

DENVER HEALTH MEDICAL CENTER



STUDENT NURSE ORIENTATION HANDBOOK

Denver Health

Agreement and Understanding of Policy Regarding Confidentiality

Due to the nature of the service provided by Denver Health, all employees, including those working under any form of contract and/or lease and/or through a third party, have an ethical and legal responsibility to respect the confidentiality of certain information. Nothing herein shall be construed to interfere with employees first amendment rights.

Confidential information is defined as information which, when disclosed without authorization, could be prejudicial to the interest of our patients, and/or our employees, and/or Denver Health. Specifically, information pertaining to a patient's records, condition, or personal affairs, as well as information relating to personnel or patient accounts of Denver Health is considered confidential.

Confidential information must never be discussed with anyone at Denver Health who does not have a business need to know such information, or away from Denver Health, except in the line of duty. Confidential patient information may only be released in compliance with Denver Health policy, or with the patient's written consent. Discussion of confidential information should only take place with those having a defined need and/or legal right to know. No confidential information, records or materials may be used, released or discussed without the authorization and approval, as determined by, and/or in compliance with Colorado Law, or the Chief Executive Officer and Medical Director of Denver Health.

Patient records and information of any kind are considered confidential and may be released only by the Chief Executive Officer and Medical Director or other authorized Denver Health personnel in accordance with Denver Health Principles and Practices.

All media requests for information should be referred directly to the director of Public Affairs. After normal working hours the administrative representative on call should be contacted.

Failure to respect the confidentiality of the patients and/or the organization inadvertently or purposefully is a serious infraction which will be regarded as willful misconduct and may result in termination upon the first offense.

.....
I have read the Denver Health policy regarding confidentiality, understand it and agree to abide by all terms and conditions of the 'Confidentiality Policy'.

(Instructors' signature)
Or Students Signature

(Date Signed)

Please Print:

(Instructor name)
Or Students Signature

Date

Welcome!! We hope that you have an enjoyable experience as a nursing student at Denver Health. This handbook is a resource for you and it will answer many of the questions you may have.

If you have other questions about Denver Health policies or procedures, please refer these questions to your instructor, the charge nurse on the unit or refer to the Denver Health Policies and Procedures as posted on the DH Intranet called "The Pulse."

About Denver Health:

Denver Health was established over 145 years ago, with the mission to care for all citizens of the new frontier town of Denver, Colorado. Known as Denver General Hospital until 1997, it became an independent authority at the time. With 398- licensed beds, DHMC offers a range of inpatient medical and behavioral health services.

Information You Will Need to Know for Your Clinical Rotation at Denver Health:

Dress Code

- In direct care, inpatient care areas, please wear scrubs/ uniforms. Students must be clearly differentiated from other staff. Follow your school guidelines, and wear your school uniform/smock, etc. Scrubs/uniforms should be neat, clean, pressed and in good repair. In Outpatient areas, students may in addition to the routine attire of scrubs/uniforms may wear business casual *with* a lab coat.
- For Behavioral health rotations, neat, clean, pressed, non-provocative street clothes may be worn. You will receive further direction during your orientation to this area.
- No denim of any kind is permitted.
- If you are on campus to set up clinical assignments, we ask that you wear business casual (no jeans) and a lab coat.
- *All* tattoos are to be covered to promote sensitivity to our patients, employees and their varied values.
- Piercings are limited to two studs in each ear. *No other visible piercing decoration is permitted* (no nose or eyebrow piercings, for example). Please enforce this with your students.
- Hair must be a natural color and well groomed.
- Shoes must be close-toed, clean, well maintained and worn with hose/socks.
- Colognes, perfumes or lotions are to be lightly scented.
- Fingernails should be natural (no acrylic), clean and kept short (nail tips less than ¼"). Polish, if used, should be clear or a light color, and intact without chips or visible wear.
- You may be asked to leave the clinical area if your dress does not follow these guidelines.

