

Virginia Mason Student and Instructor Orientation Guide



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CommonSpirit Health and Virginia Mason Franciscan Health (VMFH)

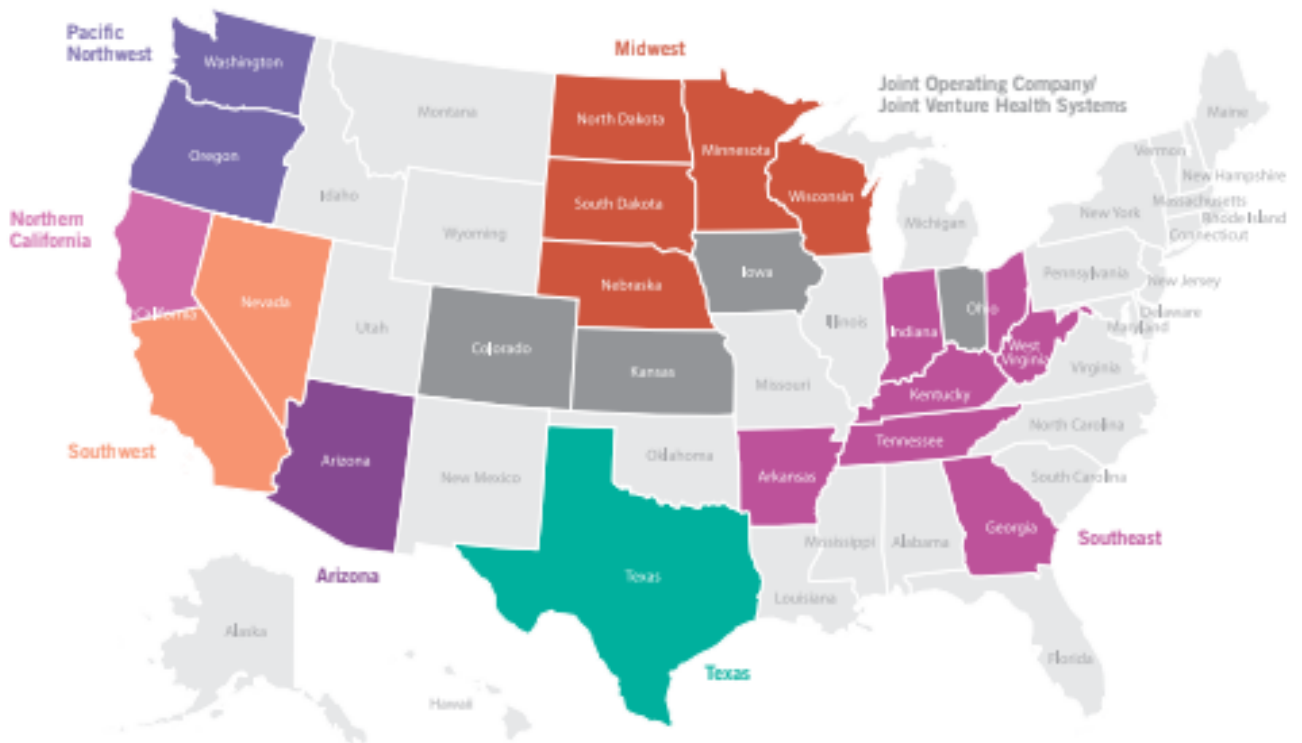
Virginia Mason Franciscan Health is part of the Pacific Northwest division of the CommonSpirit Health ministry.

We are united by a common sense of purpose to improve the health of our communities, to care for those who are most vulnerable, to treat every patient with kindness, empathy and respect.

Our integrated health system will increase access with more than 300 care sites in Western Washington and will focus on quality, safety, and the patient experience.



CommonSpirit Health Regional Map



Our Story



More than a century ago, two hospitals were built on a shared vision: to provide comprehensive, world-class medical care for the people of the greater Puget Sound area, with a focus on reaching the most vulnerable. The sisters of St. Francis built Tacoma's St. Joseph Hospital in 1891, which would become CHI Franciscan Health System. Not far away in Seattle, a small group of visionary physicians founded Virginia Mason Hospital in 1920. Over the next 100-plus years, countless lives were changed and saved as each institution expanded its service to the people of the Puget Sound region.



