

CLINICAL EDUCATION

Clinical Student Handbook

2018 - 2019



Tuality Healthcare



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Welcome to Tuality Healthcare, an OHSU Partner. We wish you a successful and rewarding student experience at our hospital.

Tuality Healthcare recognizes the importance of students as future healthcare professionals. We place high value on providing learning opportunities for you to grow and develop your professional pathways. You are valued and we hope that your clinical learning experience at Tuality will be a source of enrichment and reward.

This handbook will acquaint you with Tuality Healthcare and give you an understanding of our standards for the workplace environment, patient rights, safety, emergency procedures, and other essential information to keep you and our patients safe.

Remember that each student's individual objectives and responsibilities are unique. It is important for you to ask us questions and communicate freely with your faculty, preceptors and other Tuality staff members since clinical situations and sites may vary. And, always remember to follow Tuality procedures and policies as directed by our Tuality employees in your designated clinical area to keep you and our patients safe at all times.

We are pleased you have joined Tuality Healthcare for placement experience or a clinical practicum. You are a vital member of our workforce and we want for you to have the best possible experience while you are here. The purpose of this book is to provide you with essential information to help you be successful in your student role.



Our Mission

Using skill and compassion, we are building a healthier community by bringing quality clinical care and unparalleled service to our region in partnership with our patients, physicians and health care professionals.

Vision, Values and Standards of Success

To be the health system of choice for our region, our patients, our providers, and our employees by delivering the highest quality care at an exceptional level of service.

We believe that employees/students who possess the following "Standards for Success," which are comprised of Tuality's four fundamental building blocks - People, Service, Quality and Stewardship - will contribute to a workplace where employees, students and volunteers want to work and practice to help patients receive the best care.

We care for our patients, their families and each other with understanding, empathy, concern and helpfulness because we respect the right and dignity of all individuals. We will follow through as promised, deal honestly and consistently with patients and one another, behave in a professional manner and encourage open communication so that we create trust and maintain credibility and respectability.

Guiding Principles



The guiding principle of our promise is that all physicians, employees and volunteers consistently provide excellent service for our patients and their families.

All employees, volunteers, and medical staff proudly uphold this promise, and are always receptive to the needs of our patients and their families.

We Promise To

- Introduce ourselves, listen to you and communicate clearly.
- Treat you with kindness and respect.
- Respect your privacy.
- Provide a safe, comfortable and clean environment.
- Meet your needs in a timely manner
- Involve you and your family as important members of your health care team.

Patients admitted to Tuality Healthcare

- Are 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.
- Are informed about treatment choices including risks, benefits and alternatives for care.
- Know the names of caregivers and students.



