

Student Nurses

*Outpatients:
Te Maauuii
Tatari
Wellington &
Kenepuru*

2023

Student Name:

Welcome

We hope you find this guide helpful. We would like you to find your time at Outpatients interesting and enjoyable. Please ask questions as we are here to help you make the most of your time with us.

Function

The Outpatient Department provides appointments for people who have been referred for a specialist assessment as well by those who have been hospitalised and are returning for follow-up. Most referrals for appointments come from general practitioners and other specialists.

Outpatients: Te Mauiui Tatari vision:

Professional care in partnership with patients and their whānau to achieve best possible outcomes.

Outpatient Team objectives:

- To provide care and service which focuses on the needs of patients and whānau
- To advocate for patients, supporting their rights and choices
- To strive to improve the quality of care and service
- To support the work of the team and value individual achievement
- To promote a healthy environment
- To have a quality focus

Professional nursing practice in Outpatients:Te Mauiui Tatari is:

- A specialised expression of caring
- Focused upon the health needs of patients and whānau
- A supportive partnership between nurse and patient and whānau
- Committed to assisting patients to maximise their health potential
- Expressive of the Treaty of Waitangi

Recognising that health and wellbeing are a subjective state, nurses in Outpatients are committed to assisting patients to maximise their health potential while living with an injury or disability through a partnership of care, support and shared responsibility.

Nursing practice is based upon sound theoretical knowledge of nursing and is enhanced by new developments and theories. Nurses are accountable for their practice development and for maintaining a safe working environment.

Clinical Practice complies with clinical policy and procedures stored on the intranet under CapitalDocs.

Conditions and procedures:

There is a wide range of clinical specialties running clinics in Outpatients:Te Mauiui Tatari. Some of the clinics just use our rooms and we do not provide nursing support. You will be working alongside nurses in a selection of the clinics listed below.

There are guidelines for some clinics saved on our G drive so please ask your preceptor. There are information pamphlets relating to different conditions and procedures in some of the clinics. You should find these interesting and helpful and are welcome to take copies.

Kenepuru clinics (Ground Floor, Kenepuru hospital)

Orthopaedic/fracture	Breast surgery
Ear, nose and throat (ENT)	Ophthalmology
Dermatology	Dermatology biopsy
Renal	Vascular/Ulcer/Diabetic foot
Diabetes/Endocrine	Gen Med
Haematology	General surgery (Colorectal/Upper GI/Endocrine)

Wellington clinics (level 2, Wellington hospital)

Dermatology	Dermatology biopsy
Breast surgery	Surgical biopsy
Cardiothoracic	Neurosurgery
Vascular/Ulcer	Diabetic Foot/Podiatry/Orthotics
Ear, nose and throat (ENT)	Manometry
General surgery (Colorectal/Upper GI/Endocrine)	Bariatric Surgery

We enjoy having students in the department and we hope that you enjoy being here. If there is anything we can improve to make this student placement more enjoyable, please let us know formally or informally. There is an evaluation form at the back of this booklet that we ask you to complete and give to the Charge Nurse Manager.

We are looking forward to working with
 you

Contacts

Before your placement starts **please email the clinical liaison nurse and CNM**. We would like you to give us some idea of your objectives for this clinical and the types of clinics you would be most interested in attending. At that time we will let you know your preceptor and give you the mobile numbers of the CNM and ACNMs.

Contact	Email for main contact	Extension no
Charge Nurse Manager (CNM)	Louise.Corlett@ccdhb.org.nz	80399 (Well) 2838 (Kene)
Associate Charge Nurse Manager (ACNM)	Gayle.Kaiwai@ccdhb.org.nz Colin.Milligan@ccdhb.org.nz	80398 (Well) 2862 (Kene)
Clinical Liaison Nurse (Well)	Faith.Roberts@ccdhb.org.nz	80404
Clinical Liaison Nurse (Kene)	Colin.Milligan@ccdhb.org.nz	2939
Clinical Coaches	Jo-Ann.Ischia-Dunlop@ccdhb.org.nz Heather.Schulz@ccdhb.org.nz	
Reception Kenepuru Hours 8-4.30		7205 or 7091 04 3855 999
Reception Wellington Hours 8-4.30		80400 DDI 806 0400

If you are unable to come to work please text the CNM and ACNMs at the very latest by 8am on the day you are not coming in.

Your Preceptor

You will be allocated one main preceptor, this preceptor will be responsible for organising your timetable, helping you complete your objectives and providing feedback. We will endeavor to ensure that you often work with your preceptor, however, due to days off or the clinic focus of your placement you will work with a number of different clinic nurses. It is **your** responsibility to ensure the nurse you are working with is aware of your objectives for the day/week. Please provide evaluations and/or other paperwork to your preceptor in a timely fashion (i.e. not on your final day!).

