



Aurora St. Luke's South Shore Clinical Affiliations Orientation Handbook



St. Luke's South Shore Contact Information for Undergraduate Clinical Affiliations

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AURORA ST. LUKE'S SOUTH SHORE

275
BEDS

736
PHYSICIANS

74
SPECIALTIES

215
NURSES

PART OF A
TOP 3
NOT-FOR-PROFIT HEALTH SYSTEM

Aurora St. Luke's South Shore is a hospital serving the South Shore community. A nationally recognized health care provider, we offer a wide range of medical specialties in a culturally affirming and compassionate way to help all people live well.

NATIONALLY RECOGNIZED FOR EXCELLENCE



Heart Failure Gold Plus
Stroke Gold Plus



Newsweek
America's Greatest Workplaces for Diversity, 2023



Newsweek
America's Greatest Workplaces for Women, 2023

CLINICAL EXPERTISE AND SPECIALTIES

Stroke Care

Certified DNV Primary Stroke Center with comprehensive rehabilitation and treatment options

Radiology

Digital mammography, bone density testing, nuclear medicine, stress testing, echocardiology, TEE, vascular ultrasound, MRI, biopsies, and general & interventional radiology

Surgery

Minimally invasive, laparoscopic and traditional inpatient and day surgeries

Wound Care

Holistic treatment for chronic and acute wounds as part of St. Luke's Wound & Hyperbaric Medicine Center

Urology

Treatment for a wide range of urological conditions for men and women utilizing minimally invasive laser techniques

Orthopedics and Sports Medicine

Total joint replacements, foot & ankle surgeries and surgeries for sports related injuries

Procedural Services

Pain management with minimally invasive treatment modalities for chronic spinal and pelvic diseases, GI services including ERCP, endoscopic ultrasound, EGD and colonoscopies, outpatient infusion services for chemo and non-oncologic medications

CARING FOR OUR COMMUNITIES



Accredited Geriatric Emergency Department helps provide specialized care to older patients with collaboration across disciplines



Social services referrals for seniors identified as being at risk through the Identification of Seniors at Risk tool



Workforce development including partnerships with local universities for student placement and fellowship

5900 S. Lake Dr., Cudahy, WI 53110 | aurora.org/southshore | 414-489-9000

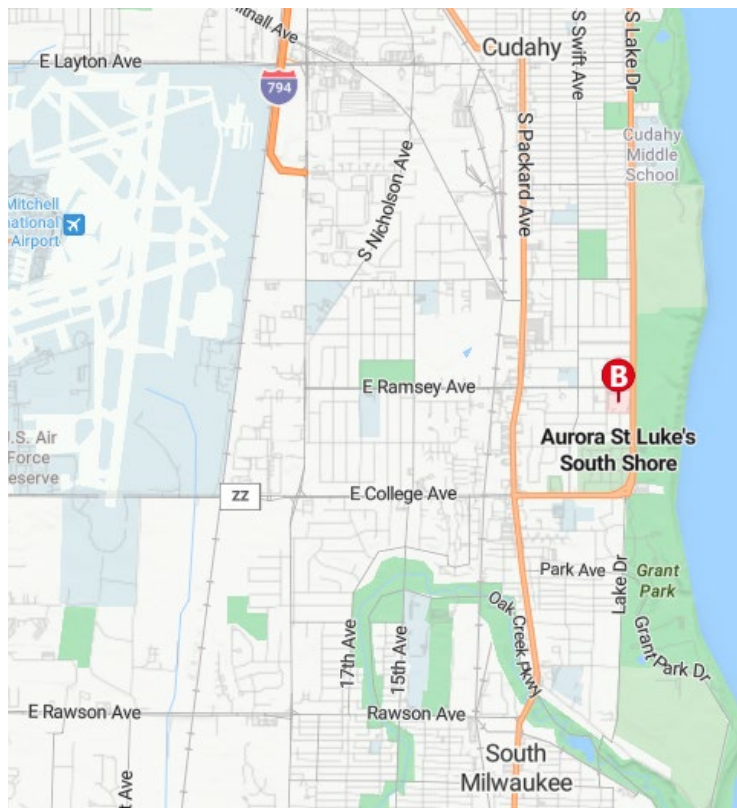
Directions to Aurora St. Luke's South Shore

