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Mission, Vision, Values

Since 1906, Fairview Health Systems have proudly met the health care needs of thousands of patients around the state. Our network—which includes seven hospitals and medical centers, numerous primary care and specialty care clinics, rehabilitation centers, retail pharmacies and other health care services and settings throughout Minnesota—ensures our ability to give each person the right care at the right time in the right setting.

Since 2008, we’ve been on a journey to transform health care to deliver greater value to those we serve—better care and better experience at a lower cost. At the core of our roadmap for this journey, you’ll find our mission, vision and values.

Our Mission: Why we exist: To improve the health of the communities we serve. We commit our skills and resources to the benefit of the whole person by providing the finest in health care, while addressing the physical, emotional and spiritual needs of individuals and their families. We further pledge to support the research and education efforts of our partner, the University of Minnesota, and its tradition of excellence.

Our Vision: Where we are going: To be the best health care delivery system for America, in partnership with the University of Minnesota.

Our Values: Who we are:

- **Dignity**: We value the uniqueness of each person and work to ensure everyone’s right to privacy. We respect the cultures, values, beliefs and traditions of others and honor their talents and contributions.
- **Integrity**: We say what we mean and do what we say. We communicate openly and honestly and behave ethically. We demand the best of ourselves and accept shared accountability for our actions.
- **Service**: We work to make a difference in people’s lives and in our communities. We strive for excellence by anticipating, meeting and exceeding expectations. We continually improve our programs and skills through learning and innovation. We responsibly manage our resources.
- **Compassion**: We recognize and respond to the emotional, spiritual and physical needs of all the people we serve. We create a caring environment, conducive to healing, growth and well-being for all.
Fairview Ridges Hospital and Specialty Care Center at a Glance

Since 1984, Fairview Ridges Hospital and partner care providers on the Ridges Campus have provided the most comprehensive and exceptional health care available in the southern metropolitan area.

When you are in need of specialty care, you want the convenience of high-quality health care right in your own backyard. Now, we are expanding the level of specialty care to meet the growing health needs of our community. Our expansion will enable Fairview Ridges Hospital to provide new specialty care services for everyone in the community in the compassionate, high-quality manner for which we are known. The expansion will allow new physician specialists to care for the growing and aging population of the Minnesota River Valley.

Save lives
Expanded capacity and added specialty care will allow Fairview Ridges Hospital to provide even more life-changing and lifesaving care.

Improve care for children
Our refurbished pediatric unit will enhance the patient and family experience in a healing, kid-friendly environment. The new space features animal themes, bright colors and spacious, family-friendly rooms. With larger spaces for parents and in-room guest sleeping accommodations, our unit will help parents to be involved in their child’s healing.

Enhanced care for adults
Our new orthopedic and spine inpatient unit will offer larger, patient-friendly rooms with great views. A convenient rehabilitation gym right on the floor will help get patients moving safely as they recover from surgery.

New care model
We have created a new Outpatient Observation unit to better care for patients in need of short-term assessment, treatment and reassessment. The new care model will provide each patient the right level of care at the right time.

Care for our newest and smallest patients
Our renovated Neonatal Intensive Care Unit will provide a more comfortable environment for mothers and fathers to bond with their newborn babies. Our new family lounge will provide a comfortable place of respite when needed.

New state-of-the-art laboratory
A new laboratory will provide 50 percent more space, enabling us to add new equipment and tests as well as provide more comfortable space for outpatients.

Fairview Ridges looks forward to expanding the wide range of specialty services it provides to patients who need it, including heart and cancer care as well as care for critically ill patients in our intensive care unit. With your help and an investment from the communities we serve, Fairview Ridges Hospital will ensure that the best health care will continue to be available close to home for patients and families for generations to come.
Expectations for schools, instructors, and students

The following are the expectations that have been established to ensure quality of patient care performed by any students as well as enhancing the learning experience of each student.

