



CLINICAL EDUCATION SERVICES

**STUDENT  
ORIENTATION  
MANUAL**

## Welcome

On behalf of our staff, physicians and volunteers, welcome to Sacred Heart Health System. Throughout Pensacola and much of Northwest Florida, Sacred Heart is considered the hospital of choice. Without question, it is our associates who make us number one. It is our associates who are “at the heart of it all”.

At Sacred Heart, you will hear a lot about Core Values and Core Commitments. These values and commitments serve as the foundation for everything we do. Whether you find yourself in direct patient care or working behind-the-scenes, your daily contribution to our mission of care is crucial. It takes each and every one of us working as a team and “living the values” to create the kind of health care delivery system that encourages our patients and their families to continually choose Sacred Heart for all their healthcare needs.

This orientation manual has been designed as a reference for you. It was developed in an effort to consolidate some very important information that you will need to know and understand. The manual contains information about the responsibilities you will assume and the benefits to which you are entitled. Please read it carefully. If you have any questions, do not hesitate to discuss them with your Instructor, or Clinical Education Services.

We sincerely hope that your time with Sacred Heart Health System will be filled with challenging and satisfying experiences.

God Bless You.

*Susan L. Davis Ed.D, RN, FACHE*  
Ascension Health Market Leader  
Florida/Alabama/Community Health Ministries

President and CEO  
Sacred Heart Health System

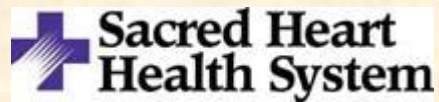




# Section I

# Instructions





## Instructions for use of the Student Orientation Manual

Clinical Education Services has developed this orientation manual to assist students entering Sacred Heart Health System. The following guidelines will help you to fulfill all the requirements necessary to create a satisfying clinical experience:

1. Read all sections of the manual and complete Appendix A & B.
2. This must be completed before beginning your first day in the health system.
3. Medical records and background check must be current per school affiliation agreement.
4. Obtain a student identification badge from Security only if you will not be utilizing an identification badge from your school. A picture badge must be worn at all times while on the Sacred Heart campus.



## Section II

# Sacred Heart Health System: Our Culture



## Our Mission and Our Values

Sacred Heart Health System's mission of care for the sick and the poor is the driving force behind all of the hospital's services. Our philosophy of compassionate Christ-centered care is based on Ascension Health core values:

**Service of the Poor**  
**Reverence**  
**Integrity**  
**Wisdom**  
**Creativity**  
**Dedication**

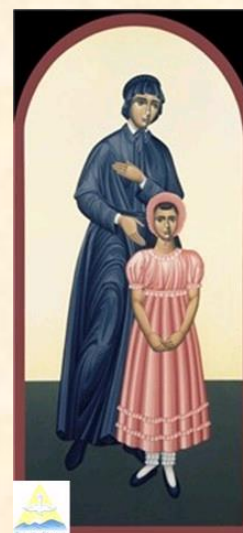


## Our Mission Statement

Our mission is to witness the healing ministry of Christ by providing quality health services based on the needs of our community in an atmosphere of respect and compassion.

## History & Heritage

It is important to understand the motivation of Sacred Heart's founders, St. Vincent, St. Louise, and St. Elizabeth. Their three guiding principles were to care for the poor, to have a creative vision, and to be thoughtful stewards of available resources. These principles are still relevant in today's healthcare environment and are deeply a part of Sacred Heart's Core Values.



“Leaving no one behind” is one of Ascension Health’s primary goals as a foremost healthcare system. Providing quality care to the poor requires millions of dollars each year. Creative vision in our ministry and very careful stewardship of resources is imperative to continue such care. Sacred Heart students must resolve to make thoughtful resource decisions and to be accountable for all choices and actions.

With such an evolving healthcare system, it is vital for all students to hold tightly to Sacred Heart’s founding principles and to have faith in the work of our mission. In so doing, we can continue to achieve great things just as our Founders did so many years ago.



# Section III

## Student Guidelines & Information





## **Student Guidelines & Information**

### **THE STUDENT'S ROLE**

All students are expected to be familiar with and to follow all Sacred Heart Health System policies and procedures while participating in clinical experiences within the system. Your instructor/preceptor will assist you in becoming comfortable.

Your primary responsibility is to your instructor. You are also responsible to your preceptor and to the unit manager. Introduce yourself to them as soon as you report for your assigned duties.

### **ABSENCE**

Absence is defined as any unplanned period of time off no matter what reason is provided. Tardiness is defined as not reporting for clinical assignment at the scheduled time. Unauthorized early departure is considered a reverse form of tardiness.

