

CLINICAL EXPERIENCE

Student Informational Handbook

Updated 2020

Welcome to Central Maine Healthcare!

We take caring for our patients seriously. Patient safety and quality patient care are of the utmost importance. You are receiving this information because you are participating in a Clinical Experience Program. It is extremely important to us to ensure that our patients get the best care and that we meet the regulatory standards that we subscribe to, such as JCAHO, CMS, Maine DHHS, OSHA and others.

Provided in this document is some basic information regarding safe patient care at the high quality we expect for our patients. You must read this Handbook and sign the Acknowledgement that you have done so. Furthermore, you will be expected to exhibit behaviors while in our organization that are congruent with our Vision, Mission and Values and to follow applicable policies and procedures.

For more information on Policies, Procedures and Safety Plans at Central Maine Healthcare, contact the Professional Development Education Department, or a designated representative to make arrangements for these to be made available for your review.

If you have questions and/or concerns, please contact the Professional Development Education Department.

Vision, Mission and Core Values

Vision

Safe, reliable, high-quality care for every patient every day.

Mission

To provide exceptional healthcare services in a safe and trustful environment through the expertise, commitment and compassion of our family of caregivers.

Definition of Mission:

Exceptional healthcare is demonstrated through achieving clinical outcomes, customer service ratings and financial performance that compare positively with those of other best practice healthcare organizations.

Safe environment includes our commitment to keeping patients, staff and visitors free from harm. We will measure the results by regularly comparing ourselves to other best practice healthcare organizations.

A **trustful environment** is fostered by relying on mutual respect, teamwork, honesty, integrity and professionalism.

Expertise includes specialized knowledge, skills or abilities that are achieved and maintained through our commitment to take a leadership role in the education and continuing education of physicians, nurses, other clinicians and support personnel.

Commitment is embodied by taking personal responsibility for the success of the organization.

Compassion is demonstrated through the personal attention given to the physical, emotional and spiritual needs of our patients, families and staff.

Our **Family of Caregivers** is a team of physicians, nurses, clinicians and support personnel working together to ensure the best possible experience for each patient. Each member of the team has a unique role to play and is an essential contributor to the success of the organization.

We will achieve our mission by incorporating processes that promote ethical, honest and safe practices for every patient every day.

Our Behavioral Expectations

Safety Behaviors

1. Communicate Clearly

Patient harm events can often be traced back to ineffective communication. Learning to communicate clearly and effectively is an essential component of a culture of safety. Examples would include but are not limited to the use of SBAR (Situation, Background, Assessment, Recommendation), the use of Check Back (the receiver repeats what was heard to the sender for verification) and listening closely.

2. Exhibit Teamwork

In the complex world of healthcare, teamwork can make the difference by minimizing miscommunication, balancing the workload and ensuring that all members of the healthcare team are on the same page. Examples would include but are not limited to mutual respect for co-workers, the use of briefs, huddles and debriefs, and facilitation of conflict resolution.

3. Display Personal Responsibility and Accountability

Employees are expected to perform their job responsibilities following the policies and procedures that pertain to their work area. Examples would include but are not limited to following through on commitments, holding self and others accountable for actions and behaviors, and staying informed.

4. Have a Questioning Mindset

Complacency can lead to adverse events because employees let their guard down as they assume nothing bad will happen. To raise the level of patient safety all employees must embrace the attitude that something bad may happen at any moment. Always remain on the look-out for potential harm that can be prevented. Examples would include but are not limited to paying attention to detail using STAR (Stop/Think/Act/Review), not being content with the status quo, having a commitment to process improvement and reporting events and deficiencies.

5. Embrace Patients and Families as Partners in Patient Care

Patients and families have valuable information that can help the healthcare team provide better care. Take the time to truly listen and ensure accurate understanding of information shared. Examples would include but are not limited to conducting handoffs at the patient's bedside and routinely soliciting input from patients and families.

Our Values

Compassion We respect and will work tirelessly to meet the physical, emotional and spiritual needs of our patients, families and colleagues.

