STUDENT HANDBOOK

Expectations and Policy Requirements
for Students Participating in Clinical
Education Experiences at Ochsner Health

Ochsner Health

2025

Menu

Welcome to Ochsner Health

Mission, Vision, and Values

Caring Communication

Professional Conduct

Additional Policies

Student Scope of Practice

Nursing Best Practices

Confidentiality and HIPAA

Parking

Safety and Security

Infection Control

Employment and Career Support

Emergency and Security Contacts

Contacts and Resources

Welcome to Ochsner Health!

We are happy to welcome you to the Ochsner Health family and look forward to playing an integral part in your clinical education!

Alton Ochsner and four colleagues opened New Orleans's first multi-specialty group practice in 1942, envisioning the highest quality medical care delivered with an unwavering attention to the needs of residents of the city. They committed to a mission of harnessing the expertise of a team of doctors to ensure patients received individualized, comprehensive care, overcoming opposition from the New Orleans medical community in the early years and later joining Ochsner Clinic to the Ochsner Foundation Hospital to become the standard for medical care in New Orleans, South Louisiana, and beyond as an integrated healthcare system with a mission to Serve, Heal, Lead, Educate and Innovate.

Celebrating 82 years in 2024, Ochsner Health leads nationally in cancer care with MD Anderson, cardiology, neurosciences, liver and heart transplants, pediatrics, and more, named both the number 1 regional hospital for 13 consecutive years and the top children's hospital in Louisiana for 3 consecutive years by U.S. News & World Report, in addition to numerous other awards and accolades including Magnet Recognition for Excellence in Nursing Services. The not-for-profit organization inspires healthier lives and stronger communities with standard-setting expertise in disease prevention and accessible, affordable, convenient, research-vetted, and effective patient-centered care not found anywhere else in the region. Ochsner pioneers new treatments, deploys and consistently improves technology in medicine, now leveraging AI, virtual visits, and digital medicine, all while performing groundbreaking research, including over 700 clinical studies.

More than 38,000 employees and over 4,700 employed and affiliated physicians in over 90 medical specialties and subspecialties currently operate in 46 hospitals and over 370 health and urgent care centers, caring for over 1.5 million people from every state and 65 countries in 2023. Ochsner and its partners educate many thousands of future and current healthcare professionals annually as Louisiana's top healthcare educator.

Ochsner's history is a spellbinding story of a healthcare system that continuously reaches out to the communities it serves, striving to live as a model for what a twenty-first-century healthcare system should be - all employees, working together with purpose, putting patients first.

Scan to explore more about Ochsner Health's rich history, missions, and achievements!

Ochsner Health

Mission, Vision, & Values

Our Mission:

We Serve, Heal, Lead, Educate, and Innovate

Our Vision:

Inspiring Healthier Lives and Stronger Communities

Our Values

Our Enduring Beliefs and Inspired Behaviors

While many attributes make Ochsner unique, it is our people who define us and make the difference in changing and saving lives. Our Core Values are deeply personal, designated by our very own personnel teams. Now a part of this community, we welcome you Together with Purpose in commitment to living Ochsner's Core Values with intent, courage, dedication, and great responsibility.

Our Values

Our enduring beliefs and inspired behaviors.

- **Patients** are always our **First** priority.
- Always act with **Integrity**.
- Approach every experience with **Compassion**.
- **Inclusivity** inspires us to do our best.
- **Excellence** is an ongoing journey.
- **Teamwork** makes us stronger.

Our Mission
We serve, heal, lead, educate and innovate.

Our Vision
Inspiring healthier lives and stronger communities.

Ochsner Health

Ochsner Health

Culture and Values

Patients are always our **First** priority.

Our values begin with our patients. They are always our first priority, central to everything we do.

- We respect the dignity and needs of patients, customers, families, and guests.
- We promote a safe environment by removing clutter, ensuring cleanliness, keeping equipment in working order, and reporting damages equipment and unsafe situations immediately.
- We include patients in decisions about their care.
- We use the principles of caring communication.

Inclusivity inspires us to do our best.

- We celebrate individual differences and take initiative to understand and show respect for others' experiences, needs, values and skills, especially where they differ from our own.
- We ensure all voices are heard and opinions considered by inquiring, actively listening, and acknowledging responses.
- We acknowledge our assumptions and blind spots and are open to learning about them from others.
- We work to remedy the situation if we say or do something others perceive as hurtful.

Always act with Integrity.

- We have the courage to do the right thing, at the right time, for the right reason.
- We hold ourselves and others accountable for delivering on the things we say we will do.
- We safeguard the privacy and accuracy of all information, correspondence, and confidential conversations while following all applicable laws, ensuring data is shared in a secure and appropriate way.
- We protect the organization's time, resources, and equipment and do not share passwords.

Teamwork makes us stronger.

- We are team players and work collaboratively with others.
- We seek our team's input and find common ground, ensuring that all members feel heard and respected.
- We embrace change and are open to new ideas and approaches.
- We give and seek timely and productive feedback.

Approach every experience with Compassion.

- We assume good intent and seek first to understand.
- We welcome questions and differing opinions without judgment, listen without interrupting, and try to understand other views and feelings even when different from our own.
- We seek opportunities to help patients, customers, and team members.
- We make a conscious decision to have a positive, willing, and flexible attitude each day.
- We speak respectfully and utilize tone of voice and body language to demonstrate empathy and kindness.

Excellence is an ongoing journey.

- We work to exceed expectations by consistently providing high quality service.
- We learn from our success and failures to continue to improve performance.
- We commit to lifelong learning, proactively seeking opportunity, feedback, and coaching for ongoing growth and development.
- We stay informed of responsibilities, changes, and events.

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Caring Communication

Taking care of our patients includes fostering a warm and welcoming environment, especially for those who do not want to be in a doctor's office or hospital.
We enable patients and guests to feel as comfortable as possible while they are with us.
Helping people feel safe and welcome lies in our ability to communicate appropriately.

We are friendly, appear approachable, and give attention to those around us in the event that we have an opportunity to provide assistance to patients, visitors, clinical staff, and others around us.
- Within 10 feet of any person, smile and acknowledge their presence.
- Within 5 feet, engage in a simple verbal greeting.

Find your Safe Zone: an area where you are safe and encouraged to express frustrations or differences *away* from where patients and guests could hear or see.
Venting diminishes patient confidence in safety and quality. Clinical staff and providers can be distracted by complaints while they are focused on getting the job done.

SAFE ZONE

MAIDET® reduces anxiety, increases compliance, and results in better outcomes.
- Manage Up by letting the patient know they are in good hands.
- Acknowledge the patient.
- Introduce yourself and anyone else with you.
- Duration of each step in care is communicated.
- Explain what will happen during the visit.
- Thank the patient for coming to Ochsner for their health needs.

Use CARE when a patient, guest, or other person expresses a grievance:
1. Connect with the individual.
2. Apologize for the action or circumstances that have caused distress.
3. Resolve the Issue by employing seeking solutions or assistance if needed.
4. Express Gratitude for communicating the feelings or problem to you.

3 W's
Who
What
Why

- *WHO you are:* Provide your name and role with eye contact and a smile. Manage up yourself and others.
- *WHAT you are doing:* Tell what you are doing, why, and how long it will take. Ask permission to proceed.
- *WHY it matters:* Find out what they are hoping to do as a result/after their care. Express why this visit is important to you.

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Professional Conduct

Students completing clinical education experiences within Ochsner facilities must comply with all policies as stated in the Ochsner Health Policy Search database in Ochweb, accessible onsite.
Failure to do so may result in dismissal from clinical rotation.

