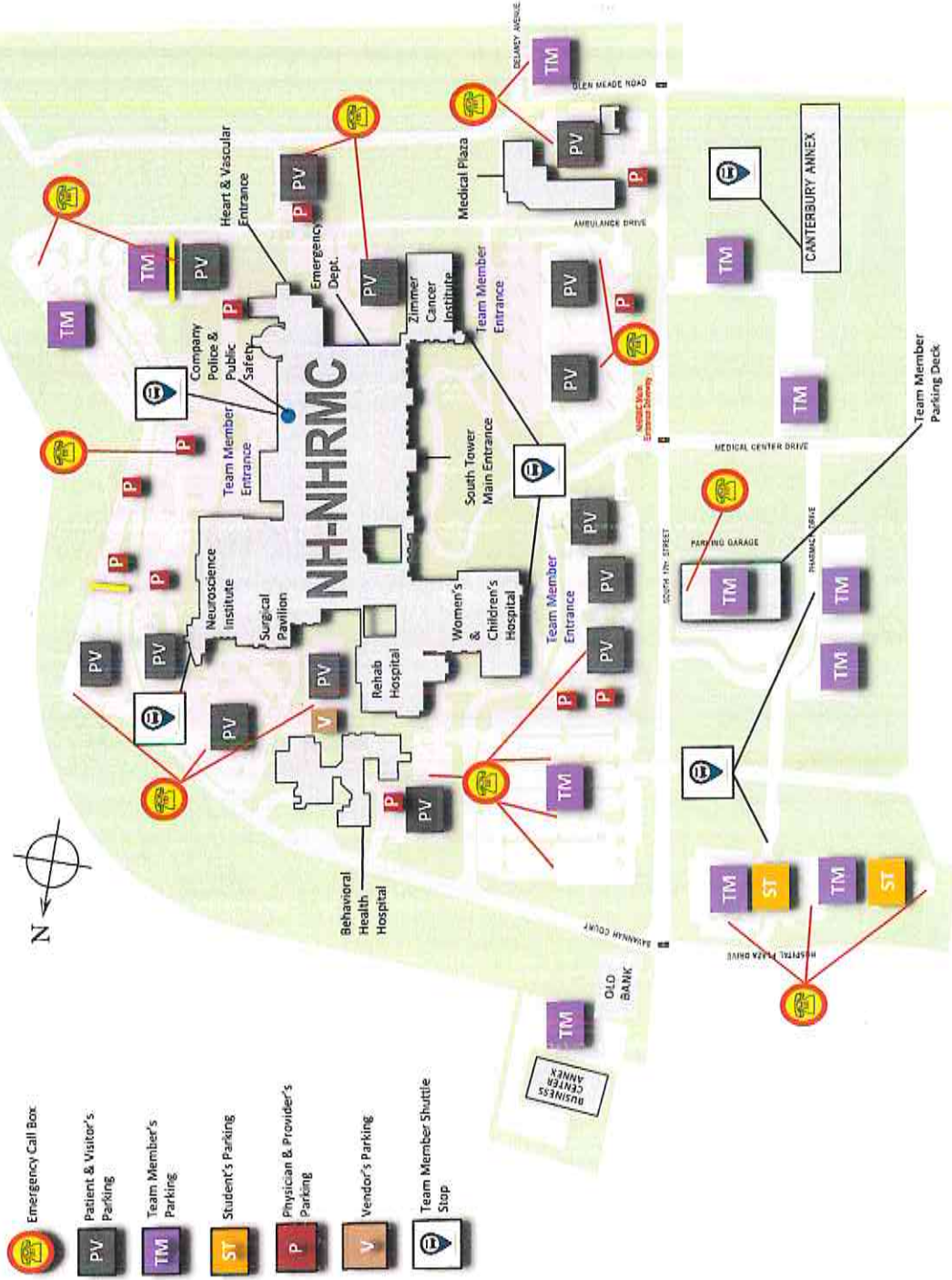




# Traveler Information Packet

# NOVANT Health New Hanover Regional Medical Center Team Member Parking Map



- Emergency Call Box
- Patient & Visitor's Parking
- Team Member's Parking
- Student's Parking
- Physician & Provider's Parking
- Vendor's Parking
- Team Member Shuttle Stop

## Off-Site Okta Verify Enrollment Guide

Follow the steps below to install and activate Okta Verify on your smartphone. There are two parts to this one-time set up process which require the use of your smartphone and a computer.

