

PROFESSIONAL EXPECTATIONS IN THE WORKPLACE

Orientation Module for Students - Advanced Practice Providers - Residents - Faculty

Greater Green Bay Health Care Alliance

ggbha.org

Updated 2/28/2025

PROFESSIONAL EXPECTATIONS IN THE WORKPLACE

2

This module is designed to prepare you for your clinical or residency experience. Videos are included. Please be sure to have your computer's sound turned on.

After completing all **five** modules and you understand the information presented, you will need to complete the '**Confidentiality Agreement and Acknowledgement of Orientation Modules**' form. Please give the completed form to your school coordinator or faculty member, **not** the healthcare facility. The school will retain your signed/dated form.

The five learning modules need to be completed annually by students/advanced practice providers/residents/faculty.

PROFESSIONAL EXPECTATIONS IN THE WORKPLACE

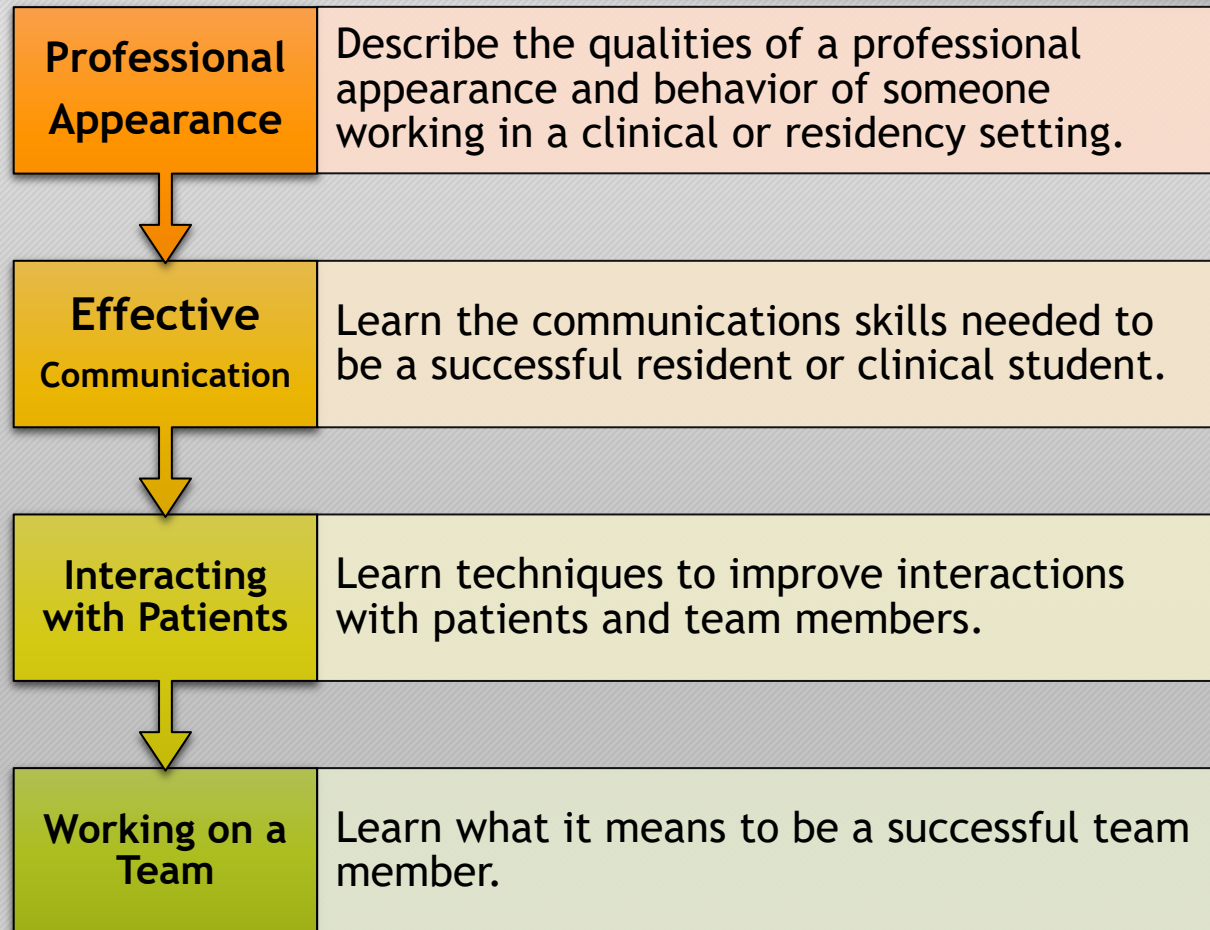
3

While completing this module, please know YOU are responsible for understanding the information presented.

