WELCOME

Welcome to Nursing Academics at Mayo Clinic. We are exceptionally proud of the quality of nursing care that is provided at our institution. Your nursing students represent the future of the nursing profession and providing the best learning opportunities possible to enhance the profession of nursing is a priority focus. It is our intention that your students will have an exceptional educational experience within our institution.

The information contained in these guidelines is important to read before bringing nursing students to Mayo Clinic sites. The information is designed to help you orient your students to some of the Mayo Clinic Department of Nursing policies, procedures, standards, routines, and resources.

- This information applies to most adult inpatient units.

- Standards for specialty units such as PEDS, PACU, ED, ICUs, ORs, and Ambulatory areas vary. Please consult with the Nurse Manager or Charge Nurse in these areas for additional information.

- All nursing students and faculty are expected to comply with Mayo Clinic Department of Nursing standards of care/practice, policies and procedures.
Mayo Clinic Mission and Vision Statement

**Primary Value**
The needs of the patient come first.

**Mission**
To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

**Vision**
Mayo Clinic will provide an unparalleled experience as the most trusted partner for health care.
To accomplish this, Mayo Health System will link the expertise of Mayo Clinic in practice, education and research with the health-delivery systems of our communities. We will combine the finest Mayo Clinic care for complex, serious illnesses with the finest community care. Ours will become a model for the high quality, innovative and cost-effective approach to the full spectrum of health improvement and patient care.
**Mayo Clinic Nursing Professional Practice Model**

The Mayo Nursing Care Model is a relationship-based care model which is supported by an evidence-based approach to care. It is enabled by the seven nursing roles and based upon the foundation of the four Mayo Nursing Core Values.

**Four Mayo Nursing Core Values:**

- RN accountability
- Continuity of care
- Evidence-based practice
- Professional environment

**Relationship-Based Care:**

- Ties the caregiver to the patient resulting in dedicated, personalized care
- Based in the science and art of nursing
- Places the person who knows what to do at the point of care
- Promotes continuous learning and practicing from evidence-based investigation

**Seven Roles of the Nurse:**

- Vigilant Guardian
- Problem Solver
- Transformational Leader
- Caring Healer
- Pivotal Communicator
- Teacher
- Navigator

My Nursing webpage link: Mayo Clinic Nursing Professional Practice Model: An Evolution
Responsibilities of Coordinators/Program Directors/Chairs and Faculty

The following information is intended to guide you through the process of performing clinical practicums at Mayo Clinic.

Clinical Coordinators/Program Directors/Chairs:

1. **Master Calendar:** Please submit requests to The Clinical Coordination Partnership’s (TCCP) StudentLink page for clinical sites by the established deadlines. Clinical facilities are best utilized when assignments for student experiences are balanced between shifts, days of the week, and seasons of the year. Schools are asked to consider this when planning and scheduling for the upcoming school year.

2. **Post Conference Room and Computer Room Requests:** Clinical instructors are responsible for reserving meeting rooms. If a scheduled room is not needed, please cancel as soon as it is known.

3. **Online Application:**
   - **ROCHESTER:** new students including Mayo Clinic employees are required to complete Mayo School of Health Sciences’ Banner student record system online application. It is very important not to skip any fields that are required or it may delay the process of the application. Application instructions are posted on the TCCP Student/Faculty Prep website. This application is the first step in onboarding students prior to clinical experiences.
   - **MAYO CLINIC HEALTH SYSTEM SITES:** schools need to provide the site coordinator with a list of students to facilitate on boarding.