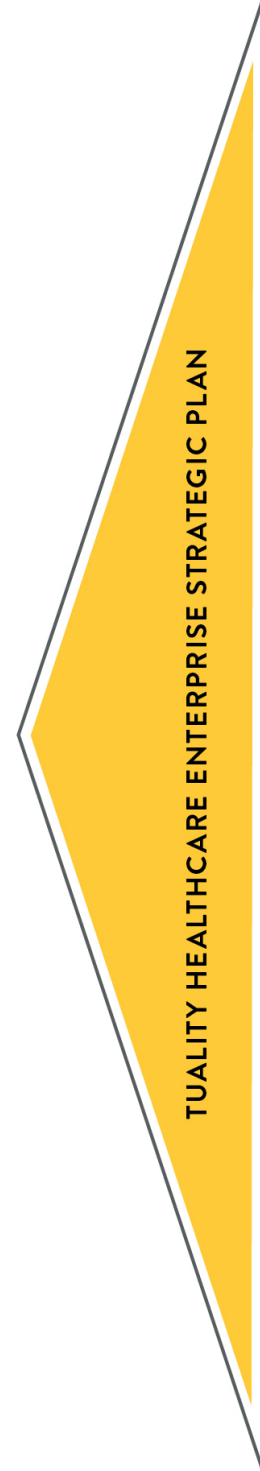
SERVICE PRINCIPLES

IMAGINE
Invest the future
Simplify complexity

ENGAGE
100% rule
Equity and inclusion

INSPIRE
Connect to the solution
Life others

EXCEL
See us into a LI
Reach higher



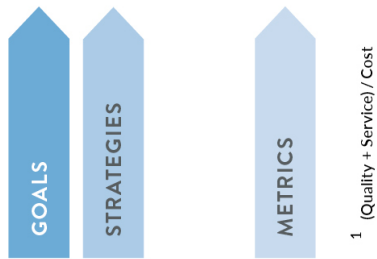
PROVIDE THE LEADING STANDARD OF PATIENT-CENTERED CARE TO ALL THOSE WE SERVE

GOALS	STRATEGIES	METRICS
PEOPLE	ACCESS	VALUE'
<p>Attract and retain the best talent through an engaging and supportive culture</p> <ol style="list-style-type: none"> 1. Engagement of medical staff and staff at the 75th+ percentile 2. Improve medical staff and staff retention of over 86% 	<p>Lead with yes to provide patients with the:</p> <ul style="list-style-type: none"> • Right care • Right time • Right place • Right team <ol style="list-style-type: none"> 3. 99.9% acceptance of transfers 4. Primary care '3rd available' appointment = same day/next day 5. Specialty care '3rd available' appointment = within 14 days 	<p>Grow a network that excels in quality, equity, safety and service that is nationally recognized, locally relevant and affordable</p> <ol style="list-style-type: none"> 6. Mortality, readmissions, Hospital Acquired Infection rate, and patient satisfaction = top 10% in Vizient community system rankings 7. Per member per year (PMPY) costs lowest in our region 8. Remain financially strong to continue our missions
EDUCATION		

VISION: Be the health system of choice for our region, patients, providers and employees by delivering the highest quality care

MISSION: We are building a healthier community by bringing quality clinical care and unparalleled service to our region

VALUES: People, Service Excellence, Quality, Stewardship



You are Tuality Healthcare

Always wear your Tuality student or visitor identification that clearly identifies you as a student at all times.

Expectations for Students on Campus

Tuality believes that all students 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.

- Be consistent and reliable in your attendance. Do not report to your unit when you are ill. If you are sick or will not be in attendance, notify your unit preceptor or direct supervisor of your absence at least 2 hours prior to the start of your shift/training.
- Arrive on time, at the right place, and prepared to start. Notify your preceptor or direct supervisor if you are going to be arriving late or will need to leave prior to the end of your scheduled shift/training times.
- Comply with the Tuality dress code and hygiene standards (see Dress Code in this handbook). Students who do not comply will be asked to leave and return with the corrected and approved stipulations for dress attire and hygiene standards.
- Always wear your Tuality Student ID Badge or visitor sticker that clearly identifies you as a student at all times. Students without appropriate ID will be asked to leave and return with their proper identification. Lost Student ID Badges should be reported to security services. Patients must be informed that you are a student practicing in a student role.
- Uphold the policies and procedures of Tuality Healthcare at all times. This includes honoring the confidentiality of patients and staff.
- Be responsible. You are held accountable for your actions. Accept directions and instructions from your Tuality preceptor/host or supervisor during your time on campus for the patient's safety and your own. Listen to your patient, your preceptor /supervisor and faculty carefully.
- Students whose conduct presents a risk to the facility, patients or staff will be withdrawn from their placement.
- Remember that patients must be informed of your role as a student and agree to participate. Patients have the right to refuse treatment or care from a student.

Our Culture

As diversity within our patient populations and our work force continues to increase, all health care providers need to become more skilled at understanding and responding to differences. We all have differences relating to gender, race, age, religion, culture and class. We cannot change many of these differences; however, we can change how we respond to one another despite these variables. Our common goal is to treat all people with respect regardless of ethnicity, religious beliefs, political affiliation, gender, age, race, social status, sexual orientation, gender identity, and/or disability. We believe in the intentional practice of showing mutual respect in several ways.

As students work in cross-cultural situations they should strive to:

- Maintain the dignity of employees, patients, family members, and others by respectful listening, responding, and acknowledging feelings.
- Improve communication and show respect by seeking to understand before seeking to be understood.
- Take time to learn from the patient and family members which cultural practices are important to their care.
- Acknowledge the impact of cultural needs and practices on the quality of care.
- Address customers how they preferred to be called.



Guidelines for protecting patient privacy (HIPAA)

Social Networks and Smart Phone Usage Legal Implication (HIPAA Violations)

- Do not share any patient information that may be identifiable to a specific patient, age, gender, race, in email or on social media sites, blogs, forums or other digital formats.
- Keep cell phones silenced and out of sight.
- Do not take any photos while on campus. There are no exceptions to this rule.
- Do not post Tuality Healthcare hospital name or any hospital information on any internet social networking site. (i.e., Facebook, Instagram, Twitter, Snapchat, LinkedIn, or any other form of social network).