In 2020, united in a fierce commitment to deliver the highest quality care and exceptional patient experience, we came together as natural partners to build a new health system centered around the patient: Virginia Mason Franciscan Health. Our expansive combined system builds upon the scale and expertise of our 300+ sites of care, including 11 hospitals and more than 16,700 team members. Together, we are empowered to make an even greater impact on the health and well-being of our communities.

VMFHforward.org

VMFH Forward is a site devoted to keeping students up to date as we come together as Virginia Mason Franciscan Health. The resource has the latest information about our integration as we unite to build the future of patient-centered care across the Pacific Northwest.



Deep down

Welcome to your source for the latest updates as we come together as Virginia Mason Franciscan Health.

This site is frequently updated with the latest information about our integration as we unite to build the future of patient-centered care across the Pacific Northwest.

Hello Humankindness.

It's more than a brand. It's our promise to our patients. See our brand come to life in this brief video.

Our Mission, Vision, and Values

As CommonSpirit Health, our mission is to make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Our vision is to create a healthier future for all, inspired by faith, driven by innovation, and powered by our humanity.

Our Values include:

Compassion

- Care with listening, empathy and love
- Accompany and comfort those in need of healing

Inclusion

- Celebrate each person's gifts and voice
- Respect the dignity of all

Integrity

- Inspire trust through honesty
- Demonstrate courage in the face of inequity

Excellence

- Serve with fullest passion, creativity and stewardship
- Exceed expectations of others and ourselves

Collaboration

- Commit to the power of working together
- Build and nurture meaningful relationships

Your Student Placement Team

We look forward to having you as a student here at VMFH! Your contributions will have a direct impact on our patients' experience. Our teams are eager to show you how we embody our core values of compassion, including, integrity, excellence, and collaboration. The Student Placement Team serves as the liaison between schools, students, and our facilities. We are happy to answer any questions that arise. Please email the team at:

cppd.students.virginiamason@commonspirit.org



Dionne Dixon, EdD

- Divisional Director Clinical Education



Stephen McQuillan, RN, NPD-BC

- Interim Program Manager Clinical Education



Crystal Highlan

- Student Placement Coordinator



Chiara Zoscak

- Student Placement Coordinator

Earn While You Learn

We have opportunities that are flexible and can work with a student's schedule to earn money while furthering your education. Questions about where to start? Email our Recruiting Team at careers@vmfh.org.

Interested in Applying? Use the QR Code here:



Nurse Techs:

A nurse technician is a nursing student who works in one of our hospitals in practice areas that they are interested in pursuing after graduation. They carry their own license but work under the direction and supervision of a registered nurse. In their work, they have the opportunities to hone their skills and be mentored by senior nurses. They are allowed to perform a wide variety of nursing skills that they have been signed off by their program to perform

To qualify for the program, you must:

- Be in good standing in an accredited school of nursing
- Complete one academic term that includes a clinical component
- Agree to follow the scope of practice as defined in the WACs pertaining to nursing technician

The VMFH Nurse Tech program offers a tiered approach to help students achieve clinical independence:

Nurse Tech 1 - Functions as a nurse assistant and works a minimum of 12-hour shifts per pay period (about 4 shifts/month).

Nurse Tech 2 Immersion - Six-months before graduation, the nurse tech works four 12-hour shifts with a nurse preceptor.

Nurse Tech 2 - Works with a nurse preceptor and performs the skills they've been validated by their nursing school to perform. They must work two 12-hour shifts per pay period (about 4 shifts/month) and can pick up additional shifts as a nurse tech 1.

Monitor Techs:

Starting your career as a monitor tech is a great way to begin if you are interested in working in the field of cardiology. Monitor techs are responsible for performing surveillance of cardiac rhythms at a central monitoring station, and for recognizing, recording, and reporting potentially dangerous rhythm changes and arrhythmias in accordance with established standards and procedures. This position, though not providing direct patient care, can help save lives.

