

Undergraduate Orientation Manual



Clinical Learning and Development



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WELCOME TO BENDIGO HEALTH

With more than 3,700 staff and volunteers, and covering an area a quarter of the size of Victoria, Bendigo Health Care Group is an expanding regional health service. It has over 700 beds treating more than 44,000 inpatients, triaging more than 50,000 emergency attendees and welcoming more than 1,400 new born babies in a year. In addition more than 13,000 operations are performed in our operating theatres and more than 80,000 occasions of services are provided in our clinics to outpatients. Our main campus is based in Bendigo and our services extend throughout the Loddon Mallee Region from Kyneton in the South to Mildura in the North West.

Committed to developing the future workforce, Bendigo Health provides clinical placements for over 1,700 students studying allied health, nursing or medicine each year. Students come from more than 25 education providers. We aim to provide clinical placements of the highest standards using the Best Practice Clinical Learning Environment (BPCLE) Framework to guide implementation, evaluation, and ongoing improvements.

This orientation guide provides you with a brief introduction to Bendigo Health including our vision, values and services. It includes information on how to prepare for, and key expectations while on, placement. There is an appendix that provides additional information for nursing placements (excluding mental health).

We look forward to having you with us, to being able to provide you with a high quality experience and to supporting your learning.

OUR VISION AND VALUES

Our vision is

- Excellent Care. Every Person. Every Time.

Our values are

- Caring – we care for our community
- Passionate – we are passionate about doing our best
- Trustworthy – we are open, honest and respectful

OUR SERVICES AND SITES

Our services include:

- Aged care
- Anaesthesia
- Cardiac
- Community Care
- Complex Care
- Dental
- Eating Disorders
- Emergency
- Endocrinology
- ENT
- Faciomaxillary
- Gastroenterology
- General Medicine
- General Surgery
- Infection prevention
- Intensive Care
- Maternity
- Mental Health
- Obstetrics & Gynaecology
- Oncology
- Ophthalmology
- Orthopaedics
- Paediatrics
- Palliative Care
- Plastics
- Radiotherapy
- Rehabilitation
- Renal
- Rural
- Urology
- Youth services

Our sites are spread across Bendigo and the Loddon Mallee Region. Figure 1 provides a map of the Bendigo Hospital campus, Figure 2 is a map of showing the location of our sites through Bendigo, and Figure 3 highlights our sites across the Loddon Mallee.

