

# **ORIENTATION PACKAGE FOR CLINICAL NURSE MANAGERS**



## **Orientation programme received by CNM**

**Signed by CNM:** .....

**Date:** .....

**Orientation Facilitated by:** .....

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## CONTENTS

	<b>Page No</b>
1) Introduction and welcome from the Director of Nursing	3
2) General Orientation Information	4
3) Clinical Orientation Information	5
4) Managerial Orientation Information	6
5) Educational Orientation Information	7
6) Professional Orientation Information	9
7) Suggested Reading List	10
8) Completion of Orientation Programme (summary sheet)	12
9) Who to Meet	13
10) Evaluation of Orientation	14

*Appendix 1-The A to Z information*

## INTRODUCTION

The Senior Nursing Management team and I, the Director of Nursing, would like to take this opportunity to welcome you to the CHI at Crumlin. We at Children's Health Ireland (CHI) at Crumlin pride ourselves on the quality nursing care we deliver to our patients / parents and families.

In order to prepare you for this task, we have put together this booklet that can be used as an orientation guide, to assist you. This booklet, is divided into 3 sections, with each section having a series of activities. The Divisional Nurse Manager / Clinical Nurse Manager / Clinical Nurse Education Facilitator / Preceptor facilitating your orientation, will review this document with you and decide which aspects of this general orientation, are required by you for the purpose of working in your specific area. The time required for your orientation programme, will also be determined at this point as extra time may be required if you come from outside the organization.

As you will see from the orientation package, the orientation consists of self-directed and a facilitation process assisted by the person managing your orientation. The boxes on the left of the page will denote those areas suggested by your orientation facilitator. This document is not intended to be prescriptive and can be streamlined to suit your specific needs.

On completion, we would appreciate if you would complete the evaluation form and return it to your orientation facilitator. This will assist us in the fine tuning of orientation programmes and ensure we have covered all eventualities.

Many thanks and once again welcome to Children's Health Ireland at Crumlin

.....  
**Karen McGuire**  
**Director of Nursing**

## GENERAL ORIENTATION INFORMATION

### Introduction

- Meet with the Divisional Nurse Manager / CNMs / CNFs of the ward / department.
- Link in with your preceptor who will give you orientation to the ward /department to understand the structure and location of the department.
- Please refer to general orientation booklet if you are new to hospital. Your facilitator will give you a brief hospital tour as applicable.
- Introduction to all staff members including various healthcare professionals within the ward / department and get familiar with different uniforms in use.
- Familiarise with important bleep numbers: Emergency bleep number, PEWS Urgent call number,
- Understand how to locate the internal telephone directory for ward/department numbers, hospital security and understand the concept of bleep system.
- Identifying fire escape routes and familiarize with Major Emergency Plan and your role in it.
- Seek information regarding the visual hospital report and its relevance.
- Attend huddle and meet with the Nursing Admin, Bed Management to understand their role and process to contact them.
- Identify the location of the resuscitation equipment within your ward/department.

### IT and Online Resources

- To organize email and online access contact: [ITServiceDesk@olchc.ie](mailto:ITServiceDesk@olchc.ie) to set up the new CNM with email and access to drives.
- Request IT helpdesk to be added to the CNMs mailing list. And desktop if required
- Familiarise with Estates and how to request for repairs.
- Understand Respond System for online incident reporting and liaise with Clinical risk department for the hard copies of clinical and medication incident forms.
- Get familiar with Hospital Intranet – to access all policies, nursing guidelines, care plans, clinical guidelines, infection control, medication information sheets and guidelines.
- Accessing the G-drive/H-drive for useful hospital information resources.

## Human resources

- Link in regarding CNM job description and specification, contract, salary, name badge, car parking information.
- Leave entitlement, maternity, compassionate, parental, force majeure, study leave and guidelines are available on Intranet under HR info.
- Guidelines on Sick leave and algorithm for all nursing staff.
- Self-rostering guidelines, annual leave guidelines, study leave guidelines and location on the intranet
- New staff probation period and HR forms sent in 3/6 months to HR (not nursing)

## CLINICAL ORIENTATION INFORMATION

### Audits and reports *(Desktop Icon Computer click G drive)*

- Hygiene standards and Access to Hygiene Services Book
- Multidisciplinary audit every 6 months in G drive under HIQA hygiene support documentation – look for your area
- Hand hygiene audit every 6 months
- Waste management audit every 6 months
- Health and safety audit every 6 months
- Bed mattress audit every 6 months

