Welcome to Baystate Health Nursing

Guide for

Schools of Nursing

STUDENT VERSION

2023-2024

Fall Semester

8/4/2023 CP

Table of Contents

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- Security:
  - BMC: Sherry Kinsey 413-794-5527
  - BFMC: Fred Bogalhas 413-773-2526
  - BNH: Rich Carson 413-636-1446
  - BWH: Ed Kosla 413-370-5154

- I&T Help Desk:
  - 413-794-3000

- COVID Hotline:
  - 413-794-6045

Student Nurse Apprentice Program (SNAP)

This position provides an opportunity for students who would like to gain experience in a fast-paced, acute care nursing environment. This position is offered to nursing students actively enrolled in a nursing program accredited through the ACEN or CCNE.

The Student Nurse (SNAP) will function in a supportive role to a registered nurse and work collaboratively with the health care team in the management of patient care. This position allows the student to gain experience in providing care to a diverse patient population and to develop strong communication and organizational skills. SNAPS will perform direct patient care (hygiene, skin care, mobility and assistance with elimination needs), obtain and record vital signs, collect laboratory specimens, document intake/output, communicate effectively with patients/staff, promote patient safety and function as a team member within the health system.

You are eligible for this program if: (a) You have completed at least one clinical or (b) are enrolled in a nursing program and are currently CNA certified.

Scan here to apply now!

You Belong at Baystate
Diverse Teams. Diverse Patients. Diverse Locations.

Baystate Health Nurse Residency Program (BHNRP)

ACCREDITED
PRACTICE TRANSITION PROGRAM

AMERICAN NURSES CREDENTIALING CENTER

The Baystate Health Nurse Residency Program (BHNRP) is designed for nurses with less than 12 months nursing experience and prepares the novice nurse to be a successful partner on the health care team. The 10-month long program provides a structured curriculum to educate and empower you to function autonomously within your nursing specialty.

The Baystate Health NRP provides a platform for continued professional development. We strengthen the relationship between academics and service and offer individualized learning plans, mentorship and peer support, leadership concepts, and heightened visibility for career development within the Baystate Health integrated health care system.

Senior students can apply at any time during the year! Job offers contingent upon graduation and passing the NCLEX.

Scan here to apply now!

Contact:

Gina St. Jean, MSN, RN, CCRN
Director, Nursing Professional Practice & BH Nurse Residency Program

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Manager, BH Nurse Residency Program

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Nurse Educator, BH Nurse Residency Program

NurseResidencyProgram@baystatehealth.org

General Communication

BH: Groups of nursing students are to be assigned to patients only, not a nurse or PCT. The instructor will oversee all students while on the unit. Students will receive a Supplemental Number (SN) and access to the Network and Electronic Health Record (EHR) or CIS. All Compliance and HIPAA requirements must be met before the first clinical.

BH: Prep time is not available the day before clinical placements. Students participating in clinical groups are not to be onsite without instructor supervision.

The Influenza and COVID Vaccines are mandatory for all students. Only serious medical or religious objections are to be submitted to the college for review.

Daily Management System (DMS):
You may notice that some units at BMC are participating in DMS. It uses a daily huddle system to improve our practice. We invite students and their instructors to listen and participate at each huddle.

Enhanced Respiratory Precautions Patients:
Students in their leadership/preceptorship clinical at BMC may care for patients with Enhanced Respiratory Precautions under the *direct supervision of a BMC RN*. Each student must be properly fit tested for an N95/PAPR and must comply with all PPE guidelines. *This option is not available to students at the community hospitals.*
Students may care for contact and droplet precaution patients with appropriate PPE.

NEW 2023-2024

Straight Catheterization Trial Success: After a successful trial this past year, where OB students and Preceptorship/Leadership students performed straight catheterization, the task has officially been added to the Student Nurse Scope of Practice Policy (Attachment E). At this time, **all** nursing students can perform straight catheterization, with direct supervision of their instructor/preceptor/BH nurse, if the situation is appropriate. As a reminder, students should not be inserting indwelling urinary catheters. Please refer to attachment E for more information regarding the student scope of practice.

Reminder for BH Employees here in student/instructor capacity: Please do not operate outside of your scope as a student/instructor while you are at BH in that capacity, regardless of your employment status. Please do not enter restricted areas of the hospital during clinical, use your employee badge to gain access to areas students/instructors are not permitted to be, or leave your assigned clinical unit to observe a code blue elsewhere in the hospital.

Mask Update: As of May 2023, BH is no longer requiring masks. They are now optional but should be worn during patient care if a patient requests it. Students/instructors who have an approved exemption from the COVID and/or Flu vaccine may be required to follow additional infection prevention and control measures such as wearing a face mask or regular testing, based on local transmission and infection prevention requirements.

Parking: If your designated parking area is the 280 Chestnut St. Garage, please note that you may now park on any level of the garage. Please see "Parking" on page 6 for more details.

CIS / Network Access / System Access Request Form (SARF)

All students and instructors will have a SARF submitted by Baystate to obtain an SN (if new to BH) or reactivate previous SN (if returning to BH). The SN is printed on the badge.

For questions regarding: CIS, or LOGIN
   1. **Lost Password?** Call the Help Desk for support Mon – Friday 8:00 AM – 5:00 PM at 794-3000
       Security keyword: Mother's Maiden Name

2. **Questions specifically on the Promise Point CIS Module and navigating through the lessons**, please contact IS Training at 413-794-0706.

You will get an email prior to the start of the semester to let you know that it is time to log into the BH network with your SN and password, which are both shown in the email. ***PLEASE CHECK SPAM FOLDER!*** Your SN will allow you to log into the network and CIS. If at any point you do not log into CIS within 30 days, a request will have to be placed to grant you access again, which can take up to two weeks.

Mandatory Education

To meet mandatory safety education, CCP ***and*** Baystate Health online modules must be completed prior to the start of clinical. In addition to the 4 CCP modules, BH requires:

- **Web Based Training** (Elsevier) *Must be done Annually*
- **PromisePoint modules** (CIS Training) *This is only required ONCE for those who are not familiar with CIS, it does not need to be completed each semester or each year*

All required training must be completed prior to the clinical start date. The instructions for creating accounts and accessing these modules can be found in Attachments B and C.

Students DO NOT receive access to the medication or supply Pyxis

COVID-19 & Other Communicable Diseases

BH will provide an optional face mask at the beginning of each clinical day. All source control masks should be doffed and discarded. They should not be stored for further use once removed. Cloth or home masks are not allowed.