The following guidelines provide expectations for all stakeholders. In situations not explicitly covered in this handbook, ask your clinical rotation supervisor for guidance. Although only a small number of students knowingly violate policy, it remains necessary to constructively correct these situations

Reasons for disciplinary action include *but are not limited to*:

- Insubordination
- Excessive tardiness
- Leaving assigned area without permission
- Unacceptable personal conduct
- Unsatisfactory performance
- Violation of rules and policies
- Failure to call in for anticipated or emergent absences/changes in schedule
- Unprofessional attitude
- Threats and/or acts of violence

Any student who continues to demonstrate inappropriate conduct will be subject to the corrective action set forth by their respective academic institution and/or to dismissal from clinical rotation.

Verbal Warning: In private, the clinical rotation supervisor will discuss concerns with the student and offer guidance to correct or improve the situation. This may include implementation of a professional improvement plan.

A student may be dismissed immediately for any of the offenses listed above even if there is no prior record of wrongdoing. A student may also be dismissed for continually violating guidelines after being counseled by their clinical rotation supervisor.

Serious offenses may be reported to the program's licensing or certifying body.

Attendance

Attendance for clinical rotations is solely the student's responsibility. Students will adhere to program-specific attendance policies. Students will only be allowed onto campus during scheduled clinical rotation hours.
If the student is unable to attend or has a change to a scheduled shift, the student must notify their clinical rotation supervisor and academic institution.

Social Media

Confidential and proprietary information about Ochsner, patients, and/or patient visitors must not be depicted in text, photo, or video posts, including but not limited Ochsner logos, badges, uniforms, and clinical areas.
Patient privacy must be maintained at all times.
Be professional, use good judgment, and be accurate and honest in communications.
Ensure that social media activity does not interfere with or affect work commitments.
Social media posts must not disparage or represent Ochsner as an entity.
Ochsner strongly discourages "friending" and following of patients on social media websites and apps.

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Professional Conduct

Telephone Use

Personal telephone calls may be made during lunch/break times on public telephones located throughout the medical center and in various department lounges. Phone lines must be kept open for regular business and for emergencies. All students should answer the telephone promptly, clearly, and courteously. Identify the department or area and state your name and position (student). If a call must be placed on hold, be certain to get back to the caller as soon as possible or at least every two minutes while awaiting guidance.

Cell Phones and Personal Electronic Devices

It is the responsibility of each student to respect our patients, visitors, and coworkers by limiting the use of personal electronic devices on Ochsner property, particularly within patient care areas.

Cell phone use may be authorized by the department leader and clinical rotation supervisor to meet patient care or hospital operation needs. Even when not in use, cell phones and other personal electronic devices, including headsets and ear pieces, should be set to vibrate or silent mode in all areas, including break rooms, shuttles, and other areas of Ochsner facilities.

To the extent possible, personal electronic devices should be kept out of the public's view (e.g., not worn, attached to clothing, or placed on work surfaces).

Personal calls, messages, and the use of personal electronic devices for entertainment purposes must be kept to a minimum, are ideally reserved for break periods, and in no way interfere with the delivery of patient care.

When utilizing Ochsner electronic devices, there should be no expectation of privacy. Browsing data, file exchanges, and content of removable drives are subject to review for security purposes.

Professional Appearance

Students are expected to maintain an appearance that creates a professional, comfortable, safe and functional environment that complements the high quality of care offered at Ochsner. Students must maintain good personal hygiene habits and adhere to the specific dress code designated by the programs and clinical rotation area for the duration of their shifts as well as when entering and leaving any Ochsner setting (offsite locations included). Lounge, extreme, and sports apparel is not allowed.

- A school ID or Ochsner Health issued badge must be visible without obstruction above the waist with name, classification, and picture visible without obstruction in compliance with Joint Commission standards that all patients have a right to know who is involved with and authorized to provide care. Preferred names may be used.
- All apparel, inclusive of lanyards, masks, jackets, buttons, must be free of slogans, in good repair, and appropriate for the designated area in alignment with that department's dress code for patient care areas.
- Nail tips should not exceed 1/4 inches beyond the tip of the finger. No artificial nails, gel polish, dip powder, acrylic polish, and/or fingernail jewelry should be worn in patient care areas or when in contact with patient care supplies, equipment, or food. Polish, if worn, must be in good repair without cracks or chips and allows for visibility under the tip of the nail.
- Surgical gowns, caps, and shoe coverings are strictly prohibited outside of surgical areas.
- In areas or situations wherein masking is indicated, only surgical masks, N-95, and KN-95 masks are allowed.
- Where indicated, the applicable PPE policy must be followed.

Professional Conduct

Solicitation

Solicitation of any nature or distribution of any literature is prohibited during work time, or in work areas or patient care areas, on Ochsner property at any time, for any purpose.

Solicitation for charitable fundraising causes that benefit the community is permissible only with the written approval of the Vice President of Philanthropy.

Any student observing solicitation activities or distribution of literature as described above is responsible for reporting it to their program director or clinical rotation supervisor.

Student Health, Safety, and Compliance Documentation

In compliance with Ochsner safety policies, as determined by Joint Commission and CDC standards and guidance, prior to beginning clinical rotation, students must complete the Health and Safety Attestation and Compliance processes in cooperation with academic institutions and their respective vaccine policies. **Ochsner Health cannot issue vaccine exemptions or declination forms for clinical rotation students.** Program Participants with incomplete compliance will not be permitted to begin or continue to attend clinical rotation. Records will be retained under students' legal names. Any changes to compliance items must be communicated with school coordinators and with Clinical Education, inclusive of criminal background changes, vaccination exemptions and updates, health insurance coverage, and/or any other arising items.

All individuals operating in an Ochsner healthcare facility must receive the annual flu vaccination and full series of Hepatitis B or maintain declination on file with their school unless the clinical experience is 100% remote. Vaccination or proof of immunity against measles, mumps, rubella, and varicella is required; if not present, declination must be on file. Annual negative Tuberculosis tests and/or proof of freedom from serious transmissible respiratory illness must be confirmed. Adherence to safety protocols as defined by Ochsner Health is mandatory.

In applicable disciplines or programs, a copy of current licensure or certification to practice may be required. If a student has undergone a legal name change, licensure must be updated within 30 days.

Students must complete and pass a 7 year criminal background check, 10-panel drug screen, sex offender list check, and OIG/GSA list screening, to reflect both Louisiana, current residence, and any past states, reservations, indigenous nations lands, and/or territories of residence. Students must also maintain current health insurance. BLS certification is required for all disciplines with any possible contact with patients, including common areas such as atriums and hallways. Any changes to any of these parameters must be reported to the school and to Clinical Education.

Students must submit annual agreements to the Student Handbook and Confidentiality guidelines to their academic institution for submission to the Academics team, indicating proof of adherence and commitment to all health and safety guidelines. For any questions, please see the Compliance Guide on the Clinical Education webpage or contact your program coordinator. Students are expected to maintain awareness of guidelines within this handbook and policies indicated on Ochweb throughout the period of each clinical rotation.

Following illness, utilize current CDC, Ochsner Health, and school student health guidance to determine when to return to rotation and with what if any risk mitigation strategies that may be needed for and/or following return. Changes in rotation dates and cancelations must be communicated by school and/or student to Clinical Education.

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Professional Conduct

Living the Legacy - Tobacco Free Policy

Tobacco use in any form, including smoking, vaping, and dip, as well as similar use of any other product, whether chemical or natural, is strictly prohibited:

- at all Ochsner Health facilities.
- along any path or walkway located on an Ochsner Health campus.
- in any onsite outdoor public areas.
- in all Ochsner Health vehicles.

Any student witnessing an individual smoking or otherwise using a tobacco product has a duty to inform the individual that Ochsner Health is a tobacco-free organization and that the above activity is prohibited on Ochsner Health property, indoors and out.

