

Critical Blood Glucose

CBG <20 or >500 require a venous sample to be collected NOW and sent to the lab.

- ❑ This is to verify the elevated CBG and provide an accurate glucose level.
- ❑ The lab glucose order will fire automatically.
- ❑ The order is for a **nurse collect**; the nurse must collect and send to the lab within 1.5 hours of the original CBG.
 - ❑ Lab should be collected by the nurse at the bedside.
 - ❑ If there are barriers to the nurse collecting the lab on the unit, contact phlebotomy.
- ❑ The first out-of-range result each day, must be verified by a Lab-performed serum glucose. The clock starts at 0000 (midnight).



Specimen Labeling



All specimens must be labeled correctly before sending to the lab.

Long label goes on specimen container

Color of lab tube for this specimen

Type of specimen source (blood, urine, etc.)

Extra labels, place in confidential shred bin unless in the OR where unused labels will be placed in the bag and sent to the lab

1. Place the correct label on the appropriate tube.
2. The specimen label tells you which tube to place label on.
3. Place unused labels in confidential shred bin unless in the OR where unused labels will be placed in the bag and sent to the lab.

Reminders:

- Verify 2 positive patient identifiers (Name and Date of Birth preferred).
- Scan armband at patients bedside.
- Place labels on specimen and scan while in the patients presence. This should be done prior to specimen being sent to the lab.

Do Not:

- Just place labels in bag
- Stick labels to the bag
- Place label upside down or vertically around specimen.
- Send specimens to the lab with wrinkled labels.

1. Label is applied directly over the manufacturer's label.
2. Label is read from left to right from the tube cap.
3. Label is applied straight from the tube cap downward.
4. Label is flat and without wrinkles.

Non-Sterile Ultrasound Gel Expiration Date

Non-sterile ultrasound gel is now only able to be used for 28 days after opening.

- ❑ Per policy: Non-sterile ultrasound gel is discarded within **28 days of opening**, according to product IFU, or the manufacturer's expiration date, whichever is earliest. **Bottles of gel are labeled upon opening.**
- ❑ **Do NOT Use Nonsterile Gel (bottled ultrasound gel)**
 - **Never** use nonsterile bottled ultrasound gel for procedures involving skin puncture or surgical sites.
 - Do not use nonsterile ultrasound gel for **pre-procedure visualization**

Policy: [Viewing Safe Handling of Non-prescription Gels, Lotions, Liquids, Creams, Ointments and Salves Used in the Medical Setting, IC.IP.0005](#)



New CareBag Bedpan/Bedside Commode Liners-Available 3/3/26

- New Bedpan/Bedside Commode Liners will be available for use beginning Tuesday 3/3/26.
- These can be used for bedside commode or bedpans.
- Bedside commode buckets and bedpans will both still be **single patient use**, even if a liner is used.
- CareBag liners will be discarded in a **red biohazard bag** and placed in the red bin.



New Product at Mission Hospital: Sara Flex lift – Rehab use only

- The acute rehab department at Mission Hospital now has access to the Sara Flex lift
- Physical and occupational therapy will determine patient appropriateness for use of this product
- Nursing staff should **NOT** attempt to use this product with patients
- Sling attachments are reusable and need to be cleaned between patients. If a sling is found, please contact the rehab department at 828-213-8660.



Quick Start Guide

The Learning Institute's Online Platform

Logging In

1. Go to <http://www.healthstream.com/hca>.
2. Follow any prompts asking you to link your password, add licenses and certifications, and/or choose educational interests. You can change or update information later.



Navigating the Platform

The screenshot shows the HCA Healthcare Learning Institute platform interface. The top navigation bar includes a search bar (1), a user profile icon (2), a notification bell (3), and a home icon (4). The main content area is divided into several sections: 'Your To-Do's' (5) with 'Assigned Learning' (4) and 'Your Calendar' (6); 'Elective Learning' (7) with three course cards; and a 'Checklist Unlocked' notification (8) for a class on November 13th, 2025. The left sidebar (9) contains navigation options: Home, Discover (8), Collections (9), Pathways (10), and Portfolio (11). The HCA Healthcare logo is visible in the top left corner.

