

# UNDERGRADUATE ORIENTATION HANDBOOK



MILDURA BASE  
PUBLIC HOSPITAL

## Version Control and Modification History

### Version Control

Undergraduate Orientation Handbook			
Release	Status	Release Date	Approval Process
2.0	Current	14.02.2024	Endorsement date: 14.02.2024 <b>Review date: 14.02.2025</b>
1.9	Superseded	08.01.2024	Minor upgrade
1.8	Superseded	15.11.2023	Minor upgrade
1.7	Superseded	11.09.2023	Minor upgrade
1.6	Superseded	29.08.2023	Minor upgrade
1.5	Superseded	21.08.2023	Minor upgrade
1.4	Superseded	17.08.2023	Minor upgrade
1.3	Superseded	04.08.2023	Minor upgrade
1.2	Superseded	04.08.2023	Minor upgrade
1.1	Superseded	25.07.2023	Minor upgrade
1.0	Superseded	15.06.2023	Endorsement date: 15.06.2023

### Modification History

Undergraduate Orientation Handbook	
Release	Summary of Change
2.0	Added RUSON & RUSOM information, bullying & harassment information, uniform information, updated onLocation details, updated contact details.
1.9	Change in contact details. Addition of version control & modification history.

### Mildura Base Public Hospital

#### Orientation Manual

Developed by the Clinical Learning and Development Department

**Location: iDRIVE/CLAD/UNE/Student Orientation/Undergraduate Student Handbook**

#### For further information contact:

Isabella Gove

Undergraduate Nurse Educator Clinical Learning and Development

T: (03) 5051 1831 | E: [igove@mbph.org.au](mailto:igove@mbph.org.au)

# Welcome to Mildura Base Public Hospital

We are committed to delivering the MBPH vision:

## Providing Exceptional Care



## Acknowledgement of Country

The Mildura Base Public Hospital (MBPH) would like to acknowledge all the traditional owners throughout the Northern Mallee Region and on whose land we work and live as the first people of this nation. We also pay respect to all Elders past, present and emerging and to honour their culture.

## Welcome to Mildura Base Public Hospital

We are excited to welcome you to our organisation! You will be faced with lots of new learning opportunities and challenges. We hope you have an enjoyable experience that sets you up for your career as a health professional. The Clinical Learning and Development team are here to support you throughout your placement here at MBPH.

## The Sunraysia region

Mildura and the surrounding region has a bustling café culture, and pride ourselves on the local amazing eateries and places to visit. Some options for eateries are listed below, or alternatively chat with the department you're allocated to who can provide further recommendations:

### Breakfast & Lunch –

- Nash Lane
- 3<sup>rd</sup> Avenue
- Brother Chris
- Stefanos / 27 Deakin
- Good Golly
- Shippys

### Dinner –

- Andy's Kitchen
- Mr Bun Mi
- Thairiffic
- Curry and Tandoor
- Seoul Chicken
- T&T Roll House
- Pizza Cafe

## History of Mildura Base Public Hospital

The original Mildura Base Hospital was constructed in the 1930s, and opened on the 30th of August 1934. Mildura Base Hospital provided care to the Sunraysia region for 66 years at the Thirteenth Street site. It was then relocated to the current Ontario Avenue site where it stands today.

For a period of time, Ramsay Health Care managed the operations of Mildura Base Hospital on behalf of the state government. On 15 September 2020, it was renamed to Mildura Base Public Hospital (MBPH), to signify the transition back to the public management. Our services are delivered by over 1200 dedicated staff who provide inpatient care and medical coverage 24 hours a day, 7 days per week.

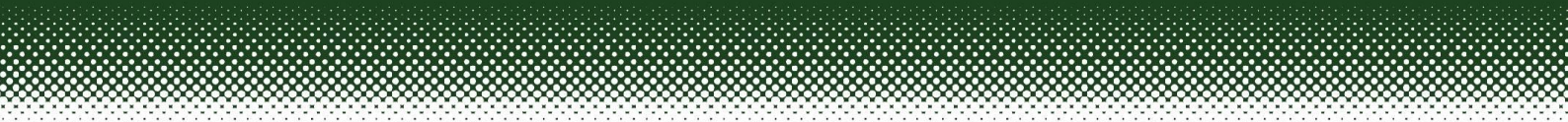
## Services

MBPH is a tertiary teaching hospital (level 1), that offers services for public and private patients. We have a total of 172 beds within our organisation and additional outpatient services. The services we provide to the Northern Mallee Region include but are not limited to:

- Emergency Care
- Maternity
- Intensive Care
- General Medicine and Surgery
- Oncology
- Dialysis
- Specialist Clinic
- Pharmacy
- Paediatrics and Special Care Nursery
- Medical Imaging
- Clinical Trials and Research
- Mental Health (inpatient and community services)
- Ambulatory Services
- Pathology
- Medical Imaging
- Pharmacy
- Allied Health Services

## MBPH Values

At Mildura Based Public Hospital (MBPH) we expect people within the organisation to display the highest standards of professional and personal conduct in serving the needs of patients, family members, visitors and the community.



The MBPH HEART values were developed through extensive consultation with staff and are at the core of everything we do – it is simply ‘the way we do things’. Our values drive our daily behaviours, decisions and shape our organisational culture. They are at the core of everything we do. They allow us to remain focused on what we are here to do – deliver patient centred care.

MBPH is proud to be a values-based organisation. These values are reinforced through everyday conversations, performance reviews and the Staff Recognition Program. All students are encouraged to recognise others in the display of living the HEART values and are also empowered to call out behaviour when it is not aligned to the values.



## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct, company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

### LANGUAGE WE USE

"I choose..."	"Can we explore that more so I can understand it better?"
"I care..."	"We will...us...we can..."
"I prefer..."	
"I will..."	
"I can..."	
"Is there a better way to do this?"	

### LANGUAGE WE DON'T USE

"I have to..."	"Things have always been done this way"
"I must ..."	"Them and us"
"If only..."	
"Ah well, that is because of XYZ..."	
"Our processes do not let us do it"	

### THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing a lack of pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome



RAILWAY RESERVE



MILDURA BASE  
PUBLIC HOSPITAL

LEGEND

- Aboriginal Health Unit
- Administration
- Community Services
- Conference Rooms 1, 2, 3
- Contemplation Room
- Court Yard
- Day Services
- Day Surgery
- Emergency / Intensive Care Unit
- Hydrotherapy
- Main reception / Health Information
- Operating Suite
- Pathology
- Pharmacy
- Pre-admission Clinic
- Radiology
- Renal / Oncology
- Support Services
- Ward 1 - Special Care Nursery / Maternity Services
- Ward 2 - Medical / Surgical
- Ward 3 - Medical / Surgical
- Ward 4 - Rehabilitation / Palliative Care Unit
- Ward 5 - Mental Health
- Ward 6 - Paediatrics
- Deliveries Only
- Information
- Toilet
- Accessible Toilet
- Coffee Shop



## Finding your way and getting started

### Accommodation Options

MBPH is a tertiary health service that supports a range of student placements throughout the year. With many students travelling significant distances to attend their placement we have identified there should be some standard information on accommodation available in the region.

Currently MBPH does not offer accommodation for undergraduate student placement. Accommodation may be available through Monash University – Rural Health Mildura for eligible students. Louise Hodgetts is the Projects Coordinator and Student Advisor, and also the contact in regards to the subsidised accommodation.

- [louise.hodgetts@monash.edu](mailto:louise.hodgetts@monash.edu)
- P: +61 3 5022 5506

Unfortunately, this accommodation is not available to international students, and is often booked months in advance.

Other accommodation options are available through Visit Mildura, Visit Mildura is part of the Mildura Visitor Information. <https://www.visitmildura.com.au/>

There are a range of options online, however we recommend you call them and discuss your length of stay and needs (i.e. location, amenities etc). This website also has links to events that are on in the Sunraysia region.

The options outlined within this document are not affiliated with MBPH, this is simply a document to refer you to appropriate points of contact to discuss your placement accommodation options. Due to this we do not take responsibility for these bookings as they are an agreement between yourself and the accommodation provider.

### Public Transport

A bus stop is located in close proximity to the hospital's main entrance, with services stopping at key locations throughout the city including the Mildura Railway station. You can find timetables for the bus services at the website for CDC Bus lines, (<https://cdcvictoria.com.au/travel-information/timetables-and-maps/mildura/>).

Unfortunately, Mildura does not have Uber or other rideshare services yet. Taxi services are available such as URCAB.

### Parking

Students are requested to first consider using the allocated staff car parking areas as identified on the site map. We request that spaces closest to the building are left vacant for use by visitors to the hospital. It is important that we facilitate ease of access to our hospital for our patients and visitors. Designated undercover bicycle parking is available to the left of the front entrance to the hospital. Please ensure you secure your bicycle with a lock at all times.

Visitor car parking is located at various key access points to the Hospital. Disabled car parking and marked bays for Dialysis patients are also available and located close to the Main Entrance. For the convenience of patients and relatives, a 15-minute pick up and drop off zone to assist with patient arrivals and discharges at the Main Entrance of the Hospital and the Ward 2/3 entrance. There is a two-hour limit on some carparks closest to the building. Long term car parking is available at the car park located opposite the Hospital across Ontario Avenue, behind the hospital, near the Mental Health entrance and at the thirteenth street extension. Car parking for afternoon shift staff is available at the back of the health service close to the doors. If you are leaving late at night, Security is available to escort you to your car if required. There is also motor bike parking near the portable buildings between Mental Health and Stores.



## Safety

We understand that students may not have access to a private car whilst on placement. We strongly encourage students not to walk to or from placement in the dark, and instead ask their preceptor, another ward staff member, student, or a member of the CLAD team to drive them to or from their accommodation. If walking to your car at night time and require assistance, please contact security on extension 1828.

## Smoke Free Policy

To protect all employees, students and patients from exposure to environmental tobacco smoke, MBPH is a smoke free facility. All students are encouraged to support a healthy workplace and a smoke free environment. Smoking is not permitted in buildings, vehicles and outdoor areas within MBPH grounds. The Smoke Free policy can also be accessed via the intranet. Students must wear a protective covering (e.g. a jacket) over their uniform and leave hospital grounds to smoke. Non-compliance by students may lead to disciplinary actions. For students who do smoke it is expected that this will occur during designated breaks and be conducted in accordance with this policy.

## OnLocation App

When entering buildings at the start of your shift, it is important for you to complete the attestation via the OnLocation app or QR code. You will need to sign in as a 'contractor'. It is important to sign in and out of the OnLocation app or via the QR code so your presence on site can be known for work health and safety reasons.

## Emergency Codes

Emergency Codes are announced via the PA system. There are also text messages sent to relevant phones/positions. In the event of an emergency, dial **'2222'** from an internal telephone and state clearly the Emergency Code you are calling.

