation](#). Additional goals for specific programs can be accessed via the links below to download an entire chapter or an easy-to-read version:

- [Ambulatory Health Care Chapter](#)
- [Assisted Living Community Chapter](#)
- [Behavioral Health Care and Human Services Chapter](#)
- [Critical Access Hospital Chapter](#)
- [Home Care Chapter](#)
- [Hospital Chapter](#)
- [Laboratory Chapter](#)
- [Nursing Care Center Chapter](#)
- [Office-Based Surgery Chapter](#)

Source: [The Joint Commission, National Patient Safety Goals](#)



UNEXPECTED PATIENT INCIDENTS

All Manpower associates are required to contact Manpower in the event of an unexpected patient incident related to the care, treatment, and services provided (including errors, safety hazards, injuries, and sentinel events), regardless of whether the incident resulted in an adverse patient outcome.

PATIENT RIGHTS

All patients have the right to be informed about and make decisions regarding their care. They also have the right to care that is free from discrimination, as well as the right to have a patient advocate. Educate your patients with the Joint Commission's Speak Up™ patient safety program aimed to help patients and their advocates become active in their care. Speak Up can be shared with all patients, regardless of age or reading ability, since the infographics are easy-to-read, and animated videos are available as well.

- [Speak Up About Your Care Video](#)
- [Speak Up About Your Care Infographic](#)

Source: [The Joint Commission - Speak Up Campaigns](#)

Additional patient rights resources can be found by reviewing the links below:

- [National Institutes of Health, Clinical Center Patients' Bill of Rights](#)
- [AMA Code of Medical Ethics, Patient Rights](#)
- [Michigan Medicine, Patient Rights & Responsibilities](#)

HEALTHCARE ETHICS

Healthcare ethics is the collection of principles that guide doctors, nurses, and other clinicians in providing medical care. It combines moral beliefs—a sense of right and wrong—with a sense of the provider's duty toward others.

Healthcare ethics covers how providers treat patients. It also provides guidelines for ethical behaviors such as relationships with patients and colleagues; relationships with vendors such as pharmaceutical companies, in which doctors may be offered incentives to prescribe medications; and financial incentives to overtreat or undertreat patients.

Wherever a conflict of interest between the patient and the provider arises, ethics in healthcare demand that the decision come down on the side of the patient.

Guiding principles

Providing the appropriate care, treatment, and safety of patients is the guiding principle of the code of ethics in healthcare. This principle has four key elements:

- **Autonomy:** Care providers respect a patient's right to make decisions on their own behalf and don't try to impose treatment according to their own beliefs.
- **Beneficence:** Providers make choices for the patients own good, based on the patient's beliefs, cultural outlook, and personal desires.
- **Nonmaleficence:** The famed quote "First, do no harm" falls under nonmaleficence. This principal can be applied to interactions with colleagues as well as patients.
- **Justice:** Providers should treat all patients fairly and equally.



Why is ethics important in the healthcare profession?

Ethics is defined as the moral principles that govern a person's behavior, or how a profession conducts itself. Because healthcare deals with moral dilemmas regarding life and death, it requires a strong ethical code to provide guidance in making decisions. When healthcare providers take ethical concerns into consideration, they are better prepared to make decisions that are respectful, equitable, and effective.

While codes of ethics can't always provide hard and fast rules about healthcare decisions, they do provide a framework for decision-making.

The nature of healthcare is such that there will always be ethical conflicts. Providers will have different professional and moral opinions on how best to treat patients. The value of a code of ethics is that these disagreements can be resolved with respect and communication.

Source: [Dignity Health, Ethics in healthcare - strategies and tips for improving patient-centered care](#)

Additional patient rights resources can be found by reviewing the links below:

- [AMA Code of Medical Ethics](#)
- [Vermont Ethics Network, Frequently Asked Questions: Health Care Ethics](#)

CULTURAL DIVERSITY AND SENSITIVITY

Understanding cultural diversity and providing culturally sensitive care to patients of diverse populations is essential in today's healthcare. Providers who take the time to understand the cultural beliefs, practices, and communities of their patients' physical and mental health creates an environment where everyone can feel safe. This approach to healthcare acknowledges and respects the unique cultural background of each patient as well as the impact of culture on a patient's beliefs, values, and lifestyle.

Examples of culturally sensitive care and practices include: providing information in a patient's native language, offering culturally appropriate food choices in hospitals along with accounting for special dietary restrictions or beliefs, engaging family members in decision making whenever possible, and using traditional remedies alongside more conventional treatments.

Culturally sensitive care also focuses on how racism, inequality, colonialism, and other forms of oppression may affect a person's access to healthcare. These factors are essential for creating a safe and supportive space in which patients feel comfortable discussing their health with their provider. Such care is vital to providing holistic, effective treatment for physical and mental health issues because it acknowledges the complex relationship between culture and well-being.