### Part 1: Download and install the Okta Verify App on your Smartphone (The screenshots below are from an iPhone but the Android will look similar.)

1. Tap the App Store icon on your iPhone or Android.



2. Enter Okta Verify in the search box and download the app.



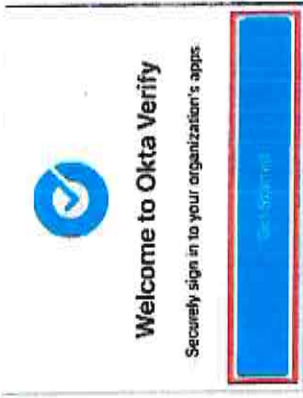
3. Once the app is finished downloading please open the app



Note: The Okta Verify icon has been added to your phone and can be tapped to start the Okta Verify app when needed.



4. When the Welcome to Okta Verify window appears click "Get Started"



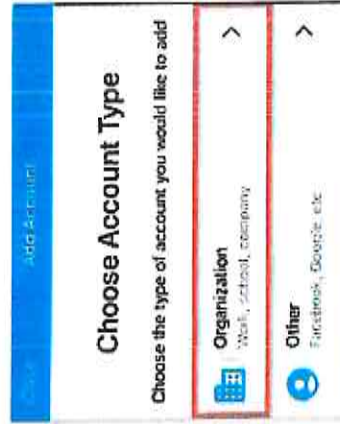
5. When the How it works page is presented hit "Next" to proceed.



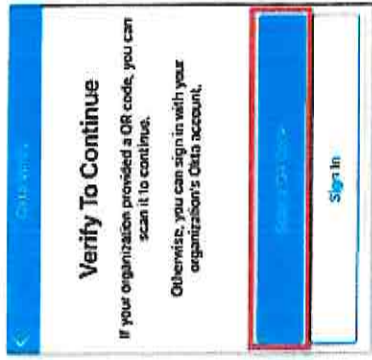
6. Okta Verify will now allow you to add an account. Click the "Add Account" button to proceed.



7. To add your account click "Organization"



8. Okta Verify will now ask you to scan a QR code. Click the "Scan a QR code" button to proceed.



9. On some phones a popup will appear stating that access to the camera has been requested. Click "OK".



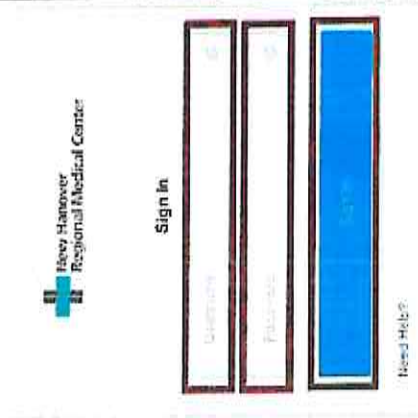
Note: Access to your camera is used only for setting up Okta Verify by scanning a QR code.

## Part 2: Complete Okta Setup on your computer

10. On any computer open a browser and go to the link: <https://nhrmc.okta.com>



11. Enter your NHRMC/Username and Password.



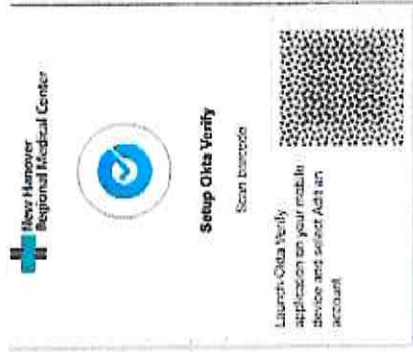
12. Click "Configure Now" on the set up multifactor screen.



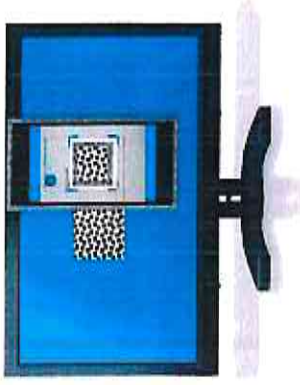
13. Select your device type and Click "Next".



14. The next screen on your Computer will display a Quick Response (QR) code. At this point you need to return to the Okta app on your phone.



15. Hold your Smartphone up to the Computer screen (not the QR code on the instructions) to allow the phone camera to capture the code. You may need to move the phone a little until it focuses correctly. The app will automatically take the picture for you.



16. On your phone the last notice is to allow Okta to send notifications. Click "Allow". You must click allow for Push Notifications to work.



