



WORLD-CLASS HEALTHCARE. CLOSE TO HOME.

Student Orientation Manual

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1202 S. Tyler Street Covington, LA 70433

985-898-4083

www.stph.org

"K" Educate, Orientation, Student orientation manual 7-17

MISSION and VISION OF ST. TAMMANY PARISH HOSPITAL

Mission

To provide integrated healthcare to the people of western St. Tammany Parish and surrounding areas in a not-for-profit format.

Vision

To maintain a leadership role in assuring the delivery of high quality health care services to the individuals of Western St. Tammany Parish and surrounding areas.

Commitments

Customer Focus A customer is defined as anyone who needs or potentially needs a service from you. That service does not have to be in your job description or your role here at St. Tammany Parish Hospital (STPH). Customers include but are not limited to: patients, family members, co-workers, and anyone you encounter on the property of STPH.

- *We provide age specific compassionate care with Dignity, Privacy and Respect for all people.*
- *We are continuously improving to provide safe cost-effective care.*
- *We recognize the critical important of the medical staff in meeting the mission and goals of the hospital.*
- *We work to create an environment of teamwork, collaboration trust and support among our employees.*
- *We provide adequate and fiscally responsible resources to meet our patients' needs in terms of technology and delivery systems.*

It is our expectation that, when you are on our campus, you will behave in a manner consistent with the mission/ vision and commitments of St. Tammany Parish Hospital.

Quality

The determination of quality is based on the honest and objective reporting of outcomes of service Core Measures and patient assessment of us based on a standardized survey (HCAHPS).

Core Measures

Core Measures assess the quality of care provided and include doing the right thing, at the right time, in the right way to achieve the best possible results. Examples of CORE measures include STROKE, Venous Thromboembolism (VTE), Sepsis, Perinatal Care and Immunizations.

HCAHPS

Hospital Consumer Assessment of Hospital Providers and Services results are a quality measurement and a satisfaction measurement. The survey measures the patient's perception of the care he/she received at STPH. Categories of the tool include: Communication with the Nurse & Physician, Communication Regarding Medications and Discharge Instructions, Responsiveness to Pain, the Call Light and the Environment.

C A R E S Standards

As a team member at STPH, I am central to the commitment of world-class healthcare close to home. My highest responsibility is providing quality service to patients, family members, physicians, visitors, volunteers and co-workers. I commit to and am accountable for embodying C.A.R.E.S. Standards in my work.

C. CREATE A POSITIVE FIRST IMPRESSION. I will...

- Communicate using **AIDET** (AIDET is a communication model employed to better communicate with our patients with the goal of reducing their anxiety and increasing their compliance which will better patient outcomes which equates with improved quality)
 - **Acknowledge** – Welcome customers with my eye contact and warm smile.
 - **Introduce** – Introduce myself and properly display my name badge.
 - **Duration** – Give an accurate time expectation for all services and update the customer accordingly.
 - **Explanation** – Explain what will happen & answer questions in language the customer can understand.
 - **Thank You** – Thank every customer.
- Dress according to the hospital's appearance standards.
- Be courteous and professional face-to-face, on the phone and electronically.
- Keep our facilities beautiful by picking up, keeping halls clutter-free and returning equipment.

A. ANTICIPATE CUSTOMER NEEDS. I will...

- Know, understand and respect my patients' rights.
- Listen to my customers.
- Assist visitors along their way in our facilities.
- Step back to wait at elevators, hold doors and allow patients and visitors first.

R. RESPECT PATIENTS, STAFF AND OTHERS. I will...

- Keep records and conversations private, knock before entering and close doors or curtains
- Model respect, using ma'am, sir, please, thank you and may I.
- Keep noise to a minimum.
- Treat others as I would have them treat me.
- Value each person's uniqueness. Offer choices and alternatives. Seek first to understand and not to judge.
- Respect the time of others and their priorities.

E. EFFICIENTLY DELIVER SERVICE. I will...

- Simplify or streamline patient experiences.
- Do a job right the first time using the proper tools.
- Address concerns in a timely manner.
- Respond to call lights even if I'm just passing through.
- Conserve resources and reduce waste.

Put Safety, Frist and Foremost...

- Take safety personally because it is all our responsibility.
- Follow all policies and know my role in emergencies.
- Timely report and document according to policy risks and accidents and follow up to ensure they are eliminated.
- Keep hallways free of obstacles that can be hazardous.
- Practice safe lifting procedures.
- Use personal protective equipment.
- Wash my hands because it only takes 15 seconds to save a life.

