

CLINICAL EDUCATION

Clinical Student Handbook

Tuality Healthcare



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Welcome to OHSU Tuality Healthcare. We wish you a successful and rewarding student experience at our hospital.

OHSU Tuality Healthcare recognizes the importance of students as future healthcare professionals. We place high value on providing learning opportunities for you to grow and develop your professional pathways. You are valued and we hope that your clinical learning experience at Tuality will be a source of enrichment and reward.

This handbook will acquaint you with OHSU Tuality Healthcare and give you an understanding of our standards for the workplace environment, patient rights, safety, emergency procedures, and other essential information to keep you and our patients safe.

Remember that each student's individual objectives and responsibilities are unique. It is important for you to ask us questions and communicate freely with your faculty, preceptors and other Tuality staff members since clinical situations and sites may vary. And, always remember to follow Tuality procedures and policies as directed by our Tuality employees in your designated clinical area to keep you and our patients safe at all times.

We are pleased you have joined OHSU Tuality Healthcare for your clinical learning experience. You are a vital member of our workforce and we want for you to have the best possible experience while you are here. The purpose of this book is to provide you with essential information to help you be successful in your student role.



OUR MISSION

OHSU Tuality Healthcare is bringing the expertise of Oregon's only academic medical center to patients throughout Washington County and beyond. Our providers connect directly with specialists at OHSU, Oregon's top-ranked hospital, while still offering care close to home.

OUR VISION

To be a health system of choice for our region, our patients, providers, and our employees delivering the highest quality care through people, service excellence, quality and stewardship.

Guiding principles

The guiding principle of our promise is that all physicians, employees and volunteers consistently provide excellent service for all patients and their families.

We promise to:

- Introduce ourselves, listen to you and communicate clearly.
 - Treat you with kindness and respect.
 - Provide a safe, comfortable and clean environment.
 - Meet your needs in a timely manner.
 - Involve you and your family as important members of your health care team.
 - Are treated with fairness, dignity and respect, without regard to race, religion, gender, sexual orientation, age, disability, or ability to pay for care.
 - Make decisions regarding their own health care including refusal of treatment, composing one's own advanced directive, making organ donation choices, or declining participation in research or the education of students.
 - Are informed about treatment choices including risks, benefits and alternatives for care.
 - Know the names of caregivers and students.
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You are OHSU Tuality Healthcare

Always wear your OHSU Tuality Photo ID badge that identifies you as a student at all times. Contact Security immediately if your badge is lost at **503-681-1082**.

All students are valued members of the team who contribute to the quality of our services. Expectations for students are based on the same Standard for Success that guide employee actions and set the tone of the workplace.

Expectations for students on campus:

- Be consistent and reliable in your attendance. Do not report to your unit when you are ill. If you are sick or will not be in attendance, notify your unit preceptor or direct supervisor of your absence at least 2 hours prior to the start of your shift/training.
 - Arrive on time, at the right place, and prepared to start. Notify your preceptor or direct supervisor if you are going to be arriving late or will need to leave prior to the end of your scheduled shift/training times.
 - Comply with the dress code and hygiene standards (see dress code on Page 9). Students who do not comply will be asked to leave and return with the corrected and approved stipulations for dress attire and hygiene standards.
 - Uphold the policies and procedures of OHSU Tuality Healthcare at all times. This includes honoring the confidentiality of patients and staff.
 - Be responsible. You are held accountable for your actions. Accept directions and instructions from your Tuality preceptor / host or supervisor during your time on campus for the patient's safety and your own. Listen to your patient, your preceptor / supervisor and faculty carefully.
 - Students whose conduct presents a risk to the facility, patients or staff will be withdrawn from their placement.
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Our culture

As diversity within our patient populations and our work force continues to increase, all health care providers need to become more skilled at understanding and responding to differences.

