

CLIN-0.00b Clinical Site Orientation Checklist

<p>Directions: Complete the Clinical Site Orientation Checklist during the first week at the hospital. Interns may be assigned to several different preceptors, managers, or supervisors to complete all the activities. If you have more than one hospital site, discuss with your site liaison which activities should be completed at both sites. Submit the checklist into the CBE Portal by the Sunday following the site orientation week. Complete all items on the checklist. Being familiar with the department and processes will benefit you throughout the clinical rotations.</p>	
<p>Intern Name:</p>	
<p>Preceptor Name(s):</p>	
	Completion Date
Site Orientation	
Attend Site Orientation. Attendance may have been completed prior to the start of the internship.	
Medical Clearance	
Ensure medical clearance according to facility policy. (This may include having medical record documentation on file at hospital or a visit with the hospital Employee Health.)	
Getting Acquainted with the Department and Facility	
Review Department Org chart. Learn how the department fits into the Aramark structure.	
Obtain name badge.	
Set up computer access including diet office and EMR.	
Review the Scope of Service for the Food and Nutrition Department. What are the hours of operation for the café and patient meals?	
Tour hospital with introductions to key hospital personnel, such as nursing, PT, unit secretaries, etc.	
Tour department with introductions to managers, supervisors, clinical staff, diet office and patient service front-line associates.	
Review Hospital Outpatient Programs - clinics/ambulatory care, wellness programs. Tour outpatient locations.	
Find out what the department and the hospital policies are for disaster preparedness. Discuss what your role in the department would be in case of disaster.	
Review Departmental/ Hospital Policies & Procedures for employees: Attendance Policy, Call-in Procedures, Dress Code for each department area (retail, diet office, etc.)	
Review the fire plan and department exits.	
Learn how to report accidents.	
Learn isolation procedures.	
Intern Onboarding with Site liaison	
Review and discuss Professional Expectations document with the site liaison.	
Review and discuss the Master Rotation Schedule with the Site Liaison. Review Preceptor Expectations re: Evaluation Due Dates and Rotation Hours Approval process in the portal. Note 2-week Christmas and Spring Break time off. Discuss rotations and the expectations for contacting rotation preceptors.	
Discuss and plan for upcoming opportunities to be involved in community (NNM, health fairs) and professional organizations (CPE events, local or state dietetic associations)	
Discuss meals and beverage privileges.	
Discuss the appropriate dress for clinical staff, retail area, and production area.	
Find out where the intern assigned work area is in the department or hospital.	
Find out where to store personal items.	
Review and discuss the Aramark Internship Evaluation of Intern Performance. Find out the site liaison's expectations and process for evaluation reviews.	

Review PatientCONNECT (or client patient rounding platform). Participate in two patient rounds with site liaison.	
Review Adopt a Floor. Participate in Adopt A Floor rounds.	
Find out what the department does for service recovery. How would an intern participate in service recovery?	
Review and discuss the Aramark Internship Cell Phone policy. Find out the site liaisons expectations regarding cell phone use during work hours.	
Diet Office Orientation	
Observe the functions of the diet office for at least two meal services.	
Observe the diet office computer system (CBORD) operation and functions. Work with CBORD administrator to learn more about how CBORD operations. If possible, enter meal selections, guest tray, supplements, etc.	
Review the following resources utilized in the nutrition office: <ul style="list-style-type: none"> • Policy & Procedures • Diet Manual • Menu correction guidelines • Menus • Tray slips 	
Assist nutrition office team with menu marking and editing activities for a minimum of three meals: breakfast, lunch, and dinner.	
Observe the nutrition office routine and note procedures for the following activities: <ul style="list-style-type: none"> • Menu processing and correcting menus • Diet changes • Tray delivery schedule and processing courtesy trays • Recording supplements, snacks, and patient preferences • Accommodation of special requests • Usage of phone messaging log, noting nutrition consults, and down time procedures 	
Work in diet office in diet clerk position for 2 meal services	
Learn how patient diet orders, nourishments & diabetic snack are processed from order to delivery	
Intern to process diet orders for at least one meal using the diet office system	
Learn the diets which can be ordered for the patient MNT	
Learn the standard diabetic snack offering and rotations	
Learn how special requests are handled	
Learn about courtesy trays? Who can get a courtesy tray? Learn the process of delivery for a courtesy tray.	
Learn how nursing staff communicates to the F&N department	
Learn how information is communicated from the tray line and production areas from the diet office	
Find out what information is logged by the diet office, such as meal counts, patient census, etc.	
Learn the department process for isolation procedures	
Learn the importance of AIDET and call center scripting	
Learn the purpose of floor stock and the procedures for delivery.	
Review the hospital's approved oral and tube feeding supplement formulary. Identify which nutraceutical company the products are purchased from. <ul style="list-style-type: none"> • Abbott Nutrition Formula List at http://www.abbott.com/product-list.html • Nestle Nutrition Formula List at https://www.nestlehealthscience.us/brands 	
Using the formulary list, be able to identify which formulas are appropriate for medical nutrition therapy and disease states.	
Taste test oral supplements used for patients in all disease states: GI, Renal, Diabetic, etc. Compare flavors, review nutritional content, and identify appropriate usage. Discuss findings with preceptor.	
Learn who is responsible for tube feeding distribution. Where it is stored and what is the process from MD order to patient delivery for tube feeding and oral supplements.	

