



Student Handbook



Welcome to Ochsner Health System!

We are happy to have you here with us and we look forward to being an integral part of your clinical education.

Founded in 1942 by five physicians, Ochsner Health System is one of the largest independent academic health systems in the United States and the largest health system in the Gulf South. With 30 hospitals owned, managed and affiliated, more than 60 health centers, nearly 17,000 employees, over 2,300 affiliated physicians in more than 90 medical specialties and subspecialties, Ochsner is Louisiana's largest health system and largest private employer. Ochsner serves patients from across Louisiana, every state in the nation, and more than 80 different countries. Ochsner is also home to the Ochsner Clinical School, University of Queensland with over 400 students.

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MISSION, VISION, & VALUES

Mission: We Serve, Heal, Lead, Educate and Innovate.

Vision:

Ochsner will be a global medical and academic leader who will save and change lives. We will shape the future of healthcare through our integrated health system, fueled by the passion and strength of our diversified team of physicians and employees.

Our Six Imperatives Guide our Work:

1. **Quality**- Error-free care that's affordable
2. **People**- Our most valuable asset
3. **Loyalty**- Patients, families, providers
4. **Academics**- National leader with global impact
5. **Stability**- Financial sustainable and growing
6. **Community**- Serving the greater need

Values:



Patients First

Our values begin with our patients because they are always our first priority and are central to everything we do.

- *I will place every patient's safety as my top priority and hold others accountable to do the same.*
- ☐ *I will treat all patients with dignity and respect.*
- ☐ *I will include patients in decisions about their care.*
- *I will be attentive to our patients' needs and work with others to ensure they are met.*
- ☐ *I will listen, communicate clearly and answer questions to the ensure understanding.*





Compassion

As caregivers, we approach every encounter with compassion whether we are interacting with patients or with colleagues.

- ☐ *I will seek first to understand and will not judge others.*
- ☐ *I will demonstrate empathy and kindness.*
- ☐ *I will show respect through my communication, attention, body language and actions.*
- ☐ *I will look for opportunities to help others.*



Integrity

Honesty and courage are central to who we are and we always act with integrity.

- ☐ *I will have the courage to do the right thing.*
- ☐ *I will hold myself and others accountable.*
- ☐ *I will honor my commitments to others.*
- ☐ *I will protect confidential information and the privacy of our patients.*



Excellence

We believe that excellence is an ongoing journey.

- ☐ *I will embrace change and continuously look for ways to improve.*
- ☐ *I will actively support, teach and coach others.*
- ☐ *I will learn from our successes and failures.*
- ☐ *I will commit to lifelong learning and remain current in my field.*
- ☐ *I will promote an environment where my well-being and that of my colleagues is a priority.*



Teamwork

Teamwork makes us stronger, more effective and more resilient.

- ☐ *I will help build a team with diverse backgrounds and experiences.*
- ☐ *I will seek out different views and respect the opinions of others to foster new understanding.*
- ☐ *I will give timely and productive feedback while seeking feedback from others.*
- *I will respect my colleagues' time.*
- ☐ *I will take responsibility for my role in developing a strong and positive team*

THE OCHSNER EXPECTATIONS

Keep this, incorporate values



Focus on the Patient

- ☐ *Behavior #1: Greet everyone warmly; make eye contact, smile and introduce yourself and your role.*
- ☐ *Behavior #2: Connect with those you serve. Convey genuine concern for others, look for opportunities to provide further assistance and keep them informed*
- ☐ *Behavior #3: Ensure everyone is seen in a timely manner, communicate wait times and return phone calls promptly.*
- ☐ *Behavior #4: Break away from your routine to resolve issues and treat each situation uniquely.*
- ☐ *Behavior #5: Actively respect privacy and protect confidentiality by pulling curtains, closing doors and keeping protected information private.*

Strive for Personal Excellence

- ☐ *Behavior #1: Take ownership to get the job done and make it happen.*
- ☐ *Behavior #2: Handle stressful situations professionally and effectively and seek help when needed.*
- ☐ *Behavior #3: Adapt to changes or shifting priorities*
- ☐ *Behavior #4: Commit to personal development and continued learning.*
- ☐ *Behavior #5: Arrive to work and meetings on time.*

Contribute to Your Team

- *Behavior #1:* Take time each day to recognize the contributions of others.
- *Behavior #2:* Share information and knowledge to coordinate seamless patient care or work flow within your department and across Ochsner.
- *Behavior #3:* Communicate with others openly, honestly, directly and respectfully.
- *Behavior #4:* Seek others with different opinions, ideas and experiences to get better results.
- *Behavior #5:* Look for opportunities to help others.

Take Pride in Ochsner

- *Behavior #1:* Pick up any visible trash on Ochsner property and keep public areas neat.
- *Behavior #2:* Maintain a clean, professional personal appearance, dress according to guidelines and always wear ID badge.
- *Behavior #3:* Know and follow policies, procedures, laws and regulations and report all safety and ethical concerns.
- *Behavior #4:* Be actively involved in fulfilling Ochsner's commitment to the community.
- *Behavior #5:* Seek out ways to continually improve your work and each step in the patient experience

“The Ochsner Way”

Delivering a great experience... every day... to all patients... at all locations... by each of us.

