

# FACULTY & STUDENT ORIENTATION



## Welcome to Avera

A regional health network comprised of more than 300 locations in 100 communities throughout southeastern South Dakota and surrounding states. Avera serves a geographical footprint of more than 72,000 square miles and 86 counties, and a population of nearly 1 million.

Avera care facilities are a ministry of the Benedictine Sisters of Yankton, S.D., and the Presentation Sisters of Aberdeen, S.D. The Sisters opened their first hospitals in South Dakota more than 115 years ago, and today their ministry has expanded to serve the needs of an ever-changing population.

- Expert health care in 60 medical specialties
- Quality at national-benchmark levels
- Superior customer service
- A wide range of locally available care

Avera Health is based in Sioux Falls, S.D., with six regional centers:

- Avera St. Luke's Hospital, Aberdeen, S.D.
- Avera Marshall Regional Medical Center, Marshall, Minn.
- Avera St. Mary's Hospital, Pierre, S.D.
- Avera McKennan Hospital & University Health Center, Sioux Falls, S.D.
- Avera Sacred Heart Hospital, Yankton, S.D.

Through shared support services that keep administrative costs as low as possible, local caregivers are able to devote more resources toward patient and resident services.



## ONLINE ACCESS

Instructions for Accessing Online  
Faculty/Student General Orientation:

***From the Internet:***

Access Avera website at [Avera.org](http://Avera.org)

***Turn off pop-up blockers:***

Click Tools button on menu bar

Click Pop Up button

Click 'Turn Pop Up Blocker Off'



Dear Student,

**THE STAFF AND ADMINISTRATION WELCOME YOU TO AVERA!**

Students are valued by at Avera, and we hope that your clinical learning experiences will be a source of enrichment and reward for you. Your presence in our hospital facilities supports our commitment to education, patient care, and continued professional growth.

This handbook will acquaint you with Avera's mission and goals, and give you an understanding of our standards for the workplace environment.

Please read the information carefully and discuss your student role and responsibilities with your clinical instructor or your Avera preceptor. Since clinical situations may vary, it is important for you to ask questions as needed and communicate freely with your preceptor or other Avera staff members. Please clarify your student role and follow procedures as directed by Avera employees.

This handbook provides a basic overview of information that may be useful to you as you undertake your clinical training. We encourage feedback on the handbook by contacting the Student/Faculty Orientation Program Coordinator as designated by your instructor.

Before your clinical experience begins, you must complete and sign the two-sided form that accompanies this handbook; complete the Orientation Handbook Quiz; and read and sign the Confidentiality Statement for Students. Present the completed forms to your clinical instructor or department manager (if applicable).



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## **avera** VALUES

In caring together for life, the Avera community is guided by the gospel values of compassion, hospitality and stewardship.

### **COMPASSION**

The compassion of Jesus, especially for the poor and the sick of body and spirit, shapes the manner in which health care is delivered by Avera's employees, physicians, administrators, volunteers and sponsors. Compassionate caring is expressed through sensitive listening and responding, understanding, support, patience, and healing touch.

### **HOSPITALITY**

The encounters of Jesus with each person were typified by openness and mutuality. A welcoming presence, an attentiveness to needs, and a gracious manner, seasoned with a sense of humor, are expressions of hospitality in and by the Avera community.

### **STEWARDSHIP**

Threaded through the mission of Jesus was the restoration of all the world to right relationship with its Creator. In that same spirit and mission, the members of Avera treat persons, organizational power and earth's resources with justice and responsibility. Respect, truth and integrity are foundational to right relationships among those who serve, and those who are served.



## AVERA BELIEFS

From the earliest traditions of the church to the present day, the mission of evangelization to which Jesus sent his followers has included healing as a major part. "Into whatever city you go, after they welcome you...cure the sick there. Say to them, 'The kingdom of God is at hand.'" \*

Members of the church follow the example of Jesus, therefore, when they carry out the work of healing – not only by providing care for the physically ill, but also by working to restore health and wholeness in all facets of the human person and the human community. Wholeness in the Christian perspective includes not only the physical and emotional, but also spiritual and social.\*

In this spirit Avera pursues a special vocation to share in carrying forth God's life-giving and healing work. In addition, the persons and institutions allied together as Avera share these beliefs:

- God permeates all moments of human experience and is present to every person in health as well as sickness, in life as well as death.
- We support life from conception to death, believing that the journey of life, including the beginning and the end, are gifts of the Creator, entrusted to us for reverent care.
- The core values of compassion, hospitality and stewardship guide our caregivers and our service.
- Justice and mercy demand our advocacy for the poor, the frail and the at-risk persons of our society; all persons have a right to basic health care.
- Our management decisions and delivery of care are motivated by the health and wellness of patients, their families and communities.
- Our employees, physicians and community partners are our most valuable resources.

Avera is sponsored by the Sisters of St. Benedict of Sacred Heart Monastery of Yankton, SD, and the Sisters of the Presentation of the Blessed Virgin Mary of Aberdeen, SD. In accord with its Catholic mission, Avera adheres to the Ethical and Religious Directives for Catholic Health Care Services.

Social and institutional wellness are best promoted through joined efforts of various religious and community-sponsored institutions. Choosing collaboration and empowerment enables us to be better stewards of our human, financial, technical and environmental resources.

\*Pastoral letter on Health Care, U.S. Catholic Bishops, 1983

## MISSION STATEMENT

Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values.

## VISION STATEMENT

Avera will be an exceptional health care organization for patients to receive care, physicians to practice and employees to work.

## ETHICS STATEMENT EXCERPTS

As a ministry of the Catholic Church, Avera St. Luke's recognizes that every person is created in the image and likeness of God and worthy of respect as a member of the human family. The inherent dignity of the human person must be respected and protected from the moment of conception until natural death regardless of the nature of the person's health problems or social status. This respect for human dignity extends to all persons who are served by St. Luke's.

