



U.S. Department of Veterans Affairs

Veterans Health Administration:
Nebraska-Western Iowa Health Care System

Student / Resident Orientation



Omaha VA



Bellevue VA



Shenandoah VA



Lincoln VA



Norfolk VA



Grand Island VA



Holdrege VA



North Platte VA

Specifics for Student/Trainee:

Assure existence of VA affiliation agreement with student/trainee program. Contact Education Office Administrative Officer, Omaha VA for further guidance.

OAA location: VA Nebraska-Western Iowa Health Care System

OAA staff contacts: Administrative Officer for the Education Office: Jodi Wilson

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1. **VA's Mission Statement** Our mission, as the Department of Veterans Affairs, is to care for those "who shall have borne the battle" and for their families, caregivers and survivors. Our core values focus our minds on our mission of caring and thereby guide our actions toward service to others.

No organization can succeed without values to match its mission. **VA Core Values** describe how VA will accomplish its mission and inform every interaction with our customers. These Core Values are Integrity, Commitment, Advocacy, Respect, and Excellence — better known as "I CARE." VA's Core Values will continue to serve as the right guide for all our interactions and remind us and others that "I CARE."

- I care about those who have served.
- I care about my fellow VA employees.
- I care about choosing "the harder right instead of the easier wrong."
- I care about performing my duties to the very best of my abilities.



2. A VA Identification Badge along with school/residency photo ID is required to be worn above the waist while you are here doing your clinical/student rotation. Please introduce your role and who your supervising/attending preceptor is to the Veterans that you are caring for. Patient Survey satisfaction data shows that this is important to our Veterans.

3. **Parking:** See attachments on the website for Omaha, Lincoln, and Grand Island campuses. Omaha VA trainees must park at the visitor parking or at Center Mall parking in the blue designated area. Lincoln VA and Grand Island VA park with employee parking.
4. **Dress** is business casual or as instructed by your academic institution. Flip flops/open toe shoes are not permitted during clinical rotations.
5. **Emergency:** Omaha, Lincoln, Grand Island: In the event of an **emergency, call 3333**, identify yourself, your location, and what the emergency is, such as a medical emergency, rapid response, fire, etc. **CBOCs:** Bellevue, Holdrege, Norfolk, North Platte, Shenandoah – **Call 911 / 9-911**

Refer to Quick Reference Emergency Response Procedures Red Books located throughout the facility for basic staff response to emergency conditions.

- **Tornado Watch:** When weather conditions are favorable for development of tornadoes.
 - **Tornado Warning:** The National Weather Service, Emergency Operating Center and local radio/TV stations issue tornado or severe weather warnings when a tornado has been sighted. Take shelter in the basement or inner corridor away from windows. Warning announcement made and what time warning will expire.
 - **Suspicious Package/Bomb Threat: Call 3333 or 911.**
 - **Fire emergencies: Fire Alarm Activation.** RACE = Rescue, Alarm, Contain, Extinguish / Evacuate Fire In the event of a fire, EMPLOYEE or TRAINEE discovering the fire will notify all employees in the immediate area and follow fire response procedures. **Call 3333 and/or 911.** Extinguisher Use: PASS = Pull, Aim, Squeeze, Sweep. **Follow the contingency plan for department/section in Red Book.**
 - **Violent Behavior:** Violent behavior requiring additional staff assistance. **Call ext. 3333** (Omaha, Lincoln, Grand Island) or 911 for CBOCs. The **Lynx System** is available on desktop and laptop computers in Omaha, Grand Island and Lincoln by depressing F9 & F11 simultaneously. This action will send a silent alarm to the Omaha VA Police Dispatch as well as local VA police. The desktop must be powered on for Lynx to function.
 - **Medical Emergency: Cardiac Arrest Announced. Call 3333 and/or call 911**
 - **Active Threat Event:** The event is described as an emergency involving a person or persons who are actively engaged in killing or attempting to kill people in a populated area by acts of either random or systematic violence. Lock down all Veterans, visitors and staff in your immediate area. **Evacuate (RUN), Evade (HIDE), Engage (FIGHT)**
 - **Missing Child: Call 3333 (Omaha, Lincoln, Grand Island).**
6. **Smoking Policy:** NWIHCS is a smoke and tobacco free environment. Smoking and the use of tobacco products are not allowed on any VA properties nationwide. Tobacco/smoking products include cigarettes, cigars, chewing tobacco, and vaping/e-cigarettes.
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 8. **Equipment failure/management:** Equipment that is not functioning should be taken out of service and labeled. Contact your preceptor to do this and acquire new equipment.

