

NURSING STUDENT GROUPS

STUDENT AND CLINICAL INSTRUCTOR HANDBOOK



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INTRODUCTION

Welcome to North York General Hospital. We are pleased to be part of your learning journey!

North York General Hospital (NYGH) is a Community Academic Hospital actively involved in teaching future health professionals. As the majority of hospital care in Canada is provided in community hospitals, NYGH is uniquely positioned to teach future health professionals new and better ways to meet the growing needs of the communities it serves.

The hospital partners with 36 different academic institutions, including the University of Toronto, to prepare future physicians, nurses and other health care professionals to work in interprofessional teams providing essential care in a community hospital setting. Physicians and staff teach, preceptor and mentor over 800 medical student and residents and over 800 nursing students each year. In addition, the hospital plays an important role teaching learners in 35 other professional programs.

Using an interprofessional approach, our physicians and clinical staff teach and train on the importance of teamwork and collaboration in achieving comprehensive care and optimal patient outcomes. With a strong focus on patient- and family-centered care, this approach prepares students to work effectively as part of a team, supporting patient safety and patient satisfaction. As a learning organization, our teachers are learners too, and are role models representing the importance of continuous education in health care.

This handbook will help guide your experience at North York General Hospital.

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Getting Started at NYGH

General Information

Use of Facilities

Every effort will be made to provide venues for clinical conference/debriefing sessions at requested times. It is expected that both students and Clinical Instructors will take due care of hospital facilities, return borrowed equipment and/or keys, be conscious of not disturbing others and will not take food or drink into the conference rooms.

The following space is available for use by students and instructors:

- **Unit based meeting rooms** are available on individual units that can be booked through the Clinical Nurse Educator (CNE), Clinical Team Manager (CTM) or Designate;
- **Clinical teaching rooms** are available on 8 North, these can be booked through the Centre for Education;
- **Corporate meeting rooms** and conference rooms must be arranged on a weekly basis through the Room Booking office. To request a room please email roombooking@nygh.on.ca.

Storage of Personal Belongings

All students and clinical instructors are provided with a locker that is to be used to store their personal belongings. NYGH lockers are located on the ground floor. Lockers and lock combinations will be provided to your school's placement coordinator. Students are expected to share lockers during their shifts. Lockers must be vacated at the end of each shift as these lockers will be used by other students the next day. Locks are the property of NYGH and must not be removed from the hospital.

NYGH unit meeting rooms, conference rooms and staff lunch areas cannot be used as a storage space for student and clinical instructors' personal belongings.

Cell Phones & Pagers

Cell phones and pagers must either be turned off or placed in silence/vibrate mode during clinical time. Use of phone for personal use should be confined to breaks and away from the patient care areas.

Computers/ Workstations

Computers and workstations are to be used for patient care activities only. If you are required to use the computer for extended period of time, please use the library facilities.

Dress Code

Nursing students and clinical instructors are required to wear uniforms in areas of direct contact with patients and families. For students placed in the mental health area (7N or 7W) the dress code can either be a nursing uniform or business casual attire. The uniform includes a visible University or College identification logo. The NYGH ID badge is also to be worn and displayed at all times.

Policies & Procedures

The NYGH corporate policies and procedures are available on the NYGH intranet site which is the home page on all NYGH computers.

To access NYGH corporate policies:

1. go to the NYGH intranet;
2. click on Policies & Procedures tab on top of the page;
3. all corporate policies and procedures will be listed according to different categories; a search option is also available;
4. click on the required policy category to access the policy.

NYGH unit based policies, procedures and guidelines are available online under the specific program or can be requested by the CI from the Clinical Nurse Educator (CNE) or the Clinical Team Manager (CTM).

Medical Directives

The NYGH medical directives are written for authorized NYGH staff only. Clinical instructors and students are not allowed to initiate medical directives. If initiation of a medical directive is essential, the clinical instructor and the student are required to collaborate with the most responsible nurse assigned to the patient and request the initiation of the required medical directive.

NYGH staff that are in the capacity of a student or clinical instructor are functioning under the auspices of their academic institution and therefore will follow rules applicable to all students and clinical instructors.

Orientation

Mandatory Training

All students and clinical instructors must complete the mandatory training as indicated on the Nirv registration system prior to the start of the placement. Returning students and clinical instructors will not be required to complete the mandatory training if the training was completed less than 12 months ago.

