



Handbook for international students

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Content

Contact information of clinical nursing teachers	3
Welcome to Kuopio University Hospital	4
Customer experience	5
Safety	8
Ground rules for working and learning	21
Maps	28
Instructions for clinical practice.....	32
Privacy policy.....	43

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Welcome to Kuopio University Hospital

- KUH offers over a hundred diverse clinical placement positions in different operating environments of specialised medical care
- KUH ´s multiprofessional personnel is motivated and has been trained to instruct and guide me during my practice
- As a student, I am bound by secrecy obligation and non-disclosure obligation similarly as the hospital staff
- KUH follows student feedback and uses it to develop the quality of teaching and supervision

- **Please give us feedback – your feedback is important for us!**



the Quality of Student Supervisions (CLES)

Customer experience



What is customer experience?

- a sum of encounters, mental images and emotions related to the organisation's activities formed by customers
- the student's actions also influence customer experience (adding or reducing value)

"Thanks to the student midwife and midwives for taking such great care of me during my labour! You had read my wishes carefully and took everything into account. The delivery went just as I hoped it would!"



As a student, I am also the customer experience

- I greet customers and treat them with respect in any facility and situation of the clinical placement organisation
- I introduce myself and my role
- I ask the customer for a permission to participate in the treatment situations for learning purposes
- I respect everyone's individuality and privacy, and take multicultural aspects into account
- I provide guidance to customers in matters related to health, illness, functional ability and well-being within the limits of the competence I have achieved
- I provide information about any shortcomings or problems I notice
- I promote patient safety and quality of care by acting responsibly and with awareness of my level of competence
- I act in line with legislation, regulations and ethical values and principles
- I have sufficient language skills to communicate with customers

Safety



Patient safety

- means that patients get the correct treatment that meets their needs and causes as little harm for them as possible.
- covers the safety of care, medication safety, equipment safety and is part of the quality of care.
- **KUH promotes patient safety** through, for instance:
 - its patient safety plan
 - multiprofessional patient safety council and contact person network
 - Reporting System for Safety Incidents (HaiPro), safety incidents in a hospital – notices filed by patients/their loved ones beginning on 1/2013
 - using different patient safety tools and good practices.

Tools and good practices

- ISBAR reporting system, which harmonises and ensures information flow.
- Surgical team checklists, which help communication and team work, and reduce having to act on memory
- NEWS (National Early Warning Score) is an indicator used to recognise at-risk patients at an early stage (based on an assessment of the patient's vital functions)

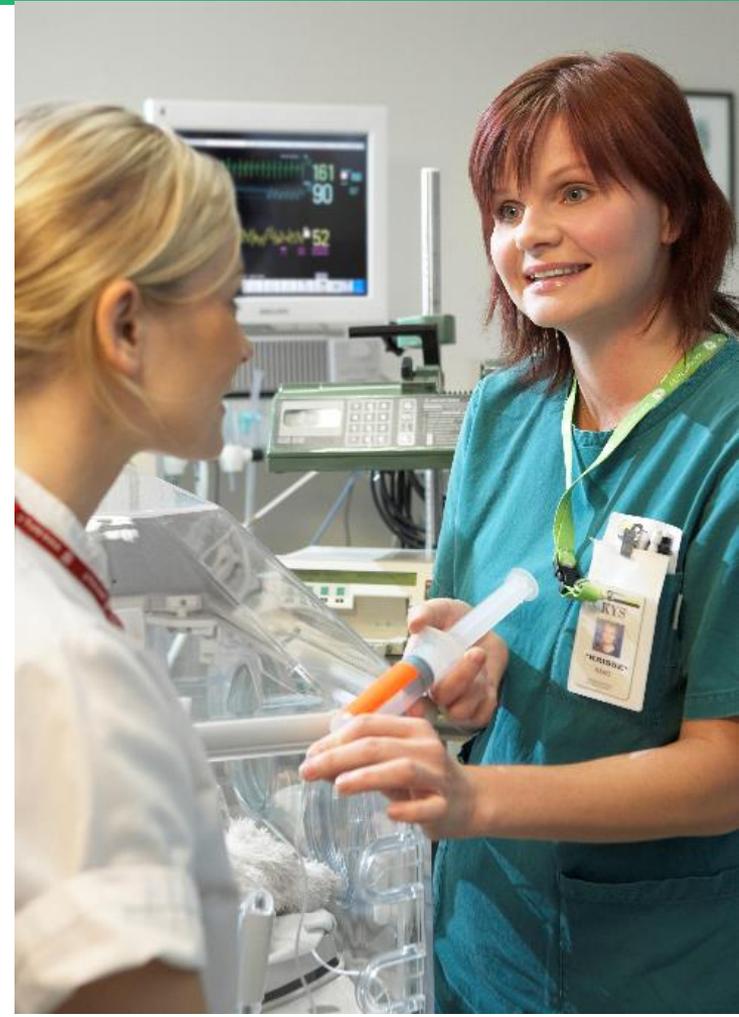
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ISBAR – kiiretön tilanne