Excessive absences, tardiness, and/or failure to report an impending absence to the appropriate person may result in suspension of your student clinical privileges at our campus. Your instructor can provide more details regarding absences and tardies.

### **AMERICANS WITH DISABILITIES ACT**

Enforcement of the American with Disabilities Act is administered by the Equal Employment Opportunity Commission (EEOC). The ADA is a federal law that forces employers to focus on an individual's abilities rather than their limitations.

We believe ADA protected individuals are productive members of our community. Students are expected to demonstrate sensitivity and remember that a disability does not mean an individual cannot perform the job duties for which they were hired. Our organization is considerate of individuals with disabilities. We make every reasonable accommodation for individuals with disabilities and will educate our students accordingly. Students are expected to comply with ADA laws at all times.

### **ANNUAL HEALTH CLEARANCE**

You are required to have an **annual (up to date)** health clearance through your school.

## **ANTI-DISCRIMINATION/ANTI-HARASSMENT POLICY**

Sacred Heart Health System is committed to providing a working environment that respects the dignity of every person, and will not tolerate discrimination or harassment of students. Any form of harassment related to one's race, color, sex, religion, national origin, age, marital status or physical or mental disability is a violation of this policy and will be treated as a disciplinary matter. Violation of this policy by a student will subject the student to corrective action, up to and including termination of clinical rotation.

## **CHAPEL**

Chapels are located at all hospital campuses, and are open 24 hours a day to all faiths. Our reception desks can provide directions for you. The schedule for Mass is posted outside of the Chapel. You are always welcome to spend a few moments in the Chapel in prayer or meditation.

## **CONTINUING EDUCATION**

Sacred Heart Health System is committed to the provision of quality patient care and to the professional growth and development of both staff and students. Accordingly, the Health System conducts numerous in-service and continuing education programs specifically designed to meet the needs of our associates. As students, you are encouraged to take advantage of available training. Bulletin boards are located in the specific departments and will contain postings of upcoming educational events. Consult your instructor or preceptor if you wish to attend or participate in any of these programs.

## **CORPORATE RESPONSIBILITY PROGRAM**

The Health System has a Corporate Responsibility Program, which has as its goal to ensure that the Health System complies with federal, state and local laws and regulations. It focuses on risk management and the promotion of good corporate citizenship, including a commitment to uphold a high standard of ethical and legal business practices. All students should refrain from conduct which violates any of these laws, rules or regulations. Likewise, students should report any infraction to appropriate levels of management.

## **DIVERSITY**

It is important to value and celebrate diversity. A goal here at Sacred Heart is to raise awareness about individual differences and to strive to understand how such differences can inhibit or enhance the way people work together.

Diversity can spark creativity. The uniqueness of individuals can be blended to strengthen the health system. The creative ideas and thought processes of every student are vital to furthering the founding principle of having creative vision.

### **DRESS CODE & APPEARANCE**

The opinion of Sacred Heart Health System depends largely on the public's interaction with its employees and students. A professional appearance makes a positive impression on our patients and their families. It is important to be well-groomed and wear neat, clean attire. One's appearance at work should inspire confidence and reflect professionalism. Students must adhere to their respective school policies; consideration should be given to the type of unit involved in their clinical experience.

The following dress code has been established to promote a consistent professional image and to meet infection control standards:

- ❑ Students must wear a name badge. The badge must be worn while on duty and should be positioned with the photo facing out and clearly visible on the upper left side of the body or around the neck attached to a lanyard. Do not put any type of sticker, tape, pins, etc., on your badge.
- ❑ Clothing should be conservative, professional, and appropriate for the operational requirements of each department. Shorts and jeans are not permissible.
  - Hemlines should be no shorter than just above the knee and no longer than ankle length.
  - Pants should be loose fitting.
  - Footwear should be a conservative style that is clean and safe for the operational requirements of each department. Socks or hosiery must be worn at all times.
  - Jewelry should be conservative and professional and worn only on the ears, neck, wrists and hands as appropriate for the operational requirements and standards of each department. Visible body piercing is not permitted, except on the ears.
  - Hair should be well-groomed and worn in a conservative, professional style. Hair color must be kept to natural shades such as blonde, brunette, red, gray, etc. Colors such as pink, purple, blue, etc., even as highlights, are not acceptable.

- For direct patient caregivers, if hair is shoulder length or longer, then it must be pulled back and contained through the use of hair nets, barrettes, braids, etc.
- Facial hair, if grown, must be well-trimmed and well-groomed and appropriate for a healthcare environment.
- Fingernails should be kept clean and neatly trimmed as appropriate for the operational requirements and standards of the department. Direct patient caregivers must not wear artificial nails or nail jewelry.
- Make up should be worn in moderation and in good taste.

