

Ambulatory Medical Assistant (MA)/Nursing Assistant II (NAII)/Patient Care Nursing Assistant (PCNA) Orientation Plan

Objective: The goal of the MA/NAII/PCNA orientation plan is to provide the new employee with resources and skills to competently work in the ambulatory setting of the Seidman Cancer Center including infusion and provider clinics.

NOTE: NAIIIs may not sign up for clinical time on any division until the following expectations are met 1) Attend Corporate Orientation (Internal transfers will not need to attend this again) 2) Complete Nursing Orientation: Nursing Assistant (NA II) Curriculum in GPS and 3) Attend in-person NAII Skills Class

Day 1-5

Class work, shadowing, and beginning assignment under complete direction of preceptor

The UAP should be acclimated to the unit(s) in an effort to be able to assist in any emergent situation that may happen during orientation to keep both staff and patients safe. The UAP will be able to establish efficient patient flow by utilizing established pathways in the area. UAP will be provided with tools to communicate with colleagues and have access to all pertinent data to provide safe and efficient patient care. The UAP is aware of how and where to document in the electronic health record and ensure the electronic health record is up to date and available to all staff providing care for the patient. The UAP will understand how to properly utilize all time away related policies to ensure adequate staffing for patient safety on the unit while allowing for staff to have available personal time as needed.

- Review location of emergency equipment and responsibilities of UAP in an emergency on the unit(s).

(Always complete on Day 1 when floating to new location)

- Fire safety equipment
- AED(s)
- Oxygen tanks
- ECG machine
- MSDS information
- Disaster manual
- How to call for emergency response/911
- Emergency evacuation plan
- Fire alarm response
- Responsibility in a patient related emergency

- Review UHCMC and SCC policies and procedures with Manager
 - Job description
 - UHCMC and SCC orientation plan/calendar
 - Scope of services SCC Ambulatory Services
 - SPTO, UPTO, attendance and professional behavior policies for hospital reviewed and written policy given
 - Dress code
 - SCC Ambulatory holiday and annual vacation policy reviewed and written policy given to orientee
 - Call off procedure reviewed and phone numbers given to orientee
- Review of system procedures with Manager (done at main campus during first week, then with Clinical manager at off site first day at new site)
 - Understands layout of SCC unit (provider clinic areas, infusion, pharmacy, laboratory, medical records)
 - Understands the rooming activity (medication review/allergies, required screenings, appropriate EHR documentation)
 - Understands relationship between provider clinic staff (physician, Nurse Practitioner, Nurse Coordinators)
- Obtain computer access and provided instruction on computer systems
 - Epic Beacon
 - Outlook
 - GPS
 - UH DWP

Day 6-10

Class work and assignments under direction of preceptor

The MA/NAII/PCNA share an assignment with a preceptor. The UAP will understand how to facilitate patient flow through the clinic, demonstrate ability to room patient and complete the rooming activity. The UAP will demonstrate competence in required skills and clinical activities to ensure patient safety. The UAP will perform stocking duties, cleaning, and other Environment of Care (EOC) maintenance tasks.

- Review daily clinic assignment and perform patient care tasks
 - Prepare clinic rooms
 - Bring patients back to rooms
 - Perform rooming activity and Medication review
 - VS with Pulse Oximetry, Pain (notify RN/provider if any abnormal)
 - Height (independent check- oncology patients on active treatment)
 - Weight
 - Falls screen (notify RN/provider if positive)
 - Required screenings (see Amb UAP Epic documentation table for specifics)
 - Perform skills as identified and trained on as appropriate for role (phlebotomy, EKGs)
 - Clean tables, chairs, handles, IV pumps and poles, countertops between patients
- Perform stocking, cleaning, and EOC tasks
 - Stocking (supplies, linen)
 - Clean and stock exam and/or infusion rooms
 - Clean and put away/plug in equipment
 - Empty laundry
 - Change chemo buckets
 - Clean computers (keyboard/mouse)
 - Maintain EOC logs as assigned (oxygen, refrigerators)
 - Check expirations on supplies
 - Hallways free of equipment
 - Maintain clear fire exits

****At end of day 10 meeting with manager and preceptor to review progress/identify strengths and challenges****

Day 11-15

Completion of orientation/managing assignment with preceptor as resource

Transitioning from sharing an assignment with preceptor to utilizing preceptor as a resource. The UAP should have a working knowledge of what is expected and how to accomplish a complete assignment.

- Demonstrates knowledge and ability in managing full assignment as evidenced by:
 - Asking appropriate questions
 - Providing feedback to preceptor
 - Documenting appropriately and completely on electronic health record
 - Interactions and feedback from patients, family members, and other staff
 - Completing assignment in a timely manner
 - Demonstrating organization and prioritizing skills
 - Preceptor(s) feedback to Manager