



Student/Instructor Orientation Manual

Welcome to MercyOne Genesis

We are pleased to welcome you to MercyOne Genesis and are confident that your experience here will be both professionally enriching and personally rewarding. As a trusted healthcare provider, MercyOne Genesis is proud of its longstanding commitment to strengthening our communities through compassionate care, clinical excellence, and continuous improvement.

Our relationship with you is built on a foundation of mutual respect, trust, and collaboration. As part of our commitment to your success, we strive to support you not only in your academic journey but also in your personal development. We believe that fostering a supportive and inclusive environment is essential to helping you thrive.

This handbook outlines key procedures, policies, and best practices designed to promote safety, efficiency, and effectiveness in your clinical experience. While it serves as a valuable resource, it is not a substitute for open communication and shared responsibility. We encourage ongoing dialogue and cooperation to address matters of mutual concern and ensure a positive learning environment.

The primary purpose of this handbook is to establish clear expectations for clinical conduct and to promote fair and respectful treatment of all students, instructors, and colleagues. These guidelines reflect the values and culture of MercyOne Genesis and are intended to support a collaborative atmosphere where excellence in patient care is the shared goal.

About MercyOne Genesis

At **MercyOne Genesis**, we are united in our mission to serve with compassion, guided by the spirit of the Gospel. We strive to be a healing presence within our communities—transforming lives through excellence in care, innovation, and human connection.

As a mission-driven and forward-thinking health organization, MercyOne Genesis is committed to becoming a **national leader in improving the health and well-being** of every person we serve. Our vision is to be your **most trusted health partner for life**, delivering care that is not only clinically exceptional but also deeply rooted in empathy and respect.

Our core values shape everything we do:

- **Reverence** – Honoring the sacredness and dignity of every person.
- **Commitment to Those Experiencing Poverty** – Serving those most in need with compassion and advocacy.
- **Safety** – Ensuring a safe environment for patients, staff, and students.
- **Justice** – Promoting fairness and equity in all our actions and decisions.
- **Stewardship** – Responsibly managing resources to support our mission and sustain our future.
- **Integrity** – Acting with honesty, transparency, and accountability.

Together, these values guide our culture, our care, and our commitment to excellence. Whether you are a student, instructor, or healthcare professional, you are an essential part of our shared journey to deliver outstanding care and build healthier communities

Student and Instructor Responsibilities at MercyOne Genesis

All students and instructors participating in clinical experiences at **MercyOne Genesis** are expected to adhere to the organization's established procedures, policies, standards of practice, and directives. This includes delivering patient care in accordance with MercyOne Genesis's clinical guidelines and maintaining the highest standards of professionalism and safety.

While students may be involved in various aspects of patient care, **MercyOne Genesis colleagues retain full responsibility for the overall care of the patient.** Student involvement is always under the supervision and delegation of qualified faculty or clinical staff. Supervision may be **direct or indirect**, depending on the student's **documented competency** in the specific task or activity.

- **Direct supervision** refers to the immediate availability of a qualified individual to continually coordinate, direct, and inspect the student's practice in real time.
- **Indirect supervision** involves regular oversight and guidance, with periodic evaluation of the student's performance.

If a student's behavior places patients at risk—whether physically or emotionally—or if it violates MercyOne Genesis's policies, procedures, or standards, the student may be **removed from the clinical experience.** This decision will be communicated to the appropriate academic institution and may result in termination of the student's placement.

Types of Clinical Learning Experiences

- **Student Clinical Rotation**

This is a hands-on, experiential learning opportunity in a patient care setting. It involves active participation in clinical tasks and contributes to the student's growth in **attitude, knowledge, and skills**.

- **Observation Only (Shadowing)**

This experience is limited to **watching and collecting information**. Students in shadowing roles do **not provide direct patient care** and are not permitted to engage in hands-on clinical activities

Key Definitions

- **Competency**

The demonstrated ability of an individual to meet the performance standards required for a specific role and clinical setting.