Emergency	Colour
Fire/ Smoke	Red
Evacuation	Orange
Bomb Threat	Purple
Internal Emergency	Yellow
Armed Threat	Black
Unarmed Personal Threat	Grey
External Emergency	Brown
Medical / Cardiac Arrest	Blue

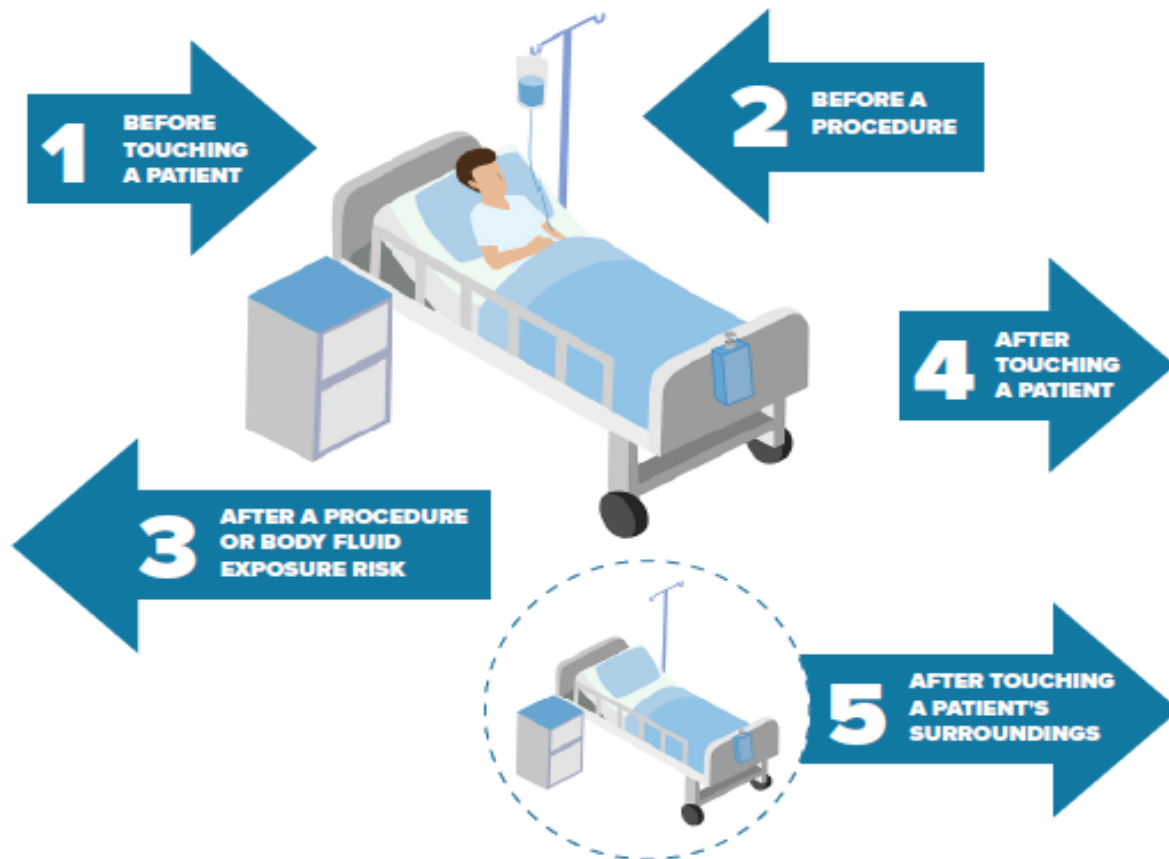
## Infection Prevention & Control

Infection prevention and control is everyone's responsibility to reduce the risk of patients acquiring preventable healthcare-associated infections and effectively manage infections if they occur. Please refer to the Infection Prevention and Control intranet site and PROMPT for access to a range of resources, guidelines and policies.

## Hand Hygiene (HH)

Clean hands are the cornerstone for good healthcare and patient safety. Students play a role in maintaining a safe environment. Frequent Hand Hygiene is a valuable and scientifically proven method of reducing spread of infection of many different diseases in healthcare. Anyone who works in an Australian healthcare facility is expected to know and comply with the 5 Moments of Hand Hygiene (a World Health Organisation program). Completion of the Hand Hygiene module is an annual mandatory requirement and ensures student knowledge is up to date.

# 5 Moments for HAND HYGIENE



<b>1</b>	<b>BEFORE TOUCHING A PATIENT</b>	<b>When:</b> Clean your hands before touching a patient and their immediate surroundings. <b>Why:</b> To protect the patient against acquiring harmful germs from the hands of the HCW.
<b>2</b>	<b>BEFORE A PROCEDURE</b>	<b>When:</b> Clean your hands immediately before a procedure. <b>Why:</b> To protect the patient from harmful germs (including their own) from entering their body during a procedure.
<b>3</b>	<b>AFTER A PROCEDURE OR BODY FLUID EXPOSURE RISK</b>	<b>When:</b> Clean your hands immediately after a procedure or body fluid exposure risk. <b>Why:</b> To protect the HCW and the healthcare surroundings from harmful patient germs.
<b>4</b>	<b>AFTER TOUCHING A PATIENT</b>	<b>When:</b> Clean your hands after touching a patient and their immediate surroundings. <b>Why:</b> To protect the HCW and the healthcare surroundings from harmful patient germs.
<b>5</b>	<b>AFTER TOUCHING A PATIENT'S SURROUNDINGS</b>	<b>When:</b> Clean your hands after touching any objects in a patient's surroundings when the patient has not been touched. <b>Why:</b> To protect the HCW and the healthcare surroundings from harmful patient germs.

This poster is based on the World Health Organization's My 5 Moments for Hand Hygiene approach, which defines the key moments when healthcare workers should perform hand hygiene.



