



Welcome to Nursing Student Orientation

2023- 2024

It is our hope that in addition to meeting all regulatory requirements, Education be a positive, informative experience. We welcome your ideas to improve all aspects of the process.

If you experience any difficulties, please contact The Learning Center (8-6841) and we will be happy to assist you.

Mission

Our communities expect and deserve superior medical treatment, compassionate care and expert guidance in maintaining their health and well-being.

At Carroll Hospital, we offer an uncompromising commitment to the highest quality health care experience for people in all stages of life. We are the heart of healthcare in our communities.

Vision

Carroll Hospital is a portal of health and wellness.

We take responsibility for improving the health of our population through care management and delivering high-quality, low-cost services in the most appropriate settings.

We engage our community at all points of care and promise to provide a seamless healthcare experience.

Reminders

- **Parking** is in the garage/designated areas
Park in appropriate areas.
- **Smoking** is prohibited on any
LifeBridge Health campus.



Safety on the Campus



- Please obey all traffic signs!
- Register vehicles
- Lock your vehicle and secure your belongings
- Don't leave valuables in plain sight
- Pay attention to your surroundings



Use Emergency Call Boxes for emergencies and accidents



Code of Conduct

- The Government has laws in place to prevent healthcare fraud and breach of patient confidentiality, HIPPA (Health Insurance Portability & Accountability Act).
- This code describes general guidelines for associates, students, volunteers, physicians, vendors and affiliated organizations on laws and policies affecting their professional activities.
- The Code of Conduct should help you understand what is expected of you at this student rotation site.

Guidance on Behavior

- Maintain associate and patient privacy
- Protect confidential information
- Avoid inappropriate use of technology
- Respect intellectual property
- Control costs
- No personal use of hospital property
- No solicitation

Guidance on Behavior

- Do not discriminate or harass
- Prevent workplace violence
- Drug-Free, Smoke-Free workplace
- Care for health and safety
- Proper disposal of medical waste
- Communicate with Public through proper channels
- Limit on gifts

Maintain Associate and Patient Privacy

- As students in a healthcare organization, you hear and see information about patients, associates and outside agents every day
- This information is confidential and needs to remain so
- Access to personal information is limited to individuals with a clear professional need to know

Protect Confidential Information

- Avoid inadvertent disclosure of confidential business information.
- You are responsible for protecting confidential information that you may have acquired here at Carroll Hospital.
- Confidential information includes; Medical records, Business plans, Financial statements, Marketing and Sales programs, Business methods, Prospective supplies, or customers and human resource information relating to wages, benefits and disciplinary actions.

Respect Intellectual Property

We must respect copyright laws; therefore, we cannot reproduce, distribute or alter in any way, material that is copyrighted without express written consent of the owner (another example is software licensing).

Control Costs

We cannot compromise our patient care but should bear in mind that cost efficiencies are essential to our ability to continue to deliver healthcare.

No Personal Use of Hospital Property

Our assets are intended to assist us in performing our duties while at Carroll Hospital and should not be utilized for personal reasons.

Do Not Discriminate or Harass

- We recognize and respect the uniqueness of all patients, students, associates, volunteers and others and prohibit all forms of discrimination.
- Examples of inappropriate behavior include: jokes, slurs, derogatory comments that are racist, ethnic or sexist.
- Sexual harassment can be difficult to define. What is funny to one person may not be to another. Examples of sexual harassment include unwanted advances or touching, dirty language or jokes. Be cautious and always use good taste, never risk offending someone.

Prevent Workplace Violence

- We must make every effort to resolve conflicts in a reasonable and rational manner.
- When individuals are unable to resolve differences in a professional and mature manner, we expect students to inform their preceptor.

Drug-Free, Smoke-Free Workplace

- Abuse of drugs (legal and illegal) and alcohol can interfere with the safety and well being of patients, the public and fellow students/associates.
- The use, selling, purchasing, possession or transfer of illegal drugs and the abuse of alcohol or legal drugs is prohibited.
- We are also committed to a healthy smoke-free environment.

Care for Health and Safety

- We are dedicated to creating and maintaining a safe work environment that is free of unreasonable hazards and in compliance with workplace health and safety laws.
- It is the student's responsibility to contribute to creating and maintaining their safe environment by wearing proper safety equipment, identifying and reporting potential safety hazards.
- You should notify your preceptor of any safety issues so they can be quickly and appropriately addressed.