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. Minimum information necessary rule:

- Do not access information that you do not need to know for your job duties.
- Students are never allowed to make copies or print any part of a patient's record for learning purposes.
- Do not discuss patient diagnosis, conditions or treatments with those who are not a part of the patients care team.
- Close patient room door for privacy when discussing sensitive information.
- 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 the patient.
- Use screen savers to block information on unattended monitors.
- Point computer monitors away from view of visitors or passersby.
- Do not ask for or share passwords.

Student Identification

If the clinical student or on-site school faculty will be on campus for 24 hours or less they will require a visitor's sticker that they can receive at the Security Department. The Security office is located on the 1st Floor at the Emergency Room Entrance in the Main Hospital.

If the clinical student or on-site school faculty will be here for more than 24 hours, a Tuality Student ID Badge is required to be worn on campus while serving in a clinical student role. Individual students may make an appointment to obtain their Tuality Photo ID Badge at 503-681-1704 or by emailing room.reservations@tuality.org. The Student Placement Coordinator must have all of your paperwork before your badge request can be processed.



Students within a group or cohort will receive instructions to make an appointment to obtain their Tuality Photo ID Badge on their scheduled orientation day prior to their clinical start date.

Tuality ID Badges are property of Tuality Healthcare and must be returned to the Tuality Human Resources Department at 545 SE Oak St., Hillsboro, OR 97123. If your badge has been lost or stolen, please report this immediately to a Tuality Security Officer at 503-681-1158.

Student 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. Tuality is a scent-free and smoke free zone. In some cases, dress and appearance is dictated by regulatory agencies. Students are expected to comply with the following:

- 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 or necklaces in clinical areas.
- Remove facial jewelry while in clinical areas.
- No artificial nails for students who participate in direct patient care.



Vaccination Requirements

Flu season is from October 1st - May 31st, during this time Tuality Healthcare recommends all students receive an annual seasonal influenza vaccination to protect themselves, patients and other members of the workforce. If a student declines the vaccination, they are required to go through proper documentation and training to ensure a healthy work place for all.

Acceptable evidence of immunity is by either a positive lab titer (natural immunization after exposure or disease) or vaccination (inoculation of a vaccine) for most diseases. History of a disease alone is not adequate evidence of immunity. We require evidence of immunity to the following diseases:

- Varicella (Chickenpox)
- MMR (Measles, Mumps and Rubella)
- Hepatitis B Series
- Tuberculosis test (e.g. Duantileron/IGRA, PPD or chest x-ray)
- Seasonal Influenza Vaccination

FAQ's

- Influenza is a serious respiratory disease that kills an average of 36,000 persons and hospitalizes more than 200,000 persons in America each year.
- It is critical that students consider flu vaccinations. If you contract influenza, you will shed the virus for 24-48 hours before influenza symptoms appear, which may jeopardize patients.
- The strains of influenza change each year, which is why it is recommended you get immunized annually.
- Individuals who receive the influenza vaccine do not contract the flu from the flu shot.



Personal Protective Equipment

All students are instructed to not enter any isolation rooms on airborne precautions. Students who are only observers should never handle bio-hazardous wastes, linens, needles or sharps of any kind.

All blood and body fluids are treated as if they are infectious. Wear appropriate personal protective equipment (PPE) as directed by your preceptor or supervisor. Personal Protective Equipment includes, but is not limited to, gloves, fluid resistant gowns, laboratory coats, face shields, masks, eye protection.

Students who are only observers should never handle bio-hazardous wastes, linens, needles or sharps of any kind.

All personal protective equipment will be removed prior to leaving the work area and will be placed in a designated container. Never wear PPE equipment (gown, gloves, masks, or eye protection) outside the patients' room or in hallways.

When participating in patient care, use standard precautions with all patients at all times. Select the appropriate standard precautions for the situation. Standard precautions include:

Hand washing: Use proper hand washing at the appropriate times.

Gloves: Wear gloves when touching blood, body fluids, and contaminated items. Use gloves when touching mucous membranes or non-intact skin. Change gloves between procedures.

Eye and face protection: Wear mask and eye protection or face shield in any situation that is likely to result in spray or splash of blood or body fluids.

Gown: Wear a gown if a procedure is likely to generate a splash, spray, or spill of blood or body fluids.

Patient-care equipment: Discard single-use equipment promptly. Reusable equipment must be cleaned before use by another patient.

Clean environment: The hospital provides for routine disinfection of surfaces including beds, equipment, floors and walls. Report spills or soiled surfaces if you see them.

Linens: Handle soiled linen in a manner that prevents cross contamination of microbes to other patients or the environment.

