

07/20/21



MedStar Health

ORIENTATION FOR NURSING FACULTY

MedStar Good Samaritan Hospital
&
MedStar Union Memorial Hospital

PART 1

General Information

2021 - 2022

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Welcome to MedStar Good Samaritan and MedStar Union Memorial Hospitals!

We are delighted that you have chosen one of our hospitals for your clinical rotation and we remain committed to providing your students a high quality clinical experience in a nurturing environment. We have over 400 clinical students annually and are able to support a large number of practicum student placements each year.

As an organization, we must ensure that we are continuously in compliance with regulatory agencies and accrediting bodies' standards, as well as legal statutes set forth by the State of Maryland for clinical instructors and nursing students working within our facility. MedStar Good Samaritan and MedStar Union Memorial Hospitals are part of MedStar Health and must adhere to all MedStar policies. It is essential that we have knowledge of all students and instructors working in our facility and that we ensure that both students and instructors have received a high-quality orientation.

We appreciate all the cooperation we have received in the past from schools and faculty in providing us with all the required documents for clinical rotations. Outlined below are the expectations that we have of the schools and faculty. Also outlined is a list of what you can expect from the clinical placement office. Please be aware that clinical instructors and the students will not be allowed on any nursing unit until all paperwork is received and verified for completion.

COVID PANDEMIC

Global Pandemic

The novel severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) is the cause of a rapidly spreading illness, Coronavirus Disease 2019 (COVID-19), affecting hundreds of thousands of people worldwide. COVID-19 will remain a public health issue into the foreseeable future.

MedStar Health continues to care for COVID-19 positive patients and Patients Under Investigation (PUI) at all our hospitals throughout the system. **All units** at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital provide care for patients diagnosed with Covid 19 and PUI patients with the virus.

Schools:

1. Requests for clinical placements are made through the CastleBranch Bridges on-line request system. Requests will be accepted based on the level of relationship between the school and the hospital.
2. Please provide a list of the faculty assigned for each clinical rotation **3 weeks prior to** the start of clinicals for each semester. If the clinical instructor was not assigned through CastleBranch, please email the Clinical Placement Coordinator 3 weeks prior to the start of clinicals.
3. Schools must submit student and faculty MedConnect access requests **electronically at least three weeks prior to the start of clinical**. Access request instructions can be found in Part IV of the Faculty manual. Due to security reasons Medconnect and Pyxis accesses will

be inactivated at the end of each clinical. **A new request form must be submitted for each new clinical rotation.**

Clinical Instructors:

1. Clinical Faculty should review the **Clinical Rotation Guideline: Faculty and Students policy (dated 10/2020). See appendix A**
2. Clinical Faculty should review the Faculty Manual with students on the first clinical day.
3. **Prior to the start of clinicals, new clinical instructors are required to meet with Clinical Site Coordinator to:**
 - a. Receive an orientation to the hospital
 - b. Complete MedConnect training
 - c. Schedule a share day on the unit where they will be taking students

Contact the clinical coordinator to schedule MedConnect training. Instructors who have NOT completed orientation and MedConnect training will NOT be permitted to begin a clinical rotation.

4. **New clinical instructors are required to orient a MINIMUM of 4 hours on the unit where they will be taking clinical students. If an instructor will be bringing students to a unit that is different from where she/he has had prior clinicals, the instructor is required to work a MINIMUM of 4 hours orientating on the new unit.**
5. **All required paperwork MUST be completed and returned to clinical coordinator 3 week prior to the first day of clinical.** These documents include:
 - a. Course Objectives
 - b. Current Instructor resume or CV
 - c. Documentation Summary Form
 - d. Student Roster
 - e. Instructor and Students' Confidentiality Statement
 - f. User Confidentiality Agreement and Acknowledgement of Responsibilities Form
 - g. Safety, TJC, Infection Control Signature Sheet
 - h. Medication Administration Patient Identification Signature Sheet for Instructors
 - i. MedStar Code of Conduct Attestation Form
 - j. Certification of Student Requirements (Background Check & Drug Screen verification (Form must be emailed by school administrator)**
 - k. Student & Faculty MedConnect Access requests must be submitted electronically

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The following sections are broken into either **MedStar Good Samaritan Hospital** or **MedStar Union Memorial Hospital**

Clinical Placement Office at MGSB:

Clinical Placement Office - The Clinical Placement Office is located on the second floor. To access this office, you must be on the first floor in the lobby - take the small elevator to the left of the gift shop to the second floor. The Clinical Placement Office is across from the elevator on your right.

There are 2 computer labs - the e-learning center (ground floor) allows for 11 learners and Parker 5 (1st floor) allows for 20 learners. Either can be reserved for training.

Instructor Orientation/Share Days/ Computer Lab requests –

Corinne Weigand corinne.m.weigand@medstar.net (443-444-4705) Please include the date, start time and end time in your request.

Clinical Placement Office at MUMH:

Clinical Placement Office – The Clinical Placement Office is in Room 206 of the 33rd St Building of the Medstar Union Memorial Hospital Campus.

There is 1 computer lab - located in a room adjacent to room 206 of the 33rd St Building.

Instructor Orientation/Share Days/ Computer Lab requests –

Corinne Weigand corinne.m.weigand@medstar.net (443-444-4705) Please include the date, start time and end time in your request

Observation Experience Requests at MGSB & MUMH

Observation placements are not permitted unless approval given by clinical placement office.

We are excited that the new school year will be beginning shortly. We hope that your experience is a good one and welcome feedback and input throughout your clinical rotation. Please let us know how we can best assist you and your students to make this an optimal learning experience and do not hesitate to call if you have any questions. Thank you for your cooperation and we look forward to another great year.

Best Regards,

Clinical Placement Office at MGSB & MUMH

Corinne Weigand, MA, BA
corinne.m.weigand@medstar.net
443-444-4705 (office)

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Joy Burke, MSN, CCRN-K, RN-BC

joy.burke@medstar.net

443-444-5790 (office)

Deidre Watson

Deidre.j.watson@medstar.net

410-554-2746 (office)

MGSB – Clinical documents can be turned into Corinne Weigand’s mailbox located in the Nursing Office on the 3rd floor to the right of the main elevators. Or in the Clinical Placement Office on the second floor.

MUMH - Clinical documents can be turned into Deidre Watson during daytime hours located in the Nursing Education Office in Room 206 of the 33rd St Building.

Mission, Vision and Values

Knowledge and Compassion Focused on You

MedStar Good Samaritan Hospital Mission

We are Good Samaritans, guided by Catholic tradition and trusted to deliver ideal healthcare experiences

MedStar Union Memorial Hospital Mission

To serve our patients, those who care for them and our communities

MedStar Health Vision

To be the trusted leader in caring for people and advancing health

The MedStar SPIRIT Values

Service

We strive to anticipate and meet the needs of our patients, physicians, and co-workers.

Patient first

We strive to deliver the best to every patient, every day. The patient is the first priority in everything we do.

Integrity

We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.

Respect

We treat each individual, those we serve and those with whom we work, with the highest professionalism and dignity.

Innovation

We embrace change and work to improve all we do in a fiscally responsible manner.

Teamwork

System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.

MedStar Health Goal

Our goal is to provide **EXCELLENT** care. MedStar Health is an organization committed to values. Our values are reflected in our **Behavior Expectations**, including **Recognition, Ownership,**

Communication, Courtesy, Enthusiasm, and Teamwork.



