

TUALITY HEALTHCARE

Nursing Student Orientation Handbook



Updated for 2009-2010 School Year



Dear Student,

The staff and administration welcome you to Tuality Healthcare. Students are valued by Tuality, and we hope that your clinical learning experiences will be a source of enrichment and reward for you.

This handbook will acquaint you with the Tuality mission and goals, and give you an understanding of our standards for the workplace environment, patient rights, safety, emergency procedures, and confidentiality.

Please read the information carefully and discuss your student role and responsibilities with your Tuality preceptor. Since clinical situations may vary, it is important for you to ask questions as needed and communicate freely with your preceptor or other Tuality staff members. Please clarify your student role and follow procedures as directed by Tuality employees.

Before your clinical experience begins, you must complete and sign the forms that accompany this workbook. Complete the Student Contact Information and Orientation Handbook Quiz. Read and sign the Confidentiality Statement for Students. After you have completed the contact information, quiz, and confidentiality statement, return these forms to the Tuality Clinical Education Department, attention DeAnn Sellers. You may return your completed forms by mail, fax or email. The address is 334 SE 8th Avenue, Hillsboro, OR 97123. Phone (503) 681-1480; Fax (503) 681-1952; Email to deann.sellers@tuality.org. Again, we wish you a successful and rewarding student experience.

Sincerely,

Linda Budan, RN, PhD
Clinical Education Manager

Contents

Vision of Tuality Healthcare	3
Standards for Success	4
Expectations for Nursing Students	6
Guidelines for Students	7
Dress Code	8
Code of Ethics and Patient Rights	9
Guidelines for Protecting Patient Privacy (HIPAA)	10
Blood and Body Fluid Exposures	11
Risks and Unsafe Conditions	12
Know the Codes	
Code Red	13
Code Triage	14
Code Blue	15
Code Gray	16
Amber Alert	16
Code Purple	16
Code Masterlock	17
Code Silver	17
Code Orange	17
To be completed and returned by student:	
Student Contact Information and Orientation Quiz	18
Confidentiality Statement for Students	19

VISION OF TUALITY HEALTHCARE

To be the high-quality, integrated health care delivery system of choice that will “build a healthier community” in western Washington County.

The mission of Tuality Healthcare ...

To provide health care to the community with respect for human dignity and without regard for the recipient’s ability to pay. We believe that compassion encourages healing, that knowledge is the foundation of wellness, and that attention to quality and fiscal stability will enable us to continue service to the community.

Tuality Healthcare values ...

Quality

We believe that quality means meeting our customer’s needs the first time and every time, recognizing that customers include patients, their families, the community, physicians and fellow employees. Above all, we value the quality of patients’ outcome and their continued satisfaction.

Compassion

We will care for our patients, their families and each other with understanding, concern and helpfulness because we respect the rights and dignity of all individuals.

Integrity

We will follow through on promises, deal honestly and consistently with patients and each other, behave in a professional manner and encourage open communication so that we maintain credibility and respectability.

Customer Satisfaction

We will demonstrate quality, compassion, integrity and commitment to our patients, physicians and the community. We will measure their satisfaction through patient surveys, compliment and complaint files and through community recognition.

Commitment

We will help patients achieve their best state of health. We will offer our staff a positive and enriching work experience, support and assist each other and reward excellence in staff members. We will respond to changes in the community by designing and offering needed programs and services.

Fiscal Responsibility

We have been entrusted by our community to conserve resources by maintaining well-managed, efficient facilities and return those resources in the form of high quality, cost effective health care services for all members of the community.



Tuality Healthcare
Building a healthier community.

TUALITY STANDARDS FOR SUCCESS

We believe that employees who possess the following “Standards for Success,” which are comprised of Tuality’s six fundamental values, will contribute to a workplace where employees and volunteers want to work, patients want to receive care, and physicians want to practice.

