



# ORIENTATION HANDBOOK FOR NURSING FACULTY

ACADEMIC YEAR 2023-2024

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# WELCOME

Welcome to Chandler Hospital, Kentucky Children’s Hospital, and Good Samaritan Hospital. We are excited to welcome you and your students, and look forward to being part of an exciting educational experience for each of you. UK HealthCare nursing takes pride in providing exceptional care to patients and their families. In order to continue this tradition, we are committed to our mission of providing high quality educational opportunities for students.

Additionally, we recognize the role we play in creating the nurses of the future who will care for our patients. We look forward to working with each of you to facilitate the process of developing these future nurses, nurses who will contribute to the health of the people of the Commonwealth of Kentucky. Thank you for choosing us to assist you in this worthy endeavor, and let us know what we can do to help you in your important work.

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Gwen Moreland, DNP, RN, NE-BC  
 Chief Nurse Executive  
 UK HealthCare

## MESSAGE FROM **NURSING PROFESSIONAL DEVELOPMENT**



Nursing professional development (NPD) is a vital phase of lifelong learning in which nurses engage to develop and maintain competence, enhance professional nursing practice, and support achievement of career goals (ANA, 2000). At UK HealthCare, the department of Nursing Professional Development is committed to facilitating the

ongoing professional development of nurses to support lifelong learning, advance professional nursing practice and optimize patient outcomes. We are dedicated to the highest standards of quality and safety in patient care, and the ongoing pursuit of evidence-based practice and practice improvement.

In addition, we strive to employ best practices in learning and development, the principles of shared governance in nursing practice, and the development of values consistent with the Magnet Recognition Program.<sup>®</sup> We share the University's mission of excellence in education in an environment supportive of diversity and inclusiveness.

Welcome to UK HealthCare – we look forward to having you here!

For questions or assistance, please contact:

- Kathy Isaacs, PhD, RN NEA-BC  
Chief Nursing Officer  
Kentucky Children's Hospital  
Nursing Professional Practice and Development  
UK HealthCare  
Phone: 859-323-4192  
Email: kathy.isaacs@uky.edu
- Margie Summers  
Director of Enterprise  
Nursing Development  
Phone: 859-323-0433  
Email: margie.summers@uky.edu
- Elaine Smith, MSN, RN, NPD-BC  
Student Placement Coordinator  
Phone: 859-218-4903  
Email: elaine.smith2@uky.edu

## GENERAL INFORMATION

This Orientation Handbook has been developed to ensure that faculty responsible for students at UK HealthCare have the information necessary for meeting the orientation requirements. A review of the handbook is required by faculty on an annual basis. It is the responsibility of faculty to relay any necessary information in this handbook to students.

In addition to reviewing the Faculty Handbook, faculty supervising students in the Kentucky Children's Hospital are required to review the *Faculty Orientation Manual for Kentucky Children's Hospital* (located in the appendix). Faculty with students in Kentucky Children's Hospital are expected to have demonstrated recent clinical experience in the care of pediatric patients.

This handbook, as well as the *Orientation Handbook for Nursing Students*, is available at: <https://ukhealthcare.uky.edu/doctors-providers/nursing/nursing-education/faculty-orientation>.

### ADDRESS

UK HealthCare  
800 Rose Street  
Lexington, KY 40536-0293

### POINT OF CONTACT

- Elaine Smith  
Staff Development Specialist  
Student Placement Coordinator  
Office: H-704  
Office: 859-218-4903  
Cell: 859-200-0865  
elaine.smith2@uky.edu
- Margie Summers  
Director of Enterprise  
Nursing Development  
Phone: 859-323-0433  
margie.summers@uky.edu





## FACULTY RESPONSIBILITY

### Faculty and Student Orientation

Clinical faculty members new to UK HealthCare are required to meet with the Student Placement Coordinator prior to starting clinical experiences with students. This gives the faculty member time to ask questions and review the required paperwork for the facility prior to his/her clinical group starting. Orientation to the assigned unit must be arranged by the faculty with the unit manager if new to the institution or clinical area. Each new faculty member can expect to spend one to two days on a unit shadowing an RN prior to commencing orientation for his/her clinical group.

Faculty instructors are required to provide an orientation for their students to review, expand upon, and answer any questions regarding the information provided for the students in the *Orientation Handbook for Nursing Students*. It is the responsibility of each faculty instructor to obtain and distribute the *Handbooks*. These handbooks have been developed to ensure that

orientation is provided prior to the students' first clinical experiences. The student handbook introduces the students to the expectations and standards set forth by the UK HealthCare. The handbooks are to be given to all undergraduate and graduate nursing students, LPN's or nursing assistant students by each faculty instructor.

### Please Note:

All faculty documentation must be complete and submitted to the Student Placement Coordinator prior to the first day of the clinical rotation. Failure to comply with required documentation may result in immediate dismissal of the clinical group from the unit until further notice.

Required student documents must be complete and submitted to the Student Placement Coordinator prior to any patient contact or care assignment. Failure to submit student documents may result in immediate dismissal of the clinical group from the unit until further notice.

*"Tell me and I forget, teach me and I may remember, involve me and I learn."*

**BENJAMIN FRANKLIN**



## PLACEMENT PROCESS

### Coordination of Student Placement

The process of student placement begins with the activities of the Bluegrass Planning Committee. This organization meets biannually and is comprised of representatives of all schools of Nursing and Clinical Agencies within the Central Kentucky Bluegrass area. Each academic program requests student placement for the following semester and agencies agree on what can be accepted. As a faculty member this committee has cleared your agency affiliation, unit assignment, and limit on numbers of students. Clinical groups are given approval at this meeting. Preceptorships and MSN student approval is tentative based on preceptor availability and will be finalized closer to the start of the semester. Requests for Preceptorships must also be initially requested through the Bluegrass Planning process.

The Student Placement Coordinator within the Department of Nursing is responsible for coordination

of all undergraduate nursing student placements within the medical centers.

### Types of Student Placements Available

- A. Clinical Group:** Supervised directly by school's clinical faculty instructor/professor
- B. Preceptorship/Synthesis Experience:** Supervised directly by UK HealthCare staff registered nurse with school's clinical faculty/instructor available by phone, pager, or onsite

### Clinical Group Placement Guidelines

1. Only one clinical group can be on a unit at one time.
2. Only two clinical groups can be on a unit in a 24-hour period.
3. Prior to the beginning of each semester, the clinical instructor should confirm the units, dates, times, and number of students with the Student Placement

Coordinator. If you do not plan to use a unit that was originally requested and granted, please forward that information as soon as possible.

4. The faculty member is expected to be **CONTINUOUSLY AVAILABLE** to non-precepted undergraduate students during clinical hours and to provide **DIRECT** supervision for techniques that are unfamiliar to the student.
5. Faculty is responsible for determining student assignments after discussion with nursing staff. An assignment form should be posted on the clinical unit as soon as assignments are made. Students coming in for pre-clinical assessments may do so at a time when there are no other nursing students on the unit. This time must be approved through Bluegrass Planning.

## PLACEMENT PROCESS

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6. As a courtesy to patients, please let the patient know that she/he will be having a nursing student with faculty supervision.
7. Objectives for the clinical experience should be shared with the Patient Care Manager prior to the first clinical experience.
8. Be aware that, at times, preceptorships for new staff as well as students may be occurring in the clinical area. Preceptees work with RN staff with whatever assignment he/she has for that shift (direct patient care, record reviews, in-services, facilitation of student clinical experiences, etc. etc.).

### Preceptorship: Student Placement

**Definition:** A "Preceptorship" is a clinical experience that links a senior nursing student with experienced Registered Nurse employed at UK HealthCare. The student "Preceptee" performs that clinical experience during the scheduled work shifts of the RN "Preceptor." Nursing student Preceptorships are requested via the Bluegrass Planning process. Faculty or the Clinical Coordinator should give a list of students needing preceptorships to the Student Placement Coordinator. The Student Placement Coordinator will then arrange preceptors for as many of the students as possible. Patient Care managers should not be directly contacted for student preceptors unless directed to do so. The guidelines are as follows:

1. To verify the data submitted to the previous Bluegrass

Planning meeting, faculty should contact the Student Placement Coordinator first. This will ensure that information regarding school priority placements is known and will provide ideas for unit preceptor opportunities.

2. Faculty will submit a list of students to the Student Placement Coordinator for preceptorship placement.
3. Objectives and measures of success developed by the student and supervising faculty member should be shared with the Patient Care Manager and the Preceptor prior to the first clinical day.
4. Faculty is expected to orient students on the unit for a clinical rotation at UK.
5. A student may contact a Preceptor only after the faculty facilitator has made the contact with the Patient Care Manager and objectives have been shared.
6. Preceptor students may be on a unit at the same time as a clinical group.
7. Please bring any student placement questions or concerns to the Student Placement Coordinator.

### Preceptorship: Undergraduate Students

Faculty is expected to meet with the student and preceptor on a REGULAR basis during the semester. Expectations of the

faculty for preceptor involvement in the evaluation process should be shared at the first student/faculty/Preceptor conference. The faculty member will negotiate availability of the faculty as a resource during student clinical hours with the Preceptor, student, and Patient Care Manager (PCM) of the unit. The school's clinical faculty/instructor is expected to be readily available by phone, pager, or onsite. Objectives for the clinical experience should be shared with the PCM and Preceptor prior to the first clinical experience. Students do not receive independent access to the PYXIS system. Student access to the electronic medical record system (EPIC) is dependent upon completion of appropriate request and student training. Students are not granted individual/independent access to other secure computer systems.

### Preceptorship: Graduate Students (including students in advanced practice nursing programs)

Requests for graduate student clinical assignments will be made to the Office of Learning Experiences (OLE). Objectives and clinical plan are to be submitted to the OLE. The OLE office can be reached at <https://ukhealthcare.uky.edu/ole>. Graduate students on a unit are expected to inform the RN caring for the patient when they first arrive on the unit and communicate their objectives. If the graduate student plans a clinical experience to include direct patient care, it is expected this will occur at a time when no other student groups are on the unit unless approval is received





## PLACEMENT PROCESS

by the Patient Care Manager and the student placement coordinator. The student will communicate with the assigned registered nurse preceptor to receive report and to communicate any pertinent patient information during the clinical experience. Care given must be documented and report provided to the nurse preceptor at the completion of the clinical experience.