Patients' Rights and Responsibilities

- Patients who present to STPH for care, services or treatment are informed of their rights and responsibilities at registration.
- Every effort is made to obtain a signature acknowledging that the patient has been informed of their rights and responsibilities.
- "Patient Rights" are posted throughout the facility
- Examples of patients' rights include: access to care without discrimination, participate in their plan of care and treatment, receive respectful care in a clean and safe environment, make advances directives and have practitioners honor those directives, be free from abuse and harassment and voice complaints or grievances about their care.
- Patient grievances and complaints are handled according to the "Grievance" policy

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 STPH. Students must adhere to the specific dress code designated by their programs. Professional attire is required at all times.

HAIR - Hairstyles should be neat and well groomed to present a professional appearance. No extreme or dimensional hairstyles or extreme colors are permitted. Hair should be neatly combed and not fall forward while delivering patient care. Small coordinating hair accessories may be worn to serve this purpose. Men must be clean-shaven; or if a beard/mustache is worn, it must be clean and neatly trimmed.

FINGERNAILS - Fingernails should be kept clean and well groomed. The natural look for clinical personnel is recommended. Polish is permitted, but should be in colors that blend with the uniform. Neon or fluorescent colors, nail decals and nail jewelry are not permitted. Fingernail length should not exceed ¼ inch beyond the fingertip. Artificial nails are prohibited by anyone having any patient contact. Persons with artificial nails will be counseled. If the situation is not corrected, the student will be removed from their rotation at STPH.

COLOGNE/AFTERSHAVE/ANTIPERSPIRANT - The use of antiperspirant/ deodorants is required. Perfume, cologne/ aftershave is discouraged in patient care areas due to close contact with others and possible allergic and anaphylactic reactions.

JEWELRY – Jewelry should be simple, not excessive and should not interfere with the performance of one's duties. No more than two earrings per ear are permitted. Shape and color of earring must compliment the professional attire and should not interfere with the performance of one's duties. Dangling earrings must not exceed one inch in the clinical setting. Dangling, double earrings are not acceptable in patient care areas for safety reasons. Other pierced accessories worn in visible areas, i.e., eyebrow, tongue, are not allowed while on duty. Depending upon Clinical rotation assignment, specific detailed jewelry compliance guidelines will be presented.

TATTOOS – Tattoos shall be covered in patient care areas.

OTHER ACCESSORIES - Sunglasses are not to be worn inside the building. Portable radios with headphones or iPods are not to be used while on duty.

UNDERGARMENTS - Proper undergarments must be worn and not visible through the outerwear.

ID Badges: These badges are to be worn whenever the student is on the STPH campus/clinics so that security personnel, employees, patients and visitors will be able to recognize them as a student. They 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.

Solicitation

Solicitation for any purpose or distribution of any literature in patient care areas including patient's rooms, exam, treatment and diagnostic rooms, operating rooms, therapy areas, waiting areas, hallways, the Hospital cafeteria, and Hospital lobby and off-site buildings is forbidden.

Confidentiality and Privacy

- All persons who work in this hospital share the responsibility of observing a code of ethics, which requires, in general, truthfulness, honesty, confidentiality, and personal integrity in all activities. Information about patients, employees, the hospital's information system, any electronically stored information and hospital business must be held in strictest confidence.
- All information concerning patients, employees or procedures must not be discussed in public areas.
- Inquiries about patients from friends and relatives are to be directed to the designated family spokesperson or the nurse in charge of the unit.
- The Confidentiality policy at STPH is based on the "NEED TO KNOW".
- Hospital business and patient information must be held in strict confidence and will not be discussed with persons who do not have the need to know such information to perform their jobs and never with people outside the hospital.
- Stop gossip about patients and healthcare information in hallways/elevators where it can be overheard.
- A breach of patient confidentiality will result in removal from the clinical rotation/experience

HIPAA

- Federal regulation assuring privacy and confidentiality of patient information
- Patient owns his/her medical record
- Health care facilities can treat the patient, seek payment from him/her, and use this information in the operation of the facility.
- We must seek patient's permission if we want to do anything else with that information.
- It is a federal crime to breach confidentiality and you and the hospital can face severe financial penalties