### Nursing specific

- Medication safety and security carried out by site management
- Nursing Quality Care Metrics carried out monthly by identified ward champions. Training & Education is available via the Quality Department.
- Care Bundles Monthly Audits - Conducted daily by CNM1. The surveillance audit forms are sent monthly (the first week of the month for the previous month) to Rebecca Rush Surveillance scientist [Rebecca.Rush@olchc.ie](mailto:Rebecca.Rush@olchc.ie)
- PEWS Urgent Call desktop log

## Hospital Committees

- CNMs 2&3 Group
- Nurse Practice Committee
- Hygiene Services Committee
- Infection Prevention and Control Committee
- Drugs and Therapeutics Committee
- Medication Safety Committee
- Sepsis Committee
- Point of Care Testing Committee
- Infection Prevention and Control committee
- Antimicrobial Stewardship
- CNEF Group
- Health and Safety Committee
- Healthcare Records
- End of Life
- Neonatal Advisory Committee
- Breastfeeding Committee
- Endoscopy Committee
- Clinical Product Procurement Committee
- Medical Equipment Procurement Committee
- 2D band Implementation committee

## MANAGERIAL ORIENTATION INFORMATION

### Ward routine and activities

- Discuss ward routine philosophy and Model of Care for Nursing
- Reporting structure in the organisation, huddle, safety pause, and ISBAR3 Nursing handover.
- Ward/Department Security - identify visiting hours for families, quiet time and specified times to keep the doors locked.

- Roles and responsibilities of CNM3 / CNM2 / CNEF / CPC / SN / Post Grad / Under grad / HCA / Household staffs.
- Spend a day with Site and Bed Manager (Walk in my shoes) and do walk around.
- Familiarize with all nursing documentation – PEWS chart, Prescription and administration record sheet (Kardex), Nursing Care plans, Day/Night Reports, admission and discharge records etc.
- Access to hospital formulary online via intranet. Also each ward /department has Samsung tablet in the treatment room with access to hospital formulary.
- Ward meetings and forum to address all relevant issues. Understand the process of Risky meetings with in your ward/department.
- Learning from Excellence- aware of the concept and able to locate the resources available on intranet.
- Ensure daily emergency trolleys checks are done and the checklist is maintained.
- Self-rostering off duty
- Students and their preceptors are identified each shift in the absence of ward CNEF to monitor and assess their development.
- Patient advocacy- Handling of compliments and complaints
- Facilitate the MDT rounds and meetings
- Staff meal breaks times and locations are identified at the start of the shift or after nursing handover.
- Children's meal times are carried out on time by the staff.
- Integrated Care Pathway used for specific patients as applicable.
- Risk management assessment, patient safety issues are monitored.
- Staff Pregnancy risk assessment carried out as recommended.
- Admissions and discharges times –to focus on Home Before 11 quality initiative
- Parents discharge against medical advice-be mindful of the process.
- Use of equipment in wards, their cleaning and stocking process.
- Materials and stock rooms ordering on SAP
- Clinical engineering requests
- Pharmacy and stores requisitions

## EDUCATIONAL ORIENTATION INFORMATION

- Mandatory study days
  - ✓ PILS yearly
  - ✓ ANTT Guidance
  - ✓ Hand Hygiene (Online with HSEland) - 2 Yearly
  - ✓ Standard Precautions 2 yearly online on HSEland
  - ✓ General Data Protection Guidelines 2 yearly online on HSEland
  - ✓ Manual / Patient handling – 3 yearly
  - ✓ Infection Control & Standard Precautions – 2 yearly
  - ✓ Haemovigilance – 2 yearly as required
  - ✓ IV therapy and Medication management at induction
  - ✓ Child protection and awareness – once off
  - ✓ Children first – at induction
  - ✓ Preceptorship - 6 months after induction
  - ✓ Fire Training - 2 yearly
  - ✓ Open Disclosure - Once off
  - ✓ GDPR / iPMS / Evolve-Once Off

### How to book study day:

- For PILS/PLS bookings can be made for the resus team. Email. Dates for same can be found in the H: drive under Resus Training.
- Infection Control and Haemovigilance now walk in study day when dates available but can also be booked through CCNE.
- Fire Training does not need to be booked and dates are available locally or via CCNE. Queries re: same can be forwarded to [Barry.Dillon@olchc.ie](mailto:Barry.Dillon@olchc.ie)
- Patient Handling is booked via Angela Murphy / Barry Dillon for stand-alone days. [Angela.Murphy2@olchc.ie](mailto:Angela.Murphy2@olchc.ie).
- PEWS; face to face session do not require booking. Virtual sessions must be booked via [http://olchcnet.hse.ie/Paediatric Early Warning System PEWS /](http://olchcnet.hse.ie/Paediatric_Early_Warning_System_PEWS/)