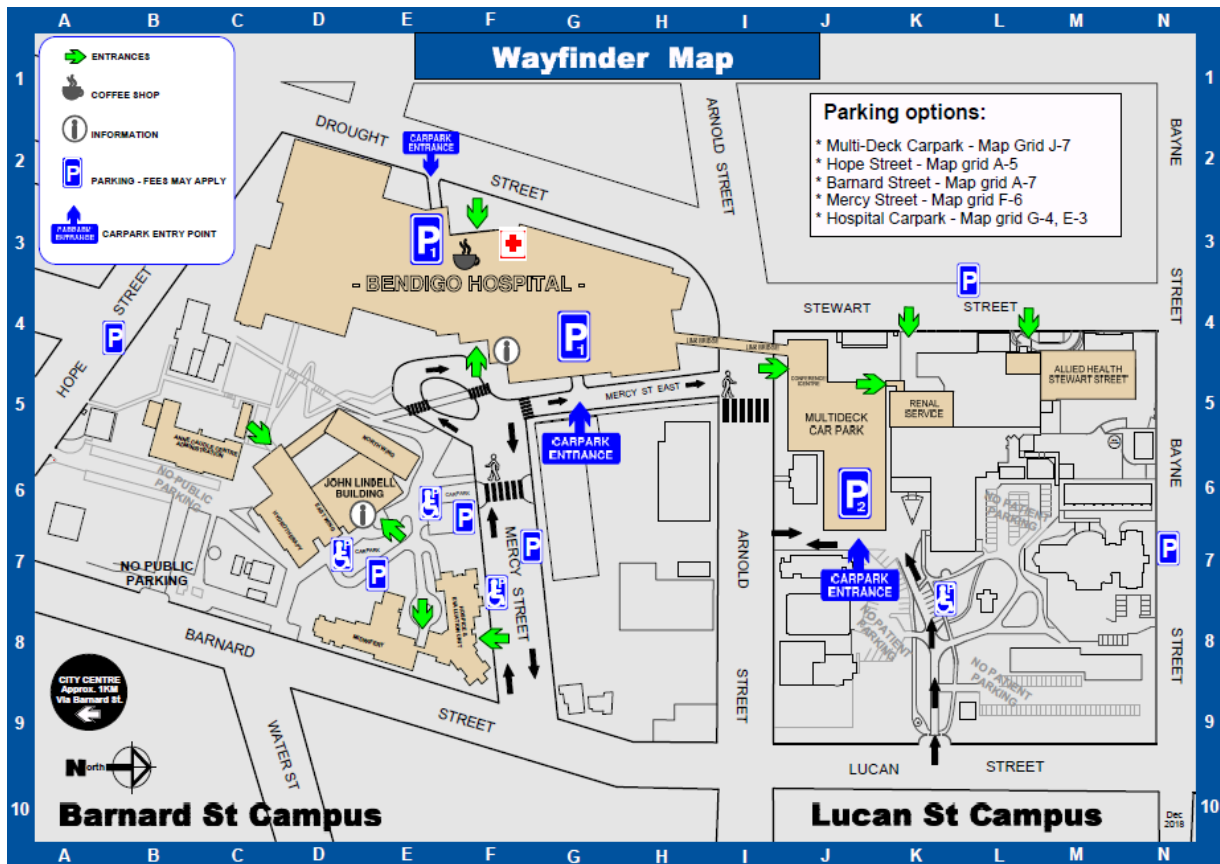


Figure 1. Bendigo Health Main Campus

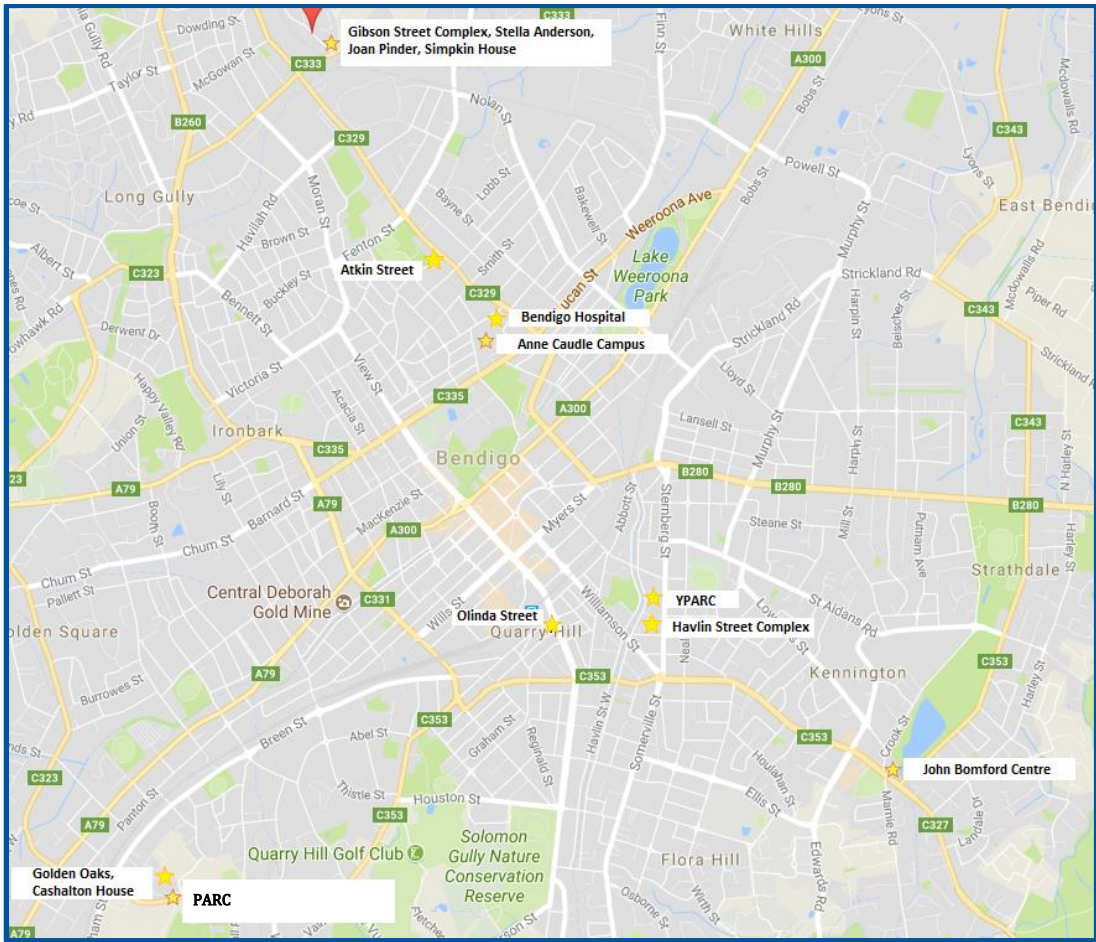


Figure 2. Bendigo Health Greater Bendigo Sites

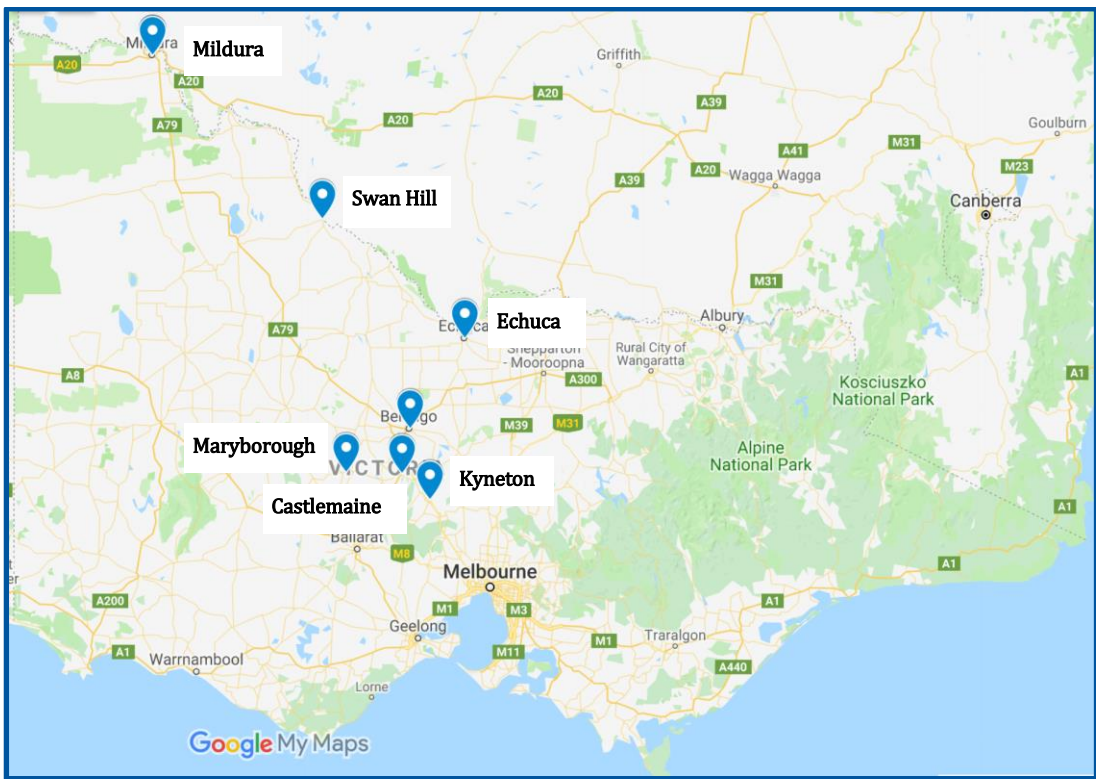


Figure 3. Bendigo Health Regional Sites

For those of you who will be undertaking a placement in the acute hospital site, Figure 4 outlines the layout of the various floors.

