



## Student Handbook



# MISSION & VISION

## **Mission:**

We Serve, Heal, Lead, Educate and Innovate.

## **Vision:**

Ochsner will be a global medical and academic leader who will save and change lives. We will shape the future of healthcare through our integrated health system, fueled by the passion and strength of our diversified team of physicians and employees.

### **Our Six Imperatives**



# THE OCHSNER EXPECTATIONS



## ***Focus on the Patient***

- *Behavior #1:* Greet everyone warmly; make eye contact, smile and introduce yourself and your role.
- *Behavior #2:* Connect with those you serve. Convey genuine concern for others, look for opportunities to provide further assistance and keep them informed
- *Behavior #3:* Ensure everyone is seen in a timely manner, communicate wait times and return phone calls promptly.
- *Behavior #4:* Break away from your routine to resolve issues and treat each situation uniquely.
- *Behavior #5:* Actively respect privacy and protect confidentiality by pulling curtains, closing doors and keeping protected information private.

## ***Strive for Personal Excellence***

- *Behavior #1:* Take ownership to get the job done and make it happen.
- *Behavior #2:* Handle stressful situations professionally and effectively and seek help when needed.
- *Behavior #3:* Adapt to changes or shifting priorities
- *Behavior #4:* Commit to personal development and continued learning.
- *Behavior #5:* Arrive to work and meetings on time.

## ***Contribute to Your Team***

- *Behavior #1:* Take time each day to recognize the contributions of others.
- *Behavior #2:* Share information and knowledge to coordinate seamless patient care or work flow within your department and across Ochsner.
- *Behavior #3:* Communicate with others openly, honestly, directly and respectfully.
- *Behavior #4:* Seek others with different opinions, ideas and experiences to get better results.
- *Behavior #5:* Look for opportunities to help others.

## ***Take Pride in Ochsner***

- *Behavior #1:* Pick up any visible trash on Ochsner property and keep public areas neat.
- *Behavior #2:* Maintain a clean, professional personal appearance, dress according to guidelines and always wear ID badge.
- *Behavior #3:* Know and follow policies, procedures, laws and regulations and report all safety and ethical concerns.
- *Behavior #4:* Be actively involved in fulfilling Ochsner's commitment to the community.
- *Behavior #5:* Seek out ways to continually improve your work and each step in the patient experience.

# UNDERGRADUATE MEDICAL EDUCATION ADMINISTRATION

Executive V.P. for System Medical Affairs, Chief Academic Officer ..... William D. Pinsky, MD  
Vice President, Education.....Janice Piazza, BSN, MBA  
Director, Undergraduate Medical Education.....Carl Tholen, M.Ed., R.T.(R)(CT)  
Education Program Manager, Student Services.....Tyler C. Lott

# NURSING PROFESSIONAL DEVELOPMENT ADMINISTRATION

Systems Director, Nursing Professional Development.....Jennifer Couvillon, PhD, RN, CNE  
System Nursing Professional Development, Administrative Assistant.....Krissy Mascaro  
System Nursing Professional Development Clinical Educator .....Nancy Costa  
System Nursing Professional Development Clinical Educator .....Jennifer Cowsar

## **Campus-Specific Clinical Education Coordinators (Hospitals)**

Ochsner Baptist Medical Center .....Joan Jarreau  
Ochsner Medical Center - Baton Rouge.....Teresa Palombo  
Ochsner Medical Center - Jefferson Highway/Elmwood.....Jennifer Couvillon  
Ochsner Medical Center - Kenner..... Cindy Collins  
Ochsner Medical Center - Northshore..... Laura Martin  
Ochsner St. Anne General Hospital..... Allyson Vedros  
Ochsner Medical Center – Westbank.....Ann Moll

## **Campus-Specific Clinical Education Coordinators (Ambulatory)**

New Orleans Region..... Shari Fourcade  
Northshore Region..... Holly Spath  
Baton Rouge Region.....Candace Melancon

## **“The Ochsner Way”**

Delivering a great experience... every day... to all patients... at all locations... by each of us.

### **“The Non-Negotiables: Ochsner Behavior Standards”**

Non-Negotiable Means: We are formal and intentional in ensuring we deliver “The Ochsner Way” daily to all patients. We commit to 100% compliance.

#### **An Ochsner Non-Negotiable: No Venting**

We are asking everyone to take particular care not to “vent” in public spaces.

Examples of venting:

“We are short-staffed.”

“That department is always...”

“I’m so busy today; I can’t wait to go home.”

