



Health Care

Clinical Instructor and Student

Orientation Manual

2017

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Welcome

University of Missouri Health Care welcomes you to our hospitals and clinics. We are pleased to have you as a member of the health care team.

It is our desire to assist instructors and students with the necessary information to make this a successful clinical experience. We are committed to providing an environment that encourages exploration and growth in the clinical learning experience.

Thank you for choosing our facility for the training of future health care providers.

Clearance for Clinical Experience

Instructors and students must be cleared by the vetting process before they can be in a clinical unit or area. Identification badges and electronic medical records access will be provided after instructors and students are cleared.

For more information about vetting process requirements, contact the Student Vetting Specialist at umhscedstudent@health.missouri.edu.

University of Missouri Health Care's Mission, Vision and Values

Our Mission

University of Missouri Health Care's core mission is to advance the health of all people, especially Missourians. Through exceptional clinical service, University of Missouri Health Care supports the education and research missions of the University of Missouri.

Our Vision

Through discovery and innovation, University of Missouri Health Care will be the health system that people choose for exceptional service and exemplary health care.

Our Values

University of Missouri Health Care will pursue its vision within an environment that fosters integrity, respect, trust, openness, fairness, quality performance, accountability and dedication to quality care for patients and their families.

Policies and Procedures

The information provided in this document represents University of Missouri Health Care's policies and procedures. It is essential both instructors and students become familiar with these policies prior to the first day of direct patient care. All policies can be accessed through Navex.

Confidentiality

Protecting confidential information is a priority within our health care system:

- Do **NOT** access patient information unless you need the information to do your job. Inappropriate access to patient information will lead to disciplinary action.
- You are to access only the minimum information necessary to accomplish your assigned job duties. This includes all information in paper and electronic form.
- Do **NOT** access your own record through Cerner. If you need to review your own health information you may make a request through medical records or view your information through the patient portal.
- Only discuss patient information with authorized personnel and in a private location where unauthorized persons cannot overhear even if you are not using patient names.
- Do **NOT** give information about patients or staff to anyone over the phone.
- Shred or place confidential information in receptacles specifically used for confidential waste disposal. **Never** put confidential waste in recycle bins or the regular trash.
- The Access and Confidentiality Agreement **must be read and signed** by all instructors and students doing clinical rotations.

Patients' Rights and Responsibilities

At the time of admission, all patients are provided with a copy of the *Patient's Rights and Responsibilities*.

Patients have a right to:

- be treated with dignity and respect; personal privacy; receive care in a safe environment; participate in the development and implementation of your plan of care
- advance directives and to have them respected by our staff
- identify a support person to be present with you for emotional support during the course of your stay; designate a decision-maker of your choice
- have a family member/representative of your choice and your physician notified promptly of your admission to the hospital
- information about relevant hospital policies; information and a copy of our "Patient Rights and Responsibilities"
- be provided information in a way you can easily understand; a language interpreter if needed (free service provided by our facility); accommodation for disabilities and provision of needed assistance for communication or mobility issues
- confidentiality of patient records; access your clinical records within a reasonable time frame
- be free from all forms of abuse and harassment; be free from restraint or seclusion
- refuse care from a health care staff member; request a consultation from another provider at any time; all available information about possible research participation (only with your informed consent)

Patient responsibilities include:

- provide us full information about your health, medical history and insurance; provide us with your advance directive information; follow recommended treatment plan and keep follow up appointments; know your medications, why you are taking them and take them at your doctor's directions
- tell your health care provider about any pain you may have and if pain relief measures are effective; ask for clear explanations to help you make informed decisions
- pay bills promptly and call with any questions or financial problems
- follow hospital rules and consider the rights of others and treat them with respect; if you have concerns or feel your rights have not been respected, please tell your health care provider

Corporate Compliance and the Code of Conduct

Organizational integrity is at the core of being a great health system, and our integrity and Compliance Program (including our Code of Conduct) provides the infrastructure that allows us to reach our goals, and ensure that we are doing the right things. More information is available on our Corporate Compliance website <https://mymuhealth.org/corporate-compliance> including a link to the full Code of Conduct manual.