Expectations of Students at Carroll Hospital when caring for a COVID + or PUI patient.

Wear required mask (provided by facility) at all times while on-site and follow all Carroll Hospital masking procedures

Respect social distancing

As part of the student “clearing” process, the student will submit proof of completing an infection control course issued by the school

NOT come to clinical assignment if they are sick and will contact preceptor/school for direction

Communicate with Public Through Proper Channels

- All requests for information from reporters or the general public should be referred to the marketing/public relations department.
- Students should never release information without permission.

Limit on Gifts

- Students should never offer, give or accept any benefits such as incentive, gifts, discounts or rewards from patients, suppliers or distributors that are beyond generally accepted practices.
- Items considered UNACCEPTABLE include benefits, incentives, gifts and rewards which the recipient does not pay fair market value.
- Small gifts such as flowers or cookies are tokens of appreciation and are acceptable.
- Any questions concerning whether a gift is appropriate should be directed to your preceptor.

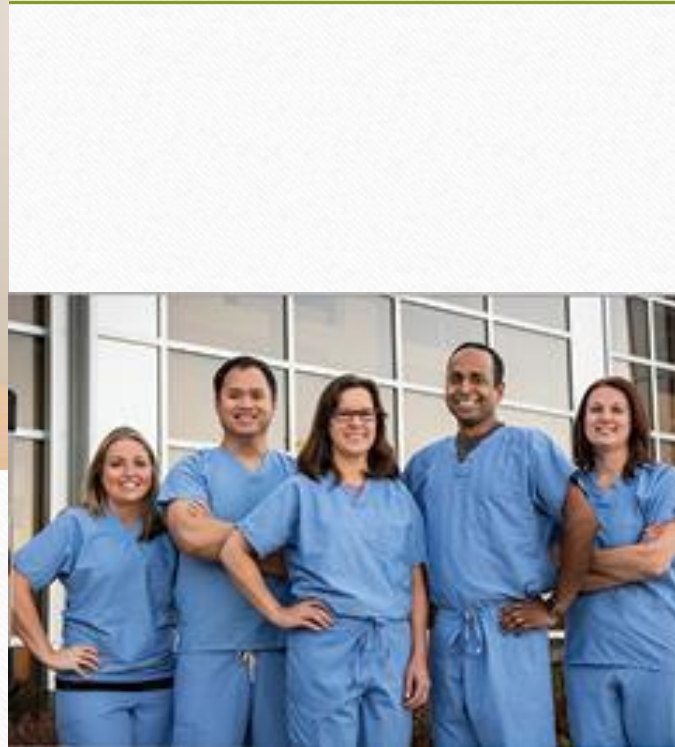
Getting Help and Reporting Problems

It is always better to ask a question if the ethical or lawful answer is not clear than to risk getting it wrong.

Dress Code

- If you need to come in for an assignment dress in casual clothing (no jeans, no offensive logos) or wear a school approved uniform with your student badge visible.
- Cell phones are to be silenced while at the hospital.
- Closed toe shoes are required. If you arrive for your clinical experience in shoes that are not appropriate, you will be asked to leave.

Customer Satisfaction is Everyone's Job!



Make Customers Feel Welcome

- Introduce yourself, smile, make eye contact
- Acknowledge customer in passing, whenever possible
- Call the customer by name, use first name only with permission, refrain from endearments

Follow the “10 Foot Rule”