No student will be discriminated against with respect to discharge, privilege of future employment, or other condition because the student is a tobacco or non-tobacco user.

While Ochsner Health encourages students to maintain healthy lifestyles outside of the workplace, nothing in this policy should be construed to require a student to abstain from Smoking or otherwise using Tobacco Products outside the course of clinical rotation while off of an Ochsner Health campus.

Harassment Free Policy

Ochsner is an Equal Employment Opportunity employer. Discrimination on the basis of a student's race, color, religion, national origin, sex, sexual orientation, gender identity and expression, transgender status, genetic information, age, disability, military status, veteran status, or any other unlawful factor is strictly prohibited. Students should use restrooms and locker rooms consistent with their gender presentations.

Our policy extends to every aspect of employment and student relations, including but not limited to advertising, recruitment, hiring, compensation, benefits, selection for training, work assignments, job classifications, working conditions, overtime, transfers, disciplinary actions, terminations, and all other terms, conditions, and privileges of clinical rotation. Ochsner and its students will not intimidate, threaten, coerce, discriminate against, or take any retaliatory action against any patient, legally authorized representative, student, association, organization, or group that in good faith reports harassment.

Harassment of any student, applicant, patient, visitor, physician or other provider is unacceptable, will not be tolerated, and may lead to corrective action up to and including termination or dismissal.

Harassment is offensive conduct, which may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication
- Any type of physical contact when the action is unwelcomed by the recipient
- Expectations, requests, demands or pressure for sexual favors, when submission to or rejection of such conduct is used as the basis for decisions affecting the individual.
- Conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Anyone who believes they are being harassed or retaliated or discriminated against should report this behavior to his or her preceptor, their department leader, the program, or anonymously at the Ochsner Compliance Line, which is available 7 days a week, 24 hours a day for your convenience at 888-273-8442. All complaints will remain as confidential as possible and will be investigated, examined impartially, and resolved promptly.

Weapons of any kind are strictly forbidden on Ochsner property.

Ochsner Health

Professional Conduct

Substance abuse poses a threat to the health and safety of Ochsner patients, employees, students, visitors and to the security of equipment and facilities. Ochsner Health is committed to the elimination of drug and alcohol use and abuse in the workplace and recognizes that substance abuse and addiction are treatable illnesses. Ochsner thus encourages students to utilize services of qualified professionals to assess the seriousness of suspected problems and identify appropriate sources of help for early intervention and support to improve the success of rehabilitation.

Drug and Alcohol Free Workplace

- Ochsner prohibits the use, possession, distribution, or sale of any illegal drugs, alcohol, or other controlled substances by any student while on Ochsner property or while operating any vehicle or other equipment on behalf of Ochsner.
- Ochsner prohibits any healthcare worker who is under the Influence of drugs or alcohol or who has any unprescribed controlled substance, alcohol, or illegal drug present in their system from reporting or returning to the Ochsner Health site.
- In order to provide for patient and student safety, Ochsner will remove a student who has undergone testing and tests equal to or in excess of 0.02% breath alcohol content.

Drug and alcohol testing will be performed on all students under the following circumstances:

1. Student Onboarding - Offers of clinical rotation approval are conditional upon a test result indicating the student is free of drugs or alcohol as verified by the school and in compliance with school policies. If a student tests positive for drugs, alcohol, or a controlled substance for which a valid prescription is not provided, he or she is not eligible for placement for one (1) year.
2. On Site Accidents - Any student who sustains a workplace injury shall submit a report in the Designated Reporting System as soon as possible or before the end of their shift and shall not be subject to any retaliatory action for doing so. Incidents of exposure via needle stick, splash, or other infectious material exposure are not subject to the guidelines in this policy.
   a. Students who have experienced a work-related accident that results in treatment beyond first aid or sustain an injury more than 24 hours prior to report will be asked to submit to a drug and alcohol test in accordance with La. Rev. Stat. Ann. § 23:1081 (7)(a). Testing shall be tailored to identify impairment during the incident. Those sustaining injury due to workplace violence will not be asked to submit to testing unless perceived to be the aggressor or when the occurrence is between two learners or employees.

- Information concerning a prescription drug treatment will be kept confidential and disclosed only if required by a court or governmental agency or to the extent necessary to ensure the safety of all interacting with or at Ochsner.
- Ochsner has the right, on Reasonable Suspicion or For Cause, to inspect the property and person of any student while on Ochsner property inclusive of but not limited to inspection of packages, purses, lunch boxes, briefcases, lockers, workstations, and desks.
- All test results shall be maintained by Ochsner on a confidential basis and shall not be released to any third party unless required by a court or governmental agency or expressly authorized by the student.
- All positive test results shall be reviewed by an MRO who will contact the student directly to discuss those results and clarify any questions regarding the results. If the test is considered negative due to a valid prescription, Ochsner reserves the right to respond as deemed appropriate for perceived impairment.

Any student who refuses to submit to the required drug or alcohol testing by the time and date specified by Ochsner, who refuses to sign required documentation, and/or who alters or adulterates a specimen is subject to immediate dismissal.

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Additional Policies

Patient Communication Support Services

Ochsner provides the following interpreter services to hearing-impaired, LEP, and ASL patients:

- In-person interpreters
- Video Remote Interpreting (VRI)
- Over the Phone Interpreting

Interpreter services are available to patients 24/7 free of charge upon patient request or staff identification of need. Each such patient shall be informed that Ochsner provides these services, the specific means through which they are offered, and that they are offered at no charge. The patient may decline services and choose their own interpreter, provided the interpreter is not a minor. Declination should be documented in the electronic health record.

Requests for in-person interpreter or Video Remote Interpreting (VRI) services should be coordinated through Language Services, accessible in Ochweb or by phone at 504-842-3719 during regular business hours or 800-643-2255 after 5 p.m. and on weekends.

All patients reserve the right to control their care decisions, including the right to refuse care of any kind for any reason. Patients who are unable to communicate their care preferences may depend on an Advanced Directive in the form of a Living Will or Health Care Power of Attorney. A physician will determine who will be responsible for medical decisions for those who cannot communicate their own choices; any challenges to this or accusations of abuse by the person elected should be reported to the clinical rotation supervisor who will contact Legal Affairs.

Additional Policies

- All measures possible in alignment with department SOPs to reduce waste will be followed.
- Breaks and meal periods will be taken only with approval of the clinical rotation supervisor away from view of patients. A designated time and area for non-clinical activities will be communicated. Personal conversations, eating, and gum chewing are considered non-clinical activities.
- Sleeping and the appearance of sleeping at any time, including during break periods, are prohibited.
- Accommodations for disabilities or medical factors must be communicated to the academic institution, Academics, and/or the clinical rotation supervisor so reasonable adjustments can be made.
- Students and interns are not considered employees and will not receive any compensation from Ochsner or families of patients for care provided, hours worked, or other services performed. Please see the Conflict of Interest policy for additional guidance.
- Gifts, inclusive of cash, gift cards, and items of extravagant value, may not be accepted. Gifts of nominal value and those coordinated through Ochsner Academics such as meal vouchers and via the Philanthropy Department may be accepted but must not include expectation of unfair favorable treatment of any party for any reason.

Patient Arm Bands

White: Patient Identification
Red: Check allergies
Green: Latex allergy
Yellow: Fall Risk

Pink: Restricted extremity
Orange: Communication Impaired
Blue: Hazardous Medication

Severe Weather and Disaster Policy

Students are to adhere to the disaster plan in place by schools. In conjunction with the schools' policies, in the event of severe weather or an area disaster and if necessary, the students will be dismissed in adequate time to evacuate to a safe location.
Students cannot attend clinical rotation in the event of an evacuation order.

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Additional Policies

• CONFLICT OF INTEREST •

What is a Conflict of Interest?

