

## *Student Guidelines*

### **St. Luke's Mission:**

The mission of St. Luke's University Health Network is to provide compassionate, excellent quality and cost-effective health care to the residents of the communities we serve regardless of their ability to pay.

### **We achieve our Mission by:**

- making the patient our highest priority,
- promoting health and continuously improving care provided to heal the sick and injured,
- coordinating and integrating services into a seamless system of care,
- improving the level of service provided throughout the Network,
- ensuring all health care services are relevant to the needs of the community,
- striving to maximize the satisfaction of our employees, patients, medical staff, and volunteers, and
- training allied health professionals, nursing and medical students, and residents in a variety of specialties and to attract them to practice within the Network's service area.

### **Our Vision:**

In comparison to national benchmarks, St. Luke's will:

- Achieve top decile performance in quality and safety measures,
- Provide exceptional service, and
- Be perceived as EASY to use by all who access or provide our services.

### **Our Values:**

PCRAFT values are the guiding core principles of St. Luke's health care team, the qualities we strive for with every encounter. Pride, caring, respect, accountability, flexibility and teamwork are the qualities our team will deliver every time.

PCRAFT values should always be on display – during a routine checkup at the doctor's office, in a St. Luke's Care Now facility, in the Emergency Department, during a same-day procedure or a complex surgery. As a patient or prospective employee, you can count on every member of the St. Luke's team to display PCRAFT values in every situation.

### **Pride: Our organizational care is as good as we look.**

- Have enthusiasm and passion in your daily interactions!
- Speak positively about fellow co-workers and St. Luke's Services.
- Maintain a clean and neat appearance.
- Follow the dress code.

### **Caring: Our care starts with YOU!**

- Display a positive attitude by smiling before you walk into the organization.
- Have empathy and compassion for all, be cognizant of others personal struggles.
- Use AIDET in all settings, including meetings and patient/visitor interactions.
- Slow down, give your patient, visitor or co-worker your undivided attention.
- "STOP" before every interaction with patients, visitors and co-workers. **S**top, **T**ake a moment, **O**bserve what is happening and then **P**roceed.

### **Respect: Make others feel special!**

- Put away personal cell phones, do not use them in the hallways or displayed during patient/visitor/employee interaction.
- Answer the telephone with a smile and a positive attitude.
- Make eye contact with and verbally greet others.
- Visually acknowledge people even when you are busy with something else.
- Greet all individuals (including staff) as you pass them.

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### **Accountability: Action + Response = Outcome!**

- Be responsible for your own actions and encourage others.
- Acknowledge (peer to peer or supervisor to peer) employees doing the right thing.
- All employees are empowered to share positive or constructive feedback with others.
- Use mistakes as teaching moments.
- Create a sense of urgency in caring for our patients to reduce wait times. Their time is just as important as our time.
- Keep people up to date with wait times and provide people with an estimated delay. (scripted)

### **Flexibility: What can you do to make a difference?**

- Tailor your approach – not all patients, staff or visitors are the same.
- Use critical decision making to find an alternate solution.
- Listen to our patients and hear what they want or need – what might be small to you might be huge to our patients.
- Go outside of your normal job to make a big impact to others.

### **Teamwork: How are you valuable to your team?**

- “Manage up” to the next person our patients, visitors or employees will be working with next.
  - Look for opportunities to be valuable to others, ask your team to see what you can do to help.
  - Find something daily outside of your regular routine that will help benefit your team or the organization.
- Speak with all individuals waiting for your or your team’s time and give a specific timeframe on when they will be accommodated.

## **ABSENCES**

### **Pre-Planned Absences**

When an absence is pre-planned (e.g., the trip to Florida, a medical appointment, etc.), the assigned department manager/liaison should be notified and permission obtained.

### **Illness and Emergencies**

Unexpected illnesses or emergencies should be reported to your school (if necessary) and to the SLHN department manager/supervisor/preceptor preferably one-hour before start time.

## **ACCIDENT/INCIDENT REPORTING**

All students have the responsibility to report to their SLHN department manager/supervisor(s) any accident or incident in which they were directly involved or to which they were an eyewitness. No matter how minor the problem appears to be, the incident or accident needs to be documented immediately by a SLHN employee.

### **Student Accident/Injury:**

- If the injury is severe a medical emergency should be called. The medical emergency team shall evaluate the student and transport to the Emergency Department if necessary. Security will investigate and document the injury and notify the hosting department manager.
- If the injury is not severe, a responsible staff member will contact Security who will investigate and document the injury and contact the hosting department manager. If necessary, the student will be escorted to the Emergency Department for treatment.

In either case, if the student is injured while working within the scope of his/her assignment during the scheduled time, he/she will be registered in the Emergency Room as a visitor with a “student notation” to alert finance.

- The bills for the Emergency Room fees and attending ER physician fees will be submitted to the student’s insurance carrier or school.

## Student Guidelines

- The non-reimbursed portion of the bill will be covered by the hospital if appropriate.
- Students without medical insurance coverage may be asked to apply for medical assistance.