Consistent with its Catholic identity, St. Luke's operates in accordance with the Ethical and Religious Directives for Catholic Health Care Services <http://www.usccb.org/issues-and-action/human-life-and-dignity/health-care/upload/Ethical-Religious-Directives-Catholic-Health-Care-Services-fifth-edition-2009.pdf>. For more information about the Directives and their application at St. Luke's, please consult the Vice President of Mission or the Director of Pastoral Care



## SERVICE EXCELLENCE STANDARDS

Our values and treating others in the manner we would like to be treated is the foundation of our Service Excellence initiative. We define our customers as everyone with whom we have interactions; patients, families, residents, physicians, volunteers, coworkers and the public.

We strive for excellent customer service. Today, people expect good service. Excellent service is needed to ensure our continued success. We have created a list of Avera Service Excellence Performance Standards that are designed to help each of us understand how excellent service is defined at Avera St. Luke's. Our acronym to help us remember the primary standards is **CARE**.

### **C** for communication –

We are committed to communicating effectively with individuals in order to meet their needs.

### **A** for attitude –

We are committed to serving individuals with the utmost care and courtesy.

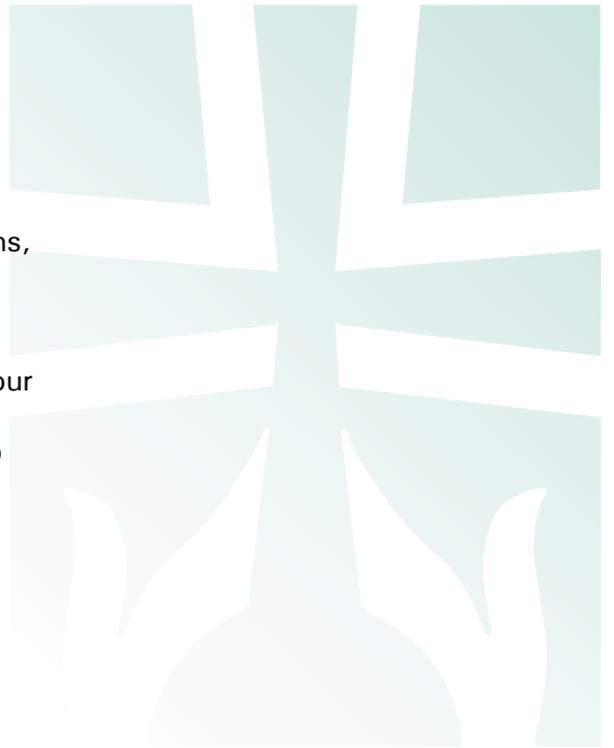
### **R** for responsiveness –

We are committed to anticipating and responding to the needs of all individuals.

### **E** for engagement –

We take ownership of all we do and responsibility for the outcomes of our efforts.

Each of us is responsible for excellent service regardless of our job. We all have interactions with others. We must ensure those interactions reflect our values and cooperation.



## CUSTOMER SERVICE

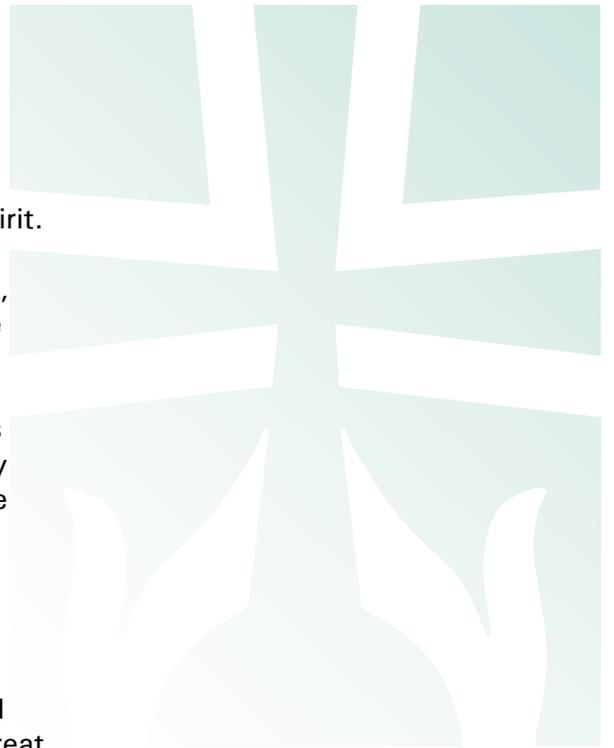
We define our customers as everyone with whom we have interactions: patients, families, residents, physicians, volunteers, coworkers and the public.

Avera seeks to heal the whole person — body, mind and spirit. Avera’s quality care has been nationally recognized through numerous award programs. When you hear the name Avera, you can be confident of receiving excellent care and service with compassion.

With more than 15,000 employees and physicians, Avera is South Dakota’s largest private employer. Health care is truly sacred work, a special calling and a privilege. Employees are encouraged to demonstrate God’s love in words and action, and each day live out Avera’s core values of compassion, hospitality and stewardship.

Avera is committed to creating an environment that respects each individual regardless of sex, beliefs or cultural background. Each employee must work cooperatively and treat others with respect and dignity.

Remember that people have different beliefs and values. Your comments, gestures or “jokes” may be offensive to someone else. Acts of harassment or discrimination will not be tolerated.



# GUIDELINES FOR STUDENT EXPERIENCES

## POLICY HIGHLIGHTS

### ARRANGING A CLINICAL EXPERIENCE

Initial contact for student clinical experience must be made by a college faculty member. A written contract must be established between the school and Avera before the experience can begin. The school is responsible for tracking completion of contract requirements.

