Welcome to Children’s Hospital & Medical Center – we are glad you are here! It is our hope that your experience in Pediatrics will educate and inspire you.

We are all here for the children. We are committed to the safe and effective care of children. And we are committed to educating you, too. We enlist your passion and support in making all of that happen. By taking the time to read this information, you are taking your first step in the process of learning about Children’s and pediatric care.

We hope you love it here. We know there is much to learn and we are so proud to show it to you! Enjoy your time with us and study well!

**Mission**

*So that all children may have a better chance to live...*

Children’s Hospital & Medical Center delivers extraordinary care to children, educates health care professionals, and promotes pediatric research.

**Vision**

As a national leader in pediatric health care, Children’s Hospital & Medical Center will be the choice for care for children in the Heartland.

**Values**

- Excellence in service to children and their families
- Respect for human dignity
- Cooperative work relationships
- Positive attitudes and behaviors
- Honesty and integrity
- Wise use of resources

**Patient/Family Rights and Responsibilities**

Believing that the family is the center and constant in a child’s life, Children’s Hospital & Medical Center works with families, as well as sick children. We honor racial, ethnic, cultural, and socioeconomic diversity of families. Infant feeding rooms, parent day beds and refrigerators, computer ports in rooms, sibling play areas, outdoor gardens, and the Rainbow house are examples of how we use care to work with our families. All parents have access to a Parent Handbook in each patient room.
HIPAA
All patient information is confidential! Patient information is to be accessed ONLY on PATIENTS CURRENTLY ASSIGNED to the student. It is a breach of HIPAA laws to access or communicate patient information for any other purpose than to care for or learn to care for your assigned patient. Patient information CANNOT be taken out of the hospital. Any copies of patient-identified information must be discarded into blue recycle bin at the end of clinical day. No identifying information can leave the hospital such as patient’s name, identification number, or address. Only discuss your patient with appropriate individuals and in a private place where no one else can hear.

Hospital facts/description/floors
Children’s Hospital & Medical Center is a private non-profit organization that has been caring for children since 1948. Children’s professionals are specially trained to care for the medical needs of children. The hospital has the equipment and services tailored to serve the smallest premature infant to adolescent.

- There are three medical/surgical patient areas
  - 4 Medical/Surgical: 4th floor;
    Staff Nurses, Charge Nurses and Child Care Partners care for infants from birth to 18 months in the 4th Medical-Surgical unit. Patients may have complex and diverse diagnoses, including premature birth, respiratory illnesses, GI disorders, cancer and blood-related disorders, and surgeries of all kinds.
  - 5 Medical/Surgical: 5th floor;
    5th floor Medical-Surgical is a 24-bed inpatient unit; 12 of the 24 beds comprise the Intermediate Care Unit (IMC). Nurses are specialized in cardiac training and telemetry monitoring, and are required to be certified in Basic Life Support and Pediatric Advanced Life Support. Children of all ages with cardiac conditions are placed on this floor when inpatient services are needed. In addition to cardiac patients, 5th Med-Surg nurses care for children with cancer, blood disorders, seizure disorders, asthma, post-surgery patients and others. Some types of IMC patients are children who are on medication infusions, have tracheostomies, are on ventilators or c-pap, have externalized shunts, or are on dialysis.
  - 6 Medical/Surgical: 6th floor;
    The 6th floor Medical-Surgical unit is home to 24 inpatient beds, generally serving patients age six and older. Patient diagnoses include diabetes, cancer, blood disorders, seizure disorders, asthma, cystic fibrosis, cerebral palsy, post surgical care and more. Nurses must have a strong knowledge base of many specialties in order to care for this diverse group of patients. Certification in Basic Life Support and Pediatric Advanced Life Support is required. Sixth floor nurses must be competent in a variety of skills such as diabetic treatment: dialysis; tracheostomy cares; the use of gastrostomy, nasogastric or chest tubes; care and use for central venous lines, psychiatric and behavior modification techniques and chemotherapy. Orientation generally ranges from 12 to 18 weeks and is tailored to each individual.
• Other areas of Children’s Hospital & Medical Center
  
  o **Pediatric Intensive Care Unit (PICU): 2nd floor**
    
    Our Pediatric Intensive Care Unit (PEDS ICU) is a 17-bed, single-occupancy unit. Patient ages range from newborns to 21. These patients are critically acute and/or unstable, and include a wide variety of cardiac, respiratory, neurological and other diseases.

