

Te Whatu Ora
Health New Zealand

Pacific Health Unit

Orientation Handbook

For Student Nurses

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Welcome

Talofa Lava! Ni Sabula Vinaka! Malo ni! Malo e lelei! Kia Orana! Fakalofa lahi atu! Noa'ia! Fakatalofa! Ko na mauri! Warm Pacific Greetings

The Pacific Health Unit

The Pacific Health Unit was established over the last decade to support Pacific patients and their families during their stay in hospital. The health statistics indicated the prevalence of adult obesity, diabetes, asthma, smoking and alcohol (Ministry of Health statistics, 2020). This support service is imperative to promote health literacy and mitigate health disparities for Pacific peoples. The team in the Pacific Health Unit is the Hutt hospital consists of two Specialty Clinical Nurses with over 30 years nursing experience between them. We are also in the process of working towards having an experience social worker to join our team. Our sister team in Wellington, is made up of a Specialty Clinical nurse, a registered nurse, a social worker, a Pacific inpatient navigator and administrator. The administrator also covers the Hutt team.

The team:

- advocates for patients and supports the patient to make informed decisions
- use Pacific cultural frameworks to undertake holistic clinical assessment and provide support tailored to the needs of the patient and family
- can work with you to help your patient/s understand their care and treatment
- provides health information and education
- provides information on community and social support services
- links patients to community providers
- provides cultural support to patients and help you understand your patient's cultural perspective
- help patients with language difficulties
- provides support with complex cultural or social dynamics
- help link patients to Pacific community providers or relevant agencies on discharge.

Common Presentations to Pacific Health Unit

- Common presentations to PHU unit include:
- Complex social issues
- Poor health Literacy
- Language barrier
- Non- resident needing support to meet medical fees

Referrals process

Family members, patients or clinical staff can refer any Pacific patient who requires cultural, clinical and social support while in hospital. It is recommended that you discuss the referral with the patient first and gain their consent.

Contacts for the Pacific Health Team

Main contact	Pacific Health Unit (PHU)	Email for main contact	Phone number for Unit
Otila Tefono	Specialty Clinical Nurse	Otila.tefono@huttvalleydhb.org.nz	(04) 570 9770
Rose Nimarota	Specialty Clinical Nurse	Rose.nimarota@huttvalleydhb.org.nz	(04) 570 9957
Selina Isala	Administrator	Selina.isala@ccdhb.org.nz	(04) 806 2320

Your Preceptor

You will be allocated a Pacific Registered Nurse who will be your primary preceptor. However you will work alongside other disciplines in the unit during your time with us. These experiences will help you understand working in collaboration within the Pacific team. You will also learn how the different disciplines in the Pacific team use Pacific Cultural Frameworks in their assessments as well as integrating our service with the multiple disciplinary team in the wards.

Your preceptor will be responsible for helping you to complete your learning objectives. We will ensure that you work with this preceptor, however, due to structure and function of the Pacific unit this is not always possible. It is **your** responsibility to ensure the nurse you are working with is aware of your objectives for the day/week. You must provide evaluations and/or other paperwork to your preceptor in a timely fashion preferably 3 days before completing your placement (i.e. not on the due date!!).

If you have any concerns or questions do not hesitate to contact Otila Tefono on 027 511 2515 or Rose Nimarota 027 4975 714. These registered nurses will be your main clinical contacts.

Expectations of the Student Nurse while with the Pacific Health unit

Include here:

- We are based on the ground floor of the Clock Tower building pass the HUB coffee place
- Hours: 8:30am – 5pm
- Monday – Friday
- Uniform requirements/infection control- Wear your designated uniforms or come in comfortable clothes and closed shoes
- Come with a "can do" attitude and interest to learn
- Documentation for placement- A placement roster will be provided to you
 - Wear respectable, non-revealing clothes as this is a cultural service.