Your department can help you identify a Safe Zone, such as team meetings or during morning report, where you can surface issues, collaborate on solutions and address individual problems, needs or ideas.

#### **An Ochsner Non-Negotiable: The 10/5 Way**

In all areas, clinical and public space, when approaching others (patients, employees, medical professionals, etc)...

1. Within 10 feet:
  - Make eye contact
2. Within 5 feet:
  - Greet/acknowledge them
    - Smile
    - Say hello
    - Nod

Why?

We are a healthcare institution. People come here because they are sick, or because they are here with someone who is sick. A little kindness goes a long way, and it is important that we help our patients to feel welcome and that we make ourselves available to those around us who may need assistance

# ATTENDANCE

Being in the clinical area at scheduled times is solely the student's responsibility. Students will be expected to adhere to program-specific attendance/tardiness policies.

# PARKING

Free parking is available for students in designated parking lots. In receiving the privilege of parking on Ochsner property, students shall comply with all parking rules and regulations. When rotating at clinic locations not listed below, please take care not to park in areas specifically designated for patients.

## Campus-specific parking information is listed below...

- **Ochsner Baptist Medical Center** – Students should park in either the Magnolia or Jena parking garage. The Jena garage is preferred as it is open 24 hours a day, including weekends and holidays - park 4th floor or higher as indicated by the signage. The Magnolia parking garage is only open Monday - Friday from 4:30 am - 8 pm and is closed on weekends and holidays - park 2nd floor and above.
- **Ochsner Medical Center - Baton Rouge** – Parking is allowed in the following 3 areas: behind Plaza II, the front parking lot closest to the road or the parking lot between the hospital and the Clinic, on the clinic side of the road. Students are never allowed to park in physician, patient, or handicap spaces.
- **Ochsner Hospital – Elmwood** – Students may park in garage on level 3 or above. Do not park in surface lot. May park under the train trestle.
- **Jefferson Highway Campus** – Students must park in the Coolidge Lot, across the street from the hospital, during the week. Shuttle buses run from 5:00 am – 12:00 midnight to transport employees/students across the street. Parking in the patient garage is STRICTLY PROHIBITED and students found to be violating this policy are subject to removal from clinical rotation.
- **Kenner Campus** – Park only in lots that are divided by a solid red line and on the street side of the red lines. Visitors/families park in the areas closer to the hospital.
- **Northshore Campus** – Park in spaces designated for employees indicated by signage and yellow striping. Do not park in any of the adjacent clinic parking spaces.
- **St. Anne Campus** – Park in the back parking lot. The entrance is on Cypress Street.
- **Westbank Campus** - Park in employee lot designated by blue signs. Day shift clinical rotations must park in the surface lot locations. Students working 7p – 7a may park on the 4<sup>th</sup> floor of the parking garage.

When rotating at clinic locations not listed above, please take care not to park in areas specifically designated for patients.

# CONFIDENTIALITY

Confidentiality is an important aspect of professionalism. Every student has a responsibility to respect the confidential nature of the health care profession and should take extra care that discussions concerning a patient's condition or other hospital business not be conducted in inappropriate areas (hallways, elevators, etc.).

Students have a legal, moral and ethical duty to ensure a patient's privacy and to hold in strictest confidence any and all information concerning patients and their families. Requests for information from newspapers, radio or TV stations or other organizations should be referred to the Division of Public Affairs. **A breach of confidentiality is grounds for the immediate dismissal of a student from the clinical facility.**

## HIPAA

As a student at Ochsner, you may have access to confidential medical information. It is your responsibility to comply with federal and state laws which protect the privacy and security of this information.

Student Guidelines for the Access and Use of Patient Health Information:

- Students may access only the information of patients for whom they are assigned.
- Students may use only the minimum necessary de-identified information needed to complete their assignments.
- Students may not share or discuss any patient health information with other students at their school, friends, family members or on social media networks.
- Students may not photocopy patient health information.
- Students may not record patient information on class assignments including but not limited to:
  - Name
  - Date of Birth
  - Address
  - Phone Number
  - Social Security Number

If you have questions regarding the access and use of patient health information, contact your clinical coordinator. Students will be presented the Ochsner HIPAA guidelines at program-specific orientation.

