



NURSING ORIENTATION GUIDE



Excellent Care. Every Person. Every Time.

Updated Feb 2023

Orientation Manual

Emergency Department Bendigo Health

Personal Details

Name: _____

Email Address: _____

Computer login

Username: _____

Password: _____

Clinical Labs

Username: _____

Password: path123 _____

RAPIDpoint 500e

(Blood Gas Analyser)

Username: BD _____

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Welcome to our Emergency Department. We hope you find your time here an enjoyable, challenging and educational experience. We are a dedicated team of professionals with a strong work ethic and a desire to work together to meet the needs of the people who utilise our service each year. We are eager to work with new staff that bring with them a desire to learn, a load of enthusiasm and a heap of new ideas.

The Emergency Department is part of the Acute Health Division at Bendigo Health. This division focuses on quality patient care and provides a wide range of general medicine, surgical and sub-speciality services for patients as well as oncology, emergency, women's and children's and critical care. Our Team consists of nurses, medical staff, allied health, administrative and support services working in close liaison. Further information can be found on the [intranet](#).

Our Emergency Department (ED) provided care for almost 65,000 patients last year, averaging approximately 170 presentation per day, making it one of the busiest Emergency Departments in regional Victoria. Presentations are varied and interesting, approximately 22% of our presentations are paediatric (<16years). Currently approximately 30% of all presentations are admitted to hospital. Emergency Departments in general are busy and unpredictable environments and as such necessitate that staff are proactive and adaptable in managing patients moving into and out of their area.

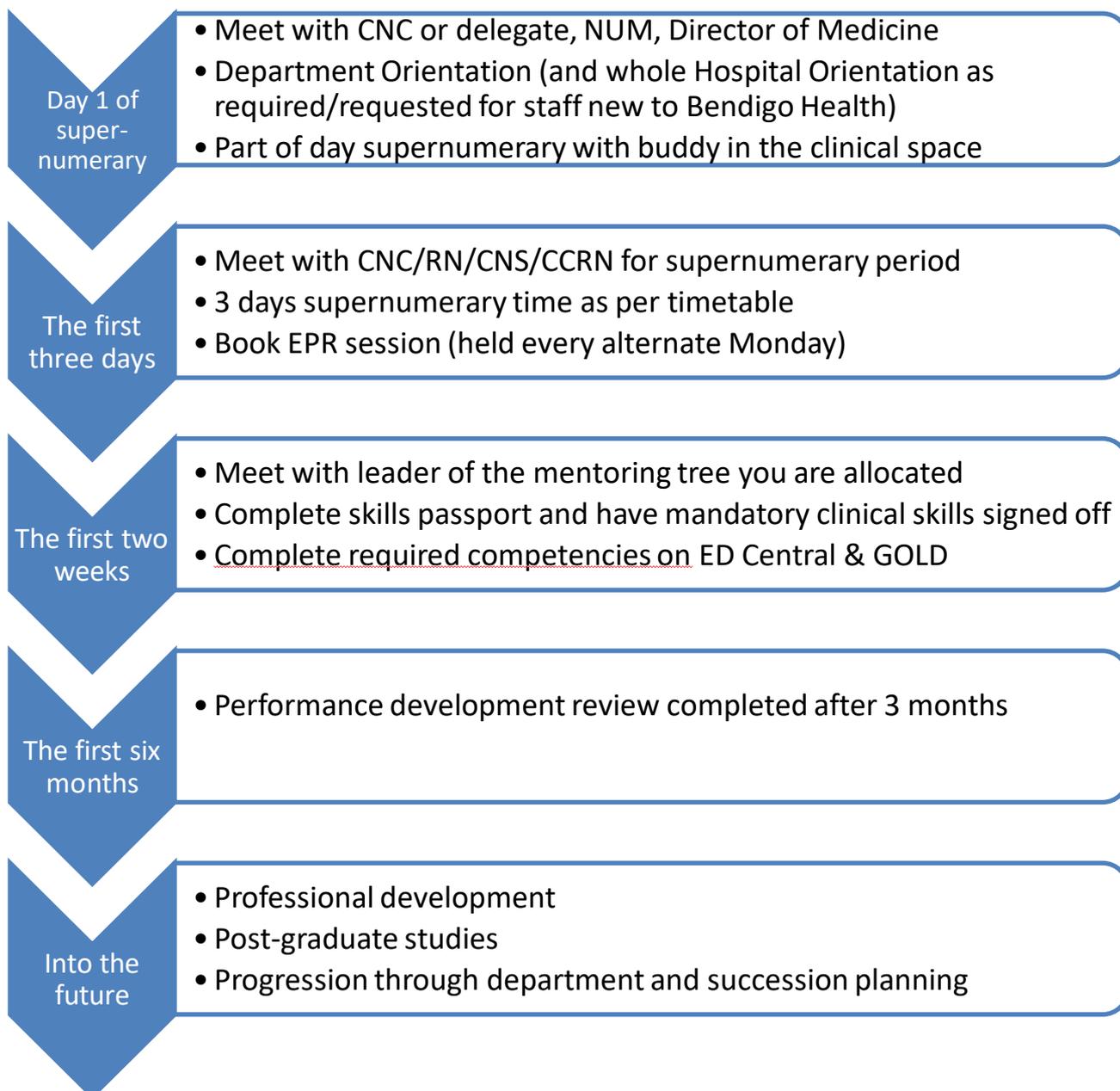
Vital information is included in this orientation pack, so it is an expectation that you will read it prior to starting. If you require any clarification please ask. Our aim is to keep it current and appropriate for your needs, so if you have any ideas please let us know.

