



Bayhealth Educational Partners  
Faculty Manual  
2010 - 2011

Dedication

*To the staff and managers  
who work tirelessly within the numerous Bayhealth  
departments teaching others.*

*Without their support students would  
not experience the realities and healing aspects of healthcare.*

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# **Welcome to Bayhealth Medical Center**

Bayhealth Medical Center, southern Delaware's largest healthcare system is comprised of Kent General and Milford Memorial Hospitals, Middletown Medical Center and numerous satellite facilities. Bayhealth is a technologically advanced not-for-profit healthcare system employing over 3000 with a medical staff of 458 physicians.

Bayhealth is a member of the Penn Cancer Network and is an affiliate of the University of Pennsylvania Health System - Penn Cardiac Care. A member of Premier, Inc., Bayhealth is accredited by the Joint-Commission.

In the 2009 fiscal year, Bayhealth recorded 75,916 emergency department visits, 17,168 patients admitted to beds and 2,211 births. Last year, as part of its mission, Bayhealth provided more than \$33.6 million in unreimbursed care to patients.

## **Mission and Vision**

Bayhealth's mission is to improve the health status of all members of the communities within Bayhealth's service area.

In delivering this mission, Bayhealth's committed staff delivers high-quality care with the needs of our community in mind. We adhere to our behaviors and values in everything we do.

### **Behaviors**

- We are responsive
- We work together
- We communicate effectively
- We are personally accountable
- We are good financial stewards
- We mentor

### **Values**

- We are dedicated to providing superior care
  - We strive for the highest level of patient safety
  - We are proud to make a difference
  - We value our people
  - We give back to the community
  - We approach all aspects of healthcare with honesty, integrity and loyalty
  - We provide care that nurtures the mind, body and spirit for the comfort of patients and their families
- Catherine A. Salvato, MSN, RN, CNAA*

## **Contact Information**

<b>Kent Units</b>	<b># of Beds</b>	<b>Manager</b>	<b>Phone</b>
Rapid Admissions Unit	20	Karen Palmer	744-7324
1A Med Surg	30	Dianne Halpern	744-7134
3E Med Surg	22	Kathy Boyer	744-7244
3W Med Surg	16	Kathy Boyer	744-7244
3N Med Surg	12	Susan Litchford	744-7221
4A Med Surg	28	Verna Sellers	744-7756
Labor & Delivery Level II	10	Sue Haddad	774-7226
Post Partum	26	Lisa Zaccaredili	744-7226
NICU Level II	15	Pam Laymon	744-7354
Pediatrics	13	Pam Laymon	744-7354
CVSICU	8	Susan Litchford	744-7319
2N/IMC	16	Susan Litchford	744-7319
ICU	14	Joyce Hill	744-7321
Dialysis	7	Karen Palmer	744-7324
IMC	27	Debbie Hines	744-6045
ED	17	Debbie Eberly	744-7297
<b>Milford Units</b>	<b># of Beds</b>	<b>Manager</b>	<b>Phone</b>
2W Med Surg	24	Sue Vanaman	430-5822
3E Med Surg	24	Sue Vanaman	430-5822
Total Joint	7	Sue Vanaman	430-5822
ICU	8	Al Vayda	430-5823
IMC	20	Al Vayda	430-5823
ED	17	Ed Johnson	430-5003
Rehab 2 <sup>nd</sup> floor	23	Holly Marvel	430-5967
Rehab 4 <sup>th</sup> floor	14	Holly Marvel	430-5967
Labor/Delivery/Postpartum Level I	9	Karen Kelly	430-5858
Diagnostic Imaging-KGH		Pete Calabrese	744-6627
Diagnostic Imaging-MMH		Joyce Webb	430-5671
Home Care	1 student per day	Charlene Bieber	744-7300
Lab		Jeannine White	744-7344
OR-KGH		Sue Lemmons	744-7091
OR-MMH		Heidi Pettyjohn	430-5928
Outpatient Services		Cassandra Wilkerson	744-6935
PT/OT/KGH		Effie Elliott	744-6820
PT/OT/MMH		Kim Jester	430-5355
Respiratory Care-KGH		Nicole Jackson	744-6291
Respiratory Care-MMH		Cathy Mundorf	430-5628

**email = first name\_last name@bayhealth.org**

The Manager is responsible for answering questions about their unit. Changes to the schedule, requests to change units or send students to different units must be authorized by the Education Department, attention Paula Bodner 302-744-6997.

