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Welcome to Intermountain Healthcare. We hope you have a wonderful experience throughout your placement with Intermountain.

In addition to training provided by your school (nursing PASSPORT orientation), nursing students must complete the following requirements prior to beginning their experience at Intermountain Healthcare.

As each Intermountain facility is different, an asterisk (*) will be placed at the beginning of each topic area to indicate that the topic being discussed will vary from facility to facility. Your Intermountain supervisor / preceptor can help you with facility specific information.

1. Complete Student Forms Packet

Along with this booklet, you should have received a Student Forms Packet. The following items are provided in the packet.
- Student Profile
- Access and Confidentiality Agreement
- HIPAA Agreement
- IP Agreement
- Student Orientation Quiz

All items must be completed and returned to your assigned Intermountain region/facility Student Placement Coordinator in order for your student experience to begin.

2. Receive Name Badge

Your student forms packet must be turned in before you can obtain a student ID name badge. The Intermountain region/facility student placement coordinator will help you obtain your ID name badge. The ID badge may be utilized in all Intermountain sites of service during your semester rotation. Instructions on where to return badges after your semester rotation is completed will be provided to you by the student placement coordinator.

ABOUT INTERMOUNTAIN HEALTHCARE

Intermountain is a premiere, nonprofit healthcare system of doctors, and hospitals dedicated to providing high quality healthcare. Intermountain combines the financial, administrative and delivery aspects of healthcare into one integrated network that is nationally renowned for providing high quality, low cost care. Intermountain was created as a charitable, nonprofit, nondenominational system governed by community leaders who serve as volunteer, unpaid trustees.

As part of a nonprofit system, Intermountain’s facilities provide care to all those with a medical need, regardless of their ability to pay. Intermountain provides millions of dollars in charitable assistance to people who need healthcare but are not able to pay for it.

Intermountain employees are expected to exhibit behaviors consistent with company Mission, Vision and Values. The same is expected of students in our facilities.
Mission, Vision and Values

Intermountain Healthcare Mission
Excellence in the provision of healthcare services to communities in the Intermountain region.

Intermountain Healthcare Vision
Our vision is to be a model healthcare system by continually learning and providing extraordinary care in all its dimensions:

- Clinical Excellence: We will deliver the best clinical care in a consistent, integrated way.
- Service Excellence: We will provide a compassionate healing experience.
- Physician Engagement: We will create systems and processes that help our physicians' best serve their patients.
- Operational Effectiveness: We will be wise and careful stewards of our resources to enable extraordinary care.
- Employee Engagement: We value our employees as our most important resource.
- Community Stewardship: We are committed to serving the diverse needs of the Intermountain region, and to providing generally available medical services to all residents, regardless of ability to pay.

Intermountain Healthcare Values

- Mutual Respect: We treat each other the way we want to be treated.
- Accountability: We accept responsibility for our actions, attitudes and mistakes.
- Trust: We act with integrity and can count on each other.
- Excellence: We do our best at all times and look for ways to improve.

Student Hotline
If at any time, you feel that Intermountain is not measuring up to the stated mission, commitments or values, please call the Intermountain Healthcare Compliance Hotline at 1-800-442-4845 and leave a message. Your concerns will be addressed.

ROLES & RESPONSIBILITIES

Intermountain Facility Role / Responsibility

Intermountain Healthcare is affiliated with many universities, colleges and technical programs. Students of various levels will be accommodated. Students are not employees of Intermountain and as such are not eligible for workers' compensation or other benefits otherwise available to employees.

The Intermountain Facility will:

- Accept any student otherwise qualified without discrimination of race, sex, creed, national origin, or religion
- Plan with educational entity to provide learning experiences for student to fulfill the objectives of the field instruction. Placements will be coordinated with and assigned through the facility-designated representative.
- Orient student to Intermountain’s mission, philosophy, and general physical structure. Inform student of facility rules, policies and regulations with which they are expected to comply.
• Support an Intermountain facility orientation prior to the learning experience. Provide materials as needed for appropriate orientation.

• Provide for the overall supervision of the student based upon program objectives and student need.

• Provide instructional data as mutually agreed upon between the Intermountain facility and the educational entity, such as patient records and general information as appropriate to facilitate student learning.

• Retain responsibility for patient care, recognizing that student will not replace Intermountain staff or give service to patients apart from its educational value.

• Have the right to dismiss a student from the clinical rotation for cause, including but not limited to, patient endangerment.

**Student Role / Responsibility**

Student are expected to act professionally and refrain from making comments, gestures, or acting in any manner, which can be construed as harassment towards other employees, patients or patient’s families.

The student will:

• Adhere to general rules, policies, and regulations of the Intermountain Facility.

• Work in collaboration with assigned staff member who retains responsibility for the patient.

