

South West Healthcare

Student Orientation Guide



Version Control

Version	Author	Document title	Purpose/ Change	Date
	J Smart	SWH Student orientation pamphlet	Divisional manual	14 May 12
	J. Punch	SWH Mental Health staff orientation manual	Divisional manual	21 Mar 16
	B. Moll	Primary and Community Services Placement Policy	Divisional manual	3 Nov 15
	J Warne	SWH ORIENTATION PACKAGE	Organisation wide draft compliant with BPCLE	12 Jul 16
	P Punch	Student Orientation Handbook 2017 DRAFT	Consolidate multiple documents and include Standardised Student induction protocol	06 Mar 17
1.0	B Moll	SWH Student Orientation Handbook 2017 FINAL	Reviewed by CREATE team Incorporate amendments	20 Mar 17

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STUDENT ORIENTATION CHECKLIST

Please keep this list with you and mark completion as you go.

Your full Name/s	
Placement dates	
	Complete
Pre-Placement – 8 weeks before placement	
Get or update Police records check (Uni/TAFE)	
Get Working With Children Check (Uni/TAFE)	
Get Immunisation Record (Uni/TAFE)	
Keep originals of all documents safe and get 'certified as true' copies	
Pre-Placement – 6 weeks before placement	
Read the Student Orientation Handbook	
Organise accommodation	
Complete Hand Hygiene training https://hha.southrock.com print certificate	
Read key South West Healthcare Policies and sign Confidentiality Policy Agreement	
Clarified learning objectives and assessment framework	
BRING WITH YOU on Day One of Placement:	
Certified copies (or originals if in aged care placement) of Police check, Working With Children check	
Certificate of completion – Hand Hygiene Australia training program	
Signed Confidentiality Policy Agreement	
Signed key South West Healthcare Policies	
SWH Welcome Letter with contacts (if applicable)	
Student orientation information (Handbook, this checklist, etc.)	
Photo based Student ID/Name badge and ID (eg Driver's Licence)	
Emergency contact details (names and phone numbers of two people who can be contacted in an emergency)	
Pen and paper, EFTPOS card for \$25 swipe card deposit (EFTPOS only)	
Originals of your Police Check and Immunisation Record (Aged Care only)	
Day One of Placement – Orientation	
Welcome to SWH and the department	
SWH Vision and Values	
Accessing SWH Policies & Procedures – PROMPT	
Overview of SWH organisational structure, sites and services	
Key staff & introductions: roles and responsibilities. Supervision & support.	

Clinical educator(s), Student coordinator	
Storage for personal belongings, work desk/study areas, toilets, food (tour)	
Clinical Unit education unit/areas	
Informed consent of patients for student involvement	
Overview of Library & learning resources	
What will happen if underperforming or have issues	
Discipline specific information – Roster, missed hours, make up arrangements	
Orientation continued – Access	
Swipe cards/IT access/SWARH Helpdesk/TRAK access	
Telephone system, paging system	
Email and Internet protocol, mobile phone protocol	
Intranet, passwords, car bookings	
Occupational Health and Safety (OH&S)	
Overview of OH&S policies	
Internal emergency response and procedures, booklet	
Infection control, immunization record	
Mandatory Training requirements	
Clinically specific equipment & programs	
Human Resources (HR)	
Code of conduct	
Hours of work, breaks	
Identification badge/security	
Reporting of illness	
Grievance and dispute procedures	
Managing diversity information	
Incident reporting procedures, RISKMAN	
Documentation and patient records, clinical forms	
Last Day of Placement	
Return access swipe card get deposit back (usually at 2.30 Friday debrief).	
Return keys/anything borrowed	
Make sure assessment, learning objectives etc. have been signed off	
Take all my belongings with me, return SWH property	
Complete Student Survey www.surveymonkey.com/r/SDJS9DK	

ABOUT US

South West Healthcare has been caring for the health and wellbeing of South West Victorians for more than one-and-a half centuries. South West Healthcare provides extensive medical, nursing, mental health, allied health and community health services. Support services and resources are also provided for other hospitals and health-related organisations in the Warrnambool, Moyne, Corangamite, Southern Grampians and Glenelg regions.