## CIVIL RIGHTS

No prospective student is excluded from an internship/clinical experience at St. Luke's Hospital and Health Network on the basis of age, race, color, national origin, religion, sex, sexual orientation, or disability. Learning objectives, provided by the student's educational institution, outline all requirements appropriate for each internship. All students are expected to review these requirements to determine for themselves whether they are eligible for the internship/experience. Refer to your program's affiliation agreement with any questions.

## COMPLAINTS

Any complaints or suggestions for improved service for the benefit of either patients or staff should be discussed with the hosting department manager/supervisor who will see that proper attention is given through approved channels.

Patient complaints must be reported to department manager/ supervisor immediately.

## Competencies

Students are required to adequately perform tasks related to their curriculum. Competencies, such as doing tasks correctly, are written and reviewed to ensure students are upholding all safety standards and essential functions. Some tasks may be performed independently after the supervisor documents completion as appropriate, while other tasks will need to be supervised at all times.

## CUSTOMER SERVICE

**AIDET** is the most simple and effective way to provide great customer service to anyone you interact with. Our hospital developed the concept "Every Patient, Every Time", meaning every interaction with a patient, family member or visitor was an opportunity to create a welcoming and safe environment and be consistent in a large, culturally and generationally diverse organization.

- A** Acknowledge: Make eye contact, smile, let the patient know you are available for them
- I** Introduce: Self, staff, extend a warm welcome, offer assistance
- D** Duration: Reduce anxiety by establishing time expectations; ask staff to help define time
- E** Explanation: Explain in understandable terms what will happen, what to expect
- T** Thank you: Thank the patient for choosing our hospital for their health care

Our hospital, like most hospitals in the United States, participates in the CMS patient satisfaction survey called HCAHPS (Hospital Consumer Assessment of Healthcare Professionals and Systems). Since July, 2011, 1% of our reimbursement from Medicare could be withheld if our performance in quality and patient satisfaction standards are not met. Patients who receive the survey are asked to *Rate the Hospital* on a scale of 1 – 10 as well as respond to *Frequency Questions* (answered with Always, Usually, Sometimes or Never) related to Communication, Environment, Pain and Discharge information. Only those questions marked with the "Top Box" responses (9 – 10 for Rate and Always for Frequency questions) count when calculating customer service scores, ultimately affecting our reimbursement when standards are not met.

As a student, you can have a tremendous impact on customer service and how our patients feel about their stay at St. Luke's Hospital. Your impact is memorable by asking patients and visitors if they need help finding their department and taking the time to personally escort them to their destination; spending time talking with patients and providing them with basic comforts, such as blankets, pillows, fresh water and a quiet healing environment. We also encourage students to ask every patient, every time if there is anything else you can do during your interaction and wish them good bye while thanking them for choosing St. Luke's as they leave. Patients will be more inclined to mark "always" when scoring their survey when we use AIDET with "**Every patient, every time.**"

## Tips to provide great customer service

*Creating a Safe and Private environment*

### *Student Guidelines*

- Knock and ask permission to enter a patient's room prior to entering
- Identify your reason for your visit
- Address all patients with respect, using the last name when known
- Adjust voice level to accommodate the patient
- Cover patients while transporting them
- Treat all interactions with patients as confidential
- Ensure wheelchairs are working correctly
- Pick up any tripping hazards

### *Answering Call Bells*

- Answering call bells is everyone's responsibility
- Address the patient by their proper name
- Complete the patients request or notify staff if unsure or unable to complete
- Assure call bells are within patient reach
- Ask if there is anything else you can do before leaving the patients room

### *Answering Telephones*

- Know how to operate the telephone in your area
- Answer telephones within the first 3 rings
- Speak clearly with a pleasing tone
- Do not eat, drink or chew gum while on the telephone
- Answer phone calls with a greeting (good morning/afternoon), the department, your first name and ask "how may I help you?"
- At the end of the call, ask "is there anything else I can do for you?"
- Identify self when calling other departments
- "Thank" the caller for holding.

### *Entering Elevators*

- Hold the door open for approaching passengers
- Always smile and speak with fellow passengers
- When transporting patients in wheelchairs, always face them toward the door and exit with care
- Wait until those on the elevator exit before entering
- Step aside or go to the back to make room for others
- Allow guests to enter the elevator first.

*Living our values and doing the right thing will continue to make our patients and visitors our top priority!*

### **DEPENDABILITY**

Students must be dependable. Arrive in uniform at the hospital early enough to sign in and report to the unit/department. Remain in the unit/department for the full time. If leaving the area in the line of duty or at the request of the person in charge, perform the errand and return as soon as possible. Students should notify their department manager/supervisor when leaving for a break or at the end of the shift.

### **DISMISSAL**

Students who do not comply with the policies and procedures of St. Luke's or who do not satisfactorily perform their assignments are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following:

- Breach of confidentiality and/or refusal to sign the *Commitment to Privacy & Confidentiality* and *Student Statement of Responsibility*
- Supplying falsified information
- Harassment (sexual, physical or verbal) or mistreatment of patients, staff, volunteers or others
- Offering medical advice or opinion to a patient/others
- Reporting for work under the influence of illegal drugs or alcohol

### *Student Guidelines*

- Possession or selling of illegal drugs or alcohol
- Possession of weapons on hospital property
- Theft or destruction of hospital property
- Repeated absences or tardiness
- Failure to follow or refusal to follow their assignment
- Accepting gifts or gratuities from patients

### **DRESS CODE AND PERSONAL APPEARANCE**

Students are members of the St. Luke's health care team and therefore are expected to adhere to a standard of attire and appearance. Check with the department manager/supervisor for uniform standards before the first day of the assignment.

