

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 four 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, not 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 Appearance

Describe the qualities of a professional appearance and behavior of someone working in a clinical or residency setting.

Effective Communication

Learn the communications skills needed to be a successful resident or clinical student.

Interacting with Patients

Learn techniques to improve interactions with patients and team members.

Working on a Team

Learn what it means to be a successful team member.

Professional Expectations in the Workplace

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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!**



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



Video

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



[Video](#)

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

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

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Not Acceptable



Acceptable



Professional Appearance

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. Before advancing to the next slide, choose the appropriate shoes and clothing you would wear.

Professionalism
Appearance

Wear to Work

Do NOT Wear to Work

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!

Professionalism
Appearance

Wear to Work

Do NOT Wear to Work

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 Communication Skills

by
Heather Schroeder
Vice President &
Chief Nursing Officer
Advocate Aurora



[Video](#)

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.

Ineffective Interactions with Patients

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



Video



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.



[Video](#)

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



[Video](#)

Tips for Working Effectively on a High Performing Team



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.

**Professionalism & How to Make your
Clinical/Residency
Experience Successful**

by
Laura Hieb
Chief Nursing Officer
Bellin Health Systems



Video

Summary

Be the STAR that you ARE!

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Dress and act in a professional manner.



Be an effective communicator.

Remember the acronyms A.I.D.E.T. and S.B.A.R.R. as you interact with patients and team members.



Be professional in your interactions with patients.



Focus on being a positive and successful member of the team.

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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