“The Non-Negotiable: Ochsner Behavior Standards”

Non-Negotiable Means: We are formal and intentional in ensuring we deliver “The Ochsner Way” daily to all patients. We commit to 100% compliance.

An Ochsner Non-Negotiable: No Venting

We are asking everyone to take particular care not to “vent” in public spaces.

Examples of venting:

“We are short-staffed.”

“That department is always...”

“I’m so busy today; I can’t wait to go home.”

Your department can help you identify a Safe Zone, such as team meetings or during morning report, where you can surface issues, collaborate on solutions and address individual problems, needs or ideas.

An Ochsner Non-Negotiable: The 10/5 Way

In all areas, clinical and public space, when approaching others (patients, employees, medical professionals, etc.)...

1. Within 10 feet:
 - Make eye contact
2. Within 5 feet:
 - Greet/acknowledge them
 - Smile
 - Say hello
 - Nod

Why?

We are a healthcare institution. People come here because they are sick, or because they are here with someone who is sick. A little kindness goes a long way. It is important that we help our patients to feel welcome and that we make ourselves available to those around us who may need assistance

UNDERGRADUATE MEDICAL EDUCATION ADMINISTRATION

Executive Vice President, Chief Academic OfficerWilliam "Bill" McDade, MD, PhD
System Vice President, Education and Chief Administrative Officer.....Shelly Monks, MBA
Assistant Vice President, Undergraduate Medical Education.....Carl Tholen M.Ed.
Education Program Manager, Student Services.....Linda Lambert
Clerkship Program Coordinator.....Stacey Porter

ADVANCED PRACTICE PROVIDER DEPARTMENT

Assistant Vice President.....L. Olivia Sweetnam, MSN, ACNP-BC, MPH

NURSING PROFESSIONAL DEVELOPMENT ADMINISTRATION

Assistant Vice President, System Nursing Professional Development.....Jennifer Couvillon,
PhD, RN, CNE
Program Coordinator, System Nursing Professional Development.....Lana Schiro

Ochsner Medical Center Student Guidelines and Agreement for Advanced Practice Providers

1. All Advanced Practice Provider Students will receive direction and student orientation in the Academics division. A record will be maintained in that office. All preceptors must notify this department of the incoming student for processing.
2. The student (APP) shall engage in patient contact *only under the direct supervision of the preceptor*. Direct supervision is defined as the preceptor being physically present. While under direct supervision the preceptor assumes responsibility for the student. BLS or other life sustaining actions may be rendered in the absence of the preceptor in true life or death emergencies if the student is appropriately trained.
3. Students may make notes in the medical record, written or computerized format. All notes must be reviewed and co-signed by the preceptor at the time of the notation. The note will be signed with the student's name and title (APP student). Students will not be allowed to dictate notes but may make electronic notes with the preceptor placing an electronic signature at the time the note is made. Student should not log into EMR under preceptor's login to perform documentation or place orders.
4. Specialized orientation to specific areas (i.e., OR, ED) will be coordinated with those departments and follow the specific orientation procedures outlined for those departments for students (i.e., surgical scrub, gowning and gloving for the OR).

APP Student Rotation Information and Guidelines

Organizations with healing environments and a focus on relationships have:

- Higher patient satisfaction
- Higher staff satisfaction
- Higher physician satisfaction
- Higher productivity
- Improved quality
- Improved outcomes
- More effective recruitment and retention of staff

Student A.I.D.E.T

Acknowledge- Smile! Make eye contact, acknowledge everyone in room, use open body language

Introduce- Name, role (student), name of your preceptor (who you are working with)

Duration- How long you will be there, any wait time, when they should expect follow up or preceptor visit

Explanation- What your purpose is, why you are doing this, expectations, what your preceptor's role will be (ex: they will come visit or they will review labs, etc.) what questions does the patient have (USE UNDERSTANDABLE LANGUAGE)

Thank You- Show your appreciation, be positive, thank patient for trusting us with their care

AIDET® is a communication framework that has been proven to:

- ☐ Improve the patient or customer experience with the care or service they receive
- ☐ Help reduce anxiety
- ☐ Promote treatment adherence and quality outcomes
- ☐ Improve care team efficiency by connecting on key communication elements
- ☐ Build patient loyalty and assuredness in our care teams
- ☐ Ensure that all service providers are delivering consistent attributes of empathy, concern, and appreciation

Our work as a team with AIDET® will only be successful if we are consistent. As students, your contribution to this process - Acknowledge, Introduce, Duration, Explanation, and Thank You - will ensure success for both our patients and caregivers.

General Expectations of Student APPs in a Preceptor Clinical Experience

- ☐ The staff Advanced Practice Provider is ultimately responsible for the patient.
- It is imperative that you keep the nurse and your Advanced Practice Provider informed of the patient's status.
- ☐ To ensure patient safety, hand off communication must occur when you leave the unit.