A corporate email address will be created for you here at Bendigo Health and it is anticipated that you will regularly check your emails. You will not only receive important information about what is happening in ED but also at Bendigo Health in general in your 'inbox'. Bendigo Health also utilises a couple of other key electronic resources to ensure staff are provided with information to ensure a smooth transition to working in ED as well as Bendigo Health in general.

We look forward to working with you and together providing great care to the people of Bendigo and its' greater region. Please don't hesitate to contact the Nurse Unit Manager (Jen Oxley) via email on jcoxley@bendigohealth.org.au or by phone on 03 5454 8103 if you have any queries.

What to expect – key time frames

We recognise that moving to a new workplace comes with a lot of new information and we are aware it is an ongoing process. To assist with your transition to ED we have broken it down into several key time frames. See the table below, with a brief outline of what is to be anticipated at each time.



What we stand for as Nurses in the Emergency Department at Bendigo Health.

Vision

Healthy Communities and World-Class Healthcare

Our Role

Empowering people and working together

Our Values

The values that are central to Bendigo Health providing excellent healthcare include; Care, Passion and Trust. For the Emergency Department this means:

- **Caring - *We care for our community***
 - Valuing team work
 - Lending a hand without being asked
 - Treating you like I want to be treated
 - Advocating for patients
 - Being non-judgmental
- **Passionate - *We are passionate about doing our best***
 - Being approachable
 - Playing as a team
 - Having a positive attitude
 - Striving for excellence
 - Working hard
 - Being adaptable and efficient
- **Trustworthy - *We are open, honest and respectful***
 - Asking for help when I fell out of my scope of practice
 - Owning up and being accountable for my actions
 - Doing what I say I will as soon as I can
 - Dealing with delicate situations with respect and dignity
 - Looking out for others who are struggling

Our Department

Further information will be provided upon your first days here at work. However in the meantime here is a brief outline describing our department.

Patient journey

All patients presenting to the Bendigo Health Emergency Department first go to the airlock and are invited to complete handwashing, don an N95 mask and scan the QR code to update their details. They then proceed to triage and are triaged according to the Australasian Triage Scale, based on their urgency of care. The Associate Nurse Unit Manager (ANUM), in association with the Triage Nurse decides which patient will be brought in to a cubicle next, in order to be seen and assessed by a Medical Officer. All patients should have an identification band applied on arrival to their cubicle or upon initiation of treatment, whichever comes first. Triage staff or the Clinical intervention Nurse (CIN) may have initiated care already. Please check drug charts and progress notes in the ePR.

