



Affiliating School/College of Nursing

## **Clinical Experience Manual – *Student***

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**Clinical Rotations and Role Transitions**  
For RN, BSN, and MSN programs (except NP)

# **Affiliating School/College of Nursing Clinical Experience Manual – Student**

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## **Clinical Rotations and Role Transitions**

*Revised February 2019*

**WELCOME TO UPSTATE UNIVERSITY HEALTH SYSTEM!** We are committed to providing barrier-free access to our educational services and making appropriate and reasonable accommodations when requested. We strive to make this a positive experience for you!

Please read through this manual carefully as it gives details and guidance related to the clinical experiences you will be having at the UUHS.

We are very excited to have you at our facility and hope that your experience here is as productive and enjoyable as possible. If you have any questions or concerns, please do not hesitate to contact us.

Sincerely,

**Caitlin Nye MSN, RN-BC**  
Nurse Residency and Onboarding Coordinator  
Upstate University Health System

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# UPSTATE

UNIVERSITY HEALTH SYSTEM

## SECTION I

### INTRODUCTION

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UPSTATE  
UNIVERSITY HOSPITAL

UPSTATE  
 UNIVERSITY HOSPITAL  
AT COMMUNITY GENERAL

# A. Before You Begin

PLEASE NOTE: Links are identified as italicized, blue, underlined print (*[example](#)*). Clicking on a link will give you access to the identified section, document, form, e-mail address or survey.

## **Purpose of this Manual**

Welcome to Upstate University Health System (UUHS). We assure the highest quality standards in patient care and student learning by hosting, to the extent possible, clinical experiences for schools and colleges of nursing that are legally affiliated with UUHS. This manual is intended to provide our affiliated school/college of nursing coordinators, faculty, and students with the information they need related to clinical rotation and role transition policies and procedures.

Please note: UUHS reserves the right to make requirement and procedural changes as needed to ensure that the purposes and missions of the health system are met. These requirements are reviewed annually and revised as necessary for the safety of all.

## **Contractual Agreement for School/College of Nursing Affiliation**

All nursing schools, programs and agencies wishing to affiliate with Upstate for clinical learning experiences are required to have a written agreement that outlines the conditions and requirements for such affiliation. Once established, these Agreements are reviewed every three years and signed by the official representative/s of both parties. The Chief Nursing Officer is the official designee for UUHS. The Agreement requires Upstate to “review the curriculum content to assure adherence to current clinical practice.” From time to time, reviews and audits will be conducted to determine adherence and needed changes in either practice or education. If a change in practice or education is required, both the Hospital and Affiliating Agencies will negotiate.

## **Terminology**

### **Affiliating School/College of Nursing**

Any educational institution with a nursing degree or nursing certification program that has a current contractual agreement in affect with UUHS. The affiliating school and its faculty and students agree to abide by the tenets set forth by the affiliation agreement.

**Clinical Experience**

Any learning opportunity taking place in a clinical setting related to nursing practice that is supervised by either a school's clinical instructor or a preceptor.

**Clinical Rotation**

A clinical experience that takes place during a school's semester where a group of nursing students are assigned to provide patient care under the supervision of a clinical instructor.

**Preceptor**

A professional nurse employed by UUHS that is assigned by unit leadership to supervise a nursing student or a transitioning professional nurse.

**Role Transition**

Also known as a "capstone course" or a "preceptorship", it is a clinical experience where a nursing student must complete a predetermined number of clinical hours under the supervision of a preceptor. This clinical experience is usually a required component of a school's curriculum.

**Unit Leadership**

The Nurse Manager and Clinical Training Specialists who are responsible for the daily operations of a nursing unit.

**Upstate University Health System**

All inpatient and outpatient healthcare facilities with direct affiliation with Upstate Medical University including, but not limited to, Upstate University Hospital Downtown campus, Upstate University Hospital Community campus, Upstate University Hospital Golisano Children's Hospital, and University Health Care Center.

## **B. Student Professional Standards, Expectations, and Allowances**

### **Legal Standards for Nursing Students**

The New York State definitions of registered professional nursing, licensed practical nursing, and advance practice nursing govern nursing practice at UUHS. As such, all students delivering nursing care to patients/families are subject to and held accountable to the legal standard of practice they are learning. A hospital-employed staff RN must always retain the full responsibility for the care given each and every patient. As such, students are always co-assigned and their patient assignments documented fully in EPIC. Nursing students may perform nursing services based upon their enrollment in a registered nursing education program and in accordance with the Nurse Practice Act.

