

Registered Nurse Orientation (RNO) for PCA Program Outline

Overall Goal	The Patient Care Assistant or Technician joining UCSF Health either as newly hired or after a six-month absence from UCSF will gain a general overview of UCSF's evidence-based policies and procedures and critical processes unique to UCSF.
Expected Outcomes	At the completion of the orientation session the attendee will distinguish their individual contribution to the following UCSF True North Pillars and Strategic Priorities: <ol style="list-style-type: none"> 1. Patient Experience: by learning transfer within discussions during the orientation presentations. 2. Quality & Safety: by demonstrating knowledge, skills and attitudes with return demonstration, and discussion. 3. Our People: through awareness of the Department of Nursing professional development opportunities and foundations of professional practice.
Total Time	3 hours, excluding brief break

LOCATION AND TIME

Nursing Innovation and Education Center 2001 The Embarcadero, San Francisco, CA 94133	08:30-11:30
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AGENDA AND OBJECTIVES

Topic	Objectives	Time
Registration	<ul style="list-style-type: none"> • Provide a structured process to document learner presence and attendance • Implement steps to initiate access to Pyxis 	08:00-08:30
Foundations of Professional Practice	<ul style="list-style-type: none"> • Recognize the value of knowledge, skills and attitudes necessary to provide quality and safe care • Connect professional practice to UCSF Health's <i>Mission, Vision, and Values</i> • Integrate nursing practice with current evidence and the competency assessment process • Clarify process for reviewing policy and procedure on the UCSF Health CareLinks intranet • Represent UCSF Health's COVID-19 response activities • Illustrate expectations for email access and IT support 	08:30-09:00

Topic	Objectives	Time
Professional Development	<ul style="list-style-type: none"> • Differentiate the resources available through the Institute for Nursing Excellence teams of Nursing Practice, Education, and Nursing research • Integrate the Department of Nursing structural empowerment through Shared Decision-Making • Generate opportunities for career advancement as a UCSF employee 	09:00-09:20
Using Privilege for Good	<ul style="list-style-type: none"> • Categorize the definition of privilege • Construct an individual-led activity designed to promote self-awareness of privileged identities • Critique the implications of an individual's collective privilege in relation to UCSF Health PRIDE values 	09:20-09:40
APeX Scheduling	<ul style="list-style-type: none"> • Verify and explain location for APeX training scheduling 	09:40-11:30
Communications, Patient Relations	<ul style="list-style-type: none"> • Describe Chain of Command & professional communication • Outline practice to meet needs of diverse patient populations, including homeless patients and patients who communicate in a language other than English • Describe the use of Patient Relations 	
Medication Access Review	<ul style="list-style-type: none"> • Verify which medications can be transported by PCA and which cannot 	
Record keeping, Documentation, Bed Alarms	<ul style="list-style-type: none"> • Verify documentation needs for Intake and Output. • Describe documentation requirements of PCA • Confirm use of Bed Alarms 	
Restraints & Safety Attendant Role	<ul style="list-style-type: none"> • Identify needs of patients when using restraints • Demonstrate ways to communicate with confused, delirious behavioral patients • Distinguish the differences between violent and nonviolent restraints • Support the patient in nonrestraint activities 	
Hazardous Waste Handling and disposal	<ul style="list-style-type: none"> • Represent the technique for cleaning hazardous spills including from body fluids • Select the appropriate disposal process for hazardous materials. • Identify safe ways to handle body fluids 	
CHG Bathing	<ul style="list-style-type: none"> • Identify the use of CHG wipes versus CHG soap 	

Topic	Objectives	Time
CAUTI Prevention	<ul style="list-style-type: none"> • Describe indwelling urinary catheter care on daily basis • Demonstrate ways to safely empty catheter bag and placement of bag 	09:40-11:30
Pressure Injury Prevention	<ul style="list-style-type: none"> • Describe positioning used to prevent pressure injury • Identify skin needs for daily care • Select skin barriers nonprescription to use on patient skin 	
C. Diff care	<ul style="list-style-type: none"> • Demonstrate ways to care for patient and prevents spread of C. Diff 	
PPE & COVID PPE	<ul style="list-style-type: none"> • Identify the type of PPE and Demonstrate Donning and Doffing for Infection Prevention including COVID 	
Medication Test	<ul style="list-style-type: none"> • Monitor medication safety practices through a medical test with 100% passing score 	