## INFECTION CONTROL

- **It's Everyone's Business**
- **Hand Washing:** The *most important* measure you can use to prevent the spread of infection.
- Wash hands for 10-15 seconds, using a liberal amount of soap, rinse under running water, use paper towels to dry and use a clean paper towel to turn off the faucet.
- **Universal Precautions:**
  - Consider all patients *potentially* infectious
  - Use appropriate barrier precautions at *all* times
- **Wear Gloves**
  - When touching blood, body fluids, mucous membranes, or non-intact skin of all patients
  - When handling items or touching surfaces contaminated with blood or body fluids
  - Wash hands after removing gloves
- **Wear Gown/Aprons (fluid resistant)**
  - During procedures that are likely to generate splashes of blood or other body fluid
- **Wear Masks and Protective Eyewear**

- During procedures that are likely to cause splashes of blood or other body fluids (to protect the mucous membranes of the eyes, nose, and mouth)
- Isolation Precautions: Airborne, Contact and Droplet
- View Ochweb on the computer for more infection control information.

## **NATIONAL PATIENT SAFETY GOALS**

- Goal 1  
Improve the accuracy of patient identification
  - We use name and date of birth as our patient identifiers
  - Used when administering medications, collecting blood samples and other samples for testing.
  - Containers used for blood and other specimens are labeled in the presence of the patient.
- Goal 2  
Improve the effectiveness of communication among caregivers
  - Timely report of critical results
  - Read back of verbal results
- Goal 3  
Improve the safety of using medications
  - Label medications and solutions that are not immediately administered
  - Label should include
    - Medication name
    - Strength
    - Quantity
    - Dilutant and volume
    - Preparation date
    - Expiration time or date
    - Patient name or date of birth
  - Reduce the likelihood of patient harm associated with the use of anticoagulation therapy
- Goal 7  
Reduce the risk of health care-associated infections
  - Improve compliance with hand hygiene
  - Implement evidence-based practices to prevent central-line associated bloodstream infections
  - Implement evidence-based practices to prevent surgical site infections
- Goal 8  
Accurately and completely reconcile medications across the continuum of care
- Goal 15  
The hospital identifies safety risks inherent in its patient population
  - Identify patients at risk for suicide



# EMERGENCY NUMBERS

- **Emergency Phone Numbers (when dialed from any in-house telephone):**
  - Baptist Campus – 4222
  - Baton Rouge Campus – 1111
  - Elmwood Campus– dial 911
  - Jefferson Highway Campus - 4444
  - Kenner Campus – 3333
  - Northshore Campus – 33
  - St Anne Campus – 100
  - Westbank Campus – 66
  - Clinics – specific to campus

## SAFETY CODES & PROTOCOLS

- **Code Red: FIRE**                      Follow RACE procedure  
**Rescue** the patient  
**Activate** the alarm. Activate the nearest alarm pull box, and call the emergency number, giving your name, exact location, type and extent of fire.  
**Confine** the smoke and fire. Close the door to affected area and all rooms on the floor.  
**Extinguish** the blaze. Know locations of fire extinguishers on the unit.
- **Code Yellow:** Internal/External Disaster: report to your assigned area and await further instructions.
- **Code Black:** Bomb threat; report to your assigned area and await further instructions.
- **Code Blue:** Cardio-pulmonary arrest; initiate BLS until Code Team arrives
- **Code Pink:** Infant /Child Abduction; monitor exits and report persons with bulky clothing and/or packages large enough to conceal an infant/child
- **Code Green** (excluding Baton Rouge and St. Anne): Hostile/combatative person; additional personnel needed, students should not respond
- **Code White:** Active Shooter/Hostage; The Police Department has total authority in a hostage situation. Do not enter this area.
- **Code Orange:** Hazardous material spill; report to your assigned area and await further instructions
- **Code Gray:** Threatening weather; report to your assigned and await further instructions

- **Code Navy:** Patient elopement; monitor exits and report person wearing hospital gown and/or patient ID arm band. (BAPTIST AND KENNER CAMPUSES ONLY)
- **EXCEPTIONS – Baton Rouge**  
Code White is for security  
Code Elope is for patient elopement  
Code “D” is for delivery outside the delivery unit
- **EXCEPTIONS – ST. ANNE**  
Code Yellow is for emergency decontamination  
Code 99 is “unable to call for assistance”  
Code White is for security needed stat  
Code Purple is for emergency c-section
- **EXCEPTIONS – Northshore**  
Code Silver is for hostage situation; avoid the area  
Code Orange is for nuclear, biologic or chemical threat; all entrances must be secured and manned. Small chemical spills in your immediate area may be cleaned (refer to MSDS)  
Mr. Green is for a violent situation; all male employees respond  
Code Fletch is for a myocardial infarction in the ED  
Code Purple is for ED saturation  
Code Emalie is for hypothermia protocol in ICU

### **Material Safety Data Sheets (MSDS)**

The MSDS reference is located on Ochweb.