**If any graduate or undergraduate nursing student is planning a project or research activity at UK HealthCare as part of their student experience, a nursing research proposal must be submitted to the Chairperson of the Nursing Research Committee from the individual investigator. If the study involves**

**human subjects, approval may also be subject to review by the Medical Institutional Review Board. Please contact Kathy Isaacs, Director, Nursing Professional Development at [kathy.isaacs@uky.edu](mailto:kathy.isaacs@uky.edu) or 859-323-4192 prior to beginning any project/research activity.**

### Hospital Observers

An observer is defined by Hospital Policy HP01-20 (Hospital Observers) as one of the following:

- A student, trainee, or practitioner in the area of health care who is participating in University training under the supervision of a University health care provider.
- A University non-health care professional who is participating

in training to perform their University responsibilities.

- A person authorized by the patient(s) to be observed pursuant to a properly executed HIPPA-compliant authorization.

**Note: This policy excludes students, trainees and practitioners who are under general supervision.**

The sponsoring department will make arrangements with:

Observation & Learning Experience  
Hospital Administration  
310 S. Limestone, B113  
Lexington, KY 40508  
859-218-5788  
<https://ukhealthcare.uky.edu/ole>

## PATIENT CARE MANAGER CONTACT INFORMATION

The PCM is accountable for patient care on their unit(s). An initial contact with the PCM should be made by the clinical instructor who will be utilizing a specific patient care area. Communicate with the PCM routinely to discuss special student needs, student objectives, and problem resolution for that specific unit. A listing of the PCMs with phone numbers and email addresses is provided (See resource for PCMs & SDS).

ALBERT B CHANDLER HOSPITAL UNIT	PCM	EMAIL ADDRESS
Central Monitoring Station	Tami Neal	tdva225@uky.edu
8E, 8S, 8W & Dialysis - Trauma/Surgical	TBD	
7S & 7W Neuro	Stephanie Gerall	stephanie.gerall@uky.edu
6N/6W Cardiovascular Progressive/Telemetry	Carrie Nichols	cjrobe3@uky.edu
6 South Pulmonary	Morgan Ferguson	morgan.lavy@uky.edu
5th floor Internal Medicine	Amanda Martin	amanda.martin66@uky.edu
Acute Care-Kentucky Children's Hospital (4E& 4W)	Lisa Butcher	lisa.butcher@uky.edu
NICU & 4 Neo	Shannon Haynes	sswall00@uky.edu
3rd floor Women's Services - OB/Mother/Baby	Colleen Honey	colleen.honey@uky.edu
4 North & PICU - Kentucky Children's Hospital	Stephanie Durbin	stephanie.durbin2@uky.edu
CAS Pre-Op, PACU	Stephanie Paulin	stephanie.paulin@uky.edu
PACU, Pre-Op, Holding Pre-Op Clinic	Raymond Young	raymond.young@uky.edu
Markey Cancer Center Outpatient	Bonnie Brown	swbrow2@uky.edu
Emergency Department Chandler	Josh Bryan	ja.bryan@uky.edu
Interventional Radiology	Christina King	cking3@uky.edu
Endoscopy	Sherese Hinton	sherese.doram@uky.edu
Cath Lab	Kim Morton	kimberly.morton@uky.edu
Transitional Care Unit/7E	Pamela Lane	pamela.lane@uky.edu
PAV A 5th floor Universal Tower 100	Trish Darnell	trish.darnell@uky.edu
PAV A 5th floor Universal Tower 200	Stephanie Gerall	stephanie.gerall@uky.edu
PAV A 5th floor ICU Tower 200	Heather Vance	heather.vance@uky.edu
PAV A 6th floor Universal Tower 100	Mandie Lightfoot	hasm222@uky.edu
PAV A 6th floor ICU Tower 200	Jodi Sifford	jaka228@uky.edu
PAV A 6th floor Transplant Tower 200	Jeanette Richards	jeanette.sanders@uky.edu
PAV A 7th floor Universal Tower 100	Kenneth Powell	knpowell123@uky.edu
PAV A 7th floor ICU Tower 100	Rebecca Charles	rebecca.charles@uky.edu
PAV A 7th floor ICU Tower 200	Christina Burton	christina.burton@uky.edu
PAV A 7th floor Universal Tower 200	Kim Morgan	kim.morgan@uky.edu
PAV A 8th floor Cardiovascular Tower 100	Marc Manley	marc.manley13@uky.edu
PAV A 8th floor Cardiovascular Tower 200	Kyle Smith	kyle.smith2@uky.edu
PAV A 9th floor Universal Tower 100 & 200	Emma Taylor	emma.craig@uky.edu
PAV A 9th floor Tower ICU 100 & 200; 10th Floor ICU Tower 200	Ron Simpson	ronald.simpson@uky.edu
PAV A 10th floor Universal Tower 100	Barbara Mitchell	bmitc2@uky.edu
PAV A 10th floor T Universal Tower 200	Jennifer Rutherford	jennifer.rutherford@uky.edu
PAV A 11th floor Tower 100 Markey Cancer Center	Shannon Weil	shannon.weil@uky.edu
PAV A 11th floor Tower 200 Markey Cancer Center	Lynn Gentry	lynn.gentry@uky.edu



## PATIENT CARE MANAGER CONTACT INFORMATION

GOOD SAMARITAN HOSPITAL UNIT	PCM	EMAIL ADDRESS
Emergency Department	Erin Morris	Erin.morris93@uky.edu
Good Samaritan Hospital OR	Sherri Stevens	sherri.stevens@uky.edu
Good Samaritan Hospital PACU	Leanna Sturgill	lpstur2@uky.edu
Behavioral Health	Karen Gaible-Carroll	karen.carroll@uky.edu
4 ICU	Seth Curtis	seth.curtis@uky.edu
Universal 3 Main	Savanna Carroll	savanna.carroll@uky.edu
Tele Main/4 Main/4 West	Heather Courtney	heather.courtney@uky.edu
Med-Surg/5 Main & 2W	Jamie Cross	jamie.cross@uky.edu
Ortho/6 Main	Sheena Pitzer	sheena.broyles@uky.edu
Good Samaritan Hospital 7th floor	Brad Adkins	bradley.adkins@uky.edu
Wound Care	Judy Elder	judy.elder@uky.edu

## NURSING ADMINISTRATION SERVICES

Nursing Administration Services provides support to the divisions of patient care services. Nursing leaders are listed below for your reference.

NURSE LEADER	TITLE
Colleen Swartz	Vice President for Hospital Operations
Gwen Moreland	Chief Nurse Executive
Brandy Mathews	Chief Nursing Officer
Paula Works	Interim Chief Advance Practice Officer
Julie Hudson	Assistant Ops Executive, Perioperative
Kathy Isaacs	Chief Nursing Officer
Patty Hughes	Chief Nursing Officer
Marc Woods	Chief Nursing Officer
Mandi Martin	Director, Oncology
Sarah Lester	Director, Nursing Practice and Excellence
Margie Summers	Enterprise Director Nursing Development
Kim Blanton	Director, Cardiovascular Services and Infection Prevention and Control
Benjamin Hughes	Director, Medicine Services
Patti Howard	Director, Emergency Services
Lisa Thornsberry	Director, Medicine Services
Leah Perkins	Director, Neurosciences
Lisa Fryman	Director, Trauma and Surgical Services
Julie Deverges	Director, Perioperative Services
Sherry Rosenacker	Director, Perioperative Services
Matt Proud	Director, Kentucky Children's Hospital
Anita Taylor	Director, Neonatal and Women's Services
Deeanna McCallie	Director, Capacity Command/K-CATS



## UK HEALTHCARE **POLICIES & PROCEDURES**

[www.hosp.uky.edu/careweb](http://www.hosp.uky.edu/careweb)

- Hospital Policies
- Nursing Policies
- Nursing Protocols (under Nursing Policies)
- Nursing Continuing Education
- Nursing Web Page

### Here are some of the UK HealthCare policy numbers...

• Patient Rights & Responsibilities .....	A08-105
• Confidentiality .....	A06-045
• Patient Identification .....	A08-160
• Infant Child Security .....	A10-040
• Hand Hygiene .....	A03-015
• Standard Transmission Precautions .....	A03-000
• SNAP Access to the Electronic Medical Record .....	A05-100
• Dress Code .....	A09-085
• Dress and Appearance for Nurses .....	NU09-12
• Undergraduate and Graduate Nursing Students during Clinical Practice .....	NU09-31

