Supporting Students during Clinical Placements Escalation Pathways for Nursing Students

Urgent

Progression

Wellbeing

Health New Zealand Te Whatu Ora

	What is the issue?		What do you do?		Who do you contact?		Further action / notes
	Has the student been involved in a distressing event?		Provide debrief and discuss with student. If an incident report / statement needed, complete with support from TEO representative.	->	Advise student to contact ALR	->	Brief ALR on situation by email. Advise student to contact TEO HSW for counselling if appropriate. Consider sending student home.
	e.g. cardiac arrest, patient death, verbal / physical abuse, harassment / racism.		Activate Wellbeing, Health and Safety process below if required.		Contact HP Placement Coordinator		If a statement is required for an investigation from a student, it must only be obtained with the
Issues	Has the student raised concern in the clinical area about an aspect of care observed or professional behaviour? Is the student witness to a serious event (e.g. sentinel event)?	->	Inform CNM (or shift leader and DNM out of hours) for placement area. If an incident report / statement needed, must be completed with support from TEO	⇒	who will coordinate in partnership with CNM and TEO. Send an email notification to ALR/TEO Placement Coordinator and HP Placement Coordinator with subject line :"Urgent Student Issue in placement".	->	Placement Coordinator expresentative of the TEO. HP Placement Coordinator escalates to appropriate level of nurse lead e.g. Nurse Manager Professional Development, Deputy Chief Nurse, Director of Nursing.
	Are there urgent concerns regarding the student's conduct and behaviour that have an immediate impact on patient or student safety?	⇒	Assess the situation and refer to local organisation policy. Does the student need to be removed from practice ?	⇒	Out-of-hours call TEO on-call number if available and contact DNM.	-	Situation investigated by TEO in partnership with HP Placement Coordinator, who keeps appropriate nursing lead informed. If student remains in practice, issue dealt with via competence assessment process.
Concerns	Are there concerns about the student's learning and development in practice? e.g. Low motivation, disengagement, stress around assignments.	->	Develop and review in partnership with student, CLR and ALR a learning contract with clear outcomes and timelines, and signed by all parties. Inform CNM.	•	Contact ALR for co-development of learning contracts.	•	Fitness to study and to practice policy from TEO may be activated
Health and Safety	Work-related incident, injury, illness or wellbeing concern. e.g. sickness, bereavement, injury at work needle stick, back injury, physical assault.		 If incident a near miss and did not involve an injury – report in the applicable HP incident reporting system. If wellbeing issue – ensure ALR/CNM is aware, so support can be provided and suggest the student contacts the TEO HSW. If injury, ensure ALR and CNM is alerted. Refer to immediate medical care if required. Ensure injury is reported in the applicable Incident Reporting system. Advise student to liaise with TEO HSW as the injury may need to be jointly managed by the TEO and HP. If injury occurred due to assault on HP premises, ensure HP Security staff are alerted. 		As per "What do you do" If injury or incident is serious or meets the threshold of being Notifiable: Immediately alert the HP HSW and the TEO HSW. Ensure relevant senior managers and placement coordinators are aware of the incident. The HP HSW and TEO HSW senior leaders need to decide which organisation notifies WorkSafe.		HP HSW to liaise with TEO HSW for follow up after all serious incidents and injuries. Ensure any newly identified hazards and risks, or ineffective controls are addressed and corrective actions are completed to prevent re-occurrence. Ensure health and safety incident data (without personal details) are discussed at any meetings with HP and TEO teams so that learning can be shared.

Key: HP – Healthcare Provider / TEO – Tertiary Education Organisation / CNM – Charge or Clinical Nurse Manager / CLR – Clinical Liaison Role (e.g. Nurse Educator/Clinical Coach) / ALR – Academic Liaison Role (e.g. clinical tutor, clinical academic) / DNM – Duty Nurse Manager / HSW = Health, Safety & Wellbeing Team (or equivalent)