

# UCHealth

# Clinical Student Handbook

Updated 12.2019

# Welcome to UCHealth!

We are proud to partner with your school to provide for your clinical learning experience.

Enclosed you will find information related to our policies, emergency information, safety resources, and key information for students. We hope you find this handbook a valuable resource as you begin your clinical experience. Your feedback is important to us, please contact our Professional Development team if there are areas we need to address in our effort to create an optimal learning environment.

Sincerely, UCHealth Professional Development

# About UCHealth

Leading the region in specialty care and referral, affiliating members of University of Colorado Health include:

- University of Colorado Hospital, Aurora, CO
- Poudre Valley Health (PVH) System, Fort Collins, CO
- Medical Center of the Rockies, Loveland, CO
- Memorial Hospital, Colorado Springs, CO
- Greeley Hospital, Greeley, CO
- Yampa Valley Hospital, Steamboat Springs, CO
- Pikes Peak Regional Hospital, Woodland Park, CO

Community-based services provided by;

- Broomfield Hospital
- Grandview Hospital
- Highlands Ranch Hospital
- Longs Peak Hospital
- Memorial Hospital North

Numerous UCHealth Medical Group and Hospital affiliate Primary Care, Specialty, and Urgent Care Clinics

Our system is continually growing to meet the healthcare needs of all Coloradans and provide services throughout the Rocky Mountain Region.

The logo for UCHealth, featuring the word "uchealth" in a lowercase, red, sans-serif font. The "u" and "c" are connected by a horizontal line, and the "h" is slightly larger than the other letters.

# Clinical Experience At UCHealth

**Approach your clinical experience as a working interview and abide by  
UCHealth Standards of Excellence at all times.**

Requirements prior to beginning your clinical rotations at a UCHealth facility vary and should be coordinated through your academic program's Clinical Placement Office, Clinical Instructor and the UCHealth facility Student Placement Liaison.

Student responsibilities include:

- Maintaining AHA BLS and health/safety requirements
- Completing systems access and other facility documentation on time
- Completing clinical hours within the allotted timeframe
- Introduce self and student role to patients and family members
- UCHealth issued Student Badge and/or School ID visible at all times

*The Patient Handbook and General Consent Form explain to patients that we have students in clinical practice. The patient always has the right to decline care by a student, and they have the right to know the identity of all their caregivers.*

# Standards of Excellence

## Service

- I am here to serve my customers
  - Prompt, friendly, and quality service*
- I communicate in a respectful and professional manner
  - Nonverbal communication is as important as what I say*
- I promptly respond to patient requests, phone calls, and customer needs
- I anticipate patients' and others' needs, working to prevent problems and remove barriers
- I communicate frequently about how long a patient, visitor or colleague may expect to wait
- I walk guests to their location and seek out those who look lost.

## Quality

- I respect the confidentiality of patients and colleagues
- I report concerns and take appropriate actions to eliminate patient, visitor, and/or employee safety hazards
- I keep the facility and my work area neat, clean, presentable, uncluttered, and safe
- I identify opportunities and solutions for service and safety improvements in my work area and assume accountability for our success
- I seek to understand and improve core measures, quality metrics, best practices, patient satisfaction measures and employee engagement measures.
- I take appropriate action when public areas do not meet these standards

## Team

- I listen to understand and respond in a compassionate manner
- I encourage my colleagues and offer words of praise for excellent work
- I partner with my colleagues to manage the workflow of my team and willingly pitch in to help others
- I help new or less experienced colleagues feel welcome
- I thank others for their time and efforts

# Standards of Excellence

## Personal

- I take responsibility for my attitude and actions
- I treat others with dignity and respect; rudeness is not acceptable
- I am supportive and flexible when change occurs
- I look for opportunities to further my learning
- I do the right thing because it is the right thing to do, whether anyone is watching or not
- I take responsibility to use UCHealth resources appropriately
- I take steps to maintain personal health and wellness
- I deal with conflict in a constructive manner and welcome personal feedback to improve performance and relationships
- I consistently carryout my work duties to the best of my ability, skills and training, understanding that my work makes a difference in the care of our patients

## Communication

- I maintain a positive image and follow the UCHealth dress code
- I wear my badge so it is easily read by patients, visitors, and colleagues
- Anytime I am in uniform or have my badge on, I represent UCHealth in a positive light
- I show respect to all members of the UCHealth team including volunteers, employees, managers, medical staff, students, and others
- Before I speak, I consider who might be listening and what is appropriate in that situation
- I keep current on organization information

# **Mission**

We improve lives.