We all have differences relating to gender, race, age, religion, culture and class. We cannot change many of these differences; however, we can change how we respond to one another despite these variables. Our common goal is to treat all people with respect regardless of ethnicity, religious beliefs, political affiliation, gender, age, race, social status, sexual orientation, gender identity, and/or disability. We believe in the intentional practice of showing mutual respect in several ways.

As students work in cross cultural situations we should strive to:

- Maintain the dignity of employees, patients, family members, and others by respectful listening, responding, and acknowledging feelings.
 - Improve communication and show respect by seeking to understand before seeking to be understood.
 - Improve communication and show respect by seeking to understand before seeking to be understood.
 - Take time to learn from the patient and family members which cultural practices are important to their care.
 - Acknowledge the impact of cultural needs and practices on the quality of care.
 - Address customers how they preferred to be called.
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Guidelines for protecting patient privacy (HIPAA)

Social Networks and Smart Phone Usage Legal Implication (HIPAA Violations.)

- Do not share any patient information that may be identifiable to a specific patient, age, gender, race, in email or on social media sites, blogs, forums or other digital formats.
- Keep cell phones silenced and out of sight.
- Do not take any photos while on campus. There are no exceptions to this rule.
- Do not post Tuality Healthcare hospital name or any hospital information on any internet social networking site. (i.e., Facebook, Instagram, Twitter, Snapchat, LinkedIn, or any other form of social network).



The Health Insurance Portability and Accountability Act (HIPAA) is a Federal law that includes regulations about protecting a patient's privacy. During your student experience, you may come in contact with patient or employee-related personal information. You have a duty to keep personal information private and follow the privacy guidelines established by OHSU Tuality Healthcare policy.

- Do not access information that you do not need to know for your job duties.
- Students are never allowed to make copies or print any part of a patient's record for learning purposes.
- Do not discuss patient diagnosis, conditions or treatments with those who are not a part of the patients care team.
- Close patient room door for privacy when discussing sensitive information.
- Close curtains and speak with a softer voice in semi-private rooms.
- Never talk about patients in elevator, cafeteria, hallways, waiting rooms, or other public spaces.
- Do not leave messages on answering machines or with anyone other than the patient.
- Use screen savers to block information on unattended monitors.
- Point computer monitors away from view of visitors or passersby.
- Do not ask for or share passwords.
- All students must read and sign a "Tuality Healthcare Confidentiality statement for students" form prior to the start of their clinical placement. These forms can be found on our website at: <https://www.tuality.org/education/clinical-education/students>. Please send clinical.education@tuality.org | clinical.education@tuality.org.

Student Orientation and Identification

All students who will have contact with patients will receive a Tuality Healthcare photo ID badge. ID badges are issued at Student Orientation. Please come prepared to Student Orientation with the following information necessary to receive an ID badge:

OHSU Tuality Healthcare ID badges are the property of OHSU Tuality Healthcare and must be returned to the Human Resources department at 545 SE Oak St., Hillsboro, OR 97123. If your badge has been lost or stolen, please report this immediately to the Security department at **503-681-1082**.

- A state or school issued photo ID for verification.
- A copy of your annual flu vaccination record. This is necessary to receive a flu sticker during the flu season. Students who are not vaccinated will be required to wear masks Oct 1- March 31.
- Dress as you will during clinical rotation, following the Tuality Healthcare Dress Code. Wear closed toed shoes and no jewelry or perfume. You may be entering patient care areas during your tour.
- If you arrive early and no one is at the front desk, please have a seat in the waiting room and someone will greet you at your appointment time.



Parking policy

- Students are expected to follow the same parking policy as employees to provide patients with the most convenient parking available. Parking is accessible on the 3rd and 4th floors of the parking structures. Students who violate the parking policy, are subject to fines, towing, or booting at the owner's expense.
- Please do not leave valuable items in your car and do not bring HIPPA patient information outside of the facility such as written on a notepad. OHSU Tuality Healthcare is not responsible for theft or damage to vehicles or their contents.

