

Student Handbook



Welcome to Ochsner Health!

We are happy to have you here with us and we look forward to being an integral part of your clinical education.

Founded in 1942 by five physicians, Ochsner Health System is one of the largest independent academic health systems in the United States and the largest health system in the Gulf South. With 40 hospitals owned, managed and affiliated, more than 100 health centers, nearly 26,000 employees, over 4,500 employed and affiliated physicians in more than 90 medical specialties and subspecialties, Ochsner is Louisiana's largest health system and largest private employer. Ochsner serves patients from across Louisiana, every state in the nation, and more than 80 different countries. Ochsner is also home to the Ochsner Clinical School, University of Queensland with over 400 medical students.

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MISSION, VISION, & VALUES

Mission: We Serve, Heal, Lead, Educate and Innovate.

Vision:

Ochsner will be a global medical and academic leader who will save and change lives. We will shape the future of healthcare through our integrated health system, fueled by the passion and strength of our diversified team of physicians and employees.

Our Six Imperatives Guide our Work:

Quality- Error-free care that is affordable

People- Our most valuable asset

Loyalty- Patients, families, providers

Academics- National leader with global impact

Stability- Financially sustainable and growing

Community- Serving the greater



Patients First

Our values begin with our patients because they are always our first priority and are central to everything we do.

- ***I will*** place every patient's safety as my top priority and hold others accountable to do the same
- ***I will*** treat all patients with dignity and respect.
- ***I will*** include patients in decisions about their care.
- ***I will*** be attentive to our patients' needs and work with others to ensure they are met.
- ***I will*** listen, communicate clearly and answer questions to the ensure understanding.



Compassion

As caregivers, we approach every encounter with compassion whether we are interacting with patients or with colleagues

- *I will seek first to understand and will not judge others.*
- *I will demonstrate empathy and kindness.*
- *I will show respect through my communication, attention, body language and actions.*
- *I will look for opportunities to help others.*



Integrity

Honesty and courage are central to who we are and we always act with integrity.

- *I will have the courage to do the right thing.*
- *I will hold myself and others accountable.*
- *I will honor my commitments to others.*
- *I will protect confidential information and the privacy of our patients.*



Excellence

We believe that excellence is an ongoing journey

- *I will embrace change and continuously look for ways to improve.*
- *I will actively support, teach and coach others.*
- *I will learn from our successes and failures.*
- *I will commit to lifelong learning and remain current in my field.*
- *I will promote an environment where my well-being and the well-being of my colleagues is a priority*



Teamwork

Teamwork makes us stronger, more effective and more resilient.

- ***I will*** help build a team with diverse backgrounds and experiences.
- ***I will*** seek out different views and respect the opinions of others to foster new understanding.
- ***I will*** give timely and productive feedback while seeking feedback from others.
- ***I will*** respect my colleagues' time.

THE OCHSNER EXPECTATIONS

Focus on the Patient

Behavior # 1: Greet everyone warmly, make eye contact, smile and introduce yourself and state your role.

Behavior # 2: Connect with those you serve.

Convey genuine concern for others, look for opportunities to provide further assistance and keep them informed

Behavior # 3: Ensure everyone is seen in a timely manner, communicate wait times and return phone calls promptly.

Behavior # 4: Break away from your routine to resolve issues and treat each situation individually.

Behavior # 5: Actively respect privacy and protect confidentiality by pulling curtains, closing doors and keeping protected information private.



Strive for Personal Excellence

Behavior #1: Take ownership to get the job done and make it happen.

Behavior #2: Handle stressful situations professionally and effectively and seek help when needed.

Behavior #3: Adapt to changes or shifting priorities

Behavior #4: Commit to personal development and continued learning.

Behavior #5: Arrive to work and meetings on time.

Contribute to Your Team

Behavior # 1: Take time each day to recognize the contributions of others.

Behavior # 2: Share information and knowledge to coordinate seamless patient care or work flow within your department and across Ochsner.

Behavior # 3: Communicate with others openly, honestly, directly and respectfully.

Behavior # 4: Seek others with different opinions, ideas and experiences to get better results.

Behavior # 5: Look for opportunities to help others.

Take Pride in Ochsner

Behavior # 1: Pick up any visible trash on Ochsner property and keep public areas neat.

Behavior # 2: Maintain a clean, professional personal appearance, dress according to guidelines and always wear your ID badge.

Behavior # 3: Know and follow policies, procedures, laws and regulations and report all safety and ethical concerns.

Behavior # 4: Be actively involved in fulfilling Ochsner's commitment to the community.

Behavior #5 : Seek out ways to continually improve your work and each step in the patient experience.

"LIVING THE LEGACY" (TOBACCO-FREE POLICY)

Ochsner is committed to the promotion of health, which includes prevention and treatment of diseases for patients, visitors, and employees. The tobacco-free environment exists to reduce the risks associated with smoking and secondhand smoke. In accordance with these responsibilities, the policy of OHS is to provide a tobacco-free environment. All types of tobacco use are prohibited at all OHS facilities including community hospitals, neighborhood and regional clinics, and in Ochsner Health System-owned vehicles.

“The Ochsner Way”

Delivering a great experience... every day... to all patients... at all locations... by each of us.

“The Non-Negotiable: Ochsner Behavior Standards”

Non-Negotiable Means: We are formal and intentional in ensuring we deliver “The Ochsner Way” daily to all patients. We commit to 100% compliance.

An Ochsner Non-Negotiable: No Venting

We are asking everyone to take particular care not to “vent” in public spaces. Examples of venting:

“We are short-staffed.”

“That department is always...”

“I’m so busy today; I can’t wait to go home.”

“This elevator is broken again.”

Your department can help you identify a Safe Zone, such as team meetings or during a morning report, where you can surface issues, collaborate on solutions and address individual problems, needs or ideas.

An Ochsner Non-Negotiable: The 10/5 Way

When approaching others (patients, employees, medical professionals, etc.) in clinical and public spaces:

Within 10 feet: Make eye contact

Within 5 feet: Greet or Acknowledge them with a

Smile

Say hello

Nod

Why?

We are a healthcare institution, but also are members of the customer service industry. Our patients are with us due to an illness, injury, or health maintenance and are often accompanied by friends and family. It is important to make all of our patients and visitors feel welcome and to portray that we are available to help with any needs.

Undergraduate Medical Education

Executive Vice President, Chief Academic Officer.....Leonardo, Seoane, M.D.
System Vice President, Academic Affairs..... Shelly Monks, FACHE
Assistant Vice President, Education Operations.....Carl Tholen
Director, Undergraduate Medical Education Allied Heath.....Melissa McDowell, MBA
Education Program Manager, Student Services.....Linda Lambert
Clerkship Program Coordinator.....Jaclyn Najar, MHA
Director, Nursing Academics.....Sylvia Hartman MN, RN

Advanced Practice Provider

Assistant Vice President.....Emilie Davis PA-C

System Nursing Professional Development

Assistant Vice President, Nursing Practice.....Ann Lockhart, MN, RN-BD
SRNA Placement Coordinator.....Lee Ann Dooley BSN, RN
Graduate Nursing Student Placement Coordinator.....Lee Ann Dooley BSN, RN