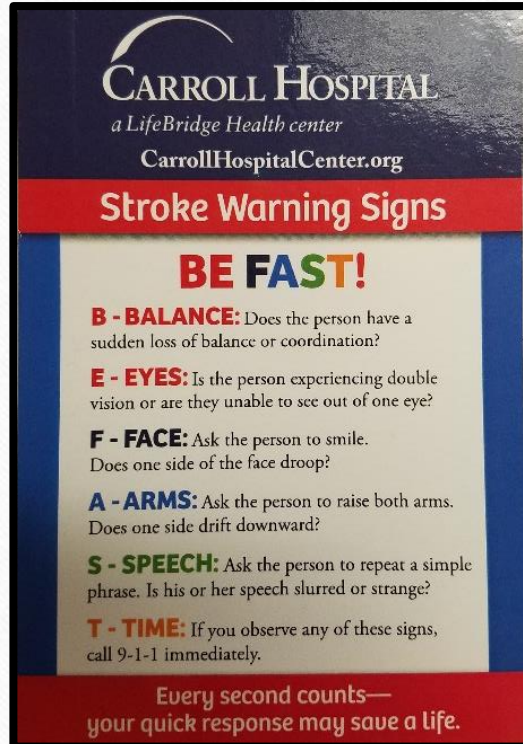
- Greet customers who come within 10 feet of you
- If they appear to need assistance ask, “May I help you?”
- If turned down respond, “I’ll be here if you change your mind”



Primary Stroke Center: Did you know?

- Stroke is the 5th Leading Cause of Death in the United States
- Stroke occurs every **40 SECONDS**
- Carroll Hospital is a designated Primary Stroke Center
- Quick Recognition leads to quicker treatment which can lead to better outcomes
- IV Alteplase (tPA) can be given up to 4.5 hours of Last Know Well Time in selected patients
- Mechanical Thrombectomy can be used up to 24 hours after a Stroke has begun in selected patients

Inpatient Stroke Process



CARROLL HOSPITAL
a LifeBridge Health center
CarrollHospitalCenter.org

Stroke Warning Signs

BE FAST!

B - BALANCE: Does the person have a sudden loss of balance or coordination?

E - EYES: Is the person experiencing double vision or are they unable to see out of one eye?

F - FACE: Ask the person to smile. Does one side of the face droop?

A - ARMS: Ask the person to raise both arms. Does one side drift downward?

S - SPEECH: Ask the person to repeat a simple phrase. Is his or her speech slurred or strange?

T - TIME: If you observe any of these signs, call 9-1-1 immediately.

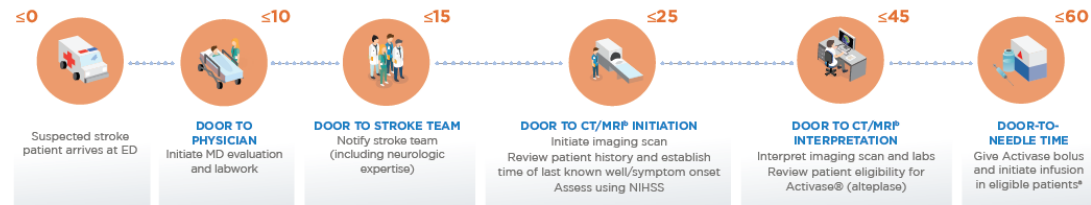
Every second counts—
your quick response may save a life.

- If you identify a neurologic change in your patient such as:
- **B**-balance-loss of balance or coordination
- **E**-eyes- loss of vision, double vision
- **F**-facial droop present
- **A**-arm drift or weakness or leg weakness
- **S**-slurred Speech
- **T**-time to call a Stroke alert