While on campus students should convey a professional image.

### **DRUG FREE ENVIRONMENT**

To protect our patients, associates, and others, we are committed to providing a drug/smoke free working environment safe from the risk of accidents and injuries. Each student has a responsibility to patients, co-workers and the public to deliver services in a safe and conscientious way. Continuing research and practical experience has proven that even limited quantities of narcotics, abused prescription drugs or alcohol can impair reflexes and judgment. This impairment, even when not readily apparent, can have catastrophic results, as in the case of associates engaged in patient care or operating dangerous equipment. Sacred Heart Health System has adopted a policy that all students must report to work completely free from the presence of drugs and the effects of alcohol.

- Students must report to work and remain drug and alcohol free: With the single exception of appropriate use of prescribed medicine in accordance with a physician's instructions, students must not have any controlled substances in their systems while at work.
- Drug Use/Distribution/Possession: All Students are prohibited from manufacturing, distributing, dispensing, possessing or using illegal drugs or other unauthorized, mind-altering, or intoxicating substances while on the Health System property (including parking areas and grounds), while otherwise performing duties away from the property. Included within this prohibition are lawful controlled substances that have been illegally or improperly obtained.
- Medical Duties Exception: Nothing in this Policy shall prohibit the lawful and appropriate dispensation, distribution, or possession of

controlled substances where it is a necessary part of an student's assigned patient care duties.

- **Alcohol Use/Possession:** Students are prohibited from distributing, dispensing, possessing, using or having alcohol present in their system while at work or on duty.
- **Off-Duty Conduct:** Students, who manufacture, distribute, dispense, or possess illegal or other unauthorized controlled substances, on or off Health System property, are subject to discharge. Off-duty use of controlled substances, whether drugs or alcohol, which results in impaired work performance of any kind or in conduct which risks harm to the Health System's image or its relationship with patients, associates, or the public, will result in discipline up to and including discharge.
- **Prescription Drugs:** The proper use of medication prescribed by a physician is not prohibited; however, the misuse of prescribed medication is prohibited. Students using drugs at the direction of a physician are required to notify their instructor/supervisor/preceptor, the Associate Health Manager, or the Associate Relations Coordinator in the Human Resource Department when these drugs may affect their job performance, such as by causing dizziness or drowsiness. It is the school's responsibility to determine from his/her physician whether a prescribed drug may impair job performance.



- **Notification of Possible Impairment:** Student suffering from a substance abuse problem should consult his or her Instructor/Supervisor/Preceptor, the Associate Health Manager or the Associate Relations Coordinator in the Human Resource Department who will help the student secure assistance. It is the student's responsibility to seek help before performance or misconduct problems arise. Problems resulting from active use or abuse of a controlled substance will not be excused.

The following may warrant the initiation of drug screens:

Students may be required to submit to screening whenever the Health System has a reasonable suspicion the student has violated any of the rules set forth in

this policy. Reasonable suspicion may arise from many factors, including observation, co-worker reports or complaints, decline in performance, attendance, behavior, or involvement in a workplace or vehicular accident indicating a possible error in judgment or negligence. Substance screening may be conducted at any physical examination. The Health System reserves the right to randomly conduct testing without advance notice where deemed necessary by management. Urinalysis, blood tests and other appropriate substance screenings / test procedures may be utilized to enforce the requirements of this policy. All urinalysis drug tests will utilize an initial immunoassay methodology with a confirmation of all positive test results by an alternate methodology such as gas chromatography/mass spectrometry using the same specimen. Written chain of custody documents and container labeling will be used to ensure that the specimen received is accurately tested and reported. Steps will be taken to control information surrounding test results.

### **EMERGENCY PREPAREDNESS / ENVIRONMENTAL SAFETY**

Emergency Preparedness Management Safety Manuals are located in each department. Your instructor or preceptor will review the manual with you and explain what you are expected to do in case of fire or other disaster. **To report any kind of emergency, dial 3333.**

Students should know Sacred Heart Emergency Codes, and know how to call an emergency. The number for all emergencies is **3333**. Students should identify fire pull alarms and fire extinguishers during orientation of the unit. In addition, students are required to know basic fire safety. This includes R.A.C.E (Rescue, Activate, Confine the fire, Evacuate or Extinguish), and P.A.S.S (Pull the pin, Aim the nozzle, Squeeze the trigger, Spray in a sweeping motion at the base of the fire).

