



# Student Orientation Manual

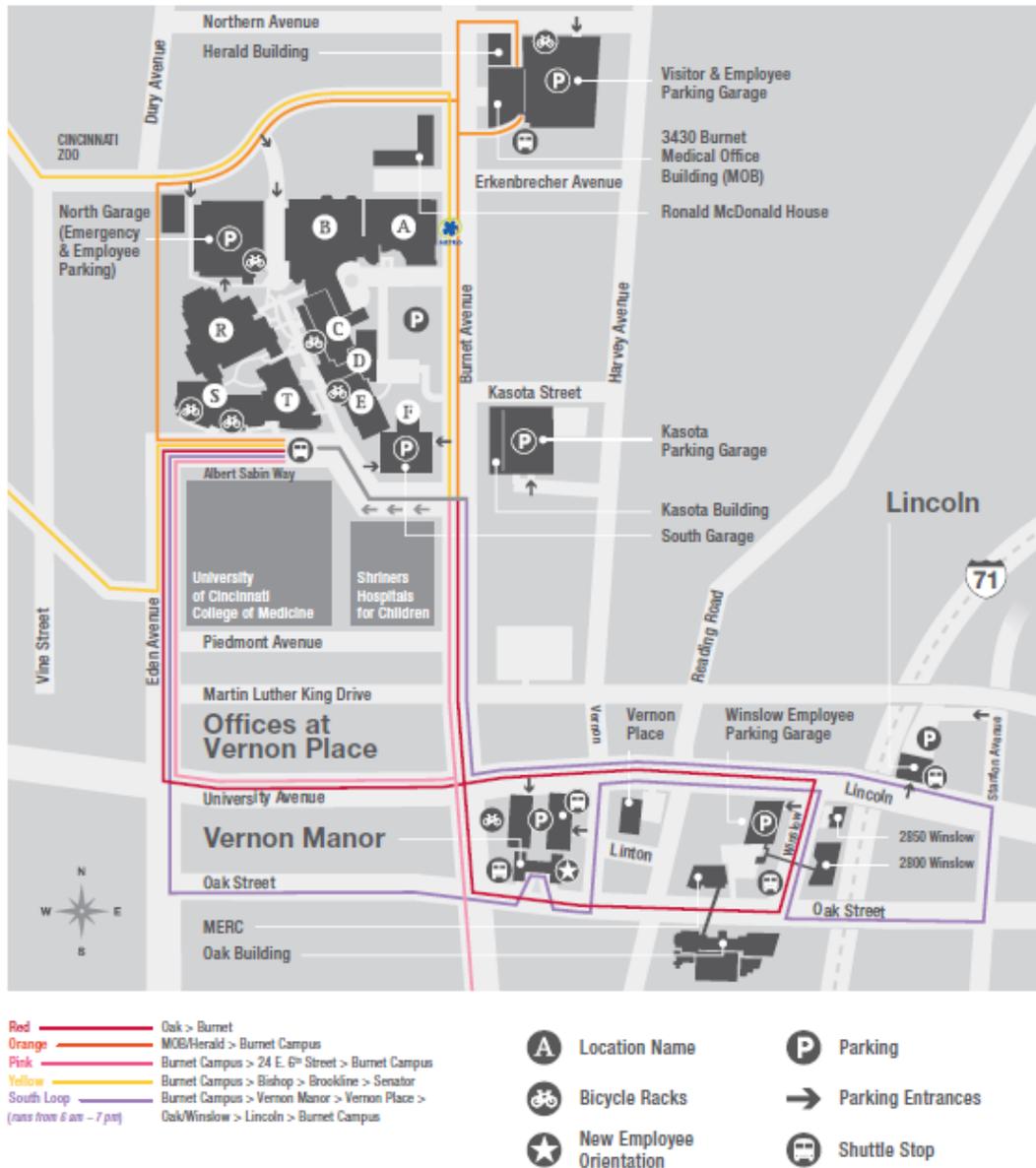
Center for Professional Excellence  
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\* Many links throughout this document may be unavailable unless connected to the CCHMC extranet site.\*