## Non Mandatory Study days

Non-mandatory study days such as Breastfeeding or Care of a child with a Gastrostomy are now booked individually by staff via their own personal HSELAND accounts. They are responsible for attending and informing you of attendance. Ensure staff inform CNF when booking study days to ensure staff are getting equal opportunity to attend study days.

How to book through the Classroom Management System (CMS) at <https://www.hseland.ie>

Should you have any technical issues email: [cmshelpdesk@olchc.ie](mailto:cmshelpdesk@olchc.ie)

- Login to <https://www.hseland.ie> and register/update your profile if necessary.
- Click on 'Course Catalogue'
- Click on the ONMSD icon.
- Click on the CCNE icon (CCNE Children's Health Ireland)

## Training

- SAP absence report Michelle Callanan HR
- Staffing numbers and annual leave - Joanna Connolly Nursing HR
- iPMS education- Deborah O' Grady NPDU
- Lab log on Winpath (needs login and password)
- Excel, Word, PowerPoint, Outlook and emails - Deborah O' Grady NPDU
- Document Design – Deborah O'Grady NPDU
- Online incident report - Clinical Risk Advisor
- Off duty management – CNMs / CNF
- Action plans/constructive criticism - CNMs / CNFs
- Creating an audit, audit of Practice - Quality Department
- Creating Guidelines, Practice - Fionnuala O'Neill, NPDU
- Nursing Quality Care Metrics - Josephine Chacko, Quality Department
- Quality improvement / project in the ward - Warren O'Brien, Quality Department

## PROFESSIONAL ORIENTATION INFORMATION

- **Nursing and Midwifery Board of Ireland**
  - ✓ Scope of Practice for Nurses and Midwives 2015
  - ✓ Recording Clinical Practice
  - ✓ Code of Professional Practice and Ethics for Nurses and Midwives 2015
- **Career pathway**
  - ✓ Personal development plan yearly- guideline on the intranet under Nurse Practice Development Unit
  - ✓ Interviewing skills
  - ✓ Reference writing for staff
- **Professional**
- Grievance procedure / Disciplinary procedure
- Professional accountability/responsibility
- Nursing and Midwifery Board of Ireland
  1. Scope of Practice, NMBI
  2. Recording Clinical Practice, NMBI
  3. Guidance on Medication Management, NMBI
  4. Code of Professional and Ethical Conduct, NMBI
  5. Guidance to Nurses and Midwives on the Development of Policies and Guidelines
  6. Social Media Guidelines for Registered Nurses

## SUGGESTED READING LIST

### *Policies and Guidelines to become familiar with*

#### **Compulsory Policies / Guidelines for all staff to be aware of and know how to locate**

<b>Policy / Guideline</b>	<b>Yes</b>
Prevention of Abuse of Children by a staff member while in the care of the hospital	
Annual leave, rostering hours	
Sick Leave policy - Ringing in sick	
Study leave guidelines	
Medication Policy	
Intravenous Guidelines	
Nursing Practice Committee folder	
Patient identification-process	
Resuscitation Guidelines	
Grievance procedure	
Concerns regarding child abuse/neglect- process	
Blood transfusion & blood product policies and guidelines	
Infection control folder	
Complaint handling	
<b>Specific Policies /Guidelines (all available on the intranet)</b>	<b>Yes</b>
Accident/Incident reporting	
Medication Safety report form	
Freedom of information	
Data Protection	
Booklet appropriate to ward area	
Obtaining Consent	
Dignity at work	

Death of a Child, booklet	
Guidelines on the transfer of patients to the mortuary - pending	
Hygiene Services Assessment Scheme	
Breastfeeding Guidelines	
Hemostasis & Thrombosis, Dr Owen Smith	
Management of Children with Liver disease, Liver team	
Management of Diabetic Ketoacidosis, OLCHC (2005)	
Haemoglobinopathies, Dr C Mc Mahon	
Unidiversion - Urodynamics team	
Oncology handbook	
Severe Acute Asthma in children	
Management of Status Epilepticus - Dr Webb	
Management of Meningococcal Meningitis, OLCHC (2005)	

