

HCA Houston Healthcare North Cypress

Nursing Orientation- Agency

HCA Mission Statement:

“Above all else, we are committed to the care and improvement of human life”

ED Mission Statement:

“Quality care does not wait”

Welcome to **HCA Houston Healthcare North Cypress**. We are delighted that you have chosen to be a part of our team! This guide is one of the many parts of your orientation. Please bring this information with you to all your shifts at North Cypress. The staff and management of HCA Houston Healthcare North Cypress are pleased to welcome you to our team.

Our goal is to deliver high quality, personalized patient care using a multidisciplinary approach to problem solving in an environment of continuous learning. We are committed to personal and professional growth and encourage all team members to develop critical thinking skills and become a part of the decision-making process for best patient outcomes.

Nursing Administration:

Emergency Department Director: Jessica Biediger, RN M 713.392.8584

Emergency Department Manager: Chris O’Bryan M 832.906.9625

Charge Nurse Phone: 832.795.6949

Main ED

21214 Northwest Freeway, Cypress TX 77429 – 832.912.3800

Objectives:

1. To ease our employee’s entry into our team through general hospital and unit specific orientation.
2. To provide an organized method for development/improvement of clinical competencies in nurses.
3. To facilitate self-motivated adult learning in both clinical and classroom situations for experienced and inexperienced nurses.
4. To increase theoretical knowledge and its application in the clinical setting.
5. To promote time management and decision making skills.
6. To promote quality patient care

Patient Experience:

AIDET- Every interaction with the patient and family

COMMUNICATION BOARDS- Complete every shift and with every patient

BEDSIDE SHIFT REPORT- User forms from Shift Huddle to complete every shift

Orientation (4 hours): Your first shift will comprise of unit and hospital orientation, Glucometer competency, and confirming Meditech Access.

- Meditech trainings are completed prior to the start of your contract through HealthTrust.

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Shift assignments:

Your shift assignment is made by the Charge Nurse based on census, room availability, and patient needs.

Bedding of patients:

HCA Houston Healthcare North Cypress has a “Direct Bedding” therefore when you receive orders to transfer a patient or discharge your patient from the emergency room, do so in a timely manner. Please reference the current performance metrics located within this orientation guide. Barriers in completing admissions and/or discharges must be communicated with the charge nurse in real time to allow for escalation to Admin if necessary.

Computer System:

Our hospital uses Meditech 5.6.7. As mentioned before, you should have already completed this training through HealthTrust prior to your first shift. You may have received an email to use a 3/5 ID to access our version.

Report:

Continuous updates to the Charge Nurse on any changes in a patient’s condition must be done. The Charge Nurse will give report to the incoming Charge Nurse on the status of all patients on the unit.

- Shift huddle for main campus: this occurs at 0645 and 1845 daily in the breakroom. This is mandatory as the charge nurse will provide shift assignments and communicate any pertinent data for the team. Midshift team members will report to the Charge Nurse for assignment and huddle information @ 45 minutes to the hour of their shift. i.e. 0845 for 0900 shift, 1045 for 1100 shift, 1445 for 1500 shift
- Bedside shift report: For the safety and accuracy of patient care, it is important that bedside shift report be completed timely and accurately. Include the patient in the report process as this can also promote patient satisfaction.
- Follow Inpatients process for report to nursing unit, Goal is to have patient to Inpatient unit within 40 min of Bed assigned to free ER space for critical patients.

Certifications: MUST have up to date prior to starting

1. Nursing License (renewed every other year)
2. BLS, ACLS, PALS; CPI within six months of employment, ENPC
3. Special certifications TNCC, NRP

Communication:

The main means of communication is Immobile while on the unit. Please sign into Immobile every shift.

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Patient Safety:

HCA Houston Healthcare North Cypress recognizes that all patients have the right to a safe environment and an error free care experience. Therefore, the organization commits to undertaking a proactive approach to the identification and mitigation of medical errors. Our organization’s approach taken to improve patient safety will not only affect patients, but visitors and employees as well. Events meeting the Sentinel and Reportable Event Criteria should be discussed during your orientation process.

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- Bedside Report: Encourage the patient/family to participate
- Barcode Medication Administration: the expectation is that you scan 98% of all armbands and medications. If you are unable to do so, this must be reported in real time to the charge nurse so that troubleshooting/escalation can take place, if necessary.

Badges:

You will receive a badge from HR and must wear it visibly at all times.

Pyxis Access:

The ER Charge Nurse will give you temporary access to the Pyxis as needed.

Parking & Security:

There is free parking provided to all employees. You must park in the appropriate parking lot as designated by HR during your hiring process. Hospital security is available around the clock to accompany employees to their car in the middle of the night if assistance is requested.

Paging System:

Dial "0" zero for paging via PBX operator.