## Parking

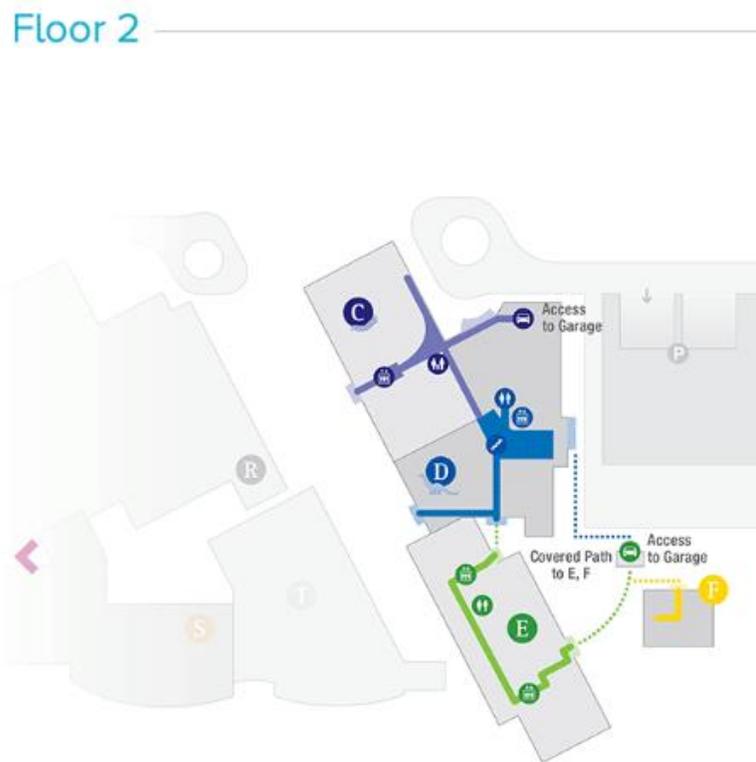
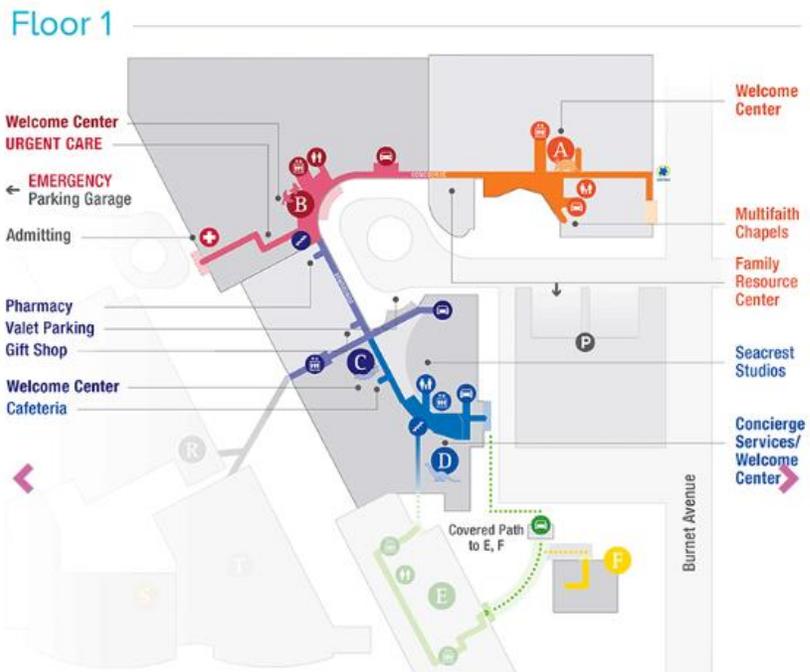


Track your shuttle- download the [Double Map app](#)

**Student parking assignments will be made at the time badges are received.**  
**Shuttles:** Click [here](#) for the Shuttle Schedule