We hope your placement is both enjoyable and rewarding, and that you keep us in mind for your future career.

OUR VISION

Outstanding healthcare in partnership with our regional community.

OUR MISSION

To provide a comprehensive range of high quality health and wellbeing services for people in South West Victoria.

OUR VALUES

Our values form the base of our mission and are built around what we believe and practice.

Caring

We are compassionate and responsive to the needs of users of our service, their families, our staff and volunteers.

Respect

We behave in a manner that demonstrates trust and mutual understanding.

Integrity

We are transparent and ethical in all that we do.

Excellence

We continually review and analyse performance to ensure best practice.

Leadership

We set clear direction that encourages team work, innovation and accountability.

Refer to Appendix 1: South West Healthcare Behaviours

Strategic Plan 2015 – 2017

The five major pillars of the current Strategic Plan include:

- > Partnering with our community
- > Driving a quality and safety culture
- > Delivering efficient services and infrastructure
- > Developing a high performing workforce
- > Encouraging service innovation

PRE PLACEMENT PREPARATION

THE ESSENTIALS

No Paperwork = No Placement!

People needing health care may be at their most vulnerable, so you must have:

National Police Records Check

This should be presented to your University or TAFE. Students' resident overseas for more than 12 months in the past 10 years will need a police check from their country of residence (with English translation) or a statutory declaration.

Disclosable outcomes on a Police Records Check will be processed by the Human Resource department of SWH in line with privacy and confidentiality considerations.

Working with Children Check

Apply online as a volunteer: <http://www.workingwithchildren.vic.gov.au/>

Immunisation Record

You'll need the same current vaccinations as healthcare workers. Healthcare workers can be given a personal immunisation record that documents vaccinations given and test results. These records, along with other program resources (including where and how to access free or low cost immunisations) are available from the Health Department's immunisation program website at: <https://www2.health.vic.gov.au/public-health/immunisation/adults/vaccination-workplace/vaccination-healthcare-workers>

Australian Health Practitioner Regulation Agency (AHPRA) registration (where applicable) <http://www.ahpra.gov.au/Registration.aspx>

Student identity card

Photo based identification that you can wear to make sure patients/consumers/clients/residents know who you are.

Learning Objectives & Assessment Framework

What do you need to learn on this placement? What theory needs to be practised? Have you got your learning objectives mapped out? How will you be assessed? This is your placement, so to get the most from it, be familiar with your learning objectives and have your learning and assessment paperwork with you to present to your clinical supervisor/s to sign off.

Aged Care Placement

If your placement is in Aged Care: (Merindah Lodge) it is a requirement that originals of the National Police Check and Immunisation Record are sighted so please bring originals with you. It is a good idea to have originals or "certified as true" copies with you on any placement just in case.

FIRST DAY DOCUMENTS

Please check your placement dates, times and where to meet! This will be on your welcome letter or supplied by your education provider. On your first day of placement at South West Healthcare (SWH) you will need:

- > The Essentials describe on the previous page
- > [Hand Hygiene Australia training](#) certificate
- > Signed [Confidentiality Policy Agreement](#)
- > Signed [key South West Healthcare Policies](#) form
- > Emergency Contact Details: the names and phone numbers of at least two people who can be contacted in an emergency
- > Any other equipment or information needed for your specific placement as outlined in your welcome email/letter (eg 3rd Year Physiotherapists bringstethoscope).

GENERAL INFORMATION

HAND HYGIENE

Health Care Associated Infections (HCAI) are a major and growing issue in the quality and safety of health care, in both hospital and community settings. HCAIs have been nominated as a priority area by the [Australian Commission on Safety and Quality in Health Care](#) (ACSQHC). Improved healthcare worker Hand Hygiene (HH) is the highest priority area to reduce the risk of healthcare-associated infections.

You are required to complete the [Hand Hygiene Australia](#) training program before your placement (please note you are required to update Hand Hygiene training every 12 months). Bring your Hand Hygiene Australia completion of training certificate with you

POLICIES & PROCEDURES

There are a number of SWH Policies & Procedures you need to read and understand. You will need to sign the [Confidentiality policy](#) agreement and the [key South West Healthcare Policies](#) form.

