

## Nursing Student Code of Conduct & Observation Guidelines

In order to support student learning experience as a nursing student observer while maintaining a focus on patient-centered health education workshops, we have developed student code of conduct, student etiquette and observation guidelines. This will encourage students to practice patient-centered thinking while appropriately joining patient health education workshops as student observers.

### Student Code of Conduct

To better understand the expected code of conduct of nursing student observers, we must look at the UCI Health's mission, vision, and aspirations for the health of its community and expectations of its nursing staff (<https://www.ucihealthnursing.org/mission-vision.asp>).

#### Mission

**Discover. Teach. Heal.**

#### Vision

**Powered by discovery and innovation, UC Irvine Health will advance individual and population health.**

#### Aspirations

<b>Clinical Excellence</b>	Provide excellent care and an exceptional experience
<b>Innovative Education</b>	Educate the next generation of healthcare leaders through innovative learning
<b>Research Distinction</b>	Achieve distinction across basic, translational, clinical and outcomes research
<b>Complex Care Leader</b>	Be the region's top destination for complex care
<b>Population Health Manager</b>	Become a leader in population health management

#### Values

<b>Accountability</b>	We are all responsible for the achievements and success of UC Irvine Health.
<b>Respect</b>	We foster an environment of mutual respect and trust amongst ourselves and with all whom we serve.
<b>Integrity</b>	We tell the truth and strive to earn the trust of those around us.
<b>Innovation</b>	We seek ideas and approaches that can change the way the world discovers, teaches and heals.
<b>Service</b>	As departments, units and individuals, we collaborate to effectively and compassionately serve our patients, each other and our community.
<b>Excellence</b>	We are committed to achieving the highest level of quality in patient care, discovery and education.

These points and concepts apply to community nursing student observers when participating in patient health education workshops in a variety of ways such as, but not limited to, netiquette, nursing student responsibilities, academic honesty, disciplinary action, and grievances.

### **Netiquette**

In a predominately virtual setting, much of the nursing student communication will be through email, online forms, applications, video conference, and telephone calls. There will be times where communication will need to be private, whether personal, interpersonal, or professional, we will use individual student email or personal telephone. There will be various forms and components of communication to consider when representing your academic school, yourself as a future healthcare professional, and integrity as an individual. Nursing students should be aware of themselves and mindfully practice patient-centered thinking, apply respectful responses to others, and understand the larger purpose of systems, procedures, and workshop processes.

Written – In a virtual setting, the primary form of communication will be written, mainly through email. This gives students the opportunity to practice professionalism in written context include, but not limited to, email format, document format, go in-depth on a topic or explanation, and double checking for your tone and clarity of your message before submitting or posting your message. We will request that students use their student emails to assist with documenting communication, track conversation topics, and monitor conduct between the student, school being represented, and persons in which the student is communicating with.

Here are some guidelines to assist you in your written communication:

- Use your student email
- Use a professional format when sending and replying to emails
- Provide your phone number so that we can easily follow up with you
- Be courteous and respectful as you represent your school and profession as a future healthcare worker

Verbal – There will be times for verbal communication in a predominately virtual setting where students are expected to speak respectfully with others. When participating in patient health education workshops, nursing students need to be mindful of the use of laymen's terminology following medical terminology to be inclusive and mindful of the general patient audience. This may also include terminology used when speaking in front of a clinical audience versus a patient-centered audience. For example, in our OB-related workshops, nursing students should use the terms "baby, infant, child, kiddo, mother, mom, partner" instead of "the kid" or otherwise de-valuing terms when in front of a patient audience. There will be times where topics discussed may be unfavorable, it is the student's responsibility to remain composed and gather thoughts to be shared with others in a calm, clear, reasonable manner to be better understood and assist the listener. Openly contradicting the professional experience of our workshop instructors is not permitted and any questions or comments related to the workshop information may be addressed in an email following the workshop or in the post-workshop survey. We will address the information accordingly. This will maintain integrity of the instructor and the student.

Here are some tips to help you in written and verbal communication:

- Your first impression matters
- Be prepared to listen by avoiding distracting environments
- Check your judgement at the door to be objective about the information provided
- Look at the big picture and do not dwell on points at the expense of others
- Address your personal biases so that you do not stereotype others
- Choose your words carefully and respectfully

Body Language – Your body language can also be considered non-verbal communication to include, but not limited to, gestures, facial expressions, appearance, tone of voice, speaking volume, eye gaze, physical spacing, touch, and sounds made by the communicator. All these non-verbal communication aspects can enhance one’s message or prove contradictory to the verbal message given. Where written communication may have its disadvantages, when on camera or in-person, this can be an advantage for nursing students to practice professionalism in all settings, especially in the community where employers are in observation of your behaviors.