Campus Specific Clinical Education Coordinators

Ochsner Medical Center– Jefferson Highway.....Denise Hancock
Baptist.....Joan Jarreau
West Bank.....Kortney Treuting
Kenner.....Holly Chuter
Northshore.....Laura Martin-Hoying
Baton Rouge.....Teresa Neal
Chabert/St. Anne General.....Dawn Bernard
St. Charles Parish Hospital.....Michelle Zaidain
St. Bernard Parish Hospital.....Linda Hockersmith
Ochsner St Mary.....Yvette Boudreaux
Hancock.....Brenda Steudlein
Ambulatory Services.....Lisa Begault

Student A.I.D.E.T

Acknowledge- Smile! Make eye contact, acknowledge everyone in room, use open body language

Introduce- Name, role (student), name of your preceptor (who you are working with)

Duration- How long you will be there, any wait time, when they should expect follow up or preceptor visit

Explanation- What your purpose is, why you are doing this, expectations, what your preceptor's role will be (ex: they will come visit or they will review labs, etc.) what questions does the patient have (USE UNDERSTANDABLE LANGUAGE)

Thank You- Show your appreciation, be positive, thank patient for trusting us with their care

AIDET® is a communication framework that has been proven to:

- Improve the patient or customer experience with the care or service they receive
- Help reduce anxiety
- Promote treatment adherence and quality outcomes
- Improve care team efficiency by connecting on key communication elements
- Build patient loyalty and assuredness in our care teams
- Ensure that all service providers are delivering consistent attributes of empathy, concern, and appreciation

INFECTION CONTROL

Student's school is responsible for providing classroom theory and practical instruction to student, inclusive of Infection Control measures, prior to their clinical assignments at Hospital. Student is expected to apply all Infection Control measures during their clinical rotations.

It's Everyone's Business

Hand Hygiene: The *most important* measure you can use to prevent the spread of infection.
Policy referenced OHS.IC.001

- Wash hands for at least **20 seconds**, using hospital approved soap, rinse under running water, use paper towels to dry and use a clean paper towel to turn off the faucet.



- If hands are not visibly soiled, use an alcohol-based hand rub, for routinely decontaminating hands when hand washing is not required, i.e. C-Diff. Apply product to palm on one hand and rub hand together, covering all surfaces of hand and fingers
- **Wear Gloves**
 - When touching blood, body fluids, mucous membranes, or non-intact skin of all patients
 - When handling items or touching surfaces contaminated with blood or body fluids
 - Wash hands before and after removing gloves
- **Wear Gown/Aprons (fluid resistant)**
 - During procedures that are likely to generate splashes of blood or other body fluid
- **Wear Masks and Protective Eyewear**
 - During procedures that are likely to cause splashes of blood or other body fluids (to protect the mucous membranes of the eyes, nose, and mouth)
 - Isolation Precautions: Airborne, Contact, Special Contact (C Diff) and Droplet
 - View OchWeb on the computer for more infection control information which can be found at <https://ochsnerhealth.sharepoint.com/system/clinical/Pages/Infection-Control.aspx>

INFECTION CONTROL

Students must follow isolation sign instructions prior to entering a designated isolation area/room. Here is an example of an isolation sign.

AIRBORNE/CONTACT/ DROPLET PRECAUTIONS



Follow Standard Precautions


Visitors report to nurses' station before entering room

Visitantes - Favor de reportarse con la enfermera de turno antes de entrar al cuarto

This patient is in a specially monitored private room.

Keep door closed.

Before Entering	During Visit	Upon Exit
<ul style="list-style-type: none">• Use sanitizer or wash hands• Put on a N-95 mask• Put on gown, gloves, and eye protection (face shield or goggles). 	<ul style="list-style-type: none">• Hand hygiene• Limit patient transport—essential purposes only• Use dedicated patient equipment Patient must wear a surgical mask when outside room	<ul style="list-style-type: none">• Discard all items worn in room• Use sanitizer or wash hands 

 **Ochsner™**

Form #20148a
02/06/20 Copy Center

INFECTION CONTROL

Masks: When masks are mandated by organizational guidelines, students and faculty **must wear a mask** in **all** areas of the facility including at temperature check stations, cafeterias, and lobbies.

As stay-at-home orders are lifted, we can work together to slow the spread of COVID-19 in our community. We know you may be getting back to some of your normal activities like going to work or running errands. You can stay safe and help keep others healthy by properly wearing a face mask while in public spaces.

While wearing a mask can take getting used to, it is important to wear your mask properly. Here are a few rules of thumb when you wear your face mask:

A face mask should fit from the bridge of your nose all the way under your chin, and fit securely on your face, while still giving you the ability to breathe.

Remember that while wearing a face mask may help, do wash your hands often with either soap and water or use hand sanitizer.

When removing your mask, be sure to follow proper protocols to ensure you are not cross contaminating. Be careful not to touch your eyes, nose and mouth when removing your face mask and wash hands immediately after removing.

DON'T wear the mask below your nose.

DON'T wear the mask above your chin.

DON'T wear a loose mask.

DON'T pull the mask down below your chin.

Ochsner Health

INFECTION CONTROL

Masks: When masks are mandated by organizational guidelines, student masks are expected to meet the same guidelines as employees. The type of mask required is dependent on both the clinical area and type of procedure.

 OchsnerHealth Employee Masks			
		Patient-facing Employees <small>Those providing direct patient care and/or working in a patient care area</small>	All other Employees
Surgical/ Procedure Mask		✓	✓
Copper Mask		Not to be used in procedural areas or isolation rooms ✓	✓
N95		Required for airborne isolation rooms and aerosolizing procedures on COVID-19 patients ✓	✗
Clear Copper Mask		Use temporarily for specific patients meeting communication criteria; not to be worn all shift or in procedural areas or isolation rooms	
Clear Fabric Mask		✗	✗
Cloth Mask/ Face covering		✗	Cloth masks must be laundered daily at home ✓
Neck Gaiters, Bandanas, Masks with Valves	   	✗	✗
Date of Distribution: 8.13.2020 Intended Audience: All Employees			

INFECTION CONTROL

CDC Guidance – Sequence for Putting on PPE

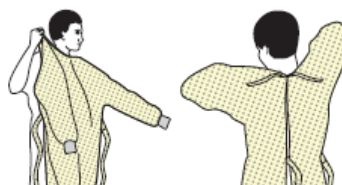
- Students can only enter an isolation area after being properly instructed by their school on proper donning and doffing of PPE.
- To enter a designated COVID-19 unit, students must view the video titled Donning and Doffing of PPE for Use in Dedicated COVID-19 Units found here: <https://youtu.be/2houcPgXXWc>

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



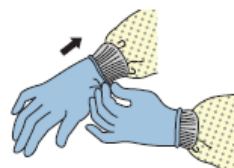
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



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INFECTION CONTROL

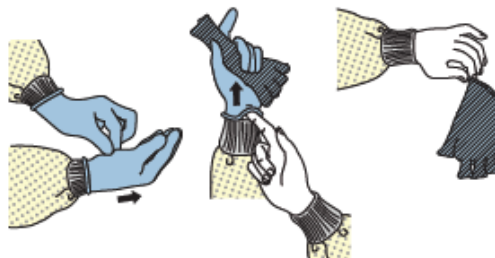
CDC Guidance – Sequence for Safely Removing PPE-Example 1

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

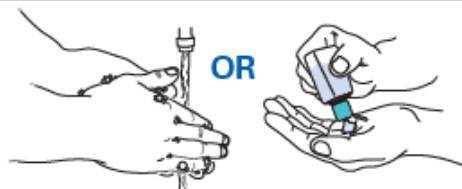


4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — **DO NOT TOUCH!**
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS
BECOME CONTAMINATED AND IMMEDIATELY AFTER
REMOVING ALL PPE**



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INFECTION CONTROL

CDC Guidance – Sequence for Safely Removing PPE-Example 2

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 2

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

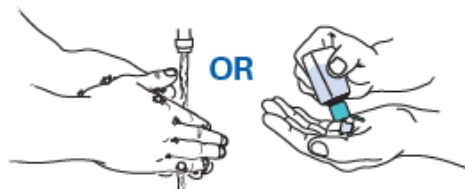


3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS
BECOME CONTAMINATED AND IMMEDIATELY AFTER
REMOVING ALL PPE**



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INFECTION CONTROL

COVID-19 Student Requirements

When organizational COVID-19 procedures are active, students are expected to follow these guidelines. Organizational updates are provided regularly.

