Welcome, we’re glad you’re here!

Please view this Power Point and discuss the information and any questions you have with your instructor or preceptor.
Children’s Hospital of Wisconsin
Main Campus
9000 W. Wisconsin Ave.
Milwaukee, WI  53226
(414) 266-2000
Student Orientation

Introduction

• The purpose of clinical placements is to provide students the opportunity to learn to care for children in a developmentally appropriate way while gaining clinical experience in pediatrics.

• The following presentation is one way to meet the compliance requirement that you must complete prior to beginning your student placement at Children’s Hospital of Wisconsin.
In this presentation you will be introduced to:

• Children’s Hospital and Health System
• Growth and developmental considerations in the pediatric population
• National patient safety goals
• Student roles and responsibilities
• Rules of conduct
• Safety and security procedures
• Infection control
Our Vision

• At Children’s Hospital of Wisconsin, our vision is to have the **healthiest kids in the country** right here in Wisconsin.

• To support that vision, we want to have select national programs that attract families nationwide for the unique expertise and top outcomes we offer.

• Regionally we want to build programs recognized as best in the Midwest.

• Within Wisconsin, we want to steadily improve the health status of children year after year.
Our Mission

C.A.R.E.

• **Care**: Provide high quality, comprehensive health care services to children appropriate for their needs.

• **Advocate**: Provide leadership, experience and expertise as a community, state and regional resource to advocate for the health and well-being of children.

• **Research**: Support research and training activities that increase the knowledge and understanding of the health care needs of children.

• **Education**: Be a center for the education of health care professionals in the care of children.
Policies and Procedures

The policies and procedures you must review prior to starting your learning experience can be found [here](#).

- Student Placement Policy
- Dress Code
- Privacy -- Confidentiality, Patient Information
- Safety
In March 2009, Children’s Hospital of Wisconsin was re-designated a magnet hospital by the American Nurses Credentialing Center.

In the February 2009, Issue of Parents Magazine Children’s Hospital of Wisconsin is ranked in 3rd of Pediatric Hospitals in the nation.
Unique in Wisconsin
Children’s Hospital of Wisconsin is one of the nation’s top pediatric facilities. It also is a Level 1 Pediatric Trauma Center verified by the American College of Surgeons. Founded in 1894, Children’s Hospital serves children with all types of illnesses, injuries, birth defects and other disorders. Care is provided to children from Wisconsin, Michigan, northern Illinois and beyond.

Private, independent
Children’s Hospital of Wisconsin is a private, independent, not-for-profit hospital. It is a major teaching affiliate of the Medical College of Wisconsin and is affiliated with more than a dozen schools of nursing. A number of other pediatric education programs also are associated with the hospital.

Patient Served
Children’s Hospital of Wisconsin is one of the busiest pediatric hospitals in the nation. Last year, 24,005 infants, children and adolescents were admitted and 33,105 were seen in the hospital’s specialty outpatient clinics and urgent care sites. The Emergency Department/Trauma Center treated 66,535 children, and 15,822 surgical procedures were performed at the hospital. An additional 11,835 surgeries were performed at Surgicenter of Greater Milwaukee. In addition, the primary care clinics of Children’s Medical Group supported 232,479 patient visits.

Specialty clinics
More than 70 specialty clinics provide outpatient diagnosis and treatment for a wide variety of pediatric disorders. Specialty clinics include asthma/allergy, cardiology, dental, dermatology/birthmarks, diabetes, gastroenterology, neurology, oncology, orthopedics and urology. In addition to clinics on the Milwaukee hospital campus, many of these outpatient services also are available at locations throughout metro Milwaukee, Wisconsin and northern Illinois.

A National Leader
Children’s Hospital of Wisconsin is a leader in blood and marrow transplants, particularly between unrelated donors and recipients, as well as caring for critically ill newborns and children with congenital heart disease. The hospital is designated a Magnet hospital by the American Nurses Credentialing Center, a national honor that recognizes nursing excellence.
Clinical Research
Children’s Research Institute, an affiliate of Children’s Hospital, advances state-of-the-art pediatric health care practice through dedicated laboratory and clinical research. Based on the concept of translational research, the institute is designed to take clinical problems from patients’ bedsides to study in the laboratory. Laboratory discoveries then are converted into new treatments, preventions, therapies and cure for patients.