- ☒ Report any injury to your APP instructor. Your instructor will notify the appropriate person.
- ☒ Report any unexpected/unplanned patient occurrence to your APP instructor/charge nurse/patient nurse. The occurrence will be documented in our Safety on Site database.
- ☒ The Instructor is responsible for the direct supervision of the student during the performance of a skill for the first time.
- ☒ Subsequent performance of those skills may possibly be done with the indirect supervision of the Instructor as applicable
- ☒ Be on time, prepared and ready to work.
 - Please be respectful of your preceptor’s time and have appropriate academic reading material available during clinical downtime
- ☒ Medication references are available online in Micromedex and in Pyxis.
 - Policies may be found on Ochweb under the “Policies” tab
- ☒ Your preceptor must read and validate your documentation prior to the end of the shift.
- ☒ If you are asked a question that you do not know the answer, let the patient and/or family know you will contact the appropriate person and get back with them.
- ☒ As a student, you should not disclose test results, diagnoses, treatment, or dispositions with a patient or family unless otherwise directed by your preceptor.
- ☒ Students should not be writing orders, including verbal orders

Documentation

- Documentation—Regardless of whether an APP student has written a note, your Advanced Practice Provider Staff must write own note for the patient
- ☒ You must have your own EPIC login username and password
- ☒ In order to write a note for your staff APP to cosign, within epic
 - Go into the create notes section
 - There is a “Med Student” tab
 - Create new note under med student tab
 - From here, you can cosign to preceptor

Medication Administration

Pyxis

Medication is stored and dispensed via the Pyxis machine. Your preceptor will be able to obtain medications for you to administer to your patients, according to their Medication Worklist. Always do a ‘chart check’ prior to obtaining medications, to verify what is ordered by the physician is what is entered into the computer for that patient. **Verify the medication with your preceptor prior to giving to your patient.** Your staff APP, not your Instructor, will obtain any narcotics needed for your patient. Always remember the 7 Rights of Medication Administration in order to prevent medication errors:

- The right patient

- The right medication
- The right dosage
- The right time
- The right route
- The right indication/effect
- The right documents

Occurrence Reports

Occurrence reports are used for unexpected/unplanned occurrences which may involve you, your patients, or their family. Notify your APP preceptor immediately if there is an occurrence with your patient. Occurrences are documented online via the Safety-On-Site (SOS) application. The SOS system may be found on the Ochweb homepage under “Occurrence Reporting”

In order to improve the culture of safety throughout the hospital, Ochsner created the S.O.S. (Safety on Site) system. **This is a voluntary, online incident reporting system which helps identify occurring and potential safety risks.** Although it is often misperceived as a method for reporting only the most serious safety events, the primary value comes from identifying risks before they become safety hazards.

S.O.S. should be used by any clinician or hospital employee who sees or suspects unsafe behavior, procedures, processes or equipment. Reports through the S.O.S system go through the Performance Improvement (PI) Department which then takes steps to investigate and resolve the issue or turn it over to a clinical review panel.

The types of issues that have been reported and resolved run the gamut. They can be anything from missing exam table straps to mismarked or lost specimens to risky central line insertion technique. It can be any kind of problem or issue with a process that either did or is capable of producing harm to patients and caregivers.

Clinicians can also report safety issues simply by picking up the phone and dialing 2-SAVE (7283) or e-mailing 2save@ochsner.org. They leave a message with details of the report and can choose to include their name and contact information or leave a message anonymously. The PI department then transcribes the message and manually enters it into the incidence reporting system (SOS). Although the 2-SAVE phone line was originally intended for house staff, all physicians have access.

ATTENDANCE

Attendance for clinical is solely the student's responsibility. Students will be expected to adhere to program-specific attendance/tardiness policies. Students must follow their schools attendance and holiday policies while undergoing clinical placements at Ochsner. If the student is unable to attend scheduled shift, or if there is a change in scheduled shift, they must notify their preceptor and academic institution if indicated.

PARKING

Free parking is available for students in designated parking lots. In receiving the privilege of parking on Ochsner property, students shall comply with all parking rules and regulations. When rotating at clinic locations not listed below, do not park in areas specifically designated for patients.

Campus-specific parking information is listed below...

- **Ochsner Baptist - A Campus of Ochsner Medical Center** – Students should park in either the Magnolia or Jena parking garage. The Jena garage is preferred as it is open 24 hours a day, including weekends and holidays - park 6th floor or higher as indicated by the signage. The Magnolia parking garage is only open Monday - Friday from 4:30 am – 8:00 pm and is closed on weekends and holidays - park 3rd floor and above.
- **Ochsner Medical Center - Baton Rouge** – Parking is allowed in the following 3 areas: behind Plaza II, the front parking lot closest to the road or the parking lot between the hospital and the Clinic, on the clinic side of the road. Students are never allowed to park in physician, patient, or handicap spaces.
- **Ochsner Health Center - Elmwood** – Students may park in garage on level 3 or above. Do not park in surface lot. May park under the train trestle.
- **Ochsner Medical Center - Jefferson Highway** – Students must park in the Labarre Parking Lot 2, located on Labarre Road between Albert Street and River Road just past the only building in the lot. Shuttle buses run from 5:00 am – 12:00 midnight to transport employees/students to Main Campus on Jefferson Highway. Parking in the patient garage is STRICTLY PROHIBITED and students found to be violating this policy are subject to removal from clinical rotation.
- **Ochsner Medical Center - Kenner** – Park only in lots that are divided by a solid red line and identified as employee parking (on the Loyola street side and in back of the hospital). Visitors/families park in the areas closer to the hospital and in front of the hospital.
- **Ochsner Medical Center – Northshore** – As you are entering the facility, there is a parking lot towards the left side of the building or behind the building that may be parked in. Patient parking is front of hospital. Do not park in any of the adjacent clinic parking spaces.
- **Ochsner St. Anne General Hospital** – Students should park in the rear gravel parking lot located off of Cypress St. In the event that this Lot is filled they will be allowed to use the parking lot located next to the Family doctor Clinic on Acadia Dr.
- **Leonard J. Chabert Medical Center** - Students can park in the last two rows of the South

parking lot located off of Denley Rd. Student will also be allowed to park in both the Northwest and Southwest parking lots off of Industrial Blvd.

- **Ochsner Medical Center - Westbank Campus** – Clinical Instructor and Student parking is located in the additional Parking lots located behind St. Germain furniture Store and Diver’s Supply. Enter the Hospital Drive from Belle Chasse Hwy and follow the Emergency Dept. signs and the fence line on your right to the designated Instructor/Student/Additional Employee parking areas. Turn right at the 2nd Stop sign on the drive (road) along the fence line on your right to enter the parking area. WB Clinical Students in a clinical rotation on a **7p – 7a shift (N)**, may park on the 4th floor of the parking garage. Parking areas are patrolled by security staff. Security may be contacted for escort to the area after dark. Contact Security at your campus:

OMC- 842-safe or 842-3770

Elmwood-504-736-4928

Baptist- 504-897-4538

Westbank- 504-212-7015

Baton Rouge-225-752-2470

Kenner- 504-464-8077

Covington- 985-966-9304

Slidell- 985-646-5565

St. Anne- 985-537-6841

Chabert-985-873-1823

St. Charles-504-470-8156

Maps of each campus may be found online at <http://www.ochsner.org/search/locations/>

When rotating at clinic locations not listed above, please take care not to park in areas specifically designated for patients.

If you are working a night shift, please contact parking and security

PROFESSIONAL APPEARANCE

Students are expected to maintain an appearance that creates a professional, comfortable, and functional environment that complements the high quality of care offered at Ochsner. Students must adhere to the specific dress code designated by the programs.

1. Identification Badges: Employees **MUST** wear their OHS issued identification badge above the waist with the name, job classification, and picture visible without obstruction.

2. Personal Appearance:

a. Good personal hygiene habits must be maintained.

b. Fingernails:

i. No artificial fingernails or fingernail jewelry should be worn by health care workers in patient care areas and any employee/volunteer who has contact with patient care

supplies, equipment or food.

ii. Length of the natural nail is to be of an appropriate professional length for the individual to perform their duties safely.

iii. Polish, if worn, must be in good repair without cracks or chips. Clear polish is preferable as it allows for visible inspection of the space underneath the tip of the nail. iv. Surgical scrub personnel – fingernails should be kept short, clean and healthy. Scrub personnel shall not wear nail polish and artificial nails are not allowed (Surgery policy 7420-3-3). See appendix for affected positions.

3. Medical Apparel:

Short lab coats will be issued by the school of the student

Patient gowns or surgery gowns outside of the surgical areas are strictly prohibited as a covering over any clothing or designated required uniforms. Exceptions to this procedure may be made by the Program Director as dictated by specific clinical situations.

The guidelines presented in the Ochsner Look apply to **ALL** students for the duration of their shifts as well as when entering and leaving any Ochsner work setting (offsite locations INCLUDED). Gum chewing, eating and having personal discussions are considered non-clinical activities. Information about appropriate areas in which to conduct these activities may be obtained from your clinical coordinator. While every possible situation cannot be addressed, these guidelines are intended to provide expectations for our team. Instances may arise that are not covered in the Ochsner Look. In these instances, ask your clinical coordinator for guidance.

Failure to comply with the behaviors of student presentation shall result in dismissal.

IDENTIFICATION BADGE

Identification badges will be issued to students rotating at Ochsner's Jefferson Highway Main Campus, with a \$20 refundable deposit required. When rotating at any other Ochsner facility, students are to wear their school-issued ID badge. These badges are to be worn whenever the student is on the Ochsner campus so that security personnel, employees, patients and visitors will be able to recognize you as a student. They indicate that you are authorized to be present in clinical areas. The ID badge must be worn above the waist with the name and picture (if applicable) visible, not obscured by buttons or pins, while on duty. If a lanyard is used, it must be a solid color. The only writing allowed on the lanyard is the Ochsner name.