### ORIENTATION

The student must complete a basic general orientation program prior to beginning the clinical experience. School faculty will collaborate with Avera to obtain instructions and necessary documentation.

### Documentation Required Prior to Beginning the Clinical Experience

Each student must submit to the instructor the following documents:

- Confidentiality Statement, post-test and evaluation included at the end of this handbook)

### ILLNESS AND ACCIDENTS

Please do not come to the hospital if you are ill or infectious. Discuss your signs and symptoms with your instructor. Should you become injured or have an accident while on clinical assignment at the hospital, notify the clinical instructor and/or preceptor immediately. Routine hospital procedure will be followed in treating the injury and completing required reports. This includes completion of a Non-Patient Notification available through your instructor. Avera is not responsible for any medical expenses the student incurs during the clinical experience. Responsibility lies with the school or student, as per school policy. All accidents or injuries involving patients are to be reported immediately to both the clinical instructor or preceptor and the health professional attending that patient. Routine hospital procedure will be followed in completing forms and dealing with the situation.

### STUDENT OFF-ROTATION VISITS TO THE UNIT

When reviewing patient charts during off-rotation hours, students and faculty should follow these guidelines:

- Wear school photo ID badge and lab coat; dress neatly and professionally.
- Inform the person in charge and the patient's nurse (if applicable) of the purpose of the visit.
- Avoid reviewing charts during the change of shift
- Do not copy any part of the patient's medical record.

# ENVIRONMENT OF CARE AND SAFETY

Students are expected to comply with all of the information and guidelines presented in this section.

## SAFETY TIPS

We are concerned for your safety and ask that you assist us to maintain a safe environment:

- Observe the posted speed limit on hospital grounds.
- Adhere to the tobacco-free policy.
- Observe "Wet Floor" signs.
- Report untidy, unsanitary or unsafe conditions to your supervisor.
- Perform hand hygiene before and after every patient contact.
- Exercise Standard Precautions during clinical practice. This means that you are responsible to choose and wear personal protective equipment based on your patient contact and the patients symptoms.
- Ask questions and ask for help.
- Do not attempt to move heavy medical equipment (such as occupied beds) alone.
- Wear radiation monitors, as appropriate.
- Adhere to the Drug-free-Workplace Policy.
- Be aware of your surroundings and others around you.
- Don't eat, drink or apply cosmetics in areas where you may have contact with chemicals, or blood and body fluids.
- Wear appropriate footwear when in parking lots during snow/ice weather.
- Be aware of your surrounding when walking in parking lots at night. Take a buddy or call 5512 for a security escort.

## PRACTICE GOOD HOUSEKEEPING

- Keep your work area clean. Don't leave file drawers or cabinet doors open.
- Keep corridors, hallways and stairs clear.
- Don't prop open fire doors or obstruct automatic fire doors from closing.
- Look out for and avoid wet or slippery areas. Be sure spills are cleaned up promptly.
- Dispose of trash and other debris promptly and in proper containers.
- Treat all equipment with care. Report malfunctioning equipment promptly to your supervisor/instructor/preceptor.
- Report all health and safety hazards immediately.

## BE AWARE OF SAFETY RISKS

Always be aware of the safety risks in a health care facility. Make an effort to limit those risks to protect coworkers, visitors, patients, and yourself.

The following are potential risks to avoid:

- Back and other injuries from improper lifting of patients and supplies
- Injuries caused by slips, trips or falls
- Fire from electrical equipment
- Infectious diseases
- Radiation
- Poisoning from hazardous medications or chemicals
- Danger from oxygen or other pressurized gases
- Injury from agitated or aggressive patients, residents, or visitors

## EMERGENCY CODES

Avera has several plans in place to address emergency situations. You can find them online on the Avera KnowledgeNet page under General Information/Policy Manuals.

All students are to report to their Instructor immediately in the event any codes are called.

### Cardiac/Respiratory Arrest Adult

- Overhead Page "Medical Emergency Adult"
- Activate your response system according to your facility
- Call out for assistance.
- Begin CPR.

### Cardiac/Respiratory Arrest Pediatric

- Overhead Page "Medical Emergency Pediatric"
- Signifies cardiac or respiratory arrest in a child age 12 or under.
- Activate your response system according to your facility

### Missing Person/Abduction

- Overhead page "Missing \_\_\_\_\_ Alert"
- Is called when a patient or visitor is reported missing or in abduction of an infant, child or adult has occurred or is suspected.
- Secure all exits and inspect anyone attempting to leave.
- Give sex and description of missing person, and location last seen.
- Report any suspicious person in accordance with your facility response system

### Staff Assist/Response (Location)

- Overhead page "Security Alert Response \_\_\_\_\_"
- Activate your response system according to your facility
- Do so at the earliest sign of escalating behavior; do not wait until the situation is out of control.

### Security Alert Response: Building Threat (Location)

Notified of bomb, nuclear or biological threat to facility

- Overhead page "Security Alert - Building Threat"
- CEO/VP Incident Command to announce based on credibility of threat.

### Armed Intruder

(Location, Lockdown Facility)

- Overhead page "Armed Individual Lockdown Facility"
- Means a person has entered the hospital with a weapon with the intent to hurt someone.
- Lock and/or barricade doors.
- Evacuate if at all possible.
- As a last resort, attempt to take the person down.

## Fire Alarm Alert (Location)

Upon discovering a fire or smoke situation staff should:

### **R** - Rescue

Remove people from immediate danger.

### **A** - Alarm

Call the emergency number for your facility and your state name, location and description of fire. Pull nearest fire alarm.

### **C** - Confine

Close doors, windows, shut down elevators.

