North Memorial Orientation: Student-Faculty Clinical Experiences

Professional Practice, Development and Education

Required Learning 2016-2017
North Memorial Health Care – Who are we?

- North Memorial Health Care is the Twin Cities’ largest independent health care system that includes North Memorial Medical Center – a Level I Trauma Center with a certified primary Stroke Center; Maple Grove Hospital, a partnership between North Memorial and Fairview; and a network of primary and specialty care clinics. North Memorial also operates one of the largest hospital-based ambulance services in the country with eight helicopters and 115 ground ambulances.

- Key Facts
  - Founded: 1954
  - Number of Licensed Beds: 518
  - Team Members: Approximately 5,000
North Memorial Healthcare System

North Memorial Medical Center

North Memorial Home Hospice & Community Services

Maple Grove Hospital

Primary & Specialty Clinics

Clinic and Customer Services

Medical Transportation
Welcome

Students and Faculty, we welcome you to North Memorial Health Care!

Please read this mandatory orientation manual in its entirety as it is filled with information needed to inform you of our policies, procedures, and expectations for a successful rotation.
Mission, Vision, and Values

New Mission, Vision & Values
**Mission**
- Empowering our customers to achieve their best health.

**Vision**
- Together, health care the way it ought to be.

**Values**
- **Inventiveness:** We believe in solving problems creatively and thinking differently about what is possible.
- **Accountability:** We believe every team member is empowered to meet our customers’ needs including helping them make choices about their health.
- **Relationships:** We create engagement with customers and team members through strong communication, partnering and respectful interactions.
At the end of 2015 North Memorial transitioned from the use of the words *staff* or *employee* to *team member* and from the word *patient* to *customer.*

**Team Member**
Throughout North Memorial teamwork is at our core. The value of being part of a healthcare team is the ability to see the big picture and work together to make a big difference in the lives of our customers.

**Customer**
Our customers want to be actively involved in their healthcare journey and to have more choices for treatments. Our customers don’t simply want to be taken care of, they want to be advocates for their own health – to be Health Pilots in partnership with the North Memorial team.
Service Excellence

As a student, you are asked to uphold North Memorial’s culture and are held accountable for your actions. You are expected to always demonstrate our values in action: Always putting our customers first, working as a team, promoting quality, and pursuing excellence.
Customer Experience
Meeting customer expectations begins with clear communication

Strategies include:
- Careboards
- AIDET
- iNvision
Careboards

- Customer experience is a strategic priority for North Memorial.

- Careboards have been implemented in customer rooms as a tool to improve communication with customers and families.

- North Memorial’s goal is to communicate with customers in a way they can understand, as well as let them know goals/plans for the day, and a discharge plan.

- All member’s of the care team, including students, are responsible for updating the Careboards.

- Careboards are to be updated every shift.
It is the **Nursing role** to complete information on the Careboard:
- Room number
- Customer name
- Team member name(s)
- Diet
- Activity
- Communication needs
- Safety needs/fall risk, risk for injury
- Comfort goal & comfort plan

**Nursing Assistants** will complete Careboards with room #, phone #, date, circle day of week, and NA name.

**RNs** will enter customer’s name & what customer prefers to be called, communication needs, safety needs e.g. comfort goal & comfort plan, plan for the day, and RN name.

**Providers** will complete Careboards with expected discharge date, goal for discharge, and Provider name.
AIDET

AIDET is an acronym that stands for:

A = Acknowledge
I = Introduce
D = Duration
E = Explanation
T = Thank You

Why is AIDET Important?

Customers want to feel like they matter. Using AIDET to guide our communication with customers & families will ensure consistent messages of concern and appreciation and can lead to reduced anxiety, higher quality of care and improved customer satisfaction. AIDET is everyone’s responsibility.
A = ACKNOWLEDGE

- Greet everyone you meet with a friendly smile and use their name if you know it.
- Attitude is everything! Create a lasting impression.
- Focus on the customer and his/her family.
- Apologize for any delays.

Here are some examples:

- “Good morning Mr. Smith. We’ve been expecting you and our staff will take excellent care of you.”
- “Welcome to North Memorial, I am very pleased that I get to take care of you today.”
I = INTRODUCE

- Introduce yourself by name and your role.
- Let your customers and family members know how you are going to help them.
- Speak positively about team members, other departments and physicians.
- Wear your name badge facing forward at all times.

Tips:
- Smile and make eye contact
- Be genuine
- Speak clearly
- Ask their name if you don’t know it
- Offer a handshake when appropriate
D = DURATION

• Always give the customer and family an estimate of how long they may have to wait and how long it will take to complete a procedure.
• Let the customer and family know if there is a delay and how long it will be.
• Keep in touch to ease waiting times.

