

UnityPoint Health – Meriter Nursing Student Orientation

Welcome to UnityPoint Health - Meriter for your clinical placement!

If you have any questions during your time here, please contact Renee Bukovich, our student coordinator, at renee.bukovich@unitypoint.org.

UnityPoint Health - Meriter's Mission

Our mission is to improve the health of the people and communities we serve.

UnityPoint Health - Meriter's Vision

Best Outcome, Every Patient, Every Time

- We will be the place where leaders want to **lead**, physicians want to **practice**, staff want a **career** and patients must have their **care**.

UnityPoint Health - Shared Values and Shared Culture

The values we embrace to help us live our vision are as follows:

Foster Unity

- We leverage the skills and abilities of each person to enable great teams
- We collaborate across departments, facilities, business units and regions
- We seek to understand and are open to diverse thoughts and perspectives

Own the Moment

- We connect with each person; treating them with courtesy, compassion, empathy and respect
- We enthusiastically engage in our work
- We are accountable for our individual actions and our team performance

Champion Excellence

- We commit to the best outcomes and highest quality
- We have a relentless focus on exceeding expectations
- We believe in sharing our results, learning from our mistakes and celebrating our successes

Seize Opportunities

- We embrace and promote innovation and transformation
- We create partnerships that improve cared delivery in our communities
- We have the courage to challenge the status quo

Student Photo ID and Parking Information

Guest Services
202 South Park Street
Madison, WI 53715
608.417.6276

Photo ID

When you are a student scheduled for a clinical at Meriter, you must have a Meriter photo ID.

Photo IDs are taken between the hours of 10 am and 2 pm Monday through Friday. Your instructor will coordinate this photo session for your clinical group.

Please bring with you a picture ID from your school and a \$10.00 deposit to Guest Services who will then direct you to Photo Badging. When you are done with your clinical, please return your badge to Guest Services to refund your \$10 deposit for the photo ID.

Guest Services Hours: Monday through Friday 7:00am – 5:00pm

Parking

When you have a clinical at Meriter Hospital, if needed you will be provided with a parking assignment through Guest Services.

If your clinical shift ends before 8:00pm, you will be placed in the Plaenert Lot off South Park Street. This offsite lot is free for you to use when you have a hangtag in your car. Shuttle service begins at 5:30am and ends at 8:00pm.

Please use alternate transportation when possible. For those students with a clinical shift ending after 8pm, when the shuttle stops, you may purchase parking from Guest Services. You must park at level 5 or above.

You may obtain your hangtag for Plaenert Lot in Guest Services after you receive your photo ID.

Meriter Map

Please view Attachment for a map of Meriter's facility.

Locker Room

There is a locker room available for storage of your coat and valuables in the cafeteria hallway - 1 Tower. Bring your lock and use it on any open locker and remove at the end of clinical day. Do not bring cell phones and wallets to the clinical unit and leave in open conference rooms.

Required Signatures, Training, and Exams for Epic Access

Epic Training – Nursing Students

We provide online training for you to learn electronic documentation. You will be able to access the online Epic training from any computer – if you have difficulty accessing the site, the best course of action is to try using a different internet browser (the most accessible tends to be Mozilla Firefox). If you still have issues, you may want to try clearing your cache and deleting cookies.

Approximately 2 weeks prior to the start of your clinical, you will receive a secure email containing your login and temporary password, along with instructions on how to access the online training. If you have been here as a student previously, you will receive an email containing your username and further instructions to reset your password. You will not be able to reuse any of your old passwords.

For you to receive your final Epic security, you must:

Step One: Complete all eLearning modules and additional handouts listed below. These modules will provide instructions on how to document in our Epic system. You will want to complete them in order as the concepts build upon each other. You do not have to do them all at once; just be sure to complete all of them prior to the start of your clinical rotation.