## Concourse Maps

This concourse map will help you find your way around the main campus of Cincinnati Children's Hospital Medical Center by identifying each building location color and letter. [Download a printer-friendly version of the Main Concourse map.](#)



## Welcome to Cincinnati Children's Hospital Medical Center!

Cincinnati Children's Hospital Medical Center is nationally recognized in pediatric healthcare, with a reputation for excellence in patient care, research, and medical education. Cincinnati Children's consistently ranks in the top 3 in the nation among all Honor Roll hospitals in U.S. News and World Report's Best Children's Hospitals ranking.

Cincinnati Children's is proud to have been granted Magnet status in 2009 by the American Nurses Credentialing Center. The Magnet Recognition Program® is the gold standard for acknowledging nursing excellence and collaboration among care providers. Organizations must demonstrate quality patient care, nursing excellence, and innovations in professional nursing practice. Only 9 percent of hospitals have earned Magnet recognition. Visit the Magnet Site on Centerlink by [clicking here](#).

Our Research Foundation is highly ranked among all pediatric centers receiving research grants from the National Institutes of Health (NIH).

Our medical center consists of over 600 licensed beds and is one of the largest pediatric learning centers and is a full service, not for profit, pediatric academic medical center. Our growth continues and we currently have employed more than 16,000 staff. Services offered include: well child care, specialized medicine, surgical rehabilitation, psychiatric, home care, emergency care, and the only level one pediatric trauma center in Southwest Ohio. We deliver care to patients from 47 countries and all 50 states.

As a student, you will have access to such services as the online drug formulary, Lexicomp, policies and procedures, specialty centers homepages, which discuss in detail many diseases and treatments, as well as wireless access at all Cincinnati Children's locations to enable improvements in education, quality, and the patient care experience.

Throughout your clinical experience, you will join an outstanding staff that is committed to providing excellent patient care and developing your potential. This booklet has been prepared as a guide for all students and clinical instructors having clinical experiences at Cincinnati Children's. Outlined are the normal procedures, restrictions, and safety regulations that must be followed while at Cincinnati Children's Hospital Medical Center.

This manual ***does not*** cover every situation and ***does not*** replace a thorough orientation to your assigned department. All students and clinical instructors are expected to be familiar with the contents of this manual and should keep the manual readily accessible for future reference.

## Unit Descriptions

The Medical Center is in a constant state of reorganization and construction, adding additional patient beds. For additional details and the most current information about CCHMC units, visit [this link](#).

## Our Core Values

At Cincinnati Children's, our core values are the foundation of who we are. They are touch points for excellence and professionalism. They are our beacon when we question what choices to make. As a student and member of the healthcare team, all interactions should follow our core values.

### Respect everyone

#### Treat others as they would like to be treated

- Listen deeply to what people say and express
- Embrace all differences to change the outcome
- Take responsibility for my actions and decisions
- Choose humility over arrogance

### Tell the truth

#### Be honest and transparent in all interactions

- Admit mistakes and learn from them
- Forgive others and move forward
- Tell people what they need to know

### Work as a team

#### Inspire, challenge and support colleagues, patients and families to advance the mission

- Leverage the gifts and talents of others
- Make it possible for others to thrive
- Deliver on commitments and be accountable
- Learn with and from others
- Recognize others and their contributions

### Make a difference

#### Go above and beyond in the service of others and Cincinnati Children's

- Act to improve experience, outcomes and value
- Do the right thing, even when nobody is watching
- Do what is right, even when it is difficult
- Embrace change and offer new ideas

## Cincinnati Children's Vision and Mission

Cincinnati Children's Hospital Medical Center is dedicated to providing the highest level of pediatric care.

