

Mater Student Placement Orientation Resource

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Introduction to Mater

Mater is a catholic not-for-profit ministry of Mercy Partners. Mater is guided by the spirit of the Sisters of Mercy who first established Mater in 1906.

Through our extensive network of hospitals, health centres and related businesses, a nationally accredited education provider and a world-class research institute we're working together across Queensland to meet the health care needs of the community.

With a growing number of employees and volunteers in North, Central and South East Queensland and a commitment to clinical care, research and education, Mater is able to offer a variety of quality student placement opportunities. We do this in the spirit of Mercy.

Our Mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries.

Our Values

We honour and promote the dignity of the human person and of all creation.

We act with compassion and integrity.

We strive for excellence.



Our Hospitals

Please click on the link below to find out more information about our hospitals throughout Queensland and the hospital you will be attending your placement. Location details and hospital mud maps can also be found via this link. [Hospitals - Mater Health](#)



South East Queensland

South Brisbane-Redlands-Springfield



Central Queensland

Bundaberg-Rockhampton-Mackay



North Queensland

Townsville

Student Welcome

As a health professional student undertaking placement within Mater, you are now part of a tradition in clinical training that extends back to the establishment of a formal training school for nursing students in 1914, and has now expanded to include numerous other disciplines.

Pre-placement requirements

Once you have met Mater's pre- placement requirements (see Appendix 1), you may be required to attend a discipline or area specific orientation. This will ensure you find out more about the Mater facility/service you will be attending for your placement.

Throughout your practical learning journey, you will be supported by credentialed staff members who will assess and consolidate your existing knowledge and continue to develop new and essential skills for your transition into professional practice.

SPOT

SPOT (Student Placement Online Tool) is a web-based program used at Mater for managing and coordinating student placements.

All student placements are uploaded in SPOT for visibility between student, education provider and the Mater.

Once your placement has been requested in Mater SPOT by your education provider and approved by Mater, your education provider will add you to the Mater SPOT system. This will generate a SPOT student profile for you and you will receive an automated email from SPOT with details on how to login. If you have not received this email please check your junk/spam folder first then contact your education provider.



When you login to SPOT you will be able to view your placement details including the Mater area you have been allocated to and dates of placement. Please view any relevant document links in your SPOT profile and follow any instructions given to you by your education provider or Mater supervisor/area manager.

If you have been instructed to do so by your education provider or the Mater, please book in your shifts on SPOT prior to your placement commencing. Your education provider will notify you when and how to book your shifts on SPOT.

At Mater we encourage regular constructive feedback on your progress between yourself, your supervisors and your Education Provider. Where applicable you will have the opportunity to provide feedback in SPOT on your progress during the shift and view constructive feedback from your supervisor. Receiving and providing feedback will assist you in identifying areas where you may need to focus on for your next shift which will assist you in achieving your placement goals.

Further information on SPOT and SPOT help guides can be located on the SPOT application website-<https://spotapp.com.au/>

Mater Student Placements Team

The Mater Student Placement team are a part of Mater Education and work closely with Mater Health to coordinate your placement. Further student placement information can be located on the Mater Education website [via the link below](#).

[Placement | Mater Education](#)

If you have any Mater SPOT or Mater Student Placement enquiries, please contact your Education Provider, or discuss with your Mater facilitator/supervisor/area manager.

We also welcome students to provide informal/formal feedback on their placement experience to assist Mater to continually improve the quality of student placements.

We encourage students to provide this feedback to their education provider to forward on to our student placement team.



Mater Education

Mater Education is a leading provider of interprofessional healthcare education and training, with world-class clinical simulation facilities and faculty. For further information about Mater Education please click on this link- [Mater Education](#)



Mater Research

Mater Research is a world-class medical research institute based at South Brisbane specialising in cancer, maternity and obesity related research. Mater's researchers are based in clinical settings within Mater Health and our laboratories at the Translational Research Institute (TRI). For further information about Mater Research please click on this link- [Mater Research](#)



Policy and procedures

All students undertaking student placement activities within Mater are governed by **ALL** Mater policies and procedures and the Mater Code of Conduct. In addition, all students will be expected to comply with their own education provider's student rules and/or associated Code of Conduct.

All Mater policies and procedures can be located via the Mater Policy and Procedures Library on the Mater Intranet.

Listed below are the policies that are required to be read and understood on commencement of your placement:

- Student Placement Procedure (MPPL-00823)
- Immunisation of Mater People – State-wide procedure (MPPL-06649)
- Infection prevention and control state-wide procedure and Hand Hygiene state-wide Procedure (MPPL-04676 and MPPL-04579)
- WHS Commitment to Health, Safety and Wellbeing Policy (MPPL-04303)
- Mater Uniform and Dress Policy (MPPL-05353)
- Code of Conduct Policy (MPPL-06097)
- Behavioural Standards (MPPL-06832)
- Information Privacy Policy – State Wide (MPPL-04252)
- Information & Communications Technology (ICT) Policy (MPPL-01178)
- Clinical Documentation- Requirements for all Clinicians (MPPL-08053)
- Social Media Procedure (MPPL-07113)
- Prescribing, administration and safe management of medication procedure- Statewide (MPPL-05980)
 - for medical, nursing and midwifery students only

Student supervision and scope of practice

Student supervisors are charged with a dual role of ensuring patient safety while promoting students' professional development. The provision of patient care remains the responsibility of the student's supervisor who is to ensure that patient safety and patient centred care is maintained at all times. Student supervisors must exercise delegation and supervision of the student as per the appropriate level of knowledge, skills, experience and relevant learning objectives of the student.