- **School ID** required to enter building. Plan accordingly allowing for time to undergo required daily COVID-19 screening questions and temperature check.
 - If screening is positive you will be asked to leave and follow up with your school health office.
- Students with positive or suspected COVID **must be cleared** prior to return to Ochsner Health facility by their school health office using the most up-to-date CDC guidelines.
- Students and faculty **must wear a mask** in **all** areas of the facility including at temperature check stations, cafeterias, and lobbies.
 - Masks should be stored in a paper bag for reuse until it becomes wet, soiled, or damaged.
 - Follow department procedure for storing masks.
 - Surgical or procedural masks are required during direct patient care.
- **Social distancing** of at least six feet must be upheld when not providing direct patient care.
- To ensure social distancing measures are upheld at the facility:
 - **Do not congregate** in any area of the facility including common areas, atriums, cafeterias or any public spaces.
 - **Do not hold** unapproved pre- or post-clinical assignment conferences or huddles.
- Students must be instructed on **infection control measures** by their **school** before clinical assignment with positive or suspected COVID patients.
- CDC guidelines for strict **hand hygiene** and **cough etiquette** **must** be upheld.
- Proper disinfectant use should be followed according to department standards.
- All required PPE shall be worn according to Ochsner policy.
- Defer to unit staff for specific COVID-19 infection control measure instructions.

- Goal 1: Identify patients correctly
 - We use name and date of birth as our patient identifiers
 - Used when administering medications, collecting blood samples and other samples for testing.
 - Containers used for blood and other specimens are labeled in the presence of the patient.

- Goal 2: Improve staff communication
 - Timely report of critical results
 - Read back of verbal results

- Goal 3: Use Medicines Safely
 - Label medications and solutions that are not immediately administered
 - Label should include
 - Medication name
 - Strength
 - Amount of medication or solution containing medication
 - Diluent name and volume
 - Preparation date
 - Expiration time or date
 - Patient name and date of birth
 - Take extra care with patients who take medicines to thin their blood
 - Record and pass along correct information about a patient's medicines. Compare new medications with patient's current list.

- Goal 6: Reduce the harm associated with clinical alarm systems
 - Alarm alert for potential patient problems
 - If not managed properly, they can compromise patient safety

- Goal 7: Reduce the risk of health care-associated infections
 - Improve compliance with hand hygiene
 - Implement evidence-based practices to prevent central-line associated bloodstream infections
 - Implement evidence-based practices to prevent surgical site infection

- Goal 15: Identify patient safety risks
 - Identify patients at risk for suicide

- Universal Protocol 1 Prevent mistakes in Surgery
 - Correct surgery, correct patient, on the correct place
 - Mark correct place on the patient's body
 - Perform a "Time Out" - a pause to ensure correct patient and correct site

EMPLOYEE HEALTH CONTACT

Elmwood: (504) 842-3628

Baptist: (504) 897-5963

Baton Rouge: (225) 755-4443

Kenner: (504) 464-8785

Jefferson Highway (New Orleans):
(504) 842-5704

Northshore: (985) 646-5364

Covington Clinics: (985) 898-7032 Ext. 57032

St. Anne: (985) 537-8367

West Bank: (504) 391-5349

St. Charles: (985) 785-3746

St. Bernard: 504-826-9459

Hancock Medical Center-228-467-8786

Ochsner St. Mary: 985-380-4837

STUDENT ROTATION COMPLETION

Upon completion of rotation, students must be free of obligations to Ochsner. All Ochsner property, including library card, program books, scrubs, and etc. must be returned.

USP 800

USP Chapter 800 on Hazardous Drug handling in healthcare settings was developed to protect healthcare workers, patients, and the environment from exposure through the use of engineering controls, work practices, and personal protective equipment. I

Identified by the National Institute for Occupational Safety and Health (NIOSH), a department of the CDC, hazardous drugs can cause problems ranging from simple skin rash to reproductive toxicities, and cancer.

USP Chapter 800 applies to all healthcare personnel and all entities that store, prepare, transport, or administer hazardous drugs.

Healthcare workers may be exposed to Hazardous Drugs at many points during the HazD cycle. The focus is not only on administration, but drug handling and contact with patients using certain hazardous drugs for treatment.



The HazD symbol will be displayed on the MAR of hazardous medications. The symbol will hang on the patient's door or on the wall over the bed of patients taking hazardous medications.



The HazD arm band will be in place on all patients in the acute care setting that are taking Hazardous medications.



Ochsner Health Hazardous Drug Handling PPE Guide

Personal Protective Equipment (PPE) required for administration or spill of a Hazardous Drug (HazD) for non-pharmacy staff:

Types of PPE	Gloves	Gown	Eye/Face Protection	Respiratory	Other: Hair/Beard Cover, Shoe Cover
Medication Administration Form	Group 1 All Gloves- ASTM D6978		Group 2	Group 3	
Intact pill, capsule, tablet					
Non-intact capsule or tablet-crushed or manipulated (Contact Pharmacy)					
Oral solution, syrup, suspension, Eye Drops, Feeding Tube			for splash concern	for splash concern	for splash concern
Injectable: Intravenous (IV), Intra-muscular (IM), Subcutaneous, Intrathecal			for splash concern	for splash concern	for splash concern
Topical gel/cream/powder, Suppository, Vaginal inserts/creams, Transdermal patch, Subcutaneous implant			for splash concern for inhalation potential	for splash concern for inhalation potential	for splash concern for inhalation potential
Intravesical (Bladder Instillation), Intra Cavity					
Inhalation/Aerosol treatment					
HazD Spill				or	
Standard Precautions- All non- HazD medications, Patient Home Medications					

Follow Standard/Universal Precautions when removing HazD medication from Pxyis or Medication Area
Refer to AoR for glove usage

** Closed System Transfer Device (CSTD)

***Assessment of Risk (AoR) for medications

Patient Care	Gloves	Gown	Eye/Face Protection	Respiratory Protection	Other
Direct Patient Care of Patients on HazD	Follow Standard/Universal Precautions				
Handling of Bodily Fluids of Patients on HazD			Yes, for concern of splash		Shoe covers, for concern of splash
Direct Care of Unknown HazD patient	Follow Standard/Universal Precautions				

LANGUAGE SERVICES

Procedures for communicating with a Deaf or Hard-of-Hearing patient or family member

- Identify the services needed
- For a sign language interpreter, call the Deaf Action Center Phone: (504) 615 – 4944 or Page: (504) 310 – 6868. For Hancock call de l'Epee Deaf Center 228-897-2280
- Whenever possible, request services in advance. Last minute requests are charged at a higher rate, and we are still charged for cancellations made within 24 hours of the scheduled time.
- The DAC will do their best to send someone for last minute requests, but there is not always someone available, and it could take an hour for them to arrive.
- If “face to face” interpreter is not available, utilize the Video Remote Interpreter by contacting the administrative coordinator at your facility.
- Complete appropriate forms and documentation in Epic in the Interpreter Flowsheet
- Services are free of charge TO THE PATIENT.
- For tracking purposes at OMC, call extension 5099 to report any Deaf or Hard of Hearing patients
- People-if approved by the facility as a medical interpreter
- A video remote interpreter

Procedures for communication with a limited English proficiency (LEP) patient

- Ochsner ensures equal access to LEP patients by providing effective means by which LEP patients can communicate with Ochsner personnel
- In order to ensure effective communication and to protect the confidentiality of patient information and privacy, the patient will be informed that the services of a qualified interpreter are available to him/her at no additional charge.