MedStar Health has long been committed to delivering the highest levels of quality and safety to our patients. MedStar strives to become a High Reliability Organization (HRO). AS a system, MedStar Health adopts a culture to prevent accidents and harm from happening, and learn from near misses or potential safety issues, while delivering the best patient experiences to our patients.

An HRO is an organization that succeeds in avoiding catastrophes in an environment where accidents are expected due to risk and complexity. Air traffic control, airlines and nuclear power plants are some examples of HROs. Within HROs, a culture exists where everyone is acutely aware that even small failures in safety protocols or processes can lead to catastrophic outcomes.

Associates in these organizations are constantly searching for the smallest indication that the environment or a key safety process has changed in some way that might lead to failure if action is not taken to resolve the problem. Uncovering these safety concerns allows an organization to identify safety or quality problems before harm occurs.

General Information for Instructors

Documentation Required From the Nursing Instructor Includes:

MGSB and MUMH are making every effort to be in compliance with the agreements established by MedStar Health Student Placement Committee.

Prior to the start of any clinical rotation, each school is required to complete the Mandatory Forms included in Part 4 of this manual.

The Documentation Summary and all documents referenced in the Documentation Summary must be completed and signed by both the clinical instructor and all students. All documents should be emailed to Corinne Weigand 3 weeks prior to the first clinical day.

Pre-/Post-Clinical Meetings

Conference room and classrooms are **NOT** readily available for pre- or post-conference meetings. If the staff lounge is available, you should speak with the Patient Care manager or the charge nurse to request using the room.

COVID 19 – Do to social distancing requirements, all conference rooms are labeled with a maximum capacity of occupants allowed in the room at one time. Please do not exceed the posted limitations.

Some pre- and post-conferences are held in the lobby. **Please do not rearrange furniture in the lobby for conferences.**

Bedside Shift Report

In order to provide a structured, current and consistent method of shift report, MedStar facilities employ Bedside Shift Reporting using the SBAR framework.

Bedside Shift reporting occurs on all in-patient units. Report will begin promptly at 7am –7pm at the bedside. **Rehab** shift report 7am – 3pm - 7pm – 11pm at the bedside.

Cell Phones

Personal phone calls are discouraged and therefore should be turned off while in patient care areas. Use of personal cell phones must be limited to break periods. Please ask students to turn off their phone during clinical.

Code of Conduct

The MedStar Code of Conduct is the foundation for how we interact with our patients, co-workers, vendors, and other persons. The Code of Conduct is based on our Mission and Patient-First philosophy of doing business and the shared common values that drive us. Students and Faculty are required to read the Code of Conduct and sign an Attestation Statement included in the Mandatory Forms section of the manual.

- ◆ Questions may be directed to Business Integrity (OCBI), or the MedStar Health Integrity Hotline at 1-877-811-3411

Confidentiality (See HIPPA)

Follow HIPAA regulations:

- Do not discuss patient names or conditions in public places.
- Make sure patients are properly covered at all times maintaining patient privacy.
- Close doors and draw curtains around patients when they are receiving care.
- **Only review or access the materials and information necessary to meet the requirements of your clinical rotation.**
- All patient complaints should be reported to the charge nurse or manager of the unit.

Corporate Compliance

Ethical and legal concerns should be brought to the attention of the unit manager or supervisor.

To remain anonymous, call the Corporate Compliance Hotline. If no one is available, please leave a detailed message on the Hotline (available 24/7). Report violations related to any of the following:

- Fraud and abuse
- Unethical conduct
- Thefts, bribes or kickbacks
- Falsification of billing or patient records
- Billing and coding concerns

Domestic Violence/Abuse/Elder Abuse and Neglect

Each health practitioner who contacts, examines, attends, or treats an alleged vulnerable adult and has reason to believe the person has been subjected to abuse is required by law to notify the local Department of Social Services Adult Protective Services.

Report concerns about domestic violence or abuse to the unit manager or charge nurse.

Dress Code

Clinical instructor and students should follow the dress code of the college. Students must wear school uniforms. **Students must always wear their school ID badges while on campus.** Badges should be clearly visible and worn above the waistline.

MGSH & MUMH - All instructors must always wear their school ID and a MedStar photo ID badge above their waist. from Security. Contact the Clinical Placement Coordinator to schedule a time to get your MedStar badge.

Note: Nurses wear scrubs with any combination of blue and white (at least one item must be white). Care Associates wear burgundy.

Emergency & Mandatory Information:

We have included a quick reference sheet with disaster codes and extensions to call for various emergencies or injuries. This booklet also has a review of mandatory information including fire and electrical safety, hazardous materials, infection control and abuse in the hospital setting. Be aware that, as part of our fire safety program, regular fire drills and tests of the fire alarm system do occur. Check with your unit about specific unit policies and for locations of exits and fire extinguishers. ***It is the instructor's responsibility to review all safety information with students on or prior to the***

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first clinical day. The instructor must then sign off on the roster sheet that the students have been instructed in these mandatory topics.

Emergency Medical Treatment and Active Labor Act (EMTALA)

This is a Federal law that requires that any person who seeks emergency treatment must receive a medical screening exam. Screening must not be delayed. Signs must be posted that state, "Patients are entitled to an emergency screening. Failure to comply with this law will result in:

- Loss of Medicare Reimbursement for six months.
- \$50,000 fine per occurrence
- Loss of JCAHO certification

Personnel must assist anyone in need of treatment on a MedStar campus.

Injury/Exposure

If you are injured or exposed to blood/body fluids, notify the supervisor and complete a hospital incident report. Treatment is provided by Employee Health during the day and by the Emergency Department during other hours. Report body/blood fluid exposure to Employee Health or after hours.

Please report ALL injuries to the Clinical Placement Office and Employee Health IMMEDIATELY. An occurrence report is required.

Medication Administration and Safety

Medication safety and accurate administration is very important and should be in accordance with regulatory requirements and nursing-pharmacy policies and procedures. Please review medication administration policies on StarPort.

It is against the Maryland Nurse Practice Act and hospital policy for any student to administer any IV push medication or chemotherapy agent.

Occurrence Reporting

Anything that happens that is not part of the routine operation of the hospital or the care of the patient must be reported to the charge nurse. Patient and visitor occurrence and potential occurrences should be reported in the on-line reporting system. This reporting is anonymous, and non-punitive.

StarPort

StarPort is the hospital's Intranet and can be accessed from all computer desktops and WOWs:

1. Click on Internet Explorer icon on desktop. This takes you to StarPort Home Page.
2. Select "Policies" to view Nursing policies
3. Select "Clinical Enterprise" then "Nursing" to view the Nursing page.

Parking - Student & Instructor – Compliance is EXPECTED. Non-compliance may result in immediate removal of the instructor, student or clinical group.

MGSB – Students and instructors must **ONLY** park in the employee parking lot off Woodburn Avenue (lower lot). Do not park in any slot marked patient/visitor/church. A shuttle bus runs every few minutes from the lower lot beginning at 6:00 a.m. Allow 10-15 minutes for transport from the lower lot to the hospital. It will drop you off at the Russell Morgan Building.