### **Patient Arm Bands**

- Red: Check allergies
- Yellow At high risk for falling
- Pink Restricted extremity (limited use)
- Green Latex allergy
- White Standard patient identification arm band

## **Procedures for communicating with a Deaf or Hard-of-Hearing patient or family member (OMC – Westbank)**

- Identify services needed
- For a sign language interpreter, call the Deaf Action Center  
Phone: (504) 615 – 4944 or Page: (504) 310 – 6868
- If “face to face” interpreter is not available, utilize the Virtual Remote Interpreter by contacting the administrative coordinator at extension 7034.
- If contracted interpreters are not available, call the administrative coordinator to provide a qualified hospital employee to sign, or use other means of effective communication
- Complete appropriate forms
- **Services are free of charge**
- For tracking purposes, call extension 5099 to report any Deaf or Hard of Hearing patients

# PROFESSIONAL APPEARANCE

Students are expected to maintain an appearance that creates a professional, comfortable, and functional environment that complements the high quality of care offered at Ochsner. Students must adhere to the specific dress code designated by the programs.

Professional attire is required at all times.

HAIR - Hairstyles should be neat and well groomed to present a professional appearance. No extreme or dimensional hairstyles or extreme colors are permitted. Hair should be neatly combed and not fall forward while delivering patient care. Small coordinating hair accessories may be worn to serve this purpose.

Men must be clean-shaven; or if a beard/mustache is worn, they must be clean and neatly trimmed.

FINGERNAILS - Fingernails should be kept clean and well groomed. The natural look for clinical personnel is recommended. Polish is permitted, but should be in colors that blend with the uniform. Neon or fluorescent colors, nail decals and nail jewelry are not permitted. Fingernail length should not exceed ¼ inch beyond the fingertip. Artificial nails are prohibited.

COLOGNE/AFTERSHAVE/ANTIPERSPIRANT - The use of antiperspirant/ deodorants is required. Perfume, cologne/ aftershave is discouraged in patient care areas due to close contact with others and possible allergic and anaphylactic reactions.

JEWELRY – Jewelry should be simple, not excessive and should not interfere with the performance of one's duties. No more than two earrings per ear are permitted. Shape and color of earring must compliment the professional attire and should not interfere with the performance of one's duties. Dangling earrings must not exceed one inch in the clinical setting. Dangling, double earrings are not acceptable in patient care areas for safety reasons. Other pierced accessories worn in visible areas, i.e., eyebrow, tongue, are not allowed while on duty. Depending upon Clinical rotation assignment, specific detailed jewelry compliance guidelines will be presented.

SPECIALTY/HOLIDAY ACCESSORIES - Earrings, buttons, pins, necklaces, T-shirts, sports jerseys, sweatshirts, scarves, hair accessories or ties in good taste may be worn only three weeks prior to the specialty/holiday, with program faculty approval. Campaign, advertisement, political or other commercial paraphernalia is not permitted. Sports jerseys of team supports by Ochsner will be approved at the department level.

OTHER ACCESSORIES - Sunglasses are not to be worn inside the building. Portable radios with headphones or iPods are not to be used while on duty.

UNDERGARMENTS - Proper undergarments must be worn and not visible through the outerwear.

Patient gowns or surgery gowns outside of the surgical areas are strictly prohibited as a covering over any clothing or designated required uniforms. Exceptions to this procedure may be made by the Program Director as dictated by specific clinical situations.

The guidelines presented in the Ochsner Look apply to **ALL** students for the duration of their shifts as well as when entering and leaving any Ochsner work setting (offsite locations INCLUDED). Gum chewing, eating and having personal discussions are considered non-clinical activities. Information about appropriate areas in which to conduct these activities may be obtained from your clinical coordinator. While every possible situation cannot be addressed, these guidelines are intended to provide expectations for our team. Instances may arise that are not covered in the Ochsner Look. In these instances, ask your clinical coordinator for guidance.

Failure to comply with the behaviors of student presentation shall result in dismissal.

