



Nursing Instructor and Student Orientation Manual

**Clinical Education and Professional Development
Winter 2014**



TABLE OF CONTENTS

1.	Welcome to Children's Hospital of Orange County	3
2.	About CHOC Children's	3-4
3.	Student Policies and Resources	5-6
4.	Unlawful Harassment	6
5.	JCAHO National Patient Safety Goals	7
6.	Safety Management	8
7.	Fire Prevention Management	9
8.	Emergency Codes	10
9.	Security Management	11-12
10.	Emergency Management	12
11.	Medical Equipment Management	12
12.	Hazard Materials and Waste Management (Care of Patients Receiving Radioactive Materials)	12-13
13.	Infection Control	14-15
14.	Cultural Sensitivity	15
15.	Patient Rights and Responsibilities	16
16.	HIPAA – Confidentiality	16
17.	Ethical Behavior	17



Welcome to Children's Hospital of Orange County (CHOC)! We are pleased that you have chosen our facility to further your education related to the care of children.

CHOC Children's and CHOC Children's at Mission Hospital form the backbone of Orange County's premier resource for pediatric health care. The two not-for-profit hospitals are Orange County's only hospitals exclusively serving infants, children and adolescents.

Since opening our doors in 1964, Children's Hospital of Orange County (CHOC) has provided the highest quality medical care to children. Our regional health system includes a state-of-the-art main hospital facility in the City of Orange, a hospital-within-a hospital in Mission Viejo, and five community clinics — plus over 100 additional programs and services. With admissions growing by 90% over the last eight years, CHOC and CHOC at Mission combined rank as the 15th busiest children's hospital in the country.

At CHOC "We aspire to partner with children and families to deliver what matters to them"

CHOC'S MISSION STATEMENT

(Why we exist)

The CHOC mission is, *"to nurture, advance and protect the health and well-being of children."* Within the boundaries of financial responsibility and quality performance, the highest level of care is provided to children from all socioeconomic levels without regard to race, creed, national origin, religious preference or the family's ability to pay.

CHOC'S VISION

To be the leading destination for children's health by providing exceptional and innovative care.

CHOC'S VALUES

- ❖ **Excellence:** Setting and achieving the highest standards
- ❖ **Compassion:** Caring with sensitivity and respect
- ❖ **Innovation:** Advancing care through new ideas and technology
- ❖ **Collaboration:** Working together to achieve our Mission
- ❖ **Service:** Understanding and exceeding customer expectations
- ❖ **Accountability** Serving as dedicated stewards of the lives and resources entrusted to us

iCARE Principles



Communication & Information Sharing

Smile, make eye contact and communicate with sincerity, honesty, and respect.



Accountability

Commit to delivering excellent service every day. Take responsibility for your actions, welcome views of others, and maintain objectivity.



Respect

Speak in ways that are clear and non-judgmental. Respect privacy and confidentiality at all times.



Excellence

Take ownership to continuously improve processes. Strive to improve yourself and the outcomes of your work. Seek opportunities for improvement.



Five Fundamentals of Communications

A	Acknowledge
I	Introduce
D	Duration
E	Explanation
T	Thank You

Why use AIDET with Patients?