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MUMH - Students and instructor must park Offsite in the Homewood Garage Monday through Friday. A shuttle bus will bring you to the front of the hospital. You will need to sign the back of the ticket you take on entrance and show your school ID. The shuttle starts at 0500 and stops at 1950. During peak hours, the shuttle runs every five minutes (see MUMH Shuttle Schedule with site specific parking directions)

Parking on weekends – contact Corinne Weigand 443-444-4705 or corinne.m.weigand@medstar.net

Pevco

All inpatient units will provide orientation for instructors to the **Pevco** system (our pneumatic tube system for sending lab specimens) and to the nurse call system (**Comm-Tronics**).

Pyxis Request Process

Instructors requiring access to the **Pyxis Medstation** for the purpose of supervising administration of medications by students will be assigned access codes. **Pyxis access is only active for one clinical rotation. Schools must submit a new Pyxis access request for each new clinical rotation.**

Smoking

MedStar Health hospitals are all SMOKE FREE campuses.

Security Assistance:

When safety of patients, visitors, or staff is threatened or you note unusual behavior by visitors within the hospital -- report this immediately to the charge nurse or manager of the unit.

Security:

Nursing students should be reminded that lockers are not available and that personal items should be kept to a minimum. Ask the charge nurse or Patient Care Manager on your unit where purses and coats should be kept.

Violence in the Workplace

Verbal or physical aggression may occur between patients, families, staff or visitors. Basic motives for violence and disruptive behavior include fear, anger and frustration. Steps to verbal crisis intervention include:

- Address the patient or visitor by using his or her name
- Introduce yourself and convey your concern and respect for the patient
- Ask if there is anything you can do to help
- If the patient or individual is holding an object **STAY OUT OF RANGE**
- Be calm, empathetic and in control
- Be professional and courteous
- Report the incident. Contact the supervisor.

Verbal Orders

Students should not take a verbal or phone order from a physician.

MANATORY COVID EDUCATION STILL REQUIRED IN 2021-2022.

Mandatory Student and Faculty Education

All students and instructors must complete an online learning module through SITEL (Simulation Training and Education Lab) AND submit a transcript of completion.

You will find directions on accessing SITEL below and on pages 16 -19 in Part VI COVID-19 of the Faculty Manual.

SITEL On-Line Module Registration: Students & Instructors



- **Enter the following website: <https://www.sitelms.org/home/login/> . This screen will appear.**

Do not create a new account, follow instructions below!!



- **Go to the 'SEARCH CATALOG' section in the top right-hand corner and enter "31430" and click the 'SEARCH' BUTTON. This screen below will appear.**



- **Click the title "MedStar Health COVID-19 PPE Protocols". The following screen will appear.**

The screenshot shows the MedStar Health website interface. At the top left is the MedStar Health logo. At the top right is a search bar labeled 'Search Catalog' with a 'Search' button. Below the logo, the course ID 'Od-031430' is highlighted in orange, followed by the course title 'MedStar Health COVID-19 PPE Protocols'. There are two tabs: 'Details' (selected) and 'Curriculum'. The 'Details' tab contains the following information: 'Type: On Demand' with an 'Enroll' button to the right; a large orange 'Od' icon; 'Credit: No'; 'Description: This course reviews MedStar's COVID-19 PPE Protocols'; 'Objectives: Understand how to properly don and doff PPE for hospital and ambulatory locations'; 'Tags'; 'Fees: Free'; 'Activity Director: Julia Gardner Julag444@gmail.com'; and 'Organization: MedStar Health (Corporate)'.

- Click on the “ENROLL” bar. From there this screen will appear.

The screenshot shows the MedStar Health enrollment confirmation screen. At the top left is the MedStar Health logo. The main heading is 'YOU ARE ENROLLING IN:'. Below this, there is a box containing the course details: 'ON DEMAND' in small text above a large orange 'Od' icon, followed by the course title 'MedStar Health COVID-19 PPE Protocols'. Below the title, it lists 'Activity Director: Julia Gardner', 'Organization: MedStar Health (Corporate)', and 'ID: Od-031430'. At the bottom right of the box are 'Cancel' and 'CONTINUE' buttons.

- Click the “CONTINUE” bar. The following screen will appear.

MedStar Health

YOU ARE ENROLLING IN:

ON DEMAND
Od MedStar Health COVID-19 PPE Protocols

Activity Director: Julia Gardner
Organization: MedStar Health (Corporate)
ID: Od-031430

Cancel **CONTINUE**

ENTER YOUR EMAIL

Email:

Cancel **NEXT**

- Enter your email. Then click the “NEXT” bar. This screen will appear.

Email

Password must have 6-12 characters, at least one letter, one number, and no spaces, and is case sensitive

Password

Confirm Password

Security Question

Security Answer

Security Question

Security Answer

First Name

Last Name

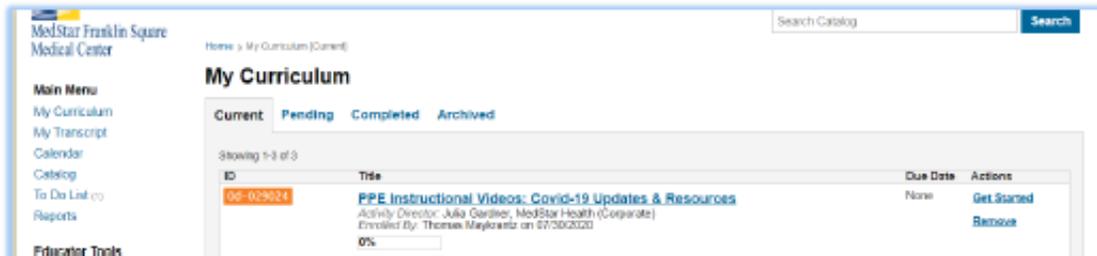
Birthdate

Phone

Continue Cancel

- Enter the required information in the blank fields then click the “CONTINUE” bar.

- You can then continue the enrollment process by clicking on the “Enroll” bar. You have created your account and the course you enrolled in will be located in your ‘CURRICULUM’ on the home page. Click ‘GET STARTED’ to complete the module.



Once you have completed the module, you can print a copy of your transcript.

This module transcript may be used for any MedStar facility if required.

You may use this SiTEL account for any required modules from MedStar Health. The username (email address) and password you selected will not change and your transcripts will be saved for future use.

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If your clinical rotation is at MGSB, please refer to pages 19 – 26.

If your clinical rotation is at MUMH, please refer to pages 27 – 33.

General Information About MedStar Good Samaritan Hospital

MedStar Good Samaritan Hospital (MGSH), a member of MedStar Health and winner of the American Psychological Association's "Healthy Workplace Award", is a 246-bed community teaching facility located at the corner of Loch Raven Boulevard and Belvedere Avenue in northeast Baltimore. For over 50 years we have provided adult medical and surgical services to our community. Today MGSH has Centers of Excellence in rheumatology, rehabilitation, burn reconstruction, Elder Care and renal care. We are also a certified Stroke Center. MGSH has a full service Emergency Department and an Ambulatory Surgery Department. MGSH and Franklin Square Medical Center have partnered to create a new coordinated cancer program at MGSH.