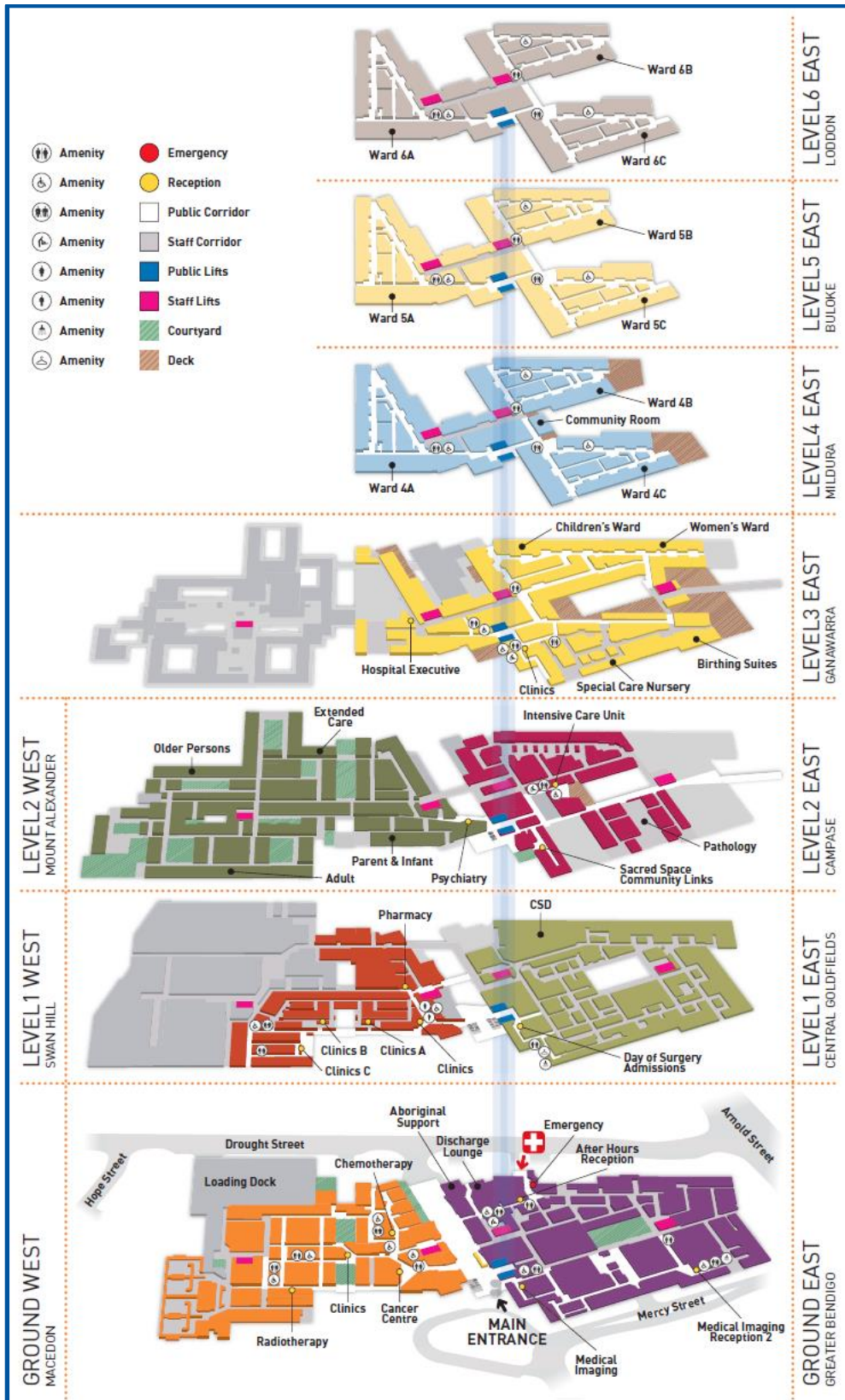


Figure 4. Bendigo Health Guide to the hospital

The specific services on each floor of the acute hospital site include:

Ground

- Discharge Lounge
- Cancer Centre
- Emergency Department
- Security Desk
- Aboriginal Support Services
- Medical Imaging (X-ray department)
- Cafés and Gift Shop
- Public Toilets
- ATM facilities

Level 1

- Specialist Clinics
- Pharmacy Department and script pick up area
- Interventional Suite / DOSA
- Organics Coffee Shop

Level 2

- Sacred Space area
- Clinical Labs (pathology department)
- Intensive Care Unit
- In-patient Psychiatric Unit

Level 3

- Women's and Children's Centre

Level 4

- Ward 4A Medical
- Ward 4B Orthopaedic
- Ward 4C Orthopaedic Rehabilitation Unit and GEM

Level 5

- Ward 5A Medical
- Ward 5B Surgical
- Ward 5C Neurological Rehabilitation Unit and GEM

Level 6

- 6B Extended Day Surgery Unit/Diagnostics/ EEG/ Sleep Studies

PARKING

Please allow plenty of time for parking, especially on an afternoon shift. **Parking in the basement carpark at the hospital is for patients and visitors only – please do not park there.** There is plenty of free off street parking in the surrounding streets.

Bike racks are available in the hospital basement carpark. Check availability at other sites.

If returning to your car at night, walk with other students/staff members. You can request security to accompany you (ext. 47915) however your car must be within sight of the hospital - move your car closer to the hospital during a break; car spaces around the hospital free up after 5pm.

If you are working at any of our residential facilities:

- Gibson St: park in Davidson St, on the gravel area on the hill, right at the roundabout
- Simpkin House: park in street parking in Gibson St
- Golden Oaks: park in Stoneham St in the parking bays

LOCKERS, TOILETS & AMENITIES

On commencement of your first shift you will be orientated to your department. This will include where change rooms, toilets and break rooms are located, and where to store your belongings. Please be aware that all valuables should be secured and if brought to work it is at your own risk. There are fridges, microwaves and tea/coffee facilities available in break rooms. Please help yourself to the tea and coffee making facilities and ensure you clean up after yourself. Also, please

ensure all food is removed from lunch bags and dated prior to placing in the fridge. There are several small cafés on the ground floor of the hospital and a café on the first floor of the hospital. Please note closing times vary for these cafés.

LIBRARY

The library is located at 111 Arnold Street, with the entrance at the rear of the building. It is open from 8.30am to 5.00pm, Monday - Friday. The library provides access to reference books, books for loan, and has a comprehensive collection of journals. The library provides 24 hour desktop access to the library's information sources which include Medline, the Cochrane Library, CINAHL, MIMS on disc, PsychLIT and the OVID core collections. The Librarian can be contacted on ext. 48515 or email: library@bendigohealth.org.au

SMOKING

All Bendigo Health sites are “smoke free”.

PREPARING FOR PLACEMENT

Before commencing your clinical placement at Bendigo Health you will be required to provide evidence of:

- a valid Police Check obtained within 12 months of placement start date
- a current Working with Children Check
- your immunisation status record

This evidence should be collected and supplied by your education provider. If you need to contact your allocated ward/department or manager before commencing placement please call the Bendigo Health Switchboard on 5454 6000 and ask to be put through, either to the department or your supervisor¹ (if you know their name).

HOSPITAL AND COMPUTER ACCESS

You will be provided with an access card for the duration of your clinical placement. This will enable you to access buildings, departments and rooms that have secure access. Your level of access is determined by your clinical placement. Your access card will also enable you to swipe onto some computers. If you are having any issues with this then please contact ICT on extension 48470. These access cards will be provided to you by your supervisor on your first day of placement and are to be returned at completion of placement either to the mail room on level 3 or to your supervisor.

ESSENTIALS

- Please bring **all** necessary documentation as provided by your education provider; including assessment materials, time sheets, course outline, and placement objectives
- Username and password as provided by Bendigo Health for ICT access
- Your Bendigo Health access card (provided on Day One)
- Pen
- Stethoscope (dependent on discipline)
- Medication guide (dependent on discipline)
- Watch (not a wrist watch)

¹ Supervisor is the generic term used throughout this document to refer to those who provide oversight during your placement. They may be referred to locally as supervisors, clinical support nurses, educators, coordinators, etc.

- No rings or wrist jewellery are permitted (a plain wedding band is acceptable)
- Due to infection control policy no false nails or any form of nail polish is permitted
- Please wear your student uniform as directed by your education provider in a neat, clean and well fitted manner
- You must carry your student ID at all times
- Due to infection control policy, pocket waist pouches are not allowed. Please ensure you wear something with pockets
- Students are not permitted to carry or use personal mobile phones in the clinical areas

ROSTER

For nursing and allied health students, Bendigo Health provides your education provider with student rosters prior to the commencement of placement. If you have any concerns about your roster please speak to your education provider. You must attend for the entirety of your rostered shifts for your full hours to be signed off.

BREAKS

Tea break is 15 minutes and meal break is 30 minutes.