## Faculty Qualifications

Bayhealth Medical Center appreciates the role faculty fulfill in the education of tomorrow's healthcare professionals. To maintain the highest quality of care for our patients, Bayhealth Education Department recognizes faculty who are in good standing with their affiliating school by having:

1. Academic credentials – Master level or higher preferred
2. Certification in specialty – preferred
3. Background check – no criminal history
4. Drug Screen – no chemical substances

This is in accordance with our Affiliation Agreement with your school. A copy of the Affiliation Agreement is available on request.

*All qualified/licensed instructors shall be subject to the credentialing requirements set forth by the Director of Education, Bayhealth Medical Center. As a result, **the affiliating school will send a list of all faculty members who will be at a Bayhealth site for clinical externship. The faculty is expected to meet the above criteria. A letter will be required anytime a "new" faculty member is scheduled to come to a Bayhealth facility.*** The list or letter can be sent to the Education Department, Externship Coordinator.



## **Expectations of Faculty**

1. Faculty will facilitate the highest level of customer service between the department managers, patients, family, and staff.
2. Faculty will introduce themselves to the patient and ask permission for a student to participate in their care.
3. Faculty will facilitate the submission of variance reports when appropriate. Report all variances immediately per chain of command:
  - a. Charge Nurse
  - b. Nurse Manager
  - c. Manager of Education Department
4. Faculty bringing students into any Bayhealth facility **are not to leave the students unattended** during clinical experiences. Staff cannot be responsible for students unless agreed upon in the affiliation agreement.
5. After the completion of the clinical experience, faculty will send a copy and/or summary of student evaluations to the Director of Education. The Education Department will then distribute summaries to the clinical managers.

## Criteria for Extern Privileges

## *Criminal Background Check, Drug Testing, Immunizations, CPR*

Anyone coming into Bayhealth Medical Center to work with our patients is required to meet the following criteria.

### **Background Checks**

Bayhealth Medical Center uses SBI (State Bureau of Investigation) to verify the backgrounds of employees. However, you may use any other service, if desired, as long as you can verify the absence of **criminal history**.

For more information on SBI background check services please contact the Delaware State Police or your local law enforcement bureau.

### **Drug Testing**

The following labs in Delaware will perform chain of custody drug testing for students and faculty. Most labs will require the school to create an account for the chain of custody and billing purposes.

1. Bayhealth Medical Center
2. Laboratory Corporation of America (Lab Corp)
3. Quest Diagnostics

**Immunizations** Please refer to the Student Immunization Review below.



Student Immunization Review

Student's Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ Educational Institution's Name \_\_\_\_\_

Communicable Disease	Immunization Dates or Titer Results	Declination
Rubeola (Measles) Disease Date _____  Mumps Disease Date _____  Rubella (German Measles) Disease Date _____	<b>Two MMR:</b> Dates/type of vaccines: _____, _____ _____, _____  <b>OR Titer dates/results:</b> Rubella _____  Mumps _____  Rubella _____	I understand that I may be at risk for measles, mumps, or rubella. At this time, I decline the vaccine.  Signature _____  Date _____
Varicella (Chicken Pox) Disease Date _____	<b>If no disease, then vaccine:</b> Date of #1 _____ Date of #2 _____  <b>OR</b> Titer date/results _____	I understand that I may be at risk for varicella. At this time I decline the vaccine.  Signature _____  Date _____
Hepatitis B Virus (HBV) Disease Date _____	<b>3-shot HBV vaccine series</b> Date #1 _____ Date #2 _____ Date #3 _____  <b>&amp; Hepatitis B surface antibody titer:</b> Date _____ Results _____	I understand that I may be at risk for HBV. At this time, I decline the vaccine series.  Signature _____  Date _____
Tetanus/Diphtheria (TD)	<b>Primary Series?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Last TD booster Date _____	Prior allergy to TD? Yes <input type="checkbox"/> No <input type="checkbox"/> A TD booster may be recommended if an injury occurs and no prior allergy.
Tuberculosis (Tb) Disease Date _____	<b>Tb skin test past 12 months?</b> Date given _____ Date read _____ 2 step PPD _____ Results _____	Date of (+) test _____ Date of Chest X-ray _____ X-ray Results _____ Dates of Medication _____