## **IDENTIFICATION BADGE**

Identification badges will be issued to students rotating at Ochsner's Main Campus, with a \$10 refundable deposit required. When rotating at any other Ochsner facility, students are to wear their school-issued ID badge. These badges are to be worn whenever the student is on the Ochsner campus so that security personnel, employees, patients and visitors will be able to recognize you as a student. They indicate that you are authorized to be present in clinical areas. The ID badge must be worn above the waist with the name and picture (if applicable) visible, not obscured by buttons or pins, while on duty. If a lanyard is used, it must be a solid color. The only writing allowed on the lanyard is the Ochsner name.

Please notify Security, if an Ochsner-issued ID badge is lost or damaged. A replacement ID will be provided. The replacement cost is the student's responsibility. On completion of training the students must return ID badges to the Security office and will receive a return of the deposit.

## **PROGRESSIVE DISCIPLINARY PROCESS**

In any group of people who work together, there will be differences in work behavior. In some instances, violations of rules will occur periodically. Although only a small number of students knowingly violate rules or policies, it is still necessary to correct these situations constructively when they do occur. Reasons for disciplinary action include but are not limited to:

- Insubordination
- Excessive tardiness
- Leaving assigned area without permission
- Unacceptable personal conduct
- Unsatisfactory performance
- Violation of rules
- Failure to call in for illness/emergency
- Unsatisfactory attitude

All students who continue with inappropriate conduct will be dismissed and will be subject to the corrective action set forth by your academic school.

**VERBAL WARNING:** In private, the clinical coordinator will discuss with the student what (s)he is doing wrong and tell the student what needs to be done to correct or improve the situation.

A student can be dismissed immediately for any of the offenses listed previously even if there is no prior record of wrongdoing. A student may also be dismissed for continually breaking minor rules after being counseled by his/her clinical coordinator.

## **SAFETY AND SECURITY**

A safe, healthy and accident-free environment for patients, employees, students and visitors is a goal to which Ochsner is dedicated. The following safety guidelines have been established:

- Do not run or take part in horseplay.
- Keep work areas clean and orderly.
- Dispose of needles and other sharp instruments in proper containers; never put them in trashcans.
- Avoid lifting heavy, bulky objects unless you have help from another person or use a mechanical device designed to do the work.
- Always use personal protective equipment such as gowns, gloves, masks, and other devices provided for personal protection.
- Report hazardous conditions such as foreign objects, water spills and floor defects to the department supervisor or to Safety and Security immediately. If possible, try to wipe up small spills.
- Do not have or use alcoholic beverages, illegal drugs or weapons on Ochsner property.

An Ochsner security program has been set up for the protection of patients, employees, students, visitors and their personal belongings. The security force is also on hand to keep order, enforce regulations and protect Ochsner property.

All students are expected to take an active part in this security program. All personal property and belongings as well as Ochsner's property should always be left secured. The Security Department should be notified whenever any wrongdoing is suspected. To keep security risk at a minimum, Ochsner reserves the right to inspect packages, lockers and any other items.

## **SEVERE WEATHER/DISASTER POLICY**

Students are to adhere to the disaster plan, put in place by their schools. In conjunction with the schools' policies, in the event of severe weather or an area disaster and if necessary, the students will be dismissed in adequate time to evacuate to a safe location.

## **HARASSMENT FREE POLICY**

### **PURPOSE**

This policy is intended to communicate that inappropriate behavior that demonstrates harassment in any form is unacceptable and will not be tolerated by Ochsner Health System (OCHSNER).

### **DEFINITIONS**

**Harassment** is offensive conduct, which may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication (i.e. obscene hand or finger gestures or sexually explicit drawings).
- Any type of physical contact when the action is unwelcome by the recipient (i.e. brushing up against someone in an offensive manner).
- Expectations, requests, demands or pressure for sexual favors, when submission to or rejection of such conduct is made a term or condition of employment, or is used as the basis for employment decisions affecting the individual.
- Conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

## **POLICY STATEMENT/PROCEDURES**

I. Harassment of any student, employee, applicant, patient, visitor, physician or other provider on the basis of race, religion, color, national origin, ancestry, handicap, medical condition, disability, marital status, age, sexual orientation and gender, including sexual harassment (all as defined and protected by applicable law), is unacceptable, will not be tolerated and may lead to corrective action up to and including termination.

II. Anyone who believes he or she is being harassed should report this to his or her immediate supervisor and/or the Director, Human Resources and/or the Vice President of Human Resources. Supervisors or managers who have knowledge of harassing behavior are responsible for reporting this information to the Director, Human Resources, and/or the Vice President of Human Resources. All complaints will remain as confidential as possible. No form of retaliation or corrective action will occur for pursuing a legitimate complaint of harassment.