Other positions that don't require licensure/certification:

- Environmental Services Tech (Housekeeping)
- Patient Access Reps (PAR)
- Food Service Aide
- Dietary Aide
- Dishwasher
- Inventory Tech
- Specimen Processor (Laboratory)
- Staffing Coordinator
- Call Center Agents
- Delivery Driver
- Community Healthcare Worker
- Security Officer

Clinical Education Opportunities

Any clinical experience you seek can be found right here in your neighborhood. CHI Franciscan and Virginia Mason are now united to build the future of patient-centered care across the Pacific Northwest. That means a seamlessly connected system offering quality care close to home. From basic health needs to the most complex, highly specialized care, our patients can count on us to meet their needs with convenient access to the region's most prestigious experts and innovative treatments and technologies. Our high performing teams welcome students and are here to support your growth as a clinician. Our combined system builds upon the scale and expertise of our nearly 300 sites of care across western Washington, including primary clinics, speciality clinics and same day surgery sites.



VMFH National Nurse Residency Program

As a nursing student all of your hard work has finally paid off! You are not only preparing for graduation but also planning your next steps to answer your calling to care for our communities.

Taking care of our people

“Hello Humankindness” is our brand. It defines how we provide world-class care with human connection. Nearly 4,000 VMFH nurses along with 45,000 nurses employed nationwide at Commonspirit Health share this calling and are dedicated to a future where exemplary care is the standard for nursing.

Overview

The CSH National Nurse Residency Program (CSH NNRP) offered at VMFH delivers nursing orientation and organizational socialization within the profession. Newly licensed registered nurses (RNs) are supported by the CSH NNRP as they transition to practice at one of the VMFH facilities. The 12 month program begins with cohorts starting in spring, summer and fall based on the facility's hiring needs. The program consists of a comprehensive, evidence-based clinical orientation that provides the following resources as part of the NNRP:

- A comprehensive, evidence-based clinical orientation with a trained preceptor
- Practical clinical content that builds on and applies skills-based learning
- Simulation practice with facility equipment and standardized procedure checklists
- Transition to Practice Core Courses covering topics such as communication, leadership and evidence-based practice project
- Skills practice to ensure successful patient care delivery
- Interactions with peers in cohort for support
- A mentor to encourage professional, personal and interpersonal growth
- Regular meetings with the unit and program leadership to monitor and support progress in the Residency Program

You may have seen our “Hello Humankindness” billboards in your communities. Hello humankindness is more than an advertising campaign. It’s a promise of what our patients can expect from us when they seek care throughout our system. It’s our commitment to keep humankindness, compassion, respect, empathy, and the patient at the center of every decision we make. We trust you feel that humankindness, and would love for you to join us in this promise.

Journey to new heights with this innovative career opportunity at VMFH’s CSH NNRP nursing program. More information, including employment details, eligibility requirements and the application and interview process are located on the CommonSpirit Careers page.

Student Injury Response Guidelines

If you are injured while on site during your clinical hours as a student, you have the option to be seen on-site in the Emergency Department, registering through the normal patient registration process. You must notify your school coordinator or clinical instructor of the injury and your school coordinator or clinical instructor can assist you with completing appropriate reporting and paperwork. It is your responsibility to discuss the school liability insurance process with your school representative. You will also need to submit an incident report or escalate the need for an incident report with your preceptor or leader of the unit/department on which you are completing your clinical hours.

Student Responsibilities

Daily Reminders for Students at VMFH Facilities:

- The student must be able to produce a copy of a nursing skills verification form OR a form outlining the clinical skills they have been instructed on in their program to date, upon request. This may be a paper format or a file/image on a cellphone or computer.
- Students will wear their school issued student badge, (with a photo if possible) and a VMFH ID badge that indicates that the student is participating in clinical placement within a VMFH facility.

General Reminders:

- The student will comply with all VMFH policies and procedures, to include dress code, scent free environment standards, and behavioral standards.
- The student will comply with patient confidentiality standards according to HIPAA requirements.
- The student must be able to provide their clinical instructor's name and phone/pager number at the request of any VMFH employee.
- The student will be able to articulate the practice goals for the clinical placement shift, e.g. focus on safe medication practice; prioritize care for two patients; become familiar and comfortable with cardiac or other system assessment and findings.
 - Students who are unable to provide instructor contact information or articulate the goals or outcomes of their clinical experience when requested will be considered unprepared for the clinical experience.
 - The unit charge nurse will notify the clinical instructor supervising the student and a VMFH student placement coordinator. The placement coordinator will notify the dean of the respective nursing program to discuss a process improvement plan.
- Students may document in a patient's electronic and/or written medical permanent record. Such documentation must include the student's name (first and last name) and the designation that identifies a student entry. Student entries must be cosigned by the preceptor/instructor/VMFH employee supervising the student.
- The student will communicate with their preceptor or assigned licensed employee if they leave the floor for breaks, meals, or student/instructor conferences.
- The student will voice any concerns regarding patient safety, employee safety, changes in patient condition, or unsafe/faulty equipment to either their preceptor, their clinical instructor, or the unit charge nurse.