In big ways through learning, healing and discovery.

In small, personal ways through human connection.

But in all ways, we improve lives.

# **Vision**

From health care to health.

# **Values**

Patients first

Integrity

Excellence

# Cosigning Student Documentation

## Student

- Completes physical assessments (as appropriate to healthcare discipline)
- Provides care to patients
- Charts findings in Electronic Health Record (EHR)
- Collaborates with primary preceptor regarding assessment findings (as appropriate to healthcare discipline)
- Reviews all charting with primary preceptor and identifies correct information
- Charts in a timely manner to allow primary preceptor time to review and co-sign all charting
- Administers medication with a licensed healthcare provider (as appropriate to healthcare discipline)

## Primary Preceptor or Clinical Instructor

- Completes an independent physical assessment
- Collaborates with student regarding assessment findings
- Documents any additional assessment findings and/or care provided
- Co-signs ALL student documentation
- Supervises and co-signs ALL medication administration

# Student Dress Code

**Students must comply with the UCHealth Dress Code and Professional Appearance Policy at all times within our facilities.**

- Hair
  - Clean and groomed
  - Color or style may not be extreme
  - Adhere to departmental guidelines and regulatory requirements for areas requiring a hair tie, net or cap
- Jewelry
  - Must not jeopardize or interfere with patient safety-- anyone providing patient care may be required to limit jewelry and accessories for safety reasons
  - Ear piercings, including studded earrings and small hoops, must be discreet and not create a safety hazard--no more than three (3) items may be worn in an ear at one time.
  - Gauged or plug earrings must be less than  $\frac{1}{4}$  inch in diameter
  - A small nose stud may be worn--any other visible jewelry worn in piercings, including the tongue, is prohibited
  - Pins, buttons, jewelry, emblems, or insignia bearing a political, controversial, inflammatory, or provocative message are not permitted..
- Tattoos
  - If excessive or potentially construed as vulgar or offensive, must be covered at all times
- Nails
  - Artificial nails are not allowed for patient care providers

Please visit **The Source** for more information



# Standard Precautions



Perform Hand hygiene:  
Wash hands or use hand gel



Practice Standard precautions at all times and use appropriate PPE for special precautions (Contact, Droplet and Airborne)



Cleaning and decontamination of environment and equipment



Appropriate disposal practice to prevent exposure to staff

# Hand Hygiene

Alcohol based hand gel is readily available

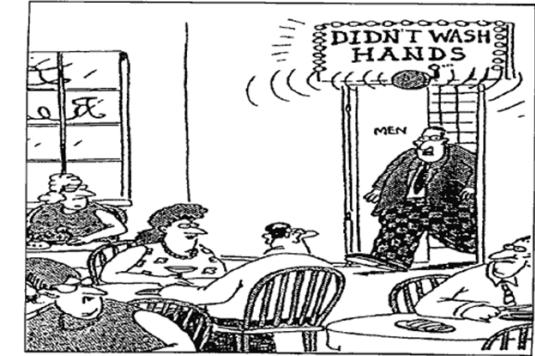
**Should be used (at the minimum):**

- When entering and exiting a patient's room
- Before and after coming into contact with any bodily fluids
- Before and after applying gloves

**Should not be used:**

- When hands are visibly soiled
- After using the restroom
- When caring for a patient with C.difficile

**Soap and water is appropriate in every situation**



# Personal Protective Equipment (PPE)

- Anything necessary to protect yourself from anticipated exposure
  - Gloves
  - Gowns
  - Face shield
  - Mask
- STOP and READ signs posted on the patient's door for Infection Control Instructions regarding Transmission Based Precautions **in addition** to Standard Precautions

# Infection Prevention

## Equipment

- Use disinfectant wipes frequently on keyboards, work stations, telephones, etc.
- Clean/disinfect all medical equipment between patients
  - Use bleach wipes for equipment used with patients under Special Precautions