Electronic Health Record (EHR) Training (students and clinical instructors)

NYGH uses Powerchart (Cerner) as our EHR system. Training on this system is mandatory for all students and clinical instructors in order for you to be able to receive access to the system. Training on the system is a two-step process:

1. Completion of Computer-based training (CBT) modules.

- a. Complete the online CBTs for nursing available through this link: [electronic health record training and quizzes](#). This link is also available as part of your requirements documents in the Nirv registration system. You will receive login and registration system access in an email.
- b. Save the CBT quiz results as proof of completing the CBTs and upload where indicated on the Nirv registration system in order for you to be ready to attend your in-person test out session.

Note: when completing the Computer Based Training (CBT) module quizzes please ensure that you are saving your results page or are working on a computer with a printer. You will be required to print the quiz results screen or save the document for uploading. If you do not save or print the quiz result screen at the end of the CBT, the results will be lost.

2. In-person test-out session.

- a. You will receive an email with your test-out session date through the Nirv registration system.
- b. Attend your scheduled test-out session.

Clinical Instructors

All clinical instructors are required to assist in the test-out training of their students. NYGH cannot provide this test-out training without the assistance of the instructor. Prior to assisting with the test-out training of students, the instructor is required to:

- Complete the online CBTs;
- Upload the CBT quiz results on the Nirv registration system.
- Attend the scheduled one day in-class session (date will be provided by the Centre for Education);
- Assist with the test-out training of students (date will be provided by the Centre for Education).

Students Roles and Responsibilities

Nursing students are accountable for their own actions, to the patient, the educational institution and NYGH. It is expected that students evaluate their knowledge, skill and judgment prior to engaging in any direct patient care. A skill that falls within the scope of practice as identified by the CNO can be performed by the nursing student if:

- The student has received the theory behind the skill;
- Competency has been established by the clinical instructor or if competence has not been reached the skill must be performed under the supervision of their clinical instructor.

Communication

- Each student must find his/her assigned nurse at the beginning of shift, introduce themselves and share their daily goals and objectives.
- Students should have a dialogue with the staff nurse in relation to their skill levels and competency (e.g.: skills you are comfortable with, those which you had theoretical education on and skills you will need supervision with).
- Students have a responsibility to notify the clinical instructor and the assigned nurse, if they are not achieving the expected objectives.
- Students must report off before leaving the unit (i.e. breaks and end of day) - relay all pertinent information to the staff nurse including care provided.

Expectations

- Students must review orientation materials and be responsible for reviewing the information provided to them including hospital policies and procedures.
- Students are responsible for the care they provide.
- Students are expected to be on time for each shift.
- Students are expected to be knowledgeable and apply basic infection control principles, basic assessment and provide basic hygienic care (e.g.: normal ranges for vital signs; baths, oral care, therapeutic communication).

Coordination

- Students must discuss and prioritize the patient's plan of care with the assigned nurse; seek guidance and assistance as needed.
- Students should use clinical time efficiently. Students must coordinate the patient care and activities with the assigned nurse to avoid duplication and redundancy of service.

Student Support

The Centre for Education is located on 6N room 630 and is open Monday to Friday 7:30 – 16:30. Should you require assistance please feel free to drop by, call us at ext. 6929 or email us at cfe@nygh.on.ca. Further information is also available at www.nygh.on.ca/CentreForEducation .

Evaluation of Placement: Please let us know about your experience with us by completing an on-line evaluation of your placement that will be sent to you through our Nirv registration system.

Clinical Instructor Roles and Responsibilities

NYGH expects that clinical instructors teaching in specialty and non-specialty areas have the appropriate clinical experience to mentor the students as they hold the primary responsibility for teaching them.

General Expectations

- Provide direct supervision of students
- Be on the designated unit with the students at all times
- Be directly involved in the teaching process
- Assist the students to provide patient care in collaboration with the most responsible nurse

Prior to Placement

- **Meet with the CTM and/or the CNE** to review relevant policies and procedures applicable to the specific area. Request from the CNE a list of nursing skills and relevant policies to the area. It is expected that the clinical instructors review these policies and that they are proficient in all the skills that they will be teaching.
- If new to the organization or to the unit, **spend a buddy shift** on the relevant unit to become familiar with the patient population, care team and needs of the unit. This is imperative to ensure that the clinical instructor is familiar with the routine of the unit and can then focus on teaching and supervising the students;
- Complete infusion pump(s) training that is available through the CNE. Instructors are responsible for training their students on the use of the infusion pump and ensuring their competency.

