



NURSING SERVICES

Policy and Procedure Manual for Long-Term Care





10800 Industry Lane
Miamisburg, OH 45342
800-438-8884 (phone) 800-230-8687 (fax)
www.heaton.org
www.med-pass.com

©2001 MED-PASS, Inc. Copyright claimed in all chapters, exclusive of the text of U.S. Government statutes and implementing regulations.

This publication is designed to provide accurate and authoritative information in regard to the subject matter covered and is intended for use by qualified health care practitioners and other qualified professionals in regard to the subject matter covered. It is sold as a guideline in meeting compliance with OBRA, OSHA, CDC, FDA, and JCAHO regulations governing long-term care facilities and with the understanding that the authors and the publisher are not engaged in rendering medical, legal, accounting, or other professional service. This manual does not instruct--and is not intended to instruct--a user about how to treat any medical condition. The information in this manual is not intended and should not be construed as a substitute for a physician's medical advice or a medical director's input about caring for patients and meeting legal and regulatory requirements. If medical or legal advice or other expert assistance is required, the services of a competent professional person should be sought. The authors, editors, and the publisher expressly disclaim responsibility for any adverse effects or consequences resulting from the use of any of the practices or procedures presented or discussed in this manual. They shall not be liable for any damages whatsoever resulting from the use of this manual.

The authors have made every effort to ensure the accuracy of the information herein. However, appropriate information sources should be consulted, especially for new or unfamiliar policies or procedures. It is the responsibility of every user of this manual to evaluate the appropriateness of a particular opinion in the context of actual clinical situations and with due considerations to new developments. Authors, editors, and the publisher cannot be held responsible for any typographical or other errors found in this book. —*From a Declaration of Principles jointly adopted by a Committee of the American Bar Association and a Committee of Publishers and Associations.*

All rights reserved. No parts of this book may be reproduced in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system, without permission in writing from the publisher.

MED-PASS and Heaton Resources and the MED-PASS and Heaton Resources logos contained herein are either registered trademarks or trademarks of MED-PASS, Inc. Other product and company names mentioned herein may be the trademarks of their respective owners.

Published by

MED-PASS, Inc.

Printed in the United States of America

Revised December 2011

Authors:

Steven A. Levenson, MD, CMD
Stacy Lundin Yale, RN, BSN

Editor:

Betty Lovvorn

Product number

H50075

Nursing Services Policy and Procedure Manual

Table of Contents

Volume I

- Admissions, Transfers and Discharges
- Assessments and Care Planning
- Documentation
- Food Services
- Infection Control
- Intravenous Therapy
- Medications
- Orders, Receiving and Transcribing
- Personal Care
- Personnel and Staffing
- Positioning and Moving
- Rehabilitative and Restorative Care
- Resident Rights and Dignity
- Resident Safety
- Specimen Collection

Volume II

- Behavior, Mood and Cognition
- Cardiovascular Conditions
- Diabetic Care
- Emergency and First Aid
- End of Life Care
- Falls and Fall Risk
- Gastrointestinal Conditions
- Managing Infections
- Miscellaneous
- Musculoskeletal Conditions
- Nutrition and Hydration
- Pain Management
- Respiratory and Pulmonary Conditions
- Skin and Wound Management
- Urinary and Renal Conditions

Nursing Services Policy and Procedure Manual

Admissions, Transfers and Discharges

Table of Contents

	Page
Policies	
Admission Notes	1
Admissions – Communicable Disease/Infection	3
Admissions to the Facility	5
Admitting the Resident to the Unit/Room	7
Advance Directives	8
Discharge Summary and Plan	10
Discharging a Resident to the Mortuary	12
Discharging a Resident without a Physician’s Approval	13
Documentation of Transfers/Discharges	14
Emergency Admissions	15
Making an Emergency Transfer or Discharge	16
Medications Provided to Discharged Residents	17
Notice of a Transfer and/or Discharge	18
Orienting Residents to Transfers and Discharges	19
Personal Property	20
Preparing a Resident for Transfer or Discharge	21
Resident Orientation to the Facility	22
Room to Room Transfers	23
Procedures	
Acceptance of Medications on Admission	24
Admission Assessment and Follow-Up: Role of the Nurse	26
Admitting the Resident	28
Discharging the Resident	31
Room to Room Transfer	34

Nursing Services Policy and Procedure Manual

Admissions, Transfers and Discharges

(continued)

Appendix (*See CD-ROM*)

Admission Nursing Evaluation (CP1202)

Advance Directives/Medical Treatment Decisions Acknowledgement of Receipt (MP5437)

Discharge Instructions for Care (MP5422)

Discharge Summary (MP5433)

Inventory of Personal Effects (MP5413)

Quality Improvement Tool for Review of Acute Care Transfers (MP5642-I)

Resident Orientation Checklist

Resident Transfer Form (MP5434)