Tips
• Use specific measures to ensure reasonable expectation
  "I anticipate about 20 minutes."
• **Phrases to avoid** (Everyone has different expectations of what these phrases mean):
  "pretty quick", "as soon as I can", "as soon as possible"
• Let the customer and family know you are committed to keeping them informed.
E = EXPLANATION

- Keep customers and families informed of what you are doing, how things work, if it will cause pain or discomfort, what they need to do to get assistance
- Use language that the customer and family understand
- Communicate each step
- Ask if the customer has any concerns or questions before you start or any information that would make the experience easier
- Before you leave the customer or family, always ask, “Is there is anything else I can do for you? I have the time.”
T = THANK YOU

• Share your appreciation for the privilege of caring for your customers.
• Thank the customer for choosing North Memorial for his/her healthcare.

• “It has been a pleasure taking care of you”. “Please let me know if you have any further needs.”
• “It is about time for me to go home, is there anything more that I can get you or do for you before I leave? It was so nice to take care of you today, I am so glad you chose North Memorial for your healthcare.”
iNvision

- iNvision is a customer experience tool which allows customers and their families to access information about their care, hospital services, patient education and provides entertainment options (movies, etc.) on the television using a bedside pillow speaker. A bedside pillow speaker is pictured at the right. The iNvision Main Menu, as it appears on a customer’s television screen, can be viewed on the next slide.

- Disposable headsets (headphones) for iNvision are available for customers to plug into their pillow speakers if needed. Headsets/headphones may be helpful in amplifying sound for hard-of-hearing customers. Headsets are stocked on each nursing unit and can be ordered through the hospital storeroom.
iNvision Main Menu

Information related to your care and hospital stay

Press BACK or * to watch TV
Press 5 for Languages
HOW TO HELP CUSTOMERS ACCESS IMPORTANT INFORMATION ON INVISION

- The customer and family should be oriented to customer /patient education and other iNvision features upon admission.

- Customer /patient education videos for various medical conditions/diseases are available in the iNvision Education Library.

Using the pillow speaker, select “Menu” (yellow button). The Main Menu will appear. From the Main Menu select:
  - My Care or My Recovery
  - Education
  - Education Library

Remember to document any education provided to a customer in the medical record.

- A Quick Operating Tip Sheet for using iNvision can be accessed on the North Memorial Intranet:
  http://intranet/NorthMemorial/iNvision.aspx
Confidentiality
What is Confidential?

• All identifier information about customers is considered private or "confidential" and can be in any form:
  – Verbal, written or electronic
  – Past, present or future medical information

• Confidential information includes personal, identifiable information including, but not limited to:
  – Name, address, age or social security number
  – Health history and conditions, treatments or medications
  – Hospital, clinic or home care bill or payment record

If you reveal any of this information to someone who does not need to know it, you have violated a customer’s confidentiality, and you have broken our customer’s trust and the law!
Health Portability & Accountability (HIPAA)
What is HIPAA?

This Privacy Rule creates national standards to protect people’s medical records and other personal health information

- It *gives customers more control* over their health information.
- It *sets boundaries* (limits) on the use and release of health records.
- It *establishes safeguards* that health care providers (North Memorial and others, including students) must follow to protect the privacy of health information.
- It *holds violators accountable* by applying civil and criminal penalties to health care workers and organizations that violate a customer’s right to privacy.
- It *creates a balance between public responsibility and individual rights* when some data needs to be shared in order to protect public health.
Privacy & Security of Health Information (HIPPA)

• Everyone has an ethical and legal responsibility to keep customer information protected and confidential, no matter the format.

• Customer records should only be accessed for work-related reasons - “Do I need this information in order to do my job or for my clinical experience?”

• According to North Memorial’s Policy on Health Information Confidentiality and Security (HIPAA), misuse of customer data, information systems, identification codes, or passwords will be investigated and the consequences can be as severe as follows:
  - **Permanent denial** of access to the system(s).
  - **Termination** of employment/medical staff privileges (or termination from a clinical rotation)
  - **Criminal misuse** will be turned-over to appropriate local, state and federal authorities.
Customer Care
Patient Bill of Rights

Each customer has the right to know his/her:
- Diagnosis
- Prognosis
- Treatment Options

Customers have the right to:
- Participate in decisions, set the course of treatment and refuse treatment
- Respectful/Non-Discriminatory Care
- Pain Management
  * Comprehensive pain assessment with appropriate assessment tools
  * Pain reduction treatment as appropriate
  * Reassessment
- Privacy
- Safety and Security
Patient Bill of Rights

A key right is the right for a customer to complain/file a grievance

- Customers have the right to prompt resolution to all complaints

- In the event of a customer complaint, the student and/or faculty member should report the complaint immediately to the unit or department supervisor/manager.
Diversity

- Each customer needs to be treated as an individual in the hospital setting depending on his/her age, diagnosis, culture and ethnicity, personal preferences, etc.