## Waste Handling

- Dispose of items soaked with blood or other body fluids in Red bag (biohazard) containers
- Linens are placed in blue, leak proof bags
- Hazardous waste is placed in leak proof bags in yellow containers
- Review “Infectious/Regulated Medical Waste Management” on **The Source**

## Special Considerations

- **Needle stick or bodily fluid exposure--** Notify supervisor and/or Clinical Instructor immediately
- **MRSA** –Contact precautions for both infected and colonized patients (may add mask/eye protection if needed)
- **VRE**—Follow procedures to “clear” after antibiotics have been completed
- **Clostridium difficile (C.diff)**—forms environmental spores-use bleach wipes on equipment/surfaces and soap and water on hands
- **Patient Transport**—refer to hospital policy on Transportation of Isolation Patients to protect your patient, visitors, other providers and yourself

# Corporate Compliance

## The UCHealth Compliance Plan:

- Has been carefully designed to prevent violations of the law, whether intentional or unintentional, and to detect and correct any irregularities.
- Must be followed by Board of Trustees, members, employees, volunteers, medical staff and other agents
- Standards and procedures are enforced through appropriate disciplinary actions up to and including termination
- Staff and students can report irregularities or possible criminal conduct without fear of retribution through [The Integrity Helpline \(855\) 824-6287](#)

## Diversity:

- At UCHealth, we appreciate and value all people for their skills and uniqueness including gender, race, age, ethnicity, physical ability, religion, sexual orientation, education and socio-economic status.

## Patient Representative:

- Can be reached between 0800 and 1630 Monday-Friday (refer to unit/clinic/department leadership for specific number)
- For issues on weekends or after hours
  - If it can wait, please leave a message and the Patient Representative will return the call as soon as possible
  - If it cannot wait, contact the Nursing House Supervisor

# HIPAA and You

**Establishes patient confidentiality and improves the efficiency and effectiveness of the nation's health care system**

- Clinical Staff and Students:
  - May only view patient information as it relates to the direct care of their assigned patient(s)
  - Cannot share or personally use any patient information
  - Maintain confidentiality concerning all conversations and events involving doctors, nurses, and/or others with whom you come in contact
  - Cannot discuss personal information with friends, relatives, staff or other students except as required to provide continuum of patient care
  - Cannot look up information about a patient for whom they are not directly responsible for providing care
  - Cannot use computer systems to obtain health or medical information about themselves, family members, friends, etc
  - Cannot copy medical records
  - Cannot photograph patients unless the photographs are for treatment purposes (wound care, documentation of treatment of an abused patient, etc.)
  - Must ensure paperwork with confidential information is covered and protected and disposed of in locked shred bin once no longer needed
  - Ensure that computer screens are not left open to the public
  - Ask for **and verify** patient ID # (4 digit number provided to patient on admission) prior to discussing patient information

# Alcohol and Drug Use

- To maintain our vital interest in quality patient care, UCHealth is committed to a drug-free workplace
- No student may use illegal drugs
- Any use of drugs or alcohol by students which interferes with or adversely affects work performance will not be tolerated
- Reporting to your area under the influence of alcohol or drugs, or possessing, manufacturing, dispensing, selling or using them on any UCHealth premise will result in immediate dismissal from your clinical rotation and notification of your school

# Smoke Free Campus

- No smoking or use of tobacco at UCHealth facilities and property for staff and students
- If you must smoke:
  - It cannot be during clinical time
  - You must leave UCHealth property
  - You may not return smelling of smoke

# Interpretive Services

Denver Metro	North	South (Memorial)
720-848-1018	MCR: 624-1329 -or- 624-1324	719-365-2690
Interpreter Request Form on <b>The Source</b> <b>Language Line: Video Interpretation</b> (utilized in all UCHealth entities)	PVH: Phone--495-8223 Page—202-5400 Greeley: 970-652-2574 Yampa Valley: 970-871-3241 LPH: “Using Vocera- call ‘Interpretive Services’”	<a href="mailto:Hector.moreno@uchealth.org">Hector.moreno@uchealth.org</a> with translation questions/requests