5900 S. Lake Drive
Cudahy, WI 53110
414-489-9000

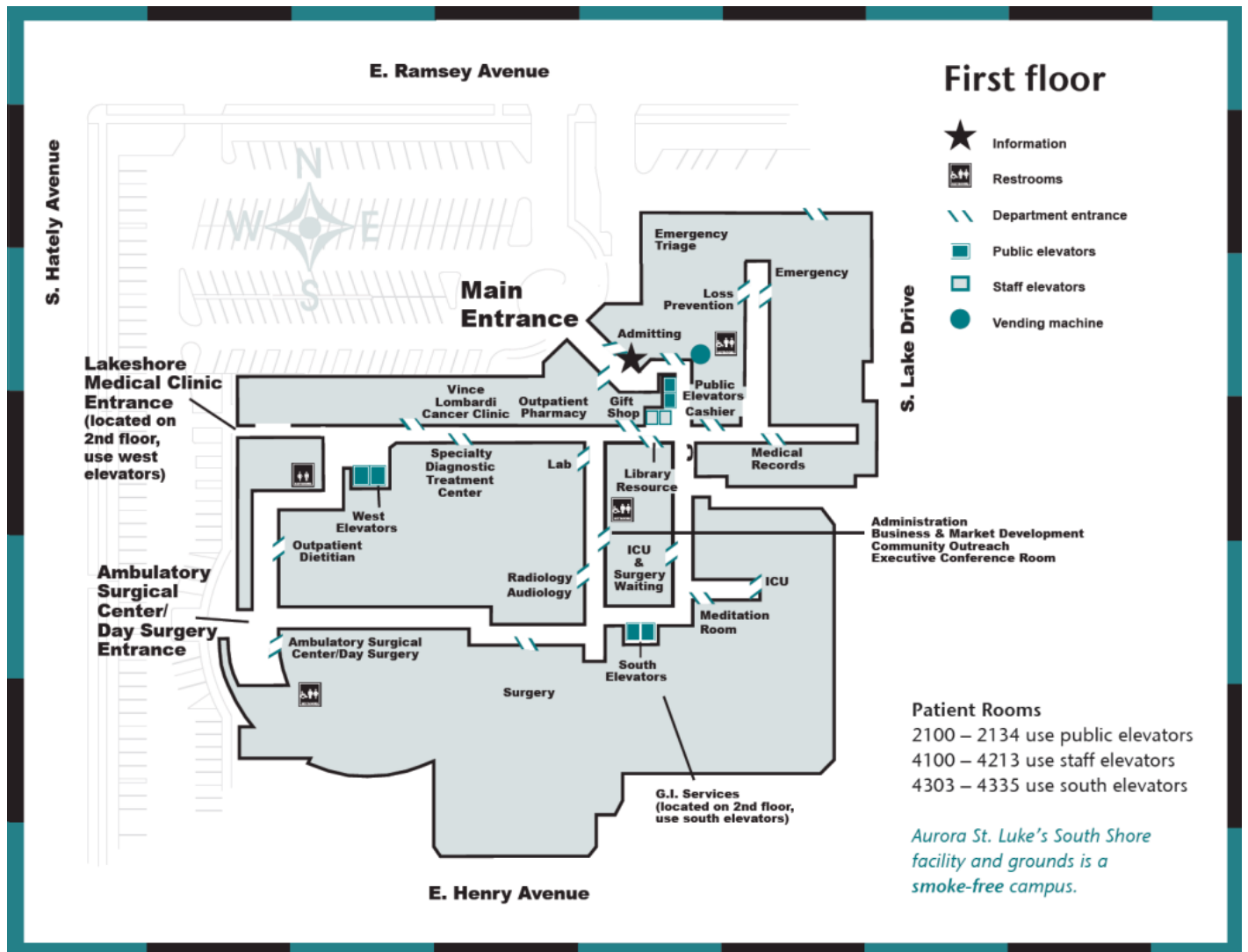
From the North – Take I-43 south to I-41. Take I-41 to College Avenue, then take College Avenue to Lake Drive.

From the South – Take I-41N/94W to College Avenue, then take College Avenue to Lake Drive.