Please notify Security, if an Ochsner-issued ID badge is lost or damaged. A replacement ID will be provided. The replacement cost is the student's responsibility. On completion of training the students must return ID badges to the Security office and will receive a return of the deposit.

TELEPHONE USE

Personal telephone calls may be made during lunch/break times on public telephones located throughout the medical center and in various department lounges. Ochsner lines must be kept open for regular business and for emergencies. All students should answer the telephone promptly, clearly and courteously. Identify the department or area, state your name and position (student). If a call must be placed on hold, be certain to get back to the caller as soon as possible.

CELL PHONE UTILIZATION

Personal cell phone and other personal communication or entertainment devices should be turned off or placed in silent mode with the Ochsner facilities, including public areas, in offices. Headsets or ear pieces are not be worn even when not in use, during active work hours unless the device is approved as work-related equipment. Unless it is an emergency, personal calls and text messages should be made during breaks and meal periods and away from clinical, treatment and front office areas. To protect the privacy of all patients and employees, taking photographs and recording conversations is prohibited in all patient care areas. The carrying of cell phones and other messaging devices are restricted in some hospital departments, particularly those where patient care is delivered.

CONFIDENTIALITY

Confidentiality is an important aspect of professionalism. Every student has a responsibility to respect the confidential nature of the health care profession and should take extra care that discussions concerning a patient's condition or other hospital business not are conducted in inappropriate areas (hallways, elevators, etc.).

Students have a legal, moral and ethical duty to ensure a patient's privacy and to hold in strictest confidence any and all information concerning patients and their families. Requests for information from newspapers, radio or TV stations or other organizations should be referred to the Division of Public Affairs.

Secure electronic exchange of patient's medical records may be used for transmitting patient information. Electronic exchange may be used to transmit Employee Health Records to patients, doctors, hospitals or other health care providers when it is needed for their care. With a patient's consent, his/her health information will be protected and exchanged under current medical privacy and confidentiality standard procedures.

Students should not print clinical information

If information is printed, ensure identifying information is removed

A breach of confidentiality is grounds for the immediate dismissal of a student from the clinical facility

HIPAA

As a student at Ochsner, you may have access to confidential medical information. It is your

responsibility to comply with federal and state laws which protect the privacy and security of this information.

Student Guidelines for the Access and Use of Patient Health Information:

- Protected Health Information (PHI) – individually identifiable information, except where specifically excluded under the law, that is transmitted by electronic media; maintained in electronic media; or transmitted or maintained in any other form or medium, including demographic information, related to the past, present, or future physical or mental health or condition, the provision of health care to an individual, or the past, present, or future payment for such health care, which is created or received by a Covered Entity.
- Students may access only the information of patients for whom they are assigned.
- Students may use only the minimum necessary de-identified information needed to complete their assignments.
- Students may not share or discuss any patient health information with other students at their school, friends, and family members or on social media networks.
- Students may not photocopy patient health information.
- Students may not record patient information on class assignments including but not limited to:
 - Name
 - Date of Birth
 - Address
 - Phone Number
 - Social Security Number

If you have questions regarding the access and use of patient health information, contact your clinical coordinator. Students will be presented the Ochsner HIPAA guidelines and HIPAA 101 student training must be completed.

For more information, please refer to Ochsner’s Confidentiality Policy 154010-100.10 and Integrity at Work: Standards of Conduct for Ochsner Health System.

SUBSTANCE ABUSE POLICY

Purpose

This policy is set forth to maintain a safe and healthy workplace free from the influence of drugs and alcohol to protect Ochsner Health System (OHS), its employees, its patients, and the public from the consequences of drug and alcohol abuse.

Scope

This policy applies to all applicants for employment, current employees, physicians, advance practice providers, residents, fellows, students, Ochsner Fitness Center employees, Brent House Hotel employees and OHS volunteers and non-employed facility labor (“Workforce Member”).

Policy Statements

A. Alcohol and drug abuse poses a threat to the health and safety of OHS patients, employees, visitors and to the security of the health system’s equipment and facilities. To support our employees, this policy encourages employees to utilize the services of qualified professionals in

the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.

B. OHS is committed to the elimination of drug and alcohol use and abuse in the workplace. OHS recognizes that alcohol and drug abuse and addiction are treatable illnesses. Early intervention and support improve the success of rehabilitation.

C. OHS prohibits the use, possession, distribution, or sale of any illegal drugs, alcohol, or other controlled substances by any Workforce Member while on OHS Property or while operating or riding in any OHS vehicle.

OHS prohibits any Workforce Member who is Under the Influence of drugs or alcohol or who has any controlled substance, alcohol, or illegal drug present in his or her system from reporting or returning to work; Workforce Members are forbidden from operating any vehicle or other transportation equipment on behalf of OHS.

E. OHS shall remove a Workforce Member with a limit for alcohol by breath test equal to or in excess of 0.02 from the workplace after undergoing testing as provided for in this policy to provide for patient and employee safety.