- Create a welcoming, caring and non-judgmental environment through tone, body language, and actions.
- Make eye contact and greet everyone with a smile.
- Stop and respond to the needs and requests of patients, families and colleagues
- Listen with empathy to the issues of others, including patients, families, and colleagues.
- Engage patients, families, and colleagues with ways to improve their experience.
- Demonstrate a professional and caring attitude by finding a real connection with patients, families, and colleagues.
- Treat all individuals with respect and dignity, understanding each other's stories.
- Refrain from inappropriate conversations such as gossip, talking over patients or having conversations that do not include the patients, families, and colleagues.
- Compliment and encourage others to provide safe, reliable, high-quality care for every patient, every day.

Citizenship As integral members of our healthcare team and local communities, we work together to promote health and prevention.

- Create a welcoming, caring and non-judgmental environment through tone and body language.
- Respond to the needs and requests of patients, families and co-workers.
- Listen with empathy to the issues of others, including co-workers, patients and families.
- Demonstrate a professional and caring attitude.
- Treat all individuals with respect and dignity.
- Compliment and encourage others to reinforce a job well done.
- Think beyond yourself by being responsible to one another.

Integrity We consistently provide an honest and trustful patient centered environment.

- Be honest, truthful, empathetic and consistent.
- Do what is best for the patient.
- Be responsible for actions and follow through on commitments.
- Be kind to others – do not spread rumors or gossip.
- Respond to the needs of customers in a timely manner either verbally or in writing.
- Focus on the greater good and ethical decision making.
- Create opportunities learned from success and failures.
- Be good to yourself – take ownership and do the right thing regardless if anyone is watching or not.

Service We identify the needs of our patients, families and colleagues and collectively work to ensure those needs are met.

- Take initiative to assist patients, visitors and co-workers (e.g. escort patients or visitors when they need directions).
- Introduce yourself, describing your role/reason for interaction with a patient

- End conversations with patients by asking, “Is there anything else I can do for you?” when appropriate.
- Answer the phone promptly, courteously giving your name and department and asking, “How may I help you?”.
- Advocate for patients (e.g. be sensitive to patients’ needs, check for patient comprehension of care instructions)
- Communicate wait times to customers and explain any delays, according to department standards.
- Maintain a clean, professional and neat appearance, adhere to department dress codes and wear your name badge visibly.
- Ensure patient information is kept confidential in accordance with HIPAA guidelines.
- Maintain patient privacy (e.g. knock before entering, closing curtain or door during procedures).

Excellence By way of our specialized skills, we are 100% committed to providing the best patient care experience focused on safe, reliable, high quality care.

- Serve as a role-model for co-workers and hold self and others accountable for actions and behaviors.
- Seek to use knowledge, expertise, innovation and education to continuously improve the work environment and processes.
- Stay current on latest technology, trends, best practices and industry standards while applying them appropriately.
- Identify opportunities to improve efficiency, eliminate waste, and reduce cost.
- Incorporate best practice models into everyday work to ensure quality outcomes.
- Initiate and support change that ensures the Central Maine Medical Family’s continued success.
- Work collaboratively across service lines and departments to achieve smooth interactions and maximize outcomes.
- Ensure patient safety by always acting in accordance with regulatory standards.
- Assist keeping the organization in compliance with all regulatory standards (i.e. OSHA, HIPAA, Joint Commission, etc.).

Commitment We demonstrate personal responsibility through transparency, high quality work, engagement and collaboration with our patients, families and colleagues.

- Embrace our values and openly support organizational decisions through actions and words. We “Walk the Talk”.
- Take personal ownership of issues and concerns and stay involved through resolution and sustainability.
- Attend work when scheduled, arrive on time and begin work promptly with a positive attitude.
- Take an active role in working as a team across interdepartmental lines to eliminate silos.
- Seek to understand how our work relates to our patients and colleagues.
- Identify problems with proposed solutions and commit to improve work processes to meet the needs of our patients and colleagues.
- Accept and provide constructive feedback to achieve high quality service.

Important Information

Confidentiality

As a worker in the healthcare industry, you are affected by the Administrative Simplification Requirements of HIPAA; and you are expected to understand and maintain patients' privacy and confidentiality. You are required by law to follow these rules. If you do not, you, your company, and our organization could be fined or face other punishments.