**Please refer to the website listed above for any additional policy information.**

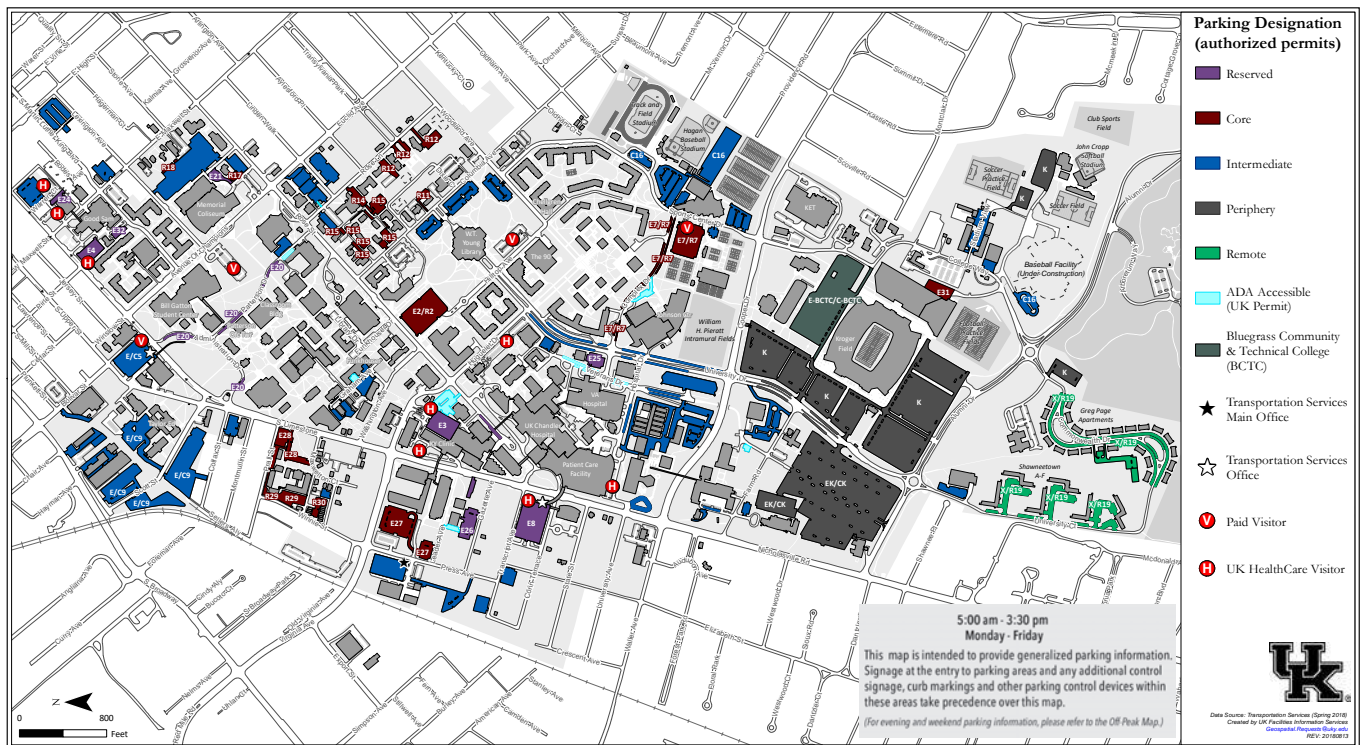
# PARKING

Faculty and students are responsible for obtaining a parking pass for UK HealthCare Chandler Hospital, Kentucky Children’s Hospital, and Good Samaritan Hospital.

Faculty members are eligible for an E parking permit; non-UK College of Nursing faculty should apply for a “Visiting Professor” parking permit. Permits can be obtained at Parking Structure #6, on the corner of Virginia and Press Avenues. Students who plan to drive may apply online for a student parking permit at [www.uky.edu/pts](http://www.uky.edu/pts).

Students enrolled at the University of Kentucky follow standard student procedures to obtain parking. Students enrolled in other colleges and universities are required to apply in person at 721 Press Avenue (inside Parking Structure #6, on the corner of Virginia and Press Avenues). **Parking is not permitted in any of the Hospital /Clinic Patient/Family Parking structure.** For more information, the P&TS phone number is 859-257-5757.

**Parking is not permitted in the Hospital Parking structure.**





## IDENTIFICATION BADGES

All Clinical Instructors must obtain an individual UK ID badge. The new badges consist of a WildCard ID (which has the technology – such as door access) and a UK HealthCare specific badge for clear identification.

- Each school should have student badges assigned by the clinical instructor each semester. This badge must be worn in addition to the student's school identification badge during their clinical experience. At the end of the semester the clinical instructor must get the UK assigned badge back from the clinical student so that the clinical instructor can use it again the next semester.
- The clinical instructor for all schools will need to complete the identification badge assignment form and email it to the student placement coordinator at elaine.smith2@uky.edu and security at securityIDBadges@uky.edu at least one week prior to start date in order for the badges to be activated.

## ELECTRONIC MEDICAL RECORD

UK HealthCare has implemented electronic documentation. Nursing documentation and documentation of medication administration will be performed via the Epic computer system.

### Documentation Faculty Access

Access may be granted to Epic for clinical faculty/instructors following completion of an initial training class and competency. The Student Placement Coordinator will offer training dates and times to faculty members prior to the start of each semester. It is the responsibility of the faculty member to sign up and attend this class.

For returning instructors that have documented in the Epic system within 6 months or less, an online review module is available as a refresher. Returning instructors that have NOT documented in the Epic system for 6 months or greater are required to repeat the classroom training and competency.

Clinical instructors may be required to complete additional training in the event of major upgrades or changes to the documentation system. Minor changes to the Epic system may be included in general communication to instructors and/or schools.

### Documentation Student Access

Students have the opportunity for View Only or Nursing Student Documentation access to Epic. The process for student Epic access is as follows:

- Each school or Clinical Instructor must submit an Epic Access Request Form to the Student Placement Coordinator by the semester deadline:
  - o Fall Semester – August 1st
  - o Spring Semester – December 1st
  - o Summer Semester – May 1st
- Requests for access will be made to the UK IT Security Department by the Student Placement Coordinator. Building individual access for students into the system may take up to four to six weeks, or longer during peak times.
- Students, regardless of prior Epic training and experience, must complete the appropriate training module and competency each semester. Training modules are provided to the school by the Student Placement Coordinator



## ELECTRONIC MEDICAL RECORD

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- The school or Clinical Instructor will notify the Student Placement Coordinator when student Epic training is complete
- A Confidentiality Agreement in the Student Handbook must be signed by the student and returned to the Student Placement Coordinator
- Students are required to complete training and sign confidentiality agreement prior to accessing the system. Once proof of training and signed confidentiality agreement are received by the student placement coordinator, user names and login IDs for access will be provided
- All student documentation must be co-signed by the instructor or designated preceptor

**If you have any questions, please contact the Student Placement Coordinator.**

## PYXIS ES MEDSTATION

### **Pyxis Medstation Access**

- Most units in the hospital use this User ID-restricted-access medications storage unit. Faculty: please read and complete the application for your access and return to the Student Placement Coordinator for authorization. Individual clinical students, including precepted students, must obtain medications from PYXIS under the direct supervision of the faculty member or the Preceptor. Students won't be given independent access to medications.

### **Pyxis Materials Access**

- Most units in the hospital use a restricted-access cabinet for supplies. Contact Robert Payton at [rjpayt2@email.uky.edu](mailto:rjpayt2@email.uky.edu) or 859-323-5172 to obtain faculty user access.

## MEDICATION ADMINISTRATION

### Student Practice Guidelines

- Please refer to policy for undergraduate and graduate nursing student guidelines for clinical practice.

### Medication Policies

#### 1. Medication Administration

- a. Refer to Policy # ND14-01

#### 2. Labeling Medications and/or Solutions

- a. Refer to Policy # ND14-01 & ND14-05

#### 3. Range Order for Medications

#### 4. High Risk/High Alert Medications

- a. UK HealthCare, in an effort to adhere to the National Patient Safety Goals, follows The Joint Commission's recommendation for identifying High Alert Medications

#### 5. IV Therapy Medications – Adults

- a. Refer to Policy #ND14-06, ND14-05 & NI08-03

#### 6. PCA

- a. Refer to Policy # NP08-01

#### 7. Epidural

#### 8. Alaris Pump

#### 9. Insulin and Heparin gtt

- a. Refer to Policy # ND14-05

#### 10. Unacceptable Abbreviations

- a. UK HealthCare, in an effort to adhere to the National Patient Safety Goals, follows The Joint Commission's Official "Do Not Use" List for medical abbreviations

## POINT OF CARE TESTING

The Joint Commission and the College of American Pathologists are the accrediting agencies that establish the regulatory standards for Point of Care testing within the UK HealthCare system. These agencies require that initial training and ongoing competency assessments be performed and documented for all persons performing any patient testing. Faculty and students may not perform any non-waived testing. If waived testing is performed in an area of rotation and faculty wish to include it in the curriculum, regulatory standards must be followed. Proper training and competency must be established as well as proper reporting and documentation of any patient testing results.

Most of the areas in the University of Kentucky Chandler and Good Samaritan hospitals use a point of care blood glucose monitoring system. Faculty performing blood glucose monitoring must attend the UK HealthCare training class and maintain annual competency. Once trained and certified, they can demonstrate the use of the blood glucose monitoring system to their students. Students may not perform any testing themselves, even under the supervision of the instructor, unless they have also attended the UK HealthCare training class and maintain competency requirements.

Federal regulations mandate the person performing the testing must also be the person documenting the results in the patient medical record. Anyone performing testing must, therefore, have training and access to these reporting systems. It is against the University of Kentucky security policies to share individual login and password information. If you have further questions, please contact the Point of Care office in the Clinical Laboratory at 859-257-3051.



## A Message to UK HealthCare Visiting Volunteers, Observers, and Students from UHS Compliance

Welcome, regardless of employment status at UK HealthCare, our Employee Health Policy applies to all. Its mission is to protect you, the workforce, and all patients. Health hazards and risks come with working in any healthcare facility. Specific precautions are taken in order to minimize morbidity and mortality. Frequent hand washing and vaccination(s) against communicable diseases will provide additional protection to you and those around you. To safeguard everyone's health within our UK Healthcare community, immunizations (or known immunity) against: measles, mumps, rubella, tetanus, diphtheria, pertussis and varicella (chickenpox) are mandatory. **The COVID-19 vaccination or an approved exemption is required. Annual seasonal flu vaccination is also required.** In addition, it is recommended that persons in a healthcare setting complete a hepatitis B vaccination series. Finally, our policy requires tuberculosis testing for all volunteers, observers, and students prior to starting at UK Healthcare and annually, thereafter. The information below outlines the required vaccinations and acceptable forms of documentation.

**\*Non-UK\* Observers are NOT eligible for services at UHS Employee Health. See the process information for "Observation and Learning Experience" <https://ukhealthcare.uky.edu/wellness-community/volunteer-observe/observation-learning-experience>.**

Please note:

- All documentation must be in the English language in order to be accepted;
- If there is a medical or religious reason that you cannot receive a required vaccine, you must submit a written declination request and provide supporting documentation.
- Negative titer (lab test for immunity) results and false positives on TB skin tests (if applicable) may result in possible expense and/or extend the timeline to confirm compliance with UK HealthCare immunization requirements.