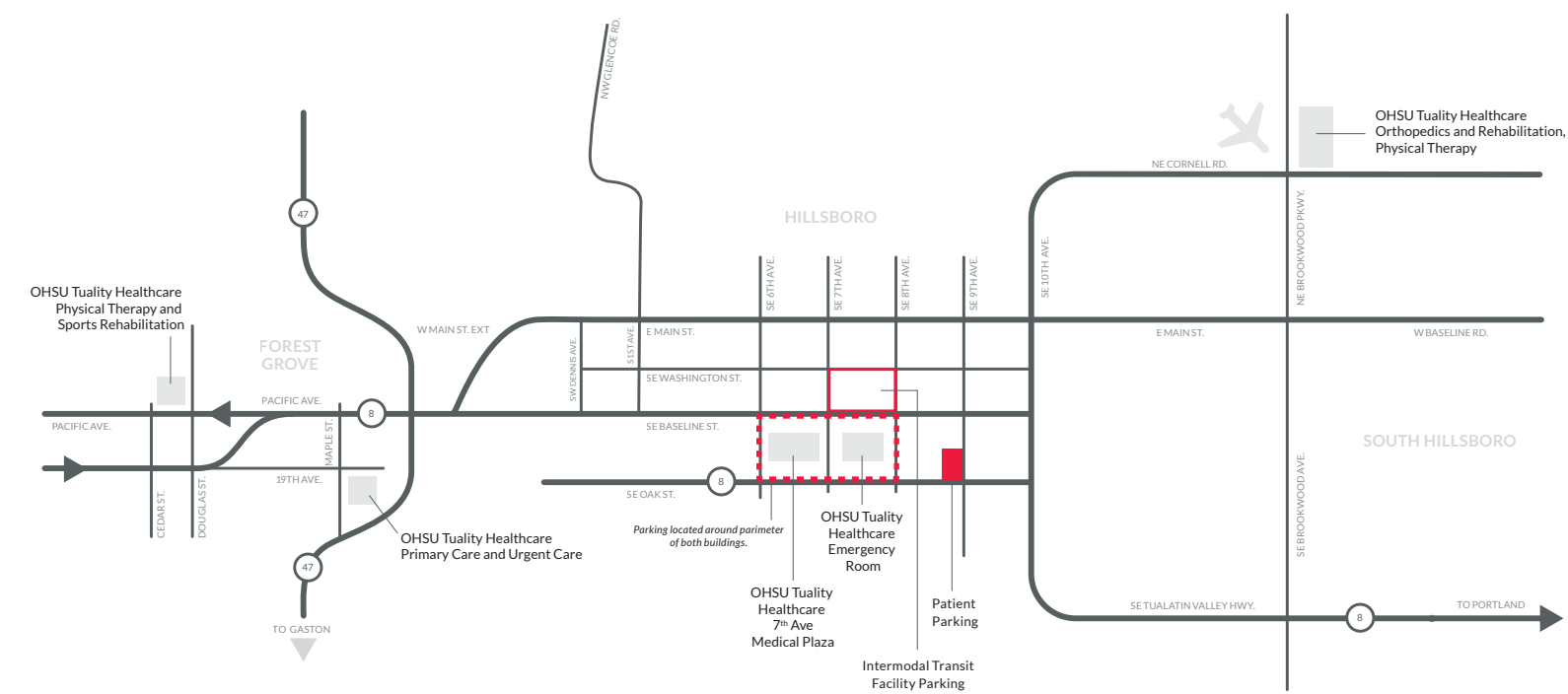
Student Dress Code

A neat, clean appearance communicates respect for both self and others and is important for making a good first impression. Appropriate dress supports the confidence of patients, family members, and staff. All employees, volunteers and students are expected to comply with the policy on dress and personal appearance. The dress code is intended to be acceptable to a wide variety of customers, cultures, ages, patients, and guests who visit OHSU Tuality Healthcare. Tuality is a scent-free and smoke free zone. In some cases, dress and appearance is dictated by regulatory agencies.