- Students using hospital issued scrubs may not wear or take them home. Scrubs must be placed in the linen hamper at the end of the shift.
- Name badges are to be worn at all times on the upper left chest area. Lanyards not permitted.
- Tattoos and body piercing must be covered.
- Body jewelry such as face, tongue, nose, eyebrow and lip piercing jewelry are not permitted.
- Jewelry should be kept to a minimum.
- Attire must be clean, neat, and fit properly.
- Uniforms should be washed frequently for infection control.
- Personal hygiene and cleanliness is essential.
- Do not wear colognes, perfume or after-shave lotion in patient care areas or if contact with patients is anticipated.
- No artificial nails or wraps while in Patient Care Areas.
- Beards, mustaches and sideburns should be neatly trimmed at all times.

Students are expected to abide by the "Standards of Performance" information. All students must have a department orientation, learn their assignment, and welcome supervision. The success of the internship/experience depends upon cooperation of the student and their efforts to succeed.

**Essentials© Newsletter:** Prior to starting and annually thereafter, students are required to read the Essentials© Newsletter, St. Luke's Hospital & Health Network's mandatory education newsletter.

**HIPAA:** The Health Insurance Portability and Accountability Act of 1996 is an important federal law that affects how our organization handles confidential patient health information. It is intended to protect the confidentiality and privacy of Protected Health Information (PHI). Students' concern with HIPAA regulations center around **PATIENT PRIVACY. Any information that can identify a patient is considered "Protected Health Information"**. Divulging this information either in written or oral form is a violation of the regulations.

- Patients have the right to not have their patient information disclosed to people, unless they want someone to know.
- If students need to know something to complete a task, they should ask an authorized person to receive the minimum information necessary to do the job. **Employees and students are on a "need to know" basis.** Looking up information concerning friends or acquaintances on a computer or the alphabetical census report is a violation of HIPAA.
- Conversations with patients should be limited to only what is needed to provide patient care.
- Students should avoid listening to medical information being discussed between the patient and staff, unless it is a part of patient care.
- When carrying patient information, students should put it in a folder, cover the top sheet with a blank piece of paper to hide the name/s or, if it is a medical chart, turn it upside down with the name facing the body.
- Computer passwords must be kept confidential.

**Remember:** Students must always remember **WHAT** they are saying, **WHERE** they are saying it, and **TO WHOM** they are saying it. These three **W's** can determine whether or not a student is being compliant with the HIPAA regulations. Students must keep this in mind when discussing patient situations.

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### **NAME BADGES**

All students must wear identification during experiences at SLHN. If students receive a name badge from SLHN to assist in identification and logging hours, it must be returned to the hosting department manager or supervisor on the last day of the internship or experience. If students do not receive a name badge from SLHN, the school ID badge must be worn.

### **PERSONAL CELL PHONES**

Personal cell phones are to be turned off while working in the hospital. Cell phones may cause problems with some hospital equipment. They may only be used in hospital lobbies, break rooms or outside. Personal telephone calls should be kept to a minimum, should be restricted in length, and carried out away from patient areas.

### **TRACKING HOURS**

As a student, you are required to follow a process to sign in/out on a daily basis via the Kronos time clock designated by the hosting department. *Important: upon arrival, sign in and when leaving, sign out.*

### **SMOKING**

St. Luke's is a smoke-free health network. Smoking anywhere on the premises is strictly prohibited.

- Students who use tobacco products are not permitted to use while on St. Luke's property and should never smell like tobacco products were used.
- FYI: St. Luke's no longer hires employees who test positive during the pre-employment physical for Nicotine. The drug screen for students does not prohibit those using nicotine from interning at St. Luke's.

### **SOLICITATION**

No matter how worthy the cause, students may not solicit staff, patients, volunteers, or others or promote support for any group or organization by distributing literature, selling merchandise or raising funds within the hospital. Religious tracts and sharing personal religious beliefs are also not permitted.

### **SUPERVISION**

Each student is under the direction of the hosting department manager/ supervisor regarding time, assignment, conduct, general policies and student rules. These parameters are outlined in the Affiliation Agreement between your program and SLHN. A student is also responsible to the department staff member(s) where he/she is assigned, must follow instructions explicitly, and **should not take initiative in performing unauthorized services**. Students must always consult the hosting department manager/ supervisor or staff member in charge of the department when in doubt about anything. What may seem trivial to a student may have vital significance to the patient or the department.

### **VALUABLES**

Students are discouraged from bringing valuables to the hospital. The hospital is not responsible for items lost or stolen. Lockers or secured areas are not readily available in all departments. Bring only the minimum cash or debit card needed while on site.