#### **Guidelines for Fire Response – R.A.C.E.**

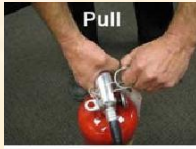
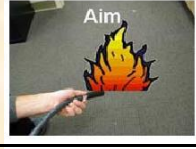


If you observe a fire, in a Sacred Heart Hospital facility, no matter how small it may appear, act quickly using the following R.A.C.E. procedures.

<b><u>Rescue</u></b>	Remove guests, visitors, patients, co-workers and yourself from immediate area of the fire/smoke. If necessary relocate patients first HORIZONTAL to the nearest corridor separated by fire doors that is unaffected by smoke; then, if appropriate, VERTICAL using the nearest stairwell without smoke (Go at least 2 floors beneath the fire).
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<b><u>A</u>lert</b>	Call out “CODE RED” to alert nearby team members to assist. Know the location of your closest fire pull station and pull it to activate the hospital fire system. After pulling fire pull box, call the emergency operator number 3333 (for hospital buildings) or 911 (for non-hospital buildings) to report the Code Red.
<b><u>C</u>ontain</b>	Close all doors in the affected area.
<b><u>E</u>xtinguish</b>	If safe to do so, extinguish the fire by using PASS (Pull, Aim, Squeeze, Sweep) from a safe distance. Always leave yourself a way to escape. NEVER turn your back on a fire.

### How to Use a Fire Extinguisher

Remember the word P.A.S.S. when using a fire extinguisher.

<b>PULL</b>	Pull the pin located near the handle	
<b>AIM</b>	Aim the nozzle at the base of the fire	
<b>SQUEEZE</b>	Squeeze the handle	
<b>SWEEP</b>	Sweep from side to side	

## Types of Fire Extinguishers

			
<p><b>ABC extinguisher:</b></p> <p>Most commonly seen at Health Central Hospital- safe to use on combustibles, flammable or electrical fires.</p>	<p><b>CO2 extinguisher:</b></p> <p>These use CO2 to extinguish the fire and are used in surgical suites as they leave no residue.</p>	<p><b>MRI Safe extinguisher:</b></p> <p>This is a non-ferrous ABC extinguisher, which is safe to be used in the MRI room.</p>	<p><b>K-extinguisher:</b></p> <p>These are specifically found in commercial kitchens and are designed for grease fires.</p>

The following is the list of emergency codes used at Sacred Heart:

<b>Blue</b> -Cardiac/Respiratory/Medical Emergency	
<b>Black</b> -bomb threat	<b>White</b> -Hostage
<b>Brown</b> -Severe weather	<b>Yellow</b> -Lockdown
<b>Green</b> -Mass casualty	<b>Orange</b> -Hazmat
<b>Grey</b> -Manpower/Elopement/Assist	<b>Pink</b> -Infant/child abduction
<b>Red</b> -Fire	<b>Silver</b> -Active shooter



**PLEASE SEE BELOW FOR STERI CYCLE PROCESS AND WHERE TO DISPOSE OF VARIOUS MATERIALS.**



**Blue:** Non-regulated drugs, Empty vials

**Red:** Sharps, Syringes, Broken glass

**Black:** Aerosols & corrosive liquids, Toxic & hazardous waste; Controlled & high alert IV fluids with liquid remaining; NO SHARPS

**Yellow:** Chemo Waste

**Trash:** Empty Vials, Bags

**EQUAL OPPORTUNITY**

Sacred Heart Health System is an equal opportunity employer and prospective associates are considered equally without regard for age, handicap or disability, race or color, religion or creed, sex or marital status or national origin. It is our policy to select the best-qualified individuals for employment based on the skill, education, training, and experience required for each position.

Sacred Heart Health System does not discriminate in violation of federal, state or local laws with respect to age, handicap or disability, race or color, religion or creed, sex, marital status, or national origin.

If a student feels that he/she is being discriminated against based upon race, color, sex, religion, national origin, marital status, age or physical or mental disability, the student should immediately notify his/her instructor.

### **FOOD & CONVENIENCES**

**Cafeteria/Gift Shop:** Available and hours vary by locations.

### **HEALTH SYSTEM STANDARDS OF CONDUCT**

In accordance with the Core Values of Ascension Health, each associate, volunteer and student is expected to abide these core values: Service of the Poor, Reverence, Integrity, Wisdom, Creativity and Dedication.

The following Standards of Conduct are a practical extension of Ascension Health's Core Values. These standards more clearly state Sacred Heart Health System's expectations regarding how students should conduct themselves and promote and protect the integrity of Sacred Heart Health System. Each student is expected to act in a way consistent with the following principles:

**Quality of Care:** Sacred Heart Health System is committed to meeting patient needs by serving the whole person in his or her spiritual, intellectual, emotional and physical dimensions. We are dedicated to providing competent and compassionate care and to respecting and safeguarding the dignity of each patient. Sacred Heart Health System allows each patient access to all the medical and ethical information necessary to make decisions about their care.