- Understanding or being aware of our differences, helps us provide our customers with compassionate remarkable care.

- North Memorial provides a mechanism by which you can request, without placing the customer at risk, not to participate in an aspect of a customer's care or treatment because of cultural values, ethics or religious beliefs.

- Student is to inform his/her supervisor immediately upon assignment or discovery of a conflict.
Handover of Customer

Handover of a Customer occurs between shifts, between caregivers and at transition points.

**Purpose:** Provide accurate, consistent information that focuses on customer care and treatment information. Timely, accurate, and complete information improves customer safety.

**Policy:** The process for handover communication may include historical and/or up-to-date information regarding the customer’s condition, care, treatment, medications, services, and recent or anticipated changes.

**Procedures:** Handover process is to include opportunity for questions, answers, or verification of information received. Distractions should be limited. Written handover communication needs to be legible.
Abbreviations

Do Not Use Abbreviations, Acronyms, and Symbols

• The clarity of communication is decreased when abbreviations are used.

• Prohibited abbreviations, acronyms, and symbols must never be entered into the customer’s electronic record.
  – Administration of the wrong medication and/or dosage could possibly result!
  – The wrong tests could be ordered

• See the North Memorial INTRANET for “Abbreviations in the Medical Record” policy:

• INTRANET → Quick Links → Policies & Procedures → Policy & Procedure Access Tip Sheet → North Memorial Medical Center Policy Library → “A”
**Caution: Decimal Errors**

- Decimal errors CAN cause 10-fold dosing errors!

<table>
<thead>
<tr>
<th>REQUIRED PRACTICE</th>
<th>POTENTIAL ERROR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use leading zeros like this: 0.1 not .1</td>
<td>Using “.1” can be misread as “1”</td>
</tr>
<tr>
<td>Don’t use trailing zeros “1” not “1.0”</td>
<td>Using trailing zeros can be misread 1.0 may become 10</td>
</tr>
</tbody>
</table>
Language Services

To access information and resources regarding Deaf and Hard of Hearing and Foreign Language:

From the North Memorial Health Care Intranet Home Page:
See **QUICK LINKS**
Select **Language Services & Interpreters**
See **LANGUAGE LINKS**
Select one of the following options:
- Deaf & Hard of Hearing Resources
- Decision to Decline Free Interpreter Services Form
- Interpreters for Persons with Limited English Proficiency (LEP)
- Interpreter’s Statement of Services Provided Form
- Micromedexex Care Notes
- Multilingual eXchange
On-Site (In-House) Language Interpreters

• North Memorial has interpreters on-site for Hmong, Spanish, and Russian speaking customers.

• In addition to interpreting, NMMC's interpreters are responsible for scheduling of **ALL** language service needs, including American Sign Language (ASL).

• Interpreters are based out of the Emergency Department and are available to respond to any nursing station/care area in the hospital upon request. **Please allow interpreters 10 minutes to respond to the request.**

See next slide for contact Information for same day interpreter requests.
Interpreter Contact Information

- On-Site interpreters are available **Monday-Friday** from **0700-1900** and an interpreter coordinator is available **0700-1500** on weekends.

- Text page 612-580-7899

- Text page through the *Amion link in Epic* (department = Interpreter Services)

- By phone – 612-580-7899 (After 3 beeps, enter call back number)

- Page through American Messaging – http://www.myairmail.com/
Support for Hearing Impaired Customers and Families

• Hearing impaired customers and families need our assistance to participate as a member of the health care team.

• Assess the need for an interpreter
  - Each individual has different degrees of hearing loss and different needs.
  - Determine which communication method the individual prefers (e.g., Sign language; lip reading; written)
  - These factors will impact the type of interpreter service or auxiliary aid utilized.
    1. The complexity and length of the communications
    2. The importance of the communication
    3. The context of the communication
    4. The number of people involved
Support for Hearing Impaired Customers and Families

• When a deaf or hard-of-hearing customer or companion is scheduled for an appointment, a certified interpreter should be prescheduled to be available upon arrival of the customer.

• When an unscheduled or a deaf or hard-of-hearing customer or companion requests interpreter services, the call for a certified interpreter must occur within 10 minutes.