The inpatient units have the following specialties:

- ◆ *3 East:* *Comprehensive* CardioPulmonary Care (CCPC) – Telemetry; monitored; ventilated patients; respiratory medicine
- ◆ *3 West:* *Comprehensive* CardioPulmonary Care (CCPC) – Telemetry; monitored; ventilated patients; respiratory medicine
- ◆ *4 East:* Short Stay Unit (SSU)– Cardiac monitored; Observation status (patients less than 24 hour)
- ◆ *5 East:* Rehab - Spinal cord injuries/neuro. Some medical overflow

- ◆ *O'Neill 3:* Medical Surgical
- ◆ *O'Neill 4:* Medical Surgical; Stroke; End-stage renal disease; vascular surgery; urology; general surgery
- ◆ *O'Neill 5:* Rehab - Stroke/neuro and some medical overflow

- ◆ *ICU/CCU 3 South:* Critical care patients

*

**Good Samaritan Hospital
Baltimore, Maryland**

Parking for Nursing Students & Faculty

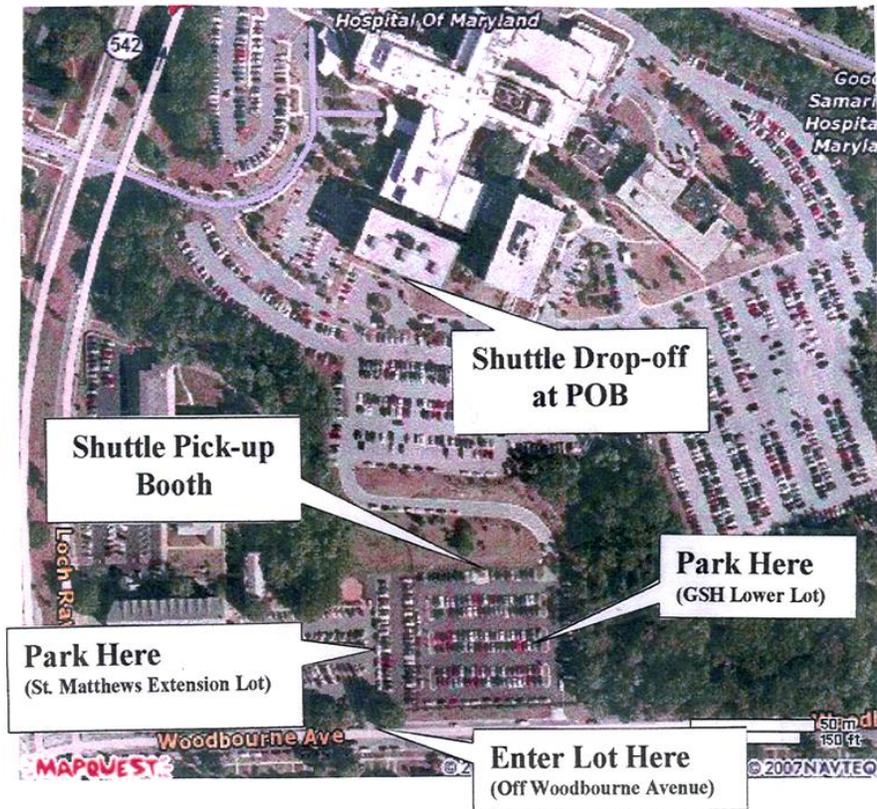
Due to an ever increasing demand for patient/visitor parking at Good Samaritan Hospital (GSH), we are asking all nursing students and faculty to park on the lower level parking lots of the hospital, located on the back of hospital's campus, along Woodbourne Avenue. **(Note: This policy also pertains to GSH employees.)**

The easiest way to access the lower level parking lots is to enter by way of Woodbourne Avenue. The lots can also be accessed by entering the hospital's campus, proceeding to the Professional Office Building (POB) and following the road directly in front of the POB.

There are two lots on the lower level – the St. Matthews extension lot, and the GSH lot. Please ask your students to fill the spots on the St. Matthews extension lot first. If no spots are available on the extension lot, students are asked to park on the GSH lot.

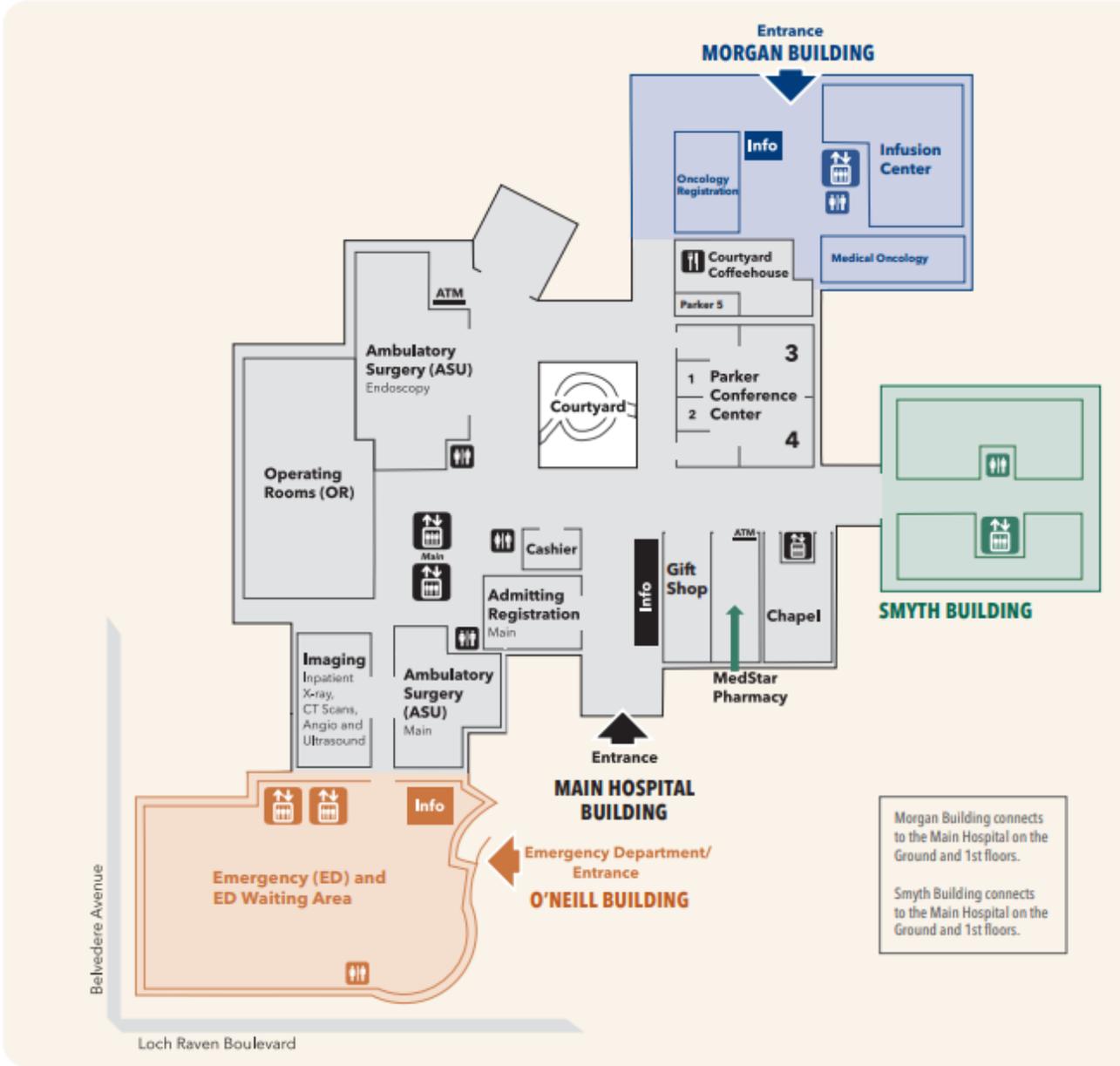
Once students have parked, they should proceed to the shuttle pick-up booth, and a shuttle will take them up to, and drop them off at, the POB. The POB entrance takes you to the Ground Floor of the Hospital. Students can take the POB elevator to the first floor, make a left, and they will arrive at the Main Lobby of the Hospital.