**Law and Regulations:** Sacred Heart Health System will operate in accordance with all laws and regulations. These laws and regulations apply to areas such as patient referrals, employment, physician relationships, billing and payment practices, discount arrangements, lobbying, political contributions, the environment, health and safety, and dealings with payers and regulatory agencies.

**Human Resources:** Sacred Heart Health System strives to cultivate a work environment which promotes the following:

- A high regard for associates.
- Honest and respectful treatment.
- Protection of safety and health.

- Opportunities for personal and career growth and advancement
- Provision of necessary tools to succeed
- The establishment of adequate conflict resolution procedures
- Recognition and reward for achievements, without prejudice and discrimination.

**Business and Ethical Practices:** Sacred Heart Health System is committed to ethical business conduct and integrity, including the Ethical and Religious Directives for Catholic Health Care Services. Students must represent Sacred Heart Health System accurately and honestly and must not do anything that purposely defrauds anyone, including other companies or the government, of money, property or services. Record keeping and billing for services provided to patients must be accurate, timely and lawful. Students must take all reasonable steps to preserve and protect Sacred Heart Health System's assets by making prudent and effective use of its resources.

**Confidentiality/Privileged Information (HIPPA):** In keeping with various laws, regulations, professional and ethical guidelines, Sacred Heart Health System students must maintain the confidentiality of medical records and other patient information.

To protect you, our patients, and Sacred Heart Health System, information concerning any patient must be held in strict confidence and is not to be discussed with anyone outside your immediate work area. Any discussion of patients or patient records must be professional in nature and limited only to those who have a legitimate need to know. Any request for such information from persons outside the Health System should be referred to your preceptor or the unit supervisor. Further, you should handle in strict confidence any confidential information regarding staff or the Health System itself. In order to safeguard confidential information stored in equipment (i.e., computers, answering machines, etc.), students must limit their use of Health System equipment to functions necessary to the student's specific job duties.

**Conflicts of Interest:** Sacred Heart Health System students are expected to act in a way that is in the best interest of the organization and the patients it serves. Students may not use their positions to profit personally or to assist others in profiting in any way at the expense of the organization. In any situation where students' outside interests conflict with those of the

organization, the student must disclose the conflict in accordance with organizational policy.

### **LICENSURE AND REGISTRATION**

If your position requires a license, registration, or certification, you are responsible for keeping such licensure current and in effect. Your instructor, preceptor and Clinical Education Services should be kept up-to-date regarding your licensure.

### **LOST AND FOUND**

Any article found in the Health System or on the grounds should be turned in to security. The item will be kept for 30 days before disposing of it, if unclaimed. If you have lost something, report the loss to security and check with them on a regular basis.

### **MEALS AND REST PERIODS**

Meal periods and rest periods will be scheduled by your instructor or will be taken with your preceptor to ensure the department's operations are not interrupted. Smoking is prohibited on Sacred Heart Health System property.

### **PARKING/SAFETY AND SECURITY**

Student parking at Sacred Heart Health System is provided on our surface associate parking lots. **Students are not permitted to park in areas designated for visitors or physicians or designated as handicapped or construction or fire zones.** The campus speed limit is 10 miles per hour or less, unless otherwise posted. Remember, pedestrians always have the right of way. Violation of Sacred Heart Hospital parking policy can lead to removal from the clinical experience. The Health System strives to maintain a safe and secure environment at all times. As a student, you should always be safety-conscious for your own protection and for the protection of your fellow students and for our patients and visitors. Students can request the assistance of security to escort them to their vehicle if they feel they need an escort.

The success of our safety program depends on your awareness and cooperation. Please report hazardous conditions to your supervisor at once. If the hazardous condition remains, notify the Safety Manager. A security service provides 24-hour coverage of the Hospital, parking lots and grounds. Suspicious persons or activities should be immediately reported to your supervisor or to Security. Security officers can be reached through the Health System operator.

## **PATIENT RIGHTS & RESPONSIBILITIES**

The goal of patient rights and responsibilities is to improve care, treatment, services, and outcomes by recognizing and respecting the rights of each patient and by conducting business in an ethical way. The family is involved in care, treatment, and service decisions with the patient's approval.

Patients deserve care, treatment, and services that safeguard their personal dignity and respect their cultural, psychosocial, and spiritual values. These values often influence the patient's perceptions and needs. By understanding and respecting these values, providers can meet care, treatment, and service needs and preferences.

