

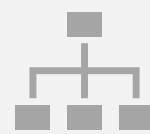
**UNC Medical Center
Nursing Assistant
Student Orientation Guide
2021 – 2022**



Welcome to UNC Medical Center



This guide is provided for student orientation at UNC Medical Center (UNCCMC).



These slides provide a brief introduction to UNCCMC, and review policies, procedures and expectations.



At the end of this presentation, there is a statement where you must indicate agreement to follow our policies, procedures, and expectations.



Please print, sign then submit to your school administrator.

UNCMC Mission, Vision and Values

Leading, Teaching, Caring

At UNCMC, we value our patients, co-workers and community. Our Mission, Vision and Values reflect every aspect of who we are and how we care for our community and each other.

Our mission is to improve the health and well-being of North Carolinians and others whom we serve. We accomplish this by providing leadership and excellence in the interrelated areas of patient care, education, and research.

Mission

To improve the health and well-being of North Carolinians

Vision

To be the nation's leading public academic health care system

Values

One Great Team
Carolina Care
Leading the Way
It Starts with Me

Nursing at UNC Medical Center

The mission of Nursing at the University of North Carolina Hospitals is to be a leader in providing compassionate, quality care focusing on the unique needs of patients and their families.

UNC Hospitals has achieved Magnet designation for excellence in nursing services. UNC Hospitals is one of 492 facilities in the world, and among only 6 percent of all U.S. hospitals, that have earned Magnet designation.



Nursing Professional Practice Model

The Nursing Professional Practice Model is a representation of the core elements that make up the foundation for nursing services at UNC Medical Center.

At the core are the patient and family. This is surrounded by our nursing values, which together create a caring healing environment using relationship-based care.

This is encompassed by Swanson's Theory of Caring, on which we base Carolina Care.



Our Brand of Nursing Care

Carolina Care

Set of behaviors that, in cooperation with other departments essential to care delivery, consistently increase patient satisfaction.

UNC Health Care Relationship-Based Care

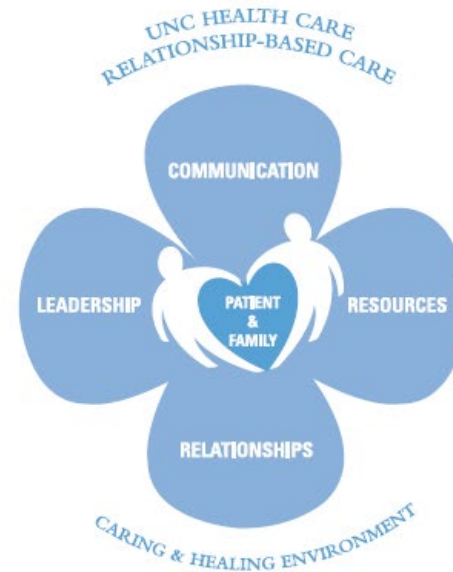
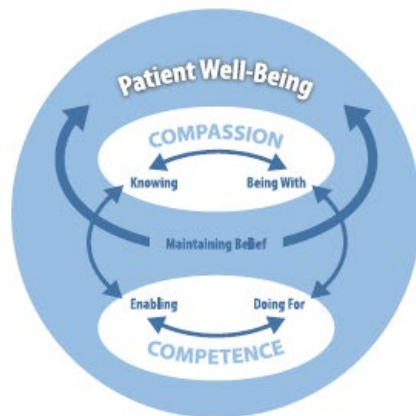
Communication, leadership, resources and relationships, create a therapeutic atmosphere that in combination with the values of the Swanson Caring Theory, foster Carolina Care behaviors.

The Swanson Caring Theory

Provides the framework for Carolina Care. Practicing with compassion and competence promotes patient well-being. Conscious behaviors that support this are: being with, knowing, maintaining belief, enabling, and doing for.

