

# ST. ANTHONY REGIONAL HOSPITAL AND NURSING HOME

## STUDENT GUIDELINES

**MISSION** St. Anthony Regional Hospital (SARH) is inspired by faith and committed to excellence. We are dedicated to improving the health of the people we serve. We will lead in providing high quality, high-value healthcare services responsive to the needs of our patients and the region. We are committed to the health ministry of our sponsors, St. Anthony Ministries.

Our mission is founded on six pillars: commitment: compassion, responsibility, teamwork, dignity & respect, and integrity.

**VISION** As a faith-based regional provider, St. Anthony will continue to be the recognized leader in mission focus, quality care and fiscal strength in Iowa.

**MANTRA** - Health, Healing and Hope

**STUDENT OBLIGATION** STUDENTS MUST ADHERE TO THE WRITTEN AGREEMENT BETWEEN THE HEALTH PROFESSIONS PROGRAM AND ST. ANTHONY, WHICH INCLUDES SPECIFIC RESPONSIBILITIES OF PROGRAM, STUDENT, PRECEPTOR AND FACULTY.

### STUDENT EXPECTATIONS

- Communicate situations of conflict in which a student perceives that his or her individual cultural values, ethics, or religious beliefs are in direct conflict with specific aspects of the clinical or observational experience.
- Demonstrate an understanding of the objectives and learning outcomes of the course.
- Contribute to the development of objectives for the clinical experience.
- Seek opportunities to learn and recognize the value of information available in the clinical area.
- Be prepared for each day. Dress and act in a professional manner.
- Respect the safety and well-being of the patient/resident in the clinical learning experience.
- Adhere to the general rules, policies, and regulations of the St. Anthony organization.
- Recognize her/his clinical knowledge, skills and abilities, limits of responsibilities, legislative authority and supervision requirements.
- Recognize that she/he is accountable for the quality of care she/he provides within the established objectives.
- Recognize her/his responsibility to notify the educator if learning objectives are not being achieved due to setting and/or the preceptor relationship.

### STUDENT RESTRICTIONS – students may not:

- Perform delegated medical acts.
- Act as a witness under any circumstances or for any purpose.
- Provide the second signature/check for controlled drugs, blood products, and medications listed as requiring independent double-checking, double signing and documentation.
- Provide telephone advice to discharged patients or their families.
- Perform any skill or procedure for which the student has not attained competency without the clinical instructor, preceptor or staff present.

- Take verbal or telephone orders. Students are not allowed to receive critical laboratory results over the phone.
- Carry narcotic keys.
- Be left in sole charge of the department, unit or any patient/resident.
- Transport patients/residents alone when the presence of an RN is required.
- Engage in behavior that causes or may cause physical, verbal, mental, or emotional abuse to a patient/resident.
- Remove a medical record or a printout of the medical record from the unit.
- Falsify any patient/resident record or any other document prepared or utilized in the health care organization.
- Eat, drink, or chew gum in patient/resident care areas

**Code Blue Response** To provide meaningful learning, and to respect patient safety and privacy, student attendance at codes and traumas is limited. Students may attend a Code Blue only if:

1. the student initiates the code,
2. the patient is in the care of the student at the time of the code, or
3. the preceptor/field instructor asks the student to attend the code.

Students who respond to a code should be certified in Basic Life Support and should be accompanied by the St. Anthony preceptor/field instructor, or the program's clinical instructor.

Students who attend a Code Blue should be debriefed by their preceptor or clinical instructor, as soon as possible, after the event.

**HIPAA** Protecting the privacy of our patients is a critical mandate. Students should defer any requests for patient information from a family/friend to the patient's nurse. Patient information should only be shared with hospital staff who have a "need to know."

Never share computer passwords or leave a computer unattended before logging off.

Students may not, at any time, make copies of any part of the medical record. Students may make notes, but may not record any of the elements considered by HIPAA to qualify information as "Protected health information." The elements are:

1. Patient name
2. Address including street, city, county, zip code, and equivalent geocodes
3. Names of relatives
4. Name of employers
5. Birth date
6. Telephone numbers
7. Fax numbers
8. Electronic email addresses
9. Social Security Number
10. Medical record number
11. Health plan beneficiary number
12. Account number

13. Certificate/license number
14. Any vehicle or other device serial number
15. Web Universal Resource Locator (URL)
16. Internet Protocol (IP) address number
17. Finger or voice prints
18. Photographic images
19. Any other unique identifying number, characteristic, code.