1. [Welcome to UnityPoint Health – Meriter](#)
2. [Covid-19 PPE Student Requirements](#)
3. [Overview of Hyperspace](#)
4. [Reviewing the Chart](#)
5. [Writing Notes](#)
6. [Documenting in Flowsheets](#)
7. [Managing LDAs using the LDA Avatar](#)
8. [MAR-Medication Safety](#)
9. [Administering Medications on the MAR](#)
10. [Advanced Medication Administration on the MAR](#)
11. [Documenting IV Fluids and Medications](#)
12. [Care Plans and Documenting Care Plans](#)
13. [Document Patient Education](#)

Step Two: Take the cumulative on-line Exam to assure us that you understand the material. You will not be granted access until you get a score of at least 80% on this assessment.

Step Three: After completing and passing the on-line assessment, print a copy of the result page and return to your site contact or clinical instructor by the first day of your clinical rotation.

Step Four: Print, read, and sign the Information Security Agreement Form and return to your site contact or clinical instructor by the first day of your clinical rotation.

For questions regarding your clinical rotation, please contact your nursing instructor. For clinical questions about the content listed above, and your nursing instructor is unable to answer, please contact Nursing Education at msn_nursingeducation@unitypoint.org. We will return your email on the next business day.

Infection Prevention and Control

Please go to <https://teamsites.unitypoint.org/sites/msn/InfectionPrevention/SitePages/Home.aspx>
Use your Meriter assigned User ID and password to log in.

Please locate and **REVIEW**:

- Isolation Precautions - Signs
- Review all types and your responsibilities

Policy Review

Please go to <https://uphealth.sharepoint.com/sites/intranet>

Use your Meriter assigned User ID and password to log in. To find policies, copy and paste or type the name of the policy in the Search Region field.

Patient Identification - Policy 429

1. Checking Patient Identification
 - a. The patient's identification band is checked using at minimum the following two identifiers:
 - i. First and last name
 - ii. Date of birth
 - b. In the event that the date of birth is not available or is the same as with multiple births, the medical record number is used
 - c. Patient identification is checked prior to the following actions:
 - i. Obtaining blood or body samples
 - ii. Initiating diagnostic, surgical or invasive procedures
 - iii. Administering treatments, including medications or blood
 - iv. Transferring patients from his/her room to another patient care area

Safe Injection Practices Policy 225

- Medication syringes are used for one patient. Syringes which may contain unused medication are discarded and not used for additional patients. Medications from a single use vial are administered to only one patient.
- Intravenous bags are not used as a common source of supply for more than one patient.
- Multi-use vials that enter the immediate patient treatment area are considered single-use (i.e., are used for only one patient)
- Vials or syringes are not transported/stored in clothing or pockets.
- Any vial that has been placed on a contaminated surface, a used procedure tray, or has been used in an emergency procedure is discarded.

Additional Policies to Review

- Medication Administration Policy 101
- Hand hygiene and Surgical Hand Antisepsis Policy - Policy 539
- Child at Risk Abuse and Neglect – Policy 57
- Domestic Abuse – Policy 56
- Elder Adults at Risk for Abuse and Neglect – Policy 58
- Patient Rights and Responsibilities (formerly Patient Bill of Rights) – Policy 25
- Caregiver Misconduct (Reporting and Investigating) – A-3
- Administrative Policy 31, Incident or Accident Reporting System

Student FYIs

AIDET

- **A**cknowledge the patient by knocking first, saying hello
- **I**ntroduce yourself and your role as a student
- **D**uration: discuss how long a procedure, an interaction, assessment, a test, or results may take
- **E**xplain the purpose of your visit and what you will be doing
- **T**hank the patient for their time and close with *“Is there anything else I can do or get for you?”*

Patient-Centered Care Tips:

- Always wear your name badge
- Always inform the patient of what you will be doing and why
- Show respect, provide dignity and privacy
- Think about how you would want to be treated if you were a patient
- While you are here, you are part of the team – it is all about the patient

Health Literacy

If you are providing information to patients, please remember:

- Keep information simple
- Use **plain language** (avoid medical jargon or abbreviations)
- Have the patient or family member **“teach back”** or tell you/show you what you just told/showed them
- **Do not say**, *“Do you have any questions?”*
- **Instead, ask them...**
 - “Tell me what you know about...”
 - “Tell me what your doctor told you,” then clarify the information as needed
 - “How will you do this or take this when you get home?”

