

*Community Memorial Hospital
Menomonee Falls, WI*

Affiliate

Nursing Instructor Packet



Rev. 10/09

A WELCOME FROM THE PRESIDENT

Dear Faculty and Students:

Welcome to Community Memorial Hospital and our community-focused team! We are delighted that you have chosen Community Memorial Hospital as one of your clinical sites. Our hospital has a rich history of excellence . . . growing from a 61-bed hospital in 1964 to a major medical center (232 beds) serving southeastern Wisconsin today. The hospital provides state-of-the-art services in Cancer Care, Emergency, Heart & Vascular, Rehabilitation, Surgery, Women's Health and more. Our medical staff has expanded to over 400 physicians, currently on staff in 47 specialties. Community outreach also remains a priority for Community Memorial Hospital including a Community Outreach Health Clinic that provides free health care to the uninsured and underinsured members of our community. Community Memorial Hospital is a proud member of the Froedtert & Community Health system, which provides us with opportunities to forge unique academic-community partnerships to benefit the patients we serve.

The foundation for our success has always been through continuous Performance Excellence (PE) initiatives and adherence to the hospital's Main Thing, "Securing Customer Loyalty through Relationship-Center Care." Your experiences here contribute and help maintain Community Memorial Hospital's reputation as one of the top hospitals in the nation. We are proud that the hospital has achieved and maintained the highest accreditation status from the Joint Commission on the Accreditation of Healthcare Organizations and other agencies.

We are happy to welcome you to our fine facility. We look forward to your contributions and input as we continue our mission to become the region's premier healthcare market leader providing excellent customer service, relationship-centered care and state-of-the-art services.

Sincerely,



Dennis M. Pollard
President

DMP/dad

RETURNING Clinical Instructor Guidelines

1. *Contact* Kerry Fick, RN, MSN, Nursing Administration, 262-257-3023 to update student orientation materials a minimum of 2 weeks prior to beginning of the semester.
2. Meet with the Clinical Nursing Director (CND)/ Professional Development Coordinator (PDC) of your assigned unit. (You are *required* to schedule unit orientation prior to start with students.) Please give Kerry Fick, RN, MSN at 262-257-3023 an available date at this time. (You can arrange this at a later date, just let K. Fick know.)
3. Send final Faculty / Student roster(s) and semester calendar, along with course objectives, *at least two weeks prior to scheduling your computer charting class*. This will ensure computer passwords and ID's. Please forward this information to: Kerry Fick, RN, MSN, c/o Community Memorial Hospital, Nursing Administration, W180 N8085 Town Hall Road, Menomonee Falls, WI 53051, or email at: KFick@communitymemorial.com.
Fax number: 262-250-7003.
4. Contact K. Fick in Nursing Administration at: 262-257-3023 to arrange for instructor/student computer Epic eMAR Charting Class and for parking instructions.
5. Reserve meeting rooms and audiovisual equipment for student orientation/meetings by calling 262-257- 3004. (Refer to policy # 80100-038).
6. Reserve orientation Personal Protective Equipment (PPE) demonstration supplies / videotapes by calling Organizational Development and Education at 262-257-3240.
7. On first day of student orientation: Complete & return the following orientation forms to Nursing Administration, Attention: Kerry Fick. These are accessible online.
 - Confidentiality Agreements: Each student and instructor must complete a confidentiality agreement. The agreement must be witnessed by a member of CMH Formal Leadership (Director, Manager, Supervisor, Coordinator or Clinical Nursing Director).
 - Parking Roster
9. Before the end of the semester, print off evaluation forms from the CMH web page (both the instructor evaluation and the student evaluation), complete and return to Kerry Fick in Nursing Administration via interdepartmental mail.

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NEW Affiliate Faculty / Clinical Instructor Guidelines

1. Attend Orientation: Workforce Orientation: 0800-1300 held every other Tuesday
Epic orientation for students and instructors
One hour orientation for new instructors
(Please bring proof of current licensure to this session)

These sessions are required to assist with creating a successful environment for you and your students and to ensure a safe practice environment. Contact Kerry Fick to sign up for these sessions by e-mail or phone kfick@communitymemorial.com or 262-257-3023.

2. Meet with the Clinical Nursing Director (CND)/ Professional Development Coordinator (PDC) of your assigned unit. (You are *required* to schedule unit orientation prior to start with students.)
3. Send final Faculty / Student roster(s) and semester calendar, along with course objectives, *at least two weeks prior to scheduling your computer charting class*. This will ensure computer passwords and ID's. Please forward this information to: Kerry Fick, c/o Community Memorial Hospital, Nursing Administration, W180 N8085 Town Hall Road, Menomonee Falls, WI 53051, or email at: KFick@communitymemorial.com. Kerry can be reached by phone at: 262-257-3023. Fax number 262-250-7003.
4. Contact Kerry Fick in Nursing Administration at: 262-257-3023 to arrange for instructor/student computer Epic Class for students and instructors as well as for parking instructions.
5. Contact Kerry Fick for reserving locker use, post conference room and audiovisual equipment for student orientation/meetings by calling 262-257- 3023. If you will need to make arrangements for a different conference room and audiovisual equipment after talking to Kerry, please do so by contacting meeting room scheduling at 262-257-3004. (Refer to policy #80100-038).
6. Reserve orientation Personal Protective Equipment (PPE) demonstration supplies / videotapes by calling Organizational Development and Education at 262-257-3240.
7. On first day of student orientation: Complete & return the following orientation forms to Nursing Administration, Attention: Kerry Fick. These are accessible online.
 - Confidentiality Agreements: each student and instructor must complete a confidentiality agreement. The agreement must be witnessed by a member of CMH Formal Leadership (Director, Manager, Supervisor, Coordinator or Clinical Nursing Director).
 - Parking Roster
8. Before the end of the semester, print off evaluation forms from the CMH web page (both the instructor evaluation and the student evaluation), complete and return to K. Fick in Nursing Administration via interdepartmental mail.

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**COMMUNITY MEMORIAL HOSPITAL
NEW AFFILIATE FACULTY / CLINICAL INSTRUCTOR
CLASSROOM ORIENTATION**

INSTRUCTOR _____ *SCHOOL* _____

ORIENTATION	DATE	CMH STAFF INITIALS	INSTRUCTOR INITIALS
GENERAL HOSPITAL ORIENTATION DATE			
ADDITIONAL HOSPITAL INFORMATION			
• PRE/POST CONFERENCE AREA			
• LOCKER ROOM FOR STUDENTS			
• COMPUTER DOCUMENTATION-EPIC CLASS			
• CONFIDENTIALITY AGREEMENT			
• PARKING			
• EPIC PASSWORDS			
• INSTRUCTOR REVIEWED ALL POLICIES AND PROCEDURES IDENTIFIED IN THE POLICIES AND PROCEDURES FOR STUDENTS AND INSTRUCTORS DOCUMENT			
• COPY OF RN LICENSE AND CPR CARD TO SCHOOL OF NURSING EDUCATION LIAISON			
• CLASS OBJECTIVE LIST TO SCHOOL OF NURSING EDUCATION LIAISON			
• SIGNED MEMORANDUM OF UNDERSTANDING			
• VIEWED INSTRUCTOR POWER POINT			
• DISCUSSED OFF UNIT OBSERVATION EXPERIENCES FOR STUDENTS			
• EVALUATIONS			
• MOSBY'S NURSING CONSULT			
UNIT ORIENTATION	DATE	CMH STAFF INITIALS	INSTRUCTOR INITIALS
• REVIEW OF PATIENT CARE AREA			
• OBSERVATION OF NURSES STATION PHYSICAL SET-UP			
• INTRODUCTIONS TO STAFF			
• MEET WITH PDC			

* *RETURN TO Kerry Fick UPON COMPLETION*

REV 7/10

Community Memorial Hospital Menomonee Falls, Wisconsin
Affiliate Faculty (Clinic Instructor) Orientation
Memorandum of Understanding

I have reviewed the Instructor Information located on the Community Memorial website under Nursing @ CMH, Schools of Nursing. I have reviewed the New Affiliate Faculty/Clinical Instructor Classroom Orientation checklist with the School of Nursing Education Liaison. I have also been introduced to the general and nursing specific information, which needs to be covered with my students. I will familiarize myself and comply with the policies and procedures and the orientation process as reviewed and discussed.

I understand that I must meet with my assigned unit Professional Development Coordinator to schedule some orientation time on that unit prior to the start of my clinical rotation.

Faculty Signature Date _____ Date _____

School _____ License # /expir. _____

Revised 2/10

**Community Memorial Hospital
Menomonee Falls, Wisconsin**

Affiliate Clinical Instructor
Annual Review of Orientation Process / Materials

Name _____ School _____

Date of Review _____ License # & Expiration Date _____

Confidentiality Agreement _____ Evaluations _____

General Orientation materials reviewed _____

Reviewed with _____
Organizational Development & Education Program Coordinator

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Policies and Procedures for Students and Instructors

The National Patient Safety Goals are listed below with hyperlinked policies and procedures. Only the Policies and Procedures which are applicable to students and instructors are included. Please review all of the following, they are located on the "K" drive. It is expected that the Clinical Instructor will review these policies/procedures with their students.

Goal -Improve the Accuracy of Patient Identification through verifying patient with two patient identifiers prior to medication administration, specimen collection, transfusion or treatment:

65000-c-1029 Identification Band
80100-072 Patient Identification for patient safety

Goal -Improve the effectiveness of communication among caregivers

82300-006 Abbreviations and Symbols
80100-068 Chain of Communications-Patient Care Concerns (Complaint)
80100-111 Hand-Off Communication/Transfer of Patients between Caregivers
80100-116 Critical Value and Critical Test Notification
65000-016 Nursing Process and Documentation

Goal-Improve the safety of using medications

75000-035 Look Alike/Sound Alike Medication Management
75000-021 Utilization of IV infusion pump devices
75000-029 High risk/Alert medications
65000-p-0015 Downtime Procedures for Epic Documentation

Goal -Reduce the risk of health care associated infections

Policies-
65010-009 Hand Hygiene
80100-095 Sentinel Event
65010-005 Health Acquired Infection

Policies-
65010-010 C-Difficile: Identification and Control
65010-014 MRSA
65010-015 ESBL
65010-016 VRE
65010-001 Isolation precautions

Goal - Accurately and completely reconcile medications across the continuum of care

75000-038 Medication Reconciliation –per RN

Goal-Identify Patient Safety Risks

65000-c-1051a Suicide Risk Assessment –for RNs

Additional Policies to look up:

65000-043 Fall Prevention and Management

80100-063 Patient Rights and Responsibilities

65000-030 Rapid Response Team

65000-020 Nurse Orders
65000-105 Nursing Students in Clinical Settings at CMH
65000-000 Cognitive Impairment/Agitation-Patient Management

65010-000 Universal/Standard Precautions
65000-040 Infection Control Guidelines for Nursing
65010-001 Isolation Precautions-(reserve PPE bucket in Organization Development and Education extension 3240)

83000-043 Substance Theft and or/Abuse
65000-017 Safety and Security Guidelines for the Nursing Department
00000-004 Medications, Administration

00000-000 Documentation of Medication

80100-086 Pain Management Policy

65000-052 Infection Control Guidelines for Intravenous Therapy
80100-058 Latex Allergy Guidelines
65000-033 Restraints, Medical

65000-008 Restraints, Behavioral
65000-015 Code Status, DNR
71500-033 Do Not Resuscitate

80100-005 Smoking Policy
80100-006 Confidential Event Report Policy
80100-047 Hospital Emergency Management Plan

80100-099 Confidentiality of Patient, Work Force, Physician and Hospital Information
82300-031 Protected Health Information Security and Safeguarding of
83000-063 Confidentiality of Personal Health Information

Nursing Resource Contact Information

Nursing Management

		<i>Phone</i>	<i>Beeper</i>
Vice President/CNO of Patient Services	Teri Lux	3019	For urgent needs contact Marie Reilly at x3011
Manager Clinical Info. Systems & Process Improvement	Larry Dux	3808	88-806
Director of Nursing Administration	Shelly Waala	3026	(262) 983-1535
Manager of Nursing Administration	Mary Benson	5760	88-131
Nursing Orientation/Education Liaison	Kerry Fick	3023	88-344
Coordinator of Nursing Administration	Brenda Fairfull	3010	