Here are ways to maintain professionalism through your body language on and off camera:

- Dress appropriately in your nursing uniform or business attire
- Limit environmental distractions such as driving, multitasking, other
- Maintain an interested posture where you lean in to seek understanding and taking notes
- Smiling while speaking will help you pull your intonation up and appear positive
- Actively attempt to maintain healthy eye contact to speaker or lecturer
- Intermittent eye contact is acceptable when actively note taking

Tone of Voice – Your tone of voice or intonation is a component of written, verbal, and non-verbal communication. Nursing students entering potentially high stress healthcare settings will be put in positions under pressure that test your patients and respectful tone of voice. When speaking with your patients, community members, healthcare team members, and organizational staff, it is best to practice minding your tone of voice so that your message is positively viewed and more readily understood.

Here are ways to address your tone of voice:

- Smiling while speaking will help you pull your intonation up and appear positive
- Practice mindfulness or deep breathing to reduce your heart rate to calm yourself in efforts to control your tone of voice as this will infer mood, feeling, and the perception of your message
- Approach your message with a reduced rate of speech, reduced volume and softer pitch to portray a calm and confident speaking position
- If needed, ask for a minute (on mute) to calm your nerves and collect your thoughts before speaking

With this, nursing students need to be aware of possibly miscommunicating with others and compose your comments in a positive, supportive, and constructive manner. Nursing students that have difficulty with regulating your executive function and self-control need to address personal behaviors through counseling, mindfulness training, and seek support through your academic institution and/or healthcare provider.

Here is a helpful acronym to help nursing students **THINK** before you speak:



- T** – is the information TRUE?
- H** – is the information HELPFUL?
- I** – is the information INSPIRING?
- N** – is the information NECESSARY?
- K** – is the information KIND?

### **Nursing Student Responsibilities**

As a future healthcare professional and nursing student practicing the skills needed for work placement, it is the student's responsibility to follow through with proper policies, procedures, and systems as you enter the healthcare setting. In the context of patient health education workshops, nursing student observers are responsible for, but not limited to:

- Reading and following all the workshop registration instructions for nursing students; student should not reach out to instructors or peers to gain access to workshops without proper registration through the registration website ([www.UCIHealth.org/events](http://www.UCIHealth.org/events)); if student need assistance, they can directly reach out to the Patient Education Department for directions or assistance
- Properly identifying yourself as a nursing student observer in all contexts of registration processes, workshop participation, email communication, and verbal and non-verbal communication
- After following all the registration steps, identification processes, and properly attending workshops, students are to obtain their verification of attendance form from your school or academic professor (for WCU students: "Community Experience Project Documentation Form") and complete ALL of the student, academic, workshop information to be submitted as a PDF before requesting verification from the Patient Education Coordinator at [ttvo4@hs.uci.edu](mailto:ttvo4@hs.uci.edu); from here, the Patient Education Department will crosscheck that you have properly registered for workshop as a "student", followed workshop student observer instructions, and have been documented on the workshop instructor's attendance roster before signing your documents
- Professionalism in all contexts (written, verbal, body language, tone of voice, etc.) when communicating with the organization, instructor, in front of a patient audience, and participating patient health education workshops
- Following up on your own student assignments or paperwork with the appropriate parties in a timely manner; be mindful that staff may take a few business days to get back to you depending on their own role and responsibilities
- Any students presenting disrespectful behavior or communication are subject to academic disciplinary action at the discretion of the Patient Education Departments and your university

### **Academic Honesty**

As UCI Health is part of the academic system, we value learning, research, and experience predicated on the existence of an environment of honesty and integrity. As nursing student observers trying to obtain credit for attending patient health education workshops, you are a member of the academic community sharing in the responsibility for maintaining a healthy, honest, academic environment. It is key that you understand and can practice academic honesty and integrity by accepting your individual responsibility for your behavior and work. Academic dishonesty is unacceptable and will not be tolerated at the University of California, Irvine. Bypassing the registration process to obtain access to instructor information or online lectures without going through proper channels, cheating, forgery, dishonest conduct, plagiarism, and collusion in dishonest activities erode the University's educational, research, and social roles.

Any student that knowingly or intentionally help another student perform dishonest conduct, acts of cheating, or plagiarism, will be subject to disciplinary action at the discretion of UCI Health – Patient Education Department and your academic institution.

