Student Nurse Orientation Manual
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Welcome . . .

Welcome to UnityPoint Health – Des Moines! We hope you gain valuable experience as you participate in the various clinical opportunities offered in our facilities. Our excellent clinical staff is here to share the practical expertise necessary for your career development.

Instructors/preceptors will deliver the general orientation to the students and tour the facility and the unit assigned for clinical experience. We encourage the instructor to contact the managers of the units and exchange expectations, goals, and other pertinent information.

If assistance or clarification is needed at any time, please contact Clinical Professional Development at 241-5575.

Standard Operating Policies can be found on UnityPoint Health – Des Moines Intranet. The nursing policies and procedures are located on intranet, along with unit-specific policies and procedures. DocuCenter is the primary location for nursing policies. Nursing procedures are located within Mosby's which can be found on the clinical page of the intranet. Instructors and students will adhere to all written policies and procedures. UnityPoint Health – Des Moines’ Corporate Compliance Policies are also found on UnityPoint Health – Des Moines Intranet. Students, interns, and faculty are expected to abide by all policies and if a question about policies or procedures should arise, they should ask the UnityPoint Health – Des Moines employees in that department for assistance.

Instructors of students will need a valid license in the State of Iowa to practice nursing or any other required license application to the position. Schools will maintain instructors’ license validity as per contract.

UnityPoint Health – Des Moines realizes the importance of providing a safe environment for all who enter our doors. Your interest, enthusiasm, knowledge, and commitment to patient safety are critical.

Communication of any major changes of content to this orientation manual will be sent to the director of the individual programs at the respective schools, and they will distribute to faculty and students.
UnityPoint Health – Des Moines

We will be the place where leaders want to lead, physicians want to practice, staff want a career and patients must have their care.

Vision
Best outcome, every patient, every time

FOCUS - Values

Foster Unity
- Use the skills and abilities of each person to enable great teams.
- Collaborate across departments, facilities, business units and regions.
- Seek to understand and are open to diverse thoughts and perspectives.
HOW WE DO IT:
  - Listen first in order to understand.
  - Work as one team.
  - Celebrate each other.
  - Collaborate with others and use AIDET.

Own the Moment
- Connect with each person treating them with courtesy, compassion, empathy and respect.
- Enthusiastically engage in our work.
- Accountable for our individual actions and our team performance.
- Take responsibility for solving problems, regardless of origin.
HOW WE DO IT:
  - Make moments matter.
  - Be accessible and welcoming.
  - Take ownership and manage each other up.
  - Take pride in our environment.
  - Escort guests to their destinations.

Champion Excellence
- Commit to the best outcomes and highest quality.
- Have a relentless focus on exceeding expectations.
- Believe in sharing our results, learning from our mistakes and celebrating our successes.
HOW WE DO IT:
  - Learn from others.
  - Be aware of your tone and energy.
  - Maintain an excuses free culture.
  - Share stories and celebrate accomplishments.

UnityPoint Health

Seize Opportunities
- Embrace and promote innovation and transformation.
- Create partnerships that improve care delivery in our communities.
- Have the courage to challenge the status quo.
HOW WE DO IT:
  - Pursue greatness.
  - Anticipate the needs of guests, patients and co-workers.
  - Build open and sincere relationships.
  - Embrace and promote change.
  - Identify opportunities where we can be better.
Guidelines for Selected Clinical Procedures for Professional Nursing Students – prepared by Cherry Shogren, reviewed/revised November 2013

Purpose: To identify the clinical procedures that may be performed by a professional nursing student as part of the planned clinical learning experiences.

The UPH-DM hospitals (Methodist, Iowa Lutheran, Blank Children’s Hospital and Methodist West) are teaching hospitals. The mission of UPH-DM is to “promote health in the community through healing, caring, and teaching.” When nursing students are performing clinical in our health care organizations, it is our obligation to engage in teaching them while appropriately supervising them in accordance with applicable legal requirements and standards of practice.

GENERAL STATEMENTS
1. Students may perform those procedures for which they have had previous instruction by the faculty or assigned preceptor.
2. Procedures/medication administration performed by the students will be supervised by the faculty or preceptor as outlined in the procedure. For Blank Children’s Hospital, some medications may only be administered by a hospital RN. See BCH policy 14 and 15.
3. Students may not enter physician's medical orders in the medical record.
4. Students may not take verbal or telephone orders from physicians.
5. A physician's medical order may be transcribed during the Leadership and Management course under the direct supervision of the faculty or preceptor.
6. Patients assigned to a student remain assigned to a hospital nurse. The assigned nurse will monitor the patient care and retain ultimate responsibility for the patient and his or her care. The nurse will be a resource to the student and faculty.