LANGUAGE SERVICES Continued

Language services are available 24 hours/day, 7 days a week through at least one of the following:

1. In-person, staff interpreter;
2. Ochsner employee who is deemed competent after completing the International Department Assessment form;
3. Agency interpreter;
4. Language Line over-the-phone interpreter
5. Video Remote Interpreter

For details regarding how to request and use an appropriate interpreter resource, details regarding consent forms and written documents, as well as documentation, please refer to policy Interpreters for Patients with Limited English Proficiency, which can be found on OchWeb under the “Policies” tab.

There are no exceptions to this policy. Failure to comply with this policy may result in disciplinary action including termination of employment or termination of contract or service for third-party personnel, students or volunteers.

TELEPHONE USE

Personal telephone calls may be made during lunch/break times on public telephones located throughout the medical center and in various department lounges. Ochsner lines must be kept open for regular business and for emergencies. All students should answer the telephone promptly, clearly and courteously. Identify the department or area, state your name and position (student). If a call must be placed on hold, be certain to get back to the caller as soon as possible.

CELL PHONE UTILIZATION

Personal cell phone and other personal communication or entertainment devices should be turned off or placed in silent mode within Ochsner facilities, public areas, and in offices, unless the device is approved as work-related equipment. Headsets or earpieces are not to be worn during active work, even when not in use. Unless it is an emergency, personal calls and text messages should be made during breaks and meal periods and away from clinical, treatment and front office areas. To protect the privacy of all patients and employees, taking photographs and recording conversations is prohibited in all patient care areas. The carrying of cell phones and other messaging devices are restricted in some hospital departments, particularly those where patient care is delivered.

SOCIAL MEDIA

The following guidelines for Ochsner employees and students who participate in social media should be upheld.

- You must not share confidential or proprietary information about Ochsner, and you must maintain patient privacy. Be professional, use good judgment, and be accurate and honest in your communications.
- Ensure that your social media activity does not interfere with your work commitments.
- Ochsner strongly discourages “friending” of patients on social media websites.
- Ochsner discourages staff in management/supervisory roles from initiating “friend” requests with employees they manage.

CONFIDENTIALITY

Confidentiality is an important aspect of professionalism. Every student has a responsibility to respect the confidential nature of the health care profession and should take extra care that discussions concerning a patient's condition, or other hospital business, not are conducted in inappropriate areas (hallways, elevators, etc.).

CONFIDENTIALITY

Students have a legal, moral, and ethical duty to ensure a patient's privacy and to hold in strictest confidence any and all information concerning the patients and their families. Requests for information from newspapers, radio, or TV stations or other organizations should be referred to the Division of Public Affairs.

Secure electronic exchange of patient's medical records may be used for transmitting patient information. Electronic exchange may be used to transmit Employee Health Records to patients, doctors, hospitals or other health care providers when it is needed for their care. With a patient's consent, his/her health information will be protected and exchanged under current medical privacy and confidentiality standard procedures.

- **Students should not print clinical information.**
- If information is printed, ensure identifying information is removed
- A breach of confidentiality is grounds for the immediate dismissal of a student from the clinical facility.

HIPAA

As a student at Ochsner, you may have access to confidential medical information. It is your responsibility to comply with federal and state laws which protect the privacy and security of this information.

Student Guidelines for the Access and Use of Patient Health Information:

- Protected Health Information (PHI) – individually identifiable information, except where specifically excluded under the law, that is transmitted by electronic media; maintained in electronic media; or transmitted or maintained in any other form or medium, including demographic information, related to the past, present, or future physical or mental health or condition, the provision of health care to an individual, or the past, present, or future payment for such health care, which is created or received by a Covered Entity.

HIPAA Continued

- Students may access only the information of patients for whom they are assigned.
- Students may use only the minimum necessary de-identified information needed to complete their assignments.
- Students may not share or discuss any patient health information with other students at their school, friends, and family members or on social media network.
- Students may not photocopy patient health information.
- Students may not record patient information on class assignments including but not limited to:
 - Name
 - Date of Birth
 - Address
 - Phone Number
 - Social Security Number
- If you have questions regarding the access and use of patient health information, contact your clinical coordinator. Students will be presented the Ochsner HIPAA guidelines and HIPAA 101 student training must be completed.
- For more information, please refer to the Confidentiality and Integrity at Work : Standards of Conduct policy.

SUBSTANCE ABUSE POLICY

Purpose

This policy is set forth to maintain a safe and healthy workplace free from the influence of drugs and alcohol to protect Ochsner Health System (OHS), its employees, its patients, and the public from the consequences of drug and alcohol abuse.

Scope

This policy applies to all applicants for employment, current employees, physicians, advance practice providers, residents, fellows, students, Ochsner Fitness Center employees, Brent House Hotel employees and OH volunteers and non-employed facility labor (“Workforce Member”).

Policy Statements

- A. Alcohol and drug abuse poses a threat to the health and safety of OHS patients, employees, visitors and to the security of the health system’s equipment and facilities. To support our employees, this policy encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- B. OHS is committed to the elimination of drug and alcohol use and abuse in the workplace. OHS recognizes that alcohol and drug abuse and addiction are treatable illnesses. Early intervention and support improves the success of rehabilitation.
- C. OHS prohibits the use, possession, distribution, or sale of any illegal drugs, alcohol, or other controlled substances by any Workforce Member while on OH Property or while operating or riding in any OH vehicle.
- D. OH prohibits any Workforce Member who is Under the Influence of drugs or alcohol or who has any controlled substance, alcohol, or illegal drug present in his or her system from reporting or returning to work; Workforce Members are forbidden from operating any vehicle or other transportation equipment on behalf of OHS.
- E. OH shall remove a Workforce Member with a limit for alcohol by breath test equal to or in excess of 0.02 from the workplace after undergoing testing as provided for in this policy to provide for patient and employee safety.
- F. Alcohol consumption during an Ochsner Sponsored Event, job-related conferences or conventions is discouraged by OHS and shall be limited to assure that the Workforce Member’s work performance, safety and the safety of others in the workforce, as well as patients and visitors, is not jeopardized.

Please reference Ochsner’s Drug & Alcohol-Free Workplace policy for further details.

ANTIDISCRIMINATION & HARASSMENT FREE POLICY

Purpose

This policy is intended to communicate that inappropriate behavior that demonstrates harassment in any form is unacceptable and will not be tolerated by Ochsner Health System (OCHSNER).