The doctrine of personal liability dictates that each person is responsible for his or her own acts. This applies to students who provide care, as well as staff nurses and faculty. Each is accountable.

The question of delegation bears discussion here, since both the staff nurse and the faculty member must be fully aware of what is delegated to a student. The instructor, in particular, must be fully familiar with the knowledge, ability, and skill level of the student, and be clear on what degree of supervision is necessary in each given aspect of care. Written assignments that are both posted and communicated to the co-assigned staff nurse help eliminate confusion.

### **Professional Standards of Conduct**

Students are expected to adhere to all UUHS policies and procedures while practicing in our various clinical areas. All polices can be located through our [intranet](#).

Students are expected to dress and act professionally in all interactions at UUHS. Unit leadership will immediately address inappropriate dress or conduct which could lead to the student being asked to leave the clinical setting.



## **Student Policy Review**

Students must receive/review the:

- [Non-Employee Orientation Guide \(Downtown Campus\)](#)
- or*
- [Non-Employee Orientation Guide \(Community Campus\)](#)
- and*
- [Clinical Experience Manual – Student](#)

After reading the Non-Employee Orientation Guide, the certificate of completion must be filled out and returned to the Nursing Recruitment and Retention Office or verification of completion must be signed and witnessed by the clinical instructor.

## **Health Clearance**

All students are required to be cleared for placement at UUHS prior to starting on any clinical unit or patient care area. Students that arrive at a patient care area without health clearance will be asked to leave until such clearance is obtained.

For questions related to student and faculty health clearance, refer to *Section F* of either *Non-Employee Orientation Guide*.

## **Respiratory Protection Program**

The Respiratory Protection Program at UUHS requires that all direct care-givers be: (1) Medically screened AND (2) E-Fitted for the appropriate respiratory apparatus. Faculty are responsible for assuring that their students are fit tested, according to Upstate Respiratory Protection Program, if they assign a student to a patient requiring respiratory protection.

## **Clinical Systems Training**

Training on our electronic medical record system (EPIC) and medication barcode scanner is required for all students who are new to their usage. Clinical systems training is arranged via the clinical instructor.

## **Medication Administration**

Each semester questions arise regarding student administration of medications. Students may administer medications, providing:(1) they have received appropriate instruction (pharmacology content, methods of drug administration, calculations, and nursing considerations including patient assessment) within his or her nursing program, (2) they have been declared “safe,” “competent,” or other designation with similar meaning by his or her school, (3) they have been trained

to the medication administration system at Upstate and (4) they have demonstrated the necessary clinical judgment and maturity to responsibly administer medications.

All students administering medications will be trained in using the EPIC-linked barcode scanners, and will subsequently use their own Upstate ID number when administering medications. Instructors and/or preceptors must remove medications from PYXIS for a student to administer. Medications requiring a two RN signout (insulin, narcotic wastes, etc) will require another RN to witness. Students may administer medications following the guidelines above and in the presence of their clinical instructor or preceptor **ONLY**.

### **Incident Reports Including Medication Errors**

Any untoward patient incident must be documented according to Upstate policy. If any type of error or “near miss” should occur, the student will be required to document the error utilizing [the Upstate Safety Alert System](#) online occurrence reporting system, with the assistance of his/her instructor. Medication errors (or near misses), patient falls, burns, and injuries are examples of untoward incidents.

As a reminder, the facts of patient assessment and care are always completely documented in the medical record. However, it is never appropriate to document that an “Incident Report or Medication Occurrence Report has been filed.” Typical follow-up includes providing a copy of the appropriate form to the School/College of Nursing Director, with a cover letter requesting a written follow-up statement from the school within two weeks. It is not the intention of UUHS to dictate specific action for any incident, but rather to document how an incident is handled within the policies of the respective school or agency. Patient identification information will be removed from all reporting forms to maintain Patient confidentiality.

All incidents and sentinel events are reviewed as part of the UUHS internal Quality Improvement process to assure adherence to quality standards.

### **Injury Reports**

All student, faculty, volunteer and visitor injuries are to be documented using the appropriate form. First aid is given immediately. Any follow-up care is to be requested by the injured person personally, and the individual’s own insurance

policy shall be the primary source for payment of any care rendered. Schools are encouraged to see that every student and faculty member maintains personal insurance coverage at all times. All documents are confidential.

### **Attire**

Students must wear the school uniform while delivering patient care at UUHS. Appropriate street attire may be worn with a covering lab coat when preparing clinical assignments. Areas requiring scrub attire (OR, PACU, Burn Unit) will provide attire, along with changing rooms and non-secure lockers for street clothes. Worn scrubs must be left in dirty linen hampers before leaving Upstate.