1. IDENTIFY Tunnista	<ul style="list-style-type: none"> Nimesi, ammatti, yksikkö Potilaan nimi, ikä ja sosiaaliturvatunnus
2. SITUATION Tilanne	<ul style="list-style-type: none"> Syy raportointiin
3. BACKGROUND Tausta	<ul style="list-style-type: none"> Nykyiset sekä aikaisemmat oleelliset sairaudet, hoidot ja ongelmat Allergiat Tartuntavaara/eristys
4. ASSESSMENT Nykytilanne	<ul style="list-style-type: none"> Vitaaliläintöminnot Oleelliset asiat potilaan tilaan liittyen
5. RECOMMENDATION Toimintaehdotus	<p>Ehdota</p> <ul style="list-style-type: none"> Tarikkailun lisäämistä Toimenpidettä Siirtoa toiseen yksikköön Hoitosuunnitelman muutos <p>Varmista</p> <ul style="list-style-type: none"> Kuinka kauan...? Kuinka usein...? Koska otan uudelleen yhteyttä...? Onko vielä kysyttävää? Olemmeko samaa mieltä?

Medication safety

- Patient safety incidents and related harm continue to be common in hospitals.
- Safety incidents are caused by either factors related to the working environment (e.g. haste) or human errors (e.g. inadequate competence, lapses).
- Many adverse events could be prevented.
- **We are all responsible for promoting medication safety, including me!**



My role as a student participating in pharmacotherapy / medication management: Learning during the placement

- My education must provide me with extensive competence in delivering medicines and infusion treatment of various degrees of difficulty.
- As a student, I will have an opportunity to practise the tasks of medication in my field of study in a way that takes my personal capabilities and competence into account. **Practising medication administration is ALWAYS guided and carried out under the supervision of my mentor.**



Preconditions for participating in practising pharmacotherapy / medication management as a student

- I have sufficient theoretical knowledge and skills to administer medication
- I manage medication calculations without errors
- I can demonstrate my competence with my study register
- I have defined in my objectives for the clinical placement which areas of pharmacotherapy and medication management I will be practising during this period. My goals are based on my previous competence, curriculum, objectives for the clinical placement, and the pharmacotherapy plan of the working unit
- I will go over the objectives for the placement together with my mentor. We will evaluate and specify them regularly during the clinical placement period
- When I am studying to become a RN or RM, I can practise intravenously (iv) administered medicine and infusions under the **immediate supervision** of a RN/RM. My mentor will supervise my practice. **As a student, I may never act alone in carrying out** iv medication and infusions or blood transfusions.
 - The management of iv infusions and medication refers to rehydration, medical and blood transfusion therapy, preparing related dilutions and getting them ready for use. In addition, this refers to the management of procedures required by iv therapy, such as peripheral venous cannula.

Hand hygiene

Careful hand hygiene and aseptic working methods are the most important individual procedures I can take to prevent the spread of microbes and emergence of infections.