Expectation of the School:

- Ensure that each college of university has a current clinical agreement on file with Fairview.
- Verify that each student has reviewed the orientation and required learning information provided prior to starting their clinical experience at Fairview.
- This information is located on page 6 of this handbook
- Verify that each student meets the eligibility requirements related to health, HIPAA Privacy rule and current student background checks

Clinical Expectations of the Instructor/Students:

- Adhere to Fairview Ridges Hospital mission, vision and values
- Adhere to Fairview Ridges Hospital policies and procedures
- Adhere to the school uniform policy, including name badges
- Complete an orientation to the clinical site
- Orient students to the clinical site
- Provide course objectives/communicate student expectations to clinical educators or preceptors
- Communicate with preceptors in a timely manner to evaluate student learning
- Supervise students in administration of medications and adhere to the medication administration policies
- Collaborate with charge nurse or staff nurse on patient assignment appropriateness for students
- Ensure that students follow unit policy on obtaining current information regarding patient report

**Fairview reserves the right to remove any faculty or student from a clinical experience should they fail to adhere to Fairview’s expectation’s and standards of care.**

*Students or clinical instructors who were prior employees of Fairview and whose employment was terminated due to unsatisfactory job performance, are prohibited from participating in clinical experiences at Fairview Ridges*
Student Requirements

Student information needed for account access at Fairview Ridges:

- Students name (first and last)
- Last four digits of student's social security number
- Students school email
- Instructor’s name
- Dates of clinical rotation
- Units of clinical rotation

Orientation:

- Students are to complete Fairview Required Learning on line. This can be found on the internet at- http://www.fairview.org/requiredlearning/
- Completion form should be turned into instructor and kept with records.
- Identification: Students and instructors are to wear their school ID. Please check with unit educator/manager if an internal access badges are needed (May obtain badges through:
  Dena Torkelson
  Nursing Support Services
  952-892-2150
dtorkel1@fairview.org
- Parking: Students are to park in the Employee parking lot located across Nicollet Boulevard next to Prince of Peace, and enter in through the main entrance.
- Dress code: Students will wear their school scrubs and identification. No artificial nails are allowed
- Policies: All policies are found on the Fairview intranet including: organization, patient care and infection control
- Emergency Codes: Included in this handbook
- Building/Unit Tour: Provided by instructor or mentor

Computer/Equipment Access:

- Omnicell-Supplies
- Pyxis-Medication dispensing
- EPIC- Electronic Medical Record Documentation. Instructors need to obtain training on this tool prior to clinical experience. If more information is needed contact the following
  Tanya Velishek, MSN, RN, PHN
  Academic Clinical Placement Coordinator
  612-672-2295
  Tvelish1@fairview.org
- CPM (continuous passive motion) –Instructor to provide instructions
- T-Pump or Aqua K machine- Instructor to provide instructions
- Cryocuff-Instructor to provide instructions
General Care Guidelines for Instructors and Students during Clinical Site Rotations at Fairview Systems

**Instructors should complete at least 4 hours of orientation with a staff preceptor from the assigned unit prior to beginning the first clinical rotation to assure their competence with the hospital policies and procedures.

**Students may document in the following Flowsheets:

- Vital Signs
- Adult PCS
- Adult Patient Profile
- Intake/Output
- IV Assess
- Drips
- MAR (co-signed by RN or Clinical Instructor observing medication administration)

Clinical Instructor is responsible for Co-signing student charting

**Students MAY perform under the DIRECT supervision of the instructor or assigned RN if the patient’s condition is stable:

- Hang replacement IV bags
- Administer IVPB
- Administer insulin
- Administer IM injections

**Students MAY NOT at anytime:

- Start IV’s
- Initiate or hang TPN, Lipids or medication drips (eg. Heparin, natractor, dobutamine, pitocin, etc.)
- Perform central line tubing change
- Discontinue central lines
- Perform Line blood draws from any line
- Administer blood
- Program PCA pumps
- Perform glucose monitoring unless training is completed and they meet the competency required by laboratory
- Manage epidural infusion, tubing or pump settings
- Take verbal or written orders
- Do EKG interpretation
- Verify informed consent
- Remove any type of wound drain (Penrose, JP, Duval, etc.)
- Administer chemotherapy via any route including oral
Student/Clinical Instructor/Staff Nursing Practice

The following information helps us to ensure quality clinical experience. In addition, it is expected that all clinical instructors, students and staff abide by the following during clinical experiences at Fairview Ridges.