Expectations of the Student Nurse while in Outpatients: Te Mauiui Tatari :

The shift is:

Mon-Fri : 0800 hrs to 1630 hrs

We have a few expectations of student nurses working in Outpatients:Te Mauiui Tatari:

- ❖ It is expected that you arrive on time and if you are going to be late or you are unwell and cannot come to text the CNM and ACNM
- ❖ On arrival each day please attend the morning meeting at 8.05 and report to the nurse to whom you are allocated.
- ❖ Stay with your nurse and let them know where you are and if you have to leave the department at any time.
- ❖ You must complete the full shift that you are allocated to work – if you are unable to do so please discuss this with your preceptor or nurse in charge of the dept. A lot of learning occurs at quiet times in the department!!
- ❖ It is important for your preceptor or the nurse you are working with that they are aware of your objectives
- ❖ Due to infection control a clean uniform must be worn, long hair must be tied back. When working with patients please do not wear cardigans/jackets and please ensure you have nothing 'below your elbows' ie, no wrist watch or jewelry.
- ❖ If you need any additional help achieving your objectives please see Faith Roberts (Wellington) or Colin Milligan (Kenepuru) (before the last week in the unit)
- ❖ Please ensure all documentation you need to complete for the polytechnic/university is accomplished before the last days on placement – your preceptor is unlikely to be able to complete any paper that is given to them in the last days of your placement

Safety Measures in Outpatients: Te Mauiui Tatari

Health and safety

Ask your preceptor to show you the Hazard Register so you can see some of the risks of working in the department and how you can mitigate them while on this placement.

Standard precautions

Standard precautions are observed in the department. Please ensure you know what this means and where to find the various types of personal protective equipment you might need.

Covid

Please wear an approved face mask at all times with the exception of meal breaks in the tea room. We encourage all patients and other visitors to wear facemasks appropriately. There will be some people who are not wearing masks and we will aim to minimise risk to others whilst not compromising care of the people who are not wearing masks.

Emergency equipment and procedures

The hospital emergency number is 777

Please be aware of the fire and emergency procedures in the department. Every student is responsible for knowing the whereabouts of emergency equipment.

Please ensure you can locate the following:

- Emergency alarms in rooms and display panels around the unit
- Fire alarms
- Duress alarms
- Fire hoses and extinguisher
- Fire exits
- Yellow hat and evacuation disc
- Resuscitation trolley
- Oxygen cylinder
- Suction equipment

Collapse, cardiac arrest etc

As well as in the waiting area or consult rooms, staff may need to respond to emergency alarms in other public areas e.g. the atrium and SCL collection area in Wellington. Students can play a helpful role in getting necessary equipment and reassuring other patients at visitors.

Fire

If the fire alarm is activated while you are in the department please be guided by the department fire wardens and follow any instructions given by them.

The intermittent alarm means that there is no need to evacuate but you may need to explain this to patients and visitors and reassure them.

If a continuous alarm sounds then we need to evacuate the department as instructed by the fire wardens. Evacuation should be to an area where the alarms are sounding intermittently or not at all. This will normally be the main entrance to the hospital. If in doubt follow the Fire Warden in the yellow hard hat.

Aggression

We do sometimes have visitors or patients who become frustrated and aggressive. You can help in these situations by:

- Identifying potential risk when preparing for clinics by noting alerts or comments made in other documentation.
- Developing a security plan prior to the patient's visit
- Practising de-escalation and avoiding confrontation
- Pressing the silent duress alarm
- Or ringing 777 in the event of a security emergency
- Making use of the Security Orderly Service and by reporting any suspicious or threatening behavior to security on ext 80600 (Wellington) and ext 7100 (Kenepuru)

Other safety measures

You can help to keep the environment safe by:

- Wearing your ID at all times
- Ensuring you know where all the emergency bells are in the different rooms
- Recognising risk and taking steps to avoid potentially hazardous situations or minimise risk
- Not leaving any personal and/or valuable items in public places unattended including the staff only areas
- Reporting any lost keys, ID cards or other personal items to Security immediately
- Ensuring all confidential information (paper or on the computer) is kept secure
- Discarding any confidential information in the shredder bin