Carolina Care

Swanson Caring Theory: Framing
the Culture of Carolina Care



Carolina Care®

UNC Health

Carolina Care Core Behaviors

Core behaviors and actions that are best practices for the patient care experience:

- Hourly Rounding
- Multi-level Rounding
- Words & Ways that Work (WWW)
- Blameless Apology
- No passing zone
- Moment of Caring
- Narrating Care
- Patient engaged report



Carolina Care[®]

Patient Bill of Rights

UNC Health Care System (UNCHCS) recognizes that each patient is an individual with unique health care needs. Care should focus upon each patient's needs and be provided in a manner that is considerate and respectful of each patient's dignity.

Similarly, UNCHCS expects each patient to treat its providers and staff in a manner that is considerate and respectful.

Familiarize yourself with the [Patient Bill of Rights](#).

UNC Policies and Procedures

While at UNC Medical Center, you are expected to follow, abide by, and are subject to our policies and procedures. They are designed to protect the patient, our staff, and you.

These are available on all clinical work stations. Go to UNC MC Homepage to access our policies and procedures.

- Select policies and then Policy Stat

APPLICATIONS

DEPARTMENTS

DIRECTORIES >

FORMS >

POLICIES ▾

 PolicyStat: UNC Medical Center,
System Policies

Emergency Preparedness Plans

HIPAA Privacy Policies

COVID-19 INFORMATION >

Patient Safety

REPORT the following to the Patient's Nurse, the Clinical Instructor, or Nursing Leadership on the unit:

If you observe anything questionable that may be considered fraud

All unusual or inappropriate interactions or requests

If you have any concerns about possible abuse/neglect/maltreatment

Signs of head, skin or any kind of trauma

Behavioral problems

Patient Safety – Fall Preventions

How Can You Prevent Patient Falls?

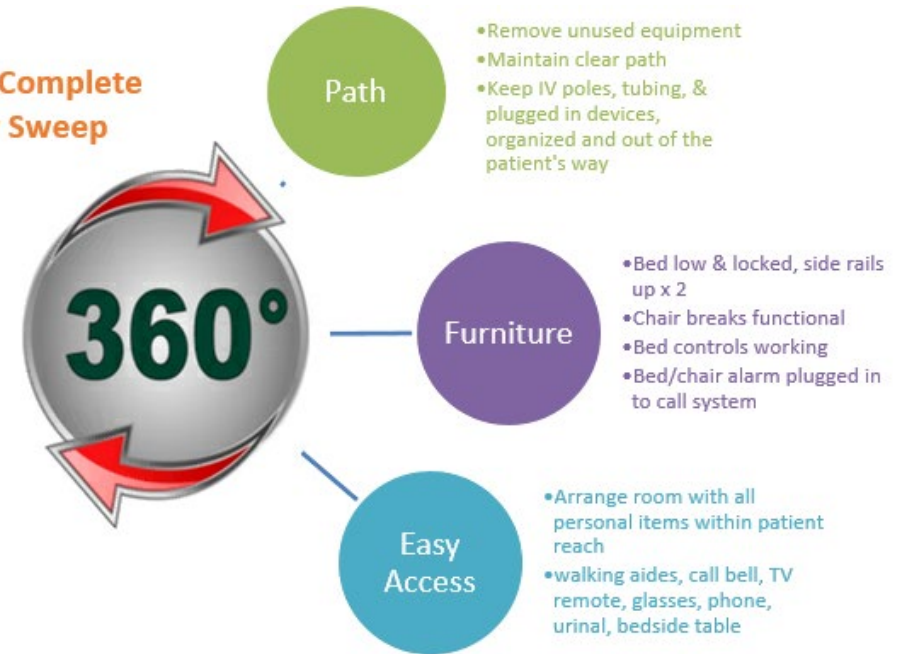
- Hourly rounding
- Environmental safety (360° Sweep)
- Understanding risk factors
- Reinforcing patient education

Universal Fall Precautions: applies to ALL patients

- Familiarize the patient with the environment
- Call Bell within reach
- Personal possessions within reach
- Hospital bed-low & locked
- Footwear on the patient
- Adequate lighting
- Keep floor surfaces clean and dry
- Keep patient room uncluttered
- Encourage patient and family to call for assistance as needed



How to Complete a Safety Sweep



Restraints

Providing a safe environment and preventing injury is essential to obtaining desired outcomes and demonstrating respect and dignity for those we serve.

What is a Restraint?