QUALITY

- Do the right thing at the right time for the right reason. If an error occurs, use it as opportunity to learn and to improve processes.
- Look for improvement opportunities within your work processes, department, and within the organization. Make Tuality a great place for patients, employees, volunteers, physicians and other customers.
- Take responsibility for providing a safe environment for yourself, co-workers, customers and visitors. Learn your role in safety, make appropriate choices, and ask for help when you need it.

COMPASSION

- Listen to each customer. Do all that you can to help that person feel comfortable, at ease and hopeful. Think before you speak.
- Recognize that each customer is unique and that their perception is their reality. Respecting individual differences will help you understand concerns so that you can respond to their needs.
- Treasure and care for your health. Caring for ourselves and for each other allows us to maintain the ability to care for our customers.

INTEGRITY

- Filter your language and behavior to reflect your respect for your job and your co-workers. Heighten your sensitivity to people you work with, to help to create a healthy environment.
- Be truthful and honest in all communications. Be willing to admit mistakes. If you have a problem with a person, deal with them directly instead of talking to others.
- Keep your word. Commit to doing what you say you will do.
- Respect and guard the confidentiality of others. Access and use only the information that is needed to do your job.

CUSTOMER SATISFACTION

- Make customer service your primary focus. Be open and energetic in your communication, and respond positively to customer questions and comments.
- Greet customers and co-workers in a helpful and professional manner. Be aware that making others feel welcome goes a long way toward helping them feel well served.
- Take responsibility to address customer concerns promptly. Keep in mind that the art of apology is a valuable skill, and use it when appropriate.
- Maintain a clean and welcoming environment for your customers. This includes your personal appearance and the appearance of your surroundings. Remember that you only have one chance to make a good first impression.
- Be a guardian for each customer's personal privacy. Respect the personal space and dignity of others in the same way that you would want to be respected.

COMMITMENT

- Take responsibility for your own actions and behaviors. When something goes wrong, help to find solutions by focusing on the process, not on a person.
- Set an example of cooperation by helping others. Our common purpose is to serve each other, our customers, and our community.
- Look beyond your job responsibilities for opportunities to exceed expectations. Commit yourself to the success of your co-workers and our organization.
- Seek opportunities to increase your value to the organization by learning new skills, accepting new challenges, and being flexible. Everyone must be ready to meet the needs of the changing health care environment.
- Take responsibility for balancing family and work issues. Develop strategies to deal with stress that occurs in everyday life.

FISCAL RESPONSIBILITY

- Do your job well. Every employee's role on the "Tuality team"—including yours—is uniquely important in making Tuality a "winner."
- Use work time, resources, and energy wisely. When you find opportunities to improve service and cost-effectiveness, you are contributing directly to Tuality's overall success.
- Make a commitment to give back to the community in ways that are personally rewarding, meaningful, and enjoyable. As part of a healthcare organization supported by our community, Tuality employees return that benefit through community service.

- Learn about and support the larger role Tuality plays as a local business organization. You are an ambassador of Tuality and a reflection of Tuality's vision of "building a healthier community."

Expectations for Students

Tuality believes that students as well as employees are valued members of the team who can contribute to the quality of our services. Expectations for students are based on the same Standards for Success that guide employee actions and set the tone of the workplace environment.

As a student, you are expected to:

- Be consistent and reliable in your attendance. Do not report to your unit when you are ill. If you are sick, notify your preceptor or supervisor that you will be absent.
- Be on time. Notify your preceptor if you are going to be late.
- Comply with the Tuality dress code. (See Dress Code in this handbook).
- Wear a nametag that clearly identifies you as a student at all times. ***Remember that patients must be informed that they have the right to not allow a student to participate in their care.***
- Uphold the policies and procedures of the organization. This includes honoring the confidentiality of patients and staff.
- Take responsibility for your actions and accept direction from your Tuality preceptor or supervisor.
- Make the quality of your work your highest concern.

Guidelines for Nursing Students

Nursing students are expected to comply with the following guidelines for medication administration, IV fluid therapy, and other assigned treatments.

