University/College/High School

Student Orientation Manual
Welcome to Saint Alphonsus Health System

On behalf of Trinity Health and the Saint Alphonsus Health System, we are pleased to provide you with a learning experience during your academic career. Since the inception of the Saint Alphonsus School of Nursing in 1906, students have served with the employees in the healing ministry of Jesus Christ. Our commitment expressed through our mission statement is as alive today as it was in 1894 when Saint Alphonsus was founded.

Please remember, clinical will be what you make of it. We will do our best to provide a positive experience for you, but you must be proactive in telling those you are working with what your educational focus and needs are. As you work to complete your clinical experience please take advantage of those experiences that would expand your professional knowledge base.

- If you have any questions, please do not hesitate to contact Clinical Education
  - Boise: 208-367-3014
  - Nampa: 208-463-5197
  - Ontario: 541-881-7402
  - Baker: 541-523-1734

Basic demographics of Trinity Health System
- The Trinity Health System serves people in 21 states from coast to coast with 82 hospitals, 89 continuing care facilities and home health and hospice programs that provide nearly 2.8 million visits annually. More than 87,000 employees, including 4,100 employed physicians, provide care in the system. Trinity Health has annual operating revenues of about $13.3 billion and assets of about $19.3 billion. They return almost $1 billion to its communities annually in the form of charity care and other programs.

SAHS Demographics:
- Saint Alphonsus Health System is a four-hospital regional, faith-based Catholic ministry that is part of Trinity Health. Over 4,300 Associates and a 950+ medical staff serve 700,000 people in two states. Saint Alphonsus Health System is anchored by the only Level II Trauma Center in the region, Saint Alphonsus Regional Medical Center, providing the most experienced care to the most critically ill patients. Centers of Excellence include: Cardiovascular, Neuroscience, Oncology, Orthopedics, Trauma & Emergency and Women's & Children’s.
- With a promise to keep care close to home for patients, Saint Alphonsus Health System is comprised of:
  - Saint Alphonsus Regional Medical Center, Boise
  - Saint Alphonsus Medical Center, Nampa
  - Saint Alphonsus Medical Center, Ontario
  - Saint Alphonsus Medical Center, Baker City
  - Saint Alphonsus Medical Group.
Mission

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Core Values
- Reverence
- Commitment to Those Who are Poor
- Justice
- Stewardship
- Integrity

Our Guiding Behaviors
- We support each other in serving our patients and communities
- We communicate openly, honestly, respectfully and directly
- We are fully present
- We are all accountable
- We trust and assume goodness in intentions

Our Vision
Unified by our faith-based mission, Saint Alphonsus Health system will:
- Provide healing and hope, close to home
- Help our communities grow and thrive
- Be a trusted partner for life
- Deliver value in everything we do
Code of Conduct for Students

Sense of Ownership
♦ Take pride in this organization as if you own it. Accept the responsibilities of caring for our guests.
♦ Be an ambassador of Saint Alphonsus.
♦ Be a team player. Get involved.
♦ Adhere to policies and procedures.
♦ Live the values of this organization.
♦ Do the right thing.
♦ Follow chain of command to resolve issues.

Attitude
♦ Attitude starts with self. Be positive and optimistic.
♦ Our job is to serve our customers and provide high quality service with care and courtesy.
♦ Exceed expectations and anticipate needs.
♦ Acknowledge guests and fellow employees immediately. Smile and introduce yourself at once.
♦ Have a Can-Do attitude.
♦ SMILE