Administrative Supervisor

	<i>Phone</i>	<i>Beeper</i>
Mary Anne Drew	5760	88-131
Carrie Tang	5760	88-131
Bonnie Harris	5760	88-131
Lisa Blackburn	5760	88-131
Pamela Dennis	5760	88-131
Katie Marking (PD)	5760	88-131
Angie Pomeranke	5760	88-131
Jackie Marble	5760	88-131

Nursing Directors

		<i>Phone</i>	<i>Beeper</i>
ICU/MCU/ED	Deb McCann	3529	88-452
Acute Care Services/Women's Health	Sheri Katzer	3559	88-363
OB/Women's Health	Kristin Lebiecki	5048	88-199
Mental Health	Lynn Dunn	3588	88-390
Surgery Services	Bobbi Sanders	5209	88-117
Inpatient Rehab	Jodi LoDuca	3089	
Cardiac Diagnostic	Dawn Kutz	5309	(262) 983-1030

Nursing Managers

		<i>Phone</i>	<i>Beeper</i>
ICU	Nancy McMahon	3519	88-311
MCU	Donna Poole	5616	88-453
Medical	Linda Kysley	5639	88-314
Med-Surg 5th	Kathy Siewert	3462	88-236
SOP	Thomas Paulus	3569	88-338
OR	Joe McGraw	5244	88-279
ED	Robin Ihde	3103	88-323
Cath Lab	Chris Ladd	5308	(262) 983-2005

Nursing Supervisors

		<i>Phone</i>	<i>Beeper</i>
Home Today Surg.	Merle Hackwell	5272	88-257
PACU	Linda Zabkowicz	5259	88-304

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Nursing Resource Contact Information (cont.)

Clinical Coordinators

		Phone	Beeper
Surgery Svs (PM)		5219	88-196
OR General/Gyn/Lap	Jessie Butzke	5222	88-220
OR Cardiovascular	Kathy Palzewicz	5225	88-120
OR Neuro/Ortho	Lindsey Carmody	5246	88-226
Diabetes	MaryJo Blatz	3651	

Professional Development

Coordinator

		Phone	Beeper
Med/Onc 3rd	Shelley Hart	5737	
SOP 4th	Stefanie Parker	5747	88-280
Med-Surg 5th	Susan Reiss		
MCU	Jean Hogan	3628	88-451
Surgery	Patti Romens	5245	88-225
ED	Maryellen Oakford	3101	
Mental Health	Judy Lark	3878	
OB	Jessica Kronenberg	5047	

Nurse Specialists

Nurse Practitioners

Infection Control Practitioners

		Phone	Beeper
Wound & Ostomy	Jeanne Stadler	3568	88-380
	Shawneen Schmidt	3632	(414) 222-4952
	Jennifer Thickens	2969	88-211
	Betsy McCool	2824	
	Candy Brace	3568	
Infection Control Practitioner	Sara Zerbel	3270	
	Jackie Michaels	3271	
	Cherri Schleicher	5007/3348	
Women's Health	Linda Smith	3394	(414) 557-6376
Community Outreach	Linda Smith	3394	(414) 557-6376
Occ Health	Karen Komornicka	3343	(262) 983-0196

Health Ministry/Chaplain

	Phone	Beeper
JoAnn Boss	2064	(414) 318-5091
Vivian Thomas-Breitfeld	2064	88-190

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Who's Who in Nursing at CMH

Vice President/CNO – Patient Services

The Vice President – Patient Services/Chief Nursing Officer, is responsible for promoting quality patient care and nursing services; establishes nursing and interdisciplinary standards of care, policies, procedures; accountable for development of budgets and performance according to approved parameters; provides leadership through participation on relevant organization and F & CH committees/task forces; assures systems to provide quality, continuous patient care 24 hours a day, seven days per week; collaborates effectively with board members, executive staff, department heads, physicians and other professionals in providing coordinated patient care and in planning, promoting and conducting organization-wide performance improvement activities. Responsible for the Behavioral Health and Women's Service Lines.

Director-Nsg./Patient Services Operations

Leads the Patient Care Division in the delivery of relationship-centered care; plans and coordinates daily operations of the Patient Care Division; oversees the implementation of effective staffing and scheduling systems; leads efforts to implement best practice in clinical care, service, operational effectiveness and strategic and financial performance; responsible for overall Patient Care division policies and procedures; maintains the Patient Services Division adherence to JCAHO and other regulatory agencies' standards.

