

Pre-Clinical Experience

Complete the Palomar Health Online Orientation Course:

- Go to <http://pphol.org>
- Create an account using your full legal name
 - Returning students should use their previously created account
- Click on Students/Interns and locate the Nursing Student Orientation Course category

Course Name	Required For
Orientation for Nursing Students	Students who are serving their first clinical rotation at Palomar Health <u>OR</u> students who have not completed a clinical rotation at Palomar Health within the past 12 months.
Accu-Chek Meter Competency	Students performing Point of Care Testing (POCT) for blood sugar
Acute Care VersaCare Air Bed	Students assigned to Palomar Medical Center
Monitoring EtCO ₂ During Opioid Delivery	Students assigned to an Acute Care unit
Legal Duty-Reporting Elder and Dependent Abuse	Students assigned to Villa Pomerado (Skilled Nursing Facility)
Annual Safety Training (Spring Only)	Students who completed the course titled <i>Orientation for Nursing Students</i> within the previous Fall semester.

Read the following documents located on the Student Placements site in Palomar Health Nursing Student Resources webpage <http://www.palomarhealth.org/student-placements/student-placements>

- *Supervision and Processing of Nursing Students* procedure (Lucidoc # 34112)
- *Dress Code* procedure for area assigned
- *Cell Phone: Personnel Cellular Phones in the Workforce* (Lucidoc #36172)

Key Points:

- **All online modules must be completed at least once per Calendar year (January-December).**
- Palomar Health’s Organizational Learning department receives an automated email notification upon completion of each online course.
- Students must obtain a Palomar Health ID Badge with their instructor on the first clinical day. Please bring a photo ID with you. Students must wear their school ID as well as the Palomar Health ID at all times.
- Your Palomar Health badge must be turned into your instructor at the end of the last day of the clinical rotation.
- Parking stickers may be obtained from Security when you get your ID badge. Bring vehicle information (make, model, color, license plate number) and your driver’s license.

General Information

Belongings and Valuables: Do not bring personal items, valuables, and reference materials/textbooks into the facility. Whatever you need (wallet, keys, etc.) should be carried in your pocket or in a waist pack. No backpacks, purses, large bags, etc. are allowed. Lockers are **not** available for student use.

Available Online references: Lucidoc, Krames on Demand, Micromedex, Medication Reference on Clarity in the MAR, Mosby Nursing Skills and Consult, Nurse IV Drug Handbook, Nutrition Care Manual, Physician Order Sets, Up to Date, etc. Locker facilities are extremely limited.

Food and Drinks: There is a cafeteria at Palomar Medical Center on the 3rd floor; at Palomar Health Downtown Campus on the 2nd floor, and at Pomerado Hospital on the 3rd floor. No food or drink is allowed in patient care areas, including at the nurse's station.

Cell Phones and Cameras: Cell phones and cameras are NOT ALLOWED for use or possession in any patient area. Students may use the phones located on the nursing units to communicate with their instructors.

Injury/Illness: If you are ill and possibly contagious do not come to your clinical assignment. Report all injuries and illnesses to the instructor. Any exposure to blood/body substances is to be reported to the instructor immediately (even if during a preceptor experience). Initial response is managed by the school of nursing.

No Smoking: Palomar Health is a smoke free health system. Smoking is not permitted anywhere on Palomar Health property.

Facility Locations and Parking

Palomar Medical Center (PMC) Escondido 2185 West Citracado Parkway, Escondido, CA 92029 442-281-5000

- Parking Options:
 - Lot 26 (For daylight shift and those coming to the campus for short-term visits, in-services, training and meetings). Lot is on Citracado, south of the hospital, near the Radio Tower.
 - Lot across from the medical center on the east side of Citracado Parkway.
- Shuttle Service is available 24/7 to and from both lots. Security officers are onsite at the lots for your safety. Please allow extra time to park and shuttle to the hospital before your shift.
- Please be sure to use the designated crosswalks when crossing Citracado Parkway. Students are no longer able to park along the street on Citracado Parkway or in employee spaces on campus.
- Parking stickers will be obtained from Security; bring vehicle information (make, model, color, license plate number) and driver's license.
- PMC Escondido Security is located by the ED waiting room on the 1st floor and may be reached at 442-281-4444.

