

Student Orientation

UnityPoint Health - Meriter

Welcome to UnityPoint Health - Meriter 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 our student coordinator at 608-417-7317 or email renee.bukovich@unitypoint.org.

In addition to the sections already covered on:

- Immunizations
- Criminal Background check
- Infection Control
- HIPAA - Health Insurance Portability and Accountability Act

We would like you to:

- Review some Meriter documents prior to clinical placement.
- Complete a three-hour online orientation to Epic - our computer documentation system.

UnityPoint Health - Meriter's Mission

Our mission is to improve the health of the people and communities it serves.

We would like to welcome you to UnityPoint Health – Meriter and wish you the best learning experiences.

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 A 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.

Epic Training – Nursing Students

UnityPoint Health - Meriter provides online training for you to learn electronic documentation. You can access Epic training online from any computer that has internet access – if you have difficulty accessing the site, the best course of action is to complete the modules on Meriter's campus. To receive 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 (along with the two Exams) prior to the start of your clinical rotation or you will not be given access to Epic.

1. [Welcome To Meriter Hospital](#)
2. [Overview of Hyperspace](#)
3. [Nurse Start of Shift](#)
4. [Reviewing Past Visits and Results](#)
5. [Reviewing Notes](#)
6. [Documenting Flowsheets](#)
7. [Documenting LDAs](#)
8. [Overview of the MAR](#)
9. [Documenting IV Fluids](#)
10. [Documenting the Plan of Care \(Exam included: Print the Results page\)](#)
11. [MAR-Medication Administration Safety](#)

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 two on-line assessments (Care Plan and Cumulative), print copies of the result pages and return to your clinical instructor by the first day of your clinical rotation.

Step Four: Print, read, and sign Epic Acceptable Use Form and return to your clinical instructor by the first day of your clinical rotation.

For general questions regarding your clinical rotation, please contact your nursing instructor at your institution. 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

The link to this manual is located on the MyMeriter home page. You will have access to review this page after you complete your MyMeriter online training. (See Image 1.1 for screenshot of Infection Prevention & Control Manual link on MyMeriter.)

Please go to <https://myapps.meriter.com>. Use your Meriter assigned User ID and password to log on. Once logged in, click on the MyMeriter Icon (like you did for Epic Training access)

Image 1.1: MyMeriter Screenshots

The screenshot displays the MyMeriter website interface. On the left is a vertical sidebar with various departmental links. The main content area is titled 'Infection Prevention and Control Manual - Table of Contents'. It features a 'Hand Hygiene' section with a CDC graphic and a 'Quick Links' section listing various resources. Below this are sections for 'Data', 'Education', and 'Policies'. On the right side of the main content area, there is a 'CONTACT PRECAUTIONS with SOAP AND WATER' sign with instructions for visitors and staff.

Administration
 Business Planning & Analysis
 Facilities Management
 Finance
 Human Resources
 Information Systems
 Marketing
 Medical Staff Services Division
 Continuing Professional Development
 Ethics Committee
Infection Prevention & Control
 Institutional Review Board
 Medical Library
 Medical Staff Office
 Performance Improvement
 United Credentials
 Graduate Medical Education

Patient Care Services
 Physical Medicine & Rehabilitation
 Professional Services
 Service Excellence

Infection Prevention and Control Manual - Table of Contents

Hand Hygiene

Quick Links

- Zika - CDC Issues Interim Guidelines for Preventing Sexual Transmission of Zika Virus and Updated Interim Guidelines for Health Care Providers
- Ebola
- Antimicrobial Stewardship
- Infection Prevention Quick Reference Guides
- What type of Isolation is needed? CDC Guidelines for Isolation Table
- Alphabetical Listing of Diseases/Organisms
- Clinic/Ambulatory Care Sites
- International Travel Alerts-CDC

Data

- Hospital Acquired Infection Data

Education

- Training Video - Partnering to Heal
- Foodborne Illnesses
- NAC/AOC Resources
- Patient Education Materials
- Patient Education Materials - Spanish
- Personal Protective Equipment
- WI Dept. of Public Health Communicable Disease Fact Sheets
- WI Dept. of Public Health Reportable Fact Sheets

Policies

- Emergency Preparedness Plans
- Influenza

CONTACT PRECAUTIONS with SOAP AND WATER
 VISITORS: Report to nurse's station before entering.
 Standard Precautions must be observed with all patients at all times.

Gown required for every entry into patient room.
 Discard used cloth gown in hamper before leaving room. Do not re-use gowns.

Gloves required for contact with patient or any item in room.
 Discard used gloves in trash before leaving room.

