



**ORIENTATION
FOR
NURSING FACULTY**
at
MedStar Harbor Hospital

PART I

2020-2021

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JAB/ SLR

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Part I

Welcome to MedStar Harbor Hospital!

We are delighted that you have chosen one of our hospital for your clinical rotation and we remain committed to providing your students a high quality clinical experience in a nurturing environment.

As an organization, we must ensure that we are continuously in compliance with regulatory agencies and accrediting bodies' standards, as well as legal statutes set forth by the State of Maryland for clinical instructors and nursing students working within our facility. MedStar Harbor Hospital is part of the MedStar Health and must adhere to all MedStar policies. It is essential that we have knowledge of all students and instructors working in our facility and that we ensure that both students and instructors have received a high-quality orientation.

We appreciate all the cooperation we have received in the past from schools and faculty in providing us with all the required documents for clinical rotations. Outlined below are the expectations that we have of the schools and faculty. Also outlined is a list of what you can expect from the clinical placement office. Please be aware that clinical instructors and the students will not be allowed on any nursing unit until all paperwork is received and verified for completion.

Schools:

1. Requests for clinical placements are made through the CastleBranch Bridges on-line request system. Requests will be accepted based on the level of relationship between the school and the hospital.
2. Please provide a list of the faculty assigned for each clinical rotation **3 weeks prior** to the start of clinicals for each semester. If the clinical instructor was not assigned through CastleBranch, please email the Clinical Placement Coordinator 3 weeks prior to the start of clinicals.
3. Electronic Medical Records (Medconnect) - Submit Student and Faculty Medconnect Access Request forms **electronically at least three weeks prior to the start of clinical**. This form can be found in Part IV of the Faculty manual. This is the only way Medconnect accesses will be accepted. All parts of the forms must be completed including school ID number. Due to security reasons Medconnect and Pyxis accesses will be inactivated at the end of each clinical. A new request form must be submitted for each clinical rotation.

Clinical Instructors:

1. Clinical instructors should review the unique Faculty Manual with students on the first clinical day.
2. New clinical instructors are required to meet with Clinical Site Coordinator to receive an orientation to the facility and Medconnect training **PRIOR** to the start of clinical.

3. New clinical instructors are required to orient a **MINIMUM** of 4 hours on the unit where they will have their students. If an instructor will be bringing students to a unit that is different from where she/he has had prior clinical, the instructor is required to work a MINIMUM of 4 hours orientating on the new unit.
4. Clinical instructors must complete MedConnect computer training at a MedStar facility prior to the clinical rotation (four-hour course). Contact the clinical coordinator to schedule MedConnect training. Instructors who have NOT completed this training will NOT be permitted to begin a clinical rotation.
5. **All required paperwork MUST be completed and returned to clinical coordinator on the first day of clinical.** These documents include:
 - a. Course Objectives
 - b. Current Instructor resume or CV
 - c. Documentation Summary Form
 - d. Student Roster
 - e. Instructor and Students' Confidentiality Statement
 - f. User Confidentiality Agreement and Acknowledgement of Responsibilities Form
 - g. SiTEL transcripts for each student
 - h. Medication Administration Patient Identification Signature Sheet for Instructors
 - i. MedStar Code of Conduct Attestation Form
 - j. Certification of Student Requirements (Background Check & Drug Screen verification- **Form must be emailed by school administrator**)
 - k. Faculty Medconnect Verification Form
 - l. Faculty Pyxis & Medconnect Access Requests (Complete and email to Sherry Reisler) No paper copies accepted)
 - m. Student Medconnect Access Requests (Complete and email to Sherry Reisler)
 - n. Faculty Information Form
 - o. Evaluation Forms - It is important that student and clinical instructor evaluations are turned on the last day of each clinical rotation. The results of these evaluations are shared with the respective Patient Care Managers to recognize how well their staff received and supported visiting students and faculty.

Clinical Placement Coordinator:

1. Clinical Placement Coordinator, (410-350-3642), can reserve a computer lab for faculty to provide Medconnect training classes each semester. The learning center (ground floor) can be reserved for training. Please contact Sherry Reisler to schedule a training room. Include the date of your request with the start time and end time.
2. The Clinical Placement Coordinator will provide MedConnect Requests **must be completed and sent electronically** using the forms in this packet. It takes two weeks to secure access once a request for access has been submitted.