F. Alcohol consumption during an Ochsner Sponsored Event, job-related conferences or conventions is discouraged by OHS and shall be limited to assure that the Workforce Member's work performance, safety and the safety of others in the workforce, as well as patients and visitors, is not jeopardized.

Please reference Ochsner policy OHS.HR.402 for further details

HARASSMENT FREE POLICY

Purpose

This policy is intended to communicate that inappropriate behavior that demonstrates harassment in any form is unacceptable and will not be tolerated by Ochsner Health System (OCHSNER).

Definitions

Harassment is offensive conduct, which may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication (i.e. obscene hand or finger gestures or sexually explicit drawings).
- Any type of physical contact when the action is unwelcome by the recipient (i.e. brushing up against someone in an offensive manner).
- Expectations, requests, demands or pressure for sexual favors, when submission to or rejection of such conduct is made a term or condition of employment, or is used as the basis for employment decisions affecting the individual.
- Conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Policy Statements/Procedures

A. Harassment of any student, employee, applicant, patient, visitor, physician or other provider on the basis of sex, race, religion, color, national origin, ancestry, disability status,

medical condition, protected veteran status, marital status, age, sexual orientation and/or gender identify, (all as defined and protected by applicable law), is unacceptable, will not be tolerated and may lead to p r o g r e s s i v e d i s c i p l i n e u p to and including termination.

B. Anyone who believes he or she is being harassed should report this to his or her immediate supervisor and/or Human Resources. Supervisors or managers who have knowledge of harassing behavior are responsible for reporting this information to Human Resources All complaints will remain as confidential as possible. No form of retaliation or corrective action will occur for pursuing a legitimate complaint of harassment.

“LIVING THE LEGACY” (TOBACCO-FREE POLICY)

Ochsner is committed to the promotion of health, which includes prevention as well as treatment of diseases, for patients, visitors and employees. The tobacco-free environment exists to reduce the risks associated with smoking and second hand smoke. In accordance with these responsibilities, the policy of OHS is to provide a tobacco-free environment.

All types of tobacco use are prohibited at all OHS facilities including community hospitals, neighborhood and regional clinics and in Ochsner Health System-owned vehicles.

SOLICITATION

The Ochsner Health System strives to establish a work environment that is productive and without undue disruption to the work day. Therefore, solicitation of any nature or distribution of any literature is prohibited during work time, or in work areas or patient care areas. Trespassing, soliciting, or distributing literature by non-employees of OHS is prohibited within OHS buildings or anywhere on its property.

- Students, visitors, patients, and other non-employees may not solicit or distribute literature on OHS property at any time, for any purpose.
- Students are not to solicit patients, visitors, employees, or medical staff on OHS property at any time, for any purpose.
- Students may not distribute non-health care/non-patient treatment literature to patients and visitors during on-duty working hours. During non-work hours, distribution of literature is not permitted in specific work areas and/or patient areas, as stated in this policy.
- Solicitation for charitable fundraising causes that benefit the community is permissible only with the written approval of the Vice President of Philanthropy.
- Any student observing solicitation activities or distribution of literature as described above is responsible for reporting it to his/her program director.

PROGRESSIVE DISCIPLINARY PROCESS

In any group of people who work together, there will be differences in work behavior. In some instances, violations of rules will occur periodically. Although only a small number of students knowingly violate rules or policies, it is still necessary to correct these situations constructively when they do occur. Reasons for disciplinary action include but are not limited to:

- Insubordination
- Excessive tardiness
- Leaving assigned area without permission
- Unacceptable personal conduct
- Unsatisfactory performance
- Violation of rules
- Failure to call in for illness/emergency
- Unsatisfactory attitude

All students who continue with inappropriate conduct will be dismissed and will be subject to the corrective action set forth by your academic school.

VERBAL WARNING: In private, the clinical coordinator will discuss with the student what (s)he is doing wrong and tell the student what needs to be done to correct or improve the situation.

A student can be dismissed immediately for any of the offenses listed above even if there is no prior record of wrongdoing. A student may also be dismissed for continually breaking minor rules after being counseled by his/her clinical coordinator.

SAFETY AND SECURITY

A safe, healthy and accident-free environment for patients, employees, students and visitors is a goal to which Ochsner is dedicated. The following safety guidelines have been established:

- Do not run or take part in horseplay.
- Keep work areas clean and orderly.
- Dispose of needles and other sharp instruments in proper containers; never put them in trashcans.
- Avoid lifting heavy, bulky objects unless you have help from another person or use a mechanical device designed to do the work.
- Always use personal protective equipment such as gowns, gloves, masks, and other devices provided for personal protection.
- Report hazardous conditions such as foreign objects, water spills and floor defects to the department supervisor or to Safety and Security immediately. If possible, try to wipe up small spills.
- Do not have or use alcoholic beverages, illegal drugs or weapons on Ochsner property.
- Report any suspicious activity to Ochsner Security immediately. Remember, if you *see something, say something*.

An Ochsner security program has been set up for the protection of patients, employees, students, visitors and their personal belongings. The security force is also on hand to keep order, enforce

regulations and protect Ochsner property.

