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, precept 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

At NYGH, as we progress through the pandemic, we have been working hard to keep our common spaces used as minimally as possible, including our conference rooms. For this reason, we ask all clinical groups to host their clinical conference/debriefing sessions virtually as your first choice. If conducting sessions virtually is not an option, please contact the Centre for Education at extension 6929 to see if there are any room options available. Another option is to connect with the Clinical Nurse Educator (CNE), Clinical Team Manager (CTM) or Designate to book one of the unit-based meeting rooms. Please note that these rooms cannot be booked ahead of time due to unit-based needs.

It is expected that both students and clinical instructors (CI)will take due care of hospital facilities/equipment, return borrowed equipment and/or keys, be conscious of not disturbing others and practice good infection control. Breaks should be taken off the unit and food or drink should not be taken into the conference rooms.

Storage of Personal Belongings

All students and CI 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 locker.

NYGH unit meeting rooms, conference rooms and staff lunch areas **cannot be used** as a storage space for student and clinical instructors' personal belongings. Only take what you need to the units as space is very limited.

Cell Phones & Pagers

Cell phones and pagers must either be turned off or placed in silence/vibrate mode during clinical time. Use of phones 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. Please note that student groups may have to share one workstation due to limited resources on the unit.

Dress Code

Nursing students and CI 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.

Orientation

Overview

- Students and CI will complete the following as a part of their orientation:
    - Review this handbook
    - Complete assigned mandatory online modules
    - Electronic Health Record Training – on-line modules + testing
    - CI will need to also participate in unit orientation. Pleases contact the CNE on your unit.

Resources

Policies & Procedures

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

To access NYGH corporate policies:

1. go to the NYGH intranet (eric);
2. click on **Policies & Procedures** tab on top of the page;
3. click on **policymedical**
4. use the search field to locate the policy you need or click *Policies and Procedures* to access the document library
5. 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 CNE or the CTM.

Medical Directives

The NYGH medical directives are written for authorized NYGH staff only. CI and students are not allowed to initiate medical directives. If initiation of a medical directive is essential, the CI 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 CI are functioning under the auspices of their academic institution and therefore will follow rules applicable to all students and CI.

Mandatory Training

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

Electronic Health Record (EHR) Training for Students

NYGH uses Powerchart (Cerner) as our EHR system. Training on this system is mandatory for all students and CI in order 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 as indicated on the Nirv registration system. You will receive login and registration system access in an email.
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.

Electronic Health Record (EHR) Training for Clinical Instructors

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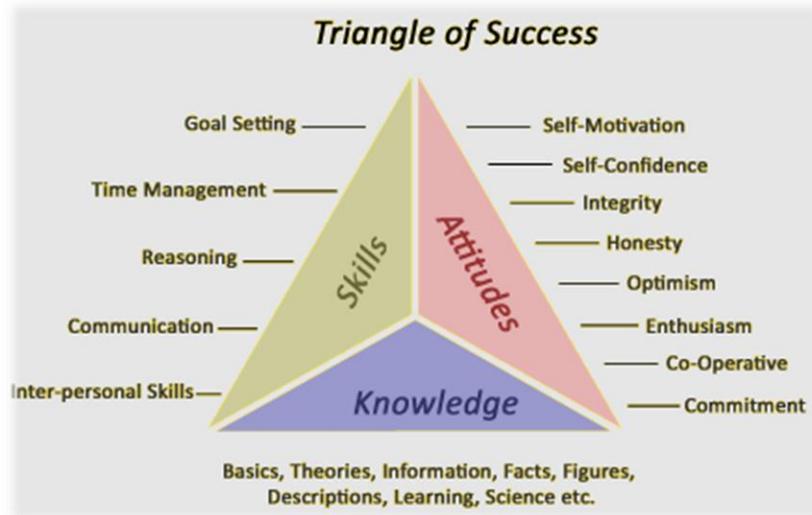
A skill that falls within the scope of practice as identified by the CNO can be performed by the nursing student if:

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

Communication

- Each student must find his/her assigned nurse at the beginning of the 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 CI and their 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. Refer to the Transfer of Accountability and Information Policy when on site.
- 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.

Expectations

It is expected that **all** students will:
- Review orientation materials and be responsible for reviewing the information provided to them including hospital policies and procedures.
- Be responsible for the care they provide.
- Be on time for each shift.
- 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).

Student Support

The Centre for Education is located on the 6th floor, 6N room 630 and is open Monday to Friday 0730 – 1600. 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 CI have the appropriate clinical experience in the unit/program they are placed in as they hold the primary responsibility for teaching them.

Expectations of CI

- 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

- **Book a meeting with the CTM and/or the CNE** to review relevant policies and procedures applicable to the specific area. Request a list of nursing skills and relevant policies to the area. It is expected that the CIs 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, it is expected that you book **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 you are 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 on Nirv. 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 CI. The students may have an opportunity to observe the skill performed by the staff nurse. NYGH 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 for Nursing will act as a liaison for NYGH staff and management to address nursing students and CI issues and concerns in a timely manner.

Students' Patient Assignments

- Students' patient assignments will be arranged in collaboration with the Unit Coordinator/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's 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 CI/student is expected to inform staff at the beginning of each shift of the clinical objectives to be achieved by the student. CI is to use Figure 1 below to track objectives for each student.
- If the CI is not able to discuss students' assignments at the beginning of the shift with the Unit Coordinator or Designate, they are expected to do so as soon as possible.
- 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 Assignment Sheet

Figure 1: NYGH Nursing Student Assignment Sheet

School: _____

Clinical Instructor: _____Contact Number: _____

Date _____ Time on Unit _____ Time Leaving Unit _____

	Responsibilities		Comments
Student: Patient/ Room #	☐ Bath ☐ Bed ☐ Oral Meds ☐ Documentation	☐Personal care ☐ Assessment ☐ Treatments ☐ Ambulation	
Student: Patient/ Room #	☐ Bath ☐ Bed ☐ Oral Meds ☐ Documentation	☐Personal care ☐ Assessment ☐ Treatments ☐ Ambulation	
Student: Patient/ Room #	☐ Bath ☐ Bed ☐ Oral Meds ☐ Documentation	☐Personal care ☐ Assessment ☐ Treatments ☐ Ambulation	

End of Term/Placement Responsibilities

- All identification badges must be returned to the Centre for Education office, 6th 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 nearing the end of your placement.
- We hope that you have the best clinical experience possible here at NYGH and again welcome to the team, we're excited to have you on board!

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of Difference*