*SHHS's pledge to our patients:*

- We will always introduce ourselves to you by providing our name and our role in your health care experience.
- Throughout your visit our associates/students will verify that you are the right patient for the right medication or procedure by always asking you to verbally verify the information on your patient arm band.
- For your safety, we will always cleanse our hands in front of you before and after your care.
- We will always explain every step of a procedure to include time expectations, delays, and the need for follow-up care.
- For your safety we will always label blood work and specimens in front of you to ensure accuracy.
- We will be happy to always answer any questions you may have.
- Your safety, privacy and comfort will remain our highest priority as our goal is to always provide you with excellent care

### **RISK MANAGEMENT: INCIDENT REPORTS**

Any untoward event which is not consistent with the routine prescribed regimen of care for a patient or any event which results in injury or potential injury to a visitor or patient shall be reported in the electronic Event Reporting System (safERSystem) through the Sacred Heart Intranet site within 3 business days after the event.

Event reporting is the responsibility of every hospital staff member, contract worker, physician, and student. Students may report any incident using the SafERSystem. Please notify your preceptor and the supervisor on the unit of the event.

Anyone involved in an accident on hospital premises should be encouraged to report to the Emergency Department for examination.

### **SMOKE-FREE WORKPLACE**

Our goal is to maintain a healthy environment to enhance patient recovery and provide families, visitors and staff with a clean, smoke-free atmosphere. Therefore, Sacred Heart Health System has implemented a smoke-free policy. Smoking is prohibited on all Sacred Heart Health System properties.

### **SOLICITATION, DISTRIBUTION AND POSTING**

To avoid disruption of health care operations, interference with patient care, and inconvenience to our patients and their visitors, the following rules apply to solicitation and distribution of materials and/or literature on Health System property.

- ❑ No student shall engage in solicitation of any kind during working time. Working time includes the working time of the student doing the soliciting or distributing and the student to whom the soliciting or distributing is directed. Working time does not include break periods, meal times or any other specified periods during the workday when students are properly not engaged in performing their work tasks.
- ❑ No student shall engage in solicitation of any kind in immediate patient care areas such as patient rooms, operating rooms, and places where patients receive treatment, such as x-ray and therapy areas, or in any areas that might cause disruption of health-care operations or disturbance of patients, such as corridors in patient treatment areas

and rooms used by patients for consultations with physicians and meeting with families or friends.

- ❑ Students may not distribute literature during working time for any purpose. Working time is defined in Paragraph I. Students may not distribute literature at any time, for any purpose, in working areas. Working areas are all areas in the Health System, except cafeterias, gift shops, associate lounges, lobbies and parking areas.
- ❑ Solicitation of patients, guests, invitees or visitors or distribution of non-Health System material or literature to such persons, by any student, is prohibited on Health System property at all times.

### **WORKPLACE SECURITY/CONCEALED WEAPONS**

In order to provide a safe workplace for our students and to provide a comfortable and secure atmosphere for our customers and others with whom we do business, the Health System will not tolerate any violent acts or threats of violence.

Any student who commits or threatens to commit, violence against another person, while on Health System premises, will be subject to immediate discharge. Any student who commits, or threatens to commit, any violent act against any person while engaged in Health System business on or off the premises will be subject to immediate discharge. Even when off the premises and not involved in Health System business, a student who commits, or threatens to commit, a violent act against any other person will be subject to immediate discharge, if that threat or violence could adversely affect this Health System or its reputation in the community.

Any student who is threatened shall immediately notify his or her supervisor or someone in management. Students are urged to take all threats seriously. Reports of threats or violence will be carefully investigated and associate confidentiality will be maintained to the fullest extent possible.

No student of Sacred Heart Health System shall possess or carry on their person a weapon, concealed or unconcealed, while on Health System property or while doing Health System business off Health System property. This means no weapon shall be carried in a briefcase, handbag, or kept in a vehicle while on Health System property. Violation of this policy is so serious as to warrant immediate dismissal for cause and without notice.

### **WORK-RELATED INJURY**

It is the responsibility of each student to immediately report an on-the-job injury to his or her instructor/preceptor. For students, a non-associate incident report must be completed and signed by the student and his/her instructor/preceptor. Additionally, the instructor must be notified.

The Associate Health Manager or the House Supervisor directs initial medical care. Emergencies should report to the nearest Emergency Room.





# Section IV

## Clinical Orientation



### **ANTICOAGULATION THERAPY**

Anticoagulation therapy is a high risk medication used to treat a variety of conditions. Depending on the drug, they work in different parts of the clotting cascade. All anticoagulants have the risk of bleeding. When providing patient care keep this in mind. Report all falls immediately to instructor/preceptor.