Student Responsibilities

Documentation

The information listed on the below table are for reference and are listed on the back of the blue student badge hanger for quick reference.

Item	Action	Nurse's Response
Medications	Sign	Co-Signs
Patient Care Map (PCM)	Sign	Authenticates
Ad Hoc / Power Forms	Save	Co-Signs
Inpatient RN Collaborative Care Note	Submit	Co-Signs. Review note with RN prior to leaving floor and have them co-sign

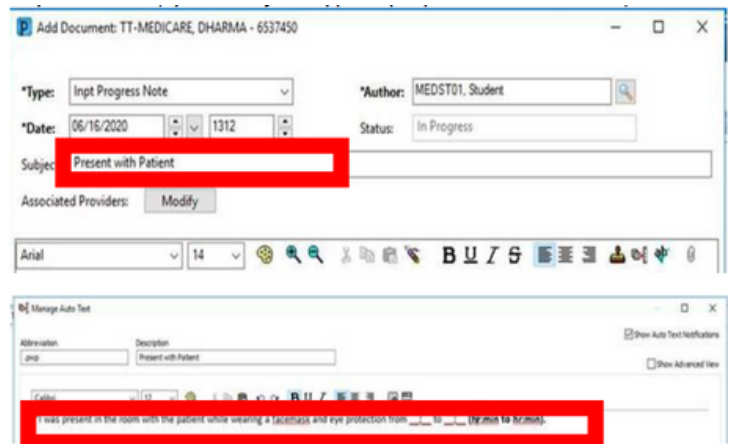
Scope of Practice

The students are provided with yellow Scope of Practice cards. Each student should receive a yellow card along with their badge. It is important that they bring this card every clinical day as it is a reference tool for both the student and frontline staff. Please review the list of skills that the students can perform once the instructor signs off and the skills a student can never perform.

Present with Patient

This is to be completed by the student for **every patient** room the student enters **once per shift**.

- Create a Clinical Note.
- Type "Present with Patient" in the subject line.
- Type this text into the body of the note (with the correct times in the format below, e.g., 13:30 to 13:45).
 - "I was present in the room with the patient while wearing a facemask and eye protection from ___:___ to ___:___." ("hr:min to hr:min)."
- Right click and select "Save as Autotext".
- Save it as ".pwp"
- The next time you do this, you can just type ".pwp" and hit "Enter"; insert the correct times.



Safety

Virginia Mason Franciscan encourages students and instructors to report safety concerns in our facilities. Students bring fresh perspectives that may go unnoticed by employees who work in a department on a daily basis. If you notice something that is a safety concern, please notify your preceptor, unit charge nurse, or your instructor immediately. If you are unsure of what to say, VMFH best practice is to begin with:

“I have a safety concern about ...”

Badge Policy



VMFH requires that all employees, students, and volunteers report to work in compliance with the VMFH Dress Policy which includes properly displaying the hospital-issued photo identification badge. Students will be provided a Student badge with a student badge hanger. The badge will be clearly visible at all times during clinical placement. The instructor will work with the student placement coordinator to get the badges for the students. The badge indicates approval for the students to on site.

Identification badges must be legible and worn in a visible and unobstructed location. The badges must be worn between shoulder and chest level or lower if attached to a lanyard. Pins, buttons, stickers, ribbons, or other items may not be attached to hospital identification badges.

Dress Code Policy

At Virginia Mason, our patients and their families expect and deserve the very best health care. The way we look helps them know, feel and believe they've come to the right place. That's why it's important to project a professional image. Our work appearance policy applies to all team members, and helps make sure we show respect for our team and our patients.

Acceptable clothing and footwear

All clothing and shoes must be neat, clean, professional and fit properly.

For staff required to wear uniforms, scrubs or other approved hospital staff apparel

- Required uniforms or scrubs must be worn in complete sets (e.g., tops and bottoms).
- Athletic shoes in any color are acceptable. Shoes should be appropriate from a safety perspective.

