



Aurora West Allis Medical Center

Clinical Affiliations Orientation Handbook



Aurora West Allis Medical Center Contact Information

For Clinical Affiliations

Undergraduate Placements

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Aurora West Allis Medical Center

350 BEDS	1,110 PHYSICIANS	111 SPECIALTIES
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567 NURSES	PART OF A TOP 3 NOT-FOR-PROFIT HEALTH SYSTEM
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Aurora West Allis Medical Center is located just 15 minutes from anywhere in Metro Milwaukee with full-service and regionally recognized health care options. 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

America's Best Maternity Hospitals 2023
Newsweek

Best Hospitals for Maternity Care 2023
U.S. News & World Report



Modern Healthcare FORTUNE
Best employers in state and diversity

CLINICAL EXPERTISE AND SPECIALTIES

Critical Care Services

State-of-the-art ICU monitoring and care

Comprehensive Breast Care Center

Nationally accredited breast center with a multidisciplinary team and emotional support from diagnosis to survivorship

Rehabilitation Services

Physical, occupational and speech therapy services as well as low vision and inner ear programs

Robotic Surgery

Perform over 900 robotic surgeries annually in urology, gynecology and general surgery with 24/7 capabilities

Emergency Care

Comprehensive 24/7 emergency services at a Level IV trauma center with Geriatric Accreditation

Age-Friendly Health System

Formally recognized by the Institute for Healthcare Improvement (IHI) and John A. Hartford Foundation, we are dedicated to improving care for older adults and align our care with what matters most to them.

Wound Care & Hyperbaric Medicine

Accredited with distinction for hyperbaric medicine and the use of hyperbaric oxygen chambers and the latest techniques, technology and wound dressings to stimulate and speed the healing process

Aurora Women's Pavilion

Five-story facility dedicated to fertility and reproductive support, cosmetic surgery, prenatal and postpartum care with OB emergency room and Level III NICU, maternal fetal medicine, urogynecology, pelvic floor disorders and more

CARING FOR OUR COMMUNITIES



Improved access for emergency patients with behavioral health-related needs and connecting them with primary care providers.



Trauma-informed care and follow up referrals for patients including survivors of sexual violence to receive counseling, collect evidence and more.



Directions to Aurora West Allis Medical Center

Address:

8901 W. Lincoln Ave.
West Allis, WI 53227

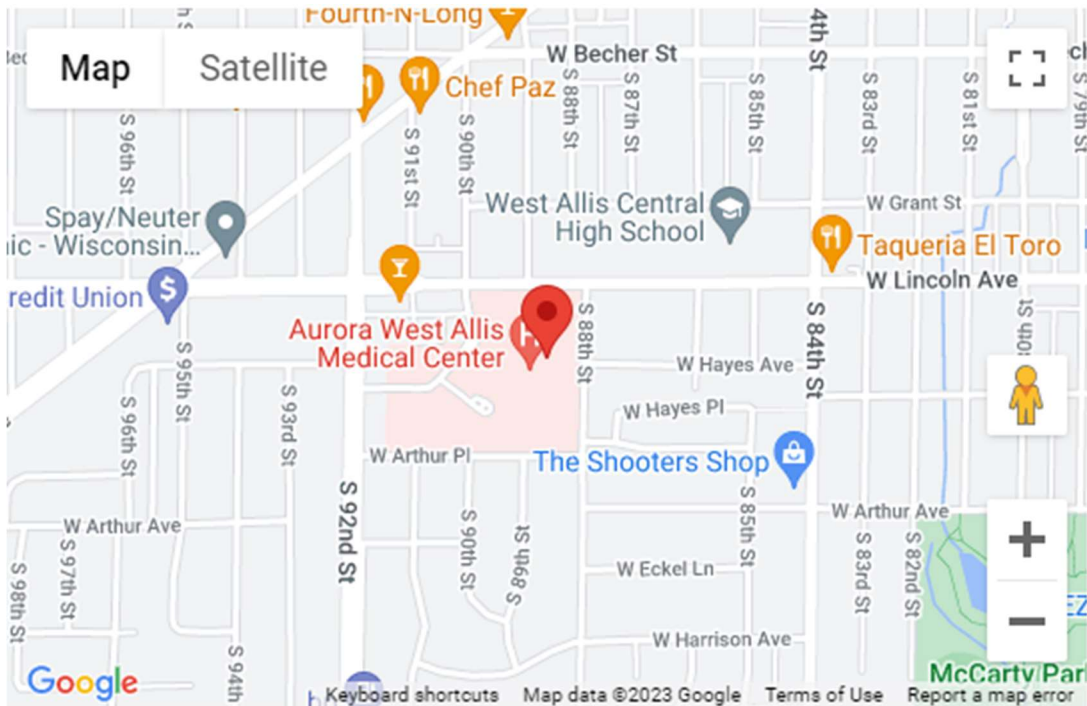
[Get directions](#)