Nursing Education Coordinators:

- **SWMN:** Julie Schwamberger, 507-594-7067 Schwamberger.Julie@mayo.edu
- **SEMN:** Mark Mercil, 651-267-5074 Mercil.Mark@mayo.edu
  Laura Funk (fall 2019) Funk.Laura@mayo.edu
- **SWWI:** Lisa Pedersen-Boske, 608-392-9402 Pedersen.Lisa@mayo.edu
- **NWWI:** Jessica Henderson, 715-838-6452 Henderson.Jessica@mayo.edu
  Danielle Strauss, 715-838-5058 Strauss.Danielle@mayo.edu
- **Rochester:** Natalie Savat, 507-255-9153 Savat.Natalie@mayo.edu

4. **Faculty and Students List:** Schools are asked to provide the Nursing Education Coordinator with the information requested in the Faculty List Spreadsheet and the Student List spreadsheet available on TCCP Student/Faculty Prep website by the established deadlines. Failure to comply will result in a delay in faculty’s Mayo Clinic access.
5. **Verification of Student/Faculty Compliance for the Required Training:** Submit Verification of student and faculty compliance for the yearly required training to the Nursing Education Coordinator by the established deadline by confirming the following:
   - All have reviewed the Faculty and Nursing Student Orientation Packet
   - All have reviewed and signed the Mayo Confidentiality, Electronic Security Authorization Agreement, and HIPAA information forms.
   - All meet the immunization, health, and insurance requirements outlined in the master clinical agreement.
   - Schools are responsible for collecting and maintaining required forms in the students’ files which may be audited by Mayo Clinic.

Failure to submit this information could prevent participation in performing clinical practicum at Mayo Clinic.

A verification form can be obtained from the TCCP Student/Faculty Prep website.

Random audits will be requested during the semester each year.

**Joint Appointment Opportunity**

At some sites, Mayo Clinic has developed **Joint Appointment faculty** positions in collaboration with our affiliated nursing programs. For this program, Mayo Clinic nurses serve as clinical instructors for an affiliated program. Nurses fulfilling joint appointment roles are paid by Mayo Clinic to provide high quality clinical supervision for our affiliated schools. This differs from an **adjunct faculty role**, in which the nurse teaches and is paid by the school. This employment is separate from a Mayo Clinic position. Affiliated schools may request Joint Appointment faculty through the Nursing Education Coordinator in April and September for subsequent terms. Schools utilizing the Joint Appointment program are required to on board the Joint Appointment nurse as they would any other adjunct clinical instructor. For additional information on this program, please contact Jodi Dettmann in Rochester at Dettmann.Jodi@mayo.edu

**Before Clinical:**

1. All nursing clinical instructors are expected to be competent and knowledgeable about the units they work with and physically able to assist in care delivery during student clinicals. Faculty who supervise students in the clinical environments are expected to have current and sufficient knowledge regarding hospital policies, nursing practice for the patient population on the assigned unit, and nurse manager unit expectations. Instructors who are new to teaching on a unit are required to complete an 8 hour shadow on the unit prior to teaching on the unit. This is arranged
through the Nursing Education Coordinator for Nursing Academic Affairs. Unit shadow request form is posted on the TCCP Student/Faculty Prep website (Refer to the Rochester information section)

2. Faculty Development and Orientation sessions are scheduled in each region annually in August. New clinical instructors teaching in a Mayo Clinic facility are required to attend the full faculty development and orientation portions of the sessions. Experienced faculty may choose to attend only the Faculty Development portion which focuses on annual updates. Attendance at one of these sessions to keep informed regarding practice and procedural changes is expected. If a new clinical instructor is hired after the fall orientation events, please contact your local Nursing education contact for how to prepare a new instructor for clinic practicums at Mayo Clinic.

3. Faculty are asked to communicate with the nurse manager two weeks prior to the beginning of the semester and provide (1) written course/student objectives for the learning experience, (2) a list of students assigned to the unit, and (3) the name and telephone number of the instructor. Please use the Student Assignment Sheet to post assignments. This form can be found on the TCCP Student/Faculty Prep website for you to make copies of as needed. Please post this information in a confidential area on the units and ensure the charge nurses can find the information for reference.

4. We allow no more than one student to any patient within a 24 hour period. In addition, there may be some patient care units that may limit the number of nursing programs or nursing courses assigned to the unit. Limited numbers of students and shifts are indicated on the clinical schedule.