Cincinnati Children's **Vision** Statement: *Cincinnati Children's Hospital Medical Center will be the leader in improving child health*

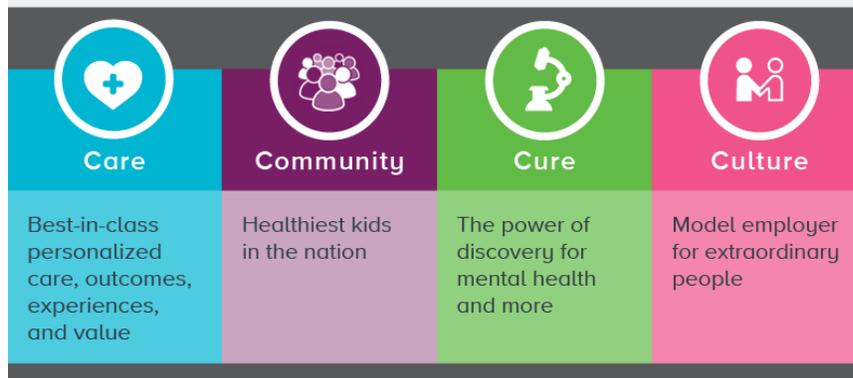
Cincinnati Children's **Mission** Statement: *Cincinnati Children's will improve child health and transform delivery of care through fully integrated, globally recognized research, education and innovation.*

For patients from our community, the nation and the world, the care we provide will achieve the best:

- *Medical and quality of life **outcomes***
- *Patient and family **experience***
- ***Value***

today and in the future.

The strategic plan is built every five years. For 2021 through our 150<sup>th</sup> birthday, Cincinnati Children's will focus on Pursuing Our Potential by focusing on four key areas we wish to elevate and accelerate. Each of the 4C's have several supporting goals and numerous initiatives in order to achieve the goals. Everyone is focused on providing the measurably best outcomes, experience and value for the patients and families we serve here, and around the world.



Click to learn more about our goals and our Strategic Plan: [Pursuing Our Potential Together](#)

Over the next five years, we have integral work to do to reach our aspirations. Inherent in our vision is the inclusion of all. We aspire to create a more diverse, equitable, and inclusive (DEI) workplace and place of care to improve child health for everyone. The journey starts with you and will require us to work as One Cincinnati Children's.

## Visiting Guidelines

Please visit [this link](#) for the most up-to-date information related to visitors at Cincinnati Children's.

## Smoking Policy

The hospital is dedicated to the well-being of all patients, visitors, students, faculty members and employees utilizing the facilities. As a result, Cincinnati Children's has instituted a No Smoking policy throughout the facility and on all medical center property.

## Security Issues

The security program is administered through the Protective Services Department, who can be contacted at 636-4204.

If you must walk to parking lots and garages after dark, Protective Services encourages you to walk in groups of two or more. You may call Protective Services to request an escort. "Help" panic buttons are available and clearly marked in Cincinnati Children's garages to summon help in emergency situations.

## Student Expectations in the Patient Care Environment

All students and faculty members must wear a Cincinnati Children's green badge at all times when on campus. The cost of the badge is \$15 which is refunded on the last clinical day after the badge is turned in. Your clinical instructor will inform you of the procedures to obtain a student badge. If you are a current Children's employee, you will not receive a student badge.

Protective Services should be notified immediately of suspicious persons on Medical Center property, any destruction of hospital property or disruption of hospital activities.

Please secure all personal belongings while at Cincinnati Children's. If space does not allow for securing valuables, please leave them at home. Due to infection control, safety, risk of HIPAA breaches and patient/family/staff feedback, personal mobile phones are not permitted in patient care areas and in the presence of patients/families. Personal phones may be used in non-patient care areas during designated breaks.

## Family Centered Care

Cincinnati Children's Hospital Medical Center incorporates the family-centered care philosophy into every aspect of its clinical and research practice. At the heart of family-centered care is the belief that health care providers and the family are partners, working together to best meet the needs of the child. Parents and family members provide the child's primary strength and support. Their information and insights can enhance the professional staff's technical knowledge, improve care and help us design better programs and friendlier systems.