Hand hygiene before donning gloves. Wash hands with SOAP AND WATER immediately after glove removal.
 Waterless gel can not be used after contact with this patient

IF PATIENT IS ISOLATED AT THE TIME OF DISCHARGE, THIS SIGN SHOULD REMAIN POSTED; ENVIRONMENTAL SERVICES PERSONNEL WILL REMOVE THE SIGN AFTER TERMINAL ROOM CLEANING.
 See the Infection Prevention and Control Manual for more information.

Please locate and **REVIEW**:

- Patient Education Materials
- Hand hygiene Policy #539
- Infection Prevention and Control Policy #152
 - This outlines specific requirements for staff working in a variety of clinical placements It tells you what you can or cannot wear, grooming, fingernails (no shellac), piercings, tattoos, etc.
- Isolation types and your responsibilities (Information can be found in Isolation Signs)

Policy In Action

Per Policy... Students May Not:

- Apply restraints independently
- Administer blood
- Witness consents
- Be the discharging “nurse” on discharge documentation
- Access central lines
- Perform blood glucose testing independently
- Take verbal orders

Patient Identification - Per 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) and any remaining medication is discarded at the end of the procedure.
- 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.

Review Policies on MyMeriter Prior to Clinical

- Medication Administration #101
- Alaris Infusion System #36
 - You must use the **correct profile** and Guardrails for ALL infusions. **Do not** use Basic Infusion.
- DVDs and procedural checklists are available to review pumps and other equipment

Blue Standards - Patient Care Service Expectations

Always Take Care

Show Respect and Courtesy:

- Treat patients and visitors as honored guests
- Make eye contact, smile and introduce yourself when approaching a patient or family member
- Halt non-business conversations when a patient or member of the public approaches
- Be conscious of who may be able to overhear your conversation even if they are not in the direct vicinity
- Greet members of the public in hallways or other public areas
- Ask permission
- Communicate sincerely in both tone and nonverbal behaviors
- Address people by their preferred names
- Identify and provide alternatives/options
- Embrace patient rights
- Do not use profanity

Understand Patient Preferences:

- Identify patient preferences related to culture, lifestyle, background and religious beliefs
- Respect and honor differences
- Take time to understand individual needs and goals
- Don't assume, ask

Show Empathy and Provide Emotional Support:

- Invite questions
- Keep patient informed, get answers quickly
- Inform patient and family of what to expect, include timeframes
- Give information in clear understandable language, check for understanding
- Ask about needs and concerns - act on information given
- Convey confidence
- Use language patients understand
- Ask about anxieties and fears—act on information given

Protect Privacy, Confidentiality and Personal Safety:

- Eliminate conversations in public places regarding patients and co-workers
- Respect need for privacy of body and environment: clothing, doors and curtains, draping, transport
- Respect patient confidentiality/sensitivities in semi-private areas
- Knock and ask for permission before entering

Treat Gently:

- Create the environment: soften lighting, lessen noise, pleasant aesthetics
- Slow down: take time to make eye contact and be attentive to needs and concerns
- Remind others to keep noise down in the vicinity of patients
- Give full attention to the patient interaction
- Follow Comfort Rounds standards

Always Take Initiative

Make a Positive First Impression:

- Make eye contact and smile
- Look out for people who appear lost and provide assistance
- Introduce yourself – giving name and role
- Wear name badge so patients and families can read it
- Present a clean, neat, professional appearance
- Always maintain positive non-verbal behaviors
- Maintain a positive, willing and flexible attitude; rudeness is never acceptable

Patient Care Services

Give Information:

- Be proactive about letting people know who, what, when, where and how
- Involve family/friends by providing frequent and descriptive updates
- Ask for questions, repeat/rephrase until you understand the question
- When sharing information, check for understanding, repeat/rephrase until information is understood
- Be willing to say, “I don’t know, but I will find someone who does.”