• Supply auxiliary aids (e.g., TTY; Closed captioning television; MARTTI and telephone amplifiers) and services (e.g., Sign language interpreter, MN relay service) for effective communication.
MARTTI:
My Accessible Real-Time Trusted Interpreter

- Interpreters by streaming video feed
  - Video: 11
  - Audio: 150

- Currently only available at the hospital
Examples of Auxiliary Aids

Pocket talkers – Amplify voices
Door knockers – Notify deaf person a staff member is entering the room
TTY – Text telephone
Baby Cry Alarms – Alert deaf parent baby is crying
Headphones – to plug into Pillow Speaker
Support for Hearing Impaired Customers and Families

Five *critical moments* when Interpreters should be provided for the deaf and hard of hearing customer:

1. **Assessment**: Assessing a customer's medical history or condition, including mental health

2. **Procedures**: Explaining procedures, tests, treatment options or surgery such as blood component administration

3. **Plan of care**: Explaining the customer's diagnosis or prognosis, follow-up treatments, test results or recovery

4. **Customer education**: When educating the customer regarding their health care needs

5. **Financial, legal or spiritual issues**: Examples include customer rights, informed consent, billing or spiritual counseling
Pain Management

- The interdisciplinary health care team collaborates with customers and families/significant others to develop and modify a plan of care for customer pain management.

- Students, within their scope of practice and under the delegation of their supervisor or mentor, may assess, treat, and document a customer's pain.

- A customer’s pain should be reassessed, minimally, every 2 hours.

- Use appropriate assessment tools (See Pain Assessment Scale on next slide).
Pain Assessment Scale

Wong-Baker FACES® Pain Rating Scale

0  No Hurt
2  Hurts Little Bit
4  Hurts Little More
6  Hurts Even More
8  Hurts Whole Lot
10 Hurts Worst

Worst Possible Pain
Unbearable
Devastating
Crushing
Excruciating

Very Severe Pain
Dreadful
Horrible
Overwhelming
Agonizing

Severe Pain
Miserable
Grievous
Fierce
Piercing

Moderate Pain
Approaching
Worse
Upset
Frustrating

Mild Pain
Bitter
Irritating
Annoying

No Pain

Pain or Discomfort Words
Constant
Numbness
Intermittent
Pressure
Aching
Sharp
Burning
Throbbing
Contractions
Cramping
Crushing
Sore
Dull
Customer Safety
Customer (Patient) Identification

- Use two customer identifiers, name and date of birth (DOB), when administering medications, collecting blood samples and other specimens for clinical testing and providing treatments or procedures and services. Services include transporting customers within North Memorial Medical Center and transferring customers to other healthcare facilities. **Note:** Three unique identifiers are required for any Blood Bank samples – name, DOB and MR#.

- Customer identification includes active involvement of the customer, if able, and/or family. If possible, always ask the customer to state his/her name and DOB.

- The customer (patient) ID/identification bracelet must be on the customer at all times, it cannot be taped to the bed.

- The customer’s room number or physical location is NEVER used as an identifier.
Vulnerable Persons

- Any maltreatment of a vulnerable person by a team member or visitor must be reported.

- Maltreatment consists of abuse, neglect, or financial exploitation.
  - **Examples of abuse:** Physical injury, sexual abuse, mental injury, threatened injury

  - **Examples of neglect:** Failure to supply physical care or mental health services, self neglect

  - **Examples of financial exploitation:** Willfully using, withholding, or disposing of funds or property; obtaining services for profit; acquiring possession or control of funds or property; performing services for the advantage of another

- Report any suspicions/confirmation of abuse, neglect, or exploitation of a customer immediately to the RN/Manager/Supervisor assigned to your customer.
Recognize the Occurrence of an Adverse Event or Good Catch

- A Good Catch happens when we prevent errors or harm to a customer, family, or co-worker. Without someone's intervention, the event would most likely have caused a negative outcome.

A Culture of Safety Includes:

Recognizing an adverse event or “Good Catch” when it happens

Responding quickly and effectively to prevent or reduce harm

Reporting adverse events and Good Catches promptly so organizational change can occur

- The Safety First Reporting System is a web-based system used at North Memorial for reporting adverse events and good catches. Notify your instructor and the North Memorial unit nurse manager, assistant nurse manager or charge immediately of an error, adverse event or good catch. The North Memorial team member will need to submit the incident in the electronic reporting system.”

- A Sentinel or significant adverse event results in an unanticipated death or permanent loss of function of a customer.
All team members, medical staff, students and volunteers have the responsibility and authority to protect the safety of a customer, to prevent a customer safety event and subsequent customer harm.

If a faculty member or student has a customer safety concern: In a firm, clear and respectful manner say “Stop, I have a customer safety concern.” (Repeat at least two times to ensure all parties have heard the request.)

Care is resumed when all of the involved parties are in agreement the concern(s) have been resolved, explained and/or reconciled.

See next slide for examples of care situations of concern.
Examples of care situations of concern:

- A customer is being prepared for a surgical procedure when you notice missing elements on the informed consent and another team member is present and ready to transport the customer to the OR.

- A team member enters a customer room to transport the customer to another unit for testing. Upon checking the customer identification, the arm band is missing and you observe the customer transferred to the wheelchair in preparation to leave the room.

- You observe an individual wearing ceil blue scrubs and lab coat without a NM photo ID entering a customer room.