Code of Conduct

Think of the MU Health Code of Conduct as putting our values into action. The Code includes expectations of actions and behaviors of our employees, faculty and staff that support and protect the integrity of our health system. The Code further guides our day-to-day actions as we endeavor to provide the highest quality of patient- and family-centered care, educate future health professionals and conduct research in the most professional and responsible manner.

MU Health Code of Conduct

- We act with integrity and treat everyone we encounter with dignity and respect as we strive to provide high quality patient- and family-centered care.
- We abide by laws and regulations that govern our organization.
- We are trustworthy and maintain the confidentiality of patient and proprietary information.
- We maintain right relationships and avoid conflicts of interest.
- We are good stewards of resources entrusted to us — people, money, supplies, equipment and the MU Health reputation.
- We demonstrate the highest ethical standards in achieving innovation and discovery.

Cultural Diversity

All students are expected to have a basic understanding of cultural diversity and its implications for patient care. It is an expectation that instructors and students recognize, respect and integrate patient's cultural beliefs and practices into the care they give our patients.

Professional Appearance

All clinical instructors and students are expected to follow the dress code of the MU Health Care System.

General Appearance

- Appearance should convey an image of competence and seriousness of purpose that inspires confidence in our patients, visitors, and fellow staff members.
- Personal hygiene should be maintained and body free of unpleasant odor.
- Fingernails should be kept clean and trimmed.
- Mustaches/beards and side burns should be neatly trimmed.
- Hair shall be cleaned, neatly combed, and if longer than shoulder length, worn in such a way as not to interfere with required job duties.
- The use of jewelry should not be excessive and should not unreasonably draw attention to the wearer. Jewelry that would pose a safety issue to the wearer or others is not permitted.
- All tattoos shall be free of emblems, slogans or symbols that depict alcohol, illicit substances or paraphernalia, gang-related, intolerant beliefs, nudity, sex, obscene language, gambling or antisocial comments/graphics, or must be covered while on duty.

Clothing

- Clothing should be clean and in good repair. Clothing should be without holes or frayed areas and appropriate for the specific activity in which the person is engaged.
- Clothing should be of appropriate size and style so that it covers all necessary areas of the body. Undergarments should not be visible.
- All clothing should be free of emblems, slogans or symbols that depict alcohol, illicit substances or paraphernalia, gang-related, intolerant beliefs, nudity, sex, obscene language, gambling or antisocial comments/graphics.
- Shoes should be appropriate for the work performed and should be non-noise producing in patient areas.
- All uniform requirements must be followed per department standards.

ID Badges

- ID badge must be worn at eye level, just below the shoulder with the name clearly displayed.
- ID badges are the property of University of Missouri Health Care and are not to be defaced or abused. No items are to be affixed or attached to the badge either temporarily or permanently.
- No lettering, drawings or wording other than what was issued on the badge is permitted.
- **Badges must be returned when the rotation is completed with University of Missouri Health Care.**

Cafeterias and Express Pay

ExpressPay is a way to pay for purchases using your ID badge at all University of Missouri Health Care retail food locations and gift shops. It's a speedy, convenient and secure alternative to cash. Instructors and students can enroll by emailing ExpressPay@health.missouri.edu. Please include name, employee ID, and iclass number. The iclass number can be found just below the magnetic stripe on the back of the ID badge. It is a series of 5 digits that appear after the asterisk (*). Once enrolled, simply go to a cashier at any retail food outlet and add funds using cash, credit, or debit card.

Food Locations	Hours of Service
University Hospital – The Grille Downstairs	Monday – Friday 0600-1400
University Hospital – Essentials	Daily 0630 – 2000; Midnight – 0200
Women's and Children's Hospital – Oasis Café	Daily 0630-1930 Sunday – Thursday Midnight - 0200
Room Service	Patients and their visitors ONLY

NO eating or drinking is allowed at nurses' station, in patient rooms or hallways.

Smoking

University of Missouri Health Care facilities maintain a tobacco free campus and work place. This policy is established to provide a safe, healthy environment for patients, employees, physicians, visitors, and students.

The use of all tobacco products (cigarettes, e-cigarettes, cigars, pipes and smokeless tobacco products) is prohibited within all MUHC owned buildings and on all MUHC owned, leased or occupied properties.