Regional Centers
Several regional centers are based at Children’s Hospital of Wisconsin. These include the Cancer and Blood Disorder Center, Herma Heart Center, Wisconsin Poison Center, Center for Craniofacial Disorders, Pediatric Epilepsy Center and Genetics Center.

Two hospital facilities
Children’s Hospital of Wisconsin, the flagship facility near Milwaukee, opened expanded patient care space in 2009 to help meet demonstrated community need. The hospital now has 296 beds. Patient care units include a Pediatric Intensive Care Unit, Neonatal Intensive Care Unit, Cardiac Intensive Care Unit, Cancer and Blood Disorders Unit, Epilepsy Monitoring Unit and Short Stay Unit. Children’s Hospital of Wisconsin Fox Valley, located in Neenah, has 42 pediatric beds, including a 22 bed NICU.
Student Orientation
Ages & Stages

Everything we do shows our passion for children

• High quality, comprehensive health care services to children appropriate for their needs begins with understanding the different developmental and emotional needs of children at different ages.
• In this environment, paying attention to the needs of children and their families needs to be at the core of who we are and what we do.
• Here’s a review of children’s developmental stages and safety needs:
Student Orientation
Ages & Stages

Neonates: Birth to 4 weeks

- Makes throaty noises and smacks lips, may smile randomly
- Cries when hungry or uncomfortable
- Likes to be held; head should be supported
- Likes soft music
Student Orientation
Ages & Stages

Infant:
4 weeks to 1 year

- Imitates sounds and gestures, smiles and laughs
- Begins to respond to name and can say short words by 1 year
- Cries differently for different needs, fears strangers
- Likes mirrors, colors, can begin simple games
  (so big, peek-a-boo)
Neonate & Infant Safety:

- Position on back or side to sleep (not on tummy) except for special circumstances.
- Keep soft objects, toys and loose bedding out of the baby’s sleep area. Do not use pillows.
- Can roll off of beds and changing tables: side rails must be up at all times.
Student Orientation
Ages & Stages

Neonate & Infant safety

- No drawstring closures at the neck or necklaces (unless of cultural importance)
- Puts everything in their mouth - make sure no items are smaller than their fist
- Must travel in a car seat (facing rear) in the back seat
- Walkers are dangerous and not recommended
Neonate & Infant Considerations:

- Control of sound, light, and temperature are important for healing and rest.
- Mothers are encouraged to pump their breast milk, double check breast milk prior to giving to infant.
- Never heat breast milk or formula in the microwave.
- Use pacifier with Sucrose-Sweetease to improve infant’s comfort.
Student Orientation
Ages & Stages

Neonate and Infant considerations:

• Calming the parent will help to calm the infant.
• Parents need to be a part of the plan of care, support the parents to learn their infant’s care.
• Help parents to touch and hold their infants as much as possible.
Student Orientation
Ages & Stages

Toddlers: 1 to 3 years

- Can learn sign language
- Will learn to speak
- Respond to simple commands
- Can begin to dress self with help
- Usually not potty trained
- Likes to play near, but usually not with, other children
- Often has a special toy or blanket
- Often afraid of strangers
Student Orientation
Ages & Stages

Toddler safety

- Side rails should be up at all times – assess the need for crib or bed
- Still puts everything in the mouth, watch the size of toys
- Latex balloons (not allowed at CHW), hot dogs, peanuts, popcorn, whole grapes, raisins, and candy are choking hazards
- Falls a lot while learning to walk
- Not afraid of exploring – gets into everything
- Doesn’t understand when in danger – especially near water
Student Orientation
Ages & Stages

Toddler considerations:
• Must be supervised whenever out of crib or bed
• Parent’s lap is often the best place for vitals and assessment.
• May not be comfortable with a lot of eye contact until they know you better.
• Will understand many more words than they can say.
Preschool: Ages 3 to 5

- Language explodes to 900 – 1200 words
- Can count and sort and understands simple explanations, asks “why”
- Likes to do things for themselves, but still needs a lot of supervision
- Loves to tell “jokes”
- Loves to press elevator buttons
Student Orientation
Ages & Stages

Pre-school Safety

• Car seat or booster seat required in a car
• Water remains a hazard
• May still put things in mouth, ears, or nose
• Must be supervised whenever out of crib or bed
• Assess for Fall Risk- and need for side rails
Pre-school considerations:

• Pre-school children have issues about body integrity.
• Band-aides are very important: keep some in your pocket, draw happy faces on them.
• Incorporate play into visit or check up. The child may not talk to you, but they may talk to a puppet or toy.
Student Orientation
Ages & Stages

School-age:
6 to 12 years

- Develops reading, writing and math skills
- Understands time
- Understands and enjoys humor
- Likes to learn and do things by themselves
- Likes to play with friends
- Clothes and appearance are important
Student Orientation
Ages & Stages

School-age Safety

- Must wear a seat belt, may still need a booster seat
- Understands that things may be dangerous but still will participate
- At risk for sports and bike injuries as well as fireworks, burns and firearms
- Should not be left alone for long periods of time
Student Orientation
Ages & Stages

School age considerations:

• Keeping up with schoolwork is important
• Hospital-based schoolroom with teachers who can coordinate with child’s school needs
• Like to participate in discussions and decisions about their plan of care
Student Orientation
Ages & Stages

Teens: 12 to 18 years

- Understands abstract thought and theories
- Shows interest in dating
- Very peer focused
- Lots of need for privacy and respect
- Very idealistic
- Participates in sports and hobbies
Student Orientation
Ages & Stages

Teen Safety

• Seat belt required. Car accidents are a huge risk
• May be over-daring when with friends
• May become sexually active
• May experiment with smoking, alcohol and drugs
• High risk for firearm and sports injuries
Student Orientation
Ages & Stages

Teen considerations:

- Knock when entering the room, ask for permission to examine teen
- Try to find a way to incorporate their friends into the treatment plan.
- Encourage visits and calls from family and friends
Children’s safety risks increase in the hospital

JCAHO is an organization that sets up standards for all hospitals to follow. They have identified 13 National Patient Safety Goals. Four will be addressed here:

- Improve the accuracy of patient identification
- Eliminate the use of confusing and unapproved abbreviations
- Improve the safety of using high-risk medications
- Decrease the spread of nosocomial infections by appropriate hand cleaning
Improve the accuracy of patient identification

Must use two identifiers to identify the patient (one of them cannot be the room number) whenever taking blood samples, administering meds or administering blood.

The primary patient identifiers are:
- First and last name of patient
- Date of birth
- “Right patient” is verified by 2 not 1 identifier
Student Nurse Orientation
JCAHO Safety Goals

If you find the child you are caring for does not have an ID band on you MUST:

Notify the child’s nurse and obtain and place a new band

Children are active and bands come off or are removed for many different reasons
Student Orientation
JCAHO Safety Goals

Improve the safety of high risk medications

Review the “Medication Administration Record- MAR and Medication Profile policy” to review all medications that need two RN double checks (chart at the end of the policy).
Clean Hands Save Lives

- Children’s Hospital of Wisconsin works to decrease the spread of nosocomial infection by following the CDC recommendations for hand hygiene:
  - Clean your hands using waterless hand cleaner between patients
  - Use soap and water when hands are visibly soiled or after using the restroom
  - There is a tolerance for staff who do not comply with the policy
Student Orientation  
JCAHO Safety Goals

Incidents

- Report any safety concern that happen to you or your patient to the nurse assigned to your patient and to your clinical instructor

- Report any safety concern that could have happened (for example: the IV fluid sent for the patient didn’t match the order, but you caught it before you gave it) to the nurse assigned to your patient and to your clinical instructor

- Children’s Hospital of Wisconsin tracks all safety concerns through an online database.

- Children’s Hospital of Wisconsin tracks problems to eliminate or lessen the risk of future concerns by trying to change any systems that contributed to them.
Student Orientation
Student Role

• As a student at Children’s Hospital of Wisconsin, we expect that all care of patients will be shared and supervised by the nurse assigned to the patient and/or your clinical instructor

• Never hesitate to ask questions, ask for directions, or ask for help, doing any task or using any equipment that is unfamiliar to you
Student Orientation
Rules of Conduct

Dress Code

All students doing a clinical or precepted learning experience in any CHHS entity must adhere to the CHHS Employee Dress Code Policy. You must read this policy prior to your first day.
Student Orientation
Rules of Conduct

In addition:

• School uniforms and a CHHS student picture ID tag **must be worn at all** times when in the hospital. Business casual attire with a lab coat are appropriate in some ambulatory settings.
• No visible piercing (except ears), or clothes that reveal skin other than arms are allowed.
• Nails should be short and either un-polished or light colored polish. No artificial nails of any kind are allowed.
• Children pull on things that dangle. Be careful: do not wear necklaces or large hoop earrings.
• If you have long hair it must be pulled back.
Student Orientation
Rules of Conduct

Attendance - You must contact your preceptor or instructor if you are unable to arrive for your clinical placement at the appropriate time, or because of illness, change in schedule, etc.