DOCUMENTATION AND COMMUNICATION
1. Students may document in the medical record after completing the specified training and being granted security. Sections where they may not document include care planning and discharge planning.
2. Students may not by-pass the “co-sign required” section when entering the medical record. Co-sign is required and the student must enter the name of the person who will be responsible for the co-sign, i.e. staff person, immediately upon accessing the medical record.
3. The assigned nurse enters a co-signature for student documentation indicating the nurse agrees with the student’s assessment, etc.
4. Faculty present with clinical groups of students will note indicating they supervised the student. For example: “This patient cared for by (student name) from (school) from (time frame) under the supervision of the primary nurse and myself as clinical instructor for (school name).”
5. For each task performed by a student that requires direct supervision, including medication administration, the nurse or instructor who supervised the task should document immediately after the task is performed that the task was directly observed by the nurse or instructor.
6. A report will be given to the student from the RN responsible for the patients at the start of the clinical experience and the student will provide a verbal report to the RN assuming full care of the patient from the student nurse before the student leaves the clinical area.

GENERAL PROCEDURES
1. Faculty supervision/assigned preceptor is required at all times for:
   a) Removal of casts
   b) Suction tracheostomy, endotracheal tube
   c) Provision of tracheostomy care
   d) Administration of blood and/or blood derivative
   e) Application of external fetal monitor
   f) Application of traction
   g) Obtaining specimens

Per the UnityPoint Health Law Department, a licensed nurse must directly supervise medication administration and must co-sign the student’s documentation of the administration.
h) Bagging a patient who is intubated
i) Inserting a nasogastric tube
j) Instilling adult tube feedings per nasogastric tube
k) Inserting Foley catheter
l) Changing IV dressings and tubing (except central line)
m) Drawing blood gas off an arterial line
n) Drawing blood specimens off a central line

2. Faculty supervision/assigned preceptor is required for the initial experience but at the discretion of the faculty or assigned preceptor for subsequent experiences for:
a) Removal of all peripheral IV needles or catheters (except PICC)
b) Point of care testing including but not limited to:
   • Urine specific gravity testing
   • Bedside blood glucose testing
   • Occult blood testing – stool and gastric
   • Urine dipstick analysis
c) Ostomy care
d) Monitoring of drains, chest tubes
e) Removal of surgical dressings, perform wound care and change wound dressings
f) Applying cardiac monitors
g) Changing saline lock dressings. Central line dressings may ONLY be changed by nursing students under direct supervision of an instructor or primary nurse.
h) Removing sutures, staples and clips
i) Irrigating and instilling feedings in a jejunostomy or gastrostomy.

MEDICATIONS AND INTRAVENOUS FLUIDS

1. Faculty supervision/assigned preceptor is required at all times for:
a) Verification that all medication and doses are correct
b) All medication administrations: oral, topical, injections, intravenous, sublingual, rectal, etc. with all patient populations
c) Regulation of infusion pumps and gravity infusions
d) PCA infusion therapy management
e) Insertion of IV needle and catheters
f) Regulation and rate changes of all intravenous fluids
g) Epidural infusion therapy
h) Instilling medication and/or irrigating the bladder, upper gastrointestinal tract, eyes, and ears
i) Validating adherence to Policy #009 – “Double checking of Medication.” If a student is giving one of the high risk medications that requires double checking, the student and instructor must double check the drug with another RN in the department.

2. Students may not do the following procedures or administer the following medications:
a) Remove invasive lines, i.e., CVP, arterial, Swan-Ganz, PICC, central lines.
b) Insert nasogastric tubes for patients with mouth, esophageal, or gastric surgery, or head injured patient.
c) Add medication to intravenous solutions.
d) Administer Potassium Chloride Solution Bolus drip.
e) Administer or regulate intravenous medications requiring Advanced Cardiac Life Support (ACLS) certification or additional competency/training in emergency situation.
f) Administer Oxytocic medications.
g) Administer drug therapy to prohibit labor.
h) Administer any experimental medication.
i) Accompany patients by ground or air ambulance.
j) Manage the care of patients in restraints or seclusion in the Psychiatric Units.
k) Regulate any chemotherapy infusions.
Approved Abbreviations

Instructors and students must use only approved abbreviations. The following abbreviations are UNACCEPTABLE at UnityPoint Health – Des Moines and cannot be used anywhere in the patient chart:

Do Not Use List

<table>
<thead>
<tr>
<th>Dangerous Abbreviation</th>
<th>Acceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>U or u for units</td>
<td>Write out the word unit or units</td>
</tr>
<tr>
<td>Q.D., Q.O.D.</td>
<td>Write “daily” and “every other day”</td>
</tr>
<tr>
<td>MS MSO4 MgSO4</td>
<td>Write “morphine” or “morphine sulfate” and “magnesium sulfate”</td>
</tr>
</tbody>
</table>

Discouraged Abbreviations

<table>
<thead>
<tr>
<th>Dangerous Abbreviation</th>
<th>Acceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>μg for microgram</td>
<td>mcg or write out the word microgram</td>
</tr>
<tr>
<td>cc for milliliter</td>
<td>mL</td>
</tr>
<tr>
<td>A.S., A.D., A.U., O.S., O.D., O.U.</td>
<td>Write “left ear”, “right ear”, “both ears”, “left eye”, “right eye”, “both eyes”</td>
</tr>
</tbody>
</table>

Use of Decimal Points and Leading Zeroes

- Trailing zeroes shall not be used after decimal points; e.g. use 25 mg, not 25.0 mg.
- Leading zeroes shall be used before decimal points; e.g. use 0.5 mg, not .5mg.

Back Care Safety / Assistive Devices

It is critical that all instructors and students use safe transfer techniques when caring for patients.

Assistive devices, transfer belts, wheelchairs, ARJO lift and transfer equipment, and stretch chairs (i.e. geri chair) are available for use in transferring patients. If any device is not available on the unit, the manager, supervisor, or charge nurse will be able to help you locate these devices.

Bloodborne Pathogens / Exposure Control

UnityPoint Health – Des Moines strives to promote a safe work place in an effort to minimize the incidence of illness/injury experienced by students, instructors, and staff through work practice control. OSHA has enacted the Bloodborne Pathogens Standard, which is to “reduce exposure to Hepatitis B Virus, Human Immunodeficiency Virus, and other bloodborne pathogens encountered in the work place.”

At UnityPoint Health – Des Moines, we observe the practice of “Universal Precautions” (Standard Precautions) to prevent contact with blood and other potentially infectious materials.

Contaminated needles and other contaminated “sharps” are not bent or recapped. They are to be placed in a puncture resistant container as soon as possible. Safe devices are in place to use and should be used whenever possible.

Eating, drinking, applying cosmetics or lip balm, as well as the handling of contact lenses is prohibited in the work area where there is potential for exposure.

Personal protective equipment is available and should be utilized to protect against possible exposure, including but not limited to:

<table>
<thead>
<tr>
<th>Gloves</th>
<th>Gowns</th>
<th>Face/Pocket Masks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Goggles</td>
<td>Shoe Covers</td>
<td></td>
</tr>
</tbody>
</table>

3/1/2017
Uniforms penetrated by blood or other infectious materials should be changed as soon as possible. Items containing bloody fluid must be placed in red, biohazard bags according to OSHA regulations. Environmental Services should be contacted for spill clean up and disinfecting the area.

All students and instructors should have been informed of and participated in or declined the Hepatitis B Virus Vaccination Program per school policy.

Students involved in an incident where an exposure to bloodborne pathogens has occurred must report the incident to their instructor/preceptor. The instructor/preceptor will provide assistance in filling out a variance/incident/occurrence report and make sure that the student receives appropriate medical consultation and treatment (if required).

Please call 241-3333 immediately after an exposure to blood borne pathogens. Employee Health and Safety will complete the source patient testing.

Confidentiality / HIPAA

All students and instructors must be knowledgeable on HIPAA and adhere to the policies of UnityPoint Health – Des Moines for patient confidentiality. The HIPPA Policies are found on the UnityPoint Health Intranet. Any breaches may lead to cancellation of the educational experience contract with the referring organization.

All papers having patient's name and/or any information or confidential information related to any hospital business shall be shredded to avoid unauthorized discovery.

Corporate Compliance

UnityPoint Health – Des Moines and Iowa Health System have established a Corporate Compliance Program with the purpose of educating all representatives of UnityPoint Health and those doing business with UnityPoint Health about the laws, regulations and standards that govern the delivery of healthcare services. The Corporate Compliance Policies are found on the UnityPoint Health Intranet. Students, interns and faculty are expected to abide by these policies in their clinical practice. If a student/intern/faculty suspects any violation of these policies please inform the supervisor in your clinical setting. You may also contact the Director of Compliance, at 241-6039 or the Corporate Compliance Helpline at 1-800-548-8778.

Dependent Adult / Child Abuse Mandatory Reporter Training

All instructors and students will have completed an Iowa Department of Public Health approved Child & Dependent Adult Abuse training program.