Nursing Services Policy and Procedure Manual

Assessments and Care Planning

Table of Contents

	Page
Clinical Protocols	
Acute Condition Changes – Clinical Protocol.....	1
Prevention and Screening – Clinical Protocol.....	3
Policies	
Care Area Assessments.....	4
Care Planning – Interdisciplinary Team.....	6
Care Plans – Comprehensive.....	7
Care Plans – Preliminary.....	9
Change in a Resident’s Condition or Status.....	10
Goals and Objectives, Care Plans.....	12
Physician Services.....	13
Problem Identification List.....	14
Resident Assessment Instrument.....	15
Resident/Family Participation – Assessment/Care Plans.....	16
Using the Care Plan.....	17
Procedures	
Apical Pulse, Measuring.....	18
Assisting the Nurse in Examining and Assessing the Resident.....	20
Blood Pressure, Measuring.....	22
Radial Pulse, Measuring.....	25
Resident Examination and Assessment.....	27
Respirations, Measuring.....	30
Temperature, Axillary (Digital Thermometer).....	32
Temperature, Oral (Digital Thermometer).....	34
Temperature, Rectal (Digital Thermometer).....	36
Temperature, Tympanic.....	38
Weighing and Measuring the Resident.....	40

Nursing Services Policy and Procedure Manual

Assessments and Care Planning

(continued)

Appendix (*See CD-ROM*)

Care Area Assessment (CAA) Resources (MDS RAI – Appendix C)

Crosswalk – MDS Care Area Assessments (CAAs) and MED-PASS/Heaton Clinical Protocols

Early Warning Tool (MP5640-I)

Guidelines for Notifying Practitioners of Clinical Problems

Interdisciplinary Care Plan (CP3131)

Vital Signs and Weight Record (MP5439)

Nursing Services Policy and Procedure Manual

Documentation

Table of Contents

	Page
Policies	
Charting and Documentation	1
Charting Errors and/or Omissions.....	2
Electronic Medical Records	3
Electronic Transmission of the MDS	4
MDS Completion and Submission Timeframes.....	5
MDS Error Correction.....	7
Release of Information.....	9
Appendix (<i>See CD-ROM</i>)	
7-Day MDS Observation (CP-3020)	
24-Hour Report of Resident’s Condition and Nursing Unit Activities (MP5410-BK)	
Abbreviations and Symbols	
Correction Policy Flowchart	
Guidelines for Charting and Documentation	
Joint Commission 2009 Official “Do Not Use” List	
RAI OBRA-required Assessment Summary	
SBAR Physician/NP/PA Communication and Progress Note (MP5641-I)	

Nursing Services Policy and Procedure Manual

Food Services

Table of Contents

	Page
Policies	
Assistance With Meals.....	1
Food Allergies and Intolerances.....	3
Foods Brought by Family/Visitors.....	5
Frequency of Meals.....	7
Interdepartmental Notification of Diet (Including Changes and Reports)	8
Paid Feeding Assistants.....	9
Preventing Foodborne Illness – Employee Hygiene and Sanitary Practices	11
Preventing Foodborne Illness – Food Handling.....	13
Resident Food Preferences.....	15
Resident-Maintained Gardens.....	15.1
Resident Nutrition Services.....	16
Residents on Leave or Pass.....	17
Procedures	
Assisting the Impaired Resident with In-Room Meals.....	18
Assisting the Resident with In-Room Meals.....	21
Preparing the Resident for a Meal.....	23
Snacks (Between Meal and Bedtime), Serving.....	25
Appendix (See CD-ROM)	
Change of Diet (MP5016)	
Diet Order & Communication (MP5015)	

Nursing Services Policy and Procedure Manual

Infection Control

Table of Contents

	Page
General Guidelines	
Infection Control Guidelines for All Nursing Procedures.....	1
Policies	
Blood or Body Fluids Exposure.....	3
Cleaning and Disinfection of Environmental Surfaces.....	5
Cleaning and Disinfection of Resident-Care Items and Equipment.....	8
Cleaning Spills or Splashes of Blood or Body Fluids.....	10
Exposure Classification of Tasks and Procedures.....	11
Exposure Determinations.....	13
Handwashing/Hand Hygiene.....	15
Hepatitis B Vaccination.....	18
Herpes Zoster Vaccine.....	21
HIV Antibody Testing.....	22
Influenza, Prevention and Control of Seasonal.....	23.1
Influenza Vaccine.....	24
Laundry and Bedding, Soiled.....	26
Needlesticks and Cuts.....	28
Pneumococcal Vaccine.....	29
Sharps Disposal.....	30
Standard Precautions.....	32
Vaccination of Residents.....	35
Visitation, Infection Control During.....	36
Procedures	
Cleaning Broken Glass When Contaminated With Blood or Body Fluids.....	38
Cleaning Spills or Splashes of Blood or Body Fluids.....	40
Departmental (Environmental Services) – Laundry and Linen.....	42
Departmental (Occupational Therapy) – Prevention of Infection.....	44
Departmental (Physical Therapy) – Prevention of Infection.....	46
Departmental (Recreational Therapy) – Prevention of Infection.....	48
Departmental (Respiratory Therapy) – Prevention of Infection.....	49