• Preceptor or responsible staff member in patient care areas will introduce the student appropriately to patients and ask the patient’s permission to participate in their care.

• Receive patient information as per unit protocol and keep the staff informed of patient status.

• **Immediately** inform the patient care provider of significant changes in a patient’s condition.

• Wear an Intermountain ID badge indicating student status and affiliated school.

• Students will respectfully support the patient’s rights and will inform the patient care provider immediately whenever a patient requests the student not participate in their care.

• Not give any medication (PO, IV) or perform any invasive procedures unless the Intermountain patient care provider is providing direct supervision (physically standing next to student) and only in accordance with the student’s syllabus.

    **Exception:** In conjunction with school course description, nursing students in the final semester of their educational program may, with oversight of their preceptor/supervisor, administer medications independently after verifying the correct medication, dose, route, time, and patient.

• Work within appropriate level of education, seeking direction and validation from the preceptor or his/her instructor. If the student is not able to competently perform the skills assigned, he/she must inform the preceptor.

• Utilize the materials and/or orientations provided to become knowledgeable of facility safety procedures.
  - Know how to handle emergencies, hazardous materials contact, or disasters
  - Know of and follow facility security, safety, and infection control procedures
  - Be CPR certified if providing direct patient care

**Supervising Students in Patient Care Areas**

Patient care and liability for care is the responsibility of Intermountain Healthcare. Student supervision is under the direction of the Intermountain patient care provider and assigned supervisor.

• The Intermountain patient care provider / supervisor will assess the student’s competence level to ensure patient safety. Student assignments involving direct patient care activities are supervised.
• Patient care assignments should be in accordance with the student’s syllabus. Students should not perform clinical skills which are not relevant to their course work.

• With any environmental issue (Codes, Safety, EMTALA, Event Reports) we expect students to know and follow Intermountain policies and procedures. The student may observe the event if appropriate to student learning, but must not interfere with the normal functioning of any identified teams or processes.

**HEALING COMMITMENTS**

Intermountain Healthcare is committed to providing a healing environment to those they serve. The following are Intermountain’s six Healing Commitments. Each commitment is focused on specific ways employees and students can ensure extraordinary care and healing for patients, guests and employees.

**Healing Commitments**

**I am committed to creating an extraordinary experience for those I serve**

This is the pledge of every person at Intermountain Healthcare. Clinical excellence is the cornerstone of our service, as it should be. We believe that our commitment to clinical quality can be elevated even more by creating an extraordinary healing environment. Titles and job descriptions don’t matter. From the unit manager to the nurse to the gardener, every person is committed to creating a healing environment in every way we can – with our skills, our attitudes, and our service.

**I help you feel safe, welcome and at ease**

When people come to us for care they often feel vulnerable and are experiencing something unfamiliar, perhaps even frightening. Our understanding and concern are very important.

As an Intermountain student, I will:

• Acknowledge you immediately
• Make eye contact, smile, and be attentive to you
• Introduce myself and explain my role
• Help you connect with other members of the team
• Seek out opportunities to welcome and help you

**I listen to you with sensitivity and respond to your needs**

Words, gestures, actions, and listening intently provide an opportunity to understand, to engage, and to contribute to healing.

As an Intermountain student, I will:

• Focus on you and what you are communicating
• Allow you to complete your thoughts without interruption
• Demonstrate with body language and tone of voice that I care about what you are saying
• Ask, “What else can I do for you?” and follow through as quickly as possible
• Use creativity and innovation as I look for ways to meet your needs
**I treat you with respect and compassion**

Respect and compassion require an environment where people know their dignity will be preserved, their privacy respected, and their needs met with comfort and care.

As an Intermountain student, I will:
- Protect your privacy
- Show concern and offer comfort
- Appreciate people’s differences

**I keep you informed and involved**

Timely information, shared in a concerned manner, decreased feelings of helplessness, increases participation in care, and can help lead to healing.

As an Intermountain student, I will:
- Anticipate your need for information and provide it frequently
- Make you a partner in decisions that affect you
- Respect your time and give you a realistic estimate of how long things will take
- Explain things to you in a way that is clear and easy for you to understand

**I ensure our team works with you**

Helping people understand and trust how the team works is vital to providing an experience that inspires confidence.

As an Intermountain student, I will:
- Introduce other members of the team and their roles
- Share information so you do not have to repeat yourself more often than necessary
- Acknowledge the information you have already given and tell you why we may be asking for it again
- Make our communication visible to you and include you as a member of the team
- Support other departments to foster your trust and confidence in our organization

**I take responsibility to help solve problems**

Recognizing problems and responding promptly provides our greatest opportunity to find solutions that bring about the best possible results when problems occur.