I am obligated to work in an aseptic manner

- **I wash my hands with soap and water**
 - when I arrive at work and before leaving work
 - when my hands are visibly dirty
 - before eating and after using the toilet.
- **I disinfect my hands with an alcohol-based hand rub**
 - I take a sufficient amount of the liquid on dry hands (2 portions; 3-5 ml)
 - I remember: fingertips, rubbing palms together, thumbs, backs of hands, between fingers!
 - I will keep rubbing for 30 seconds, until my hands are dry
- **Two-phase hand washing** (washing with soap and water + disinfection with an alcohol rub) **is necessary**
 - If I am treating patients with diarrhoea
 - If I am treating patients diagnosed with clostridium difficile or norovirus



Safety

Needle stick and blood exposure incidents

= A bloody / contaminated needle or instrument pierces the skin **OR** blood or bodily fluids are splattered on your eyes, mouth or skin with ulcers/rash.

- **Best treatment: I prevent these incidents**
 - I will put sharp waste directly into a sharps container
- **→ I WILL NOT PUT THE COVER BACK ON THE NEEDLE!**
 - I will use hospital gloves if I touch blood/bodily fluids/broken skin
 - I will protect my eyes, nose and mouth during procedures where there is a possibility that blood/bodily fluid may be splattered



- **First aid** for a needle stick injury

- I will not squeeze/rub on the wound/needlestick site
- I will rinse the site with running water for a long time (5 min)
- I will let the needlestick site leak and will remove any foreign objects
- I will put an alcohol compress on the skin (e.g. handrub with over 70% alcohol content) for 2 minutes

•

- **First aid** for having bodily fluid or other splatters in the eyes

- I will rinse my eyes immediately under running tap water for 2-3 minutes

After the first aid for a needle stick or blood exposure incident, what should I do?

- I will contact my student health care and they will refer me for blood samples and give instructions on further measures.
- For incidents that have occurred during EMERGENCY HOURS, the blood samples must be taken on the first possible weekday within 2 days. If this is not possible (e.g. on a Friday night), the samples must be taken at the **emergency department**. Even in this case, I must contact student health care as early as possible (to find out the lab results).
- I will file a notification of the needle stick injury to **a)** student health care and **b)** KUH using the HaiPro system (please see p. 18 and ask your supervisor to help you with the notification)
- Needle stick injury samples will be taken of both the patient (the person exposing me) and me (the exposed person). A permission is required from the patient for taking a sample and submitting his/her information in the student health care.

Acting in exceptional situations

- RESUSCITATION, I will call:
 - **2222** (Puijo Hospital, Kaari Hospital and Säde Hospital)
 - **112** (other buildings, outside areas of the hospital and other KUH units: Alava, Julkula, Kuopio Psychiatry Center, Siilinjärvi Psychiatric Outpatient Clinic)
- KUH has zero tolerance on violence
- Fire: I know where the emergency exits are
- ALSO: I WILL FIND OUT IMPORTANT PHONE NUMBERS AND PRACTICES IN DIFFERENT SITUATIONS AT MY WORKING UNIT DURING MY FIRST DAYS!



Reporting incidents or near misses

- HaiPro system is used as an incident reporting system in KUH
- An adverse event is an event that endangers the safety of a patient and causes or may cause harm to the patient. The announcement is made anonymously by the person who detects the adverse event.
- HaiPro will also report incidents that endanger the safety of personnel and cause or may cause harm to personnel. In addition to accidents at work, near misses are also reported.
- The HaiPro system reports all **adverse events** and **near misses**
- From the autumn of 2019, personnel can also report ethical misconduct in the system -> *"ethical and know-how activities"*
- It is also possible for a student to submit a HaiPro announcement in KUH

Ground rules for working life and learning

Work shifts and work shift forms

- I will comply with the Working Hours Act during my clinical placement:
 - My work shifts have the duration of 8 hours, and will not exceed 11 hours (night shifts).
 - I can do one to three extra long shift with my mentor (max. 14hours) during the clinical practice.
 - I take care that the free period between the shifts is at least 9 hours.
 - I primarily work for **at most 40 hours per week** but will take particular care that my working hours will **not exceed 120 h within a three-week period**.
 - I will not schedule work shifts for every day of the week, and will have at least one day off every week.
 - During my shift, I am entitled to two periods of rest:
 - a 20-minute meal break in the working unit or canteen
 - a 10-minute (coffee) break.