Observation Experience Requests at MHH

1. Observation placements - Clinical instructors who would like additional observational experiences for their students must make their request **by email** to Sherry Reisler the first week of the student clinical rotation. In the past, student observation experiences have included Physical Therapy, rounding with the Wound/Ostomy nurse, renal dialysis, and wound center. **Clinical instructors should not contact managers or educators of these areas to pre-schedule their students.** Observational requests will be handled on a first come, first serve basis.

We are excited that the new school year will be beginning shortly. We hope that your experience is a good one and welcome feedback and input throughout your clinical rotation. Please let us know how we can best assist you and your students to make this an optimal learning experience and do not hesitate to call if you have any questions. Thank you for your cooperation and we look forward to another great year.
Best Regards,

Sherry Reisler MSN, RN
Nurse Educator
410-350-3642
Sherry.reisler@medstar

Clinical documents can be turned into Sherry Reisler's mailbox located in the Nursing Office on the 2nd floor. Room 206.

Mission, Vision and Values

Knowledge and Compassion Focused on You

MedStar Harbor Hospital Mission

Committed to always providing quality, caring experience for our patients, our communities and those who serve them.

MedStar Health Vision

To be the trusted leader in caring for people and advancing health

The MedStar SPIRIT Values

Service

We strive to anticipate and meet the needs of our patients, physicians, and co-workers.

Patient first

We strive to deliver the best to every patient, every day. The patient is the first priority in everything we do.

Integrity

We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.

Respect

We treat each individual, those we serve and those with whom we work, with the highest professionalism and dignity.

Innovation

We embrace change and work to improve all we do in a fiscally responsible manner.

Teamwork

System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.

MedStar Health Goal

Our goal is to provide **EXCELLENT** care. MGS is an organization committed to values. Our values are reflected in our **Behavior Expectations**, including **Recognition, Ownership, Communication, Courtesy, Enthusiasm, and Teamwork.**



MedStar Health has long been committed to delivering the highest levels of quality and safety to our patients. Now, as part of our good to great journey, MedStar strives to become a High Reliability Organization (HRO).

An HRO is an organization that succeeds in avoiding catastrophes in an environment where accidents are expected due to risk and complexity. Air traffic control, airlines and nuclear power plants are some examples of HROs. Within HROs, a culture exists where everyone is acutely aware that even small failures in safety protocols or processes can lead to catastrophic outcomes.

Associates in these organizations are constantly searching for the smallest indication that the environment or a key safety process has changed in some way that might lead to failure if action is not taken to resolve the problem. Uncovering these safety concerns allows an organization to identify safety or quality problems before harm occurs.

General Information for Instructors

Documentation Required From the Nursing Instructor Includes:

MHH is making every effort to be in compliance with the agreements established by MedStar Health Student Placement Committee.

Prior to the start of any clinical rotation, each school is required to complete the documents included in Part 4 of this packet.

The Documentation Summary and all documents referenced in the Documentation Summary must be completed and signed by the clinical instructor and turned into the Clinical Coordinator on or before the first clinical day. We request that clinical assignments are arranged at least 3 weeks prior to start of a semester. This should allow ample time to arrange and participate in a 4-hour share day (mandatory for any instructor new to a unit) and have all required documents completed. Clinical instructors who do not complete the required documentation on the first day of the clinical rotation will not be permitted to participate in the clinical experience.

Orientation/Share Day

Instructors who are new to MHH hospital or are new to a unit are required to participate in a 4-hour share day on that unit and attend a 4-hour Medconnect documentation class (computerized documentation).

Contact the Clinical Coordinator to arrange your orientation/share day.

Pre-/Post-Clinical Meetings

Conference room and classrooms are **NOT** readily available for post conference meetings. If the staff lounge is available, you should speak with the Assistant Director of Nursing or the charge nurse to request using the room.

Some pre- and post-conferences are held in the lobby. **Please do not rearrange furniture in the lobby for conferences.**

ATM Machines

There is an ATM machine available for use.

Bedside Shift Report

In order to provide a structured, current and consistent method of shift report, MedStar facilities employ Bedside Shift Reporting using the SBAR framework.

Bedside Shift reporting occurs on all in-patient units. Report will begin promptly at 6:50 am and 6:50 pm at the bedside.

Cell Phones

Personal phone calls are discouraged and therefore should be turned off while in patient care areas. Use of personal cell phones must be limited to non-duty hours or break periods. Please ask students to turn off their phone during clinical.

Code of Conduct

The MedStar Code of Conduct is the foundation for how we interact with our patients, co-workers, vendors, and other persons. The Code of Conduct is based on our Mission and Patient-First philosophy of doing business and the shared common values that drives us. Students and Faculty are required to read the Code of Conduct and sign an Attestation Statement included in Part IV.