Palomar Medical Center (PMC) Poway & Villa Pomerado, 15615 Pomerado Road, Poway, CA 92064 858-613-4000

- Students may park in the back parking structure on the 3rd and 4th levels. The parking structure is located behind the Pomerado Outpatient Pavilion (POP). On entering the campus off of Pomerado Road, turn right toward the Emergency Department and follow the signs into the parking structure.
- Parking decals may be obtained from the Security Department located on the 2nd floor of PMC Poway Hospital. Security is located on the 2nd floor of the hospital and may be reached at 858-613-3173.

Palomar Medical Center (PMC) Downtown Escondido 555 East Valley Parkway, Escondido, CA 92025 760-739-3000

- Students may park in any space except those designated for patients and visitors.
- Parking stickers for private vehicles can be obtained from the Security office. See the front Lobby desk for directions to the Security Office.
- Bring vehicle information (make, model, color, license plate number) and you driver's license. Security is located in the entrance of the parking garage and may be reached at 760-739-3174.
- Parking stickers may be obtained from Security; bring vehicle information (make, model, color, license plate number) and you driver's license.

Palomar Health Policies and Procedures

Palomar Health Policies and Procedures are located on the Palomar Health Intranet and can only be accessed on a Palomar Health computer.

Students are expected to review any nursing skill or procedure in Lucidoc and/or Mosby Skills prior to performing the first time.

Lucidoc (Hospital Policies/Procedures)

- Click on the **Internet Explorer/Chrome** icon on the department computer.
- Click on **Clinical Applications** located on the left of the list.
- Click on **Lucidoc > Go to Lucidoc with View-Only Access**.
- Click on **Clinical** to view Lucidoc procedures that are specific to various departments/units.
Helpful Tip! Within in the Search box enter the word *Title*, followed by a *colon*, and then a *key word* that you are searching for (i.e. "Title: IV Push").
- Click on **Search**.
- Click on the title of the procedure you are interested in reviewing.

Mosby Nursing Skills

- Hover your cursor over **Clinical Applications** on the Palomar Health Intranet home page.
- Click on **Mosby Skills**.
- Search by entering a key word, and click on the magnifying glass. Click on **Skills** to search by *Specialty* or *Category*. Click on **Patient Education** and search by *Conditions & Treatments* and *Medications*. **NOTE:** Many of these skills include short videos and demos.

Patient Care

Accu-Chek Glucose Monitoring

All students performing point of care testing (POCT) for blood glucose using Accu-Chek must:

- Complete an *Accu-Chek Competency* form and be signed off by an instructor or appropriate nurse preceptor.
- Complete a Quality Control test every 6 months under the direction of their instructor or preceptor.
- Before performing an Accu-Chek on a patient the first time do so under the DIRECT supervision of a primary nurse or an Instructor.

Patient Assignments

Our patient's privacy is the utmost importance to us. Students are not allowed on campus before their scheduled clinical shift. The instructor will obtain assignments directly from the unit supervisor/charge nurse and distribute to the students at the beginning of the shift.

A Nursing Student Assignment Form will be posted, by your instructor, near the unit nursing assignments board, which will contain patient initials, nurse assigned to the patient, student name, and check boxes indicating skills to be performed by students. Your learning experience is important to us, therefore only one student is to be assigned to one RN.

Communication

Communication amongst disciplines is vital to ensure safe, effective, and efficient care to patients.

- Prior to the start of the clinical shift, the student is expected to meet with the primary nurse to discuss and clarify the plan of care.
- Through-out the clinical shift, students are expected to communicate all clinical information obtained to the primary nurse and the Instructor.
- At the end of the clinical shift, students are expected to provide the primary nurse with an end of shift report.
- Use the white board in patient's room to list plan of care for the day.
- Shift Bedside Handoff is to occur at the bedside at Palomar Health.