Cellular Phone/Recording Device Usage/Social Media

- Cell phones are not to be used while providing direct patient care or any healthcare service. In addition, cell phones may not be used in public areas of STPH or in front of patients, visitors, and guests.
- Personal cell phone use is limited to non-public areas of STPH and should take place during breaks or lunch periods in non-public areas of STPH.
- Cellular phones are not to be used in work areas, in public areas of the Hospital, or in front of patients, visitors, and guests of the Hospital. This applies to the use of these devices for conversation/verbal communication as well as non-verbal communication such as text messaging or instant messaging.
- St. Tammany Parish Hospital prohibits the use of personal cameras in the workplace, including cameras which are incorporated into any cellular telephone.
- Students may not use or disclose any patient identifiable information or protected health information of any kind or in any form via social media or smartphone or iPhone applications.

- STPH discourages “friending” of patients on social media.

Work Related Illness/Injury

Accidents involving students while on duty must be immediately reported to the supervisor/instructor. An occurrence report is completed by the supervisor/instructor and forwarded to the EDT Department. If the student requires emergency care, he/she will report to the emergency department. The cost of this treatment will fall to the student.

Stopping and Preventing the Spread of Infection

The Infection Prevention Department leads the charge to reduce or eradicate the spread of infections at STPH. Our goal is ZERO Hospital Acquired Infections. Through the use of protocols and CDC guidelines, we have managed to do just that.

Hand washing is # 1 way to prevent infection.

- Wash your hand with soap, water and friction for 20 seconds when visibly soiled
- Use alcohol hand sanitizer between hand washing (except C. Difficile)
- Teach patient, family, and others to wash their hands.

Standard Precautions Handling Contaminated Items

All patients should be considered potentially infectious.

- Always use the appropriate Personal Protective Equipment (PPE) when there is a potential for contact or exposure to all blood, body fluids, excretions and secretions (except sweat), non-intact skin or mucous membranes.
- When handling items contaminated with blood or body fluids:
 - Wear gloves
 - Wear mask, gown, and protective eyewear if splashing may occur.
 - Use RED Bags if the items are contaminated with blood or body fluids.

Blood and Body Fluid Exposure to an Infectious Fluid

- An exposure occurs when an individual receives a cut, a stick, or a splash.
- Mucous membrane injury (eyes, nose, mouth) are to be flushed with water/saline
- Puncture wounds and lacerations are to be washed with soap/water.
- Report this exposure to your instructor and unit charge nurse.
- An Occurrence Report must be completed within 24 hours of the occurrence.
- The cost of an ED visit, if needed, is the responsibility of the student.

Three Types of Isolation

- Contact – **Gloves, gowns required**-MDRO, RSV, C. difficile, Conjunctivitis, Rotavirus, Lice, Scabies, Hepatitis A, and major wounds that are not covered
- Droplet –**Surgical mask required**- Influenza, Mumps, Strep A, and Pneumonia

- Airborne –**Negative pressure and N95 mask required**-TB, Chicken Pox, Measles, Smallpox
- Protective Environment --

SAFETY FIRST and FOREMOST

National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety by focusing on problems in healthcare and how to solve them.

- **Identify Patients Correctly.** Use the patient’s first and last name and their date of birth for all patients.
- **Improve Staff Communication.** Phone orders, verbal orders and critical lab results must be read back and documented in the patient record. Get the important test results to the right staff person on time.
- **Use Medicines Safely** Label all medications that are not already labeled. Take extra care with patients who take medications to thin their blood. Record and pass along correct information about a patient’s medicines.
- **Reduce the harm associated with Clinical Alarms.**
- **Prevent Infections** Use the hand cleaning guidelines from the World Health Organization or CDC.
- **Use proven guidelines to prevent infections from central lines, Foley catheters and surgery procedures.**
- **Assess which patients are most likely to try to commit suicide.**
- **Prevent errors in surgery.** Verifying proper patient, proper procedure, proper side, if indicated, and time-out prior to the incision being made. Verify that the physician has marked the operative site.

RED RULES

St. Tammany Parish Hospital had adopted **three “RED RULES”** and these must be followed each and every time a task is performed. Red Rules are not to be broken. Any employee/student regardless of position or job function, is expected to STOP a co-worker, student, leader, or physician from violating the Red Rules. The Red Rules are:

- Patient Identification for all patients. First and last name and the patient’s date of birth.
- Specimen Labeling. All specimens are to be labeled before leaving the patient’s bedside
- Time Out before Any invasive procedure.

ID Bracelet Color Identification

Color coded ID bracelets are used to alert/remind the staff about the patient

- **GREEN** Patient is latex sensitive
- **RED** Blood Products/type and cross match alert
- **YELLOW** Patient is a fall risk
- **PURPLE WITH A DOVE** DNR
- **ORANGE** Patient is in isolation

- **PINK** Limb alert

Emergency Communication

4444 is the emergency phone number at STPH

- Code Blue = Adult or pediatric emergency
- Code Pink = Infant abduction
- Code Pink with a number = Child abduction the number refers to the child's age
- Code Red = Fire
- Code Green = All clear after a fire
- Rapid Response = Evaluation of a patient who has an unexplained change in status. Team consists of Critical Care Charge Nurse, Respiratory Therapist and House Nursing Supervisor.
- Rapid Response – **STEMI Alert** = emergent evaluation of patient who is having an acute ST Elevation Myocardial infarction with ECG confirmation. The goal is to have the patient transferred to the Cardiovascular Lab within 90 minutes of onset.
- Rapid Response-**STROKE Alert**= emergent evaluation of patient by the Rapid Response team who is having signs and symptoms of a stroke. The goal is to have the patient go to CT scan to determine if clear to receive tPA treatment within the 3 and ½ hour window. Only a physician may call a stroke alert.
- Dr. Rush = Security emergency
- Trauma Alert and Limited Trauma = Major trauma arriving in the ED. Calls for Respiratory Therapy, Laboratory, Radiology, Clergy and Nursing Service to the ED to await victim.
- Code Yellow = External disaster. Levels 1 through 3 refer to the number and severity of casualties, level 4 evacuation of all or part of the hospital.
- Code Black = Bomb threat
- Code Silver = A person on Hospital property has a weapon exposed **and** is threatening to harm or has harmed someone.

FIRE and LIFE SAFETY

- Follow the R A C E fire plan if the fire is in your area
 - R. Rescue those in immediate danger
 - A Sound the alarm by pulling the fire alarm box or calling the operator at 4444
 - C. Contain the fire. Close windows and doors, turn off the AC in the area, turn off the oxygen if in use, and place wet towels or blankets at the base of the hallway door to prevent the fire from pulling in air from the hall.
 - E. Extinguish if possible
- To use a fire extinguisher, remember **PASS**
 - **P** Pull the ring
 - **A** Aim the nozzle, horn or hose at the base of the fire
 - **S** Squeeze the handle

- **S** Sweep slowly back and forth at the base of the fire

DEFEND-IN-PLACE STRATEGY

Occupants are relocated to a safe location on the same floor rather than evacuated. The safe locations are created by subdividing the floors of the building into two or more smoke compartments or fire compartments, separated by specially constructed walls designed to limit the transfer of smoke or restrict the spread of fire from one side to the other.

Interim Life Safety Measures: an interim action that will be taken when a life safety feature is impaired due to construction, maintenance or system failure.

Clear Egress – Maintain an 8 foot clear width in the corridors at all times.

- If the fire is not in your area, stay where you are.
- Close all doors and make sure the patients are comfortable
- Assist with clearing all hallways
- Do not open fire or smoke doors unless ordered to do so by the fire team
- Do not use elevators during a fire alarm
- Know the location of the fire exits, the fire call pull box and fire extinguishers in your area.
- Evacuation chairs are available for vertical evacuation.
- **Call 911 for a fire at an off-site office or service**

SDS Safety Data Sheets

MSDS changes to SDS Global Harmonization. The Global Harmonization System is the new international unified system for labeling and providing information on hazardous materials. MSDS labels and sheets are now called SDS (Safety Data Sheets) and they still provide information on health, physical and environmental hazards related to chemicals. Information is unified so employees from around the globe use one system.

The one consistent system uses:

- Symbols or pictograms to easily convey hazards
- Signal words to communicate severity and to accompany pictograms
- Set statements to describe the nature of the hazard and recommended precautions
- Danger for more severe hazards and warning for less severe hazards
- A **Safety Data Sheet** (SDS) is a form containing data regarding the properties of a particular substance. As an important component of workplace safety, it is intended to provide all personnel and students with procedures for handling or working with that substance in a safe manner. It includes information such as physical data (melting point, boiling point, flash point, etc.) toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill handling procedures.
- It is your responsibility to know about products that you use on a routine and daily basis
- SDS sheets are available on the STPH Intranet

Patient / Visitor safety is everyone's responsibility.

- STPH is committed to environmental safety and quality care
- Report all types of errors, injuries, near miss events or other risks that could result in injury or hazardous condition to Risk Management.

- S A F E (7233) Safety hotline
- Reporting of events is handled without threat of punitive action.

Occurrence Reports

All members of the St. Tammany Parish Hospital (“STPH”) healthcare team play a part in responsible reporting of safety issues. Each person has responsibility to discuss and share patient safety concerns. STPH encourages reporting of errors, injuries, near miss events (the potential for error/injury), and other risks to patients, employees, and guests in our facility. The safety and occurrence reporting process provides an opportunity to assess and improve the delivery of quality and safe patient care.

- Privileged and confidential documents
- For internal use only
- Do not copy. Do not share the information contained in the report
- Do not reference the occurrence report in the medical record.

Chest Pain Center

- STPH has earned designation as an Accredited Chest Pain Center with PCI. An accredited chest pain center means that a hospital has dedicated interventional cardiologists, and cardiology and emergency personnel trained in rapid response and treatment of heart attacks, which ensures reduced heart muscle damage. The accreditation is provided by the [Society of Chest Pain Centers](#) and is only granted to hospitals that closely follow the American College of Cardiology and American Heart Association’s recommendations to improve and save lives
- Everyone should be aware of the signs of a heart attack
 - Shortness of breath
 - Pain in the chest, across the shoulders, down the left arm or up into the jaw
 - Nausea
 - Sweating







Persons experiencing these signs should be directed to the ED immediately.

Stroke

St. Tammany Parish Hospital announced that it has earned The Joint Commission’s Gold Seal of Approval® and the American Heart Association/American Stroke Association’s Heart-Check mark for Advanced Certification for Primary Stroke Centers. The Gold Seal of Approval® and the Heart-Check mark represent symbols of quality from their respective organizations.

- Time is brain tissue.
- Window of opportunity is 3 hours in an ischemic stroke
- Know the warning signs of a stroke use the FAST acronym
- Rapid Response is called if these warning signs are recognized for inpatients.
- Visitors experiencing these signs should be instructed to report to the Emergency Department.

BEFAST

| BALANCE | EYES | FACE | ARMS | SPEECH | TIME |
|---|---|---|---|--|---|
|  |  |  |  |  |  |
| Sudden loss of balance? | Loss of vision in one or both eyes? | Face looks uneven? | Arm or leg weak/hanging down? | Speech slurred? Trouble speaking or seem confused? | Call 911 now! |

Safety and Security

- Walk, do not run inside the hospital even during an emergency
- Do not operate equipment unless you are properly instructed on its use.
- Remove hazards such as water, paper wrappers, and other objects from the floors.
- Be on alert for fire hazards.
- Report any unsafe conditions such as wet floors, exposed wiring, defective equipment or obstructions left in halls or stairways to your instructor or department manager.
- If you should observe an accident involving a patient, visitor or another employee, report the incident to your instructor and/or manager at once.
- Report to security any suspicious individuals.
- Report to security anyone with a weapon who is not an official law officer or security officer.
- A picture ID is required to be worn at the collar level any time you are providing services at St. Tammany Parish Hospital.
- Report any other safety concerns to your instructor and /or department manager.
- Report any suspicious individuals to security.
- Report anyone with a weapon, who is not an official law officer or hospital security officer to security
- Security is responsible for “Lost and Found” items
- Contact Security at 789-8016 or “O” for operator

Harassment / Violence in the Workplace

St. Tammany Parish Hospital is committed to providing a safe and wholesome environment for the public, patients, employees, and non-employees. Every guest of St. Tammany Parish Hospital has a reasonable expectation to do business, or receive care in an atmosphere free from threats and assaults. St. Tammany Parish Hospital fully supports and is committed to a violence free environment.

St. Tammany Parish Hospital will not tolerate any form of sexual harassment or any offensive conduct that has the effect of severely interfering with an employee's, volunteer's, student's, non-employee worker's or physician's work performance or creating a pervasive, intimidating, hostile, offensive work environment by or against any of its staff or affiliates

Tobacco Free Workplace

It is the policy of St. Tammany Parish Hospital to provide a tobacco-free workplace and environment by prohibiting smoking and the use of all tobacco products on all hospital properties. Employees, physicians, patients, volunteers, students, and visitors will not be permitted to smoke in or on any facility or property owned or fully leased by St. Tammany Parish Hospital.

To take advantage of the free "Living Tobacco Free" tobacco cessation program at STPH call 985-898-4468 and speak to a Tobacco Treatment Specialist

Alcohol and Controlled Substances

The unauthorized use of, possession of or being under the influence of alcohol and the illegal use, abuse, possession, manufacture, dispensation, distribution of, or being under the influence of controlled or illegal drugs is prohibited while at work, on call, on duty or engaged in STPH business on or off premises.

Parking for Daytime Students

- Daytime students are to park in the Medical Office Building closest to Tyler and 8th Avenue.
- If coming up from the interstate, turn **Left** at the intersection of Tyler Street and 8th Avenue.
- Proceed on 8th Avenue and turn **RIGHT** into the parking lot.
- After parking proceed to the third floor of the medical office building to cross the sky bridge to the main hospital.
- Carpooling is encouraged.

Parking for Evening and Weekend Students

- Evening Students are to park in lot #5 which is on the campus of the main hospital.
- Coming from the interstate, turn **RIGHT** at the intersection of 8th Avenue and Tyler Street. Turn **LEFT** at the next intersection (8th Avenue and Harrison Street). Turn **RIGHT** at the first driveway, this is lot #5.

Nursing Student Rotation Information and Guidelines

Nursing Students' Role/Responsibilities

Nursing students enrolled in RN and LPN programs may obtain clinical experience at STPH using the following guidelines:

1. Orientation for students and instructors are coordinated through the Education, Development and Training Department. RN and LPN programs will provide module assisted orientation provided by STPH EDT Department to their students prior to the first clinical day.
2. Nursing students will report to work at the designated time to attend report and receive their patient assignments. For the nursing students the designated time for report will be 6:45 am for those working in the morning and the afternoon time will be based on their clinical time.
3. Nursing students may perform certain nursing procedures (ie, IV insertion, foley catheter insertion, dressing changes, etc) under the direct supervision of a staff nurse once competency has been validated by the nursing instructor. If the task is new or one which the student is not comfortable performing, then the instructor must be present. Medication administration, specimen collection and blood glucose monitoring must be performed under the direct supervision of the instructor or staff nurse.
4. All students will be expected to provide care on the units according to established standards, including Care Team Rounding. They must also document the care provided and assessments made either on the paper record (if that unit/department is using a paper record) or in the electronic medical record (for those areas that are using electronic medical records). All vital signs taken by the students will be validated in the MP5 prior to entry in the EMR. Students will not document their initial shift assessment in the EMR, only the interim shift assessments. The initial "Head-to-Toe System Review" Assessment may be done on paper and submitted to the instructor if needed for grading purposes.
5. The student will discuss his/her objectives for the day with the staff nurse indicating medication administration, providing ADL's, total care, etc. During the course of his/her clinical time, the student will keep the staff nurse abreast of the care provided or issues preventing care being administered.
6. RN and LPN students may administer all medications approved on the Formulary by the following routes: by mouth, intramuscularly, subcutaneously, rectally, topically, vaginally, or via nasogastric/gastrostomy tube under the direct supervision of their instructor or staff nurse. The students will use their Epic access to document administration of medication.
7. RN students may hang routine IVs, administer piggyback IV medications (including the initial dose) and administer IVP medications under the direct supervision of their instructor or staff nurse.
8. LPN students may hang routine IV's after successfully completing an IV Therapy course and administer IVPB medications (excluding the initial dose) under the direct supervision of the instructor or staff nurse. LPN students may not administer IVP medications.
9. No student will be allowed to administer chemotherapy medications.
10. No students will be allowed to administer blood or blood products. Only RN students may monitor patients receiving blood or blood products after the initial 15 minutes of transfusion. Rhogam may not be administered by any student.
11. Prior to leaving the unit at any time and at the end of the clinical time, all students must report the care that they have provided to their patients to the charge nurse or staff nurse using SBAR communication.

12. Students should direct their questions regarding medications, diagnosis, etc first to their instructors and then, if needed, to the staff.

13. The students will not be allowed to photocopy any portion of the medical record. Any paperwork that is turned in to the instructor may utilize room number and patient's initials only.

14. The students should not be utilizing the downtime forms to document the nursing care provided unless the hospital is on downtime.

15. The students will not have access to Pyxis.

16. RN BSN students enrolled in a preceptorship program will be allowed to perform their duties under the direct supervision of their preceptor, the staff nurse.

17. Students must complete Network Request Applications prior to each clinical semester.

EMT Students Role/Responsibilities

EMT students enrolled in approved programs may obtain clinical experience at STPH using the following guidelines

1. Orientation dates for EMT students are coordinated through the Education, Development and Training Department.

2. EMT students will report to work at the designated time to attend report and receive their patient assignments.

3. EMT students may perform certain procedures (ie, IV insertion, applying Oxygen, dressing changes, etc) under the direct supervision of a staff nurse once competency has been validated by the EMT instructor. If the task is new or one which the student is not comfortable performing, then the staff nurse must be present. Medication administration, specimen collection and blood glucose monitoring must be performed under the direct supervision of the staff nurse.

4. EMT students may administer all medications approved on the Formulary by the following routes: by mouth, intramuscularly, subcutaneously, rectally, topically, vaginally, or via nasogastric/gastrostomy tube under the direct supervision of the staff nurse.

5. The staff nurse will document care provided by the EMT student in the electronic medical record.

Surgical Tech Students

Surgical Tech students enrolled in approved programs may obtain clinical experience at STPH using the following guidelines:

1. Orientation dates for surgical tech students are coordinated through the Education, Development and Training Department.

2. Surgical Tech students will report to work at the designated time to attend report and receive their patient assignments.

3. Surgical Tech students may prepare medications on the sterile field under the direct supervision of the RN circulator and the surgical tech preceptor. These medications will be labeled according to hospital policy.
4. Surgical tech students scrub only on surgical procedure when the surgical tech preceptor scrubs with him/her.
5. Surgical tech students may assist in surgical counts but the responsibility of the surgical count rests with the surgical tech preceptor and the RN circulator.
6. Surgical tech students may scrub on selected cases based on training, resources required, physician preference and manager input.
7. Surgical tech students will follow standards and practices of the facility and basic competencies ensured by the perioperative educator. Included but not limited to, handwashing, gowning and gloving, sterile technique, surgical attire, surgical counts, medication labeling on sterile field, fire safety and universal protocol (time out).

If you have questions or comments, please contact the
Education Development and Training Department at STPH at 985-898-4083 or
email gimes@stph.org.

Please complete and sign the attached documents and return them to the Education
Development and Training Department at St. Tammany Parish Hospital.

Thank you for choosing St. Tammany Parish Hospital.



St. Tammany

PARISH HOSPITAL

Excellence In Healthcare... Close To Home

STUDENT ORIENTATION

Name: _____ School Affiliation: _____
Please Print

Department: _____ Dates of Rotation: _____

___ MISSION / VISION

___ QUALITY: HCAPHS/CORE MEASURES

___ PATIENT SATISFACTION: CARES/AIDET

___ PATIENT RIGHTS/ Abuse and Neglect

___ PRIVACY—HIPAA/CONFIDENTIALITY/CELL PHONES

___ INFECTION PREVENTION

___ SAFETY FIRST AND FOREMOST—NATIONAL PATIENT SAFETY GOALS/RED RULES

___ EMERGENCY MANAGEMENT/COMMUNICATION

___ FIRE and LIFE SAFETY

___ SAFETY AND SECURITY/ID BADGE

___ HARASSMENT/VIOLENCE FREE WORKLACE

___ TOBACCO/ALCOHOL/SUBSTANCE ABUSE

___ PARKING

___ Flu: _____

I HAVE AN UNDERSTANDING OF THE ABOVE SUBJECTS AND HAVE HAD AN OPPORTUNITY TO DISCUSS AND ASK QUESTIONS REGARDING THEM.

Signature _____ Date _____



CONFIDENTIALITY AGREEMENT

As an employee, physician, student, volunteer or other provider affiliated with St. Tammany Parish Hospital ("STPH"), you may have access to "**Confidential Information.**" The purpose of this Confidentiality Agreement ("Agreement") is to help you understand and acknowledge your duties and obligations related to the information.

What is "Confidential information"? It is patient protected health information ("PHI") defined in Federal HIPAA Privacy and Security laws and regulations and STPH policies and procedures about HIPAA and related subjects. It is also all other STPH business and financial information. Confidential Information may exist in multiple forms, e.g., verbal, written or electronic.

How do I receive "Confidential information"? You may learn or have access to Confidential Information through: (i) computers and information systems, (ii) interactions with coworkers and other healthcare providers, (iii) the treatment of patients, or (iv) the performance of your job functions or the delivery of healthcare and matters related to it.