- ◆ Questions may be directed to your supervisor, facility compliance Director, Human Resources Dept., MedStar Health's Corporate Compliance Officer or the Compliance Hotline (410-931-3554).

Confidentiality (See HIPPA)

Follow HIPAA regulations:

- Do not discuss patient names or conditions in public places.
- Make sure patients are properly covered at all times maintaining patient privacy.
- Close doors and draw curtains around patients when they are receiving care.

All patient complaints should be reported to the charge nurse or manager of the unit.

Only review or access the materials and information necessary to meet the requirements of your clinical rotation.

Corporate Compliance

Ethical and legal concerns should be brought to the attention of the unit manager or supervisor. To remain anonymous, call the Corporate Compliance Hotline. If no one is available, please leave a detailed message on the Hotline (available 24/7). Report violations related to any of the following:

- Fraud and abuse
- Unethical conduct
- Thefts, bribes or kickbacks
- Falsification of billing or patient records
- Billing and coding concerns

Domestic Violence/Abuse/Elder Abuse and Neglect

Each health practitioner who contacts, examines, attends, or treats an alleged vulnerable adult and has reason to believe the person has been subjected to abuse is required by law to notify the local Department of Social Services Adult Protective Services.

Report concerns about domestic violence or abuse to the unit manager or charge nurse.

Dress Code

MHH- All instructors must obtain a MedStar Harbor Hospital photo ID badge. Contact the Clinical Placement Coordinator to schedule a time to get your badge. Nursing Instructor

Badges are to be worn at all times.

Students must wear their school ID badges at all times while on campus. Badges should be clearly visible and worn on the upper left chest area.

Clinical instructor and students should follow the dress code of the college. Students must wear school uniforms.

Note: Nurses wear scrubs with any combination of blue and white. Care Associates wear charcoal gray.

Emergency & Mandatory Information:

We have included a quick reference sheet with disaster codes and extensions to call for various emergencies or injuries. This booklet also has a review of mandatory information including fire and electrical safety, hazardous materials, infection control and abuse in the hospital setting. Be aware that, as part of our fire safety program, regular fire drills and tests of the fire alarm system do occur. Check with your unit about specific unit policies and for locations of exits and fire extinguishers. ***It is the instructor's responsibility to review all safety information with students on or prior to the first clinical day.*** The instructor must then sign off on the roster sheet that the students have been instructed in these mandatory topics.

Emergency Medical Treatment and Active Labor Act (EMTALA)

This is a Federal law that requires that any person who seeks emergency treatment must receive a medical screening exam. Screening must not be delayed. Signs must be posted that state, "Patients are entitled to an emergency screening. Failure to comply with this law will result in:

- Loss of Medicare Reimbursement for six months.
- \$50,000 fine per occurrence
- Loss of JCAHO certification

Personnel must assist anyone in need of treatment on a MedStar campus.

Injury/Exposure

If you are injured or exposed to blood/body fluids, notify the supervisor and complete a hospital incident report. Treatment is provided by Employee Health during the day and by the Emergency Department during other hours. Report body/blood fluid exposure to Employee Health or after hours, call 410/780-CARE. **Please report ALL injuries to the Clinical Placement Office. An occurrence report is required to be completed by the hospital.**

Medication Administration and Safety

Medication safety and accurate administration is very important and should be in accordance with regulatory requirements and nursing-pharmacy policies and procedures. Please review medication administration policies on StarPort.

It is against the Maryland Nurse Practice Act and hospital policy for any student to administer any IV push medication or chemotherapy agent.

Occurrence Reporting

Anything that happens that is not part of the routine operation of the hospital or the care of the patient must be reported. Patient and visitor occurrence and potential occurrences should be reported in the on-line reporting system. This reporting is anonymous, and non-punitive.

StarPort

StarPort is the hospital's Intranet and can be accessed from all computer desktops:

1. Click on Internet Explorer icon on desktop. This takes you to StarPort Home Page.
2. Select "Policies" to view Nursing policies
3. Select "Clinical Enterprise" then "Nursing" to view the Nursing page.

Parking - Student & Instructor – Compliance is EXPECTED. Non-compliance may result in immediate removal of the instructor, student or clinical group.

MHH – Students and instructors must park only in the employee parking lot across the street or on the lower south or north lot. Upper lots are for patients and visitors ONLY.