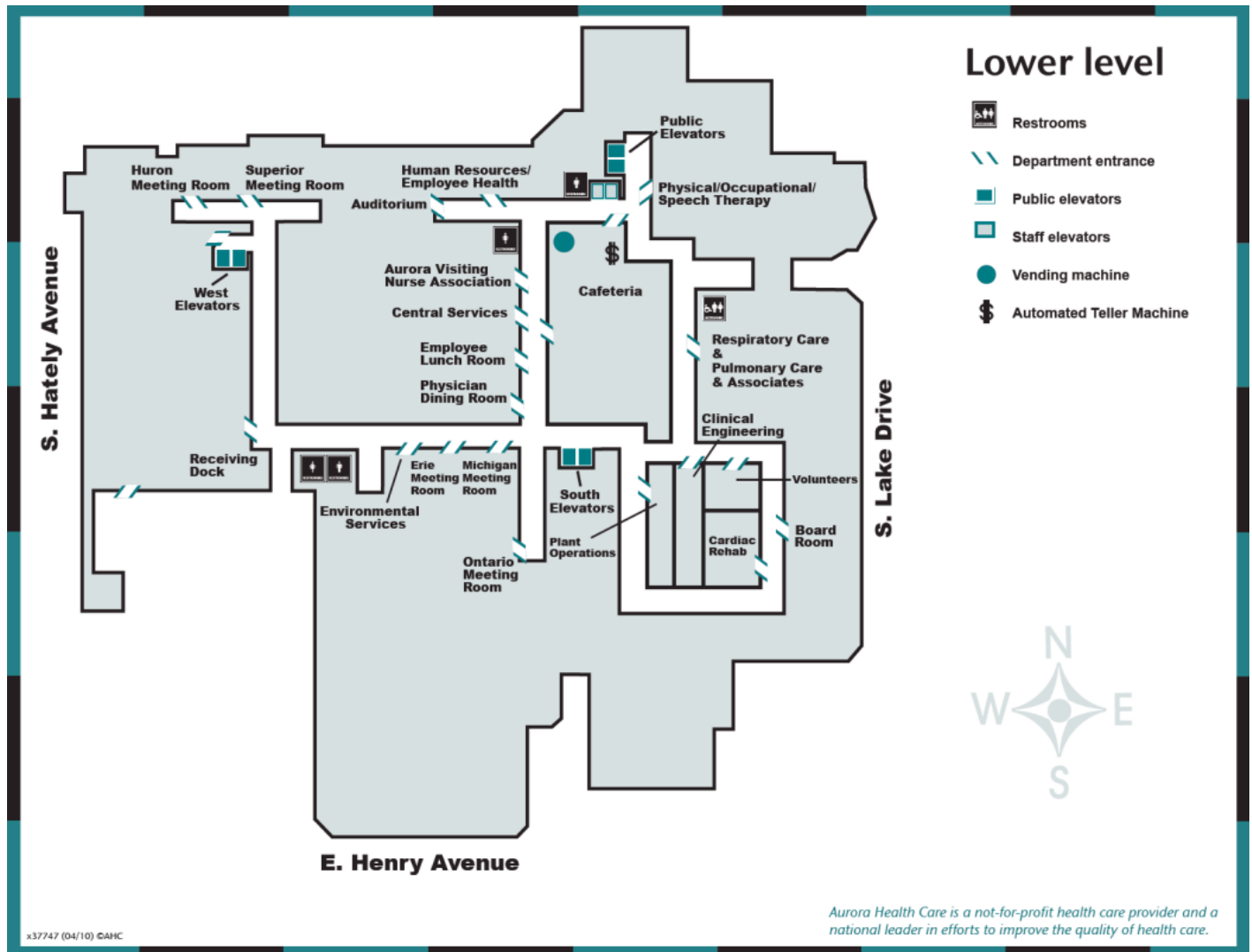
From the West- Take I- 894 south/I-41 south to the Mitchell Interchange. Then, take I-41 south/ 894 east to College Avenue. Then take College Avenue to Lake Drive.



Wayfinding Maps



Wayfinding Maps





Food and Drinks:

- The cafeteria is in the basement of the hospital and hours are primarily during day shift into the early evening.
- There is a 24/7 grab and go option using credit/debit cards.
- Seating is available in the cafeteria (please no post-conferencing).
- There are vending machines on the lower level across from the cafeteria.
- Please refrain from having food or drink at the nurses stations or in the hallway cubbies.