Student Conduct Expectations:

- Students are to conduct themselves in a professional manner at all times.
- Gum chewing in patient care areas is not permitted.
- Food/drinks are not permitted in patient care areas.
- Refrain from social contact with patients.
- To reduce congestion and confusion at the unit desks, please limit extraneous conversations at the desk. Students should not be congregating at the unit desk, except to review their patient charts.
- Students may be asked to leave a clinical area if their actions are found detrimental to the patients.

Instructor Conduct Expectations:

- Instructors are to conduct themselves in a professional manner at all times.
- Instructors are expected to remain with their students on the units at all times. If makeup days are required, these days must be coordinated in advance and an instructor must be present with the student(s).
- Please do not conduct personal business, including personal cell phone use, while on the unit.
- Instructors are expected to be on the unit, interacting and supervising the students from the start of report to the exit report to the staff is completed by all students.

Identification

- Students and instructors are to wear picture identification badges, identifying themselves and their respective schools, at all times. Students should be clearly differentiated as students.
- Students and instructors must wear lab coats, ID badges and identify themselves to the appropriate Charge Nurses if they come in at times other than their clinical.

Illness/Injury/Infection Control

- Students who request clinical rotations and their instructors must be in good health on the days of their visits. Individuals with common upper respiratory illnesses and fever or other contagious conditions are asked to not attend the rotation or clinic on that day and return when their health problems have been resolved. Students who report with such a condition may have their experience deferred by the supervisor in the area or the DH employee who is supervising the student.
- Your assigned unit must be notified 4 hours before the start of your shift if you are unable to report for a scheduled rotation. Be sure to let your students know if there has been a change in the schedule or if the clinical has been cancelled for that day. If as an instructor, you are ill and an oriented substitute cannot be found, please reschedule your shift with your school who will contact the CNE Nursing Education/Staff Development dept (303-436-3431). **Students are not permitted to be on the units without an instructor**, except in specified precepted or observational situations.
- If you or your students are injured during your clinical rotation, follow the instructions given to you by the school. Each school has individual arrangements for student/employee injury. The DH Occupational Health and Safety Clinics are only available to Denver Health employees who are working in that capacity.
- During your visit, *please follow good hand-washing practices* and observe transmission-based precautions where applicable. Take advantage of no-cost or low-cost immunization programs available to you.

Guidelines for Clinical Practice

- Students are to communicate any changes in patient assessment or condition to the Denver Health nurse responsible for the patient's care and to the instructor.
- Students are not permitted to remove medical equipment, supplies or any Denver Health property (including reference books) from the Denver Health campus.
- In an emergency (COR-0) situation, observation by the student is permitted at the discretion of the Denver Health COR team leader.
- The student and the instructor may administer oral and injectable medications.
- The following medications must be verified by the instructor/unit-based RN before administration by the student: insulin, heparin, narcotics, calculated doses, IV medications.

- If a student's implementation of nursing care is determined to be unsafe, the staff RN, team leader or manager may intervene and remove the student from the bedside or care setting.

Pavilion C (Women's Health Building)

- All Units above 1st floor are locked. Access will be provided by pushing the intercom and speaking to a person who will inquire about your purpose.
- In an emergency, follow the instructions of the unit staff.

On the Mom/baby and L/D units, students may not

- transport a newborn from the nursery to a mom or vice versa. Only staff members with pink ID badges are permitted to perform this function.

On the Pediatrics unit, nursing students may not:

- Start IVs
- Give any medication IV push (antibiotics that may be pushed go on a syringe pump)
- Deep suction
- Catheterize

Nursing students may not:

- Administer chemotherapy
- Administer vasoactive drugs (may monitor under direct Denver Health RN supervision)
- Perform endotracheal intubation on any person
- Administer conscious sedation drugs
- Perform arterial blood gas puncture
- Give blood or blood products
- Administer IV push medications, except under the direct supervision of their nursing instructor or a Denver Health RN. No IV push medications may be administered to newborns or children.
- Administer emergency medications (i.e. in a respiratory or cardiac arrest situation).