5. Any patient requests to not have a nursing student participate in cares must be respected.

6. Please keep in mind that 7:00 AM – 11:00 PM are the hours generally utilized for student clinical experiences. The only exception to this is the "precepted" or Dedicated Education Unit (DEU) student who follows the assigned staff’s schedule including weekends and night shifts.

7. Faculty members are responsible for collaboration with the nurse manager or charge nurse regarding the appropriateness of student assignment prior to the student’s arrival.

8. Faculty will orient or arrange for orientation of students prior to bringing students to a patient care unit. Topics of Infection control, safety, security, confidentiality, emergency preparedness, electronic charting and dress code issues will be included. A Student/Faculty Orientation Handbook is provided on the TCCP Student/Faculty Prep website.
9. Faculty are asked to provide a cell phone number that you can be reached on during clinical. This allows the students, Nursing Education Coordinator and the Education Liaison to contact you in case of an emergent need.

**During Clinical:**

1. **Faculty** – Must wear both your school and Mayo Clinic ID badge. If faculty is an employee at Mayo Clinic, wear appropriate ID badge for the job you are performing. It is important to be performing either your staff role or a faculty role, but not both in one situation.

2. **Students** – Students will be provided Mayo Clinic ID badges. Faculty members are responsible for providing access to the students in and out of secured areas (i.e. Labor/ Delivery and psychiatric care units).

3. Faculty are responsible for the direct supervision of student clinical experiences including, but not limited to performance of nursing skills, administration of medications, and electronic documentation activities. Faculty will orient, or arrange for orientation, of students to the clinical environment.

4. Both Mayo Clinic and school ID badges are to be worn at all times.

5. Please make certain your students wear uniforms as designated by the respective school. Lab coats and nametags are required over street clothing if students are in the clinical setting for data collection purposes. Attire is to reflect the standards within the Mayo Clinic dress and decorum guidelines for professional roles. Please review these guidelines with your students. Refer to the Faculty/Student Orientation Handbook for more information.

6. If students will be absent from an assigned clinical experience, the nurse manager or designee should be notified by the instructor as far in advance of the assignment as possible.

7. Information regarding unit relocation, renovation, or closure will be communicated to faculty as soon as it becomes available. Arrangements for reassignments will be made as needed.

8. Changes in unit assignments are not typical. Any desired changes must be discussed with the Education Coordinator to determine the impact the change may have on other stakeholders.

9. Students will receive report when arriving on the unit and will give report to the appropriate staff nurse when the clinical experience ends.

10. If there are any issues experienced on the unit by student or faculty, please collaborate with the Mayo Clinic Program Director for Nursing Academic Affairs.
The Program Director will work with faculty and unit personnel in an effort to resolve the issues.

Jane Foote Ed.D, MSN, RN, CNE, Academic Affairs Program Director  
Phone: 507-255-3236. Email: Foote.Jane@mayo.edu

After Clinical is completed for the semester:

1. Please provide feedback regarding experiences on the assigned unit. The end of clinical evaluation feedback forms on the TCCP Faculty/Admin Prep website that can be filled out by your students and you.

2. IMPORTANT: Follow your Mayo Clinic site’s policy for returning ID badges.

3. If you are retiring or leaving the teaching institution, please be certain that you return your access card and pager to the Nursing Education Coordinator.

Information or inquiries may be directed to Nursing Education Coordinators by region:

- SWMN: Julie Schwamberger, 507-594-7067 Schwamberger.Julie@mayo.edu
- SEMN: Mark Mercil, 651-267-5074 Mercil.Mark@mayo.edu  
  Laura Funk (fall 2019) Funk.Laura@mayo.edu
- SWWI: Lisa Pedersen-Boske, 608-392-9402 Pedersen.Lisa@mayo.edu
- NWWI: Jessica Henderson, 715-838-6452 Henderson.Jessica@mayo.edu  
  Danielle Strauss, 715-838-5058 Strauss.Danielle@mayo.edu
- Rochester: Natalie Savat, 507-255-9153 Savat.Natalie@mayo.edu

Non-Employee Access Program: SecZetta

SecZetta – Process of on-boarding that monitors and identifies high risk non-employees to prevent disclosure of Mayo Clinic data. The implementation is scheduled for fall 2019. More information is to come.