Students are expected to comply with the following:

- Shoes should be clean and meet safety requirements for the assigned department.
 - No slogans or logos that could be offensive on clothing.
 - Jewelry must be kept to a minimum. No dangling earrings or necklaces in clinical areas.
 - Remove facial jewelry while in clinical areas.
 - No artificial nails for students who participate in direct patient care.
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Map



Vaccination requirements

OHSU Tuality Healthcare recommends all students receive an annual seasonal influenza vaccination to protect themselves, patients, and other members of the workforce. Flu season is from Oct 1 – March 31. During this time, all non-vaccinated individuals will be required to wear a mask when they are within 6 feet of a patient; such as in hallways, patient care areas and waiting rooms.

For more information about influenza visit: www.cdc.gov/flu



Acceptable evidence of immunity is by a positive lab titer (natural immunization after exposure of disease) or vaccination (inoculation of a vaccine) for most diseases. History of a disease alone is not adequate evidence of immunity.

We require evidence of immunity to the following diseases:

- Varicella (Chickenpox).
- MMR (Measles, Mumps and Rubella).
- Hepatitis B Series.
- Tuberculosis test (e.g. Duantileron / IGRA, PPD or chest X-ray).
- Seasonal Influenza Vaccination.
- For necessary Vaccine declinations, please email: Clinical.education@tuality.org to request required training and forms.

FAQ's

- Influenza is a serious respiratory disease that kills an average of 36,000 persons and hospitalizes more than 200,000 persons in America each year.
- It is critical that students consider flu vaccinations. If you contract influenza, you will spread the virus for 24 - 48 hours before influenza symptoms appear, which may jeopardize patients.
- The strains of influenza change each year, which is why it is recommended you get immunized annually.
- Individuals who receive the influenza vaccine do not contract the flu from the flu shot.

Personal protective equipment (PPE)

All students are instructed not to enter any isolation room on airborne precautions. Students who are only observers should never handle bio-hazardous wastes, linens, needles or sharps of any kind.

All personal protective equipment is to be removed prior to leaving the work area and placed in a designated container. Never wear PPE equipment (gown, gloves, masks, or eye protection) outside of the patients' room or in hallways. When participating in patient care, use standard precautions with all patients at all times. Select the appropriate standard precautions for the situation.



All blood and body fluids are treated as if they are infectious. Wear appropriate Personal Protective Equipment (PPE) as directed by your preceptor or supervisor. PPE includes – but is not limited to – gloves, fluid resistant gowns, laboratory coats, face shields, masks, and eye protection.

Standard precautions include:

- **Hand washing:** Use proper hand washing at the appropriate times.
- **Gloves:** Wear gloves when touching blood, body fluids, and contaminated items. Use gloves when touching mucous membranes or non-intact skin. Change gloves between procedures.
- **Eye and face protection:** Wear mask and eye protection or face shield in any situation that is likely to result in spray or splash of blood or body fluids.
- **Gown:** Wear a gown if a procedure is likely to generate a splash, spray, or spill of blood or body fluids.
- **Patient-care equipment:** Discard single-use equipment promptly. Reusable equipment must be cleaned before use by another patient and before storage in clean equipment area.
- **Clean environment:** The hospital provides for routine disinfection of surfaces including beds, equipment, floors and walls. Report spills or soiled surfaces if you see them.
- **Linens:** Handle soiled linen in a manner that prevents cross contamination of microbes to other patients or the environment.
- **Proper handling and disposal of needles and “sharps”:** Needles are never recapped. Place all used syringes, needles, and sharp items in puncture-resistant red containers.
- PPE Should not be worn outside of patient rooms.