Medication Storage

- Pyxis medication dispensing systems are used in most clinical areas. Check with the charge nurse for any medication that may not be dispensed in Pyxis.
- All medications are to be secured (stored) in their appropriate locations. Medications are not to be left in patient rooms or stored on the student.
- Medications may not be borrowed from one patient to administer to another patient. This practice bypasses Pharmacy safety checks and may result in patient injury.
- Medications brought into the hospital by the patient are sent home with a family member or sent to pharmacy. They may not be left at the patient's bedside. Disposition of medications is documented on the appropriate flowsheet.

Procedure for Medication Administration

- The nurse is responsible for knowledge of the drug administered. Please check with the Charge Nurse for the resources available on the unit (i.e., drug reference books, Lexi-Comp Reference on Pyxis, DH Pharmacists).
- Medications can be given within up to 30 minutes (before or after) of ordered time.
- The following must be checked by another nurse before administration:
 - ✚ IV digoxin, heparin, and insulin.
- **When students are giving medications**, the following medications must be verified by the instructor/unit-based RN before administration by the student:
 - ✚ insulin, heparin, narcotics, calculated doses, IV medications
- Prior to administering the medication check the:
 - ✚ time, dose, and route against that described on the Medication Administration Record.

- Identify the patient by checking the ID band and check for allergies. **Use two patient identifiers, including the FIN#.** Check the patient's allergies. All inpatients will have a red allergy armband.
- After the medication has been administered, initial the MAR. If a medication is held, circle the time and document reason.
- If a medication is administered by IM or SC injection, record the injection site.
- When administering sliding scale medication, record the amount of the drug administered next to your initials.
- Sign your initials and name in the designated area on the MAR. Do not document medication administration until after the patient has taken the drug.
- Document the following after completion of the medication administration procedure:
 - ❑ Evaluation of the patient response to the medication, when appropriate.
 - ❑ Any identified possible adverse reaction to the medications administered.
 - ❑ Explanation of any omitted doses.

Dangerous Abbreviations

Abbreviations have been identified as a leading cause of medication errors. Dangerous abbreviations are medical abbreviations used in prescribing medications or treatments that can be easily misinterpreted. The Institute for Safe Medication Practices (ISMP) has identified more than 30 unsafe or error-prone abbreviations. Although abbreviations save time, a recent study showed that 30% of medication orders contained one or more dangerous abbreviations.

The safety of the patient always comes first. If an order is unclear, inform your instructor and staff nurse and take steps to have the order clarified and confirmed. Document the confirmation of the intended meaning before the order is carried out.

The *Do Not Use* abbreviation list includes:

Abbreviation	Potential Problem	Preferred Term
U (for unit)	Mistaken as zero, four or cc.	Write "unit"
IU (for international unit)	Mistaken as IV (intravenous) or 10 (ten).	Write "international unit"
Q.D., Q.O.D. (Latin abbreviation for once daily and every other day)	Mistaken for each other. The period after the Q can be mistaken for an "I" and the "O" can be mistaken for "I".	Write "daily" and "every other day"
Trailing zero (X.0 mg), Lack of leading zero (.X mg)	Decimal point is missed.	Never write a zero by itself after a decimal point (X mg), and always use a zero before a decimal point (0.X mg)
A.S., A.D., A.U. (Latin abbreviation for left, right, or both ears) O.S., O.D., O.U. (Latin abbreviation for left, right, or both eyes)	Mistaken for each other (e.g., AS for OS, AD for OD, AU for OU, etc.).	Write: "left ear," "right ear" or "both ears;" "left eye," "right eye," or "both eyes"
MS MSO ₄ MgSO ₄	Confused for one another. Can mean morphine sulfate or magnesium sulfate.	Write "morphine sulfate" or "magnesium sulfate"