**Remember: “Stop. I have a customer safety concern.”** (Repeat at least two times.)
Manage Risk: Fall Prevention

• Everyone is responsible for preventing falls

• A customer at risk of falling or risk for injury will have designated signage outside of their room. This can be in the form of:
  − Green light above door
  − Fall risk sign on door slat
  − “Falling star” sign temporarily placed on door

• If you see an unattended customer within the hospital with a green bracelet or red slippers:
  − Be aware the customer is at risk for a fall
  − Assist customer back to his/her room
  − Communicate situation to nursing personnel
**Fall Prevention**

**Everyone** is responsible for responding to alarms

Bed alarms and Posey Sitter alarms are used for customers at high risk for falls.

**Drop & Run**

If you hear a bed alarm or Posey Sitter, “drop” what you are doing and go immediately to the room and provide assistance.
Pressure Ulcer Prevention

Preventing Pressure Ulcers is a **Team Effort** and North Memorial has an *interdisciplinary* focus on skin.

**Head to Toe Assessment**
A complete comprehensive skin assessment must be done (by two RNs *together*):
- Within 4 hours after admission to the floor
- Ongoing assessment every 8 hours in Med-Surg areas, every 4 hours in the ICUs
- After surgery
- Upon transfer

Document in the Medical Record and on the Careboard:
- Chart close to standard times when possible 8/16/00
- 12-hour RNs must chart two assessments during the 12-hour shift
Help keep your patient’s skin SAFER

S: Skin emollients twice daily

A: Assessment Head to toe

F: Float heels

E: Early identification of pressure

R: Reposition
PEEP Rounding

PEEP = Pain, Elimination, Environment, and Positioning

Rounding is North Memorial’s acronym for hourly rounding. PEEP rounds are to help anticipate a customer’s need before the need to call for assistance.

When done consistently, PEEP rounds have been shown to:

- Decrease customer falls
- Prevent pressure ulcers
- Improve pain management
- Decrease call light usage
- Improve communication

NAs are scheduled to round on ODD hours and RNs round on EVEN hours.
Workplace Safety
Workplace Violence Prevention and Intervention

• Customers, team members, students, faculty, visitors and others should feel safe while at North Memorial.

• Threats, harassment, aggressive or violent behavior by anyone, including team members, will not be tolerated and must be reported immediately. Nursing students should report any incident to their faculty instructor and nurse manager, assistant nurse manager or charge nurse. Non-nursing students should report any incident to their department/clinic manager or supervisor.

• Examples: Prohibited behavior can be verbal (offensive jokes, derogatory remarks), physical (objectionable closeness or contact), behavioral (intimidation), sexual (unwelcome sexual or romantic advances or touching), etc.
Tobacco Free Environment

**On Campus:** All areas in yellow and outlined by pink are a Tobacco-Free Area Approved by Robbinsdale City Council

**Off-campus:** See your manager to learn the specific Tobacco-Free area for your work location.
Fragrance Free Environment

- Do not wear
  perfumes/colognes or heavily
  scented soaps/lotions

- Applies to all team members,
  students, faculty, visitors and
  customers
Latex-Safe

North Memorial is a Latex-Safe/Minimal Environment and as such Latex balloons are:
- Not allowed in any owned or operated facility
- Not allowed at sponsored events

Latex-Free alternative supplies are available for team members and customers
Safety Management

Communication related to safety includes responding to emergency situations

- **Emergency Numbers**
  - In case of any emergency **call *99** from any hospital/campus phone.
  - Off-campus areas call emergency numbers (**911, 9-911**).

- **Emergency Codes**
  - North Memorial has adopted the standard emergency codes recommended by the American Hospital Association and the Metropolitan Hospital Compact.

**If an emergency code/alert is called in your area, defer to the supervisor, manager, clinical mentor, or instructor for information/directions on what to do next**
Emergency Codes/Alerts

Emergency codes/alerts are paged overhead:

- **Red:** Fire or smoke
- **Pink:** Infant/Child missing (possible abduction)
- **Blue:** Adult/Pediatric cardio pulmonary response (CPR)
- **Green:** Aggressive individual - Emergency assistance needed
- **Yellow:** Security Threat (Bomb threat, suspicious package, hostage situation, etc.)
- **Orange:** Internal/External Disaster
- **Silver:** Combative individual with a weapon

**Response to active shooter:** Run! Hide! Fight!
Emergency Codes/Alerts

• **Walker**: Missing customer (elopement) – If a customer is at risk for elopement, the customer will be placed in a teal-colored elopement gown.

• **Severe Weather Alert**: Severe weather advisory

• **Rapid Response Team**: Person in distress or customer in need of immediate medical assessment

• **Inpatient Stroke Team Stat**: Inpatient develops symptoms of an acute stroke.

• **Trauma Team Stat**: Critically injured customer arrival
Fire Safety

If fire and/or smoke is detected - remember RCA...