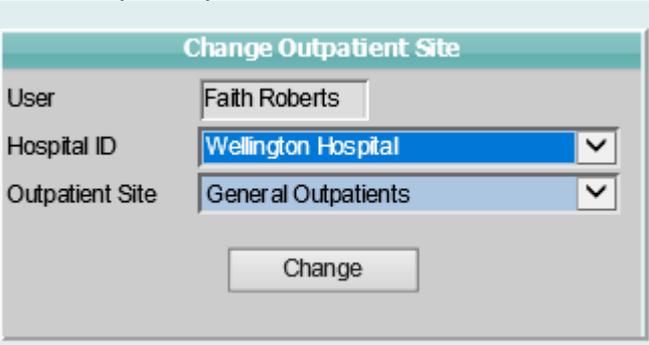
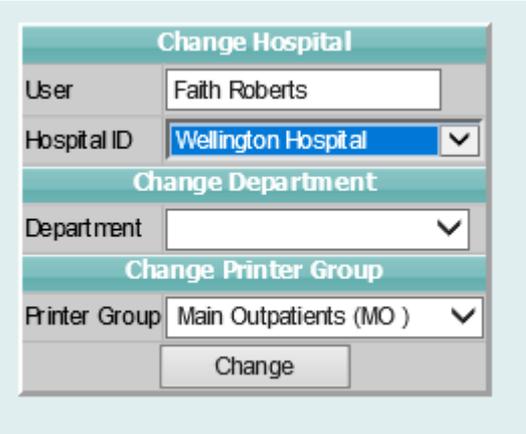
Reportable events (like any of those mentioned above) are reported via the 3DHB Square database on the intranet home page. There is a quick guide to assist which can be found on CapitalDocs (1.104029). Please discuss the reportable events process with your preceptor.

Day One: Setting up your computer

On your first day please make sure that you can access MAP, Connect Me and the Intranet Page.

Set up so you can enter Outpatient Progress notes.

Set up so that you can print things out from MAP and other documents.

<p>Set up 'My details' on MAP</p> <ul style="list-style-type: none"> - Role, eg, Student Nurse BN2 - My Add new document favourites (Include Create Outpatients Progress Notes) - Check 'Change site' and 'Check Dept/Hosp/Printer'  	
<p>Set up printers by going to Printers Manager from the Start menu. Search the below printers and then click 'connect' so that they then appear in the 'Your printers' box. .</p> <p><u>Wellington Printers:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> FollowMeCC- reception & pre-assessment <input type="checkbox"/> OPDW04- Nurse station 1 <p><u>Kenepuru Printers:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> FollowMeCC- Reception/notes room & audiology room <input type="checkbox"/> KOPDCLN01- Nurse Station <input type="checkbox"/> KSHSOUT02- Reception 	
<p>Sticky labels <u>Wellington label printers:</u></p>	

<input type="checkbox"/> OPDW08LB- Clinical notes room <input type="checkbox"/> OPDW12LB- Preassessment <u>Kenepuru label printers:</u> <input type="checkbox"/> KOPDCLNLB01- Nurses' station <input type="checkbox"/> KOPDADMLB02- Reception	
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Treasure Hunt

This list is designed to help you become familiar with the environment, but is by no means exhaustive of all the things you will be required to locate.

<input type="checkbox"/> Where to store your bags	<input type="checkbox"/> Toilets (staff and patients)
<input type="checkbox"/> Staff tea room	<input type="checkbox"/> Fire alarms, extinguishers, hoses
<input type="checkbox"/> Emergency Trolley	<input type="checkbox"/> Fire exits
<input type="checkbox"/> Linen supplies	<input type="checkbox"/> Spill kits
<input type="checkbox"/> CNM/ACNM Office	<input type="checkbox"/> Reception
<input type="checkbox"/> Store room	<input type="checkbox"/> Medication cupboard
<input type="checkbox"/> Dirty utility room	<input type="checkbox"/> Weight/measure bays
<input type="checkbox"/> Clean utility room	<input type="checkbox"/> Tympanic thermometer & covers
<input type="checkbox"/> Drug fridge	<input type="checkbox"/> Stationery supplies
<input type="checkbox"/> Controlled Drug cupboard	<input type="checkbox"/> Follow me printers
<input type="checkbox"/> Stationery packs	<input type="checkbox"/> Label printers
<input type="checkbox"/> Dressing trolleys	<input type="checkbox"/> Smoking Cessation Information
<input type="checkbox"/> PPE	<input type="checkbox"/> RACS patient info leaflets
<input type="checkbox"/> ECG machine	<input type="checkbox"/> Cancer Society Packs
<input type="checkbox"/> Blood glucose meter	<input type="checkbox"/> Sterile Gloves
<input type="checkbox"/> Oxygen cylinder	<input type="checkbox"/> Lifting equipment & hoist
<input type="checkbox"/> Suction equipment	<input type="checkbox"/> Room roster
<input type="checkbox"/> Confidential waste bin	<input type="checkbox"/> Tell us what you think brochure
Disposable instrument recycling trays/bucket	Battery recycling bucket

Objectives

We would really like you to think about your objectives before starting your placement.