Documentation

Students are provided access to the electronic medical record as appropriate to their clinical assignment. Any charting by the student must be timely and complete. All HIPAA and confidentiality rules apply. Access to the electronic medical record and various software applications is arranged through instructor contact with Clinical Professional Development.

Educational Programs

Students and instructors are encouraged to attend divisional and departmental educational programs with prior approval. Students and instructors are responsible for any costs that apply.

Emergency Calls for Students

If a family member must notify a student while he/she is in the clinical area, the call should go through the student's school. The school will then locate the student in the clinical area. If necessary, the student can be paged overhead in an emergency situation. Cell phones are not allowed in clinical areas.
UnityPoint Health - Des Moines Emergency Response Procedures
Emergency Numbers – Dial 777 (515-241-7777 from cell; off-campus 911)

Fire Alarm
At the fire’s point of origin:
R – Remove patients/issue.
A – Pull Alarm, Call Emergency Number
C – Contain Fire (Close Doors, Etc.)
E – Extinguish and/or Evacuate

Away from the fire area:
• Return to your work area.
• Close all doors, do not use elevators and reassure patients & visitors.
• Prepare for possible evacuation. If your department has Medstated evacuation devices prepare them to be used if necessary.

Adult/Pediatric Medical Emergency
Upon discovering someone needing medical assistance:
• Call for help from immediate surroundings.
• Begin Basic Life Support if trained.
• Have someone dial Emergency Number.
• Assigned team will respond.

Staff Assistance Needed/ Aggressive Behavior
Used for patient, visitor, or staff member who is behaving in an aggressive manner but not displaying a weapon.
• Dial emergency number.
• All available staff proceed to the area to assist.
• Public Safety will be dispatched to the area.

Missing Person
Upon awareness of a missing person:
• Dial emergency number. Do not hang up until told to do so.
• Be prepared to provide details and a description of the person.
• Assign a staff member to remain with the family of the missing person.
• All available staff should immediately search all stairwells, walkways, elevators and exits.
• Dial emergency number to report suspicious activity.

Decontamination Team Needed
Person needing decontamination presents:
• Dial emergency number, secure the area and maintain a distance of at least three feet to prevent cross-contamination.
• Decontamination trained personnel will report to ED to obtain equipment and assessment.

Hazardous Material Spill
Staff in immediate area of spill:
• Secure area (Lock off location; close doors, prevent others from entering area.)
• Dial emergency number with location, name of chemical, known and any injuries.
• Look up properties of chemicals on Safety Data Sheet (SDS).

Neonatal Medical Emergency
• Dial emergency number to activate response.
• Specifically Trained Personnel report to announced location.

Utility Outage – Electrical, Water, Sewer – Medical Air
To report a utility outage, dial the emergency number.
• Remain in your area and await further instructions.
• If electrical outage, start in clinical areas check that all medical equipment is plugged into red outlets.

Hostile Threat/Active Shooter
A – Accept that the situation is real.
A – Assess (proximity to my location, number of assailants)
A – Act (Run [avoid area], Hide [barricade], Fight [only if necessary as last resort])
A – Alert – Dial emergency number.
• Move away from threat if it is safe to do so.
• Position patients, visitors, and staff in locked, internal areas if possible; stay clear of entrances and windows.
• Close all doors including fire and smoke doors.
• Turn off cell phones ringer.
• Monitor and reassure patients and visitors.
• Follow all instructions from law enforcement.
• Suspend discharges, non-urgent procedures, and non-urgent patient movement during the incident.

Black – Bomb Threat
Upon receiving a bomb threat:
• Record details of the call – including Caller ID, name, gender, characteristics, age of caller and any background noise.
• Dial emergency number to report incident.

Upon hearing a Code Black announced:
• Turn off cell phones and pagers to eliminate unnecessary radio frequency signals in area to be searched.
• Search work area for suspicious items and call 15476 when search of area is complete, even if nothing is found.
• Do not touch or disturb suspicious items.
• Leave area immediately if suspicious items are found.
• If item is found, use landline to immediately call emergency number.

Tornado/High Wind Watch-Warning
DO NOT PLACE PATIENTS IN HALLWAY
Watch:
• Distribute additional blankets to patients.
• Ready outside-appropriate footwear for patients.
• Review Tornado/High Wind Warning and Evacuation procedures.