## Patient, Parent, and Guardians

The patient rights and responsibilities are posted in English at registration areas at all Cincinnati Children's sites of care. These are also provided in every patient room on the main campus in the patient and family information binder. An in-room binder is also available in Spanish for those who need it. The Cincinnati Children's internet site has the rights and responsibilities available in six languages. These rights and responsibilities can be read [here](#).

## Family Advisory Council

Cincinnati Children's Hospital Medical Center values the opinions and suggestions of families who have had experience with the medical center. At Cincinnati Children's, the Family Advisory Council empowers families and gives them a voice in decisions that affect patient care and family experiences. The Family Advisory Council includes adult family volunteers and Cincinnati Children's employees. Two parent coordinators co-chair the group.

## Evidence-Based Practice (EBP)

Cincinnati Children's Hospital Medical Center practitioners base their practice on evidence. Evidence Based Practice (EBP) activities at Cincinnati Children's provide opportunities such as: classes, projects and guideline development for students and staff in order to provide care based on evidence. The EBP approach provides a consistent and reliable method of seeking answers to care questions. This approach consists of: asking the care question in a clear way, collecting the most relevant and best evidence, critical appraisal of research findings, integration of all evidence including research, clinical expertise, patient and family values, preferences and evaluation of a care decision or change. EBP activities based on the problem solving approach can be implemented as an individual or as a member of a group. Working with colleagues, whether directly or indirectly, can lead to success in developing a plan of care based on evidence and high quality outcomes for patients and families.

## Confidentiality/Integrity

The information contained in the medical record is confidential (i.e. told in confidence, trust). **Students may only access the patient medical record while on Cincinnati Children's Hospital Medical Center grounds.**

It is held that the relationship between the patient and the practitioner involved in evaluating the patient's health or need for service is special and that their communication should be protected from disclosure. Access to confidential information is limited to the patient, the patient's guardian or authorized representative, the attending physician, primary care physician, referring physician and hospital staff members **with a legitimate need for such access.**

All members of the Cincinnati Children's Hospital Medical Center staff, including students, are responsible for controlling and enforcing the principle that the information contained in the medical record is private and confidential. Every effort must be made to ensure that access to confidential information is appropriately restricted. Verbal communication must be monitored to ensure that confidential information is not inadvertently released. Conversations in public areas such as the cafeteria, elevators, hallways, shuttles, and nurse stations must never contain privileged information. Carefully monitor your conversations and the conversations of others so as to protect the patient's right to privacy.

The standards of confidentiality that apply to the written patient health information (PHI) record also apply to patient information available in the various computer systems and to phone conversations. Students should direct all requests for information from the medical record to the Cincinnati Children's staff nurse responsible for the patient.

Do not leave PHI on unattended computers. If you are not physically in front of the computers, log off of the computers. On units with the HealthCast system for easy access to Epic, it is very important to remember to 'Tap In - Tap Out - Tap Over' as a further step to protect the patient's privacy and your own security. Do not share your Username and Password with anyone for any reason.

Parents of in-house patients may have access to the medical record of their child. However, **the record can only be reviewed in the presence of the physician and in a setting where the physician remains with the parent during the review in order to interpret and answer questions concerning the content of the medical record.**

If items to be discarded have patient names, mark through the names with black permanent marker prior to discarding (ie. bags that contain medication doses).

Any business partner found to be in violation of the privilege of Cincinnati Children's facilitated access to information systems or in violation with Cincinnati Children's Policies and Procedures, may be sanctioned, which could include denial of access to the Cincinnati Children's network, cancellation of any contractual agreement between Cincinnati Children's and the business partner, discipline by the Medical Staff, and any other action deemed appropriate.

## Logon Instructions

### **Multi-Factor Authentication:**

Before accessing Cincinnati Children's Hospital Medical Center systems from a remote location, an added security factor needs to be configured and must be used in addition to your username and password. Cincinnati Children's uses Microsoft's Multi-Factor Authentication solution to create this additional security factor. To set this up, first navigate to the [MFA portal here](#) and follow the instructions below.