Appearance/Dress
♦ The objective of Saint Alphonsus is to promote a positive professional image. A professional clean and neat appearance is an essential element of establishing credibility and trust with our customers. Careful attention to personal hygiene is a primary concern, since we provide direct patient care.
♦ Please note the following:
  ♦ Students are expected to comply with the dress code of their academic institution.
  ♦ All students must wear visible name badges from their institution.
  ♦ Personnel are expected to use good taste in selecting clothes worn on the job. Extreme styles, including hair color, should be avoided.
  ♦ Hairstyles are to be clean and not interfere with patient care. Shoulder length or longer hair must be securely pulled back.
  ♦ Well-trimmed beards, side burns and mustaches are acceptable.
  ♦ Fingernails are to be neat, clean and groomed, at a length no longer than ¼ inch. Artificial nails are prohibited in patient care areas. Nail polish, if worn, must be well maintained.
  ♦ Patient care staff should not wear perfume, cologne, or heavy aftershave lotion.
  ♦ Shoes are to be kept clean with non-skid soles. Open toe shoes cannot be worn by patient care providers.
  ♦ Wedding rings, watches, and small earrings are allowed for patient care staff.
  ♦ No visible piercing is allowed with the exception of ear piercing. Excessive earrings cannot be worn.

Communication
♦ Commit to using Saint Alphonsus scripting whenever possible.
♦ Listen to guests and make eye contact.
♦ Be courteous.
♦ Do not use jargon. Keep patient information confidential.
When someone appears to need directions, escort that person to his or her destination or a volunteer station.

Know how to operate the telephones in your area. Provide the correct number before transferring a call. Get the caller's permission before putting him or her on hold and thank the caller for holding.

Answer telephone calls within three rings, identify your department and yourself and ask, "How may I help you?"

White boards should be updated at each shift change.

**Call Lights**

- Anticipate patients' needs so they will not have to use their call lights.
- All employees and students are responsible for answering patient call lights.
- Make sure the call light is accessible to all patients at all times.
- Acknowledge call lights by the fifth ring and respond to requests within three minutes.
- Always address the patient by name.
- Ensure continuity of care by reporting to relief caregivers before leaving the floor.
- Check on patients before shift change and before going on break.

**Elevator Etiquette**

- Always smile at fellow passengers; hold the door open for others.
- When transporting patients in wheelchairs, always face them toward the door and exit with care.
- Pause before entering an elevator so you do not block anyone’s exit. Step aside or to the back to make room for others.
- Guests are first when entering and exiting.
- Employees should use staff elevator when transporting patients or specimens.

**Privacy**

- Be sensitive to the patient’s need for privacy and modesty.
- Make sure that patient information is kept confidential. Never discuss patients or their care in public areas.
- Knock before entering. Close curtains or doors during exams and procedures. Provide a robe or second gown if the patient is ambulating or in a wheelchair. Make sure all gowns are the right size for the patient.

**Safety Awareness**

- Report all accidents or incidents promptly.
- Report any safety hazard you see. Correct the safety hazard if appropriate.
- Use protective clothing, gear and procedures when appropriate.
- Handle repairs/disposal of equipment appropriately. Label everything.
General Student and Safety Information

Smoking

Smoke or use any tobacco product is strictly prohibited on any SAHS property (including parking lots, sidewalks, roads, landscaped areas and cars).

Illness or exposure

As a student in a hospital, you may be at risk for the potential exposure to infectious diseases and blood borne pathogens (i.e., viruses, bacteria and other microorganisms that are carried in a person's blood or other body fluids containing blood such as Hepatitis B, C or HIV).

- Report any illnesses promptly to your instructor. Do not report for a clinical experience if you have any of the following symptoms: diarrhea for 24 hours or more; temperature of 100°F or more; nausea and vomiting; a sore throat with elevated temperature; Streptococcus infection of the throat; infection that is manifested by a draining lesion (cold sore must be crusted over); productive cough due to an infectious condition.
- Published instructions regarding exposure to contagious or infectious diseases must be followed rigidly. Students are not allowed in airborne precaution isolation rooms which require fitted N-95 masks.
- If you have been exposed to a bloodborne pathogen, please notify your instructor, Employee Health Services and the unit/clinic manager immediately.
  - Boise: 208-367-3259 or 208-367-3908 or 855-6446 (pager)
  - Nampa: 208-463-5540 (limited hours. If they are closed contact Boise)
  - Ontario: 541-881-7316 (limited hours. If they are closed contact Boise)
  - Baker: 541-523-1734. After hours, contact the House Supervisor, x8123

Accidents to Students

If you are hurt or become ill while on the job, report immediately to your instructor, supervisor, and/or unit/clinic manager. If that is not possible and it is an emergency please go directly to the Emergency Room with an escort if possible. Your health insurance will be billed for any services rendered by SAHS.