## **“LIVING THE LEGACY” (TOBACCO-FREE POLICY)**

Ochsner is committed to the promotion of health, which includes prevention as well as treatment of diseases, for patients, visitors and employees. The tobacco-free environment is created to reduce the risks associated with smoking and second hand smoke. In accordance with these responsibilities, the policy of OHS is to provide a tobacco-free environment.

All types of tobacco use are prohibited at all OHS facilities including community hospitals, neighborhood and regional clinics and in Ochsner Health System-owned vehicles.

## **SOLICITATION**

The Ochsner Health System strives to establish a work environment that is productive and without undue disruption to the work day. Therefore, solicitation of any nature or distribution of any literature is prohibited during work time, or in work areas or patient care areas. Trespassing, soliciting, or distributing literature by non-employees of OHS is prohibited within OHS buildings or anywhere on its property.

- Students, visitors, patients, and other non-employees may not solicit or distribute literature on OHS property at any time, for any purpose.
- Students are not to solicit patients, visitors, employees, or medical staff on OHS property at any time, for any purpose.

- Students may not distribute non-health care/non-patient treatment literature to patients and visitors during on-duty working hours. During non-work hours, distribution of literature is not permitted in specific work areas and/or patient areas, as stated in this policy.
- Solicitation for charitable fundraising causes that benefit the community is permissible only with the written approval of the Vice President of Philanthropy.
- Any student observing solicitation activities or distribution of literature as described above is responsible for reporting it to his/her program director.

## **STUDENT CHECK-OUT**

Upon completion of training, students must be free of obligations to Ochsner. All Ochsner property, including library and program books, etc., must be returned. In order to recover the security deposit, students must return their ID badges to the Security office.

## **SUBSTANCE ABUSE POLICY**

The purpose of this policy is to assure compliance with the guidelines set forth in the Drug-Free Workplace Act of 1988, and to promote behavior which ensures the optimum safety and well being of employees/students, patients and visitors.

**SCOPE:** All employees and students are covered by this policy.

**POLICY:** The possession, use or sale of illicit drugs, controlled substances or mood-altering drugs, while on the job or on Ochsner property, is prohibited and can result in discharge from employment/school. In cases where controlled substances are prescribed by a physician, to be taken during working hours, written approval must be obtained from management prior to possessing or using such substances on Ochsner property.

**POLICY STATEMENTS:** The following statements are management decisions which describe "what is done" to ensure consistent application and proper implementation of the Substance Abuse Policy:

- Correction and/or rehabilitation of the employee/student are the primary concern of management regarding substance abuse, with punishment being considered only as a last resort.
- Employees/students requesting aid and guidance from their management team in substance abuse resolution will be dealt with on a confidential basis.
- An employee/student must be advised of the purpose and possible consequences of a substance screening test.
- Every effort will be made to ensure confidentiality of test results.
- An employee/student taking medication that could affect behavior, that is prescribed by an attending physician, must advise his/her supervisor of the known possible effects

(mental or physical) of such prescription medication, with regard to job performance, and must obtain approval to use such medication prior to commencing work.

- Alcohol consumption during lunches, conferences or convention is not permitted by Ochsner, to assure that the employee's/student's work performance, safety and the safety of others in the workforce as well as patients and visitors are not jeopardized.

## TELEPHONE USE

Personal telephone calls may be made during lunch/break times on public telephones located throughout the medical center and in various department lounges. Ochsner lines must be kept open for regular business and for emergencies. All students should answer the telephone promptly, clearly and courteously. Identify the department or area, state your name and position (student). If a call must be placed on hold, be certain to get back to the caller as soon as possible.

## CELL PHONE UTILIZATION

Personal cell phone and other personal communication or entertainment devices should be turned off or placed in silent mode with the Ochsner facilities, including public areas, in offices. Headsets or ear pieces are not be worn even when not in use, during active work hours unless the device is approved as work-related equipment. Unless it is an emergency, personal calls and text messages should be made during breaks and meal periods and away from clinical, treatment and front office areas. To protect the privacy of all patients and employees, taking photographs and recording conversations is prohibited in all patient care areas. The carrying of cell phones and other messaging devices are restricted in some hospital departments, particularly those where patient care is delivered.

## WORK RELATED ILLNESS/INJURY & RETURN CLEARANCE

Accidents involving students while on duty or on the Medical Center premises must be immediately reported to the supervisor/instructor. An Employee Work-Related Accident Report form must be completed to provide maximum protection to the student and the Medical Center.