Nurse Call System

All inpatient units will provide orientation for instructors to the nurse call system (**Comm-Tronics**).

Pyxis Request Process

All inpatient-nursing units use an interdisciplinary approach to planning care for patients. Instructors requiring access to the **Pyxis Medstation** for the purpose of supervising administration of medications by students will be assigned access codes. **These clinical codes will only be effective for ONE semester. Instructors are asked to submit a new Pyxis access request for each new clinical rotation.**

Smoking

MedStar Health hospitals are all SMOKE FREE campuses.

Unit Policies & Procedures (StarPort – GSH Intranet)

Policies can be accessed from any computer by opening StarPort, MHH Intranet. (See StarPort)

Security Assistance:

When safety of patients, visitors, or staff is threatened or you note unusual behavior by visitors within the hospital -- report this immediately to the charge nurse or manager of the unit.

Security:

Nursing students should be reminded that lockers are not available and that personal items should be kept to a minimum. Ask the Patient Care Manager on your unit where purses and coats should be kept.

Violence in the Workplace

Verbal or physical aggression may occur between patients, families, staff or visitors. Basic motives for violence and disruptive behavior include fear, anger and frustration. Steps to verbal crisis intervention include:

- Address the patient or visitor by using his or her name
- Introduce yourself and convey your concern and respect for the patient
- Ask if there is anything you can do to help
- If the patient or individual is holding an object **STAY OUT OF RANGE**
- Be calm, empathetic and in control
- Be professional and courteous
- Report the incident. Contact the supervisor.

Verbal Orders

Students should not take a verbal or phone order from a physician.

Cafeteria

Open 6a-2pm

Branches Café 6am- 7p

General Information About MedStar Harbor Hospital

After more than a century of healing, MedStar Harbor Hospital is a mainstay in the community, serving patients from Baltimore City, and Anne Arundel, Baltimore and Howard counties at our convenient waterside location, with the services of a large, regional medical center in a smaller, more personal environment. From general medicine and surgery, obstetrics, diabetes, pain management, arthritis, orthopedics, and geriatrics to cardiology, urology and behavioral health, our team of caring physicians and associates serves the unique needs of every patient.

In 2016, MedStar Harbor Hospital was named a top hospital in Maryland and in the Baltimore metro area by *U.S. News & World Report*, receiving high performance ratings in specialty areas, including Chronic Obstructive Pulmonary Disease (COPD), Gynecology, Gastroenterology & GI Surgery, Heart Failure, Pulmonology, and Orthopaedics.

MedStar Harbor Hospital offers one of the nation's leading internal medicine residency programs. Our residents, who play a vital role in the care of our patients, are among the best in the country, as evidenced by their consistent 100 percent national board certification pass rate and standardized test scores in the top seven percent nationwide.

MedStar Harbor Hospital is also home to several innovative partners, including the Simulation Training and Education Lab (SiTEL), the education technology group of MedStar Health. SiTEL transforms educational approaches in health care by developing 21st century training technologies with innovative educational approaches that are user friendly and easily accessible.

The National Institute on Aging's (NIA) clinical research branch also resides on our campus. NIA supports the Baltimore Longitudinal Study of Aging (BLSA), America's longest-running scientific study of human aging, begun in 1958.

Additionally, we're home to Parexel's Baltimore Clinical Pharmacology Research Unit. With 85 beds, they specialize in meeting the needs of clients who require demanding clinical studies involving novel and complex procedures or monitoring techniques. The research unit is associated with more than 500 physicians representing 30 medical and surgical specialties.

Phone Usage and Dialing Instructions

Initiating a STAT Page (Emergencies Only):

- A red phone is located on all nursing units. The paging operator will answer, giving priority over all other pages.
- Give the name of the person to be paged and the location of the emergency.
- The paging operator will “voice page” on the overhead system, giving the location where that person is needed.

Internal Calls

To call another in- house extension:

- Consult the phone directory for the extension
- Listen for a dial tone
- Dial the desired four-digit number

To call the hospital telephone operator:

- Listen for a dial tone
- Dial “0”

Quick Reference Guide Frequently Used Telephone Numbers

Main Areas	Ext.
Admitting	3288
Bio-Med	3277
Case Management	3330
Central Stores	3308
Clinical Lab	3350
Dietary/Nutrition Services	3402
EKG	3500
Employee Health	3549
Escort	4150
Housekeeping/EVS	3125
Laboratory	3350
Paging Operator	Dial 0
Pharmacy	3520
Respiratory	2276
Security	3333
Warehouse (SPD)	3815