- All non-English speaking and hard of hearing patients have the right to a free, professional interpreter
- Employees not tested and certified as interpreters by UCHealth may not be used to interpret due to the potential for misinterpretation
- Families and friends of patients cannot be used as interpreters unless the patient signs a form waiving their rights to a legal medical interpreter
- Minors should **never** be used as interpreters

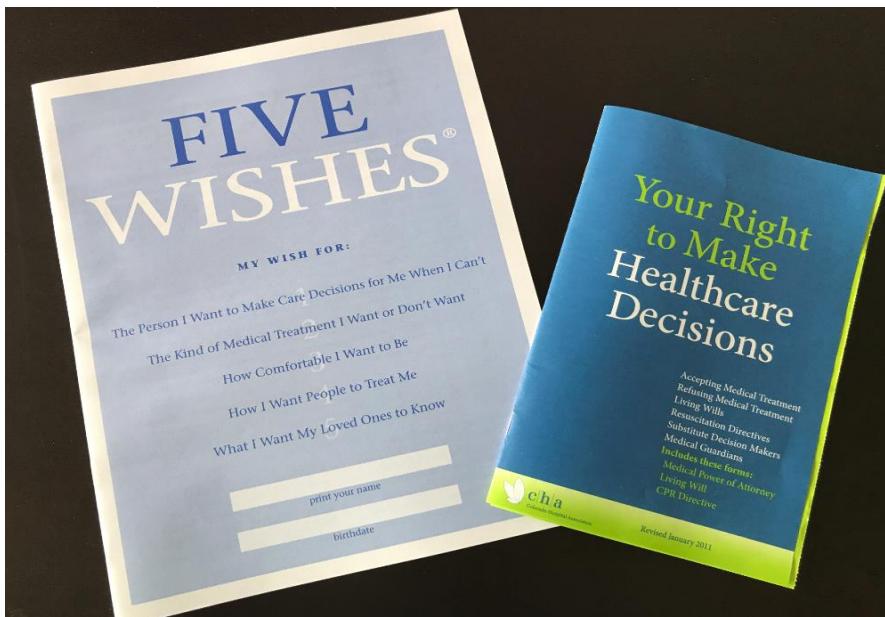
**For more information related to additional locations  
refer to Interpreter Services on  
The Source**

# Spiritual Care

- Patient's spiritual and emotional needs are increasingly recognized as related to overall patient satisfaction, improved recovery, overall health and decreased use of medical resources (1.)
- The Spiritual Care department has relationships with local Christian, Jewish, Islamic, Buddhist, and other faith groups.
- Chaplains serve on a variety of committees (Ethics Committee, the Children's Hospital Bereavement Committee, Palliative Care Committees, Patient Experience Teams, etc.) and provide in-depth and expert care for patients, families and staff in a variety of situations:
  - Palliative, End of Life Care and Tissue Donation (all chaplains are Tissue Requesters and provide support and help with funeral arrangements)
  - Inter-faith and inter-cultural considerations, rites or rituals (baptism, communion, prayer, meditation, anointing, etc.)
  - Conflict resolution and Critical Incident Stress Management
  - Suicide and other mental health issues
  - Bereavement and grief
  - Emotional and spiritual support
  - When a difficult ethical decision needs to be discussed or advanced directives need to be made
  - Facilitating discussions about new diagnoses, surgery, procedures, and difficult decisions/questions "why is this happening to me?"
  - Whenever a staff member needs support

# Advanced Directives and Bereavement

Assist your patients in determining someone to make medical decisions for them in the event that they are unable to make decisions for themselves by helping them fill out a Medical Durable Power of Attorney (MDPOA). As a student, you would not act as a witness on these documents.