Dial "*23333" for ALL Codes to include Code Stroke, Code Blue, Code Purple, Code STEMI, Code Green, Code Sepsis, Code BERT

Patient's Rights:

Effective health care requires collaboration between patients and physicians and other healthcare professionals. Open and honest communication, respect for personal and professional values and sensitivity to differences are integral to optimal patient care. We must provide a foundation for understanding and respecting the rights and responsibilities of patients, their families, physicians and other caregivers. We must ensure a health care ethic that respects the role of patients in decision-making about treatment choices and other aspects of their care. We must be sensitive to cultural, racial, linguistic, religious, age, gender and other differences as well as the needs of persons with disabilities.

In order to successfully complete orientation, the following performance standards must be met:

1. Adhere to all HCA Houston Healthcare North Cypress unit policies and procedures.
2. Satisfactorily complete all skills, checklists, Healthstream assignments, and exams.
3. Perform a systematic and accurate assessment of the patient's neurological, pulmonary, cardiovascular, gastrointestinal, and genitourinary systems.
4. Identify patient problems/needs based on physical and psychological assessments.
5. Communicate data revealing the gravity of the patient's problems to the physicians and Charge Nurse to ensure timely intervention(s).
6. Develop and execute a safe plan of care based on assessment of the patient's situation.
7. Document pertinent data in the permanent record.
8. Evaluate and revise patient plan of care based on changes in patient status
9. Interpret and comprehend non-invasive hemodynamics parameter information within scope of nursing practice.
10. Identify and interpret lab values (know the normal ranges) within scope of nursing practice.

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HCA Metrics Turn Around Time (TAT)

Metrics are to enhance the patient safety experience in the ER. Following the guidelines below allows the Clinical team to identify the most critical patients based on diagnostics and not only assessment and allow treatment space availability for these patients.

Nurse Driven:

Arrival to Bed Placement ≤ 5 min

Assumption of Care ≤ 5 min (Arrival to Rapid assessment entered on EMS patients)

Discharge LOS ≤ 120 min (2 hours)

Low Acuity Discharge (ESI 4/5) LOS ≤ 75 min (1 hour 15 min)

Discharge Disposition to Leave ED ≤ 25 min

Admit LOS ≤ 210 min (3 hours 30 min)

Admit Order to Bed Request < 5 minutes (this is nurse and secretary driven)

Admit Order to Leave ≤ 60 min

Bed Assignment to Patient Leaves the ED ≤ 25 min

Order to Lab Collected (Label Sticker with accurate time collected) ≤ 15 min

Order to Collect Urines (Label sticker with accurate time collected; if not collected in 20 obtain order for straight Cath) < 30 min

Physician Driven:

Patient Arrival to MSE (Greet/Medical Exam) ≤ 10 min

Bed to MSE ≤ 5 min

EMS to MSE ≤ 10 min

Patient Arrival to first order placed by Clinicians ≤ 15 min

MSE to First Order ≤ 5 min

MSE to Discharge Disposition ≤ 90 min

Arrival to Admit Order ≤ 150 min

MSE to Admit Order ≤ 140 min

Quality Performance Indicators

1. POA Sepsis Bundle Compliance within 3 hours (Blood Culture, Lactic Acid, Fluids if needed)
2. Sepsis 1st Antibiotics given within 1 hour of arrival
3. tPA given within 45 Minutes of arrival
4. EKG within 10 min of arrival all Chest Pain Patients

AGENCY REFERENCE

Metric	Goal	Best Practice
Arrival to Greet	10 min	Sign up in Meditech and perform assessment on patient within 10 min of arrival
Arrival to First Clinical Order	15 min	If there is only 1 Provider or the Provider is in a procedure, obtain and enter verbal orders to start patient care. Do not wait for Provider to enter First Order
Discharge LOS Low Acuity-ESI Level 4/5	80 min	Enter Rapid Intake within 10 minutes of arrival. Use EDMV to follow throughput of patient. If patient requires a full workup due to different assessment with provider, change the ESI Level to appropriate Level Use EDMV to review all Low Acuity LOS
Discharge LOS Departed	150 min	Enter Rapid Intake within 10 minutes of arrival. READY Yes READY Indicator when all results are back on your patients Use Discharge rack for all discharge process Document patient in Realtime when leaving the facility
Order to Collect Urine	30 min	Review Meditech orders, if a UA is ordered and indicated, obtain clean catch within 15 min. If patient unable to urinate, obtain Straight Cath (with required order) within 20 min. If unsure why the UA was ordered ask Provider, If UA not indicated cancel order
AMA	<0.5%	If any part of patient care work up is completed and the patient wishes to leave this is a partial AMA and patient should be discharged but sign the Partial AMA form. Provider and CNC must be aware of all patients request to leave AMA, do not wait until patient leaves to inform RN.
Patient Experience Score	>60 th Percentile	Practice AIDET, Use Care Cards, Bedside Shift Report 0700 and 1900 every shift

Ready Indicator

- Nursing utilizes the Ready Indicator on the EDM Tracker to indicate all results back
- If your patient has a **READY** review the results to make a clinical decision on the patient