Documentation

Acute Care facilities (PMC Escondido, PMC Poway, and PMC Downtown, Villa Pomerado) use the EHR, known as "Clarity" for all patient charting.

- **Students are to document in the IView Physical Assessment band – not from the task list.**
- Always sign on for computer charting with the student's personal log-on.
- Students are to use the assigned Cerner ID number.
- **Never chart under a staff person's log-on.**
- Charting is done as per standard of care throughout the shift and includes a head to toe physical assessment as well as the Braden Scale, Morse Fall Risk and Nutrition assessment.
- The student is expected to review their documentation with the Instructor and primary nurse.
- **Destroy any printed/written information.** If you make any notes with patient identification/information on it – you must dispose of it in the confidential trash bins for shredding before leaving the facility.
- Students are expected to read the *Standards of Care* for the areas in which they work to ensure complete documentation. The *Standards of Care* is located on the Palomar Health Intranet in Lucidoc.

Medications

- **Students are expected to read the Medication Administration Lucidoc procedures located on the Palomar Health Intranet. Please note: Medication procedures may be department specific.**
- Supervision of medication administration is the responsibility of the instructor, or for a precepted experience, the primary nurse.
- Students are not given direct access to the PYXIS machines in acute care. Access to medications for administration is through the instructor/primary nurse.
- All controlled substances will be administered with the instructor/preceptor.
- Clarify any unclear orders before administration.
- Do not prepare more than 1 patient's medications at a time.
- Anytime a medication or solution is prepared but not administered immediately, label the container with drug name, strength, amount, and expiration date.
- All medications or solutions found unlabeled should be immediately discarded.
- Barcode administration of medications is done through the use of handheld (Dolphin) or tethered devices.
- Patient armbands and medications are scanned prior to administration as part of the Palomar Health patient safety system.

Patient's Color-Coded Wristbands

- Wristbands are standardized for patient safety.
- Patients receive a facility-specific band upon admission.
- **Red** wristbands are used to identify an allergy.
- **Yellow** wristbands are used to identify a Fall Risk patient.
- **Purple wristbands** are used to identify vaginal packing.
- The actual allergy is identified in Clarity and on the medical record.
- Only a Registered Nurse may place ID bands on a patient.

Skill & Procedure Supervision

- Students may perform any skill/procedure within course objectives or listed on the skills list for which the student has been determined to be competent under the supervision of the Instructor.
- A procedure may be observed by an RN staff member if initial competency has been verified and is acceptable by instructor, and if the RN is willing. The instructor must be available on the unit.
- When an instructor cannot supervise the students (i.e., s/he becomes ill and leaves), students must also leave the unit.
- Students are not to perform any procedure/skill for which the facility/department has special competence criteria: chemotherapy, defibrillation, etc.

Specimen Collection

- Specimen collection and labeling occurs at the patient bedside (point of care or POCT).
- Specimens obtained by nurses must utilize barcode scanning for patient safety.
- Specimens should be labeled after the specimen is in the container and before leaving the patient bedside.
- Only use specimen label printed off for the specimen, DO NOT USE patient stickers that have barcodes.

Safety Measures

Environment of Care

- Do not prop doors open.
- Make sure gas cylinders are secured.

Fall Risk

- Patient safety is everyone's responsibility! Take action to prevent falls before they occur.
- As of July 18, 2016, **Yellow** "Sunflowers" posted outside patient rooms Fall Placard posted outside the patient rooms on the Geriatric Psych unit (GPU) and Behavioral Health units (BHU).
- If a patient has been identified as a fall risk, ensure there is a Sunflower or a Fall placard on MHU and GPU on the outside of the room door.
- Patients at risk for falls must have a yellow Fall Risk arm band, wear yellow non-skid socks, and have a falls plan of care initiated.
- Round on patient(s) at least once every hour and respond to call lights as soon as possible.
- **LEAF**
Look (Look in the room to check on the patient)
Evaluate (Evaluate the situation, is the patient getting up)
Alert, (Alert the RN, push the call light)
Follow Through (stay with the patient until help arrives).