### ***National policies / Department of Health and Children / Health Service Executive***

- Child Care Act 2001
- Children's Act
- Misuse of Drugs Act
- Children First, 2011
- Dignity at work
- Nurses Act 2011
- Trust in care
- Hanley report
- Children First
- Children's Health First
- Equal Status act
- Brennan Report
- Bristol Inquiry
- Our Children, Their lives
- Mental Health Act
- Safe Site Surgery
- National Policy Breast feeding
- National Children's Strategy
- Freedom of Information
- Safer Better Healthcare HIQA
- European Working time Directive
- Safer Better Healthcare Standards
- Data Protection Acts 1988/2003
- European Working Time Directive
- Endoscopy Standards, HIQA
- Protection of Life during pregnancy
- National Decontamination Standards, HIQA
- European Convention on Human rights 2003
- Control and prevention of MRSA in hospitals
- Mid Staffordshire report-learning from mid-staff
- Guidelines for Hand hygiene in health care settings
- Palliative care assessment needs for children, 2005



**Children's Health Ireland at Crumlin**  
**ORIENTATION PROGRAMME**

**Completion of Orientation Programme**  
**Summary Sheet**

<b>Full Name:</b>	<b>Pin No:</b>
<b>Clinical Area / Unit:</b>	

I confirm that.....has completed and Orientation Programme
<b>Signature:</b> ..... <i>Preceptor / Clinical Nurse Education Facilitator / Clinical Nurse Manager / DNM</i>
<b>Date:</b>

I confirm that I have received an Orientation Programme
I agree to maintain, and update where necessary, my knowledge of the documents, policies and guidelines addressed during this programme, including any revision made to content of these or if any additional documents are developed.
<b>Signature:</b> ..... <i>Nurse</i>
<b>Date:</b>

*Please forward the summary sheet only to Nursing Human Resources.  
Also keep a copy of summary sheet for your own personal records / portfolio.*

## WHO TO MEET LIST

	NAME	RESPONSIBILITY	EMAIL	EXTN	BLEEP
<b>Clinical Placement Coordinator Team</b>	Carmel Gallagher	Coordinates students on BSc Nursing Integrated course attending OLCHC	<a href="mailto:carmel.gallagher@olchc.ie">carmel.gallagher@olchc.ie</a>	2707 6303	8599
	Marian Vaughan		<a href="mailto:marian.vaughan@olchc.ie">marian.vaughan@olchc.ie</a>	2707 6303	8596
	Rosemary Clerkin		<a href="mailto:rosemary.clerkin@olchc.ie">rosemary.clerkin@olchc.ie</a>	2707 6303	8597
<b>Students Allocations Liaison Officer SALO</b>	Michelle Sheridan	Coordinates undergraduate and seconded student's placements	<a href="mailto:michelle.sheridan@olchc.ie">michelle.sheridan@olchc.ie</a>	2693	8595
<b>Clinical Coordinator HDNS</b>	Deirdre Farrelly	1 year programme HDNS children's nursing	<a href="mailto:deirdre.farrelly@olchc.ie">deirdre.farrelly@olchc.ie</a>	6373 2707	8740
<b>Practice Development Coordinator</b>	Fionnuala O'Neill	Practice development i.e. guidelines etc.; nursing documentation, product trials etc...)	<a href="mailto:practice.development@olchc.ie">practice.development@olchc.ie</a>	6637	8638
	Carol Hilliard	Nursing Research, undergraduate nursing education, higher diploma post registration students and children's nursing programme	<a href="mailto:carol.hilliard@olchc.ie">carol.hilliard@olchc.ie</a>	2884	8648
<b>Nursing Human Resources</b>	Joan Troy (Divisional Nurse Manager)	-	<a href="mailto:joan.troy@olchc.ie">joan.troy@olchc.ie</a>	6310	8587
<b>CNF Committee Representatives</b>	-	-	-	-	-
<b>CNM Committee Representatives</b>	Josephine Chacko/Louise Purcell/Amanda Priestly	CNM 2 & 3 Chairperson & Secretary-	<a href="mailto:josephine.chacko@olchc.ie">josephine.chacko@olchc.ie</a>  <a href="mailto:Louise.Purcell@olchc.ie">Louise.Purcell@olchc.ie</a>  <a href="mailto:amanda.priestley@olchc.ie">amanda.priestley@olchc.ie</a>	2364	#8448 -

