CLINICAL AFFILIATIONS PROGRAM

Playing by the Rules

Getting a placement at MGH...
Students (or family members/friends/acquaintances of a student) are not permitted to arrange a clinical placement directly with MGH staff. Requests for group or individual placements should be directed to Karyn or me via the CCP. Any graduate student who wishes to complete a research practicum at MGH should refer to the Student Research Form (posted separately) for additional information related to requirements and how to submit such a request.

While you’re here...
- All students (with the exemption of preceptorship nursing students) are practicing under the license of their clinical instructor.
- All nursing procedures and medication administration is under the direct supervision of the clinical instructor. Students are not to perform clinical skills on the unit without their instructor.
- Students and Instructors are required to follow the MGH medication administration policy and procedures and all other Patient Safety mechanisms in place to safe guard the patient from medication variances or other medical errors.
- The clinical instructor is to remain on the unit while students are in the clinical area, and should hold pre-/post-conference off of the unit. Staff lounges and patient/family waiting areas are not to be used unless permission has been obtained from the unit leadership.
- All changes in patient condition or any adverse event must be reported immediately to the primary nurse on the unit in addition to the clinical instructor. The clinical instructor must notify the nursing manager and/or nursing administration of any untoward event or incident immediately after notification of the situation. The clinical instructor must also assist the student in submitting an account of the incident via our Safety Reporting system.
- Instructors and students are expected to abide by the MGH conduct standards and dress code and be in nursing uniform attire with college/school identification. Students are expected to be in nursing uniform attire with college/school identification.
- All students must ask permission from any patient to participate, witness or provide general care or execute a nursing procedure.
- No more than two (2) students are allowed at anyone given time to witness or participate in a patient procedure.
- All students and instructors are expected to abide by all facility specific policies, procedures and safety codes.

Behind the Scenes (prior to your clinical experience):
Once your placement is approved/confirmed in the Centralized Clinical Placement system, your school submits a POI spreadsheet, containing the required information for every student and/or instructor that will be onsite during the semester, to MGH Clinical Affiliation Program office. This spreadsheet is used to create an account for each student, which triggers a request for the appropriate computer and security clearance.

NOTE TO COORDINATORS: Please enter a start date at least 1 week prior to the actual start date to allow time for Epic training.

Once an account is created, each instructor/student must create a Partners profile by going to: https://myprofile.partners.org and completing the necessary steps, after which instructors/students will be given a 4-5 character alphanumeric Partners username. Please note, this username will remain the same for all Partners sites ad infinitum.

Meanwhile, the MGH Clinical Affiliation Program office uses the assigned username to get each instructor/student registered for the appropriate Epic training (see below). Given the time needed to process student information and assign the appropriate Epic training courses, and allow students enough time to actually complete the training, it is critical that your school provides the POI spreadsheet as early as possible but not later than 4 weeks prior to the start of the students’ clinical experience.

Why do we mention this strict timeline? As the student, you play a critical role by ensuring you submit any materials/information required by your program in a timely fashion so they can submit the spreadsheet as early as possible. Additionally, it is extremely helpful for you to let your advisor/program coordinator know if you have been to MGH or another Partners site as a student and/or employee—and if so, what your Partners username was.
**Flu Shots, Vaccinations, and High-Risk Areas...**

Vaccination and health history requirements are outlined in our academic affiliation agreement. Per the language in our contract, most vaccination records/tests do not need to be provided to MGH unless requested, with the exception of the flu shot. Any student/instructor who will be onsite at MGH between October 1 and March 31 must have received flu vaccine no later than one (1) week prior to the commencement of clinical hours. The date of his/her flu shot should be included on the POI spreadsheet where indicated. In the event that such student/instructor have not received flu vaccine for any reason whatsoever (including due to declination or exemption), such student/instructor must comply with alternative requirements that the Hospital may, in their discretion, establish from time-to-time. Such alternatives must include requiring such student/instructor to wear a surgical mask during all patient encounters. High risk areas may not allow students/instructors who have not received flu vaccine to participate in those areas, to be discussed on a case by case basis.

**Police & Security: Access Cards/ID Badges**

Students are given Unit Access Cards that allow access to the unit main door (based on the POI spreadsheet) and to locked areas on the units (i.e.: clean utility rooms, nurses’ lounge, etc.). Only instructors have access to Medication rooms. One exception to this is Inpatient Adult Psych), as access cards for entry into Blake 11 are only given to MGH staff working in that area. Instead, students and instructors will need to ring the bell to be granted entry to unit.

For clinical groups, instructors are responsible for access cards and are to obtain their and their students' temporary MGH ID’s from Police and Security prior to the start of clinical.

Individually-precepted students should pick up their ID on or just prior to the first day on the unit, after the school has been notified that the student has been processed by Non-employees and Police & Security.

