Ochsner | LSU Health SHREVEPORT

Student Handbook

Please read the following information to help orient you to Ochsner LSU Health Shreveport.

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Welcome to Ochsner Health System!

We are happy to have you here with us and 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 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 students.

In 2019, University Health System and LSU Health Shreveport developed a partnership. We are now known as **Ochsner LSU Health Shreveport** in North Louisiana.
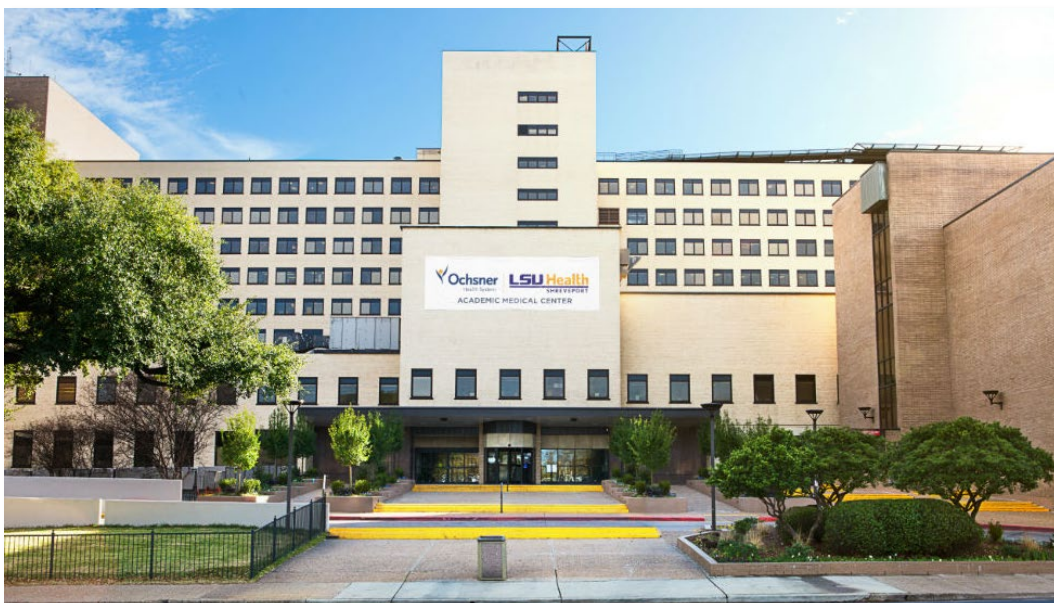
Mission

We Serve, Teach, Heal, Discover, Lead, and Innovate

Vision

Ochsner LSU Health Shreveport 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, educators, scientists, and employees.

Six Imperatives that Guide our Work

People: Our most valuable asset

Community: Serving the greater need

Quality: Error-free care that's affordable

Academics: National leader with global impact

Loyalty: Patients, familites, & physicians

Stability: Financially sustainable and growing

OUR VALUES AND OUR COMMITTMENTS

PATIENTS are always our FIRST priority

- **I will** place every patient's safety as my top priority and help others do the same.
- **I will** treat all patients with dignity and respect.
- **I will** listen, communicate clearly, and answer questions to ensure understanding.

Approach every encounter with COMPASSION.

- **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.

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 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 that of my colleagues is a priority.

TEAMWORK makes us stronger.

- **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.
- **I will** take responsibility for my role in developing a strong and positive team.

THE OCHSNER LSU HEALTH BEHAVIOR EXPECTATIONS

FOCUS ON THE PATIENT

- Connect with those you serve. Convey genuine concern for others, look for opportunities to provide further assistance and keep them informed.
- Ensure everyone is seen in a timely manner, communicate wait times and return phone calls promptly.
- Break away from your routine to resolve issues and treat each situation uniquely.
- Actively respect privacy and protect confidentiality by pulling curtains, closing doors and keeping protected information private.

STRIVE FOR PERSONAL EXCELLENCE

- Take ownership to get the job done and make it happen.
- Handle stressful situations professionally and effectively and seek help when needed.
- Adapt to changes or shifting priorities
- Commit to personal development and continued learning.
- Arrive to work and meetings on time.

CONTRIBUTE TO YOUR TEAM

- Take time each day to recognize the contributions of others.
- Share information and knowledge to coordinate seamless patient care or workflow within your department and across Ochsner.
- Communicate with others openly, honestly, directly, and respectfully.
- Seek others with different opinions, ideas, and experiences to get better results.
- Look for opportunities to help others.