Nursing Model of Care

Nursing staff are allocated daily to a particular zone. All nurses have another team member with whom they co-ordinate care, meal breaks and communicate with prior to leaving the department on a patient transfer or any other matter. Please refer to the Model of Care section in this orientation guide for further information.

Patient assessment

All patients require appropriate and regular assessment according to their presenting condition. Patients must change into a hospital gown for thorough physical examination, ensuring patient privacy is maintained throughout. Minimum requirements are for vital signs being recorded hourly and as clinically indicated. Perform observations more frequently if the patient's condition is unstable. If the patient's condition is stable, discuss with the ANUM and the Medical Officer regarding frequency of ongoing observations. Ambulatory Care patients may be the exception to this general rule.

Key Performance Indicators

Emergency Department key performance indicators (KPI's) are set out by the Department of Health. The data for these KPI's come from the computerised patient management systems we use in ED, IPM and patient flow. Examples of our KPI's include

- Time to treatment
- Thresholds for seeing people on time as indicated by their triage category
- National Emergency Access Targets
- Time to offload ambulances

Documentation

Documentation occurs in real-time and is of immense importance. It enables us to show the great care we do and is a foundation for providing the information to meet our key performance indicators. Nursing documentation is captured in real time throughout the shift and not as a single entry at the end of the shift or upon handing over the patient. Nurses also need to ensure the information recorded on the electronic patient record (ePR) is accurate, this includes the floor plan notes.

Departmental Routine

It is essential that handover is practiced **at the bedside**. This includes the patient and is supported by documentation from the previous shift. Nurses should then proceed to verify this handover by performing an assessment of their patient. Please update the patient journey board in each cubicle, including staff names and plan of care. All nursing staff should then perform a departmental check and risk assessment. This includes the checking and restocking of all cubicles in the department.

Special patient populations

Patients present to the Emergency Department for many and varied reasons. However certain population groups deserve a special mention

- Paediatric patients – weights need to be recorded (bare weight <12 months of age)
- Patients with chest pain – ECG reviewed and signed by consultant in charge
- Renal Dialysis/PD/transplant patients – ensure renal team has been informed from triage
- Pregnant women of greater than 20 weeks gestation – if stable and clinically appropriate can be discussed with and sent to maternity services
- Mental illness – please discuss all patients with ECAT
- Bariatric patients – consider placement in cubicles with tracking. (More information in hospital orientation)
- Patients requiring isolation – febrile patients on chemotherapy, patients with symptoms of gastroenteritis, likely influenza, covid-19 +ve or other severe respiratory symptoms
- Patients of the Cancer Center undergoing chemotherapy or immunotherapy
- Patients who have English as a second language, including deaf patients who use Auslan. Interpreting services should be accessed on arrival to ED. Locate information on BH Intranet by searching “interpreter services” (03) 8807 2300.

Rosters & Sick Leave

We have a self-rostering system, whereby everyone is expected to complete a preferred roster based on their own requirements. However all shifts need to be filled to ensure a safe skill mix and your preferences may be changed according to department needs. Refer to the roster guidelines booklet for further information.

Please contact the dedicated roster phone on **0498 742 930** for sick leave. Please continue to call until the phone is answered. Do not leave a message as it may not be acknowledged to before the start of the shift you are ringing in for. As much advance knowledge as possible is appreciated.

Education

Nursing Education sessions are held every weekday from 13:40pm – 14:30pm. Nursing staff are strongly encouraged to attend. An annual education planner is accessible to all nurses on ED Central and the intranet. Please use it to forward plan your education and professional development. The CNC coordinates bookings however all staff are encouraged to deliver an in-service session annually at the minimum (CNC contact no: 47716).

Tutorials organised by the Critical Care Nursing Course Educators are primarily provided for the Critical Care Nursing Course students, however all staff are very welcome to attend these. The topics are on the education planner, and the educators can be contacted on Ext. 47926.

You are responsible for maintaining your own training record for sessions attended, as per your AHPRA registration and continuing professional development (CPD).