Scope

This policy applies to all OHS employees, Ochsner Fitness Center employees, Brent House Hotel employees, physicians, students, advanced practice providers, contract employees, agency employees, other facility labor, and volunteers. The term Ochsner Health System or OHS refers to Ochsner Health System, its subsidiaries and affiliates.

Definitions

Harassment is offensive conduct, which may include but is not limited to:

1. Offensive physical actions, written or spoken, and graphic communication (i.e. obscene hand or finger gestures or sexually explicit drawings).
2. Any type of physical contact when the action is unwelcomed by the recipient (i.e. brushing up against someone in an offensive manner).
3. Expectations, requests, demands or pressure for sexual favors, when submission to or rejection of such conduct is made a term or condition of employment, or is used as the basis for employment decisions affecting the individual.
4. Conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Policy Statements/Procedures

- A. Harassment of any student, employee, applicant, patient, visitor, physician or other provider on the basis of sex, race, religion, color, national origin, ancestry, disability, medical condition, military status, veteran status, genetic information, marital status, parental status, age, sexual orientation, gender identify/expression, transgender status and gender, including sexual harassment (all as defined and protected by applicable law), is strictly prohibited and may lead to progressive discipline up to and including termination.
- B. Anyone who believes he or she is being harassed, retaliated or discriminated against should report this to his or her immediate supervisor and/or Human Resources. Supervisors or managers who have knowledge of harassing behavior are responsible for reporting this information to Human Resources. All complaints will remain as confidential as possible. No form of retaliation or corrective action will occur for pursuing a legitimate complaint of harassment.

SOLICITATION

The Ochsner Health System strives to establish a work environment that is productive and without undue disruption to the workday. Therefore, solicitation of any nature or distribution of any literature is prohibited during work time, or in work areas or patient care areas. Trespassing, soliciting, or distributing literature by non-employees of OHS is prohibited within OHS buildings or anywhere on its property.

- Students, visitors, patients, and other non-employees may not solicit or distribute literature on OHS property at any time, for any purpose.
- Students are not to solicit patients, visitors, employees, or medical staff on OHS property at any time, for any purpose.
- Students may not distribute non-health care/non-patient treatment literature to patients and visitors during on-duty working hours. During non-work hours, distribution of literature is not permitted in specific work areas and/or patient areas, as stated in this policy.
- Solicitation for charitable fundraising causes that benefit the community is permissible only with the written approval of the Vice President of Philanthropy.
- Any student observing solicitation activities or distribution of literature as described above is responsible for reporting it to his/her program director.

PROGRESSIVE DISCIPLINARY PROCESS

In any group of people who work together, there will be differences in work behavior. In some instances, violations of rules will occur periodically. Although only a small number of students knowingly violate rules or policies, it is still necessary to correct these situations constructively when they do occur. Reasons for disciplinary action include but are not limited to:

- Insubordination
- Excessive tardiness
- Leaving assigned area without permission
- Unacceptable personal conduct
- Unsatisfactory performance
- Violation of rules
- Failure to call in for illness/emergency
- Unsatisfactory attitude

All students who continue with inappropriate conduct will be dismissed and will be subject to the corrective action set forth by your academic school.

VERBAL WARNING: In private, the clinical coordinator will discuss with the student what (s)he is doing wrong and tell the student what needs to be done to correct or improve the situation.

A student can be dismissed immediately for any of the offenses listed above even if there is no prior record of wrongdoing. A student may also be dismissed for continually breaking minor rules after being counseled by his/her clinical coordinator.

SAFETY AND SECURITY

A safe, healthy and accident-free environment for patients, employees, students and visitors is a goal to which Ochsner is dedicated. The following safety guidelines have been established: Do not run or take part in horseplay.

- Keep work areas clean and orderly.
- Dispose of needles and other sharp instruments in proper containers; never put them in trashcans.
- Avoid lifting heavy, bulky objects unless you have help from another person or use a mechanical device designed to do the work.
- Always use personal protective equipment such as gowns, gloves, masks, and other devices provided for personal protection.
- Report hazardous conditions such as foreign objects, water spills and floor defects to the department supervisor or to Safety and Security immediately. If possible, try to wipe up small spills.
- Do not have or use alcoholic beverages, illegal drugs or weapons on Ochsner property.
- Report any suspicious activity to Ochsner Security immediately. Remember, if you *see something, say something*.

An Ochsner security program has been set up for the protection of patients, employees, students, visitors and their personal belongings. The security force is also on hand to keep order, enforce regulations and protect Ochsner property.

All students are expected to take an active part in this security program. All personal property and belongings as well as Ochsner's property should always be left secured. The Security Department should be notified whenever any wrongdoing is suspected. To keep security risk at a minimum, Ochsner reserves the right to inspect packages, lockers and any other items.

PROFESSIONAL APPEARANCE

Students are expected to maintain an appearance that creates a professional, comfortable, and functional environment that complements the high quality of care offered at Ochsner. Students must adhere to the specific dress code designated by the programs.

1. Identification Badges: Students must wear their OH or school issued identification badge above the waist with the name, job classification, and picture visible without obstruction.

2. Personal Appearance:

- a. Good personal hygiene habits must be maintained.
- b. Fingernails:
 - i. No artificial fingernails or fingernail jewelry should be worn by an employee, volunteer or student in patient care areas, by any employee/volunteer who has contact with patient care supplies, equipment or food. This includes GEL and/ or POWDER DIPPED NAIL POLISH.
 - ii. Length of the natural nail is to be of an appropriate professional length for the individual to perform their duties safely.
 - iii. Polish, if worn, must be in good repair without cracks or chips. Clear polish is preferable as it allows for visible inspection of the space underneath the tip of the nail. NO GEL POLISH.
 - iv. Surgical scrub personnel – fingernails should be kept short, clean and healthy. Scrub personnel shall not wear nail polish and artificial nails are not allowed (Surgery policy 7420-3-3). See appendix for affected positions.

3. Medical Apparel:

Short lab coats will be issued by the school of the student.

Patient gowns or surgery gowns outside of the surgical areas are strictly prohibited as a covering over any clothing or designated required uniforms. Exceptions to this procedure may be made by the Program Director as dictated by specific clinical situations.

The guidelines presented Professional Appearance apply to **ALL** students for the duration of their shifts as well as when entering and leaving any Ochsner work setting (offsite locations INCLUDED). Gum chewing, eating and having personal discussions are considered non-clinical activities. Information about appropriate areas in which to conduct these activities may be obtained from your clinical coordinator. While every possible situation cannot be addressed, these guidelines are intended to provide expectations for our team. Instances may arise that are not covered in the Ochsner Student Handbook. In these instances, ask your clinical coordinator for guidance.

Failure to comply with the behaviors of student presentation shall result in dismissal.

4. Face Masks

- Ochsner Branded masks, surgical masks, N-95, and solid color cloth masks are allowed. **No Slogans.**
- In patient care areas, the PPE policy must be followed.
- Saints, Pelicans, and LSU masks are allowed due to Ochsner partnerships.
- Masks with exhalation valves are not allowed.

IDENTIFICATION BADGE

All students, except Ochsner students, will wear their school issued identification badge. This requirement ensures compliance with the Joint Commission standard that all patients have a right to know who is involved with their care. The school-issued ID badge is to be worn whenever the student is on the Ochsner campus so that security personnel, employees, patients, and visitors will be able to recognize you as a student. Your badge indicates that you are authorized to be present in clinical areas. The ID badge must be worn above the waist with the name and picture (if applicable) visible, not obscured by buttons or pins, while on duty. If a lanyard is used, it must be a solid color. The only writing allowed on the lanyard is the Ochsner name.