To comply with HIPAA:

- Share protected patient information only with people who are directly involved in the patient's care
- Discuss a patient's case only with people who are directly involved
- Do no gossip about patients
- Discuss cases in private
- Do not leave patient charts out where they might be seen
- Do not display protected patient information where it might be seen

This information is only a brief overview of the entire HIPAA Law, if you would like more information please visit <http://www.hhs.gov/ocr/privacy/index.html>

Hand Hygiene

According to the CDC, proper hand hygiene is the single most important way to stop the spread of infection. Hands should be washed or decontaminated before and after each direct patient contact. Central Maine Healthcare routinely surveys the frequency of hand hygiene.

Current CDC guidelines recommend the use of:

- Soap and water for washing visibly soiled hands
- Alcohol-based hand rubs for routine decontamination of hands between patient contacts

PROCEDURE FOR WASHING HANDS WITH PLAIN SOAP AND WATER OR ANTIMICROBIAL SOAP AND WATER:

1. Wet hands under running water.
2. Apply plain soap or antimicrobial soap and thoroughly distribute over hands.
3. Rub hands together vigorously for 15 seconds, covering all surfaces of hands, fingers, and nails.
4. Rinse hands thoroughly with water and dry thoroughly with a disposable towel.
5. Use either an elbow or paper towel to turn off the faucet.
6. Use Hospital- approved hand lotions to minimize the occurrence of skin irritation and dryness associated with hand washing and antiseptic hand wash.

PROCEDURE FOR USING ALCOHOL-BASED HAND RUB:

1. Apply alcohol-based hand rub to the palm of one hand and rub hands together, covering all surfaces of hands, fingers, and nails until hands are dry. Follow the manufacturer's recommendations regarding the volume of product to use.

2. Use Hospital- approved hand lotions to minimize the occurrence of skin irritation and dryness that can be associated with hand antisepsis. Some alcohol-based hand rubs will contain emollients that reduce irritation and dryness.
3. Alcohol-based hand rubs are NOT EFFECTIVE alone for *Bacillus* species or *C. difficile*. When a sink is readily available, wash hands thoroughly with plain soap first, then apply alcohol-based hand rub. When a sink is not immediately available, please see item #12 under Indications for Handwashing and Hand Antisepsis above.

OTHER ASPECTS OF HAND HYGIENE: For all staff or providers having direct contact with patients (whether or not gloves are worn):

1. Keep natural nail tips less than ¼ inch long
2. Chipped nail polish may support the growth of microorganisms and should not be present
3. Artificial fingernails, enhancements, wraps, or extenders will not be worn when providing direct or "hands-on" patient care
4. Artificial fingernails, gel coatings and extensions includes any and all artificial coatings that cannot be removed easily within 30 seconds using standard nail polish remover

USE OF GLOVES:

1. Wear gloves when contact with blood, other body fluids, other potentially infectious materials, mucous membranes, and non-intact skin could occur.
2. Remove gloves after caring for a patient. Do not wear the same pair of gloves for the care of more than one patient and do not wash gloves between uses with the same patient or with different patients.
3. Change gloves during patient care if moving from a contaminated body site to a clean body site.

INDICATIONS FOR HANDWASHING AND HAND ANTISEPSIS:

1. When hands are visibly dirty or contaminated with proteinaceous material or are visibly soiled with blood or other body fluids, wash hands with plain soap and water or with antimicrobial soap and water.
2. If hands are not visibly soiled, use an alcohol-based hand rub, (ABHR) for routinely decontaminating hands. Alternatively, wash hands with antimicrobial soap and water.
3. Decontaminate hands before having direct contact with patients.
4. Decontaminate hands before donning gloves.
5. Decontaminate hands before donning the appropriate gloves prior to inserting indwelling urinary catheters, peripheral vascular catheters such as IV lines, or other invasive devices that do not require a surgical procedure.
6. Decontaminate hands after contact with a patient's intact skin (e.g., when taking a pulse or blood pressure, lifting a patient, etc.)
7. Decontaminate hands after contact with body fluids or excretions, mucous membranes, non-intact skin, and wound dressings if hands are not visibly soiled. If hands are visibly soiled, follow #1 above.