**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

## Respiratory Hygiene and Cough Etiquette

Respiratory hygiene and cough etiquette should be applied as a standard infection control precaution at all times. Everyone needs to remember the following steps at all times:

- Cover the nose and mouth when coughing or sneezing.
- Use tissues to contain respiratory secretions and discard into a waste bin.
- Perform hand hygiene with soap and water OR alcohol hand rub after having contact with any respiratory secretions (including after touching nose, sneezing and coughing) or contact with contaminated objects or surfaces.
- Students must be compliant with Respiratory Fit Testing and wear appropriate masks for the health and safety protection of staff, visitors and patients.



## Personal Protective Equipment (PPE)

- PPE is a form of risk control that will be employed if the risk cannot be controlled by any other method
- Gloves should be close fitting to ensure proper protection and appropriate for the task involved
- Eye protection goggles should be worn when exposure to chemical splashes, infectious substances or flying objects is likely
- All students should wear non-slip sole shoes which are closed in and not permeable to fluid
- Students should wear the appropriate PPE in all designated areas

## Respiratory Protection Program

The COVID-19 pandemic has resulted in a significant increase in the use of personal protective equipment (PPE) and more specifically the use of respiratory protective equipment (RPE). Whilst COVID-19 has reinforced how essential RPE is, it is important to note that respiratory hazards extend beyond infectious diseases (i.e. COVID-19, tuberculosis) and includes exposure to certain chemicals, such as disinfectants, surgical smoke and other hazards.

As a result of this the Mildura Base Public Hospital alongside other Health Care Providers are currently undertaking the Respiratory Protection Program (RPP) also known as “fit testing” as directed by the Department of Health and Human Services. Fit testing is a process which verifies whether a selected brand, model and/or size of N95 respirator adequately fits the wearer and protects them from harm.

To hold an approved N95 Mask Fit test the certificate must:

- Come from a Victorian testing site
- Be less than 12 months old on your final day of placement
- Have 2 masks with all four exercises achieving pass rate of >100 in order to be passed on the mask.

If your fit test meets these requirements, you must send your certificate(s) to [placements@mbph.org.au](mailto:placements@mbph.org.au)

If you do not meet the above criteria, please liaise directly with the MBPH Respiratory Fit Testing team for an appointment: [RespiratoryFitTesters@mbph.org.au](mailto:RespiratoryFitTesters@mbph.org.au) either before you start placement or in the first 1-2 hours of your first day. Students who fail to attend a scheduled fit test may have to arrange an alternative fit test and this may be at their own expense.

The Singh Thattha trial supports healthcare workers and students who are unable to shave due to religious, cultural or medical reasons.

Please note: MBPH is not an approved site to assess the Singh Thattha Technique, please review The Singh Thattha technique | [health.vic.gov.au](http://health.vic.gov.au) and liaise with The Royal Melbourne:

- Telephone: 9342 5590
- Email: [RespiratoryProtectionProgram@mh.org.au](mailto:RespiratoryProtectionProgram@mh.org.au)

What should you do to prepare for fit testing?

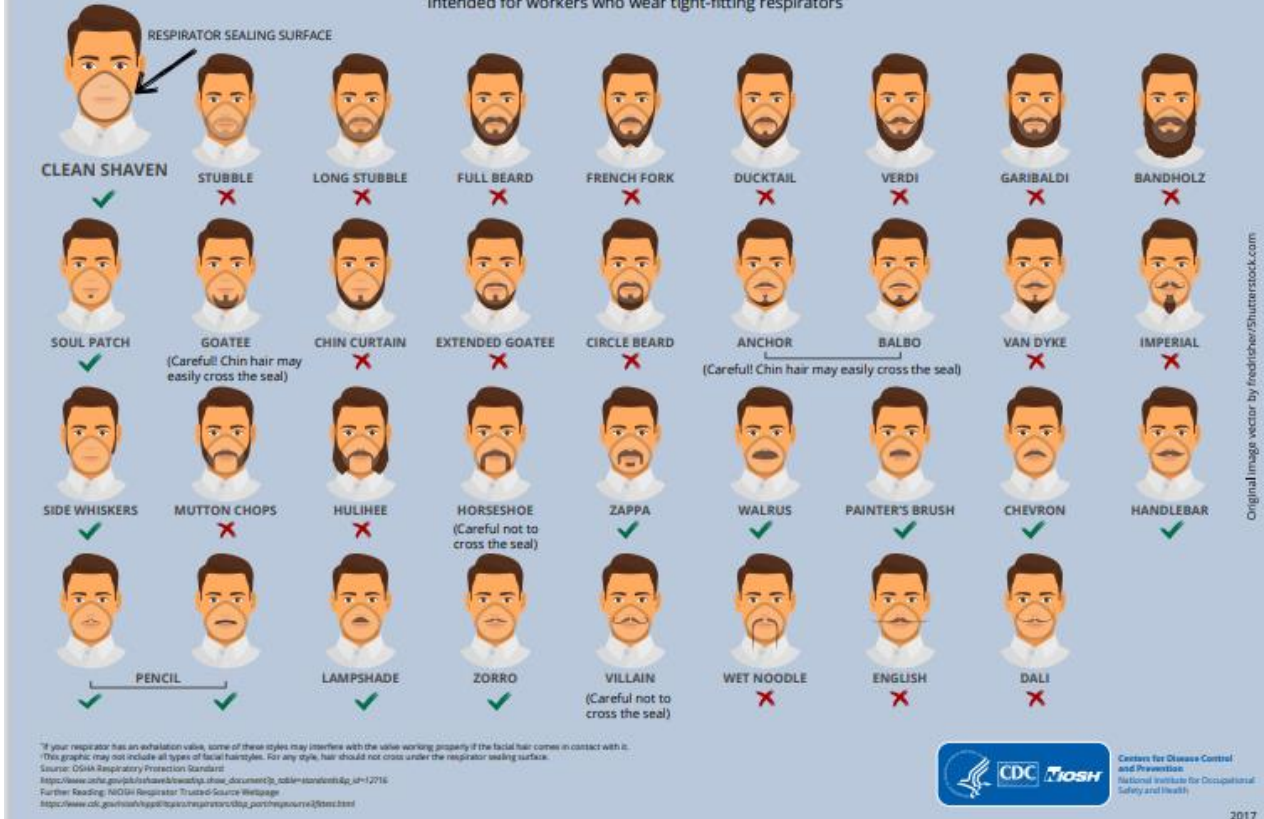
1. When being fit tested, you must only have the facial hair with the green ticks below.
2. Do not smoke 60 minutes prior to your test
3. Bring other usual devices (such as glasses) to ensure the fit is appropriate