Proper handling and disposal of needles and "sharps": Needles are never recapped. Place all used syringes, needles, and sharp items in puncture-resistant red containers.



Blood and body fluid exposure

For all blood and body fluid exposures or injuries contact Employee Health Services at 503-681-1444 to notify them of the event for further investigation and follow up medical care.

If you have been exposed to patients' blood or other potentially infectious materials, follow these steps:

1. Perform first aid such as flushing eyes / mucous membranes and wash cuts or puncture wounds with soap and water.
2. Notify a Staff Member (Preceptor, Supervisor, or the Nursing Supervisor) immediately of the event for instructions.
3. If you know the source of the blood, have their name/MRN available so their blood can be drawn.
4. Go to the Emergency Department to have your blood drawn and receive OSHA Mandated post exposure counseling within 20 minutes of exposure.
5. Your Preceptor will complete an Accident Report Documentation Form through Employee Health Services.
6. After steps 1 -5, contact Employee Health Services at ext. 1444 to notify them of the event for further investigation and follow up medical care.

Infection Prevention

Handwashing guidelines

Good hand washing is the single most effective way to prevent the spread of infection. The Center for Disease Control and Prevention (CDC) developed the following hand hygiene guidelines for your protection. The purpose of hand hygiene is the physical removal of soil and transient microorganisms, including bacterial spores. Gloves must be worn when there is a potential for blood-borne pathogen exposure, including examination of a wound. The use of gloves does not eliminate the need for hand hygiene. Likewise, the use of hand hygiene does not eliminate the need for gloves.

Students may not wear artificial fingernails when having direct patient contact. A student with a removable or non-removable cast, splint or other device on an upper extremity that precludes appropriate hand hygiene, may not work in direct patient care, handle and reprocess equipment, clean or support patient care areas, or handle food. Remember, washing your hands reduces hospital acquired infections and spread of disease. It is preferred that the patient watches you wash your hands or use alcohol based hand foam.

When to wash your hands

- When hands are visibly soiled.
- When hands are contaminated with proteinaceous material.
- When contaminated with blood or body fluids.
- Before eating or handling food.
- After using the restroom.

Handwashing technique with plain or antimicrobial soap

- Wet hands with water.
- Apply soap to hands.
- Rub hands vigorously together for 15-20 seconds, covering all surfaces of hands and fingers.
- Rinse hands well to remove soap residue.
- Dry with paper towel.
- Use paper towel to turn off faucet - all manually controlled faucets are considered contaminated.

Hand hygiene with alcohol-based hand rubs

The purpose of alcohol-based hand rubs is reduction of bacterial counts on hands when hands are NOT visibly soiled. Use hand hygiene before and after each patient contact and before entering and leaving patient rooms.

- Apply product to palm of one hand.
- Rub hands together, covering all surfaces of hands and fingers.
- Rub until hands are dry.
- Alcohol-based hand rubs take less time to use than traditional hand washing, and actually is the preferred method of hand hygiene when hands are not visibly soiled.
- Hand hygiene should be done after using keyboards, telephones, cell phones and pagers, as those items are not routinely cleaned.



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.

Students are responsible for reporting unsafe conditions or concerns about safety. You must report safety concerns to your Tuality preceptor or supervising staff such as:

- Wet floors.
- 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).
- Patient or visitor injury.
- Staff or personal injury.
- Equipment malfunction.
- Visitor or patient complaints.

In addition, the following unsafe practices are not permitted and should be reported:

- Smoking on campus grounds.
- 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 comply with Tuality preceptor or staff direction.



Emergency Response

Immediately upon discovering smoke or fire: Start with “R.A.C.E.R.”

R = Rescue

A = Alarm

C = Confine

E = Extinguish

R = Relocate

Code Red: Fire

If you hear “Code Red” 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, 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.

To extinguish a small fire: P.A.S.S.

- **Pull** the pin on the extinguisher.
- **Aim** the nozzle/hose at the base of the fire.
- **Squeeze** the handle.
- **Sweep** from side to side.

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 decontamination team may be paged for assistance if necessary.

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 Black: Bomb Threat

If you are in the area specified by the threat, or if no area is specified:

- Search your entire department, and all nearby common areas, for any suspicious or out-of-place package, box, container, etc.
- If you locate a suspicious item, **DO NOT TOUCH, TAMPER WITH, OR MOVE IT.** Keep others away.
- Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors.