ATTENDANCE

Attendance for clinical is solely the student's responsibility. Students will be expected to adhere to program-specific attendance/tardiness policies. Students must follow their school's attendance and holiday policies while undergoing clinical placements at Ochsner. If the student is unable to attend a scheduled shift, or if there is a change in a scheduled shift, they must notify their preceptor and academic institution if indicated.

PARKING

Free parking is available for students in designated parking lots. In receiving the privilege of parking on Ochsner property, students shall comply with all parking rules and regulations. When rotating at clinic locations not listed below, do not park in areas specifically designated for patients.

Campus-specific parking information is listed below...

- **Ochsner Baptist - A Campus of Ochsner Medical Center** – Students should park in either the Magnolia or Jena parking garage. As indicated by signage, employee parking is on the 6th floor and up in the Jena garage and the 3rd floor and up in the Magnolia Garage.
- **Ochsner Medical Center - Baton Rouge** – Parking is allowed in the following 3 areas: behind Plaza II, the front parking lot closest to the road or the parking lot between the hospital and the clinic, on the clinic side of the road. Students are never allowed to park in physician, patient, or handicap spaces.
- **Ochsner Medical Center - Jefferson Highway and West Campus** – Students must park in the Labarre Parking Lot 2, located on Labarre Road between Albert Street and River Road just past the only building in the lot. Shuttle buses run from 5:00 am – 12:00 midnight to transport employees/students to Main Campus on Jefferson Highway. Parking in the patient garage is **STRICTLY PROHIBITED** and students found to be violating this policy are subject to removal from clinical rotation .
- **Ochsner Medical Center - Kenner** – Park only in lots that are divided by a solid red line and identified as employee parking (on the Loyola street side and in back of the hospital). Visitors/families park in the areas closer to the hospital and in front of the hospital.

- **Ochsner Medical Center – Northshore** – Students should park in the lot adjacent to the hospital on Gateway Drive. Park in spaces designated for employees indicated by signage and yellow striping. Do not park in any of the adjacent clinic parking spaces. Please enter through the front doors.
- **Ochsner St. Anne General Hospital** – Students should park in the rear gravel parking lot located off of Cypress St. In the event that this Lot is filled they will be allowed to use the parking lot located next to the Family Doctor Clinic on Acadia Dr.
- **St. Bernard Parish Hospital**- Park in the parking lot across from the ED employee parking area on the Medical Office Building side. Do not park directly across from the Hospital entrance in U shaped parking lot. If you need handicap accessibility, please notify your instructor so accommodations can be made.
- **St. Charles Parish Hospital**- Park next to the South Entrance of hospital on Paul Maillard Road
- **Ochsner Medical Center- St. Mary**-Students should park in the last row of the Medical Office Building parking lot.
- **Leonard J. Chabert Medical Center** - Students can park in the last two rows of the South parking lot located off of Denley Rd.
- **Ochsner Medical Center Hancock**- Students and instructors should park in the employee designated spaces in the side lot on the south side of the hospital that faces the loading dock.
- **Ochsner Medical Center – West Bank Campus** – Clinical Instructor and student parking is located in the employee parking lot to the right of the main hospital building. Please park only in the second lot, towards the back of the lot. To access parking lot: turn right at the 2nd stop sign on the path between St Germain Furniture Store and the hospital parking lot. Students should not be parking in the front of the hospital or in the ED parking lot. Parking Areas are patrolled by security staff. Security may be contacted for escort to area after dark

OMC- 842-safe or 842-3770

Baptist- 504-897-5997

West Bank- 504-212-7015

Baton Rouge-225-752-2470

Kenner- 504-712-8888

Covington- 985-966-9304

Slidell- 985-646-5565

St. Anne- 985-537-6841

Chabert-985-873-1823

St. Charles- 504-330-8513

St. Bernard- 504-826-9997

Hancock- 228-467-8989

St. Mary- 985-380-4520

Maps of each campus may be found online at <http://www.ochsner.org/locations>

When rotating at clinic locations not listed above, please take care not to park in areas specifically designated for patients.

SAFETY CODES & PROTOCOLS

- **Code Red:** FIRE/Explosion/Smoke Emergency or Fire Drill Follow RACE procedure

Rescue the patient

Activate the alarm. Activate the nearest alarm pull box, and call the emergency number, giving your name, exact location, type and extent of fire.

Confine the smoke and fire. Close the door to affected area and all rooms on the floor.

Extinguish the blaze. Know locations of fire extinguishers on the unit.

- **Code Yellow:** Internal or External Disaster (Mass Casualty/Large Account); report to your assigned area and await further instructions.
- **Code Black:** Bomb Threat; report to your assigned area and await further instructions.
- **Code Blue:** Medical Emergency; initiate BLS until Code Team arrives
- **Code Pink:** Infant /Child Abduction; monitor exits and report persons with bulky clothing and/or packages large enough to conceal an infant/child
- **Code White:** Security Alert-Combative Person without Weapon; Hostile/combative person; additional personnel needed, students should not respond.
- **Code Silver:** Active Shooter; Run, hide, fight. The Police Department has total authority in a hostage situation. Do not enter this area.
- **Code Orange:** Hazardous Material; report to your assigned area and await further instructions.
- **Code Gray:** Threatening Weather; report to your assigned area and await further instructions.
- **Code Navy:** Patient Elopement; monitor exits and report person wearing hospital gown and/or patient ID arm band.
- **Code Green:** Incident Command Activation- await instructions from executive team
- **Code Gold:** Cyber Event- await instruction from IS Department

CODE EXCEPTIONS: St. Charles

Code STEMI is for a myocardial infarction in any location in the facility

Code STROKE is for a STROKE patient in any location in the facility

Code PURPLE- ED Lockdown/Restricted Access

CODE EXCEPTIONS: Baptist & Baton Rouge

Code D- Imminent delivery outside of Labor and Delivery

CODE EXCEPTIONS: Baptist

Code D- Imminent delivery outside of Labor and Delivery

Code STEMI is for a myocardial infarction in any location in the facility

Code STROKE is for a STROKE patient in any location in the facility

Code SEPSIS is for a patient meeting criteria for sepsis

Code Trauma is for a trauma patient in the ED.

CODE EXCEPTIONS: St Anne

Code 99 is panic button, “unable to call for assistance”

Code **PURPLE** is for emergency C section

CODE EXCEPTIONS: North Shore and West Bank

Code STEMI is for a myocardial infarction in any location in the facility

Code STROKE is for a STROKE patient in any location in the facility

Material Safety Data Sheets (MSDS)

The MSDS sheets are located in the “Safety” Department of OchWeb.

On OchWeb, click on the tab that reads “Job Resources” on the top.

Next, click “Safety Data Sheets”.