- Any manual method, physical or mechanical device, material or equipment that immobilizes or reduces the ability of a patient to move his/her arms, legs, body or head freely
- A drug or medication to manage the patient's behavior or restrict the patient's freedom of movement *and* is not a standard treatment or dosage for the patient's condition.

Key Points

Limit restraint use to:

- when the patient is identified as being at risk to injure self or others
- Alternative measures have been deemed inadequate to protect the patient and staff

UNCCMC is committed to providing *the least restrictive, safe, and appropriate environment* for all individuals.

Restraints – Non-Violent vs Violent vs Forensic

Non-Violent Restraints

- Used during medical surgical situations
- Behavior changes are present, and the patient or others required protection from injury.
- Renewal time frame: 2 calendar days
- Nursing responsibility: Assess skin, circulation every 2 hours
- Note: PRN orders are not acceptable for any type of UNC initiated restraint

Violent Restraints

- A clinical justification to protect the patient from injury to self or others due to an emotional or behavioral disorder where behavior may be violent or aggressive.
- Renewal time frame – Every 4 hours
- Nursing responsibility: Assess skin on admission and per protocol every 2 hours

Patients will have continuous, direct one on one observation at all times by a staff nurse, NA, or CST. Continuous observation and psychological status/visual check (i.e. affect/behavior) will be documented every 15 minutes.

Forensic

- A forensic or correctional restraint is applied by a correctional/police officer and is used for patients under arrest or incarcerated to prevent elopement (examples: hand cuffs or ankle cuffs).
- Forensic restraint devices are monitored by the correctional/police officer and are not the responsibility of UNCCMC staff.
- UNCCMC staff will assess, monitor and provide safe and appropriate care to the patient according to the applicable protocol.

Patients at risk for Self-Harm



Remove:
Hand Sanitizer
Dry erase markers
Extra linens or gowns
Items containing alcohol, aerosols, nail polish remover
Hygiene/beauty products in glass containers or hard plastic

NO:
Wire coat hangers
Any form of string, gauze, etc.
Tourniquets, elastic tubing
Hair bands, rubber bands
Plastic trash can liners
Glass
Spiral bound notebooks

Patient Safety:
Patient must keep hands visible at all times
Patient must be in full direct sight
Patient must be within arms' reach at all times
Visitors are limited
Use the Environmental Safety Survey
Patients assessed to be actively suicidal in non-psychiatric and Intensive care areas require 1:1 observation

Emergency Numbers



UNC MAIN Campus
974-4111



Hillsborough Campus: 215-4111



Vocera command:
“call emergency”



Wakebrook and Clinics: 911

**State Rapid Response or Code Blue, and
the patient location/ room number**

UNC Health

Emergency Responses

- Where: Any area within UNC Hospital Property
- What: Non-emergent situation in a visitor or staff member
- Who: First responder team (House Supervisor / Nursing, Guest Services, and Security)

Code Medic

- Where: Any area within UNC Hospital Property
- What: Life-threatening medical emergency requiring full code team response in any individual –OR–
- Urgent medical condition in a patient who is off the floor
- Who: Full Code Team*

Code Blue

- Where: Adult inpatient care areas only
- What: Urgent medical condition in an adult inpatient
- Who: Adult rapid response team (MD, Rapid Response RN, Respiratory Therapist)

Adult Rapid Response

- What: Responds to Crisis Situation for patient, visitor, or staff member
- Why: Person is suicidal or homicidal, dangerous to self and others and needs immediate treatment
- Who: Behavioral Response Team*

Behavioral Response Team

- Where: Any area within UNC Hospital Property
- What: Urgent medical condition in any child (inpatient, outpatient, or visitor)
- Who: Pediatric Rapid Response Team (PICU MD, PICU RN, Respiratory Therapist)

Pediatric Rapid Response

- Where: Any location, out side of L&D, a pregnant woman is cared for in the hospital
- What: Emergency Delivery Situation
- Who: L&D team and the NCCC team respond
- The location is announced

Stork Code

- What: Patient leaves a unit and does not follow the sign out procedure for patients
- Why: Patient may be at risk for injury or death
- "At risk" patients wear a purple gown

Code Walker

- Where: Inpatient Pediatric and Women's areas of UNC Hospitals
- What: Infant/Child abduction
- Who: Follow Policy with Specific Measures

Code Pink

When to Call a Rapid Response

In the event of an emergency, call the Adult Rapid Response Team (ARRT). The RRT is a team of clinicians including a ICU/ACLS nurse, respiratory therapist and nursing supervisor who bring critical care expertise to the bedside.