**Allow Push Notifications?**

Approve or deny requests directly from push notifications without having to open the Okta Verify app.

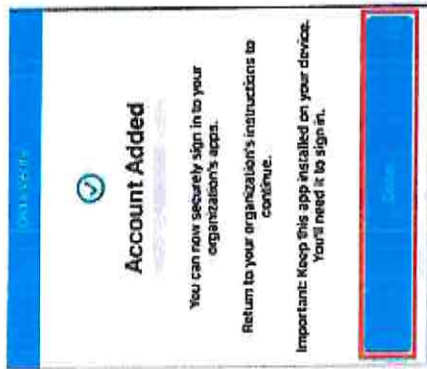


**"Okta Verify" Would Like to Send You Notifications**  
Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.



## Part 2: Complete Okta Setup on your computer

17. The account will automatically be added. Click "Done" to continue.



Once the QR code is read correctly the Okta app on your smartphone will display 6 numbers that will change every 30 seconds. You can use these numbers to verify your identity but for now you can close the app.



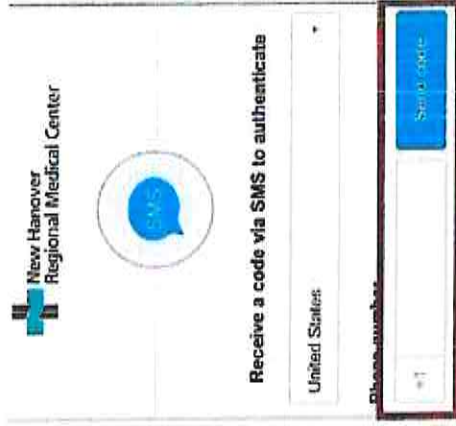
You have finished setting up the Okta Verify app on your smartphone. You can close the app on your phone and proceed to step 18 to complete the configuration on your computer.

**DO NOT UNINSTALL THE OKTA APP**

18. On the next screen click "Configure next factor" for SMS Authentication.



19. Enter your phone number in the box and click "Send code".



20. You will receive a SMS/Text message on your Smartphone with your verification code.



21. Type the verification code from your phone into the authentication screen and click "Verify".

Enter Code



22. Congratulations! Click "Finish" at the bottom of the screen and your setup is complete.



**DO NOT UNINSTALL THE OKTA APP!**

The Okta app on your phone will be needed to verify your identity when connected remotely.

If you need assistance call the

Help Desk at 667-7855

## Part 3: Complete Okta Mobile installation

1. Tap the App Store icon on your iPhone or the Play Store icon on your Android device.



2. Enter Okta Mobile in the search box, Download and open the app.



3. Open the app and fill out the 3 fields shown. And hit sign in.



Site Name = NHRMC

Username = Your Username

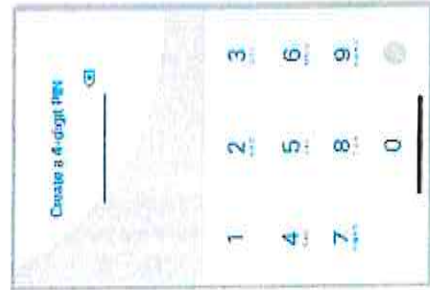
Password = Your Password

4. You will see a pop-up to confirm your identity by using multifactor authentication.

Note: You can use the down arrow near the check mark to choose what type of verification factor you would like to receive.



5. Next Navigate back to Okta Mobile and create your personal pin number.



6. Congratulations! You are automatically brought into Okta Mobile.

Note: You will now be able to access applications from your mobile device. Your position/role within the organization determines which applications are available to you.

See below for sample tab:

O365 Tab



If you need assistance call the Help Desk at 667-7855

# How to Logon to I-Learn – New Hanover/Pender

## On Network

1. Open your Google Chrome or Microsoft EDGE browser
2. **Option 1: Featured Applications**
3. Click I-Learn button



OR

4. **Option 2: MyLinks (if visible)**
5. Click MyLinks seen in upper right-hand side of screen



6. Click I-Learn link
7. I-Learn home page displays allowing you to search and consume content

## Off Network

1. Navigate to novanthealth.org



2. Click Team Member header link (located at bottom of screen)



3. Scroll to Online Education icon



### Option 1: Using New Hanover email

1. You may see this popup window 1<sup>st</sup>. If not continue to next display
2. Click cancel option (may require 2 clicks); **DO NOT** enter any information



3. 2<sup>nd</sup> logon displays

### Option 2: Using Personal Email

1. You may see this popup window 1<sup>st</sup>. If not continue to next display
2. Click cancel option (may require 2 clicks); **DO NOT** enter any information



3. 2<sup>nd</sup> logon displays





## First, Do No Harm

Here are Novant Health's 5 Safety Behaviors and specific evidenced-based error prevention tools. **USE** them to help us make fewer errors.