Unacceptable clothing and footwear

- Casual wear including, but not limited to, athletic wear such as yoga pants or jogging suits, shorts, hoodies and T-shirts or undershirts (unless worn under a uniform or scrub).
- Midriffs, halters, tube tops or any shirt that does not cover the abdomen or could be considered too revealing.
- Hats and headwear, except those required as part of a uniform or scrub. You may request an accommodation for head coverings related to religious or cultural heritage or for medical reasons.
- Extremely tight or baggy clothing.

Grooming

Grooming must present a clean, neat, professional image.

- Hands, fingernails, breath and hair must be clean. Facial hair must be trimmed and clean. Exposed skin including bare arms, legs and feet should be clean and well groomed.
- Long, dangling jewelry, chains, cords, and other ornaments are not appropriate when providing patient care.
- Visible tattoos are acceptable, but not on the face or throat. No obscene, profane, racist, sexual or objectionable words or images.
- Alternative hair colors are acceptable, limited to one color.
- Body piercings must not be visible, with the exception of ear piercings and one small nose stud 1.5mm or smaller.
- Gum chewing is not allowed.
- In patient care areas, use of perfumes or scented products are not allowed.
- No odor shall be detectable, including body odors, smoke, and food odors.

Hand Hygiene Compliance Monitoring

Diligent hand hygiene reduces the risk of cross contamination and is the most effective way to prevent the spread of disease. Students must comply with proper hand hygiene while onsite at any VMFH facility and should be aware that randomized, unannounced monitoring of hand-hygiene practices are shared with all stakeholders including leadership, the Board, and the Medical Executive Committee.



Washing with soap and water is required when hands are visibly dirty or contaminated with blood or body fluids. Hands should also be washed after personal use of the bathroom or after assisting a patient with toileting. Students and instructors may opt to use an alcohol-based sanitizer:

- When entering or leaving their practice area
- Before and after eating, drinking, or handling food
- When leaving and entering a patient room
- Before donning and after doffing gloves
- Before inserting an indwelling urinary catheter or a peripheral vascular catheter
- Before handling medications
- Before and after suctioning
- After contact with a patient's intact skin (i.e., taking a pulse or blood pressure)
- After contact with inanimate objects (i.e., medical equipment and computers) in the immediate vicinity of the patient
- After picking up items that have fallen to the floor
- After sneezing or coughing

Administration of Medication



Students may administer medications to patients provided they are under the constant supervision of a licensed employee, preceptor, or clinical instructor who is authorized to administer medications within their profession's scope of practice. Clinical students are able to access the automated drug dispensing device (e.g. MedRX) but they may retrieve medications from the drug dispensing device under the direct and constant supervision of a licensed employee, preceptor, or clinical instructor. In addition, students are prohibited from:

- Independently signing of the medication administration record
- Independently transcribing a verbal or telephone order
- Co-signing the administration of a medication that requires an independent double-check by two RNs
- Co-signing the wasting of controlled substances that require two RNs
- Co-signing the counting of controlled substances requiring two RNs
- Administering hazardous drugs including antineoplastic medications

Students Who Are Also VMFH Employees

VMFH employees who are participating in clinical placement as part of an accredited program may NOT practice within the scope of practice of their primary employee position. For example:

- An unlicensed nursing assistant enrolled in an entry-level nursing education program such as an ADN program may not use their CNA credentials to document in patient charts or perform duties that are in the scope of a CNA but not a nursing student.
- A VMFH employee who is on-site in the capacity of a doctoral program student but is usually employed as an ARNP may not perform their ARNP credentialed skills. To perform these skills, they must clock in and work in the capacity of their primary role as a VMFH employee.
- VMFH employees who are pre-licensure students in a final capstone or precepted experience may NOT be assigned to their primary department for that experience. Such an assignment can give the appearance of a favored assessment and evaluation of their abilities and the perception of bias.
- VMFH employees who are in a post-licensure or post-graduate capstone placement may be placed in their primary duty unit. A capstone project, study, or assignment frequently attempts to solve a problem the student encounters in the workplace and will often benefit the organization and our patients and community.
- Students who completed clinical rotations at a VMFH facility and are later hired as VMFH employees will still be required to complete all segments of the VMFH new employee orientation.

The AIDET Tool



We use the AIDET tool to enhance our communication with patients and families. The tool is shown to reduce patient anxiety and increase satisfaction and outcomes.