Understanding the impact of your activities and external relationships as a reflection of your ethical practices is a vital component of being a health care provider who patients and communities can trust.

A Conflict of Interest refers to situations in which an individual (or their family members) have a financial, professional, or other personal consideration that may directly or indirectly affect, or have the appearance of affecting, that individual's professional judgment in exercising any professional (inc. academic) Ochsner duty or responsibility. *Family members include a spouse, domestic partner, children, stepchildren, parents, siblings, and in-laws.*

Conflicts of Interest can arise under many situations, including business relationships, purchasing decisions, gifts, use and appropriation of Ochsner's assets, and other activities. Relationships to consider that are external to your primary employment include:

- ❏ Medical Directorships
- ❏ Speaking: Lectures, Speakers Bureau, non-CME Faculty
- ❏ Consulting, Advising
- ❏ Scientific Advisor/Scientific Advisory Board
- ❏ Data Safety Monitoring Board
- ❏ CME Faculty

- ❏ Employment, Independent Contractor
- ❏ Intellectual Property Rights
- ❏ Royalties
- ❏ Equity Ownership in a Privately Held Company
- ❏ Stock/Stock Options
- ❏ External Board Member, Officer, Director
- ❏ Management or Executive positions

Why is Conflict of Interest important and how does it impact you as a student and future health care provider?

There are various laws, regulations, and special alerts by governmental agencies that have been established to help prevent and detect fraud, waste, and abuse. Ochsner Health has established a COI program as an industry best practice and as a requirement by the IRS to maintain Ochsner's Tax Exempt Status. While on campus with Ochsner, you are required to abide by the policies and procedures set forth as a Covered Individual.

U.S. Fraud & Abuse Laws

- Anti-Kickback Statute
- False Claims Act
- Stark Law
- Exclusion Statute
- Civil Monetary Pentalties Law
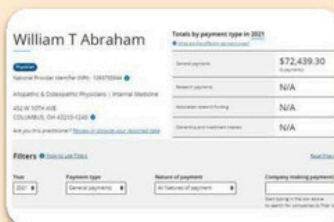
Provider Transparency

- Affordable Care Act of 2010 - Section 6002 Physcian Payments Sunshine Act
- CMS Open Payments Search Tool and Annual Program Year Data for covered recepients: physicians, physician assistants, nurse practitioners, clinical nurse specialist, certified registered nurse anesthetists, and certified nurse-midwives

Ochsner Health Policies & Procedures

- Conflicts of Interest
- Conflicts of Commitment
- Receipt of Business Gifts
- Research Conflicts of Interest
- Institutional Conflicts of Interest
- Ochsner's Contract Request & Review Process

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Student Scope of Practice

Students will receive additional orientation and direction within the clinical rotation space per rotation department, including any site specific nuances students may need to know.

All students should:
- report with or otherwise establish a clinical skills outcomes checklist, guidelines, or similar based on program requirements and facility approval of the requested activities.
- coordinate schedules and expectations with preceptors after placement is confirmed.
- perform educational tasks in a student capacity independent from employment status.
- ensure appropriate supervision for an assigned task is present prior to taking patient care actions, including administration of new, revised, or PRN medications.
- ensure supervising clinician is aware of patient status, including any changes, injuries, or other notable occurrences.

The Advanced Practice Provider (APP) student, including physician assistant, nurse anesthesia, nurse midwife, nurse practitioner, and clinical nurse specialist, shall engage in patient contact only under the supervision of an appropriate preceptor. All procedures must be performed under direct supervision of a preceptor who is credentialed and privileged to perform the procedure.

Nursing Student Guidance

LPN Students may:
- listen to telephone orders from physicians (with 3 way conversation only).
- discontinue peripheral IV lines and tubes with supervision.
- accompany unstable or critically ill patients in transport with a licensed nurse present.
- participate in shift change handoff communication.
- make notes in the medical record cosigned by supervising staff.

LPN Students may not:
- administer chemotherapy, experimental drugs, blood or blood products.
- observe the checking of blood for accuracy.
- sign the transfusion card on the unit of blood.
- administer IV push medications.
- flush central IV lines.
- flush or otherwise access implantable IV devices.
- accept verbal orders from physicians via telephone.
- transport patients without staff in attendance.
- write or provide verbal orders.

RN Students may:
- listen to telephone orders from physicians (with 3 way conversation only).
- discontinue peripheral IV lines and tubes with supervision.
- accompany unstable or critically ill patients in transport with a licensed nurse present.
- participate in shift change handoff communication.
- make notes in the medical record cosigned by supervising staff.
- administer IV push medications with supervision.
- flush central IV lines with RN supervision.
- observe the checking of blood for accuracy.

RN Students may not:
- administer chemotherapy, experimental drugs, blood or blood products.
- sign the transfusion card on the unit of blood.
- flush or otherwise access implantable IV devices.
- accept verbal orders from physicians via telephone.
- transport patients without staff in attendance.
- write or provide verbal orders.

Ochsner Health

Nursing Student Best Practices

Ochsner maintains a focus on healing environments and relationships for:
- Higher patient satisfaction
- Higher staff satisfaction
- Higher physician satisfaction
- Higher productivity
- Improved quality
- Improved patient outcomes
- More effective recruitment and retention of staff

Purposeful Hourly Rounding

Patients are rounded on every hour by a member of their care team. The 3 Ps are included with every round (Pain, "Potty", Position).

Bedside Shift Reporting

Utilized throughout Ochsner Health, nurses report off in the presence of the patient. This method has been proven to improve patient outcomes, and it provides an opportunity for the on-coming staff to visualize the patient. It is our policy to not "pass on" a defect.

Pyxis - Medication Administration

Medication is stored and dispensed via the Pyxis machine. Your clinical rotation supervisor will obtain medications you are authorized to administer to your patients, according to their Medication Worklist and follow waste, disposal, and other applicable procedures for medications.

Always:
- do a 'chart check' prior to obtaining medications, to verify what is ordered by the physician is what is entered into the computer for that patient.
- verify the medication with your preceptor or instructor prior to giving to your patient. An Ochsner nurse will obtain any narcotics needed for your patient.
- remember the 7 Rights of Medication Administration to prevent medication errors:

The Right *Patient*

The Right *Medication*

The Right *Dosage*

The Right *Time*

The Right *Route*

The Right *Indication/Effect*

The Right *Documentation*

Confidentiality - HIPAA

Every student has a responsibility to respect the confidential nature of the health care profession and should take extra care that discussions concerning a patient's condition, or other hospital business, are not conducted in inappropriate areas (hallways, elevators, etc.) or with unauthorized parties. All students must undergo training in HIPAA prior to commencement of clinical rotation.

Students have a legal, moral, and ethical duty to ensure a patient's privacy and to hold in strictest confidence all information concerning the patients and their families. Requests for information from newspapers, radio, or TV stations or other organizations should be referred to the Division of Public Affairs.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is United States legislation that provides data privacy and security provisions for safeguarding medical information. The HIPAA Privacy Rule establishes national standards to protect individuals' medical records and other personal health information and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically.

Protected Health Information (PHI)

Individually identifiable information, except where specifically excluded under the law, that is transmitted by electronic media; maintained in electronic media; or transmitted or maintained in any other form or medium, including demographic information, related to the past, present, or future physical or mental health or condition, the provision of health care to an individual, or the past, present, or future payment for such health care, which is created or received by a Covered Entity.

PHI is anything you see or hear about a specific patient. You may not use or disclose PHI, except as permitted or required.

Examples of PHI include, but are not limited to:
- Name or Medical Record Number (MRN)
- Date of Birth
- Address
- Phone Number
- Social Security Number
- Date of Service

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Confidentiality - HIPAA

<u>Before</u> providing a patient with <u>any</u> care, you must ask for <u>two</u> patient identifiers:

- First and Last Name
- Date of Birth

This also needs to be confirmed by the information printed on their ID band. In the case of a John Doe, identity must be confirmed by the unique record number provided on the arm band.