Phone: [414-328-6000](tel:414-328-6000)

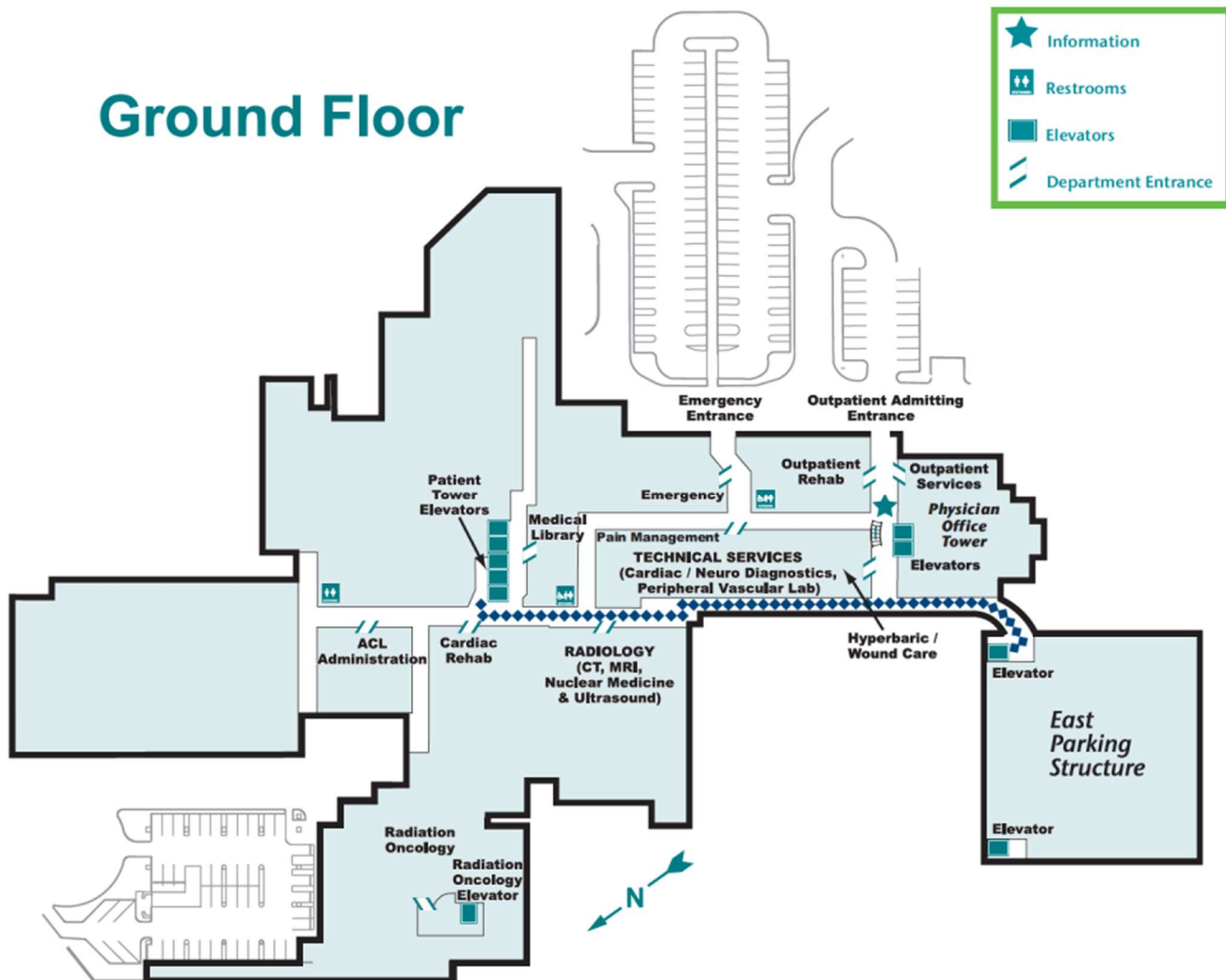
Location type: Hospital

Hours of operation

24 hours/day, 7 days a week.
Individual departments vary.