- All medications delivered to patients by an RN student who is not in the senior practicum level will be reviewed by the RN clinical instructor or staff nurse prior to administration. The staff nurse does not need to co-sign for medications given by students. (Note: See Section B of the policy, C 55B, for Senior Practicum RN Student Guidelines.)
- Students may not verify blood for administration or independently initiate blood products, but may monitor the patient during a transfusion. Two Registered Nurses must verify blood for administration. Students may assist in this process.
- Procedures to access and administer regularly scheduled medications vary from unit to unit. Students are expected to clarify unit-specific policies with a Tuality staff nurse.
- Students may not access narcotics independently. Narcotics will only be accessed by a Tuality Healthcare RN. Students may administer narcotics at the discretion of the Tuality staff nurse.
- All initial set ups and subsequent changes to a PCA pump must be under the direct supervision of the supervising Tuality nurse or RN clinical instructor.
- Student may provide IV flush with saline only. Other IV push drugs can only be administered under the direct supervision of the clinical instructor or supervising Tuality nurse.
- The student may not independently change continuous IV infusions, insulin, heparin, PCA, or epidural infusion rates.
- Students may not discontinue any central venous access devices.
- The student is expected to assess the patient and, when indicated, provide data and rationale to the staff nurse who is responsible for making changes to IV infusion settings.
- Students may discontinue IV fluids and discontinue peripheral saline locks.
- Students may monitor oxygen administration but may not change oxygen settings unless under the direct supervision of a Registered Nurse or Respiratory Therapist.
- Students may perform dressing changes per facility policies.

Dress Code

A neat, clean appearance communicates respect for both self and others and is important for making a good first impression. Appropriate dress supports the confidence of patients, family members, and Tuality staff. All Tuality employees, volunteers and students are expected to comply with the policy on dress and personal appearance. The dress code is intended to be acceptable to a wide variety of customers, cultures, ages, patients, and guests who visit Tuality. In some cases, dress and appearance is dictated by regulatory agencies.

Students are expected to comply with the following:

- Wear a name tag that clearly identifies you as a student at all times. If you are in uniform, wear an identifying school patch on your uniform in addition to your name tag.
- Maintain good personal hygiene, proper dental and body hygiene, and well-groomed hair. Keep long hair tied back and away from face.
- No perfumes, fragrances, or after shave.
- No jeans, shorts, tank tops, exposed midriff, or miniskirts.
- No open-toe shoes or spiked heels in clinical areas. Shoes should be clean and meet safety requirements for the assigned department.
- No slogans or logos that could be offensive on clothing.
- Jewelry must be kept to a minimum. No dangling earrings in clinical areas.
- Cover tattoos while on duty.
- Remove facial jewelry while in clinical areas.
- No artificial nails for students who participate in direct patient care.

Code of Ethics and Patient Rights

All Tuality employees, volunteers and students comply with a professional code of ethics that includes protecting patients' rights. Some of these rights are summarized here.

Patients admitted to Tuality Healthcare have a right to:

- Be treated with fairness, dignity and respect without regard to race, religion, gender, sexual orientation, age, disability, or ability to pay for care.
- Make decisions regarding their own health care including refusal of treatment, composing one's own advanced directive, making organ donation choices, or declining participation in research or the education of students.
- Be informed about treatment choices including risks, benefits and alternatives for care
- Know the names of caregivers and students
- Know the information in one's medical record
- Have personal information kept confidential and receive a "privacy notice"
- Receive respectful customer service for themselves, their family members, or other persons participating in their care
- Receive appropriate assessment and management of pain
- Receive care in a safe environment.

Guidelines for Protecting Patient Privacy (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) is a Federal law that includes regulations about protecting a patient's privacy. During your student experience, you may come in contact with patient or employee-related personal information. You have a duty to keep personal information private and follow the privacy guidelines established by Tuality policy. According to Tuality policy, all students and employees must read and sign a Confidentiality Statement promising to keep personal information private.