Label explanations →

Support

- Contact your HealthStream administrator
- Contact the HCA Service Desk by calling 800-265-8422, [live chatting online](#), or [submitting a self-service ticket](#)



Quick Start Guide

The Learning Institute's Online Platform



- 1. App Drawer** - Click this icon to access apps within the Learning Institute's Online Platform. Available apps will vary based on your role.
- 2. CE Tracker** - Click here to manage your Continuing Education.
- 3. Checklist** - Checklist evaluators click here to manage checklists.
- 4. My Team** - Managers and My Team Proxy Managers click here to manage your team's learning.
- 5. Assigned Learning** - View your current assigned courses, curriculums, and equivalentents.
- 6. Your Calendar** - View your upcoming live events that you have registered for. If the event is virtual, you can join the event on the event date by clicking **Join Meeting**.
- 7. Elective Learning** - View your elective content. (Note: only electives you have started will appear here. See #8 for locating electives you haven't started).
- 8. Discover** - Search through available learning content and start learning or bookmark () content to add it to your collections (see# 9). To find Continuing Education (CE) courses, search for **CE Unlimited**.
- 9. Collections** - Curate your own groups ('collections') of learning content for future learning or reference. View learning content you've bookmarked.
- 10. Pathways** - Browse curated learning paths with specific end goals.
- 11. Portfolio** - View your learning history, certifications, Licenses, and (coming soon) CE certificates.

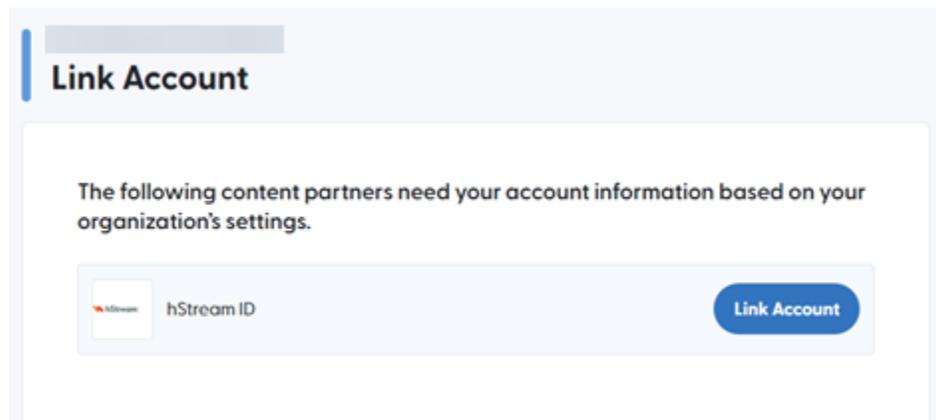
Learning Institute's Learning Experience Platform Frequently Asked Questions for Students

How do I log in?

The link has not changed, so use the same link you used to log in to the "old" HealthStream, which should go to www.healthstream.com/hca. A message appears that will redirect you to the Learning Institute's Learning Experience Platform when you click the **Continue** button. If you have trouble with this link, you can also use this direct link to the Learning Institute's Learning Experience Platform: <https://app.hstream.com/login/hca>.

How do I get help if I can't log in?

First, ensure you are going to www.healthstream.com/hca to start the Learning Institute's Learning Experience Platform. Upon the first login, you will be asked to either link your hStream ID by clicking **Link Account** (see below), or asked follow the prompts for creating an hStream ID.



If you get an error message or you are unable to complete the login process, please contact HealthStream vendor support directly at **877-301-4786**.

Note: HealthStream cannot help with any issues other than login issues. If you need help with anything else, please contact your HealthStream administrator or the HCA Service Desk by calling 800-265-8422, [live chatting online](#), or [submitting a self-service ticket](#).

What do I see after I log in the first time?

You will see prompts and questions for linking or creating your hStream password, adding your licenses and certifications, and choosing your interests. If you want to add or change this information later, you can use the **Portfolio** page for licenses and certifications, and the **Discover** page for your interests.

How do I bookmark the Learning Institute's Learning Experience Platform site?

A bookmark for HealthStream or the Learning Institute's Learning Experience Platform should use one of the URLs shown below. If you add a bookmark, you will have to edit it after you create it and update the URL. Due to Single Sign On, saving and bookmarking the redirected link for www.healthstream.com/hca will eventually stop working. Edit your bookmarks to appear like the one below.