Blood and body fluid exposure

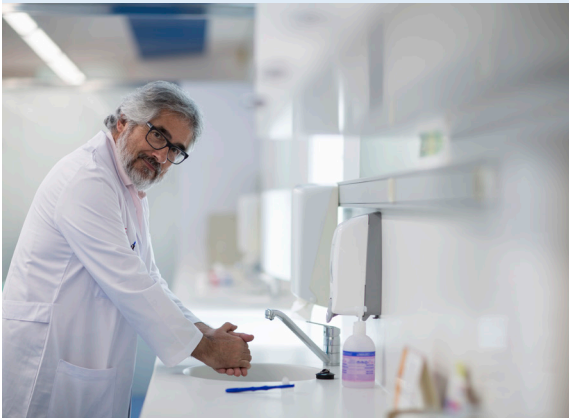
For all blood and body fluid exposures or injuries contact Employee Health Services at 503-681-1444 to notify them of the event for further investigation and follow-up medical care.

If you have been exposed to patients' blood or other potentially infectious materials, follow these steps:

- Perform first aid such as flushing eyes / mucous membranes and wash cuts or puncture wounds with soap and water.
 - Notify a Staff Member (Preceptor, Supervisor, or the Nursing Supervisor) immediately of the event for instructions.
 - If you know the source of the blood, have their name / MRN available so their blood can be drawn.
 - Go to the Emergency Department to have your blood drawn and receive OSHA mandated post exposure counseling within 20 minutes of exposure.
 - Your Preceptor will complete an Accident Report Documentation Form through the patient safety incident reporting program, DATIX.
 - After steps 1 - 5, contact Employee Health Services at ext. 1444 to notify them of the event for further investigation and follow up medical care.
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Infection prevention

The purpose of hand hygiene is the physical removal of soil and transient microorganisms, including bacterial spores. Gloves must be worn when there is a potential for blood borne pathogen exposure, including examination of a wound. The use of gloves does not eliminate the need for hand hygiene. Likewise, the use of hand hygiene does not eliminate the need for gloves.



Good hand washing is the single most effective way to prevent the spread of infection. The Center for Disease Control and Prevention (CDC) developed the following guidelines for your protection.

Students may not wear artificial fingernails when having direct patient contact. A student with a removable or non-removable cast, splint or other device on an upper extremity that precludes appropriate hand hygiene, may not work in direct patient care, handle and reprocess equipment, clean or support patient care areas, or handle food. Remember, washing your hands reduces hospital acquired infections and spread of disease. It is preferred that the patient watches you wash your hands or use alcohol based hand foam.

When to wash your hands:

- Hand hygiene should be performed before putting on gloves and after removing gloves.
- When hands are visibly soiled.
- When hands are contaminated with proteinaceous material.
- When contaminated with blood or body fluids.
- Before eating or handling food.
- After using the restroom.
- Before entering a patient room and after leaving a patient room.

Handwashing technique with plain or antimicrobial soap:

- Wet hands with water.
- Apply soap to hands.
- Rub hands vigorously together for 15 - 20 seconds, covering all surfaces of hands and fingers.
- Rinse hands well to remove soap residue.
- Dry with paper towel.
- Use paper towel to turn off faucet – all manually controlled faucets are considered contaminated.

Hand hygiene with alcohol-based hand rubs

The purpose of alcohol-based hand rubs is reduction of bacterial counts on hands when hands are NOT visibly soiled. Use hand hygiene before and after each patient contact and before entering and leaving patient rooms.

- Apply product to palm of one hand.
- Rub hands together, covering all surfaces of hands and fingers.
- Rub until hands are dry.
- Alcohol-based hand rubs take less time to use than traditional hand washing, and actually is the preferred method of hand hygiene when hands are not visibly soiled.
- Hand hygiene should be done after using keyboards, telephones, cell phones and pagers, as those items are not routinely cleaned.
- Hand Hygiene should be performed before putting on gloves and after removing gloves.