**Social Media** Information regarding our patients is strictly confidential, and is never a proper subject of social networking. Social networking generally includes all means of communicating or posting information or content of any sort on the internet, including but not limited to, postings on your own or another's web logs ("blogs"), websites, web bulletin boards, chat rooms, and any other social media.

**OCCUPATIONAL EXPOSURE** While in the facility, if a student is involved in a situation resulting in cross contamination, bodily fluid exposure, exposure to a communicable disease, or accident (i.e. fall):

- Do NOT delay treatment.
- Cleanse exposed area well with soap and water. If eyes or mucous membranes are involved, rinse the area with copious amounts of water. Eye wash stations are located XXXX
- Notify your instructor. The Employee Health Nurse (X 5228) should be notified between 0800-1630, Monday –Friday.
- After hours, the individual should go the Emergency Department and the ED personnel will contact the Employee Health Nurse and/or the House Supervisor.
- Complete and submit a Variance Report to SARH Human Resources within 24 hours of incident.
- The student/instructor will need to have the patient's name and location, when being treated in the Emergency Department.

In the event that a student or instructor develops a communicable disease, the school should notify the **Employee Health Nurse immediately at 712-794-3581 extension 5228**, and provide the following information:

- Symptoms and date of onset
- Diagnosis
- Treatment, if any
- Nursing unit and patients assigned to student within the past 7 days.
- Students/instructor will not be allowed to return to the clinical area until s/he is cleared by a physician.
- Problem Solving

Students should address problems or issues regarding patient care or hospital staff/facilities with their instructor or the departmental manager/supervisor.

**N95 RESPIRATOR USE** Prior to participating in the care of a patient on Airborne Precautions (i.e. TB, measles), the student must be fit-tested for the N95 respirator currently in use at SARH. For more information, see the isolation precautions.

**CLINICAL PRACTICE FOR STUDENT NURSES** Student nurses in an RN program may perform any procedure written in an RN job description, except:

- Blood administration
- Experimental drug administration
- IV chemotherapy
- IV narcotics
- PCA pump
- Removal of a central venous access device or central venous catheter
- Take verbal or telephone orders from physicians
- Transcribe orders
- Other unit specialty procedures as indicated by the unit supervisor.

**STANDARDS OF CARE** Students are expected to practice approved standards of care.

Prior to patient care, always use two identifiers to confirm the patient's identify. This is usually done by asking the patient their name and date of birth.

The student nurse may assist with admissions, assessing patients, and initiating nursing diagnosis, if checked by the instructor and/or preceptor and co-signed. Assessments for admission will include biologic and physical needs, safety needs, psychosocial, self-care, education and discharge needs. A physical assessment and a history will be completed (e.g. complete history assessment, evaluation for suicide risk, DCT, fall risk, pneumonia/flu vaccine) on admission.

Student assessments/cares must be validated every shift by either the primary nurse or the nursing instructor. To validate assessments/cares on the EMR, click on the intervention "Student Validation" found in the Intervention Search.

Students are expected to complete their clinical assignments, before leaving the facility.

Before leaving the clinical area for any reason, the student should hand off to the staff in charge on the condition and care of the assigned patient(s)/resident(s).

**PATIENT SAFETY AND QUALITY OF CARE** SARH practices a **Patient First** approach to ensure safe and quality care for our patients. Staff and students are encouraged to work towards creating a working partnership with their patients. We strive to instill trust and confidence in our patients, which ultimately speeds the healing process.

Always inform the patient what to expect; explain what you are doing (narrate care); interact with intention; and manage-up the care team.

Students should apply the following best practices to deliver safe and quality care to patients:

- Use clear, accurate and effective communication skills in professional interactions.
- Be friendly, courteous & polite.
- Delineate, establish, and maintain professional boundaries with each patient/resident.
- Provide privacy during examination or treatment and in the care of personal or bodily needs.