Nursing Services Policy and Procedure Manual

Infection Control

(continued)

	Page
Diapers/Underpads.....	52
Diarrhea and Fecal Incontinence.....	54
Guidelines for Preventing Intravenous Catheter-Related Infections.....	56
Medical Waste, Handling of.....	62
Needle Handling and/or Disposal.....	63
Personal Protective Equipment – Using Face Masks.....	64
Personal Protective Equipment – Using Gloves.....	66
Personal Protective Equipment – Using Gowns.....	68
Personal Protective Equipment – Using Protective Eyewear.....	70
 Appendix (<i>See CD-ROM</i>)	
Example of Safe Donning and Removal of Personal Protective Equipment (PPE)	
Guidelines for Preventing Health-Care-Associated Pneumonia, 2003	
Hepatitis B General Information	
Hepatitis B Vaccine Acceptance/Declination and Hepatitis B Vaccination Record	
Herpes Zoster Vaccination – Informed Consent	
Infection Control Measures for Preventing and Controlling Influenza Transmission in Long-Term Care Facilities	
Influenza Vaccination – Informed Consent	
Management of Multidrug-Resistant Organisms in Healthcare Settings, 2006	
Pneumococcal Vaccination – Informed Consent	
Prevention and Control of Influenza with Vaccines, 2010	
Prevention of Herpes Zoster	
Prevention of Herpes Zoster – Errata	
Recommendations for Identification and Public Health Management of Persons with Chronic Hepatitis B Virus Infection	
Recommendations for Use of Zoster Vaccine	
Recommended Adult Immunization Schedule – United States, 2011	
Reprocessing Methods for Equipment Used in the Health-Care Setting	
Resident Vaccination Record	

Nursing Services Policy and Procedure Manual

Infection Control

Table of Contents

Vaccine Information Statement – 2009 H1N1 Inactivated Influenza Vaccine

Vaccine Information Statement – 2009 H1N1 Live, Attenuated Influenza Vaccine

Vaccine Information Statement – Hepatitis B

Vaccine Information Statement – Inactivated Influenza Vaccine 2010-11

Vaccine Information Statement – Live, Intranasal Influenza Vaccine 2010-11

Vaccine Information Statement – Pneumococcal Conjugate Vaccine

Vaccine Information Statement – Pneumococcal Polysaccharide Vaccine

Vaccine Information Statement – Shingles (Herpes Zoster) Vaccine

Vaccine Information Statement – Tetanus, Diphtheria (Td) or Tetanus, Diphtheria, Pertussis (Tdap) Vaccine

Nursing Services Policy and Procedure Manual

Intravenous Therapy

Table of Contents

	Page
Policies	
Catheter Stabilization Devices	1
Use of Arm Boards in Infusion Therapy	2
Procedures	
Administration Set/Tubing Changes	3
Calculating Flow Rates/Dosages.....	6
Central Venous Catheter Dressing Changes.....	9
Changing the Needleless Connection Device and Extension Tubing.....	12
Disinfection of Catheter Insertion Site.....	14
Disinfection of Durable Medical Equipment for Intravenous Therapy.....	16
Flushing Midline and Central Line IV Catheters	17
Flushing Protocol for Implanted Venous Port.....	20
Flushing the Peripheral IV (Over the Needle, Peripheral Short) Catheter	23
Implanted Venous Port – Accessing	25
Implanted Venous Port – De-Accessing	28
Insertion of a Peripheral IV (Over the Needle, Peripheral Short) Catheter.....	30
Intravenous Catheter Occlusion	35
Midline Dressing Changes	38
Peripheral IV Dressing Changes	41
Removal of a Peripheral IV (Over the Needle, Peripheral Short) Catheter.....	43
Repairing Intravenous Catheters	45

Nursing Services Policy and Procedure Manual

Intravenous Therapy

(continued)

Appendix (*See CD-ROM*)

