Professional Expectations in the Workplace

Orientation Module for Students - Advanced Practice Providers - Residents - Faculty

Greater Green Bay Health Care Alliance ggbha.org Updated 3/24/2023

Professional Expectations in the Workplace

This module is designed to prepare you for your clinical or residency experience. Videos are included. Please be sure to have your computer's sound turned on.

After completing all <u>four</u> modules and you understand the information presented, you will need to complete the 'Confidentiality Agreement and Acknowledgement of Orientation Modules' form. Please give the completed form to your school coordinator or faculty member, <u>not</u> the healthcare facility. The school will retain your signed/dated form.

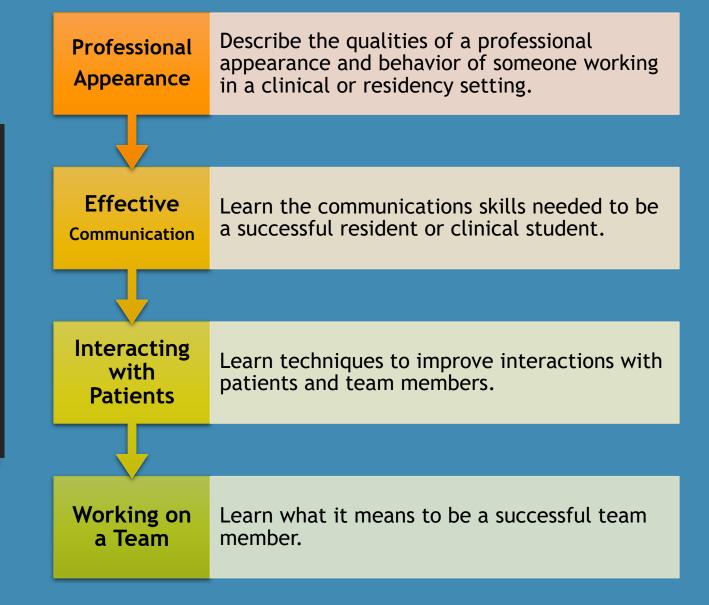
The four learning modules need to be completed annually by students/advanced practice providers/residents/faculty.

Professional Expectations in the Workplace

While completing this module, please know YOU are responsible for understanding the information presented.

If you have any questions, please contact your instructor/school/facility for answers prior to submitting your final 'Confidentiality Agreement and Acknowledgement of Orientation Modules' form.

Module Outcomes



Professional Expectations in the Workplace

Remember...

When you are at your clinical or residency site, you are always on stage and being evaluated. This is your chance to shine and be noticed by your potential future employer. Be sure to make the most of your time in the spotlight. This course will help you become a star!





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Welcome & Introduction by Gwen Baumel Vice President of Human Resources Advocate Aurora Health (Retired)





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Professional Appearance by Elaine Mannion, RN Director of Nursing Rennes Health & Rehab Center





Identify 10 behavior or appearance mistakes in the photo, <u>before advancing</u> <u>to the next slide</u>.

HINT: Look closely at this student's nails and eyes. Don't forget hair, makeup and scrubs!



Did you identify the behavior and appearance mistakes?

- 1. Pants too tight/short
- 2. Wrinkled uniform
- 3. Visible tattoo
- 4. Colored fingernail polish
- 5. Messy, unkempt hair
- 6. Cell phone in pocket
- 7. Multiple piercings and dangling earrings
- 8. Chewing gum
- 9. Unnatural colored hair
- 10. Heavy eye makeup



Professional Appearance

Not Acceptable

Acceptable

P



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Professional Appearance

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Be mindful when prepping for your patient assignment and dress appropriately. Even though you might not be taking care of patients, we still need to dress as if we are in patient care.

Imagine you are preparing to go to your clinical or residency site. <u>Before advancing</u> to the next slide, choose the appropriate shoes and clothing you would wear.

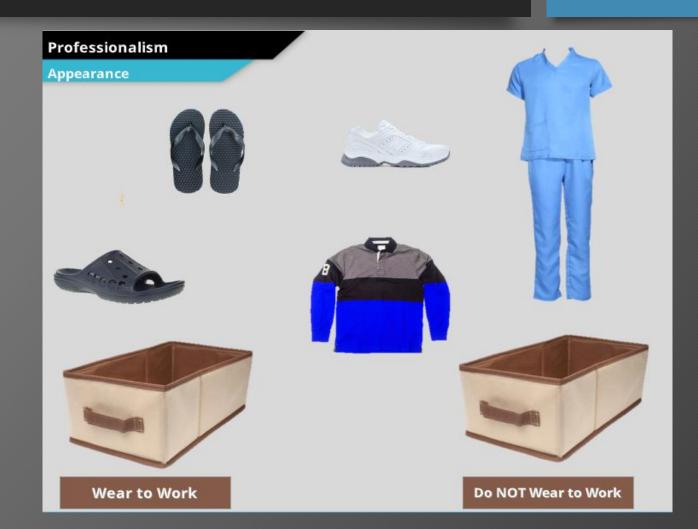


Professional Appearance

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Correct Answer:

If you chose the **blue scrubs** and **white athletic shoes** to wear to your clinical or residency site, you are dressed for success!