The following N95 masks are available at MBPH:

- Industree Trident P2
- 3M AURA 1870+
- 3M 1860 Regular
- 3M 1860 Small
- BYD DE2322

# Facial Hairstyles and Filtering Facepiece Respirators

Intended for workers who wear tight-fitting respirators



## Health & Wellbeing

Mildura Base Public Hospital values student's health and wellbeing, and is committed to building a healthy workplace environment where students can thrive, as healthy students tend to be happier, more engaged and proactive. Our Employee Assistance Program (EAP) is delivered through Converge International. EAP is an independent 3rd party, confidential \*free coaching support service for students. All aspects of your life – physical, mental, social and financial can be discussed.

\*Free for up to four sessions per topic. It is quick and easy to make an appointment, call EAP Ph: 1300 687 327, visit their website [www.convergeinternational.com.au](http://www.convergeinternational.com.au) or download the App.





## Your Psychological PPE to promote Mental Health and Wellbeing

### Individual

- Take a deep breath to help you be more present
- Avoid unnecessary publicity & media coverage about COVID-19
- Chat & listen to colleagues, find out why they work in healthcare
- Take a day off to create more space between work & home life
- Reflect on a negative experience to seek out what did work
- Call & receive free mental health support from our confidential, third party Employment Assistance Program Ph: 1300 687 327 \*Four free sessions per topic
- Facilitate opportunities to be thankful for what you have

### Manager

- Encourage yourself & your staff to arrive & leave on time, to take breaks especially outside
- Communicate with clarity
- Encourage staff awareness of our Employee Health & Wellbeing SharePoint page & Employment Assistance Program
- Pair workers together to create a peer support buddy system
- Encourage staff experiencing stagnation to adopt a growth mindset, this can be anything you can learn and grow with
- Role model the behaviour you expect from you staff

*Mildura Base Public Hospital with like to acknowledge the work of the Institute for Healthcare Improvement in the development of this document*



## Overview of Clinical Departments

### Ward 1 / Special Care Nursery (SCN) / Birth Suite

Midwifery Unit Manager – Sarah Brady

The Maternity Unit comprises a 12 bed Antenatal/Postnatal ward, 3 bed Midwifery Assessment Unit, and 4 Birth Suites that cater for approximately 900 births a year. The unit also has a Level 3 Special Care Nursery that cares for >34-week neonates and stabilisation of other premature or sick neonates prior to them being transferred to a tertiary centre.

### Ward 2

Nurse Unit Manager – Katrina Gates

A 28-bed acute ward that cares for a variety of medical and surgical patients, refer to the end of this booklet for common patient medical and surgical conditions. The mixture of patients varies depending on seasonal demands. Therefore, respecting individual patient presentation is imperative.

### Ward 3

Nurse Unit Manager – Jill Nihill

A 24-bed adult medical ward that is a designated unit for stroke, delirium, and alcohol withdrawal patients. Nursing care that aims at improving the patient's health and safety to optimise their recovery and subsequent discharge plan.

### Ward 6

Nurse Unit Manager – Kris John

One of the acute units that comprises of 24 total beds that can cater up to 16 adult surgical and 8 paediatric patients. Emphasis is placed on the unique needs of our patients and we endeavour to promote a patient and family centred care.

### Ward 4

Nurse Unit Manager – Tracey Tonkin

The Rehabilitation / Palliative Care Ward is an 18-bed specialty unit providing multidisciplinary care and discharge planning for sub-acute rehabilitation, geriatric management and evaluation and palliative care patients. When working in this area they ask that you consider the following points in your care.

Rehabilitation:

- Promote patient independence – encourage goal setting in morning and ambulation if required.
- Liaise with allied health when Physiotherapy or Occupational Therapy will take place to ensure that these opportunities are not missed if the patient is in the shower.

Palliative care:

- Understand the pharmacological and non-pharmacological interventions in managing end-of-life care symptoms.

### Ward 5 / Mental Health

Nurse Unit Manager – Jolene Wood

The Inpatient Unit consists of 14 beds and caters for a variety of clients that require hospital admission. The inpatient unit maintains a high standard of care in order to provide a client, family and recovery inclusive approach to the care of clients.

### Intensive Care Unit (ICU)

Nurse Unit Manager – Andrea Bock

The ICU caters to critically ill patients, providing around-the-clock care. We have eight dedicated beds for patients requiring Intensive Care, Coronary Care and High Dependency services.

### Emergency Department (ED) / Short Stay Unit (SSU)

Nurse Unit Manager – Emma Gallagher & Aimee Ryan

Our emergency department triages more than 33,000 emergency attendees each year. It has 18 examination bays and contains an eight-bed Short Stay Unit.