### MMR (Measles, Mumps, and Rubella)

Proof of immunity to rubeola, mumps, and rubella by one of the following:

- Documentation of two (2) doses of MMR vaccines
  - Positive protective rubeola, mumps, and rubella antibody titers
- \* If any titer (lab test for immunity) is negative, you will be required to receive booster dose(s) of the MMR vaccine, if there are no records of prior MMR vaccinations.

### Hepatitis B

Accidental exposure to infectious body fluids can occur in healthcare environments. Hepatitis B vaccine is strongly recommended, but not required. If you had a Hepatitis B vaccine series in the past, please provide documentation for all doses or a positive HBV (hepatitis B virus) titer.

### Tuberculosis Screening

You must have proof of a Tuberculosis (TB) test within the past 12 months to establish a baseline. Either the TB Skin Test (TST) **2-step or IGRA** blood draw documentation must be submitted. If the test is positive, you may speak with a health provider regarding the implications and accuracy of the result.

TST TB Two-step documentation MUST include the following:

- Date given, date read, and reading millimeters
  - Signature of the clinician who performed and read of the test
- \*If you have a **positive skin test** or **positive blood draw (IGRA)**, include physician documentation of the positive test and a negative chest x-ray report.
- \*If you have a history of a **prior positive TB test**, we will need all documentation about that test, follow-up evaluations you had (including chest x-rays) and any treatment received.
- \*If you received the **BCG vaccine** as a child, the skin test could cause a false positive.

### Seasonal Influenza Vaccination

All personnel, including observers, students and volunteers, who will be located in the hospital or a patient care facility between October 1 and March 31 of the current year are required to have the season influenza vaccination for that year. Due to low side-effects and high level of safety (including safety during all trimesters of pregnancy and for those with an egg allergy), the receipt of the quadrivalent Recombinant Influenza Vaccine (RIV4) formulation is widely recommended. Surface protein RIV4 does not contain the influenza virus and cannot cause influenza.

### COVID-19 Vaccination

All new employees, UK students and non-UK students in healthcare and volunteers must be fully vaccinated in accordance with manufacturer's recommendations (two weeks post second-dose of a two-dose series or two weeks post primary dose of the single-dose COVID-19 vaccine). -or- You may have an approved exemption (medical or religious). Booster doses are not required.

### Tdap (Tetanus, Diphtheria, and Pertussis)

Documentation of one (1) Tdap vaccine.

- Tdap vaccine is specific to adolescents and adults for protection against pertussis, tetanus, and diphtheria
- Tdap is different from the regular tetanus (Td) vaccine and also from the childhood DTap vaccine

### Varicella (Chickenpox)

Proof of immunity to varicella by one of the following:

- Documentation of **two (2) doses** of varicella vaccine
  - Positive varicella antibody titer
- \*If your titer is negative, you will be required to receive 2 doses of the vaccine at the recommended intervals.



## EDUCATIONAL OPPORTUNITIES

### Flu Shots

An additional opportunity exists in the fall for students to assist with the administration of flu shots. Please contact the student placement coordinator if you would like for your students to have this experience.

### Nursing Educational Opportunities

Continuing educational opportunities for nursing personnel are coordinated by Nursing Staff Development. Refer to the monthly staff development calendar posted on the clinical unit or contact the Staff Development Specialist for the clinical unit for programs being offered that may be beneficial to students.

Nursing students and faculty may attend most offerings within the hospital at no cost. Register students or faculty for programs or obtain more information by calling the Nursing Staff Development office at 859-257-1658.

### Health Information Resource Library

The Health Information Library (HIL) or commonly referred to as the Patient Education Library is located in Pavilion A first floor of the hospital near the Information Desk. Education services are provided by a Registered Nurse Patient Manager and a Patient Education Librarian. Staff is usually available from 8:00am to 4:30pm, Monday through Friday. The information library is an excellent resource for students to obtain patient education materials. Hospital nursing units utilize the Krames on Demand system for inpatient teaching. The intranet website may be accessed at [www.mc.uky.edu/patiented/](http://www.mc.uky.edu/patiented/).

### Working Opportunities at UK HealthCare

Please share with your students that UK offers several work-related opportunities while they are in nursing school. The first is to work as a Nursing Care Technician (NCT). Another opportunity is for a nursing student to work during the summer with the Student Nurse Academic Practicum program. For students interested in either of these programs, please have the student contact the office for Nurse Recruitment at 859-257-4862.

# PATIENT CARE AND SAFETY

## Patient Rights & Responsibilities

### At UK HealthCare, the patient has a right to...

- receive care, no matter what your religion, sex, race, disability, sexual orientation, or gender identity.
- know what's medically wrong and how we can help them get better. We'll also tell them the things they'll need to know when they get home so that they can stay well.
- know the names of their doctors and nurses.
- feel safe here and ask questions if they have concerns.
- say "no" to anything we suggest.
- not be involved with research unless they want to be involved.
- receive help with pain.
- have their religious beliefs respected.
- have their regular doctor or a family member notified that they're in the hospital.
- have their choices about end-of-life decisions respected.
- be treated politely and with consideration.
- have their privacy respected.
- know about any rules that might affect them or their family.
- receive a copy of their medical records; request amendment to their records and request list of disclosures to their records.
- have their questions about any costs or bills answered at any time.
- complain about anything without worry. If they do not want to talk to their doctor or nurse, they can contact Customer Relations at 859-257-2178.

### At UK HealthCare, the patient has a responsibility to...

- tell us everything we need to know about their condition and history.
- do what your doctor recommends or tell the doctor why they don't want to follow the recommendations.
- be considerate of the people with whom they come in contact.
- take part in making their hospital stay safe; be an active and involved part of their health care team.
- provide their health insurance information or ask us about other options available to assist them with their payments.
- let us know if they have legal papers about end-of-life decisions, such as a living will or advance directives. Tell a nurse if they want to make a living will or advance directives. Contact the Department of Patient & Family Services for more information at 859-323-5501.



PATIENT CARE AND SAFETY

**LIVING DIREcT VALUES**

DIVERSITY	INNOVATION	RESPECT	COMPASSION	TEAMWORK
<p>We foster a people-centered environment inclusive of all. We will always:</p> <ul style="list-style-type: none"> <li>• Respect differences of opinions.</li> <li>• Acknowledge the expertise of everyone.</li> <li>• Promote cultural sensitivity and social awareness.</li> <li>• Recognize unconscious biases and overcoming barriers.</li> </ul>	<p>We embrace continual learning and improvement to drive positive change. We will always:</p> <ul style="list-style-type: none"> <li>• Be visionary with a passion for discovery.</li> <li>• Continuously improve quality, safety, and service.</li> <li>• Commit to always being safe and error-free.</li> <li>• Achieve optimal outcomes with our expertise, research, and resources.</li> </ul>	<p>We value our patients and families, our community, our co-workers, ourselves, and the resources entrusted to us. We will always:</p> <ul style="list-style-type: none"> <li>• Foster a people-centered environment.</li> <li>• Demonstrate professional behavior and ethics.</li> <li>• Practice stewardship in resource management.</li> <li>• Commit to honesty, transparency, dependability, confidentiality, and trust.</li> </ul>	<p>We express empathy for the needs, thoughts, and feelings of those we serve and with whom we work. We will always:</p> <ul style="list-style-type: none"> <li>• Display kindness to everyone.</li> <li>• Do our best to relieve suffering.</li> <li>• Promote healing and well-being.</li> <li>• Embrace patient- and family-centered care.</li> <li>• Encourage a welcoming and caring environment.</li> </ul>	<p>We cultivate meaningful relationships to create positive outcomes. We will always:</p> <ul style="list-style-type: none"> <li>• Share information to optimize value.</li> <li>• Be accountable for our actions.</li> <li>• Embrace inter-professionalism during care delivery.</li> <li>• Include and empower all members of the team.</li> </ul>

The hospital values its patients, visitors, employees, volunteers, and students. As a result, sexual harassment and/or abusive, obscene, derogatory, or profane language are prohibited. In addition, please refrain from jokes or other behavior that may be offensive to others. The hospital asks that professionals and students refrain from expressing personal problems, frustrations, or negative comments. Remember: you are on display at all times and represent the profession of nursing and UK HealthCare whenever you are here.

**Cultural Awareness**

There are many ways to learn about each patient’s specific needs. Depending on the patient and your job, it may be appropriate to:

- Ask the patient questions (and talk with his or her family).
- Look around for clues, such as what the patient wears or keeps in his or her room, or how he or she acts around others.
- Check with a supervisor for information.

See Policy HP08-06 for UK HealthCare: Cultural or Religious Impact on Patient Care

**Each Patient is Unique**

Always keep in mind that:

- Growth and development follow general patterns. But every person grows and develops in his or her own unique way.
- Not every member of a cultural group may share all of its values, beliefs or practices.
- A patient may appear similar to you, but still be different from you in certain ways.
- Avoid stereotyping a patient – consider all the factors that may affect his or her care needs.

## PATIENT CARE AND SAFETY

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### Hospital Policies and Procedures

The following references and resources are available on the UK intranet at: [www.hosp.uky.edu/careweb](http://www.hosp.uky.edu/careweb)

- Hospital Policies
- Nursing Policies
- Nursing Protocols (under Nursing Policies)
- Nursing Continuing Education

If you need to find out information about an investigational drug, ask a nurse on the unit to assist you.

### Confidentiality

Faculty and students must maintain the confidentiality of all patient medical records and information. All students will be subject to the University of Kentucky's Governing Regulations Part I regarding confidentiality of information. Agency's students must agree not to disclose such information to other persons unless UK has given its express written consent. UK agrees to make available such information to students for their use during regularly scheduled clinical rotations; provided those records may not, under any circumstances, be removed from UK without UK's express written consent. Any breach of patient confidentiality will result in termination of the clinical rotation of the students and/or faculty member involved. Students and faculty are cautioned to maintain patient confidentiality at all times. Clinical experiences should not be discussed using social media or personal emails. Please refer to UK HealthCare policies related to information security and the use of mobile, personal, and other devices.