Learn the following common sense ways to protect patient privacy. Then read and sign the Confidentiality Statement for Students included with this handbook. Return the signed form to the Tuality Healthcare Clinical Education Department.

Adhere to the minimum necessary rule:

- Do not access information that you do not need to know for your job duties.

When discussing treatments:

- Close patient room doors.
- Close curtains and speak with a softer voice in semi-private rooms.
- Never talk about patients in elevator, cafeteria, hallways, waiting rooms, or other public spaces.
- Do not leave messages on answering machines or with anyone other than patient.

When accessing electronic data:

- Use screen savers to block information on unattended monitors.
- Point computer monitors away from view of visitors or passerby.
- Do not ask for or share passwords.

When faxing:

- Make sure you are faxing to a machine in a secure location.
- Notify the receiver ahead of time that you are faxing information.
- Do not allow faxed copies to lie around machine unattended.

Note: Students are not allowed to make copies of any part of a patient's record for learning purposes.

Blood and Body Fluid Exposure

In the event of an exposure to blood or body fluid, take these steps:

1. Report immediately to your Tuality preceptor

2. Appropriate first aid for type of exposure

3. Go the Emergency Department within 20 minutes

4. Notify Tuality Employee Health Nurse

First Aid:

A person sustaining an occupational exposure, which does not require immediate emergency department treatment, will administer first aid as appropriate for the exposure:

- Make the wound bleed if a puncture or laceration wound.
- Clean wound with soap and water.
- Flush mucous membranes with water or saline for 10 minutes.
- Other wound care as needed for specific injury or accident.

Definitions of a significant exposure:

An exposure that may place a worker at significant risk for HIV/Hepatitis infection include:

- Percutaneous wound (puncture wound) from needle or other sharp from patient or unknown source.
- Laceration from a contaminated instrument.
- Blood or body fluids from a patient or known source to mucous membranes or interrupted skin of an employee.

Body fluids known to transmit HIV and HBV are:

semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, amniotic fluid and body tissues. Body fluids that **do not** apply are feces, nasal secretions, sputum, sweat, tears, urine and vomitus **unless** they contain visible blood.

Risks and Unsafe Conditions

Students are expected to use good safety practices and follow all policies and guidelines of Tuality Healthcare. The hospital environment may present many risks. Accidents can happen because unsafe conditions were not reported. All staff and students are responsible for reporting unsafe conditions or concerns about safety.

Unsafe conditions could include:

- Wet floor
- Defects in floors
- Cords or wiring across floors
- Lights that are not working
- Liquids that are not stored properly
- Fire doors or exits that are blocked
- Clinical alarms that are turned off or not working
- Spills that are not cleaned up
- Equipment failure
- Wastes that are not disposed of properly (chemical, radiation or human waste)

If you see an unsafe condition, report it right away to your Tuality preceptor or supervising staff. The Engineer on duty will be called.

Unsafe Practices include:

- Smoking in a place where it is not allowed
- Running in halls or stairwells
- Pushing carts, beds, or other equipment recklessly
- Failure to pick up clutter or clean up spills
- Slamming doors carelessly
- Tilting back in chairs
- Horseplay or practical jokes
- Failure to follow directions of Tuality staff who is supervising the student

Safe and appropriate conduct is expected from all staff and students. Tuality may request the school to withdraw any students whose conduct presents a risk to the facility, patients or staff.

Report any unanticipated adverse events or unsafe conditions to a Tuality employee as soon as possible, such as,

- Patient or visitor injury
- Staff or personal injury
- Equipment malfunction
- Visitor or patient complaints

Code Red (Fire)

If you hear “Code Red Level 1” or “Code Red Level 2” paged overhead and you are in the area specified by the Code Red, help with the following:

- Clear hallways to permit safe passage of any emergency responders.
- Close hallway doors to contain possible fire.
- Search your area for signs of smoke, fire, smoke detector alarm (small red light), or burning odor.
- Direct emergency responders and/or Fire Department to the fire area(s).
- Follow directions of Tuality staff if it is necessary to evacuate or move to another area.