### **Meals**

Students and faculty may use the cafeteria services available at either UUHS campus. The posted prices shall apply, as is with all UUHS staff.

### **Valuables**

As secure storage space is unavailable at UUHS, students and faculty are encouraged to come to the hospital only with what can be carried on his/her person. Space, however crowded, is available on the clinical unit for only coat and boots. In the East Wing, unit space is unavailable and non-secure lockers in common locker rooms should be used.

### **Parking**

At the Downtown Campus, students may park in the “R” lot with a free shuttle to and from the hospital or in the West Garage. At the Community Campus, students may park in the garage. Students are eligible for the student rate through either campus’s parking office. Many students choose to carpool and share the parking fees. Please visit the Parking Office (Downtown, room 1801, Community, room 213) or visit their [web page](#) for more specific information on parking rates.

### **Approval of Student Projects & Research**

Students wishing to conduct a project or study at UUHS which may or may not include clinical research, thesis, or dissertation, must obtain written approval from the Nurse Scientist at (315) 464-6147. The Coordinator of Nursing Research will work with any student to assure compliance with Federal, New York State and

Upstate Medical University/UUHS guidelines.

# UPSTATE

UNIVERSITY HEALTH SYSTEM

## SECTION II

### OVERVIEW AND PROCESSES

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# A. Clinical Rotation

## Overview

Your instructor should notify you as to where your assignments will be posted. If it is required that you “work up” your patient(s) prior to the clinical day, efforts should be made for you to do this between the hours of **1200 – 1300** and **1700 – 2000**. These times are best for the nursing staff and will afford you better access to patient records. You should be neat, clean, and in professional attire, including a lab coat and name tag. Jeans are never to be worn in the clinical area, even if you are wearing a lab coat.

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## Clinical Expectations

Clinical expectations for students are as follows:

1. Be present and listen to complete report.
2. Demonstrate a basic knowledge of the physiology involved in the patient's condition and have a prepared plan of care.
3. Read the patient care plan prior to giving care to the patients and discuss any questions with the nurse regarding the information.
4. Take vital signs at appropriate times and document appropriately.
5. Complete appropriate nursing documentation for all care given, assessments performed and medications administered.
6. Document according to the unit specific policy.
7. Take responsibility for all patient treatments and care as written in the care plan. If you are unable to perform any ordered treatment, arrangements must be made so that the nurse responsible for the patient can complete the treatment.
8. Direct technical questions to the instructor first, seeking out the patient's nurse for any further clarification.
9. When you leave the patient care unit to take any type of break, you must first inform the nurse responsible for the patient(s). Please try to have another student cover the patient(s) while you are away from the patient care unit. Your instructor and the patient's nurse should be apprised of the status of the patient(s) prior to all breaks as well as any care that must be completed in your absence.
10. Communicate with the instructor and the nurse(s) assigned to the patient(s). You must report all pertinent information including changes in the patient's

condition to the instructor and to the nurse(s) assigned to your patient(s). At the end of your shift, you should provide a comprehensive report on your patient's or patients' condition(s) to the nurse(s) responsible for each of your patient(s).

11. Direct any problems you are having related to staff, patients, physicians, etc., to your instructor who will in turn determine whether or not to involve the person(s) directly or discuss the issue with the Nurse Manager.

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### **Student Registration**

Clinical instructors or coordinators should guide the student through the appropriate process and provide them with the appropriate forms to participate in a clinical rotation.

## **B. Role Transition**

### **Overview**

We strive to provide learning experiences for our students that are exciting, fulfilling, and rewarding. Role transitions are precepted by a dedicated and compassionate nursing staff whose aim is to help you to meet your course objectives in a supportive environment.

Faculty assigned to facilitate your role transition experience are expected to maintain regular contact with you, unit leadership, and preceptor throughout the experience to assure effective communication of your progress and problems, and to facilitate effective working relationships with unit and agency staff.

Your preceptor will be responsible for selecting an assignment which is appropriate for both the course objectives and your learning needs.

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### **Requests**

You should make your requests known to the appropriate representative from your learning institution, usually your clinical instructor. That representative must formally submit a request to UUHS for a role transition experience. Our patients are always our priority. Therefore, there may be times when operational needs limit a unit's ability to accommodate your request. When this occurs, other options will be considered and alternate placement may be suggested.