Anatomy of Arteries and Veins

Central Line Catheter Protocol

Complications Associated with IV Therapy

Flushing Protocols

Infiltration Scale

Infusion Rate Schedule

Mid-Line Catheter Protocol

Peripheral-Line Catheter Protocol

Phlebitis Scale

Nursing Services Policy and Procedure Manual

Medications

Table of Contents

	Page
Clinical Protocols	
Medication Utilization and Prescribing – Clinical Protocol.....	1
Policies	
Accepting Delivery of Medications	4
Administering Medications	5
Adverse Consequences and Medication-Related Problems	8
Controlled Substances.....	10
Crushing Medications	12
Discarding and Destroying Medications	13
Discontinued Medications.....	15
Dispensing Medications to Residents on Leave/Pass.....	16
Documentation of Medication Administration.....	17
Drug Recalls.....	18
Identifying and Managing Medication Errors and Adverse Consequences	19
Irrigation Solutions.....	20
Labeling of Medication Containers.....	21
Material Safety Data Sheets (MSDS) – Pharmacy.....	23
Medication Administration Schedule.....	25
Medication Holds.....	26
Medication Therapy	27
Medication/Food Interaction	29
Medications Brought to the Facility by the Resident/Family.....	30
Security of Medication Cart	31
Self-Administration of Drugs.....	33
Storage of Medications	35

Nursing Services Policy and Procedure Manual

Medications

(continued)

	Page
Procedures	
Administering Medications by IV Push	37
Administering Medications via Secondary Tubing.....	40
Administering Medications through a Metered Dose Inhaler	43
Administering Medications through a Small Volume (Handheld) Nebulizer	45
Administering Medications through an Enteral Tube	48
Administering Oral Medications	51
Administering Rectal or Vaginal Medications	53
Administering Topical Medications	56
Application of Eye Ointment	59
Instillation of Ear Drops	61
Instillation of Eye Drops	63
Intradermal Injections	65
Intramuscular Injections	67
Reconciliation of Medications on Admission	69
Subcutaneous Injections	71
Appendix (<i>See CD-ROM</i>)	
Admission/Readmission Medication Reconciliation Form (MP5215)	
Authorization of Keys to Drug Storage and Narcotic Areas	
Controlled Drug Record (MP5201)	
FDA MedWatch Form 3500 (Voluntary Reporting)	
FDA MedWatch Form 3500A (Mandatory Reporting)	
Individual Resident's Controlled Substance Record (MP5211)	
Medication Crushing Guidelines	
Medication Discrepancy Report (MP5427)	
Medication Pass Observation Report (MP5513)	
Some Common Drugs that are Considered Hazardous	

Nursing Services Policy and Procedure Manual

Orders, Receiving and Transcribing

Table of Contents

	Page
Policies	
Medication Orders and Treatment, Dental Services.....	1
Orders for Anticoagulants	2
Physician Medication Orders	3
PRN Orders	5
Telephone Orders	6
Verbal Orders.....	7
Writing Orders – General Principles	8
Procedures	
Medication Orders.....	9
Appendix A (<i>See CD-ROM</i>)	
Physician/Prescriber Telephone Orders	

Nursing Services Policy and Procedure Manual

Personal Care

Table of Contents

	Page
Clinical Protocols	
Sensory Impairments – Clinical Protocol.....	1
Sleep Disorders – Clinical Protocol	3
Policies	
Activity Assessment.....	5
Dental Examination/Assessment.....	6
Dental Services	7
Procedures	
Answering the Call Light.....	8
Applying a Cold Compress or Soak.....	9
Applying a Warm Compress or Soak.....	12
Applying a Warm Water Bottle	15
Artificial Limb, Care of.....	18
Assisting a Resident to Walk to the Bathroom.....	20
Bedpan/Urinal, Offering/Removing.....	22
Bedside Commode, Offering/Removing.....	26
Brushing and Combing Hair	28
Care of Artificial Eye	30
Care of Fingernails/Toenails	33
Care of Hearing Aid.....	36
Care of the Hearing Impaired Resident.....	38
Care of the Visually Impaired Resident	40
Changing the Resident’s Gown or Pajamas	42
Cold Eye Compress.....	45
Dentures, Cleaning and Storing	47
Dressing and Undressing the Resident.....	50
Ear Irrigation	52
Eye Irrigation	54
Giving a Backrub	57

Nursing Services Policy and Procedure Manual

Personal Care

(continued)

	Page
Giving a Bedbath.....	59
Hot Eye Compress.....	63
Making an Occupied Bed.....	65
Making an Unoccupied Bed.....	69
Mouth Care	72
Perineal Care.....	74
Shampooing Hair	77
Shaving the Resident.....	81
Shower/Tub Bath	83
Teeth, Brushing.....	86
 <i>Appendix (See CD-ROM)</i>	
Resident Care Flow Record (MP4111)	

Nursing Services Policy and Procedure Manual

Personnel and Staffing

Table of Contents

	Page
Policies	
Accidents/Incidents (Employee)	1
Background Screening Investigations	3
Chain of Command (Lines of Authority)	4
Credentialing of Nursing Service Personnel	5
Daily Work Assignments	7
Department Duty Hours, Nursing Services	8
Departmental Supervision	9
Director of Nursing Services	11
Employee Identification and Employment Eligibility	12
Hazard Communication Program	14
Identification Name Badges	16
Injuries (On the Job)	17
In-Service Training Program, Nurse Aide	17.1
Job Descriptions – Written	18
Latex Allergies	19
Legal Documents	20
Lost and Found	21
Nurse Aide Qualifications and Training Requirements	21.1
Nursing Services Policy and Procedure Manual	22
On-the-Job Training	23
Orientation Program for Newly Hired Employees, Transfers, Volunteers	24
OSHA Forms 300, 300A, and 301	26
Paging System	28
Posting Direct Care Daily Staffing Numbers	29
Registry of Nurse Aides	31
Reporting Musculoskeletal Disorders	33