    PEDS ICU nurses must have excellent clinical and critical thinking skills, are detail oriented and exceptional communication skills in order to provide quality care to the most critical patients in the hospital. Nursing assignments are generally a ratio of 1:1. Bedside nurses receive an extensive, individualized orientation lasting eight to 20 weeks. All PEDS ICU nurses are PALS certified and are encouraged to obtain their Pediatric CCRN certification through AACN. Our PEDS ICU is the only one in the region to offer 24/7 in-hospital coverage by board certified physicians trained in pediatric critical care, and we are consistently among the best units in the country for demonstrated patient outcomes.

  o **Neonatal Intensive Care Unit (NICU): 4th floor & 5th floor North Tower**

    Methodist Hospital:

    The state-of-the-art Neonatal Intensive Care Unit (NICU) at Children’s Hospital & Medical Center is a 36-bed unit – the largest neonatal bed space in the community. Ill newborns are referred to our NICU from a five-state region. Approximately 80 percent of patients come to Children’s because of pre-term birth. The other 20 percent of admissions are for congenital birth anomalies, surgical emergencies and multiple gestations. - Kay

    Infants in the NICU are cared for by a collaborative team of health care professionals. Medical care is provided by Neonatologists and Neonatal Nurse Practitioners. Bedside care is provided by RNs, Respiratory Therapists and Child Care Partners, who are all supported by a Clinical Nurse Specialist (CNS), a Developmental Care Specialist and three Lactation Consultants.

    Bedside nurses receive an extensive one-on-one orientation with a preceptor and ongoing education. Clinical Nurse Coordinator (CNC), our name for charge nurse, is designated for each shift to facilitate the unit work flow, plan staffing for the next shift and be a resource to the staff. All NICU RNs and RTs are NRP certified. A NICU certification as a high-risk NICU nurse (RNC) is encouraged and available through the National Certification Corporation.

  o **4th floor skywalk/overflow medical/surgical unit: 4th floor North Tower**

    Methodist Hospital
Emergency Department: lower level 1
Children’s Hospital & Medical Center Emergency Department offers 24-hour direct patient care, treating approximately 24,000 patients a year who range in age from newborn to 21 years.

Surgical Services: lobby level of the hospital
Surgical Services consists of three very different, yet related, patient care areas.
Children’s Ambulatory and Recovery Express Services (CARES) – A 25-bed unit that serves the needs of children requiring surgical procedures as well as those who need infusions or sedation for procedures. The unit provides care Monday-Friday, 5:30 a.m. - 8 p.m. Most surgeries begin at CARES preoperatively. Physicians see patients; nurses prepare children for surgery (labs, X-rays, EKGs, etc.); and Child Life Specialists prepare children for surgery. Surgical outpatients finish their recovery here and then are discharged. Nurses, Child Care Partners and Child Life Specialists work in this department.

Operating Room – Our Operating Room suites consist of six major OR rooms and two endoscopy/minor procedure rooms. Hours are 6:30 a.m. - 10:30 p.m. Monday-Friday. On-call personnel serve the OR at all other hours. Many subspecialty procedures are performed here, including ENT, urology, ophthalmology, neurosurgery, cardiothoracic, pediatric general surgery, laparoscopic surgery, spinal surgery, orthopedics, craniofacial, plastic surgery and GI endoscopy/bronchoscopy. Our staff consists of RNs and Surgical Technologists.

Post Anesthesia Care Unit (PACU) – Our 10-bed unit provides one-to-one nursing care to Phase 1 recovery patients. Hours are 7 a.m. - 7:30 p.m. Monday-Friday. All other hours are staffed with on-call personnel. Experienced RNs care for all types of patients in the PACU, from simple outpatient procedures to the very complex intensive care patients. Pediatric experience is preferred.
(Nursing at Children’s 2009 draft, 2009)

Specialty Pediatric Center (SPC): locations see specific clinic
Nursing in the SPC requires a diverse skill mix to provide case management and acute care needs for many patients. A nurse may spend several hours a day on the telephone coordinating care for patients with chronic needs while also answering acute care questions or performing triage for others. The nurse is also very involved with educating the patients and families in clinic.