### Operating Theatre (OT) / Day Surgery Area / Recovery

Nurse Unit Manager – Deanne Matotek & Mini Koshy

There are multiple nursing roles within the Theatre setting that are integral to ensuring the safety of our patients. These nursing roles include scrub/scout, anaesthetics, recovery, day surgery and pre-admission. Taking a team focus on delivery of care, our primary focus is on a patient's safe journey through theatre. We have a strong education focus and encourage staff to further develop their skills.

### **Oncology**

Nurse Unit Manager – Joseph Mundava

The Oncology/Day Services Unit has a vibrant welcoming atmosphere.

The Unit provides many services, including Chemotherapy, Immunotherapy, Infusions, Immunoglobulins, Transfusions, Venesections, Trial of voids (TOV's) and other clinical support services as required. The unit also offers a Symptom Urgent Review Clinic (SURC) which encompasses telephone triage, education and support for Oncology patients.

### **Dialysis**

Nurse Unit Manager – Edson Avisado

The Renal Dialysis Services are a satellite of the Royal Melbourne Hospital. The Unit has 9 machine stations and provides a friendly and dynamic environment for staff and provides a comfortable setting for clients. We currently provide dialysis for 36 patients in an expanding service.

### **Allied Health**

Allied Health Manager – Helena Freckleton

Physiotherapy, Occupational Therapy, Speech Pathology, Nutrition and Dietetics, Social Work, Exercise Physiology and Allied Health Assistants (AHA's)

### **Nurse Unit Manager Community Programs**

Nurse Unit Manager – Michelle Gray (acting) and Sarah Yorsten (acting)

Hospital in the Home (HITH) – Provide nursing care to patients requiring ongoing management that can be provided in the home (for example: long term intravenous antibiotics, complex wound dressings, drains, etc.)

Hospital admission reduction program (HARP) – Provide case management services to clients and their carer's who have a chronic disease or complex needs and are frequently admitted to the hospital or present to the Emergency Department.

Diabetes Education services.

Stomal Therapy.

Wound Care Clinic.

### **MBPH@Home**

Program manager – Jenni Lloyd

Residential in Reach - RIR

Transition Care Program – TCP

Post-Acute Care -PAC

Gem at home – GEM@home

### **MBPH staff uniforms**

There are various style and colour of uniforms you will see whilst on placement at MBPH:

- Dark grey scrubs: Registered or Enrolled Nurses
- Light grey scrubs: Clinical Learning and Development team
- Purple scrubs: Registered Midwives
- Maroon scrubs: Allied Health team
- Navy blue scrubs: Operating theatre staff
- Navy blue/white corporate style uniform: Administrative and executive staff
- Light blue/black corporate style uniform: Mental Health staff

Please note, there will be times when staff members do not wear their allocated uniforms so please feel free to clarify with them their role if you are unsure.



# Your Obligations as an Undergraduate Student

## **Prior to Placement**

You will receive an email from the undergraduate placement team requesting you respond with the documents required for placement. These documents must be submitted prior to your first day.

Documents required:

- Certificate of completion for National Hand Hygiene Initiative (within current year)
- MBPH Undergraduate Student Checklist

## **On Your First Day**

You must complete the attestation via OnLocation when entering the building – sign in as a ‘contractor’.

Please enter via the main reception and present directly to your ward, they will be awaiting your arrival.

If you are undertaking a mental health placement, please present to the mental health reception and ask for directions to where your area of placement is.

Please refer to the map of MBPH on page 5 for more information.

Students must have printed and brought to placement:

- Preceptor log book
- University appraisal document (if completed in hard copy)

## **Code of Conduct**

Students are to practice within the following frameworks at all times:

- MBPH values
- MBPH policies and procedures
- Code of Conduct and your disciplines respective Standards for Practice

## **Bullying, Harassment, Sexual Harassment and Discrimination**

MBPH has zero tolerance for bullying, harassment, sexual harassment and discrimination. See below for definitions:

- Bullying: *‘Workplace bullying is repeated, unreasonable behaviour directed towards a staff member or group of staff that creates a risk to health and safety.’*
- Harassment: *‘Harassment includes a wide range of deliberate and unintentional behaviours which may humiliate, intimidate or offend and which are unwelcome and uninvited. It includes behaviour which may be written, verbal, non-verbal or physical (including transmission of inappropriate electronic communications on social media and display of inappropriate material from the internet)’*
- Sexual harassment is defined as *‘Sexual harassment is unwelcome conduct or behaviour of a sexual nature by which a reasonable person would be offended, humiliated or intimidated. Sexual harassment can be physical, verbal or written.’*
- Discrimination: *‘Discrimination is the treatment of another person, or their associates, with one or more attributes listed below, less favourably than someone without that attribute. Discrimination can occur in a number of ways and can be unintentional, with the originator not perceiving their actions as discriminatory.’*

If you believe that an MBPH staff member has displayed the aforementioned behaviours, please escalate this as soon as reasonably possible to the Undergraduate Nurse Educator/Allied Health Educator or any member of the Clinical Learning and Development team. We are here to support you to have a positive placement experience.

The information you provide us will remain confidential and will be escalated as per organisational policies and procedures.

## Attendance and Punctuality

Reflected in the MBPH HEART values and behaviours, we strive to be a cohesive team that respects our colleagues and values their time by not keeping them waiting.

Please be aware of:

- Start and finish times of your rostered shift. Please be punctual to all shifts.
- Timing and duration of meal breaks – all students are entitled to 2x 10-minute (or 1x 20-minute) and 1 x 30-minute break.