Bayhealth Employee Medical Services

Comments: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **CPR Status**

Current certification through the American Heart Association (AHA) or Red Cross is required for any person working with patients. The **BLS Healthcare Provider** level of certification from AHA is recommended and can be acquired through Bayhealth Education Department at 744-6997.



## **Required Paperwork to Send to the Education Department**

Government regulations and accreditation standards require us to maintain strict compliance with numerous standards. The following forms require a signature from both faculty and students.

The forms are located on-line at [www.bayhealth.org](http://www.bayhealth.org) in the Student and Faculty section. We respectfully **ask that you not duplicate these forms** as we often need to modify them based on mandated changes. Forms need to be completed legibly, fully, and in black ink.

1. Student list that includes clinical faculty, dates of clinical rotation, and unit/campus for clinical (send electronically to [paula\\_bodner@bayhealth.org](mailto:paula_bodner@bayhealth.org) **AND** place with the corresponding student packets)
2. Mandatory, on-line education and checklist
3. Child Abuse Registry
4. Adult Abuse Registry
5. Code of Conduct
6. Confidentiality
7. Parking registration form
8. Statement of Understanding

**Send the originals to the Education Department and keep a copy for your files.**





## Confirmation Letter of Compliance

***When your students have completed all criteria, a letter confirming compliance must be sent to the Education Department along with the required student paperwork.***

Bayhealth Medical Center  
Education Department  
640 S. State Street  
Dover, De 19901  
attn: Paula Bodner

### **Sample letter/memo:**

The following students have successfully met the criteria required by Bayhealth Medical Center and are ready to begin their clinical experience.

- |                     |                 |
|---------------------|-----------------|
| 1. Background Check | 2. Drug Testing |
| 3. Immunization     | 4. CPR Status   |

These students will be assigned to Bayhealth at \_\_\_\_\_ (Kent, Milford, or name specific site, on \_\_\_\_\_ (unit), from (start and end dates)

\_\_\_\_\_.

Student Name	Instructor Name & credentials
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

The expectation is that the school retains a copy of the original forms being sent to Bayhealth. The school will keep results of the immunization record, criminal background checks, and the student's original documents and provides proof to Bayhealth, if requested.

# **Bayhealth's Expectations**

## **Expectations of Students**

1. Students will present a professional persona when on Bayhealth property.
2. Students will introduce themselves to the patient and ask permission to participate in their care.
3. Students will practice the highest level of customer service.
4. Students will adhere to all Bayhealth policies and procedures.
5. Students will immediately report any variance to their instructor or preceptor.
6. Students will ask questions and work as part of the Bayhealth team.
7. Students will park in the employee lot.

## **Parking**

Students and faculty are asked to park in the employee parking areas. They will be asked to move their cars if identified as having parked in restricted areas.

**Please reinforce with your students that parking is reserved for inpatient family members and outpatients. Many of our customers are elderly and/ or sick and need spaces close to the buildings.**

### **Kent General Hospital**

*Students/faculty may park in the large parking lot located off South Street between State Street and Governor's Avenue. Bayhealth vans are available for student transport during inclement weather.*

Avoid parking in the following areas:

- Outpatient Lot area adjacent to Hope Street
- Outpatient Rehabilitation Center or Women's Center
- Parking garage

### **Milford Memorial Hospital**

*Students may park in the large Employee Lot located on Foster Street, approximately ½ block from the hospital. Bayhealth vans are available for student transport during inclement weather.*

Avoid parking in the following areas:

- All lots near the hospital

## **DOCUMENTATION**

### **Electronic Medical Record (EMR)**

Bayhealth Medical Center initiated the EMR in the Fall/Winter of 2007. Elements of the EMR are continuously revised and added. **Faculty must attend the HED/ AdminRx classes if they work with students who are documenting patient care, administering medications, or reviewing past medical history.** Each individual student and faculty member will be assigned access to the documentation system.