- Never share or discuss <u>any</u> patient health information with anyone not directly involved in patient care, including with other students, friends, family members, or other unauthorized persons or on any social media network.
- Access only the pertinent information of assigned patients on an as-needed basis.
- Use only the minimum necessary de-identified information needed to complete assignments after obtaining witnessed written consent of the patient. Never record PHI on class assignments, case studies, reports, or research.
- Photography of patients or visitors in which the individual is clearly identifiable is not permitted without obtaining authorization from the individual (or their legally authorized personal representative as applicable).
- Clinical information should not be printed by students.
  - If approved information is printed, ensure identifying information is removed or fully obscured, including metadata from Epic.
- Do not photocopy or photograph patient health information.
- Use of AI for clinical activities is permitted only when utilizing organization approved applications under the supervision of the clinical rotation supervisor. Collection and use of sensitive data should be minimal and directly related to care activities. Use of AI output must be treated as confidential information.

<u>Compliance is Everyone's Job</u>

You are expected to protect information from anyone who does not need to know it.

- Respect the privacy of Ochsner's patients.

- Do not discuss information about Ochsner's patients with anyone.

- Do not remove documents containing patient information.

- Do not take pictures of patients.

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Documentation

Authorized students may make notes in the medical record by written or computerized format with electronic signature at time of entry; notes via dictation are not allowed except in designated AI assisted clinical activities. These must be reviewed manually to ensure only pertinent and accurate data has been recorded to prevent misleading output and resulting future errors.

- Students shall never log into the electronic medical record (Epic) under their personal employee credentials for any reason.
- Students shall never log into Epic under any clinical rotation supervisor's or other clinical staff's credentials for any reason.
- All notes must be reviewed by the clinical rotation supervisor at the time of the entry and before the end of shift. Notes will be signed with student name and title (PT Student, RN Student, etc.) and cosigned by the rotation supervisor.
  - (The supervising staff individual must write their own note for the patient.)

Epic

- In order to secure Epic access, students from applicable programs should monitor their inbox for an email from ISProvisioning 1-2 weeks prior to the start of rotation and follow all instructions outlined therein, including but not limited to:
  - How to create and register a personal password to replace the temporary password initially supplied in the email body. This password is to remain private to the student.
  - How to access and complete all assignments/assessments located in the Workday Learn system.
    - After completion of training, allow up to 3 business days for access to take effect.
    - If assistance is needed after receipt of ISProvisioning email, students should contact the IS Help Desk at 504-842-3610.
- To write a note for co-signature within Epic:
  - Locate and enter the "Create Notes" section.
  - Locate and select the "Med Student" tab.
  - Create new note under med student tab.
  - From here, you can cosign to preceptor.
- Student Medication Administration Record (MAR) and clinical flowsheet documentation must be cosigned by the clinical rotation supervisor. Students are responsible for entering the appropriate cosigner's name in the cosign field.
- Medication Charges are automatically entered when medication administration is documented on the MAR by the student.
- Clinical flowsheet documentation must be cosigned by the patient's Staff Nurse.
  - Note: OMC West Campus Skilled Nursing Facility (SNF) - Only the School Instructor will have access to cosign both student clinical flowsheet and MAR documentation.

Ochsner Health

Parking

Free parking is available for students in designated parking lots as outlined below. Students shall comply with all parking rules and regulations. Never park in areas specifically designated for patients or physicians, in patient garages, or directly in front of hospitals or Emergency Departments except when specified below. Please contact clinical rotation supervisors or Academics for parking instructions for all sites not listed below or lots requiring badge access.

- Notify your clinical rotation supervisor so any accessibility accommodations can be made.
- Parking Areas are patrolled by security staff. K-9 units are utilized at some locations.
- Security may be contacted for escort to designated parking areas after dark.
- Students found to be violating this policy are subject to removal from clinical rotation.
- Maps may be found online at http://www.ochsner.org/regions or scan the code:

Ochsner Baptist: Day shift: in flat lot on Napoleon Ave. and S Robertson St. (diagonally across from the Magnolia building). Other shifts: on the 3rd floor and above in the Magnolia garage or the 6th floor and above in the Jena garage. If leaving after 5pm, students may call security for an escort to their vehicle.

Ochsner Lafayette General Medical Center: PASA parking garage.

Ochsner LSU Health Shreveport - Academic Medical Center: P Lot via entrance at Jennings St. off Linwood Ave.

Ochsner LSU Health Shreveport - St. Mary Medical Center: Levels 2 and 3 of parking garage; never park in Loyola lot.

Ochsner LSU Health Shreveport - Monroe Medical Center: Lots along Jackson St, beyond the third row.

Ochsner Medical Center - Baton Rouge: Behind Plaza II, the front parking lot closest to the road, or the parking lot between the hospital and the clinic, on the clinic side of the road.

Ochsner Medical Center - Hancock: In the side lot on the south side of the hospital that faces the loading dock.

Ochsner Medical Center - Jefferson Highway (Main, Clinics, and West Campuses): Park in S lot across from main hospital. Display your fully completed vehicle identification card on the dashboard.

Ochsner Medical Center - Kenner: Only in lots that are divided by a solid red line and identified as student parking (on the Loyola Drive side and behind the hospital).

Ochsner Medical Center - St. Anne: in employee lots along Cypress St. or Twin Oaks Dr.

Ochsner Medical Center - St. Mary: Last row of the Medical Office Building parking lot.

Ochsner St. Anne General Hospital: Rear gravel parking lot located off Cypress St. If this lot is filled, use the parking lot located next to the Family Doctor Clinic on Acadia Dr.

Ochsner Medical Center – West Bank Campus: Lots located behind St. Germain Furniture Store and Diver's Supply at the farthest end of the lot. Enter Hospital Drive from Belle Chasse Hwy. Follow Emergency Dept. signs and the fence line on the right to the designated yellow-lined Employee parking areas. Turn right at the 2nd Stop sign on the road along the fence line to enter the parking area. Night shift (6p – 7:30a) may park in the parking garage except levels 2A, 2B, handicap, and executive lot next to the River Room. Cars parked in the garage must be moved by 7:00am.

Ochsner Rush Health: Along south wall of upper deck of the parking garage near the Ambulatory Surgery Building

Slidell Memorial Hospital East: Lot adjacent to the hospital on Gateway Drive in area designated for students indicated by signage and yellow striping. Do not park in any of the adjacent clinic parking spaces.

Slidell Memorial Hospital Main: All the way to the back of the Founder's Building in Employee Only parking

St. Bernard Parish Hospital: Lot across from the ED student parking area on the Medical Office Building side. Do not park directly across from the Hospital entrance in U shaped parking lot.

St. Charles Parish Hospital: Park next to the South Entrance of hospital on Paul Maillard Road.

Leonard J. Chabert Medical Center: Last two rows of the South parking lot located in rear of campus off Denley Road.

Safety and Security

Notify your clinical rotation supervisor or unit staff immediately if there is an Occurrence with a patient or visitor.

The S.O.S. reporting system may be found on the OchWeb homepage under the Service Center. This is a voluntary, online incident reporting system which identifies occurring hazards to prevents future safety risks and injuries.

Ochsner strongly supports a non-punitive, Good Catch approach to reporting. Students are encouraged to report occurrences, as the organization relies on staff as an important source of improvement opportunities.

Occurrence Reports are:

- documented online via the Safety-On-Site (S.O.S.) application.
- protected, confidential, and privileged documents as per state law.
- not to be documented in the patient's medical record unless medically relevant;
  - However, the incident itself should be documented in the patient's medical record.
- not to be printed, copied, or distributed to patients, families, visitors, or staff (including physicians).
- completed in the S.O.S. system as soon as possible after discovery of a qualifying event.