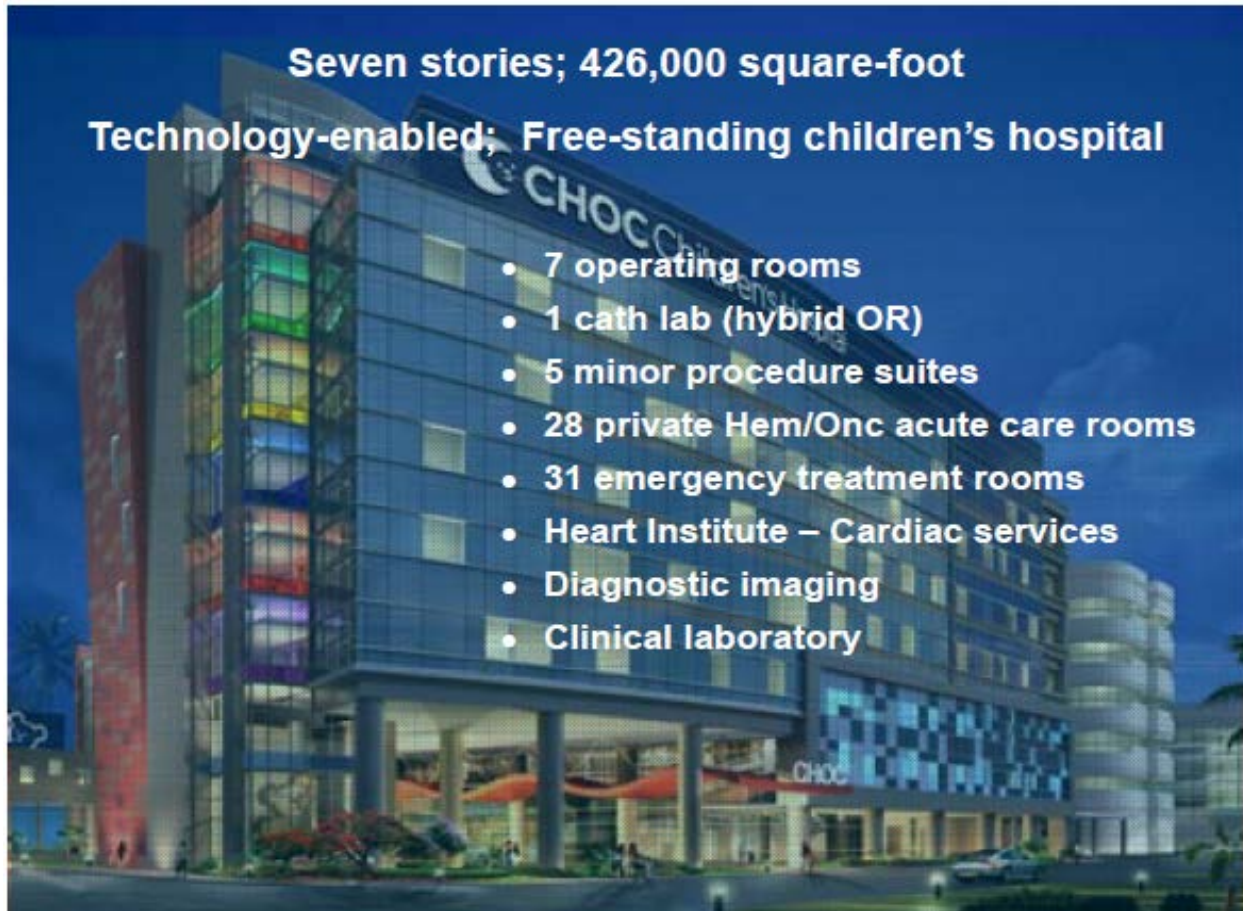
Decreased Anxiety + Improved Compliance = Increased Clinical Outcome and Increased Patient Satisfaction

Why use AIDET Always?

Decreased Anxiety + Increased Trust = Increased Efficiency and Better Place to Work

Ask yourself...

How well did I use AIDET today?



**Building the future for our children...
CHOC Children's South Tower
Opened April 2013**

- **Tower Completed April 2013**
- **Over 400 new associates on-boarded**



STUDENT POLICIES AND RESOURCES

CHOC Student ID Badge:

The Security Department will issue a student ID badge on your first day at CHOC. These badges will serve as your ID and will also allow you to access the parking lots, hospital, & other authorized areas.

You must wear your yellow CHOC student ID badge and your school badge at all times while you are on the CHOC campus. Do not place any stickers (except Flu Stickers) on your badge or puncture your badge with pins as this will affect the magnetic strip on your badge.

Parking:

Obtain your parking permit from your instructor. This permit must be displayed on your dashboard at all times while on the CHOC campus.

- ❖ Please park in the CHOC Employee Parking Structure, floors 7-9. You will need your CHOC student badge to access the employee parking structure.

Computer Documentation (CUBS) Training:

All students providing patient care are required to complete the CUBS Web Based Training and attend an orientation with their instructor.

Dress Code:

Nursing students providing patient care must wear their school uniform. All students must follow the dress code policy. (see separate policy).

Artificial Nails: are not allowed for direct, hands-on patient care providers. Natural nails are clean and not longer than ¼ inch from the finger tip.

Restraints:

Students and Instructors are not allowed to take off or place restraints on patients. This must be completed by a CHOC Associate. However students should be aware of the following:

Chemical Restraints and Seclusion are not used at CHOC.

No-No's are considered a restraint at CHOC.