**Horizon Expert Documentation** – This application allows patient care interventions, including patient and family teaching to be recorded. This application also allows for a care manager/kardex type application to assist in organizing care.

**Horizon Patient Folder** – This application allows staff to review patient admissions and visits to Bayhealth improving care delivery.

**Admin RX (Medication Administration)** – All medications and IVs are documented using this system. The system provides a safe, efficient method for reviewing the medication administration record, administering medications, and IVs.

**KARDEX** – The kardex is being replaced with the Care Organizer in HED in the fall of 2010.

### **AcuDose Rx Medication Cabinets**

## **AcuDose - Rx User Authorization**

Faculty will complete the authorization form and submit the form to Paula Bodner in the Education Department at the beginning of every semester. ***Bayhealth employees who are also an instructor or faculty member must have a separate AcuDose logon for each status.***

## **AcuDose Rx Tutorial**

On each AcuDose Cabinet there is a computer touch screen. At the bottom of the touch screen is a tutorial that explains the following functions:

- a. Login
- b. Inventory dispense
- c. Return
- d. Manual Admit
- e. Profile dispense
- f. Waste

If you have trouble operating the AcuDose Rx systems please contact:

Rita Montone, RPh, MBA  
Office: 430-5563

## **IV Medications and High Risk Medications**

Bayhealth does not permit students to “push” intra-arterial medications, even under the supervision of clinical faculty/instructor.

The clinical instructor may give IV “push” medications if the instructor has successfully completed the Bayhealth competency skill validation test. IV push medications can only be given in specific units.

Below is the hyperlink to the policies [Adult IV Push Medication Administration and High Alert Medications](#). Should you have any questions please ask the Nurse Manager for assistance.

[Adult IV Medication Administration B6000.163](#)

[High Alert Medications B7700.67](#)

## IntelliShelf

IntelliShelf is a system for charging patient supply items to the patient's hospital stay. Items taken from the supply room must be scanned for the patient/room and the person removing the supply so that proper charging occurs.

Faculty members must have an Intellishelf sticker to scan. **Employees who are faculty members CANNOT use their employee IntelliShelf code while on premises as a faculty member.**

## **Blitz Day Schedule - 2010**



Blitz Days replace faculty orientation and offer current skill or information stations, new products, and/or safety information. ***Attendance to a Blitz Day is required.*** DVD education materials may be a part of the annual requirement prior to attending a skills competency day. *Anticipate staying for one to two hours to complete all required stations in 2010.*

**DATE: September 1, 2010    TIMES: 0900-1300 and 1400 – 1600**

Registration is not required.

If you have additional questions, please call the Education Department at 744-7135.

## **Continuing Education Courses**

Faculty and students are cordially invited to attend the majority of the classes offered to Bayhealth staff. Because of our educational

partnership, we are pleased to offer this learning opportunity to you and your students free of charge or at a nominal fee when seating is available. Pre-registration is required.

Although the annual Course Catalog is too large to include in this manual, you can access the information on WEBSTER, Bayhealth's intranet site, while in a Bayhealth facility.

**Basic Life Support**  
**Bayhealth Training Center**

Bayhealth Medical Center Education Department has been a recognized Training Center for the American Heart Association for over a decade.

To register for a course call the  
Education Department at 744-7135

## Policies and Procedures

You may access the computers on the units to review any current policy or procedure via WEBSTER (intranet). Please ask the Nurse Manager or Charge Nurse which computers are available for your use.



## Patient Safety

**Today, patient safety is a hospital's greatest challenge.**

At Bayhealth we take safety very seriously and have specific policies that address the process for achieving success. Please take the time to review these policies with your students. We

appreciate your willingness to work with us to provide the highest quality care to our patients.

Policies related to this topic are available on-line. Should you have any questions please contact the Education Department.