Use an alcohol-based hand sanitizer:

- Immediately before touching a patient.
- Before performing an aseptic task (e.g., placing an indwelling device) or handling invasive medical devices.
- Before moving from work on a soiled body site to a clean body site on the same patient.
- After touching a patient or the patient's immediate environment.
- After contact with blood, body fluids or contaminated surfaces.
- Immediately after glove removal.

Wash with soap and water:

- When hands are visibly soiled.
- After caring for a person with known or suspected infectious diarrhea.
- After known or suspected exposure to spores (e.g. B. anthracis, C difficile outbreaks).

Medical equipment cleaning:

- Always ensure equipment is clean prior to use on each patient.
- Use only hospital approved disinfectants.
- Make sure to adhere to the appropriate contact time when using disinfectant clothes. Clorox wipes (blue top) require 3 minutes and Sani-Cloth wipes (purple top) require 2 minutes of saturation time to properly disinfect. Sani-Cloth wipes are usually used unless item is visibly soiled with bodily fluids.
- Equipment must be cleaned between patients.
- If ever in doubt, stop and clean your equipment before using on a patient.

Safety practices

Students are expected to use good safety practices and follow all policies and guidelines of OHSU Tuality Healthcare. The hospital environment may present many risks. Accidents can happen because unsafe conditions were not reported.

The following unsafe practices are not permitted and should be reported:

- Smoking on campus grounds.
- Running in halls or stairwells.
- Pushing carts, beds or other equipment recklessly.
- Failure to pickup clutter or clean up spills.
- Slamming doors carelessly.
- Tilting back chairs.
- Hoesplay or practical jokes.
- Failure to comply with preceptor or staff direction.

Students are responsible for reporting unsafe conditions or concerns about safety. You must report safety concerns to your preceptor or supervising staff such as:

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- **Wet floors.**
 - **Defects in floors.**
 - **Cords or wiring across floors.**
 - **Lights that are not working.**
 - **Liquids that are not stored properly.**
 - **Fire doors or exits that are blocked.**
 - **Clinical alarms that are turned off or not working.**
 - **Spills that are not cleaned up.**
 - **Equipment failure.**
 - **Wastes that are not disposed of properly (chemical, radiation or human waste).**
 - **Patient or visitor injury.**
 - **Staff or personal injury.**
 - **Equipment malfunction.**
 - **Visitor or patient complaints.**
 - **If you experience an injury as a student at OHSU Tuality Healthcare, please report it to your preceptor and your school administration.**
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Emergency responses

Discovering smoke or fire, R.A.C.E.R:

R = Rescue.

A = Alarm.

C = Confine.

E = Extinguish.

R = Relocate.



To extinguish a small fire, P.A.S.S:

P = Pull the pin on the extinguisher.

A = Aim the hose at the base of fire.

S = Squeeze the handle.

S = Sweep from side-to-side.

If you hear “Code Red” page overhead and you are in the area specified by the Code Red, help with the following:

Code Red Fire

- Clear hallways to permit safe passage of any emergency responders.
- Close hallway doors to contain possible fire.
- Search your area for signs of smoke, fire, smoke detector alarm, or burning odor.
- Direct emergency responders and / or Fire Department to the fire area(s).
- Follow directions of Tuality staff if it is necessary to evacuate or move to another area.

Code Orange Hazardous Materials Incident

The primary response of staff is to protect self, others, and the environment from harm and / or contamination. The secondary response of staff is specific to each department’s policy for handling hazardous materials. The decontamination team may be paged for assistance if necessary. Follow instructions of staff until code is cleared.

Code Masterlock Building Lockdown

Code Masterlock secures the building entrances in an emergency. All entrances / exits will be locked down by Security and manned to ensure no person enters or exits the building until lockdown is cleared. Follow instructions of Tuality staff until code is cleared.