Parking

University Hospital (see map at the end of the document)

1. Parking & Transportation Services (P&TS) will assign parking based on availability. All employees, including nursing students/Faculty who park their vehicles on University property must have a virtual parking permit.
2. Students/Faculty are assigned temporary virtual parking permits to be purchased from Tiger Park Portal (mu.nupark.com/portal) or by contacting Parking & Transportation Services. P&TS will require the vehicle information (license plate, vehicle make and color) prior to distribution of permits. The temporary permits are 1 day=\$5.00, 1 week=\$15.00 or monthly=\$25.00.
3. The virtual permit is valid only in the location indicated. The permit is not valid for family members of the student or faculty member.
4. Violations of parking regulations could result in towing of the noncompliant vehicle. The cost of the towing will be the responsibility of the student/Faculty.

University of Missouri Women's and Children's Hospital (WCH) (see map at the end of the document)

1. Parking at WCH is limited. All students are expected to car pool. Faculty, please contact P&TS or visit the Tiger Park Portal (mu.nupark.com/portal). P&TS will need the vehicle information (license plate, vehicle make and color) for the expected carpool vehicle.
2. The temporary tags are 1 day=\$5.00, 1 week=\$15.00 or monthly=\$25.00. If Students already have campus student permits, that permit will be honored on all WCH Parking Lots. CR-E1, CR-E2, CR-E3. These lots are located at the corner of Lansing and Portland.
3. Please advise students/faculty should NOT park in any special parking areas, such as IOS, Doctors Parking, Visitors parking Lots CRV-1 and CRV-2.

All students/faculty should report to Security immediately any harassment, theft, vandalism, or suspicious activity, no matter how small the incident may seem. Reporting should take place at the Security Office. Security provides escorts to parking upon request. To request escort at either hospital location, contact Security at 573-882-7147.

Infection Control

As a health care provider you are at risk of exposure to communicable diseases. Please review the below information to assist with protection of self and patients from infection and the spread of diseases.

Contact Transmission

Contact Transmission is the most common way germs spread from person to person in a hospital. Some pathogens may also spread via the airborne route. To decrease transmission of infection you should:

- Avoid contact with any moist body substances.
- Wear personal protective equipment such as gloves, goggles, gowns and mask whenever there is a reasonable chance of coming into contact with moist body substances.

Hand Hygiene

Hand Hygiene is the **single most important thing** a healthcare provider can do to prevent the spread of infections. Hand hygiene compliance is monitored at MU Health Systems. Everyone who has contact with our patients is expected to perform good hand hygiene.

Proper hand washing technique includes these steps

- Use a sink with warm running water, soap, and paper towels
- Push sleeves up above wrists
- Apply soap to the hands and wash the hands vigorously using plenty of lather and friction for 10 or more seconds; interlace fingers and rub palms and then back of hands in a circular motion; clean between fingers and vigorously clean the fingertips and nail beds
- Rinse hands and wrists thoroughly
- Dry hands thoroughly from the fingers down to the wrists and forearms with a paper towel
- Use a clean paper towel to turn off water

Hands should be washed

- Before and after patient contact
- When going from dirty to clean
- Immediately after soiled with moist body substances
- Before and after eating
- After using the restroom

Proper use of Hand Sanitizer

- Apply a small amount to palm of one hand;
- Rub hands together covering all surfaces until totally dry
- Do NOT use if hands are soiled with moist body substances

Fingernails

- Fingernails shall be clean and trimmed
- Artificial nails, nail art or nail piercings are **NOT** to be worn by students or any healthcare worker who has patient contact

Speak Up Campaign

- It is okay to remind a fellow student to use hand hygiene

Respiratory Etiquette

- It is proper to sneeze into your covered sleeve when coughing or sneezing. If one has a clean tissue available it is appropriate to sneeze or cough into the tissue, dispose of the tissue, immediately wash hands.

Hospital Lotions

- MU Health Care provides hand lotions to healthcare workers who have direct contact with patients. **Do NOT** bring hand lotions from home for personal use. They may have properties that can break down gloves. Lotions from home may interfere with chlorhexidine skin prep. These lotions lack properties to prevent bacterial growth in the lotion.