Warning:
• Non-clinical staff should report to patient care areas to provide assistance with patient protection.
• Distribute additional blankets to patients as available.
• Put outside-appropriate footwear on patients.
• Ambulatory patients to restroom with door closed and latched. Patients should cover their head with a pillow, blanket, or other means of protection.
• Non-ambulatory patients remain in their bed, using blankets to protect against flying debris. Unplug the bed and lower height where it is.
• If possible, and as time permits, position the bed (for standard hospital beds) such that the backside of the head of the bed is facing away from the window, with the bed positioned so far away from the window as possible and the brakes locked. Do not block the room entry doorway.
• Patients and staff in treatment areas should move to an interior area away from windows.
• Close all patient room and hallway doors.
• Discourage visitors from leaving the facility, advise them to move to interior rooms or the patient resonator and inform them a staff person will return when the “All Clear” is given.
• STAFF TAKE COVER in an interior area of the department without windows and wait until an “all clear” is given.


3/1/2017
Environmental Safety
If a student notices any situation that they feel is a potential safety concern, such as a frayed electrical cord, malfunctioning equipment, or water on the floor, report the situation to the instructor or another staff member of the facility. The staff member will report the concern to the appropriate department for resolution.

Students must remain on their assigned units during their scheduled clinical rotation (not including lunch/breaks). This will help us locate a student in the event of an emergency. Students must notify instructors when they leave the unit.

Fall Prevention
Universal fall precautions are used for all patients. For those patients assessed at high risk for fall, alerts will be initiated as follows:
- Yellow ID band is placed on the patient’s wrist.
- Adult patients will have a yellow magnet placed on the door frame.
- Pediatric patients will have a Humpty Dumpty sign on the door
- In the care plan of the electronic medical record; “safety/falls” should be listed on the problem list.
- Communicate fall risk during change of shift report.

Nursing units may have additional measures in place to prevent falls. This should be reviewed with the nurse manager of the unit.

FIRST Call Program
FIRST is a communication tool to allow patients and their families to access additional help should they feel their needs are not being met. This may be things as simple as wanting a response to a call light that goes unanswered for a length of time unacceptable to the patient or their family, to as complicated as a patient or family believing there is a lack of concern for their expressed anxiety or a perceived lack of care.

Patients/Families can access FIRST by dialing 444 from any phone within any of the hospitals (MLB). Their orientation to the system (a brochure provided at admission) instructs them to also put on their call light.

Hand Hygiene
Hand hygiene is absolutely essential for the prevention and control of infections. It is the single most important thing that can be done to prevent the spread of infections. Hand hygiene is a general term that applies to handwashing, antiseptic handwash, or antiseptic handrub, (alcohol based handrub).

When hands are visibly dirty, soiled or contaminated with blood or other body fluids; wash hands with either plain soap and water or an antimicrobial soap and water. If hands are not visibly soiled, it is preferable to use an alcohol-based hand rub for routinely decontaminating hands in all other clinical situations described below unless otherwise indicated, however handwashing is also acceptable.
- At the beginning and end of each shift (hand washing must be done)
- Whenever there is obvious contamination (hand washing must be done)
- Before having direct contact with patients
- Before donning sterile gloves when inserting a central intravascular catheter
- Before inserting indwelling urinary catheters, peripheral vascular catheters, or other invasive devices that do not require a surgical procedure
- After contact with a patient's intact skin (e.g., when taking a pulse or blood pressure, lifting a patient, etc.)
- After contact with body fluids or excretions, mucous membranes, non-intact skin, and wound dressings (if hands are visibly soiled hand washing must be done)
- When moving from a contaminated-body site to a clean-body site during patient care
- After contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient
- After removing gloves
- Before eating (hand washing must be done)
- After personal use of toilet (hand washing must be done)

Handwashing with Soap and Water:
- Wet hands and four inches of forearms thoroughly with running water. Apply soap.
- Vigorously scrub fingers, palms, back of hands, wrists and forearms for at least 15 seconds, paying particular attention to fingers and nails.
- Rinse hands thoroughly under running water.
- Dry hands with paper towels.
- Use dry paper towels to turn off faucets. This prevents re-contaminating hands.

Alcohol Based Hand Rubs:
- Apply a dime-size amount of gel or acorn-size amount of foam in palm of one hand.
- Cover all surfaces of hands and fingers, including areas under and around fingernails.
- Continue rubbing hands together until alcohol dries (approximately 15-30 seconds).

Nails:
Fingernails should be in good repair, clean and neatly trimmed. Long nails, artificial nails and nail adornments are not permitted in patient care areas. If nail polish is worn, it should be free of chips.

Hand Lotion:
UnityPoint Health – Des Moines approved hand lotion is provided in all patient care areas. Use of other hand lotions or creams is discouraged as they may contain ingredients that compromise the effectiveness of antimicrobial soap or gloves.