## Sick Leave

MBPH is a tertiary health service that supports a range of student placements throughout the year. Many patients who attend our organisation are here because they are unwell. It is important as a student working within our health service, that you identify as soon as you're not feeling well and raise this to the appropriate people to ensure everyone's safety.

If you are on your placement shift and notice you are not feeling well, raise this immediately with your Preceptor. If you require urgent medical attention please attend the MBPH emergency department to be triaged and seen to. If you are unwell but well enough to return to your home, you must leave the premises as soon as practicable.

If you are not on your placement shift and identify you are unwell, you must inform the appropriate people for each shift that you miss:

- If it is within 8.00am – 4.30pm you must contact the placement team on 03 5051 1831.
- If it is outside of these hours you must inform the ACCESS Manager on 03 5022 3343. You must identify that you are a student and which ward you are on.
- You must also inform your Education Provider – including the placement team and the subject coordinator for each shift that is missed.

If you fail to inform the appropriate people listed above, we will perform a welfare check at the nearest appropriate time. Each student's attendance is required to be logged in the booking system regularly, this must be accurate as it is reported to the Department of Health.

### Important points:

- Please do not attend placement if you are unwell.
- You must be 48 hours free of any fever or GIT symptoms.
- It is your responsibility to contact the placements team to arrange make up shifts, via your Education Provider.
- We are concerned if you do not arrive for the start of your shift and you have not been in contact.
- We are required to attend to a welfare check in the event of an unexplained absence, this includes reporting the absence to your Education Provider.

## Family Violence Leave

MBPH recognises that students may experience family violence. Our team can offer confidential support and guidance with instances of family violence leave. MBPH's EAP – Converge International – has trained family violence support officers and can be contact on Ph: 1300 687 327 by students if they require additional support, advice and guidance.

## Nursing/Midwifery Educator and Clinical Support Nurse Role

Clinical Support Nurses and Nurse/Midwife Educators from the Clinical Learning and Development (CLAD) team will try to see you daily. Their role is to check in on your progress and offer support. This may be anytime between 0730-2100. If a member of the CLAD team arrives at an inconvenient time for you, please ask them to come back at a later time if they have the capacity. There are multiple members of the CLAD team, so you may see a variety of Clinical Support Nurses and Educators whilst you are on placement at MBPH.

## Shift Alterations

To change a shift, you need to organise a shift swap with a co-student on the same ward as you. In the event you organise a shift change, please ensure you notify the placements team, the ward educators, your supervisor and your Education Provider.

If all fails and you desperately need to change a shift, then please send an email to the placements team with notice as early as possible.

Last minute requests will not be accepted.

## Social Media

Mildura Base Public Hospital recognises students use social media and that the lines between placement and home are becoming increasingly difficult to identify with the use of mobile devices. Students are personally responsible for the content they publish in a personal or professional capacity on any social media platform. This policy applies to all students.

## Use of Mobile Phones

Students must not use their mobile telephone or device when undertaking any placement-related duties or patient care related activities. Personal devices may be switched on and used during authorised rest periods or meal breaks but must be switched off or to silent again at the end of any such break and returned to the student's locker or bag area. Use by students during authorised breaks must be professional, courteous and respectful at all times. Students are required to demonstrate general courtesy when using a device in a public area or in staff break rooms.

It is recognised that students may need to be contactable by family/schools etc. in the case of emergency however, this is to be done through the main switchboard or the relevant department after consultation with the Department Manager.

## Accidents and Incidents

In the event of a student accident (causing physical or psychological injury) you should notify the MBPH placement team immediately during business hours or alternatively the Access Manager afterhours and they will assess the situation and decide on appropriate action.

Other workplace matters, such as incidents, are to be recorded in the VHIMS incident management system (also known as Riskman) by the person witnessing or involved in the incident. All incidents should be recorded prior to completion of the current shift. If help is required with this task contact the placement team (or Access Manager for after-hours support).

**Important:** Any Blood and Bodily Fluid Exposures (i.e. needlestick injuries, bodily fluid splashes to the face or open wounds) need to be urgently attended to. You must attend the MBPH Emergency Department (ED) immediately for assessment and urgent incident management. In ED they may (when necessary) offer you critical preventative medications to protect you from infection with HIV and Hepatitis.

## Presentation and Uniforms

All students are required to present themselves professionally in a way that maintains public trust and confidence in the service. It is mandatory for students to wear the approved Education Provider uniform and university student ID. This includes maintaining standards associated with personal hygiene and grooming. All clothing worn in the workplace must be clean, neatly pressed and hole free, it is expected that all clothing be laundered by students regularly.

All bags are to be stowed away in provided lockers, hooks or rooms and are not to be taken into clinical areas. Footwear must be worn at all times while on duty and must be fully enclosed and leather. Footwear must also be clean and in good condition. Specific departmental, infection prevention and control and occupational health and safety policies must be adhered to at all times.

It is expected that all clothing worn whilst on clinical placement is to be laundered by students regularly. For reasons related to infection control, it may be necessary to launder items after each use.

Students in clinical areas are required to comply with the following practices in the workplace, as outlined in the Personal Presentation and Uniform Policy:

- Ensure nails are short, clean, free of polish and artificial nails
- Bare below the elbows, which means:

- Not wearing a wrist watch
- Not wearing rings (1 plain band accepted) or other jewellery below the elbows (medical alert bracelet accepted)
- Long sleeves rolled up and secured above the elbow
- Wear fully closed and moisture proof shoes
- Hair is secured away from the face and above the shoulders
- Do not wear a scarf, lanyard or tie (not secured by a tie-pin) that may come in contact with equipment

## **Working and Placement**

We strongly encourage that if you are employed during your placement period, that you do not continue working.