Examples of Occurrences

A fall by a patient or non patient	An unexpected complication or death
Medication error & near misses, or adverse drug events	Missing or stolen property
Specimen related issues, or pressure ulcers	Behavior or contact incident
Equipment malfunction, or system issues which effect delivery of care	Any medical defect or error

Not all Fall Hazards would be identified in the S.O.S. system, e.g. lack of handrails, dim lighting, obstacles, tripping hazards, wet floors, stairs, etc.

Some patients have intrinsic risk factors that should be identified as early as possible in care and monitored. These include but are not limited to:

- Advanced age
- History of falls
- Skeletomuscular weakness/injury
- Gait/balance problems
- Inhibited vision
- Postural hypotension
- Fear of falling
- Certain medications
- Many chronic conditions

Safety and Security

A safe, healthy, and accident-free environment for patients, students, students, and visitors is a goal to which Ochsner Health is dedicated.

The following safety guidelines have been established:

- Do not run or take part in horseplay.
- Keep work areas clean and orderly.
- Dispose of needles and other sharp instruments in proper containers; never put them in trashcans.
- Never recap needles.
- Avoid lifting heavy, bulky objects unless you have help from another person or use a mechanical device designed to do the work.
- Always use personal protective equipment (PPE) such as gowns, gloves, masks, and other devices provided for personal protection.
- Report hazardous conditions such as foreign objects, water spills and floor defects to the department supervisor or to Safety and Security immediately. If possible, wipe up small nonhazardous spills.
- Do not have or use alcoholic beverages, illegal drugs, or weapons on Ochsner property.
- Report any suspicious activity to Ochsner Security immediately.

Remember: If you see something, say something.

An Ochsner security program has been set up for the protection of patients, students, students, visitors, and their personal belongings. The security force is also on hand to keep order, enforce regulations and protect Ochsner property.

All students are expected to take an active part in this security program. All personal property as well as Ochsner's property should always be left secured. The Security Department should be notified whenever any wrongdoing is suspected. To keep security risk at a minimum, Ochsner reserves the right to inspect packages, lockers, and any other items.

Material Safety Data Sheets (MSDS)

The MSDS sheets for handling any chemicals found onsite are stored in Ochweb. Click on the "Job Resources" tab, then select "Safety Data Sheets" from the list that appears.

USP 800- Hazardous Drugs

- Identified by the National Institute for Occupational Safety and Health (NIOSH), a department of the CDC, hazardous drugs can cause problems such as skin rash, reproductive toxicities, and cancer.
- USP Chapter 800 applies to all healthcare personnel and all entities that store, prepare, transport, or administer hazardous drugs.
- Healthcare workers may be exposed to Hazardous Drugs at many points. The focus is not only on administration, but drug handling and contact with patients using certain hazardous drugs for treatment.
- The HazD symbol will be displayed on the MAR of hazardous medications. The symbol will hang on the patient's door or on the wall over the bed of patients taking hazardous medications. The HazD arm band will be in place on all such patients in the acute care setting.


HazD

Ochsner Health

Safety and Security

Code	Description
Red	Fire /Explosion/Smoke Emergency or Fire Drill
Black	Bomb Threat
Pink	Infant/Child Abduction
Yellow	External Disaster (Mass Casualty/Large Accident)
Blue	Medical Emergency
Grey	Severe Weather
Silver	Active Shooter
Orange	Hazardous Materials
White	Security Alert-Combative Person Without Weapon
Navy	Patient Elopement
Gold	Cyber Event

Signs of Stroke in Men And Women
If any of the following signs appear suddenly, call 9-1-1 right away.

- Numbness or weakness in the face, arm, or leg, especially on one side of the body.
- Confusion or trouble speaking or understanding speech.
- Trouble seeing in one or both eyes.
- Trouble walking, dizziness, or problems with balance.
- Severe headache with no known cause.

CDC

Specific facilities may have additional or different codes.

Codes are also subject to sudden change.

Be sure to review *all* codes with your clinical rotation supervisor upon arrival to the clinical location to ensure your actions match the needs of emergent moments.
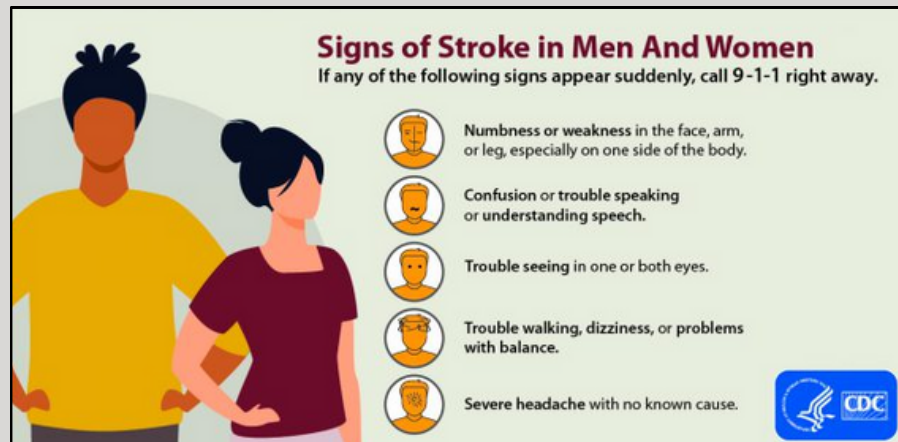
How to Respond

Code Red: RACE
- Rescue the patient
- Activate the nearest alarm pull box, and call the emergency number, giving your name, exact location, type, and extent of fire.
- Confine the smoke and fire. Close the door to affected area and all rooms on the floor.
- Extinguish the blaze. Know locations of fire extinguishers on the unit.

Code Black: Report to your assigned area; await further instructions.

Code Pink: Monitor exits and report persons with bulky clothing and/or packages large enough to conceal an infant/child.

Code Yellow: Report to your assigned area; await further instruction.

Code Blue: Initiate BLS until Code Team arrives and provides further instruction.

Code Gray: Report to your assigned area; await further instructions.

Code Silver: Run, Hide, Fight.
Call 911 when safe to do so.
The Police Department has total authority in hostage situations. Do not enter the area or engage media entities.

Code Orange Report to your assigned area; await further instruction.

Code White: Additional personnel needed; students should not respond.

Code Navy: Monitor exits. Report person wearing hospital gown and/or patient ID arm band.

Code Gold: Await instruction from IS Department.

Additional Codes:
Code Green - Await instruction from executive team.
Code Blood Bank - patient hemorrhage
Code D or Code Stork - Imminent delivery
Code Sepsis - Septic patient
Code STEMI - myocardial infarction
Code STROKE - STROKE patient
Code 99 - unable to call for assistance/panic
Code Purple - ED Lockdown/Restricted Access
Ochsner Lafayette General – Plain Language Alerts

Ochsner Health

Safety and Security

Code	Description	Response
Black	Bomb Threat	Report to your assigned area; await further instructions.
Pink	Infant/Child Abduction	Monitor exits and report persons with bulky clothing and/or packages large enough to conceal an infant/child.
Yellow	External Disaster	Report to your assigned area; await further instructions.
Blue	Medical Emergency	Initiate BLS until Code Team arrives and provides further instruction.
Grey	Severe Weather	Report to your assigned area; await further instructions.
Orange	Hazardous Materials	Report to your assigned area; await further instructions.
White	Combative Person (No Weapon)	Additional personnel needed; students should not respond.
Navy	Patient Elopement	Monitor exits. Report person wearing hospital gown and/or patient ID arm band.
Gold	Cyber Event	Await instruction from IS Department.
Green		Await instruction from executive team.
Silver	Active Shooter	Run, Hide, Fight. Call 911 when safe to do so. The Police Department has total authority in hostage situations. Do not enter the area or engage media entities.
Red	Fire, Smoke, Explosion	R.A.C.E. • <u>Rescue</u> the patient • <u>Activate</u> the nearest <u>alarm</u> pull box, and call the emergency number, giving your name, exact location, type, and extent of fire. • <u>Confine</u> the smoke and fire. Close the door to affected area and all rooms on the floor. • <u>Extinguish</u> the blaze. Know locations of fire extinguishers on the unit..

