

Nursing Student Passport

Intermountain Healthcare Orientation Addendum



Revised: 10/2014



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Introduction

Intermountain Healthcare

- Intermountain is a premiere, not-for-profit healthcare system of doctors, hospitals and health insurance plans dedicated to providing high quality healthcare. Intermountain combines the financial, administrative and delivery aspects of healthcare into one integrated network that is nationally renowned for providing high quality, low cost care. Intermountain was created as a charitable, nonprofit, nondenominational system governed by community leaders who serve as volunteer, unpaid trustees.
- As part of a nonprofit system, Intermountain facilities provide care to all those with a medical need, regardless of their ability to pay. Intermountain provides millions of dollars in charitable assistance to people who need healthcare but are not able to pay for it.
- Intermountain employees, volunteers, students and contingent workers are expected to exhibit behaviors consistent with company Mission, Vision and Values.
- Students may call the Intermountain *Compliance Hotline* at 1-800-442-4845 if they feel Intermountain is not meeting their stated mission, vision or values.

Mission, Vision and Values

Our MISSION

Helping people live the healthiest lives possible.

Our VISION

Be a model health system by providing extraordinary care and superior service at an affordable cost.

The Dimensions of Care include:

- *Clinical Excellence:* We deliver outstanding clinical care in a consistent, coordinated way—always improving through evidence-based practice.
- *Patient Engagement:* We provide a compassionate healing experience, fully involving patients in clinical and financial decisions about their healthcare and encouraging them to take responsibility for healthy life choices.
- *Operational Effectiveness:* We are wise and innovative stewards of our resources and maintain the financial stability necessary to meet our high standards of quality and affordability.
- *Physician Engagement:* We respect the professional and clinical skills of our physician colleagues and engage them in teams that help us deliver optimal outcomes and best serve our patients.
- *Community Stewardship:* We help meet the diverse healthcare needs of our communities by providing excellent care at the lowest appropriate cost, regardless of the patient's ability to pay. This is an important part of our strong not-for-profit heritage.
- *Employee Engagement:* We honor the noble cause that inspires us as Intermountain colleagues. Together, we create a workplace that is built on our values, attracts and rewards caring and talented individuals, and engages us to live lives *that* are connected, balanced, secure, and healthy.

Our VALUES

- *Integrity:* We are principled, honest, and ethical, and we do the right thing for those we serve.
- *Trust:* We count on and support one another individually and as team members.
- *Excellence:* We perform at the highest level, always learning and looking for ways to improve.
- *Accountability:* We accept responsibility for our actions, attitudes and health.

- *Mutual respect:* We embrace diversity and treat one another with dignity and empathy.

Healing Commitments

Intermountain Healthcare is committed to providing a healing environment to those they serve. The following are six Healing Commitments are focused on specific ways we can ensure extraordinary care and healing for patients, guests and co-workers.

I help you feel safe, welcome and at ease

When people come to an Intermountain hospital or clinic for care they often feel vulnerable and are experiencing something unfamiliar, perhaps even frightening. Understanding and concern are very important.

I listen to you with sensitivity and respond to your needs

Words, gestures, actions, and listening intently provide an opportunity to understand, to engage, and to contribute to healing.

I treat you with respect and compassion

Respect and compassion require an environment where people know their dignity will be preserved, their privacy respected, and their needs met with comfort and care.

I keep you informed and involved

Timely information, shared in a concerned manner, decreased feelings of helplessness, increases participation in care, and can help lead to healing.

I ensure our team works with you

Helping people understand and trust how the team works is vital to providing an experience that inspires confidence.

I take responsibility to help solve problems

Recognizing problems and responding promptly provides the greatest opportunity to find solutions that bring about the best possible results when problems occur.

Student Requirements

In addition to the *State-wide Nursing Student PASSPORT Orientation* provided by the nursing school/program, nursing students (hereafter referred to as "student") must complete the following requirements prior to beginning their experience at Intermountain Healthcare.

Students will be provided facility and department specific orientation independent of this addendum.

Complete Intermountain's Student Forms Packet

Along with this orientation addendum, students will receive a student forms packet. The following items are provided in the packet:

- Student Profile
- Access and Confidentiality Agreement
- Confidentiality Guideline
- Intellectual Property Agreement (if indicated)
- Student Orientation Quiz

All items must be completed and returned to the assigned Intermountain region/facility student placement coordinator.

Identification Badge

Once the forms packet is completed and returned, the student can obtain an Intermountain ID name badge. The Intermountain region/facility student placement coordinator approves and coordinates student badging.

- The ID badge may be utilized in all Intermountain sites of service during a semester rotation.
- The ID badge must be worn at all times when on-site at an Intermountain facility.
- Students are not provided with security access on their ID badges. Independent proxy badges may be provided if approved by the department manager.