Safety Program

Students are asked to cooperate in helping prevent injury to themselves, other employees, patients and visitors by observing the following rules:

1. Be sure to understand the safe way to perform any task given to you. If you have any doubts about the procedure, ask your instructor, supervising nurse or supervisor.
2. Your own good health is important. Report any illnesses promptly to your instructor.
3. Published instructions regarding exposure to contagious or infectious diseases must be followed rigidly. Students are not allowed in isolation rooms requiring fitted N-95 masks.
4. Inform yourself and keep posted on fire rules of the hospital, position of alarm boxes and your duties in case of fire.
5. Report to your immediate supervisor immediately any unsafe conditions, such as:
a. Wet or slippery floors  
b. Equipment left in halls or on walks  
c. Defective equipment  
d. Careless handling of equipment  
e. Use of combustible materials near open flames  
f. Other dangerous situations  

6. Always be especially alert for safety factors when using wheelchairs and stretchers.  
7. Always walk, do not run in the halls or on the stairs.  
8. Keep your shoes in good repair.  
9. Practical jokes and horseplay will not be tolerated. They can result in injury to others.  
10. Never operate electrical equipment with wet hands.  
11. When not sure, ask.  

**Prevention of Accidents Resulting from Moving Things**  

**Lifting:** Look over the object to be lifted. Make sure it is not too heavy. Stand close to the object with your feet apart for balance. Make sure your footing is secure. Bend your knees keeping your back as straight as possible. Get a good grip and keep the weight of the object close to your body. Lift gradually, straighten your knees and stand. Use your leg muscles. Avoid quick, jerky motions. Avoid lifting any object above your shoulders.  

**Pushing and Pulling:** Get a good grip on the object, hands inside handles. Keep your back as straight as possible. Brace your feet for maximum leg power. Bend your knees to get the best use of your body weight.  

**Carrying:** Keep the load close to your body. Avoid twisting your body. Change direction by moving your feet. Face the spot directly where you will place the load. Do not change your grip while carrying the load.  

**Prevention of Falling Accidents**  

**Spills:** Pick up anything spilled or dropped on the floor. Liquids, paper and other items on the floor can be dangerous.  

**Stairs:** Use handrails when going up or down stairs. Take one stair at a time.  

**Watch Out for Potential Obstruction:** Cabinet doors and drawers should not be left open; keep them closed. Never leave boxes, etc. on stairs or in passageways. Keep carts out of the way. Wheeled vehicles/wheelchairs should be pulled through doorways so you lead the way and can see where you are going.  

**Be Alert to Hazards and Report the Problem to hospital staff and/or the facilities department**  

**Electrical Safety**  

You are cautioned to exercise special care in the use of electrical equipment, being sure to use the grounding devices as instructed. Personal laptops/notebook style computers can be used if the equipment is inspected per policy by the nursing staff. Restricted equipment includes heating devices, coffee makers, curling irons without auto shut-off feature, extension cords, and radio transmitters.
**Compressed Gas Cylinders (Oxygen)**

Transport cylinders safely by using a portable cylinder carrier or stretcher cylinder holder and ensure cylinders are chained and secured in the carrier. Never carry a cylinder slung over your shoulder or by the cylinder neck, in a patient’s bed or free-standing or lying on the floor.

**Emergency Management**

All Saint Alphonsus Facilities participates in the Hospital Emergency Incident Command System (HEICS), which is the standardized, and official emergency response program adopted by most city, county and state agencies. As a student you might be called upon to assist in an emergency. You will be expected to report to the reporting location for an assignment. In the event of an emergency you will dial 555 from any facility with the exception of medical clinics. From a medical clinic you will dial 911 first, then dial 555 (or 367-5555) to inform the switchboard of the issue.