Skills requiring certification to perform

Skills that are not part of nursing entry to practice competencies and require certification will not be able to be performed by the clinical instructor. The students may have an opportunity to observe the skill performed by the staff nurse. NYGH corporate nursing skills that require certification include but not limited to:

- Management of central vascular devices;
- Intravenous initiation;
- Point of care testing;
- IV push;
- Blood product administration.

Absence/Late

If the instructor is unable to attend the placement during the scheduled date and time it is the responsibility of the school and the instructor to notify the CTM/Designate of their absence. If the clinical instructor is not available or late, the students will not be allowed to participate in direct patient care until he/she arrives.

Process for Placement Challenges

It is expected that the Clinical Instructor/ Faculty liaison and the Clinical Team Manager attempt an early resolution of any clinical problems that may arise. If the problem continues, the Clinical Team Manager will liaise with the Manager, Centre for Education.

If an issue cannot be resolved on a unit level, in keeping with the responsibilities of safe patient care, the Manager of the Centre for Education in collaboration with the Professional Practice Leader, Nursing will act as a liaison for NYGH staff and management to address nursing students and clinical instructor issues and concerns in a timely manner.

Students' Patient Assignments

- Students' patient assignments will be arranged in collaboration with the CTM/ Designate and the CI.
- All efforts should be made not to assign more than one student to each nurse. Additionally, a student should not be assigned to a nurse supervising a new graduate or to a nurse precepting another student or a new hire.
- Students must keep the nurse informed of the patient(s) condition and status throughout the shift. Similarly, the student will inform the assigned nurse of any unusual occurrences and changes in the patient condition.
- The student will provide a verbal report when going on a break and at the end of their shift.
- The instructor may request the assistance of NYGH nurses in supervising students conducting a skill that they have previously demonstrated competency in.
- The clinical instructor is expected to inform staff at the beginning of each shift of the clinical objectives to be achieved by the student. If the instructor is not able to discuss students' assignments at the beginning of the shift with the Unit Coordinator or Designate, she/he is expected to do so as soon as possible.
- A copy of the students' objectives for the day must be posted on the units for communication to the interprofessional team (Figure 1).

Patient Acuity: If during the shift, the patient's condition deteriorates, the assigned staff nurse may decide to take over the care of the patient. At this point the student can observe the care provided by the nurse or be reassigned to a different patient.

Student Observation Experience

If the students would like exposure to specific experiences that are not part of their usual rotation, the clinical instructor should discuss their request with the CTM/Designate or the CNE. Observation experiences will be accommodated if possible. The following apply to observation experiences:

- The clinical instructor must be contactable at all times.
- Students on an observation experience must have some introductory theory and fundamental knowledge that will prepare them for the clinical experience.
- Students must have clear objectives for the observation experience.
- Students will be matched with a preceptor who will supervise them.

Figure 1: NYGH Nursing Student Assignment Sheet

School: _____

Clinical Instructor: _____ Contact Number: _____

Date _____ Time on Unit _____ Time Leaving Unit _____

	Responsibilities	Comments
Student: Patient/ Room #	<input type="checkbox"/> Bath <input type="checkbox"/> Personal care <input type="checkbox"/> Bed <input type="checkbox"/> Assessment <input type="checkbox"/> Oral Meds <input type="checkbox"/> Treatments <input type="checkbox"/> Documentation <input type="checkbox"/> Ambulation	
Student: Patient/ Room #	<input type="checkbox"/> Bath <input type="checkbox"/> Personal care <input type="checkbox"/> Bed <input type="checkbox"/> Assessment <input type="checkbox"/> Oral Meds <input type="checkbox"/> Treatments <input type="checkbox"/> Documentation <input type="checkbox"/> Ambulation	
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End of Term/Placement Responsibilities

All identification badges must be returned to the Centre for Education office located on the sixth floor – room 630N.

Please take a few minutes to provide us with feedback on your learning experience by completing an on-line evaluation survey. You will receive a link to the survey via an email at the end of your placement.