TAKE PRIDE IN OCHSNER

- Pick up any visible trash on Ochsner property and keep public areas neat.
- Maintain a clean, professional personal appearance, dress according to guidelines and always wear ID badge.
- Know and follow policies, procedures, laws, and regulations and report all safety and ethical concerns.
- Be actively involved in fulfilling Ochsner's commitment to the community.
- Seek out ways to continually improve your work and each step in the patient experience

THE OCHSNER WAY

Delivering a great experience every day to all patients… at all locations… by each of us. We are formal and intentional in ensuring we deliver "The Ochsner Way" daily to all patients. We commit to 100% compliance.

NON-NEGOTIABLE OCHSNER BEHAVIOR STANDARDS

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."

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

THE 10/5 WAY

In all areas, clinical and public space, when approaching others (patients, employees, medical professionals, etc.)

Within 10 feet →   Make eye contact
Within 5 feet   →   Smile and speak a greeting and nod
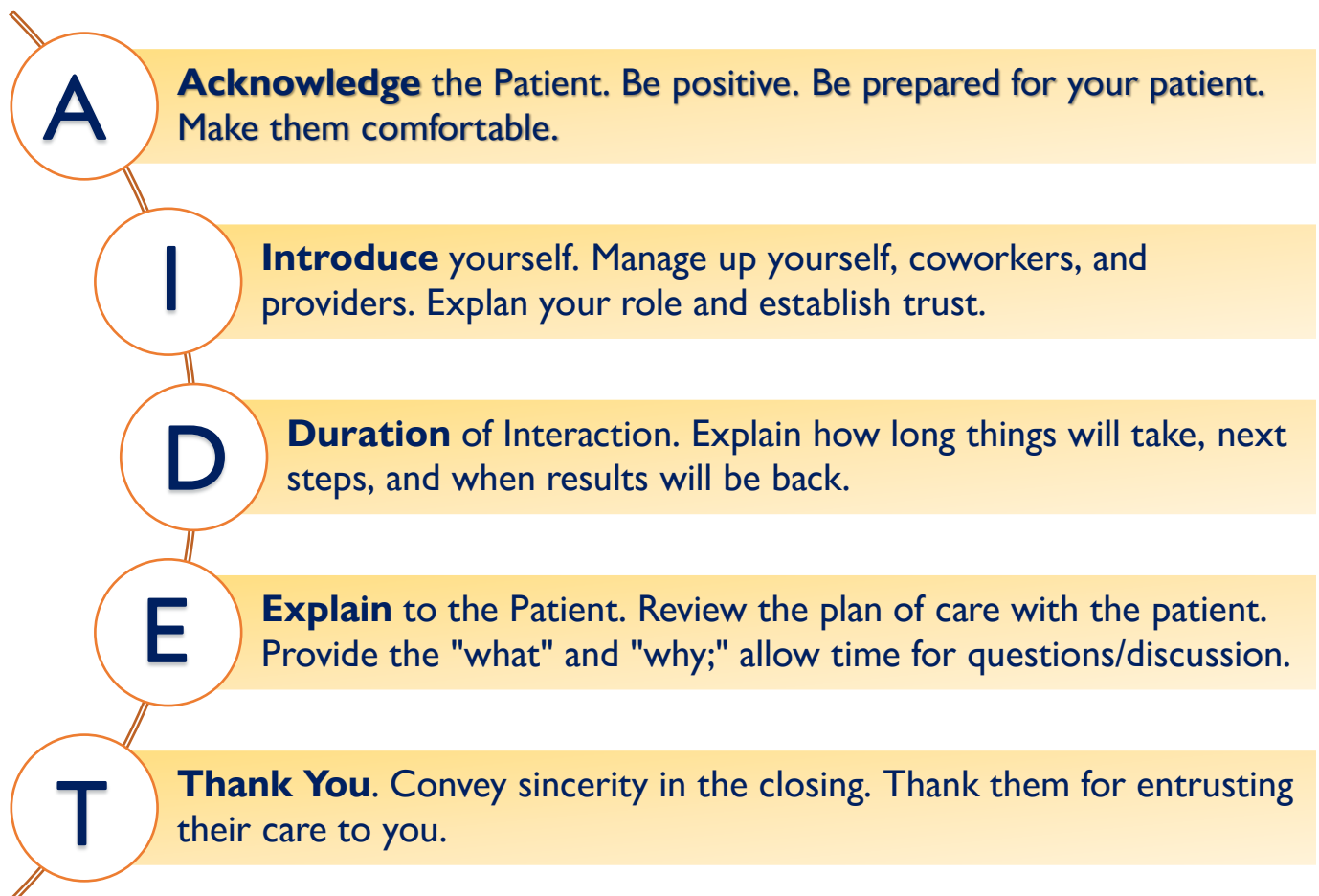
WHY?

We are a healthcare institution. People come here because they are sick, or because they are here with someone who is sick. A little kindness goes a long way. It is important that we help our patients to feel welcome and that we make ourselves available to those around us who may need assistance.

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

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.

A   **Acknowledge** the Patient. Be positive. Be prepared for your patient. Make them comfortable.

I   **Introduce** yourself. Manage up yourself, coworkers, and providers. Explan your role and establish trust.

D   **Duration** of Interaction. Explain how long things will take, next steps, and when results will be back.

E   **Explain** to the Patient. Review the plan of care with the patient. Provide the "what" and "why;" allow time for questions/discussion.

T   **Thank You**. Convey sincerity in the closing. Thank them for entrusting their care to you.

EDUCATION COORDINATORS

Academic Medical Center
St. Mary Medical Center

Monroe Medical Center

Betsy Harris, MSN RN, NPD-BC
Director of Academic Partnerships &
Professional Practice

Steve Jordan, MSN RN, VA-BC
RN Clinical Educator

April Armstrong, AD, RN
Education Program Manager

Nursing Professional Development Team

Veronica Poole, MHA, BSN RN, OCN
Director, Nursing Professional Development

Frederick "Byron" Hapgood, MBA, RN CCRN, RRT-NPS
Supervisor, Nursing Professional Development
Critical Care Unit-Based Educator
Preceptor Academy Instructor
Clinical Ladder Lead

Kelly Denton, BSN RN
Patient Care Orientation Instructor
AHA Faculty & CPI Instructor
OLN Consultant
Nurse Planner

Tonisha Franklin, ASN RN
Medical-Surgical Unit-Based Educator
CPI Instructor
PCT Academy & GAIN Instructor

Vernell Banks, LPN
AHA Training Site Coordinator
BLS Instructor & Faculty

Ryan McCoy, BSN RN
Medical-Surgical/Critical Care Unit-Based Educator
Standard of Care Council
Nursing Policy Council
Special Care Committee

Stephanie Frye, BSN RN
AHA Instructor & Faculty
Critical Care & EKG Course Instructor
Nurse Planner

Angie Cameron, MHS, RN, CCRN, RRT
Critical Care Unit-Based Educator
Charge Nurse Academy & Critical Care Coures Instructor

Annelies Harrison, BSN RN, CCRN
Critical Care Unit-Based Educator
Charge Nurse Academy

Mary Rippey, BSN RN, RNC-NIC
Women's & Children's Unit-Based Educator
NRP Instructor
GAIN, Nurses ROCK, & Charge Nurse Academy Instructor

Kelli Westmoreland, BSN RN
Ambulatory & Urgent Care Educator
GAIN & Charge Nurse Academy Instructor

Christie Ramirez, BSN RN, RNC-OB
Women's & Children's Unit-Based Educator

Katrinna Jackson
Administrative Assistant

PARKING
Academic Medical Center & Ambulatory Care Center

- Free parking is available for students in M Lot South (see map)
- Shuttle transportation is available between 4:30am—11:30pm
- Shuttle delivers to ground floor of Medical School between 4:30am—6:00pm. Shuttle delivers to K Wing behind the hospital between 6:00pm—11:30pm
- **Paid parking is available in the lot across the street from the main hospital entrance for $6/day or behind Subway for $3.50/day.**

Shuttle Hours:
4:30 am - 11:30 pm

St. Mary Medical Center

- Students may park on the 2nd & 3rd levels of the parking garage.
- Students should NOT park in the Loyola parking lot for any reason.

IMPORTANT PHONE NUMBERS - Shreveport

Code Blue	626-1123
START (Rapid Response)	626-3999 (paging system) • Kings Hwy # 4321 • St Mary # 0423
Suspected Stroke	Dial Code Blue & activate "Dr. Stroke" Page START
Suspected STEMI	Page START

WHERE TO GRAB A BITE TO EAT

Cafeteria (Kings Hwy Campus)
Location: On the ground floor of the main hospital across from the Credit Union.
Hours of Operation: 6:30 am - 7:00pm **Daily**   10:00pm – 2:00am **Weekdays**

PJ's/WOW Café:
Location: Ground floor in the Medical School next to the BRI atrium.
Hours of operation: 7:00am – 3:00pm (M-F)

The Market at ACC:
Location: Ground floor of the ACC building by the main entrance.
Hours of operation: 7:00am – 4:00pm

St. Mary's Medical Center – Café Dubius
Location: Atrium at South Entrance
Hours of operation: Self-Serve Hours 6:30am – 8:00pm
                        Hot Breakfast   6:30am – 9:00am
                        Hot Lunch   11:00am – 1:30pm
                        Hot Dinner   5:00pm – 7:30 pm
                        Weekend Hours   6:30am – 2:00pm

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 OLHS. If the student is unable to attend scheduled shift or if there is a change in scheduled shift, they must notify their preceptor and academic institution if indicated.

CELL PHONE USE

Personal cell phone and other personal communication or entertainment devices should be turned off or placed in silent mode within the Ochsner facilities, including public areas and offices.

Headsets or earpieces are not be worn, even when not in use, during active work hours unless the device is approved as work-related equipment.

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.

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. OLHS 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.

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. Good personal hygiene habits must be maintained.

FINGERNAILS
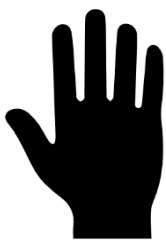
No artificial fingernails or fingernail jewelry should be worn by students in patient care areas and any employee/volunteer who has contact with patient care supplies, equipment, or food.

Length of the natural nail is to be of an appropriate professional length for the individual to perform their duties safely.

IDENTIFICATION BADGE

When rotating through OLHS, students are to wear their school-issued ID badge. These badges are to be worn whenever the student is on the campus so that security personnel, employees, patients and visitors will be able to recognize you as a student. Badges indicate 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.

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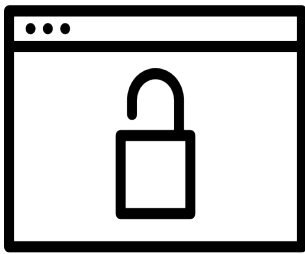
Confidentiality is an important aspect of professionalism. Every student has a responsibility to respect the confidential nature of the health care profession and should take extra care that discussions concerning a patient's condition or other hospital business are not conducted in inappropriate areas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

Students have a legal, moral, and ethical duty to ensure a patient's privacy and to hold in strictest confidence all information concerning 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.

A breach of confidentiality is grounds for the immediate dismissal of a student from the clinical facility.

STUDENT GUIDELINES FOR THE ACCESS & 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.
- 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 networks.
- Students may not print patient health information.
- Students may not record patient information on class assignments including but not limited to:
  - Name
  - Date of Birth
  - Address
  - Phone
  - Social Security Number

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, and OHS volunteers and non-employed facility labor ("Workforce Member").

Policy Statements

- Alcohol and drug abuse poses a threat to the health and safety of OLHS 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.
- OLHS is committed to the elimination of drug and alcohol use and abuse in the workplace. OLHS recognizes that alcohol and drug abuse and addiction are treatable illnesses. Early intervention and support improve the success of rehabilitation.
- OLHS prohibits the use, possession, distribution, or sale of any illegal drugs, alcohol, or other controlled substances by any Workforce Member while on OLHS Property or while operating or riding in any OLHS vehicle.
- OLHS 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.
- OLHS 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.
- Alcohol consumption during an OLHS Sponsored Event, job-related conferences or conventions is discouraged by OLHS 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.

ANTI-DISCRIMINATION & 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 LSU Health Shreveport (OLHS).

Definitions

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

- Offensive physical actions, written or spoken, and graphic communication (i.e. obscene hand or finger gestures or sexually explicit drawings).
- Any type of physical contact when the action is unwelcomed by the recipient (i.e. brushing up against someone in an offensive manner).
- 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.
- 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

Harassment of any student, employee, applicant, patient, visitor, physician or other provider on the basis of sex , race, religion, color, national origin, ancestry, disability status, medical condition, protected veteran status, marital status, age, sexual orientation and/or gender identify, (all as defined and protected by applicable law), is unacceptable, will not be tolerated and may lead to progressive discipline up to and including termination.

Anyone who believes he or she is being harassed 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.

TOBACCO-FREE POLICY

Ochsner is committed to the promotion of health, which includes prevention as well as 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 OLHS is to provide a tobacco-free environment. All types of tobacco use are prohibited at all OLHS facilities including community hospitals, neighborhood and regional clinics and in Ochsner LSU Health System-owned vehicles.

SOLICITATION

The Ochsner LSU 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 OLHS is prohibited within OLHS buildings or anywhere on its property.

- Students, visitors, patients, and other non-employees may not solicit or distribute literature on OLHS property at any time, for any purpose.
- Students are not to solicit patients, visitors, employees, or medical staff on OLHS 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, your clinical instructor 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 instructor.

SAFETY AND SECURITY

A safe, healthy and accident-free environment for patients, employees, students and visitors is a goal to which OLHS is dedicated. The following safety guidelines have been established:

Ochsner LSU Police #675-6165

- 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 LSU Health 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 OLHS Health property should always be left secured. The Security Department should be notified whenever any wrongdoing is suspected. To keep security risk at a minimum, OLHS reserves the right to inspect packages, lockers and any other items.

SEVERE WEATHER

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.

OCHSNER LSU HEALTH EMERGENCY RESPONSE CODES

Dial extension 5-6165 or 6-1479

from any hospital landline to report any type of code

CODE	DESCRIPTION	GENERAL INSTRUCTIONS
RED 5-6165/6-1479/911	Fire/Explosion/Smoke or Fire Drill within the facility or on the campus grounds	1-Notify 5-6165, 2-Activate pull station, 3-Then implement RACE (Rescue-Alarm-Contain-Extinguisher) ; PASS (Pull-Aim-Squeeze-Sweep)
GREY 5-6165/6-1479	Threatening weather, tornado, heavy rain, high winds, hail or other weather situation	May be proceeded by: WATCH ISSUED (conditions are favorable) WARNING ISSUED (sighted or indicated by radar)
BLUE 6-1123	Medical Emergency called in response to a patient who is experiencing cardiac/respiratory arrest	Remain with the individual, ask someone to call the emergency number, request that a Code Blue is called. Provide Location.
BLACK 5-6165/6-1479	BOMB THREAT Called with a bomb threat is received.	Keep caller on phone and have another person call the emergency number. State that Code Black needs to be called and provide the location. Search work areas and DO NOT TOUCH suspicious packages.
Green 6-1123	INCIDENT COMMAND ACTIVATION	Alerts that that Incident Command has been activated by COO-CNO-Security ETC.
Orange 5-6165/6-1479	Internal/External Hazardous materials event that threatens the facility or area.	Refer to department procedure for responding to an eternal disaster. Await further instructions
Pink 1-Infant/Child Abduction 2-Missing Infant/Child 5-6165/6-1479-911	Infant Child abduction or Missing – Lost Infant/Child. Called when hospital personnel discover an abducted-missing-lost child or infant.	Immediately stop non-critical work. Report to all stairwells, elevators, exits and hallways. Question anyone with an infant/child that matches the description. Don't let anyone enter or exit the facility.
Yellow 6-1123	Internal/External Mass Casualty – affecting the normal operations of the facility.	Announced overhead-refer to department procedure for responding to an external disaster.
Silver (Active Shooter) 5-6165/6-1479/911	Active Shooter – Person(s) actively engaged in killing or attempting to kill people in a confined and populated area.	Avoid the specified area. Evacuate if possible. If unable to evacuate, hide-seek cover/ concealment. Lock or barricade doors, and as a last resort, fight. (Run-Hide-Fight)
Navy 5-6165 6-1479	PATIENT ELOPEMENT – missing competent or mentally incompetent patient	Announced overhead to the designated area. ("Code Navy – Emergency Department") Staff form the eloped unit notify UPD (6-6165) and give description of the patient.
Gold 6-4357/888-273-8442	CYBER EVENT/TECHNOLOGY DISRUPTION Unauthorized access to information systems or technology downtime.	Report Cyber events to your Leader and Compliance Dept. Report technology disruptions to IT Dept. and start using downtime procedures in your work area.
White 5-6165/6-1479/911	Called when a combative/hostile person(s) acting in an aggressive manor	Avoid the specified area. Lock doors if possible. Move staff, patients, and visitors if safe to do so.

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.

Hand Washing: The *most important* measure you can use to prevent the spread of infection.

1. Wash hands for at least 20 seconds, using hospital approved soap
2. Rinse under running water
3. Use paper towels to dry
4. Use a clean paper towel to turn off the faucet.

You can also use any hospital approved alcohol-based hand gel for hand hygiene if soap and water is not available, except for C-Diff.

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 Gown/Aprons (fluid resistant)

- 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)

Wear MASK and protective eye wear

- 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 at
https://ochsnerhealth.sharepoint.com/system/clinical/Pages/Infection-Control.aspx

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.**
    - **N-95 masks are required for airborne isolation rooms and aerosolizing procedures on COVID-19 patients.**
    - **No clear or fabric masks, neck gaiters, bandanas, or masks with valves are allowed.**
- **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.

ISOLATION PRECAUTIONS

Students must follow isolation sign instructions prior to entering a designated isolation area/room.

AIRBORNE PRECAUTIONS

Before Entering Room: Use hand sanitizer or wash hands, put on N-95 mask

Indications: Measles, Tuberculosis

CONTACT PRECAUTIONS

Before Entering Room: Use hand sanitizer of wash hands, put on gown and gloves, mask if needed

Indications: Multidrug-resistant organisms (ESBLs, MRSA, VRE, CRO, CRE, KPC), RSV, Scabies, Lice, Scabies, Bed Bugs, Impetigo, Conjunctivitis, Rotavirus, Enterovirus

DROPLET PRECAUTIONS

Before Entering Room: Use hand sanitizer or wash hands, put on mask

Indications: Influenza A or B (use N95 mask for aerosolizing procedures), Meningitis (bacterial), Meningococcemia, Parvovirus B-19, Mumps, Pertussis "Whooping Cough", Rubella "German Measles"

"SPECIAL" CONTACT PRECAUTIONS

Before Entering Room: Use hand sanitizer or wash hands, put on gown and gloves

Indications: Clostridium Difficile (C Diff)

NEUTROPENIC PRECAUTIONS

Before Entering Room: DO NOT enter room if sick, use hand sanitizer or wash hands

Indications: ANC (absolute neutrophil count) < 500, SCIDS (Severe Combined Immunodeficiency Syndrome)

COVID-19 PRECAUTIONS (Airborne, Contact & Droplet)

Before Entering Room: Use hand sanitizer or wash hands, gown, gloves, eye protection, N95 mask

Indications: COVID-19 positive, Rule-out COVID-19

2021 NATIONAL PATIENT SAFETY GOALS

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
  - ✓ Preparation date
- 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 safely

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

ARM BANDS

	Patient Identification
	Allergy to food, medication, or other substance
	At Risk for Falling
	Type and Screen Blood
	Latex Allergy
	Restricted Extremity Do not use for venipuncture, blood pressure, or other therapy
	Massive Transfusion Protocol Activation
	Patient receives Hazardous Drug

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.

- 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

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

Types of PPE	Gloves	Gown	Eye/Face Protection	Respiratory	Other: Hair/Beard Cover, Shoe Cover
Medication Administration Form	**HazD Group 1** — All Gloves- ASTM D6978		**HazD Group 2**		**HazD Group 3**
Intact pill, capsule, tablet	Single Gloves		Single Gloves		Single Gloves
Non-intact capsule or tablet- crushed or manipulated (Contact Pharmacy)	Double Gloves		Double Gloves		Double Gloves
Oral solution, syrup, suspension, Eye Drops, Feeding Tube	Double Gloves + Gown, for splash concern		Double Gloves + Gown, for splash concern		Double Gloves + Gown, for splash concern
Injectable: Intravenous (IV), Intra-muscular (IM), Subcutaneous, Intrathecal	Double Gloves + Gown, for splash concern		Double Gloves + Gown, for splash concern		Double Gloves + Gown, for splash concern
Topical gel/cream/powder, Suppository, Vaginal inserts/creams, Transdermal patch, Subcutaneous implant	Double Gloves + Gown, for splash concern, for inhalation potential		Double Gloves + Gown, for splash concern, for inhalation potential		Double Gloves + Gown, for splash concern, for inhalation potential
Intravesical (Bladder Instillation), Intra Cavity	Double Gloves + Gown + Eye/Face + Respiratory		Double Gloves + Gown + Eye/Face + Respiratory		Double Gloves + Gown + Eye/Face + Respiratory
Inhalation/Aerosol treatment	Double Gloves + Gown + Eye/Face + Respiratory		Double Gloves + Gown + Eye/Face + Respiratory		Double Gloves + Gown + Eye/Face + Respiratory
HazD Spill	Double Gloves + Gown + Eye/Face + Respiratory **or** Use for spills greater than 30cc				
Standard Precautions- All non- HazD medications, Patient Home Medications	Single Gloves				

