



Student Orientation

Beaver Dam Community Hospital, Inc., Beaver Dam, WI 53916

Beaver Dam Community Hospital

Welcome to Beaver Dam Community Hospital for your clinical placement! We hope your clinical with us will be a rewarding one. If you have any questions during your time here, please contact your preceptor or the education department staff: Marla Noordhof at mnoordhof@bdch.org or Renee Almeida at dalmeida@bdch.org.

Beaver Dam Community Hospital Mission Statement:

Deliver excellence across a continuum of services.

Beaver Dam Community Hospital Vision Statement:

Be the regional destination for health care by delivering unprecedented quality, safety, and service at a competitive price.

We would like to welcome you to Beaver Dam Community Hospital and wish you the best learning experience.

Behavior Standards

“Stay on Track”

Teamwork: *Working collaboratively with staff throughout the continuum to successfully achieve our Beaver Dam Community Hospital goals and create the most desirable work environment.*

1. Recognize that participating in negativism and gossip is unacceptable and that not acting to stop it is the same as participating.
2. Talk with co-workers about problems discreetly, respectfully, and without blame.
3. Collaborate, be positive and find solutions.
4. Show commitment to others by offering and accepting help with a positive attitude.
5. Mentor new employees and welcome them to the team.
6. Notice and recognize the contributions of other individuals and other departments.
7. “Manage up” co-workers by speaking positively of their attributes.

Respect: *Having positive interactions and relationships, which value each other’s life experiences, expectations and cultures.*

1. Treat everyone in a courteous manner and understand that rudeness is never acceptable.
2. Use common terms of courtesy: Please, Thank you, and Excuse me on a regular basis with everyone.
3. Listen attentively, acknowledge understanding, and leave co-workers and/or customers with the awareness that they come first.

Attitude: *Positive attitude brings optimism into your life and reduces worry and negative thinking.*

1. Anticipate and respond promptly to co-workers, patient and customer needs.
2. Inpatient Departments – Conduct hourly rounding on patients to offer assistance or care. Hourly rounding includes the four components of:
 - Pain (an assessment of patient’s pain each time)
 - Position (if they are in bed, do they need to get up, if they cannot shift their position on their own, we need to do so for them)
 - Bathroom (do they need to use the restroom-getting up when they are not safe is a frequent reason for patient falls)
 - Possessions (can they reach their phone and the tissue box, call light, etc.)
3. Outpatient Departments – Consistently assess comfort of waiting room patients and keep them informed.
4. Maintain poise and emotional control in stressful situations.
5. Treat co-worker’s time as important as your own.
6. Acknowledge the need for work/life balance of co-workers.
7. Embrace change.
8. Have a positive attitude; it is a choice you make every day.

Communication: *Any act by which one person gives or receives information about that person’s needs, desires, perception, or knowledge.*

1. Interact and communicate using good listening skills and with appropriate language, tone of voice and positive body language with every encounter every day.
2. Interact with patients, families and co-workers following AIDET.
 - Acknowledge the individual by name whenever possible
 - Introduce yourself and your role
 - Duration of your interaction will be offered
 - Explain the purpose of your interaction or care
 - Thank the individual for allowing you to care for/work with them
3. Use Key Words at Key Times.
 - “I’m washing my hands for your safety”
 - “I’m closing the door/curtain for your privacy”
 - “Is there anything else I can do for you while I’m here”
4. Provide thorough “hand-off” report when transferring patients, residents or children to another caregiver. Co-workers provide a thorough “hand-off” report when transferring any other type of work to another co-worker. Use **SBAR** technique for hand offs
 - **S**-Situation
 - **B**-Background
 - **A**-Assessment
 - **R**-Requests or recommendations
5. Use e-mail technology, such as out of office notification, appropriately.
6. Follow department specific telephone standards as provided.

Knowledge: *To know, understand, and uphold the following BDCH essentials:*

1. Core Values of:
 - Excellence
 - Respect
 - Safety
 - Honesty
 - Quality
 - Stewardship
2. Dress Code Standards: Wear your student issued scrubs and your school nametag for each day of clinical.
3. Code of Conduct

Emergency Codes

Beaver Dam Community Hospital has developed response plans for a variety of emergency situations. The emergency response is activated by dialing 777 in the hospital or by dialing 911 at Hillside Manor or any of the other outlying buildings.