Unlawful Harrassment:

CHOC is committed to providing a work environment that is free of discrimination or harassment. In keeping with this commitment, the Hospital maintains a strict policy prohibiting verbal, physical and visual harassment and harassment of any type by an Associate, agent of the Hospital or other person because of sex, race, color, national origin, ancestry, religious creed, physical or mental disability, medical condition, marital status, sexual orientation, age or any other basis protected by federal, state or local law, ordinance or regulation.

If you see or are subjected to harassment:

All Hospital Associates, Volunteers, and Students who are aware of apparent sexual harassment to themselves or to others, are required to immediately report that harassment to his or her supervisor or Human Resources

2014 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

NPSG.01.03.01

Make sure that the correct patient gets the correct blood when they get a blood transfusion.

Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

NPSG.07.01.01

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

NPSG.07.03.01

Use proven guidelines to prevent infections that are difficult to treat.

NPSG.07.04.01

Use proven guidelines to prevent infection of the blood from central lines.

NPSG.07.05.01

Use proven guidelines to prevent infection after surgery.

NPSG.07.06.01

Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

Identify patient safety risks

NPSG.15.01.01

Find out which patients are most likely to try to commit suicide.

Prevent mistakes in surgery

UP.01.01.01

Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP.01.02.01

Mark the correct place on the patient's body where the surgery is to be done.

UP.01.03.01

Pause before the surgery to make sure that a mistake is not being made.



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at www.jointcommission.org.

SAFETY MANAGEMENT IN THE ENVIRONMENT OF CARE

Safety Officer: Barbara Prince

CHOC's Safety Policies are found in the Environment of Care (EOC) Manual on each unit.

The EOC Manual refers to safety in seven areas

- ❖ Safety Management
- ❖ Medical Equipment Management
- ❖ Fire Prevention
- ❖ Utility Systems Management
- ❖ Security Management
- ❖ Hazardous Materials and Waste
- ❖ Emergency Management

Responsibilities for Maintaining a Safe Work Environment

- ❖ Be well rested before coming to work
- ❖ Read Student Orientation Manual
- ❖ Follow Hospital & Department P&P's
- ❖ Know how to respond in an emergency
- ❖ Report a safety hazard promptly
- ❖ Report violence in the workplace & missing property to security immediately.
- ❖ Wear CHOC Student ID badge & school ID badge above the waist.

Reporting a Safety Hazard

Contact Supervisor

Visitor Injury

- ❖ Notify immediate Supervisor
- ❖ Contact Security

Medications & Needle Safety

- ❖ Medications and needles must be secured and locked
- ❖ Use safety engineered sharps when available
- ❖ Report medication errors and near misses on a Notification Form
- ❖ Report sharps injuries on an Illness & Injury Report Form



Work Related Injuries

- ❖ Report all injuries immediately to your Instructor, Charge Nurse, Nursing Supervisor, Student Relations Coordinator, and Workman's Compensation through your college or university.
- ❖ Within 24 hours report injury to Associate Health & complete the Illness & Injury Report Form.
- ❖ Immediate medical care available by referral (first-aid – Associate Health, serious injuries – St. Joseph's Emergency Department)
- ❖ Any piece of furniture or equipment involved in an injury must be tagged, sequestered and sent to Plant Operation

FIRE PREVENTION MANAGEMENT

Environment of Care Manual (EOC) – Fire Prevention Plan



Follow the RACE procedure in the event of a fire:

- R RESCUE** patients or other people in immediate danger
- A ALERT** others by pulling the nearest fire alarm or dialing “66”
- C CONFINE** the fire by closing all doors and windows
- E EXTINGUISH** the fire by using the correct extinguisher

Responsibilities of Associates, Volunteers, and Students when fire alarm is activated:

- ❖ Close all doors in your area.
- ❖ Go to your assigned work area and stay there.
- ❖ Make sure all the patients are present and tell them to stay in their room.
- ❖ Tell visitors that do not want to stay with the patients to stay in the waiting areas until the “ALL CLEAR” signal has been given.
- ❖ Remove everything from the hallways (beds, wagons, highchairs) & close all doors.
- ❖ Remain Calm.
- ❖ DO NOT call the operator unless you need emergency help.