Instructors and students are asked to self-screen for wellness. If you are experiencing any new symptoms, DO NOT COME TO CLINICAL. Follow your college's health service guidelines and notify your clinical instructor or coordinator.

Unit characteristics may change at any time and a placement could be suspended for 2 weeks up to the entire semester. If this happens, schools will be notified as soon as possible.

A COVID-19 FAQ page is available as Attachment D.

Parking

BMC:

Monday-Friday 6am-7:45pm: (including 8-hour preceptorship students) park at 280 Chestnut St garage (any level is appropriate). Shuttles run every 15 minutes to and from the Old Springfield employee entrance. All badges have "tap" access to enter and leave the garage and the Old Springfield employee entrance.

Evening shift ending after 7:45pm and 7p-7a shift park at Center St lot, 3664 Main St. Springfield MA (lot exit). Use the Plainfield St Entrance. Shuttle buses run every 15 minutes from Monday 5am-Friday 12midnight at Center St Lot. C lot is closed Friday 12midnight- 5AM Monday and Baystate holidays.

*12-hour Preceptorship students: Please park at Center St lot, 3664 Main St. Springfield MA.

All student weekend parking (includes Friday evening): BMC 759 Chestnut St in the Daly expansion lot.

BFMC: Parking in the North Street Lot behind the new Surgical building off North St.

BWH: Students should park in yellow parking spaces in either the upper or lower parking lot. Do not park in spots marked "reserved". Do not park in BLUE parking spaces as those are reserved for patients and visitors only.

BNH: All students & instructors are to park in our designated shuttle lot located at Amelia Park (21 South Broad Street, Westfield), please park in front of the building. Shuttle hours are 5:30 AM-10:30 AM and 2:00 PM-6:00 PM or contact security for an alternate time (413-636-1446). Evening/ overnight/ weekend parking is on campus. Please park beyond the designated RED line.

Badges

If you are new to Baystate this semester, in order to create your badge, we need the security ID form (Attachment A) and photo of you. These must be submitted to your school prior to the start of the semester. If you are returning to Baystate, your school already has your badge from your previous clinical and they will distribute it to you. There is a replacement fee of $10.00 if a badge gets lost.

Students will only have badge tap access to the 280 Chestnut parking garage and the employee entrance where the shuttle does drop offs. Students should _not_ have badge tap access to med rooms/supply rooms/specialty areas**

BH badges must be worn by all students as a requirement of clinical as per policy. Your SN will be on all new badges. Student badges will have a light-yellow background color.

Schools will collect badges at the end of semester from the students/instructors. Badges can be re-used between BFMC, BNH, BWH and BMC if that student or instructor is active in school. Upon graduation or withdrawal from the nursing program, all student/instructor badges should be returned to security within two weeks of the final semester.

Attachment A: Security ID Form

Security Department - ID Form

ID Number_____

Cleared by EHS/HEO (date & initials)_____

Please Print or Type

Name:
_____

School:
_____

I am a ☐ Student ☐ Instructor
_____

Please provide: Clinical Start Date and End Date_____ - _____
Please indicate Baystate Coordinator:

☐ Steph Bathel /Cara Parent ☐ Mikenzie Cain ☐ Stephanie Swan ☐ Mandy Ritter/Kayleigh Hogden

Home Address_____

City_____ State_____ Zip Code_____

Primary Phone # _____

(Please Circle): Male / Female / Prefer not to answer   D.O.B._____

Height_____Weight._____Hair Color_____Eye Color_____

Emergency Contact

Emergency Contact _____

Relationship_____   Primary Phone #_____

Motor Vehicle Information

Make_____Model_____State_____

License Plate #_____   Driver's License # (not SS #) _____

Parking Location/Tag or Sticker (will be assigned/provided by Security)_____
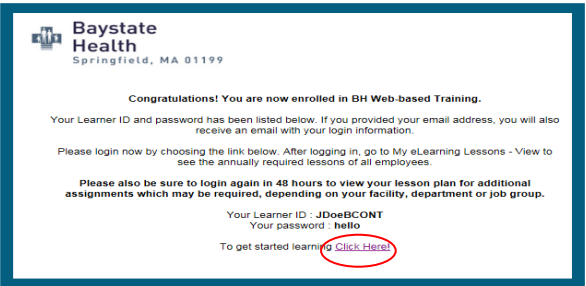
Attachment B: Web Based Training

- <mark>Updated for Fall 2023: Please read carefully!</mark>
- <mark>These are annual lessons and do not need to be completed prior to each semester. All students and instructors are expected to complete them before the fall semester.</mark>

- **Students & instructors at Baystate Health for the first time (who are <u>not</u> Baystate Health employees):** Follow the instructions in the table below to register.

- **Students & instructors who have been at Baystate Health in past semesters (who are <u>not</u> Baystate Health employees):** Please log in to your existing account. Follow the below instructions starting at step 8 to self-enroll. If you do not remember your username/password, please email your Schools of Nursing contact person *(depending on which hospital your clinical is at)* shown on page 3 of the guide.

- **Students & instructors who <u>are</u> Baystate Health employees**: Please do not create a new account. Log into your employee Elsevier account and follow the below instructions starting at step 8 to self-enroll in the BH Nursing Instructors and Students Module (The BH Annual Lessons will already be assigned since you are an employee).

New users: http://www.webinservice.com/baystate/nonemployeelogin.asp

Returning users: www.educode.com/baystate and skip to step 8

Step	Action
1.	**Your personal email address will be your Learner ID/Login ID.** **Select a facility and department:** <mark>*All students and instructors will select BMC for their facility regardless of which Baystate Health hospital they are assigned to.*</mark> All students and instructors should select *BNSTU – NEMP BH Nursing Students & Instructors* for their department. Check the box next to "I accept the terms of the enrollment agreement" then click **Next**.

2.	A screen with your information, the facility and the department you selected will be next. Click on the blue "Submit" button to go to the next screen.	
3.	A screen will appear with your login information. To get to the login page click the "click here!" link. Be sure to write down your Learner ID and the default password.	
4.	Or to login later go to **www.educode.com/baystate** from any internet capable computer.	
5.	You will be asked to change your password the first time you login. After entering a new password, select **Submit.** **Password is to be eight characters; one character must be a number. System is case sensitive.** ****Be sure to write down your new password.**	
6.	Screen will come up looking the same as when you type in new password, but at bottom will indicate if changed successfully Select **Click here to login**. You will now have to login again with your new password.	
7.	The first time you log in you will see the **Registered User Agreement**. Read the agreement and check the **agree checkbox** located at the bottom of the page. Click the **Send My Response** button. Your **Personal Page** should now be open.	