Ground Floor



Cafeteria and Dining Information:



8901 W. Lincoln Avenue
West Allis, WI 53227
414-328-6000
AuroraHealthCare.org

Gift Gallery

Mon. - Thurs. 9 a.m. to 8 p.m.
Fri. 9 a.m. to 3 p.m.
Sat. & Sun. . . Hours vary depending on
availability of volunteers

Cafeteria

Breakfast. 6:30 to 10 a.m.
Lunch. 11 a.m. to 3 p.m.
Dinner 3:30 to 7:30 p.m.

Wisconsin Grill

Mon. - Fri. 11 a.m. to 1:30 p.m.

**Aurora Women's Pavilion
Honey Creek Café**

Mon. - Fri. 7:30 a.m. to 3 p.m.

Lincoln Avenue Deli

Mon. - Fri. 10:30 a.m. to 1:30 p.m.

Loss Prevention

(security, lost and found)

414-328-7425

*Aurora West Allis Medical Center
is a tobacco-free campus.*

Hospital Emergency Information (Dial 44)



Plain Language Emergency Alert Standardization

- There are 4 plain language CATEGORIES that will serve as the CORE ANNOUNCEMENT for all emergency notifications (e.g. pager, test, overhead announcement)
- Following the Core Announcement, the type of actual emergency (in plain language) and location will be communicated.
 - Example: “*Medical Alert – Rapid Response Team – Unit 40 – Room ----*”

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)

Patient Surge-Stand By

Patient Surge

Trauma - Adult/Pediatric

Medical Code Team - Adult/Pediatric Rapid Response Team - Adult/Pediatric Stroke Alert

Behavioral Health Response Team Sepsis Alert






STEMI Alert

Help Response



Who Do You Call for Help?

Step 1) Identify the concern

<p>CODE TEAM</p>  <p>ANYONE (Those who experience a cardiac or respiratory arrest or are in a pre-arrest state)</p> <ul style="list-style-type: none"> • Pulseless • Not breathing • Unresponsive • Lethal condition changes such as: <ul style="list-style-type: none"> ◊ Profound hypotension ◊ Lethal rhythm change ◊ Massive blood loss <p>This includes "Selective Treatment/DNR" patients that are agreeable to ANY of the following:</p> <ul style="list-style-type: none"> ◊ Intubation ◊ Antiarrhythmics ◊ Cardioversion ◊ Vasopressors • Malignant Hyperthermia 	<p>STAT Team</p>  <p>INPATIENTS (Those who are experiencing any acute and persistent change in condition)</p> <ul style="list-style-type: none"> • Any time a team member has a patient safety concern • Heart rate: <40 or >130 bpm • Systolic blood pressure to <90 mmHg • Respiratory Rate: <10 or >28 breaths per minute • Oxygen saturation: <90% • Increase in supplemental oxygen requirement • Level of consciousness (including agitated delirium) • New onset of chest pain suggestive of ischemia • Change in cardiac rhythm from baseline rhythm (ex: New A-fib, AV block, or ventricular rhythm) • Signs of ischemic limb (ex: cold, change in color, loss of pulse) 	<p>STAT Stroke Team</p>  <p>INPATIENTS (Those who experience any acute changes in neurological status or stroke-like symptoms B.E.F.A.S.T.)</p> <ul style="list-style-type: none"> • Balance: Sudden loss of coordination • Eyes: Sudden vision changes • Face: Uneven smile, facial droop • Arms: Unilateral weakness • Speech changes, including slurred speech and word finding difficulties • Terrible headache • Sudden confusion • Need for additional clinical opinion any time a team member is concerned, unsure, worried, or has safety concerns about a patient's neurologic status 	<p>OB Emergency Team</p>  <p>ANYONE: OBSTETRICAL (Inpatient or OB ED) (Those OB patients gestational age of 20 weeks or more and a delivery is imminent in a critical situation in which medical and obstetrical resources and facility personnel need to be notified and mobilized to provide care/intervention in an actual or impending maternal and/ or fetal emergency)</p> <ul style="list-style-type: none"> • Fetal bradycardia • Concerning fetal heart tones • Cord prolapse • Precipitous delivery needing assistance • Obstetrical hemorrhage (ante partum, intrapartum, or postpartum) • Seizure or acute change in neurologic status in the obstetrical inpatient 	<p>RAPID RESPONSE TEAM</p>  <p>OUTPATIENTS VISITORS TEAM MEMBERS OB ED Patients (Those who need immediate assistance for an acute healthcare emergency anywhere on campus including buildings and grounds.) Examples, but not limited to:</p> <ul style="list-style-type: none"> ◊ Fall ◊ Altered Mental Status ◊ Suicidal ideation ◊ Chest pain ◊ Hypoglycemia ◊ Seizure ◊ Seizure or acute change in neurologic status, including Stroke-like symptoms. ◊ Any acute healthcare emergency in OB ED patients that are not pregnancy related
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Step 2) Dial 44