Additional Codes:
Code Blood Bank - patient hemorrhage
Code D or Code Stork - Imminent delivery
Code Sepsis - Septic patient
Code STEMI - myocardial infarction
Code STROKE - STROKE patient
Code 99 - unable to call for assistance/panic
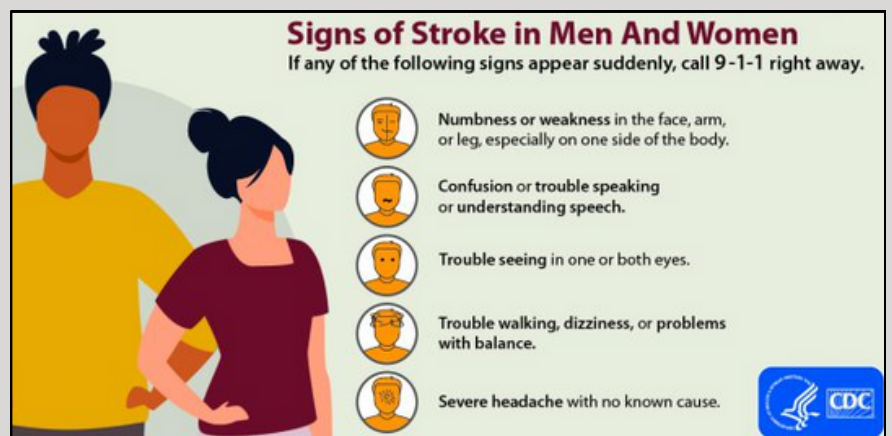Code Purple - ED Lockdown/Restricted Access
Ochsner Lafayette General – Plain Language Alerts

Signs of Stroke in Men And Women
If any of the following signs appear suddenly, call 9-1-1 right away.

Numbness or weakness in the face, arm, or leg, especially on one side of the body.

Confusion or trouble speaking or understanding speech.

Trouble seeing in one or both eyes.

Trouble walking, dizziness, or problems with balance.

Severe headache with no known cause.

CDC

Specific facilities may have additional or different codes.

Codes are subject to sudden change.

Ensure your actions match the needs of emergent moments reviewing *all* codes with your clinical rotation supervisor upon arrival to the clinical location

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Infection Control

Each school is responsible for providing classroom theory and practical instruction to each student, inclusive of infection control measures, prior to clinical assignments.

Hand Hygiene

Hand washing is the most important measure you can use to prevent the spread of infection.

This policy sets forth guidelines for proper hand practices among health care workers to prevent transmission and acquisition of infectious agents and to reduce the incidence of hospital acquired infections.

In some cases, handwashing is preferred over use of alcohol-based sanitizers. The physical friction of washing and rinsing hands under such circumstances is recommended because alcohols, chlorhexidine, iodophors, and other antiseptic agents have poor activity against spores.

Wash hands with soap and water

- when hands are visibly dirty or contaminated.
- before eating and after using a restroom.
- if exposure to Clostridioides difficile (C. diff), norovirus, or Bacillus anthracis is suspected or proven.

How to **Clean Your Hands**

Clean hands are the key to staying healthy.

WET	LATHER & SCRUB	RINSE	DRY
Use warm or cold running water.	Scrub for 20 seconds and get the backs of your hands, between fingers and under nails.	Use clean water, warm or cold.	Use clean towel or air dry.

Infection Control - Hand Hygiene

Hand Sanitizing

- Use an alcohol-base hand rub for
  - hands that are not visibly soiled.
  - routinely decontaminating hands between patients and patient areas.
- No hand sanitizing products shall be brought in from outside sources unless approved by Ochsner.
- If a healthcare worker has an adverse reaction to alcohol-based hand rub, contact infection control and student health to request an alternate product. The reaction must be documented in order to receive approval.

How to Use **Hand Sanitizer** the Right Way

1 **Apply** sanitizer to hands.

2 **Cover** all surfaces of hands.

3 **Rub** hands together until dry.

LIFE IS BETTER WITH **CLEAN HANDS**

www.cdc.gov/handwashing

CDC

CS326806-A

Perform Hand Hygiene

- before having direct contact with patients.
- before donning gloves and after removing gloves.
- before inserting invasive devices (e.g. indwelling urinary catheters).
- after contact with a patient.
- after contact with body fluids or excretions and wound dressings.
- after contact with patient care items (including medical equipment) in the immediate vicinity of the patient.
- when moving from a contaminated body site to a clean body site during patient care.

For example, perform hand hygiene in between changing a wound dressing and before administering medications.

Gloves alone are not a substitute for hand hygiene and should be used alongside hand hygiene practices for the protection of healthcare workers and patients alike.

Ochsner Health

Infection Control

Personal Protective Equipment

Gloves

Gloves are not a substitute for hand hygiene. Hand contamination may occur because of small, undetected holes in examination gloves. Contamination may also occur during glove removal.

- Wear gloves when contact with blood or other potentially infectious materials, mucous membranes, and non-intact skin could occur on patients, equipment, and surfaces that may be contaminated.
- Do not wear the same pair of gloves for the care of more than one patient.
- Change gloves and perform hand hygiene during patient care if moving from a contaminated body site to a clean body site.
- Remove gloves and perform hand hygiene after caring for a patient.
- Gloves should not be worn when handling clean equipment.

Gown/Aprons
- Wear fluid resistant gowns during procedures that may cause splashes of blood or other body fluids.

Masks
- Wear when indicated by signage, if not vaccinated for flu, or when entering patient care areas wherein otherwise indicated.

Below is an *example* of an Isolation Precaution sign. These indicate what specialized PPE and instructions must be utilized by all persons when in a specified area.

YOchsner Health
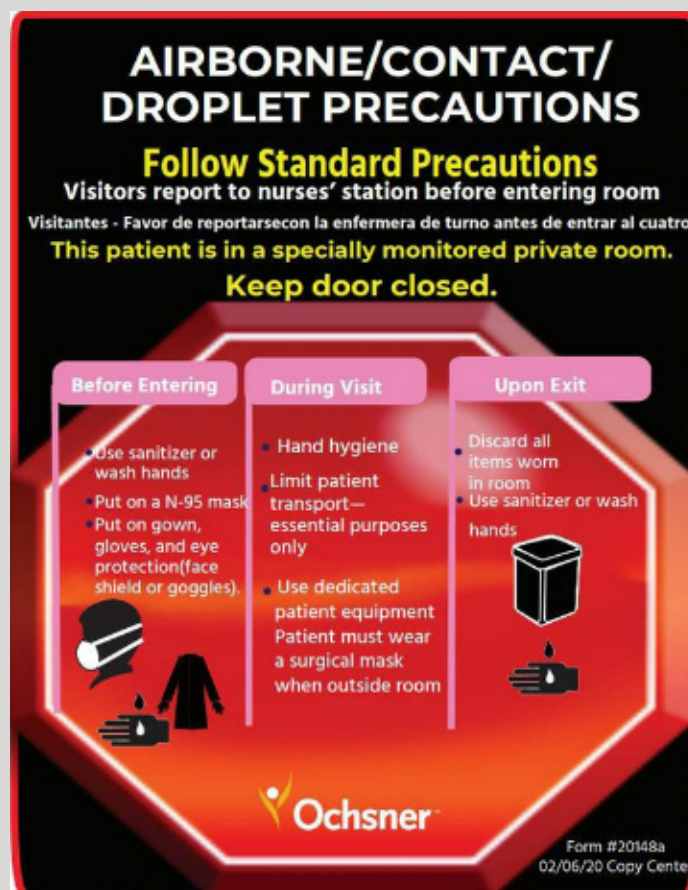
Infection Control

The type(s) of <u>Personal Protective Equipment (PPE)</u> used will vary based on the level of precautions required, such as standard and contact, droplet, and/or airborne infection isolation precautions, as indicated on posted signage outside of patient areas.