- **Acknowledge:** Greet patients, visitors, and coworkers. Ask permission before entering their room or touching the patient. Acknowledge and respond with empathetic statements and remind patients they are a partner in their care.
- **Introduce:** Introduce yourself to patients and visitors. Engage in small talk before big talk. Introduce the communication Board. Manage up! Put others in a positive light.
- **Duration:** Explain how long “it” will take. Duration is best communicated in specific time increment. Use the communication board. Keep patient informed. E.g. “I will be back with your morning medications in the next 30 minutes” “You will be in the x-ray department for 20-minutes or longer.”
- **Explanation:** Help patients and their guests understand what to expect. Narrate all tasks out-loud. Ask open-ended questions. Listen carefully to questions and communicate your goal. Summarize and Acknowledge.
- **Thank:** Thank your patients. Let families know you appreciate them. Take other opportunities to say thank you.

Student Placement Exit Questionnaire

Please use the QR code to find a link to a short questionnaire to give us feedback on your clinical experience at VMFH.



Instructor Responsibilities

General responsibilities that apply to all instructors include:

For rotation cohorts

- The instructor will provide students with a hospital and unit orientation prior to or on the first clinical placement day. Areas or equipment that should be included in the orientation are:
 - Patient care supplies
 - Patient resuscitative equipment e.g. code cart
 - Staff safety equipment, e.g. eye wash station, location of PPE
 - Medication safety equipment, e.g. sharps containers and pharmaceutical waste bins
 - Break and bathroom locations
- The instructor will ensure students are able to contact the instructor at any time or when requested by a VMFH staff member.
- The instructor will ensure students are able to verbalize an identified goal or objective to work toward during the clinical placement experience.
- The instructor will ensure that students have a copy of the appropriate nursing skills verification form (applies to nursing students only) or current clinical skills form for reference during the clinical placement.
- The instructor will collaborate with the unit charge nurse on the day of the clinical placement to prepare the unit for the students' presence and ensure appropriate student assignment to a patient and a licensed employee.
- The instructor will visit the students regularly during the clinical placement shift. The recommended frequency will be no less than two separate times during the shift.

For practicum cohorts

- Students in their final capstone/practicum quarter of an entry-level nursing program do not need a consistent clinical instructor presence on site during the assigned duty time. The clinical instructor should plan to connect with the student multiple times through out the clinical experience. The instructor's contact information will be immediately available by the student upon request from any VMFH employee.
- The instructor/student will notify the preceptor, licensed employee, and charge nurse immediately in the event of a medication error, procedural variance, or an adverse event that necessitates increased patient monitoring or potential for patient harm.

Post Clinical Meetings

VMFH expects health care program instructors to ensure privacy and confidentiality during pre- or post- conferences with students. Rooms may be available for use on site. Coordination of a conference room is the responsibility of the school's clinical instructor/coordinator and the VMHC Student Placement Coordinator. Please reach out via email to cppd.students.virginiamason@commonspirit.org and include times and dates you will need the room. Our team will then book the room on your behalf.



Workplace Violence Prevention

Workplace Violence Prevention is a combination of advanced communication skills and self-defense that is critical for anyone working in a high-stress environment, such as a hospital. Tips for effective workplace violence prevention:

- Engage early. All problems are easier to solve before they are problems. Waiting to engage makes people feel neglected.
- Speak clearly. Set clear expectations, use plain language, and take your time. Stress makes it hard for people to listen, so we must meet them where they are at.
- Set boundaries. The rules in hospitals are different from the rules in everyday life. Clearly state rules and consequences to ensure that everyone is on the same page.
- Prioritize safety. Stressed people can behave unpredictably. Make sure you have a clear exit, and do not put yourself into a position that is unsafe.
- Advocate. Not everyone has the same limits or abilities, so if someone asks you to do something you believe is unsafe, you have the right to refuse. You can support good patient care without putting yourself into a dangerous situation.