Nursing Services Policy and Procedure Manual

Personnel and Staffing

(continued)

	Page
Safety of Employees	34
Smoking Policy – Employees	35
Staff Development Program.....	37
Staffing.....	39
Appendix (<i>See CD-ROM</i>)	
Employee Orientation Checklist	
Employee Training Attendance Record	
Nursing Staff Directly Responsible for Resident Care	
Nursing Staff Directly Responsible for Resident Care (Example)	
State Nurse Aide Registry List	

Nursing Services Policy and Procedure Manual

Positioning and Moving

Table of Contents

	Page
Policies	
Safe Lifting and Movement of Residents.....	1
Procedures	
Dorsal Recumbent Position.....	3
Fowler’s Position	4
Lifting Machine, Using a Portable	5
Locking Arms with the Resident.....	8
Log Rolling a Resident.....	10
Moving a Mattress to the Head of the Bed.....	12
Prone Position	14
Repositioning	16
Sims’ Position	19
Supine Position	20
The Side-Lying Position.....	21
Turning a Resident On His/Her Side Away From You.....	23

Nursing Services Policy and Procedure Manual

Rehabilitative and Restorative Care

Table of Contents

	Page
Clinical Protocols	
Functional Impairment – Clinical Protocol	1
Surgery-Related (Pre- and Postoperative) Management – Clinical Protocol	3
Policies	
Equipment – General Use for All Residents	5
Goals and Objectives, Restorative Services	6
Rehabilitative Nursing Care	7
Scheduling Therapy Services	8
Procedures	
Range of Motion Exercises	9
Speech Therapy	13

Nursing Services Policy and Procedure Manual

Resident Rights and Dignity

Table of Contents

	Page
Clinical Protocols	
Abuse and Neglect – Clinical Protocol	1
General Guidelines	
Resident Rights Guidelines for All Nursing Procedures	3
Policies	
Abuse Investigations	4
Abuse Prevention Program.....	6
Confidentiality of Information	7
Health and Medical Condition, Informing Residents of.....	8
Noise Control	9
Preventing Resident Abuse	10
Private Duty Sitters	12
Quality of Life – Accommodation of Needs	13
Quality of Life – Dignity.....	15
Quality of Life – Homelike Environment	17
Quality of Life – Self Determination and Participation	19
Refusal of Treatment.....	21
Reporting Abuse to Facility Management.....	23
Resident Rights	26
Resident to Resident Altercations	28
Translation and/or Interpretation of Facility Services.....	30
Videotaping, Photographing and Other Imaging of Residents.....	33
Visitation.....	34
Appendix (<i>See CD-ROM</i>)	
Demographic Data (Tools for Language Access Programming)	
Language Assistance Self-Assessment and Planning Tool for Recipients of Federal Financial Assistance (Tools for Language Access Programming)	
Resources for Language Access Programming	
Tools for Language Access Programming: I Speak Cards	

Nursing Services Policy and Procedure Manual

Resident Safety

Table of Contents

	Page
Policies	
Accidents and Incidents – Investigating and Reporting	1
Bed Safety	2
Closed-Circuit TVs	4
Electrical Safety for Residents	5
Hazardous Areas in the Facility	7
Poison Control.....	8
Recall of Equipment/Drugs.....	9
Reporting Suspicion of a Crime	9.1
Resident Identification System.....	10
Routine Resident Checks	11
Safety and Supervision of Residents	12
Signing Residents Out.....	14
Smoking Policy – Residents.....	15
Suicide Threats.....	17
Unusual Occurrence Reporting	18
Water Temperatures, Safety of.....	19
Procedures	
Proper Use of Side Rails	21
Appendix (See CD-ROM)	
Clinical Guidance for the Assessment and Implementation of Bed Rails in Hospitals, Long Term Care Facilities, and Home Care Settings	
Consent for Use of Side Rails (MP5476)	
Evaluation for Use of Side Rails (MP5475)	
Hospital Bed System Dimensional and Assessment Guidance to Reduce Entrapment	
Hot Liquids Safety Evaluation (CP1729)	
Notice to Employees: Right to File Complaint for Retaliation	

Nursing Services Policy and Procedure Manual

Resident Safety

(continued)

Report of Incident/Accident (MP5415)

Safe Smoking Evaluation (MP5456)

Safety Check Log (MP4790)