If you have any questions, please contact your instructor / school / facility for answers prior to submitting your final 'Confidentiality Agreement and Acknowledgement of Orientation Modules' form.

MODULE OUTCOMES

4



PROFESSIONAL EXPECTATIONS IN THE WORKPLACE

5

Remember...

When you are at your clinical or residency site, you are always on stage and being evaluated. This is your chance to shine and be noticed by your potential future employer. Be sure to make the most of your time in the spotlight. **This course will help you become a star!**



WELCOME & INTRODUCTION

6

GWEN BAUMEL
VICE PRESIDENT OF HUMAN RESOURCES
ADVOCATE AURORA HEALTH (RETIRED)



VIDEO

EFFECTIVE AND ASSERTIVE COMMUNICATION

7

Importance of Effective Communication:

- Builds trust and rapport with patients
- Ensures accurate and clear information exchange
- Improves patient outcomes and satisfaction

Benefits of Assertive Communication:

- Allows healthcare workers to express their needs and concerns
- Helps prevent misunderstandings and conflicts
- Promotes collaboration and teamwork

Effective and assertive communication is essential for providing high-quality care and building positive relationships with patients and colleagues.

EFFECTIVE COMMUNICATION SKILLS

8

HEATHER SCHROEDER
FORMER VICE PRESIDENT & CHIEF NURSING
OFFICER
ADVOCATE AURORA HEALTH



VIDEO

A.I.D.E.T.

Effective Communication Skills

9

A = ACKNOWLEDGE

Greet people with a smile. Create a lasting impression as you acknowledge patients and team members.

I = INTRODUCE

Introduce yourself by name and role. Tell patients and team members how you are going to help them.

D = DURATION

Provide an estimate of how much time you will spend with an individual.

E = EXPLAIN

Explain what you will be doing. Make sure your explanations are clear and easy to understand.

T = THANK

Thank your patients and co-workers for their time and the opportunity to be with them.



S.B.A.R.R. is an acronym that provides a framework for communication about a patient's condition.

10

S = SITUATION

Create a brief statement of the problem.

B = BACKGROUND

Give a concise overview of the situation.

A = ASSESSMENT

Provide analysis and considerations of options - what you found/think.

R = RECOMMENDATION

Clearly state what is being requested.

R = REVIEW / REPEAT

Have the patient/colleague repeat back what was shared to confirm their understanding.

INEFFECTIVE INTERACTIONS WITH PATIENTS

11

While watching this video, look for the **7 mistakes** the health care workers are making as they interact with their patient.



VIDEO

INEFFECTIVE INTERACTIONS WITH PATIENTS

12

Did you identify these mistakes?

1. Did not introduce themselves to the patient!
2. Did not ask the patient her name, birthdate and what she wants to be called.
3. They are not making eye contact with the patient.
4. They are chewing gum.
5. Had a cell phone with them in the room.
6. Discussed another patient in front of this patient.
7. Did not ask clarifying questions.



EFFECTIVE INTERACTIONS WITH PATIENTS

13

Watch this video to see examples of how to properly communicate with a patient.



VIDEO

EFFECTIVE INTERACTIONS WITH PATIENTS

14

In this video, the healthcare workers:

1. Introduced themselves to the patient.
2. Asked the patient to provide her first and last name and birthdate.
3. Asked the patient what she wants to be called.
4. Maintained good eye contact.
5. Asked clarifying questions.
6. Answered the patient's questions.
7. Were not chewing gum.