PATIENT ARM BANDS

Red	Check allergies
Yellow	At high risk for falling
Pink	Restricted extremity
Green	Latex allergy
White	Standard patient identification arm band
Orange	Communication Impaired
Blue	Hazardous Medication

EMERGENCY PHONE NUMBERS (when dialed from in house phone)

- Baptist Campus – 4222
- Baton Rouge Campus – 1111
- Chabert- *5
- Covington Clinic – 50600
- Elmwood- 911
- Hancock-600-2000
- Iberville- 55600
- Jefferson Highway and North Campus - 4444
- Kenner Campus – 3333
- Marrero FSED- 391-5168
- Monroe- 318-330-7554
- Northshore Campus – 3333
- NS-Covington Clinic-50600
- The Grove- 78666
- West Bank Campus – 6666
- Shreveport Hosp- 318-675-6165
- St Anne Hospital– 1000
- St. Anne Clinics-911
- St. Bernard– 9999
- St. Charles Parish– 721
- Neighborhood Satellite Clinics-911
- St. Mary- 4777

SEVERE WEATHER/DISASTER POLICY

Students are to adhere to the disaster plan, put in place by their schools. In conjunction with the schools' policies, in the event of severe weather or an area disaster and if necessary, the students will be dismissed in adequate time to evacuate to a safe location.

OCCURRENCE REPORTING

Occurrence reports are used for unexpected/unplanned occurrences which may involve you, your patients, or their family. Notify your APP preceptor immediately if there is an occurrence with your patient. Occurrences are documented online via the Safety-On-Site (SOS) application. The SOS system may be found on the OchWeb homepage under **Service Center then Safety Reporting S.O.S.**

In order to improve the culture of safety throughout the hospital, Ochsner created the S.O.S. (Safety on Site) system. **This is a voluntary, online incident reporting system which helps identify occurring and potential safety risks.** Although it is often misperceived as a method for reporting only the most serious safety events, the primary value comes from identifying risks before they become safety hazards.

S.O.S. should be used by any clinician or hospital employee who sees or suspects unsafe behavior, procedures, processes or equipment. Reports through the S.O.S system go through the Performance Improvement (PI) Department which then takes steps to investigate and resolve the issue or turn it over to a clinical review panel.

The types of issues that have been reported and resolved run the gamut. They can be anything from missing exam table straps to mismarked or lost specimens to risky central line insertion technique. It can be any kind of problem or issue with a process that either did or is capable of producing harm to patients and caregivers.

Clinicians can also report safety issues simply by picking up the phone and dialing 2-SAVE (7283) or e-mailing 2save@ochsner.org. They leave a message with details of the report and can choose to include their name and contact information or leave a message anonymously. The PI department then transcribes the message and manually enters it into the incidence reporting system (SOS). Although the 2-SAVE phone line was originally intended for house staff, all physicians have access.

HEALTH REQUIREMENTS AND EXPECTATIONS

- Annual Flu Vaccine- waived if submitted exemption form is approved
- Mask Fit Testing
- TB Surveillance
- Positive titers or proof of vaccine (MMR, Varicella, Hep B)
- Negative Drug Screen
- Free from contagious disease

WORK RELATED ILLNESS/INJURY & RETURN CLEARANCE

A **work-related incident** is any mishap or occurrence associated with work which results in, or could have resulted in, injury, illness or property damage. This would include, but is not limited to, falls, punctures, strains, rashes, equipment malfunction, exposures or infections directly linked to patients.

Accidents involving students while on duty or on the Medical Center premises must be immediately reported to the supervisor/instructor. An Employee Work-Related Accident Report form must be completed to provide maximum protection to the student and the Medical Center.

OCCURRENCE REPORTING PROCESS

1. Immediately notify your program faculty and preceptor.
2. A work-related accident/illness form must be completed and sent with the student if medical attention is requested. If medical attention is not requested, the form must be completed by end of shift or within 24 hours. The Safety on Site occurrence reporting system should be used, which is available on OchWeb.
3. If medical attention is requested, the student will go to the Employee Health Department for assessment and recommendations during normal business hours or to the Emergency Department after hours
4. For blood and body fluid exposures, follow protocol found on the OchWeb website. The link is located under the SOS reporting tab. It is very important to obtain the source's blood as soon as possible so that the need for PEP meds can be determined. If PEP meds are indicated, the student should go to the Emergency Department for treatment. The student must report to Employee Health as soon as possible or if exposure occurs after hours, report to Employee Health the next business day.

Students may request the form from medicaleducation@ochsner.org

Undergraduate Nursing and APP Student Rotation Information and Guidelines

Organizations with healing environments and a focus on relationships have:

- Higher patient satisfaction
- Higher staff satisfaction
- Higher physician satisfaction
- Higher productivity
- Improved quality
- Improved outcomes
- More effective recruitment and retention of staff

Our work as a team with AIDET® will only be successful if we are consistent. As students, your contribution to this process - Acknowledge, Introduce, Duration, Explanation, and Thank You - will ensure success for both our patients and caregivers.

PURPOSEFUL HOURLY ROUNDING- Patients are rounded on every hour by a member of their care team. The 3 P's are included with every round (Pain, Potty, Position).

BEDSIDE SHIFT REPORTING- Utilized throughout Ochsner Health System. Nurses report off in the presence of the patient. This method has been proven to improve patient outcomes and it provides an opportunity for the on-coming staff to visualize the patient. It is our policy to not "pass on" a defect.

Medication Administration

Pyxis

Medication is stored and dispensed via the Pyxis machine. Your preceptor will be able to obtain medications for you to administer to your patients, according to their Medication Worklist.

Always do a 'chart check' prior to obtaining medications, to verify what is ordered by the physician is what is entered into the computer for that patient. **Verify the medication with your preceptor prior to giving to your patient.** Your staff APP, not your Instructor, will obtain any narcotics needed for your patient. Always remember the 7 Rights of Medication Administration in order to prevent medication errors:

- The right patient
- The right medication
- The right dosage
- The right time
- The right route
- The right indication/effect
- The right documents

General Expectations of Student Nurses in a Clinical Rotation

- Accountability:
 - The staff nurse is ultimately responsible for the patient.
 - It is imperative that you keep the nurse informed of the patient's status.
 - To ensure patient safety, hand off communication must occur when you leave the unit.
 - Report any injury to your instructor. Your instructor will notify the appropriate person.
 - Report any unexpected/unplanned patient occurrence to your instructor/charge nurse/patient nurse. The occurrence will be documented in our SOS database

- The Instructor is responsible for the direct supervision of the student during the performance of a skill for the first time.
- Subsequent performance of those skills may possibly be done with the indirect supervision of the Instructor, except for starting IVs.
- Following are restrictions in effect for students at Ochsner:
 - RN and LPN students may listen to phone orders from physicians with 3-way conversations only; they may not accept verbal or telephone orders from the physician.
 - RN and LPN students may D/C peripheral IV lines, and tubes (i.e., NG, Foley catheters, etc.) with instructor or staff RN supervision.
 - Neither RN nor LPN students may administer chemotherapy, experimental drugs, or blood or blood products.
 - Neither RN nor LPN students may D/C central lines, pulmonary artery catheters, or chest tubes.
 - Neither RN nor LPN students may accompany critically ill/unstable patients to other areas of hospital without another licensed nurse in attendance. Students on the Rehab unit may not transport any patient without staff in attendance.
 - RN students may observe the checking of blood for accuracy but may not sign the transfusion card on the unit of blood.
 - RN students may flush central lines with RN supervision but may not access or flush implantable ports.
 - IVs, IVPBs, as well as IV Push drugs (RN students), may be given only with direct supervision of Instructor or staff RN. PRN medications should be checked by Instructor or staff (not “agency nurse”) prior to administration.
 - LPN students may not administer IV Push drugs.
 - New medication orders, revised medication orders, PRN medications should not be given to a patient without checking with patient’s staff nurse prior to preparation for administration.

