Clinical Instructor Handbook
Dear Clinical Instructor

Welcome to Royal Victoria Regional Health Centre (RVH) in Barrie Ontario. Thank you for supporting student learning at our health center. We truly hope that you find your experience with us rewarding, interesting, safe, and fulfilling.

RVH, provides safe, high-quality care for residents across a large geographical region including Simcoe County and the District of Muskoka. RVH is the largest hospital in the region of Simcoe Muskoka. RVH’s team of over 350 physicians, 2,500 staff and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, stroke services, orthopedics, intensive care, mental health and interventional radiology.

RVH has proudly been a Registered Nurses’ Association Best Practice Spotlight Organization (BPSO) since 2003. An objective of being a BPSO is to, through partnerships, make an impact on patient care through evidence-based interprofessional practice. During this time RVH has implemented 18 Best Practice Guidelines. These guidelines are clinical resources that provide information regarding evidence-based practices for the interprofessional team. In order to maintain our candidacy for this designation, RVH continues to evaluate current best practices and implement additional guidelines annually.

RVH is focused on delivering high-quality, safe care that puts patients and their families first. We are pleased to welcome you as a valued member of this care team.

With best wishes,

Meredith Whitehead RN, BScN, MScN, ENC(C)
Director, Interprofessional Practice
Introduction and Objectives

Welcome to RVH! At RVH we are pleased to welcome nearly 1000 students annually from all disciplines. We are extremely passionate about the safe care that we extend to patients and their families, and embrace the invaluable contribution that our students make to patient care. We are committed to providing your students with a safe and high quality learning experience during your time with us. In order to maximize the experience for your students, please take some time to review this handbook prior to your clinical placement.

The handbook has been designed for clinical instructors who have been assigned to a clinical rotation at RVH. This handbook will provide you with information on the following objectives:

- Welcome you and help you familiarize yourself with the physical and cultural environment at RVH.
- Introduce you to the programs, services, policies, procedures, and role expectations of the specific practice setting.
- Provide you with the information necessary to support you during the clinical rotation.
- Review and submit all of the necessary forms required prior to your clinical group starting on the Inpatient Unit.

Brief Overview of Our Health Centre

MY CARE

Our patient-centered MY CARE philosophy is our road map that guides everything we do. We strive to make RVH the best place to work, practice, volunteer and most importantly to receive care. Patients and their families are at the center of Royal Victoria Regional Health Centre’s Strategic Plan. It is a plan rooted in the belief that every patient will have the best possible experience in our health centre. It is a philosophy we call MY CARE and it’s this focus on patients and their families that drives our entire plan.

Our Vision

Make each life better. Together.

Our Mission

Exceptional care is our passion. People are our inspiration. Safety is our promise.

Values

Our MY CARE philosophy means we will THINK BIG and exceed our patient’s expectations. We will treat patients and their loved ones with courtesy, dignity and RESPECT, while being responsive to their unique circumstances and cultural needs. We want the patient to be a
partner in their care. We will listen carefully to them and keep them informed about their condition and treatment so, together, we can make the best decisions. We will WORK TOGETHER to coordinate their care – inside and outside our facility – and we will OWN our decisions and behaviors. Our unwavering focus on our patients will enable us to make each life better. Together.

Preparing for Your Groups Clinical Placement

Student Orientation

All professional students (including instructor-led groups and consolidation/praxis students) are required to attend a mandatory student orientation education session prior to or on the first day of their clinical placement. This orientation is specifically designed to prepare our students to practice safely while at RVH. This orientation focuses on provincially legislated occupational health and safety training, patient safety, hospital-wide policies and procedures that govern our practice and role expectations. Please ensure that your students bring their student card with them to the orientation session.

Required Documents for Clinical Instructors

RVH requires that clinical instructors complete:
- Code of Conduct- Values in Action
- Privacy Pledge
- Staff Alert Pendant Declaration and Replacement Form (Note: If you have a staff alert pendant already you may use this on clinical days)

Health and Safety Requirements

All students are required to report their immunization status to their clinical instructor for the following immunizations:
- Influenza
- Measles
- Mumps
- Rubella
- Tuberculosis
- Hepatitis B
- Varicella

Though not mandatory it is recommended that students ensure that their Tetanus/Diphtheria/Pertussis vaccine status in current.