8. Decontaminate hands if moving from a contaminated body site to a clean body site during patient care.
9. Decontaminate hands after contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient.
10. Decontaminate hands after removing gloves.
11. Wash hands with plain soap and water or with antimicrobial soap and water before eating and after using the restroom.
12. Wash hands with plain soap and water or with antimicrobial soap and water if exposure to *Clostridium difficile* or *Bacillus anthracis* (anthrax) is suspected or proven. The physical action of washing and rinsing the hands under such circumstances is recommended because alcohols, chlorhexidine, iodophors and other antiseptic agents have poor activity against spores. When sinks are not immediately accessible outside patient rooms, staff may have to travel down hallways to reach a handwashing sink. In these cases, personnel should decontaminate hands with ABHR to ensure reduction of microbial counts while traveling to the sink to perform the soap and water hand wash. The ABHR does not replace the soap and water hand washing, it is performed as an adjunct when sinks are a distance away.
13. Use the special scrub procedures available in high aseptic control areas such as the OR, OB, Nurseries, etc.

Bloodborne Pathogens (BBP)

Standard Precautions should be used in the care of all patients regardless of their diagnosis.

Important Steps to Protect Yourself and Your Patients:

- Be Aware!
- Be Informed!
- Be Prepared!
- Be Safe!

Bloodborne Pathogens are transmitted by:

- Blood
- Body Fluids
- Body Tissues/Organs

What are the risks?

Exposure to multiple infections including:

- HIV/AIDS
- Hepatitis B
- Hepatitis C
- Malaria
- Herpes
- Syphilis

HIV

Transmission rate is 1 in 300.

If patient with a high viral load, risk can increase to 1 in 20. No HIV vaccine is currently available. Post Exposure Prophylaxis can greatly reduce the risk of transmission if started within 2 hours.

HIV is transmitted by body fluids:

- Blood
- Semen and vaginal fluid
- Breast milk
- Amniotic fluid

Hepatitis B (Serious disease of the liver)

30% of infected people are asymptomatic. Highest infection rate is among 20-49 year olds.

Hepatitis B is preventable due to vaccine. Vaccine is offered to all health care workers. Due to vaccination infection rates in health care workers, Hepatitis B has dropped from 17,000 annually to 400 annually.

Hepatitis C Virus (Serious disease of the liver)

Hepatitis C is most common chronic bloodborne infection. It is estimated that over 4 million Americans are infected which is 4 times the amount that have HIV. 80% of infected people are asymptomatic. No vaccine is available. No Post Exposure Prophylaxis is approved for use with HCV. Hepatitis C can be fatal. Hepatitis C is the leading cause of liver transplants in U.S.

Infection is Transmitted by:

- Needlesticks & Sharps
- Hollow-bore Needle
- Solid Sharp (suture needle, scalpel)
- Body Fluid Transmission
- Splash Exposure
- Mucous Membrane Contact
- Open Wound

If You Are Exposed to BBP, Immediately!

- Wash the wound with soap and water
- Alert your supervisor
- Identify the source patient
- Report to Emergency Department or designated facility

For More Information or if you have questions:

Review CMHC Infection Control Manual and Policies

Contact Infection Control Department. Ext 2892 or Ext 2899.

Fire Safety

Patients are often too sick to protect themselves from harm. This means that fires in healthcare facilities can be especially dangerous. You can help keep patients safe when you know:

- How to prevent fires
- What to do if a fire occurs

Prevention

To help prevent fires related to the common cause of electrical malfunction, remove damaged or faulty equipment from service.

Submit malfunctioning equipment for repair to Biomed ext 2787.

To help prevent fires related to the common cause of equipment misuse, do not use any piece of equipment that you have not been trained to use.

Be familiar with the location, use, and operation of:

- Fire alarm systems
- Fire extinguishers
- Emergency exit routes and doors
- Smoke and fire doors and partitions
- Department fire plan

When you hear the fire alarm, you may not know if it is a drill or a true fire. Treat the alarm as if it were a true emergency.