### **E** - Extinguish

Clear all fire exit hallways of equipment and furniture. If the fire is small and you can do so safely, smother it with a pillow, blanket or use a fire extinguisher.

## Using a Fire Extinguisher

**P** - Pull the Pin.

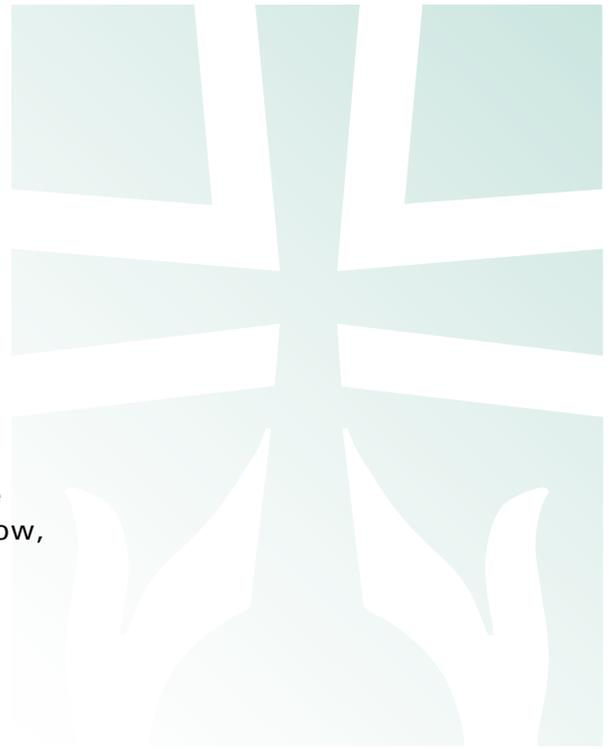
**A** - Aim the nozzle at the BASE of the fire.

**S** - Squeeze trigger while holding upright.

**S** - Sweep side to side covering the area of the fire until it is extinguished.

## OTHER EMERGENCY PLANS

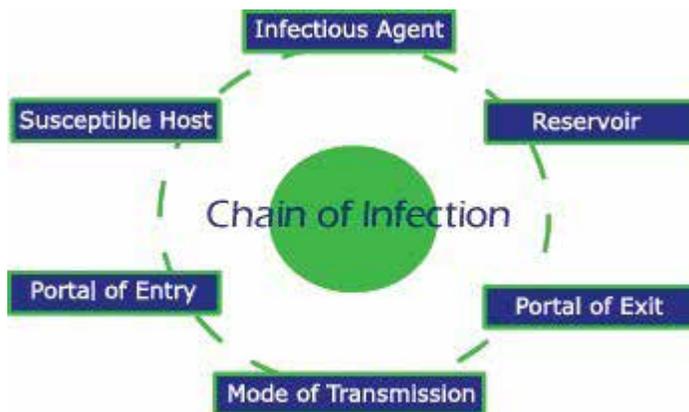
Follow the instruction of your instructor/ preceptor all other emergencies.



# INFECTION PREVENTION

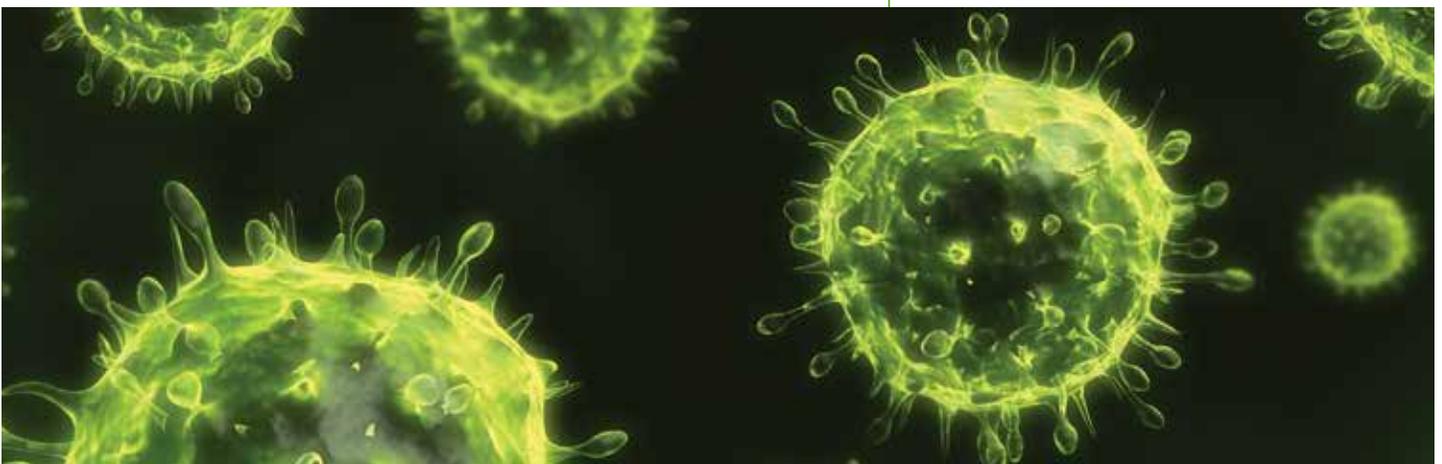
- Infection Prevention Policies
- Standard Precautions
- Hand Hygiene
- Blood-borne Pathogens
- Isolation Precautions

Infection prevention policies are located on the Avera KnowledgeNet site. It is your responsibility to be familiar with their contents. If you don't have access to our intranet and have a question, please ask your instructor/mentor for assistance.