As an Intermountain student, I will:
- Listen to your concerns
- Acknowledge the problem and apologize for your experience
- Solve problems when possible and address them thoroughly
- Thank you for sharing your concerns and inform you that I will document the problem to prevent future errors
PROFESSIONAL IMAGE

Intermountain employees and students are expected to create and present a professional image which helps our patients and visitors feel safe, confident and comfortable during their hospital experience. The following grooming standards are in addition to the information found in your Nursing Passport orientation booklet. They are specific to Intermountain.

Personal Identification

An Intermountain name badge must be worn in a visible location on the upper torso area at all times while at work. ID badges are to be free of pins, stickers, or any other material that might interfere with the visibility of the photo or the identification of the person wearing the badge.

Personal Appearance

Unacceptable clothing: jeans, bib overalls, mini-skirts, baseball hats, non-dress T-shirts (no silk screens, no logos, collars preferred), sweat pants/shirts, tight or revealing clothing.

Lost or Stolen Items

Intermountain Healthcare is not responsible for personal items lost or stolen. You are encouraged to lock up all personal items necessary to have on site during your educational experience.

EMERGENCY RESPONSE

Emergency Code Response

It is your responsibility in an emergency situation to recognize the emergency and respond appropriately. (*) Know the facility specific phone number to call, be respectful to the responding code team and assist as needed.

The emergency codes listed below are standard for all Intermountain facilities:

Code RED .............. Fire
Code BLUE .............. Cardiac Emergency
Code GREEN .......... Security Incident (manpower)
Code PINK ............. Abduction
Code YELLOW ........ Bomb Threat
Code DISASTER ... Implement Disaster Plan
Code ZULU ............. Helicopter Crash (on hospital campus)
Code SILVER .......... Person exhibiting lethal or deadly behavior (location identified)

Fire Prevention and Response

In addition to the RACER and PASS training you received in your school PASSPORT orientation, you need to be aware of Intermountain’s overhead fire alert system.
Code RED

The term we use for a possible or actual fire at Intermountain facilities is Code Red. Alarms and strobe lights are used to alert staff about the Code Red situation (see chart below). If your facility has overhead paging, “Code Red” and the location of the fire will be announced. Fire drills will be paged as “Code Red Drill”

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<th>Alarm</th>
<th>Meaning</th>
<th>How to Respond</th>
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<tr>
<td>✓</td>
<td>✓</td>
<td>The fire is in YOUR area!</td>
<td>Follow RACER and your department/facility plan.</td>
</tr>
<tr>
<td>✓</td>
<td></td>
<td>There is a fire somewhere in the building, but not in your exact location.</td>
<td>Follow department/facility fire response plan.</td>
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Corporate Compliance Program

Goal: The goal of Intermountain Healthcare is to promote honest, ethical behavior in the day-to-day operations. It is the employee and student’s responsibility to be compliant. Compliance means to uphold the directives of the corporation and report discrepancies when observed.

Legal Compliance

Intermountain Healthcare is committed to comply with federal, state, and local laws, rules and regulations. These laws protect the patient, our organization and our employees. Employees and students are accountable to ensure that all activity by or in behalf of the organization is in compliance with applicable laws.

High Ethical Standards

We are honest and ethical in all we do. Intermountain Healthcare expects employees and students to maintain high standards in the performance of our responsibilities. Employees and students commit to the following core principles and to the specific guidelines that govern our work and responsibilities:

• We are committed to a healing experience
• We perform our jobs with honesty and integrity
• We know and abide by all laws, and we know and understand the details of the policies and procedures that apply to our jobs and to us as individual employees
• We speak up with concerns about compliance and ethics issues
• We report observed and suspected violations of laws or policies. We agree to report any requests to do things that we believe may be violations
• We cooperate with any investigations of potential violations

Reporting Requirements

As part of Intermountain’s compliance with applicable laws, regulations, and rules, employees and students are required to report any and all suspected compliance violations. There are three options for reporting suspected violations, asking questions or discussing compliance concerns. These are:

• The department supervisor or director
• (*) A facility compliance coordinator

• The Intermountain Healthcare Compliance Hotline (800-442-4845)

Be assured that no retaliation against you will be instituted for reporting. Students should first go to their instructor to report compliance issues.

CONTINUOUS QUALITY IMPROVEMENT

Intermountain Healthcare is committed to providing quality care. We strive to meet customer needs through using a continuous quality improvement (CQI) approach. The CQI model used is Plan, Do, Study, and Act (PDSA). The model is used to answer the question: What changes can we make that will result in improvement?

Plan

The planning part requires that we:

• Define Quality. Intermountain defines quality as: meeting or exceeding the customer’s expectations 100% of the time. Quality is delighting the customer.

• Develop and share Intermountain Healthcare goals.

• Develop department and individual improvement goals.