Simply *"knowing"*  
our safety behaviors *isn't enough.*

Use these five behaviors to save lives:

1

**Practice with a questioning attitude**  
Stop, reflect and resolve in the face of uncertainty

- **Stop:** Review the plan
- **Reflect:** Validate information and assumptions
- **Resolve:** Seek help to make the best decision

2

**Communicate clearly**  
Use SBAR-Q to share information

- **Situation:** Person or issue you're communicating about — the headline
- **Background:** Brief description and relevant history of situation
- **Assessment:** Your view and perception of urgency for action
- **Recommendation:** Your suggested action to resolve the situation or request for guidance
- **Questions:** Any outstanding issues that need attention or clarification

**Communicate using three-way repeat backs and read backs**

- **Sender** initiates communication/receiver repeats back/sender acknowledges accuracy
- **Ask and encourage** clarifying questions to solidify understanding
- **Use** phonetic and numeric clarifications

3

**Know and comply with Red Rules**  
Practice 100% compliance with Red Rules  
Expect Red Rule compliance from all team members

4

**Self-check: Focus on task**  
Use the STAR technique

- **Stop:** Pause for one second to focus attention on task
- **Think:** Consider the action you're about to take
- **Act:** Concentrate and carry out the task
- **Review:** Check to make sure that the task was done right and that you got the correct result

5

**Support each other**  
Cross-check and assist

Use 5:1 feedback to encourage safe behavior (five positives for every one negative)

Speak up using ARCC — "I have a concern"

- **Ask questions:** Inquire when uncertain
- **Make Requests:** Ask for a change in practice
- **Voice Concerns:** Never hesitate to speak up; be alert for safety words: "I have a concern"
- **Use Chain of command:** Swiftly escalate unresolved issues to superiors

USE 5  
KNOW  
SAVE LIVES

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1/20 • H01029602a

NOVANT  
HEALTH

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# Communicate Clearly.

Practice our five safety behaviors to keep our patients safe

**S** **SITUATION:** The “headline” — who/what you’re communicating about  
.....  
.....

**B** **BACKGROUND:** Brief description of what led to the situation  
.....  
.....

**A** **ASSESSMENT:** Your view of the situation and perception of urgency  
.....  
.....  
.....

**R** **RECOMMENDATION:** Your suggestion about what needs to be done or action required of the receiver  
.....  
.....

**Q** **QUESTIONS:** Any clarifying questions you may have  
.....  
.....  
.....

*USE 5*  
**SAVE LIVES**

**N** ■ **NOVANT**  
HEALTH

## 2 Communicate Clearly.

Use phonetic clarifications: For sound-alike words and letters, say the letter followed by the word that begins with the letter. For example, "A as in Alpha."

A Alpha	J Juliet	S Sierra
B Bravo	K Kilo	T Tango
C Charlie	L Lima	U Uniform
D Delta	M Mike	V Victor
E Echo	N November	W Whiskey
F Foxtrot	O Oscar	X X-ray
G Golf	P Papa	Y Yankee
H Hotel	Q Quebec	Z Zulu
I India	R Romeo	

*USE 5*  
SAVE LIVES

**N** NOVANT<sup>™</sup>  
HEALTH

# CLABSI Call to Action

FY2022

## Back to Basics:

- Perform **hand hygiene** before accessing any line and before dressing changes. Gloves are not a substitute for hand hygiene
- **Scrub the Hub for 15 seconds with alcohol swab**
- Cap on every access port
- Do not “loop” tubing back on itself. Use sterile end cap anytime tubing is disconnected
- **Change needleless connectors if there is visible blood/debris, if connector is removed for any reason and prior to blood CULTURE draw from CVAD**
- **Flushing lines:**
  - Use one syringe for each line
  - Use pulsatile action when flushing lines
- **Dressings:**
  - Assess dressing at least once each shift
  - Change dressing if blood extending past CHG gel pad or if edges of dressing are peeling back/not intact. Do not reinforce with additional dressing
- **CHG treatment daily for all patients with central lines**
- **Assess NEED for central line every shift. Be aware of how long line has been in place and communicate with provider if it has not been used in the past 24 hours**
- Do not draw blood cultures from a central line **without a provider order.**