## The spread of infection can be broken by breaking the chain

- **Link #1:** Infectious Agent - A germ (bacteria, virus, fungus)
- **Link #2:** Reservoir - A place for the germ to live (people, pets, surfaces)
- **Link #3:** Portal of Exit - A way for the germ to get out (sneeze, cough, open skin)
- **Link #4:** Mode of Transmission - A way for the germ to travel such as through the air or through contaminated equipment, supplies, drugs, food or unwashed hands
- **Link #5:** Portal of Entry - A way for a germ to get in (breathing germs in, swallowing germs, getting stuck with a dirty needle)
- **Link #6:** Susceptible host - A person whose resistance to germs is low (elderly, sick, people on certain medications or having an open surgical wound)



## APPLYING STANDARD PRECAUTIONS

### If coming into contact with ANY blood/body fluid:

- Wear personal protective equipment (PPE) in the form of gloves, gowns, and facial protection (mask with attached eye shield).
- The kind of PPE worn depends upon the situation.
  - Plan your care and wear PPE accordingly.
  - Anticipate what you need.
- Hand Hygiene at appropriate times.
- Use safe injection practices.
- Situations vary from day to day, patient to patient...be prepared!

### Hand Hygiene is one of the most important things you can do to stop infections.

The CDC tells us that 90% of preventable infections could be stopped with good hand hygiene techniques.



**Handwashing?**



**Handgels?**

### When do I clean my hands?

- When entering a patient/resident room.
- Prior to and after every patient contact and handling patient items.
- After touching anything contaminated with body fluids or other germs.
- Prior to and after donning gloves, gowns, face shields and masks.
- After using the toilet, blowing your nose, or covering a sneeze.
- Before eating.
- Whenever hands are obviously soiled.
- When leaving a patient or resident room.

### How do I know if I should use hand washing or hand gels?

#### Handwashing

Whenever hands are visibly soiled, or have been in contact with blood or feces regardless of glove use.

#### How to wash hands:

- Wet with running water.
- Apply facility approved soap and distribute over hands and wrists.
- Vigorously rub hands together and clean wrists for 15 seconds.
- Rinse thoroughly.
- Dry with paper towel and may use a separate paper towel to turn off faucet.

#### Alcohol Hand Gels

Can be used in most clinical situations when hands are not visibly soiled and have not been in contact with feces or blood.

- Improves the general condition of hands for most health care workers
- Kills germs as opposed to washing them away
- Increase compliance due to simplicity and convenience

#### How to use hand gels:

- Place one or two squirts in palm of hand.
- Cover all surfaces of the hands and rub until dry.
- Allow to dry prior to doing any patient care.

## Hand Lotion & Artificial Nails

- Is provided to help maintain the integrity of your skin.
- Use lotion provided in wall mounted dispensers.
- No shared lotion (pumps, tubes, jars, etc.)
- Use of personal lotion is discouraged unless through Employee Health/personal physician.

### Artificial Nails

- Do not wear artificial nails, wraps, extenders, stencils, or nail piercings if you provide patient care or touch patient supplies.



## Regulated Medical Waste vs. Non-Regulated Medical Waste

Not all medical waste is considered “regulated.” Medical waste that can be placed into the regular trash would include:

- Dressings, gauze, alcohol wipes, sanitary pads and bandages not saturated or dripping with blood
- Non-bloody diapers
- Isolation waste not designated as regulated Medical Waste
- IV fluid bags and tubings, gloves, and disposable linens not blood soaked
- Empty foley bags and stool specimen containers (unless obviously bloody)
- Household type waste (food, paper, etc.)

## Fall Precautions

**Plan / Implementation:** If at risk, place on protocol.

### Communication:

1. Patient Fall-Risk status should be included in any Hand-Off communication that occurs.
2. Write level of activity on whiteboard including adaptive equipment needs and level of assistance needed.
3. Discuss with patient and family.
4. Place “Fall Risk-Bedcheck in Use” sign above bed.

### Patient Care:

1. Offer toileting at least hourly during the day and every two hours at night (adjust frequency for bowel preps, diuretics, etc.)
2. Utilize level of activity and patient tolerance to determine toileting needs - BRP's, bedside commode, bedpan.
3. Anticipate needs.
4. If needed, observe frequently, encourage family to sit with, or implement 1:1 care companion or nursing care.
5. Utilize gait belt with all fall risk patients that require assistance.

### Environment:

1. Use **yellow**, nonskid slippers.
2. Remove obstacles from pathways.
3. Provide adequate lighting.
4. Use siderails (if full siderails needed, follow restraint protocol).
5. Orient to call lights and call cords, re-orient as needed.

## BIOHAZARD LABELS

- Biohazard labels are warning labels affixed to containers to warn you the contents may contain potentially infectious material.
- These labels are fluorescent orange or orange-red with the biohazard sign.
- Red bags or red containers may be substituted for a label.



## Sharps

- Sharps are always disposed of into sharps containers.
- This would include:
  - Needles (used, unused, and blunts)
  - Disposable syringes with attached needle
  - Scalpel blades
  - Used pipettes
  - Contaminated glass vials
  - Empty vials containing live vaccines
  - Used broken laboratory glass (culture dishes, blood Vials, slides, cover slips, etc.)
- Do not bend, break, or shear contaminated needles or other sharp objects.
- Do not recap contaminated needles. If recapping is necessary, use a facility- approved recapping device or a one-handed scoop technique.
- Activate safety devices.
- Sharps can be present in trash, linens, shelves, beds, on tabletops, and on floors.
- Touch trash containers only on the outside.
- Do not reach into, nor push trash down with your hands.
- Carry trash bags away from your body.
- Change sharps containers when 3/4 full, and dispose of them in the designated area on your unit.