Important policies you may wish to review:

	Policy Number
1. Hand Hygiene	B6030.03
2. Risk to Fall Program	B9000.43
3. Abuse - Identification and Reporting	B9000.08
4. OSHA Exposure Control Plan, Blood Borne Pathogens	B9000.05
5. Patient Safety Plan	B9000.34
6. Restraint and Seclusion	B9000.10
7. IV Medication Administration	B6000.163
8. Hazardous or Infectious Waste Management	B8160.04
9. Accidental Exposure of Employee or Health Care Worker to Blood or Body Fluids	B9070.05

## **Variance Reporting**

### Risk Management

Clinical activity that falls outside customary or usual practice should be documented. Bayhealth now has an on-line program to assist in collecting such data quickly.

Please reinforce to your student that Variance Reporting is viewed as a non-punitive function at Bayhealth. Variance Reports are a critical component for providing the highest quality care.

Reporting variances is everyone's responsibility. Remind students "if you are not part of the solution, you are part of the problem."

With Bayhealth's on-line documentation system anyone can document a variance. The expectation is that variances be documented immediately. Any question related to the use of this



tool should be directed to the Education Department or Risk Management Department.

Risk Management Department  
744-7431

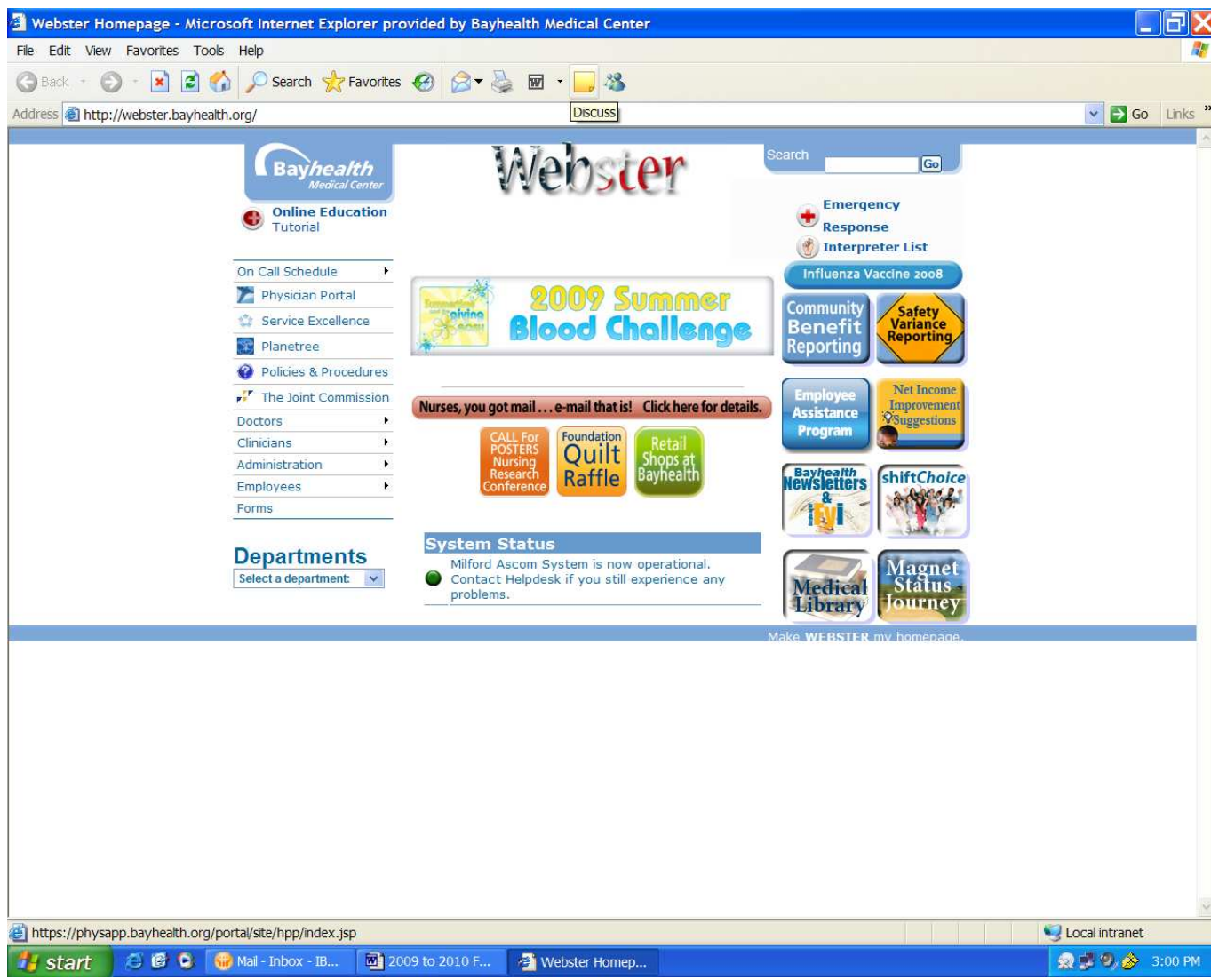
## **Online Educational Resources**

Bayhealth provides several on-line resources that can support your educational and clinical experience. The following resources can be accessed using the Webster-Bayhealth Intranet Home Page. You are welcome to refer to these resources and should you have difficulty accessing them please contact the Education Department at 744-7135.

1. Lexi-comp – patient education and pharmacy information
2. Policies and Procedures Search – specific Bayhealth policies
3. VisualDx – visual diagnostic decision support
4. Micromedex – patient education and pharmacy information

## **Bayhealth Medical Center's Intranet - *WEBSTER***

Numerous resources are accessible through WEBSTER – Bayhealth's intranet homepage: Reporting variances, Policies and Procedures, Nursing Skills, Patient Education Resources, newsletters for Nursing, Infection Control, Pharmacy, on-line course information and more.



## CDE's – Certified Diabetes Educators

Bayhealth Diabetes Care Center is a recognized educational provider by the American Diabetes Association.

CDE's are typically registered nurses or dieticians who become certified in diabetes education.

Bayhealth's educational programs are designed to meet the needs of a patient, family or community affected by diabetes.






At Bayhealth Medical Center the CDE's play an important role in the care of both inpatients and outpatients.

Therefore, we encourage students to observe the CDE's when they are conducting group education classes, 1:1 patient teaching or facilitating support groups.

Education Department at 744-7135

# Accreditation - Joint Commission (JC)

## 2010 National Patient Safety Goals

<p><b>Goal 1 – Patient Identification</b></p> <ul style="list-style-type: none"> <li>• Use 2 patient identifiers <b>whenever providing care, treatment, or services</b> &amp; blood transfusions.</li> <li>• Blood transfusions require 2 person check</li> <li>• Label specimen containers in presence of patient</li> <li>• Full Name and medical record number or DOB (OP).</li> <li>• Verify against something; chart, MAR, ID</li> </ul> 	<p><b>Goal 2 – Communication</b></p> <ul style="list-style-type: none"> <li>• DOCUMENT critical lab results called within 30 minutes of receipt/to whom called/date and time when called per policy (use form)</li> </ul> 