### **Disciplinary Action & Grievance Appeal**

Nursing Student disciplinary action may occur in such circumstances as, but not limited to:

- Disrespectful behavior or communication through written, verbal, body language, tone of voice, etc.
  - See: Netiquette and Student Responsibilities
- Notably disruptive behavior during workshop observations which may include:
  - Continuous excessive questions during workshop instruction time when you have been directed to wait until the end of workshop or to email your questions/comments after the workshop
    - Students have opportunity to speak with workshop instructors at the end of workshop if time permits, or email communication with follow up questions or comments post-workshop to the Patient Education Department to get answers/relayed information for you
  - Disrespectfully questioning or correction of the professional experience and information provided from our workshop instructors
    - This may imply to patient audience that our professional workshop instructors have questionable knowledge
    - Your questions and comments should be directed through a post-workshop email to the Patient Education Coordinator to mediate and relay out of respect for our workshop instructors with qualifying background, licensees, certifications, and specific experience on the subject at hand
    - Any corrections to information will require references that will be presented to the Patient Education Department for workshop audit and correction; and potentially, patient follow up email based on information update necessity
  - Zoom bombing
  - Inappropriate screensharing
  - Talking or having side conversations while unmuted as the instructor is presenting

- The inappropriate bypassing of the registration process which may including:
  - Sharing instructor information to get into a workshop
  - Sharing the online Zoom login information with students that have not properly registered and not approved to take workshop as a student observer
  - Requesting verification of hours/attendance when registration steps have been missed
  - Student is communicating aggressively or disrespectfully as documented by email or phone call

**The procedures for student disciplinary action may include:**

1. Denial of verification of attendance due to missed registration steps or misconduct related to nursing student responsibilities
2. Written warning to the student and request for professor or academic contact information
3. Directly contacting your academic institution, professor, or dean

**Students interested in grievance appealing disciplinary actions must provide:**

- A formal written (email or hand-written) letter to the Patient Education Department which includes:
  - Proof of proper workshop registrations as a “student”
  - Proof of ALL student registrations steps being met
  - Email communication thread with all parties involved from your academic email
  - Annotations of any verbal communication with all parties involved with time stamps
  - Provide your university contacts, including university site, professor’s information, and dean’s information
  - Any other supportive objective information to state your case

## Student Observer Guidelines

When participating in patient health education workshops as a nursing student observer, students must understand and respect the focus of each workshop, which is patient-centered health education. Our patient health education department works hard to create student observation opportunities therefore workshops may be heavy with nursing students. We ask that all students be **observers** in each workshop and mind the instructor, the instructional time, and patient audience present in the workshops.

Here are some basic guidelines to help us maintain a patient-centered health education workshop as a nursing student observer:

- After properly following online registration procedures, student observers will need to keep your camera on and include “student” along with your full name displayed on the online workshops; this displays active participation, interest in the workshop topic, and positively influences patients to participate in a similar manner
- Use of respectful terminology and tone of voice for the patients and their family members, partners, children, cultures, or other backgrounds/perspectives; we want the patient audience to feel comfortable and safe in a virtual or in-person setting with student observers; this is good

practice for nursing students as you will need to learn to communicate with patients effectively and respectfully as future clinicians

- Use of laymen's terminology to follow any medical terminology used in front of patients; this is good practice for nursing students as you train to become healthcare clinicians working with patients and community members that may not understand medical or clinic terminology or procedures; patient audiences in the workshops may also feel uncomfortable to speak up asking for clarity on the terminology used, so your use of laymen's terms will be helpful to the patient-centered audience
- If you have questions related to workshop agenda or topics, you will need to refer to the educational handouts provided by each workshop instructor before interrupting the workshop instructional time with non-pertinent questions; it is recommended that you review all the patient educational handouts and resources provided on the workshop's registration website and by the workshop instructor so that you are prepared and aware of related or missing information
- Questions and comments that can wait until the end of workshop can be addressed by the workshop instructor in a respectful manner at the end of workshop if time permits; if time does not permit, then the student may inquire by emailing the Patient Education Department which will assist in relaying the information or answering your questions as instructor must stay within their designated workshop time

I \_\_\_\_\_ (print full name), confirm that I have thoroughly read and agree to the student responsibilities for nursing student code of conduct, observation guidelines, workshop registration instructions, and verification steps. I am solely responsible for correct student observer registration, verification of hours and attendance, nursing student code of conduct, and observation guidelines.

\_\_\_\_\_  
FULL NAME (signed)

\_\_\_\_\_  
DATE (MM/DD/YYYY)

**Patient Education Department**

Point of Contact: Tiffany Vo, MPH, CHES

Title: Patient Education Coordinator

Email: [ttvo4@hs.uci.edu](mailto:ttvo4@hs.uci.edu)

Main Hospital Website: [www.UCIHealth.org](http://www.UCIHealth.org)

Main Workshop Website: [www.UCIHealth.org/Events](http://www.UCIHealth.org/Events)