1. The student will provide nursing care within the framework of the Minnesota Board of Nursing guidelines.
2. The student will be held legally responsible to the same level of practice as the licensed nurse and clinical instructor on the unit.
3. A student who has not attained competency in a skill or procedure is required to have the instructor present until the student has demonstrated competency.
4. All plans for patient care will be discussed with the patient’s nurse prior to delivery of care. The patient’s nurse makes the final decision on tasks delegated to the student.
5. Fairview Ridges nursing staff maintains responsibility for the patient’s care. The student should communicate with the assigned patient’s nurse before breaks, completion of the shift or change in the patient’s condition. In turn, the patient’s nurse should also communicate with student any changes in orders or patient’s condition.
6. Students are not permitted to care for or assist with patients on airborne precautions.
7. Clinical instructor and students do not make final decision about implementation of patient restraints or seclusion.
8. If an error is made in a treatment or administration of a medication to the patient, the student must notify the clinical instructor and the patient’s nurse immediately. The student, clinical instructor and the patient’s nurse must complete and Icare.
9. The university/college shall provide one clinical instructor to coordinate each specific clinical experience at Fairview Ridges Hospital. The assigned clinical instructor is responsible for the clinical education, supervision and evaluation of students. The staff nurse is not responsible for the educational guidance of the student but may assist the clinical instructor of previously discussed.
10. If the clinical instructor is unavailable the school must notify Director of Nursing Practice and may provide a qualified replacement. Alternatively, the clinical may be cancelled for the day. If so, the clinical instructor must notify the manager of the unit. Clinical instructor are required to be onsite and available during the entire clinical experience.
11. Clinical instructors, managers and assistant mangers are strongly encouraged to meet throughout the clinical experiences to discuss concerns, issues or areas of improvement regarding the student’s clinical experience.
12. Before beginning clinical, clinical instructors should be familiar with the Fairview Ridges electronic medical record downtime policy. During downtime, paper forms will be used according to the Epic Downtime Policy for assessments, interventions, education and progress notes. The NST or Unit coordinator may be able to assist with this process.
13. Clinical instructors are responsible for student orientation to the unit/department on the first day of clinical. Clinical instructors are also responsible for EPIC instruction.
14. On-site clinic instructors are the primary overseers of a student’s actions and conduct with a patient.
15. Students should consider the clinical instructor as their primary source of information, recognizing that the Fairview Nurses and staff are available to assist with the student experience.

Clinical Assignments:

1. Only one clinical group will be assigned to a unit during a particular shift.
2. All clinical experiences must occur during regular shift schedules;
   a. Day 0700-1530
   b. Evening 1500-2330
   c. Night 2300-0730
3. Observational and/or alternative experiences may not be coordinated at the department level. Please contact the Clinical Learning Specialist in charge of student placements. (see under contacts)
4. Clinical instructors and students are required to adhere to the Fairview Dress code policy. Located on Fairview’s intranet page at http://intranet.fairview.org/Policies/S_071013 must be accessed from a Fairview computer
5. If a student is unable to attend clinical that day, they must contact their instructor. Do not contact the unit.
6. If there is a low census on any day of student clinical, please plan to double up assignments and coordinate work flow appropriately. Do not call other departments directly to seek alternative experiences.
7. The instructor should discuss student assignments with charge nurse for appropriateness. The instructor should place the student’s assignments in an agreed location for staff and students to see.
Fairview Health Services Policy

Student: Pre-Licensure Policy

**Purpose:** To define responsibilities for pre-licensure student nurse during their clinical experience

**Policy:** As specified in the affiliation agreements, the educational facility assumes responsibility for supervision and instruction of students while in the clinical areas. The patient remains the responsibility of the hospital.

I. Preceptored Student nurse practice will be directly supervised by a Fairview RN.
II. The educational facility assumes accountability for the student instruction. If the pre-licensure nurse comes in clinical group with instructor has responsibility to observe, educate and co-sign required fields in electronic health record.
III. The educational facility assumes responsibility for supervision of the preceptored clinical experience. (Dependent on student experience the educational supervisor will be on or off Fairview site.)
IV. All students will arrive with course objectives or educational facility will email to the Fairview Preceptor.
V. Fairview has designated clinical leaders to collaborate with affiliating schools of nursing to influence curricula and learning experiences.
FRH Emergency Code Announcement Definition and Response Guide

Emergency numbers:
Emergency Operator: 888
Security: 952-892-2418 or 612-534-6551 (pager)