You will use your Cincinnati Children's username and password to access this site. [This job aide](#) will walk you through the process options to set this up. Following setup, you will be able to remotely connect to Cincinnati Children's network and systems.

### **CCHMC network/Extranet/Passwords**

To logon to the Cincinnati Children's network or the extranet, go to <https://extranet.cchmc.org>. All employees and non-employees are assigned a username/password and are given access to CenterLink and ELM.

**Students may access CenterLink resources, but are not permitted to access a patient's medical records from outside Cincinnati Children's campuses.**

Individuals who have forgotten or don't know their username or password, can use the [MyPassword](#) page to gain access. Initially, passwords are **chmcxxxxmdd** (where **xxxx** is the last four digits of the student's Social Security Number and **mdd** is the 2-digit month and day of the student's birthdate). If you are unable to access CenterLink, contact the Service Desk at (513) 636-4100 for help.

User must logon with a PC. Integrity training may not always be Macintosh compatible; use of the Firefox browser may work best. If you encounter issues, try using a different web browser. If you need help, call the Service Desk at (513) 636-4100.

1. To access ELM via MyHub:
  - a. Open your browser and go to CenterLink. For most Cincinnati Children's workstations, CenterLink will be the default start page when the browser is launched. Otherwise, enter this address in your browser: <http://centerlink.cchmc.org>
  - b. Click on the **My Hub** button on the CenterLink main page, then click on **My Learning**. Required modules you need to complete will be listed under **My Current Learning**.
    - i. To the right of the title of the module(s) you are enrolled in, click **Launch**. Click **Launch** again to begin the module. Follow the instructions to complete the training. Repeat this process for each assignment.
    - ii. Use the Search box to locate modules requiring self-enrollment.

## Microsoft Outlook Web Application

All students and faculty must use the Cincinnati Children's Microsoft Outlook Web Application for electronic communications involving secure patient information. All students at Cincinnati Children's receive an email address when they are given a network access ID. To access your secure Cincinnati Children's email account outside Cincinnati Children's, type the following address in the browser: [mail.cchmc.org](mailto:mail.cchmc.org) You should see the following screen:

Type in your Cincinnati Children's Network ID (Username/User ID)

Type in your Password (chmcxxxxmmdd) xxxx=last 4 digits of Social Security Number and mmdd=2-digit birth month and day

## Bioethics Committee

Cincinnati Children's has a Bioethics Committee which provides help with resolving ethical issues in patient care. The committee is available without charge on a 24-hour basis to medical center staff and to patients and their families or representatives.

Anyone wishing to contact the Bioethics Committee may do so by calling the hospital operator (dial "0"). Patients and family members may directly request a Bioethics consultation or may ask their doctor, nurse or other health care provider to request a consultation.

## Advance Directives

An advance directive is a legal document initiated by an adult (person 18 years or older) that outlines in advance the individual's healthcare desires or assigns someone to make healthcare decisions in the event that the individual is unable to make his own decisions. If a patient requests an advance directive, contact Admitting or Division of Family and Consumer Relations. A representative from one of these departments will assist the patient. For further questions, please refer to the Medical Center Policy MCP-G-120.

## Grievance Mechanism for Patients/Parents/Visitors

Every effort is made to resolve patient/family concerns within the department where the concern originates; however, if that is unsuccessful, a referral should be made to the Division of Family Relations. This department processes and resolves patient/parent concerns and formal grievances. Cincinnati Children's staff, students and faculty or patients/parents are encouraged to contact the Division of Family Relations for assistance in dealing with difficult situations.

## Electronic Safety Reporting

At Cincinnati Children's there are two types of safety reports: one for patient and visitor incidents or near misses; the other for employee incidents or near misses.