### **BLOOD TRANSFUSION THERAPY**

Students will not participate in blood transfusion except for monitoring a patient receiving blood.

### **CAUTI- CATHETER ASSOCIATED URINARY TRACT INFECTIONS**

The urinary tract is the most common site of Healthcare Acquired Infections (HAI). Most of these infections follow instrumentation of the urinary tract, mainly urinary catheterization. The risk of acquiring a UTI depends on the method and duration of catheterization, the quality of catheter care and host susceptibility.

At Sacred Heart we have strict criteria for placement of urinary catheters as this is a known risk factor for UTI's. We also have criteria for removal of urinary catheters as prolonged use of urinary catheters is a known risk for UTI's. The approved indications for indwelling urinary catheters are urinary tract obstruction, neurogenic bladder dysfunction with urinary retention, urologic studies or surgery on contiguous structures, critical care units only for accurate measurements of urinary output, stage 3 or 4 sacral pressure ulcer in an incontinent patient with wound exposed to urine, and terminally ill patients on hospice or palliative care for comfort.

Students will work with their instructor/preceptor to ensure that we adhere to these criteria to minimize risk for CAUTI. Adherence to aseptic technique when managing urinary catheters is essential during placement and daily care.

### **CLABSI- CENTRAL LINE ASSOCIATED BLOOD STREAM INFECTION**

Clabsi is a common hospital acquired infection (HAI) of the blood stream. These infections are one of the top ten leading causes of death in the United States. As one of the National Patient Safety Goals, the Joint Commission is requiring hospitals to use proven guidelines to prevent infection of the blood from central lines. Therefore, Sacred Heart policy is to change central line dressings every seven days and prn using sterile technique. The site is cleaned with chlorhexidine (for those ages 2 months or older), a bio-patch is placed and covered with a sterile occlusive dressing. Daily maintenance of central lines requires proper injection site cleansing, labeling of IV tubing, tubing changes

every 96 hours or as indicated. Ensuring these standards are met dramatically reduce the risk of CLABSI. Students are expected to abide by these standards.

### **CODE BLUE**

Any hospital personnel shall initiate a Code Blue by dialing 3333 on any hospital telephone, upon discovering or witnessing a cardiac and/or respiratory emergency situation. **A Code Blue is a patient/visitor arrest. This may involve having the emergency team summoned by the switchboard operator and properly positioning the patient and beginning cardiopulmonary resuscitation. All appropriate life sustaining measures must be carried out as ordered by the physician in charge of the code.**

**Student's role:** In the event a Code Blue is called in your area, **your role during the code is that of an observer.** You may carry out instructions directly given to you by the code team leader to assist other team members.

If there are any questions regarding your role during an emergency, please direct them to your instructor or preceptor the first day of your clinical rotation.

### **FALLS REDUCTION PROGRAM**

Falls are the most common adverse event reported in hospitals, and leading cause of injury among adults > 65 yrs. Sacred Heart uses the Hendrich II Fall Risk Model to determine if a patient is high risk for falls. If patient is determined high risk then strict interventions should be in place. These interventions are yellow slippers, yellow bracelet, bed alarm, and moving patient close to the nursing station. If a high risk for fall patient is sitting up in the chair then apply a chair alarm. If one walks a patient to the bathroom the Sacred Heart policy is that the student does not leave the patient that is high risk for falls alone in the bathroom. You must stay with the patient and walk the patient back to bed.

### **INFECTION CONTROL-BLOOD BORNE PATHOGENS-TB EXPOSURE**

In the busy healthcare environment, optimal infection control practices are essential in the prevention of nosocomial infections and staff exposure to blood and body fluids. Many regulatory bodies including CMS, OSHA and TJC, require healthcare staff to follow infection control procedures for proper hand antisepsis; the appropriate use of personal protective equipment; sharps injury protection; the prevention of blood borne pathogen transmission and transmission based precautions. Students are not excluded from these practices.

### **IV CARE THE RIGHT WAY**

IV's are assessed every shift, and any problems should be reported to the primary nurse for resolution.

### **MDRO-MULTI-DRUG RESISTANT ORGANISMS**

MDRO's is becoming an increasingly problematic issue for hospitals to control. Hand hygiene is the single most important tool to prevent MDRO transmission in hospitals. Standard precautions are to be used with all patients. Isolation precautions (with the use of gowns, gloves, and masks) are the standard of care for preventing transmission of a MDRO. Please refer to the isolation signs outside patient rooms to identify what isolation the patient is on and the appropriate precautions to take.