Hazardous Materials / Right to Know
We strive to provide a clinical experience that is free from recognizable hazards which could endanger an instructor’s/student’s health or well being. Each instructor/student has the right to know of the existence of any hazardous material in the area in which he/she works. A master file of SDS is kept in Risk Management, and a notebook is available within each department. This notebook outlines the policies and provides Safety Data Sheets (SDS) for chemicals in each work area. Please be safety conscious at all times and report any hazardous condition to your instructor or the institutions’ employees.

Chemical spills will only be handled by assigned hospital personnel using described procedures.

Health Literacy
Health literacy is a focus for all communication with patients and families. Patients are assessed for their learning needs then education provided to meet these needs. Healthcare professionals use plain language, explain medical terms, provide printed information, and use teach-back to confirm what the patient understands. Healthwise is the online resource used for printed information to provide to patients and a resource for patients after they leave the hospital. For patients who have a non-English primary language, interpreter services are used as needed for critical healthcare communication.

Incident / Variance Reporting
Students will be informed of and adhere to policies and procedures for reporting incidents. Clinical instructors will provide orientation to these procedures.

Infection Control
Stuffed toys and non-washable toys are not shared between patients. No special precautions are necessary for books, magazines, or letters.

Instructors/students who have a respiratory infection, sore throat, exudative lesions, or weeping dermatitis must refrain from all direct patient care and from handling patient care equipment until the condition resolves.

Isolation precautions are used as necessary if associated conditions, such as infection, diarrhea, or tuberculosis are diagnosed or suspected. Do not enter room posted with Isolation Precautions without
specific instruction from the instructor or the nursing staff. Isolation policies/procedures, which describe the needed precautions for specific diseases, are located on each unit.

It is required that students and instructors receive vaccination for influenza at the appropriate time of the year. This is specified in the affiliation agreement held between UPH-DM and the School.

**Isolation Precautions**

Standard precautions are used for all patients. This means wearing personal protective equipment when coming in contact with blood, body fluids, excretions, secretions. For patients with conditions that require additional precautions, appropriate transmission-based precautions should be used. Do not enter a room posted with Isolation Precautions without specific instructions from the instructor or the nursing staff. Isolation policies and procedures which describe the needed precautions for specific diseases are located in the Infection Prevention and Control Manual located on each unit.

**Latex Allergy / Sensitivity**

Latex allergy precaution sign identifies a patient that has a latex allergy/sensitivity and is used to communicate to all healthcare workers the necessity for special precautions for this patient’s safety. A special cart is available for identified latex allergy/sensitive patients. Extreme caution for patient safety is required, as systemic latex allergies are a serious, potentially life-threatening concern for patients.

Students/Instructors who have a latex allergy/sensitivity will need to communicate that information to the clinical manager or supervisor.

**Medical Emergency Teams**

UnityPoint Health has rapid response teams that provide additional assistance to staff when any of the following situations are present:

- Nursing staff are worried about a patient.
- Acute change in heart rate.
- Acute change in systolic blood pressure.
- Acute change in respiratory rate.
- Acute change in oxygen saturation.
- Acute change in level of consciousness.

The **MET Team (adult patients)** is reached by calling 777 and stating “MET team is needed”; Provide campus, unit, room number, and your telephone extension.

The **PRRT Team (pediatric patients)** is reached by calling 777 and stating “This is ________, Pediatric Rapid Response Team is needed in Room #________.”

**Money / Valuables**

UnityPoint Health – Des Moines is not responsible for lost or stolen valuables. It is suggested that you bring only a modest amount of money to enable you to purchase meals/snacks. Leave all other valuables at home (expensive coats, jewelry, leather items). Purses should be placed in designated locked areas on the unit or left in the trunk of your vehicle.

**Parking**

Students and instructors must park in designated parking areas on each campus. Students or instructors parking in patient/family designated parking areas will be ticketed.

**IMMC Campus:**

Parking stickers and gate access cards are required and available through the Public Safety Parking office on the first floor of the parking ramp. Students must park in the Employee Parking Lots #2 & 3 (15th Street between High and Woodland) unless otherwise directed by the Parking Office. Maps can be obtained through Parking Office.
ILH Campus:
Temporary parking tags are required and available at the Public Safety desk in the ER. These numbered tags should be attached to the student vehicle’s rear view mirror. With this tag visible, students are directed to park in employee parking lot #8, which is located on the east side of Penn Ave. north of the Penn Medical Building.

Methodist West Campus:
Temporary parking tags are required and available at the Public Safety desk in the ER. These numbered tags should be attached to the student vehicle's rear view mirror. With this tag visible, students are directed to park in employee parking which is located on the west side of the hospital.

Patient Identification System
The following wristbands are used to identify patients at UnityPoint Health – Des Moines:

- White - Identification Bracelet
- Red - Allergy
- Yellow - High Risk for Fall
- Orange – Dysphagia
- Pink – risk for lymphedema in an extremity – no IV sticks, etc.