Fire Safety Preparation

- ❖ Know where fire alarm pull stations and fire extinguishers are located.
- ❖ Familiarize yourself with your department’s Evacuation Plan.
 - Know where safety exits and relocation points are for your department.
 - Know how to evacuate yourself and patients as advised by the Fire Department, Plant Operations or Security

USING A FIRE EXTINGUISHER

- P Pull** the pin
- A Aim** at base of fire
- S Squeeze** lever
- S Sweep** from side to side



CHOC Emergency Codes

DIAL "66"

Code	What it Means	What to Do
Code Red	Fire, Smoke, Gas	R.A.C.E. Rescue..Alert..Confine..Extinguish
Code Yellow	Bomb Threat	Do not use radio – call 33-8050 Do not page Code Yellow Do not handle the item in question Off-site call 911
Code Grey	Assaultive Behavior	Activate a Code Grey by dialing "66" Off-site call 911
Code Silver	Person threatening with weapon; hostage taken	Dial "66" Secure doors, seek cover Turn radio to "3" or "C" Off-site call 911
Code Pink	Infant Abduction: Child ≤ one year	Monitor exits Turn radio to "A" or "1" Search immediate area
Code Purple	Child Abduction: Child ≥ one year	Monitor exits Turn radio to "A" or "1" Search immediate area
Code White	Medical emergency pediatric; cardiac/respiratory arrest	Do not use elevators until all clear Initiate CPR, if trained
Code Blue – Adult	Medical emergency adult; cardiac/respiratory arrest	Do not use elevators until all clear Initiate CPR if trained
Code Orange	Hazardous Materials spill, release or exposure	Secure area If trained, clean-up If untrained, call "66"
Rapid Response	Med/Surg & Oncology patient evaluation	Code team responds to evaluate patient
Code Triage Standby	Confidential communication alert	Radio on channel "C" or "3"
Code Triage Internal	Internal Disaster (i.e. pipe burst)	Activates the Disaster Plan
Code Triage External	External Disaster (i.e. mass casualty car accident)	Activates the Disaster Plan

SECURITY MANAGEMENT

Security Office: 13900 - Dial "66" to call a code
(911 for off-site facilities)



- ❖ To report a security incident or crime call 13900.
 - State name, location, facility and department
 - State nature of incident or crime
 - Inform security of any threat of danger responding officer can expect
- ❖ Report any suspicious activity to security.
- ❖ Keep valuables in a locked or secure area.

Visitor/Patient/Family Security

- ❖ Make sure patients have armbands on at all times.
- ❖ Notify your supervisor if you observe anyone who does not have a CHOC ID badge, yellow parent armband or visitor badge.
- ❖ Wear your ID badge at all times above the waist so it is visible.

Workplace Violence

The policy regarding workplace violence establishes an expectation that the hospital will provide a safe working environment and prohibits the actual or threat of violence by Associates, Volunteers, and Students against co-workers or other persons.

For information on how and when to access the team, please refer to the hospital Policy on Safe Workplace Violence Prevention.

- ❖ **Preventative Measures:**
 - Treat everyone with respect
 - Remember people with sick children are under stress
- ❖ **Potentially violent behaviors include but are not limited to:**
 - Destruction of property
 - Real or implied verbal threats
 - Menacing gestures
 - Use of abusive language
 - Display of intense or obsessive romantic interest
 - Harassing or intimidating others
- ❖ **Actions to Take:**
 - Report any incidents to your immediate Supervisor or House Supervisor

Possession of Weapons

No firearms or dangerous weapons (knives, etc.), including pepper spray, mace or teargas will be allowed on the hospital campus.

EMERGENCY MANAGEMENT PLAN

Hospital Emergency Incident Command System (HEICS)

If you are on duty:

- ❖ Follow your supervisors directions
- ❖ The overhead paging system, 2-way radio or your supervisor will tell you the type of situation CHOC is facing.
 1. Disaster within the hospital, (e.g. physical damage or utility system failure)
 2. Disaster in the community (e.g. fire, earthquake, plane crash, terrorism event)

MEDICAL EQUIPMENT MANAGEMENT

If a malfunction is suspected please notify the immediate supervisor as soon as possible.

If you have not previously used or been trained in the use of a piece of equipment please contact your supervisor prior to using the equipment.