CONFIDENTIALITY POLICY

Confidentiality and privacy in rural communities is particularly sensitive. In rural locations healthcare professionals, patients, clients, residents and their families and friends may share the same social networks and interest groups. Breaches of confidentiality can occur anywhere - verbally, with written information, or through social networking sites. A small amount of information is more than enough to identify someone in a rural community and invade their privacy. Additionally, clients/patients and their families may want to discuss their own or other's health in social settings, at the shops, bank or supermarket. It is advisable to have a polite response prepared such as, "I am sorry for privacy reasons I cannot talk about that".

SOCIAL MEDIA POLICY

Carefully consider what comments, photos, profiles or blog related content you post via your personal social media. Always remember that confidentiality is to be maintained at all times, as outlined in the confidentiality policy. It takes very little information for a client, patient and/or resident to be identified, so be very cautious.

ACCOMMODATION

Warrnambool

Warrnambool is a major tourist destination with a number of events occurring throughout the year, e.g. Warrnambool Races in May; Fun for Kids June – July. This can make accommodation both expensive and difficult to find, so get in early.

Your university may organise accommodation for you or the following options are available.

- > Deakin Rural Health (DRH) offer very reasonable rates: <http://www.deakinruralhealth.com.au/drhstudentofficer@deakin.edu.au> or call 03 5563 3035 / 03 5563 3504
- > Deakin Residential Services: <http://www.deakin.edu.au/locations/warrnambool-campus/accommodation/stay-at-warrnambool>
- > There are several holiday parks which have cabins at a reasonable cost and details can be found online. Cabins in holiday parks are a reasonably low cost option, as is sharing a holiday house (off season) with other students, or looking up a long lost relative.

Camperdown (68 kms from Warrnambool):

- > Camperdown Visitors Information Centre 1300 137 255, 179 Manifold Street
- > The Camperdown campus has limited accommodation on-site – ask your placement contact.

PARKING

Warrnambool Campus: parking is limited to 2 hours immediately surrounding the Base Hospital so allow plenty of time to find all day parking. There is a free car park in Ryot Street which fills quickly, and a paid car park underneath the main building (entrance off Timor Street) costing \$8 per day. On night shifts it is advisable to move your car closer during meal breaks.

ACCESS SWIPE CARD / IT ACCESS

Warrnambool

At the commencement of orientation you will be required to pay (by EFTPOS only) a fully refundable \$25 deposit for an access swipe card. This swipe card gives you access to selected parts of the hospital and must be returned by 4pm on your final day of placement or the deposit will be forfeited. If you are finishing after hours on your last day, your supervisor can provide you with a refund form to be completed and deposited, along with your swipe card, into a locked box located on the first level (above the filing cabinets near the lifts). Your deposit will be forfeited if you do not return your swipe cards within three working days of completing your student placement.

Building access and access to IT services will vary depending on your discipline, location and year level.

You will also be issued with a student username and password giving you access to SWH computers for the duration of your placement. The password will be reset at the end of your placement. You are encouraged to use the computers in the library and student hub for study purposes.

PATIENT/CLIENT/RESIDENT RECORDS

Students may be given access to electronic and manual patient records systems depending on year level, discipline, competencies and patient/consumer consent. You will be issued with a log in to the electronic notes system if you are required to enter patient notes. All entries into the patient's record made by a student must be countersigned or endorsed by the qualified professional responsible for the patient. You should not access

notes of patients unless required for your placement; it is not permitted to access your own notes or those of family and friends.

WHAT TO WEAR

You should wear either your University or TAFE regulation dress or appropriate professional clothing, mindful of occupational health and safety and infection control standards. University top (if available) clean plain clothing, with flat supportive shoes are recommended. Open toe shoes are inappropriate for safety. While a non-slip sole is desirable, sneakers/runners are professionally inappropriate. Alternative footwear on medical advice will be considered.

Jewellery must be kept to a minimum:

- > Wristwatches (where considered an infection risk) and bracelets are not permitted in clinical areas
- > Rings – wedding ring or plain flat band, one only
- > Chains – one unadorned chain permitted
- > Earrings – small sleepers or studs permitted
- > Eyebrow rings/studs, only small and unadorned permitted.