<p><b>Goal 3 – Medication Safety</b></p> <ul style="list-style-type: none"> <li>• Label all medications, med containers, or other solutions on or off sterile field in perioperative and other procedural settings. Do not draw up more than one syringe at a time. Draw up one---- label one</li> <li>• Reduce harm with anticoagulant therapy</li> <li>• Use approved protocols for the initiation and maintenance of anticoagulant therapy</li> <li>• Provide education regarding anticoagulant therapy to staff, patients, and families.</li> </ul> 	<p><b>Goal 7 – Health Care-Associated Infection</b></p> <ul style="list-style-type: none"> <li>• Comply with hand washing guidelines.</li> <li>• Use hand gel</li> <li>• Wash hands for at least 15 seconds</li> <li>• NO HAND GEL for C-diff patients</li> <li>• Sanitize hands before and after procedures, IV's, medications, etc</li> <li>• Practices to prevent Central blood stream infections: use of maximum sterile barrier with insertion, avoidance of femoral vein for access, use of chlorohexidine antiseptic, disinfect hubs &amp; injection ports before accessing</li> <li>• Practices to prevent surgical site infections: follow SCIP core measure indicators; no razors (clippers only)</li> <li>• MDRO's: "Follow best practice recommendations for caring for patients with an MDRO, which includes patients with C diff"</li> </ul>
<p><b>Goal 8 Medication Reconciliation (In Review)</b></p> <ul style="list-style-type: none"> <li>• Complete list of medications compiled on entry to facility, inclusive of dose, route and freq* *</li> <li>• Home Medications reconciled with those given during visit. Discrepancies documented on chart</li> <li>• Transfer reconciliation form required/handoff communication needed</li> <li>• Reconciled discharge med list given to patient on departure, with documentation of education given to patient &amp; copy forwarded to next provider of care</li> </ul>	<p><b>Goal 9 – Reduce the Risk of Harm From Falls</b></p> <ul style="list-style-type: none"> <li>• Implement a fall reduction program to reduce the risk of patient harm from falls</li> <li>• Risk assessment on entry to facility</li> <li>• Risk assessment will be done in ED, outpatient as well as inpatient areas</li> <li>• Reassess fall risk daily</li> <li>• Yellow armband for fall risks</li> <li>• Falling star on door to room and white board</li> <li>• Use bed alarms as needed</li> </ul> 
<p><b>Universal Protocol</b></p> <ul style="list-style-type: none"> <li>• Procedure verification use pre-procedure checklist for OR, cath lab, IR, Endo and bedside</li> <li>• Site marking for procedures involving incision or percutaneous puncture, completed by person DOING procedure. Site marking done prior to moving to procedure area &amp; with pt's involvement</li> <li>• Time outs active communication with whole team verifying correct patient, correct site, correct procedure, correct equipment, informed consent done, prophylactic antibiotics within 1 hour of incision. Time outs must be documented.</li> </ul>	<p><b>Goal 15 – Identify Safety Risks</b></p> <ul style="list-style-type: none"> <li>• Identify safety risks inherent in our patient population, especially patients at risk for suicide.</li> <li>• Home oxygen safety/fire safety</li> </ul> 