At the end of the semester/year, the ID badge must be returned to the student coordinator.

Campus Conditions

Parking

Students must follow facility specific parking guidelines. These guidelines insure enough parking for all who need access to Intermountain facilities at any given time of the day.

- Students who do not comply with facility parking guidelines will be ticketed and fined accordingly.
- Facility specific parking requirements are found in the *Facility Information* booklet.

Tobacco Free

Intermountain Healthcare maintains smoke and tobacco-free, or partially smoke-free facilities in order to provide a healthy environment for our patients and customers and to comply with applicable laws. Tobacco products include cigarettes, cigars, pipes, spit tobacco and any lighted or heated plant product intended for inhalation such as hookah, e-cigarettes or other electronic devices.

- In facilities that permit smoking, it is not allowed in patient rooms, places of public access, common areas, common work areas, or other areas except in designated smoking areas.
- Facility specific information is found in the *Facility Information* booklet.

Roles & Responsibilities

Intermountain Facility Role / Responsibility

The Intermountain Facility will:

- Accept any student otherwise qualified without discrimination on the basis of any protected class under state or federal law.
- Plan with educational entity to provide learning experiences for the student to fulfill the objectives of the field instruction. Placements will be coordinated with and assigned through the region or facility-designated representative.
- Orient the student to Intermountain's mission, philosophy, and general physical structure. Inform the student of facility rules, policies and regulations with which they are expected to comply.
- Support an Intermountain facility orientation prior to the learning experience. Provide materials needed for appropriate orientation.
- Provide for the overall supervision of the student based upon program objectives (provided by the educational entity) and student need within those objectives.
- Introduce the student appropriately to patients and ask permission for the student to participate in their care.
- Retain responsibility for patient care, recognizing that student will not replace Intermountain staff or give service to patients apart from its educational value.
- Retain the right to dismiss a student from the clinical rotation for cause, including but not limited to, patient endangerment.

Student Role / Responsibility

The student will:

- Wear an Intermountain ID badge indicating student status and affiliated school.
- Adhere to general rules, policies, and regulations of the Intermountain facility.
- Act professionally and refrain from making comments, gestures, or acting in any manner which can be construed as harassment towards other employees, patients or guests.
- Work under the direction of the assigned staff member who retains responsibility for the patient.
- Receive patient information as per unit protocol and abide by all patient privacy regulations.
- **Immediately** inform the patient care provider of significant changes in a patient's condition.
- Respectfully support the patient's rights and inform the patient care provider immediately whenever a patient requests the student not participate in their care.
- Not give any medication (PO, IM, IV) or perform any invasive procedures unless the Intermountain patient care provider is providing direct supervision (physically standing next to student) and only in accordance with the student's syllabus.
Exception: In conjunction with school course description, nursing students in the final semester of their educational program may, with oversight of their preceptor/supervisor, administer medications independently after verifying the correct medication, dose, route, time, and patient.

- Work within appropriate level of education, seeking direction and validation from the Intermountain preceptor/supervisor or his/her instructor. If the student is not able to competently perform the skills assigned, he/she must inform his/her preceptor/supervisor.
- Utilize the materials and/or orientations provided to become knowledgeable of facility safety procedures.

- Know how to handle emergencies, hazardous materials contact, or disasters;
- Know of and follow facility security, safety, and infection control procedures;
- Be BLS certified if providing direct patient care.

Supervising Students in Patient Care Areas

Patient care is the responsibility of Intermountain Healthcare. Student supervision is under the direction of the Intermountain patient care provider and assigned supervisor/preceptor.

- The Intermountain patient care provider or supervisor/preceptor will assess the student's competence level to ensure patient safety. Student assignments involving direct patient care activities are supervised.
- Patient care assignments should be in accordance with the student's syllabus. Students should not perform clinical skills which are not relevant to their course work.
- With any environmental issue (Codes, Safety, EMTALA, Event Reports), students are expected to know and follow Intermountain policies and procedures. The student may observe medical events if appropriate to student learning, but must not interfere with the normal functioning of any identified team or process.

Professional Image

Intermountain employees and students are expected to create and present a professional image which helps our patients and visitors feel safe, confident and comfortable during their hospital experience. The following grooming standards are in addition to the information found in the *State-wide Nursing Student PASSPORT Orientation* booklet. They are specific to Intermountain.

Personal Identification

An Intermountain name badge must be worn in a visible location on the upper torso area at all times while at work. ID badges are to be free of pins, stickers, or any other material that might interfere with the visibility of the photo or the identification of the person wearing the badge.

Personal Appearance

Workers/students, are to wear clothing that is appropriate to their work setting; however, students are not obligated to wear standard employee uniforms (e.g., specific scrub color related to work assignment).