Hospital Emergency Information (Dial x22)

Plain Language Emergency Alert Standardization

- There are 4 plain language CATEGORIES that will serve as the CORE ANNOUNCEMENT for all emergency notifications (facility alert, weather alert, security alert, medical alert)
- Following the Core Announcement, the type of actual emergency (in plain language) and location will be communicated.
 - Example: “*Medical Alert – Rapid Response Team – ICU – Room 1*”

Facility Alert (may include but not limited to) Utilities

Disruption
Fire Alarm Electricity
Disruption Hazardous
Spill Decontamination
Evacuation
Incident Command
Health Informatics & Technology (HIT/IS)

Weather Alert (may include but not limited to)

Severe Thunderstorm
Tornado Snow
Storm Ice
Storm


















Security Alert (may include but not limited to)

Missing Person: Adult/Child/Infant with description /last location Suspicious
Package/Bomb Threat
Security Assist Active
Threat
Perimeter Control/Lock Down

Medical Alert (may include but not limited to)

Medical Code
Team
Rapid Response
STAT team
Patient Surge
Hazmat Casualty

***All of these alerts and steps to take to respond are listed on the Emergency Management Quick Reference which is located at the nurses station on all units. Information on who responds to the different calls can be found on our “Who Do You Call For Help?” poster.**