- **Delegation**

The process by which a qualified individual transfers authority to a competent person to perform a specific task in a defined situation.

- **Supervision**

The act of providing guidance and oversight by a qualified individual, including initial instruction and periodic evaluation of task completion.

Nursing Student Responsibilities

Nursing Student Responsibilities During Clinical Rotations

To promote professionalism, patient-centered care, and active engagement in the clinical environment, nursing students are expected to adhere to the following responsibilities while on-site at MercyOne Genesis Health System facilities:

1. Participation in Unit Communication

- **Bedside Shift Report:** Students should attend bedside shift reports to gain insight into patient care priorities, safety concerns, and interdisciplinary communication.
- **Unit Huddles:** Participation in daily unit huddles is encouraged whenever available. These brief meetings provide updates on staffing, safety alerts, and patient care goals.

2. Purposeful Hourly Rounding



Purposeful hourly rounding is a proactive, evidence-based practice designed to anticipate and address patient needs. Students should:

- Round on assigned patients according to unit policy and during periods of downtime.

3. Responding to Patient Needs

- **Answer Call Lights:** Students are expected to respond promptly and respectfully to patient call lights, even if the request falls outside their scope. They should seek assistance from licensed staff when needed.

- **Assist with Basic Care:** When appropriate, students should assist with hygiene, mobility, and comfort measures under supervision.

4. Professional Use of Time

- **Engage in Learning During Downtime:** When patient care needs are minimal, students should review unit-specific resources, clinical guidelines, or assigned textbooks to reinforce learning.
- **Avoid Idleness at the Nurses' Station:** Students should not sit idly or congregate at the nurses' station. This space is reserved for clinical staff performing essential duties. Students should be mindful not to monopolize workstations or interfere with staff workflows.

Student Health and Conduct

Students are expected to maintain professional conduct at all times and uphold the values of MercyOne Genesis, including **safety, integrity, and respect**. Compliance with health requirements, confidentiality standards, and ethical behavior is essential to ensure a safe and effective learning environment for all.

Student Attendance, Health, Conduct, and Identification at MercyOne Genesis

Attendance and Notification

Students are expected to arrive on time and be fully prepared for each scheduled clinical shift. If you are unable to attend as scheduled, it is your responsibility to **notify your clinical instructor or assigned contact as early as possible—preferably before the start of the shift**. Prompt

communication ensures continuity of care and respect for the clinical team's workflow.

In addition, students must take proactive steps to avoid exposing patients, colleagues, or visitors to communicable diseases. This topic will be addressed in greater detail during your department-specific orientation.

Illnesses and Injuries

MercyOne Genesis prioritizes safety and injury prevention. Students are expected to follow all safety protocols and observe safe work practices at all times.

- If you are **injured during your clinical experience**, regardless of severity, **report the incident immediately to your instructor**. Your instructor will assist you in completing the necessary documentation.
- If you become ill or are injured while on-site, **emergent or urgent medical care** will be provided as appropriate, in accordance with MercyOne Genesis policies and capabilities.
- Please note: Students are **financially responsible** for any medical treatment received during their clinical experience. MercyOne Genesis does not provide routine healthcare services to students and requires all students to maintain **active personal health insurance coverage**.

Identification and Professional Appearance

All students must wear a **school-issued photo ID badge at chest level**, ensuring visibility to patients, visitors, physicians, and colleagues. Instructors and applicable students will also receive a **MercyOne Genesis identification badge** from Human Resources.

- For issues arising **outside of standard work hours**, please utilize on-site resources to determine appropriate next steps. After hours you can also e-mail: ***GHS_ghsstudents@mercyone.org***.

Note for MercyOne Genesis colleagues serving as students or instructors:
Please ensure you wear the appropriate identification for your role and refer to the **MercyOne Genesis Badge Policy** for further guidance.

- **Professional Appearance**

Your appearance plays a vital role in building trust and confidence with patients, families, and colleagues. Students and instructors are expected to maintain a **clean, neat, and professional appearance** that aligns with infection control and safety standards.