- When planning my work shifts, I make sure that I spend at least 80 % of my shifts with my mentor.
- As the work shift form is an official and legal document, I will fill it out clearly with a ballpoint pen:
 - I will write my own and my supervising teacher's contact details on the work shift form.
 - I will label both planned and realised work shifts appropriately with the times when they will take/took place (e.g. from 7 to 15; 7–15).
 - I will make sure that the form will include both my and my mentor's signatures at the end of the clinical placement.
 - I will leave a copy of the work shift form to the placement unit and submit the original copy to my school.
 - Nb! Pregnant students must evaluate whether they will be able to participate in the clinical practice based on their particular case. They must stop the clinical placement at least one month before due date.

Objectives, feedback, assessment

- I make both my own learning as well as my mentor's work easier by having **a discussion about my initial level / the start of the placement where e.g.:**
 - we will discuss my initial level and skills
 - we will go over my personal goals as well as the objectives set for the placement period
 - I will bring up other factors that affect my learning.
- **I ask for and give feedback** actively:
 - At the end of my clinical placement, I will fill in the questionnaire [the Quality of Student Supervisions \(CLES\)](#)
- **I will give written feedback to my mentor.**

Sudden illness

- If I get sick, I will **stay at home** and **inform** the manager of the unit or nurse in charge about this **in good time** before the work shift.
- I will also inform my supervising teacher about this so he/she can decide on how I can make up for the hours I have been absent.
- I will take the following issues into account:
 - **If I have flu symptoms**, I will ask for further instructions from my clinical practice unit.
 - **If I have fever**, I will stay at home until one day has passed without fever.
 - **If I suspect I have norovirus**, I will stay at home until 2 days have passed without symptoms.
 - If I have **herpes sore on my lip** with symptoms/leaking, I will use a protective mask and other protective equipment if necessary. Particularly high-risk units include neonatal intensive care unit (NICU) as well as units that treat women in labour as well as cancer and burn patients.
 - If I have a **rash on my hands/arms**, I can participate in the clinical practice but also actively take care of my rash. I will also make sure I protect myself (protective gloves) and take note of the effect of detergents on my skin.



KYS

If I have a **herpes infection on my hands**, I will definitely not participate in patient work.

Vaccinations and examinations

- Laboratory tests to rule out carriage of multidrug-resistant (MDR) pathogens (MRSA, ESBL, VRE, etc.) **are not required**. However, all persons with a previous clinical disease or known carriage of MDR-pathogens must contact an infection control nurse at Kuopio University Hospital to receive special counselling on hygienic practices.
- A written report of a Chest radiograph (thorax x-ray) needs to be presented if the student comes from endemic area of tuberculosis (incidence >50/100 000): e.g. Africa, Asia, South- and Middle America, former Soviet Union countries or has treated or otherwise been in close contact with patients with tuberculosis or has clinical symptoms suggesting tuberculosis.

Smoking

- According to the Tobacco Act, the exposure of staff and customers to smoke must be prevented:
- **KUH IS A NON-SMOKING HOSPITAL!**
- I support customers in giving up smoking.
- I do not use tobacco products during working hours.
- Hospital customers may only smoke in designated outdoor areas.