Hair including beards/moustaches should be clean, and well groomed. Hair longer than shoulder length should be neatly secured. Tattoos should be concealed.

No nail polish or acrylic nails in clinical areas.

Remember you will be in close proximity to people, use deodorant, do not over perfume or after shave and clean your teeth.

IDENTIFICATION

People have the right to know who is caring for them. IDs must be visible on the upper body at all times. Introduce yourself and make sure the client/patient/consumer is comfortable with you being there.

MOBILE PHONES

Your phone should be turned off or to silent setting and should not be used during work hours for personal use. Personal use is permitted during scheduled breaks.

PHONE DIRECTORY

The Phone Directory is accessed via the Intranet. Click on Applications > Phone Directory.

SMOKING

All SWH sites are strictly smoke free.

LEARNING RESOURCES & OPPORTUNITIES

STAN CARROLL LIBRARY:

The library provides print and online resources, daily papers and access to information – please visit the Library website for useful links. Book loans are only available to SWH staff. A computer lab room is available and may be booked by contacting the Library – please note that SWH staff bookings take precedence. There are computers available for use (for study purposes), and study areas.

1st Floor : Mon – Fri, 8.30am to 5.00 pm Phone: (03) 5564 4204 swhlibrary@swh.net.au

STUDENT HUB:

This is located in the Community Services building with computers and lockers for student use.

CREATE CENTRE FOR RESEARCH EDUCATION AND TEACHING

This is the home of many of the education team. The Centre has a simulation facility and resources for training.

IN-SERVICE AND PROFESSIONAL DEVELOPMENT SESSIONS:

Students are welcome to attend scheduled training and development sessions depending on availability whilst they are on placement. Please discuss with your supervisor if you wish to attend.

CLINICAL DATABASES:

UpToDate is available on the Intranet >Education> Library Resources

Clinical Key is available on the Intranet >Education> Library Resources

Australian Medical Handbook is available via Trak >Trak Links

PROMPT

PROMPT is a repository of policies and procedures that guide you to work safely in providing patient and resident care. PROMPT is accessed via the Intranet under the Policy/Guidelines menu. To learn how to use the PROMPT system on the PROMPT home page click Help > Tips for searching on PROMPT.

PROFESSIONAL DEVELOPMENT/BEST PRACTICE:

Different disciplines offer a range of options to maintain and improve clinical best practice such as journal clubs; regional peer networks - ask your clinical supervisor or the placement co-ordinator.

INTRANET

The SWH Intranet site is an internal communication and business resource. Many of the resources detailed in this document will be accessed via the Intranet. The home page links to a range of other resources, which are accessible with your student login – drop down the Education/Research; Library Resources; Policy Guidelines; Quality/Safety tabs.

YOUR HEALTH AND WELLBEING

INJURY OR ILLNESS

Please let your placement supervisor and your placement coordinator know if you are sick or injured immediately. If you miss placement days you will need to arrange for makeup days through your Uni or TAFE, which will be dependent on availability. The Employee Assistance Program (EAP) is also available to students on placement with up to three consultations at no charge. Consultations are confidential. Phone: 5564 4260. You can also contact the SWH Staff Health and Wellbeing Manager on ph. 5564 4142 who is available to support students with injury management and critical incidents.

BULLYING AND HARASSMENT

SWH must do everything reasonable to make your placement free from bullying, harassment and discrimination. This will include investigating, mediating and reporting any complaints. If you are not happy with their actions, you can take it further. If you are bullied, harassed or discriminated against on placement the first step is to tell people you trust about it. It's a good idea to keep a written record of what's happened, including the dates and times of incidents, who was involved and anyone who may have seen what happened. You can talk to your buddy, mentor, clinical supervisor, the placement co-ordinator, the Staff Health and Wellbeing Manager and/or Counselling and Support Service Staff.