If you discover smoke or fire, IMMEDIATELY alert a Tuality staff member, then R.A.C.E.!

- **R**escue those in immediate danger, if safe to do so.
- **A**ctivate the alarm systems; pull manual alarm & dial emergency number:
 - Tuality Community Hospital = x1499
 - Tuality Forest Grove Hospital = x7333
 - All other Tuality locations = 911
- **C**ontain the fire and close all doors.
- **E**vacuate the area, if appropriate. Ensure ALL individuals in the area at risk are evacuated.
- Extinguish the fire (**PASS**) if safe to do so.
- Use fire extinguisher to put out fire:
 - **P** = pull
 - **A** = aim
 - **S** = squeeze
 - **S** = sweep

Code Internal Triage Code External Triage Levels I, II, III, and IV

Code Internal Triage is to alert staff to a disaster within the hospital.
Code External Triage is to alert staff to a disaster outside the hospital.

The purpose of these codes is to alert staff to a potential or actual Disaster. There are 4 possible levels for a disaster alert depending on the extent or seriousness of the disaster situation. Code Internal/External Triage Level I alerts staff to a potential disaster situation; whereas Code Internal/External Triage Level IV alerts staff that a disaster situation has been declared by the government.

LEVEL I (STANDBY)

General notification of a potential or actual incident. The Incident Command Center (ICC) located in TCH first floor is in limited operation. Each department will send a representative to the ICC to receive further instructions.

LEVEL II

A hospital employee Labor Pool will be organized to respond to the situation. Normal department mission may be impacted as staff members from hospital departments are sent to the ICC. Clinical departments may start to relocate or discharge patients.

LEVEL III

Expanded response to a disaster situation is needed. Most indirect inpatient care areas will stop normal work duties and fully support the incident. Outpatient care areas will be required to stop services and support the incident response.

LEVEL IV (DISASTER DECLARED BY GOVERNMENT)

Resources are clearly overwhelmed and battlefield-type conditions prevail throughout the Facility.

In all cases, if you hear "Code Internal/External Triage" paged overhead, clarify your role and follow directions from Tuality staff.

Code Blue

If you hear “Code Blue” paged overhead, a cardiopulmonary arrest has occurred and Tuality Code Team will respond. Continue work at your station and do not impede the movement of the team.

If you **witness** an arrest and if you have current certification in **Basic Life Support for Healthcare Providers from the American Heart Association**:

- **IMMEDIATELY** call for help
- Start the **A-B-C's** of cardiopulmonary resuscitation

To call for the Code Team, dial as follows:

Tuality Community Hospital	=	x1499
Tuality Forest Grove Hospital	=	x7333
Outside the hospitals	=	911

Code Gray—Combative Person

The purpose of the Code Gray is to provide a show of force when staff members or others are confronted by a combative person, within the facility or on its grounds. The objective of the Code Gray response team is to gain cooperation, subdue, or restrain the perpetrator, if necessary. The goal is to prevent injuries and minimize harm to perpetrator, staff members or other victims. Your role as a student is to:

- Be observant and report any unusual activity or person.
- Call for assistance.
- If weapon is involved, take cover or leave the area. Security and police will respond.

Amber Alert—Missing Infant or Child

The purpose of Code Amber is to alert all available employees to station themselves at entrances and exits to prevent anyone from leaving the facility with an infant or child. Immediately upon hearing Code Amber paged overhead, all Tuality personnel stop all non-critical work and cover all interior doors to stairwells, elevators, and doors that exit the building. As a student, you should:

- Follow directions of Tuality staff until code is cleared.