### Dress Code

- The hospital has a dress code, designed to ensure that appropriate image, infection control, and safety are maintained. No artificial nails are allowed. The Department of Nursing has established a dress code that is consistent with hospital policy and the needs of the department. (Policies: A09-085 and NU09-12)
- Uniforms or scrubs are worn by faculty and students when caring for patients.
- Any time students come to the hospital to review a chart in preparation for caring for a patient or to interview the patient, proper business street clothes must be worn. No jeans, shorts, or other similar type of casual clothes are allowed. Storage space is very limited: please bring as little as possible, and do not bring valuables in to the facility.

### Identification

To create a safe environment for everyone, all students must wear a UK ID badge. UK ID badges must be worn whenever you are in the hospital and working in the clinical setting. Faculty will advise every student of the badge policy for UK Hospital.

### Smoking Restrictions

All areas of the University of Kentucky Campus, including the Medical Campus, are smoke free. Smoking is not allowed in any of the hospital parking areas for employees or patients; this includes all visitor parking garages and the K Lot at Kroger Field.

### Communication Channels

Each department/area has developed channels of communication that allow staff to access and exchange essential information. The information outlined below is designed to facilitate communication of key information for your assignment at the facility.

## PATIENT CARE AND SAFETY

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### Infection Control

#### Hand Hygiene

- The cleansing of the hands by hand washing or through the use of antiseptic hand wash, alcohol-based hand rub, and/or surgical hand hygiene/antiseptics
- Each employee, medical staff member and house staff member of UK HealthCare is responsible for proper hand hygiene
- **The Threshold Rule:** All health care workers must practice effective hand hygiene every time they “cross the threshold” of the patient’s room or bed space area, regardless of whether or not the intention is to actually touch the patient

#### Effective Hand Hygiene:

- Includes washing with soap and water or alcohol-based hand sanitizer
- Soap and Water – when hands are visibly soiled, after using the restroom, before eating, or when caring for a patient with suspected or confirmed *Clostridium difficile*.
  - o Wet hands, use enough soap sufficient to cover hands, rub hands together for 15 seconds, rinse hands, dry with a paper towel, and turn off faucet with a paper towel
- Alcohol-based Sanitizer – used in situations where hands are not soiled with dirt or contaminated with blood or other organic material.
  - o Apply a dime to quarter size portion of sanitizer into hand (enough to coat all surfaces of the hands and fingers), rub all over hands until dry
- Nails
  - o Should be short enough to allow for thorough cleaning underneath them
  - o Should not be long enough to tear gloves
  - o Should never be artificial
  - o Only CLEAR polish permitted. Nail polish, if applied, shall be freshly applied and free of chips
  - o Lotion is provided in all nursing areas to assist in hand/skin integrity. An approved lotion is provided in all nursing care areas, which is compatible with other handwashing products used at UK HealthCare

### Infection Prevention and Control Information

Hospital staff follows standard precautions when caring for patients. If the patient is on other infection control precautions, isolation signage will be posted on the patient’s door.

Follow infection prevention and control measures as posted on door to patient room. See the nurse to obtain personal protective equipment if you must enter the patient’s room or have other contact with the patient.

**The Threshold Rule:** All health care workers must practice effective hand hygiene every time they “cross the threshold” of the patient’s room or bed space area, regardless of whether or not the intention is to actually touch the patient.

If the patients you are assigned need to be placed in precautions, resource information is located on the Infection Prevention and Control sharepoint site via UK’s CareWeb intranet.

### Needle Stick Prevention

To avoid a needle stick, think safety:

- Place needles and other sharps in a sharps container immediately



PATIENT CARE AND SAFETY

- Do NOT recap needles
- Do NOT place needles in trash or linen
- Do NOT leave needles in bed or bedside tables
- Do NOT overfill sharps container

**Occupational Exposure**

An occupational exposure is defined as direct contact with potentially infectious material such as a patient’s blood and/or body fluids or with instruments that have come in contact with a patient’s blood or body fluids. This may occur from a needle stick or cut with a contaminated instrument, a splash, or contact with a break in the skin barrier.

**Ancillary/Ambulatory Departments**

**MRI Safety**

- All students are expected to adhere to the UK HealthCare policy (DR10-33) regarding MR Safety Education should they have any reason to be in the MRI safety zones #3 and #4.

**Radiation Safety**

- All students are expected to adhere to the UK HealthCare policies regarding radiation safety should they have exposure to any type of radiation (including pharmaceutical radiation) during their clinical rotation.

**Interim Life Safety**

**Construction Safety**

- The hospital constantly is undergoing construction or renovation. Whenever a construction or renovation project compromises the life safety systems or poses a significant increase in safety hazards, the hospital implements temporary systems or interim life safety measures (ILSM) to help ensure the safety of its occupants. When an area is operating under ILSM, a sign will be posted.

**Hazardous Materials**

- Depending on your assignment at the hospital, you may use or work around hazardous materials, such as cleaning supplies and chemicals. These materials may adversely affect your health if they are not handled safely and properly.
- In the hospital, hazardous materials are labeled to alert staff to the potential dangers. In addition, Material Safety Data Sheets (MSDS), which provide more detailed information and emergency response and spill procedures, are filed in the Hazard Communications Manual in your work area. Your instructor will provide you with information about the hazardous materials with which you may come in contact before you begin your duties.

**Medical Waste**

- Waste that is wet with body fluids or blood must be disposed of in a red bag. Do not put other types of waste in the red bags. Large volume liquid wastes such as chest tubes and suction canisters are to be placed in the red barrels. Sharps are disposed of in the sharps disposal containers.



## PATIENT CARE AND SAFETY

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### Chemotherapy Waste

- Place all IV bags and tubing in zip locked chemo bag and place it in a specific chemotherapy trash canister. This canister must be double lined with red bags. Needles and other sharps are disposed of in a regular sharps disposal container if they are empty. Syringes with remaining chemotherapy must be disposed of in a separate plastic container labeled “chemotherapy only.” Double vinyl glove or special chemo gloves to administer chemo and should be worn for 48 hours after chemotherapy administration when handling blood and body fluids.
- In the event of a chemotherapy exposure or chemotherapy spill, notify your instructor and Charge Nurse and receive instructions.

### Electrical Safety

- The hospital environment has multiple electrical hazards due to the amount of electrical equipment necessary for patient care as well as being a setting for care of the electrically sensitive patient. This results in a potential for accidental injury causing severe burns to electrocution. The most immediate life-threatening consequence of severe electrical shock is ventricular fibrillation and respiratory arrest.
- All electrical equipment used in UK Hospital must be inspected by Clinical Engineering before it is used. This includes equipment owned by patients, employees and hospitals. Equipment which is safe to use in patient care areas is tagged with a green sticker and must be within the annual inspection date on the label.
- Patient-owned electrical equipment is prohibited in patient care areas except when its use is essential to patient care. Exception: up-to-date razors and hair care equipment may be used.
- Responsibilities of caregivers when using electrical equipment:
  - o Make sure Inspection Sticker is labeled 100 microamps or less and is within the inspection date.
  - o Check the equipment for signs of damage or malfunction. If signs of damage are present, unplug the equipment. Call Clinical Engineering. Complete an orange equipment failure tag.
  - o Remember that electricity and water do not mix!
  - o Do NOT touch electrical equipment, plumbing, or metal fixtures when touching another appliance.
  - o If several pieces of equipment are attached to a patient, they should all be plugged into the same group of outlets.
  - o If equipment blows a fuse, call Clinical Engineering so that they can determine reason.
  - o All equipment in patient care areas must have a 3-prong plug and a 3-wire grounding cord. Patients may use radios, etc., using the battery but may not plug into outlets.

### Equipment Failure

Inspect medical equipment each time you use it. If you have a problem:

1. Take it out of service.
2. Complete an orange equipment failure tag. Do not change any settings.
3. Call Clinical Engineering and describe problem.
4. Complete a Reportable Occurrence form including UK property number.

*Federal Law states that health care facilities must report any incident in which there is reason to believe that a medical device caused or contributed to the death, serious illness, or serious injury of a patient.*

### Power Outage

- Emergency electrical outlets are red. These are backed up by a generator. All critical patient care equipment must be plugged into red outlets.

## PATIENT CARE AND SAFETY

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### Incident Reporting

UK HealthCare seeks to provide a safe environment for patients, visitors, and employees; to improve the quality of patient care; and to reduce the liability regarding occurrences. In order to accomplish these goals, staff are required to report all unusual occurrences regarding patients, visitors and employees and to act in compliance with established regulations. Each occurrence must be reported at the time it is discovered to guarantee that the information is accurate and complete. Faculty and students will be responsible for immediately notifying the Unit Manager (or designated nurse leader if Unit Manager is unavailable) upon recognizing a reportable occurrence. Faculty should also notify the student placement coordinator if an incident report has been filed. Students should communicate patient related and staff/hospital related concerns to their instructor.

Reportable incidents include, but are not limited to:

- Falls
- Exposures (blood, body fluids, chemical or airborne)
- Sharps injuries (including needle sticks)
- Lacerations
- Contusions
- Back injuries
- Burns
- Equipment malfunction
- Medication errors
- Any variation in standard procedures or practice that increases risk of results in injury
- Verbal or physical assault to an employee, faculty and/or student
- Known or suspected confidentiality breach

The following steps must take place for **ALL** students and/or clinical instructors for any exposure incident...

1. Render first aid.
2. Notify the instructor (if a student).
3. Ask a UK HealthCare Employee to help you complete an on-line incident report on the Care Web or fill out an on-line incident report at <http://careweb.mc.uky.edu/psn/>

#### **Then, for University of Kentucky students or clinical instructors...**

4. Follow directions inside the Occupational Exposure packet (which includes following up with University Health for post exposure care).

#### **Or, for Non-University of Kentucky students or clinical instructors...**

5. Follow the policy or protocol set in place by his or her school for exposure. All Non-UK Students should know their University's protocols/procedures for blood borne exposures. The student should follow their University's protocols for their exposure workup.
6. To obtain the source patient labs, UK HealthCare will facilitate this. Call the Infection Prevention and Control office at 859-323-6337 during normal business hours or after hours or holidays contact the IPAC nurse on call. You can reach the nurse on call by accessing the IPAC website via the UK Care Web. The calendar is on the left hand side or you can use the UK Beep system to find the nurse on call.