BLS/ALS Credentialing

Basic life support practical assessment is expected to be completed during the orientation/supernumerary period for all staff. ALL Nursing Staff are expected to obtain their Advanced Life Support (ALS) competency within the first six months of employment in the department (excluding graduate nurses). It is your responsibility to arrange a time for your ALS assessment. Assessors and their contact details are located on the annual education planner and are listed on the ED Mentoring tree.

Kronos

Kronos is a timekeeping system. Every Bendigo Health employee uses Kronos to record the hours worked. To ensure you are paid correctly, you are required to clock in and out of the Kronos clocks using your ID badge. Please make sure you download the UKG dimensions app. See the link here for a guide to the app, including installation instructions. [WFD - Mobile App Guide.pdf](#)

Staffing

Along with the nursing and medical staff, various other Health Professionals are employed by or work in our ED, including:

- RUSONs (Registered Undergraduate Students of Nursing)
- Students (Nursing, Paramedic, Medical, Radiology, Physiotherapy etc)
- Health Services Assistants
- Plaster Technician
- Security
- Red Cross Volunteers
- Drug and alcohol nurse
- Physiotherapists

The Emergency Department has several Associate Nurse Unit Managers (ANUM's) for the department. These expert clinicians are responsible for the day to day running of our department and also for their own quality improvement portfolios. As a way of ensuring all staff are supported during their time in ED each ANUM is responsible for supporting a number of nurses. An ANUM will be allocated to you for your time in ED. Ideally during your supernumerary time we would like you to have the same nurse for all shifts, but understandably rostering requests may not make this possible.

Huddle

We meet for a brief 'huddle' in the ED collaboration room prior to starting. The huddle promotes a true team culture, remind the team that we are all here to help and to assist each other to manage the department and ensure vital information is passed onto all at the point of handover. It does not replace individual bedside handover. Please see Appendix 1 below for a guide for your first four days. Once again, welcome and we look forward to working with you.

Appendix 1:

4 Day Orientation/Supernumerary Timetable: What to expect for RN's

Day 1	Day 2	Day 3 & 4
<p>Physical orientation to department and hospital by Preceptor/CNC, then</p> <ul style="list-style-type: none"> • Meet NUM • Meet with RN/CNS/CCRN support person • Spend an hour or so in <ul style="list-style-type: none"> ○ Triage (CCRN) ○ Resuscitation Bays (CCRN) ○ Main Cubicles ○ Ambulatory Care • Way finding Quiz <p>Electronic orientation to department</p> <ul style="list-style-type: none"> • Intranet • Email • Prompt • ED Central • Australian Clinical Lab's • Blood Gas Analyzer • GOLD learning portal • VHIMS • Documentation <p>Orientation to applying for leave – study, annual, etc.</p> <ul style="list-style-type: none"> • Commence online competencies <p>Identify and set PD goals</p>	<p>Working supernumerary with staff member in area dependent on skill</p> <p>Ideally in mains cubicles.</p> <p>NB: Possibly day 1 and 2 will be half orientation, half supernumerary working in the clinical space. This will be a flexible arrangement depending on your preference and/or staffing availability.</p> <p>Online competencies via the GOLD learning portal and ED Central.</p> <p>Prioritise competencies</p> <ul style="list-style-type: none"> • ALS / BLS • Aseptic Technique • Cannulation • Hand hygiene 	<p>Working supernumerary with staff member in area dependent on skill but with new staff member taking lead, supported by RN/CNS/CCRN.</p> <p>Complete practical competencies such as BLS, IV cannulation</p> <p>Meet with ANUM and CNS/CCRN from 'home' group (on tree) to review orientation and plan for next month.</p> <p>Review goals set on day one, adjust as needed</p>

At any time over the four days, if you have any concerns about starting 'normal' shifts see your CNC. An additional day 5 of orientation including a half day of epr and a half day of mandatory Gold training will be provided. It will be expected that you use this time to complete online or practical training.

Please note, this outline is a guide only for your orientation and supernumerary days.