- Cardiothoracic Surgery Clinic: 1st floor Specialty Pediatric Center
- CDC Clinic/Spasticity Clinic: 2nd floor Specialty Pediatric Center
- Craniofacial Clinic: 2nd floor Specialty Pediatric Center
- Diabetes Clinic: 4th floor Specialty Pediatric Center
- Feeding & Growth Clinic: 4th floor Specialty Pediatric Center
- GI Clinic: 4th floor Specialty Pediatric Center
- **H/O Clinic:** 3rd floor Specialty Pediatric Center
- **Helmet Clinic:** 2nd floor Specialty Pediatric Center
- **Infusion Center:** 3rd floor Specialty Pediatric Center
- **Metabolic Management Clinic:** 2nd floor Specialty Pediatric Center
- **Neurology Clinic:** 4th floor Specialty Pediatric Center
- **NICU Follow-up Clinic:** 2nd floor Specialty Pediatric Center
- **Respiratory Medicine & Allergy Immunology and Sleep Clinic:** 2nd floor Specialty Pediatric Center
- **Rheumatology Clinic:** 2nd floor Specialty Pediatric Center
- **ENT Clinic:** 1st floor
- **Ophthalmology Clinic:** 3rd floor
- **Orthopedics and Sports Medicine Clinic:** 4th floor

  - **Urgent Care:** (Hours: Weekday 6p-10p, Weekends & holidays 12p-10p)
    - **Val Verde:** 9801 Giles Road, LaVista
    - **West Village Pointe:** 110 North 175th Street (175th & Burke)

Children’s Urgent Care Centers allow children with urgent medical needs to be treated by a pediatrician after regular office hours without going to the Emergency Department. Our two Urgent Care Centers in Omaha are open 6 p.m.-10 p.m. Monday-Friday and noon-10 p.m. on weekends and holidays. The Urgent team consists of one Pediatrician, one Registered Nurse, one Radiology Technician and one Receptionist. During the busiest times of the year, a Nurse Practitioner also is on staff. The RN is responsible for the planning, directing and delivering of care. Nurses must possess excellent assessment and critical thinking skills in order to prioritize care delivery in this fast-paced environment. Nurses are required to be certified in CPR and Pediatric Advanced Life Support. The Emergency Nurse Pediatric Course is strongly recommended.

  - **Cafeteria:** lower level 3 –
    - Hours – 6:30am – 12:00am

**Smoking**

Children’s Hospital & Medical Center has a NO smoking policy. Smoking is prohibited anywhere on campus. Methodist Hospital also has a NO smoking policy. Smoking is prohibited in your vehicles on either campus.

**Dress Code**

Children’s is a professional organization whose mission relies on trust and confidence from the families it serves. Appearance is important to the hospital’s professional and public image. The clothing and personal appearance of staff, instructors, and students can impact the safety of services provided to patients and the public perception of the quality of those services. The dress code is designed to:
• Promote patient safety and the prevention/control of infection by ensuring all staff wear clothing that is appropriate to their working environment;
• Ensure the personal appearance of our staff, instructors, and students contributes to a positive, professional image and promotes confidence in what we do; and
• Define organization-wide expectations for the appearance of all staff and students. Students must observe the hospital dress code at all times while present in the hospital.

• Students will wear their nursing school uniform
• Students will wear their nursing school name badge
• See-through clothing or clothing that reveals cleavage, midriff, back, or underwear is unacceptable.
• Underclothing: Appropriate underclothing is to be worn at all times.
• Shoes: Clean and in good repair; Impermeable, non-absorbent with enclosed toes as protection from sharps, hazardous chemicals, and materials.
• Hair: (including facial hair) will be neatly trimmed, styled, and contained for a conservative look. Extreme looks such as multiple colors; extremes in bleaching, dyeing or tinting; or shaved eyebrows are not appropriate.
• Fingernails: Fingernails are to be clean, neat, moderate in length, and well maintained. Nail polish/products, including shellac, and artificial fingernails are NOT to be worn by those with responsibilities for hands-on patient care.
• Makeup: Makeup, if worn, is to be conservative and not detract from the attire, uniform or work environment.
• Aftershave, Cologne and Perfume: Students will be respectful of patients’ and others’ sensitivities to after-shave, cologne, and perfume. Scents, if worn, are to be used sparingly.
• Jewelry: Visible jewelry for pierced body areas other than ears is not acceptable
• Tattoos: Visible tattoos are not allowed. If an employee has a tattoo, clothing, or other appropriate means must cover it.
• Cell Phones: Students will refrain from personal cell phone and personal tablet use during student clinical experiences.