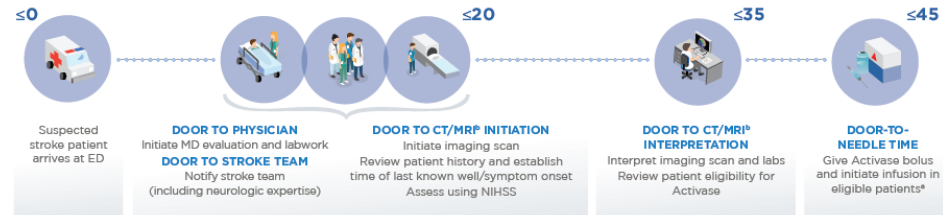
Call 8-4444 for a Stroke Alert

GUIDELINES FOR ACHIEVING DOOR-TO-NEEDLE IN 60 MIN OR LESS

DOOR-TO-NEEDLE IN ≤60 MIN^{1,2}

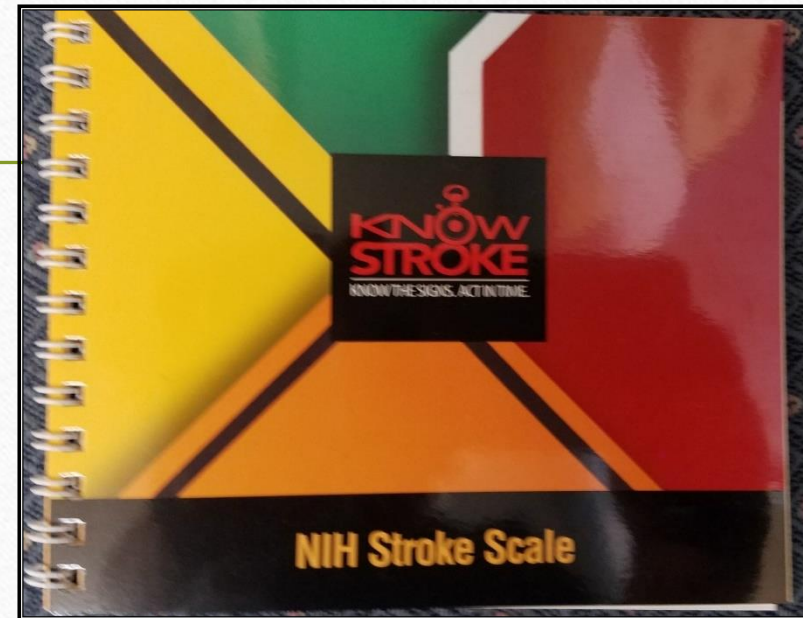


DOOR-TO-NEEDLE IN ≤45 MIN³



Stroke Units

- **CDU-** TIA Works Ups
- **5 South-** Stroke/Telemetry Unit
- **IMC-** Intermediate Care Unit
- **CCU-** Critical Care Unit



**NIHSS Certification is Required for
RN's working on these Units!**

Stroke Alert Mobilizes the Stroke Team

MEMBERS OF THE STROKE TEAM

CCU Resource RN

Primary RN

Shift Coordinator

Security

CT made aware

5 South Patient Care Coordinator (PCC)

Intensivist

Transport

Phlebotomy when available

Team Member Roles

Each member of the team has assigned roles

- The Intensivist or Hospitalist have the ability to reach out telephonically to a Brain Attack Physician (BAT) to discuss the patient
- We also have the capability to do a video consult with the BAT team
- BAT MD's have access to review our Stroke Imaging in real time
- We are able to do CT Perfusion studies

Patient needs to get to CT ASAP!

Stroke Alert Head CT's are all read STAT
and the Radiologist must call results to ordering Provider.

Primary RN Needs to Stay with the Patient

You know “the story”..... Give report to the CCU Resource RN

- What are the neuro changes?
- When was the patient last seen well?
- What's the patients Blood Sugar (needs to be checked)?
- What medications is the patient on?
- What's the patients Code status?

Stroke Alert Process

Patient Needs to get to CT ASAP!

Stroke Alert Head CT's are all read STAT and the Radiologist must call results to ordering Provider

- Orders must be placed for Stroke Alert Head CT and Labs
- The Intensivist or Hospitalist have the ability to reach out telephonically to a Brain Attack Physician (BAT) to discuss the patient
- We also have the capability to do a video consult with the BAT team
- BAT MD's have access to review our Stroke Imaging in real time

Tele-stroke Cart can be utilized if the MD feels it is Necessary

Video conference includes:

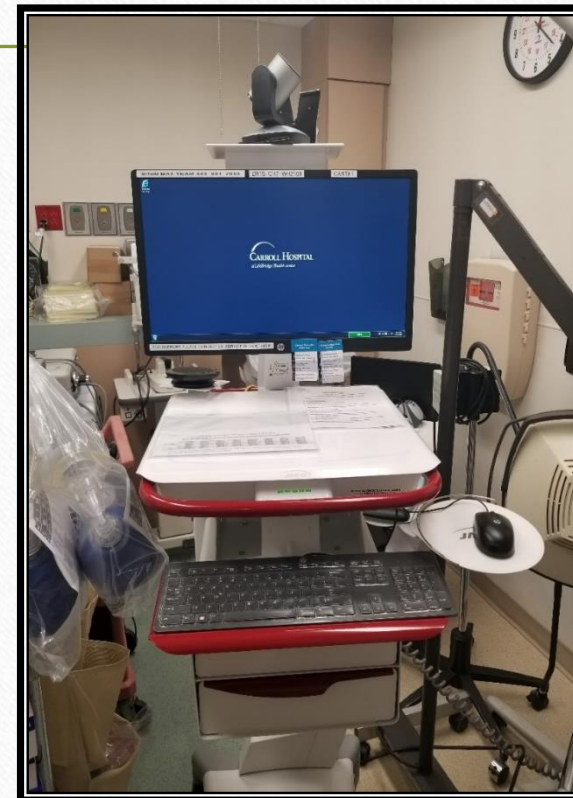
Resource RN or ED Stroke RN

BAT Physician

Carroll Provider

Patient

Family Members



ED Stroke Alert is called:

- As patients are primarily identified during triage with complaints of neurologic symptoms
- We have designated Stroke Nurses for the day
- We have a designated Stroke Doctor of the day
- Patient will be taken to CT straight from triage, sometimes on the Ambo stretcher
- Consult with Sinai Brain Attack Team can take place either telephonically or tele-video
- **NIHSS Certification is required for ED RN's**

Dysphagia Screening



- ED RN completes dysphagia screening on all admitted patients, including Observation patients regardless of diagnosis
- If you don't see where this was completed ask and then complete the screening if necessary (no physician order is needed)
- Complete this prior to anything PO; meds, drinks, food, oral contrast
- Complete the screening anytime you notice a neuro change
- If the patient fails the screening make them NPO and get a Speech Therapy Consult

Goals of Stroke Evaluation

- High quality care
- Is tPA needed?
- Does the patient have a large vessel occlusion? If so transfer for Endovascular Therapy
- Meet our Registry and Electronic Quality Measures



Click on this video to see why we do what we do.

Pain Management

Here at Carroll Hospital, we try to be prompt in responding to a patients' complaint of pain. We utilize a pain scale and medicate as indicated. Once medication has been given, we re-assess and document the patients pain (using the same pain scale) within one hour.



PCA/PCEA (Curlin Pump)



- Both the PCA and PCEA pumps look identical
- Both the PCA and the PCEA allow the patient to activate a dose through the infusion device
- There is a Guardrail Library in the Pump with appropriate dosages of common medications used with the Pump
- Medication bag and tubing are changed every 72 hours unless needing a new bag sooner. (If the patient has the same bag for 72 hours you may want to speak with the physician to transition the patient to P.O. medication)

Protective Management: Restraints and Seclusion

Our policy promotes the patients right to be free from restraints and seclusion.

When restraints or seclusion are used, they must be clinically appropriate/justified.

Non-Violent	Violent
Wandering patient	Patient who is a danger to self (accidental/self-mutilation)
Cooperative but disoriented patient	Patient who is a danger to others
Patient is weak or unsteady on their feet	Patient who is causing serious property damage
	Patient who is at risk for unauthorized departure

Documentation Reminders

- Are restraints in use? What kind and what is the patients' response?
- Is the patient in pain? What is their score? Reassess score within 1 hour after giving pain medication.
- Fall Potential? What devices are we using to keep the patient safe?
- Is the Bed Alarm in use? If not, should it be? If you need help to set the bed alarm please ask the Nurse assigned to your patient.

Medication Safety: Pharmacy at Carroll Hospital

- Decentralized with Pharmacists on the floor M-F
- Weekends: Central Pharmacist
- ED: Pharmacy Technician for Med Histories
- Dosing Service
- Medication to bedside delivery, “Meds to Beds”



Medication Errors- Why?

“Medication errors happen because of breakdowns in systems that have been developed for handling and processing drugs, from prescribing and ordering to distribution and administration.”