Safety reports are used to report any unusual incident concerning patients, visitors, or students which is not consistent with the routine operations of the Medical Center or the routine care of a particular patient. An unusual incident is defined as any event that is not expected to happen: accidents, excessive delays, omissions, bizarre or untoward behavior; any event that is uncommon, abnormal, or inconsistent with routine regardless i.e. the incident reaches or affects the patient. The information provided is utilized to review and improve process and procedures to ensure a high level of safety in care delivery.

All safety reports should be completed according to Cincinnati Children's policy and using the online electronic safety reporting system ([click here](#)). **Dial 803-SAFE**

- All unusual incidents must be documented by means of a safety report.
- Incidents involving patients, visitors or students must be reported to your instructor, Cincinnati Children's nursing personnel and the physician caring for the patient.
- Any particularly serious incident should be reported immediately to the Department Director or the Administrator on-call and to the Director of Risk Management.
- An entry recording the facts of any patient incident must be made in the patient's medical record.
- **No reference to the completion of a Safety Report is to be made in the medical record.**
- All reports must be stated in an objective manner, stating facts only.
- No copies of the safety report are to be produced.
- When in doubt about whether a situation requires a safety report, fill one out.

**When a student completes a patient safety report, the following information needs to be included:**

1. Name of student's school
2. Name of faculty member or Cincinnati Children's preceptor

If a student or faculty member is injured while on Cincinnati Children's premises, he or she must complete **the visitor section** of the patient/visitor incident report. Students and faculty are considered visitors for the purposes of reporting. The individual who is injured has the option of reporting to the Cincinnati Children's Emergency Department or returning to his home school/personal physician for treatment. If the individual goes to the Emergency Department for treatment, a bill for services will be issued. If the injured party decides to go elsewhere for treatment, this should be indicated on the safety report form.

Employee incident reports are used to report any unusual incident involving a member of the Cincinnati Children's staff only. **Remember, students and instructors are considered visitors for the purposes of reporting.**

## Medical Equipment

Clinical Engineering supports the clinical and research instrumentation and equipment needs of Cincinnati Children's by providing cost effective planning, education, maintenance, repair, testing and/or documentation of all equipment and instrumentation owned or operated by Cincinnati Children's and used in the direct treatment of the patients or in clinical or research activities.

Report all electrical hazards (such as frayed cords, missing ground prongs on plugs, misused extension cords) and damaged medical equipment to the Service Desk at 6-4100, who will contact Clinical Engineering.

If a piece of medical equipment has been dropped, even if there is no visible damage, Clinical Engineering (via the Service Desk) must be contacted to test the equipment and assure appropriate function. A Safety Report needs to be completed any time medical equipment malfunctions, even if the patient is not harmed. The yellow copy of the incident report should be attached to the equipment.

All electrical equipment needs to be inspected and tested for proper operation prior to initial use including patients' personal electrical equipment and supplies. A green safety check label will be affixed when this inspection is completed. Check these labels to be sure they are current.

## Preparing for Emergencies

The CCHMC Emergency Management Program provides a framework for the mitigation, preparedness, response and recovery using an "All-Hazards" approach to hospital-wide emergencies. The plan includes policies, procedures and authority for responding to emergencies at CCHMC.

The program has been developed to assist the staff of Cincinnati Children's to provide care for our patients in the event of any internal/external emergency. Procedures are found in the yellow binders located in a prominent location in each department. Please take a minute to find where it is located in the department you have been assigned to.

[Click here](#) to link to the Emergency Management page on Centerlink for detailed information related to the Emergency Management Program.

Call Plant Engineering at 636-4552 for system failures, loss of utilities, loss of electrical power, loss of vacuum, or loss of water supply.

When Cincinnati Children's experiences a loss of electrical power, the emergency generator provides power within 7-10 seconds to areas that are considered to be high need, such as patient care areas. The generator-supplied electrical outlets are identifiable by red receptacles and red faceplates. These outlets should be used for any equipment that is critical to patient care, such as monitors and battery backed pumps. All patient-care equipment

such as ventilators, IV pumps, etc. should be plugged into the **RED** electrical outlets. Red receptacles maintain electrical power even during outages.