- Generally speaking, anything that is Hidden, obviously suspicious, and not Typical (HOT) should be deemed suspicious.
- Report any suspicious item to your supervisor.
- Move all persons 150 feet or more away from any suspicious item. Due to the destructive nature of explosives, this may lead to a total evacuation of a building.

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 Triage: Public or Community Emergency

A Code Triage is to alert staff to a potential or actual disaster. There are 4 levels for a disaster alert depending on the extent or seriousness of the disaster situation. For all triage levels, if you hear “Code Internal/External Triage” paged overhead, clarify your student role to anyone delegating tasks and follow directions from Tuality staff. Code Internal Triage alerts staff to a disaster within the hospital. Code External Triage is to alert staff to a disaster outside the hospital. Code Internal/External Triage Level I alerts staff to standby for a potential or actual incident; whereas Code Internal/External Triage Level IV alerts staff that a disaster situation has been declared by the government.

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. Should the person abandon the infant or child and escape, keep the minor with you and dial (TCH - Ext. 1499; TFGH - Ext. 7333) to notify the Operator. Await instructions. Others call 911 to notify the police and await instructions. As a student, you should follow directions of Tuality staff members until the code is cleared. The typical abductor is a female between 14 and 45 years old and exhibits these behavior:

- Carrying an infant.
- Carrying a bag large enough to hold an infant.
- Covering the infant with her coat or baby blanket.
- May be in a nurse uniform carrying an infant

Code Blue: Cardiopulmonary Arrest

If you hear “Code Blue” paged overhead, a cardiopulmonary arrest has occurred and the Tuality Code Blue Team will respond. Do not impede the movement of the code blue team. If you witness an arrest and have current certification in Basic Life Support for Healthcare Providers (from the American Heart Association), begin cardiopulmonary resuscitation (CPR). Use protocol that follows AHA guidelines. To call for the code blue team, dial ext. 1499 at the Main Tuality Community Hospital, or 911 if in an offsite ambulatory or clinic site.

Code Grey: Combative Person

Code Gray is called when an individual shows force to staff members or others. 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 report any angry or potentially aggressive individuals and to escape and evade the area to avoid personal injury call for assistance.

Code Silver: Weapon or Hostage

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. Security and police will respond as first responders. All students and staff are to escape and evade to stay clear of the area involved. Follow the directions of Police and Security.

Useful resources and phone numbers

Operator MAIN LINE 503-681-1111
Computer / Phone support SERVICE DESK 503-681-1097

Emergencies
 Life-threatening medical emergencies TUALITY COMMUNITY HOSPITAL Ext. 1499
 Any location other than Tuality Community Hospital 9-911

Human Resources 503-681-1158
 Employee Health 503-681-1444
 Clinical Education 503-681-1700
 Admin Nursing 503-681-1255
 Bio Medical 503-681-1078
 Breast Health 503-681-1100
 Case Management 503-681-1717
 Catheterization Laboratory 503-681-4026
 Community Health 503-681-1700
 Day Surgery DSU 503-681-1267
 Diagnostic Imaging 503-681-1100
 Emergency Room 503-681-1176
 Engineering 503-681-1482
 Environmental Services 503-681-1061
 Facilities and Properties 503-681-1131
 Food and Nutrition 503-681-1133
 Gastroenterology GI / GE 503-681-1870
 Health Information Management 503-681-1097
 Intensive Care Unit / Critical Care Unit ICU / CCU 503-681-1260
 Laboratory Services 503-681-1140
 Lactation Services 503-681-1136
 Maternity 503-681-1275
 Medical Records 503-681-1190
 Medical Surgical S WEST 503-681-1544
 Occupational Therapy 503-640-6064
 Pharmacy 503-681-1040
 Physical Therapy FOREST GROVE 503-359-6145
 Physical Therapy TUALITY COMMUNITY HOSPITAL 503-681-4238
 Progressive Care Unit PCU 503-681-1300
 Respiratory Therapy 503-681-1025
 Speech and Language Pathology 503-681-1605
 Sports Medicine 503-640-6064
 Sterile Processing 503-681-1725
 Surgery 503-681-1270
 Tuality Hematology & Oncology Clinic 503-681-1064
 Tuality Home Health Skilled Nursing 503-357-2737
 Wound Care 503-681-1360

Volunteer Services 503-681-1489
Security 503-681-1082
Student Placement Coordinator 503-681-1203



Clinical Education
334 SE 8th Ave.,
Hillsboro, OR 97123



OHSU Tuality Healthcare accepts most health plans. OHSU Tuality Healthcare
is an equal opportunity, affirmative action institution.