WORKING EFFECTIVELY ON A HIGH PERFORMING TEAM

15

KEN NELSON
FORMER CHIEF NURSING OFFICER
HOSPITAL SISTERS HEALTH SYSTEM (HSHS)
ST. MARY'S & ST. VINCENT HOSPITALS



[Video](#)

TIPS FOR WORKING EFFECTIVELY ON A HIGH PERFORMING TEAM

16

1. Follow the National Academy of Medicine's standards: **Honesty, Discipline, Creativity, Humility and Curiosity.**
2. Be prepared, competent, dependable and on-time.
3. Enthusiastically, take advantage of all learning opportunities.
4. Always do more than is expected of you, while working within your scope of practice.
5. Be open to feedback and take ownership.
6. Be willing to assist staff.

PROFESSIONAL APPEARANCE

17



WHY FOLLOW PROFESSIONAL APPEARANCE GUIDELINES?

18

Instill trust and confidence in patients and colleagues.

- Patients often associate a well-dressed healthcare professional with competence, expertise, and attention to detail. Establishing trust with patients increases their comfort level in the clinical environment.

Infection Control

- This is a critical aspect of healthcare, and it encompasses various measures to minimize the spread of pathogens and maintain a safe environment for the patients and colleagues.

HEAD-TO-TOE APPEARANCE GUIDELINES



DISCLAIMER

20

The provided guidelines are specifically designed for clinical students. It is conceivable that you might encounter healthcare personnel who don't strictly follow the same protocol. Nevertheless, we kindly ask you to **uphold** these guidelines throughout your clinical experience. Your commitment to these guidelines ensures consistency and adherence to infection prevention measures, promoting the highest standards of professionalism and patient safety.

HAIR SHOULD BE CLEAN AND SECURED.

21

- Unsecure hair can pose challenges and interfere with patient care procedures. Hair can get caught or pulled on various medical equipment. As a result, individuals are encouraged to keep their hair short or securely styled in a bun, ponytail, or any other method that keeps hair **off shoulders** and away from face.
- Moreover, hair shedding is a potential source of bacteria, increasing the risk of cross-contamination. By maintaining secure/short & clean hair, you can contribute to a hygienic environment and prioritize patient safety.

EAR PIERCINGS SHOULD BE LIMITED TO A SINGLE EARRING IN EACH EAR.

22

- Multiple piercings increase the surface area that can potentially harbor contaminants. Limiting piercings to a single stud earring, no bigger than a pencil eraser per ear, reduces the risk of pathogens getting caught in jewelry.
- Body piercings (eyebrow, lip, nose, tongue) should be covered or removed when working at your clinical site. This minimizes the risk of introducing contaminants into the patient care environment.
- Depending on the environment no jewelry may be allowed in certain clinical sites.

JEWELRY CONSIDERATIONS

23

- Loosely hanging jewelry, such as long earrings, necklaces, or bracelets can pose a risk of entanglement or accidental injury during medical procedures or when working with equipment. Avoid wearing these items.
- Additionally, jewelry can come into contact with patient clothing or surfaces, increasing the potential for cross-contamination. Some individuals have sensitivities to metals and increase risk for reactions.
- Only one (1) low profile ring is allowed per hand. Bands are preferred. Stones in rings can cause skin tears.

SCRUBS / UNIFORMS SHOULD BE WELL FITTED.

24

- It is important that uniforms fit appropriately and permit a full range of motion. Uniforms that are either too loose or too tight not only compromise the professional look, but also restrict the wearer's movement.
- Moreover, it is crucial to maintain proper infection control by ensuring the scrub pants do not touch/drag across the floor.
- Student name badge should be visible and presented on the upper chest area.

DIRTY, STAINED, WRINKLED, OR FADED UNIFORMS ARE NOT APPROPRIATE.

25



The manner in which you handle one aspect of your business can impact how your patients perceive your overall level of care. Overlooking something as seemingly minor as maintaining a uniform can erode the trust of your patients.

Regularly cleaned uniforms also keep patients and colleagues safe from bacteria and pathogens that can get caught in your scrubs/uniform.

WEAR CLOSED-TOED SHOES.