Respond using the RACE protocol:

- **R:** Rescue - Rescue all patients from the immediate area of the fire
- **A:** Alarm - Initiate the alarm by:
 - Calling out for help
 - Call extension 4911
 - Activating a manual pull station
- **C:** Confine - Confine the fire by closing the door to the room where the fire started
- **E:** Extinguish or evacuate - If the fire is small enough to put out with a single portable extinguisher and if you feel comfortable, attempt to extinguish.

Use the PASS protocol:

- **P**ull the pin
- **A**im the nozzle
- **S**queeze the trigger
- **S**weep back and forth across the base of the fire

Electrical Safety

Most equipment in the healthcare setting is electric. For example, ECG machines, bedside monitors, anesthesia machines, ventilators, and incubators all run on electricity.

Patients and staff are often in contact with these devices. Therefore, electric shock is always a risk in the healthcare setting.

To help prevent electrical accidents:

- Remove and report electrical hazards
- Use electrical equipment properly
- Maintain, test, and inspect equipment regularly

Hazard Communication

Under its Hazard Communication Standard (HCS), OSHA requires all employers to develop written hazard communication programs.

The primary goal of the HCS is to ensure the safety of employees who work with hazardous materials.

To keep safe at work:

- Learn about hazardous materials and how they can hurt you
- Identify your potential for exposure and recognize signs of overexposure
- Learn how to safeguard against exposure.

For more information on Safety Plans at Central Maine Healthcare, review the red Safety Manual.

Dress Code/Appearance

Students are expected, at all times, to be clean and neat and to create an appearance that is appropriate to the work environment and is consistent with the specific needs of positions within their departments and based upon compliance with local health department, state or federal requirements.

1. Photo identification badges are to be worn at all times above the waist, facing forward with a fully visible name and face.
2. Clothing is to be neat, clean, and appropriate to the work environment.
3. Hair is to be worn in a style that will not interfere with safety or patient care.
4. Dress and grooming must meet infection control standards or other regulations which may apply to certain positions.
5. Fingernails should be neat, clean and of reasonable length.
 - a. *Clinical areas:* Persons who have direct contact with patients may not wear artificial nails. Nails are to be kept short, less than ¼ inch. Nail polish may be worn if freshly applied and not chipped.
6. Jewelry must conform to accepted business norms and safety and infection control standards.
 - a. Jewelry must not present a safety hazard to the wearer or to patients.
 - b. Piercings: the visible presence of any body piercing, other than pierced ears and/or whenever possible, tattoos must be covered.
7. Shoes must be clean and in good repair.
 - a. *Clinical areas:* Appropriate footwear consists of a closed toe, fully covered top and secure heel to provide some protection against injury and exposure to chemicals and fluids.
8. Fragrance: the use of heavily scented and fragrant products, other than minimally scented personal care products, is prohibited.

Blogging and Social Networking

Central Maine Healthcare recognizes that people in the role of CMH employee, student, volunteer or contracted laborer may wish to engage in social media in the form of web logs, blogs, online journals or diaries, personal websites, social networking or affinity group websites, web bulletins or chat rooms, or other forms of electronic communication.

We respect the rights of these individuals to personal expression and individual views through these and any other media. However, an individual who may have access to, and/or, who might breach any hospital record must also understand that his or her personal expressions regarding CMH may impact the public's perception of the employer, or compromise the confidentiality of patient records. Keep in mind that any of your conduct that adversely affects employees, patients, suppliers, people who work on behalf of CMH, or CMH's legitimate business interest may result in disciplinary action up to and including termination.

If an individual mentioned above discusses his or her relationship with CMH, the individual must include a disclaimer that the views expressed regarding that relationship do not necessarily reflect the views of CMH.

Example of Disclaimer:

"The views expressed in this document do not necessarily reflect the views or practices of Central Maine Healthcare."

Further:

- Employees must maintain the confidentiality of CMH's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures, or other business related confidential communications.
- Activities or statements which are discriminatory, harassing or involve threats of violence or other similar inappropriate unlawful conduct will not be tolerated. Employees are encouraged to be fair and courteous to fellow employees, patients, suppliers, or people who work on behalf of CMH when posting to a blog or network site, and should assume that because of the public access afforded to all, people, including co-workers, are reading such entries.
- Employees need to be aware that many patients may use social media while under our care. Please use caution to protect your own identity (no last name given, no photos/video to be taken of you without your consent, etc.). Should you become aware that patients may be using social media sites to complain about the service, staff or overall care, inform your manager immediately as there are many alternate, appropriate methods for addressing complaints.