Step 3) Communicate the team needed and provide specific location

All Team Responders to attend calls made in the Women's Pavilion and the OR

Template Date: 4/26/2021
Created/updated: 2/1/2023
Created by: AWAMC Medical Event Quality Review Committee



Telephone System

The telephone number for **Aurora West Allis Medical Center** is 414-328-6000

- 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 Number
ED	Emergency Department	Ground Floor	(414) 328-6111
NICU	Neonatal Intensive Care Unit	2 nd floor Women’s Pavilion	(414) 329-5730
L&D	Labor & Delivery	2 nd floor Women’s Pavilion	(414) 329-5700
WFCC	Women and Family Care Center (Postpartum and Women’s Health Services)	3 rd floor Women’s Pavilion	(414) 329-5900
3 South	Adult Orthopedics Unit	3 rd floor Main Tower	(414) 328-6530
5 th Floor	Adult Medical Surgical/ACE Unit/Stroke Unit	5 th floor Main Tower	(414) 328-6550
6 th Floor	Adult Medical Surgical/Oncology Unit	6 th floor Main Tower	(414) 328-6560
7 South	Adult Cardiac/Telemetry/Observation Unit	7 th floor Main Tower	(414) 328-6570
ICU	Adult Intensive Care Unit	7 th floor Main Tower	(414) 328-6570
Security	Public Safety/Loss Prevention	Ground Floor (in ED)	(414) 328-7425



Other Clinical Experience Requirements

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

- All students/faculty are to park in the West Parking Structures in spaces that are not otherwise designated (visitors, physician, on call, etc).
- Our site currently requires parking passes for students and instructors.
 - Information needs to be provided at Public Safety office to receive parking sticker (license plate, model, color). This can be completed when picking up badges.

Hospital Entrance:

- Main hospital entrance is located at the front of the Aurora Women's Pavilion located directly across from the West Parking structure
- All students and instructors must wear ID badges when entering the building.
- Please establish a meeting area on the first on-site clinical day. Typical meeting areas include: the Aurora Women's Pavilion or main hospital entrance. After the initial clinical day, clinical groups can choose to meet on their assigned units at the start of their shift if preferred.
- Currently limiting cohorts to 6 to 8 students based on manager approval.

Identification and Badge Requests-Faculty & Students

- On-site clinical faculty will obtain an Aurora West Allis Medical Center ID badge from public safety prior to the beginning of their rotation. To obtain send your professional photo to amy.stigler@aah.org
- If your clinical is in NICU, Women's Health & OB Services, or Labor & Delivery, students must also wear an Aurora issued clamshell style ID badge. Instructor to forward student names and ID numbers to amy.stigler@aah.org.
- Students will wear their school-provided picture identification while on Aurora West Allis Medical Center property.
- ID badges will be worn above the waist in a visible location while on Aurora West Allis Medical Center property. p
- Badge access will be issued to faculty & students on the first clinical or orientation day by the Clinical Affiliations liaison and must be returned to Public Safety or the site liaison on last clinical day.
- Placed via Service Now and picked up in Public Safety Office (located on the ground floor near the Emergency Department entrance).

Food and Break Locations:

- Cafeteria is located on the ground floor of the main patient tower. Honey Creek Café and Starbucks are located on the ground floor of the Aurora Women's Pavilion (AWP).
- Unit based breakroom space is limited so please take breaks in the cafeteria or outdoor seating areas.



Orientation

- System orientation requirements for instructors and students are found on the [Nursing & MA Clinical Placement website](#)

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-site there are some conference rooms available. 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-learning as directed by system Advocate Health

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
- **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



Off Unit Experiences

- Women's Pavilion does allow OB clinical students to observe on L&D and NICU (staffing and census permitting)
- Other 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 function in an observation only role and may follow the patient as long as the patient and procedural department consents.

Pre/Post Conferences:

- Our site is currently allowing pre/post conferences to take place on site on a limited basis. Please reach out to site liaison at amy.stigler@aah.org directly with requests. Weather permitting, groups can use the healing garden as a gathering place.
- Computer lab classroom (located in the Medical Office Building) may be reserved upon request.

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