Outpatients: Te Maauui Tatari is a great place to learn about the patient's journey from primary care to secondary/tertiary care and back. You will see the referral process and the Surgical Booking System in action. You will learn how important the screening programmes are in early detection of cancer.

Examples of objectives include (but are not limited to):

- Demonstrate the provision of appropriate nursing care to the ambulatory patient and whānau with support and supervision from the preceptor, including
 - Accurate assessment including vital signs, level of health literacy/knowledge of condition, level of anxiety
 - Competent implementation of care including making people feel welcome in an unfamiliar environment, support during invasive physical examinations, providing information, brief interventions such as smoking cessation (please arrange to go over the presentation with Faith, Judy or another nurse)
 - How to ensure care complies with the Code of Health and Disability Services Consumers' Rights by such things as respecting cultural differences, apologising to patients when clinics are running late, using interpreters
 - Desktop assessment of patients by reviewing referral letters, discharge summaries, clinic letters; patient alerts; outpatient progress notes; reports from imaging and other investigations
 - Completing documentation including in the outpatient progress notes; preparing for a clinic; recording outcomes during a clinic
 - Making referrals to relevant services including district nurses, palliative care
 - Coordinating the process for acute admission from clinic
 - Being able to discuss and undertake the role of chaperone
 - Coordinating the running of the clinic
- Work effectively with the multidisciplinary team and understand the part everyone plays from specialist doctors to admin staff; demonstrate effective communication with other staff
- Demonstrate good infection control practice
- Practice wound management e.g, leg ulcers, diabetic foot clinic
- Be able to describe actions, side effects and interactions of medications related to a particular specialty e.g. dermatology, breast cancer
- Review the purpose of a medication standing order and describe the requirements

- Understand additional responsibility that nurses take on e.g. Health & Safety, Emergency Management, Hand Hygiene, Disability Rep, Quality.
- Responding to telephone queries from patients
- Review how activities are delegated to Health Care Assistants(HCA) and how registered nurses provide support and supervision to Enrolled Nurses and HCA

Pre-reading/Resources

Look on CapitalDocs on the intranet for the most up to date policies. It would be good to familiarise yourself with these:

- Dress code CapitalDocs 1.1092
- Nursing Documentation – Outpatient Services, Surgery, Women and Children’s CapitalDocs 1.104025
- Chaperone for clinical examination including intimate clinical examination (adults) CapitalDocs 1.621
- Direction & Delegation Nursing, Midwifery and Allied Health CapitalDocs 1.100860
- Use of Interpreting Services CapitalDocs 1.2052
- Consumer Complaints, Advocacy and Code of Rights CapitalDocs 1.8761
- Medical records (Electronic and hard copy) content and documentation CapitalDocs 1.1147
- Informed Consent (Adults and Children) CapitalDocs 1.2706

Have a look at the website used by primary care to refer patients to specialist services - the Lower North Island Community Health Pathways <https://3d.communityhealthpathways.org/> (contact us for the password)

Familiarise yourself with using the New Zealand Formulary for medication information <https://nzformulary.org/>

If you have agreed (with your preceptor) on your specialty focus/foci for you placement then look at the relevant website(s) e.g. DermNet, Breast Cancer Foundation

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Evaluation of Clinical Experience

Student: _____ Date of placement _____

Preceptor: _____

This evaluation is intended to offer feedback to the preceptor and their clinical area please **Please return this form to Charge Nurse Manager.**

Clinical Learning	1 Strongly Agree	2 Agree	3 Neither agree or disagree	4 Disagree	5 Strongly disagree	Comments
The staff were welcoming and learned to know the students by their personal name						
The staff were easy to approach and generally interested in student supervision						
A preceptor(s) was identified/introduced to me on arrival to area						
One preceptor had an overview of my experience and completed my assessment						
An orientation to the clinical area was provided						
My learning objectives were achieved						
I felt integrated into the nursing team						
I formally met with the "named preceptor" at least fortnightly						
There were sufficient meaningful learning situations in the clinical placement						
How was the Preceptor?						
The preceptor assessed and acknowledged my previous skills and knowledge						
The preceptor discussed my prepared learning objectives						
The preceptor assisted with planning learning activities						
The preceptor supported me by observing and supervising my clinical practice						
The preceptor was a good role model for safe and competent clinical practice						
I felt comfortable asking my preceptor questions						
The preceptor provided me with regular constructive feedback on my practice						

Additional comments: