

**PVMC Student Guidelines
For
Patient Experience and Safety**

Platte Valley Medical Center

1600 Prairie Center Parkway
Brighton, CO 80601
303-498-1600

Welcome

Thank you for choosing Platte Valley Medical Center (PVMC) for your student rotation experience. We look forward to having you on our team during your clinical experience.

Platte Valley is a community hospital with 70 staffed beds. Services provided at Platte Valley Medical Center include Medical-Surgical-Telemetry, Intensive Care/Step Down, Obstetrics, Surgery/PACU, Cath Lab, and Emergency Services.

Mission Statement

Our mission is to: *Foster optimal health for all.*

HIPAA (Health Insurance Portability and Accountability ACT)

- HIPAA is a complex law, however, you must be knowledgeable about the following:
 - **Privacy**-Establishes conditions that govern the use and disclosure of individually identifiable health information.
 - **Security**-Establishes requirements for protecting the confidentiality, availability and integrity of individually identifiable health information.
- At the start of your rotation you will be given a HIPAA book to review and complete a small quiz.

Unapproved Abbreviations:

These abbreviations have been linked to patient safety events and should not be used in any documentation.

Abbreviation	Preferred Term
U (for unit)	Write "unit"
IU (for international unit)	Write "unit"
QD QOD (once daily and every other day)	Write "daily" and "every other day"
MS MSO ₄ MgSO ₄ (morphine sulfate, magnesium sulfate)	Write "morphine sulfate" or magnesium sulfate"
µ g (for microgram)	Write "mcg"
Lack of Leading Zero before a Decimal (.X mg)	Always use a zero before a decimal point (0.X mg)
Trailing Zero after a Decimal (X.0 mg)	Never use a 0 after a decimal point (X mg)

Safety

Hospital Codes: (Follow the directions from staff)

Common Emergency Notifications:

New Plain Language Notifications	Old Codes
Medical Alert – Resuscitation – Location	Code Blue
Facility Alert – Fire Alarm – Location – Followed by the action to be taken	Code Red
Facility Alert – Hazardous Materials Spill – Location	Code Orange
Security Alert – Infant Abduction – Followed by a description of the abductee/suspect if available	Code Pink
Security Alert – Search Plan – Location – Followed by action to be taken	Code Black (bomb threat)
Security Alert – Security Assist – Location	Dr. Quick / Code Green / Code Gray

FIRE SAFETY: You are expected to know the location of:

- Fire extinguisher on the unit
- The fire pull station closest to the unit
- Stairways nearest and farthest from the unit.

In Case of Fire:

- **Use R.A.C.E.:**
 - Rescue
 - Alarm
 - Contain
 - Evacuate/Extinguish
- **Use P.A.S.S.**
 - Pull
 - Aim
 - Squeeze
 - Sweep
- Hallways, means of egress and exits must be kept clear at all times.
- Doorstops and wedges are prohibited to maintain smoke/fire barriers.

Security/ Safety:

- Secure valuables in locked area or desk. PVMC is not responsible for lost valuables.
- Report any suspicious persons to plant operations, charge nurse or instructor.
- Always wear your ID badges.
- If need help in an emergency dial 555 (See Emergency Codes)
 - Give location
 - Describe issue

Infection Control

Hand Washing

- Wash your hands when they are visibly dirty or contaminated with proteinaceous material or are visibly soiled with blood or other body fluids, wash hands with soap and water. Perform hand hygiene with soap and water whenever C. Difficile has been diagnosed.
- Wash your hands at the beginning and end of your work shift, before eating, after using the toilet, and before performance of any invasive procedures.
- If your hands are not visibly soiled, use an alcohol-based hand rub for routinely decontaminating hands in all other clinical situations, some examples of when hand hygiene is required are described below:
 - Before having direct contact with patients.
 - Before donning sterile gloves when inserting a central intravascular catheter.
 - Before inserting indwelling urinary catheters, peripheral vascular catheters or other invasive devices that do not require a surgical procedure.
 - After contact with a patient's intact skin (e.g., when taking a pulse or blood pressure, and lifting a patient).
 - After contact with body fluids or excretions, mucous membranes, non-intact skin, and wound dressings if hands are not visibly soiled.
 - If moving from a contaminated-body site to a clean-body site during patient care.
 - After contact with inanimate objects (including medical equipment) in immediate vicinity of the patient.
 - After removing gloves.
 - On entry and exit from a patient's room.
- Use only hospital approved hand lotions to maintain good skin integrity.

What is Personal Protective Equipment (PPE)?

- Gowns
- Gloves
- Masks
- Goggles or face shields
- Shoe covers

Standard Precautions

- Used in care of all patients.
- Provides protection to staff when handling blood, body fluids or contaminated items.
- Includes proper disposal of biohazardous waste.
- Promotes safety in cleaning up spills.
- Food and drink restrictions (where you can eat and drink).
- Linen disposal.
- Includes the Use of Personal protective Equipment (PPE).

Bloodborne Pathogen

This is exposure to blood and body fluids, such as urine, sputum, or through contaminated needle stick. If you have an exposure report it immediately to your instructor and the charge nurse. Follow your school policy on injuries or illness during clinical time.

Disposal and handling of linen, trash, and sharps

- Grossly contaminated trash is red bagged.
- All linen is white bagged and handled/treated as biohazardous.
- Non-contaminated trash is either brown or clear bagged (ex: items that are disposed of as regular household waste.)
- Needles, blades any sharp items are disposed of in the nearest sharps container.
- Never recap needles.

Cleaning up a blood or body fluid spill

- Appropriate PPE.
- Wipe up with a paper towel or cloth.
- Wipe spill with Caviwipes cloths or spray area using hospital approved disinfectant, then wipe up solution after 10 minutes
- Call Environmental Services for large spill or spill containing glass or sharps.

Patient Rights

It is important that you understand the PVMC Patient Rights Policy below:

1. PATIENT RIGHTS As a patient at Platte Valley Medical Center you have the right to:

Access Care

You have the right to:

- Access treatment regardless of gender, disability, national origin, age color, race, religion, or payment source
- Transfer to another facility if accepted by that facility
- Consult with a specialist about your care

Effective Communication

You have the right to:

- Receive interpreter and or translation services at no cost, when you do not read, write, speak or understand English.
- Receive interpreter and or translation services at no cost if you are blind, deaf, or physically challenged in such a way as to impair your ability to communicate
- An explanation of the recommended treatment or procedure in words and in a form of communication you can understand

Participate in Your Care

You have the right to:

- Participate in all decisions involving your care or treatment.
- Choose someone to act on your behalf, as you desire, and as permitted by law
- Select your primary care physician or other practitioner who is primarily responsible for your care
- Participate in the development and implementation of your plan of care
- An explanation of treatments or procedures including
 - The risk and benefits
 - The probability of success and serious side effects
 - The alternatives and consequences if no treatment is pursued
 - The explanation of the recuperative period
- Consent or refuse any drug, test procedure or treatment; or withdraw your consent and discontinue participation in the treatment regime
- Consent or refuse to participate in teaching programs, research, and or experimental programs
- Consent or refuse to have filming or recording of your care
- Participate in decision making regarding ethical issues including: conflict resolution, withholding resuscitative services, forgoing or withdrawal of life sustaining treatment and care at the end of life

Information about your Care

You have the right to:

- Be informed of your rights and responsibilities in advance of patient care being provided
- Learn how the hospital resolves patient or family concerns or complaints including management of recurring complaints and/ or grievances
- Know the names, professional status, and experience of the staff that are providing your care or treatment
- Information about staffs' professional relationship to another healthcare provider or institution that might suggest a conflict of interest and any business relationship between individuals treating you or between the organization and any other healthcare, service or education institution involved in your care

- Be informed of your health care status and prognosis, including unanticipated outcomes of care
- Be informed of estimated charges for services prior to the initiation of non-emergent treatment upon request
- An itemized bill for services received
- Access information contained in your clinical records; request an amendment to the information; and/or receive an accounting of disclosure of clinical information to others within a reasonable time frame

Respectful Care

You have the right to:

- Care or treatment that is respectful, recognizes your dignity, and provides for your personal privacy to the extent possible during the course of treatment
- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital follow your directives
- Confidentiality of your clinical records and information about your care
- Express your personal values, beliefs and preferences and have care provided in accordance with those values, beliefs and preferences
- Have your pain managed through regular assessment and methods appropriate to your condition
- Ask questions and voice concerns without fear of punishment or discrimination
- Have your wishes followed for organ and tissue donation, within the ability of the hospital

Supportive Care

You have the right to:

- Have a family member or representative of your choice, and your physician notified of your admission to the hospital
- Have your family or others participate in your care as you wish and is appropriate
- Have access to pastoral or spiritual care and counseling

Safety and Security

You have the right to:

- Receive care in a safe and supportive setting
- Have access to protective services (i.e. guardianship, advocacy services, child and adult protective services)