Unacceptable clothing and footwear:

- Jeans, cargo pants, mini-skirts, baseball hats, non-dress T-shirts (no silk screens, no logos, collars preferred), sweat pants/shirts/hoodies, athletic or track clothing, tight or revealing clothing.
- Beach-type footwear (made from foam, rubber, or similar material suitable for recreational, e.g., flip-flops, velcro sandals, etc.), outdoor footwear such as hiking boots or water shoes.

Fingernails:

- As noted in the *State-wide Nursing Student PASSPORT Orientation* booklet, workers/students in patient care areas must keep fingernails at a short, moderate length and clean. Artificial nails and wraps are prohibited. In addition, Intermountain does not allow clinical workers/students to wear nail jewelry, nail gel or shellac nail polish. Regular nail polish is permitted but must be chip free. Workers/students assigned to surgical areas are prohibited from wearing any type of fingernail polish. Students should ask their assigned supervisor for facility or department specific requirements.

Lost or Stolen Items

Intermountain Healthcare is not responsible for personal items lost or stolen. Students are encouraged to lock up all personal items necessary to have on site during their educational experience.

Emergency Response

Emergency Code Response

Students are responsible to recognize an emergency situation and respond appropriately.

The emergency codes listed below are standard for all Intermountain facilities. They can be heard throughout the facility (overhead paging system) as needed in the emergency identified.

- Code **RED**: Fire
- Code **BLUE**: Cardiac Emergency
- Code **GREEN**: Security Incident (manpower)
- Code **PINK**: Abduction
- Code **YELLOW**: Bomb Threat
- Code **DISASTER**: Implement Disaster Plan
- Code **ZULU**: Helicopter Crash (on hospital campus)
- Code **SILVER**: Person exhibiting lethal or deadly behavior (location identified)

Some Intermountain facilities have additional codes. These are found in the *Facility Information booklet*.

Fire Prevention and Response

Promoting fire safety by recognizing and correcting fire hazards, and appropriately responding to any fire incident at work is a shared responsibility of everyone.

Students can apply simple safety measures that will help prevent fires:

- Properly store and dispose of combustible materials.
- Comply with electrical equipment policies.
- Report any defective wiring (frayed cords, brown fuses, etc.)
- Enforce the facility's smoking policy.
- Find out when and who should turn off medical gas valves.
- Learn the department evacuation plan.
- Maintain clear and unobstructed hallways, doorways and aisles.

Intermountain hospitals are designed to contain a fire behind closed doors for a period of time. Closed fire doors allow areas of the facility away from the fire to remain functional. Do not block or prop doors open in any way.

Code RED

Code Red is the term used for a possible or actual fire. "Code Red" and the location of the fire will be announced (overhead paging system). Alarms and strobe lights are used to identify the scope of the fire emergency. Fire drills will be announced as a "Code Red Drill".

Strobes	Alarm	Meaning	How to Respond
✓	✓	The fire is in <i>YOUR</i> area!	Follow the department/facility fire response plan. Enact RACER as appropriate.
✓		There is a fire somewhere in the building, but not in your exact location.	Follow department/facility fire response plan.

Student Injury / Illness Reporting

Students must immediately report all on-the-job injuries or illnesses to a school instructor, department manager or the assigned supervisor/preceptor. If a life-threatening or serious injury occurs, report to the facility Emergency Department ("ED") for initial treatment. A two hour window is optimal for medical intervention of an OSHA defined accident (such as a needle stick or body fluid exposure). ED will assess injuries and determine the risk level, treatment options, and medical services required. The student and/or their school are responsible for follow-up care and pay for services provided.

Corporate Compliance Program

Legal Compliance

Intermountain Healthcare is committed to comply with federal, state, and local laws, rules and regulations. These laws protect the patient, our organization and our employees. Workers and students are accountable to ensure that all activity by or in behalf of the organization is in compliance with applicable laws.

High Ethical Standards

Intermountain expects its workers and students to maintain high standards in the performance of their responsibilities. Workers and students commit to the following core principles and to the specific guidelines that govern their work and responsibilities:

- We are committed to a healing experience
- We perform our jobs with honesty and integrity
- We know and abide by all laws, and we know and understand the details of the policies and procedures that apply to our jobs and to us as individual employees
- We speak up with concerns about compliance and ethics issues
- We report observed and suspected violations of laws or policies. We agree to report any requests to do things that we believe may be violations
- We cooperate with any investigations of potential violations

Reporting Requirements

As part of Intermountain's compliance with applicable laws, regulations, and rules, workers and students are required to report any and all suspected compliance violations. There are three options for reporting suspected violations, asking questions or discussing compliance concerns. These are:

- The department manager or director
- Facility compliance officer
- The Intermountain Healthcare Compliance Hotline (800-442-4845)

No retaliation will be instituted for reporting.