Description	Initial Response	Secondary Response	Follow-up
Fire Alarm Fire, smoke or a smell of something burning	Deploy the pull switch and dial 777 Race – Rescue, Alarm, Contain, Evacuate or Extinguish	PASS (Pull, Aim, Squeeze and Sweep), if needed Move patients beyond the fire doors. Only trained staff goes beyond the fire doors Move horizontally, then vertically as instructed	Critique
Rapid Response A patient’s condition rapidly deteriorates	Anyone, including patient’s family, can call 777 and request Rapid Respond + Location Rapid Response Team will respond to the alert	Rapid Response Team evaluates and supports the assessment and treatments of the patient	Complete appropriate documentation
Medical Emergency A person who is unresponsive and needs cardiac and/or respiratory assistance Refer to policy	Remain with the person. Dial 777 and request Medical Emergency + Location	Obtain and use AED Begin CPR if appropriate and if you are certified	Follow instructions of physician or RN in charge

<p>First Responder</p> <p>A person requiring assistance who is generally not an inpatient</p>	<p>Remain with the person.</p> <p>Dial 777 and request First Responder + Location</p>	<p>Reassure and remain with the person until help arrives</p>	<p>Assist responding staff as appropriate.</p> <p>Complete incident report</p>
<p>Missing Person</p> <p>An infant or child has been reported missing from an area</p> <p>An adult resident, patient or visitor has been reported missing from an area</p>	<p>If infant or child, immediately secure all entrances and exits. Ask visitors to please remain where they are until the All Clear</p> <p>If an adult, search the immediate area and grounds</p>	<p>Check all tote bag/back packs. Clear all rooms and close doors after clearing. Send staff to parking lot as appropriate</p>	<p>Maintain your station until the All Clear has been called</p>
<p>Severe Weather Alert or Tornado Watch</p> <p>Conditions are right for tornado activity</p>	<p>Close blinds and doors that do not need to be open. Move visitors away from windows</p>	<p>Do other prep work in the event a warning should be issued</p>	<p>Communicate what you are doing and why to help reassure patients/residents and visitors</p>
<p>Severe Weather Alert Tornado Warning</p> <p>A tornado has been sighted in the area or is moving toward our area</p>	<p>All available staff will respond to patient/resident units</p> <p>Business occupancy and clinics should seek shelter as appropriate</p>	<p>All possible patients/residents or visitors will be moved to interior corridors away from doorways and windows</p>	<p>Reassure patients/residents and visitors</p>
<p>Security Alert Response + Location</p> <p>A show of force is needed as a means of handling a behavioral emergency</p> <p>Refer to policy</p>	<p>Dial 777 and request Security Alert + Location</p>	<p>Only trained individuals will respond</p> <p>Call law enforcement as needed</p>	<p>Complete an incident report</p>
<p>Security Alert Building Threat</p> <p>Notification of a bomb has been received by telephone</p> <p>A bomb or suspicious looking packages has been found</p>	<p>If taking the call, remain calm. Keep the caller on the line as long as possible. Obtain as much information as possible.</p> <p>Remain calm. Do not attempt to touch the object</p>	<p>Report all information to Administration</p> <p>Report the location and description of the object to Administration immediately</p>	<p>Do not alert other staff unless told to do so by Administration</p> <p>Block the area within a 300 foot radius which should include above and below the floor</p>

Security Alert External Lockdown Notification of external threat	Contact maintenance to lock down building Notify law enforcement	Staff entrances should be manned as outlined in EOP Initiate EOP	No one can enter without permission or authorization
Mass Casualty An unanticipated large influx of patients of significant magnitude that makes normal admitting procedures insufficient.	Notify Administration immediately	Prepare for the influx of patients/people Initiate EOP	Critique

Tobacco Free Facilities

Beaver Dam Community Hospital is a tobacco free environment. Smoking is not allowed in the buildings or on the grounds.

Parking

Instructors and students are asked to park only in areas designated for employee parking (along the perimeter of the front lot and in the employee lot off of Warren Street). Please do not park in any parking area that is labeled for visitors. No permit or pass is required to park and there is no fee to park. Lockers are available in the education and quality area. If you wish to lock your locker please bring a lock with you.

Nametags

Your approved school identification badge should be worn for each day of your clinical rotation. In addition to your badge, a student access badge may be issued if appropriate.