2. PATIENT RESPONSIBILITIES

As a patient at Platte Valley Medical Center you have the responsibility to:

- Provide accurate and complete information in matters related to your health
- Ask questions when you do not understand your care, treatment or what you are expected to do.
- Express any concerns you have about following your plan for care
- Follow instructions related to your care and treatment plan
- Accept consequences for outcomes if you do not follow the care and treatment plan
- Follow rules and regulations and have your family and visitors follow the hospital's rules and regulations
- Show respect and consideration of the hospital staff and property as well as other patients and their property
- Meet financial obligations related to your health care

3. ADDITIONAL INFORMATION

- While the patient is recognized as having the right to participate in his/her care and treatment to the fullest extent possible, there are circumstances under which the patient may be unable to do so. In these situations, the patient's rights are to be exercised by the patient's designated representative or other legally designated person.
- Neonates, child and adolescent patients possess the same rights and responsibilities of adult patients. It is, however, the responsibility of the parent/guardian to implement these rights and responsibilities on their behalf.
- We encourage the participation and involvement of the patient's significant other, parent, family, or guardian throughout treatment. It is the responsibility of Platte Valley Medical Center to communicate issues surrounding the care of the patient including, but not limited to; discussion of the perception of the patient's needs; information concerning condition, treatment and progress; involvement in treatment, as appropriate; and participation in discharge planning.

4. PATIENT GRIEVANCE PROCEDURE

PVMC follows a grievance procedure that is described in the policy titled: "Handling of Patient Complaints". Information relating to the grievance process and access to the Patient Representative is communicated to our patients with the patient rights information.

If you have any questions about this booklet or other PVMC resources please contact your instructor or PVMC Student Coordinator.



SILVER ASPEN BISTRO

After Hours Dining Options:

Monday-Friday 4:00pm-7:00pm

Saturday, Sunday & Holiday's 7:00am-7:00pm

Employee Meal Ordering

Room Service Menus are located on the Welcome sign in the bistro. Choose the items you are wanting to purchase and call extension 71234 and place your order with the phone operator.

You will need to provide your name and a phone number to be reached back at. When your food is ready we will give you a call back to come to the Kitchen and pick up, you can come into the double doors located between the chapel and the time clock area on the northeast side of the building.

Prices are set a la cart just like you would see when visiting the bistro.

Our full Barista Coffee menu will be available for purchase.

Only items on the patient menu will be offered with the exception of the Barista menu, alternative options of meals and snacks are offered through the vending machine located in the bistro seating area.

Pre-licensure Nursing Student Guidance SCL Health, Denver Care Sites

Skill Performance

The following are minimum expectations in Patient Care Areas

- Wash/gel hands when entering and exiting a patient room
- Answer call lights
- Promptly communicate changes in assessment of patient condition
- Complete hourly rounds
- Document all patient care delivered
- Provide a verbal hand off (report) to the oncoming RN at the end of the shift

With the ***direct, visual supervision of the Preceptor/Instructor/Clinical Scholar:***

STUDENTS DO:
Hang routine IV fluids
Flush IVs, including heparin flushes
Change IV tubing
Change wound and IV dressings
Draw blood
Monitor patient responses to patient-controlled analgesia (PCA)
Monitor blood transfusions
Start or discontinue a peripheral IV w/routine fluids
Insert/care for nasogastric (NG) tubes
Point of Care (POC) blood glucose

Medication Administration

The first instance of medication administration by students must be with the **direct, visual supervision, in the presence of the Preceptor/Instructor/Clinical Scholar. NO EXCEPTIONS.** Thereafter, RN associates can assist and observe student medication administration (only to the staff nurse's assigned patient) at the discretion and specific request of the Preceptor/Instructor/Clinical Scholar.

All medications administered by students must be co-signed on the eMAR in the patient room, by either the Preceptor/Instructor/Clinical Scholar or the staff RN when requested to supervise the student's medication administration.