A **work-related incident** is any mishap or occurrence associated with work which results in, or could have resulted in, injury, illness or property damage. This would include, but is not limited to, falls, punctures, strains, rashes, equipment malfunction, exposures or infections directly linked to patients.

1. Immediately notify your program faculty or supervisor.
2. A work-related accident/illness form must be completed and sent with the student if medical attention is requested. If medical attention is not requested, the form must be completed within 24 hours. The Safety on Site occurrence reporting system should be used.
3. If medical attention is requested, the student will go to the Employee Health or the Emergency Department as directed.



4. If a student feels any adverse effects believed to be a result of a work-related accident for which s(he) did not seek medical attention, the student must report to Employee Health within 30 days of the original incident.

## **Nursing Student Rotation Information and Guidelines**

### **Our Nursing Model is Relationship-Based Care**

- This model is appropriate for any clinical discipline
- The focus is on the value of relationships
- Essential for a caring and healing environment
- The core of healthcare is to provide compassionate care and service to people during times of illness and suffering

### **Organizations with healing environments and a focus on relationships have:**

- Higher patient satisfaction
- Higher staff satisfaction
- Higher physician satisfaction
- Higher productivity
- Improved quality
- Improved outcomes
- More effective recruitment and retention of staff

### **Caring and healing environment – I.C.A.R.E.**

- **I - Introduce yourself**
  - Explain your role & establish trust
- **C- Call patient by preferred name**
  - Shows respect, no nicknames
- **Appropriate touch**
  - Individualize, be culturally conscious
- **R- Review the plan of care**
  - Talk about desired outcomes with patients
  - Explain everything in a way that they understand
  - Allow them time to ask questions
  - Set daily goals as appropriate
  - Sit for 5 minutes at eye level with patient at least once a shift
- **E- Every time care is provided**
  - Every time care is provided, do it with our mission in mind. We are servants to our patients and we heal the physical, mental, spiritual, and emotional ailments of our patients and their loved ones.

### **Focus on our patients**

- Hourly rounds are important to meet the needs of our patients.
- Bedside reporting is utilized throughout Ochsner Health System. Nurses report off in the presence of the patient. This method has been proven to improve patient outcomes and provides an opportunity for the on-coming staff to visualize the patient

- There is to be no public venting in areas that you can be overheard. Venting of any issues/concerns must be done in private areas.

## Student Practice Guidelines

- Accountability:
  - The staff nurse is ultimately responsible for the patient.
  - It is imperative that you keep the nurse informed of the patient's status.
  - To ensure patient safety, hand off communication must occur when you leave the unit.
  - Report any injury to your instructor. Your instructor will notify the appropriate person.
  - Report any unexpected/ unplanned patient occurrence to your instructor/charge nurse/patient nurse. The occurrence will be documented in our Safety on Site database.
- The Instructor is responsible for the direct supervision of the student during the performance of a skill for the first time.
- Subsequent performance of those skills may possibly be done with the indirect supervision of the Instructor, except for starting IVs.
- Following are restrictions in effect for students at Ochsner:
  - RN and LPN students may listen to phone orders from physicians with 3-way conversations only; they may not accept verbal or telephone orders from the physician.
  - RN and LPN students may D/C peripheral IV lines, and tubes (i.e., NG, Foley catheters, etc.) with instructor or staff RN supervision.
  - Neither RN nor LPN students may administer chemotherapy, experimental drugs, or blood or blood products.
  - Neither RN nor LPN students may D/C central lines, pulmonary artery catheters, or chest tubes.
  - Neither RN nor LPN students may accompany critically ill/unstable patients to other areas of hospital without another licensed nurse in attendance. Students on the Rehab unit may not transport any patient without staff in attendance.
  - RN students may observe the checking of blood for accuracy, but may not sign the transfusion card on the unit of blood.
  - RN students may flush central lines with RN supervision, but may not access or flush implantable ports.
  - IVs, IVPBs, as well as IV Push drugs (RN students), may be given only with direct supervision of Instructor or staff RN. PRN medications should be checked by Instructor or staff (not "agency nurse") prior to administration.
  - LPN students may not administer IV Push drugs.
  - New medication orders, revised medication orders, PRN medications should not be given to a patient without checking with patient's staff nurse prior to preparation for administration.