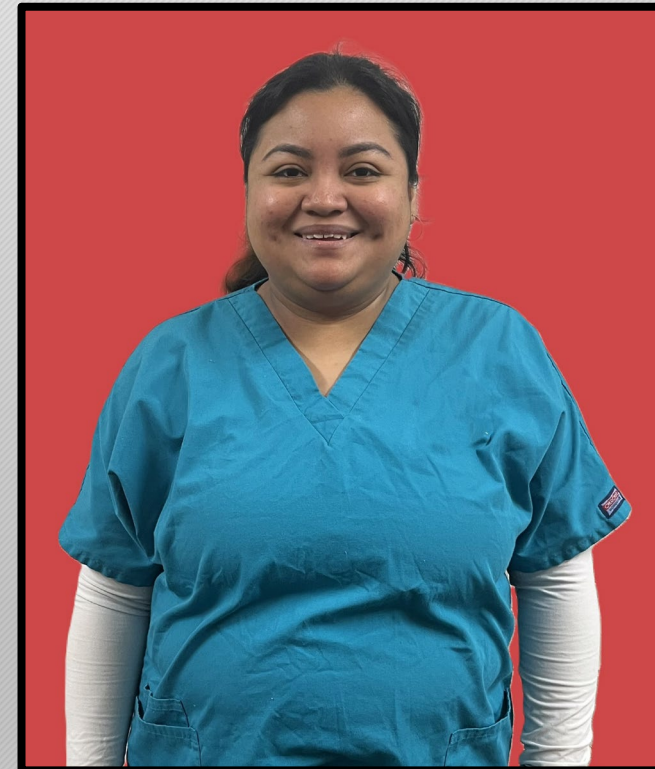
26

- Flip flops, sandals, and other open-toed shoes in the workplace increase slip-and-fall risks in your facility.
- Closed-toed shoes provide protection for the feet, reducing risk of injuries from falling objects or accidental spills.
- Furthermore, shoes must be **free** of any visible dirt and debris.

NO NAIL POLISH OR ARTIFICIAL NAILS

27

- Nail polish & artificial nails can harbor bacteria and pathogens, making it difficult to effectively clean and sanitize the hands. This then causes an increased risk of cross-contamination.
- Additionally, chipped or peeling polish can contaminate surfaces and medical equipment.



REFRAIN FROM USING HEAVY PERFUMES, AFTERSHAVE, OR OTHER STRONG SMELLS.

28

- While scented products may have a pleasant fragrance, they can trigger irritation for patients who are sensitive to smells.
- Additionally, body odor is another source of potentially unpleasant odor that can upset patients. Therefore, you should ensure you are maintaining proper hygiene before arriving at work.

TATTOOS SHOULD BE COVERED IF DEEMED OFFENSIVE.

In the event a patient or colleague finds a tattoo offensive, you may be asked to cover it. This helps contribute to maintaining patient comfort and fostering a neutral environment.



SMARTWATCHES & PHONES

30

Follow the agency's policy (including their department specific policy) regarding the use of Smartwatches and phones in the clinical setting.

Devices must be:

1. Turned off for notifications and texts.
2. Kept clean.





PROFESSIONAL APPEARANCE

32

ELAINE MANNION, RN
FORMER DIRECTOR OF NURSING
RENNES HEALTH & REHAB CENTER



VIDEO

PROFESSIONALISM & HOW TO MAKE YOUR CLINICAL / RESIDENCY EXPERIENCE SUCCESSFUL

33

LAURA HIEB
CHIEF NURSING OFFICER
BELLIN HEALTH SYSTEMS



VIDEO

SUMMARY

Be the **STAR** that you **ARE!**

34

Dress and act in a professional manner.



Be an effective communicator.

Remember the acronyms *A.I.D.E.T.* and *S.B.A.R.R.* as you interact with patients and team members.



Be professional in your interactions with patients.



Focus on being a positive and successful member of the team.

PROFESSIONAL EXPECTATIONS IN THE WORKPLACE

35

We covered a lot of material. Because of your hard work in completing this course, you are better prepared to work in a clinical or residency setting!

If you have ANY questions about this module or any of the other three modules, please contact your instructor/school/facility for answers prior to submitting your final 'Confidentiality Agreement and Acknowledgement of Orientation Modules' form.

PROFESSIONAL EXPECTATIONS IN THE WORKPLACE - CONCLUSION

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