Medication Administration

- The nursing instructor will obtain patient medications from the Pyxis machine.
- In the event the Pyxis machine is on full override mode, a staff nurse will obtain the medications.
- Verify all medications with your instructor prior to administration.
- Staff nurses will obtain narcotics needed for your patient (Baton Rouge & West Bank staff nurses administer narcotics).

- Documenting in the EMR (Electronic Medical Record)
 - Students and School Instructors will create a personal Password that will replace the generic password initially supplied.
 - Students and School Instructors will complete all assignments/assessments located in the Ochsner Learning Network (OLN) in order to gain Epic computer access.
 - Student MAR (medication administration record) and clinical flowsheet documentation must be cosigned. Students are responsible for entering the appropriate cosigner's name in the cosign field.
 - MAR documentation must be cosigned by the School Instructor or the Student's Staff Preceptor.
 - Clinical flowsheet documentation must be cosigned by the patient's Staff Nurse.
 - Note: Only the School Instructor at OMC West Campus Skilled Nursing Facility (SNF) will have access to cosign both student clinical flowsheet and MAR documentation.
 - Medication Charges are automatically entered when medication administration is documented on the MAR by the student.

General Expectations of Student Nurses in a Preceptor Clinical Experience

- Be on time, prepared and ready to work.
- Medication references are available on OchWeb in Micromedex and in Pyxis.
- Assignments—Patient assignments are individualized and based on diagnoses, stability, and MD orders.
- Medication Administration—Your preceptor will expect you to verify the MD order against the medication administration record, have a general knowledge of the medication, and to administer the med with guidance.
- Procedures—Review procedures in Elsevier Clinical Skills (on OHS Nursing page) prior to performing or assisting with procedures.
- Documentation—All charting takes place in the electronic medical record.
- Your preceptor must read and validate your documentation prior to the end of the shift.
- If you are asked a question that you do not know the answer, let the patient and/or family know you will contact the appropriate person and get back with them.

Ochsner Medical Center Student Guidelines and Agreement for Advanced Practice Providers

1. All Advance Practice Provider Students have received the student handbook. Department specific information will be given upon arrive to the clinical location.
 2. The student (APP) shall engage in patient contact *only under the direct supervision of the preceptor*. Direct supervision is defined as the preceptor being physically present. While under direct supervision the preceptor assumes responsibility for the student. BLS or other life sustaining actions may be rendered in the absence of the preceptor in true life or death emergencies if the student is appropriately trained.
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1. Students may make notes in the medical record, written or computerized format. All notes must be reviewed and co-signed by the preceptor at the time of the notation. The note will be signed with the student's name and title (APP student). Students will not be allowed to dictate notes but may make electronic notes with the preceptor placing an electronic signature at the time the note is made. Student should not log into EMR under preceptor's login to perform documentation or place orders.
 2. Specialized orientation to specific areas (i.e., OR, ED) will be coordinated with those departments and follow the specific orientation procedures outlined for those departments for students (i.e., surgical scrub, gowning and gloving for the OR).

General Expectations of Student APPs in a Preceptor Clinical Experience

- The staff Advanced Practice Provider is ultimately responsible for the patient.
- It is imperative that you keep the nurse and your Advanced Practice Provider informed of the patient's status.
- To ensure patient safety, hand off communication must occur when you leave the unit.
- Report any injury to your APP instructor. Your instructor will notify the appropriate person.
- Report any unexpected/unplanned patient occurrence to your APP instructor/charge nurse/patient nurse. The occurrence will be documented in our Safety on Site database.
- The Instructor is responsible for the direct supervision of the student during the performance of a skill for the first time.
- Subsequent performance of those skills may possibly be done with the indirect supervision of the Instructor as applicable
- Be on time, prepared and ready to work.
- Please be respectful of your preceptor's time and have appropriate academic reading material available during clinical downtime
- Medication references are available online in Micromedex and in Pyxis.
- Policies may be found on OchWeb under the "Policies" tab
- Your preceptor must read and validate your documentation prior to the end of the shift.
- If you are asked a question that you do not know the answer, let the patient and/or family know you will contact the appropriate person and get back with them.
- As a student, you should not disclose test results, diagnoses, treatment, or dispositions with a patient or family unless otherwise directed by your preceptor.
- Students should not be writing orders, including verbal orders

Documentation

- Documentation—Regardless of whether an APP student has written a note, your Advanced Practice Provider Staff must write own note for the patient
- You must have your own EPIC login username and password
- In order to write a note for your staff APP to cosign, within epic
 - Go into the create notes section
 - There is a "Med Student" tab
 - Create new note under med student tab
 - From here, you can cosign to preceptor

FERPA

Notice of Rights Under the Family Educational Rights and Privacy Act

The following information is applicable to Ochsner students only. If you are a student of another educational institution, please refer to your educational institution's policies on FERPA.

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to the student's education records. These rights are as follows:

1. The right to inspect and review the student's education records within 45 days after the day that Ochsner receives a request for access.

Eligible students who wish to inspect their education records should submit to the System Nursing Professional Development Program Coordinator (snpd@ochsner.org) a written request that identifies the records they wish to inspect. The Ochsner official will make arrangements for access and notify the eligible student of the time and place where the records may be inspected.

2. The right to request the amendment of the student's education records that the eligible student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

Eligible students who wish to ask Ochsner to amend their education record should write the System Nursing Professional Development Program Coordinator (snpd@ochsner.org), clearly identifying the part of the record they want changed, and specify why it should be changed. If Ochsner decides not to amend the record as requested by the eligible student, Ochsner will notify the eligible student of the decision and of their right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the eligible student when notified of the right to a hearing.

3. The right to provide written consent before Ochsner discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. Ochsner defines "school official" as anyone in the Nursing Education Departments or Nursing Professional Development Departments, both at a system and hospital level, and any individual outside of these departments who assists in supporting or achieving the educational needs of the students. School officials may also include law enforcement unit personnel and health staff as well as any person or company with whom Ochsner has contracted (such as an attorney, auditor, or collection agent). A school official as defined herein has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility in conjunction with an educational department at Ochsner.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Ochsner to comply with the requirements of FERPA. The name and address of the Office that administers FERPA are:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202

Under the FERPA, Ochsner, with certain exceptions, is required to obtain written consent from a student prior to publishing or disclosing personally identifiable information from student education records.

However, Ochsner may publish or publicly disclose the information listed below as “directory information” without the student’s consent, unless the student has notified Ochsner, using the process described below, that the student wishes to opt out of such disclosures. The primary purpose of directory information is to allow Ochsner to include student information in certain Ochsner publications and to allow Ochsner to disclose student information to other Ochsner departments. Examples include, but are not limited to, the following:

- Providing student contact information to the Ochsner Talent Acquisition department for recruitment purposes;
- Listing student names in graduation programs; and
- Including student pictures on the Ochsner website.

The following information about a Student has been designated by Ochsner as Directory Information:

- name;
- local and permanent postal addresses;
- email address;
- telephone number;
- date of birth;
- field of study;
- dates of attendance;
- enrollment status;
- student classification;
- degrees awarded;
- certificates and awards (including scholarships) received;
- photographs;
- participation in officially recognized activities; and
- most recent previous educational agency or institution attended.

Ochsner will consider your Directory Information to be publicly available unless you affirmatively opt out of the Directory Information exception. If you do not want Ochsner to disclose any directory information from your education records without your prior written consent, you must opt out by submitting a request for an opt-out form to snpd@ochsner.org and returning the completed form to snpd@ochsner.org within ten (10) days of the receipt of this notice.