Review your school’s attendance policy for further instructions.
Student Orientation
Rules of Conduct

• **Cell phones** may be used only in designated areas in the hospital
• **Personal phone calls** should not be made on department phones
• **Hospital Computers** should not be used to access or send personal e-mails
• **Profanity** is never acceptable
CHHS supports the confidentiality, integrity, and availability of all protected health information (PHI) in compliance with the HIPAA security rule. During your student placement at a Children’s Hospital and Health System entity the privacy of patients and their information must be protected:

- Do not talk about patients in public places (elevators, cafeteria).
- Do not copy any medical records. Remove the identifiers of the patients in any notes that you take for school work.
- Anything you hear or see must be confidential. Medical information is shared only with authorized people for the purpose of caring for the child.
Student Orientation
Safety Procedures

If you see a situation at the CHW campus that puts your safety or the safety of others at risk, you need:

• To report an **urgent** safety related issue to Security Services,
  – **Dial 88** from any hospital telephone.

• To request **non-urgent** assistance from Security Services,
  – **Dial 2552** from any hospital telephone.
## Student Orientation

### Safety Procedures

When certain emergency conditions occur, they are announced on the overhead speaker. You can also refer to your Safety Card. Contact your instructor or nurse for further direction.

<table>
<thead>
<tr>
<th>Emergency Condition</th>
<th>Announcement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>“Fire alarm” + location</td>
</tr>
<tr>
<td>Missing child/person</td>
<td>“Missing person” + description</td>
</tr>
<tr>
<td>Medical gas failure</td>
<td>“Medical gas failure” + location reported + gas affected</td>
</tr>
<tr>
<td>Severe weather watch</td>
<td>“The National Weather Service has issued a severe weather watch” + duration</td>
</tr>
<tr>
<td>Severe weather warning</td>
<td>“The National Weather Service has issued a severe weather warning” + duration</td>
</tr>
<tr>
<td>HCC activation</td>
<td>“The Hospital Command Center is being activated”</td>
</tr>
<tr>
<td>HCC activation + employee pool</td>
<td>“Employee pool activation; available staff report to the hospital auditorium”</td>
</tr>
</tbody>
</table>
# Student Orientation Safety Procedures

<table>
<thead>
<tr>
<th>Emergency Condition</th>
<th>Announcement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bomb threat</td>
<td>“Building alert”</td>
</tr>
<tr>
<td>Active shooter</td>
<td>“Active shooter” + location  (building, tower, floor, room)</td>
</tr>
<tr>
<td>Evacuation</td>
<td>“Evacuation” + “full or partial” + location</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>“Code blue” + location</td>
</tr>
<tr>
<td>External disaster</td>
<td>“The external disaster plan is now in effect”</td>
</tr>
<tr>
<td>Hazardous spill</td>
<td>“Hazardous spill” + location</td>
</tr>
<tr>
<td>Computer downtime</td>
<td>“The _____ system is down; please use downtime procedures”</td>
</tr>
</tbody>
</table>
Exposure/Accidents Procedures

- For blood borne disease exposure, wash the exposed area immediately; notify your instructor.
- Incident reporting procedure is available online. If you have an accident or exposure, your instructor or preceptor will assist you in completing these forms.
- Know your school procedure for exposures/accidents.

Material safety data sheets

- Contain important information about hazardous materials or chemicals.
- MSDS information can be accessed on the hospital intranet.
- Your instructor/preceptor will assist you should you come in contact with hazardous materials.
Should a large scale disaster occur in our community, Children’s Hospital of Wisconsin prepares for potential incoming patients. Contact your clinical instructor or preceptor at this time.

External Disaster / Mass Casualty Response
Student Orientation
Parking

Students park in the employee parking ramp located behind Children’s Corporate Center, 999 N. 92nd St.