HAZARDOUS MATERIALS AND WASTE MANAGEMENT

❖ Material Safety Data Sheet (MSDS) Information:

- MSDS can be obtained 24 hours a day by calling the 3E Company at 1-800-451-8346 or accessing MSDS via PAWS
- MSDS tells you important information regarding the product
 - Physical and chemical properties
 - Physical hazards
 - Health hazards
 - Safe exposure limits
 - Precautions for safe handling, use and control
 - Emergency and first aid procedures
 - Waste disposal procedures

❖ Code Orange – Hazardous Materials Incident, Spill or Release

- A Code Orange should be paged when a known or unknown hazardous substance spill, release or threatened release either exceeds the limits of safe cleanup, containment, or Associate training and is evaluated to be uncontrollable, flammable, highly toxic and/or reactive.

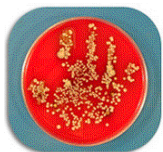
DO'S	Don'ts
Follow directions for proper chemical use	Leave chemical containers open or unlabeled
Wear proper protective clothing for the task	Mix chemicals – not even with water unless directed
Use protective equipment correctly (i.e.: eye shields)	
Know the MSDS on chemicals in your work area	
Know how to operate eye wash station	

❖ Waste Disposal

- Red Bags are used for Biohazard or infectious waste
- Yellow Bags are used for chemotherapy waste
- Blue Bags are used for linen
- Clear Bags are for regular waste
- White and Blue Containers are used for pharmaceutical waste
- Pharmaceuticals are not to be placed into a sharps container with needles.

❖ Radioactive Waste

- Patients who return from a Nuclear Medicine Imaging Study (i.e., Bone Scans, Renal Scans, Gallium, GI Bleed Scans) shall be identified by a set of yellow/magenta labels which state: “Caution – Injected with radioisotope...” and/or “Patient injected with radionuclide...” placed on their chart by the Nuclear Medicine Department. These labels will identify the patient, date of injection, and time period for which this isolation procedure will remain in effect. The labels will be placed on the patient’s sharps container, diaper waste bag, lab work and suction canister.
- All patients whose charts contain these labels are considered potential sources of body fluid radioactive contaminated waste upon return to the nursing unit.
- The sharps container and the covered diaper container will be labeled with the yellow/magenta sticker until the time period for this isolation of medical waste has elapsed. If the patient uses the toilet, bedpan, or urinal no special precautions are required. Clear plastic bags are to be used in the diaper pail. The disposal container with clear plastic bag, and stickers should only be used for contaminated patient waste materials only.



INFECTION CONTROL

*Refer to the Infection Control Manual, Section: Isolation Precautions
Rationale for Isolation Precautions in Hospital (200) & Standard Precautions (203)*

Hand Hygiene is the single most effective way to prevent the spread of infection

Alcohol Gel (hand sanitizer): used when hands are not visibly soiled; before/after patient or environmental contact (touching equipment/furniture); and after removing gloves.

Traditional Hand Washing: used when hands are visibly soiled with blood, urine, feces, vomit, formula, sputum, food, etc.; before eating; after using the restroom; and with patients who have *Clostridium difficile*. When washing, please rub hands together vigorously with soap and water for 15 seconds.

Gloves : Wear gloves (clean, nonsterile gloves) when touching blood, body fluids, secretions, excretions and contaminated items. Sterile gloves should be utilized while performing sterile procedures. Wearing gloves does not replace the need for hand hygiene

Mask, Eye Protection, Face Shield : Wear a mask and eye protection or a face shield to protect mucous membranes of the eyes, nose and mouth during procedures and patient-care activities that are likely to generate splashes or sprays of blood, body fluids, secretions, and excretions.

Gown : Wear a gown (a clean, nonsterile gown) to protect skin and to prevent soiling of clothing during procedures and patient-care activities that may involve splashes or sprays of body Fluids.

Transport of Infected Patients

- ❖ For Transport of patients in isolation please check with the patient's nurse.

Occupational Health and Bloodborne Pathogen

- ❖ Standard precautions are the use of barriers or personal protective equipment (PPE = gloves, gowns, masks, goggles/face shields, portable resuscitation devices.) to protect you from contact with body fluids while you are doing your job.
- ❖ **Tuberculosis (TB)** – Students should not care for TB patients unless they have been TB mask fitted at CHOC.
- ❖ *Take care to prevent injuries when using needles, scalpels and other sharp instruments or devices; handling sharp instruments after procedures; cleaning used instruments; and/or disposing of used needles.*
- ❖ Never recap used needles, or otherwise manipulate them.
- ❖ Place used disposable syringes and needles, scalpel blades, and other sharp items in appropriate puncture-resistant containers.
- ❖ Eating, drinking, applying cosmetics or lip balm and handling contact lenses are prohibited in nurses' stations and work areas where there is reasonable likelihood of occupational exposure to pathogens. These practices must be limited to designated areas (staff lounge, cafeteria, conference rooms, etc).