We appreciate your cooperation with this important parking policy, which frees-up the upper level parking for patients and visitors. Thank you!!



First Floor

MedStar Good Samaritan Hospital



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DIRECTIONS

MedStar Good Samaritan Hospital

5601 Loch Raven Boulevard

Baltimore, MD 21239

443.444.8000

From the Northeast

Take I-695 to Loch Raven Boulevard, South. Alternatively, take either Harford Road, Perring Parkway or Belair Road South, make a right onto Northern Parkway and then a left onto Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

From the Northwest

Take I-695 to I-83 South. Exit onto Northern Parkway, East. Turn right at Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

From the South

Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.

From BWI Airport

Take I-195 west (exit from airport). Follow to I-95 North (toward Baltimore). Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.

Phone Usage and Dialing Instructions

Initiating a STAT Page (Emergencies Only- Code Blue, Code Red, Code Stroke....):

- Dial "4911" from any in-house telephone. The paging operator will answer, giving priority over all other pages.
- Give the name of the person to be paged and the location of the emergency.
- The paging operator will "voice page" on the overhead system, giving the location where that person is needed.

Internal Calls

To call another in- house extension:

- Consult the phone directory for the extension
- Listen for a dial tone
- Dial the desired four-digit number

To call the hospital telephone operator:

- Listen for a dial tone
- Dial "O"

To request a telephone repair:

- Listen for a dial tone
- Dial the MedStar Health Help Desk – HELP or ext 4357

Pager Access Instructions:

Access within Good Samaritan Hospital:

- Dial 9 + (410) 932 + the last four digits of the page number

After the tone, enter your 10 digit telephone number (area code + number) for return call. To indicate an urgent call, enter your telephone number followed by 91

Quick Reference Guide
Frequently Used Telephone Numbers

Main Areas	Ext.
Admitting	3800
Bio-Med	3965
Blood Bank	4176
Case Management	3860
Central Stores	5555
Chaplain/Pastoral Care	3858
Clinical Lab	4170
Dietary/Nutrition Services	3759
EKG	4280
Employee Health/Infection Control	4380
Escort	4150
Facilities	3960
Health Information Management	3882
Housekeeping	3761
Human Resources	3755
Information Desk	4000
Laboratory	4170
Nursing Office	4030
Nursing Education	4035
Paging Operator	Dial 0
Pharmacy	3950
Pharmacy (outpatient)	4960
Phlebotomy (Inpatient only)	3944
Point of Care testing (Glucometer)	4131
Radiology	4340
Respiratory	4305
Security	4300
Warehouse (SPD)	4152

RAPID RESPONSE TEAM

(24/7)

DIAL “4911”

Staff concerned that the clinically changing patient may need more intense treatment than is currently being provided for symptoms, such as:

- **Heart rate** changes of **<60 or >120**
- New onset of arrhythmias
- Respiratory distress/compromise **RR <10 or abrupt dyspnea with RR >30**
- Systolic Blood Pressure (SBP) decrease of 30% from baseline or SBP <90mmHg
- FiO₂ increase to 50% or greater
- Acute change in SpO₂ or < 90% on O₂
- Acute significant bleed
- **Urine Output <50ml** for 4 hours
- Acute change in mental status/level of consciousness
- Seizures
- Rapid deterioration
- Failure to respond to treatment
- **Unsure of situation/uneasy feeling about patient**

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Dining

Belvedere Bistro (ground floor) Serving breakfast and lunch.

Monday- Friday: 6:30 a.m. to 10 a.m. and 11:00 a.m. to 7:00 p.m.

Saturday and Sunday: 6:30 a.m. to 6:30 p.m. (limited menu on weekends)

Vending Machines

(first floor, near the Courtyard Coffeehouse) Refreshment vending.

Open daily: 7 a.m. to 8 p.m.

Courtyard Coffeehouse (located off the main lobby) Serving pastries, breakfast items, and light refreshments.

Open daily: 6 a.m. to 3 p.m.

ATM Machine

An ATM (Automated Teller Machine) is located on the first floor in between the Gift Shop and the Out Patient Pharmacy.

Hospital Chapel & Jewish Prayer Room

For prayer and private meditation the hospital Chapel and the Frank and Etta Barrish Jewish Prayer and Meditation Room (both located on the first floor of the hospital next to the Pharmacy) are open 24 hours, every day.

General Information About MedStar Union Memorial Hospital

MedStar Union Memorial Hospital is a not-for-profit, 223-bed acute care teaching hospital with a strong emphasis on cardiac care, orthopaedics and sports medicine.

As one of the region's top specialty hospitals, MedStar Union Memorial has been caring for members of the community for more than 160 years. Through the years we have grown to become the nation's premier hand and upper extremities location with the Curtis National Hand Center, and our heart program, a leading cardiac regional treatment center, has aligned with the nationally acclaimed Cleveland Clinic to share best practices to provide the best possible care for heart patients. Our orthopaedics and oldest hospital-based sports medicine program continue to be regionally and nationally renowned. In addition, we offer a comprehensive range of inpatient and outpatient services including diabetes and endocrine care, eye surgery, general surgery, oncology, thoracic surgery and vascular surgery.

Our excellence in cardiovascular and orthopaedic care has earned national recognition from Thomson Reuters (Top Hospitals®: Cardiovascular Benchmarks for Success) and U.S. News & Report (America's Best Hospitals). MedStar Union Memorial is a member of [MedStar Health](#), a non-profit, regional health care system with a community-based network of 10 hospitals and other healthcare services in the Maryland-Washington, D.C., region.

MedStar Union Memorial is accredited by The Joint Commission and designated as a Primary Stroke Center and the Hand Trauma Center for the state of Maryland. We also are the only hospital in Maryland with an accredited Palliative Care Program.

The inpatient units have the following specialties:

- ◆ 9 East: Telemonitored Medical Surgical Unit
- ◆ 9 West: Observation status (patients less than 24 hour)
- ◆ 8 East: Comprehensive Orthopedic Unit Hips, Knees, Spines
- ◆ 8 West: Comprehensive Orthopedic Unit Hips, Knees and Spines
- ◆ 7East: Intermediate Medical Care Unit
- ◆ 7West: Hand Trauma and Surgery and Shoulder Surgery Unit
- ◆ 6 East: Comprehensive Congestive Heart Failure Patient Unit
- ◆ 5 West: Critical Care Unit for Medical and Surgical Patients
- ◆ 5 East: Critical Care Unit for Medical and Surgical Patients