All emergency codes are reported to the telecommunications customer service representative by calling the emergency number 888

<table>
<thead>
<tr>
<th>Announcement</th>
<th>Meaning</th>
<th>Staff Primary Action</th>
<th>Staff Secondary Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code 21</td>
<td>Violent patient; angry, belligerent behavior is observed. This response is clinically led.</td>
<td>Dial 888. Use unit staff to confine, de-escalate patient.</td>
<td>Protect others. Assist Charge RN and Security</td>
</tr>
<tr>
<td>Code Blue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pediatric</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Code Blue</td>
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<td></td>
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<tr>
<td>Infant</td>
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<td></td>
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<tr>
<td>Code C-section</td>
<td>Obstetrical emergency needing assistance.</td>
<td>L&amp;D prepares patient, gives report to OR, Lab responds to OR-C. OR readies room.</td>
<td>NICU RN and NNP attend c-section.</td>
</tr>
<tr>
<td>Code Evacuation</td>
<td>Partial or total evacuation of facility.</td>
<td>Listen/wait for instructions. Prepare patients for safe move.</td>
<td>Evacuate patients as instructed.</td>
</tr>
<tr>
<td>Code Orange</td>
<td>Disaster: may be internal or external.</td>
<td>Activate hospital and department emergency preparedness plans.</td>
<td>Extra staff report to Labor Pool when opened.</td>
</tr>
<tr>
<td>Code Red</td>
<td>Fire or smoke.</td>
<td><strong>RACE</strong>: Rescue, Alert, Confine, Extinguish or Evacuate.</td>
<td><strong>PASS</strong>: Pull, Aim, Squeeze, Sweep w/fire extinguisher, if trained.</td>
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<tr>
<td>Code Search</td>
<td>Verbal or written bomb threat.</td>
<td>Search area for suspicious or unusual device/object.</td>
<td>Do not touch device. Call Security. No cell phone or pager use.</td>
</tr>
<tr>
<td><strong>Code Trauma</strong></td>
<td>If needed, additional information may be added to announcement. (Partial is silent page.)</td>
<td>Major/life threatening trauma injuries expected in ED.</td>
<td>Departments will prepare as outlined in Trauma Activation policy.</td>
</tr>
<tr>
<td><strong>Code Yellow</strong></td>
<td>If needed, additional information may be added to announcement, i.e. barrier doors, secure yourselves behind locked doors, etc.</td>
<td>A security emergency. This could be a dangerous situation or armed violence in the workplace. Security leads response with police involvement if necessary.</td>
<td>Protect others. Assist Charge RN and Security</td>
</tr>
<tr>
<td><strong>Rapid Response Team (RRT)</strong></td>
<td>Medical concern requiring assistance of RRT.</td>
<td>Dial 888.</td>
<td>Assist RRT.</td>
</tr>
<tr>
<td><strong>Severe Weather announcement</strong>: “National Weather Service has issued the following weather announcement for Dakota County...”</td>
<td>Severe storm warning, listen for further advisory. Provide clear language of what to do.</td>
<td>For <strong>Severe Weather, Straight Line Winds</strong> and for <strong>Tornado Watch</strong>: Return to work area. Advise others to return to rooms/areas. Remove objects from window sills. Close drapes, blinds.</td>
<td>For <strong>Tornado Warning</strong>: Move to interior Hallways and rooms. Close all doors. Cover non-ambulatory patients and life support equipment with blankets.</td>
</tr>
<tr>
<td>Severe weather</td>
<td>Tornado watch</td>
<td>Thunderstorm with straight line winds</td>
<td>Blizzard warning</td>
</tr>
</tbody>
</table>
Directions and Parking

Directions to our hospital
Situated at the crux of where 35W and 35E meet in Burnsville, Fairview Ridges Hospital is easy to find and simple to reach.

Driving Directions

From the north (Minneapolis, Bloomington, Richfield)
Take 35W south, exit to County Road 42. Get into the left hand lane, turn left (east), go one-half mile to Nicollet Avenue. Turn left (north) on Nicollet Avenue. Go north to Nicollet Boulevard. Turn right (east) on Nicollet Boulevard. We are one block east on the right-hand side.