OCCUPATIONAL HEALTH & SAFETY

MANUAL HANDLING

SWH is committed to maintaining the highest possible standard of health, safety and well-being for all employees, contractors, volunteers, patients, customers, students and visitors. This includes Manual Handling – there is a strict “no lift” policy for nursing students and equipment and training is available to avoid injuries. Please read the Policy available on the Intranet.

EMERGENCY PROCEDURES

There is a summary (flip book) of emergency procedures located with all SWH landline telephones, and detailed information is also available on the SWH Intranet. Please ensure you read the booklet for the campus you are placed in.

Dial *33 to report the Emergency (Warrnambool Campus) including location and nature of Emergency.

Stand down when directed by controlling authority: eg CFA, Victoria Police, or the Emergency Controller.

REPORTING AN INCIDENT

Riskman is the Incident Reporting System of the South West Alliance of Rural Health (SWARH). It can be found in the intranet under the Quality/Safety tab. An incident is any event or near miss involving complaints and/or injury to people or loss/damage to property. You will need to create a new login or contact your supervisor or OH&S representative to make a report.

STANDARDS, ASSESSMENT AND CODES OF CONDUCT

CODES OF CONDUCT

Students on placement at SWH are expected to comply with the overarching [Code of Conduct for Victorian Public Sector Employees](#). This Code strives to meet the high standards the community rightly expects of the public service and provides the foundation of the integrity and accountability framework for all public sector employees.

There are also strict professional codes of conduct prescribed by registration boards and regulatory bodies such as [AHPRA](#) and the linked National Boards.

PRACTICE CONCERNS

Should you witness bad practice, a breach in duty of care or have concerns about patient, client or resident treatment, you should talk to your buddy, supervisor, clinical support person or placement co-ordinator. If you are not satisfied with the outcome of this process you should raise the concern with more senior staff.

ASSESSMENT & FEEDBACK

Each discipline and year level have assessment framework requirements, with you should be familiar. Group and individual feedback sessions are provided for each discipline has (e.g. Warrnambool Campus Nursing have a group debrief every Friday 1400 for morning shift and 2030 for evening shift). Check with your supervisor

UNDERPERFORMING STUDENTS

All students will be subject to incremental assessment of their clinical performance. If you are falling below these expectations and requirements then you will given specific verbal feedback, including examples of how to improve your practice (and in some cases attitude). This will be done in conjunction with your education provider.

Any verbal instructions on how to improve should be followed up in writing within three business days addressed to both the contact person at the education provider and to the student/learner. Instructions on how to improve may include additional work, a “clinical challenge” or other methods to bring you up to the required level.

If this does not result in the requisite improvement, access to patients/clients may be limited and/or you may be asked to leave the placement.

INSTANT REMOVAL FROM PLACEMENT

SWH maintains high levels of professionalism. You will be instantly removed from placement and your education provider will be notified if you

- > Breach confidentiality
- > Injure anyone, or
- > Put yourself or others at risk

NATIONAL SAFETY & QUALITY HEALTH SERVICE STANDARDS

The [National Safety and Quality Health Service Standards \(NSQHS Standards\)](#) developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC) were implemented nationally from 1 January 2013 and are compulsory for the majority of public and private healthcare organisations. Your clinical practice must conform with the standards.

- > Standard 1: Governance for safety and quality in health service organisations
- > Standard 2: Partnering with consumers
- > Standard 3: Preventing & controlling healthcare associated infections
- > Standard 4: Medication safety
- > Standard 5: Patient identification and procedure matching
- > Standard 6: Clinical handover
- > Standard 7: Blood & blood products
- > Standard 8: Preventing and managing pressure injuries
- > Standard 9: Recognising and responding to clinical deterioration in acute health care
- > Standard 10: Preventing falls and harm from falls

LAST DAY OF PLACEMENT

We hope you enjoyed your placement and learned a lot!

- > Please ensure you have met all of your assessment requirements and signed off where necessary.
- > Don't forget to take all your belongings with you.
- > Students at the Warrnambool Campus must please return your access swipe card to obtain your \$25 deposit refund
- > Complete the Placement Evaluation Survey

PLACEMENT EVALUATION SURVEY

Please let us know how we can make placements better by completing the survey below. Note this will take you to the survey Monkey website.

[Confidential student feedback survey](#)