The Joint Commission Accreditation Program: Long Term Care National Patient Safety Goals
(2011)

Nursing Services Policy and Procedure Manual

Specimen Collection

Table of Contents

	Page
Clinical Protocols	
Lab and Diagnostic Test Results – Clinical Protocol	1
Policies	
Culture Tests	5
Test Results	6
Procedures	
24-Hour Urine Specimen	7
Blood Sampling – Capillary (Finger Sticks)	9
Clean Catch Urine Specimen	10
Collecting a Urine Specimen from a Closed Drainage System	13
Cultures for MRSA (Staphylococcus Screening)	15
Cultures, Specimen Collection for	17
Culturing for Catheter-Related Infections	22
Fresh Fractional Urine Specimen	25
Obtaining Blood Specimens from a Central Venous Catheter	27
Routine Urinalysis Specimen	30
Sputum Specimen	32
Stool Specimen	34
Appendix (<i>See CD-ROM</i>)	
Guidelines for Reporting Abnormal Test Results to Physicians	

Nursing Services Policy and Procedure Manual

Behavior, Mood and Cognition

Table of Contents

	Page
Clinical Protocols	
Delirium – Clinical Protocol	1
Dementia – Clinical Protocol	3
Depression – Clinical Protocol.....	5
Problematic Behavior Management – Clinical Protocol	8
Policies	
Antipsychotic Medication Use	11
Behavior Assessment and Monitoring	14
Elopedments.....	16
Unmanageable Residents	18
Use of Restraints	19
Wandering, Unsafe Resident.....	22
Procedures	
Neurological Assessment	23
Physical Restraint Application	25
Appendix (See CD-ROM)	
24-Hour Restraint Observation Record	
Antipsychotic Medication Quarterly Evaluation/Abnormal Involuntary Movement Scale (AIMS) (MP5562)	
Behavior/Intervention Monthly Flow Record (MP5945)	
Behavior Monitoring/Intervention Flow Record (MP5942)	
Emergency Use of Restraints	
Neurological Evaluation Flow Sheet (MP5435)	
Physical Restraint Elimination Review (MP5471)	
Pre-Restraining Evaluation (MP5470)	
Psychoactive Drug Use Reference Card (MP5944)	
Risk of Elopement/Wandering Review (MP5472)	

Nursing Services Policy and Procedure Manual

Cardiovascular Conditions

Table of Contents

	Page
Clinical Protocols	
Anticoagulation – Clinical Protocol	1
Atrial Fibrillation – Clinical Protocol	3
Heart Failure – Clinical Protocol	5
Hypertension – Clinical Protocol	7
Stroke/TIA – Clinical Protocol	10
Procedures	
Administration of Inotropic Therapy	12
Applying a Pneumatic Compression Device (PCD)	15
Applying Anti-Emboli Stockings (TED Hose)	18
Appendix (<i>See CD-ROM</i>)	
PT/INR/Coumadin (Warfarin) Flowsheet	

Nursing Services Policy and Procedure Manual

Diabetic Care

Table of Contents

	Page
Clinical Protocols	
Diabetes – Clinical Protocol.....	1
Procedures	
Insulin Administration	4
Nursing Care of the Resident with Diabetes Mellitus	7
Obtaining a Fingerstick Glucose Level	13
Appendix (<i>See CD-ROM</i>)	
CDC Clinical Reminder – Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens	
Diabetes: Injectable Medications	
Diabetic Record	

Nursing Services Policy and Procedure Manual

Emergency and First Aid

Table of Contents

	Page
Clinical Protocols	
Seizures and Epilepsy – Clinical Protocol.....	1
Policies	
Do Not Resuscitate Order	4
Emergency Dental Care	5
Emergency Physician Care.....	6
First Aid Treatment.....	7
Procedures	
Emergency Procedure – Cardiopulmonary Resuscitation.....	9
Emergency Procedure for Choking.....	11
Emergency Procedure – Seizure Management.....	13

Nursing Services Policy and Procedure Manual

End of Life Care

Table of Contents

	Page
Clinical Protocols	
Palliative/End-of-Life Care – Clinical Protocol	1
Policies	
Autopsy Requests	3
Death of a Resident, Documenting.....	4
Hospice Program.....	5
Notification of Funeral Home	6
Organ and Tissue Donation.....	7
Procedures	
Notifying Funeral Home Director of Contagious Disease	8
Post Mortem Care	9
Terminally Ill, Caring for the.....	12

Nursing Services Policy and Procedure Manual

Falls and Fall Risk

Table of Contents

	Page
Clinical Protocols	
Falls – Clinical Protocol.....	1
Policies	
Falls and Fall Risk, Managing.....	4
Falls Risk Assessment.....	6
Procedures	
Assessing Falls and Their Causes	7
Appendix (<i>See CD-ROM</i>)	
Falls Prevention – Potential Interventions	
Fall Risk Evaluation (CP1706)	
Falls Investigation Worksheet (MP5417)	
Strategies for Reducing the Risk of Falls	