- ◆ 4East: Cardiovascular Surgical Stepdown Unit

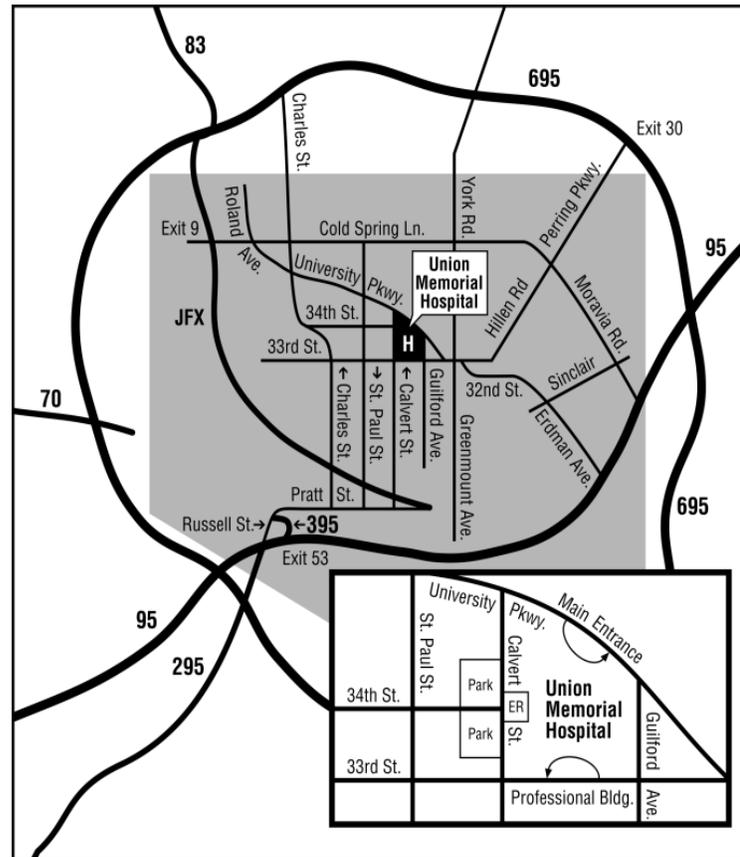
Directions to MedStar Union Memorial Hospital

From JFX (I-83): Take Cold Spring Lane Exit, Right onto Roland Avenue; stay left as it becomes University Parkway. Cross over Charles Street; right at the next light onto St. Paul Street. Make left (before the light) onto 34th Street and left to enter Garage B.

Heading South on I-95: Take Exit 33 (695 West). On 695, take Exit 30 (Perring Parkway South). Stay on Perring Parkway as it becomes Hillen Road near Morgan State University. Right onto 33rd Street; continue to a right onto Calvert Street. Turn left onto 34th Street and right into Garage B.

From B/W Parkway (I-295): Enter Baltimore via Russell Street. Right onto Pratt Street. Left onto Calvert Street. Drive 3.5 miles to left onto 34th Street followed by immediate right into Garage B.

Heading North on I-95: Take I-395 N (Exit 53) toward downtown. Merge onto I-395 N; keep left at the fork in the ramp. Right onto W. Pratt Street. Left onto Calvert Street. Drive 3.5 miles to left onto 34th Street, then immediate right into Garage B.



Parking at MedStar Union Memorial Hospital

Parking Options Include:

1. **FREE, OFF-SITE** satellite parking is available for students and faculty. The lot is located at 26th and North Charles Streets. A shuttle service is available for transportation to and from the hospital. Students must present their school ID for off-site parking. If clinicals are on weekends, please contact Joy Burke, joy.burke@medstar.net

2. Meters around the hospital (33rd Street, Guilford Avenue, etc.). Some are one-hour meters; some are four-hour meters
 - a. There is a metered lot at the corner of 33rd Street and Barclay Streets, approximately two blocks from the hospital. This lot costs \$10 per hour and is heavily used by students and hospital employees.
 - b. Greenway and St. Paul Street, which is not metered, but a little bit further to walk.
 - c. Evening Students may park in Garage B **after 2:00 pm only**.

Read all parking signs carefully. Many areas around the hospital have restricted parking.

Directions to Offsite Parking (Homewood Garage)

Once you park at the garage, a shuttle bus will bring you to the front entrance of the hospital. Should you need assistance, a security phone is available on the premises.

From JFX (I-83): Take 83 South to 28th Street Exit. Make a right on St. Paul Street. Make a right on 26th Street. Make a right on N. Charles Street and get into the left-hand lane immediately. Homewood Garage is on the left.

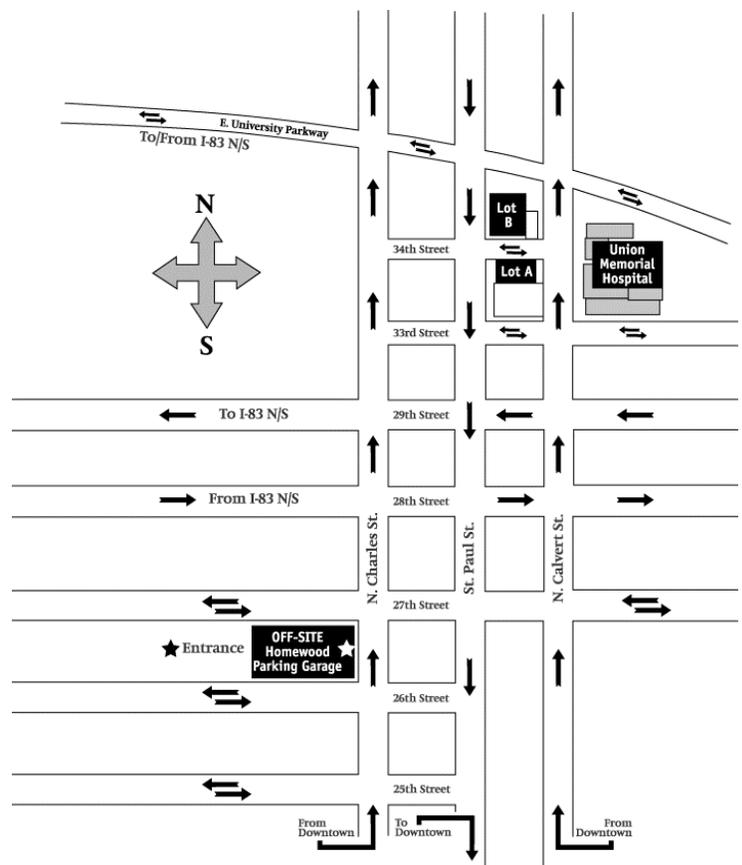
From Downtown/Inner Harbor (395, 295, I-95 N/S): Go north on Calvert Street. Make a left onto 25th Street. Make a right onto N. Charles Street and get into the left lane immediately. Homewood Garage is on the left.