8.	You will need to self-enroll in two modules. Click "Enroll" on the far-right side of each module. Click "Select All", scroll down, and press "Add Lessons". Please select **BOTH** of the following modules: • **BH Annual Mandatory Training – All BH (14 Lessons)** • **BH Nursing Instructors and Students (5 Lessons)** ****If you are a <u>new instructor</u> and do not work for BH, please also add "_General Nursing Orientation 3.2020_" in addition to the two modules above****	
9.	How to Access Lessons: After logging in, from your Home page, select **eLearning Lessons** in the green box. 	
10.	Click on a lesson name to begin. Click on the blue button at the bottom of the page, "Start Lesson." Once you reach the end of the lesson, click the 'x' in the upper right corner to close and bring up your assigned items page for you to take the test. To take test – Click on the title of the lesson again, click the blue button, "Take Test." <u>A score of 100% is required.</u> 	
11.	**How to Print Your Transcript:** You can print your transcript from your personal homepage as shown below if your school requires it. Baystate Health will not collect your transcript.	

Click **Transcript-** a window will appear with a printable version of your transcript. Select the **eLearning tab.** It will show all your e-Learning lessons. A √ means the lesson was completed; an X means the lesson was not completed. Click the print button.

| 12. |

List of Required Modules

BH Annual (All BH): Americans with Disabilities Act
BH Annual (All BH): Corporate Compliance and Privacy Training
BH Annual (All BH): De-escalation Training
BH Annual (All BH): Employee Safety & Health
BH Annual (All BH): Harassment Prevention in the Workplace
BH Annual (All BH): Infection Control
BH Annual (All BH): OSHA Emergency Temporary Standard COVID 19
BH Annual (All BH): REQ003 HIPAA Security
BH Annual (All BH): REQ013 BH Proper Waste Management
BH Annual (All BH): Respiratory Illness Safety
BH Annual (All BH): SAF104 Emergency & Disaster Management
BH Annual (All BH): SAF123 Latex Allergy
BH Annual (All BH): SAF135 Safety Reporting System
BH Annual (All BH): SAF139 Basic Ergonomics
BH Code Yellow - Student and Instructors
BH Fall Prevention - Student and Instructors
BH Ligature and Suicide Risk Education - Students and Instructors
BH Non-Employed Confidentiality User Agreement
Policy for Undergraduate Nursing Student Practice

**BH Annual Compliance and Privacy Module: Please use Google Chrome. You must click through the entire lesson before taking the test.

Attachment C: PromisePoint Self- Registration

Promise Point CIS Training for New Non-BH Instructors and Nursing Students Email Log-in
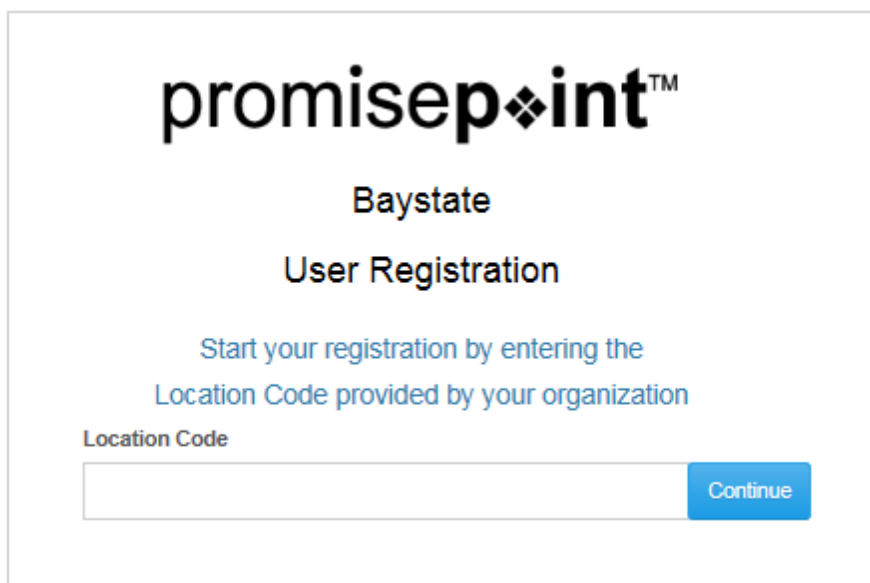
Directions: For Questions contact- Cassandra.Sgueglia@baystatehealth.org

Register your Log in

Through your browser, access the User Registration site at:
https://www.promisepoint.com/baystate/registration/#/login

Note: Google Chrome is recommended; however, other acceptable browsers include: Explorer 9 or higher, Chrome, Firefox (Safari is not supported – MAC users should use a different browser)
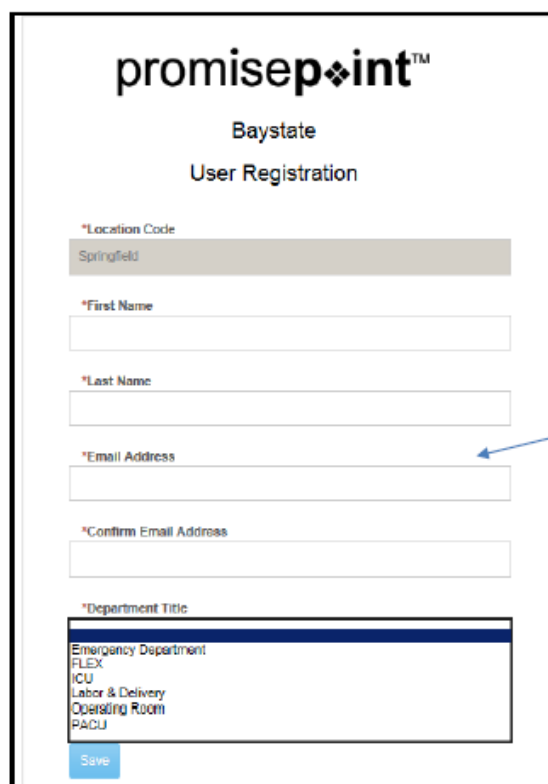
1. Please type in **Student** as the **Location Code (Please note that this is case sensitive, and a capital S must be used)**

2. Click **Continue**

Note: The email address used for registration becomes your Login ID for the Promisepoint site where you'll access your training assignment(s). Please note which email you use.