Manager of Professional Nursing Practice

Leads efforts to implement best practice in clinical care; leads efforts that advance the nursing profession; is responsible for ensuring utilization of best practice in nursing orientation, nursing process, education, and patient care; is accountable for facilitating seamless nursing education on a house-wide and unit specific level; will be the liaison to the schools of nursing; provides leadership, innovation, clinical skill, education, research involvement, and consultation to the nursing department and organization. Partners with the Director of Nursing Operations to coordinate the daily operations of the Patient Care Division.

Assistant Director of Nursing

Manages and coordinates activities in collaboration with departmental leadership to maintain continuity of patient care. Responsible and accountable for all aspects of Hospital operations in the absence of Executive, Administrative and departmental leadership.

Administrative Supervisor

Manages and coordinates activities in collaboration with departmental leadership to maintain continuity of patient care. Responsible and accountable for all aspects of Hospital operations in the absence of Executive, Administrative and Departmental leadership.

Nurse Specialist (Wound-Ostomy-Continence Nurse Specialist)

Functions as a theory-based nurse expert with targeted patient populations, the nursing staff, and other members of the health care team. This is accomplished through the roles of direct care provider, educator, consultant, and researcher.

Nurse Specialist (Nursing Orientation & Education Liaison)

In collaboration with others is responsible for the development, implementation and evaluation of nursing orientation, nursing preceptor offerings and mentorship programs within the department of nursing. Serves as a liaison to the schools of nursing and is responsible for the coordination, implementation of nursing student experiences.

Allied Health Professional (Neonatal Nurse Practitioner, Women's Health Nurse Practitioner, Occupational Health Nurse Practitioner, Community Outreach Nurse Practitioner, Certified Registered Nurse Anesthetist)

Professionally competent, credentialed, privileged practitioners who participate in the management of a specified patient population.

Infection Control Practitioner

Establishes methods to minimize or eliminate nosocomial infection through education of hospital staff in accordance with standards established by American Hospital Association (AHA), Centers for Disease Control (CDC), the Joint Commission on Accreditation of Hospitals (JCAHO), Occupational Safety and Health Administration (OSHA), and the hospital Infection Control Committee. Primary areas of responsibility include regulatory interpretation and compliance, infection control surveillance and reporting, infection control consultation, education, research, quality improvement, and statistical analyses.

Diabetic Services Coordinator

Functions as a theory-based expert in diabetes management. Responsible for quality improvement of diabetic patient care Outcomes.

Nursing Director

This position has global responsibilities for participating in the management and leadership of the hospital to ensure that specific, unit-based services meet the internal and external quality needs of the organization and community.

Manager

The manager will provide leadership and have responsibility for unit operations. This position coordinates the clinical and delegated management components of the unit.

Supervisor

Assumes the delegated responsibilities of planning, organizing, coordinating, implementing, and evaluating the day-to-day activities of the unit.

Clinical Unit Coordinator

Assists the unit leadership with coordination of daily unit operations.

Professional Development Coordinator – Unit Educator

Responsible for coordinating activities which promote personal and professional growth of the department staff. General methods used to achieve this end include: acting as a clinical resource, coordinating staff orientation, and facilitating continuing education and competency testing.

Charge Nurse

This position provides specific leadership in the areas of first-point-of-contact supervision, direct patient care, patient and staff education, emotional support and education of families and the community in accordance with the mission and philosophy, standards policies, and practices of Community Memorial Hospital.

Registered Nurse

Implements the nursing process through assessment, nursing diagnosis, outcomes identification, planning, implementation and evaluation. Assists patients in achieving their goals by establishing outcomes and providing the necessary treatment to meet their discharge needs.

Patient Care Coordinator

Accountable for a comprehensive assessment of specific patient populations. Determines appropriate outcomes and coordinates individualized patient care for the patient and support persons. Collaborates with team members to achieve an effective, timely discharge plan.

Licensed Practical Nurse

Functions in accordance with the Wisconsin Statutes and Administrative Code for the Board of Nursing. Under the supervision of the Registered Nurse, delivers assigned, delegated, direct care to patients consistent with the comprehensive nursing plan, collaborative practice, established standards, and hospital policy and procedure.