- Clothing must be clean, pressed, in good condition (free of holes or tears), and appropriately fitted.
- Facial piercings are limited to one small nose stud (maximum 1.5mm in diameter). Piercings of the eyebrows, tongue, lips, or other visible areas are not permitted.
- Tattoos that may be perceived as offensive or hostile must be fully covered.
- Nail enhancements (e.g., acrylics, gels, overlays) are strictly prohibited for individuals providing direct patient care, in alignment with infection control standards.

Tobacco-Free and Vape- Free Environment

To promote a healthier and safer environment for patients, employees, and visitors, MercyOne Genesis is a **tobacco-free and vape-free health care organization**. This policy is part of the Health System’s commitment to wellness, safety, and public health.

Policy Overview:

- The use of **tobacco products**, including cigarettes, cigars, smokeless tobacco, and **electronic nicotine delivery systems** (e.g., e-cigarettes, vapes), is strictly prohibited.
- This prohibition applies to **all Health System property**, including:
 - Indoor and outdoor areas
 - Parking lots and garages
 - Sidewalks adjacent to facility entrances
 - Health System-owned vehicles
 - Personal vehicles parked on Health System property

Expectations for Clinical Faculty and Students:

- Faculty and students must adhere to this policy at all times while on-site for clinical experiences.
- Use of tobacco or vaping products during clinical hours, including during breaks on Health System property, is not permitted.
- Violations of this policy may result in disciplinary action and could impact clinical placement status.

By respecting this policy, faculty and students contribute to a healing environment and model professional behavior consistent with the values of the nursing profession.

Personal Communication Devices/Phone Calls & Personal Items

Use of Personal Communication Devices and Management of Personal Items

To maintain a safe, respectful, and distraction-free clinical environment, the following guidelines apply to the use of personal communication devices and personal belongings during clinical experiences at MercyOne Genesis:

Telephone and Cell Phone Use:

- MercyOne Genesis telephones are reserved for professional use only. Personal calls—whether incoming or outgoing—are not permitted except in cases of emergency.
- If a personal call is necessary for non-emergency reasons, it should be made during scheduled breaks or outside of clinical hours.
- Personal cell phones are not permitted in patient care areas and should not be used during clinical hours. Use of mobile devices should be limited to designated break areas and only during appropriate times.

Social Media Use Policy at MercyOne Genesis

This policy outlines how existing **communication, HIPAA, and confidentiality standards** apply to the use of social media platforms, including but not limited to **Facebook, Instagram, LinkedIn, Twitter, YouTube, blogs**, and other digital forums.

All official social media activity representing **MercyOne Genesis** must be coordinated through the **Marketing & Communications Department**. This ensures consistency in messaging, brand integrity, and compliance with privacy regulations.

This policy applies to:

- All **wholly owned and managed entities** within MercyOne Genesis
- **Colleagues, physicians, students, and instructors** using social media for official MercyOne Genesis initiatives
- Personal use of social media when it may impact the reputation, privacy, or operations of MercyOne Genesis

Professional and Ethical Use

Students and instructors must exercise **professional judgment** when engaging with social media, especially when referencing clinical experiences,

patient care, or healthcare settings. The following guidelines must be strictly followed:

- **Do not share any patient information**, even if identifiers are removed. This includes photos, names, diagnoses, or any details that could compromise patient privacy.
- **Do not post content** that could be interpreted as disrespectful, discriminatory, or unprofessional.
- **Do not represent yourself as a spokesperson** for MercyOne Genesis unless explicitly authorized.
- **Do not engage in online discussions** about patients, colleagues, or clinical experiences—even in private groups or messages.

Violations of this policy may result in disciplinary action, removal from the clinical site, and notification to the academic institution.