| Quick Reference – Emergency Management | | | | | |
|---|--|--|--|---|---|
| Internal Emergency Switchboard number..... dial 22 | | Public Safety – Non-urgent.....dial 4033 | | | |
| Internal Fire Emergency number..... dial 22 | | Public Safety – Emergency.....dial 4949 | | | |
| Facilities Operations.....Enter a Service Request | | House Supervisor.....dial 5137 | | | |
| Facilities Operations (off shift/weekends)..... dial 5137 | | Spill Clean-up.....dial 4949 | | | |
| Facilities Operations Emergency..... dial 22 | | | | | |
| | PROBLEM | DESCRIPTION | INITIAL RESPONSE | SECONDARY RESPONSE | FOLLOW-UP |
|  | MEDICAL ALERT: MEDICAL CODE TEAM | A patient with a potentially life-threatening situation requiring a response of a team of designated clinicians. | Call Switchboard, Ext 22 to overhead announce and notify the response team. | Keep the person calm. Check the pulse and breathing. Initiate CPR if necessary, by qualified staff. | Return to normal duties as directed upon All Clear. |
|  | MEDICAL ALERT: RAPID RESPONSE TEAM | Outpatients/visitor/Team members. A change in condition situation requiring a response of a team of designated clinicians. | Call Switchboard, Ext 22 to overhead announce and notify the response team. | Keep the person calm. Check the pulse and breathing. Initiate CPR if necessary, by qualified staff. | Return to normal duties as directed upon All Clear. |
|  | MEDICAL ALERT: STAT, LEVEL 1 NEURO, TRAUMA, ACCESS, ETC. | A patient with a potentially life-threatening situation requiring a response of a team of designated clinicians. | Call Switchboard, Ext 22 to overhead announce and notify the response team. | Keep the person calm. Implement specified alert responses and notifications. | Return to normal duties as directed upon All Clear. |
|  | PATIENT SURGE MASS CASUALTY (OR STANDBY) | An incident that will result in a surge of patients of varying conditions requiring a response of a team of designated clinicians. | Mass casualty plan will be activated. Follow unit specific plans for staff and equipment distribution. | Complete current activity and report to supervisor. Available w/c 4949 to ED. Listen for labor pool status. | Return to normal duties as directed upon All Clear. |
|  | HAZMAT MASS CASUALTY | An incident has occurred that may result in HAZMAT victims transported to ED. | HAZMAT First Receiver trained team members report immediately to the ED for HAZMAT decon. | Facilities and Public Safety to assemble decon area and crowd control. | Return to normal duties as directed upon All Clear. |
|  | FACILITY ALERT: FIRE ALARM | Fire, smoke, or odor of something burning. | Call Switchboard, Ext 22 to report exact location of the fire. B - Rescue any patients in danger. A - Alarm: pull nearest pull station. C - Contain the fire. E - Evacuate or extinguish if safe to do so. | If you feel comfortable to attempt to extinguish the fire: P - Pull the pin. A - Aim the nozzle at the base of the fire. S - Squeeze the handle. S - Sweep from side to side. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | FACILITY ALERT: HAZARDOUS SPILL | A hazardous spill, which is likely to cause unknown effects, injury, illness, or harm to the environment. | Secure the area. Protect persons isolated in the area. Call Public Safety, Ext 4033. | Assist those who may have been contaminated, only if your exposure is unlikely. Prepare to assist evacuating personnel. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | FACILITY ALERT: HOSPITAL COMMAND CENTER ACTIVATION (HCC) | An actual or potential incident may affect the hospital, requiring activation of the Hospital Command Center. | Only designated team members report to HCC. | Specific emergency codes may also be activated to address the situation. Be alert for further instructions. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | FACILITY ALERT: UTILITY DISRUPTION | Any Utility service disrupted (phone, power, IT/IS, water, HVAC, etc.) | Call Switchboard, Ext 22. | Listen for recommendations. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | SECURITY ALERT: EMERGENCY ASSISTANCE | Verbally or physically uncontrolled situation. | Call Switchboard, Ext 22 to Activate BERT. | Defend yourself, if necessary, until assistance arrives. | Debrief and document as appropriate. |
|  | SECURITY ALERT: PERIMETER CONTROL/ LOCK DOWN | An internal or external event has occurred which makes it necessary to lock down the hospital. | Inform patients and visitors that the hospital is being secured for their safety, as appropriate. | All Public Safety as needed. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | SECURITY ALERT: ACTIVE THREAT Shooter or weapon | A person whose activity is imminently causing death or serious bodily injury with a firearm or weapon. | If you see someone with a gun/weapon call Switchboard, Ext 22 and tell the operator Active Threat and the last known location of the person, and weapon if known. | RUN. HIDE. Silence phones/pagers. FIGHT. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | SECURITY ALERT: MISSING PERSON ADULT, CHILD, OR INFANT | A person is suspected of being lost, missing or abducted. | Conduct accountability check of infants/adults. | All Public Safety, as requested. If subject is observed, do not stop the person, call Public Safety, Ext 4949 and report location. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | SECURITY ALERT: SUSPICIOUS PACKAGE BOMB THREAT | A suspicious package has been identified, do not approach or touch package. A bomb threat has been received. | Call Public Safety, Ext 4949. Await Public Safety's instruction. | Note as much information as possible about the situation, or caller. Provide the information to Public Safety or law enforcement. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | WEATHER ALERT: TORNADO WATCH | Severe weather may cause problems to the facility. Conditions are right for a tornado. | Monitor weather conditions for updates. Close window curtains in patient rooms. Caution visitors/patients to stay away from windows. | Prepare to move patients into the hallways away from windows (if Tornado Warning is called). | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | WEATHER ALERT: TORNADO WARNING | Tornado or funnel cloud has been sighted in the area. | If possible, transfer all patients to the hallways away from the windows. If not, provide pillows/blankets to protect patients. Assist as directed. | Monitor weather conditions for updates. | Return to normal duties as directed upon All Clear. Document as appropriate. |
|  | WEATHER ALERT: SNOWSTORM, ICE STORM, EXTREME TEMPERATURE | Severe weather impacting hospital or site. | Response will be communicated to team members. | Coordinate staffing and patient care. Assist in transportation to facilitate staffing needs. | Return to normal duties as directed upon All Clear. Document as appropriate. |



Who Do You Call for Help?