Additional Protective Measures

- When additional protective measures are required, the patient's room will be marked with a caution sign. The special instructions indicated with a on the card are to be followed each time anyone enters the room. Hands are to be washed or sanitized after removal of protective apparel. When there is a red stop sign on the door, a mask should be worn to enter the room.

Sharps Handling and Disposable

- All sharps must be disposed of in a closable, puncture-resistant container that is red or labeled with a biohazard symbol. It must be leak-proof on the sides and bottom. If you discover a sharps container $\frac{3}{4}$ full, it must be replaced so it is not overfilled. Please notify Housekeeping to change the container.

Visitors

- Visitors are defined as family members, friends and religious advisors whom the patients elect to receive. In general, visiting hours are 9:00am to 9:00pm. Some exceptions apply to general pediatrics, PICU and the Adult ICUs. Please check with your specific unit to ensure you understand any specific visitation hours. Only two visitors are permitted at the bedside at one time. Children under 13 will be allowed to visit with permission of the patient's nurse and must be accompanied by an adult at all time.

Valuables and Cell Phone Usage

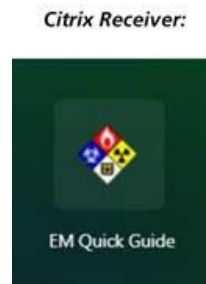
- Since you will not be assigned a secure place for valuables during your clinical practice, we suggest you leave valuables at home. The hospitals cannot assume responsibility for any personal property.
- Personal phone calls are not allowed during clinical hours. Emergency phone calls can be received at the nurses' station only in emergency situations. Text messaging and other cellular phone usage is prohibited.

Incidents/Occurrences

- An incident/occurrence is defined as any happening that is not consistent with the routine care of a particular patient or an event that is not consistent with the normal operations of a particular organization. Instructors and students should report all events including those that involve medication errors, falls, and equipment failures as well as visitor occurrences to the direct supervisor on the unit or the house manager.

Emergency Plans

Emergency Management Quick Guides are available in all departments. The guides contain general overview information for all of MUHC and Departmental Specific response information. This information is also available on iPortal/Citrix Receiver.



Know the Emergency Response Number in the area you are working

University Hospital, Missouri Psychiatry Center, Women's and Children's Hospital Missouri Orthopedic Institute	Call 1-1111
Free Standing Clinics and Facilities	911 for all Fire and Medical emergencies (For any other emergency, call (573) 771-1111)

If you call about an emergency, be prepared to answer the following questions:

1. What is your Emergency?
2. What building are you calling from?
3. What is the full name of your location? Do not use acronyms that could be easily misunderstood.
4. What is the number of the floor or unit?
5. What is the room number of the emergency?
6. Do **NOT** hang up until instructed to do so. The operators are required to do a read back for accuracy of information.

Facility Alert – Fire Event

If smoke or flames are present in your immediate area use the **RACE** technique to respond.

- **R – RESCUE** (Remove persons in immediate danger and proximity to the fire.)
- **A – ALARM** (Activate the nearest fire alarm pull station. Dial the emergency number for your area and provide details.)
- **C – CONFINE** (Prevent the spread of fire and smoke by closing all doors.)
- **E – EXTINGUISH** (Locate the nearest fire extinguisher and extinguish, if possible). Do not endanger yourself or others.

NOTE: Pull alarms are normally found at **EXITS** and **STAIRWELLS** of a floor or building.

Remember the acronym PASS when using the fire extinguisher.

- **P – PULL** the pin.
- **A – AIM** the nozzle always at the base of the fire.
- **S – SQUEEZE** the trigger to release the agent.
- **S – SWEEP** from side-to-side with a slow smooth motion, covering the area of the fire until it is out.

Facility Alert – Weather Event

Tornado Warning

Upon notification from Columbia/Boone County Office of Emergency Management, MUHC Telecom will announce a Facility Alert – Tornado Warning with instructions to seek shelter immediately.