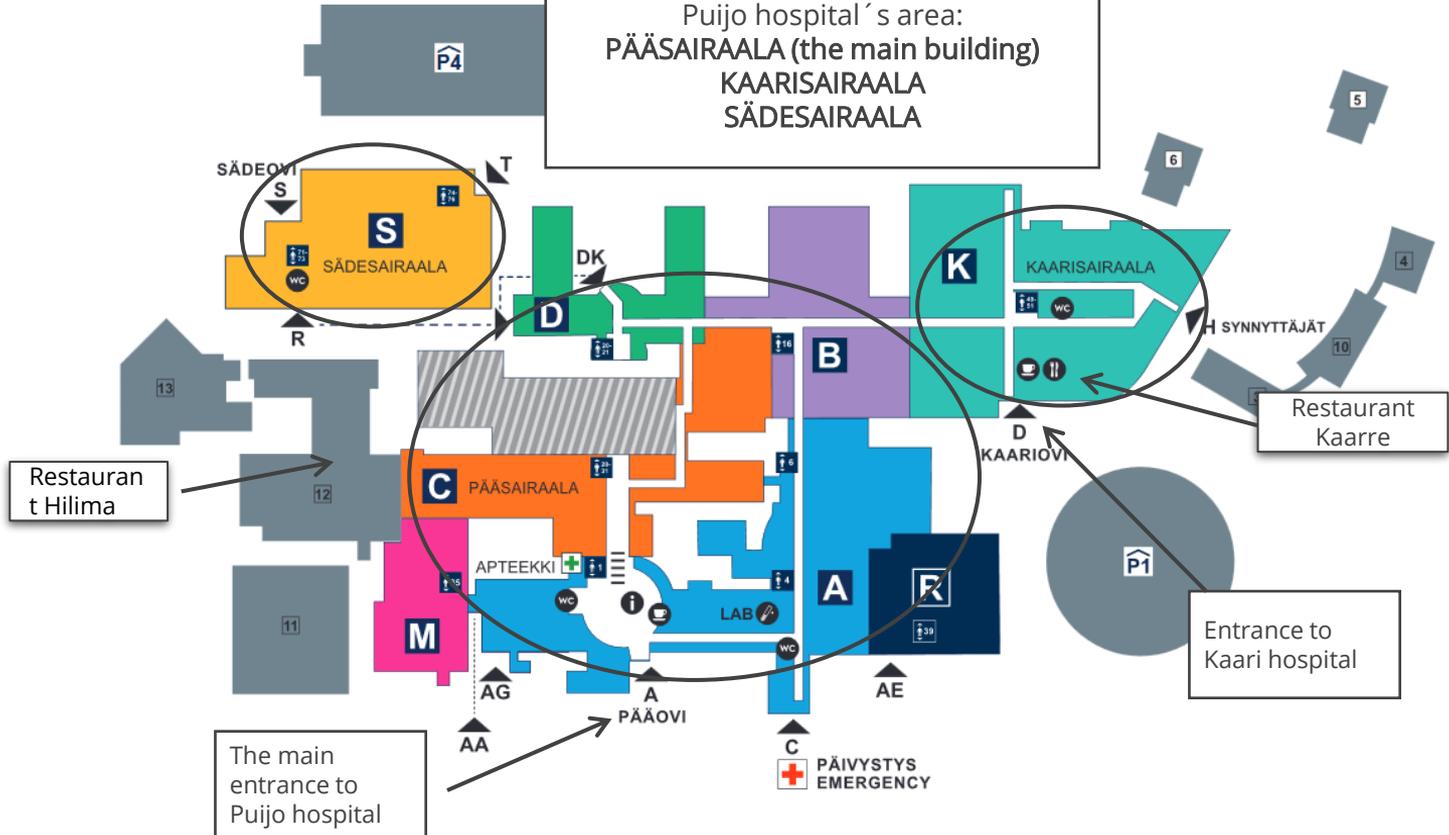
Maps





Map of the "Puijo hospital" area

There are 3 hospital buildings in the Puijo hospital's area:
PÄÄSAIRAALA (the main building)
KAARISAIRAALA
SÄDESAIRAALA