Quality Assessment Performance Improvement

Intermountain Healthcare is committed to providing quality care and strive to meet customer needs through using a quality assessment performance improvement (QAPI) approach. The QAPI I model used is: Plan, Do, Study, and Act. (PDSA). This model is used to answer the question: What changes can we make that will result in improvement?

Plan

The planning part requires that Intermountain:

- Defines quality. Intermountain defines quality as: meeting or exceeding the customer's expectations 100% of the time. Quality is delighting the customer.
- Develop and share Intermountain Healthcare goals.
- Develop department and individual improvement goals.
- Identify processes, related to the goals that can be improved and lead to better quality care.
- Identify customers.

Do

Do is the action part of the process; collecting and analyzing data or meeting with involved parties.

Study

Study means to analyze data for process improvement. Some focus areas of improvement are:

- Clinical Outcomes
- Cost
- Access to Care
- Satisfaction
- Community Service
- Regular Satisfaction Surveys
- Monitoring & correcting quality control issues such as:
 - Response to fire drills
 - Storing things safely
 - Using equipment safely
 - Refrigerator temperatures
 - Crash cart checks
 - Protecting medication

Act

Intermountain Healthcare believes that teamwork is the best way to improve processes. A team consists of a small number of people with complementary skills who are committed to a common purpose. Each team member holds him/herself accountable for the team's success. Teams test new ideas and continue to improve quality.

In a QAPI culture, 80-90% of a workers time is spent in day-to-day tasks. The remaining 10-20% of the workers time should be spent improving quality of work.

This may involve the following:

- Being on an improvement team
- Collecting measurement data
- Doing quality control monitoring
- Identifying job improvements
- Identifying customers' expectations
- Learning about quality improvement

Poor quality costs the organization money. However, each person can make a difference. Workers and students are responsible to look for ways to improve daily work processes, customer satisfaction, and quality outcomes.

Event Reports / Incident Reports

An incident is any event that is not consistent with the normal, routine operation of a department, which may result in or have potential for injury and/or property damage. The person discovering the incident should report the event via the electronic event reporting system. This report should be submitted within 24 hours of the event.

Event reports are used for the improvement of the quality of patient care and the reduction of any circumstances, which might cause the event to be repeated. When used in this manner, event reports become a tool for the QAPI process.

Report Facts

- The event report is used as a means of gathering data to identify repeated events, possible preventative actions, and educational needs. Event Reports are to be filled out electronically via the web event system.
- The event report is not part of the medical record and should never be printed and placed in the chart. The medical record should, however, state the pertinent facts and responses about the event, without the mention of an event report being filed. When documenting an incident in the medical record, state the objective facts only, i.e., what you actually saw or heard when you discovered the incident.
- Event reports are confidential documents and are protected from disclosure by Utah or Idaho code. Do not mention event reports in the medical record.
- According to the *Safe Medical Devices Act*, event reports must be filled out if there is a malfunction of a piece of medical equipment. The FDA requires healthcare facilities to report when circumstances “reasonably suggest” that a medical device has caused or contributed to the death, serious injury, or serious illness of a patient. This type of event must be reported to the manufacturer and/or the FDA..

When to Complete an Event Report

- Breach of department policy, patient injury, delays dealing with anesthesia/surgery/delivery
- Behavioral actions and attitudes dealing with AWOL, AMA, violent/agitated behavior or communication problems
- Patient care management problems dealing with consents or patient misidentification
- Complications of diagnosis and/or treatment, delays, or omissions of diagnostic tests/procedures
- Falls of patients and/or visitors
- Patient/staff/hospital property missing or damaged should be reported to Security
- Medication errors as in, incorrect dose/ patient/ medication/ time/route. IV related and pharmacy related errors
- Incidents occurring when using equipment as in equipment failure, user error, etc.
- Thefts, vandalism or other criminal activity should be reported to Security
- “Near Misses” are events that could have caused serious damage to the patient or staff, but were discovered and averted prior to reaching the patient

Sentinel Event

Sentinel events, as defined by Joint Commission, require immediate notification of Risk Management. A sentinel event, in most cases, is an event that results in unanticipated death or major permanent loss of function, not related to the natural course of the patient's illness or underlying condition.

Additional sentinel event categories include:

- Suicide of a patient
- Infant discharge to the wrong family

- Abduction of a patient of any age
- Rape
- Hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibilities
- Surgery on the wrong patient or wrong body part
- Wrong surgical procedure performed
- Unintended retained foreign object
- Neonatal hyperbilirubinemia
- Prolonged fluoroscopy or radiation therapy to the wrong body part

Students can ask their Intermountain preceptor/supervisor, school instructor and/or Risk Management department questions about event reporting or sentinel events.