Anticipate Customer Needs:

- Don’t wait—act first
- Anticipate information needs and provide in a manner useful to the patient/family
- Explain problems and delays, never point finger or blame

Ask How You Can Help:

- Take initiative to ask with respect and openness
- Listen compassionately, with empathy
- Ask, “Is there anything else I can do for you?” at the end of each regular encounter at the bedside

Always Take Responsibility

Take Ownership:

- Assume there is something we can do and take action
- Be reliable – make commitments you can keep, then keep them

- Provide clear and timely information
- Admit mistakes, correct when you can

Initiate Response to Customer Concerns:

- Listen objectively without judgment and/or defensiveness
- Use inquiry to make sure you understand
- Apologize for perceived problems, and make no excuses (to the customer, we represent Meriter, not our department)
- “Make it right” for the customer, utilize service recovery program

Solve Problems:

- Take action and responsibility for following through
- Provide clear and timely feedback to appropriate parties to eliminate repeat problems

Always Take Pride

In Yourself:

- Proactively seek ways to maintain your own energy and enthusiasm
- Acknowledge what you don’t know, seek opportunities to learn
- Use factual communication resources to get information
- Dispel rumors by seeking facts and sharing appropriately
- Seek to understand the work of other departments and entities

In Your Environment:

- Keep your work area clean
- Pick up litter and debris in work areas, hallways, patient care and public areas
- Acknowledge patient’s presence
- Identify and correct safety hazards
- Protect and maintain equipment

In Your Team:

- Take responsibility to give and receive appropriate feedback to and from peers and management on service behaviors
- Work together as a team through sharing knowledge and experiences to create a collaborative environment
- Bring out the best in each individual and group, acknowledging others' moments of excellence
- Stay involved and informed
- Assist one another to provide timely and compassionate care to patients and families
- Do not engage in negative behaviors such as gossiping, complaining or undermining others

In Our Health System:

- Do not speak negatively of colleagues, leadership or the Meriter system

- Advocate for the system: share community feedback within the system
- Be willing to share positive and negative personal experiences through appropriate channels to improve the system

Please Remember

AIDET

- Acknowledge the patient by knocking first, saying hello
- Introduce yourself and your role as a student
- Duration: discuss how long a procedure, an interaction, assessment, a test, or results may take
- Explain the purpose of your visit and what you will be doing
- Thank 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

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?”

Meriter Emergency Conditions and Basic Staff Response

You are expected to follow our emergency plans and keep patients safe. Please review the following worksheet as you may be asked to participate in a drill. (See Chart 1.1.)

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 <u>patients</u> only - and will summon: MD, ICU RN & NAC. Think of this as a way to quickly summon help <u>before</u> 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.

Patient Rights and Responsibilities

Rights

Meriter is committed to providing excellent treatment and services within the scope of our mission. You have the right to expect that this care is delivered in a professional and ethical manner. The following are specific rights you have as a Meriter patient. You should feel fully empowered to exercise these rights and to communicate any concerns to our staff and/or to your physician. If you are a minor or are unable to participate in your care, these rights will apply to your legal representative.

You Have the Right to Considerate and Respectful Care, Which Includes Your Right To:

- Receive quality treatment and continuity of care within the scope of our mission.
- Not be denied appropriate hospital care because of your race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap, or source of payment.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected within the limits of the law and without compromising your care or the care of other patients.
- Ask all personnel involved in your care to introduce themselves, state their role in your care, and explain what they are going to do for you.
- Have your pain assessed appropriately and managed effectively.
- Be cared for in an environment that provides personal privacy and preserves your dignity. This includes:
 - Maintaining discretion during conversations with your doctor and other healthcare providers, during examinations and during treatment.
 - Closing the curtain around your bed or closing the door when you want privacy.
 - Your right to request no visitors/phone calls or designate who may visit/call you during your stay.
 - Your right to request “Privacy Status” to protect your identity as a hospitalized patient.
 - Access to a telephone for private conversations as appropriate to the care you are receiving.
 - Your right to give or withhold informed consent to produce or use recordings, films or other images of you for purposes other than providing care.

You Have the Right to Receive Care in a Safe Setting

Being in an unfamiliar setting and in need of medical care can make some patients feel vulnerable. We want you to feel secure and to know that staff will work to keep you safe.

You have the right:

- To be free from abuse, harassment, neglect and exploitation.
- To access protective and advocacy services by asking to speak with a Social Worker
- To be free from restraints or seclusion that are not medically necessary unless applied for custodial reasons by law enforcement.
- To have a family member or representative of your choice and your own physician promptly notified of your admission to the hospital.

You Have the Right to Information about Treatment and Services

You cannot make decisions about your health without adequate information. Therefore, you have the right to:

- Receive information in a manner that you can understand. If you are blind, visually impaired, deaf, hard-of hearing, or have limited English proficiency, every effort will be made to communicate effectively with you, including the use of an interpreter or other translation assistance, and will be provided at no extra charge. You may request the assistance of an interpreter by speaking with your care provider or by calling Guest Services at **(608) 417-6276**.
- Be informed about your health status, including your diagnosis, treatment options and alternatives, the benefits and risks or treatment alternatives, and the probable outcome.
- Be informed about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.
- Be informed of any experimental or research activities that may be involved in your treatment. You will be asked if you wish to participate in these activities, and have the right to refuse to participate in such activities.
- Access and request amendment to information contained in your medical record within a reasonable timeframe. You may review your medical record with a healthcare provider and have the information explained.
- Be given notice of beneficiary discharge rights, notice of non-coverage rights, and the right to appeal premature discharge.
- Examine your hospital bill and to have it explained to you. Financial Counselors in the business office are available to answer questions regarding your bill, insurance coverage and financing your treatment costs.