As a clinical instructor/mentor for praxis it is your responsibility to complete and submit the Occupational Health and Safety Placement Form for your group/praxis student prior to the first day of clinical placement. Failure to submit this form prior to this date will lead to the clinical group/praxis student being removed from the unit until this requirement has been met.
For Student Groups:

A copy of CPR certification and police checks (vulnerable screening sectors) must be collected, verified and maintained by the academic institution prior to the beginning of any clinical placement. Both must be obtained by the student within one calendar year of the start of the clinical placement. The student is solely responsible to incur the cost of any of the mandatory requirements. RVH staff will validate that these requirements have been met during the student orientation session.

Respirator Fit Testing:

All students and clinical instructors must be respirator fit-tested by the school prior to the clinical experience and will be required to provide documented evidence. Respirators will be provided by the hospital and worn by clinical instructors and students according to Infection Prevention and Control guidelines, policies and procedures.

Work/Education Agreement

All students’ placements are contingent on a current affiliation agreement between the academic institution and RVH.

Clinical Instructor Identification Badges

All RVH staff, physicians, volunteers, clinical instructors and students wear an identification badge that provides you with their first name, position and photo identification. Each student and clinical instructor will be given a photo ID during the student orientation session. The RVH student badge must be worn on the upper left chest. As a clinical instructor, you are also expected to wear an instructor identification badge at all times (provided by your school).

You are also expected to adhere to RVH policies on Dress Code. RVH policies can be accessed through the RVH Intranet – policies and documents tab.

Please contact Security at 705-728-9090 Ext. 44111 to book an appointment for your clinical group to obtain their student badges prior to the assigned student orientation day.

Note: For those clinical instructors who are also an RVH employee, you must not wear your RVH employee identification badge on those days that you are here as a clinical instructor.

Staff Alert Pendants

Beginning in January 2018, all students and clinical instructors are required to wear a Staff Alert Pendant during clinical days as a safety initiative. During orientation you will be provided with education on the use of the Staff Alert Pendant, will complete a quiz and will be required to provide a $15.00 deposit to the Cashier to obtain the pendant. This deposit is refundable when you return the pendant at the end of the placement. It is mandatory to wear the pendant during clinical days. Please ensure that all students in your clinical groups have a pendant on and are checking that the pendant is operating properly on a regular basis.
Preparing for Clinical Days

RVH prides itself on providing the highest level of care possible. To ensure this we have put in place clinical tactics that support this goal. One of these clinical tactics is bedside shift report, a quality initiative that RVH feel that students should be a part of. To meet this goal we ask that:

- CCDs/CPSs/Instructors develop the clinical assignments for their students prior to 0700 hours on the clinical day. This may best be achieved the afternoon before the clinical day.
- Ensure that the students are on the unit and accompany the off going and on coming primary nurse to the bedside for bedside shift report.
- Ensure that the student provides a detailed report to the primary nurse when leaving the unit for breaks and at the end of the shift.

Privacy and Confidentiality

Personal health information must be collected, used, shared and stored in a confidential and secure manner, while being made available to authorized users for patient care, administration, education, research and other authorized purposes. RVH recognizes its duty to comply with the Ontario Personal Health Information Protection Act, 2004 (“PHIPA”).

As a clinical instructor working at RVH, you are considered an ‘agent’ of RVH under this act (PHIPA, 2004). As an ‘agent’ of a healthcare facility, you are expected to adhere to RVH’s privacy and confidentiality policy. The policy is posted on the RVH Intranet under the policies and documents tab. Please use the search feature by entering the search words “confidentiality, privacy and personal health information”.

As a clinical instructor, you are expected to sign the confidentiality agreement prior to the start of your group’s clinical rotation. Please read and sign the confidentiality agreement. This form can be found on the RVH website under Student Information.