## PATIENT CARE AND SAFETY

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7. Have the following information ready...

- Student or clinical instructor name and contact information
- Source Patient's name and medical record number
- Date and location of incident
- Circumstances of exposure (i.e.: recapping a needle, discontinuing a Foley catheter)
- Name and contact information of the physician that the student or clinical instructor will be seeking care from

8. Obtain the NON-UK HealthCare exposure packet and follow the directions inside the packet. The packet is for the source patient labs only. The exposed student should follow their university's policies/procedures to have their work up done appropriately.

### Codes

The hospital uses specific codes to alert staff about hazards or potential hazards in the area or call designated staff to action. These codes are designed to communicate information to those that need it without unduly alarming patients and visitors.

For your information and convenience, a list of pertinent codes is outlined below:

**CODE RED:** Fire or fire alarm

**CODE BLUE/PEDIATRIC CODE BLUE:** Cardiac arrest

**CODE PINK:** Missing infant or child

**CODE YELLOW:** Community or mass casualty disaster

**CODE PURPLE/ASSISTANCE PLEASE:** Combative patient

**CODE BLACK:** Bomb Threat

**TORNADO WARNING, PHASE II:** Tornado has been spotted in area

**CODE SILVER:** Active Shooter

Designated staff members have assigned roles in response to these codes. Ask about your role in these and other response procedures. If the nursing staff provides you with additional instructions, please follow them to ensure your safety and the safety of others.

### Fire Prevention and Management – Code RED

If fire, smoke, or excessive heat is detected within the hospital, the fire notification system is activated. You will hear chimes over the paging system, followed by the code Code Red and the location of alarm. In addition, the alarm system is activated periodically for fire drills and system testing. When an alarm is activated, smoke and fire doors throughout the building close. In addition, staff will close doors to patient rooms, clear corridors, and implement other response procedures. Your Role in Fire Response: During your assignment at the hospital, you have a role in fire response. In all cases, your primary role is to ensure the safety of yourself and others in the area.

If you discover a fire in the area: RACE

1. Rescue            anyone in immediate danger, if possible
2. Activate        the fire alarm and call 911
3. Contain        smoke/fire by closing door
4. Extinguish    the fire (if possible), and evacuate the area (if necessary). If a full or partial evacuation is necessary, you will be issued instructions over the paging system

## PATIENT CARE AND SAFETY

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### Adult/Pediatric – Code Blue

Dial 3-5200 at Chandler select option 1 and tell the operator calling code blue and your name, patient location, and what pavilion you are in (Chandler, Pavilion A, Markey Cancer Center, etc.)

Dial 3-5000 at Good Samaritan Hospital select option 1 and tell the operator that you are calling a code blue, your name, patient location

### Infant/Child Abduction – Code Pink

#### 1. Security Measures for inpatient infant and children

- To protect the safety of newborns in the Birthing Center and infants and children in Kentucky Children’s Hospital, it is vital that special care be taken to assure these young patients are released only to the mother or person legally responsible for their care. Review Hospital Policy 01-27, *Infant/Child Security*, for specific guidelines.

*\*Note: A new infant security system has been installed in the UK Birthing Center. Your instructor will explain some of the particulars of this system to you.*

#### 2. Transporting an infant

- Be aware that no baby may be transported by anyone not wearing a special yellow ID badge.

#### 3. Faculty and Student Responsibilities

- Always be aware that there is a risk of a child being abducted. Every unit in the hospital needs to be aware of child abductions not just staff or students in the Kentucky Children’s Hospital or on the OB units. When having students in the Birthing Center or in the Kentucky Children’s Hospital, be observant of individuals loitering, persons in uniform without appropriate identification, and any other suspicious individual. Question people without proper identification who they are and why they are on the unit. Direct any suspicions to the Charge Nurse and to your instructor. If you suspect that an infant or child is missing, immediately notify your Clinical Instructor, a Nurse or the Charge Nurse.

### Bomb Threat Plan – Code Black

- Remain calm, note time, record and prolong conversation
- Note background noises and any characteristics of the caller
- Ask caller to describe where the bomb is, what kind of bomb, when it is to explode
- Call 911, UKPD. UKPD will notify UK Hospital Security Bureau, 3-5156
- Notify Charge Nurse or Patient Care Manager

### Tornado Warning

If a tornado warning is announced:

- Move ambulatory patients away from windows to an inside corridor
- If a patient cannot be moved, turn him away from the window and cover patient with blankets
- Close all room and fire doors

### Assistance Please – Code Purple

If a patient or visitor becomes combative, you should immediately page for help

1. Call emergency paging at 3-5200
2. Give the operator your name, telephone number, and “Assistance Please” location
3. If the patient or visitor has a weapon, call 911



## PATIENT CARE AND SAFETY

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### Code Yellow – Stand By

If a “Code Yellow” is paged, report immediately to your instructor. Your instructor will notify the Charge Nurse of how many students are available to help. Stay on the unit to which you are assigned.

If you are doing a preceptorship and your instructor is not available, your preceptor should report your availability to the Patient Care Manager or Charge Nurse.



### Birthing Center and Kentucky Children's Hospital Symbols

The UK Birthing Center and Kentucky Children’s Hospital use the symbol of a butterfly as an indication that someone has suffered a loss of a pregnancy, infant, or child. This sign will be placed on the patient’s door.

### Report

Patients cared for by students are assigned to a staff nurse as well. This nurse will provide your students with a report on the patients if your clinical begins after the unit report. Students should communicate any questions they have about their patient(s) or any problems their patient(s) may be having to the staff nurse. **Students should give the staff nurse report on their patient(s) prior to leaving the unit.** We use The Joint Commission sanctioned acronym “S-B-A-R” for safe patient handoff:

- Situation
- Background
- Assessment
- Recommendations

The staff nurse will serve as a resource to facilitate communication with other departments and services.

### Health Information Resource Library

The Health Information Library (HIL) or commonly referred to as the “Patient Education Library” is located in Pavilion A first floor of the Hospital near the Information Desk. Education services are provided by a Registered Nurse Patient Manager and a Patient Education Librarian. Staff is usually available from 8:00am to 4:30pm, Monday thru Friday. The information library is an excellent resource for students to obtain patient education materials. Hospital nursing units utilize the “Krames on Demand” for inpatient teaching. The intranet website may be accessed: [www.mc.uky.edu/patiented](http://www.mc.uky.edu/patiented).

## FEEDBACK

At the conclusion of the clinical rotation, please have students complete the online evaluation of their clinical experience located in the student form packet. We appreciate the feedback and we use this information to make adjustments to the student placement process and clinical experience. Our goal is to provide the best possible clinical experience for students, faculty and staff. Thank you!



# **APPENDICES A:** HIPAA EDUCATION





## Introduction

The University of Kentucky HealthCare complies with the Health Insurance Portability and Accountability Act (HIPAA) because we are a provider of services and are considered a covered entity. Education of HIPAA is a federal requirement and elicits trust from our patients. Please read the overview of HIPAA below and retain this document for reference during observation and learning experiences.

## HIPAA Basics

### HIPAA and state law mandates

- Privacy and security of Protected Health Information (PHI)
- Portability of health insurance
- Simplification of electronic billing

### Purpose of HIPAA

- Protects the privacy of an individual's health information
- Ensures physical and technical security of an individual's health information
- Governs the use and disclosure of an individual's health information for treatment, health care billing, research, marketing and other functions

### Patient Benefits of HIPAA

- Patients receive communication on how patient data will be utilized
- Patients have availability to their patient data
- Patients are informed when patient data is disclosed to outside parties

### Protected Health Information (PHI)

- Defined as facts about an individual's past, present or future physical or mental health condition
- HIPAA protects all information that can identify a patient in combination with their health information

### HIPAA Privacy Rule Protects

- Individual's health information in all forms to include:
  - Written information in all formats
  - Information spoken and heard
  - Information seen
- Individual's health information past, present, and future
- Individual's living and deceased

### HIPAA Security Rule

- Maintains confidentiality, integrity, availability and privacy of employee, patient, physician, research subjects and University information
- Applies to all electronic information that is created, communicated, stored or processed

## HIPAA and Your Experience

### Tips and Best Practices

- Securely store all information (paper and electronic) and never share passwords
- Sign out of all applications and log off of your workstation when done
- Dispose confidential or protected health information properly by shredding or placing in secured bins
- Follow guidelines when transmitting information by email, fax, phone, or by other means
- Never discuss a patient’s medical information in public, even if you think you are alone

### Always Remember

- You are entering an environment that services large volumes of individuals and you are likely to encounter confidential information during your experience
- You will have some interesting and exciting experiences; you may see well-known individuals; and you may want to share these events with your family and friends, or on social media. But, it is imperative to only speak about your experiences with individuals who have a business related need to know
- Communicate with general references whenever possible
  - Example of specific reference: “Jane Doe was referred to a cardiologist.”
  - Example of general reference: “The patient was referred to a cardiologist.”
- UK Healthcare wants to educate and support our learners; so, ask for help when in doubt
- ***All information regarding an individual’s health care is confidential and should be protected***