**Fire Management**

It is your responsibility to locate the fire exits, fire alarms, fire extinguishers, and fire doors and have a plan in mind in the event of a fire.

R-RESCUE patients who are in immediate, life threatening danger
A-ALARM- announce a code red by dialing 444 to alert the operator, pull the fire alarm.
C-CONTAIN-the units are separated by large fire door that will automatically close when the fire alarm is activated. Ensure that there is nothing keeping them from closing.
E-EXTINGUISH
R-RELOCATE (Oregon Facilities)
   P-PULL the pin between the two handles
   A-AIM at the base of the fire
   S-SQUEEZE the handles together
   S-SWEEP from side to side

**Security**

The Security Department has the responsibility of safeguarding patients, visitors, employees and property. Hours are as follows:
Boise: Available twenty-four (24) hours a day, seven (7) days a week.
Nampa: 12th Ave Campus is Sunday 3pm-6am, Mon-Thur 4pm-6 am, Fri 2pm-8am, Sat 2pm-8am
   Garrity: Mon-Fri 4pm-8am, Sat-Sun 1pm-8am
Ontario: Mon-Fri 7pm-7am, Sat-Sun 7pm-7pm
Baker: Not applicable

**Policies and Procedures**

Hospital policies can be found on the SAHS web page by clicking Quick Links and selecting Policy Procedure Manual (PPM)
Cell Phone use/Telephone Calls for and by Students

Students should not be contacted by telephone at the hospital except in an emergency. Students are not to use the hospital telephones for personal calls. Cell phones are NOT to be used while on duty and are permitted in break rooms or public areas only. If you have reference guides on your cell phone they must be approved for use by you clinical instructor and the facility. If it appears that your cell phone is being used for more than reference students may be asked to put their cell phone away or may be asked to leave the clinical setting.

Emergency Codes

To activate emergency codes dial 555 from any internal phone (clinics will dial 911 first)

Certain situations may arise in the hospital where immediate action is necessary but, at the same time, patients should not be disturbed. When this action may involve several persons in different locations, this information is best communicated over the public address system by one of the following codes:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>Fire/Smoke</td>
</tr>
<tr>
<td>Blue</td>
<td>Cardiopulmonary arrest, Adult</td>
</tr>
<tr>
<td>Pediatric Blue</td>
<td>Cardiopulmonary arrest, Child, birth – 13 years old</td>
</tr>
<tr>
<td>Gray</td>
<td>Combative person</td>
</tr>
<tr>
<td>Silver</td>
<td>Person with Weapon &amp;/or Hostage Situation</td>
</tr>
<tr>
<td>AmberAlert</td>
<td>Infant or Child Abduction</td>
</tr>
<tr>
<td>Orange</td>
<td>Hazardous Material Spill</td>
</tr>
<tr>
<td>Internal Triage</td>
<td>Internal Disaster: Bomb or bomb threat; unplanned, significant computer downtime; significant flooding; major plumbing/power/utility disruption; major phone outage</td>
</tr>
<tr>
<td>External Triage</td>
<td>External Disaster: Mass casualties; flood, earthquake, severe weather, or other natural disaster; massive power outage; nuclear/biological/ chemical incidents</td>
</tr>
</tbody>
</table>
Red Phones are single-line emergency back-up phones that provide access to other departments and outside phone lines. You do not need to dial 9 to get an outside line from a red phone. These should be reserved for emergency.

**Patient and Visitor Accidents or Errors**

If you witness or discover an accident or error in which a patient or visitor is injured, you should give all assistance possible and then report the incident to a nursing supervisor and to your own supervisor. A person who is seriously injured should not be moved until a physician or a nurse supervisor approves the move. Incident Reports must be completed for all accidents or errors to patients or visitors and signed by the department director.