Some key items to consider:
- Never access records of those for whom your students will not be providing direct care to—accessing your own records or those of your family members via the EMR is considered a breach.
- Ensure you are logging off and/or locking your computer every time it is not in use
- Review the privacy pledge and privacy policies available on the intranet, and ask questions if you are unclear by speaking with the student placement coordinator or emailing privacy@rvh.on.ca
- Never leave patient information unattended
- Ensure you are having confidential conversations about patient health information in private areas with only those who need to know the information
- Ensure that students are not discussing patients by name in public areas

There is nothing more personal than a person’s health record. We must do everything to protect that sensitive information. It is the law.

A privacy breech may result in the termination of the placement at RVH. All privacy breeches are promptly investigated and swift and prudent action is taken to protect our patients.
Lockers and Personal Belongings

RVH proudly provides students with locker facilities located in the student locker room in the Centre for Research and Education (3rd floor) and also in the men/women’s change rooms. If you are using a locker in the men/women’s change room please contact Switchboard for access. Please note that students must provide their own (high quality) lock, and ensure that the lock is removed at the end of each tour of duty (clinical day). We encourage students not to bring valuables to our health center.

**Locker numbers available in female change room for students:** 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 153.

**Locker numbers available to male change room for students:** 150, 151, 152, 153, 154, 155, 156, 157, 158.

Student Lounge

RVH has a student lounge located in the Centre for Research and Education (3rd floor) for student use. You will find two computers in this area for your use. Please note that this is not a locked area so do not leave personal belongings in this area.

Meeting Rooms

We are not able to accommodate requests for meeting rooms for post conference during business hours (0700-1600 hours. You are welcome to use an empty conference room after 1600 hours). There is also space available in the library.

Parking

Parking is available to both students and instructors in the visitor lot located next to Georgian Drive. Please complete the parking form and submit it to the parking office located adjacent to the visitor’s parking lot.

Safety is Our Promise

Safety is our promise at RVH, for our patients, staff, clinical instructors and students. Should you have a student experience an injury while in the capacity of a student while on RVH property, please have the student seek medical attention through the Occupational Health and Safety Department immediately. In order for an injury, illness or exposure to be considered work-related, the following criteria must be met:

- Time: When you normally work
- Place: Where you normally work
- Activity: What you normally do

If all criteria are met, learners must report the injury to their instructor, the RVH Placement Coordinator and to the Occupational Health and Safety Department (OHS).
OHS is located 1SA, room 1452 and is open Monday – Friday 0800-1600 except on statutory holidays. If the injury/illness/exposure occurs outside of business hours, please report to OHS the next business day. Our phone number is 705-728-9090 ext. 42350.

At RVH safety is our promise. Your safety is our priority. **It is the law.**

**Meditech Access**

Meditech mnemonic’s and temporary passwords will be provided to you for yourself and your clinical group after attendance at student orientation. Please send the RVH Student Placement Coordinator an email using your academic center email and the RVH Student Placement Coordinator will forward the Meditech access information for you and your group.

Note: If you are also an RVH employee you will be provided with Meditech access to use on clinical placement days.

**Automated Dispensing Unit**

As a clinical instructor, you will be provided access to the ADU. Please make an appointment with the RVH Student Placement Coordinator to have you biometrics enrolled in the ADU. Your ADU access will expire at the end of each placement and need to re-enroll at the beginning of the next placement that you are assigned to. As a reminder, Clinical Instructors do not administer narcotics.

Note: If you are also and RVH employee, you will be provided with a second ADU access/biometrics to use on the days that you are here as a clinical instructor.

**Frequently Asked Questions**

**Q.** Are there any skills/processes or procedures that students are not able to perform while they are at RVH?

**A.** Yes, there are some skills/processes and procedures that students are not able to perform at RVH. These skills are advanced nursing skills at RVH and require additional education, preparation and/or competency testing. The skills/processes and procedures include but are not limited to:

- POC glucose, urine and troponin testing
- Peripheral IV insertion
- Central Venous Access Device (CVAD) care and maintenance
- Automated Dispensing Unit (ADU) access for medications
- Administer Narcotics
- Venipuncture for the purpose of serum sampling
- Processing or co-signing provider orders (i.e. NP, MD)
- Obtaining verbal or telephone orders
- Shadowing/observing in any other clinical care area other than the area intended/approved for your current clinical placement unless authorized by student placement coordinator
Q. Will students receive computer training at RVH?