SICK LEAVE

- If you are unwell, we advise that you do not attend placement until you have fully recovered to reduce the risk of spreading illness
- If unwell, you must ring the department in which you are undertaking your placement. Your absence will be passed on to your supervisor for recording
- It is your responsibility to also notify your education provider of any absences
- Medical certificates are a requirement for all sick leave and “make-up time” will generally not be offered without a medical certificate. These certificates need to be directed to your education provider to arrange “make up time”

INCIDENTS OR ACCIDENTS

All incidents and injuries involving or sustained by staff, students, patients and visitors, no matter how minor must be reported within 24 hours. At Bendigo Health we use the VHIMS system on the Bendigo Health intranet. If you are working in Residential Services we also use MANAD. Your supervisor will assist you if you need to complete this procedure. It is your responsibility to advise the manager of the department of any injury/accident sustained by you. You must also notify your supervisor who will liaise with your education provider.

EXPECTATIONS

While on placement it is expected you will:

- Demonstrate performance in line with your education provider and Bendigo Health’s values
- Be on time for the start of your shift and be present and engaged in your learning for the duration of your shift
- Be proactive and demonstrate a willingness to learn by
 - Seeking feedback
 - Reflecting on your practice to identify key areas for improvement and strategies to do so
- Be accountable for your practice and ensure you are working within your scope by

- Only performing skills which you have completed theoretical learning for
- Recognising situations where you require guidance or supervision and seek it
- Asking questions about or researching concepts which you are unfamiliar with
- Complete and communicate learning objectives set within the first two days of placement, and review them throughout with your supervisor(s)
- Read appropriate Policies and Protocols on PROMPT prior to performing skills where necessary
- Demonstrate appropriate infection prevention and control practices
- Adhere to OH&S and safe manual handling requirements
- Complete all relevant documentation, assessments and administrative paperwork in a time appropriate and professional manner, seeking support from your supervisor where required
- Discuss any concerns you may have about your placement with your supervisor at an appropriate time and location

When a student is identified as failing to meet placement expectations, or where there are performance/conduct concerns, a Learning Plan may be implemented.

PROFESSIONAL CONDUCT

All workers in the Victorian Public Sector are bound by the Victorian Public Sector Code of Conduct. This can be located at: <http://vpssc.vic.gov.au/resources/codes-of-conduct/>. While on clinical placement you are bound by the same Code.

WORKPLACE BEHAVIOURS AND EXPECTATIONS

Bendigo Health is dedicated to a zero tolerance approach to any form of occupational violence, bullying or harassment. We are committed to having workplaces that are free from unacceptable behaviour, including discrimination, sexual harassment, vilification, bullying, verbal, psychological or physical abuse. Everyone is expected to treat others in the workplace, including patients, clients, residents, visitors, volunteers and other employees with courtesy and respect. If you believe you have witnessed or are the victim of workplace bullying, harassment, or discrimination, speak with your supervisor or education provider for support and advice.

PRIVACY AND CONFIDENTIALITY

You are expected to respect patient privacy at all times including use of computers, the internet, e-mail and all social media sites. Most education providers have a privacy and confidentiality agreement which you will be required to sign prior to coming out on placements.

During your placement at Bendigo Health you will have access to confidential information. It is a condition of your placement that you:

- Access confidential information strictly on a need to know basis
- Use confidential information for the sole purpose of meeting your obligations as a student on placement
- Take all reasonable precautions to prevent any unauthorised disclosure of confidential information

Unauthorised disclosure of confidential information by you will result in termination of your placement.

ADHERING TO POLICIES, PROTOCOLS AND GUIDELINES

Current versions of Bendigo Health's policies, procedures and guidelines relevant to your placement can be accessed on PROMPT on Bendigo Health's intranet. Your supervisor will direct you to particularly helpful references and you are equally encouraged to locate relevant resources.

QUALITY

Bendigo Health is committed to the provision of safe, quality care that is person centred. We define person centred care (PCC) as:

- Care that is timely appropriate and effective
- Is responsive to individual differences, diversity and the preferences of people seeking care
- Is supported by information, systems and services that meet patient needs

The Australian Charter of Healthcare Rights describe the rights of patients using the Australian Healthcare System. Those rights include:

- **Access** – a right to access health care
- **Safety** - a right to receive safe and high-quality health care
- **Respect** - a right to be shown respect, and to be treated with dignity and consideration
- **Communication** – a right to be informed about services, treatment, options and costs in a clear and open way
- **Participation** – a right to be included in decisions and to make choices about your health care
- **Privacy** – a right to privacy and confidentiality of your personal information
- **Comment** – a right to comment on your health care, and to have your concerns addressed

The actions that we take at Bendigo Health to help us achieve safe quality care include:

- Partnering with consumers
- Seeking and acting on patient feedback
- Performing risk assessments
- Auditing practice
- Adhering to policies, protocols and guidelines
- Reporting and investigating incidents
- Undertaking quality improvement activities
- Meeting accreditation standards

EMERGENCY CODES

Bendigo Health utilises the national colour coded system to identify and communicated various types of emergencies. The colours, codes and immediate actions are listed in Table 1.

Table 1. Emergency Codes

CODE	IMMEDIATE ACTIONS
CODE RED FIRE OR SMOKE	<ul style="list-style-type: none"> • Remove self and others from danger and close door if safe to do so • Raise the alarm – break glass and call 7777 or 000 depending on site • Turn off and isolate oxygen and electrical equipment in the vicinity of the fire if safe to do so • Prepare to evacuate
CODE YELLOW INTERNAL EMERGENCY	<ul style="list-style-type: none"> • If safe to do so, remove self/others from danger • Raise the alarm by calling 7777 or 000 depending on site • Where necessary and safe to do so, apply first aid and/or contain situation
CODE PURPLE BOMB THREAT	<ul style="list-style-type: none"> • On receiving the call, keep the caller talking. Do not hang up the phone • Record details of the phone call, using the bomb threat checklist if easily accessible • Raise the alarm by calling 7777 or 000 depending on site • Await further instructions from the Emergency Controller / Emergency Services • Do not touch suspicious, unidentified or unfamiliar objects
CODE ORANGE EVACUATION	<ul style="list-style-type: none"> • Follow orders of the Emergency Warden / Fire Brigade • Prioritise order in which patients will be evacuated • If time permits, secure confidential information • Evacuate in orderly manner when instructed • Advise Emergency Warden / Fire Brigade if someone not accounted for
CODE BLUE MEDICAL EMERGENCY	<ul style="list-style-type: none"> • Check for signs of danger to yourself • If necessary and safe remove casualty from danger • Raise the alarm by calling 7777 or 000 depending on site • Give first aid (maintain airway, breathing and circulation) as required • Assist Code Blue team or paramedics when they arrive
CODE GREY AGGRESSION	<ul style="list-style-type: none"> • If unable to manage an aggressive patient or visitor at a local level in the hospital, activate duress alarm and call 7777 • The emergency response team will attend and resolve situation
CODE BLACK THREAT WITH A WEAPON	<ul style="list-style-type: none"> • Do not jeopardise self or others safety • Obey instructions – do not withhold drugs or money if demanded • Remove people from the area where possible • Talk in a non-threatening manner doing what is requested • Raise the alarm by dialling 7777 or 000 depending on site • Stay calm • Take note of the offender’s appearance
CODE BROWN EXTERNAL EMERGENCY	<ul style="list-style-type: none"> • Record the name and phone number of the caller • Call 7777 • Transfer call to hospital coordinator • Await instructions

You should familiarise yourself with these codes in case an emergency occurs while you are working. You should also familiarise yourself with the location of emergency buttons/alarms/exits and fire extinguishers within the department along with the location of the resuscitation trolley.