3. Complete the User Registration form
    a. Select the Department Title: SON
    b. Job title is Nursing Student

Access/Navigate Promisepoint

Technical Requirements

- We recommend using Chrome. Acceptable Browsers include: Explorer 9 or higher, Chrome, Firefox (Safari is not supported – MAC users should use a different browser)
- Pop Up Blockers should be turned OFF
- Latest Version of Adobe Flash Player
- You will need speakers or headphones to listen to the instructions

Access CIS Training in PromisePoint

1. Type www.promisepoint.com/baystatelogin into your browser

2. The login page appears; Enter the **Email Address** you used during the *User Registration* process

3. The Promisepoint home page appears with your name at the top right-hand corner of the page
4. Click on CIS Training and Resources

5. Select **My Assigned Learning**

The **My Assigned Learning** Page displays all required curriculum based on your role. If the assigned curriculum do not match your role, email trainingevents@baystatehealth.org.

Each curriculum assigned shows the number of modules assigned and the number of modules you've completed within that curriculum.

Access Assigned Lessons
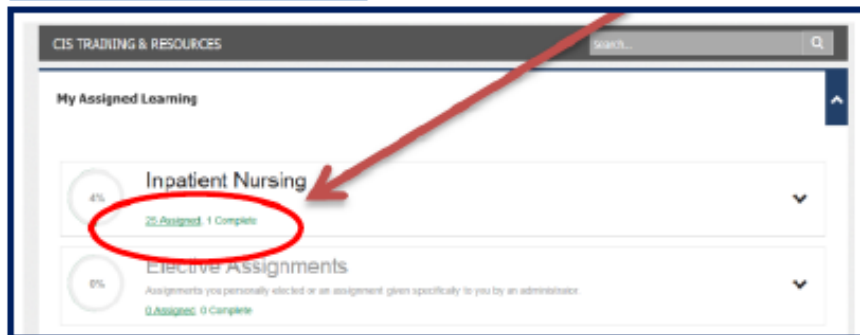
1. Click the number of assigned courses
2. All assigned modules display
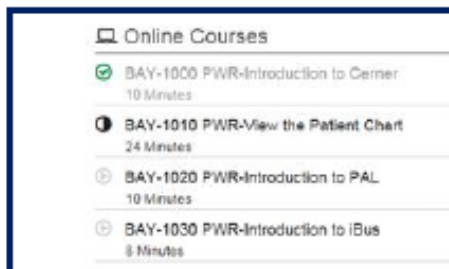
- A green check mark ✅ next to the course name indicates the course was previously completed.

- A half-filled circle ◑ indicates the course has been started but not completed.

- An arrow ▶ next to the course indicates the course needs to be completed.

Online Learning & Simulation

BAY-0720-AMB-Ambulatory Organizer Overview
16 Minutes

Status: Complete
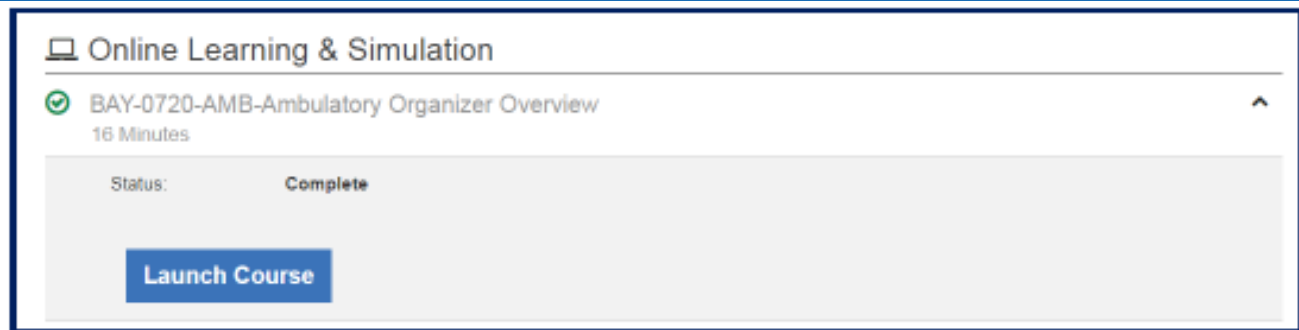
Launch Course

3. Select the desired module

Complete the Module

Once the course is launched, the course menu displays showing all lessons within the module.

Course Menu:

＊ Required

☑ Course Introduction*
☐ Navigate the Nurse View MPages*
☐ View Results*
☐ View Notes*
☐ Survey

You must complete the test for each lesson to complete the course.
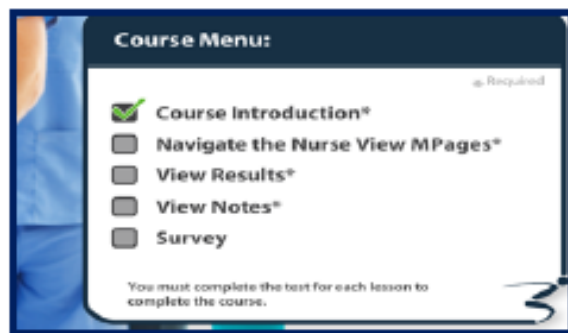
1. Click each lesson to view the content.

Notes:

- All lessons must be viewed in their entirety to complete the course
- The survey section is optional (but feedback is appreciated)

Attachment D: COVID Testing FAQ

COVID Testing FAQ for Students/Instructors

Q: Are unvaccinated students/instructors (with documented religious/medical exemptions) still required to submit weekly PCR testing?

    A: BH is not managing unvaccinated/exempt students. Students should follow their school's protocol for testing.

Q: What are the criteria for exposure?

    A: Exposure criteria: greater than 15 minutes of close contact with a COVID + person (within 6 feet) without proper PPE (source control mask) or failure of PPE.

Q: If a student has a household exposure, what is the protocol?

    A: It is recommended that students perform home tests on days 1-3-5, with the exposure date being day 0. Students can continue coming onsite if they remain asymptomatic. If a student develops symptoms, they should call the COVID hotline/ EHS at 413-794-6045.

Q: If the student develops symptoms, but tests negative on PCR, what is the protocol?

    A: Students may come to clinical if they feel well enough to perform their duties, but must wear a mask while on campus while symptomatic.

Q: If a student has a one-time, close contact exposure, what is the protocol?

    A: Refer to Household exposure question.

Q: If a student is exposed to COVID while on campus, what is the protocol?

    A: If they are asymptomatic, they can continue to attend clinical while undergoing surveillance. If they develop symptoms, they should call out of clinical and follow criteria for exposure as stated above.