With ***direct, visual supervision by the Preceptor/Instructor/Clinical Scholar***, students can administer medications using the following ***routes:***

1. Oral
2. Intramuscular (IM) injections
3. Subcutaneous (SQ)
4. Intravenous (IV) at the discretion of the Preceptor/Instructor/Clinical Scholar and as with all medication administration, only in the presence of the Preceptor/Instructor/Clinical Scholar with direct, visual supervision
 - ✓ IV push or bolus, via a syringe connected to the IV access device followed by flushing with a second fluid
 - ✓ Piggyback

Pre-licensure Nursing Student Guidance SCL Health, Denver Care Sites

- ✓ Central lines, including implanted ports, tunneled catheters and PICCs. All SCL Health Denver Care Sites policies and procedures for care and maintenance of the line and special flushes must be followed.
- ✓ Pre-licensure students can **monitor** certain continuous IV infusions (e.g. heparin, electrolytes) under the direct supervision of their Preceptor/Instructor/Clinical Scholar

Students can administer controlled substances such as narcotics using the following guidelines:

Removal of controlled substances from the Automated Medication Dispensing Cabinet

The patient's primary nurse (or in the absence of the primary nurse if he/she is temporarily unavailable, another SCL Health Denver Care Sites RN such as the SSC) must remove the controlled substance from the Automated Medication Dispensing Cabinet. **Neither** pre-licensure nursing students, **nor** instructors from nursing schools can remove narcotics or other controlled substances from the Automated Medication Dispensing Cabinet under any circumstance.

Handling controlled substances

Wasting

- If any controlled substance must be wasted (e.g. partial dose), the primary nurse must waste in the presence of another RN (including clinical instructors), per policy. Students cannot serve as a witness to any wasting of narcotics.

Maintaining possession

- The primary nurse must not let the controlled substance leave his/her possession or direct observation. Thus, the primary nurse cannot give a controlled substance to an instructor to give to the student to give to the patient.

Returning unbroken, packaged controlled substances to the Automated Medication Dispensing Cabinet

- Should a controlled substance not be given due to patient refusal, etc, it may be returned to the Automated Medication Dispensing Cabinet if it is unopened. The primary nurse must return the medication in the presence of another RN, per policy.

Administration of controlled substances to patients

Students **can** prepare and administer narcotics and other controlled substances under the direct supervision of an RN. The patient's primary nurse must observe the administration. Ideally, the clinical instructor from their school would also observe the medication administration for teaching purposes.

Documentation of administration of controlled substances

- a. If the primary nurse directly observes the student nurse administering the medication in the absence of the clinical instructor, the primary nurse will co-sign the student's documentation of the given med.
- b. If the clinical instructor observes the medication administration, either the primary nurse or the instructor can co-sign the MAR with the student.

If the controlled substance is for pain control, the student is obligated to document the pain assessment/reassessment per policy.

Pre-licensure Nursing Student Guidance SCL Health, Denver Care Sites

Students **NEVER** perform any skill or procedure that falls outside of the Registered Nurse Scope of Practice, as defined by the Colorado State Board of Nursing.

Students do not perform any of the following skills or procedures:

STUDENTS DO NOT:
Take physician telephone or verbal orders
Witness patient signatures on consents
Transcribe chart orders
Retrieve blood products from the blood bank
Administer or be the second person in the 2-person bedside check of blood or total parenteral nutrition (TPN)
Discontinue a central line
Recommend OTC drugs/treatments/therapies
Perform endotracheal intubation
Perform arterial blood gas (ABG) puncture
Provide care to TB patients unless fit tested for mask
Perform any invasive procedures on each other or staff person
Perform any task that requires certification or advanced instruction (i.e. arterial blood gas puncture, chemotherapy, removal of PICC/Central lines, telemetry, glucose monitoring)
Initiate invasive monitoring
Any policy and/or procedure that facility restricts student from performing
Any skill/procedure not covered in nursing lab

Students do not participate in any of the following medication administration activities.

STUDENTS DO NOT:
Administer intrathecal meds
Initiate, monitor or change the rate of PCA or epidural analgesia pumps
Administer high-risk medications that require a dual sign-off, such as <ul style="list-style-type: none"> ▪ Chemotherapeutic/Biotherapy drugs ▪ IV heparin ▪ IV insulin drips
Total Parenteral Nutrition (TPN)
Paralytic agent drips
IV vasoactive medications
Any emergency cardiac medication in response to an acute crisis
Solely monitor patient following conscious sedation

SCL Health, Denver Care Sites Student Guidelines

General Student Responsibilities

1. Identify and communicate your learning needs to your Preceptor/Instructor/Clinical Scholar.
2. Arrive on time and prepared to deliver patient care.
3. Take advantage of learning opportunities.
4. Notify your Preceptor/Instructor/Clinical Scholar of any illness no later than two hours before the shift begins.
5. Immediately notify the Preceptor/Instructor/Clinical Scholar of any omission or error in patient care.
6. Return your badge per protocol at the end of your clinical experience.
7. Students are held to the same standard for professional behavior as associates, referred to as Service Behaviors. A list of these Service Behaviors can be found on our website. Students who do not demonstrate the Service Behaviors may be dismissed.