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### **Clinical Expectations**

Clinical expectations for students are as follows:

1. Be present and listen to complete report.
2. Understand and adhere to the extent of the skills allowed to be performed as established by the instructor in the *Role Transition Skills Checklist*.
3. Demonstrate a basic knowledge of the physiology involved in the patient's condition and have a prepared plan of care.
4. Read the patient treatment plan prior to giving care to the patients and discuss any questions with the preceptor regarding the information.
5. Take vital signs at appropriate times and document appropriately.



6. Complete the patient care flow sheets at each bedside before leaving each clinical day.
7. Document according to the unit specific policy.
8. Perform procedures while supervised by the preceptor to confirm your ability to perform the skill independently. All patient treatments should be discussed with the preceptor, clearly delineating the person responsible for each and every treatment.
9. Negotiate with the preceptor regarding the medications you will be administering. All medications should be administered under the supervision of the preceptor.
10. You are expected to be knowledgeable about all medications that your assigned patient(s) receive (including medication actions and side effects). No medications should be given by you until you have been oriented, by the preceptor, to the Upstate University Hospital medication administration policy.
11. Direct all questions to the preceptor. You may seek out another nurse for clarification, if the preceptor is temporarily unavailable.
12. Always communicate with the preceptor. You must continuously report to the preceptor any pertinent information including changes in patient condition.
13. Collaborate with the preceptor regarding breaks and lunch. In general, you will usually take breaks and lunch with your preceptor. Leaving the floor for any reason must be negotiated with the preceptor. You should ensure that the preceptor knows where you are going and what care needs to be done in your absence. You should be certain to let the preceptor know when you return to the unit.
14. Direct any problems they are having related to staff, patients, physicians, etc., to the preceptor who will determine whether or not to involve the person(s) directly or discuss the issue with Nursing Administration.

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### **Student Registration**

Clinical instructors or coordinators should guide the student through the appropriate process and provide them with the appropriate forms to participate in a role transition.

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### **Student Scheduling**

Students bear the responsibility of contacting your accepting unit to negotiate a

schedule for your experience. All scheduling arrangements should be made with the unit **at least 2 weeks prior** to your experience.

Once all documents and forms have been submitted on your behalf and processed by the appropriate Upstate departments, an Upstate ID badge can be obtained. See [Section II.C \(Obtaining and Upstate ID\)](#) for specific instructions.

## C. Obtaining an Upstate ID

**Please note:** As of 8/2001, every employee, student, and faculty member are required to wear an Upstate Photo Identification Badge while on campus and within University Hospital.

Once all documents and forms have been received and processed by the appropriate Upstate departments, an Upstate ID badge can be obtained. See Section for instructions on obtaining an Upstate ID Badge.

**For the Downtown Campus:** The *Payroll* office, located on the 1<sup>st</sup> Floor of Jacobsen Hall, issues SUNY Photo ID Badges for the Downtown campus. Their office hours are from 7:30 AM to 4:00 PM, Monday through Friday.

**For the Community Campus:** The *Human Resources* office located on the 1<sup>st</sup> floor of the UUH Community campus issues SUNY Photo ID Badges for their affiliating faculty. Their office hours are from 7:30 AM to 4:00 PM, Monday through Friday.

Students will be asked to provide a photo ID and a social security number in order to receive your ID. *Badges may be obtained no more than **one week prior** to the start of the clinical experience.*

**Please note:**

Students and faculty are expected to return their Photo ID to the Payroll office (Downtown campus) or the Human Resources office (Community campus) at the end of their clinical experience or at the end of the semester.

Campus Public Safety officers may request ID verification of all persons at any time. Access and admission to Upstate will be denied those without proper ID.

## **D. Clinical Systems Training**

Training on our electronic medical record, EPIC, is required for all students and faculty who are new to their usage. Clinical systems training is arranged via the clinical instructor and the IT Nurse Administrator.

## E. Evaluation of Student Experiences

Student surveys are used to evaluate every affiliating clinical group or role transition experience. Surveys can be accessed by:

- 1) Clicking on one of the following survey links:

[Clinical Rotation Satisfaction Survey](#)

[Role Transition Satisfaction Survey](#)

- 2) Visiting the Student Nurses link at:

[http://www.upstate.edu/uha/nursing/education/student\\_nurse.php](http://www.upstate.edu/uha/nursing/education/student_nurse.php).

Results from the surveys are used to make improvements to the clinical experiences of our affiliating schools and colleges of nursing. Please take the time to complete them.

***For further information or questions concerning the content or processes outlined in this manual, please refer to you clinical instructor or clinical coordinator.***