**Privacy and Confidentiality**

- **What you see here**
- **What you hear here**
- **Is to stay here**
- **When you leave here**

- **Expectations Related to PHI (Protected/Patient Health Information)**
  - Know what makes up PHI and how to use it appropriately.
  - Access only the information needed to perform role. Do not access patient information – even your own – out of care, curiosity or concern.
  - Appropriate use of social network tools (Face Book, Texting, Tweeting).
  - Appropriate disposal of paper and plastic containing PHI.
  - Appropriate ways to communicate patient or business sensitive information (secure e-mails, verify fax numbers, appropriate labeling of house and outside mail).
  - Do not discuss patient care activity outside of the clinical care setting.
  - Demonstrate respect for the privacy and dignity of patients and families at all times.

- **PHI examples:**
  - Name
  - Date of Birth
  - Medical Record Number
  - Diagnosis
  - Procedures
  - Medications
  - Test Results
  - Amount charged and paid

- **Privacy and Social Media**
  - Colleagues, physicians, students and volunteers must not post any information about a patient, including but not limited to:
• Photographs
• Films
• X-Rays
• Treatment, diagnosis or prognosis information
• Positive or negative comments

• Actions online should NOT be:
  • Discourteous
  • Abusive
  • Threatening
  • Abrasive
  • Defamatory
  • Racial
  • Offensive

Abuse, Neglect and Exploitation

• The following are considered forms of abuse:
  • Physical assault – the threat or use of force
  • Rape – any genital, anal or oral penetration without the victim’s consent
  • Sexual molestation – any sexual contact, short of rape, without the victim’s consent or any sexual act with a child
  • Domestic abuse – neglect or abuse of children, elders and vulnerable adults
  • Financial abuse – substandard care despite adequate resources and/or sudden transfer of assets to a family member or other caregiver

• Per Idaho state law: All forms of abuse (except domestic) MUST be reported.
• Per Oregon state law: All forms of abuse including domestic as defined above MUST be reported.

Infection Control

Hand washing:

A. Clean hands are the single most important factor in preventing the spread of dangerous germs and antibiotic resistance in the Health Care setting. 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. Health care personnel, per policy, must avoid wearing artificial nails and keep natural nails less than one quarter of an inch long if they care for patients.

B. Patient care employees must wash their hands according to the Center for Disease Control (CDC) guidelines, as follows:

1. When hands are visibly dirty or contaminated with proteinaceous material or are visibly soiled with blood or other body fluids, wash with soap and water. If hands are not visibly soiled, use an alcohol based handrub for routinely decontaminating hands in other clinical situations.

2. Decontaminate hands before and after patient contacts, after removing gloves, before eating and after using the restroom.

3. When using an alcohol-based handrub, apply product to palm of one hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry.

4. When washing hands with soap and water. Wet hands with water, apply soap and rub hands together vigorously for at least 15 seconds, covering surfaces of the hands and fingers. Rinse hands and dry thoroughly with disposable towel. Use towel to turn off the faucet.
Standard Precautions:
- All human blood or body fluid is to be considered potentially infectious.
- Appropriate personal protective equipment (PPE) will be utilized for any procedure in which exposure is possible. PPE includes:
  - Gloves, gown, mask, eyewear, and face shields
  - If exposed, immediately:
    - Wash area with soap and water
    - Flush mucous membranes with water
    - Report exposure to supervisor

Isolation Precautions

- Patients with infectious disease are placed in isolation
- Isolation rooms are identified by a sign on the door which describes the precautions necessary to enter the room and provide patient care.

Parking

Free parking is available for student at each facility.
Boise: Parking is designated by white lines. Do not park in spots with yellow lines as that is designed for customers.
Nampa: Parking is in the lot off of Juniper, behind the hospital. Parking in the front parking lot is prohibited.
Ontario: Staff/student parking is designated by yellow lines.
Baker: Parking is available in the back parking lot. Staff parking is designated by yellow lines.