- Provide care to assigned patient(s)/resident(s) without discrimination and treat each patient/resident with courtesy, respect, and with full recognition of dignity and individuality.
- Incorporate patient connections at the bedside into daily care routines – review the plan of care and goals for the shift. For example, RNS begin with shift report and build each succeeding encounter with the previous encounters.
- Always knock before entering the patient's room/space, announce yourself and ask permission to enter. Sanitize hands. **Use AIDET** when interacting with patients.
- Listen attentively; use active listening skills and use language the patient can understand. Avoid acronyms and jargon.
- Use appropriate healing touch to convey caring (i.e. handshake, soft touch, hand-holding).
- When leaving the room, ask *"what else do you need before I go?"*
- Explain when you will return. *"I will be back in....."* Sanitize your hands.
- Immediately inform the patient/resident care provider of significant changes in a patient's/resident's condition.

SARH uses a variety of tools to ensure patient safety and quality of care, including:

- SBART handoffs
- Purposeful rounding
- Teach-back patient education method
- Communication boards (white boards)
- Health literacy assessment
- Plain language use
- Bedside report
- **AIDET** acronym for patient communication

#### **A = Acknowledge**

Greet your patient with a smile, make eye contact. Use the patient's name.  
Position yourself facing your patient.

#### **I = Introduce**

Introduce yourself; say who you are and why you are there.  
Wear name badge facing forward, chest high.  
Update the white board.

#### **D = Duration**

Give patients estimates of wait times, delays, and lengths of procedures.

#### **E = Explain**

Keep your patient informed.  
Use narrative nursing.  
Use plain language and Teach-back  
Ask if the patient has other questions.

#### **T = Thank you**

Thank your patient for allowing you to care for them.

**WHITE BOARDS/COMMUNICATION BOARDS** White boards are located on the wall of each patient's room. Use and update the white board to ensure the patient is aware of critical information and expectations regarding their stay. The white board also informs other caregivers about the patient. For example: ask patients about their pain goal and note when patient receives pain medication.

**Purposeful Rounding** Conduct Purposeful Rounding to anticipate patients' needs and assess the 4 key factors:

●PAIN                      ●POTTY                      ●POSITION                      ●PLACEMENT.

Rounding is completed every 1 hour 0700-2300 and every 2 hours 2300-0700 on the nursing units. Purposeful Rounding improves patient satisfaction, reduces patient falls and reduces call light use. The student should document rounding checks, as they are completed.

**HANDOFFS** Patient handoffs are integral to patient safety. Obtain a report from the staff, preceptor or instructor prior to giving care. Collaborate with staff members who retain responsibility for the patient/resident.

Before leaving the clinical area for any reason, always give a hand off report of patient's condition and care to the staff in charge of the patient.

Use **SBART** for all handoffs. Any time a patient's care is handed off from one caregiver to another, relay the following information about the patient (in any order):

- Situation
- Background
- Assessment
- Recommendation
- Thank you

**FALL RISK PATIENT** Fall Risk assessments will be completed on admission, every shift, after significant condition changes, and after a fall occurs. If the patient is designated a 'high risk for fall,' the following precautions are completed: [List here](#)

**SAFE PATIENT HANDLING** SARH is a no-lift facility. Safe patient handling and mobility involves the use of assistive devices to ensure that patients can be mobilized safely and that care providers avoid performing high-risk manual patient handling tasks.

Get help when moving a patient. Use mechanical lifting devices and other approved patient handling aids in accordance with instructions and training. A minimum of two (2) persons must be present for all mechanically aided transfers.

An RN must determine level of transfer assistance required as part of the patients' or resident's plan of care. The non-RN caregiver may increase the level of transfer assistance at any time. The non-RN caregiver shall never reduce the level of transfer assistance needed without consulting the RN caregiver.

#### **BEDSIDE BLOOD GLUCOSE MONITORING with AcuCheck Inform II meter**

St. Anthony uses the AcuCheck Inform II blood glucose monitoring meter. Students should demonstrate competency prior to using the equipment. Follow SARH policy for low and high blood sugar readings.

Staff will do the quality control checks on the meter.

#### **How students access the glucose meter**

**User ID** = first initial, middle initial, last name (truncated)

**Enter user ID**

**Patient ID**

**Comment codes**

**Expiration Dates:** If opening a new bottle of strips, or a new bottle of control solution, mark the bottles with the open date. Discard the bottles after 30 days.