Q: If a student tests positive for COVID, while doing a rotation at Baystate, do they need to be cleared by EHS before returning to clinical?

    A: If a student tests positive for COVID they need to call the hotline for an interview. They will be placed on a medical hold and must quarantine at home until cleared by the hotline/EHS.

Any further questions should be directed to the 24/7 COVID Hotline 413-794-6045 option 2. This guide is subject to change based on CDC recommendations.

Title: Undergraduate Nursing Students Scope of Practice

I. **Policy**
Undergraduate nursing students and faculty participating in clinical experiences at Baystate Health (BH) must meet all requirements agreed upon by BH and the Western MA Nursing Collaborative and listed in the Centralized Clinical Placement (CCP) System. Students and faculty must also practice within the requirements listed in relevant BH policies.

A current agreement between the educational institution and BH must be in place prior to any student experience at BH. Faculty are responsible for ensuring that undergraduate nursing students practice within the appropriate scope and standards of care for their role as a student and only practice during designated clinical time listed in CCP. In the event that a faculty member or student is also an employee of BH, their practice during clinical experiences is defined by their role as an instructor/student and this policy.

As an academic medical center, BH is strongly supportive of student experiences, including clinical and non-clinical experiences. The commitment to our patients' and employees' privacy and safety is our priority; as such, it is important that any questions or concerns are addressed immediately.

II. **Purpose**
To define the scope of practice of an undergraduate student nurse caring for patients within BH, and to ensure appropriate level of supervision with a clinical instructor selected by their academic program, or, an official preceptor.

III. **Scope**
This policy applies to all BH nursing staff, academic and clinical faculty, and undergraduate nursing students caring for patients within BH. This policy applies to all employees and Medical Staff members of Baystate Medical Center, Baystate Franklin Medical Center, Baystate Wing Hospital, and Baystate Noble Hospital.

IV. **Procedure**
A. Definitions
  ▪ Direct Supervision: The responsible person (clinical instructor or BH nurse staff member) is physically present in the room to supervise the activity of the student nurse.

  ▪ Indirect Supervision: The responsible person (clinical instructor or BH nurse staff member) is not physically present in the room but is available on the unit of practice. It is understood by BH that the student will be observed by the clinical instructor for competency or has documented competency prior to an activity being performed with indirect supervision.

  ▪ Preceptorship/Leadership: Clinical Placement that consists of one student practicing under the direction of a BH nurse caring for the patient.

B. General Practice

1. All assigned BH Web Based Training Modules must be completed by clinical instructor and undergraduate nursing student prior to providing direct patient care. Failure to do so will require BH to remove the students from the unit until regulatory requirements are met.

2. Student records of background checks, health clearance requirements, and mandatory orientation education as established by BH are to be kept at the educational institution and available for review as required by regulatory agencies.

3. Prior to starting clinical, each educational institution will provide the unit leader with a list of clinical objectives and expectations for students on that unit.

4. Nursing instructors will orient to their unit prior to the start of clinical (unless they are an employee on that unit). It is up to the unit leader's discretion if orientation is waived for clinical instructors who are nurses employed in different areas within the BH system.

5. Prior to starting their shift, the clinical instructor will communicate with the nurse caring for the patient what the student will be responsible for that day (i.e.: meds, bath, vital signs, ambulation, etc.).

6. Clinical instructors and students may not call or take verbal orders from Providers.

7. BH employees working as a clinical instructor or student will NOT document using their EN#. Clinical instructors and students who are BH employees will NOT use their employee access to enter restricted areas of the hospital during clinical and will NOT perform tasks/care that are not within their scope while here in the student/instructor capacity, despite certain tasks being within their scope as an employee.

8. Caregivers having any concerns with a student or clinical instructor's activities should report these to the unit leader. Once assessed by the unit leader, it will be determined if it is necessary to further speak with the school, or if the issue can be resolved within the unit setting.

9. Students or clinical instructors who have concerns regarding a patient's care or a caregiver issue should report it to the unit leader immediately.

10. Faculty and/or unit leaders should direct any unresolved issues to the Nursing Outcomes Improvement Department.

C. Supervision
    1. If the clinical instructor has not arrived by the start of their shift, the charge nurse will notify leadership (manager, educator, or clinical supervisor) in real time.
        - If there has been **NO COMMUNICATION** with the clinical instructor and there is no estimated arrival time, the unit leader will send the students home.

        - If the clinical instructor **COMMUNICATES** an estimated arrival time and

unit/department leadership feel comfortable and it extends beyond 30 minutes, students may be permitted to wait. A reasonable expectation will be 30 minutes from start of their shift, after that, students may be sent home.

- If any clinical instructor is late, regardless of if there was communication with the students or unit, the Nursing Outcomes Improvement Department will be notified by unit leadership to track and follow up as needed.

2. Leadership/Preceptorship students are provided with an individualized educational experience. The student will be mentored one-on-one with a selected BH nurse preceptor. Prior to starting, BH and the educational institution meet to establish set objectives and hours to precept the student. The preceptor collaborates with the faculty to evaluate student performance. If the student *does not* perform to established expectations, the preceptor will provide feedback to the school regarding the student's performance.

3. If a student is unprofessional, not fit for duty, or operates outside this policy, they will be **suspended from the unit and unable to continue** with the group/individual clinical placement until the unit leader, faculty, and the preceptor (if applicable) review the matter.

4. Students may have limited access to select patients or experiences dependent upon the unit needs:
   a. Patient may request aspects of care to exclude student experiences.
   b. Unit leader will communicate any limitations regarding patient assignments to the clinical instructors.

5. The nurse caring for the patient has ultimate responsibility for patient care but is not responsible for the actions of the students. Clinical instructors must remain on the unit with students or be always easily accessible. Students **cannot** be assigned 1:1 with nurse caring for their assigned patient unless they are in a leadership/preceptorship rotation.

6. Student nurses may perform procedures under the supervision of their clinical instructor. If the student has not obtained clinical competency in the clinical procedure or technical skill, the clinical instructor must be present (direct supervision). Certain skill sets require competency verification; therefore, they are limited.