- ❖ If personal clothing becomes contaminated with blood or body fluids, which require the clothing to be changed, the clothing should be placed in a plastic bag and taken home. Temporary scrubs will be issued to the student.
- ❖ Blood spills should be cleaned up promptly with a 1:10 solution of bleach. ([See Infection Control Policy, Management of Blood Spills](#)).
- ❖ Broken glass, which may be contaminated, shall not be picked up directly with the hands. It shall be cleaned up using a brush and dustpan, tongs or forceps. Such equipment may be found in the Blood Spill Kit. It should be disposed of into the large red sharps containers, which are puncture resistant & leak proof.
- ❖ Health care workers with exudative or weeping dermatitis should refrain from all direct patient care and from handling patient care equipment until the condition resolves.
- ❖ Surgical caps or hoods and/or shoe covers shall be worn when gross contamination can reasonably be anticipated (e.g., orthopedic surgery).

CULTURALLY COMPETENT

We at CHOC Children's recognize the diversity and uniqueness of our workplace. The expectation is for all to create an environment that is respectful of differences and encourage individuals to learn about other cultures from each other. Professional Interventions that promote cultural sensitivity and competency include:

- Be warm and personal
- Be helpful as soon as possible
- Build trust and empowerment
- Demonstrate respect



PATIENT RIGHTS AND RESPONSIBILITIES (posted in patient rooms)

CHOC Children's goal is to provide each patient/family with outstanding healthcare and exemplary customer service.

Each patient/family receives information regarding their rights and responsibilities and we endeavor to protect those rights at all times. We encourage family-centered care and patient and family involvement in decisions regarding their medical care.

HIPAA

Please review the information on the Confidentiality Statement prior to signing and turning in. Everyone at CHOC is responsible for complying with HIPAA, and monitoring compliance.

How can I comply with the regulations?

Always dispose of any and all patient identifiable information into a shred bin. Never throw it in a regular trash can. Patient identifiable information can include the patient name, medical record number, social security number, address, phone number, diagnosis, etc.

Be sure if someone is requesting to review the patient chart that they are authorized to do so. If you are not involved in the patient's care you do not have the right to view the patient's chart. When in doubt ask the question or refer it to your supervisor or the privacy official.

HIPAA Security:

All CHOC policies and procedures concerning HIPAA Security, Privacy and HIPAA Sanctions are located on the CHOC PAWS & POI Intranet websites. CHOC supports audit controls for access to all of its information systems for the purposes of information security review.

Workstation Use

The Citrix and Cerner environment is set to automatically log users off after a certain period of inactivity but it is your responsibility to log off from workstations you may access once you have completed your work.

CHOC's mandatory password rules are as follow:

- ❖ Ensure that your password is complex.
- ❖ Never share passwords with anyone, including family members, vendors, business associates and CHOC associates.
- ❖ Your password is yours and your responsibility to protect.

If an account or password is suspected to have been compromised, report the incident to CHOC ISD so your password can be changed.



Ethical behavior

CHOC Children's is dedicated to achieving the highest standards of excellence in all we do. As we continue on our Journey to Excellence, we are committed to fostering an atmosphere that promotes integrity, honesty, accountability and mutual respect in all our activities.

We value open, honest communication and ethical decision making. An effective, open communication process is key to ensuring compliance with Federal and State laws, rules and regulations as well as maintaining the exceptional quality of the services we provide.

Individuals are expected to conduct themselves in a professional manner and treat everyone with courtesy, dignity, and respect at all times. If you become aware of any situation that is inconsistent with our Standards of Conduct or iCARE principles that may place CHOC Children's reputation at risk, it is your responsibility to report your concern. In addition to reporting concerns to your supervisor, you always have the option to report your concerns to the Corporate Compliance Department, or through the Compliance Hotline.

- Toll-free anonymous reporting: (877) 388-8588
- Email: ComplianceHotline@choc.org

Q: How do I know if I am conducting myself ethically?

A: If you are worried about whether your actions will be discovered, if you feel a sense of uneasiness about what you are doing, or if you are rationalizing your activities (such as the belief that "everyone does it"), you are probably on ethical "thin ice." Stop, step back, consider what you are doing, get advice, and modify your conduct accordingly.