Call 636-8888 for loss of oxygen. Give the switchboard operator your name and unit. The on-site designated respiratory therapist will report to the scene and determine the appropriate measures to be taken.

## Infection Prevention and Control Program

Students and instructors are accountable for following infection precautions, per Cincinnati Children's practices and policies. Familiarize yourself with these policies and procedures by visiting the Infection Prevention and Control home page on Centerlink by [clicking here](#).

## Linen and Laundry Management

All dirty linen is placed in the designated cloth laundry bag. All linen is rendered non-infectious by the laundry process.

Call Distribution at 636-8873 if a student's clothing becomes soiled with blood or other potentially infectious materials associated with the transmission of blood borne pathogens. The Linen Management policy should be followed as outlined in the Infection Control Resource Manual (policy number IC-1.5). The student **should not** take the soiled clothing home.

## Sharps Safety

Caution should be taken to prevent sharps injuries when handling needles, scalpels, and other sharp instruments or devices by promptly disposing them into designated sharps containers.

1. Sharps containers should be sealed, discarded, and replaced when one-half to two-thirds filled.
2. Whenever possible, select a safety-engineered needle or other sharp device to assist in the prevention of sharps injuries.
3. Never recap used needles, or use any other technique that involves directing the point of a needle or sharp toward any part of the body. If recapping is clinically necessary, use a one-handed scoop technique or a mechanical device for holding the needle sheath.
4. Do not remove used needles from disposable syringes by hand. Do not bend, break or otherwise manipulate used needles by hand.
5. Work safely and don't stick yourself or your co-workers.
6. Don't grab for a falling sharp; **Let sharps fall**.

## Food and Beverages in the Workplace

Protect yourself by following the required work practices concerning the management of food and beverages.

- Store food and beverages in department specific approved areas.
- Staff food must be stored in a separate refrigerator from patient food or pharmaceuticals.
- Food and beverages **may not** be eaten at the nurse's station, any area where patient care is provided, and any place where laboratory specimens are present.
- **NEVER** apply cosmetics or lip balm or handle contact lenses in patient care areas or laboratory settings.

## Work Restrictions due to Illness

Maintain good personal health and hygiene and **don't come to clinical if you are sick!** Students experiencing an acute infectious process (e.g., febrile illness, acute respiratory infection, gastroenteritis, weeping dermatitis) must be restricted from clinical practice until the infectious process is resolved.

## Transmission-Based Isolation Precautions

Patients with confirmed or suspected infectious or communicable diseases or specific significant pathogens must be managed in **transmission-based isolation precautions**, in addition to the practice of Standard Precautions. Also, severely immunosuppressed patients are managed in **Protective Isolation Precautions**, which vary based upon the degree of immunosuppression. Visit the Infection Prevention and Control Program's site on Centerlink ([click here](#))--- Patient Care Resources---Isolation Sign Information.

## Post-Exposure Management

### **Blood and Infectious Body Fluids**

Report an exposure to 803-SAFE if:

- Your skin is broken when bitten, and the patient has blood in their mouth from surgery to their mouth, biting the inside of their lips or cheek, etc., prior to the bite.
- Your skin is broken when scratched and blood was visible under the nails of the patient prior to the scratch.
- A splash of blood or other potentially infectious material comes in contact with broken skin or a mucous membrane such as the eyelid, nostril, lips, mouth or ear. Potentially infectious fluids include saliva in dental procedures, fluids containing blood, amniotic, semen, vaginal secretions, etc.
- You are punctured or cut by a sharps device (syringe, suturing scalpel, other medical device, etc.) clean or contaminated with blood or other potentially infectious material.

## Resources in Safety

Cincinnati Children's strives to protect ALL employees, visitors, patients, and families. Please visit the Safer Together site ([click here](#)) for details related to safety, emergency management, infection prevention and control, patient safety, and more.