7. Students **MAY NOT** carry out clinical procedures that are considered out of scope for their role and **RESTRICTED** are the following:
   - Administering blood products (students may monitor vital signs during transfusion)
   - Draw a type and screen
   - Administering chemotherapeutic agents
   - Obtaining informed consent
   - Signing as a witness to:
     o Consents
     o Time out procedures
     o Surgical markings

- Accepting verbal or phone orders from physicians
- Insertion of intravenous (IV) catheters
- Administration of epidural, PCA or intrathecal medications via pump or push (students may monitor a patient with this type of analgesia according to policy)
- Administering of vaso-active medication or IV medication requiring cardiac or hemodynamic monitoring
- Peritoneal dialysis
- Inserting indwelling urinary catheter
- Retrieving breastmilk from refrigerator
- Caring for a patient requiring N95 masks (unless fit tested by EHS)
- Point of care testing
- Enter orders in the computer
- Document in the EHR in the Birth Care Center

8. Students may perform the following with **DIRECT SUPERVISION** of the responsible person (clinical instructor or BH nurse staff member):
    - Nasopharyngeal suctioning
    - Tracheostomy care, including suctioning
    - Insert an oropharyngeal airway
    - Wean oxygen
    - Chest tube care
    - Administer IV push medication (excluding chemotherapeutic medications, ACLS medications and conscious sedation)
    - Maintain and care for subclavian and other central IV line sites
    - Infusion pumps programming and rate changes for medication infusions
    - IV medication infusion
    - Secondary lines (piggy back meds)
    - Flushing intermittent locks
    - Maintaining tubing patency
    - Changing IV tubing
    - Changing IV dressing
    - Initiate, maintain, and discontinue non-medicated IV fluids
    - Wound care
    - May communicate the needs of the patient to provider
    - Referral process to health/social agencies
    - Discharge planning process
    - Find and use community resources specific to the patient's needs
    - Administer oral medication
    - Administer topical medication
    - Administer subcutaneous medication
    - Administer intramuscular medication
    - Administer intradermal medication
    - Administer inhalant medication
    - Administer rectal medication
    - Administer ear, eye, and nose drops
    - Straight Catheterization
    - Indwelling urinary catheter removal
    - Nasogastric tube insertion
    - NG Tube/G tube medications/feedings/maintenance
    - Removal of Peripheral IV lines

- Specimen collection *Two sets of initials required. One must be a BH staff member* PLEASE NOTE STUDENTS CAN **NOT** DRAW TYPE & SCREEN.
- Ambulating high falls risk patients. *This task requires the direct supervision of a BH staff member. This does not need to be a nurse, and may be a PCT, Physical Therapist, or other staff member who has this task within their scope.*

9. Students may perform general patient care with **INDIRECT SUPERVISION** including answering call bells for all patients, activities of daily living, feeding, bathing, and vital signs. Students may ambulate patients who are not a fall risk or who are at low fall risk.

D. Documentation
   1. Students do not have PYSIX ES access, they will work with their clinical instructor or BH nurse staff member.

   2. Students and clinical instructors are required to strictly adhere to patient confidentiality and protect the security of patient records and patient data.

   3. Students and clinical instructors will only be allowed to access the records of patients involved in their care experience.

   4. The students may utilize the Electronic Health Record (EHR) under the indirect supervision of the clinical instructor. Students and clinical instructors are **NOT PERMITTED** to:
      - Copy any part of the EHR
      - Take photos of the EHR
      - Remove any part of the patient's record off unit
      Failure to comply will result **in immediate removal** from unit **and possible suspension** from clinical site.

   5. The clinical instructor or official preceptor must verify all care provided by the student. The clinical instructor will validate the care provided and/or accuracy of the documentation by the student in the EHR.

   6. The clinical instructor or official preceptor will co-sign all student medication administration and IV therapy.

E. Medication Administration
   The clinical instructor or BH nurse staff member will check ALL medications prior to student administration. Students must verify the patient's identification according to policy and to verify medications against the electronic medication record.

F. Unit Specific Criteria
   1. **Critical Care Units** - Full assignment/care will not be assigned to a student. Students may work on a "buddy system" with a BH nurse staff. All care is given under the **direct supervision of the primary BH nurse staff.**

   2. **Birth Center**- Nursing care of patients in **active labor** must be given under the **direct supervision of the primary BH nurse staff.**

   3. **Home Health/VNA**- Nursing care of patients at home must be given

under the direct supervision of the nurse.

G. Student Projects
   1. All student projects done using BH resources, including staff, patients/patient information, and quality data, must be approved by unit leadership prior to collecting data. Some projects will require further review and approval, based on design and intent of the project. All clinical research with human subjects requires IRB review. Questions should be directed to Nursing Research/Nursing Outcomes Improvement or the Director of the Human Research Protection Program.
      a. Approval for student projects should be obtained from a unit/department leader prior to beginning project to determine feasibility and fit with unit objectives.
         - Surveys of staff asking questions about personal practice or beliefs, demographics, or subjects of a potentially sensitive nature must be reviewed by the Nursing Research Department or the Human Research Protection Program prior to distribution.
         - Data used for improvement projects is limited to that available as part of one's role/position. If the data used is not available as part of one's routine work, it should be considered for Human Subject Research determination, which is an expedited process to determine that a project is not research.
      b. Any undergraduate projects that involve human subjects, including quality improvement projects, require IRB determination, per BH policy. This includes, but is not limited to:
         - Any projects using patient or staff-specific data.
         - Any projects where patient chart reviews or review of retrospective data is needed.
         - Projects where the intervention, interaction, or use of identifiable private information occurs outside of the usual clinician-patient therapeutic relationship.
         - Projects with a primary objective to advance scientific or clinical knowledge through publication and presentation; it is expected that results will be published or presented to others through a peer-reviewed process.

APPROVALS:

		Date:
Approved:	Nursing Policy Committee	4/24/2023 8/2020
Approved:	BH Patient Care Policy Committee	5/24/2023
Policy Owner (department name)	Nursing Outcomes Improvement	
Originating / Revising Author	Manager, Nursing Outcomes Improvement Nurse Educator, Nursing Outcomes Improvement Clinical Facilitator and Coordinator, Nursing Outcomes Improvement	
Original Effective Date:		1/2013

Attachment F: Appearance Standards BH-HR 800

Professional Appearance Standards

I.   **POLICY:** This policy outlines dress and grooming expectations that promote a consistent, professional image throughout the organization, and address safety and infection control concerns specific to the work environment. Every employee is expected to exercise good judgment and to dress appropriately.

II.   **PURPOSE:** The purpose of this policy is to ensure employees and volunteers dress in a way that establishes confidence in and respect for the organization, while maintaining the health and safety of patients, visitors and employees. Appropriate personal appearance is a condition of employment.