Enter an isolation area only after reviewing isolation protocols for the patient area, performing hand hygiene, and after being properly instructed by their school on proper donning and doffing of PPE. Review guidelines below from the CDC.

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist
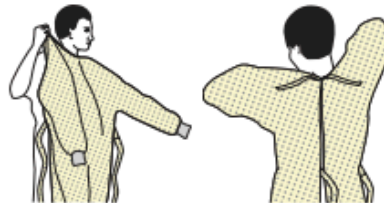
2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
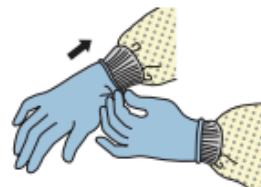- Fit-check respirator

3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit

4. GLOVES

- Extend to cover wrist of isolation gown

USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene

CDC

Ochsner Health

Infection Control

Safely remove all PPE without contamination to skin, clothing, or mucous membranes before exiting the patient room except a respirator, which is removed after leaving the patient room and closing the door. Perform hand hygiene.

When transporting isolation patients apply a clean blanket and, if appropriate, a surgical mask to the patient prior to leaving the room. Disinfect patient equipment and handles, and remove your own PPE at the door. Keep gloves and mask on hand in the event of a likely contamination or emergency.

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES
- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container
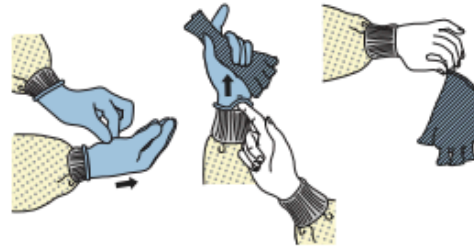
2. GOGGLES OR FACE SHIELD
- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

3. GOWN
- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

4. MASK OR RESPIRATOR
- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container

5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE

OR
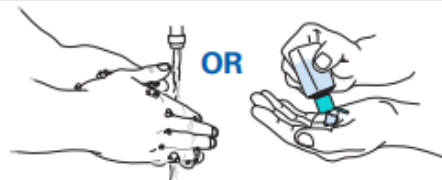
PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE

CDC

Ochsner Health

Careers

Find Your Fit at Ochsner Health!

Ochsner Health is committed to shaping the future of healthcare by creating and sustaining a world-class workplace. We are a not-for-profit equal opportunity employer with a mission to generate inclusivity and innovation by supporting differences, valuing individual contributions, and providing numerous growth and development resources for all employees via a variety of robust benefits, perks, services, ongoing learning, and more!

What sets Ochsner Health apart from others as a special place to work?

- Affordable and accessible health plans, including employee specific clinics and health screenings
- Access to Ochsner Resource Groups in celebration of common ground, peer support groups, Pathway to Wellness program for generalized and personalized self and professional development, free trainings to improve core competencies, opportunities to earn additional certifications, tuition assistance, workforce development initiatives, and external discounts through partner entities
- Included benefits such as life insurance, retirement saving and counseling, Employee Assistance Program, numerous wellness programs, paid holidays and general time off allowances, and more.
- Additional optional benefits such as prospective parent services through Progyny, short and long-term disability coverage, dental and vision insurance, discounted partner programs and perks, and more.
- Above all, we prioritize a commitment to work life balance and best fit for all stakeholders.

We welcome you as a learner to engage and plan your career within Ochsner Health!

Ochsner is excited to offer to learners a program in which Academics in partnership with our Talent Acquisition team act as tour guides to improve your healthcare career search expertise and resources, including but not limited to program-specific and individualized events, readiness resources, insight into and guidance through hiring processes, and exciting opportunities ideal for clinical health learners on their way to and beyond graduation!

Explore exciting careers by [clicking here] to connect with a Talent Recruiter!

General Employment Resources:

- Careers Home Page: Careers | Ochsner Health
- Explore Job Opportunities: Careers | Ochsner Health
- Explore benefits: Ochsner Employee Benefits | Ochsner Health
- Explore career events: Career Events | Ochsner Health

Ochsner Health

Emergency and Security Contacts

Emergency Contacts (onsite extensions)

Abrom Kaplan - 5397

Acadia General - 6487

Baptist Campus – 4222

Baton Rouge – 1111

Baton Rouge Clinic – 78666

Benson Tower– 493-6750

Chabert - *5

Covington Clinic – 50600

Dickory - 402-6209

Elmwood - 23770

The Grove - 78666

Hancock - 600-2000

Iberville - 55600

Jefferson Highway Main Campus - 4444

Jefferson Highway North, and West - 4444

Jennings Hospital - 60

Kenner – 3333

LaPlace FSED - 911

Lafayette General - 7777

Marrero FSED - 391-5168

Monroe - 75555

Neighborhood Satellite Clinics - 911

Northshore Slidell Clinics - 911

NS-Covington Clinic - 50600

Ochsner Fitness - 911

OLG Ortho - 8888/0

O'Neal Clinic - 4223

PACC SS - 23770

River Parishes - 515555

Rush- 9444

Shreveport AMC - 675-6165

Shreveport SMMC - 626-2400

Slidell Memorial Hospitals - 7777

St. Anne Hospital – 1000

St. Anne Clinics - 911

St. Bernard – 4222; 7777 for pt emergency

St. Charles Parish – *70

St. Martin - 2-way radio

St. Mary (Morgan City) - 4777

St. Tammany - 4444

Superdome - 587-3900

The Grove - 78666

University Hospital & Clinics - 7777

West Bank Campus – 6666

Security Contacts

Abrom Kaplan	337-643-5397	Jefferson Hwy	504-842-3770 (safe)
Acadia General	337-783-3222	Rush	601-703-4239
Baptist	504-897-5997	Slidell	985-285-3645
Baton Rouge	225-752-2470	St. Tammany	337-242-5496
Chabert	985-873-1823	St. Anne	985-537-6841
Covington	985-966-9304	St. Bernard	504-826-9997
Hancock	228-467-8989	St. Charles	504-330-8513
Kenner	504-464-8077	St. Mary (Morgan City)	985-380-4520
Lafayette General	337-289-7777	University Hospital & Clinic	337-261-6026
LG Ortho	337-981-2949	West Bank	504-212-7215

Ochsner Health

Contacts and Resources

Academics Team

Dr. Leonardo Seoane, MD...Chief Academic Officer
Carl Tholen...Vice President, Medical Education
Sylvia Hartmann, MN, RN...Director of Nursing and Allied Health Academics
Misty Jenkins, NP...Director of Advanced Practice Provider Education
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Sedette Duhe...Associate Program Manager
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Student Resources

IS Service Desk
- 504-842-3610
- OchWeb Self Service Portal

Clinical Simulation and Patient Safety Center
- 504-703-5604
- simulation@ochsner.org

Volunteer Services
- 504-842-5085
- VolunteerServices@ochsner.org

Medical Library
- 504-842-3760
- MedicalLibrary@ochsner.org

We value your feedback! Please monitor your email following your clinical rotation for an experience survey. Thank you in advance for participating!

Welcome to Ochsner Health!

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