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	Double Gloves	Gown	Yes, for concern of splash		Shoe covers, for concern of splash
Direct Care of Unknown HazD patient	Follow Standard/Universal Precautions				

WORK RELATED INJURIES

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.

EMPLOYEE HEALTH PHONE CONTACT OLHS:

626-0661

MATERIAL SAFETY DATA SHEETS (MSDS)

The MSDS sheets are located in the "Safety" Department of Ochweb. On Ochweb, click on the tab along the top that reads "departments" Next, click "safety" At the top of this page is a link to MSDS Database for Ochsner.

HEALTH REQUIREMENTS AND EXPECTATIONS

- Annual Flu
- Mask Fit Testing
- TB Surveillance
- Positive titers or proof of vaccine (MMR, Varicella, Hep B)
- Negative Drug Screen
- Free from contagious disease

OCCURRENCE REPORTS

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.

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 the Emergency Department as directed for after hours.

4. For blood and body fluid exposures, follow protocol found on Ochweb. 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 Postexposure prophylaxis (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.

PATIENT TRANSPORT

Patient Transport Services assist you in moving patients.
This team assists with transporting patients throughout the hospital and outpatient clinics, discharging patients, and serving as visitor escorts.

To request patient transport, submit a **Ticket to Ride** in Epic, **then call 626-2218**

- Indicate how the patient should be transported (bed, stretcher, wheelchair) and how many escorts are needed for the transport.

LANGUAGE AND ACCESSIBILITY SERVICES

Every patient has the right to a validated medical interpreter. Patient's preferred language for healthcare should be documented in their chart as well as their need for an interpreter, when applicable. Document means of communication used in Epic.

Language Line Solutions: 1-866-874-3972
American Sign Language: Contact Social Services at **626-0880**
Refusal of Communication Services
A patient can refuse the use of our professional communication services, opting to use family or friends as interpreter. If this occurs, the patient must sign Waiver of Free Interpreter's Service form. The completed form is to be scanned into patient's Epic record.

Guidelines for Patients with Limited English Proficiency

- Minor children and/or non-clinical staff (even if bilingual) should not be used as interpreters.
- Some interpretive services may require advance notice, so please request in advance when possible. Remember to cancel a pre-arranged interpreter if patient cancels appointment!
- Patients should not sign any document in English unless an interpreter has assisted with translations and the patient clearly understands the content. Document on consent that interpreter services used.
- Not all deaf/hard of hearing patients know American Sign Language (ASL). Some patients need to use other options: lip reading, note writing, YTT/TDD devices.

GENERAL CLINICAL ROTATION GUIDELINES FOR UNDERGRADUATE & GRADUATE NURSING STUDENTS

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

- Medication is stored and dispensed via the Pyxis machine.
- Your preceptor or instructor will be able to obtain medications for you to administer to your patients, according to their Medication Worklist.
- Prior to obtaining a medication, 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 preceptor, not your Instructor, will obtain any narcotics needed for your patient.
- Medication Charges are automatically entered when medication administration is documented on the MAR by the student.

Verify the **7 Rights of Medication Administration** to prevent medication errors:

1. **The Right Patient**
2. **The Right Medication**
3. **The Right Dosage**
4. **The Right Time**
5. **The Right Route**
6. **The Right Indication/Effect**
7. **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.

THE FOLLOWING RESTRICTIONS ARE IN EFFECT FOR STUDENTS AT OCHSNER LSU HEALTH SHREVEPORT

- 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.

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.

ADVANCED PRACTICE PROVIDER STUDENT GUIDELINES & AGREEMENT

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.

3. 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 in to the EMR under the preceptor's login to perform documentation or place orders.

4. 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 Advanced Practice Provider Students 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, handoff 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

APP 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 here in 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, DC20202

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 address
- 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
- 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.