Educational Resource

The **National Council of State Boards of Nursing (NCSBN)** has published an excellent resource titled *A Nurse's Guide to the Use of social media*. This guide provides:

- Case studies and real-world examples
- Clarification of common myths and misunderstandings
- Information on confidentiality, privacy, and patient safety
- Consequences of inappropriate social media use

 Access the guide here: [NCSBN Social Media Guide](#)

Summary

MercyOne Genesis is committed to maintaining a safe, respectful, and professional environment—both in person and online. All students and instructors are expected to uphold the values of **integrity, confidentiality, and accountability** when using social media. If you have questions about appropriate use or need guidance, please contact your instructor or the Marketing & Communications team.

Parking

Parking Policy for Clinical Faculty and Students at MercyOne Genesis

To ensure a safe, accessible, and patient-centered environment, MercyOne Genesis is committed to providing adequate and secure parking for all individuals visiting or working at our facilities. As part of this commitment, **clinical faculty and students are required to park in designated “employee parking areas.”**

This policy is designed to prioritize convenient access for our patients and their families, many of whom face mobility challenges or time-sensitive medical needs. By reserving patient parking areas exclusively for those receiving care, we help maintain a welcoming and efficient experience for everyone.

Important Guidelines:

- Faculty and students must use only the clearly marked employee parking zones.
- Parking in patient or visitor areas is strictly prohibited.
- Individuals who park improperly will receive a formal notification.
- Continued violations may result in towing at the vehicle owner’s expense.

We appreciate your cooperation in upholding this policy and supporting our mission to deliver compassionate, high-quality care.

Diversity and Inclusion

MercyOne Genesis embraces and celebrates **diversity** in all its forms. We are committed to fostering a work and learning environment that respects and values the **similarities and differences** among individuals, including employees, patients, students, suppliers, and community members.

Honoring diversity in faith, traditions, and culture is essential to fulfilling our mission and delivering patient-centered care.

What is Diversity?

Diversity encompasses the unique characteristics that make each person distinct. This includes—but is not limited to—**faith, traditions, culture, language, gender, age, ability, and life experiences**.

Why is Diversity Important?

Diversity directly impacts:

- **Patient outcomes**
- **Patient satisfaction**
- **Communication**
- **Teamwork and collaboration**

What is Culture?

Culture is a key component of diversity. It refers to the **learned and shared values, beliefs, and behaviors** of a particular group that influence how individuals think, act, and respond emotionally in daily life.

What is Cultural Competence?

Cultural competence is the ability to recognize and respect the influence of culture on perceptions, values, and behaviors. Being culturally competent

enables healthcare professionals to provide **safe, respectful, and effective care** to patients and families.

Cultural Considerations May Include:

- Language and communication styles
- Pain expression and management
- Religious beliefs and practices
- Dietary preferences and restrictions
- Family roles and dynamics
- Gender identity and roles
- Beliefs about death and end-of-life care
- Treatment preferences
- Conflict resolution styles
- Eye contact norms

Important Reminder:

Avoid stereotyping. Every individual is unique, even within a cultural group. Always listen respectfully and ask culturally appropriate questions when needed. If a patient is not cognitively intact, consult with the appropriate responsible party to ensure culturally sensitive care.

Infection Prevention and Control at MercyOne Genesis

As part of the **MercyOne Genesis-wide Infection Prevention and Control Program**, all students and instructors receive education on the principles of **disease transmission, infection prevention, and control of communicable diseases**. Maintaining a safe and healthy environment for patients, families, and healthcare professionals is a shared responsibility—and a critical component of quality care.

Standard Precautions

MercyOne Genesis follows **Standard Precautions** to protect both caregivers and patients from exposure to **bloodborne pathogens and other infectious agents**. These precautions apply to **all blood and body substances**, regardless of the patient's diagnosis or perceived risk.

All roles within the organization—including students and instructors—are classified based on potential exposure risk. If you are unsure of your classification or the precautions required for your role, please contact your **supervisor, Infection Prevention and Control, or Colleague Health and Wellness** for guidance.

Hand Hygiene

Frequent and thorough hand hygiene is the single most effective measure to prevent the spread of infection. Students and instructors must follow hand hygiene protocols consistently throughout their clinical experience.