On your first day notify the attendant via the intercom located at the entrance that you are a student.

When you receive your ID badge, it will open the gate to the parking structure during the dates you are assigned to Children’s Hospital of Wisconsin.

The parking ramp and lot near the clinics building is reserved for visitors, families and patients.
Student Orientation Identification

Children’s Hospital of Wisconsin picture ID Badges **must be worn at all times**. IDs are dated, so you will only have access to areas and parking during the dates of your clinical learning experience.

The ID’s are obtained through the security department which is located in Suite 150 of the Children’s Corporate Center.

Your clinical instructor/preceptor instructor will discuss with you the procedure you should use to obtain your ID badge.
Infection Control

Includes:
- Isolation Precautions Signs
- Personal Protective Equipment
- Basic Patient Contact Tips
Student Orientation
Infection Control

Isolation Precautions Signs
• Identify the type of isolation, located on the wall outside of each room.
• Implemented for the safety of everyone.

Use of Personal Protective Equipment (PPE)
• Wear gloves, gowns, masks, etc. when required.
• PPE is located either in the isolation cart next to the room or the patient’s room.
• Remove and dispose of PPE garments properly.
Student Orientation
Infection Control

Basic Patient Contact Tips

- Always wash hands before and after patient contact
- Alcohol stethoscope off between patients
- Follow posted infection control guidelines
- Remind others who enter the patient’s room that hand washing is required.
Student Orientation
Infection Control

Remember!

- You are responsible for your own infection control safety. If you do not have the proper equipment - ask your preceptor or clinical instructor where to obtain the equipment.
Student Orientation

Waste Management
• Trash goes in regular clear trash bags
• Blood saturated materials go in red trash bags
• Yellow bags should be used for Biohazard/Chemo materials
• Recycle whenever possible
  – Blue recycle bins for plastic/glass
  – Black containers without bags – paper

Occupational Health
• Body Mechanics - use good body mechanics when moving equipment and patients
• Do not lift/move heavy equipment/patients alone
Follow safe guidelines:

- **Always** put side rails up when you leave a bedside
- Do not place restraints on a patient, if necessary, your patient’s nurse will do this task
- Do not leave choking/suffocation hazards near children
- Cables should be routed to keep them out of patient’s reach and out of traffic flow areas
Student Orientation
Code of Conduct

The following items would be considered violations of the hospital **Code of Conduct**:

- Falsification or unauthorized altering of records
- Unauthorized disclosure of confidential information
- Failure to assist in an emergency if assistance is within scope of duties
- Refusal to provide care to infectious disease patients
- Creating unsafe or unsanitary conditions
- Negligence in performing job responsibilities or safety regulations or failure to report unsafe conditions or on-the-job injuries.
- Leaving the job without permission during assigned work hours
- Sleeping or giving the appearance of sleeping while on duty
- Any conduct or behavior which constitutes harassment, dishonesty, disharmony or discourtesy
- Stealing or unauthorized use of CHHS equipment, this also includes the unauthorized use of information systems, internet access and excessive personal phone use
Student Orientation
Code of Conduct

• Negligence in performing job responsibilities which directly impact the health, safety or well being of patients or customers.
• Negligence in performing job responsibilities which result in loss, damage or destruction of equipment belonging to the hospital or others.
• Insubordinate conduct toward a leader or refusing to carry out the instructions of a leader
• Any unprofessional conduct, behavior or appearance
• Excessive tardiness or unscheduled absences
• Unauthorized use, possession, or reporting under the influence of, intoxicating beverages, narcotics or dangerous drugs on CHHS premises
• Fighting, gambling, horseplay or using profane, obscene or abusive language on CHHS premises
• Threatening, intimidating or coercing others on CHHS premises or carrying weapons.
• Failure to meet JCAHO & OSHA requirements for compliance, competency &/or education
Student Orientation Summary

• If you have any concerns about your experience here, please share them immediately with your clinical instructor or preceptor. It’s through your feedback that we can improve.

• The education of health care professionals is a part of our mission. We’d like you to feel welcomed and valued as a part of the team.
Thank you for completing the Student Placement Orientation Power Point. Prior to your first day, please review the policies and procedures discussed in the Power Point. They can be found on the student website www.chw.org/students

If you have any questions, please talk with your clinical instructor or preceptor.