**MGH Police and Security Office**

WANG ACC, 2nd Floor, Suite 232
Open: Monday – Thursday, 7:30a to 4p and Fridays, 10:30a to 4p.
Instructions who teach on weekends must arrange to pick up the ID’s on a week day. Access cards must be returned to Police and Security Office at the end of a clinical rotation or preceptorship. The fee for unreturned access badges is $20 per badge.

**Parking**

Due to the limited parking available on-campus and the large volume of patients and visitors who visit MGH each day, students and instructors (as well as staff) are prohibited from parking in any of the MGH garages. Violators will be charged a daily rate of $48.

**Managing Difficult Situations**

We thoroughly enjoy hosting students and feel privileged to work with a stellar group of men and women; however, every once in a while, we face challenges. Should any issues related to staff or student misconduct arise, or if objectives are not being met as expected, we ask that you notify PDM and include the faculty overseeing your experience (rather than reaching out to staff directly) as soon as possible so that we can work with the appropriate stakeholders to address the issue. We ask our staff and nursing leadership to do the same as we do not want them to feel responsible for addressing issues related to professionalism/behavior without the appropriate training.

**Computer Access & Required Training:**

Students and instructors will each have their own Partners account, as mentioned above. Each account allows access to various MGH-specific and Partners-wide resources, including HealthStream. Students and instructors will not have access to Epic until the required training has been completed in-full and confirmed with the Partners eCare team.

Students/instructors will not have an Outlook email account unless s/he works at a Partners facility OR an account is specifically requested. If a student is in need of any additional computer system access, s/he must work with the preceptor and practice manager to request access through the appropriate channel. If a student or instructor experiences computer issues unrelated to HealthStream, s/he should contact the MGH HelpDesk @ 617-726-5085 or submit a ticket online via https://partnershealthcare.service-now.com/phsess/main.do.

**Retrieving Your Partners UserID**

**NOTE: Your ID will NOT be sent to you—you must RETRIEVE it**

Once an account is created, each instructor/student must create a Partners profile by going to: https://myprofile.partners.org and completing the necessary steps, after which instructors/students will be given a 4-5 character alphanumeric Partners username. Please note, this username will remain the same for all Partners sites ad infinitum.
HealthStream
HealthStream is a web-based (requires internet access) learning platform used by Partners to deliver clinical and non-clinical online training programs. Your computer does not need to be encrypted since HealthStream is not considered “Partners business”. Although HealthStream uses your Partners user name as your identifier, the HealthStream password is not synchronized with your Partners password. You are not required to change your HealthStream password.

All students and instructors must complete the HealthStream training modules listed below prior to coming to MGH for clinical rotations (in addition to any courses assigned as part of Epic training). Courses must be completed within 15 days of your start date or your account will be suspended and you will not be able to logon. If a student or instructor is at MGH for multiple semesters, s/he will only be required to complete these modules annually.

Undergraduate and Graduate Students
- PHE HIPAA
- MGH PCS Code Pink*
  *Only students in OB/L&D/Nurseries/Postpartum/etc. are required to complete this module— YOU MUST SELF-ENROLL IN HEALTHSTREAM AND COMPLETE THE MODULE PRIOR TO CLINICAL

Clinical Group Instructors
- PHE HIPAA
- PHE Infection Control
- MGH General Safety Training
- MGH Prevention of Healthcare Associated Infections HAI
- MGH Confidentiality Agreement
- MGH Mission, Credo and Boundaries (Standards of Behavior)
- MGH PCS Patient Safety
- MGH PCS Patient Safety Fall Prevention, Patient Observers, and Restraints
- MGH PCS Code Pink*
  *Only students in OB/L&D/Nurseries/Postpartum/etc. are required to complete this module

To access HealthStream:
- Go to [http://www.partners.org/healthstream](http://www.partners.org/healthstream) (or, from a Partners workstation: Partners Applications > Utilities > HealthStream)
- Enter your Partners User Name
- Use “abc123” as your password the first time you logon

Epic
All students and instructors must complete the appropriate Epic training before s/he will be able to access any patient information (see below). There are no exceptions to this rule...as the saying goes “NO training, NO access, NO kidding!”

If any student/instructor has completed Epic training previously, at another Partners site or at MGH, please indicate where and the type of training completed—this information can be included on the POI spreadsheet.

“Will I be able to login to Epic as soon as I complete my training?”
No. Due to a limitation between Epic and our LMS, users will be able to login to Epic one business day after training is completed in HealthStream (including any required evaluations).
## Nursing Preceptorships

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<thead>
<tr>
<th>Undergraduate</th>
<th>Security</th>
<th>Notes</th>
<th>Flowsheet</th>
<th>MAR</th>
<th>Chart Review*</th>
<th>Patient Summary**</th>
<th>Medical Prob. List***</th>
<th>Allergies</th>
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<tbody>
<tr>
<td>Training</td>
<td>View</td>
<td>Pend</td>
<td>Yes</td>
<td>Dual Sign</td>
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<td>View</td>
<td>View</td>
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<tbody>
<tr>
<td>Training</td>
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## Nursing Clinical Groups