9. **Safety Data Sheets (SDS).** SDS are found on the NWIHCS Intranet page under “Useful Links” and detail all chemical products specific to each department. Contact your preceptor for any hazardous materials spill or someone requiring first aid/treatment from chemical exposure.
10. **Emergency preparedness – natural and manmade disaster; Follow the contingency plan for the department/section in the Red Book.**
11. **Utility failure management – Follow the contingency plan for department/section in the Red Book.**
12. **General Safety Issues:** Oxygen cylinders must be supported or in a rack. Patient care hallways are to be maintained free of clutter. Maintain an 18” clear space under sprinkler heads. Red electrical outlets denote emergency power.
13. **Infection Control and Prevention:**
 - Hand hygiene is the single most important measure to reduce the risks of transmitting germs from one person to another or from one site to another. Make sure that you wash your hands at least 15 seconds, including the areas between the fingers, above the knuckles and wrists, and under fingernails. Alcohol gels are also available but should not replace hand washing if your hands are soiled, if you are leaving an isolation room, or if you are dealing with *Clostridium difficile*.
 - Standard and Transmission-based Precautions: Treat all blood and body fluids as infectious.
 - Use of PPE (Personal Protective Equipment): Gloves, cap, lab coat, eye protection, respirator mask. Make sure PPE is appropriate for the task, fits properly, how to use it appropriately and removing/disposing of PPE.
 - Bloodborne Pathogens – Use PPE when required to protect yourself. Dispose appropriately in biohazard waste.
14. Our **Employee Occupational Health** program is available to you if you are injured at VA Nebraska-Western Iowa Health Care System, have had a blood or body fluid exposure, or have a positive Covid test or symptoms. If you are injured, tell your preceptor and then call Employee Occupational Health Omaha & Lincoln: 402-995-5823 Grand Island: 308-382-3660 ext. 24-2358
15. It is your responsibility to keep the computer access codes that you were given secure. Protect your computer codes by not sharing them with anyone. Log off whenever you walk away from the computer, even for a moment. Inactivity on the computer for more than ninety days will lock out your account.
 - *Keep your accounts active with a minimal log in every 30 days.*
16. You can call the **IT Help Desk** at (prefix)-4357 [HELP] for reactivation of your account if needed.

20 – Omaha VA	32 – Norfolk VA
24 – Grand Island VA	34 – Holdrege VA
25 – Lincoln VA	35 – Shenandoah VA
30 – Papillion Midlands CLC	36 – Bellevue VA
31 – North Platte VA	37 – Omaha Center Mall
17. Veterans are twice as likely to die from suicide as non-Veterans. The National VA Suicide Hotline is

confidential providing support 24/7. Chat at VeteransCrisisLine.net/Chat or Text 838255. To contact the **Veterans Crisis Line Dial 988 then Press 1**. Warm hand off with Crisis Line Staff.

- Seek assistance with a VA staff member. Key things to Ask: Name, location of the Veteran and do they have weapons, etc. to hurt themselves or others?

18. Copy and pasting documents or cloned documentations in the health record is forbidden.
19. You may not use thumb drives or any other personally owned USB device on VA computers.
20. It is important that you always protect patient sensitive confidential information. Do not print out patient information and leave it at the printer for others to read. Do not take photographs of health records or other VA private information.
21. Veteran Personal Identifiable Information and Patient Health information may not be stored or shared using Google Docs or any other similar file sharing site. As a trainee at the VA, you must not store Veteran information on any non-VA site from any device, including from your home; your affiliate institution; your mobile tablet; or cell phone.
22. Trainee documentation must be co-signed by a licensed provider. Make sure your documentation is timely and accurate.
23. A licensed independent practitioner (attending or supervising practitioner) must oversee Resident Supervision. Whenever you are doing a rotation (whether monthly or longer) at NWIHCS, you must check in and check out with your attendee or preceptor as directed. Communicate with your preceptor if unable to present for a clinical rotation.
24. Cell phones are to be stowed away during clinical rotations. If needed during rotations for research, etc. the phone must be placed on silent. Minimize viewing of watch device during Veteran interaction.
25. Please make sure on your last week of your rotation, contact your service line POC for proper offboarding procedures. This must be completed prior to or on your last day of your rotation. This information is available on the VA NWIHCS onboarding website.
26. On your last rotation of your academic year, please go to the OAA website to complete the learner's perception survey. <http://www.va.gov/oaa/surveys>