Actions you should take:

- Move the patients/bed as far from windows, as possible.
- Place beds in low position.
- Patients sitting in chairs should place a pillow in their lap.
- Patient's shoes may be placed on them and personal belongings with them if time allows.
- Visitors should be directed to the interior location or the bathroom in the patient's room as appropriate.
- Close the door to all patient rooms.
- In areas that support ambulatory patient care, move all patients, staff and visitors away from windows and to an interior location.

Medical Emergencies

- **Code Blue** – Individual with no pulse or respiration
- **Tiger Team** – Patient (ID Banded) requiring immediate medical assistance
- **Person Down** – All other individuals (not ID banded) requiring immediate medical assistance
- **Imminent Delivery** – Unexpected obstetrical delivery of a term/preterm infant outside of the Labor and Delivery area
- **Code Stroke** – Individuals showing symptoms of: slurred speech, facial droop, and weakness in extremities

Security Alert – Missing Person

(Includes Infant, Child under the age of 18, and “At Risk” Adults)

General actions you should take:

- Verify the individual is actually missing
- Call Emergency Response Number Immediately. Do not hang up until instructed to do so.
- Report to nearest exit, elevator, or stairwell to watch for the missing individual

Security Alert – Violence

Upon recognition of a potential combative individual or other violent situation, contact MUHC Security at 573-882-7147.

Out Theory

- **Figure it out**
 - What is happening?
 - Determine the safest response: Evacuate or shelter in place
- **Get Out**
 - If there is an accessible escape path, attempt to evacuate the premises
- **Call Out**
 - Call for help as soon as possible from a safe position
- **Hide Out**
 - If evacuation is not possible, find a place to hide
- **Keep Out**
 - Lock the door
 - Block the door
 - Remain quiet
- **Take Out**
 - This is a personal choice/last resort
 - Distract the intruder by throwing items and yelling
 - Act as aggressively as possible
- **Help Out**
 - If you are physically able, assist with helping patients, wounded, and others
 - Provide aid within your scope of training

Documentation of Patient Care

Clinical instructors are responsible for all documentation entered by students, and must co-sign student documentation in the electronic medical record (EMR). Specific co-signature instructions will be provided by the Student Vetting Specialist.

Confidentiality

- Do not open a patient's chart unless you are caring for that patient.
- When you open a patient chart, your name is stamped on the chart with the date and time you entered the patient's chart.
- The Compliance Office audits charts to find out who is entering them and whether it is appropriate access.

Opening a Patient Chart

- Open your patient's chart from the location list. This is a best practice to ensure that you are documenting on the correct patient and the correct visit.
- Always double check the patient banner bar to make sure you have the correct patient and the correct visit (inpatient and date of admission)
- If your patient is discharged and you use the Patient Search feature to open the chart, you must select the correct patient from the top panel and select the correct visit from the bottom panel.

Documentation

- Student documentation represents the patient's care and is a permanent part of the patient's medical record. It is important for the information to be charted accurately and in a timely manner. Other clinicians (physician, nurses, therapists, etc.) rely on accurate and timely documentation.
- Clinical instructors should provide specific instructions about student documentation expectations.
- To avoid errors, students should ask the appropriate clinical staff member if they have questions about documentation.

Closing the Patient's Chart

- Close the patient's chart first and then click the Exit button on the top tool bar to exit the EMR before leaving the computer. Do NOT walk away from the computer with your account open.

Electronic Medical Record Training

- Instructors should take a primary role in educating their students about appropriate documentation, and can request a training session in a computer lab.
- To schedule, contact the Student Vetting Specialist at umhscedstudent@health.missouri.edu at least six weeks prior to the desired date.
- Prior to attending the training session, instructors and students must complete online training modules found on the UMHC Center for Education and Development web page <http://ced.muhealth.org/emr-support.html>.
- During the training session, staff from the Center for Education and Development can be present to provide EMR account information and help instructors and students log onto the EMR. Encourage students to remember their personal EMR account username and password so they are ready to document during their clinical rotation.
- Students who use an EMR account in an employee role at UMHC will have a separate EMR account created to use in their student role.
- During the training session, students will be able to access an EMR training environment where they can practice documenting on training patients. Instructors can use this time to show students details about their documentation expectations.