## ISOLATION PRECAUTIONS

- Airborne Respirator
  - Tuberculosis
  - Small Pox
- Airborne Mask
  - Chickpox
  - Measles
- Droplet
  - Influenza
  - Pertussis
- Contact
  - Drug Resistant Organisms (MRSA, VRE, ESBL, CRE)
  - Lice/Scabies
  - Large draining wounds
- White Contact
  - Clostridium difficile
  - Norovirus
  - Nausea, vomiting and diarrhea

## ISOLATION PRECAUTIONS-FOLLOW SIGNS

- Airborne Respirator
  - N95 mask or PAPR respirator
  - Gown and glove if rash
- Airborne Mask
  - Surgical mask
  - Gloves
  - Gown if rash
- Droplet
  - Surgical Mask
- Contact
  - Gown and Glove
- White Contact
  - Gown and Glove
  - Use bleach to clean room
  - Use soap and water for hand hygiene (alcohol hand gel doesn't work)

## Influenza Vaccination

- All Avera employees, volunteers, students, residents, contracted workers, locums, and vendors collectively referred to as health care workers") are required to be immunized annually against influenza.
- Any health care worker with a medical contraindication to influenza vaccination as defined by the CDC or the vaccine manufacturer or in consultation with the health care worker's licensed medical provider may be exempt from receiving influenza vaccination by following a waiver process.

## CONFIDENTIALITY AND HIPAA

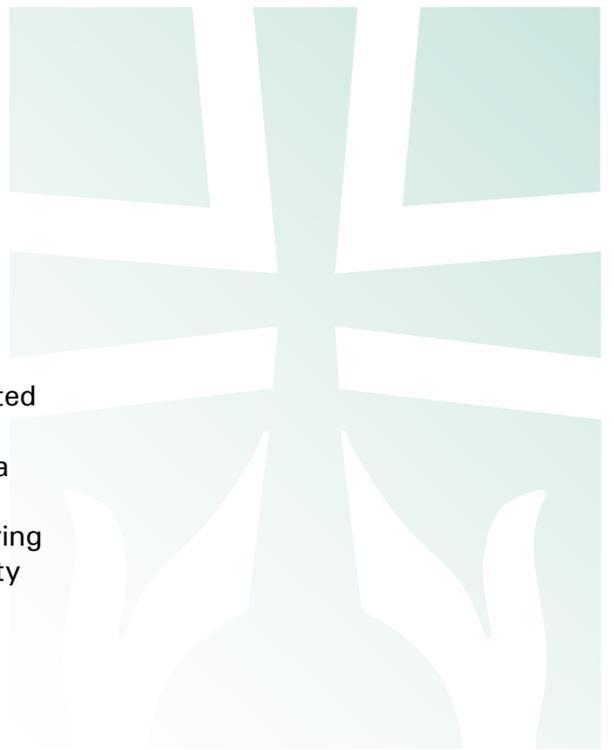
Students are expected to review and abide by the policies and guidelines regarding confidentiality and HIPAA as provided by your instructor. All patient information is confidential and should only be discussed with other health care professionals directly involved in the patient's care.

Patients (with or without names) and their situation should never be discussed in public places such as elevators, hallways or the cafeteria. Conversations can be misinterpreted and may lead to anxiety or fear. A good "rule of thumb" is to respect each patient's right to privacy as if he/she were a member of your family. Students will review the HIPAA information, discuss the privacy policies and procedures during orientation, complete the HIPAA test, sign the Confidentiality Statement that they have read and will adhere to Avera St. Luke's policies and procedures.

## ACCESS TO MEDICAL RECORDS

The student is permitted access to a patient's medical record under the following circumstances:

- The student is involved in the patient's plan of care and treatment.
- The student is using the record, at the instructor's discretion, to enhance the clinical experience.



# COMMUNICATION

- Participating in communication online via online blogs, wikis and social networks such as Facebook, LinkedIn, or Twitter, or any other kind of social media must conform to the mission and values of Avera as well as polices including but not limited to confidentiality, email usage and password/access policy.
- No cell phone usage during work hours or in the eye of the public.

## PERSONAL CALLS

Personal calls are not allowed during clinical hours except in the event of an emergency.

## PERSONAL PROPERTY

Avera St. Luke’s is not responsible for lost or stolen personal property. It is preferable recommended that students leave valuables at home.

## GRATUITIES

Employees, students, volunteers, etc., may not accept tips or gifts from patients or visitors. If money or a gift is offered, express your appreciation and decline to accept.

## VISITING FRIENDS AND FAMILY

Friends and relatives who are patients at Avera St. Luke’s should not be visited during your clinical hours. You may, however, visit after completion of your clinical hours.



## PATIENT RIGHTS

Be aware of the rights of patients in regards to:

- Access to Care
- Respect and Dignity
- Privacy and Confidentiality
- Personal Safety
- Identity
- Information
- Communication
- Consent
- Consultation
- Refusal of Treatment
- Transfer and Continuity of Care
- Hospital Charges
- Hospital Rules and Regulations
- HIPAA

## PATIENT SAFETY

- “The purpose of the National Patient Safety goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.”  
(statement by Joint Commission)
- Know the hazardous materials in the area in which you are working.
- Utilize standard precautions at all times:
  - | Use personal protective equipment when handling blood and body fluids.
  - | Transport specimens in sealed, leak proof containers.
  - | Dispose of sharps in proper containers.
  - | Do not recap needles.
  - | Do not eat, drink, or apply cosmetics in patient care work areas.

# STUDENT EXPECTATIONS

Avera believes that students as well as employees are valued members of the team who can contribute to the quality of our services.