All students are expected to take an active part in this security program. All personal property and belongings as well as Ochsner's property should always be left secured. The Security Department should be notified whenever any wrongdoing is suspected. To keep security risk at a minimum, Ochsner reserves the right to inspect packages, lockers and any other items.

SEVERE WEATHER/DISASTER POLICY

Students are to adhere to the disaster plan, put in place by their schools. In conjunction with the schools' policies, in the event of severe weather or an area disaster and if necessary, the students will be dismissed in adequate time to evacuate to a safe location.

INFECTION CONTROL

- **It's Everyone's Business**
- Hand Washing: The *most important* measure you can use to prevent the spread of infection.
- Wash hands for 10-15 seconds, using hospital approved soap, rinse under running water, use paper towels to dry and use a clean paper towel to turn off the faucet. You can also use any hospital approved alcohol based hand gel for hand hygiene if soap and water is not available, except for C-Diff.
- **Wear Gloves**
 - When touching blood, body fluids, mucous membranes, or non-intact skin of all patients
 - When handling items or touching surfaces contaminated with blood or body fluids
 - Wash hands before and after removing gloves
- **Wear Gown/Aprons (fluid resistant)**
 - During procedures that are likely to generate splashes of blood or other body fluid
- **Wear Masks and Protective Eyewear**
 - During procedures that are likely to cause splashes of blood or other body fluids (to protect the mucous membranes of the eyes, nose, and mouth)
- Isolation Precautions: Airborne, Contact, Special Contact (CDiff) and Droplet
- View Ochweb on the computer for more infection control information which can be found at <http://ochpoint/infectioncontrol/default.aspx>

NATIONAL PATIENT SAFETY GOALS

- Goal 1
 - Improve the accuracy of patient identification
 - We use name and date of birth as our patient identifiers
 - Used when administering medications, collecting blood samples and other samples for testing.

- Containers used for blood and other specimens are labeled in the presence of the patient.
- Goal 2
Improve the effectiveness of communication among caregivers
 - Timely report of critical results
 - Read back of verbal results
- Goal 3
Improve the safety of using medications
 - Label medications and solutions that are not immediately administered
 - Label should include
 - Medication name
 - Strength
 - Quantity
 - Dilatant and volume
 - Preparation date
 - Expiration time or date
 - Patient name or date of birth
 - Reduce the likelihood of patient harm associated with the use of anticoagulation therapy
- Goal 4
Reduce the risk of health care-associated infections
 - Improve compliance with hand hygiene
 - Implement evidence-based practices to prevent central-line associated bloodstream infections
 - Implement evidence-based practices to prevent surgical site infections
- Goal 8
Accurately and completely reconcile medications across the continuum of care
- Goal 9
The hospital identifies safety risks inherent in its patient population
 - Identify patients at risk for suicide

EMERGENCY NUMBERS

- **Emergency Phone Numbers (when dialed from any in-house telephone):**
 - Baptist Campus – 4222
 - Baton Rouge Campus – 1111
 - Baton Rouge (Summa Clinic) – 78666
 - Covington Clinic - 50600

- Elmwood Campus –911
- Jefferson Highway Campus - 4444
- Kenner Campus – 3333
- Chabert - *5
- Northshore Campus –33
- St Anne Campus – 100
- St Anne Clinic - 911
- Westbank Campus –66
- Neighborhood Satellite Clinics – 911

SAFETY CODES & PROTOCOLS

- **Code Red:** FIRE/Explosion/Smoke Emergency or Fire Drill
 - Follow RACE procedure
 - Rescue** the patient
 - Activate** the alarm. Activate the nearest alarm pull box, and call the emergency number, giving your name, exact location, type and extent of fire.
 - Confine** the smoke and fire. Close the door to affected area and all rooms on the floor.
 - Extinguish** the blaze. Know locations of fire extinguishers on the unit.

- **Code Yellow:** External Disaster (Mass Casualty/Large Account); report to your assigned area and await further instructions.

- **Code Black:** Bomb Threat; report to your assigned area and await further instructions.

- **Code Blue:** Cardiac Emergency; initiate BLS until Code Team arrives

- **Code Pink:** Infant /Child Abduction; monitor exits and report persons with bulky clothing and/or packages large enough to conceal an infant/child

- **Code White:** Security Alert-Combative Person without Weapon; Hostile/combative person; additional personnel needed, students should not respond.

- **Code Silver:** Active Shooter; Run, hide, fight. The Police Department has total authority in a hostage situation. Do not enter this area.

- **Code Orange:** Hazardous Material; report to your assigned area and await further instructions.

- **Code Gray:** Severe Weather; report to your assigned area and await further instructions.

- **Code Navy:** Patient Elopement; monitor exits and report person wearing hospital gown

and/or patient ID arm band.