From Preventing Medication Errors –
Edited by Michael R. Cohen

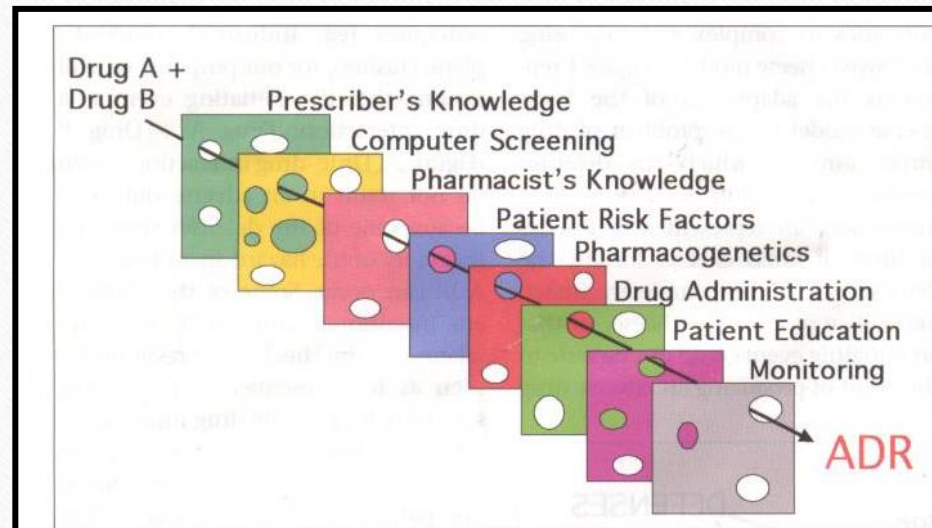


Figure 3—Sometimes “the holes line up,” and the hazard arrow can penetrate each of the defenses unimpeded. Each defense also has other holes, which are called latent failures. These are gaps in the defenses that are not involved in the interaction between Drug A and Drug B, but rather would come into play with other drug interactions. As such, they are accidents waiting to happen. ADR = adverse drug reaction.

ADE and Safety Hotline: Ext. 8-7233

CARROLL HOSPITAL
A LifeBridge Health Center
CARE BRAVELY

QUICK LINKS
API || Citrix || Outlook Q || HBI Dashboard || ReadySet || My LBH Pay || Infor GHR || LBH Payroll || MPV
Lawson || DBs & Surveys || Physician Documents || Physician Feedback || MPF || RelayHealth || Phone Directory
Tableau || Work Request || Flu Absence Tracking || Healthstream LMS || MSDS Online || LifeBridge Intranet

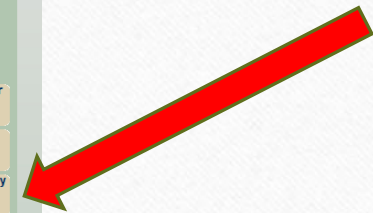
Departments:

Business Development	Alteon Hospitalists	Behavioral Health Resources	Bright Ideas	Carefusion Feedback	Cerner	Clinical Ladder
Carroll Health Group	Community Benefit Worksheet	Contract Management	EBSCO Nurse Resource Center	Emergency Management	Emergent Care Committee	Engagement
Case Management	Enterprise Data Governance	Forms	GetWell! Network	Green Team	Happenings	Incident / Safety Reporting
Community Partnership	InterQual View	Joint Commission / CMS Standard	Journey To Excellence	Just Culture	LB Points	Lean / Operational Excellence
Compliance	Maps	Make a Gift	Medical Library	Medical Abbreviations	Milliman Care Guidelines	Mission, Vision, Values
Emergency Department	MOLST	Nursing Resources	Office 365 Apps and Info	Paragon FAQ	Patient Communication	Patient Satisfaction
Family Birth Place	Policies, Procedures, & Care Guidelines	Privileges	Quality Dashboard	Recognition -- WOW Nominations	Safety	Sepsis
Finance	Stroke	Subway	Videos	Vision 2020	Visitation Information	

Currently **75°F** Overcast Tomorrow **High 85°F** Low **69°F**

forecast provided by **wu** WEATHER UNDERGROUND
[Click for weather forecast](#)

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Be Careful of Look alike Sound alike Drugs!

High Alert Drugs

We are **Medication Safety** formerly A-Chicken

C = Controlled substance continuous infusion, Chemotherapy
CONTROLLED SUBSTANCE DANGEROUS UNLESS USED AS DIRECTED

H = Heparin

A = Alteplase, Antiplatelet, Anticoagulant

M = Magnesium (L&D ONLY) Mg

P = PCA & PCEA

I = Insulins, Intravenous Total Parenteral Nutrition (TPN)

O = Oxytocin

N = Narcotics, Neuromuscular blocking agents

S = Sodium Chloride greater than 0.9% [Na]⁺ [Cl]⁻