Nursing Services Policy and Procedure Manual

Gastrointestinal Conditions

Table of Contents

	Page
Clinical Protocols	
Bowel (Lower Gastrointestinal Tract) Disorders – Clinical Protocol	1
Gastroesophageal Reflux and Other Upper Gastrointestinal Disorders – Clinical Protocol	3
Gastrointestinal Bleeding, Acute and Chronic – Clinical Protocol	6
Procedures	
Changing a Gastrostomy Tube	8
Checking Gastric Residual Volume (GRV)	10
Cleansing Enema	12
Colostomy/Ileostomy Care	15
Confirming Placement of Feeding Tubes	17
Enteral Feedings – Safety Precautions	19
Enteral Tube Feeding via Continuous Pump	22
Enteral Tube Feeding via Gravity Bag	25
Enteral Tube Feeding via Syringe (Bolus)	28
Feeding Syringes, Sanitization of Reusable	31
Gastrostomy/Jejunostomy Site Care	33
Maintaining Patency of a Feeding Tube (Flushing)	35
Nasogastric Tube Insertion and Care	37
Nasogastric Tube Removal	40
Ready to Use Enema (Cleansing or Oil)	42
Rectal Tube with Connected Flatus Bag	45
Return Flow Enema (Harris Flush)	47
Appendix (<i>See CD-ROM</i>)	
Be Alert – Practice Safe Enteral Feeding	
Be Aware – Practice Safe Enteral Medication Delivery	

Nursing Services Policy and Procedure Manual

Managing Infections

Table of Contents

	Page
Clinical Protocols	
Fever/Septicemia – Clinical Protocol.....	1
Infections – Clinical Protocol.....	4
Policies	
Clostridium Difficile	8
Equipment and Supplies Used During Isolation	10
Healthcare-Associated Infections, Identifying	11
Isolation – Categories of Transmission-Based Precautions	12
Isolation – Initiating Transmission-Based Precautions	17
Isolation – Notices of Transmission-Based Precautions	19
Isolation, Discontinuing	20
Isolation, Removing a Body from	21
MRSA – Management of Recurrent Skin and Soft Tissue Infection	21.1
Multidrug-Resistant Organisms	22
Norovirus Prevention and Control	25.1
Quarantine	26
Reportable Diseases	27
Tuberculosis Infection Control Program.....	28
Tuberculosis Screening – Administration and Interpretation of Tuberculin Skin Tests.....	30
Tuberculosis, Employee Screening for	32
Tuberculosis, Screening Residents for	35
Procedures	
Reporting Communicable Diseases.....	37
Bed Bugs, Preventing and Managing Infestations of	37.1
Scabies	38
Tuberculosis Risk Assessment	42

Nursing Services Policy and Procedure Manual

Managing Infections

(continued)

Appendix (See CD-ROM)

Associate/Employee TB Screening Record (CP1807)

Clinical Practice Guidelines by the Infectious Diseases Society of America for the Treatment of Methicillin-Resistant *Staphylococcus Aureus* Infections in Adults and Children

Nationally Notifiable Conditions, 2011

Prevention Strategies for Seasonal Influenza in Healthcare Settings

Resident TB Screening and Immunization Record (CP1801)

Tuberculosis (TB) Risk Assessment Worksheet

Tuberculosis (TB) Risk Assessment Worksheet (Example)

Updated Norovirus Outbreak Management and Disease Prevention Guidelines

Nursing Services Policy and Procedure Manual

Miscellaneous

Table of Contents

	Page
Clinical Protocols	
Anemia – Clinical Protocol	1
Procedures	
Alcoholic Beverages	3

Nursing Services Policy and Procedure Manual

Musculoskeletal Conditions

Table of Contents

	Page
Clinical Protocols	
Dysphagia – Clinical Protocol.....	1
Osteoporosis – Clinical Protocol.....	5

Nursing Services Policy and Procedure Manual

Nutrition and Hydration

Table of Contents

	Page
Clinical Protocols	
Hydration – Clinical Protocol	1
Nutrition (Impaired)/Unplanned Weight Loss – Clinical Protocol	3
Policies	
Enteral Nutrition.....	7
NPO Orders.....	9
Nutritional Assessment	10
Resident Hydration and Prevention of Dehydration.....	13
Therapeutic Diets	15
Weight Assessment and Intervention.....	17
Procedures	
Encouraging and Restricting Fluids	20
Hypodermoclysis – Subcutaneous Hydration	22
Intake, Measuring and Recording	24
Intravenous Administration of Fluids and Electrolytes.....	26
Nutrition and Hydration to Maintain Skin Integrity.....	29
Output, Measuring and Recording	32
Parenteral Lipid Administration.....	34
Parenteral Nutrition.....	36
Parenteral Nutrition (PN) – Continuous vs. Cycled.....	40
Parenteral Nutrition – Placement of Additives.....	41
Serving Drinking Water	43
Appendix (<i>See CD-ROM</i>)	
Complications of Parenteral Nutrition Chart	
Data Collection/Evaluation – Nutritional (CP1708)	
Dietary Intake Record (CP1709)	
Hydration Risk Evaluation (MP5474)	