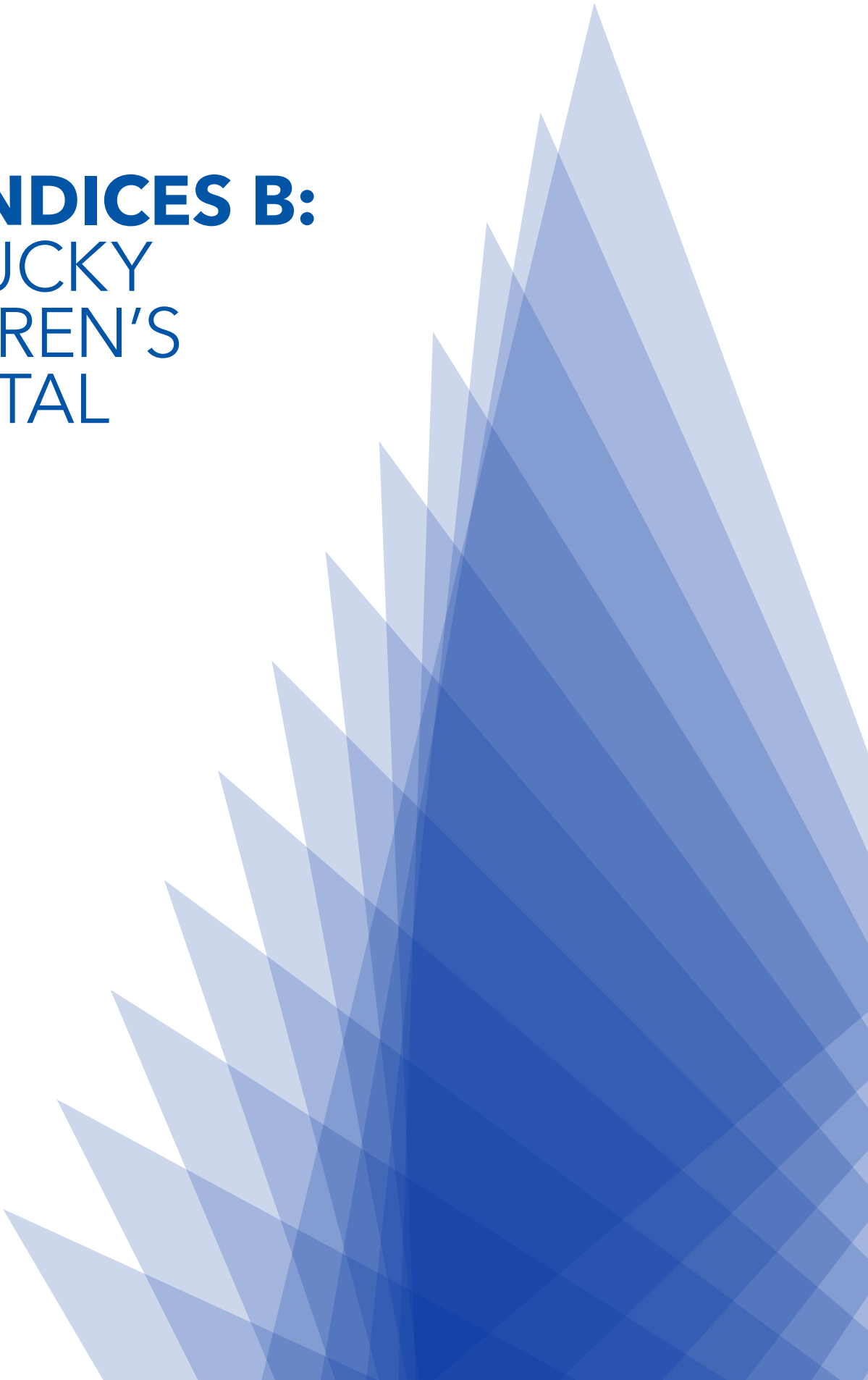
### Penalties for Violations

- Disciplinary action by UK Healthcare up to and including dismissal from your observation and/or learning experiences
- Federal and civil penalties also exist for violations and individuals could be subject to charges

### Always Report Violations (3 options)

- Report to your sponsor or preceptor who will investigate the situation
- Contact the office of Corporate Compliance at 859-323-8002 or [richard.chapman@uky.edu](mailto:richard.chapman@uky.edu)
- Report anonymously to the ComplyLine at (877) 898-6072
  - Please be as detailed as possible because the Comply Line is completely anonymous and only knows the information reported

**APPENDICES B:**  
KENTUCKY  
CHILDREN'S  
HOSPITAL





## **KY Children's Hospital Guidelines for Nursing Faculty**

Welcome to Kentucky Children's Hospital. Our goal is to provide an excellent clinical experience for you and your students. KCH hires new graduate nurses and the leadership team will be happy to discuss future employment opportunities with the students.

To help assure both quality care for KCH patients and a meaningful educational experience for nursing students, the following are required before beginning clinical rotations.

- All **new** clinical faculty must meet with the KCH Staff Development Specialist and Student Placement Coordinator.
- **New** faculty who are NOT employed by KCH, or who have not worked in KCH for more than one year, must orient to the assigned unit(s) and complete the **Kentucky Children's Hospital Clinical Instructor Unit Overview Form 2018-2019** (see Appendix)
  - New faculty can anticipate spending 8 to 16 hours on the assigned unit(s) with a clinical nurse preceptor to complete these activities.
  - This documentation must be presented to the Student Placement Coordinator before the first clinical day.
- Faculty who have on-going clinicals at Kentucky Children's Hospital are responsible for communicating with the Staff Development Specialist, Patient Care Manager, or Assistant PCM for updates on any new policies, or equipment implemented during the year. Additional training and documentation of competency may be required at the discretion of the unit manager.

It is desirable for clinical faculty to be active in the practice of nursing care of children. KCH has opportunities for nursing faculty to work in an on call position.

### **Observational Experience PICU/CICU:**

- Contact person to help facilitate placement of students will be the shift's Team Leader.
- Clinical Instructor will bring the student into the unit and work with the Team Leader (TL) to find an appropriate assignment/RN for the student to observe.
- The student's clinical time within the PICU/CICU is observational only and no patient care is to be provided by the student since the instructor is not present.

## Observational Experience in the NICU

- Contact person to help facilitate placement of students will be the shift's Team Manager.
- Clinical Instructor will bring the student into the unit and work with the Team Manager (TM) to find an appropriate assignment/RN for the student to observe. There may be occasions when a nursing student cannot be accommodated for the day, depending on the census and acuity within the NICU. If this is the case, the TM will inform the clinical instructor of such. The phone number at the TM desk is 323-1272 and can be contacted if needed.
- Per policy, no jewelry is allowed below the elbows (example: rings, watches, bracelets). An initial 15 second hand washing is to be conducted upon entering the unit and hand sanitizer or hand washing is to be completed when entering/exiting each nursery. Hand sanitizer or hand washing is to be conducted as well when going from patient to patient and before/after touching an item in the patient's area. Additionally, no jackets are allowed to be worn in the unit and any long-sleeve shirt needs to be above the elbow at all times.
- The student's clinical time within the NICU is observational only and no patient care is to be provided by the student since the instructor is not present.

## Resource Information

### Overview

The KCH is composed of a Neonatal Intensive Care unit located on 1<sup>st</sup> floor of Pav HA with entrance in Pav A, a Pediatric Intensive Care Unit/Cardiac Intensive Care Unit on 4<sup>th</sup> floor of Pav H, a Pediatric Progressive Care Unit, 4 North, an Acute Care Area, (4 East & 4 West in Pav HA), an Outpatient and Children's Sedation and Procedural Unit (Ground floor entrance in Pavilion A).

The Neonatal Intensive Care Unit (NICU) is a ninety-bed unit for high risk neonates, providing Level IV and intermediate care for the newborn. The nurse to patient ratio varies 1:1 up to 1:3. We also have a Neonatal Abstinence care unit that has 8 care by parent beds.

The Pediatric Intensive Care Unit (PICU)/Cardiac Intensive Care Unit (CICU) is a 16-bed unit, 12 PICU beds and 4 CICU beds for critically ill children, who need constant monitoring and frequent assessment with or without technical life support. Diagnoses in the unit may include trauma, complex medical and surgical conditions including renal failure, respiratory illness, and congenital heart disease. Nurse to patient ratio is 2:1, 1:1, or 1:2.

Kentucky Kids Crew is a specialty team that provides inter-facility (hospital-to-hospital) critical care transportation for both neonatal (newborn) and pediatric patients. The team of nurses and emergency medical technicians is directed by neonatologists and pediatric intensivists. Transportation can be either ground/ambulance or flight/helicopter service.

A 12 bed Pediatric Progressive Care Unit is located on the 4 North wing for care of pediatric patients requiring an intermediate level of care, including frequent monitoring and assessment. The patient population includes: telemetry, trauma, medical/surgical care, and video epilepsy monitoring. Nurse to patient ratio is 1:3.

The 4 East Wing is a 21-bed Medical/Surgical unit caring for newborn-adolescent patients.

The 4 West Wing is a 22-bed unit. Patients with blood disorders or childhood cancers; as well as young adult patients treated with pediatric cancer therapy protocols are admitted to this unit. Pediatric diabetic patients as well as general medical/surgical patients, age newborn-18 years, are admitted to this unit.

The Outpatient/Children's Sedation & Procedural unit provides care for children who are receiving therapeutic IV infusions or outpatient procedures and other treatments/tests requiring sedation and recovery.

### **Patient Care Philosophy**

Believing in the value society places on children, it is our goal to promote the best health and development for all children placed directly or indirectly in our care. The family is the most important structure in the life of the child. It is the role of the nurse to promote optimum family functioning. Family Centered Care provides the structure for planning the best way to assist each child and family. Parents are encouraged to stay with their child and participate in their child's care to the best of their ability. Information about health care and child development is incorporated into each child's plan of care and strategies are planned for the most effective way to facilitate learning by the child and family.

### **Core Concepts of Family Centered Care**

**Respect and dignity.** Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

**Information Sharing.** Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.

**Participation.** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

**Collaboration.** Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care

**Adapted from:** Johnson, B. H. & Abraham, M. R. (2012). *Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities*. Bethesda, MD: Institute for Patient- and Family-Centered Care.

For further information refer to: © Institute for Patient- and Family-Centered Care • 6917 Arlington Road, Suite 309, Bethesda, MD

<http://www.ipfcc.org/faq.html>

### **Collaborative Practice**

Nursing works with a variety of services to provide coordinated, comprehensive and outstanding care. Staff members are encouraged and supported in participation of quality improvement projects and Evidence Based Practice studies. Physicians, APRN's, PA's, social workers, dieticians, respiratory therapists, pharmacists, and physical therapists are some of the disciplines that are essential members of the health care team.