Why does this concern me? Because you have access to Confidential Information, you are required to conduct yourself in **strict conformance** with applicable laws and all STPH policies governing Confidential Information in **all forms**.

- As an employee, you are required to abide by the laws and policies **as a condition of your employment**. Any violation of any of these duties and obligations will subject you to disciplinary action up to and including termination of employment.
- If you are an affiliate of STPH (other than an employee), any violation of these duties and obligations will be managed by the appropriate STPH department.

Because you have **THE PRIVILEGE OF ACCESS TO STPH CONFIDENTIAL INFORMATION**, you commit to the highest standards in protecting it. You are required to:

- NEVER** share your password to an information system with anyone.
- Know, understand, and follow all STPH policies governing the use of information systems.
- Take patient privacy seriously and maintain the confidentiality of each patient's protected health information (PHI) - only access PHI if you are authorized to access it.
- Complete training required by STPH and others who grant access to information systems, for example, Epic access in partnership with Ochsner Health System.
- Disclose PHI to an individual or entity only if necessary for the treatment of a patient AND only to the **minimum extent necessary** to facilitate payment or to conduct hospital operations.
- Seek advice from any manager if you are not sure how confidentiality and HIPAA obligations apply to a particular situation.
- Refer patients that ask for copies of their medical records to the Health Information Management (HIM) department.
- Never** directly access PHI of relatives or friends or even your own PHI from STPH information systems. Use "My Chart" for accessing your own PHI.
- Make sure computer screens containing PHI are not accessible to public view.
- Promptly report privacy and security concerns to your immediate supervisor, any member of the management team, the privacy officer or the security officer or you may report to the Corporate Compliance Hotline at **1-866-786-3891**.
- Only access PHI and Confidential Information from a remote location if specifically authorized to do so.
- [For Students]** PHI may not be accessed from a remote site and may only be accessed as part of the student rotation at STPH.

CIRCLE APPLICABLE CATEGORY:

EMPLOYEE MEDICAL STAFF ALLIED HEALTH STUDENT VENDOR VOLUNTEER

OTHER _____ [DESCRIBE]

NAME (PRINT)

EMPLOYEE NUMBER (IF APPLICABLE)

BY SIGNING BELOW, AND AS A CONDITION TO MY ABILITY TO ACCESS STPH CONFIDENTIAL INFORMATION, I ACKNOWLEDGE AND AGREE THAT I HAVE REVIEWED ALL INFORMATION CONTAINED IN THIS AGREEMENT AND:

- I will use Confidential Information only as needed to perform the duties as defined by my relationship with STPH. I will not copy, release or destroy Confidential Information except as authorized within the scope of my relationship with STPH.
- I understand that it is my responsibility to assure that the Information in my possession is maintained in a physically secure environment.
- I will not disclose to any other person access codes or passwords ("access codes") that allow me to access Confidential Information. I am solely responsible for misuse or wrongful disclosure of Confidential Information that arises from my sharing access codes with another person and/or for failure appropriately to safeguard my access codes. I will report any suspicion or knowledge that my access codes have been misused or disclosed without proper authorization.
- I will not download or transfer files containing Confidential Information to any computer, data storage device, portable device or other device capable of storing digitized data, unless provided to me or authorized by STPH for that purpose.
- I will print documents containing Confidential Information in a physically secure environment and store all forms of Confidential Information in a secure environment.
- I acknowledge that I have an obligation to report any practice by another person that violates these obligations or puts STPH or its patients at risk with regard to a disclosure of Confidential Information.
- [If applicable] I will **only use my STPH email account** to send and receive messages that may include Confidential Information.
- If I no longer need Confidential Information, I will dispose in a way that assures others cannot use or disclose it.
- I understand that my communication using the STPH information network is not private and the content of my communications may be monitored to protect the confidentiality and security of data.
- I understand that I have no right or ownership interest in any Confidential Information referred to in this Agreement.
- I will follow STPH policies and procedures regarding the use of portable devices.
- I shall not use any device to take a photograph of a patient or Confidential Information unless it is part of my legitimate job function and done using secure systems and equipment provided to me by STPH.
- At any time in its sole discretion and without notice to me, STPH has full authority to revoke my access codes in the best interests of STPH, and I have no opportunity to object to the revocation.
- I understand that my obligations under this Agreement will continue after the termination of my relationship with STPH.

SIGNATURE

DATE SIGNED

November 23, 2016