## 10 Things To Do When Someone Suffers a Loss

1. Acknowledge what has happened
2. Listen. Listen. Listen
3. Respond in your own authentic way
4. Accept the other as he or she is
5. Offer to help, and make your offers specific
6. Allow the other his or her privacy
7. Relate to the other as a whole person
8. Trust the other to lead you
9. Carry the other in your heart and soul
10. Open yourself to what this experience holds just for you

# Compassionate Patient Care

- Treat all patients as individuals
- Consider family members and visitors in your clinical interactions, observe for clues as to the effectiveness of your communication
- When communicating with patients and visitors please be sensitive to age appropriateness
- All interactions with patients, families, employees, volunteers, etc. should be conducted with the utmost respect
- Neither abuse of patients nor any disruptive behavior by a practitioner or individual will be tolerated
- Notify your supervisor or clinical instructor immediately to report inappropriate behavior

# National Patient Safety Goals

- Established in 2002 by The Joint Commission to help accredited organizations address patient safety concerns
- Ensure patient safety through evidence-based practice, established standards of care, and research endeavors
- For more information on the National Patient Safety Goals (NPSGs) go to:
  - **The Source**
  - [https://www.jointcommission.org/facts\\_about\\_the\\_national\\_patient\\_safety\\_goals/](https://www.jointcommission.org/facts_about_the_national_patient_safety_goals/)

# Research Information

- UCHealth research policies ensure the ethical treatment of human participants in research
- Faculty and students in need of information on Institutional Review Board (IRB) applications should visit The Source or the Research Compliance website at <https://thesource.uchhealth.org/Departments/ResearchAdmin/Pages/institutional-review-board.aspx>

# Parking Policy

- Students and Clinical Instructors are **never** allowed to park in Patient/Visitor Lots
- Parking outside of designated areas may result in fines and or towing
- Visit **UCHealth.org/UCH Student Resources** for maps and policy information

Metro Denver	<b>Students and Clinical Instructors who have purchased parking through UC Denver Parking Services may use UCD Parking lots-Otherwise use designated paid lots (ie. Cheyenne Wells)</b>
North	PVH: Employee lots located on East side of building—indicated by signs
	MCR: West or north side of building, indicated by yellow lines
	Long's Peak/Greeley: North side of hospital in designated employee parking
Memorial	Central: Students and Clinical Instructors at Memorial Central location must use MEL (Memorial Employee Lot) off campus @ 2050 Kidskare Pt. Colorado Springs, CO 80910. Nights and Weekends shifts may park in the parking structure on levels 5 and 6
	North: Northwest side at garden level of hospital
Yampa Valley	West side of the parking lot in designated employee parking

# Safety: Security on Patrol

- After-hours escorts for staff, patients, and visitors as requested.
- Patrol the facilities, including the inside of the hospital, the outside perimeter, parking lots and garage for any security issues or safety hazards.
- Guest and staff assistance, including providing direction and information.
- Conduct preliminary investigation of incidents, such as assaults, thefts, and accidents.
- Respond to incidents, accidents and panic alarms.
- Unlock doors for the appropriate staff members
- **Valuable Pick-Ups** If a patient is staying in the hospital and has some valuable items they would like to have locked up, please contact Security to have them secured.
- If a valuable item is found, contact Security and we will treat it like a valuable turn in. Do not put it in your lost and found.
- To have the valuables returned to the patient, please contact Security

## Lost and Found:

- Each department is responsible for securing items lost in their area
- Call the **Lost and Found Hotline** if you find an item

**Metro:** 720-848-2458

**North:** 970-495-7346

**Yampa Valley:** x3241

**Long's Peak/ Greeley:** from a facility phone: 8-9900 and "Call Security"

**Memorial:** 719-365-2473

**ucchealth**

# Security

- Students are required to wear picture ID badges while on UCHealth property. Badges are to be worn above the waist and visible at all times. Badges must be free of any “stick on” decorations
- Report any suspicious or potentially violent activity immediately
- Never use Security as a threat. Security is there to assist, not hurt people
- Every student is a member of the security team; security is the responsibility of all personnel
- If there are any security concerns contact Security Dispatch
- If your situation is an emergency, call the facility's Emergency number and report it as a STAT call. Explain the situation to Security so they can respond appropriately. ***If you are an offsite location, call 911.***

	Denver Metro	North	Memorial
Dispatch	8-7777	PVH: 5-7452 / MCR: 4-1055 / Greeley: 970-652-2222	5-5000
Emergency	911	66	811

- Please stay on the line to provide dispatch with any needed information
- Security will respond as quickly as possible and assist in resolving the issue