Responding to an Active Shooter

When watching the news, it might seem that there is an active shooter event every day. In reality, these events are extremely rare. While not expected to be needed, students should have the skills and knowledge necessary to protect themselves if such an event happens. Depending on your situation, you have three ways to respond:

Run

- Decide on where to run before an active shooter happens
- Leave your belongings behind, every second counts
- If others do not wish to run, leave without them
- If you see law enforcement, keep your hands up and open
- Do not run toward law enforcement

Hide

- Lock and barricade the door
- Turn off the lights
- Put cell phones on mute
- Get as low to the ground as possible
- Do not open the door for anyone, what until the all clear from and overhead page

Fight

- Decide on what in your office can be used as a weapon before an active shooter happens
- Fight in teams
- Keep fighting until the threat is neutralized
- Fight as if your life depends on it

Food & Vending Information

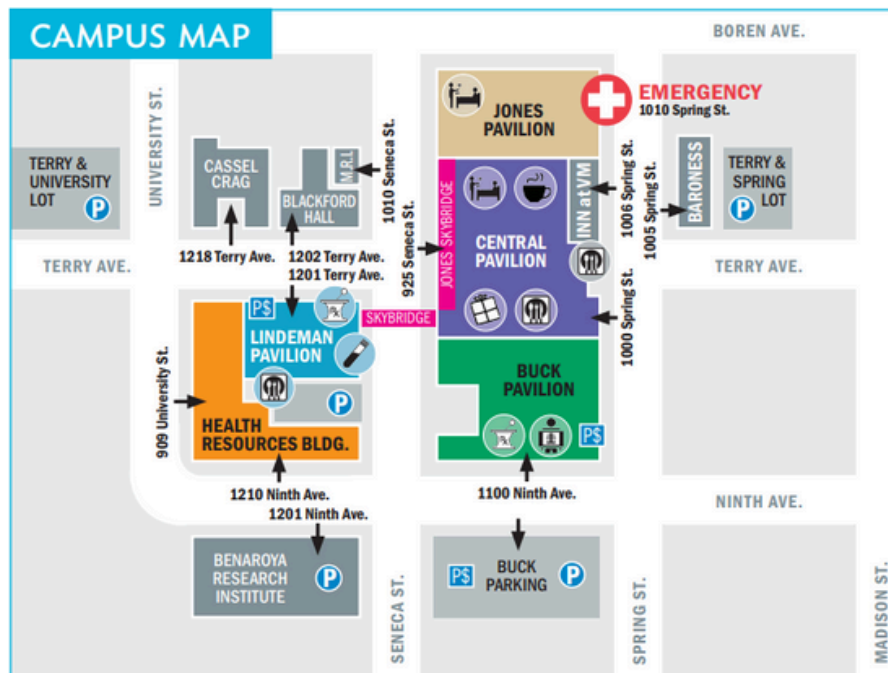
Virginia Mason Medical Center

Four Seasons Cafe is located on the fourth floor of the Central Pavilion.

- Breakfast is served from 6:00 am to 10:00 am
- Grab N Go is available through out the day
- Lunch/Dinner is served from 11:00 am to 7:30 pm