## **Privacy and Confidentiality**

All Mildura Base Public Hospital staff, students, and contractors are bound by privacy legislation, and this is taken very seriously across the organisation. Privacy and confidentiality requirements are in place to protect the patients / clients of MBPH. As an organisation, trust within the community regarding our ability to maintain patient confidentiality is vital to the service we provide.

Depending on your role, accessing patient information is important to be able to perform your duties. All students may be exposed to patient information at some point in time. Simply seeing patients in corridors is considered patient information and must not be disclosed to others unless it directly relates to your role. What you do with patient information is important and is what counts.

Access to information about patients is on a need-to-know basis and must only be shared with those who are professionally required to know in order to perform their role. All breaches are taken very seriously and may lead to disciplinary action including immediate termination of your placement. If you are placement team. For further information and understanding please access the Privacy and Confidentiality Policy available to all staff on Prompt.

## **Patient Contact**

All patients have the right to refuse or limit student access. If this does occur, please abide by the patient's wishes and alternative arrangements will be sought to ensure your practicum is not jeopardised.

## **Evaluation**

MBPH is continually looking for ways to improve the experience for students. At the completion of placement, students will be asked to complete an exit survey to provide formal feedback.

# **Nursing/Midwifery Specific Information**

## **Medication Safety**

Student nurses/midwives must only give medications under the direct supervision of a MBPH Registered nurse/midwife. You must not take phone orders for medications, IV therapy or any other orders which may alter a patient's care regime. Failure to adhere to hospital policies will lead to the immediate removal of any student from their placement. Mildura Base Public Hospital may not grant any additional placement time in such cases.

Refer to PROMPT for MBPHs policies regarding medication safety:

- [Medications - Prescribing, Administration and Management](#)
- [High Risk Medication \(APINCH\)](#)

## **Preceptorship**

Student nurses/midwives must be directly or indirectly supervised by a registered nurse/midwife. They can, therefore, be preceptored by an enrolled nurse under the supervision of a registered nurse.

## Scope of Practice

A student nurse/midwife may gain experience in all available learning opportunities provided they are directly supervised by a competent registered nurse/midwife or enrolled nurse. A student should only provide direct clinical care within their level of knowledge and experience, university scope of practice, and in accordance with Mildura Base Public Hospital's policies, procedures and guidelines on PROMPT.

## Preceptor Logbooks

Nursing and midwifery students will be given a preceptor logbook at the commencement of their placement. It is an expectation that these logbooks will be filled out by the student and their preceptor daily.

## Interim and Final Assessments

It is an expectation that students will take responsibility for the completion of their interim and final assessments whilst on placement. The preferred assessor for these assessments is the student's preceptor. If students are unable to find an appropriate preceptor to complete these assessments, students may ask a member of the CLAD team to complete their assessment. The Midwifery CLAD team will complete the formative and summative assessments with midwifery students.

## RUSON & RUSOM

MBPH currently offers employment opportunities to students currently undertaking their bachelor in nursing, midwifery or nursing and midwifery. If a RUSON/RUSOM position interests you, please send an expression of interest to [humanresources@mbph.org.au](mailto:humanresources@mbph.org.au), and include your resume and a rationale as to why you would like to work as a RUSON/RUSOM at MBPH.

## Important Contacts

### MILDURA BASE PUBLIC HOSPITAL

Address: Ontario Ave, Mildura

PH: (03) 5022 3333

### PLACEMENT TEAM

Isabella Gove – Undergraduate Nurse Educator

Katie Rogers – Allied Health Educator

PH: (03) 5051 1831

Mobile: 0473 853 344

Email: placements@mbph.org.au

### ACCESS MANAGER

Office location: Access Manager Office – Located in Ward 2

Available: 24 hours, 7 days per week

PH: (03) 5022 3343

### Clinical Learning and Development (CLAD)

The CLAD team is a dedicated group of educators committed to supporting the growth and professional development of the nursing, midwifery, allied health and non-clinical current and future workforce.

Director of Clinical Learning & Development	<i>Tim De Boo (ext. 3320)</i>
Manager of Clinical Learning & Development	<i>Greta Reid (ext. 3830)</i>
Graduate Nurse Educators (RN)	<i>Courtney Symons</i>
Graduate Nurse Educator (EN)	<i>Kerri Roberts</i>
Undergraduate Nurse Educator	<i>Isabella Gove (ext. 1831)</i>
Acute Care Nurse Educator/s	<i>Ella Stewart &amp; Olivia Spittlehouse (ext. 3595)</i>
Acute Care Clinical Support Nurses	<i>Darcie Johns &amp; Alyssa McGinty (ext. 3595)</i>
Sub-acute & Palliative Nurse Educator	<i>TBC</i>
Critical Care Nurse Educator (ED)	<i>Bill Klaric, Reena Joseph &amp; Albin Thomas (ext. 3370)</i>
Critical Care Nurse Educator (ICU)	<i>Melissa Laing &amp; Kyla Margetts (ext. 3850)</i>
Clinical Support Nurse – Programs ICU/ED/Theatre/WD4	<i>Chelsea Hempel</i>
Midwifery Educator	<i>Rhiannon Duncan (ext. 3487)</i>
Clinical Support Midwives	<i>Pix Hibberd &amp; Kath Beale</i>
Perioperative Nurse Educator	<i>Johanna Bagacay</i>
Perioperative Clinical Support Nurses	<i>Amanda Cameron &amp; Emma Bailey</i>
Allied Health Educator	<i>Katherine Rogers (ext. 1831)</i>
Mental Health Educator/s	<i>Stephen Butler Melissa Kennelly Adele Morrison Kellie Gibson Anabelle Romeo (ext. 3524)</i>