Students are to **work within their scope of practice** at all times. Students authorised to do so may make entries in Mater patient's progress notes and care pathways, all such entries are **countersigned** as correct by the registered clinician allocated to the care of that patient. Students must report any concerns regarding a patient to the registered clinician allocated to the care of that patient or team leader immediately.

Absenteeism

If you are unable to attend your shift or any other required student placement activity, please ensure you-

1. contact your area and inform the **appropriate member of Mater staff** that you will be unable to attend and to please **cancel your shift on SPOT** (where applicable).
2. let your education provider know as soon as possible to receive further instructions.

Replacement shifts/hours will only be provided where available and after receiving a request from your education provider.



Identification badges

Depending on your placement location upon commencement, you will be issued with a temporary Mater ID badge.

Please ensure your ID badge is visible at all times whilst on campus. If you are at a location where a Mater ID is not issued you must wear your Education Provider student ID. Failure to wear your ID may result in you being sent home from placement. Mater ID badges must be returned on the conclusion date of your placement.

For students attending a Mater facility in **South East Queensland** please attend the security office at Mater South Brisbane to be issued with a temporary Mater ID badge. If your Mater ID is misplaced, please attend security for a replacement ID at a cost to the student.

For our **regional Mater facilities** please see your facilitator to arrange your temporary Mater ID badge if one is required.

Uniforms

Professional student placement uniforms/ attire must be worn at all times, including identification badges, and must be in line with Mater's uniform policy and your education provider's student placement uniform requirements.

Please refer to Mater's Uniform policy in the Mater Policy and Procedure Library for full details on Mater's uniform requirements. The following must be adhered to at all times:

- In clinical areas you must not wear clothing past the elbow to reduce the likelihood of transmitting infection. All uniforms/ attire must be freshly laundered and in good condition at all times.
- **HAIR** including beards and moustaches, should be clean and in professional appearance at all times. Hair below collar length must be worn up or secured away from the face in clinical and food preparation areas.
- **JEWELLERY** for safety and infection control purposes should be kept to a minimum. No body jewellery or wrist watch may be worn in a clinical area when giving direct patient care or in food preparation areas.
- **SHOES** must be closed in, have non-slip soles and heels which are in good condition. This is a safety requirement of the hospital.

By adhering to professional dress standards outlined you are demonstrating respect and dignity for Mater patients, clients and each other, as well as promoting an image of professionalism and credibility within your cohort.



General information

Lockers and personal valuables

All students are advised not to bring valuables to work. The onus of securing personal items rests with you and therefore you should not leave your personal items unattended. Lockers are provided in some departments. Check with your supervisor as to the appropriate place to store your belongings.

Mobile phones

To ensure the risk of interference to clinical biomedical devices are minimised and for infection control purposes, the use of personal mobile phones and/or other radio transmitters are not permitted within our clinical areas. Personal phones are only to be used during breaks and well away from clinical areas.

Security and general safety

The following general safety rules are designed to keep you safe. Please read them and observe them when you are on your placement:

- Safety instructions must be adhered to at all times
- All injuries must be reported to your supervisor immediately and prior to leaving the site. They will help you complete the necessary documentation and/or if required attend Mater's emergency department as per Mater's Student Placement Procedure.
- Familiarise yourself with your local security procedure, emergency procedures, equipment, alarms and exits in your allocated area/s
- No person shall use any item of plant or equipment, which is in any way damaged, or defective. Report it for repair immediately and place an 'Out of Order' tag on the equipment and remove from use. Equipment is to be used for the correct purpose and according to manufacturing instructions

Car parking

The usual safety precautions should be observed when using the car parks. Please help deter thieves by removing valuables from your car and ensure your vehicle is locked. Parking is at your own risk. Parking in the hospital grounds is not permitted.

South Brisbane Campus:

Students are offered a **discounted parking** rate in the Mater Hill East (Allen Street) and Hancock Street Car Parks at Mater South Brisbane campus **for entry between 12 pm-12 am only**. The Mater Medical Centre Car Park is fully automated and only accepts the public daily parking tickets – therefore discounted parking is not available in this car park.

Mater Hill West Car Park is a patient dedicated car parking area, so students will need to access Mater Hill East by entering via Allen Street (not Stanley Street).

To obtain your discounted parking rate in the Mater Hill and Hancock Street Car Parks, please ensure you exchange your entry ticket for a concession ticket during office hours and prior to exiting the car parks at one of the Customer Service Centres located within these car parks:

- Hancock Street Car Park- Level 1



- Mater Hill Car Park- Level 4 (near link to Mater Hospital Brisbane)

For South Brisbane campus parking inquiries please call 07 3163 6053

Springfield & Redlands campuses:

For further information on parking at Mater South East Queensland campuses including Mater Private Redlands Hospital and Mater Private Springfield Hospital please visit:

<http://www.mater.org.au/health/for-patients/parking-and-transport>

Regional campuses:

At Mater Private Hospital Townsville please check your SPOT for carparking options. All other campuses please discuss with your facilitator regarding carparking options.

Public transport

All Mater campuses across Queensland are accessible via public transport.

Mater South Brisbane campus is conveniently located close to bus, train & ferry public transport options. Public transport is a great alternative to parking in the South Brisbane carparks which can be of high demand during peak times.

For more information about public transport, visit: <http://translink.com.au/>

Non-smoking and non-vaping facility

Smoking, including the use of electronic cigarettes, is banned across Queensland in a number of outdoor public areas, eating and drinking venues and education, healthcare and residential aged care facilities, as well as some communal areas in multi-unit residential premises.

Visit: [Smoking laws in Queensland | Health and wellbeing | Queensland Government](#)

Mater Education is a no smoking campus. This included vaping and e-cigarettes.



Pastoral care

The members of the Pastoral Care team work in close cooperation with all health care professionals and seek to recognise the holistic needs of all individuals. The Mater Pastoral Care team offers a twenty-four-hour service, seven days a week that is available to all Mater staff, students, patients and families. Should you wish to contact Pastoral Care, please contact the switchboard and be asked to be put through to Pastoral Care.

Chapel/ Multi-faith rooms

There is a Chapel in every hospital across our Mater campuses. They are always open for staff, patients, relatives and visitors. Please discuss with your facilitator/supervisor if a multi-faith room is available at your local facility.



Emergency management and fire safety instructions

Mater has an Emergency Plan which is specific to each floor / unit of each hospital. Access to the Emergency management instruction for Mater people Procedures is available in the Mater Policy and Procedures Library (MPPL) on the Mater Intranet. It covers the actions to undertake in a number of different emergencies including fire, flooding, storm damage, bomb threats, chemical spills, threats of violence and robbery. The below information is a summary of the state-wide emergency management instructions. Please familiarise yourself with this policy and your local facility's emergency management instructions and plan on commencement of your placement.

Code type	Mater South Brisbane	Mater Private Hospital Redland	Mater Private Hospital Springfield	Other Mater services external to South Brisbane Campus
Code Red	555	555 and 000	555 and 000	000
Code Yellow	555	555	555	000
Code Orange	Activated in response to another code type			
Code Purple	555	555 and 000	555 and 000	000
Code Black	555	000	555 and 000	000
Code Brown	555	666 and 555	555	555
Code Blue	555	666	555	000
Code White	555	666	555	000

Mater Private Hospital Townsville- 5555 (Pimlico)/ 7777 (Hyde Park)

Mater Private Hospital Mackay- please see local policies in MPPL

Mater Private Hospital Rockhampton- 444 (13 444)

Mater Private Hospital Bundaberg- 39400/ 0-000

Code type	
Code Red	Fire / smoke
Code Yellow	Infrastructure and other internal emergencies
Code Orange	Evacuation
Code Purple	Bomb threat
Code Black	Personal threat
Code Brown	External emergencies including mass casualty, acts of terrorism or activation of Commonwealth disaster plans.
Code Blue	Medical emergency
Code White	Natural Disaster / Severe Weather Event

It is everyone's responsibility:

- To comply with Mater's health and safety policies, procedures and instructions
- Take reasonable steps to minimise the risk of injury in the performance of work-related tasks and activities
- Use all equipment, substances and personal protective equipment in accordance with regulations and manufacturer's instructions
- Report all incidents, near misses, injuries and illnesses as soon as they occur to your supervisor/ manager
- Cooperate with Mater Health and Safety Officers as requested



Types of Alarms

There are three types of alarms commonly installed in Mater Buildings.

The Break Glass Alarm or Manual Call point alerts Queensland Fire and Emergency Service, activates local alarms and unlocks any secured fire doors on the floor.

ACTION: Be familiar with the location and purpose of alarms within your work areas.



Break Glass Alarm / Manual Call Point



Emergency / Door Release



Duress

Emergency Warning System – Alarm Tones

The Emergency Warning System has two alarm tones that you may hear in the event of an emergency:

ACTION: Always follow the directions of the Evacuation Warden Team.



ALERT TONE
"Beep Beep"



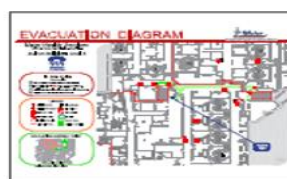
EVACUATION TONE
"Whoop Whoop"

Evacuation Diagrams & Emergency Plans

A Fire and Evacuation Sub Plan specific to the building is available at the Fire Indicator Panel in each Mater building. This plan outlines the Evacuation Warden Team, fire system installations and emergency response procedures specific to the building.

Evacuation diagrams are displayed throughout all Mater areas and detail fire exits, pathways to exits, assembly area, location of firefighting equipment and emergency notification numbers.

ACTION: Know the exit paths, assembly area and location of firefighting equipment in all areas where you work.



Emergency Response Teams and Evacuation Warden Team

Mater has a trained team of evacuation wardens and emergency responders in each building.

ACTION:

- In the event of a Code Red (fire) or Code Orange (evacuation) follow the instructions of the Evacuation Warden Team.
- In all other non-clinical emergencies follow the instructions of the Emergency Commander.



Chief Warden & Emergency Commander



Floor Warden



Area Warden

Fire First Response

IN CASE OF FIRE

Remove • Alert • Confine • Extinguish

RACE

The following types of first response firefighting equipment are available throughout Mater Buildings:

Fire Extinguishers

How to use an extinguisher:

P = Pull the pin
A = Aim at base of fire
S = Squeeze the handle
S = Sweep at base of flame



Dry Chemical



Can be used on most types of fire (Class A, B, C, E & F). This is the primary extinguisher used at Mater.

Wet Chemical



Designed for cooking oil and fat fires only (Class A & F). This extinguisher is used only in the Kitchens.

Carbon Dioxide



Primarily designed for electrical fires (Class E). Can be used on most types of fires. This extinguisher is used in Operating Theatres and IT.

Foam



Primarily designed for most flammable liquid fires. Do not use this extinguisher on electrical fires. This extinguisher is used in Engineering Plant rooms only.

Class of Fire

A: Free burning carbonaceous materials e.g. paper, wood, cloth, plastics
B: Flammable liquids, liquefiable solids, paints, thinners and rubber
C: Flammable gasses and liquefiable gasses
D: Combustible metals
E: Electrical fires including any equipment with an electrical source
F: Fat Fires e.g. cooking oil

Use a fire extinguisher ONLY if:

- you know that the extinguisher is suitable for use on the flammable materials involved in the fire;
- you have considered whether electricity is possibly involved and, if so, that the available extinguishing agent is non-conducting;
- you can extinguish the fire quickly;
- you are not putting your safety at risk by staying in the vicinity of the fire; and
- all other persons have been evacuated from the area.

Fire Hose Reels



Fire Blankets



ACTION: Watch the videos • Know the RACE acronym and how to use the first response equipment

Your Responsibilities

It is your responsibility to:

- Complete the actions outlined above.
- Wear an identification badge at all times (if a safety hazard, an alternative ID is required at all times).
- Recognise hazards and unsafe conditions and report them to the Area or Nurse Unit Manager as soon as identified.
- Be aware of changing construction or conditions and comply with any safety requirements.
- After an emergency incident, provide feedback to assist with system review and improvements.

Note: Above information is for illustrative use only (Play sound/video tab is inactive)



Manual handling principles

Mater maintains a 'No lift' approach to patient/client handling whereby the manual lifting of patients/clients is eliminated or minimised wherever possible:

- Patients who are able to assist in their transfer should be encouraged to do so
- Lifting devices should be used by competent staff to minimise exposure to manual handling risks
- Patients must be assessed for their manual handling needs at admission and on an ongoing basis

When handling patients or equipment the following principles apply:

- Identify the hazards- Plan the move, clear the area
- Assess the risk - Will I or someone else be injured?
- Modify the task to prevent injury – Select appropriate techniques and equipment
- Control the manual handling- eliminate the task if possible or ask for help
- Consider safer options
- Ask for assistance and communicate with your team
- Protect your back- BCLS (Base, Curves, Load, Smooth)
- Position your feet, avoid twisting, bending or over reaching
- Use hoists, slide sheets and hover mats as required- take note of the weight restrictions on the equipment



For More information please access the Mater WHS Manual Handling Procedure (MPPL-03566) in the Mater Policy and Procedures Library once on placement.



Working Together

The Mater has a shared and consistent understating of acceptable expected behaviours to be adhered to by all who carry out work at the Mater including employees, contractors, subcontractors, visiting medical officers, agency staff, trainees, students and volunteers. The acceptable behaviours are based on 4 core principles:

- To take responsibility for your safety and the safety of others
- To be a steward
- To adhere to ethical and professional obligations
- To treat yourself and others with respect and dignity, and act to protect and enhance the Mater reputation and in the community

At Mater, we value and respect our employees, students and volunteers. The 'Mater Behavioural Standards' available on the Mater Policy and Procedures Library (MPPL) (MPPL-06832) consists of five components that collectively guide the way we interact with one another here at Mater:

1. **Mater Values**—reflect the way we behave towards each other and the patients we serve
2. **Mater Credo**—a series of behavioural statements that reflect the translation of our mission, values and vision into simple actions
3. **Mater Way**—a model that conveys the way in which we approach our interactions with our patients
4. **Code of Conduct**—ethical and expected standards of conduct (MPPL-06097)
5. **Mater Accountabilities**—the summary of expectations for which all Mater people can be held to account

Other expectations:

- Use of the internet, intranet and emails is used for work related purposes only
- Activities must be conducted within the Catholic Church's ethical guidelines
- Confidentiality – don't disclose confidential information, unless required by law
- Mater adopts a zero-tolerance approach regarding fraud and corruption
- Conflicts of interest must be disclosed to your manager/supervisor immediately
- Treat everyone with respect, fairness, be inclusive and embrace diversity
- Any discussion of the Mater's corporate information, patient or clinical information and about other mater people including via the use of social media is prohibited

The following unacceptable behaviours are not tolerated at the Mater and any complaints of this nature will be dealt with seriously by Human Resources-

- Workplace bullying
- Discrimination
- Harassment (sexual/physical/psychological)



High Value Conversations (HVC)

We believe everyone at Mater is-

- Intelligent
- Capable
- Cares about doing their best
- Wants to improve

This is the **basic assumption** we give everyone at Mater and encourage curious, respectful and helpful conversations between team members with mutual respect and always listening to understand.

HVC can help individuals speak up using the following **PAAIL** framework-

Preview- 'do you have time now to talk about....'

Advocacy 1- 'I saw/heard...'

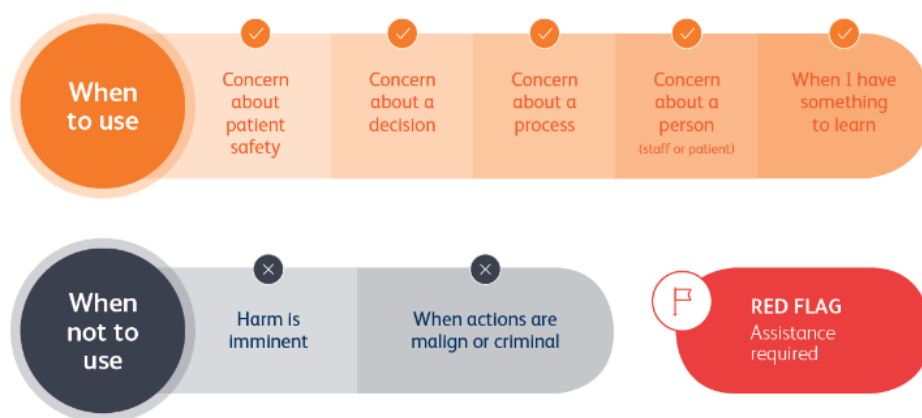
Advocacy 2- 'I think/I'm concerned...'

Inquiry- 'I wonder/I'm curious...'

Listen- to understand

The **Two challenge rule** can also be used to escalate concerns-

- Challenge 1- I'm curious
- Challenge 2- I'm concerned
- Safety concern- **"Red Flag"** (to be used immediately if harm is imminent)



Working Safely

Most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, apprentices and trainees, work experience students, volunteers and employers who perform work.

Workplace Health and Safety is a shared responsibility at the Mater and we aim to provide the highest level of health and safety protection from hazards arising from work, so far as reasonably practicable. As a visitor to the campus your obligation is to-

- **REPORT** incidents and hazards to help prevent injuries and notify your supervisor immediately
- **KNOW and COMPLY** with policy and procedures, abstain from reckless behaviours or unsafe practise which may put yourself or others at risk
- **PARTICIPATE** in a culture that values the wellbeing of everyone in the workplace

How can you report incidents?

- Advise your supervisor immediately
- Your supervisor will report the incident in Mater's Online Incident Reporting System.
- If the incident is not logged by your supervisor please notify the area manager or your facilitator/education provider
- Incidents involving students or education provider staff will be followed up by the Mater Student Placements team

Occupational Health

Mater provides staff and visiting contractors, medical officers, students & volunteers with occupational health advice and assistance including:

- providing advice to management regarding WHS issues
- assistance to all Mater employees and visitors in meeting their WHS responsibilities

Breaching your obligations under the Workplace Health and Safety Act can result in a fine or imprisonment.

For more information please access the WHS Commitment to Health, Safety and Wellbeing Policy (MPPL-04303) in the Mater Policy and Procedures Library once on placement.



Infection prevention & control

Healthcare associated infections (HAIs) are infections that patients can acquire in a healthcare facility while receiving medical care (e.g. surgical wound infections, bloodstream infections). Each year, Australian patients acquire around 165,000 HAIs in acute care facilities, making HAIs the most common complication affecting patients in hospital. As well as causing unnecessary pain and suffering for patients and their families, HAIs can prolong hospital stay and are costly to the health system. However, HAIs are preventable through effective infection prevention and control.

Infectious agents (also called pathogens) are biological agents that cause disease or illness in people. Many infectious agents are present in healthcare settings of which patients, healthcare staff and visitors are the most likely sources. The main modes of transmission of infectious agents are contact (including bloodborne), droplet and airborne. The modes of transmission vary by type of organism. In some cases, the same organism may be transmitted by more than one route (e.g. influenza), can be transmitted by contact and droplet routes.

Successful **infection prevention and control** involves implementing work practices that reduce the risk of transmission of infectious agents through a two-tiered approach – standard and transmission-based precautions.

Standard precautions

Standard precautions refer to those work practices that are applied to everyone, regardless of their perceived or confirmed infectious status and to ensure a basic level of infection prevention and control. Standard precautions are used by healthcare staff to prevent or reduce the likelihood of transmission of infectious agents from one person to another or place to another, and to render and maintain objects and areas as free from possible infectious agents. They include:

- effective hand hygiene practices
- appropriate use of personal protective equipment (PPE) which may include gloves, gowns, plastic aprons, masks/face shields and eye protection
- safe handling and disposal of sharps
- environmental controls including cleaning and spills management
- reprocessing of reusable medical equipment and instruments
- respiratory hygiene and cough etiquette
- aseptic technique
- waste management
- appropriate handling of waste and linen

Transmission-based precautions

Transmission-based precautions are recommended as additional work practices used for situations where standard precautions alone may be insufficient to prevent transmission. Transmission-based precautions are tailored to the particular infectious agent involved and its mode of transmission. This may involve a combination of practices including allocating a single room, wearing specific PPE, providing patient-dedicated equipment, using specific air handling techniques, enhanced cleaning/disinfection, and restricting movement of patients and healthcare staff.



At Mater, two types of transmission-based precautions can be utilised: Contact and Respiratory precautions:



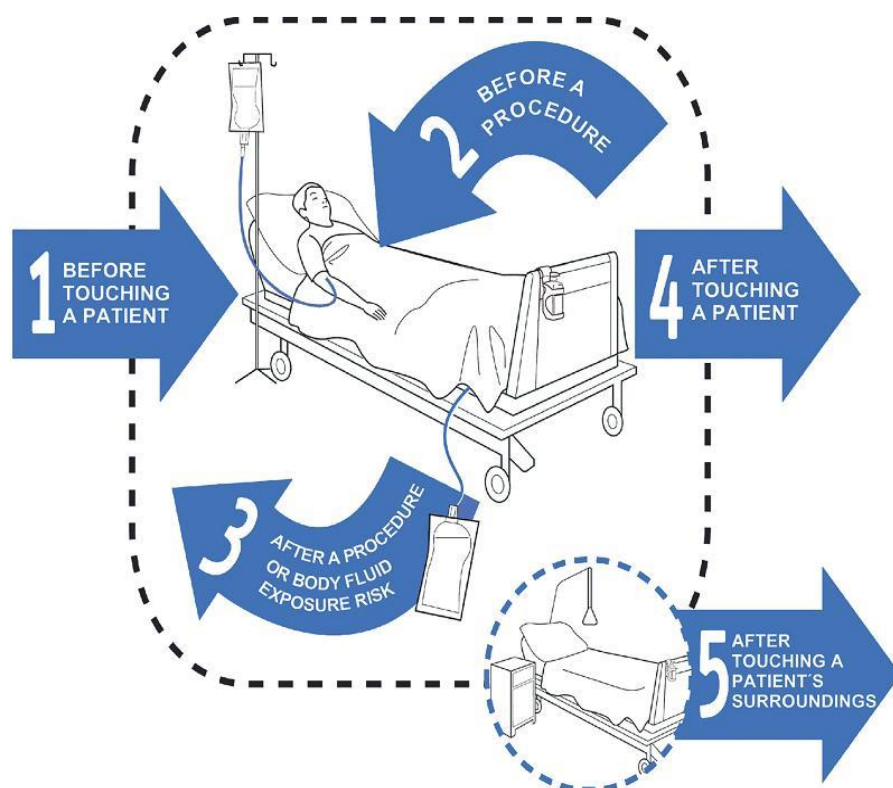
For more information please access the Infection Prevention and Control and Transmission-based precautions – state-wide procedures (MPPL-04676 and MPPL-04679) on the Mater Policy and Procedures Library once on placement.

Hand hygiene

Effective **hand hygiene** is the single most important strategy in preventing HAI. It is recommended that routine hand hygiene using a correct technique, is performed in line with the **Five Moments for Hand Hygiene**:

- before touching a patient
- before a procedure
- after a procedure or body substance exposure risk
- after touching a patient
- after touching a patient's surroundings.

Hand hygiene must also be performed before putting on gloves and after the removal of gloves. Don't forget to always be **bare below the elbows!**



Blood and/or body fluid exposures

Prior to commencing placement, students should familiarise themselves with the process for managing blood and/or body fluid exposures. You can view the full management guidelines in the Occupational exposure to blood and/or body fluids —SEQ procedure (MPPL-04345).

If you have had an occupational exposure, it is important for you to take the following steps:

1. Immediately apply first aid – refer to [First Aid Flowchart](#) (contained in the above guidelines or Mater intranet.)
2. Report to your supervisor and follow the local Mater facility procedure in MPPL
3. Your supervisor will report the incident in Mater's Online Incident Reporting System
4. If the incident is not logged by your supervisor, please notify the area manager or your education provider supervisor/facilitator to follow up with the area manager or Mater Student Placements.

If you have any concerns or would like to discuss your exposure, please contact the **Staff Health & Immunisation team** on **(07) 3163 8190**



Waste management

Please refer to your local facility's Waste Management work instructions for further information once on placement. You need to be aware of the different modes of disposal for sharps, contaminated and general waste. Standard precautions apply when handling clinical waste and/or soiled linen, to protect against exposure to blood and body fluids.

SHARPS WASTE

Disposal into designated sharps waste bin only. Sharps include objects or devices that have sharp points or protuberances or cutting edges capable of causing a penetrating injury such as:

- Needles /needles and syringe combination
- Broken ampoules
- End of IV tubing (if bag and IV line removed)
- Blood filters (if detached from bag)
- Scalpel blades

GENERAL WASTE:

Dispose into bin with clear plastic liner or wheelie bin

General waste consists of all waste that is NOT clinical waste (and not cytotoxic, pharmaceutical, recyclable, newspapers). General waste includes all general non-body fluid contaminated items, paper waste, non-blood stained dressing, flowers and medical paper packaging, incontinence pads/nappies.

CLINICAL WASTE (excluding sharps):

Dispose into bin with yellow plastic liner.

Clinical Waste includes human tissue, materials or solutions containing or contaminated with blood (wet or dry), e.g. blood/body fluid, contaminated dressings, sanitary napkins, contaminated materials removed following surgical birth, medical disposables.

CYTOTOXIC WASTE:

Dispose into bin with purple plastic liner.

Patients remain on cytotoxic precautions for 7 days post treatment & wear purple alert tag on ID

Cytotoxic waste must be managed in accordance to the Mater Hospital Waste Management State-Wide Plan (MPPL-04747) and Cytotoxic Therapy and Related Waste in Mater Health procedure (MPPL-06115) - Disposal and Management of cytotoxic waste.

Cytotoxic waste includes:

- any residual cytotoxic drug remaining after administration to patients,
- equipment used in the reconstitution or administration of Cytotoxic drugs,
- disposable personal protective equipment (PPE), the urine, faeces and vomitus of
- patients who received Cytotoxic drugs and in the preceding 7 days, disposable PPE used in handling this waste, unused or expired Cytotoxic drugs.



Please note the below tables refer to Mater facilities in SEQ, please refer to your local Mater facility for their specific Waste Management instructions as they may differ from these.

Waste Streams			
Waste Stream	Includes these Wastes	Bin Colours	Bin & Symbols
Clinical & Related	Anatomical	Orange Lid Yellow Base	 
	Chemical	N/A	See appropriate SDS
	Clinical & Sharps	Yellow Top Yellow Base	 
	Cytotoxic	Purple Lid Purple Base	 
	Pharmaceutical	N/A	Take directly to Pharmacy
	Radioactive	Not normally produced at MATER	See Hotel Services Administration if produced
General Waste	Organic Non-Contaminated & Non- Recyclable	Green Lid Green Base	
Paper Waste	Confidential	Grey Lid with Slit Grey Base (Lockable)	
Recyclable/ Commingled Waste	Aluminium Cans	Burgundy Lid Burgandy Base	
	Cartons		
	Glass Containers		
	Non-Confidential Paper		
	Plastic Bottles & Containers		

Prescribed Colour and Symbols for Waste Bags and Containers			
Type of Waste	Colour of Bag/Container	Colour of Letters	Symbols
Clinical	Yellow	Black	
Cytotoxic	Purple	White	
Radioactive	Red	Black	
Anatomical	Orange Bag/ Yellow Bin with Orange Lid	Black	



Clinical handover – SHARED

Clinical handover is the process under which transfer of information, accountability and responsibility for patient or group of patients occurs. The mnemonic 'SHARED' is used as a framework for a structured approach to all clinical handovers. This assists clinicians to participate in comprehensive, appropriate and safe communication irrespective of the clinical setting and ensure that safe and continuous care will be provided to all patients.

Below is the mnemonic reference. Please refer to procedureMPPL-03555 once on placement.

SHARED		
S SITUATION	- Reason for admission/phone call - Change in condition - Diagnosis specific information	- Who are you? - Why are you communicating? - Who are you communicating about?
H HISTORY	- Medical - Surgical - Psychosocial - Recent treatments - Responses and events	Important information relevant to the patient's current presentation
A ASSESSMENT	- Results - Blood tests - X-rays - Scans - Observations – include early warning tool score (e.g. CEWT, MEWT, ADDS) - Condition severity	Relevant to the patient's current presentation
R RISK	- Allergies/alerts - Infection control - Literacy/cultural - Medications - Skin integrity - Mobility/falls - Risk of deteriorating patient	Relevant and important information to keep the patient safe
E EXPECTATION	- Expected outcomes - Plan of care - Timeframes - Discharge plan - Escalation	- What needs to be done? - In what timeframe and by whom? - Anticipated responses and outcomes
D DOCUMENTATION	- Health record - Care path - Clinical form	Important and relevant information documented in the appropriate clinical record



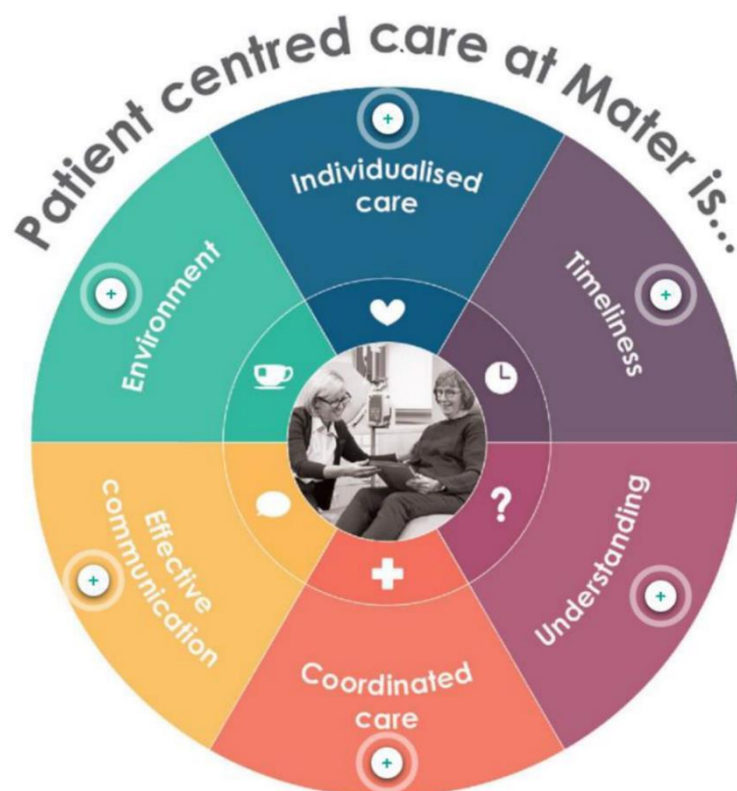
Patient Centred Care

Patient or person-centred care is 'care that is respectful of, and responsive to, the preferences, needs and values of the individual patient.'

It puts the person at the centre of their care – their history, strengths, weaknesses and family.

Patient centred care moves the patient from being a passive receiver, to an active participant of the care they receive. The goal of patient-centred care is to live a meaningful life guided by reciprocal caring relationships with caregivers.

Patient centred care connects the benefits of patient centred care with broader approaches to patient satisfaction and 'the need to know the person behind the illness'. It focuses on the 'why' we provide patient care rather than just the 'what' and 'how' that historically underpinned patient centred care. Patient centred care is achieved when we demonstrate our Mater values.



The **Choosing Wisely Australia Initiative** has come up with 5 questions for patients to ask their doctor or healthcare provider, before getting any test, treatment, or procedure. The questions help empower patients when being presented with information about their care.

- Do I really need this test, treatment or procedure?
- What are the risks?
- Are there simpler, safer options?
- What happens if I don't do anything?
- What are the costs?

As a clinician, these questions could provide a framework for how you provide important information to your patients, and providing these questions to them could empower them to be more involved in their care.

What if we could see inside other people's hearts? Would that change the way we see them and how we interact with them? Take a moment now to view & reflect on the [Cleveland Clinic video](#).



Vulnerable patients

The health care system is difficult enough to navigate without the extra challenges of those more vulnerable patients, their families and carers. Keep in mind people who may be more vulnerable than others and how to consider and respect these patients in your care.

- The elderly
- The young
- The person with disabilities
- The person who has diverse sex and gender
- The person with mental health concerns
- The cognitively impaired
- The culturally and linguistically diverse persons
- Aboriginal and Torres Strait Islander people

Remember to:

- Seek to understand the person and their perspective.
- Avoid assumptions about the person's goals, values or experience. Ask "Tell me about yourself..."
- Be inclusive and collaborative in communication with the patient, their family or carers.
- Be their advocate, acting on their behalf for their best interests.
- Be confidential, respecting the person's right to privacy.

Refer to the Mater Behavioural Standards for practical ways you can align your behaviour with the Mater values.

Resources

Mater Patient Charter – This document outlines how Mater respects a patient's right to receive healthcare services and how we are committed to providing exceptional, patient-focused, high quality and safe healthcare. This resource outlines why the partnership between patients, carers and families and healthcare providers is essential. The Mater Patient Charter addresses our patient's rights and responsibilities and outlines the process to follow if a patient, or a family member, wish to raise concerns about care or immediate safety. (The Mater Patient Charter is located on the Mater website)

Comprehensive care (previously Provision of care) – state-wide policy – This policy broadly outlines the requirements to ensure that safe, high quality, appropriate care is delivered to all patients, carers and their families, through the care continuum. (This policy is stored on the intranet - Mater Policy and Procedures Library).

Consent for all Mater Patients – This policy has been created to ensure that all Mater clinicians including employed and visiting medical officers (VMOs), students and all Mater staff are aware of their role in the patient consent process. (This procedure is stored on the intranet - Mater Policy and Procedures Library).