You Have the Right to Participate in Development and Implementation of Your Plan of Care

We believe that patients who participate in their health care achieve better results. Therefore, we encourage a partnership between you and your healthcare team at Meriter. As a partner in your care, you have the right:

- To make informed decisions regarding your care.
- To give informed consent prior to the start of any test, surgery, procedure or treatment.
- To request and participate in the evaluation and planning for discharge.
- Except in emergencies, to not be transferred to another facility without being given a full explanation for the transfer, provision being made for continuing care, and acceptance by the receiving institution.
- To refuse any procedure or treatment in accordance with law and regulation.
- To request treatment, unless it is deemed medically unnecessary or inappropriate by your physician.
- To discontinue current treatment. If you elect to refuse treatment, you will be informed of the medical consequences of your decision.
- To have issues addressed relating to end-of-life decisions. This includes your right to have an Advance Medical Directive (Power of Attorney for Healthcare or a Declaration to Physicians "Living Will") and to have hospital staff and practitioners comply with these

wishes. For more information about advance medical directives, please contact Patient and Family Services at **(608) 417-6027**.

We understand that you and your family may find it necessary to make difficult treatment choices while you are here. We respect your right to make an individual decision that is based on your personal beliefs and values as well as on the available medical information. If there is disagreement about your care that cannot be resolved through discussion with caregivers or if difficult ethical issues arise, Meriter's Ethics Advisory Group is available to patients, families and caregivers to serve as a forum for discussion and problem solving. You may ask your healthcare provider to contact a member of the Ethics Advisory Group, or you may call the Patient Representative directly at **(608) 417-6462**.

You Have the Right to Confidentiality of Your Clinical Records

You are assured confidential treatment of your written and electronic medical records, and may approve or refuse their release to any individual outside the Meriter system. You have the right to know your medical record can be released without written consent:

- To the physicians who referred you to Meriter
- As required by court order
- As required for third party payers such as insurance companies and Medicare
- To medical personnel, in the case of a medical emergency
- To any other authorized legal representative.

Information regarding your medical condition, treatment and prognosis will not be discussed with friends or family members without your consent. If you are unable to give consent, information may be shared with your legal representative, friends and/or family if it is felt to be in your best interests.

You Have the Right to Have Concerns and Complaints Heard

If you are not satisfied with the quality of care and services you receive, you have the right to voice your concerns and to be assured that a complaint will in no way compromise your access to care. If you do have a complaint or you feel your rights are not being respected, please let your healthcare providers know, or call the Patient Representative Office at **(608) 417-6462**. You also have the right to file a grievance with the State of Wisconsin, Department of Health and Family Services, Bureau of Quality Assurance, 1 West Wilson Street, P.O. Box 2969, Madison, WI 53701-2969 (Telephone: 800-642-6552). You also may contact the Joint Commission's Office of Quality Monitoring to report any concerns or to register complaints. That office can be reached at complaint@jointcommission.org or 1-800-994-6610.

Responsibilities

In addition to your rights, you also have responsibilities. As a member of the healthcare team, it is important that the information you provide is accurate and that hospital rules and regulations are followed. You have a responsibility to:

- Ask for clarification of things you do not understand.
- Provide accurate and complete information about your present health status, your medical history, medications and advance medical directives (Power of Attorney for Health Care or a Declaration to Physicians "Living Will").
- Follow instructions regarding your care plan. If you have questions or disagree with the plan, you should express your concern so the plan can be adjusted, if possible. If adaptations

to care are not recommended, you will be informed of the consequences of failing to follow the plan. You have the responsibility of accepting the consequences of failure to follow the care, treatment and service plan.

- Respect the privacy of others. It is important to be considerate of other patients by observing their right to privacy, limiting your visitors, and maintaining a quiet atmosphere. Telephones, televisions, radios and lights should be used in a manner agreeable to others.
- Meet your financial commitments to the hospital.

Thank you for preparing for this experience. We welcome you to Meriter for your clinical experience! If you have questions or would like more information please contact your clinical instructor.