Top 10 Facts You Need to Know Regarding Confidential Information

1. Notify your instructor immediately if your user ID or password is accidentally revealed and/or if you believe your security code is being used by someone other than you.
2. Log out when you are leaving your computer. Failure to do so may result in another individual going in under your password.
3. If you have entered a patient's record by mistake; let your instructor know immediately.
4. Do not discuss patient information in public areas such as, but not limited to, elevators, cafeterias, hallways, or outside a patient's room.

5. If you're interested in viewing your own medical information or your families' medical information, you need to complete an informed Consent for Disclosure of Patient Health Care Information Form, available in Medical Records. Do not just access this information.
6. We strongly discourage use of any comments or information about your clinical experience on social media. This includes photos, posts, and scenarios (even with patient identifiers removed).
7. If you are unsure about the confidential nature of specific information, you need to ask your instructor or contact Medical Records for clarification.
8. Confidential information refers to both paper and electronic document. Examples of confidential information include corporate documents (e.g. payroll), patient demographic information, patient medical record documentation, personnel information, non-public business information, computer access codes, computer system information, and quality assurance information.
9. Do not share your password; keep in mind that your name will be forever associated with any entry made by another.
10. Access and/or disclosure of confidential information must only be on a business need-to-know basis.

Medication Administration

Medications will be administered based on physician orders and after review by a pharmacist. The person administering the medication must know:

- The indications
- Adverse reactions
- Contraindications
- Other basic information about the medication before administering or have the prescriber, trainer or other knowledgeable professional present

Safe medication administration practices included:

- The "5 Rights" check prior to administration.
 1. Right patient (using name and date of birth).
 2. Right drug/feeding
 3. Right dose or IV rate
 4. Right route/tubing/connector
 5. Right time
- Verify the patient's name and date of birth against the Medication Administration Record or MAR.
- Verify the medication has not expired.
- Visually exam sterile products to ensure that there are no particulates or discoloration.
- Unresolved, significant concerns about the medication is discussed with the prescriber or other qualified staff and resolved before the medication is administered.
- Verify no contraindications exist.

- Basic information on the purpose of the drug, potential clinically significant adverse reactions or other concerns should be provided to the patient and/or caregiver when a new medication is prescribed.
- All IV medications (IV push, infusions, piggybacks) must be administered and documented one at a time.
- Verify correct equipment and safety features used to manage medication administration (IV pumps, syringe pumps, etc.)

The bar code medication administration system provides an additional safeguard that complements the “5 Rights” of medication administration. All departments will scan all medications containing a bar code prior to administration for the appropriate checks.

Red Zones

Red tiles on the floor in front of Omnicell medication dispensing stations are a “do not interrupt” zone. Do not talk with or interrupt someone who is standing on the red tiles and working with the Omnicell, unless it is an emergency.

Once medications are removed from the Omnicell, they are placed in red totes to take to the patient room. Again, if it is not an emergency, do not interrupt someone carrying these red totes.

Checking patient identification

Patients are identified with a “Got 2” process using patient’s name and date of birth as the two identifiers.

Identification is completed by asking the patient to state their name and date of birth rather than saying “you are Jane Doe, DOB 01-02-2003, correct?” Confused patients may simply state yes, so ask the patient to state name and date of birth.

Safe Injection Practices

- Safe injection practices include measures taken to perform injections, infuse medications, and handle medication vials in a manner that is safe for patients, clinical staff, and providers.
- Medication syringes are used for one patient.
- Syringes that may contain unused medication are discarded and not used for additional patients. This practice prevents inadvertent reuse of the syringe and protects health care personnel from harm such as needle stick injuries.
- Medications from a single use vial are used for only one patient.
- Vials or syringes are not transported to the patient in clothing or pockets.

Fall Risk Prevention

A fall risk assessment is completed and documented at admission when a patient’s condition changes and daily. Patients, families, and significant others receive education regarding fall prevention upon admission.

Patients found to be at risk for falling will be given a yellow falls risk bracelet. They will have yellow gripper socks and a fall leaf will be added to their door frame so we can identify they are at risk and assist them to prevent falls.

Documentation

If you will need access to our documentation systems, our information services staff will need a copy of your driver's license to verify proper name and date of birth.

Infection Control

Infection control is very important in the health care setting. Everyone who works in healthcare needs to be concerned with infection control, regardless of whether you have direct contact with patients/residents, or casual contact with patients/residents.

- Our goal is to prevent the spread of infection or communicable diseases among patients, residents, clients, visitors, medical staff and employees.
- The quality of patient/resident care will be maintained regardless of their needs for infection control precautions.