Step 1) Identify the concern:

| | | | | | | |
|--|---|--|---|--|--|--|
| <p>MEDICAL CODE Anyone</p> <ul style="list-style-type: none"> • Pulseless • Not breathing • Unresponsive • Lethal condition changes such as: Profound hypotension, lethal rhythm change, massive blood loss <p>This includes "Selective Treatment/DNR" patients that are agreeable to ANY of the following: intubation, antiarrhythmics, cardioversion, vasopressors</p> <p>Responders:</p> <ul style="list-style-type: none"> • ICU Attending (Code Leader*) • Hospitalist • House Supervisor/Clinical Resource Nurse • ICU RN (EZ-ID) • Respiratory Therapist • Pharmacist* • ED Tech and ED RN (LUCAS, EMMA, CPR Support, RSI kit) • Phlebotomist • Public Safety (Crowd control) • Chaplain* • ED MD responds to codes 1900-0700 when ICU Attending not on site and is Code Leader | <p>STAT Team INPATIENT</p> <ul style="list-style-type: none"> • Those who need immediate medical assistance (including DNR patients) • Acute changes in: Heart rate, blood pressure, oxygen requirements, RR, LOC • Signs & symptoms of a head or spine injury post-fall • New or recurring chest pain • Positive sepsis screen and clinically unstable • Persistent, uneasy feeling about patient's condition • Signs and symptoms of an ischemic limb: Loss of pulse in limb, cold extremity, loss of color <p>Responders:</p> <ul style="list-style-type: none"> • Hospitalist • Hospital Supervisor/Clinical Resource Nurse • Respiratory Therapist • Phlebotomist • Public Safety | <p>NEUROSTAT INPATIENT</p> <ul style="list-style-type: none"> • Acute changes in neurological status or stroke-like symptoms • Balance • Eyes • Facial drooping • Arm weakness • Speech difficulty • Terrible headache <p>Responders:</p> <ul style="list-style-type: none"> • Hospitalist • Hospital Supervisor/Clinical Resource Nurse • Respiratory Therapist • Phlebotomist • Public Safety | <p>OB STAT ED or OUTPATIENT</p> <ul style="list-style-type: none"> • Acute maternal or fetal status change, obstetric emergency, or precipitous delivery • Examples include, but are not limited to: seizures or neuro status changes, & maternal hemorrhage or massive blood loss (Call lab x6882 to activate MTP if necessary). <p>Responders:</p> <ul style="list-style-type: none"> • Hospital Supervisor/Clinical Resource Nurse • Respiratory Therapist • Phlebotomist • Public Safety • Phlebotomist | <p>Malignant Hyperthermia INPATIENTS and OUTPATIENTS</p> <ul style="list-style-type: none"> • Patients in a hyper-metabolic state with suspected Malignant Hyperthermia (most commonly seen with anesthesia or with medications used during intubation). <p>Responders:</p> <ul style="list-style-type: none"> • General Anesthesia Team (Anesthesiologist & Tech) • ICU Attending • Hospital Supervisor/Clinical Resource Nurse (Orange MH cart & 3L cold saline from PACU) • Respiratory Therapist (EMMA) • Pharmacist* • Phlebotomist | <p>RAPID RESPONSE OUTPATIENTS/ VISITORS/ TEAMMATES</p> <ul style="list-style-type: none"> • Those who need immediate medical assistance • Examples include but are not limited to: <ul style="list-style-type: none"> • Fall • AMS • Suicidal ideation • Chest pain • Hypoglycemia • Seizure • *Anywhere on campus including buildings and grounds. <p>Responders:</p> <ul style="list-style-type: none"> • ED RN and/or Tech (First responder storage box, transport cart, Lucas, AED) • Hospital Supervisor • Public Safety | <p>BERT Team INPATIENTS*</p> <ul style="list-style-type: none"> • Self-destructive or self-harming behavior • Confusion or agitation • Aggressive, threatening, violent behavior • Destruction of property <p>Responders:</p> <ul style="list-style-type: none"> • Hospitalist • House Supervisor/Clinical Resource Nurse • Public Safety • Chaplain* |
|--|---|--|---|--|--|--|

Step 2) Dial 22

Step 3) Communicate the team needed and provide specific location

*Team member will respond when on site

Updated: 12/2023 by ASLSS Emergency Event Response Team

Telephone System

The telephone number for **Aurora St. Luke's South Shore** is: **414-489-9000**

To Make an **Internal Call** or **Transfer a Call**: Dial the 4 digit extension

To Make an **External Call**: Dial 9 for the outside line, then the number

Department Locations & Phone Number

| Dept Name | Description | Location | Unit phone number |
|-----------|-----------------------------|---------------------------------|-------------------|
| ED | Emergency Dept | 1 st Floor | 414-489-4055 |
| ICU | Intensive Care Unit | 1 st Floor | 414-489-4043 |
| 2MESG | Adult Medical Telemetry | 2 nd floor | 414-489-5150 |
| 3MESG | Adult Medical Surgical unit | 3 rd floor | 414-489-4038 |
| 4South | Observation unit | 4 th floor south | 414-489-5200 |
| PS | Public Safety | 1 st floor in the ED | 414-489-4033 |