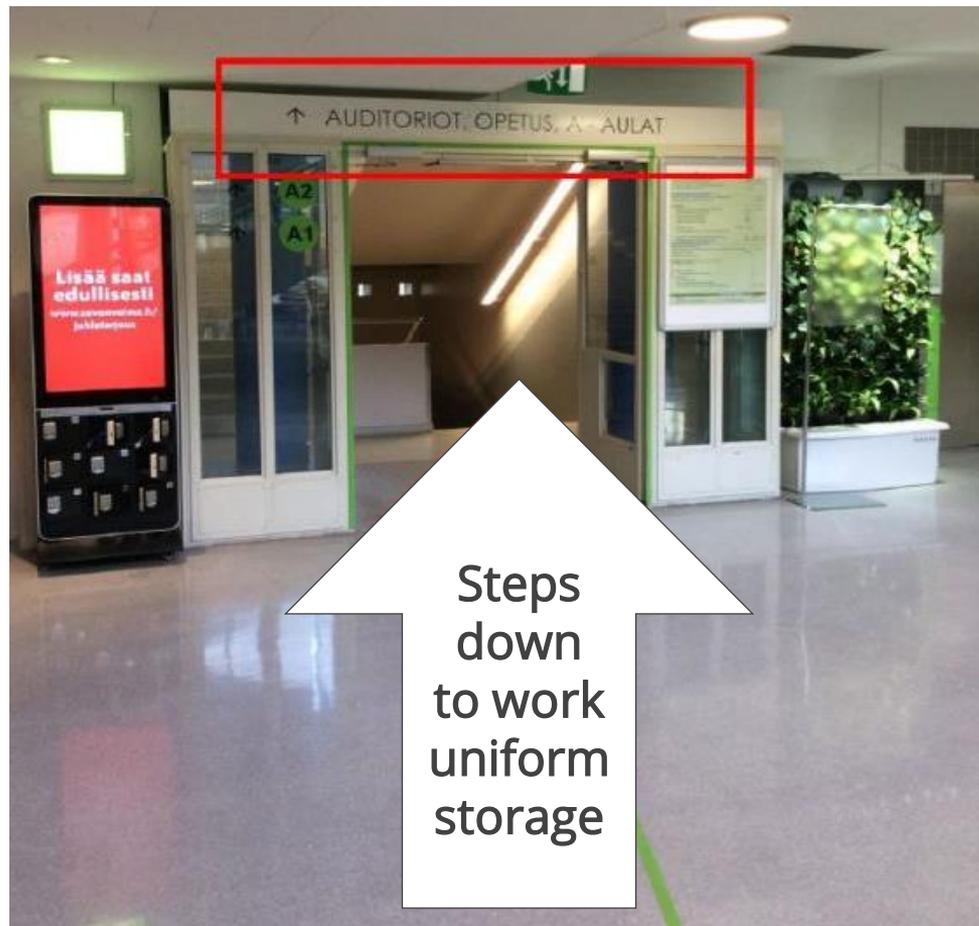
Instructions for clinical practice

Before the clinical practice...

- Clinical teacher of nursing will contact me before my clinical practice starts
- I will meet my clinical teacher of nursing the previous week before the beginning of my clinical practice
- I will get individual timetable for the first morning of my clinical practice
- I will get more information from the clinical teachers of nursing before the clinical practice starts.
- I can always contact klinikkaopettajat@kuh.fi if I have some questions or concerns.

Key card and locker for student

- Pick up and return the items at the Kulkukortit –unit located at the building 3. Kulkukortit is open from Monday to Friday at 7.30-15.30
- **Key card** will be available for me throughout my entire clinical placement period.
 - I will always carry my key card with me when moving in the hospital area.
 - I show my personal ID card when I come to collect my key card.
- **Changing room and locker**
 - A map to the changing rooms is available on the door of the storage for students' work uniforms.
 - I share my locker with another student and will thus not leave any valuables in the locker.
- I will hand in my key card and locker key to a box next to the door of the Kulkukortit immediately at the end of my clinical practice.
 - Before returning my key, I will empty and clean my locker.



My work uniform at Puijo Hospital

- I will wear a dark blue uniform at work, not wearing a long-sleeved shirt under my uniform.
- I will pick up my uniform at **the self-service storage** for students (main lobby, door A, floor 00).
- **NB! Entering with an key card for students → remember to pick it up first.**
- I will pick up **one outfit** at a time!! (sizes XXS – XXXXL).
- I will make sure I have my own footwear and socks.
- I will not use CROCS at any of the procedure units or
- the neonatal intensive care unit.
- ESD protected (antistatic) footwear is recommended
- I will not wear any shoe decoration charms on my footwear.
- I will return used clothing to bags in the changing room.



THERE IS A MAP TO THE CHANGING ROOMS ON THE DOOR OF THE STORAGE FOR STUDENTS' WORK UNIFORMS!

My appearances

IN WORK WITH PATIENTS, I MAY NOT WEAR

- gel or artificial nails, nail polish, nail decorations
- rings, bracelets or a wrist watch
- facial piercings
- large, hanging earrings
- a pearl lanyard for my access card
- fragrances (may cause allergic reactions to patients or coworkers among other things).

I WILL AVOID

- false lashes and lash accessories in aseptic work tasks (e.g. operation rooms)
- fragrances in general.