Computer Access

If you are in a position that needs access to a computer or documentation system you will be granted access only to those computer programs necessary to complete your clinical rotation. Access is not guaranteed and can be revoked at any time during your rotation. Access request forms will need to filled out prior to granting access. Should you have any issues with access please notify your clinical supervisor or instructor.
**Kissler Library and Research Center**

- Research computers are available in the library for students in Boise and Nampa.
- Access any of these resources through the SAHS Web/Kissler Department.
  - Lippincott Resources: comprehensive online clinical decision support tool for nurses
- The Boise librarian, Tina Slanc, is available for assistance and a brief introduction to library services can be arranged.
  - Located on the second floor of the Central Tower
  - Telephone 208-367-3993

**Rapid Response Teams (RRT)**

Rapid Response Teams (RRT) bring the expertise of Critical Care to the patient’s bedside. The team consists of a Critical Care trained RN and/or a Respiratory Therapist. Rapid Response Teams can be called for the following:

- Concern for patients' condition or failure to respond to treatment
- Heart Rate less than 40 or greater than 130
- Systolic Blood pressure less than 90 mmHg or greater 180 (acute change)
- SpO2 less than 90%, dyspnea, compromised airway
- Respiratory Rate less than 8 or greater than 28
- Urinary output less than 50 mL in 4 hours (without pre-existing renal issues)
- Acute significant bleeding
- Chest pain or discomfort
- New, repeated, or prolonged seizures
- Acute neurological/mental changes
- Hypoglycemia
- Fever unresponsive to treatment

**Crossing the Red Line**

Prior to doing any clinical rotations in the OR you may be required to watch a video about crossing the red line. All PA, NP and Medical Students in Boise or Nampa must contact Holly Kaufman at 208-367-3173. PA, NP and Medical students in Ontario or Baker should contact the Medical Staff Offices. All other students will receive training if applicable during their student orientation.
Student Orientation Worksheet

Please circle site: Boise, Nampa, Ontario, Baker, SAMG

<table>
<thead>
<tr>
<th>Student’s Name</th>
<th>School and Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Unit</td>
<td>State Date</td>
</tr>
</tbody>
</table>

**ACKNOWLEDGED CONTRACT REQUIREMENTS**

<table>
<thead>
<tr>
<th>Initial</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I have received and read the Student Orientation Manual</td>
<td></td>
</tr>
</tbody>
</table>

I have provided evidence of 2 negative skin tests (TST) within 12 months, or one Interferron Gamma Release Assay (IGRA such as Quantiferron TB Gold or T-Spot) blood test within 6 months that will NOT expire during my clinical assignment. If TST or IGRA is positive, I have provided evidence of a negative chest X-ray, completed medical evaluation and I have no symptoms of active TB*

I have provided evidence of 2 MMR immunizations or a positive mumps, rubella and rubella titer (Exempt if born prior to January 1st, 1957)*.

I have provided evidence of 3 Hepatitis B immunizations or positive Hepatitis B titer if occupational exposure to blood is a risk*

I have provided evidence of having had the chicken pox or shingles by physician diagnosis, documentation of two doses of vaccine, or varicella titer showing immunity*

I have provided evidence of a one-time dose of Tdap (tetanus, diphtheria, acellular pertussis)*.

I have provided evidence of an annual Influenza immunization if clinical assignment is during influenza season.*

I have my own health insurance or am covered by the school’s health insurance*.

I have completed Basic Life Support Training (CPR)* if required.

I have received instruction on HIPAA regulation in regards to confidential patient information. I agree that I will not disclose any patient information to any person or use the information other than as necessary in my clinical activity. I will be careful not to share this information in casual conversation

I agree to abide to Standards of Conduct while on the premises and to follow hospital policies and regulation

I am aware of my scope of practice and will not do anything outside of my scope of practice and the scope allowed by Saint Alphonsus Health System

*Evidence provided is kept at the school and is accessible if requested by the hospital.

The undersigned agrees to abide by the terms of the Educational Affiliate Agreement, including but not limited to the Responsibly of Student, non-excluded provider status, and confidential information. The undersigned further agrees to comply with the terms of other documents referenced in the Agreement, and certifies that s/he is not and at no time has been excluded from participation in any federally funded health care program, including Medicare and Medicaid, and agrees to immediately notify Saint Alphonsus Medical Center of any threatened, proposed, or actual exclusions.

I verify that the above information is accurate and complete, and I agree to the provisions above.

Signature of Student _________________________________________ Date _______________