CLINICAL REVIEWS, MET CALLS & PACT CALLS

In addition to emergency responses, Bendigo Health has an escalation process in place in the hospital, designed for having patients assessed when there is an acute change/decline in patient condition. A clinical review should be called if the patient breaches the parameters outlined in Table 2 and there is no reason for abnormal findings, and should be conducted by the Hospital Medical Officer (HMO) or registrar within 30 minutes of being called.

Table 2. Clinical Review Criteria

CLINICAL REVIEW CRITERIA	
Respiratory Rate	≤ 10 or ≥ 25 / min
O ₂ Saturation	$\leq 92\%$ despite O ₂
O ₂ flow rate	≥ 13 L/min
Heart Rate	≤ 50 or ≥ 110 bpm
Systolic BP	< 100 mmHg or ≥ 180 mmHg
Temperature	$\leq 35.4C$ or $\geq 38C$
Level of Consciousness	Difficult to rouse with voice

A MET call is made in the hospital when a patient's observations reflect the criteria outlined in Table 3.

Table 3. MET Review Criteria

MET CALL CRITERIA	
Respiratory Rate	< 8 or > 30 / min
O ₂ Saturation	$< 90\%$ despite O ₂
Heart Rate	< 40 or > 130
Systolic BP	< 90 mmHg
Level of Consciousness	Responds to pain or unconscious
Urine Output	< 50 ml in 4 hours

The Patient Activated Care Team review (PACT review) allows a patient and/or their family, carer or friend, to initiate a medical review through the hospital MET response system. If one of your patient's requests a PACT review, immediately notify the clinician you are working with.

INFECTION PREVENTION

Infection prevention is everybody's responsibility and maintaining hand hygiene is the most important thing that you as an individual can do to reduce risk. Please ensure you always adhere to the 5 moments of hand hygiene (Figure 5). In addition to hand hygiene, standard precautions include:

- Personal hygiene
- Respiratory hygiene and cough etiquette
- Use of personal protective equipment
- Safe use and disposal of sharps
- Use of aseptic technique for invasive procedures
- Reprocessing of reusable equipment
- Routine environmental cleaning
- Appropriate waste management

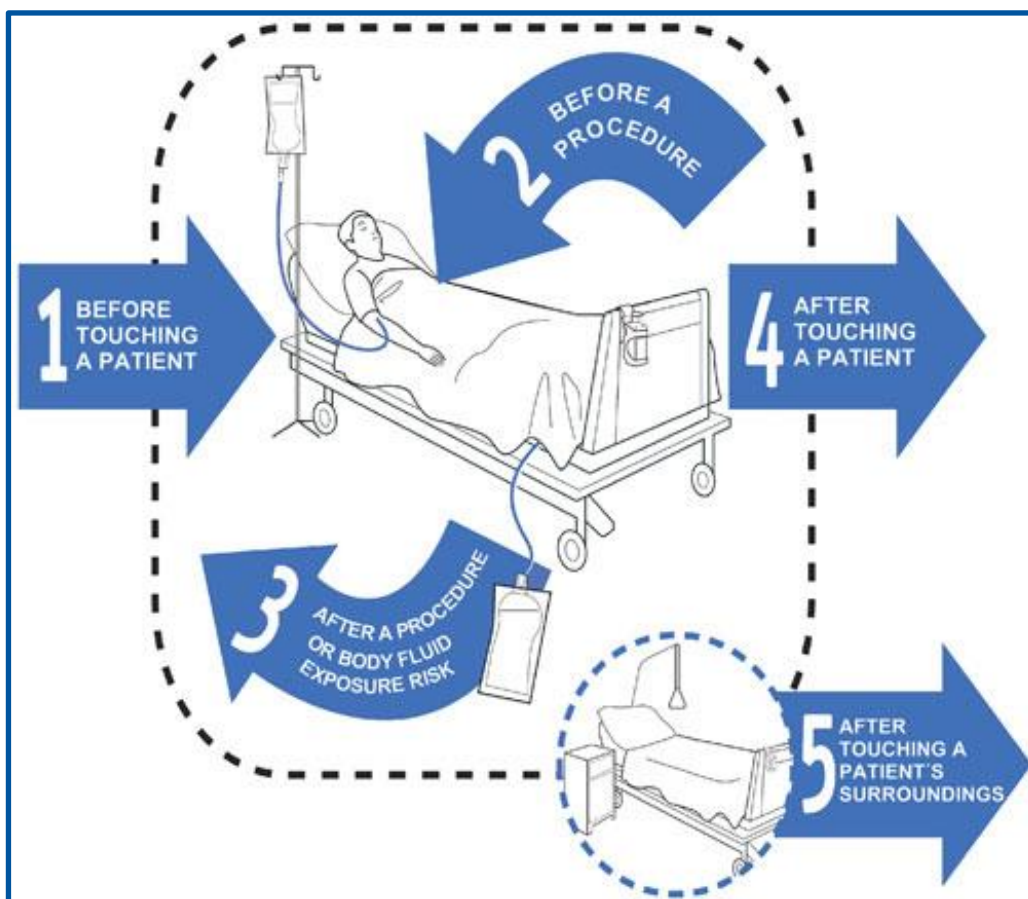


Figure 5. 5 Moments of Hand Hygiene

Where a patient is known or suspected to be infected, transmission based precautions should be implemented. To assist in identifying the types of precautions required, colour coded signs are utilised (Table 4).

Table 4. Transmission Based Precautions

TYPE OF PRECAUTION	
CONTACT	Spread by contact (touch) via hands, contaminated equipment or from the patient environment
RESPIRATORY / DROPLET	Spread by respiratory droplets or aerosolised particles when coughing, sneezing or talking
INTENSIVE	Necessary when a patient is known or suspected to be colonised or infected with highly resistant strains of organisms
PROTECTIVE	Necessary when a patient is severely immunocompromised

All infection control procedures should be closely adhered to for both your safety and the safety of patients. Please refer to policies on PROMPT for further details.

DOCUMENTATION / HANDOVER

Bendigo Health uses a number of systems for documentation across the hospital, community, residential services and mental health services; your supervisor will explain the system in use in the department where you are undertaking your placement. Please take the time to familiarise yourself with your patient's notes and understand their treatment plan, part of which is reading notes documented by other professions. Some documentation is electronic and some is paper based so be aware of all methods of documentation for your patients. Students can, and are expected to, document in patients' records. All entries must be co-signed by the supervisor.

FOCUS DOCUMENTATION

Bendigo Health has introduced Focus Documentation for nursing staff, a problem based documentation style that identifies a single issue at a time. Focus documentation makes relevant information easier to find, provides less content overall, and identifies patient issues more clearly.