III.   **SCOPE:** This policy applies to all Baystate Health employees, physicians, volunteers, residents, students, and temporary staff. *Please note Caregiver Identification Program Addendum of this policy.*

IV.   **PROCEDURES:** The following standards have been established in order to create a common understanding of what is considered appropriate dress while at work.

> ➤ **Identification (ID) Badges**: Baystate Health issued ID badges are part of each employee's required attire. It must be worn at all times, be clearly visible, picture side out, and located between the shoulders and above the waist (not to be worn at belt level) for easy reading and identification of the employee by the patient or other customers.

> ➤ **Business Casual Attire**: Business Casual dress is permitted. This includes clothing that is comfortable at work, yet appropriate for the business setting. Acceptable attire includes khakis, leggings, capris, turtlenecks, polos, golf-shirts, sweaters and shirts with a finished collar or neckline. Clothing should be neat, clean, wrinkle-free and in good condition. Employees are expected to remain mindful of the business and location of their work on any given day and comply with the appearance requirements of that department or entity. In short, employees are expected to exercise good judgment around what dress is appropriate under the circumstances.

Shoes and Legwear:

- Patient Care Areas: For safety and public health reasons, stockings or socks are required to be worn; open-toed shoes are not permitted.
- Non-Patient Care Areas: Except in the case of safety or public health reasons as determined by the manager, stockings or socks are not required; dress sandals/open-toed shoes are permitted.

> ➤ **Hair and Headwear:** Hair, beards or mustaches should be clean and neat. Hair should be pulled back or restrained as appropriate by anyone who provides direct patient care, works with food, or handles sterile equipment, to comply with all safety protocols.

> ➤ **Fingernails:** Fingernails should be kept clean and neatly trimmed and of an appropriate length to perform job duties. Employees having direct patient contact may only have natural nails; artificial nails are not permitted. Nail polish is acceptable if it is not chipped or cracked, unless restricted by individual departmental policy.

- Natural nails – those growing from the individual.
- Artificial nails - devices applied or added to augment, enhance or extend the length of the wearer's own nails. They include, but are not limited to, layered gel nails, bonding, tips, wrappings, tapes, fashion accessories and nail jewelry. Types of artificial nails include but are not limited to (1) Acrylics: a polymerized coating; (2) Polymer- natural and synthetic compounds; and (3) Gel (acrylic) Oligomers hardened by exposure to UV light.

Other disciplines within Baystate Health restrict artificial nails and/or polish for their employees including but not limited to surgical and central processing department, food services, and pharmacy services. Refer to specific departmental policy for additional details.

➢ **Jewelry and Other Accessories**: Jewelry and body piercings are acceptable and must be worn in a way that does not present a safety hazard. (Please see Hand Hygiene Policy – IC 07 for hand and forearm jewelry.)

➢ **Tattoos:** Visible tattoos and other body art are generally permitted. They will not be permitted, however, if they are potentially offensive based on racial, sexual, religious, ethnic characteristics or attributes of a sensitive or legally protected nature.

➢ **Surgical Suites & Restricted Areas:** All employees entering the semi-restricted and restricted areas of the Surgical Suites are required to comply with the Perioperative Services Corporate Policy guidelines. Scrub attire is not to be worn traveling to and from the organization. (Please see Surgical Attire Policy – PS 07.014.00).

➢ **Religious Beliefs or Practices:** Should religious beliefs or practices conflict with this policy, reasonable accommodation will be made for employees as long as the accommodation does not pose a safety hazard or infection control risk.

The following dress is not appropriate at Baystate Health:
- Jeans *
- Shorts
- T-Shirts
- Midriffs, tank tops, low-cut or revealing clothing
- Flip-flops or sandals (except for dress sandals/open toed shoes in non-patient care areas)
- Inappropriate messages on clothing
- Faded and/or frayed clothing
- Hooded sweatshirts
- Hats, bandanas or inappropriate head coverings (except for medical, safety or religious reasons or as part of a uniform)

*Note - For *fundraising purposes, certain days may be designated as "denim days." Employees should follow the criteria of dress established for denim day and dress appropriately.*

- *Jeans should be clean, not faded, and free of holes and rips.*
- *Denim Day stickers should be clearly visible adhered next to the employee ID badge.*

V. **ACCOUNTABILITIES**: Each employee is accountable for exercising good judgment in their personal appearance that is consistent with their job, and representing the organization in a positive and professional manner at all times. Any employee who is unsure of the appropriateness of certain dressshould discuss it with their manager first.

Managers are accountable for ensuring their employees' appearance is consistent with Baystate'sAppearance Standards.

Employees who report to work inappropriately dressed or without their ID badge will be asked by their manager to leave the premises in order to change into clothing which complies with the above outlinedstandards. Repeated offenses of these standards will result in corrective action up to and including termination of employment.

VI. **REVIEWED/APPROVED BY:** Human Resources Operation Directors, February 2019

Approval: _____ Kristin
R Morales-Lemieux

Senior Vice President, Human Resources & CHRO

Replaces:

Policy Name: HR-800 Professional AppearanceStandards

Policy Date: July 17, 2020

Attachment G: Caregiver Identification

CAREGIVER IDENTIFICATION PROGRAM
(Addendum to BH-HR 800)

Baystate Health has implemented the Caregiver Identification Program with the goal of improving the patientexperience by enhancing the pride, professionalism, and role clarity of our staff who work day and night to deliver a higher state of caring to our patients and their families.

The scope of the Caregiver Identification Program applies to employees in the following roles/area at the following locations:

Locations:
Baystate Medical Center   Baystate Children's Hospital
Baystate Mary Lane Outpatient Center
Baystate Franklin Medical Center   Baystate Wing Hospital

Roles: RN/LPN, PCT/CNA/HMT/TRA, OA/Unit Secretary, Constant Companion, Respiratory, Lift/Orderly,Phlebotomy, Rehabilitation and Radiology/Diagnostic/Imaging, Child Life and Experience Guide

All clinical staff are required to wear professional clinical attire; scrubs/uniform or shirts/tops are to be worn as required by the department and position. Clinical disciplines and support service personnel are assigned a solid color, non-patterned uniform with the Baystate Health or Baystate Children's Hospital logo on all tops so caregivers are easily identified. If employees have a question about their role color, they should speak with theirmanager.

If an employee has a medical condition that does not allow him/her to wear their required uniform, they shouldfollow the following procedures:

- If an appropriate garment cannot be found, the employee will discuss the situation with his/hersupervisor and determine what is needed (i.e. needs 100% cotton, maternity).
- A physician note and Employee Health clearance is required to validate a medical condition whichsupports deviation from the required garments.
- Employee Health Services will document reasons why a different uniform was allowed in the employee'smedical record and provide a waiver document to be placed in the employee's personnel file.
- The employee will work with Baystate Health's approved vendor to obtain approved garments withinthe guidelines of the Caregiver ID Program as well as meet the employee's needs.