Code Purple—Missing Adult Patient

The purpose of Code Purple is to conduct a rapid and thorough search of the Tuality Healthcare campus when it is determined that an adult patient is absent or missing from the unit or diagnostic testing areas without a physician's order.

- Follow instructions of Tuality staff until code is cleared.

Code Masterlock—Building Lockdown

Code Masterlock secures the building entrances in an emergency. All entrances/exits will be locked down by Security and manned to ensure no person enters or exits the building until lockdown is cleared.

- Follow instructions of Tuality staff until code is cleared.

Code Silver - Weapon or Hostage Situation

If “Code Silver” is paged overhead with a location, this means someone in the building has displayed a weapon and/or taken a hostage, and presents an immediate threat to staff or patients.

All students and staff are to stay clear of the area involved. Move away from the person who is threatening with a weapon if at all possible.

- Follow the directions of Tuality staff members.

Code Orange—Hazardous Materials Incident

Code Orange is to alert the staff in the event of a hazardous materials incident. The primary response of staff is to protect self, others, and the environment from harm and/or contamination. The secondary response of staff is specific to each department’s policy for handling hazardous materials. The decon team may be paged for assistance if necessary.

- Follow instructions of Tuality staff until code is cleared.

Student Contact Information

Student Name (Print) _____
Email _____ Phone _____
School Name _____ Type of Program _____
Faculty Name _____ School or Faculty Phone _____
Assigned Tuality Dept. _____ Tuality preceptor _____

Nursing Orientation Handbook Quiz

Read the following statements and circle **T** for True or **F** for False.

- | | | |
|--|---|---|
| 1. A person who is exposed to blood or body fluid must go to the Emergency Department within 20 minutes. | T | F |
| 2. A Code Gray means there is a choking victim who needs help. | T | F |
| 3. Hallway doors should be closed in response to hearing a Code Red paged over head. | T | F |
| 4. You can help protect confidentiality of patient information by accessing only the information you need to do your job. | T | F |
| 5. Patients do not have to be informed that a student is participating in their care. | T | F |
| 6. Nursing students are responsible for reporting risks and unsafe conditions to a Tuality staff member as soon as possible. | T | F |
| 7. Nursing students are allowed to access narcotics from any Pyxis station. | T | F |
| 8. Nursing students may not independently change continuous IV infusions, insulin, heparin, PCA, or epidural infusion rates. | T | F |

I have read the Student Orientation Handbook and completed the Handbook Quiz. I understand that I must clarify my student role and responsibilities with my preceptor. I agree to comply with Tuality policies and procedures during my clinical experience.

Student signature: _____ Date: _____

Sign and return this completed form along with the Confidentiality Statement for Students to the Tuality Healthcare Clinical Education Department attention: DeAnn Sellers at 334 SE 8th Ave, Hillsboro, OR 97123 or fax to 503-681-1952, or email to: deann.sellers@tuality.org



CONFIDENTIALITY STATEMENT FOR STUDENTS

I understand that I may come in contact with confidential information-both clinical and employee related through written records, documents, ledgers, internal verbal correspondence and communications, electronic programs and applications. I will not access, nor do I have the right to review or disclose personal information, medical or otherwise, except when fulfilling my job responsibilities.

I agree not to divulge or disclose to anyone other than those persons of the corporation who have the “need to know” directly or indirectly, either during or after my clinical learning experience, any confidential information acquired during the course of my experience.

I understand and acknowledge that in the event I breach any provision of this agreement, Tuality Healthcare, in addition to any other legal remedies available to it, has the right to reprimand, suspend and/or terminate my clinical experience with or without notice, to impose fines pursuant to applicable laws, and to report to my school or licensing body.

Please Use Ink

Name (print)

Signature

School or College

Assigned Tuality Department or preceptor

Date

Please sign and return to the Tuality Clinical Education Department – THEC

Tuality Healthcare
Clinical Education Department
334 SE Eighth Avenue
Hillsboro, OR 97123
Phone: 503-681-1987
Fax: 503-681-1952