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<tbody>
<tr>
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<tbody>
<tr>
<td>Training</td>
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<td>Yes</td>
<td>Yes</td>
<td>View</td>
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<tr>
<td>Inpatient Staff RN Training (Code: Nurs Stud INPT) (already completed for primary role as Staff RN; no additional training needed)</td>
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<tbody>
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<td>Yes</td>
<td>Yes</td>
<td>View</td>
<td>View</td>
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<th>Security</th>
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<td>Training</td>
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<td>Yes</td>
<td>Yes</td>
<td>View</td>
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<td>Yes</td>
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**Clinical Group Placements** provide clinical placements for groups of 5 or 6 undergraduate students, overseen by a Clinical Instructor (who may be an MGH Staff RN, MGH APRN, or Non-MGH Employee). The groups are assigned to a unit on a specific day of the week and shift.

**SECURITY DEFINITIONS:**
- View: View only access is given
- N/A: No access is given
- Yes: Can add/edit (Problem List, Allergies)
- Pend: User can add/save changes, not active until co-signed.
- Co-Sign: User can add/save changes, active but still require co-signature.
- Dual Sign: A second signature is needed at the time of administration/documentation.

**TRAINING DEFINITIONS:**
- eLearning: eLearning modules to be completed in HealthStream independently
- Inpatient Staff RN (Code: Nurs Stud INPT): 4 4-hour in-class sessions; 16 hours total
- Provider (Code: Midst STUD): 2 eLearnings

*Chart Review* allows view access to Orders and Notes.

**Patient Summary** allows view access to Flowsheets.

***Problem List**: Medical, DO, APN, NP, and PA are able to add and edit the Medical Problem List. Nursing Students and other health professions can add and document against the plan of problems in the Plan of Care Charting list and not in the Medical Problem List.

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Instructors AND Faculty
Clinical Group Instructors

- Contact information for unit Nursing Directors (NDs) and Clinical Nurse Specialists (CNSs) posted separately. Please be responsible in terms of your use of this information.
- Prior to the start of the semester, instructors must arrange a unit orientation prior to the clinical rotation by contacting the ND and CNS(s) of the assigned unit to schedule the orientation. This should include, at a minimum, a meeting with the ND and CNS prior to the start of the clinical rotation to discuss mutual expectations, how/when assignments are to be obtained, and other practices that will enhance the learning experience for faculty, students, and staff. If an instructor is returning to a unit on which s/he has taught previously, as full orientation may not be necessary, but a check-in is required to review the aforementioned topics.
- Mid-way through the semester, instructors should check-in with the ND and CNS to see how things are going. If there are no issues, the leadership and instructor may agree to touch base via email or phone. If there are any concerns, this meeting must be in-person and may need to include the MGH PDM.
- At the end of—or just prior to the end of the semester, instructors should meet with the ND and CNS to discuss how the semester went, any areas of mutual concern, and any ideas as far as how to continue to improve the clinical learning experience for all.
- Review the Epic Tips Sheet and Nursing Sensitive Indicators documents (both posted separately) with your students on the first day of clinical, as well as hand hygiene, precautions, unit flow, and so forth.
- If you wish to coordinate off-unit experiences for your students, please ensure that the experience is related to the objectives of the course. Having done so, please email the ND and CNS of the unit you wish to send students to. Do NOT show up to a unit unannounced to request off-unit experiences for your students as this is disruptive to staff and unit leadership.

Faculty Overseeing Individually-Precepted Students (Graduate or Undergraduate)

- Contact information for unit Nursing Directors (NDs) and Clinical Nurse Specialists (CNSs) posted separately. Please be responsible in terms of your use of this information.
- Faculty responsible for the preceptorships should contact the preceptors three times over the course of the preceptorship. The PDM should be notified immediately if this is not going to occur for any reason. Staff and unit leadership have been advised that, if contact with the school faculty does not occur, this should be brought to the attention of the PDM, who will follow-up with the school as this could impact future preceptorships.
  - First contact must take place early in the preceptorship, if not before, to discuss mutual expectations, responsibilities, and establish means of communication between all parties involved.
    - The preceptor, student, and unit leadership must all be included on the initial email to schedule a time for an in-person meeting with the student, preceptor, and faculty member (it is not required that ND and CNS attend this meeting, but they should be given the option if schedules allow).
  - Second contact may be by phone or email if there are no outstanding issues and should be pre-arranged. If there are concerns, lack of progress, etc. an in-person meeting should be scheduled and may include MGH PDM, if necessary.
  - Third and final contact must occur just prior to the end of the preceptorship for a summative evaluation.
- Ensure preceptorship students have reviewed the Epic Tips Sheet and Nursing Sensitive Indicators documents (both posted separately), and any other relevant materials for the unit on which s/he will be precepting.

We rely on your continued communication and feedback, so please feel free to contact Jane Keefe (jkeefe3@partners.org) or Karyn Besegai (kbesegai@partners.org) with any questions or concerns.