Edit bookmark

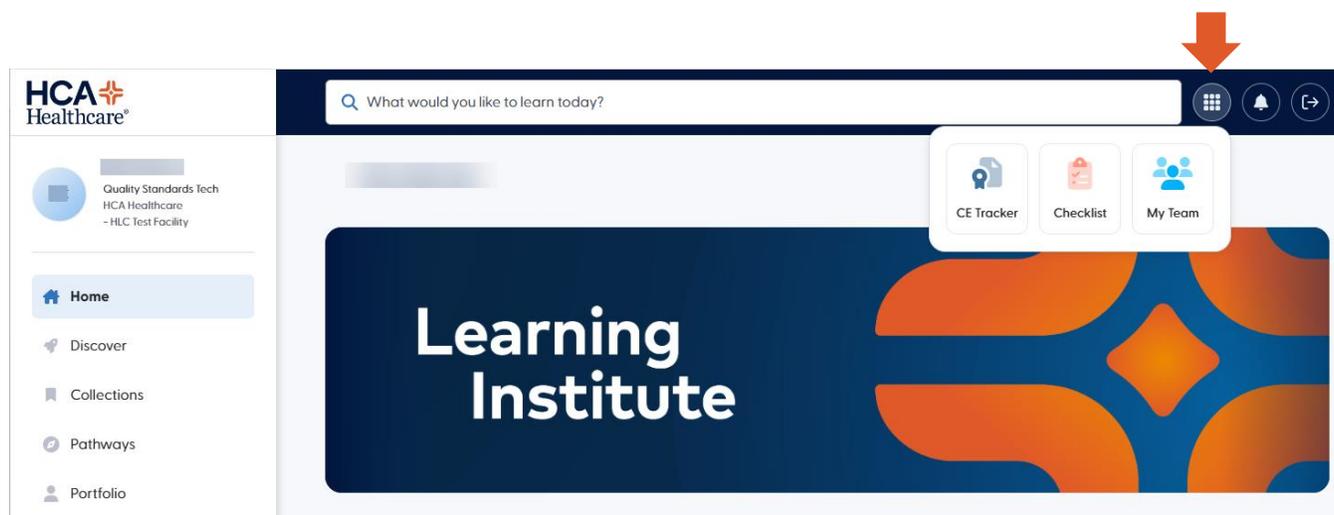
Name	HealthStream Learning Center
URL	www.healthstream.com/hca

Edit bookmark

Name	Learning Institute
URL	https://app.hstream.com/login/hca

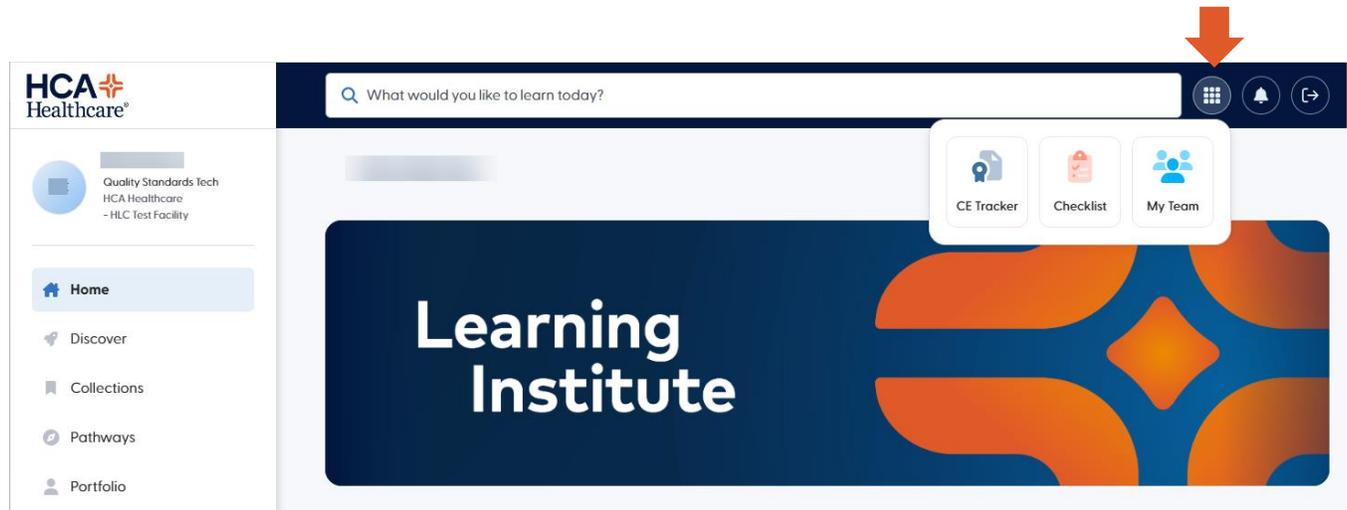
I am a manager or a My Team proxy manager. Where do I find My Team?

Upon first login, you can find My Team in the App drawer in the upper right corner.