The 4 key points:

- Document contemporaneously. This establishes an accurate timeline of events and provides up to date information for all to see
- Use appropriate clinical terminology to provide consistency and reduce ambiguity
- Reduce duplication. Avoid blanket statements in progress notes which are reflected in other charts and add no value e.g. Vital signs stable
- Use ISBAR. Use the relevant parts of ISBAR as a framework

SOAP DOCUMENTATION

SOAP documentation - an acronym for subjective, objective, assessment, and plan - is a problem-oriented technique where the clinician identifies and lists the patient's health concerns.

SOAP notes help clinicians organise and plan quality patient care. Following the SOAP note format provides structure to documentation that can assist with clinical reason and problem solving, and is the preferred documentation process at Bendigo Health for allied health staff.

ABBREVIATIONS

While not encouraging the use of abbreviations, Bendigo Health endorses the use of:

1. "Health Information Management Association of Australia (HIMAA) dictionary for clinical abbreviations, acronyms and symbols" (dictionary available in each clinical area)
2. Bendigo Health Approved Acronyms and Abbreviations

Please refer to the Clinical Documentation Policy on PROMPT for further information.

HANDOVER

Handover must be concise, accurate and time efficient. It must be given in a way that is systematic and easily followed by others. Wherever possible, handover actively involves communication with patients and their families. By conducting handover at the bedside, the patient and/or family can contribute further information and ask questions regarding treatment and planning of care. Bendigo Health utilises ISBAR (Figure 6) to guide handover.

Using ISBAR for Documentation			
I	Identify	Who did you discuss issue with? Staff? Patient? Family?	'Discussed with medical intern, Dr...' 'Discussed with patient's partner...'
S	Situation	What is the main focus? (using clinical terminology)	'Pt states he is feeling sick and unable to eat or drink' 'Pt has refused chlorsig' 'Pt is hypotensive...'
B	Background	Diagnosis, co-morbidities, medications, allergies (not for all contemporaneous entries)	'Pt medical history includes...' 'Pt states BGL usually stable, but diet poor in last 2/52' 'Pt started new antidepressant medication...'
A	Assessment Actions	What is your assessment? What have you done?	'Manual BP is...' 'Unable to obtain urine sample due to incontinence' 'Oral fluids encouraged, IVT commenced' 'Bowel sounds' absent in all quadrants'
R	Request Response	What do you want from the next shift? How has the patient responded?	'Pt states pain relieved' 'Collect urine sample later in the shift' 'Continue monitoring vital signs for 2/24' 'Follow up discharge plan with doctor'

Figure 6. ISBAR Prompts

APPENDIX A. NURSING PLACEMENT INFORMATION SPECIFICS²

CLINICAL SUPPORT NURSES

Bendigo Health employs a team of Clinical Support Nurses (CSN) whose primary responsibilities are the supervision and support of undergraduate nursing students and graduate nurses. The CSN:

- Provide students with orientation to the ward (and hospital if required)
- Can assist with roster changes (if possible)
- Ensure students are allocated with a clinical facilitator
- Provide some direct clinical supervision
- Be available as a support and resource for students
- Review student objectives
- Discuss with students any issues or concerns during their placement
- Facilitate debriefing sessions when required
- Collect daily feedback sheets (clinical facilitator forms)
- Liaise with education providers to ensure knowledge of student requirements and provide performance feedback to the education provider
- Complete student assessments and appraisals
- Implement Learning Assessment Management Plans where underperformance is identified

Contact details for the CSN are provided in the table below.

Speciality	Phone Number	Email Address
Aged Care (JPNH, SANH, Simpkin House)	0455 421 995	csnagedcare@bendigohealth.org.au
Aged Care (GONH)	0437 894 827	csnagedcare@bendigohealth.org.au
Cancer Centre	0408 913 946	cancereducator@bendigohealth.org.au
Child and Adolescent Unit	0408 713 859	paediatriceducator@bendigohealth.org.au
Community (CNS, Pall Care, HARP/PAC, RIR, TCP)	0419 026 306	csnrehabcommunity@bendigohealth.org.au
Critical Care (ICU, ED)	0407 403 465	csncritcare@bendigohealth.org.au
Inpatient Renal 4A	0419 247 826	csnmedical4@bendigohealth.org.au
Interventional Suite	0455 437 800	ivseducators@bendigohealth.org.au
Medical 4A	0419 247 826	csnmedical4@bendigohealth.org.au
Medical 5A	0438 105 001	csnmedical5@bendigohealth.org.au
Orthopaedic 4B	0418 274 864	csnorthorehab@bendigohealth.org.au
Rehabilitation 4C	0409 237 266	csnorthorehab@bendigohealth.org.au
Rehabilitation 5C	0419 026 306	csnrehabcommunity@bendigohealth.org.au
Specialist Palliative Care Inpt	0419 247 826	csnmedical4@bendigohealth.org.au
Surgical 5B	0419 048 599	csnsurg@bendigohealth.org.au
Surgical 6B	0419 048 599	csnsurg@bendigohealth.org.au

² This information does not cover nursing placements within Mental Health.

CLINICAL FACILITATORS

Each shift you will be allocated to work with/be supervised by a nurse otherwise known as a clinical facilitator/buddy. Your clinical facilitator is able to provide you with supervision for all tasks within your scope of practice. Your clinical facilitator:

- Can sign off skills in your assessment books
- Can provide feedback on performance during or at the completion of the shift. It is recommended that you regularly ask for feedback and advice on what/how you can improve
- Completes a clinical facilitator form each shift which will be forwarded to the CSN to assist in the completion of your assessment. You must present a clinical facilitator form to your clinical facilitator at the beginning of the shift so they can provide written performance feedback
- May, in some instances, complete your formative and summative assessments

NURSE EDUCATOR TRANSITION PROGRAMS

As part of their role, the Nurse Educator Transition Programs (NETP) provides oversight and support to the CSN. The NETP may become involved where a student requires additional support or is failing to meet expectations. The contact details for the NETP are:

- Phone: 0429 072 804 or 0419 659 016
- Email: NETP@bendigohealth.org.au

UNITS

The following information provides a brief summary of each of the units where nursing placements (excluding mental health) take place. You will find contact details and some recommendations regarding learning to enhance your experience.

Residential Aged Care

Residential Care includes five Aged Care facilities including three high level nursing care, one psychogeriatric and one low level care home.

During your placement at any of our Aged Care Facilities you will be consolidating and learning skills in:

- Basic Nursing Care including Hygiene, Continence care, Feeding, Mobility, Safe Manual Handling and Prevention of falls.
- General Systems Assessment including Integumentary, Cardiac, Respiratory, Gastro-intestinal and Cognitive assessments.
- Dementia and Delirium Care
- Care of common chronic conditions such as Diabetes, Respiratory disease, Stroke, Parkinson's Disease

Contact numbers for Aged Care facilities:

- Joan Pinder Nursing Home Reception 5434 7555
- Stella Anderson Nursing Home Reception 5434 7500
- Simpkin House Reception 5434 7595
- Golden Oaks Reception 5438 1400

Emergency Department

The Emergency department is located on the ground floor of the hospital. It has 14 main cubicles, 4 resus beds, 3 dedicated paediatric beds, an ambulatory care area with 6 treatment areas and a 12 bed short stay observation unit.