Medication Administration

- Nursing students will administer medications only under direct supervision of their clinical instructor or supervising staff nurse, and under the EMR account of the instructor or staff nurse. The student must be accompanied by the instructor or staff nurse at the time of medication administration.
- Instructors will receive access to the Rx Station medication dispensing system as part of their Cerner EMR access.
- Nursing students will not have access and are not allowed to remove medications from the RxStation medication dispensing system.
- Respiratory Therapy students will follow the process and procedures as defined by the Respiratory Therapy department.

Abbreviations

In order to ensure patient safety, MU Health System has developed a list of approved medical abbreviations. Only hospital-approved abbreviations are allowed in any documentation. If you are not sure, check the approved list, which can be accessed from the Citrix Receiver page under Abbreviation Lists for MUHC.

Patient Identification Bands

- All hospital inpatients will be identified by means of a plastic band containing the patient's name, medical record number, date of birth, and physician name.
- Verify an identification band from the University of Missouri Health Care is placed on the patient upon admission to the facility.
- Remove any limb bands originating from other facilities.
- Should it become necessary to remove a limb band(s) from the original site, the person removing the band will be responsible for immediately replacing the band or relocating it as necessary.
- To avoid delays in future blood transfusions, staff are encouraged not to remove the blood bands.
- If unable to place the band on an extremity due to complications, the band(s) may be placed on the urinary catheter as a last resort.
- Do NOT apply bands to the patient's bed.

Type of Band	Color	Purpose
Identification Band	White	Proper identification of patient prior to caregiving activities Includes <ul style="list-style-type: none"> • patient name • medical record number • date of birth • physician name
Allergy Band	Red	Lists allergies
Fall Band	Yellow	Patient is a potential risk for falls or has a history of falls
Blood Band <ul style="list-style-type: none"> • Missouri Orthopedic Institute • University Hospital • Women's and Children's Hospital 	Red	Identifies the patient's blood bank number Patient has been typed and crossed for blood
Do Not Resuscitate	Purple	Patient has chosen not to have Cardiopulmonary Resuscitation
Limit of Treatment	Blue	Patient has made limits on the treatments
Chemotherapy	Orange	Patient is receiving chemotherapy
Limb Alert	Pink	Staff should not use limb for blood draws, blood pressure or any other procedure
Retained Object Postoperatively (Sponges)	Green	Staff should know that this band shows that an object was left in place after surgery

Two Patient Identifiers

All patients receiving any test, special procedures, or medications must be first identified properly. The two identifiers used throughout the MU Health Care System are:

1. Patient Name
2. Patient Date of Birth

Ideally the patient will be able to state his or her name and date of birth, which must match the patient's arm band.

Infant Patients – Basic Information

Infants in Family Birthing Center:

- The Family Birthing center is a locked unit with swipe access given only to approved employees.
- Electronic tags are placed on each infant in the Well Baby Nursery that locks down the doors and elevators if the infant gets too close,
- Infants may be given over to the mother or father only after the nurse has checked both the baby and the mother's / father's ID bands to ensure they match.
- When an infant is removed from the mother's room, the infant must be in a crib.
- Babies with the same last names will have name alerts on their cribs.

Infant Patients in NICU:

- The NICU is a locked unit with swipe access given only to approved employees.
- Electronic tags are placed on infants in the NICU that lock down the doors and elevators if the infant gets too close.
- In NICU, infants stay at the same bed space and are only moved by NICU Staff.
- Babies with the same last name will have name alerts on their bedside charts in NICU.

NICU is an observation experience only for students due to the critical status of the patients.

Time out Verifications

Applies to all instructors and students assisting with invasive procedures

Time out is defined as "A brief pause immediately prior to starting a procedure during which key components (correct patient, correct site, correct procedure, correct position and availability of implant/equipment, pathology, specimens and antibiotics) are verified using active communication. The time out must be documented in the patient's medical record.