# Emergency Response Codes

UCHealth Code		Overhead	Internal	Regional Only	Script
Active Shooter	Code Silver	•			"Attention, all staff: Code Silver - (location)"
Bomb Threat	N/A		•		N/A
Cardiac Arrest (Adult/Infant)	Code Blue	•		•	<b>Northern CO (adult) and CO Springs only:</b> "Attention, all staff: Code Blue - (location)"
Disaster/Emergency	Code Yellow	•			"Attention, all staff: Code Yellow Plan in effect"
Emergency Staff Assist	Code Gray	•		•	<b>Northern CO and CO Springs only:</b> "Attention, all staff: Code Gray - (location)"
Facility Evacuation	Relocation	•			"Attention, all staff: Relocation - (location)"
Fire	Code Red	•			"Attention, all staff: Code Red - (location)"
Hazardous Material Spill	Code Orange		•		N/A
Infant/Child Abduction	Code Pink*	•			"Attention, all staff: Code Pink - (location)"
Lockdown	N/A		•		N/A
Severe OB Hemorrhage	Code White	•		•	<b>CO Springs only:</b> "Attention, all staff: Code White - (location)"
Severe Weather	Weather Plan	•			"Attention, all staff: Weather Plan is in effect - (type of weather)"
Violent Intruder	Security Assist	•		•	<b>Northern CO and CO Springs only:</b> "Attention, all staff: Security Assist - (location)"

## Metro Denver

- **Outpatient areas: 911**
- **Inpatient areas: 8-5555**

## North

- **66**

## Memorial

- **811**

## Offsite Locations

- **911**

The acronym **FAST** is a reminder to look for signs of a stroke in the Face, Arms, and Speech and to remember the importance of Time in responding to a stroke.

Know the signs of stroke.  
Think **F.A.S.T.**



Face drooping. Look for an uneven smile.  
Arm weakness. Check if one arm is weak.  
Speech difficulty. Listen for slurred speech.  
Time to call stroke alert. Call 911 if off-campus.

# Medication Safety

To ensure the utmost care and safety of all UCH patients:

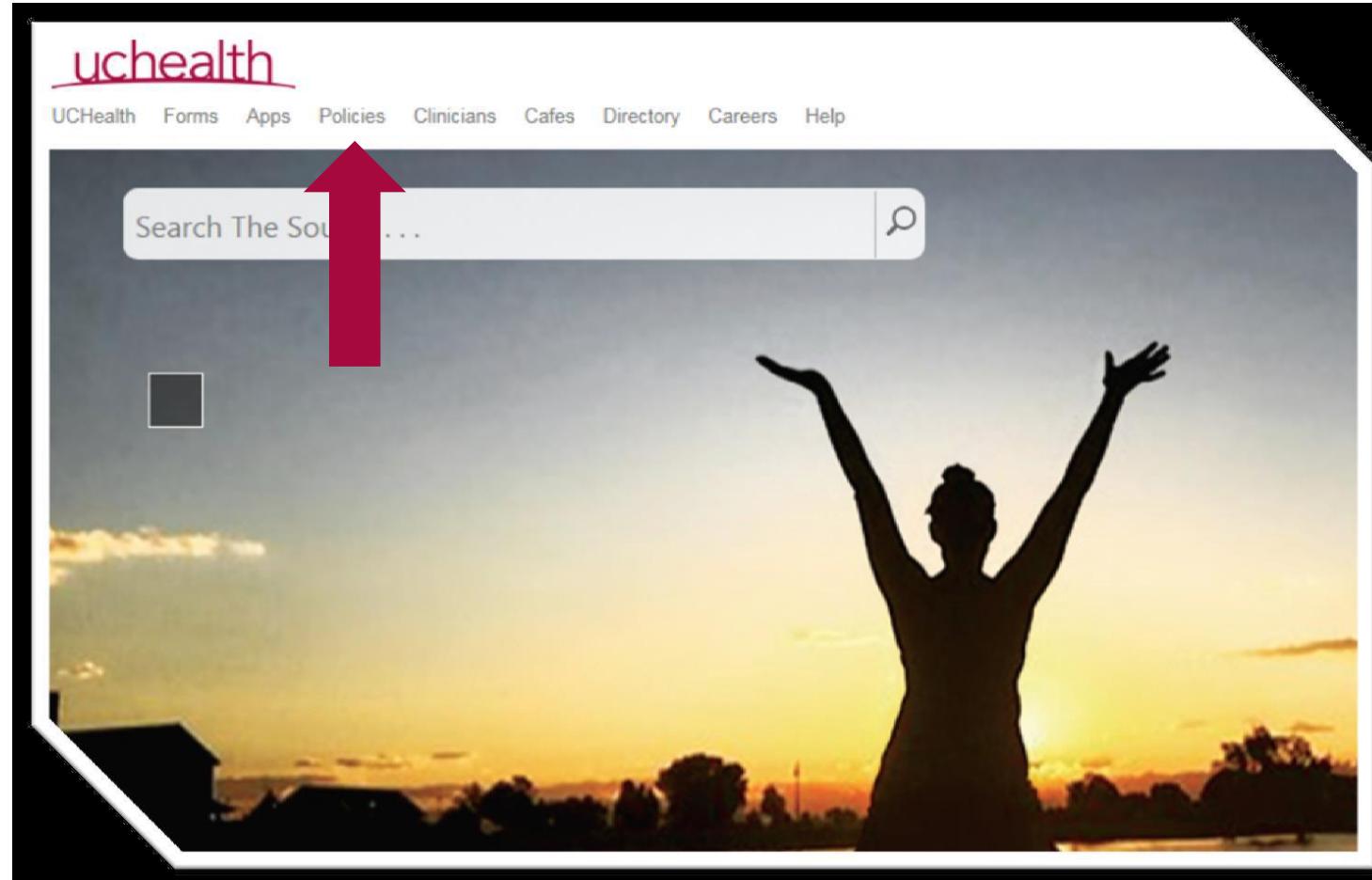
- To reliably identify the individual and match the service or treatment to that individual, utilize **TWO** patient identifiers for all medication administrations, blood products, specimens, all interventions and procedures
  - Patient Name and Date of Birth (validate these with the patient)
  - Medical Record Number (compare armband and order/MAR)
- **Always** Perform the **SIX** rights of Safe Medication Administration



# The Source

More information and policies are available to you online at:

**thesource.uchealth.org**



# UCHealth Student Clinical Contacts

Location	Name	Email	Phone
UCHealth - Metro	Kathy Foss	<a href="mailto:Katherine.foss@uchealth.org">Katherine.foss@uchealth.org</a>	720-848-6645
UCHealth – North Yampa Valley	Anetria Cain Sarah Clemons	<a href="mailto:Anetria.Cain@uchealth.org">Anetria.Cain@uchealth.org</a> <a href="mailto:Sarah.Clemons@uchealth.org">Sarah.Clemons@uchealth.org</a>	970-495-8206 970-871-2451
UCHealth - South	Amanda Leotta Lisa Podoll	<a href="mailto:Amanda.leotta@uchealth.org">Amanda.leotta@uchealth.org</a> <a href="mailto:Lisa.podoll@uchealth.org">Lisa.podoll@uchealth.org</a>	719-365-6962 719-365-6731
UCHealth Medical Group – Metro	Denise Chacon	<a href="mailto:Denise.chacon@uchealth.org">Denise.chacon@uchealth.org</a>	
UCHealth Medical Group - North	Christy Ruffell	<a href="mailto:Christy.ruffell@uchealth.org">Christy.ruffell@uchealth.org</a>	
UCHealth Medical Group – South	Hannah Menges	<a href="mailto:Hannah.menges@uchealth.org">Hannah.menges@uchealth.org</a>	
UCHealth Medical Group – Urgent Care	Amanda Zenisky	<a href="mailto:Amanda.Zenisky@uchealth.org">Amanda.Zenisky@uchealth.org</a>	

# ACKNOWLEDGEMENT

**By signing this document, I acknowledge that I am responsible for having read this handbook in its entirety.**

**I further understand that it is my responsibility to communicate any and all concerns, unusual occurrences, issues or safety incidents immediately to the supervisor or other in-charge personnel on each unit I am assigned to.**

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Print Student Name

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Signature / Date