Codes and Severe Weather Information

• Code 4: will be called in the event of a cardiac/respiratory arrest on all pediatric patients.
  ▪ Activate Code 4: The code 4/blue button or dial 4444
  ▪ Initiate CPR

• Code 4: Adult
- Call 9-911
- Initiate CPR

(Patient Care Code 4, PTCR30, 5/08)

- **Code Red:** FIRE   **Dial 6911** if smell smoke have operator send security

  Pull fire alarm if see smoke &/or fire

- **RACE**
  - Rescue those in immediate danger by removing them from the room
  - Alarm, activate the alarm, verbally tell staff in the immediate area of the fire
  - Confine the fire by closing all doors
  - Extinguish a small, contained fire; and evacuate persons in the immediate area of fire and smoke

(Environment of Care: Fire Plan (CODE RED), EOC016, 8/08)

- **Code Adam:** When a child is abducted or missing.
  - Dial 6911
  - Personnel scheduled to leave during a Code Adam will be asked to remain in the facility until released by law enforcement or the department leader/designee
  - Staff will inform students about the student’s role.

(Environment of Care: Abducted or missing person (CODE ADAM), EOC015, 7/08)

- **Dr. Major:** Actions will be taken in the event any person demonstrates disruptive or violent behavior while on the premises.
  - Dial 6911
  - All actions taken will be directed toward the protection and safety of patients, visitors, and staff.  (Environment of Care (Disruptive behavior) EOC047, 2/07)

- **Code Triage:** When there is an internal or external disaster that disrupts normal hospital operation
- Staff will inform nursing students about the student’s role.

  - **Code Decon**: To provide for a planned response to the arrival of a patient contaminated with a hazardous material.
    - Staff will inform nursing students about the student’s role.
    
      (Emergency preparedness decontamination (CODE DECON), EOC002, 9/03)

  - **Code Silver**: Active Shooter or Armed Intruder
    - Dial 6911
    - Seek cover (hide) or evacuate.

- **SEVERE WEATHER EMERGENCY PREPAREDNESS**

  - **Thunderstorm Watch**: conditions are favorable for a thunderstorm with high winds and hail to develop in Douglas County.
    - Movement throughout the hospital is not restricted.

  - **Thunderstorm Warning**: a thunderstorm with high winds and hail has been spotted by radar and is entering Douglas County.
    - Hospital staff should be prepared to take precautionary measures. (Close curtains, obtain any necessary supplies for evacuation to safe area, discuss with patients the potential to move to a safe area, the charge nurse develops a plan where every patient will move if we go into a tornado warning)
    - Movement throughout the hospital is not restricted.

  - **Tornado Watch**: conditions are favorable for a tornado to develop in Douglas County.
    - Hospital staff should be prepared to take precautionary measures. (Close curtains, obtain any necessary supplies for evacuation to safe area, discuss with patients the potential to move to a safe area, the charge nurse develops a plan where every patient will move if we go into a tornado warning)
    - Movement throughout the hospital is not restricted.

  - **Tornado Warning**: a tornado has been sighted, sirens are sounding and the Weather Service is advising everyone to take cover in Douglas County.
Hospital staff is taking protective measures. (Patient’s are moved to interior rooms as directed by the charge nurse.)

(Environment of Care (Adverse Weather).EOC045, 7/08)
Parking for Nursing Students/Interns

- You must park in the SPC lot but only in the “blue lined areas”, which are the ramps. If you intern after 2pm you may park on level P4 or P5 of the Children's Hospital & Medical Center parking garage for your preceptorship. The Children's Hospital & Medical Center hang tag that was issued to you must be displayed on your rear view mirror.

Influenza Vaccine

- The influenza vaccination is a mandatory requirement for nursing students/interns.

- For those who choose not to be vaccinated or who cannot be vaccinated, a mask must be worn in all areas of the hospital from approximately the end of November until the beginning of April. The exact dates will be provided to Nursing Schools on an annual basis.

Child Abuse and Neglect

- Child Abuse and neglect are defined as the physical or mental injury, sexual abuse or exploitation, negligent treatment or maltreatment of a child under the age of 18 by a person who is responsible for the child’s welfare, under circumstances that indicate the child’s health or welfare is harmed or harm is threatened.

- Neglect is the act, omission, or pattern of care that evidences a serious disregard of consequences to a child’s health, welfare, and safety.

- It is considered a crime if a health care practitioner deliberately fails to report a case of suspected abuse.

- Suspected or known abuse needs to be reported in the hospital. Contact your patient’s nurse for guidance.