As a student, you are expected to:

- Be consistent and reliable in your attendance. Do not report to your unit when you are ill. If you are sick, notify your preceptor or supervisor that you will be absent.
- Be on time. Notify your preceptor if you are going to be late.
- Be accountable to and accept direction from both the clinical instructor or mentor and the health professional responsible for the care of the patient.
- Abide by all organizational policies, including the individual department's Policy and Procedure manuals and other resource manuals, as part of the clinical experience.
- All students are held accountable to the Avera Confidentiality and Personal Appearance policies. The importance of confidentiality and personal appearance are stressed prior to the experience by the individual department. Failure to follow these policies may result in immediate termination of clinical experiences.
- Make the quality of your work your highest concern.

## DRESS CODE AND ID BADGE

Each school has its own dress code policies and ID badge. Students are expected to wear their school photo ID badge whenever they are at Avera St. Luke's. We have confidence in your school in setting its own uniform requirements, but also expect you to meet the standards set forth in the Avera Dress Code policy (reviewed below). A neat, clean appearance communicates respect for both self and others and is important for making a good first impression. Appropriate dress supports the confidence of patients, family members, and Avera staff. All Avera employees, volunteers and students are expected to comply with the policy on dress and personal appearance. The dress code is intended to be acceptable to a wide variety of customers, cultures, ages, patients and guests who visit Avera. In some cases, dress and appearance is dictated by regulatory agencies. Students are expected to comply with the following:

- Wear a name tag that clearly identifies you as a student at all times. If you are in uniform, wear an identifying school patch on your uniform in addition to your name tag. Name tag should be worn on the top of the uniform, not belt level.
- Maintain good personal hygiene, proper dental and body hygiene, and well groomed well-groomed hair. Keep long hair tied back and away from face.
- No perfumes, fragrances, or after shave.
- No blue jeans, shorts, tank tops, exposed midriff, mini- skirts, T-shirts or sweatshirts.
- No open-toe shoes or spiked heels in clinical areas. Shoes should be clean and meet safety requirements for the assigned department.
- No slogans or logos on clothing.
- Jewelry must be kept to a minimum. No dangling earrings in clinical areas.
- No artificial nails or shellac/gel polish is allowed for students who participate in direct patient care.
- Offensive body and/or breath odor is unacceptable including the smell of tobacco.

# GUIDELINES FOR STUDENT PRACTICE

The quality of your clinical experience is important and will influence your educational and professional development. These guidelines are the expectations for faculty and staff to abide by during the clinical rotation at Avera. The instructor, mentor or assigned staff person is responsible for teaching all procedures. The student must be observed/ assisted by the clinical instructor, mentor, or assigned staff person when performing a procedure for the first time. The student is responsible for his/her own action and should perform within his/her realm of knowledge, capabilities and current clinical competencies.

Students are encouraged to direct questions to the clinical instructor or mentor.

- All documentation written by the student must be reviewed before it is entered in the patient's record.
  - Students shall sign the patient record with their full name, year and program, student, and initials of school (*e.g. John Black, 2nd yr Rad Tech student, PC*) or as instructed by department manager.
  - It is the clinical instructor or mentor's responsibility to validate the student's charting. The medical record must be reviewed for completeness at the shift's end by the clinical instructor or mentor.
  - The student will be legally held to the same level of practice as the licensed professional.
  - Students should be reminded that they are not permitted to provide any direct patient care unless a faculty member or designee is physically present on the patient unit.
- A student who has not attained competency in a skill or procedure is required to have the instructor or the patient's nurse present until the student has demonstrated competency.
  - A student will never assume total responsibility for a patient. All plans for patient care will be discussed with the patient's nurse prior to the delivery of care. The patient's nurse makes the final decision on tasks delegated to the student.
  - Medications given by students must be co-signed by the instructor or the assigned RN.
  - In observation areas students may administer medications ONLY under the direct supervision of the RN. The RN has the right to refuse to supervise the student, in which case the student will not administer medications. The student has the right and the responsibility to refuse to administer medications if he/she has not been instructed in any aspect of the specific administration.

## STUDENTS WILL NOT:

- Transcribe and/or sign physician orders independently.
- Accept verbal or telephone orders.
- Obtain or witness signatures on consents.
- Administer blood or blood products.
- Access central lines without the instructor/ preceptor being present.

## ERRORS

If an error is made in a procedure, a treatment or administration of medication to the patient, it is the student's responsibility to report this immediately. Once an error is made your actions should reflect your concern for the patient's welfare. The proper reporting of such an incident assures prompt attention to the patient. The concern and honesty you exhibit will become part of your developing professional role. If an error occurs, it must be reported immediately to your department manager, the patient's nurse, physician and instructor. The student and the instructor must complete a **PATIENT NOTIFICATION REPORT** to be completed in MEDITECH.

## CULTURAL DIVERSITY AND THE VALUE OF MUTUAL RESPECT

As diversity within our patient populations and our work force continues to increase, all health care providers need to become more skilled at understanding and responding to differences. We all have differences relating to gender, race, age, religion, culture and class. We cannot change many of these differences; however, we can change how we respond to one another despite these variables. Our common goal is to treat all people with respect regardless of ethnicity, religious beliefs, political affiliation, gender, age, race, social status, sexual orientation, or disability. We believe in the intentional practice of showing mutual respect in several ways. As we work in cross-cultural situations, we strive to:

- Maintain the dignity of coworkers, patients, family members, and others by respectful listening, responding, and acknowledging feelings.
- Improve communication and show respect by seeking to understand before seeking to be understood.
- Take time to learn from the patient and family members which cultural practices are important to their care.
- Acknowledge the impact of cultural needs and practices on the quality of care.

# LANGUAGE AND CULTURAL INTERPRETERS/SPECIAL POPULATIONS

Avera facilities provide services for patients, residents, families and visitors who may have communication difficulties due to a variety of factors including speaking a primary language other than English or due to a speech, hearing or visual impairment.