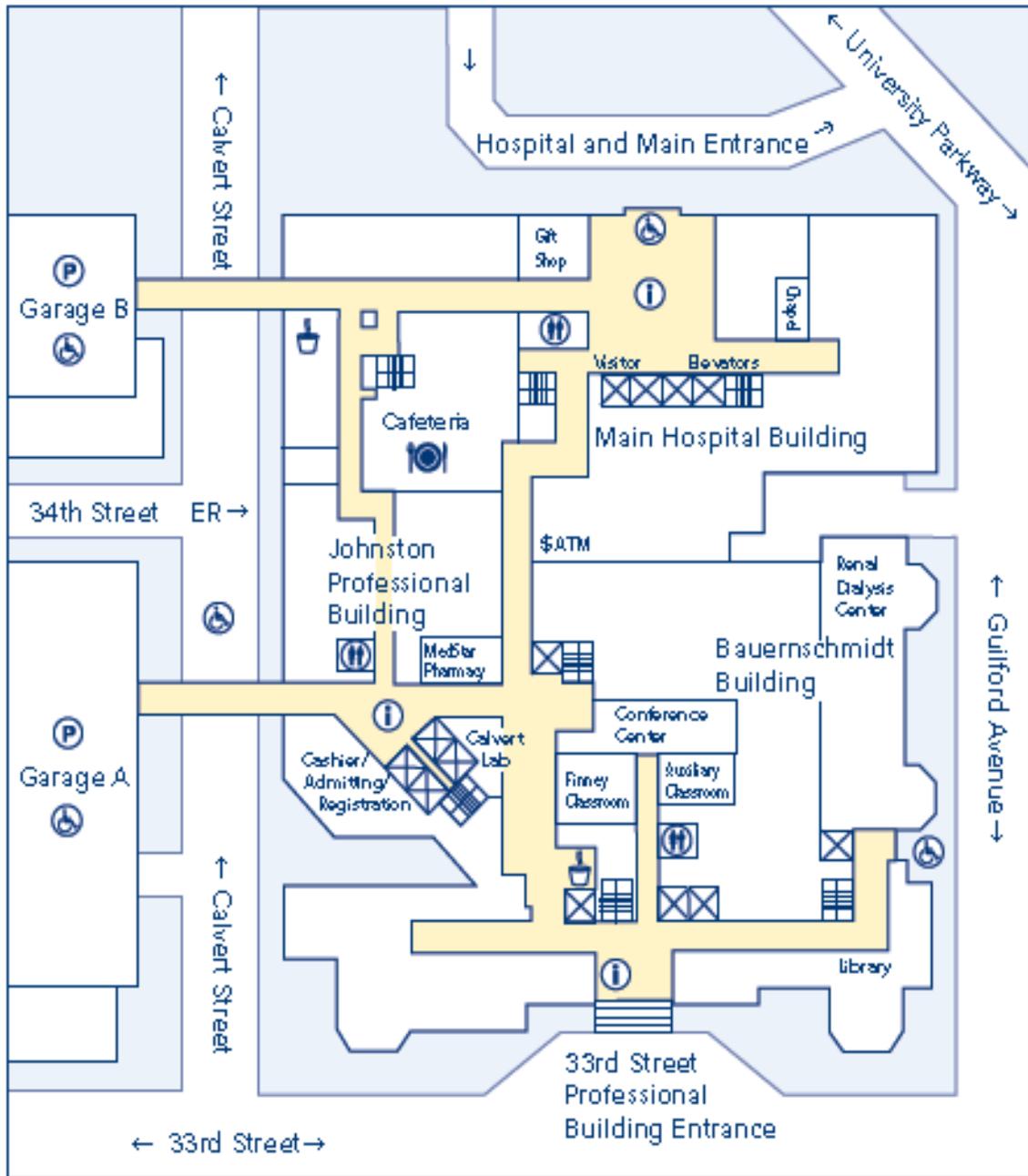
From MedStar Union Memorial Hospital: Make a left onto St. Paul Street. Make a right onto 26th Street. Make a right on N. Charles Street and get into left lane immediately. Homewood Garage is on the left.

To Exit

Board shuttle bus to the right of the main entrance, just before University Parkway. Shuttle runs from 5:30 a.m. to 8 p.m. If you do not have a swipe badge to exit the garage, sign the back of your parking ticket and present it to the cashier with your employee ID.

*shows bus pick up and drop off at garage





- Handicap Accessibility
- Parking
- Restrooms
- Information
- Dining
- Elevators
- Vending
- Stairs



Hospital Chapel

The Riggs Chapel is located off the Lobby of the North Building. It is open 24 hours daily.

Cafeteria

The Cafeteria is located off the Lobby of the North Building. Meals are served as follows:

Breakfast Grill	6:30 am – 9:30 am
Continental Breakfast	9:30 am – 10:15 am
Lunch-Dinner	11:00 am – 7:00 pm

The **Hospital Coffee Bar** is located on the first floor of the Johnston Professional Building, adjacent to the Information Desk. The Coffee Bar hours are **6:00 am – 3:00 pm** Monday through Friday.

Vending Machines

Vending machines are located in the North Building and 33rd Street Professional buildings. Vending machines in the 33rd Street Professional Building may only be used until 11:30 pm weekdays and are not available on weekends.

ATM Machine

An ATM (Automated Teller Machine) is located in the hallway leading from the North Building to the Johnston and 33rd Street Professional Buildings. Stamps may be purchased in the Gift Shop off the main entrance Lobby entered from University Parkway.

Library Usage Policy

Nursing students assigned to clinical experiences at MedStar Union Memorial Hospital may use the resources in the hospital library during the staffed hours, which are Monday through Friday from 8:00 a.m. – 4:30 p.m. The Library is located on the first floor of the 33rd Street Professional Building.

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Frequently Used Telephone Numbers

Case Management	Ext. 2240
Chaplain	Ext. 2708
Dietary/Nutrition Services	Ext. 2350
Occupational Health	Ext. 2546
Environmental Services	Ext. 2517
Facilities	Ext. 2510
Health Information Management	Ext. 2528
Human Resources (Bauernschmidt Bldg., 5 th Floor)	Ext. 2540
Information Desk (North Bldg.)	Ext. 2670
Information Desk (Johnston Professional Bldg.)	Ext. 5063
Information Desk (33 rd St. Professional Bldg.)	Ext. 5002
Information Desk (Calvert Street)	Ext. 5063
IV Therapy	Ext. 2431
Laboratory Medicine	Ext. 2750
Library & Information Resources	Ext. 2294
Nursing Services	Ext. 2288
Nursing Education/Development	Ext. 2746
Paging Operator	Ext. 2222
Pharmacy	Ext. 2555
Public Relations	Ext. 2500
Volunteer Services	Ext 2507
Warehouse	Ext 2575

Rapid Response Team

Dial 3333

24/7

Calling Criteria

Airway Threatened

Respiratory rate <8 or >28 ; SPO₂ <90

Pulse rate <40 or >130 ; Systolic blood pressure <90

Acute mental status change

Urinary output <50 ml in 4 hours

Call early. Call often.

Appendix A

MEDSTAR GOOD SAMARITAN HOSPITAL MEDSTAR UNION MEMORIAL HOSPITAL DEPARTMENT OF NURSING

Title: Clinical Rotation Guidelines: Faculty and Nursing Students

To define the rules governing nursing students and clinical faculty within the clinical environment of MedStar Good Samaritan Hospital (MGSH) and MedStar Union Memorial Hospital (MUMH)

Effective Date: 7/2010

Reviewed/Revised: 12/11, 8/13, 10/15, 7/16, 10/2020 (revised)

Policy

All nursing schools seeking placement of nursing students at MGSH and MUMH must establish a written affiliation agreement, set up using the following criteria.

- Skill Level: In accordance with the Maryland Nurse Practice Act, RNs will supervise and precept associate degree and baccalaureate degree students and Masters prepared RNs will supervise and precept graduate students.
- Scope of Practice: All faculty must identify themselves and their teaching institutions in all documentation. RNs who are employed by MedStar who also act in an adjunct faculty capacity supervising groups of students will adhere to this policy when acting in the role of faculty. ☐ The hospital retains ultimate responsibility for the care and well being of the patient.
- MedStar nursing staff will retain full accountability for the care of the patient and are responsible for all decisions pertaining to patient care.
- The safety of patients, families and staff takes precedence over the scheduling of student experiences and MedStar reserves the right to refuse students based on criminal background checks, the needs of the facility, and the number of available qualified preceptors.