## Traveler RN Roles & Responsibilities

### SCHEDULING

- You will be given access and instructions for WFM. You will use that system to swap shifts, sign up for extra shifts, or to view your calendar once your schedule is posted and approved.
- When the schedule is finalized and published by the Unit Manager, you will find your schedule in WFM.
- Should you need to call out for a shift, you are required to call out at least 2 hours before your shift. You are required to call CNRO at 910-667-4041 and then call the Charge nurse on your unit to notify them you are calling out. It is in your best interest to review the Progressive Discipline Policy and the Attendance Policy.
- Tardy (incomplete shift) counts as any clock-in AFTER 0651/1851 or no clock-in at all (i.e. forgetting badge). Incomplete Shift = 1 point Occasion = 2 points
- If you call out for a weekend shift, you are required to make up that shift later.
- Floating is possible after orientation.
- RNs are required to current BLS certification.

### DOCUMENT

- If you didn't chart it, you didn't do it (from a legal perspective). So please remember: document, document, document!

### CLOCK-IN & CLOCK-OUT

- You are paid minute to minute. There is no rounding to the next 15 minutes
- It is the expectation that you are on the floor and ready to work no later than 0645/1845
- TIPS: It's often difficult to find parking in the morning, so you may need to arrive earlier to find a spot

### VOALTE

- Collect a new phone &/or charger and sign for the phone on the sheet over charging station
- Log into VOALTE once you complete report hand-off with off-going RN
- Log out of VOALTE after you complete giving report to on-coming RN and pass off phone
- TIPS: Ensure your case is fully charged at start of shift

### No Pass Zone: ---

- We have enacted a "No Pass Zone" for the entire unit. The idea is that if you see a call light on, and no team member light in that room, even if it is not your assigned patient, you stop in the room to see what the patient needs. If you cannot fulfill the need, you reassure the patient you will get the correct person (their assigned care team) to help them as quickly as possible.

### BLOOD SUGARS

- NAs will be responsible for all blood sugar checks unless patient is on a insulin drip requiring Q1 hour in which case you are to coordinate with the NA which hours they are responsible for.

### ADMISSIONS/TRANSFERS

- Complete assessment
- Complete a Skin Sweep with another RN or NA to look for any skin breakdown and chart in a note.
- Complete Required Admission documentation in Epic
- Call HUC to notify of patient's arrival
- Call telemetry to notify of patient's arrival

### RESTRAINTS

- Restraints are an important patient safety issue.
- Please remember orders for PRN restraints cannot be used.
- Restraints must be renewed every 24 hours
- RNs are responsible for assessing and documenting every 2 hours on the minute

### INFECTION PREVENTION AND CONTROL

- If you have a patient in isolation, PPE must be worn at all times when in the patient's room, regardless of time or task. This is to keep our patients and families safe! Infection Prevention and Control policies can be found on CapsLive and PolicyStat
- You will also find patient education for Infection Prevention and Control
- It is MANDATORY that all staff wash hands upon entering and leaving room, regardless of time or task.

### BATHS

- It is the nurse's responsibility to make sure their patients get a bath.
- Every patient is to be given a bath every day.

### MOBILIZATION

- Document every turn, out of bed, ambulation, heels elevated, etc.
- If the patient cannot be out of bed, they must be turned every 2 hours.
- Patients need to be mobilized as much as possible and tolerable.
- You are required to complete a BMAT Assessment Q shift.
- RNs are required to calculate a Morse Falls Risk assessment Q shift.

### POST-MORTEM CARE

- Should your patient expire, there is a checklist in the Bereavement book of required items that must be completed/charted on
- Remember that the Carolina Donor Services must be called within 60 minutes of patient expiring
- Be sure to review criteria for what makes a death a Medical Examiner Case

- It is your responsibility to call the Chaplain and notify them of patient's death
- Post-Mortem care must be completed and can be done by NA
- Verification is required for labeled toe/bag tags by another RN or NA to make sure right label in on patient
- There is a Report of Death tab in Epic that must be completed before taking patient down to the morgue

#### EDUCATION

- NetLearning is the program used for all online education teaching
- It is your responsibility to get these completed in a timely manner and to frequently check for any new assigned CBLs

#### E-MAIL

- Be sure to check your email every time you work to stay up to date with current information pertinent to the floor, hospital, and your role as an RN

**All RN Roles and Responsibilities are crucial to providing excellent patient care!**