#### **TIPS**

- ✓ The top on the bottle of test strips must be kept tightly closed at all times.
- ✓ Clean the patient's hand with soap and water, before testing. Do not use alcohol.
- ✓ The test strips will "wick" blood and work with very small blood drops.
- ✓ Dial shorter needle option, if indicated by patient needs.
- ✓ Clean the equipment after use!

#### **DOCUMENTATION**

All documentation in the patient's medical record should be reviewed for accuracy and cosigned by the Clinical Instructor or student preceptor.

Document patient/resident assessments or observations, the care provided to the patient/resident, and the patient/resident's response to that care.

#### **MEDICATION ADMINISTRATION**

Before administering any medications, check with the instructor or preceptor. All medication orders are to be verified before they are given.

Students are not given access to the Pyxis System. The student's instructor/preceptor will need to access Pyxis in order to obtain the patient medications for the student to pass.

All unused medications need to be returned to the Pyxis or disposed of properly.

Students are not permitted to provide the second signature/check for controlled drugs, blood products, and medications listed as requiring independent double-checking, double signing and documentation.

#### **INSULIN ADMINISTRATION AND DOCUMENTATION**

To maintain consistency with the St. Anthony policy of having 2 RNs sign for insulin administration, the nursing instructor will sign in as the Administrator of the medication (insulin). The student nurse will draw up and administer the insulin, under the direct supervision of the nursing instructor. The staff nurse will co-sign. The instructor and/or student will note in the comments section that the student (name) administered the insulin under the direction of the instructor.

#### **HEALTH STREAM ONLINE LEARNING**

Students may be assigned online courses on Health Stream, which can include general safety courses and patient privacy declaration. Students are encouraged to take advantage of other elective online course content. The student's preceptor or instructor should request access to Health Stream for the student from Education Services.

**SAFETY** Students should demonstrate knowledge of the infection control, safety, fire, and emergency procedures of the health care organization and implement measures to promote a safe environment for each patient/resident.

**FIRE EMERGENCY RESPONSE INSTRUCTIONS - Take these steps at the scene:**

1. **Rescue:** Patients, residents and others in the immediate fire area must be taken to a safer location. When fire is in a patient's or resident's room, he/she should be immediately moved to the corridor.
2. **Alarm:** Report the fire by the most direct approved means. All fires, even though they may appear to be insignificant, or controllable by hospital personnel, must be reported immediately.
  - Pull handle down on fire pull station. This will activate the "CODE RED" alert to the fire department and throughout the organization. The use of the fire pull station alarm will give a general indication of the fire location. Dial "5200" to report the specific fire location, extent and type of fire and the source, if known.
3. **Contain the fire:** Close all doors to prevent the spread of the fire, heat and smoke. Do not endanger yourself by doing so. Close doors in adjacent areas to protect patients from smoke exposure. Calm and reassure patients, residents and visitors who are to remain in rooms with doors closed.
4. **Extinguish:** Use a fire extinguisher to control the fire until help arrives or evacuation is ordered. If fire appears uncontrollable, close door to fire area and leave it closed.

**EMERGENCY CODES**

- **CODE RED** -- Fire Emergency
- **DISASTER ALERT** – Disaster Response
- **TORNADO WATCH** -- Tornado Watch
- **TORNADO WARNING** -- Tornado Warning
- **CODE BLUE** -- Cardiac or Respiratory Arrest
- **CODE ONE** -- Show of Force
- **MISSING PERSON** – When a Person is Missing or Has Been Abducted
- **CODE BLACK** -- Bomb Threat
- **CODE ORANGE** -- Decontamination Response
- **ARMED INTRUDER** – Dial 185 – A Person is Actively Shooting or Displaying a Weapon

**General Safety**

- Walk; do not run within the facility.
- Isolate all spills immediately, and report to Environmental Services; (Dial "0" and ask the Operator to page a member of the Environmental Services staff).
- Dial **5200** to report all emergencies such as fire, serious injury, cardiac or respiratory emergencies, toxic spills, or threatening patients or visitors.
- Dial **185** to report an armed intruder
- Familiarize yourself with the emergency exits.
- Return to assigned area in the event of an emergency, unless unable to do so.
- Close drawers and cabinets after use to prevent undue injury.
- Keep aisles and passageways clear of objects.
- Replace equipment or work items to original storage location after use.