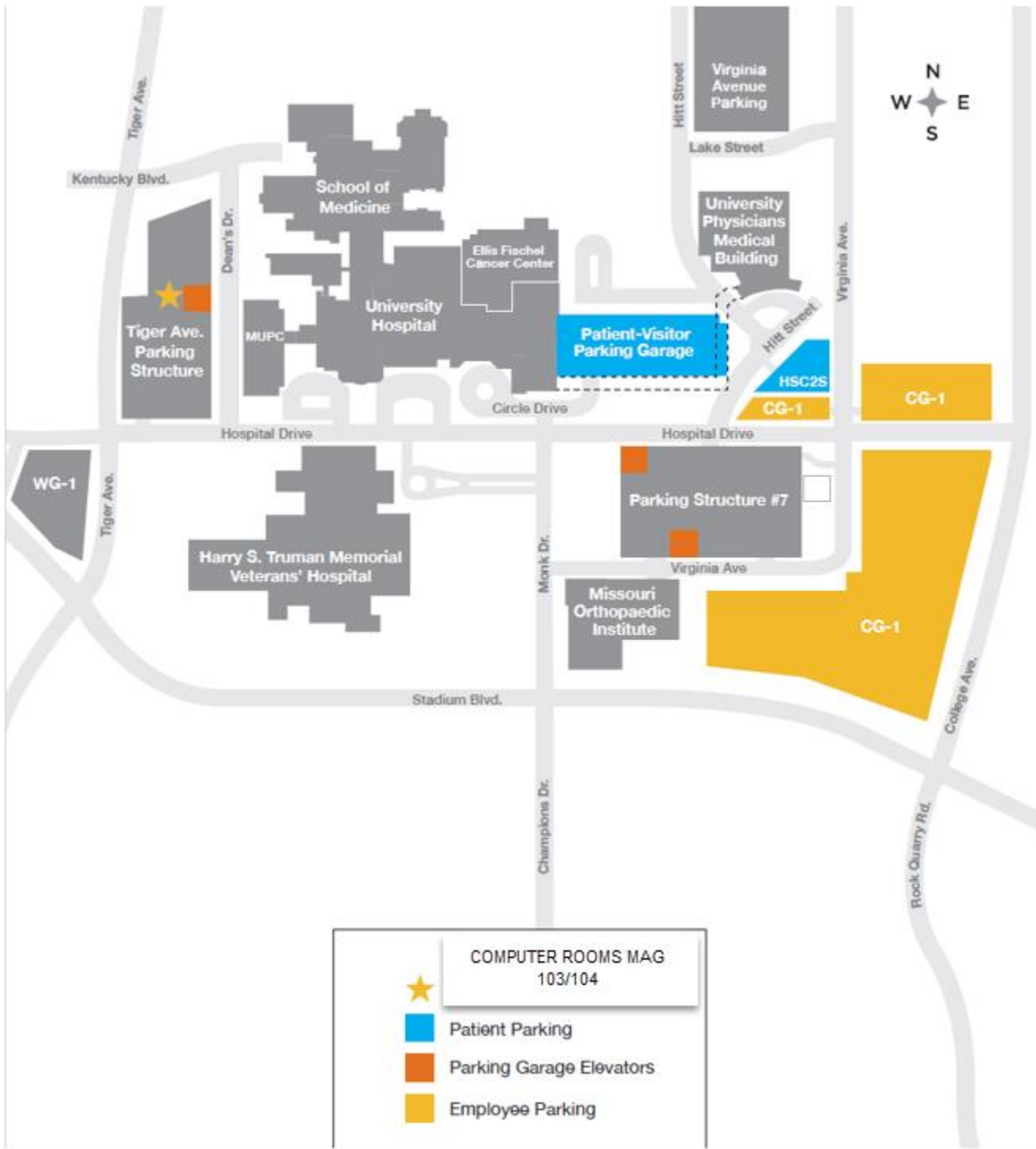
At MUHC we stop and have a time out to create a safe patient environment for:

- All Patients
- All Procedures
- All Disciplines
- All of the Time

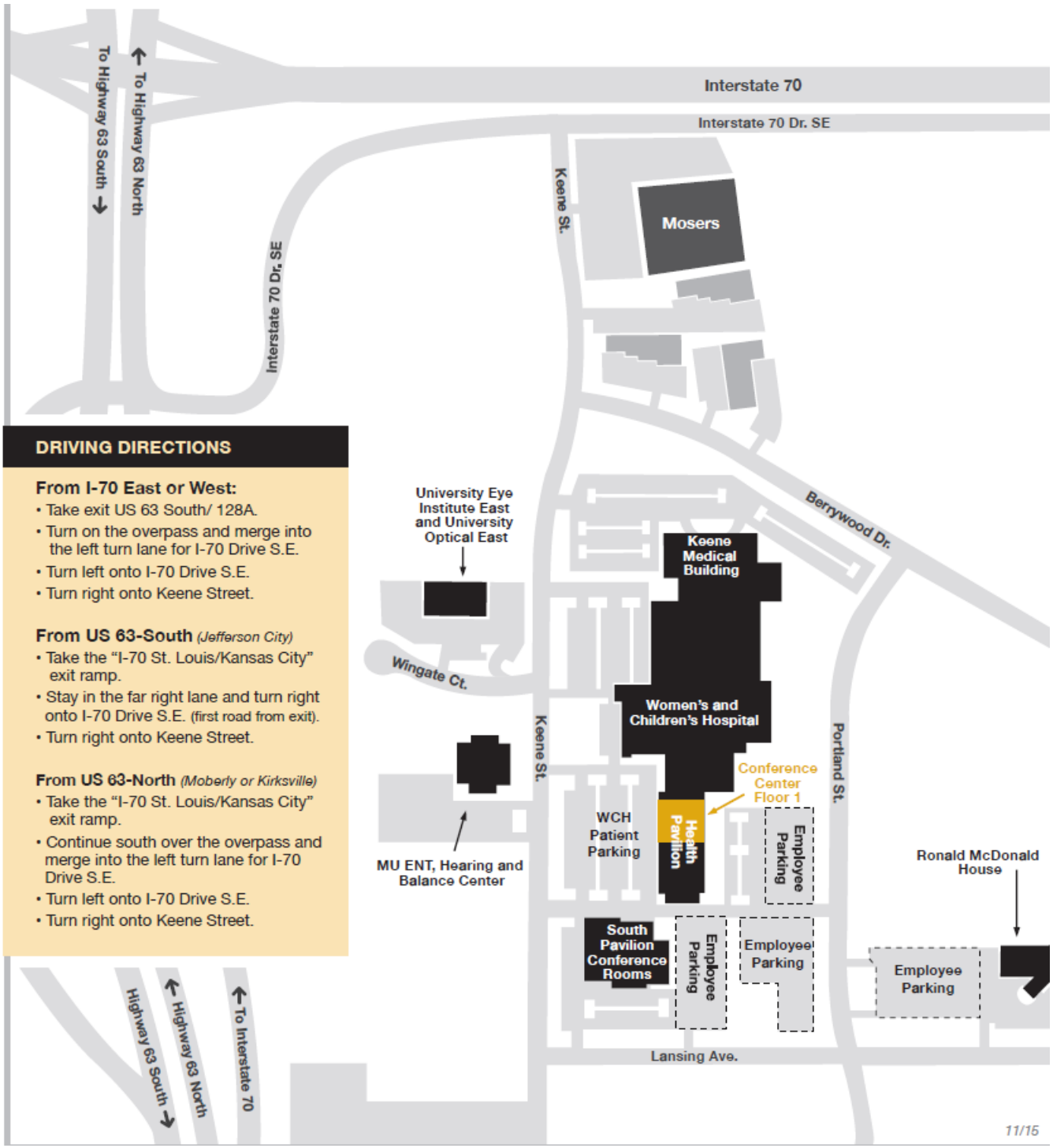
Patient Care and Safety

The safety and well-being of our patients is paramount to their care. You are responsible for reporting anything that would compromise the care and safety of our patients to the charge nurse, nursing supervisor or manager whether you are a student or an instructor. Those leaders will provide guidance on the proper steps to take in each situation.

Parking Map for University Hospital



Parking Map for MU Women's and Children's Hospital (WCH)



Agreement to Comply with MUHC Clinical Instructor & Student Guidelines

I have received, read and agree to comply with the guidelines in the MUHC Clinical Instructor and Student manual and with all MUHC policies and procedures while I am a student or an instructor completing a clinical rotation at the University of Missouri Health Care system.

Name (Print): _____

Signature: _____ Date: _____

School is to maintain the signed agreement for clinical instructor and students. Records are subject for audit.