Other Clinical Experience Requirements

Student/Faculty Parking & Entrance into the Hospital – see attached maps

- All students/faculty are to park on street parking near the hospital. Please be mindful of parking time limit signs and park on streets with no time limit. Students/faculty may park in the Hatley Avenue parking lot (across the street from the main hospital) if no street parking is available. Students/faculty may not park in the main parking lot or Lake Drive parking lot as these are reserved for patients, visitors, and employees.
- Enter the hospital through the main lobby or the west entrance (off of Hatley Ave.)

Identification and Badge Requests-Faculty & Students

- On-site clinical faculty will obtain a South Shore ID badge from public safety prior to the beginning of their rotation. To obtain send your professional photo to amy.wisniewski@aah.org. Nursing faculty must also wear their school identification.
- Students will wear their school-provided picture identification while on Aurora St. Luke's South Shore property.
- ID badges will be worn above the waist while on St. Luke's South Shore property.

Orientation

- System orientation requirements for instructors and students are found on the [Nursing & MA Clinical Placement website](#)
- All students and faculty must remain compliant with all elements of their “my clinical exchange (mCE)” profiles throughout the term of the clinical.

Health Insurance Portability & Accountability Act (HIPAA) & Confidentiality

- Ensure that all patient specific information is kept private and confidential. This includes pre and post conference. While we encourage post-conferences off-unit due to space constraints, there are some conference rooms available on site. Please reach out to the site liaison to reserve a room.
- Do not make copies or print from the medical record.

Access to computer applications including Epic/EHR and WorkDay

- A network user ID (Network ID/AAH ID) is required to gain access to the Epic/SmartChart application.
- Access is requested once MyClinical Exchange compliance is complete, it can take 2-3 weeks for access to be granted.
- This process is coordinated by the System Clinical Affiliations Lead and your school as appropriate, and instructions will be provided to your school placement coordinator. Please review those instructions carefully to activate a new ID, recover a previous ID, or reset a current password.
- For access issues, please call the Service IT Desk first at (414) 647-3520
- Instructors are responsible for co-signing their students' documentation. Please refer to the student website for resources on co-signing.
- WorkDay is the platform you will use to complete orientation e-learnings.

Expectations When on the Unit

- Lockers and storage are not available to faculty and students. Please limit the valuables you bring to the unit.
- Be cognizant of the noise level on the units, especially outside patient rooms and at the nurses station.
- Instructors, please check in with the Charge RN to review patients and select appropriate assignments. Communicate with the staff you will be working with (i.e. tasks you can do independently, tasks that must be performed with the faculty, or tasks you are NOT permitted to do, etc.)
- Nursing faculty must directly observe student medication administration.
- Offer assistance to the RNs and CNAs to seek out additional learning experiences during your down time (i.e. hourly rounding, answer call lights, visit with patients)
- When in doubt, look up the Policy and/or Procedure using Policy Tech or Ebsco.

Off Unit Experiences

- Off-unit experiences will be scheduled *only* through the site liaison. Please do not try to coordinate with a Charge RN or unit leadership. There may be times when experiences may be limited or suspended but every effort will be made to meet a request. Encourage those requests to come early-mid semester even if requested for the final weeks.
- If a student's patient goes to another department for a procedure (i.e. radiology, GI, etc), the student may follow the patient as long as the patient and procedural department consents.

Resources

- [Nursing & MA Clinical Placement website](#) Please review entire website including the Student Nurse Skills list (use password Instructor@aah to open and review)
- AAH Nursing Hub-click on the purple stethoscope icon on any computer to go to the Hub
- AAH Student Undergraduate Nurse and Student Nursing Assistant Policy (in Policy Tech)
- Help Desk number: (414) 647-3520

**We look forward to working with you during
your clinical experience at St. Luke's South
Shore!**