Failure to observe these rules of good social media activity may result in disciplinary action up to and including termination from employment or clinical experience at CMH.

Non-Impairment Policy

As part of Central Maine Health Care's (CMHC) drug-free workplace policy, it is required for all employees/students/volunteers to be not under the influence of a substance of use or 'non-impaired' when they report to his/her workplace (including all job sites at other locations and in company-owned vehicles) each day and during his/her entire shift or experience.

In accordance with our drug-free workplace policy, CMHC requires that all aforementioned persons abstain from the use of alcohol and/or other substances of use, to include ingestion and inhalation, during work hours and on all work premises, including company-owned vehicles.

While Maine law expressly prohibits employees from being discriminated against for lawfully engaging in conduct involving the use of marijuana, whether medical or recreational, the law does not require CMHC to accommodate ingestion of marijuana in the workplace or to permit an employee/student/volunteer to participate while under the influence of marijuana—therefore, the activity is prohibited.

The legal use of prescribed drugs is permitted on the job only if it does not impair any individual's ability to perform the essential functions of the job effectively and safely, in a manner that does not endanger patients, partners, staff or other individuals in the workplace.

Violation of these conditions or any part of CMHC's drug-free workplace policy may result in immediate termination.

Acknowledgement of Requirements and Expectations of Student Participating in a Clinical Experience Program

I have read the Student Informational Handbook. I understand that while I am participating in the Clinical Experience Program I will abide by the Vision, Mission and Values of CMHC and applicable CMHC Policies and Procedures. In addition, I will abide by all CMHC HIPAA Policies and Procedures and the following guidelines:

Patient Information

- Any information concerning our patients or customers is confidential, even if that person is your family member, friend or neighbor. For example, the simple fact that an individual is a patient anywhere within our organization is confidential information.
- Anyone who works with or has access to patient information of any kind must be exceptionally careful how this information is managed. A breach of patient confidentiality is a very serious matter, which will result in immediate termination of the vendor contract.

Other Information

- All information related to the finances of the organization, including pricing, statistics or department budgets is confidential, unless this information has been published by the organization.
- All information contained in our employees' personnel records or our physicians' credentialing records is confidential. Requests for any information concerning employees (including routine verification of employment) should always be directed to Human Resources and requests for any information concerning physicians should be directed to Medical Affairs.
- All information concerning our computer systems (including access codes and passwords), strategic plans, internal communications and similar information is confidential.

How should Confidential Information be treated?

- Confidential information should never be accessed by or shared with anyone, including another visitor or employee, who does not have a legitimate job related and described need to know it.
- Confidential information should not be left in readily accessible areas or in an unattended manner.
- Confidential information should always be secured and under appropriate supervision.
- Confidential information should never be shared outside the organization.
- Confidential information must never be openly discussed in any public place (such as hallways, elevators, dining areas, stairwells, etc.) within the organization or in any public location outside the organization. Always be certain that any discussions involving confidential information are heard only by those who have a legitimate, job-related need to know the information. Be careful of who is within earshot and thus may be able to hear.

What are my expectations?

- Access information only when you have a legitimate need to know it.
- If you believe that any confidential information has been accessed or disclosed inappropriately, or misused in any way you must report that to the Department Manager.
- The privacy of our patients is of utmost importance. The privacy of our physicians and employees, as well as the success of our organization is also vitally important. Therefore, your continued presence is dependent on the way you treat confidential information. If you access, disclose or in any way misuse any confidential information, you will be asked to leave and may be subject to fine.

Policies of SITE

- Institution will inform each student that SITE policy includes for-cause drug screening, and that by participating in the Clinical Experience, student will be subject to for-cause drug screening by SITE.

**I have read, understand and agree to abide by the Policy and
Procedures contained in this Handbook Acknowledgement Form:**Yes ☒ No ☐

By attaching your electronic signature, you agree and acknowledge your responsibility to abide by the policies and procedures contained in this document. **Once signed, please save and email this document to your school liaison.**

Signature

Date

Printed Name