### **MRI SAFETY**

The MRI is a radiologic tool available to the physicians to assist in the diagnosis of many conditions. Healthcare workers must be aware that the magnet is ALWAYS ON even if we lose all electrical power in the building. All individuals who enter the magnetic field environment must be screened to maintain their safety. NO EXCEPTIONS. Students are not allowed in the magnet room unless accompanied by MRI personnel. Always remove all metal items from your person to include belts, pagers, and cell phones before entering the area.

### **PATIENT ABUSE**

Victims of abuse or neglect may come to the hospital in a variety of ways. The patient may be unable or reluctant to speak about the abuse, and it may not be obvious to the casual observer. Students should report suspected abuse or neglect to their instructor and /or preceptor. Under Florida law, it is the duty of health professionals to report suspected abuse or neglect of children, disabled adults and elderly persons.

Florida Statutes provides for a contact registry (1-800-96-ABUSE) to receive reports of abuse and neglect and defines who must report abuse. The law assigns to Department of Children and Family Services (CFS) all responsibility for receiving, investigating and acting upon each report. For convenience, the abuse hotline number is located on the back of all associate name badge attachments.

### **PROMOTING PATIENT SENSITIVITY (BARIATRICS)**

Weight discrimination is the last acceptable form of discrimination in our culture. Many laws have been enacted over the years to protect the obese. Obese patients have a multitude of obesity associated health problems. They spend on average 37% more per year on healthcare than the average weight person. Sacred Heart is a weight loss surgical center. Our responsibility is to be sensitive to the patient's emotional, physical, and social well-being while providing safe care to the patient while protecting ourselves from injury.

### **RADIATION SAFETY FOR HEALTHCARE WORKERS**

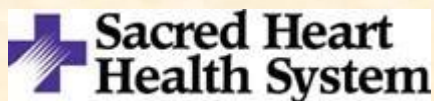
Radiation, when not used properly, can be hazardous to all students and other individuals. **STUDENTS WHO MAY BE PREGNANT SHOULD AVOID RADIATION EXPOSURE.** There are three ways to minimize radiation exposure: less time, increased distance, and shielding devices. Therefore, students and non-essential staff should leave the room during X-ray examinations. Students will not be assigned to radiation isolation rooms.

### **RESTRAINTS**

A safe environment will be provided for all patients, while protecting the patient and preserving his or her rights and well-being during use. The patient will be treated with respect and dignity while considering individual safety needs. Restraint use will be limited to those episodes where restricting a patient's movement is done to prevent injury to the patient or others, and only after other measures of less restrictive interventions have been attempted. Patient restraint will not be used as a means of coercion, discipline, convenience, or staff retaliation. The hospital will use restraint or seclusion only to protect the immediate physical safety of the patient, staff or others. The hospital discontinues restraint or seclusion at the earliest possible time, regardless of the scheduled expiration of the order. Students should never initiate restraint usage.

### **SURGICAL SITE INFECTION PREVENTION**

Surgical site infection is a potential complication of having surgery. Surgical site infection prevention is a 2015 National Patient Safety Goal. Sacred Heart uses proven guidelines aimed at preventing infection after surgery. These include antimicrobial prophylaxis, removing hair by clipping, appropriate skin antisepsis, sterile dressing 24-48 hours post-procedure, controlling blood glucose, and timely discontinuation of antibiotics, plus hand washing. Students are expected to adhere to these guidelines.



# Appendix A

## CONFIDENTIALITY AGREEMENT

Sacred Heart Health System has a legal and ethical responsibility to protect the privacy of all patients and to take appropriate safeguards to protect their health information. I understand that in the course of my career shadowing or internship experience I may come into contact with confidential patient information. This information includes verbal communication, documented material such as that found in medical records as well as computerized information available in healthcare computer systems. I understand that such information must be maintained in the strictest confidence.

I hereby agree that I will not at any time during or after my experience at Sacred Heart Health System disclose any patient information to any person or use patient information, other than as necessary in the course of my career shadowing experience. I also agree to protect this information by using the appropriate safeguards including but not limited to, speaking in a lowered voice, avoiding conversations in public areas, and disposing of material containing confidential information in appropriate receptacles.

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_



# Appendix B

SHHS Student Orientation Manual

\_\_\_\_\_   
Course Completion Date

Please submit the completed form to your instructor. The online education must be completed prior to the student starting their clinical. By signing this page you acknowledge you have read the student orientation manual and are accountable for following the guidelines summarized throughout the manual.

Student Name (Print): \_\_\_\_\_

Student Signature and Date: \_\_\_\_\_