To enhance your placement experience in ED you may find it beneficial to learn about:

- A-E Assessment
- Abdominal pain
- Chest pain
- Shortness of breath
- UTI
- Vomiting and Diarrhoea (Adult)
- Sprains, strains and soft tissue injuries
- Stroke

The contact number for the Emergency Department ANUM is 5454 8109.

Interventional Suite

The interventional suite consists of 8 operating theatres, PACU, day surgery theatres and a cardiac catheter laboratory.

To enhance your placement experience in Interventional Suite you may find it beneficial to learn about:

- Practical application of anatomy and physiology
- Understanding of surgical procedures
- Specific pre and post-operative patient needs
- Perioperative nursing procedures and roles
- Practicing aseptic technique
- Patient assessment relating to perioperative needs
- Care of the unconscious patient
- Medico-legal and ethical responsibilities
- Pain management
- Wound care

Located on the 1st floor of the hospital, entry is via Day of Surgical Admissions (DOSA).

Contact numbers for the Interventional Suite:

- Anaesthetics Recovery ANUM 5454 8858
- Operating Theatres ANUM 5454 8836
- DOSA ANUM 5454 7988
- Cardiac Cath Lab ANUM 5454 8017

Intensive Care Unit (ICU)

The Intensive Care Unit is located on the 2nd floor of the hospital. It is officially a 6 patient ICU equivalent unit however usually has around 10 beds open with a combination of ICU, high dependency and coronary care patients.

To enhance your placement experience on ICU you may find it beneficial to learn about:

- Systems approach assessment
- Cardiovascular anatomy and physiology
- Cardiovascular disease
- Respiratory illness
- Haemodynamic monitoring
- Central venous and arterial lines

The contact number of the ICU ANUM is 5454 7927

Child and Adolescent Unit

The Child and Adolescent Unit (CAU) is located on the 3rd floor of the hospital. There are 16 beds with a variety of rooms, for example for babies/ neonates, single and 2 bed rooms. The ward admits neonates and children up to the age of 18 years.

To enhance your placement experience on CAU you may find it beneficial to learn about:

- Pneumonia
- Bronchiolitis
- Gastroenteritis
- Eating disorders
- Tonsillectomy and adenoidectomy
- Seizures
- Newly diagnosed diabetes
- Asthma
- Croup
- Fractures
- Head injuries

The contact number for the CAU ANUM is 5454 7802.

Integrated Cancer Centre

The Oncology service provides comprehensive, multidisciplinary care of cancer patients throughout the Loddon Mallee region including Medical Oncology, Radiation Oncology and Haematology specialities. The chemotherapy day unit (CDU) has a capacity of 18 chairs and 4 beds for the delivery of systemic anti-cancer therapies (which includes much more than traditional chemotherapy agents) and supportive treatments including blood products and other supportive therapies. The radiotherapy unit has 2 linear accelerators.

To enhance your placement experience in ICC you may find it beneficial to learn about:

- Chemotherapy
- Radiotherapy
- Aseptic technique
- Haematology and biochemistry parameters
- Immunotherapy
- Haematology
- Central Venous Access Devices

The contact number for the CDU ANUM is 5454 8814.

The contact number for the Radiotherapy ANUM is 5454 9257.

Wards 4A & 5A

There are two medical units at Bendigo Health, one on level 4 and the other level 5 of the hospital.

- Medical 4A - Renal and Stroke. This unit has 28 patient beds and four Haemodialysis chairs for day treatment.
- Medical 5A - Oncology, Cardiac and Complex Care. This unit has 28 standard beds and a 3 bed complex care room.

To enhance your placement experience on 4A or 5A you may find it beneficial to learn about:

- Oncology
- Cardiac Disease
- Alcohol Withdrawal
- Diabetes
- Renal Failure
- Respiratory illness
- Gerontology
- Infectious Diseases
- Neurology
- Stroke

Contact numbers for the medical wards:

- 4A ANUM 5454 6183

- 5A ANUM 5454 6182

Ward 4B

The Orthopaedic Unit is an acute 32-bed surgical unit consisting predominately of orthopaedic patients however on occasion receives overflow from other units and admit surgical, medical and gynaecological patients. Some beds have been designated to Rehabilitation in Orthopaedics (RIO) patients.

To enhance your placement experience on 4B you may find it beneficial to learn about:

- Fractures & Neurovascular Assessment
- The Spine
- Traction: Skin & Skeletal
- Complications of Orthopaedics: Trauma & Surgery
- Disease Processes affecting the Skeleton
- Split skin grafts

The contact number for Ward 4B ANUM is 5454 6161

Wards 4C & 5C

There are two rehabilitation units in Bendigo Health, one on level 4 and the other level 5 of the hospital. Each unit has 32 patient beds comprising of a mixture of rehabilitation level 1, level 2 & geriatric evaluation and management (GEM).

- 4C Orthopaedic Rehabilitation Unit specialises in amputee and orthopaedic rehabilitation.
- 5C Neurological Rehabilitation Unit specialises in neurological rehabilitation including ABI, spinal cord injury and stroke.

To enhance your placement experience on 4C or 5C, you may find it beneficial to learn about the functional independence measurement and long term effects and rehabilitation for:

- 4C
 - Amputation
 - Dementia Management
 - Fractured Neck of Femur
- 5C
 - Stroke
 - Acquired brain injury
 - Spinal cord injury

The contact numbers for the rehabilitation wards are:

- 4C ANUM 5454 7597
- 5C ANUM 5454 8793

Wards 5B & 6B

There are two surgical units at Bendigo Health, on the 5th and 6th floor of the hospital.

- 5B Surgical Unit has 32 Acute Surgical beds of which 4 beds are allocated in Complex Care Room.
- 6B Extended Day Surgery Unit has 16 Acute Surgical beds and is operational Monday-Friday.

To enhance your placement experience on 5B or 6B, you may find it beneficial to learn about:

- Vascular
- Thoracic
- ENT
- Gastro-intestinal
- Urology
- Head & Neck Surgery
- General Surgery Admissions
- Plastics

Contact numbers for the surgical wards:

- 5B ANUM 5454 6154
- 6B ANUM 5454 9192

Specialist Palliative Care and Evaluation Unit

The Specialist Palliative Care and Evaluation Unit provides 10 beds for specialist palliative care to patients with a life threatening illness who are no longer having acute care. Geriatric Evaluation and Management has 8 beds which provides assessment, mobility, cognitive and functional rehabilitation for patients with chronic or complex conditions.

To enhance your placement experience you may find it beneficial to learn about:

- Palliative care
- End of life care
- Advanced care planning
- Chronic illness
- Complex care

The Specialist Palliative Care and Evaluation Unit is located in the Streams of Care building, corner of Mercy and Barnard streets.

The contact number for the ANUM is 5454 8355.

Hospital Admission risk program (HARP) and Post-Acute care (PAC)

The HARP program is a service to support people with chronic and complex illness to reduce avoidable hospital admissions, emergency department use and improve quality of life. HARP provides a coordinated team approach to managing people with complex care needs. The HARP team is made up of a number of health professionals, such as nurses, a renal and respiratory nurse practitioner, diabetes educators, occupational therapist, psychologist, and social workers.