Map of Our Facility



Virginia Mason Medical Center

1100 9th Avenue

Seattle, WA 98101

www.vmfh.org/our-hospitals/virginia-mason-medical-center.html

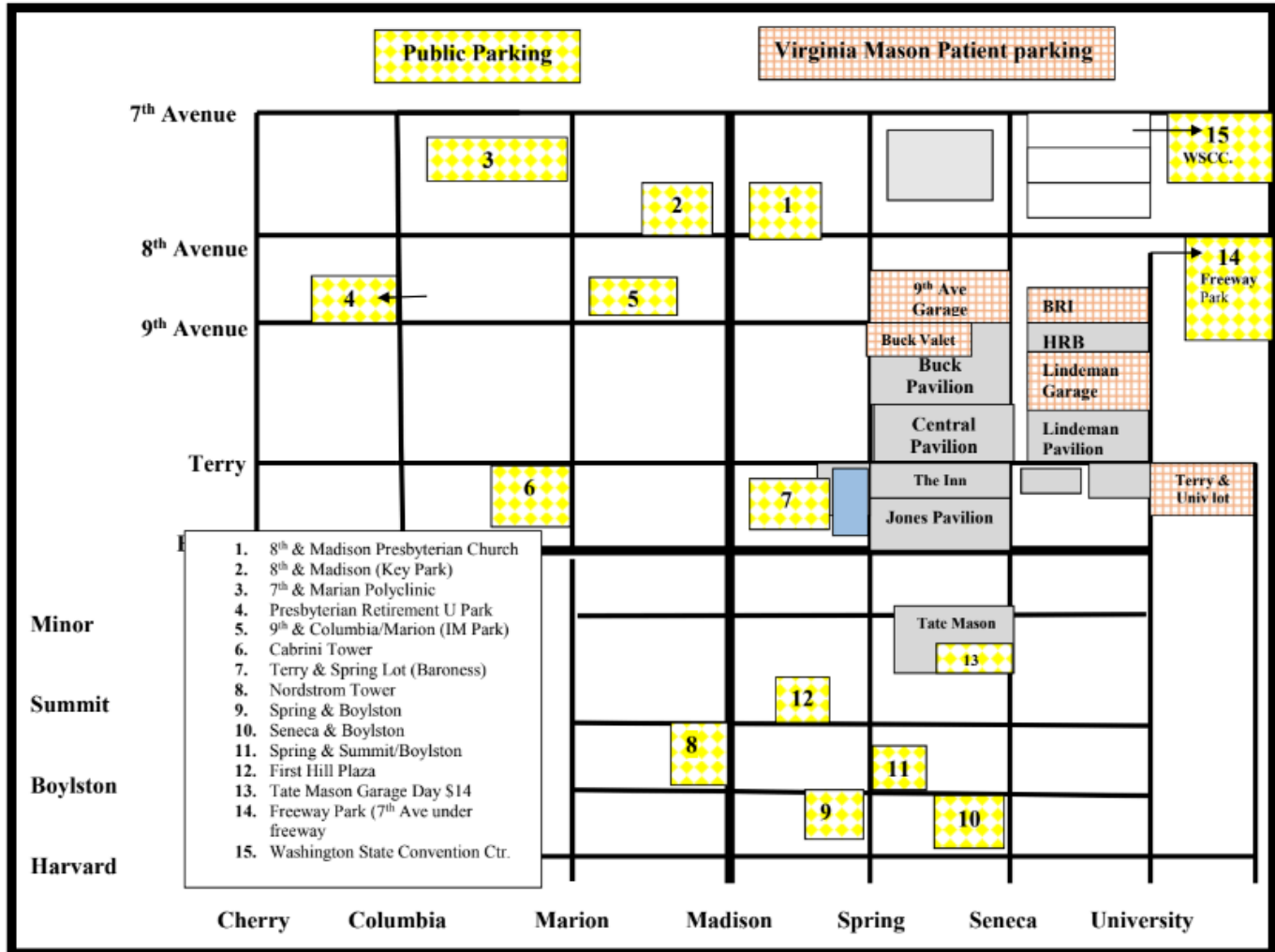
Parking Information

Virginia Mason Medical Center Off Site Parking

There are fees associated with all lots.

Off-Site Daily Parking

\$14 Daily Parking available on first come (Tate Mason)–first serve basis. Parking Services ext 11688



Parking Information

Virginia Mason Medical Center - Convention Center

Students and Instructors are welcome to park at the Convention Center Parking Lot; Note: the parking lot does require a daily fee.

\$11 parking at the Convention Center Main Garage – 705 Pike St., Seattle, 98101

A discount validation ticket is needed; available at Buck Valet. Credit Card only at exit of Convention Center Garage.

- From Virginia Mason, drive west on Seneca Street turn right (north) onto 8th Avenue.
- The entrance to the garage is on your right.

Hours of Operation:

- Monday – Friday 3:30am (705 Pike) / 5am (8th Ave) – 8:30pm

Before Exiting Garage: Validation Pick Up

- Go to Buck Valet (in front of Buck Pavilion) and get validation tickets.

To Park:

- Enter Garage and take a ticket.
- When you exit put in entry ticket. Follow entry ticket with discount validation ticket. Charges are \$10; Credit Card only.

Parking Issues at Freeway Park

- Equipment or ticket problems? Call WSCC Security at (206) 694-5127.
- If you are stuck in the garage after hours call WSCC Security at (206) 694-5127.

Shuttle Hours – To and from Virginia Mason

- Monday – Friday, 5:00 a.m. to 6:00 p.m. Shuttle Pick Up is on Northeast Corner of 8th Avenue and Pike Street.
- Shuttles arrive every 10-15 minutes depending on traffic.
- If there are issues, or if you arrive before 5:00 a.m. or depart after 6:00pm, please call Virginia Mason Security for a vehicle escort at (206) 624-1144.