The following behaviors may result in immediate dismissal and/or course failure.

- Threatening the welfare of a patient, family or visitor
- Making threats to the facility or associates
- Violating patient confidentiality (HIPAA)
- Violating facility policies and procedures
- Failing to follow instructions
- Arguing with peers, associates, patients, families, instructors or clinical scholars
- Using offensive language
- Refusing or failing to carry out assignments
- Violating attendance procedures, including tardiness
- Misrepresenting your level of clinical competency
- Failing to alter your behavior following constructive feedback
- Failing to follow SCL Health Denver Care Sites Service Behaviors
- Using the internet for personal needs
- Conducting personal business during clinical time, emergencies and scheduled breaks excepted

When two or more policies or procedures about student behaviors provide guidance on the same topic, the stricter policy will be followed.

Identification Badge

All students must wear at an SCL Health identification badge all times. This includes having badges in place as students approach to enter buildings. The identification badge must be worn in the upper chest area in an unobstructed manner. The ID badge is worn in this specific area to promote safety and

SCL Health, Denver Care Sites Student Guidelines

present a unified professional image to those we serve. School identification badges (if provided by the school) must also be worn.

School Uniforms or Scrubs

All students must wear their school uniforms or scrubs at all times, as additional identification as a student. This also promotes safety, professionalism and a sense of confidence in the quality of care and service we provide.

Clothing In General

Clothing must be clean, pressed and professional in appearance at all times. Clothing must not be faded or torn. Clothing must be sufficient in length, weight and fit to be modest when you are performing any activity required by your student assignment. Appropriate undergarments must be worn and must not be visible through clothing.

Footwear

Footwear is required at all times. Shoes will be clean, polished and in good condition. Safety, comfort, appearance and quietness are the prime considerations in the selection of appropriate footwear. The following items are guidelines of unacceptable footwear in the workplace:

- Casual sandals, crocs and other croc type shoes with holes or flip-flops of any kind.

Personal Hygiene

- Good hygiene is essential. Body odor and bad breath are offensive to patients and coworkers. Necessary steps are to be taken to prevent these problems.
- Fingernails must be clean, moderately short and well-trimmed. Artificial nails are not permitted in patient care settings. A colored nail polish may be acceptable, based on your position or department. Do not use extreme colors or nail art.
- Cosmetics, perfumes, aftershave/cologne and scented lotions are not permitted in patient care areas. In non-patient care areas, cosmetics, perfumes, aftershave/cologne and scented lotions can be worn in conservative amounts.
- Hair, beards, and mustaches must be clean, neat and well groomed for the professional setting. Facial hair must be groomed in a manner that allows the staff member to pass a fit test if required to wear a respirator as a part of their job duties.
- Hairstyles must be neat, clean and controlled so as not to compromise patient care. Hair color must be a natural color.

SCL Health, Denver Care Sites

Student Guidelines

Jewelry/Accessories

Jewelry and accessories are to be minimal, appropriate and safe for the work being performed.

- Piercings
 - While on duty, no jewelry is to be worn on cheek, eyelid, eyebrow, lips, tongue or chin.
 - Nose studs no larger than 1.5 mm are permitted; nose rings/hoops are not allowed.
 - Earrings can be worn in ears only and cannot exceed two earrings per ear.
 - Earrings cannot exceed one inch in length.
 - Gauges in ears must be plugged.
- Chains and necklaces are to be worn inside clothing in patient care areas. Jewelry in the clinical setting cannot come in contact with patients, the work area, machinery or equipment. Medic alerts and wristwatches are not considered jewelry.
- Accessories such as scarves and artificial or fresh flowers are unacceptable with scrubs/uniforms.

Miscellaneous

- Visible tattoos or body art must be covered to the greatest extent possible while on duty.
- Students will not wear any pictures, emblems, or statements on clothing unless hospital approved.
- Students will not wear any buttons or pins unless hospital approved. Likewise, students will not wear any pins, buttons or t-shirts that convey a negative image of Sisters of Charity of Leavenworth Health or that support a political position not authorized by SCL Health.

Platte Valley Medical Center

Please plan on Parking in the Main Hospital Parking lot, along the back outer edge, as to avoid using the parking spots designated for our patients and their visitors.

Bistro Hours

- Monday through Friday open 630 a.m. to 2:00 p.m.
- Weekends and Holidays: Closed

After Hours: See other form on how to order.

Barista Hours

- 5:30 a.m – 2:00 p.m. Monday thru Friday
- Weekends and Holidays: Closed