Scrub tops, pants and jackets are the same color per role in accordance with the Caregiver Identification Program. Only plain/non-logo, white, black or exact color to scrubs t-shirts, short or long-sleeved, may be wornunder the uniform.

A link to additional information regarding the Caregiver Identification Program is on The Hub.

Baystate Health | ADVANCING CARE. ENHANCING LIVES.

Attachment H: BMC Campus Map

BAYSTATE MEDICAL CENTER
Map for New Employees

Scan one of these codes (Apple or Android) to download the WayToGo app to help find your way around Baystate Medical Center.

Parking for:
- **Daly Garage:** Parking for All Physicians, Resident Physicians and Mid-level Providers
- **Daly Parking:** Patient & Visitors Only
  * Daly Expansion Lot limited to badge access permission only

All Patient Parking for MOB Practices
*limited badge access for MOB Practice Employees

Patient & Visitor Parking Only

Patient & Visitor Parking
*limited employee access by permission only

Expansion Lot

Daly Parking — D P

DALY — D

Physician Parking — Daly Garage

Cafeteria – Daly 2

Medical Office Building — M
Medical Office Building Garage — M P

MEDICAL OFFICE BUILDING

CHESTNUT SURGERY CENTER — C

Chestnut Parking — C P

Physician Parking

Employee Pick-up/Drop-off

South Wing
Emergency Department
MassMutual Wing
Rx

WESSON — W
WESSON — W

Wesson Parking — W P

Legend:
- Employee Pick-up/Drop-off (Springfield Building/Employee Only Entrance)
- **S** ATM (Daly 2 & Daly 3)
- Atwaters Cafe (Daly 3)
- Handicap Access Restrooms
- Handicap Public Entrance
- Main Public Entrance (Daly 3)
- **P** Patient & Visitor Parking
- **Rx** Pharmacy (Daly 3)
- — Primary Public Way
- [·] Public Elevators
- Public Restrooms
- PVTA Bus Stop
- - - - Shuttle Bus Route
- **V** Valet Parking

Baystate Medical Center is smoke free.

To I-91

Streets: Medical Center Drive, Chapin Terrace, Pratt Street, Physician Parking, Chestnut Street, Springfield, Dover Street, Springfield Street, Chestnut St.

BAYSTATE GENERAL PEDIATRICS - SPRINGFIELD - HIGH STREET

140 High Street
C Level
Springfield, MA 01105

Office Phone: 413-794-2515

- Pediatrics
- Primary Care

BAYSTATE BRIGHTWOOD HEALTH CENTER

380 Plainfield Street
Springfield, MA 01107

Office Phone: 413-794-4458

- Primary Care
- Pediatrics
- Midwifery
- Asthma
- Pharmacy

BAYSTATE MASON SQUARE NEIGHBORHOOD HEALTH CENTER

11 Wilbraham Road
Springfield, MA 01109

Office Phone: 413-794-3710

- Asthma
- Geriatrics
- Midwifery
- Pediatrics
- Primary Care

BAYSTATE HIGH STREET HEALTH CENTER ADULT MEDICINE

140 High Street
C Level
Springfield, MA 01105

Office Phone: 413-794-2511

- Geriatrics
- Primary Care

Attachment I: Duo

What is Duo?

Baystate Health uses DUO Security as an extra security layer to better protect your Baystate computer application accounts from being accessed by anyone but you. Duo works by confirming your identity - that you are who you say you are - when you attempt to login to applications, such as Workday from outside of the BH network (i.e. remote). When you log into Workday outside of the Baystate computer network, Duo will send a message to a physical device that you'll pre-register, like a smartphone, asking you to confirm that you attempted to login to that application. Once you confirm, you'll have immediate access. If it wasn't you who tried to log into your account, you'll be able to reject and report the login attempt. This approach will help better safeguard patient, Baystate, and your personal data.

Getting Started—How to Enroll in Duo:

Follow the directions below to self-enroll and use Duo to access your Workday or OWA account. Duo's self-enrollment process makes it easy to register your device and install the Duo Mobile app on your smartphone or tablet. *Instructions with screenshots can be found on The HUB > Resources > Informatics & Technology (I & T) > I & T Support Services button > Duo Help Page > Training Guides and Video Tutorials > Getting Started—How to Enroll in Duo.*

1. Go to https://bit.ly/BaystateDuo and enter your Baystate network username (en#) and password (you will need to get this from your manager).

2. You will be redirected to the Duo welcome screen. Click "Start setup" and follow the instructions.

3. Select the type of device you would like to enroll then click **Continue.** *We recommend using a smartphone for the best experience, however, you also have the option to enroll a landline telephone or iOS/Android tablets.*

4. Select your country from the drop down menu and type your phone number in the field as shown below. Use the phone number of your smartphone, landline, or cell phone that will be used while logging into your account. If you chose a landline in the previous step, you may enter an extension here. If you're enrolling a tablet you aren't prompted to enter a phone number.

Once entered, double-check the listed number to ensure it was entered correctly, check the confirmation box, and click **Continue**.

5. Next you will need to choose your device's operating system and click **Continue.**

6. Follow the platform-specific instructions on the next screen to install *Duo Mobile* (the Duo mobile app). After installing the application on your smartphone or tablet, return to the enrollment window and click **"I have Duo Mobile installed."**

7. On iPhone, Android, Windows Phone, and BlackBerry 10, activate Duo Mobile by **scanning the barcode** with the app's built-in barcode scanner utilizing the device camera. Remember, on certain devices you must authorize the Duo Mobile app to utilize the camera for this step. Please follow the platform specific instructions for your device.

You can click the **Continue** button after you scan the barcode successfully.

8. If this is the default device you could select the "Automatically send me a:" option and choose either Duo Push or Phone Call . With this option enabled Duo will automatically send an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your previous selection).

Click **Continue** to login to proceed to the authentication prompt.

9. **Congratulations!** Your device is set up and ready to receive Duo MFA authentication requests.

> **REMOTE ACCESS:** Go to www.baystatehealth.org then scroll to bottom of page to **Employee Resources** to access Baystate Network, Baystate Outlook email, Workday, and WorkWell. You will need your Baystate network username and password from your manager before you can access these systems outside of Baystate.