From the south (New Prague, Lakeville)
Take 35 north to the east split, 35E, and exit to Count Road 42. Turn left (west) on County Road 42 to Nicollet Avenue. Turn right (north) on Nicollet Avenue. Go north to Nicollet Boulevard. Turn right (east) on Nicollet Boulevard. We are one block east on the right-hand side.

From the east via 35E (Eagan, St. Paul)
Take 35E south to County Road 42 exit. Turn right on County Road 42. Go west to Nicollet Avenue. Turn right (north) on Nicollet Avenue to Nicollet Boulevard. Turn right (east) on Nicollet Boulevard. We are one block east on the right-hand side.

From the east via Highway 13 (Eagan, St. Paul)
Take Highway 13 west to Nicollet Avenue. Turn left (south) on Nicollet Avenue to Nicollet Boulevard. Turn left (east) on Nicollet Boulevard. We are one block east on the right-hand side.

From the west via Highway 13 (Savage, Shakopee)
Take Highway 13 east to Nicollet Avenue. Turn right (south) on Nicollet Avenue to Nicollet Boulevard. Turn left (east) on Nicollet Boulevard. We are one block east on the right-hand side.

Parking

*** Students and instructors are to park in the Employee parking lot located across Nicollet Boulevard, and enter in through the main entrance of the hospital.

** Smoking is prohibited anywhere in the hospital or on hospital grounds. This includes smoking in your car
Library/Learning Resource Center

Our library is a great resource

From medical literature to computers to simulation technology, our Library/Learning Resource Center is a great resource for you. Through our center, you can access:

- Computer lab
  Our computer lab contains eight computers that offer staff and visitors easy access.

Hours:
6 a.m. - 5 p.m.
Monday through Friday
Use your Fairview ID badge to access our library 24/7

Reserve a simulation or computer lab
To reserve the simulation lab or computer lab, contact:

  Sheryl Snyder
  Nursing Support Services
  952-892-2150
  Ssnyder1@fairview.org

Contact us:
Library/Learning Resource Center
Second floor, south wing

Janet Erdman
Medical Librarian
952-892-2414
Fax: 952-892-2277

Conference Rooms:
Available upon request. To reserve please contact:

  Sheryl Snyder
  Nursing Support Services
  952-892-2150
  Ssnyder1@fairview.org
**General Information**

**Cafeteria Hours:**

Self Serve Hours 7:00am-6:30pm

**Grill Hours:**

- Breakfast 7:00am-10:00am
- Lunch 11:30am-1:30pm
- Dinner 4:30pm-6:30pm

**Gift Shop Hours:**

Monday through Friday: 9:30 a.m.–8 p.m.
Saturday & Sunday: noon–4 p.m.

**ATM**

Located outside of cafeteria
Unit Contacts:

Med/Surg 2: General Surgery/Ortho

Manager - Linda Blaisdell RN BSN / lblaisd1@fairview.org / 952-892-2332
Assistant Manager- Cindy Voigt RN BSN / cvoigt1@fairview.org / 952-892-2822

Med/Surg 3: Medical Telemetry

Manager- Rebecca Schulz RN BSN / rschulz3@fairview.org / 952-892-2385
Assistant Manager- Chaconas Howard RN BSN PHN/ choward3@fairview.org / 952-892-2821

Med/Surg 5: Oncology/Surgery

Manager- Elisa Ricciardi RN MS /ericcia1@fairview.org / 952-892-2564
Assistant Manager- Cindy Voigt RN BSN / cvoigt1@fairview.org / 952-892-2822

ICU

Manager- Marita Sanders RN BA /msander1@fairview.org / 952-892-2298
Assistant Manager- Chaconas Howard RN BSN PHN/ choward3@fairview.org

The Birthplace: Labor and delivery/ Mom baby unit

Manager-Linda Scott RN MS /lscott6@fairview.org / 952-892-2709

Pediatrics

Manager- Dawn Mahoney RN BSN CPN /dmahone1@fairview.org/ 892-952-2202
Assistant Manager (interim)- Kelly Sichmeller RN/ ksichme1@fairview.org

NICU

Manager- Dawn Mahoney RN BSN CPN /dmahone1@fairview.org/ 892-952-2202
Assistant Manager (interim)- Juanita Royle RN BSN / jroyle1@fairview.org

Student Placement Contact:

Dena Torkelson RN BSN
Clinical Learning Specialist- Student Placements
Dtorkel1@fairview.org