Unit Secretary

Performs clerical duties in patient care areas. Coordinates patient information and communication for the department and is responsible for assisting with the maintenance of the medical record.

Student Nurse Intern

Responsible for delivering assigned, delegated, direct care to patients consistent with the comprehensive nursing plan, collaborative practice, and established standards. May function as a nursing assistant when not directly supervised by the preceptor.

Nursing Assistant

Responsible for performing delegated patient care and related tasks.

Clinical Nursing Preceptor

Provides and coordinates clinical training and orientation for employees hired into the department. Exhibits global responsibilities as a change agent, role model, teacher and informal leader within the department.

Resource Registered Nurse

Implements the comprehensive plan of care by providing direct nursing care within a shift for individual patients. Initiates Interdisciplinary Plan of Care or Guidelines, assists in the development/maintenance of a comprehensive plan of care, and evaluates patient responses to implemented care. Assists patients in achieving their long-term goals by establishing and meeting short-term goals and providing education to meet their discharge needs.

STAT Registered Nurse

Function per the description of the Registered Nurse. Responds to patient specific needs and supports the unit RNs throughout the house. Is not given a patient assignment.

Reviewed 10/09

Community Memorial Hospital Division of Nursing

Our Philosophy of Nursing

We, The Nurses of Community Memorial Hospital:

- Believe in ourselves, our patients, our community and the power of Nursing.
- Believe that we promote health, wellness, and optimal healing through the relationships we build, nurture and maintain.
- Believe in compassionate, highly skilled, individualized, holistic care.
- Believe that Nursing is a scientific discipline that influences patient outcomes.
- Believe that Nurses are accountable for their practice.
- Believe that Nursing promotes a safe environment of care.
- Believe that caring for ourselves is valuable in creating and maintaining healthy relationships.





Relationship Centered Care

Relationship Centered Care is a model based on valuing relationships with others as well as ourselves. Healthy relationships are based on respect for the patient, respect for ourselves, respect for shared values, and respect for differences. Nursing at CMH has a longstanding history of caring. Beginning with the development of four core relationships: Nurse to patient, Nurse to self, Nurse to provider, and Nurse to community our caring model has evolved into the Relationship Centered Care model. This model is based upon Kristen Swanson's Middle Range Theory of Caring and incorporates her Five Caring Processes.

<i>Principle 1</i>	<i>Principle 2</i>	<i>Principle 3</i>	<i>Principle 4</i>	<i>Principle 5</i>
Maintain Belief and Hope in the Patient	Knowing the Patient	Being with the Patient	Doing For/Assisting the Patient	Facilitating Care through Difficult events and life's transitions
Caring Behavior – Creation of a Healing Environment as evidenced by: <ul style="list-style-type: none"> • Quiet • Light • Warmth • Cleanliness • Safety • Address cultural and spiritual need • Encouragement • Non-judgmental • Respect for patient values 	Caring Behavior – Effective communication As evidenced by: <ul style="list-style-type: none"> • Caregiver Handoff • Individualized Care Plans • Rounding • Listening to the patient's story • Centering on the Patient • Engagement with the patient and family 	Caring Behavior – Nursing presence as evidenced by: <ul style="list-style-type: none"> • Unit teams • Active listening • Nursing self care • Being present • Sharing moments with patient • Support of the Nursing team 	Caring Behavior – Application of Therapeutic technique's as evidenced by: <ul style="list-style-type: none"> • Competency • Synergy • Evidenced based Practice • Therapeutic touch • Preserving dignity • Comforting • Protecting • Advocating 	Caring Behavior – Nurse as teacher, Advocate, and Leader as evidenced by: <ul style="list-style-type: none"> • Care coordination • Coach • Education • Outcomes Identification • Preparation of patient and family for future Events and needs.

SCHOOL:								STUDENT ASSIGNMENTS		SHIFT:		Date
Instructor :			Phone:			Contact # after clinical time:						
Place an X in the appropriate skills columns below												
Student	Patient(s)	PO meds	IV 's	IV meds	Vitals	Daily/HS care	Assessment	Treatments				

NOTE: STUDENTS DO NOT FILL OUT THE ACUITY PART OF THE DOCUMENTAION.