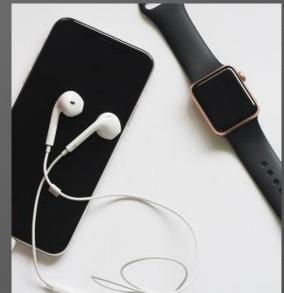


Smart Watches & Phones

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Follow the agency's policy (including their department specific policy) regarding the use of SMART watches and phones in the clinical setting. Devices must be:

- 1. Turned off for notifications and texts.
- 2. Kept clean.



Effective Comunication Skills by Heather Schroeder Vice President & Chief Nursing Officer Advocate Aurora





A.I.D.E.T. is the acronym Heather discussed in her Effective Communication Skills video.

A = ACKNOWLEDGE

Greet people with a smile. Create a lasting impression as you acknowledge patients and team members.

I = INTRODUCE

Introduce yourself by name and role. Tell patients and team members how you are going to help them.

D = **DURATION**

Provide an estimate of how much time you will spend with an individual.

E = EXPLAIN

Explain what you will be doing. Make sure your explanations are clear and easy to understand.

T = THANK

Thank your patients and co-workers for their time and the opportunity to be with them.











S.B.A.R.R. is an acronym that provides a framework for communication about a patient's condition.

S = SITUATION

Create a brief statement of the problem.

B = **BACKGROUND**

Give a concise overview of the situation.

A = ASSESSMENT

Provide analysis and considerations of options - what you found/think.

R = **RECOMMENDATION**

Clearly state what is being requested.

R = REVIEW / REPEAT

Have the patient/colleague repeat back what was shared to confirm their understanding.

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Ineffective Interactions with Patients

While watching this video, look for the **7 mistakes** the healthcare workers are making as they interact with their patient.





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Ineffective Interactions with Patients

Did you identify these mistakes?

- 1. Did not introduce themselves to the patient!
- 2. Did not ask the patient her name, birthdate and what she wants to be called.
- 3. They are not making eye contact with the patient.
- 4. They are chewing gum.
- 5. Had a cell phone with them in the room.
- 6. Discussed another patient in front of this patient.
- 7. Did not ask clarifying questions.





EFFECTIVE Interactions with Patients

Watch this video to see examples of how to properly communicate with a patient.

EFFECTIVE Interactions with Patients

In this video, the healthcare workers:



- 1. Introduced themselves to the patient.
- 2. Asked the patient to provide her first and last name and birthdate.
- 3. Asked the patient what she wants to be called.
- 4. Maintained good eye contact.
- 5. Asked clarifying questions.
- 6. Answered the patient's questions.
- 7. Were not chewing gum.

Working Effectively on a High Performing Team by Ken Nelson Chief Nursing Officer Hospital Sisters Health System (HSHS) St. Mary's & St. Vincent Hospitals





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1. Follow the National Academy of Medicine's standards: Honesty, Discipline, Creativity, Humility and Curiosity.

- 2. Be prepared, competent, dependable and on-time.
- 3. Enthusiastically, take advantage of all learning opportunities.
- 4. Always do more than is expected of you, while working within your scope of practice.
- 5. Be open to feedback and take ownership.
- 6. Be willing to assist staff.

Tips for Working Effectively on a High Performing Team Tips for 2. Be prepared, of 3. Enthusiasticall 4. Always do mor your scope of p

Professionalism & How to Make your Clinical/Residency Experience Successful

> by Laura Hieb Chief Nursing Officer Bellin Health Systems







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Professional Expectations in the Workplace

We covered a lot of material. Because of your hard work in completing this course, you are better prepared to work in a clinical or residency setting!

If you have ANY questions about this module or any of the other three modules, please contact your instructor/school/facility for answers prior to submitting your final 'Confidentiality Agreement and Acknowledgement of Orientation Modules' form.

Professional Expectations in the Workplace - Conclusion

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