In addition to the “Do Not Use” list, also be aware of the following:

Abbreviation	Potential Problem	Preferred Term
mg (for microgram)	Mistaken for mg (milligrams) resulting in one thousand-fold dosing overdose.	Write "mcg"
H.S. (for half-strength or Latin abbreviation for bedtime)	Mistaken for either half-strength or hour of sleep (at bedtime). q.H.S. mistaken for every hour. All can result in a dosing error.	Write out "half-strength" or "at bedtime"
T.I.W. (for three times a week)	Mistaken for three times a day or twice weekly resulting in an overdose.	Write "3 times weekly" or "three times weekly"
S.C. or S.Q. (for subcutaneous)	Mistaken as SL for sublingual, or "5 every".	Write "Sub-Q", "subQ", or "subcutaneously"
D/C (for discharge)	Interpreted as discontinue whatever medications follow (typically discharge meds).	Write "discharge"
c.c. (for cubic centimeter)	Mistaken for U (units) when poorly written.	Write "ml" for milliliters

Pain Management

All patients are assessed for pain on admission to Denver Health and periodically during their hospital stay. Pain assessment is considered the “5th vital sign.” The pain scales used at DH include:

- Self-Report Scale. Patients are asked to rate their pain on a scale of 0-10, with 0 being no pain and 10 being the worst pain.
- The Wong-Baker Face Scale
- The FLACC Scale for use with non-verbal patients (including children)
- A pain rating of >7 on the pain scales requires immediate intervention.

Computer Access:

- Student do not have direct access to computer data except through there clinical instructor. The Denver Health nursing staff can also give assistance.
- Pyxis access occurs with the nursing instructor.

Patient Education

The Interdisciplinary Patient/Family Teaching Record (“the purple sheet”) is used to document patient and family teaching in most clinical areas. This form provides a means to document a patient’s ability to learn, including any cultural and religious practices, emotional barriers, physical and/or cognitive limitations, or language barriers which can impact learning. Patient education materials are available in English and Spanish on the clinical units and through the Denver Health Pulse (Intranet). Patient education videos on a variety of topics are available by using certain TV channels. Dial extension 4000 for instructions on how to access the videos.

Translation services are available through in-house interpreters (extension 7390), M-F, 8AM to 5PM or through the AT& T language line (contact the hospital operator.)

Documentation

Your instructor will provide documentation guidelines specific to the area in which you will be working.

Some general instructions include:

- All forms are to be stamps and/or have a patient name sticker applied to the appropriate area. Place the date and time in the appropriate areas.

- Make entries in black ink except for the Kardex, where a pencil is used.
- Correct any errors by drawing a straight line through the incorrect entry. Put your initials, date and time and write the correct information. Never alter patient records. All corrections and late entries should be clearly marked. Do not use correction fluid or correction tape.

Safety and Emergency Situations:

- The code word for a fire is “Mr. Gallagher.”
- The emergency number to dial to report a fire is **55** on campus. Otherwise, follow the instructions in your area.
- Fire extinguishers on all units are located near the elevators.
- The code word for security is “Dr. Quick” to alert other staff that you need security. Security may be reached by calling (303) 436-7444.
- A COR-0 is a cardiac and/or respiratory arrest. To call a COR-0, dial **55**. Do not dial “0” to call a COR-0. A special COR-0 team, which wears pagers responds to the COR-0 page.
- A Code White is a special protocol in response to severe obstetrical hemorrhage.
- A Code Pink designates an infant or small child abduction. Look for possible hiding places, move towards the exits and watch for unusual behaviors. Look for someone carrying a large bag or backpack, large enough to transport a small child or baby out of the building. Notify Security of possible suspicious parties. Await the all clear announced over the PA system.