The RRT RN proactively rounds on all floors to identify at risk patients

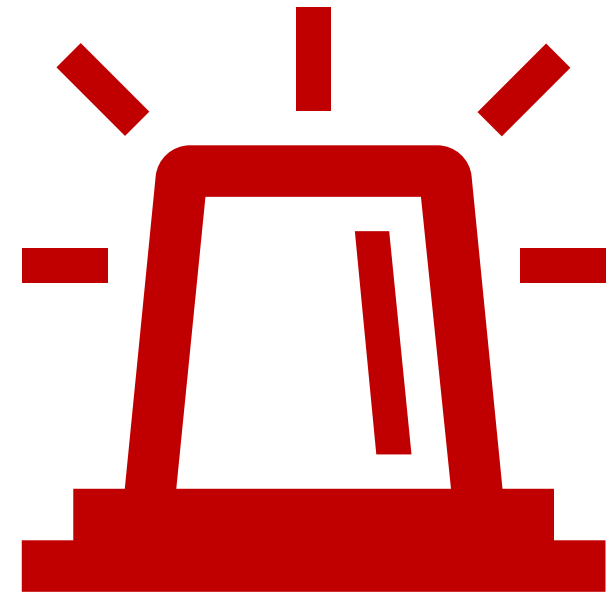
Responds to and/or activates Rapid Response, Code Blue, Code Stroke, Code STEMI, Code Sepsis

- Signs/symptoms of a Stroke (FAST)
- Signs/symptoms of a STEMI/ACS
- Signs/symptoms of sepsis
- New onset of difficult breathing
- New requirement for > 50% more oxygen to keep saturation above 85%
- Changes in HR with symptoms
- Acute loss of consciousness
- New lethargy or difficulty waking
- New unexplained agitation

If you are unsure, escalate your concerns to the patient's nurse, charge nurse, or nurse manager

Code Expectations

- Familiarize yourself with the emergency, code, and disaster protocols for any site where you are completing a rotation
- Participate in any disaster drills if you are present in the clinical area
- This information will also be reviewed by your clinical instructor or your direct supervisor during your site orientation
- More information can be found on the UNCCMC Intranet