Patient Rights
UnityPoint Health-Des Moines promotes the rights, interests and well-being of the patient. It is our policy that these rights shall be respected and no patient shall be required to waive these rights as a condition of treatment.

Patient Safety
Patient safety is a priority at UnityPoint Health – Des Moines. Any questionable situations that you encounter must be reported. It is up to everyone to report not only sentinel events, but also near misses. There are specific policies in place that address the National Patient Safety Goals. Instructors and students must follow these policies to assure a safe environment for our patients.

1. The Right Patient Every Time
   - In the inpatient setting, two identifiers are used to identify the patient: the medical record number and the patient name. These identifiers are compared between the patient’s wristband and the medical record. In the outpatient setting, patient name and birthdate are used as identifiers.
   - Before initiating a blood or blood component transfusion, the patient is matched to the blood or blood component during a two-person bedside or chair-side verification process.

2. Communicate clearly with other caregivers
   - “Read back” technique is used whenever taking verbal or telephone orders or critical test results. UnityPoint Health has a policy with the list of what is considered a critical test. Please review this with your preceptor.
   - Critical test results must be communicated in a timely manner to the patient’s care provider.
   - A list of unacceptable abbreviations is in place.
   - UnityPoint Health has been standardizing the process for “hand-off” communication when patients are transferred from one unit to another or discharged. This process involves providing information necessary to the safety of the patient to the next caregiver, and allowing an opportunity for asking and responding to questions.

3. Use medicines safely
   - A list of look-alike/sound-alike drugs in the organization is reviewed annually. Students involved in medication administration should be familiar with this list.
   - Assure labeling of all medications, medication containers or other solutions on and off the sterile field in the perioperative and other procedural settings.
   - Reduce the likelihood of patient harm associated with the use of anticoagulation therapy.

4. Reduce the risk of infection
   - All staff, students, interns and instructors must comply with CDC hand hygiene guidelines.
   - Prevent the spread of multiple drug resistant organisms (MDROs like MRSA and VRE).
   - Teach patients and families about the importance of hand hygiene.
   - Prevent central line-associated bloodstream infections.

3/1/2017
5. Reconcile medicines across the continuum of care
   • An accurate and complete list of the patient’s medications must be obtained on admission and compared to what is ordered during their hospital stay.
   • Anytime patients are transferred either within or outside of the hospital, the complete medication list must be communicated to the next provider of service and document the communication.
   • The complete list of medications is provided and explained to the patient on discharge from our hospital.

6. Reduce the risk of patient harm from falls.
   • Every patient at UnityPoint Health – Des Moines is placed on universal fall precautions, assessed for risk to fall and an appropriate plan is put into place to prevent falls, based on the level of risk identified.

7. Involve patients in their care.
   • Patients are represented on some committees at UnityPoint Health – Des Moines. A variety of patients are part of the Patient Advocacy Committee, which meets frequently to identify issues and help seek resolution of those issues.
   • The health literacy initiatives at UnityPoint Health – Des Moines also promote patient involvement in their care.

8. Identify patients at risk for suicide.
   • UnityPoint Health – Des Moines is refining the mechanisms in place to identify patients at risk for suicide, particularly for areas where patients are being treated for emotional and behavioral disorders.

9. Call the MET or PRRT team.
   • UnityPoint Health has rapid response teams called MET (adult) and PRRT (peds). These teams of critical care professionals are available to assist staff when the patient’s condition changes.

The following safety recommendations are also followed at UnityPoint Health – Des Moines. These are no longer listed as goals by the Joint Commission, but placed within the patient care standards.

 Eliminate wrong-site, wrong-patient, wrong-procedure surgery
   • A process is in place to preoperatively verify the right patient, procedure and site.
   • The physician is responsible for marking the site so that it is visible after the area is draped. The patient is involved in this process.
   • Prior to any invasive procedure a “time out” is done to verify the right patient, procedure, site.

 Improve the safety of using infusion pumps
   • The infusion pumps at UnityPoint Health – Des Moines are specially designed to prevent free flow from occurring. Interns and instructors should be familiar with the correct procedure for removing IVs from the IV pump to prevent damaging the system.

 Improve the effectiveness of clinical alarm systems
   • All clinical alarms are checked regularly to assure they are functioning correctly.
   • Alarms are set at appropriate settings and are loud enough to be heard in the patient care area.
   • If you hear an alarm go off, notify the nurse caring for the patient.