AS PART OF TIDY APPEARANCES I WILL

- tie my long hair up
- take care of the condition of skin on my hands and keep my nails short.

Meals at staff restaurants

- At Puijo Hospital, I can eat at Hilima (Main Hospital) or Kaarre (Kaari Hospital)
 - both are open Mon-Fri at 10–14, and Kaarre is also open on weekends at 11–14
- If I am entitled to a meal subsidy by KELA, I will present a student card with my picture, or a meal subsidy card by KELA and an ID card with my picture.
- Subsidised meal prices for students:
 - Soup or Vegetarian lunch: €2.70
 - Lunch 2: € 5,35
- The meal alternatives include:
 - bread, spreads, side salad
 - 1 glass of milk/sour milk (additional glass € 0.40)
 - water (as much as you like)/non-alcoholic beer
- Coffee with lunch costs €1.20



Buffet and salad bar are not covered by the meal subsidy.

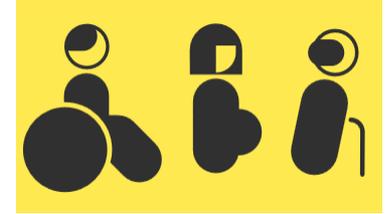
- In Julkula Hospital, staff restaurant is open Mon-Fri, student price is € 5,00

Using a mobile phone

- PATIENT
 - In general, patients can use their mobile phones freely, but may not lay their phones on medical equipment.
 - I will find out the practices at my placement unit so I will know how to correctly instruct the patients and their loved ones as well as other visitors.
- EMPLOYEE/STUDENT
 - The phone must be either turned off or on mute in a bag /locker.
 - I can use my phone during breaks.
 - If I keep my phone in the pocket of my uniform, it would be very likely to be contaminated with the hospital's microbial population → wherever I take it...
 - Hospital staff may keep work phones in their pockets.



Information security: Secrecy and non-disclosure obligation



= a RIGHT of the patient; breaking it is a punishable offence

- I as a student as well as the entire hospital staff are bound by a non-disclosure obligation.
- I will not disclose any information regarding patients' identity, type of illness or any other issues that come up at work to any outside parties.
- My non-disclosure obligation DOES NOT end at the end of my practice period.
- It is essential that I keep any information regarding the patient a secret; no information may be disclosed to a third party.
- I am only entitled to handle patient information when I am participating in a patient's treatment.

Social media

- During my working/practice hours, I will only use online and social media services for managing issues related to work/practice
- In online discussions, I will never
 - disclose any information related to patients or any other confidential details, even in closed groups
 - share images of work situations (Nb. this also concerns Snapchat!!)
 - open strange, suspicious links (risk of a virus or other malware)
 - use inappropriate language
 - discuss matters concerning organisations/characteristics, operating approaches or any other personal issues of individual people.
- As an organisation, KUH follows discussions taking place online



As a student at Kuopio University Hospital, I...

- have familiarised myself with the operations of the placement organisation and unit before the beginning of the clinical practice
- have studied basic information and skills on the area of expertise required at the placement unit
- have completed the studies required by the placement according to the curriculum
- have prepared a description of my competence at the start of the placement and related objectives that I will specify together with my mentor during the placement period
- am active and show initiative in studying and take responsibility in achieving my learning objectives as well as reflecting my own learning
- am aware of my competence, recognising my strengths and development areas
- am liable to interfere with shortcomings I notice in patient care, the working community or supervision of students
- am entitled to request that an early intervention/support model be applied
- actively request feedback from my mentor and also practise skills in giving feedback to the mentor as well as other members of the working community
- am capable of receiving feedback on my actions and learning
- am aware of the ground rules of working life and follow them (incl. professional secrecy, dress code and absences) as well as the legislation and contracts regarding working hours and agreed work shifts
- am obligated to follow safety instructions.

Privacy policy

Privacy policy

- Filing system of personal data (name, email, school ect.) is formed related to your clinical practice. Controller of this data is Hospital District of Northern Savo. The purpose of the processing of personal data, legal basis for the processing of personal data, period for storing and other information is given in the privacy policy.
- The processing of personal data related to teaching and training activities.

We are happy to welcome you to
Kuopio university hospital 😊