Code Blue Cardiopulmonary Arrest

If you hear “Code Blue” paged overhead, a cardiopulmonary arrest has occurred and the Tuality Code Blue Team will respond. Do not impede the movement of the code blue team. If you witness an arrest and have current certification in Basic Life Support for Healthcare Providers (from the American Heart Association), begin cardiopulmonary resuscitation (CPR). Use protocol that follows AHA guidelines. To call for the code blue team, dial ext. 1499 at the Main Tuality Community Hospital, or 911 if in an offsite ambulatory or clinic site.

Code Black Bomb Threat

If you are in the area specified by the threat, or if no area is specified:

- Search your entire department, and all nearby common areas, for any suspicious or out-of-place package, box, container, etc.
- **If you locate a suspicious item, do not touch, tamper with, or move it. Keep others away.**
- Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors.
- Generally speaking, anything that is hidden, obviously suspicious, and not typical should be deemed suspicious.
- Report any suspicious item to your supervisor.
- Move all persons 150 feet or more away from any suspicious item. Due to the destructive nature of explosives, this may lead to a total evacuation of a building.

Code Purple Missing Adult Patient

The purpose of Code Purple is to conduct a rapid and thorough search of the Tuality Healthcare campus when it is determined that an adult patient is absent or missing from the unit or diagnostic testing areas without a physician's order. Follow instructions of Tuality staff until code is cleared.

Code Grey **Combative Person**

Code Gray is called when an individual shows force to staff members or others. The objective of the Code Gray response team is to gain cooperation, subdue, or restrain the perpetrator, if necessary. The goal is to prevent injuries and minimize harm to perpetrator, staff members or other victims. Your role as a student is to report any angry or potentially aggressive individuals and to escape and evade the area. To avoid personal injury call for assistance.

Code Silver **Weapon or Hostage**

If “Code Silver” is paged overhead with a location, this means someone in the building has displayed a weapon and/or taken a hostage, and presents an immediate threat to staff or patients. Security and police will respond as first responders. All students and staff are to escape and evade to stay clear of the area involved. Follow the directions of Police and Security.

Code Triage **Public or Community Emergency**

A Code Triage is to alert staff to a potential or actual disaster. There are 4 levels for a disaster alert depending on the extent or seriousness of the disaster situation. For all triage levels, if you hear “Code Internal / External Triage” paged overhead, clarify your student role to anyone delegating tasks and follow directions from Tuality staff. Code Internal Triage alerts staff to a disaster within the hospital. Code External Triage is to alert staff to a disaster outside the hospital. Code Internal/External Triage Level I alerts staff to standby for a potential or actual incident; whereas Code Internal/External Triage Level IV alerts staff that a disaster situation has been declared by the government.

Amber Alert **Missing Infant or Child**

The purpose of Code Amber is to alert all available employees to station themselves at entrances and exits to prevent anyone from leaving the facility with an infant or child. Immediately upon hearing Code Amber paged overhead, all Tuality personnel stop all non-critical work and cover all interior doors to stairwells, elevators, and doors that exit the building. Should the person abandon the infant or child and escape, keep the minor with you and dial (TCH - Ext. 1499; TFGH - Ext. 7333) to notify the Operator. Await instructions. Others call 911 to notify the police and await instructions. As a student, you should follow directions of Tuality staff members until the code is cleared. The typical abductor is a female between 14 and 45 years old and exhibits these behavior:

- Carrying an infant.
- Carrying a bag large enough to hold an infant.
- Covering the infant with her coat or baby blanket.
- May be in a nurse uniform carrying an infant.

Student Manual 2019-2020. If you have any questions or concerns please contact the
OHSU Tuality Healthcare Clinical Student Program Coordinator at 503-681-1203 or clinical.education@tuality.org.

OHSU Tuality Healthcare
Clinical Education
334 SE 8th Ave.,
Hillsboro, OR 97123



OHSU Tuality Healthcare accepts most health plans. OHSU Tuality Healthcare
is an equal opportunity, affirmative action institution.