R  Rescue anyone in danger
C  Contain by closing fire doors/room doors. Only go through the fire doors to evacuate or move people to an adjacent safe place (area of refuge). Do not use elevators.
A  Alert by pulling alarm or dialing your emergency number (*99, 911, 9-911) and give your location

To Extinguish a fire - remember PASS...

P  Pull
A  Aim
S  Squeeze
S  Sweep
Ergonomics: Watch Your Back!

• Remember to take care of yourself, while taking care of customers

• Consistent use of customer handling equipment reduces risk of injury

• If using any safe customer handling equipment, be sure to ask the hospital staff:
  – To demonstrate the correct use of the piece of equipment
  – For direction on proper cleaning and storage once you are done
Ergonomics: Watch Your Back!

Key Ergonomic Tips:

- Use good body mechanics
- Get as much or more help than needed
- Plan in advance what the transfer will be
- Communicate to both customer and caregivers
- Be prepared to change the plan on the fly
- Lock all wheels
- Customer safety must be the primary concern
- There is likely more than one right way to do the transfer
- Account for all lines leading to the customer (IV, chest tube, etc.)
Lift Equipment: Watch Your Back!

- OHSA recommends that manual lifting of customers be minimized in all cases and eliminated when possible. Use customer moving equipment when available.

- Each customer’s need and the availability of equipment varies by unit—Ask your charge nurse or supervisor what is best, and where to obtain the equipment.
Medcare
Sit to Stand Care Lift or Stand-N-Weigh
Medcare
Care Lift (Floor Lift) or Lift-N-Weigh

For non-weight bearing customers/patients
Medcare
Ceiling lift and Bariatric Ceiling Lift

The Bariatric Lift can lift up to 1,000 lbs.
HoverMatt Air Transfer System

For customer/patient transfers and repositioning
Safety Data Sheets (SDS)

A SDS (Material Safety Data Sheet) gives you:

- Ingredients in products you might use on the job.
- What protective equipment to use when handling a product.
- How a substance can enter your body and signs of over exposure.
MSDS Database Access
Go to the North Memorial Intranet→Quick Links→Safety Data Sheet

Enter product name in MSDS Search bar or select first letter of product name
Infection Prevention
Hand Hygiene!!!

Use alcohol-based waterless hand rub:
- Before touching a customer
- Before clean/aseptic procedure
- After body fluid exposure risk
- After touching a customer
- After contact with customer surroundings

Use warm water, soap, and friction for a 15 second scrub:
- After using the restroom
- Before meals
- After direct contact with body fluids
- When hands are visibly soiled
- After contact with a customer with Clostridium difficile (C.difficile) or surfaces which may be contaminated with Clostridium difficile
North Memorial follows World Health Organization Guidelines for Hand Hygiene
Hand Hygiene Includes Hydration

- The skin is the body’s largest organ.
  - Helps regulate our temperature
  - Protects us from invasion by dirt, bacteria and reduces risks for infection.

Keep your hand skin healthy. Apply hospital approved, Chlorhexidine (CHG) compatible lotion frequently throughout your work time.
Waterless Alcohol Products

• Reminders for product use:
  – To be effective, you must apply enough product so that hand surfaces are not completely dry after 15 seconds of rubbing.
  – Rub all hand surfaces, even under fingernails
  – Don’t use product after caring for a patient with diarrhea, go to a sink and wash
Hand Hygiene “Quik” Summary

- **Foam In** and **Foam Out** or wash with each patient encounter
- Moisturize your hands
- Inform patients and families that you have performed hand hygiene before starting cares
- Invite the patient and family to do hand hygiene as well.
Standard with Additional Transmission-Based Precautions

CDC Precautions

Standard Precautions

Transmission-based Precautions

Contact
- Direct
- Indirect

Droplet

Airborne

Protective Environment
Basic Care Rule

- All patients are potential carriers of infectious agents.
- This is the rationale for Standard Precaution Practices.
- Hand hygiene and environmental cleaning are essential elements for care.
Use the Four (4) ‘C’s Assessment

Assess the Patient for:

1. **Containment** (wounds, drainage, respiratory secretions)
2. **Continence** (urine, stool)
3. **Catheter devices** (i.e. G-tube, trach)
4. **Clothed/underwear, diaper intact/ compliant with cleanliness/clean hands**
Standard Precautions means...

A clean environment...