Scope

Nursing students and clinical faculty within the clinical environment of MedStar MGSH and/or MedStar MUMH

Responsibilities Exceptions What Constitutes Non-Compliance

Failure to follow the policy

Consequences of Non-Compliance

Removal from or denying access to the unit or MGSH/MUMH to the student or faculty

Explanations and Details/Examples Requirements and Guidelines for Implementing the Policy Related Policies

Dress, Standards of Appearance-Administrative policy

Definitions

- **Clinical Rotation** – group of students supervised by clinical faculty on-site
- **Student Practicum** – student supervised by MedStar RN preceptor, no clinical instructor on-site at either MGSB or MUMH
- **Senior Practicum** – final clinical experience for undergraduate student under direct supervision of an RN preceptor
- **Leadership Practicum** – undergraduate student assigned to clinical or non-clinical nursing leader in the organization to gain leadership perspective under direct supervision of an RN preceptor
- **Graduate Practicum** – graduate student assigned to clinical or non-clinical preceptor nurse to obtain needed experience in a graduate program
- **Direct Supervision** – oversight of nursing student/s by a registered nurse who is present on the unit of care to observe, assess, evaluate, and direct all aspects of patient care delivered by the nursing student.
 - o For clinical rotations, the clinical faculty is accountable for providing direct supervision.
 - o For clinical practicum students, the primary RN preceptor at MGSB or MUMH is accountable for providing direct supervision whenever patient care is provided by the student.
- **Preceptor** – MedStar Registered Nurse (RN) who supervises the care or practice provided by a practicum student in either the clinical or non-clinical role.
- **Observational experience** – time spent with a nurse/ patient unit observing patient care. **No** patient care is provided by the student.

Procedures Related to Policy

I. Procedure:

- A. Neither the affiliating clinical faculty nor the student will personally contact physicians for change of orders.
- B. Calls to physicians regarding orders will be made by the MedStar Charge Nurse or primary nurse responsible for the patient's care.
- C. Clinical faculty and students are not to sign off on or obtain new orders.
- D. Affiliating clinical faculty and students are governed by the existing policies and procedures of MedStar Health and MGSB/MUMH. Required documentation will be provided by the clinical faculty prior to the first day of clinical experience.
- E. Documentation of student and faculty current influenza vaccination status or exemption for medical or religious reasons must be on file at the college/university. Flu vaccines must be on file at the college/university by MedStar's annual flu vaccine deadline.
- F. Clinical faculty are **required to** meet with the Clinical Placement Coordinator prior to bringing students to the facility for the first time
- G. Clinical Faculty are responsible for reading the current online Clinical Faculty Manual.
- H. Clinical faculty are **required** to spend a **minimum** of four hours orienting on each clinical unit where they will supervise students.
- I. Under the direct supervision of the clinical faculty or a precepting MedStar RN, nursing students may administer medications **WITH THE FOLLOWING EXCEPTIONS**:
 - a IV push medications, including central line flushes
 - b Cardio-active medications (Diltiazem, Procainamide, Dobutamine, etc.)
 - c Continuous medication infusion, including but not limited to heparin, oxytocin, dopamine, insulin and magnesium sulfate
 - d Controlled substances for infants less than two years of age
 - e Initiation of transfusion blood or blood products excluding Rhogam

- f Initiation, programming, and reprogramming patient-controlled analgesia (PCA) pumps.
- J. Clinical faculty and students will NOT perform any intravenous insertions or phlebotomy procedures.
- K. Prior to administering any medications, the nursing student must demonstrate a clear understanding of the pharmacokinetic properties of the medication, the Five Rights of Medication Administration, the MedStar two patient identifier policy and appropriate use of the medication administration technologies (TC51/ MedConnect WOW).
- L. Medications will be administered using the student's sign-on for MedConnect and supervised by the clinical faculty or the MedStar RN precepting the practicum student.
- M. All medications will be witnessed and co-signed by the clinical nurse faculty or the MedStar practicum preceptor in the MedConnect system (TC51/MedConnect WOW).
- N. Practicum students may perform nursing skills under the direct supervision and with the instruction of the precepting registered nurse. Skills include but are not limited to insertion of Foley catheters, discontinuing intravenous lines, and dressing changes.
- O. Access to the Pyxis medication station will be provided to the clinical faculty and this access is not to be shared with students.
- P. Nursing students may document in the patient's medical record per unit protocol.
- Q. For the purposes of tracking and auditing use of MedConnect for documentation, each student and faculty user must have a unique MedConnect username and password.
- R. Prior to obtaining a user ID and password, the clinical faculty must successfully complete the discipline specific user training. The clinical faculty will provide the student training and are responsible for ensuring that each student documents correctly and appropriately in the medical record.
- S. Students will **SIGN** their documentation. The clinical faculty or MedStar practicum preceptor will view notification in MedConnect System that there is documentation for review and co-sign (authenticate) student documentation.
- T. MedConnect and Pyxis Access Requests:
 - 1. Only clinical faculty will be eligible for a Pyxis access.
 - 2. The college/university will complete and submit Medconnect/Pyxis Access Request forms (Excel format) as stated in the Clinical Faculty Manual **three weeks prior** to the student's first clinical day. The request form will include but is not limited to, student or clinical faculty name, phone number, email, start and end date of clinical rotation.
 - 3. Student and clinical faculty accesses are secure. Students and clinical faculty will receive their accesses by email.
 - 4. Student passwords will expire 1 week after the last day of the clinical rotation.
- U. College/university representative will verify each background and drug screen report as part of the process for student clinical placement as defined in the Addendum to Education Affiliation Agreement.
- V. Requests from schools for clinical rotations should be made through the CB Bridges Online System.
- W. Observational experiences and practicum experiences will be arranged through the Clinical Placement Coordinator.

II. RULES OF BEHAVIOR

- A. MedStar has the contractual right to require the removal from or deny access to, any student or Clinical Instructor whose conduct, in the sole opinion of the hospital is:
 - 1. Disruptive or otherwise unprofessional
 - 2. Dangerous to the life, health or safety of the hospital's patients
 - 3. Influenced by the ingestion of alcohol or other intoxicating drugs or substances

4. Determined to be in violation of any State of Maryland or Federal Law.

III. STANDARDS OF DRESS

- A. All nursing students and clinical faculty are expected to wear uniforms as designated by their school.
- B. Clinical faculty will be issued a photo ID badge by the designated hospital and must wear the badge above their waist.
- C. Clinical faculty will ensure that:
 1. Student uniforms are neat and clean.
 2. Students wear their school issued photo ID badge above the waist and are clearly visible at all times while on hospital grounds.
 3. If a student does not have their school issued photo ID badge, they will be sent home to retrieve their badge.

IV. DOCUMENTATION:

- A. Required documentation will be completed as stated in the Clinical Faculty Manual.

Right to Change or Terminate Policy

The hospital Vice President for Patient Care Services has the final sign-off authority on all Nursing Administration policies. Changes in policy must be reviewed and approved by the leadership of the disciplines affected as well as any applicable committees that are responsible for oversight of the clinical practice prior to final sign-off by the Vice President for Patient Care Services.

Approved

Karen Owings, Vice President
Patient Care Services

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