### **Management**

Accountability and responsibility for nursing care are organized within the Children's Service Line. Each unit has a Patient Care Manager and Assistant Patient Care Manager who work closely with their staff. A Divisional Charge Nurse is on site 24/7, to facilitate admissions, make decisions regarding bed utilization and coordinate staffing needs. An Assistant Chief Nurse Executive and two Service Directors facilitate quality care across the service line and represent the KCH throughout the UK HealthCare Enterprise.

### **Child Life Program and the Hospital Teacher**

Play is an essential part of every child's day and is especially important for the hospitalized child. Assisting in adjusting to a strange environment, coping with stress of illness, and maintaining normal patterns of growth and development are all factors that must be considered. The "Play Rooms" are considered a safe haven for patients. Procedures, including vital signs and medication administration are strictly off limits in these areas.

Play opportunities and activities are coordinated through the Child Life program. The Child Life staff are available to assist with pre-procedure preparation of children who are 3 years or older. Fayette County Schools employ a hospital -based schoolteacher as a link between home, school and the hospital.

### **KCH Health Education Center**

The Kentucky Children's Hospital Health Education Center offers a quiet and engaging space for parents, family members, friends and patients away from the bedside. Our experienced staff support the teaching done by the medical care team as families learn about the health problem and its treatment, what they need to do, and why it's important. Free written materials, models and visual media are available for review so families can confidently transition back to their lives at home when ready for discharge. Our hours are currently 10-4:30, Monday-Friday and we are located in the Kentucky Children's Hospital lobby by the main elevators and NICU entrance.

### **Pediatric Code Blue and Rapid Response Team**

A Pediatric Code Blue is called by pulling the Code Bar (in patient rooms) or pressing the red Emergency button (in support areas) on the nurse call system. To activate the Pediatric Code team, dial 3-5200 # 1, and request the **Pediatric** Code team for the specific location including patient room number with prefix (e.g. 4 West or 4 East, HA 4xx or 4 North, N 4xx).

Pediatric Rapid Response Team is activated by calling 3-5200 # 1 and requesting the **Pediatric** Rapid Response Team for the specific location including patient room number with prefix (e.g. 4 West or 4 East, HA 4xx or 4 North, N 4xx).



### **Pain in Children**

Specific to children are several pain assessment tools that are utilized by the Pediatric nursing staff. Handouts are provided in the Faculty Handbook Addendum. Please refer to these tools and share with your students.

### **Patient Confidentiality**

Please stress the importance of patient/family confidentiality with students. A consultation room is available for patients, families, nursing staff and physicians to talk privately. Patient charts should be placed in closed chart areas at the pods and the electronic patient records must be logged off by the individual users before leaving the computer station. Remind students to refrain from discussing patient care situations in public areas and on social networking sites.

### **Quiet Time**

To promote rest and healing, the Acute Care units observe “Quiet Time” daily between the hours of 1:30pm-3:30pm. During this time, hallway lights are dimmed, televisions are off, and hallway traffic minimized. Essential patient care activities continue including medication administration, scheduled treatments, and physician rounding, but routine care should be grouped either before or after this period.

### **Infant / Child Security**

To protect the safety of infants and children in KCH, it is vital that special care be taken to assure these young patients are released only to the parent(s) or person legally responsible for their care. See Hospital Policy 01-27 for instructions in caring for this population.

All units of KCH have “restricted access”. A UK Healthcare ID badge is required to access these units. Your faculty and student ID badges will be configured in the Security office to gain access to these restricted areas. All visitors to the KCH must check at the main entrance of KCH in Pav A to gain access to the units. Parents or guardians of patients are not considered visitors and are given green armbands to wear during their child’s hospital stay. We encourage all to be vigilant and observant for those without a hospital badge, parent armband, or visitor sticker. If someone attempts to enter the unit without the necessary identification, please take them to either the KCH main entrance desk.

Always be aware that there is a risk of a child being abducted. Question people without proper identification, ask them to identify themselves, and tell you why they are on the unit. Direct any suspicious activity to the KCH Divisional Charge Nurse (DCN), HA 411. If you suspect that an infant or child is missing, immediately notify the KCH DCN and Security. A “Code Pink” overhead page indicates that an infant or child is missing and staff respond by directly observing activity in hallways, stairways and elevators.

Each patient room in Acute and Progressive Care has a supply cart that is accessed by keypad entry. Ask a nurse on the unit for the current access number. ***Have a great year and let us know if we can assist you!***

### Pediatric Pain Assessment Tools

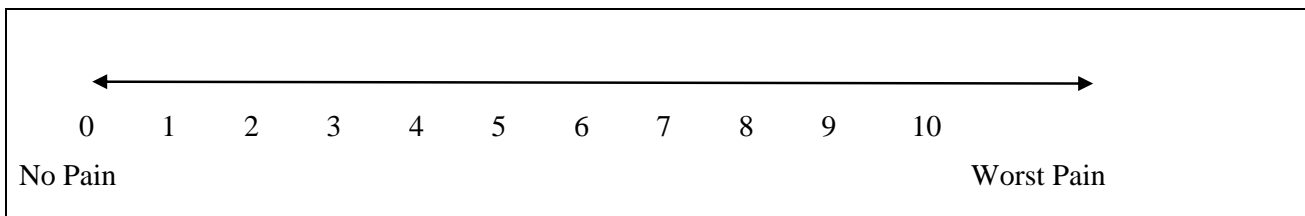
#### Wong-Baker Faces Pain Rating Scale



#### Wong-Baker Faces Pain Rating Scale:

- Point to the faces. “These faces show how much hurt you can have”
- Ask: “How much hurt do you have now?” If the child seems confused or Does not respond, point to face 1 and say, “This face has no hurt.” Slide your finger to face 5 and say, “this face hurts as much as you can imagine, although you don’t have to be crying to feel this bad.”
- “Pick the face that tells me about your pain right now.”
- Record the number that is under the chosen face in SCM
- Intervene if pain is not at an acceptable level & document in SCM
- Reassess pain within 60 minutes and document in SCM

#### Visual Analog Scale



#### Visual Analog Scale:

- Show the child the VAS 1-10 scale. Say, “these numbers show how much hurt you have. Number one means that you are comfortable and number 10 means you are having as much pain as you can imagine. You don’t have to be crying to feel this bad.”
- “Pick the number that tells me about your pain right now.”
- Record the number that is chosen in SCM documentation system.
- Intervene if pain is not at an acceptable level & document in SCM
- Reassess pain within 60 minutes and document in SCM

**FLACC Non-Verbal Pain Assessment Scale**

Face	0 No particular expression or smile	1 Occasional grimace or frown, withdrawn, disinterested	2 Frequent to constant frown, clenched jaw, quivering chin.
Legs	0 Normal position or relaxed	1 Uneasy, restless, tense	2 Kicking or legs drawn up.
Activity	0 Lying quietly, normal position, moves easily	1 Squirming, shifting, back and forth, tense	2 Arched, rigid, or jerking
Cry	0 No cry (awake or sleep)	1 Moans or whimpers; occasional complaint	2 Cries steadily, screams, sobs, frequent complaints
Consolability	0 Content, relaxed	1 Reassured by occasional touching, hugging or talking to, distractible	2 Difficult to console or comfort.

**FLACC Non-verbal Pain Assessment Scale:**

- This scale can be used with very young children or children who are unable to speak due to injury, drugs, and treatments.
- Assign a numerical score to the designated observations.
- Record the score in the designated place in the SCM documentation system. A low total score indicates a low or acceptable level of pain and a high score (maximum score = 10) indicates the most pain.
- Intervene if pain is not at an acceptable level & document in SCM
- Reassess pain within 60 minutes and document in SCM

**APPENDICES C:**  
AMBULATORY  
SERVICES





## Ambulatory Services

Welcome to Ambulatory Services at the University of Kentucky! With such a vast ambulatory system and a wide variety of primary care and specialty locations, this setting is a wonderful opportunity for student nurses.

### Introduction

There are UK HealthCare clinic locations throughout the state. The clinics provide a plethora of services, including primary & specialty care, rehabilitation, observation, and outpatient surgery. Within the clinic, nurse may be responsible for patient care, telephone triage, order entry, and follow-up.

### Locations



### Leadership

In most cases, clinical staff report to the Ambulatory Nurse Manager. However, staff in clinics without an Ambulatory Nurse Manager report directly to the Practice Manager. An Assistant Chief Nurse Executive represents Ambulatory Services as well.

### Electronic Medical Record

The clinics use EPIC as the primary Electronic Health Record (EHR) in ambulatory. Under no circumstances will the student chart in the EHR utilizing a staff member's login.

## Medication Administration

To ensure the safety of all our patients, barcode medication administration is utilized in the ambulatory care setting. Medications should be administered under the supervision of a licensed nurse only.

Students should follow the rights of medication administration:

- Right medication
- Right dose
- Right time
- Right route
- Right patient
- Right documentation

Medications prepared in advance and taken into patient exam rooms should be adequately labeled with medication name, dose, and expiration date along with current date and initials of the person preparing the medication. Before administering the medication, patients should be verified with two identifiers, name and date of birth.

See list of Medication Policies in Faculty Orientation Handbook.

## Point of Care Testing

There is a variety of Point of Care (POC) testing performed in the ambulatory setting. POC tests are diagnostic tests that are performed in the clinic to provide results within minutes, such as glucometer, strep, and urinalysis. Accreditation agencies require initial training and ongoing competencies for anyone performing patient testing. Faculty and students that have not completed training and competency may not perform POC testing in the clinics. Federal regulations also mandate the person performing testing must be the person documenting results in the medical record. Students should never document on another user's account. Students will be able to shadow and observe trained personnel perform and document POC testing and results.

## Emergencies

In the event of a medical emergency, the first responder should stay with the individual and staff should call **323-6215** immediately to notify Emergency Dispatch of a medical emergency. According to Enterprise Policy #A02-055, UK HealthCare facilities beyond hospital campus but within Fayette County should utilize 323-6215. UK HealthCare facilities outside of Fayette County should call **9-1-1** in the event of a medical emergency.

Ambulatory Services follows all other UKHC emergency codes. There is no overhead paging system, but there may be a telephone intercom system in the clinic that is used to communicate emergency code information. Students should be familiar with the location of emergency equipment, including code carts (if applicable) and AEDs.