A. If you are a clinical instructor at York University or Georgian College, then all computer training occurs through your academic institution. If you are a clinical instructor for a student group coming to RVH from an academic institution other than York University or Georgian College then RVH will provide Meditech education. The student placement coordinator will arrange a date, time and location for this training and email these details to the placement coordinator at your academic institution.

Q. How do I get a password for Meditech?

A. Once your placement has been approved and is scheduled to begin, the student placement coordinator will provide you with your user name and password for your group by confidential email. All questions, concerns or issues with your Meditech password must be directed to the student placement coordinator.

Navigating the Computer

At RVH we have numerous resources available to staff and students. Please visit our Intranet page to review:

Policies and Procedures:

Health Library:
The Royal Victoria Regional Health Centre's Health Library is a comprehensive consumer health and medical library. All members of the community, patients, their families, RVH physicians, staff and volunteers may use our services and borrow materials.

We are here to provide resources to help you make informed decisions about your healthcare, support patient care and professional development and to promote healthy living.

The Health Library gratefully acknowledges the gift of generous support of the Barrie Huronia Rotary Club.

Feb 4, 2015
The library staff logon computers have been upgraded to Windows 7. Please ask us if you need some help finding the library resources, figuring out how to add printers, or if you have any other Windows 7 questions. The IT department has a link on their intranet page to Windows 7 training resources.
http://rvh-intranet/departmentall-support-and-services/win7-office-2013/how-to

Jan 7, 2015
Did you know that the Registered Nurses' Association of Ontario best practice guidelines are available free to download? The library will no longer be keeping paper copies as the best practice guidelines are updated on a frequent basis and are free to download in pdf format. The RNNAO offers guidelines on topics such as Breastfeeding, Professionalism, Cultural Competence, Pain Management and more.
Medication Information: Lexicomp

Up-To-Date:

To Access Up-to-Date:
1. Click on the "Microsoft Windows" Icon
2. Type in "up to date"
3. Enter your query into the "new search" bar
Learner/Instructor

This information applies to all residents and high school/college/university students (hereafter referred to collectively as *learners*) and internal/external instructors (hereafter referred to collectively as *instructors*) who have a placement at the Royal Victoria Regional Health Centre (RVH).


The Academic Institutions will have access to the forms listed below:

1. Occupational Health and Safety IMMUNIZATION AND SURVEILLANCE INFORMATION-Appendix A

2. Occupational Health and Safety IMMUNIZATION HELP GUIDE- Appendix B

3. Occupational Health and Safety IMMUNIZATION RECORD/RESPIRATORY FIT FORM Learner/Instructor
   - This form is to be kept with the academic institute for easy reference if the RVH OHS department needs information about students in the event of an illness/exposure.

4. Occupational Health and Safety PLACEMENT FORM Learner/Instructor
   - This form will be returned to the OHS department by the instructor prior to an individual or group starting placement with RVH.

Documents 1 and 2 will assist the Academic Institution in understanding how to complete documents 3 and 4 and where to get information related to immunization status for completing documents 3 and 4.

At RVH, Safety is our promise. To ensure that there is appropriate education and follow up for work-related incidents, all students/instructors are required to complete the Ministry of Labour Health and Safety Awareness Training for Workers or Supervisors that can be accessed by following the link below. All students will be required to complete the worker portion and all instructors will be required to complete the supervisor portion.


**If an injury/illness/exposure occurs during placement:**

In order for an injury, illness or exposure to be considered work-related, the following criteria must be met:

- Time: When you normally work
- Place: Where you normally work
- Activity: What you normally do

If all criteria are met, learners must report the injury to their instructor, the RVH Placement Coordinator and to the Occupational Health and Safety Department (OHS). During hours when
the OHS Department is not open, students are to report the injury to the Hospital Service Lead (HSL). To contact the HSL please call 705-627-3512.

OHS is located 1SA, room 1452 and is open Monday – Friday 0800-1600 except on statutory holidays. If the injury/illness/exposure occurs outside of business hours, please report to OHS the next business day. Our phone number is 705-728-9090 ext. 42350.