Cyber Security & Privacy

Apply these principles to every email you receive to protect yourself and Mater from phishing emails:

Stop what you're doing before acting on an email. Don't let being busy or in a rush be the excuse for losing access to Mater applications.

Think about the context of what the sender is asking you to do. Do they usually ask you to do this? Do you know and trust the sender? Does anything look unusual about it?

Act on the email only if you are confident it is genuine. Ask if you are unsure or report it if you know it is suspicious.

Just one click could have a significant impact on our organisation. Ensure you keep a look out for any suspicious signs. **Stop, think and act.**

What if I receive a suspicious email?

Report the email as phishing in Outlook via the Mimecast tab. This not only deletes the email but also triggers analysis from Mimecast.

If the website confirms it as malicious both the site and the sender are blocked for other people in the organisation.

Please note - if you do not have a Mimecast tab in Outlook, you can forward the suspicious message to Cyber.Security@mater.org.au

What if I've clicked on something suspicious while using my work computer?

1. Call the IT Service Desk on 3163 2000 to report the issue, even if it is after hours or on the weekend.
2. You should also change your password ASAP along with any other accounts, personal or work, that use the same password.

How strong is your password?

- The longer the better- use a passphrase
- If required include uppercase/lowercase/numbers/symbols ie. 6HorseCupStarShoe\$
- Have separate passwords between accounts
- Change only if required
- Use a password manager for your personal accounts

What should I do if my details have been compromised?

You should change any of your accounts that use the same password or close variations, noting the tips mentioned earlier.

Information Privacy

- You must not view the health records of family, friends, colleagues, or even your own records held by Mater
- You may only access information that is required for you to complete your job - you have no right to view or share any other information that is held by Mater



- Mater is obliged to comply with the Privacy Act 1988 (Commonwealth) and the 13 Australian privacy principles. This legislation seeks to promote and protect every individual's privacy and governs how personal (including sensitive and health) information is handled.
- In 2018, the Privacy Act was amended to include the Notifiable Data Breach (NDB) scheme. A data breach occurs when identifiable information is accessed or disclosed without authorisation or is lost. It becomes a notifiable data breach when it is likely to result in serious harm to an individual whose information was accessed and/or disclosed without authorisation or inadvertently lost.

Information classification

Information classification is used at Mater to classify and handle our information assets to determine what level of protection is required. This classification is made based on how critical or sensitive the information is. The Information classifications are listed below.

- **Public** ie. Mater social media platforms, media releases, patient information brochures
- **Internal use only** ie. Mater intranet, telephone directory
- **Confidential - Personally sensitive** ie. Health records and information, employee & student records
- **Confidential - Commercially sensitive** ie. Commercial documents and legal contracts
- **Protected** ie. Child protection information, employee criminal history

External information

Protecting our information is important. Mater people have access to external clinical information which must only be used for the purposes of providing patient care. Examples include: The Viewer from Queensland Health and the national My Health Record. All other reasons for accessing external clinical information must be referred to the Privacy Office.

Any Mater person who clicks the Emergency Access button to access a record in the My Health Record will be contacted by the Australian Digital Health Agency and asked to explain why.

How to prevent a privacy incident

A privacy incident occurs if identifiable information is accessed, used, disclosed to or by unauthorised persons, or for an unauthorised purpose, violating Mater's privacy policies and procedures or the relevant legislation.

Be careful when you are handling information from which a person or persons can be identified and make sure it is not accessed, used or disclosed other than for a proper purpose.

Report accidental disclosures or potential/suspected privacy incidents by logging an incident in your risk management system (e.g. Cgov). Please contact the Student Placement Coordinator who can assist you with this procedure.

If you are not sure, escalate the potential privacy incident to your manager or contact the Privacy Office as soon as possible. You can call the Privacy Office on 3163 2666 or email them at privacyoffice@mater.org.au

Refer to the Information Classification Procedure for further information once on placement.



Appendix 1 - Student placement checklist and acknowledgment

Please tick each box indicating you have completed and understood the placement requirement. Complete the acknowledgment below and return this signed form to your Education Provider prior to your placement commencement date.

Mater placement requirements:

- ☐ I have read and understood the contents of the Mater's Student Placement Orientation Resource including the following mandatory components:
 - ☐ Emergency Management and Fire Safety Instructions
 - ☐ Manual Handling Principles
 - ☐ Working Together
 - ☐ Working Safely
 - ☐ Infection Control and Hand Hygiene
 - ☐ Waste management Principles
 - ☐ Clinical Communication Requirements
 - ☐ Patient Centred Care
 - ☐ Cyber Security & Privacy
- ☐ Privacy and Confidentiality declaration completed as per your Education Provider
- ☐ I have met the Mater vaccination requirements (listed below) and provided evidence of my immunisation status to my Education Provider:
 - ☐ Hepatitis B
 - ☐ Measles
 - ☐ Mumps
 - ☐ Rubella
 - ☐ Pertussis (Whooping Cough)
 - ☐ Varicella (Chickenpox)
 - ☐ Influenza- recommended annually
 - ☐ COVID- 19 (as per Mater policy)
- ☐ I hold a current Blue Card (applies to all students attending a placement where they may be providing care for individuals under the age of 18)
- ☐ I have had a National Police/Criminal History check completed and provided results to my Education Provider (Education Provider to notify Mater's Placement Coordinator if any criminal history identified in this process)
- ☐ I have arranged my placement roster and any area/discipline specific orientation as per my Education Provider's instructions and booked my shifts on SPOT where applicable.

Student Name: _____

Education Provider: _____

Student ID: _____

Student Signature: _____

Date: _____

EDUCATION PROVIDERS- PLEASE KEEP THIS DOCUMENT FOR AUDITING PURPOSES