Nursing Services Policy and Procedure Manual

Nutrition and Hydration

(continued)

Appendix (*continued*)

Intake/Output Record (Shift) (MP5429)

Monthly Intake and Output Flow Sheet (MP5443)

Nutrition and Hydration Care – What Nursing Assistants Can Do

Nutritional Review (CP1718)

Nursing Services Policy and Procedure Manual

Pain Management

Table of Contents

	Page
Clinical Protocols	
Pain – Clinical Protocol	1
Procedures	
Administering Pain Medications	4
Intravenous Pain Management	6
Pain Assessment and Management	9
Appendix (<i>See CD-ROM</i>)	
Pain Evaluation (MP5436)	
Pain Flow Sheet (MP4901)	

Nursing Services Policy and Procedure Manual

Respiratory and Pulmonary Conditions

Table of Contents

	Page
Clinical Protocols	
Chronic Obstructive Pulmonary Disease – Clinical Protocol.....	1
Pneumonia, Bronchitis and Lower Respiratory Infections – Clinical Protocol.....	5
Procedures	
CPAP/BiPAP Support.....	7
Mechanical Ventilation: Setup and Monitoring	10
Oxygen Administration.....	13
Pulse Oximetry (Assessing Oxygen Saturation)	16
Suctioning the Lower Airway (Endotracheal [ET] or Tracheostomy Tube).....	19
Suctioning the Upper Airway (Nasal Pharyngeal Suctioning).....	23
Suctioning the Upper Airway (Oral Pharyngeal Suctioning).....	26
Tracheostomy Care	29
Appendix (<i>See CD-ROM</i>)	
Assessment of Resident on Mechanical Ventilation	
Mechanical Ventilation – Interventions	
Modes of Ventilation (Adult)	
Oxygen Safety	
Responding to Ventilator Warning Signals	
Types of Mechanical Ventilators for Adults	

Nursing Services Policy and Procedure Manual

Skin and Wound Management

Table of Contents

	Page
Clinical Protocols	
Pressure Ulcers/Skin Breakdown – Clinical Protocol	1
Policies	
Dressings, Soiled/Contaminated	3
Procedures	
Dressings, Dry/Clean	4
Dressings, Sterile.....	6
Pressure Ulcer Risk Assessment	8
Pressure Ulcer Treatment.....	12
Prevention of Pressure Ulcers	17
Skin Tears, Abrasions and Minor Breaks, Care of.....	22
Staple and Suture Removal	25
Support Surface Guidelines.....	27
Wound Care	30
Appendix (<i>See CD-ROM</i>)	
Guide for Wound Evaluation and Documentation (MP5465)	
Norton Plus Pressure Ulcer Scale (MP5468)	
Skin Care Alert (MP5460)	
Wound Evaluation Flow Sheet (MP5466)	

Nursing Services Policy and Procedure Manual

Urinary and Renal Conditions

Table of Contents

	Page
Clinical Protocols	
Urinary Incontinence – Clinical Protocol.....	1
Urinary Tract Infections/Bacteriuria – Clinical Protocol	3
Policies	
End-Stage Renal Disease, Care of a Resident with	6
Urinary Continence and Incontinence – Assessment and Management.....	7
Procedures	
Behavioral Programs and Toileting Plans for Urinary Incontinence.....	11
Catheter Care, Urinary	15
Catheter Irrigation, Open System	19
Catheterization, Intermittent, Female Resident	21
Catheterization, Intermittent, Male Resident.....	24
Catheterization, Residual Use	27
Emptying a Urinary Drainage Bag.....	30
External Male Catheter (Condom Catheter).....	32
Foley Catheter Insertion, Female Resident	34
Foley Catheter Insertion, Male Resident.....	37
Foley Catheter Removal.....	40
Hemodialysis Access Care.....	42
Nephrostomy Tube, Care of.....	45
Peritoneal Dialysis (Continuous Ambulatory)	48
Suprapubic Catheter Care.....	52
Suprapubic Catheter Replacement	54
Ureterostomy Care	56
Urinary Leg Drainage Bags.....	58

Nursing Services Policy and Procedure Manual

Urinary and Renal Conditions

(continued)

Appendix (*See CD-ROM*)

Bowel and Bladder Elimination Pattern Evaluation (CP1703)

Bowel and Bladder Toileting Record (CP1704)

Urinary Continence Evaluation (CP1699)