- Who is responsible?
- What must be cleaned?
- How is it cleaned?
- When is it cleaned?
Standard Precautions means…

Safe handling of used linen…

- Handle with gloves
- Do not sort or soak
- Bag at point of use
- Don’t stack on furniture
Standard Precautions means…

**Proper waste management**

- Regular trash
- Red Bag waste
  - Grossly contaminated with material or bodily fluids
  - Wet or dry

*Use PPE as needed!!!*
Environmental Cleaning and Disinfecting

• Factoids
  – Every patient brings their own ecology into the healthcare setting
  – Patients colonized or infected with healthcare associated pathogens frequently contaminate items in their immediate vicinity
  – Pathogens may remain viable on surfaces for weeks
# Survival of Pathogens on Surfaces

Hota B. Clin Inf Disease 2004; 39:1182

<table>
<thead>
<tr>
<th>PATHOGEN</th>
<th>SURVIVAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRSA</td>
<td>Days to weeks</td>
</tr>
<tr>
<td>VRE</td>
<td>Days to weeks</td>
</tr>
<tr>
<td>Pseudomonas</td>
<td>7 hours</td>
</tr>
<tr>
<td>Acinetobacter</td>
<td>33 days</td>
</tr>
<tr>
<td>Norovirus</td>
<td>12 days</td>
</tr>
<tr>
<td>Influenza</td>
<td>24-48 hours</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>7 days</td>
</tr>
<tr>
<td>C-difficile</td>
<td>Spores: months, Vegetative cells: hours</td>
</tr>
</tbody>
</table>
In Summary: Environmental Cleaning and Disinfection

Infection rates will continue to drop with Hand Hygiene compliance and the cleaning of frequently touched surfaces
Standard Precautions means...

**Biohazard labels**

- Lab specimens
- Red Bag waste
- Blood products
- Refrigerators / freezers that contain specimens/ medications

USE PPE when appropriate!
Standard Precautions means…

*Refrain* from the following in all work areas (including report room, nurse’s station, near Pyxis/dispensing area, and charting areas)

- Eat
- Drink
- Apply cosmetics
- Handle contacts
Protect Yourself!

Use Standard Precautions

✓ Handwashing
✓ Personal Protective Equipment (gloves, mask, gown)
✓ Sharps safety
✓ Clean environment (linen, waste, housekeeping)
Blood / Body Fluid Exposure Incidents

*Time is critical when treating a serious exposure!*

Report exposures immediately to your instructor or clinical mentor

Report to North Memorial Team Member Health Center for follow up

Report to the Emergency Department if Team Member Health Center is closed
Transmission-Based Precautions

- **Airborne**
  - Negative ventilation room and N95 respirator mask or Powered Air Purifying Respirator.

- **Droplet**
  - Surgical mask

- **Contact**
  - Gloves and Gown are required

- **Full Barrier**
  - Combined Airborne and Contact Precautions = negative ventilation room, full skin coverage – coverall (Tyvek) suit with built-in shoe covers, double gloves, and eye and face protection
Airborne Precautions include:

- Tuberculosis (isolation)
- Chickenpox
- Measles
- Disseminated Shingles

Airborne precautions require:

- Negative ventilation
- Respiratory protection
Airborne Precautions

- This is the door sign for a customer in *Airborne Precautions*. The sign is available in different languages in Dispensing.
- Masks are required for all providers.
- These customers do require a negative ventilation room.
- Leave the isolation sign on the door if the customer is transferred or discharged.
Special Airborne Precautions

- This is the door sign for a customer in *Special Airborne Precautions*. The sign is available in different languages in Dispensing.
- This is used if immunity of the provider is known (chicken pox, measles, etc.).
- These customers **do** require a negative ventilation room.
- Leave the isolation sign on the door if the customer is transferred or discharged.
Droplet Precautions

Droplet precautions include:

• Common cold
• Influenza
• Viral upper respiratory illnesses

Droplet precautions require:

• Private room
• Isolation mask
Droplet Precautions

This is the door sign for a customer in Droplet Precautions. This sign is available in different languages in Dispensing.

- These customers do not require a negative ventilation room.
- Again, hand hygiene is very important.
- Leave the isolation sign on the door if the customer is transferred or discharged.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MASK</td>
<td>Required</td>
</tr>
<tr>
<td>N95 MASK</td>
<td>During aerosol-generating procedures</td>
</tr>
<tr>
<td>DOOR</td>
<td>Keep closed</td>
</tr>
<tr>
<td>EQUIPMENT</td>
<td>Disinfect with antiseptic wipes</td>
</tr>
</tbody>
</table>
| TRANSPORT | Essential purposes only

**Patient:** Surgical mask, wash or foam hands

**Staff:** No mask needed

| VISITORS  |   |
| Mask required |
| Not present during aerosol-generating procedures |
Contact Precautions

Contact precautions required for customers with:

- Diarrhea (Special Contact Precautions)
- Open wounds/burns
- Antibiotic resistant bacteria such as: MRSA, VRE, CRE, ESBL

Contact Precautions include:

- Gloves
- Gown
Contact Precautions

- This is the sign for most customers who are in Contact Precautions – This sign is available in different languages in Dispensing.
- Wear gloves and gown for every customer with this sign
- Make sure to disinfect medical equipment using antiseptic wipes that are in each customer room
- Leave the isolation sign on the door if the customer is discharged or transferred
Special Contact Precautions