Patient Trayline Orientation	
Review diet spreadsheets (items, serving sizes, etc.)	
Review the patient tray line process (i.e. trayline food set-up times, temperature checks, regular vs. modified food selections, food is plated and tray setup is in a consistent manner according to Aramark's patient meal service standards, etc.)	
Observe tray line service for one meal	
Review tray delivery schedule	
Follow a cart to the unit	
Observe how trays are passed to patients	
Assist in tray delivery for one unit if trays are passed by F&N	
Identify the Treat Yourself marketing and communication materials utilized at location, discuss usage and benefits with Patient Services Manager.	
Discuss the 'Treat Yourself' menu service type for patient services used by the account with your Patient Service manager.	
Review: Menu Spreadsheets, Nutritional Analysis, Menu Templates, 'Treat Yourself' Materials, Tally Sheets, Tray Line week one and steam table Diagram, Menu Correction methods.	
Discuss the use or non-use of tray collaterals and the importance of a product pick list	
Review Chef Series and Little Chef Series Programs	
Participate in meal rounds and patient visits	
Participate in activities related to patient customer service. <i>NOTE: Programs and resources are available in the Patient and Clinical Services Executional Framework Standards Guide on .net</i>	
Review Patient Satisfaction scores for food temperatures. Discuss methods and processes to maintain temperatures during patient food delivery with preceptor	
Review in the patient satisfaction survey process	
Review floor stock policy, discuss with employee the steps/process/importance.	
Assist one employee with set-up and delivery of nourishments and floor stock	
Familiar/discuss/participate in the following activities related to <u>diabetic nourishments</u> : <ul style="list-style-type: none"> • Review process for distribution of diabetic snacks at facility • Review diabetic snack list schedule for patient 	
Discuss the process and importance of tracking meal truck deliver	
Become familiar with the department's policies and procedures related to hours of service and meal delivery schedule	
Participate in activities related to tracking the trays per minute (non-room service accounts only): Discuss the department's tray per minute standard, i.e. 2 trays per minute, with preceptor	
Review 'missed meal report' documents identifying patients not eating, tray delivery times documented, tracked, and trended.	
Clinical Orientation	
Learn how a nutrition order is related to the clinical staff from MD order to completion of the consult.	
Learn how a clinician communicates with the diet office from the patient care unit	
Participate in a training session for the facility's electronic medical record system	
Review individual sections of the EMR with the clinical dietitian.	
Observe Clinical Dietitian prioritizing patients to be seen for the day.	
Learn the clinical pathways (such as CHF) for the hospital which include nutrition consults. (not all hospitals may have a clinical pathway.) Discuss the process from admit to education or nutrition assessment.	
Locate and review nutrition education materials used at the hospital for inpatient nutrition education.	
Participate in a training session on accessing the Academy's online Nutrition Care Manual on the facility's intranet site.	
Apply Emerging Trends by discussing with the clinical staff any order writing privileges granted to the clinical dietitians at the hospital. (writing orders for supplements, oral diets, nutrition support, etc.)	

Discuss other clinical emerging trends the clinical staff maybe implementing, such as Nutrition Focused Physical Exams.	
Review Hospital approved and/or unapproved abbreviations.	