**Personnel Health/Illness**

Instructors/students who have a respiratory infection, sore throat, draining lesions, diarrhea, conjunctivitis, or other infectious conditions must refrain from all direct patient care and from handling patient care equipment until the condition resolves. It is highly recommended that students and instructors receive annual influenza vaccination.

3/1/2017
Personal Safety Guidelines

While here at work:

- Report any and all suspicious activity to security immediately! Go with your gut instinct.
- Know the emergency line and routine line for security (EMERGENCY- 777 or 241-7777 if calling from outside the facility, or Routine 16476 or 241-6476 if calling from outside the facility).
- Have a “safe room” in mind if there was ever an incident that you and your co-workers could go to that has access to phones, fax, lockable, and no glass.
- Be aware of your surroundings; report anything out of the ordinary.
- Lock up personal belongings: don’t leave them under the desk or in any public area.
- Keep your management team appraised of any personal issues going on where you feel your safety may in danger in the workplace (i.e. - ex spouse, stalkers, etc). Communication is the key to improving workplace violence, keeping in mind all of your personal information is confidential and will not be shared with staff.
- Bring a change of shoes for the end of shift (i.e. - dress shoes should be removed and sneakers should be used when exiting the facility)

Outside of Work:

- Program the Public Safety phone into your personal cell phone (515-241-6476 or 515-241-7777 for emergency assistance).
- Have cell phone in hand while walking; use 911 as your primary source if you are unable to talk. (911 has ability to track your location)
- Walk in-groups of two or more if possible or
- Call Public Safety for an escort if leaving late in the evening or at night.
- Park in a well-lit area. Avoid dark, vacant, or deserted parking lots, use well-traveled areas.
- Avoid walking to your car with a music player and earphones- be aware of your surroundings at all times.
- If you carry personal protection devices such as mace, have it readily available in your hands for easy access. Test the mace monthly to ensure its working and discard old/outdated mace when expired. Place mace canisters in safe locations within your purse as to not puncture it with loose keys etc.
- You are most likely to be attacked during transitions where you are going from one place to another. Transitions occur when you go from your car to work, or work to your home, walking to the parking lot, taking out the trash, or jogging down the road. Transition may increase your risks but are necessary part of life. Walking with an umbrella, dog, or small child decreases you risk of attach. Pairs of 2 or more are less likely to be attached than solitary persons. Remember to look around you and walk with an alert, erect posture. People who look like good victims are good victims.
- NEVER get into a vehicle of someone you don’t know, even if they threaten you by force or with a weapon. Your chances of survival decrease by 95% once you leave the scene- fight to stay alive.
- Never leave items of value in your vehicle- if absolutely necessary make sure the items are kept clear from plain sight.

Radiation Safety

If a student will be caring for a patient who may expose the student to radiation, the instructor and student are responsible for learning and adhering to the applicable policies and procedures.

Restraints

At UnityPoint Health, students are not allowed to apply or remove restraints.

Smoking

Smoking is not allowed on any property of UnityPoint Health – Des Moines. This includes all parking lots and sidewalks along the hospital property.
Solicitation
You may not promote personal causes, religious convictions, or political preferences while obtaining clinical experience. Distribution of literature relating to personal causes and convictions, as well as all forms of solicitation, will not be allowed.

Stethoscopes
Students and instructors are expected to provide their own stethoscopes. Cloth covers for the stethoscopes are not allowed.

Tuberculosis
All students and instructors will be current in their periodic skin testing.

The special needs for isolation rooms/negative pressure rooms and respiratory protective devices must be followed when working with suspected or confirmed tuberculosis patients.

Students/Instructors are not allowed to enter TB isolation rooms unless pulmonary testing/training for N95 mask/Airmate has occurred and documentation of it is supplied.

Uniform / Name Tags
All students having clinical experience at UnityPoint Health – Des Moines, and their supervisory personnel, shall follow the “Professional Appearance” policy (HR Work Environment #8). If scrub outfits are mandated for the clinical experience, check with the nurse manager/charge nurse regarding obtaining them. Scrubs should not be removed from the premises.

This policy includes the following expectations for dress code:
- Freshly laundered uniform
- Only two rings per hand
- Single chain necklace that does not hang outside clothing
- Small button style earrings; no hoops
- Student identification/name tag and credentials worn at chest level
- No perfume
- No piercings of nose, eyebrows, or other visible area
- No visible tattoo
- Clear nail polish in good repair; no artificial nails. NO polish in OB or OR
- No cloth covers for stethoscopes
For Schools:
Please complete the information below acknowledging receipt of this student orientation manual and confirming distribution by your facility to all students entering UnityPoint Health – Des Moines.

For Individuals:
Please complete the information below acknowledging receipt of this student orientation manual.

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