• Identify processes, related to the goals that can be improved and lead to better quality care.

• Identify our customers.

Do

Do is the action part of the process; collecting and analyzing data or meeting with involved parties.

Study

Study means to analyze data for process improvement. Some focus areas of improvement are:

• Clinical Outcomes

• Cost

• Access to Care

• Satisfaction

• Community Service

• Regular Satisfaction Surveys

• Monitoring & correcting quality control issues such as:

• Response to fire drills

• Storing things safely

• Using equipment safely

• Refrigerator temperatures

• Crash cart checks

• Protecting medication

Act

Intermountain Healthcare believes that teamwork is the best way to improve processes. A team consists of a small number of people with complimentary skills who are committed to a common purpose. Each team member holds him/herself accountable for the team’s success. Teams test new ideas and continue to improve quality.

In a CQI culture, 80-90% of an employee’s time is spent in day-to-day tasks. The remaining 10-20% of the employee’s time should be spent improving quality of work. This may involve the following:
• Being on an improvement team
• Collecting measurement data
• Doing quality control monitoring

Identifying job improvements
• Identifying customers’ expectations
• Learning about quality improvement

Poor quality costs the organization money. However, each person can make a difference. Employees / students are responsible to look for ways to improve daily work processes, customer satisfaction, and quality outcomes.

EVENT REPORTS
INCIDENT REPORTS

An incident is any event that is not consistent with the normal, routine operation of a department, which may have potential for injury and/or property damage. The person discovering the incident should complete the report of an event. This report should be forwarded to Risk Management within 24 hours of the event.

Event reports are used for the improvement of the quality of patient care and the reduction of any circumstances, which might cause the event to be repeated. When used in this manner, event reports become a tool for the CQI process.

Event Report Facts

The Event Report is used as a means of gathering data to identify repeated events, possible preventative actions, and educational needs. (*) Event Reports can be filled out electronically or via hardcopy.

The event report is not part of the medical record and should not be placed in the chart. The medical record should, however, state the pertinent facts and responses about the event, without the mention of an event report being filed. When documenting an incident in the medical record, state the objective facts only, i.e., what you actually saw or heard when you discovered the incident. There are two ways to tell every situation:

SUBJECTIVE

The 93 year-old acrobat wiggled out of his restraints and vaulted over the side rails landing on his rear on the floor. Patient was complaining his head hurt.

OBJECTIVE

The 93 year-old man was found lying on the floor beside his bed. Restraints were tied to the bed and side rails were up. Patient states his head hurts.

If you were the defendant in a legal suit, which version would you want to be read to the jury?

Event reports are confidential documents and are protected from disclosure by Utah code. Do not mention event reports in the medical record.

According to the Safe Medical Devices Act, event reports must be filled out if there is a malfunction of a piece of medical equipment. The FDA requires health care facilities to report when circumstances “reasonably suggest” that a medical device has caused or contributed to the death, serious injury, or serious illness of a patient. This type of event must be reported to the manufacturer and/or the FDA.

When to Complete an Event Report

• Breach of department policy, patient injury, delays dealing with anesthesia/surgery/delivery
• Behavioral actions and attitudes dealing with AWOL, AMA, violent/agitated behavior or communication problems
• Patient care management problems dealing with consents or patient misidentification
• Complications of diagnosis and/or treatment, delays, or omissions of diagnostic tests/procedures
• Falls of patients and/or visitors
• Patient/staff/hospital property missing or damaged should be reported to Security
• Medication errors as in, incorrect dose/patient/medication/time/route. IV related and pharmacy related errors
• Incidents occurring when using equipment as in equipment failure, user error, etc.
• Thefts, vandalism or other criminal activity should be reported to Security
• “Near Misses” are events that could have caused serious damage to the patient or staff, but were averted

**Sentinel Event**

The following sentinel events, as defined by Joint Commission, require immediate notification to Risk Management. A sentinel event is an event that results in unanticipated death, major permanent loss of function, not related to the natural course of the patient’s illness or underlying condition, or the event is one of the following:

• Suicide of a patient
• Infant abduction or discharge to the wrong family
• Rape
• Hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibilities
• Surgery on the wrong patient or wrong body part

Notify your IHCHS preceptor/supervisor, school instructor and/or Risk Management if you have any questions about a patient situation.

**TOBACCO-FREE**

The use of tobacco products are not allowed within Intermountain licensed facilities. Smoking guidelines vary at each facility and, if permitted, smoking is only allowed in designated areas outside of the building. Check with the facility Human Resource department for more information.

**PARKING**

Every Intermountain employee and student must follow facility specific parking guidelines. These guidelines insure enough parking for all who need access to Intermountain Healthcare sites of service at any given time of the day. Employees and students who do not comply with facility parking guidelines will be ticketed and fined accordingly.