- This is the sign for most customers who are in *Special Contact Precautions*. This sign is available in different languages in Dispensing.
- Used for suspected *C.Difficile* customers
- Wear gloves and gown for every customer with this sign
- Hands need to be washed with SOAP and WATER
- Make sure to disinfect medical equipment using *bleach* wipes that are located on isolation cart.
- Leave the isolation sign on the door if the customer is discharged or transferred

If you have questions please contact Infection Prevention at (763) 581-4660
SPECIAL CONTACT ISOLATION

- **Special Contact Isolation Door Sign** (Look for the pink banner)
- **Hand washing reminder sign** – ONLY needed for Special Contact Isolation
- **Bleach wipes for disinfecting equipment (IV poles, commodes, etc)**
General Student/Faculty Information
Student Identification Badge

School Responsibility: Three weeks prior to student start date instructor must send list of student names to: IDBadgeRequests@NorthMemorial.com

ID Badge Office Location:
The ID Badge Office is located in the Medical Center, Plaza Level, near the Pharmacy - Bring Photo ID

Badge Office Hours (subject to change):
Monday – 7:30 a.m. – 12:30 p.m.
Tuesday – 7:30 a.m. – 12:30 p.m.
Wednesday – 10:00 a.m. – 2:00 p.m.
Thursday – 7:30 a.m. – 11:30 a.m.

- If you forget your badge you must get a temporary badge from the Safety and Security Office
- At the end of your clinical rotation you must return your ID badge to the Safety and Security Office

ID Badge Office Phone: 763-581-2289 or
Personal Appearance

- Appearance plays a critical role in the customer's perception of our profession
- Always present a neat, clean and professional appearance
- North Memorial ID badge with your name and role must be worn above the waist at all times during your clinical experience

**Unacceptable** attire includes but is not limited to:
- Sweatshirts, with or without hoods; fleece jackets
- Crop tops
- Tank or sleeveless tops unless covered by a sleeved garment
- Shorts (including Capri pants)
- Sandals or open toed shoes
- Denim clothing of all types
Uniform Standardization
North Memorial standardized uniform (scrubs) colors effective July 1, 2014

**RNs:** Royal Blue/Galaxy Blue
**LPNs:** Eggplant/purple
**Customer Care Support (NAs, ED Techs, MAs, HHAs, MHAs, Patient Escorts, etc.):** Maroon/Burgundy
**Clerical Support (including HUCs, Customer/patient Registration, COAs, etc.):** Olive Green
**Laboratory Services:** Hunter/Dark Green
**Respiratory Services:** Chocolate/Dark Brown
**Pharmacy:** Pewter/Dark Grey
**Nutrition Services:** Teal and Black
**Housekeeping Services:** Navy Blue
**Materials/Supplies:** Dark Teal
**Therapy Services (PT, OT, Speech):** Black
**Radiology/Imaging:** Khaki
**OR/Procedural:** Ceil Blue
Parking

Student Parking

- Park at Terrace Mall during shuttle hours (5:15 am - 5:15 pm, Monday - Friday).

- Student ID badges are programmed to allow exits from the Hospital ramp when the shuttle bus is not operating (e.g. overnight shifts and weekends). Swipe your badge at any of the exit lanes to leave the ramp.

***Students who enter and exit the Hospital ramp between 5:15 am - 5:15 pm, Monday – Friday will pay the cashier the normal hourly rate***
North Memorial Medical Library

Self-Service Medical Library

• North Memorial has a self-service Library located on the lower level of the Atrium. Self-service resources are available at the front desk and at the computers.

• You may sign out materials for your use.

• Return materials promptly so they are available for others to use.

Library Hours

• Students have ID Badge access to the Medical Library during the hours of 7:00 a.m. – 9:00 p.m. by swiping their North Memorial ID badge in the badge reader located on the wall to the left of the main library door.

• The Library is not open on weekends.
Clinical Conference Meeting Space

Instructors may arrange for clinical conference meeting space by email:

Meeting.Requests@northmemorial.com
Next Steps

You have now completed the North Memorial Orientation for student-faculty clinical experiences.

You will validate review of this module by signing the:

*Unit Safety Orientation Checklist for Students and Onsite Faculty*
The Unit Safety Orientation Checklist for Students and On-Site Faculty must be completed and sent to Professional Practice, Development and Education in the Medical Library.

ALL students and on-site faculty need to complete this checklist.

Nursing instructors coming on-site with student groups are responsible for ensuring this checklist is completed and inter-office mailed to Professional Practice, Development and Education.

Students (nursing & non-nursing) assigned to a North Memorial mentor will review the checklist with their mentor at the start of the clinical experience.