PAC provides short-term support to facilitate a safe and timely discharge from hospital. The person returns home with an appropriate package of community-based supports.

HARP and PAC are located on level 6, North Wing Anne Caudle Campus

The contact number for HARP and PAC is 5454 6971

Community Palliative Care

Community Palliative Care service works with people who have a life limiting illness, their families, carers and the community in promoting and providing choices in quality Specialist Palliative care. It is a community based team which liaises and works in conjunction with other community based services to provide holistic care.

Services include:

- Symptom management
- Equipment for loan
- Volunteers to provide companionship
- Coordination of services
- Education
- 24 hour nursing support and advice
- A comprehensive bereavement program

The Community Palliative Care Service is located in the North Tower ACC, Level 2 (located with Residential In Reach). Enter through John Lindell Rehab Unit (JLRU), take elevator to 2nd floor, turn right and follow around to the end of corridor.

The contact number for Community Palliative Care is 5454 8929

Transitional Care Program (TCP)

Transition care provides short-term support and active management for older people at the interface of the acute/subacute and residential aged care sectors. It is goal oriented, time limited and targets older people at the conclusion of a hospital stay who require more time and support in a non-hospital environment to complete their restorative process, optimise their functional capacity and finalise and access their longer term care arrangements.

Services offered include;

- Nursing support
- Low intensity therapy or rehabilitation
- Personal care and homecare
- Meal delivery
- Medical support
- Social work and case management

TCP is located in the North Tower ACC, Level 2 (located with Residential In Reach). Enter through John Lindell Rehab Unit (JLRU), take elevator to 2nd floor, turn right and follow around to the end of corridor.

The contact number for TCP is 5454 9106

Community Nursing

Community Nursing Services has an overall goal to improve independence, health, wellbeing and quality of life for people and their carers' at home (including residential facilities). This involves being more proactive when considering potential outcomes for clients and working with clients to improve or maintain their overall quality of life.

To enhance your placement experience in Community you may find it beneficial to learn about:

- Diabetes
- Wound management
- Chronic illness
- Palliative care
- Advanced care planning

Community Nursing is located at our Havlin street complex, 43 Havlin St East, Bendigo

The contact number for the Community Nursing ANUM is 5454 8076.

Hospital in the home (HITH)

The hospital in the home program provides individualised and holistic care to patients who require inpatient level of care within the home. The program allows patients to receive ongoing treatment in the familiar surroundings of their own home. Each patient is individually assessed to determine his or her needs and a plan of care is coordinated in consultation with a team of health professionals.

Located in streams of care building, corner of Mercy and Barnard Street.

The contact number for HITH is 5454 7269

Residential in reach

Residential In-Reach services provide an alternative to the Emergency Department for people living in Residential Aged Care Facilities requiring relatively simple clinical procedures.

Services include;

- Management of IDC complications
- PEG management

- wound management
- assisting with end of life care
- Liaison between facilities and hospitals

RIR is located in the North Tower ACC, Level 2 (located with TCP). Enter through John Lindell Rehab Unit (JLRU), take elevator to 2nd floor, turn right and follow around to the end of corridor.

The contact number for RIR is 5454 9106

ORIENTATION CHECKLIST FOR UNDERGRADUATE NURSES

Item	Location & Notes
CSN/Educator	Name(s): Contact number: Email: Desk location:
Staff Introduction	<input type="checkbox"/> NUM/ANUM <input type="checkbox"/> Office location ANUM contact number:
Personal Items	<input type="checkbox"/> Locker access <input type="checkbox"/> Staff room <input type="checkbox"/> Staff amenities, kitchen
Fire Safety	<input type="checkbox"/> Emergency exits, fire doors <input type="checkbox"/> Hoses and extinguishers, break glass alarms, red phone, mimic panels <input type="checkbox"/> Evacuation plans and meeting points
Emergency	<input type="checkbox"/> Emergency equipment location i.e. crash cart <input type="checkbox"/> Location and activation of code blue/grey/black and staff assist buttons <input type="checkbox"/> Orientation to patient bedside (call bells, alarms) <input type="checkbox"/> MET calls/clinical reviews-process, observation requirements during/following and correct documentation of <input type="checkbox"/> Iron infusion kit/ hypoglycaemia kit
Departmental Access	<input type="checkbox"/> Swipe cards/keys/codes <input type="checkbox"/> Patient belongings storage & code to patient locker (area dependant)
Departmental tour	<input type="checkbox"/> Sterile rooms <input type="checkbox"/> Pan rooms <input type="checkbox"/> Store rooms <input type="checkbox"/> Write up spaces/nursing stations <input type="checkbox"/> Patient/client rooms <input type="checkbox"/> Patient activity/dining/sitting rooms (area dependent) <input type="checkbox"/> Handover room <input type="checkbox"/> Collaborative room
Computer Access	<input type="checkbox"/> Test swipe cards/check log in details- call ICT #48470 if not working <input type="checkbox"/> PROMPT <input type="checkbox"/> Patient Flow Manager-how to update handover <input type="checkbox"/> Referrals <input type="checkbox"/> Resources specific to clinical environment/discipline i.e. MIMS Online <input type="checkbox"/> DMR/MANAD (area dependent)
Documentation	<input type="checkbox"/> What to do for an admission, discharge or transfer <input type="checkbox"/> Alerts <input type="checkbox"/> MR form storage <input type="checkbox"/> Patient files
Communication	<input type="checkbox"/> Communication book <input type="checkbox"/> Team meetings

	<input type="checkbox"/> Contact numbers list <input type="checkbox"/> In-service/education calendar <input type="checkbox"/> Patient education resources <input type="checkbox"/> Handover process <input type="checkbox"/> Shift planners <input type="checkbox"/> Phone/pager allocation (area dependent) <input type="checkbox"/> Communication boards
Equipment	<input type="checkbox"/> Bed operation <input type="checkbox"/> BGL machines <input type="checkbox"/> Enteral feeding equipment <input type="checkbox"/> Equipment/procedure trolleys <input type="checkbox"/> How to use the patient TV <input type="checkbox"/> Imprest drug storage <input type="checkbox"/> Isolation room packs <input type="checkbox"/> Linen <input type="checkbox"/> Patient's own medications <input type="checkbox"/> Pharmacy requests-ordering of medications and discharge script process <input type="checkbox"/> Proximate alarms & wanderer alarms <input type="checkbox"/> Scales <input type="checkbox"/> Safe manual handling equipment <input type="checkbox"/> Vital sign machines/trolleys <input type="checkbox"/> Walking aids <input type="checkbox"/> Bladder scanner (area dependent) <input type="checkbox"/> Drug trolleys (area dependent) <input type="checkbox"/> ECG machine (area dependent) <input type="checkbox"/> Infusion pumps (area dependent) <input type="checkbox"/> Telemetry units & central monitor (area dependent)
Infection Control	<input type="checkbox"/> PPE <input type="checkbox"/> Room signs <input type="checkbox"/> Linen skips <input type="checkbox"/> Rubbish bins
Notes	