<b>EVALUATION OF ORIENTATION</b>	<i>please tick</i>	<b>Yes</b>	<b>No</b>
Did the orientation package suit your specific needs? <i>If no, please comment:</i>			
Was the time spent in each area sufficient? <i>If no, please comment:</i>			
What areas, if any, do you feel you need further time in? <i>Please comment:</i>			
Having not worked / worked ( <i>please indicate</i> ) in the organisation, do you consider this orientation package gave you a reasonable understanding of the organisational workings? <i>If no, please comment:</i>			
Did it assist you spending time with Site Manager / Bed manager / CNM 2 or other ward / line managers in the organisation? <i>If no, please comment:</i>			
Comments regarding how this orientation pack may be improved			
<b>Many thank for taking the time to complete the attached evaluation</b>			
<b>Signature:</b> .....			
<b>Print name:</b> .....			
<b>Date:</b> ..... <b>Ward:</b> .....			

*Please return completed evaluation to the facilitator of your orientation*



## Appendix 1-The A to Z of information

<b>A</b>	ADoN / DNM for this department is Bleep number	Office is located Old convent building/ HR building First Floor
	<p>Audits</p> <ul style="list-style-type: none"> <li>○ Hygiene audits carried out 6 monthly</li> <li>○ Nursing Quality Care Metrics 8 carried out monthly</li> <li>○ Medication safety and security</li> </ul>	<ul style="list-style-type: none"> <li>○ Located G drive HIQA hygiene support document audit tool</li> <li>○ Audit is online through test your care – username and password organized through Josephine Chacko, Quality Department.</li> <li>○ Carried out monthly by the site manager</li> </ul>
<b>B</b>	<p>Bed manager on duty bleep 8310</p> <p>Bleep policy</p>	<p>is stored in switch on the 1s floor of the nurses home</p> <p>on the Hospital intranet in the H drive under HR policies</p>
<b>C</b>	<p>Canteen</p> <p>COVID 19 Vaccination Update</p> <p>Car parking</p> <p>CCNE</p> <p>Change of hours</p>	<p>Opening times Monday to Friday 0830-1130 and 1200-1400</p> <p>Information Available on Intranet</p> <p>G-drive under continuing education</p> <p>Available on the Intranet under HR info.</p>
<b>D</b>	Document management and design	Deborah O 'Grady- Practice Development
<b>E</b>	Evolve	Resources Available on Intranet under Evolve tab
<b>F</b>	Fundraising information	Resources available on Intranet under Fundraising tab
<b>G</b>	GDPR Guideline development	Information available on Intranet Practice Development
<b>H</b>	Hello My Name badge	Contact Person: Joanna Connelly, CNM3-HR
<b>I</b>	<p>ISBAR3 Nursing Handover</p> <p>IT training</p> <p>IPMS / IT Training / Document Design</p>	<p>All resources available on intranet</p> <p>Contact person: Warren O'Brien &amp; Ciara Yeates Quality Department.</p> <p>Contact: Daryl Humberstone Quality Department</p> <p>Deborah O Grady – Practice Development</p>
<b>J</b>		
<b>K</b>		
<b>L</b>	Learning From Excellence	All Documents available up on the intranet under LFE tab
<b>O</b>		
<b>M</b>	<p>Medication safety minutes</p> <p>Medication Information</p>	<p>Resources available on Intranet under Medication Safety tab</p> <p>All medication SOPs and Guidelines available</p> <p>Hospital Formulary available on Intranet</p>
<b>N</b>	Nursing Quality Care Metrics Training and Login setup	Contact Person: Josephine Chacko, CNM3 - Quality Assurance #8448, Ext: 2364, 2365
<b>O</b>		
<b>P</b>	<p>PEWS refresher Online &amp; Face to Face yearly schedule</p> <p>Patient Advocacy</p>	<p>Available Up on the intranet.</p> <p>Contact Person: Kevin Farrell</p>

<b>Q</b>	Quality Improvement Projects/Initiatives	Contact: Warren O'Brien CNM3 - Quality Improvements #8447, ext 2365,2364
<b>R</b>		
<b>S</b>	Sick Leave Policy	Available on Intranet under HR info
	Staff training Videos	Available up on Intranet under Staff training
<b>T</b>		
<b>U</b>		
<b>V</b>		
<b>W</b>		
<b>X</b>		
<b>Y</b>		
<b>Z</b>		