Material Safety Data Sheets (MSDS)

The MSDS sheets are located in the “Safety” Department of Ochweb. On Ochweb, click on the tab along the top that reads “departments” Next, click “safety”

At the top of this page is a link to MSDS Database for Ochsner

Patient Arm Bands

- **Red** Check allergies
- **Yellow** At high risk for falling
- **Pink** Restricted extremity (limited use)
- **Green** Latex allergy
- **White** Standard patient identification arm band
- **Orange** Communication Impaired

Procedures for communicating with a Deaf or Hard-of- Hearing patient or family member

- Identify services needed
- For a sign language interpreter, call the Deaf Action Center Phone: (504) 615 –4944 or Page: (504) 310 – 6868
- Whenever possible, request services in advance. Last minute requests are charged at a higher rate, and we are still charged for cancellations made within 24 hours of the scheduled time.
- The DAC will do their best to send someone for last minute requests, but there is not always someone available, and it could take an hour for them to arrive.
- If “face to face” interpreter is not available, utilize the Video Remote Interpreter by contacting the administrative coordinator at extension 7034.
- Complete appropriate forms and documentation in Epic in the Interpreter Flowsheet
- **Services are free of charge TO THE PATIENT.**
- For tracking purposes, call extension 5099 to report any Deaf or Hard of Hearing patients
- People
- MAARTI
 - 2 at OMC Jefferson Highway
 - Call the International Dept. 23719
 - Use of MARTTI Interpreter should be documented just as it would be with an in-person interpreter
 - Each interpreter should have an ID number that should be noted in the patient’s chart
 - Keep in mind that note-taking will not be 100% accurate as the grammar they will use is different from what you are used to

Procedures for communication with a limited English proficiency (LEP) patient

- Ochsner ensures equal access to LEP patients by providing effective means by which LEP

patients can communicate with Ochsner personnel

- In order to ensure effective communication and to protect the confidentiality of patient information and privacy, the patient will be informed that the services of a qualified interpreter are available to him/her at no additional charge
- Language services are available 24 hours/day, 7 days per week through at least one of the following:
 - 1. In-person, staff interpreter;
 - 2. Ochsner employee who is deemed competent after completing the International Department Assessment form;
 - 3. Agency interpreter;
 - 4. Language Line over-the-phone interpreter
 - Dial 1-800-643-2255
 - Enter 6 digits Client ID # 205821
 - Ask for desired language give your Name & Extension
 - Document interpreter ID!
 - Can be requested/connected through the International Department
 - 5. Video Remote Interpreter

For details regarding how to request and use an appropriate interpreter resource, details regarding consent forms and written documents, as well as documentation, please refer to policy OMC.IHS.001 Interpreters for Patients with Limited English Proficiency which can be found on Ochweb under the “Policies” tab.

There are no exceptions to this policy. Failure to comply with this policy may result in disciplinary action up to and including termination of employment for employees or termination of contract or service for third-party personnel, students or volunteers.

HEALTH REQUIREMENTS AND EXPECTATIONS

- Annual Flu
- Mask Fit Testing
- TB Surveillance

WORK RELATED ILLNESS/INJURY & RETURN CLEARANCE

A **work-related incident** is any mishap or occurrence associated with work which results in, or could have resulted in, injury, illness or property damage. This would include, but is not limited to, falls, punctures, strains, rashes, equipment malfunction, exposures or infections directly linked to patients.

Accidents involving students while on duty or on the Medical Center premises must be immediately reported to the supervisor/instructor. An Employee Work-Related Accident Report form must be completed to provide maximum protection to the student and the Medical Center.

OCCURRENCE REPORTING PROCESS

1. Immediately notify your program faculty and preceptor.
2. A work-related accident/illness form must be completed and sent with the student if medical attention is requested. If medical attention is not requested, the form must be completed by end of shift or within 24 hours. The Safety on Site occurrence reporting system should be used, which is available on Ochweb.
3. If medical attention is requested, the student will go to the Employee Health Department for assessment and recommendations during normal business hours or the Emergency Department as directed for after hours.
4. For blood and body fluid exposures, follow protocol found on the Ochweb website. The link is located under the SOS reporting tab. It is very important to obtain the source's blood as soon as possible so that the need for PEP meds can be determined. If PEP meds are indicated, the student should go to the Emergency Department for treatment. The student must report to Employee Health as soon as possible or if exposure occurs after hours, report to Employee Health the next business day.

EMPLOYEE HEALTH PHONE CONTACTS

Elmwood: (504) 842-3628

Baptist: (504) 897-5963

Baton Rouge: (225) 755-4443

Kenner: (504) 464-8785

Jefferson Highway (New Orleans): (504) 842-5704

Northshore: (985) 646-5364

Covington: (985) 898-7032 Ext. 57032

St. Anne: (985) 537-8367

Westbank: (504) 391-5349

Chabert: (985) 873-2188

St. Charles: (985) 785-3730

STUDENT ROTATION COMPLETION

Upon completion of training, students must be free of obligations to Ochsner. All Ochsner property, including library and program books as well as scrubs, etc., must be returned. All Ochsner ID badges must be returned to Security upon completion of the rotation. Security deposits will only be refunded when ID badges are returned. Epic access will be removed. Under no circumstances should a student retain their ID badge.