Hand hygiene should be performed:

- After using the restroom
- After coughing, sneezing, or blowing your nose
- After petting animals
- After handling money
- After touching patient equipment or surfaces
- Before and after wearing gloves
- Before and after patient contact
- Before handling or eating food
- Before administering medications
- When transitioning from dirty to clean procedures on the same patient
- At the beginning and end of each workday

When caring for patients with C. difficile, norovirus, or rotavirus, hand hygiene includes:

- Washing hands with soap and water for **at least 15 seconds**
- Using antiseptic hand wash when appropriate
- Performing surgical hand hygiene/antiseptics when required
- Using alcohol-based hand rubs (rub until completely dry)

Personal Protective Equipment (PPE) and Patient Care Equipment

Students and instructors must use **appropriate PPE** based on the level of exposure risk and the nature of the patient care activity. This includes gloves, gowns, masks, and eye protection as needed.

Proper handling, cleaning, and disposal of **patient care equipment** is essential to prevent cross-contamination. Follow all departmental protocols and consult with your instructor or Infection Prevention and Control staff if you have questions.

Harassment, Workplace Safety, and Professional Conduct at MercyOne Genesis

At **MercyOne Genesis**, we are committed to maintaining a **safe, respectful, and inclusive environment** for all students, instructors, colleagues, patients, and visitors. Every individual has the right to work and learn in a setting free from harassment, intimidation, and violence.

Harassment-Free Workplace

All students and instructors are expected to conduct themselves in a manner that promotes **dignity, professionalism, and mutual respect**. MercyOne Genesis strictly prohibits:

- Offensive or inappropriate **sexual behavior**
- **Unwelcome advances**, requests for sexual favors, or sexually motivated verbal or physical conduct
- **Threats, intimidation**, or any behavior that creates a hostile or uncomfortable environment

Sexual harassment is defined as any conduct where:

- Submission is made a condition of continued participation or advancement
- Rejection or acceptance influences decisions affecting the individual
- The behavior interferes with work performance or creates an intimidating, hostile, or offensive environment

If you believe you are experiencing harassment—or witness inappropriate behavior—you are encouraged to report it immediately to:

- Your **clinical instructor or assigned contact**
- A **MercyOne Genesis executive**
- The **Vice President of Human Resources**

All complaints will be handled with **strict confidentiality** and investigated promptly. MercyOne Genesis will maintain confidential documentation and take appropriate corrective action, up to and including **termination of clinical privileges or employment**.

Workplace Violence Prevention

MercyOne Genesis maintains a **zero-tolerance policy** for violence or threats of violence in the workplace. This includes any act or threat—verbal or physical—against another person’s life, health, well-being, family, or property.

Violent behavior or threats made by any individual, including students, instructors, colleagues, visitors, or uninvited outsiders, are grounds for **immediate dismissal** and may involve **security or law enforcement intervention**.

If you observe or experience:

- Harassment
- Intimidation
- Threats or acts of violence

You must report the incident immediately to a **MercyOne Genesis contact** or **Human Resources**. Timely reporting ensures the safety and well-being of everyone in the clinical environment.

Summary

MercyOne Genesis is dedicated to fostering a culture of **safety, respect, and accountability**. By upholding these standards, we ensure a positive and professional environment for learning and care.

If you have questions or concerns about workplace conduct, harassment, or safety, please speak with your instructor or contact Human Resources.

Thank You and Welcome to MercyOne Genesis

Thank you for your commitment to serving patients, families, and colleagues at **MercyOne Genesis**. We are honored to have you as part of our learning community and hope your student experience is both **educational and deeply rewarding**.

Whether your rotation involves direct patient care or support behind the scenes, please know that **your contributions matter**. Every interaction you

have—no matter how small—can positively impact the health and well-being of those we serve.

We are proud of the student experience we provide and grateful for the energy, insight, and dedication you bring to our organization. Your presence helps us grow, innovate, and continue delivering compassionate, high-quality care.

Welcome to MercyOne Genesis. We wish you a meaningful and successful experience!