We have a variety of resources available including:

- Language/Translation Services
- Remote Video Interpreting with Communication Services for the Deaf (CSD).
- Language and Cultural Interpreters/Special Populations
- Communication Boards
- Ask your supervisor/instructor/preceptor help in accessing these resources.

## ADDITIONAL NOTES

In addition to the information presented in this guide, students should review institution-specific documents regarding policies, standards and practices including but not limited to the following:

- Hazard Communication Policy
- Material Safety Data Sheets
- Standard Precautions and Contact Precautions Policies
- Exposure Control Plan
- TB Infection Control Plan
- Emergency Preparedness Plan
- Fire Emergency Plan
- Fire Pull/Call Box Locations
- Fire Extinguisher Locations
- Evacuation Procedures
- Tobacco Free Policy
- Drug-Free Workplace Policy
- Hazardous Spills and Clean-up Policy
- Notification Reports
- Corporate Compliance Program
- Confidentiality Policy
- Sexual Harassment Policy
- Workplace Violence Policy
- Security Policy
- Restricted Use of Wireless Communication Devices



## HOSPITAL POLICIES AND PROCEDURES

Avera Administrative and Nursing Policies and Procedures are available on the Avera St. Luke's Intranet page. The Infection Prevention/Employee Health and Safety Emergency manuals are available on the Intranet sites. If you have a question, please ask your instructor or preceptor for assistance.



Name \_\_\_\_\_ College \_\_\_\_\_

Program \_\_\_\_\_

1. List the Avera values.

\_\_\_\_\_

2. T F Physicians and coworkers are considered our customers.

3. The acronym for the Avera Performance Standards is C.A.R.E.

C is for \_\_\_\_\_

A is for \_\_\_\_\_

R is for \_\_\_\_\_

E is for \_\_\_\_\_

What plain language announcement is used to Overheard Page for the following?

4. Fire is \_\_\_\_\_

5. Missing Person is \_\_\_\_\_

6. Cardiac/Respiratory Arrest is \_\_\_\_\_

6. Armed Intruder/Lock down is \_\_\_\_\_

7. Staff Assist/Agitated Individuals \_\_\_\_\_ 8.

8. T F Students do not have to adhere to Avera St. Luke's policies and procedures.

9. List the four steps to perform upon discovering a fire:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**(cont.)**

10. List the steps to use a fire extinguisher:

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11. Where can you find the Avera policy and procedure manuals?

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12. T F It is okay to recap needles.

13. T F Alcohol-based hand rubs should be used to clean hands before performing invasive procedures.

14. A proper amount of hand rub has been used if it takes at least \_\_\_\_\_ seconds of rubbing before the hands feel dry.

15. When hands are visibly soiled or to remove proteinaceous materials, hands should be cleansed with \_\_\_\_\_

16. List 3 examples of biomedical waste:

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17. T F It is okay to look up your family members test results.

18. T F It is permitted to use cell phones in the eye of the public while on duty.

19. T F Your name badge can be worn on your belt on your waist.

20. T F A person who is exposed to blood or body fluid must go to the Emergency Department within 3 working days.

21. T F Asking patients how they would like to be addressed is one way to respect diversity.

I have completed the online portion of Faculty/Student Orientation, I have read the Student Handbook and completed the Faculty/Student Orientation post-test. I understand that I must clarify my student role and responsibilities with my preceptor. I agree to comply with Avera policies and procedure during my clinical experience.

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

Sign and return this completed form along with the Confidentiality Statement and evaluation to your clinical instructor, preceptor or department manager.

# CONFIDENTIALITY STATEMENT FOR STUDENTS

I understand that I may come in contact with confidential information – both clinical and employee-related through written records, documents, ledgers, internal verbal correspondence and communications, electronic programs and applications. I will not access, nor do I have the right to review or disclose personal information, medical or otherwise, except when fulfilling my job responsibilities. I agree not to divulge or disclose to anyone other than those persons of the corporation who have the “need to know” directly or indirectly, either during or after my clinical learning experience, any confidential information acquired during the course of my experience. I understand and acknowledge that in the event I breach any provision of this agreement, Avera St. Luke’s, in addition to any other legal remedies available to it, has the right to reprimand, suspend and/or terminate my clinical experience with or without notice, to impose fines pursuant to applicable laws, and to report to my school or licensing body.

*Please Use Ink*

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Name (print)

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Signature

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School or College

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Assigned Avera St. Luke’s Department or preceptor

---

Date

Sign and return this completed form along with the Student General Orientation Quiz and the evaluation to the department manager, who will then send to Human Resources

# STUDENT ORIENTATION EVALUATION

Name \_\_\_\_\_

Clinical/internship Assignment \_\_\_\_\_  
(department)

*Please help us continue to improve Student Orientation by providing your input.*

	Strongly Agree	4	Agree	2	Strongly Disagree
1. The objectives and requirements of Orientation were clearly stated.	5	4	3	2	1
2. The materials and contents were clearly presented.	5	4	3	2	1
3. Orientation-developed resources and assignment materials were well designed and helpful.	5	4	3	2	1
4. The layout of the online portion of Orientation was effective, easy to navigate and easy to use.	5	4	3	2	1
5. I experienced few, if any, problems with the technologies that were required for successful completion of this course.	5	4	3	2	1
6. The orientation provided useful information that will be helpful to me.	5	4	3	2	1
7. In what ways did the instruction that you received in this Orientation meet your expectations?					
8. What methods or activities aided your learning and mastery of the content presented in this Orientation?					
9. How would you suggest the Orientation Administrator improve this Orientation?					
10. By completing this orientation I learned:					

Verification of completion: I have read and will abide by the content presented.

Signature \_\_\_\_\_

*Please use back of sheet, if needed.*