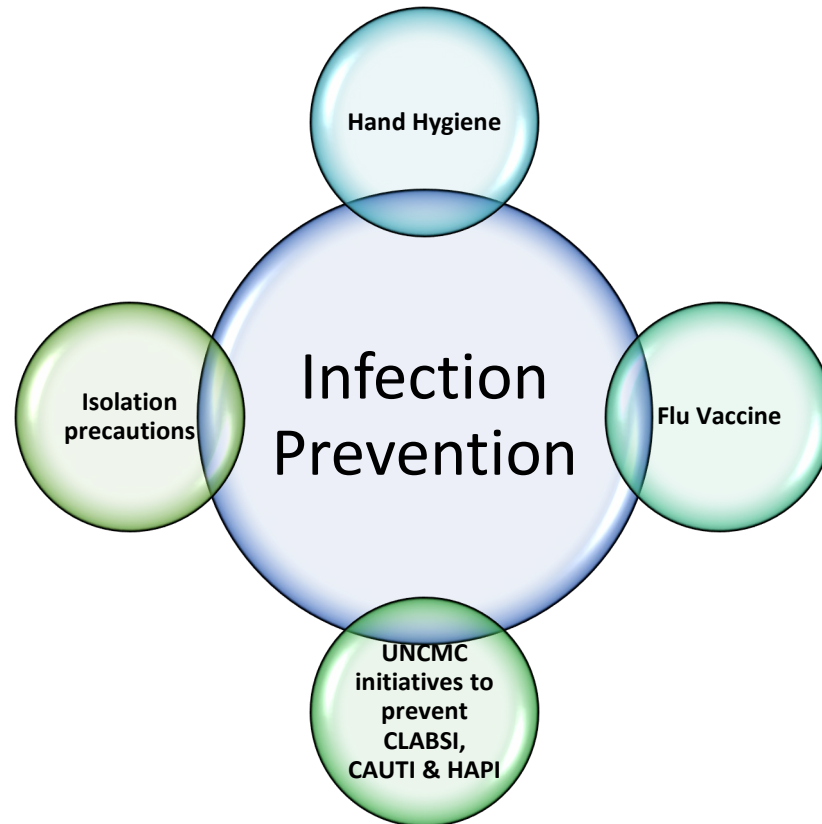


Infection Prevention

You are responsible for assisting us in providing a safe environment for our patients, visitors, staff, students, and volunteers.

As a student here, you understand that you may be exposed to risk of infectious disease, biohazards, etc. You must adhere to our protocols to protect yourself.

If you are ill, you are not permitted to come onsite; this includes but is not limited to: symptoms of respiratory illness, GI illness, flu-like symptoms, rash.



Equipment and Body Mechanics

- Always ask for assistance with unfamiliar equipment.
- *Never use equipment that you have not been instructed on,*
- *are not familiar with, or have not demonstrated competence using.*
-
- Always use proper body mechanics - if in doubt - **DON'T!** Seek assistance.

For more information on safe patient handling equipment at UNCCMC, visit the
UNCCMC Intranet

Select: Coworker resources → patient care resources → Safe Patient Lifting
Resources

Occurrence Reporting using SAFE

An event is defined as a difference, deviation, or unusual occurrence that is not consistent with the normal routine operation of the organization.

Report any event (actual or near-miss – including medication administration), exposure, or injury to your clinical instructor and charge nurse, whether you feel medical attention is necessary or not (injury).

Create an anonymous report using SAFE Reporting Application available on the UNCMC intranet. From the home page, select Applications then SAFE.



Occurrence Reporting using SAFE

UNC
HEALTH CARE

UNC

Username:

Password:

LOGIN

Submit Anonymously

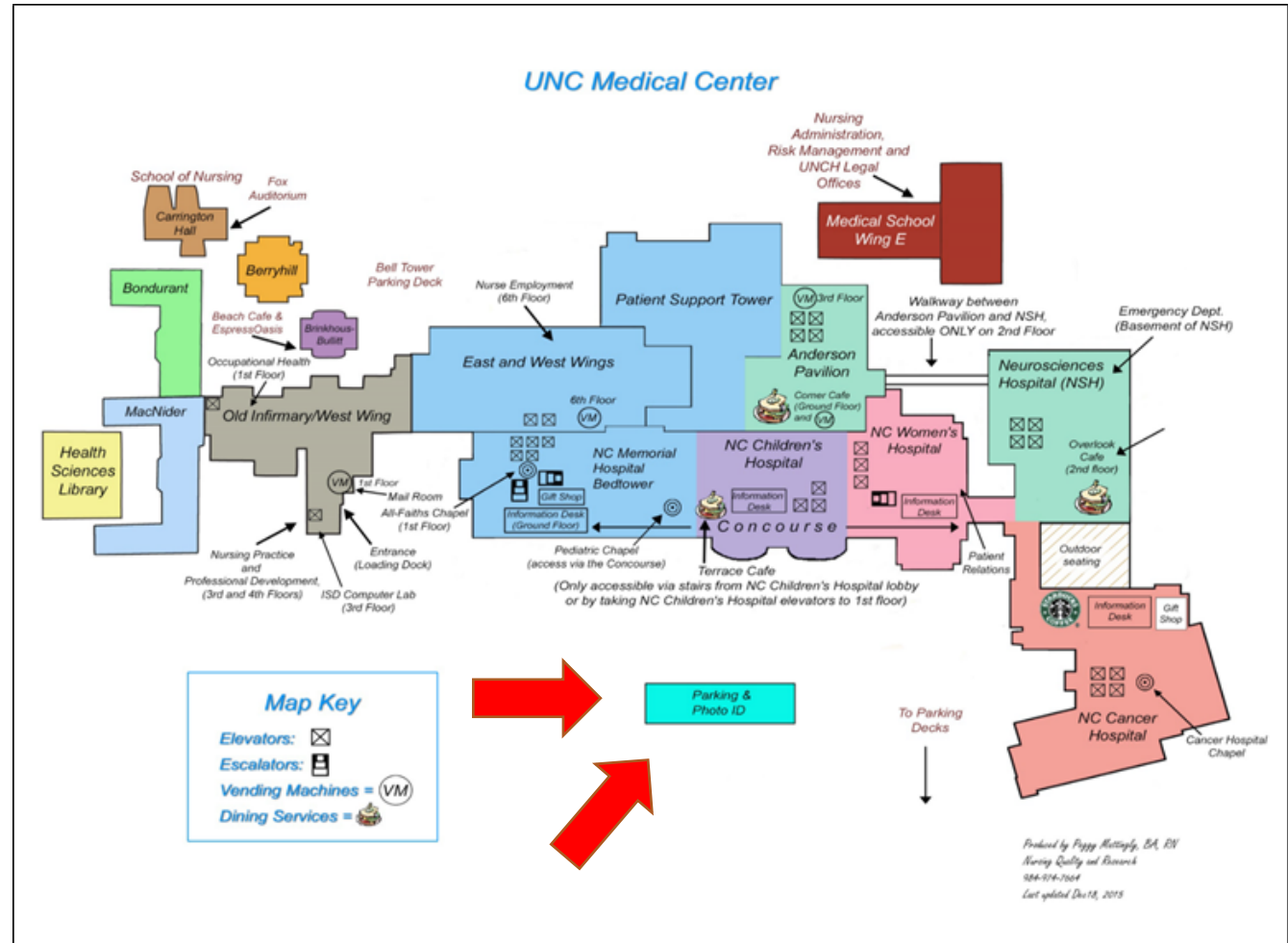
- When submitting a report, be
 - clear, concise and complete.
- Give only facts, no opinions
- The correct source of time is always the computer

Incidents Involving Students or Faculty

- Follow your school policy regarding accidents, injuries, or exposures.
- If you are exposed to any pathogen/communicable disease, injured or need immediate medical attention, please go to the Emergency Department.
- UNCCMC is not responsible for any costs of such treatment.

Parking & Photo ID – Main Campus

If completing a clinical at UNC Main campus, students and faculty may pick up badges at the Parking & Photo ID office (a free-standing building in front of the hospital)



Parking & Photo ID – off site

Do not park in our visitors parking deck; use the Town of Chapel Hill Park and Ride lots.

Keep vehicle doors locked.

Do not leave valuables in your car.

Carpool whenever possible, maintain safety awareness at all times.

Students are to use the Town of Chapel Hill Park and Ride lots.

Information on parking is available on the Chapel Hill Transit website at:

<http://www.townofchapelhill.org/index.aspx?page=2222>

Student Expectations

Dress in professional attire or your school uniform

Follow all UNCMC policies and procedures

Maintain professional conduct

Do not perform any actions beyond the scope of practice under which you are training and/or outside of your school's syllabus/ curriculum

No personal electronic devices in patient rooms or while giving patient care

All student documentation must be co-signed by a clinical instructor or UNCMC coworker

No photos or videos may be taken at any time

Any interpreting or translating for legal/consents or education MUST be done by a hospital approved interpreter.

Students are not permitted to log into Epic outside of any UNCMC site.

Students may not access or obtain a friend's, a family member's patient or their own information maintained by UNC HC without appropriate written authorization and under applicable policies and procedures.

CONGRATULATIONS

You have completed the student orientation requirement for UNC Medical Center.

Please **print, sign then submit this page to your school administrator** to verify that you have viewed and understand the information presented. By signing below, you agree to abide by our agency's policies, procedures, and requirements.

Failure to comply with UNCCMC policies, procedures and requirements will result in termination from clinical experience at UNCCMC sites.

You agree to seek clarification and/ or assistance with our policies, procedures, or expectations when needed.

Print Name _____

Date _____

Signature _____

School _____