**WEAPONS** EXCEPT for law enforcement officers, weapons are not permitted in St. Anthony facilities. Law enforcement officers are not permitted in the Mental Health Unit with a weapon.

### **STUDENT CLOTHING/GROOMING**

- All clothing should be conservative and in keeping with the nature of the St. Anthony organization image and appropriate to the nature and scope of the position.
- Clothing should be neat, clean, pressed, well-fitted and in good repair with no holes or wrinkles.
- No jeans, sandals or open-toed shoes are allowed.
- If required, a designated school uniform should be worn as per health professions program's policy.
- When the task dictates, students are required to wear personal protective equipment (PPE), i.e., gloves, gowns, masks, etc., per Standard Precaution Guidelines and per OSHA requirements.
- Nails are to be kept short, less than ¼ inch from fingertip.
- Artificial nails are not allowed.
- Make-up should be used in moderation.
- Toiletries with strong odors, such as perfume, aftershave and hair spray should not be detectable.
- Hairstyles are to be conservative, clean and long hair is to be secured back and away from the face.
- Beards and mustaches are to be neatly trimmed.

**JEWELRY/TATTOOS** Wear only jewelry that is small in size and that does not create a safety hazard or interfere with one's work. Wear only non-dangling earrings for pierced ears. Body piercing and tattoos should be covered and not visible to patients/residents/families at all times.

**I. D. BADGE** Wear an appropriate school ID badge at chest height, at all times. If the student does not have a school ID, the manager/preceptor will contact HR to have one made.

**SMOKING** St. Anthony facilities and grounds are smoke-free, which means there are NO areas on campus where smoking is permitted.

**TELEPHONE** Telephone etiquette is a key focus in providing exceptional service. Phones should be answered promptly. If you find it necessary to answer the phone, speak clearly and identify yourself as a student. Always use a pleasant and friendly tone. Never interrupt the person while he/she is talking to you.

Students are not allowed to take telephone orders or receive critical laboratory results over the phone.

DO NOT USE ST. ANTHONY TELEPHONES FOR PERSONAL CALLS.

**PAGER/CELL PHONE:** Personal cellular telephones and pagers should not be carried, as they can be disruptive to the patients and the learning environment.

**PROHIBITED CONDUCT** Prohibited conduct may result in dismissal. Prohibited activities include, but are not limited to, the following:

- Reporting to clinical experience intoxicated or under the influence of alcohol or drugs.

- Use or consumption of alcohol or other intoxicating substances on health care organization premises.
- Selling or distributing illegal substances while on health care organization premises.
- Stealing from patients/residents, the healthcare organization, or employees.
- Falsifying any patient/resident record or any other document prepared or utilized in the course of, or in conjunction with, patient/resident care.
- Disorderly conduct, including fighting; acting in an obscene manner or using obscene, abusive or threatening language; or horseplay.
- Smoking in an area where smoking is prohibited.
- Defacing, or damaging St. Anthony property.
- Possession or use of firearms, fireworks, or any other weapon on St. Anthony property.
- Use of health care organization's telephones or other equipment for personal matters.
- Insubordination.
- Failure to observe St. Anthony regulations and/or policies.
- Failure to maintain the confidentiality of St. Anthony healthcare information, including matters relating to patients/residents.
- Any action that destroys good relations between the St. Anthony and its employees, or between the St. Anthony and any of its suppliers or patients/residents.

#### **STUDENT BELONGINGS**

Students are encouraged to leave cash and valuables at home. All student belongings, including coats/boots, books, book bags, electronic devices, and purses must be stored in a safe, out of the way location, while the student is participating in a clinical assignment.

#### **PARKING**

Students may park in the designated student parking area only. Violators are subject to corrective actions including ticketing, towing, disciplinary corrective action, or revocation of parking privileges.

Parking is at the student's own risk. St. Anthony does not assume responsibility for the loss, damage, or destruction of any vehicle or its contents as a result of parking on or near hospital property.