We have a few expectations of student nurses working in the Pacific Health unit:

- ❖ It is expected that you arrive on time for your shift and if you are going to be late or you are unwell and cannot come to call the Unit on 570 9957 or text or ring Otila or Rose on their cell numbers
- ❖ You must complete the full shift that you are allocated to work – if you are unable to do so please discuss this with your nurse, preceptor or nurse educator. A lot of learning occurs at quiet times in the unit!
- ❖ It is important for your preceptor or the nurse you are working with that he/she is aware of your objectives
- ❖ Due to infection control a clean uniform must be worn, long hair must be tied back and cardigans must not be worn when working in the floor
- ❖ If you are not achieving your objective please see Otila or Rose (before the last week in the unit)
- ❖ Please ensure all documentation you need to complete for the polytechnic/university is accomplished before the last days in the unit – your preceptor will **not** complete any paper that is given to him or her if it is given in the last days of your placement

Health and Safety

Please detail specific safety measures applied or needed in your unit/ward. This should include:

- What to do in the event of a cardiac arrest
- Call 777 and RN will initiate CPR
- What to do in the event of a fire
- Follow instructions by the warden (with the yellow hat), who will give you clear direction on evacuation and where to congregate
- Any other unit/ward specific issues
- You are to visit the wards accompanied by your preceptor at all times
- Security access cards
- Please do not share these or lose it. Return to administrator on last day of placement
- Health and safety
- The unit health and safety will go through safety measures with you
- Covid19 requirements
- Masks must be worn at all times and safety precautions practiced at all times. If you feel unwell, please stay home and see your Dr if required. Report to your preceptor as well.

Policies and Guideline

This list is designed to help you become familiar with the environment, but is by no means exhaustive of all the things you will be required to locate.

<input type="checkbox"/> Occupation Health and safety folder	<input type="checkbox"/> Stationery supplies
<input type="checkbox"/> Whanau care room (Wellington)	<input type="checkbox"/> Pacific policies & resources
<input type="checkbox"/> Fire hazard panel	<input type="checkbox"/> Photocopier
<input type="checkbox"/> Pacific DIRECTOR'S OFFICE	<input type="checkbox"/> Incident Reporting
<input type="checkbox"/> Pacific ADVISORS OFFICE	Where to store your bags
<input type="checkbox"/> chapel	<input type="checkbox"/> wards
<input type="checkbox"/> Chaplains office	<input type="checkbox"/> Radiology dept
<input type="checkbox"/> Cafeteria	<input type="checkbox"/> outpatient
<input type="checkbox"/>	<input type="checkbox"/> Radiation Therapy
<input type="checkbox"/> Printing room/ mail room	<input type="checkbox"/> Mortuary/ viewing room
<input type="checkbox"/> Emergency dept.	<input type="checkbox"/> EDOU/MAPU
<input type="checkbox"/> SECURITY ORDERLIES	

Objectives

The provision of appropriate care to the patient and family with support and supervision from the preceptor, including

- Accurate assessment using cultural frameworks
 - Competent implementation of care
 - Documentation
 - Referrals
-
- Gain an understanding of the multidisciplinary team
 - Practice good infection control measures
 - Collaboration with community support services e.g Pacific Health Service, Naenae, Naku Enei Tamariki (NET) Lower Hutt, Vaka Atafaga, Pacific Navigation Service (Greater Wellington region) and social service providers
 - Pacific cultural awareness and competence
 - Navigating the intranet to:
 - Use search engines such as contact Directory
 - Sending messages using the official texting service
 - Updated through Daily Dose
 - Search for clinical forms and policies using CapDoc (Wellington)
 - Access pharmacy references on medications and pumps etc
 - Familiarize with SQUARE for reportable events
 - Familiarize with Emergency procedures

Resources

Pacific Health Directorate

<https://3dhub.sharepoint.com/sites/ccdhubintranet/Pages/Teams/Pacific-Health.aspx>

Pacific Health Unit

3dhub.sharepoint.com/sites/.../Pages/Teams/Pacific-Health-unit.aspx

Pacific Health Strategic plan

<https://www.ccdhb.org.nz/news-publications/publications-and-consultation-documents/pacific-hw-strategic-plan-gwr-nocropmarks.pdf>

Cap Doc:

http://silentone/content/capitalDoc/320_Pacific_Health/000000105723/__file__/_/000000105723.pdf

http://silentone/content/capitalDoc/320_Pacific_Health/000000101554/__file__/_/000000101554.pdf