## MAGNET Status

**The Magnet Recognition Program®** was developed by the American Nurses Credentialing Center to recognize health care organizations that provide the very best in nursing care and uphold the tradition within nursing of professional nursing practice. The program also provides a vehicle for disseminating successful practices and strategies among nursing systems.

Bayhealth Medical Center is on the Magnet Journey. The 14 forces of magnetism are:

1. Quality of Nursing Leadership
2. Organizational Structure
3. Management Style
4. Personnel Policies and Programs
5. Professional Models of Care
6. Quality of Care
7. Quality Improvement
8. Consultation and Resources
9. Autonomy
10. Community and The Healthcare Organization
11. Nurses as Teachers
12. Image of Nursing
13. Interdisciplinary Relationships

To schedule a presentation for your students please contact Kate Salvato at 744-7135. And may the forces be with you.



## **5- Star Bayhealth Customer Service**

“The customer, is the customer, is the customer.”

“The customer is always right.”

“Everyone is our customer.”

Bayhealth believes in providing the highest quality customer service. As our guests and customers, you and your students deserve the highest quality customer service when visiting any of our facilities.

In return, the expectation is that you and your students will provide the highest quality customer service when working with our patients and staff.

Currently we do not require the students to attend our Customer Service course; however, upon request, Bayhealth would be happy to bring this course to your classroom.

If you believe that you or your students are not receiving the highest quality customer service you may call the Director of Guest Relations at 744-7085 or the Director of Education, Kate Salvato at 744-7188.

To schedule a presentation for your students please contact Kate Salvato.

Education Department  
744-7135

# **Planetree Mission**



## **Patient Centered Care in Healing Environments**

The Planetree Mission is to cultivate healing in its broadest sense by blending new models of health care delivery. Patients, their families, health professionals and the community are provided access to information, education, training and research. This stimulates innovation and supports the maintenance of health and the process of healing.

Planetree is a vital link between the vision of quality care and the ability to make that care happen for patients and families.

The Planetree Model refocuses the healthcare system's attention to the patient. It changes the way patients and their families traditionally experience healthcare, and views illness and the healthcare experience as a positive catalyst for change. The model empowers patients through information and stimulates "healing partnerships".

Bayhealth employees are being trained on this new initiative. For more information on Planetree, or to schedule a presentation for your students, please call Kate Salvato.

**Education Department  
744-7135**