Hand Washing

- Is the single most important measure you can use to prevent the spread of infection.
- Wash hands often and wash well, include scrubbing fingernails, wrists, and between fingers.
- Use warm running water, soap and friction for 10-15 seconds.
- An alcohol rub may be used when hands are not visibly soiled with dirt, blood or body fluids.
- Do not remove rings, wash them as well.
- Dry hands well and use the paper towel to turn off the faucet.
- Remember to wash your hands:
 - After gloves are removed
 - Before and after contact with patients, blood, body fluids, or mucous membranes
 - Before and after eating
 - Before and after using the bathroom
 - After covering a cough or sneeze with your hand

Keep it Clean

Keep in mind:

- Where your pen has been
- What might have gotten on your shoes
- What your stethoscope has touched
- Who touched the keyboard last
- Several products are available to help you clean up:
 - Alcohol wipes for smaller objects like pens and stethoscopes.
 - Bleach wipes or Cavicide wipes for larger equipment. (They work well on leather or plastic shoes if need be)
- Do not eat or drink in places where potentially infectious materials are present
- If you have long hair, keep it pulled back
- Keep nails clean and trimmed – no artificial nails allowed
- Use standard or universal precautions for the care of all patients and residents

Standard Precautions

- Standard precautions should be used when there is any risk of contact with blood, body fluids, secretions, excretions, non-intact skin and mucous membranes.
- PPE equipment includes: gloves, gowns, face shields, masks, protective eyewear, resuscitation masks
- When worn properly, PPE protects you from getting potentially infectious materials on your skin and clothing
- Wear gloves when touching blood, body fluids, mucous membranes, non-intact skin or when handling potentially contaminated materials
- Wear gloves when inserting and removing IV catheter
- Several sizes of gloves are available
- Wear a gown whenever you are likely to generate a splash of blood or body fluid
- Yellow gowns are permeable and allow liquids to penetrate
- Blue gowns semi-permeable provide a liquid proof barrier
- Wear face shields during procedures that are likely to cause a splash of blood or bodily fluids to protect the mucous membranes of the eyes, nose and mouth
- N95 respirators should be worn when in contact with patients/residents with suspected TB – students are not fit tested for N95, please stay out of airborne precaution rooms

Isolation Carts

- Isolation carts are available from central supply
- Please request a cart when a patient is suspected of having any type of serious contagious illness
- The carts will have all the necessary equipment to keep you and the patient safe

Sharps

- Dispose of used sharps in appropriate puncture resistant container immediately after use
- Remove and replace any full sharps containers, and dispose of them in the appropriate designated place

Biohazardous Material

- Biohazardous waste containers are available in several sizes
- Anything that is saturated with dripable, pourable, squeezable, or flakable bodily fluid should be disposed of in a biohazardous container

Housekeeping

- Good housekeeping protects everyone and is everyone's responsibility
- Clean up small messes promptly
- Call housekeeping for assistance with larger cleaning jobs
- Do not just leave dirty equipment in the dirty utility rooms without notifying the appropriate staff
- Clean all blood and body fluid spills promptly
- Wear the appropriate protective barriers
- Clean small spills with disposable towels and bleach wipes

- Housekeeping has blood spills kits for larger liquid spills in acute care
- Discard material into red plastic lined bags
- All soiled linen must be put into a blue plastic soiled linen bag
- Remove gross soilage with disposable towels, but do not pre rinse linens
- Bags must be secured on top before sending them to laundry

Transmission Based Precautions

- Airborne Precautions
 - Used for patients with tuberculosis, measles, and chickenpox
 - Healthcare workers must wear N95 respirator
- Droplet Precautions
 - Used for patients with influenza, meningitis, pertussis, and rubella
 - Healthcare workers should wear a standard isolation mask
- Contact Precautions
 - Use for patients with RSV, C difficile, MRSA and scabies
 - Healthcare workers must wear gloves and gown

Significant Exposure

- If you have contact with blood or body fluids through a needle stick, exposure to the eyes, nose, mouth or non-intact skin, notify your supervisor and report to Employee Health or the Emergency Department immediately
- You will receive a medical evaluation and follow up treatment as necessary

IC Alerts

- Patients receiving care at BDCH with a medical history of a communicable disease are flagged to use precautions
- An infection control alert will be listed in Paragon under alerts in acute care
- Long term care staff will be notified of patients who will require special precautions

It is our goal to keep our patients, residents and staff safe.