## General Expectations of Student Nurses in a Preceptor Clinical Experience

- Be on time, prepared and ready to work.
- Medication references are available online in Micromedex and in Pyxis.
- Assignments—Patient assignments are individualized and based on diagnoses, stability, and MD orders.
- Medication Administration—**Your preceptor will expect you to verify the MD order against the MAR**, have a general knowledge of the medication, and to administer the med with guidance.
- Procedures—Review procedures in Mosby’s prior to performing or assisting with procedures.
- Documentation—Charting takes place in the computer in the Med-Surg areas, and flow sheet and computer in the critical care areas. Clinical notes, education notes, medications, admit assessments are documented in the computer in all departments. Assessments including vital signs are documented in the computer on Med-Surg, and on a flow-sheet in Critical Care. (Northshore and St. Anne utilize paper documentation.)
- Your preceptor must read and validate your documentation prior to the end of the shift.
- If you are asked a question that you do not know the answer, let the patient and/or family know you will contact the appropriate person and get back with them.

## Medication Administration

- The nursing instructor will obtain patient medications from the Pyxis machine.
- In the event the Pyxis machine is on full override mode, a staff nurse will obtain the medications.
- Verify all medications with your instructor prior to administering to your patient.
- Staff nurses will obtain narcotics needed for your patient (Baton Rouge & West Bank staff nurses administer narcotics).

## Pyxis

Medication is stored and dispensed via the Pyxis machine. Your Instructor will be able to obtain medications for you to administer to your patients, according to their Medication Worklist. Always do a ‘chart check’ prior to obtaining medications, to verify what is ordered by the physician is what is entered into the computer for that patient. **Verify the medication with your Instructor prior to giving to your patient.** Staff nurses, not the Instructor, will obtain any narcotics needed for your patient. Always remember the 7 Rights of Medication Administration in order to prevent medication errors:

- The right patient
- The right medication
- The right dosage
- The right time
- The right route
- The right indication/effect
- The right documentation

## Occurrence Reports

Occurrence reports are used for unexpected/unplanned occurrences which may involve you, your patients, or their family. Notify the charge nurse or unit director immediately if there is an occurrence with your patient. Occurrences are documented online via the Safety-On-Site application.

# Ochsner Medical Center Student Guidelines and Agreement for Advanced Practice Registered Nurses

1. All Advanced Practice Registered Nurse Students will receive direction and student orientation in the Academics division. A record will be maintained in that office. All preceptors must notify this department of the incoming student for processing.
2. Academics will coordinate student rotations through the hospital or clinic, by contacting the Preceptor. This individual will coordinate and develop training activities as per the Agency's training objectives and the objectives developed by the department.
3. The student (APRN) shall engage in patient contact *only under the direct supervision of the preceptor*. Direct supervision is defined as the preceptor being physically present. While under direct supervision the preceptor assumes responsibility for the student. BLS or other life sustaining actions may be rendered in the absence of the preceptor in true life or death emergencies if the student is appropriately trained.
4. Limits of patient contact will be determined by the preceptor but in all cases will comply with the policies and procedures of the Ochsner Medical Center, state and local regulations, and the Program's objectives. The limits of patient contact may include, but are not limited to:
  - History and Physical Examinations
  - Suture simple wounds
  - Suture removal
  - Incise and drain superficial skin infections
  - Dressing changes
  - Debride and clean superficial wounds and incision sites
  - Administer local infiltrative anesthesia
  - Apply and remove casts and splints
  - Place nasal-gastric feeding tubes
  - Administer CPR in emergency situations
  - Provide health education and health promotion instructions to patients
  - Perform surgical skin preparation
  - Scrub in surgery
  - Hold retractors as placed by the *precepting physician/surgeon*
  - Observe activities as determined by the preceptor
  - Administrative duties
  - Research duties
  - RN duties
  - Anesthesia procedures/management for CRNA students
5. Advanced Practice Registered Nurse students may act within the limits of their Louisiana RN license and the policies and procedures of the Ochsner Medical Center without the direct supervision of a preceptor as appropriate for their training and orientation to the setting *only if they are OMC employees*.
6. Students may make notes in the medical record, written or computerized format. All notes must be reviewed and co-signed by the preceptor at the time of the notation. The note will be signed with the student's name and title (APRN student). Students will not be allowed to

dictate notes but may make electronic notes with the preceptor placing an electronic signature at the time the note is made. Students may not write or convey orders other than in life threatening situations in the absence of the preceptor or a staff physician, or APRN, or administrative preceptor.

7. Specialized orientation to specific areas (i.e., OR, ED) will be coordinated with those departments and follow the specific orientation procedures outlined for those departments for students (i.e., surgical scrub, gowning and gloving for the OR).