There are many benefits in providing culturally sensitive care which may include: improved patient satisfaction, improved treatment outcomes, greater access to care, and opportunities for partnering with clients.

Source: [Uprise Health, What is Culturally Sensitive Care](#)

Additional resources in cultural diversity and sensitivity in healthcare can be found by reviewing the links below:

- [NPiN CDC - Cultural Competence in Health and Human Services](#)
- [MedBridge - 11 Tips for Providing Culturally Sensitive Healthcare](#)



INFECTION CONTROL

Infection Control Basics

According to the CDC, there are 2 tiers of recommended precautions to prevent the spread of infections in healthcare settings: Standard Precautions and Transmission-Based Precautions. Please familiarize yourself with each of these precautions by clicking the links below:

[Standard Precautions](#) are used for all patient care. They're based on a risk assessment and make use of common sense practices and personal protective equipment use that protect healthcare providers from infection and prevent the spread of infection from patient to patient.

[Transmission-Based Precautions](#) are the second tier of basic infection control and are to be used in addition to Standard Precautions for patients who may be infected or colonized with certain infectious agents for which additional precautions are needed to prevent infection transmission.

Source: [Center for Disease Control and Prevention, Infection Control Basics](#)

Hand Hygiene in Healthcare Setting

It is important to protect yourself and your patients from potentially deadly germs by cleaning your hands. No matter where you treat patients, clean hands count. Practice hand hygiene before and after every patient contact.

Be sure you clean your hands the right way at the right times by following these guidelines from the CDC.

- [Clean Hands Count for Healthcare Providers - Fact Sheet](#)
- [Clean Hands Count for Healthcare Providers - Brochure](#)

Source: [Center for Disease Control and Prevention, Clean Hands Count Campaign](#)

FLOATING / INAPPROPRIATE RE-ASSIGNMENT

All Manpower associates are required to contact Manpower right away if: 1) you have been re-assigned or asked to float to a department/assignment by the client/worksite which is different from your original assignment; or 2) the work you have been asked to do it is inappropriate, unsafe, or such that you are not comfortable performing.

CONTINUING EDUCATION

Manpower, Inc. of SE Michigan encourages on-going education of its healthcare associates to maintain, develop, and increase knowledge, skills, performance, and relationships in the medical industry. For your convenience, we have compiled a list of continuing education resources below:

- [Joint Commission Resources - Continuing Education](#)
- [Accreditation Council for Continuing Medical Education - ACCME Academy](#)
- [American College of Healthcare Executives - ACHE Choice](#)
- [American Medical Association - AMA Continuing Medical Education](#)
- [Center for Disease Control and Prevention - CDC Training and Continuing Education Online \(TCEO\)](#)

Associates who have completed new or additional educational activities may be eligible for continuing education reimbursement as described in our [Associate Handbook](#). Such completed courses, credits, certifications, etc. should be communicated to Manpower for possible reimbursement and documentation in their personnel file.



HEALTH AND WELLNESS

We care about your physical, mental, and emotional health and well-being. That's why we've compiled a list of helpful resources related to health and wellness. Visit our local website, manpowermi.com, and click on our [Wellness](#) and [Resources](#) pages for more information.

Employee Assistance Program (EAP)

All Manpower associates have access to a confidential employee assistance program to help promote well-being and enhance the quality of life for you and your family. This program can offer support and guidance with family and personal issues such as: substance abuse, grief and loss, legal and financial planning, training and development, anxiety and depression, health and wellness, dependent care, and divorce, to name just a few. Check out this [flyer](#) for more features and details about the services available to you.

To connect with a consultant for free support services:

- Call 800-386-7055 (Mon-Fri, 9am-8pm ET)
- Go online to <https://worklife.uprisehealth.com> (access code: worklife)

The comprehensive [website](#) includes access to a variety of articles, videos, and FAQs along with the ability to chat online with an EAP consultant or email an EAP counselor. Be sure to check out the many [webinars](#) available including on-demand and archived webinars as well as a calendar of upcoming communication and training webinars. You can also view the [monthly member newsletters](#) centered on relevant and timely topics to help empower you with information for your emotional and physical wellbeing.

How to Stay Awake at Work

Follow these tips when you're at work and need to stay awake and productive!

- Get eight (8) hours of sleep on a regular basis.
- Maintain a healthy, well-balanced diet.
- Stand up and move about or perform light exercises every 15 minutes (with discretion).
- Obtain exposure to bright light if feeling especially sleepy.
- Splash cold water on your face and hands.
- Stay hydrated and add variety by chewing ice or drinking very cold water.
- Call the Manpower office for additional support 24/7/365.



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