If you Encounter a Problem or Have a Question

- If you are going to be late or absent on one of your scheduled days, please follow your school and instructor’s guidelines regarding reporting of your absence.
- If you have questions, or need clarification, do not hesitate to call the person to whom you have been assigned.

Maintaining Patient Confidentiality

At all times, maintain patient confidentiality. Patients are not to be discussed in public areas like the cafeteria, hallways or elevators. Be aware of your conversations and what may potentially be overheard. Follow the HIPAA guidelines that you have learned about in school. HIPAA guidelines forbid the use of knowledge of present or former patients for personal gain.

If you have written information about your patients that you need for care plans or projects, be sure that none of the information contains any patient identifiers or Protected Health Information (PHI). You could number your patients, for example, but they should not be identified by name, medical record #, birthday, etc. Any written material that contains Protected Health Information should be placed in the shredder bin before leaving the unit.

Your access to patient information, limited to your assigned patients, **ONLY**, and only the information you *need to know* to care for your assigned patients.

On a behavioral health unit, if a student knows a patient, the student must immediately notify their instructor.

If there is a breach of confidentiality, the student will be dismissed from the clinical setting.

PARKING, CAFETERIA AND SMOKING

Parking

Parking is available in several areas:

- There are several public lots you may use:
 - Delaware St. employee/visitor parking garage. Turn L off 6th Ave or turn R off 8th Ave. You will pay \$1.50.
 - South side of the Rita Bass EMS Center. This lot is on the corner of 5th Ave. and Bannock. You will need \$1.50 to put in the machine when you leave the lot.
 - Triangular lot at the corner of 7th Ave. and Bannock (across from the Emergency Department).
 - A small lot on the southeast corner of 6th Ave. and Bannock. This is a private lot.
 - A small lot on the west side of Delaware at 7th and Delaware. This is a private lot, owned by an elderly gent who prefers to keep the lot open for patients/visitors, but you may negotiate that with him.
- Street parking is available, but **NOTE** that many streets are posted with 2-hour time limits. Further away from the hospital, you may be able to locate some unposted streets parking areas.
- Please do not park in the visitor lot adjacent to the hospital and the Webb Center between Delaware and Bannock. Our visitor parking is limited and we would like to reserve it for our patients and their families.

Cafeteria Hours

The Good Day Café, located in the basement of the main hospital (Pavilion A). Open from 6:30 AM to 6:30 PM, Monday through Friday and from 6:30 AM to 2 PM on weekends.

Meal hours are as follows:

__Breakfast 6:30AM – 8:00 AM

__Lunch 11:00 AM – 1:30 PM

__Dinner 4:30 PM – 6:30 PM

The cafeteria serves a variety of foods at reasonable prices, including a hot line, a salad bar and a taco bar.

Smoke Free Facility

Denver Health is a smoke-free institution. Smoking is not permitted in the buildings or on the grounds. Please confine smoking to the Plexiglas gazebo on the north side of the employee parking structure.

IF YOU ENCOUNTER A PROBLEM AND HAVE A QUESTION

If you have questions, or need clarification, do not hesitate to ask your clinical nursing instructor, the staff, or the Charge Nurse.

EMPLOYMENT OPPORTUNITIES AT DENVER HEALTH

Denver Health offers a diverse, challenging environment and excellent benefits for nursing professionals. If you are interested in possible employment at Denver Health, please contact the office of Nursing Recruitment and Retention.

Denver Health
Nursing Recruitment
Mail Code #1918
660 Bannock St.
Denver, CO 80204
Phone: (303) 436-7161

Explore our Web site at: www.denverhealth.org

- Current job postings
- Apply online
- Department descriptions

Nurse Interns

Nurse interns are nursing students who become part of the nursing team to help deliver patient care while they learn. Prerequisites for the program:

- Completion of a medical/surgical clinical rotation or equivalent
- Proof of enrollment and successful progress in an accredited school of nursing
- Current BLS certification

Contact Office of Nursing Recruitment if you are interested.