Confidentiality Guidelines

Maintaining confidentiality of patient, employee, and business information is critical. This policy pertains to all information (oral, paper-based, and electronic) related to the operation of Mayo Clinic including, but not limited to:

- financial information
- patient names and other identifying information
- patient personal and medical information
• patient billing information
• employee names, including salaries and employment information
• proprietary products and product development
• marketing and general business strategies
• any discoveries, inventions, ideas, methods, or programs that have not been publicly disclosed

In addition to the above, any information that has been marked "confidential" by Mayo Clinic will be deemed to be covered under this policy.

A policy for nursing student project data guidelines is available on the Mayo Clinic Pre Licensure Faculty/Admin Prep page on the TCCP website.

Unauthorized access, use, or release of confidential and sensitive information to non-authorized individuals is strictly prohibited and may result in immediate disciplinary action up to and including termination, and in the case of affiliated schools, termination of clinical education privileges.

Maintaining confidentiality is the responsibility of all Mayo Clinic employees, students, and faculty. The responsibility includes ensuring compliance with Mayo Clinic’s policies for confidentiality by non-Mayo Clinic employees performing work at, or for Mayo Clinic. Non-Mayo Clinic employees, working with Mayo Clinic, must be informed of their obligations regarding Mayo Clinic confidentiality policies and agree to consequences appropriate to any breaches by them of Mayo Clinic confidentiality policy. Contracts should include references to the policy and consequences of breach. Nondisclosure and confidentiality agreement documents should be used to ensure Mayo Clinic security.

Faculty and students who have a reasonable basis to believe that a breach of confidentiality has occurred should report the incident as soon as possible to the Mayo Clinic supervisor within in the clinical setting, usually the charge nurse or nurse manager. Additionally the following personnel are engaged in finding a quick solution and minimizing risk to protect patient privacy including the Mayo Clinic Information security office:

• Faculty member/Program Chair at the school
• Academic Affairs Program Director, Jane Foote

An investigation will be conducted by administration responsible for monitoring the performance of the employee suspected of breaching confidentiality. All information gathered from the investigation will be reviewed with the appropriate member(s) of management, the information security officer, Human Resources, and Legal Counsel, if warranted. These individuals will document the investigation and determine what corrective action is to be taken, which may include, but is not limited to, suspension or termination of clinical education privileges.

Under no circumstances will retaliation or intimidation of a complainant be tolerated.
Resources

Nursing Web Page [http://mayoweb.mayo.edu/mayonursing/](http://mayoweb.mayo.edu/mayonursing/) can be accessed while on a Mayo Clinic campus. This web page is rich in resources and can assist you in finding Policies and guidelines. The categories are divided into Departmental and Specialty subcategories reflecting broad nursing practice (Departmental) as well as more specific specialized nursing practice (Specialty).

Nursing Student Guidelines

Nursing students may:

- Administer medications with faculty or the staff nurses utilizing the: **Procedural Guideline HH-7 Medication Administration by Student Nurses**
  - Please note that it is Mayo’s expectation that faculty are responsible for closely supervising students with medication administration.
- Observe how the Pyxis Medication Dispensing system is operated. (Students are not given Pyxis access.)
- Administer IV push medications only if:
  - RNs in that department are allowed to do so and the student has been taught and had competence in this skill verified by their school faculty.
  - The medication does not require specialty training for RNs (such as chemotherapy agents)
  - The student is under the direct bedside supervision of the faculty or staff nurse who has agreed to be assigned to give medications with the student.
- Document nursing care, including assessment, notes, flow sheets, medication administration within the Electronic Medical Record (EMR). **Documentation should be reviewed for accuracy and co-signed by faculty.**

Students may not perform tasks that require specialty training of licensed nurses, amongst other tasks. Please refer to the Nursing Student May not Perform List posted on TCCP for a list of items nursing students may not perform. Note that this list is not all-inclusive, but provides some of the key items.