Final Reminders

- Your preceptor/instructor must cosign all your charting
- You may administer medications
 - Your instructor or preceptor must be in the room during the entire process observing
- You may start IVs
 - If observed / assisted
- You may not take verbal orders
 - From your preceptor or any provider
- If your preceptor administers blood you may assist with monitoring the patient
- Observe the process of witnessing consents
 - Do not be the person signing as the witness
- Participate in the Discharge Process
 - Your preceptor must be one who provides the final Discharge Instructions

Meriter Emergency Conditions and Basic Staff Response

You are expected to follow our emergency plans and keep patients safe.

Chart 1.1: Meriter Emergency Conditions and Basic Staff Response Worksheet

Fire Alert	Fire: something is burning.	Rescue, Alarm: pull manual alarm, call x5555, notify co-worker, Contain fire; close doors, etc., Evacuate past fire door (or as ordered by the Fire Marshal or the Fire Department), Medical Gas is shut off by the charge nurse or senior clinical person only on Fire Marshal's order.	Assist in further evacuation if instructed to do so by Hospital Incident Command, the Fire Marshal or the Madison Fire Department. If away from your usual workstation when the Fire Alert is called, you must stay there until the "All Clear."	Assist as requested by Hospital Incident Command in response or recovery activities.
Medical Emergency Formerly "Code Blue" <i>Include Pediatric - for patients under 17 years of age</i>	Assistance for individuals who are suffering a cardiopulmonary arrest.	If Patient, check for "No Code" wristband before calling a Medical Emergency. Dial x5555, state "Medical Emergency" and give their location. If outside of hospital, also call 911 to notify Madison Fire Rescue.	Return to scene to provide basic life support measures, as able, until relieved by the Medical Emergency Team and/or Fire Rescue.	Be available to answer questions for the Medical Emergency Team about what you observed before their arrival. Assist with transport to definitive treatment area if requested.
Assistance Team	Assistance for <u>any non-patient</u> who needs help inside or outside of our building (within 250 yard radius).	Call x5555 - identify yourself and ask that the team be activated. Describe location and nature of incident. Indicate if 911 should be summoned. Security, the NAC and ER Nurse will respond and an offer to transport to ER will be made. If this involves a pregnant woman, request the OB Assistance Team .	Stay with the person until help arrives.	May assist with completion of on-line incident report. Please note: this team is different than the Rapid Response Team in that it covers everyone and is primarily there to offer transportation to the ER. Team is a CMS/Joint Commission requirement.
Rapid Response Team	Activated by the RN. For PATIENT over 16 years of age. Pediatric Rapid Response for patients younger than 16 years.	Call x5555 - identify yourself and request RRT. Identify location. This is for patients only - and will summon: MD, ICU RN & NAC. Think of this as a way to quickly summon help before your patient becomes a full-blown Medical Emergency.	To be used for patients who are rapidly declining in status. May progress to a full Medical Emergency.	Team is a Joint Commission requirement. Team (ICU RN & MD) completes the documentation.
Security Alert: Behavioral Emergency	Patient behavioral emergency where patient is physically threatening their safety or the safety of others.	Call x5555 and report a Behavioral Emergency. The Behavioral Emergency Team will respond. For a visitor behavioral emergency call x5555 for a "Security STAT."	Assist as requested by the Behavioral Emergency Team or Hospital Incident Command.	The team will complete a report of the incident. The Team may also debrief the incident.
Tornado Watch - Clear Sills and Close Drapes	Conditions are favorable for tornadoes to develop.	Return to your work area. Clear windowsills and close drapes in patient rooms. Distribute blankets or bedspreads to cover patients if a tornado threatens. Close drapes in the remainder of the hospital. Advise visitors of the watch.	Take precautions to backup or save computer files.	None needed unless warning level changes. Assist as requested by Hospital Incident Command in response or recovery activities.