For all Fall Risk patients, you should be able to see the patient's feet from the hallway, either under or over the sheet. If you cannot visualize a patient's feet who has been identified as a Fall Risk, please let the primary know immediately.

Student scripting | Hello, my name is _____. Is there anything I can do to help you? I will stay with you until the nurse gets here (press nurse call button). Your safety is important to me.

Quality of Care Issues

All Palomar Health employees and students are patient advocates. If there is a concern about quality of care, use the chain of command in an attempt to resolve the issue. First, discuss it with the instructor, and then with the charge nurse. If still a concern, use the following Management Team Chain of Command:

1. Nursing Supervisor
2. Nurse Manager or Director
3. Administrator on call

Communication & Patient Satisfaction

Patient satisfaction is a top priority at Palomar Health. Students are expected to use **AIDET** with each patient encounter

Acknowledge | You are important; I respect you

- Knock before entering patient rooms or colleague offices
- Acknowledge people by name when appropriate
- Acknowledge everyone in the room with eye contact, a smile, a nod or "Hello"
- Take the initiative to make eye contact, smile or say hello in hallways

Introduce | You can count on me

- Provide your name and role on the team
- Validate the name of the person you are interacting with
- Tell him/her if you have any special skills and how long you have been doing what you do
- Manage Up – talk about yourself, co-workers, departments or company in a positive way

Duration | I respect your timing

- How long will you be working with the person?
- How long will the delay be?
- How long will the process/test take?
- How long will the person be on hold

Explanation | I want you to understand, so you feel safe and confident.

- Do not use jargon. Use words they will understand.
- Say what you're about to do (before you do it) and why
- Say what will happen, and what they should expect
- Always offer an opportunity to ask questions after you explain something.

Thank you | I want to provide very good service to you.

- Shows appreciation; provides a positive closing
- Thank you for letting me help you today
- Thank you for your patience...or your courage today
- Thank the family for their support to our patients
- Ask: "What other questions do you have for me?"
- Ask: "What more I can do for you before you leave?"

Customer Service Expectations

- Knock on door before entering room
- Introduce yourself with a smile
- Inquire about comfort level and medicate for pain in a timely manner
- Get down to patient's eye level (sit down)
- Explain unit routine (meal times, etc)
- Explain medications, side effects, procedures, tests, reasons why you are going into room
- If something is delayed, inform patient and explain reason
- Use plain language-explain medical terms in a manner the patient understands
- Verify patient understanding using Teach-back
- Show respect and focus on patient (no side-bar conversations in front of patient)
- Say "Tell me what your concerns are," and ask "How can I help you today?" "What questions do you have"
- When you do something to protect patient's privacy, etc., tell him/her what you are doing and why
- Control noise level; observe "Quiet Time" hours of 2100-0600
- Offer assistance with meals
- Have patient write down any questions that arise for doctor or nurse (make sure pad and pencil is available to patient).
- Obtain Medical Interpreter or use the CyraCom Video Remote Interpreting (VRI) iPads to contact a telephonic interpreter
- Be flexible with routine as much as possible in order to meet patient's individualized needs.

Whiteboard Patient Communication Tool

White boards are located in every room and are utilized to keep patient the patient informed.

Information on white boards should include:

- Names of all care givers (physician, RN, CNA, student)
- Plan of care for the day (with times if scheduled for test)
- Goals for the day
- Patient goal for the day

Hourly Rounds: Ask the 4 Ps

- Do you wish to change your **Position**?
- Do you need anything for **Pain** or Discomfort?
- Do you need to use the washroom/commode/bedpan while I am here? (**Potty**)
- Do you have everything you need within reach? (**Possessions**)