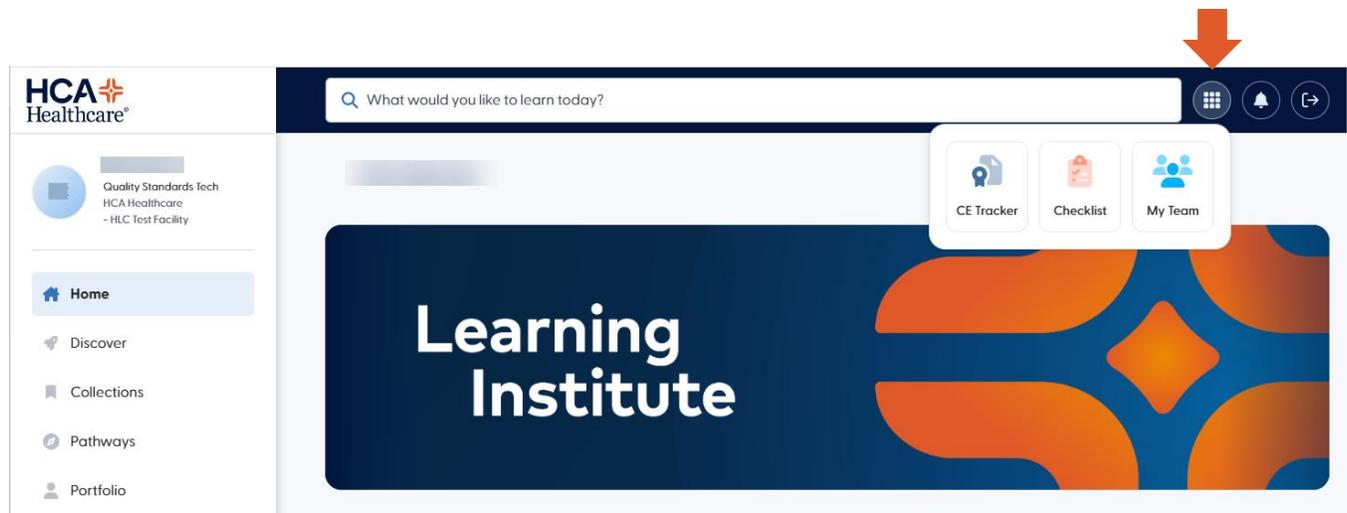
I am a Checklist Evaluator. Where do I find Checklists?

Upon first login, you can find Checklists in the App drawer in the upper right corner.



I need to manage my Continuing Education. Where do I find CE Tracker?

Upon first login, you can find CE Tracker in the App drawer in the upper right corner.



Where are my HealthStream Courses, Curriculums, and Equivalents?

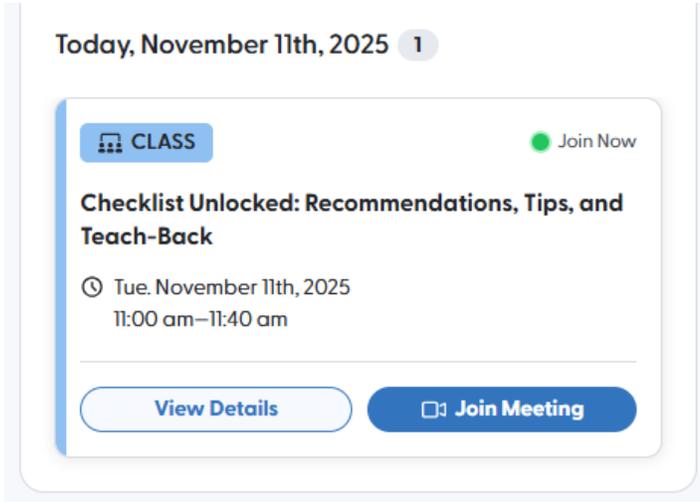
Find your assigned courses, curriculums, and equivalents in **Assigned Learning**, and find your elective content in **Elective Learning**.

Note: Only elective courses that you have started will show in Elective Learning. You can bookmark content that interests you that you want to return to. For bookmarking steps, see the question [How do I save or bookmark a course that I would like to review later?](#)

The screenshot displays the HealthStream Learning Institute dashboard. At the top left is the HCA Healthcare logo. A search bar at the top center contains the text "What would you like to learn today?". The main header features the "Learning Institute" logo and a large orange and blue graphic. Below the header, the "Your To-Do's" section is highlighted with a red box. It includes a sub-section for "Assigned Learning" with filters for "All 4", "Past Due 3", and "Due Soon 1". Three items are listed: "UKG Workforce Management for Time Editors Fast Track" (COURSE - Due: Sep. 30, 2025 - PAST DUE), "2025 Be the Hero for Leaders" (COURSE - Due: Oct. 31, 2025 - PAST DUE), and "2025 Code of Conduct Refresher Equivalent" (EQUIVALENT - Due: Oct. 31, 2025 - PAST DUE). To the right is a "Your Calendar" section showing a calendar for November 2025, with the 12th highlighted. Below the calendar, it states "Today, November 12th, 2025" and "You have no events scheduled for today." At the bottom, the "Elective Learning" section is highlighted with a red box, showing three items: "UKG Workforce Management for" (COURSE), "Technical Lead - Role" (COURSE), and "Multidisciplinary Rounds" (CURRICULUM).

How do I attend a live virtual event?

Your Calendar on the home page shows the upcoming live events you have registered for. You can join virtual events on the event date by clicking **Join Meeting**.



Today, November 11th, 2025 1

CLASS Join Now

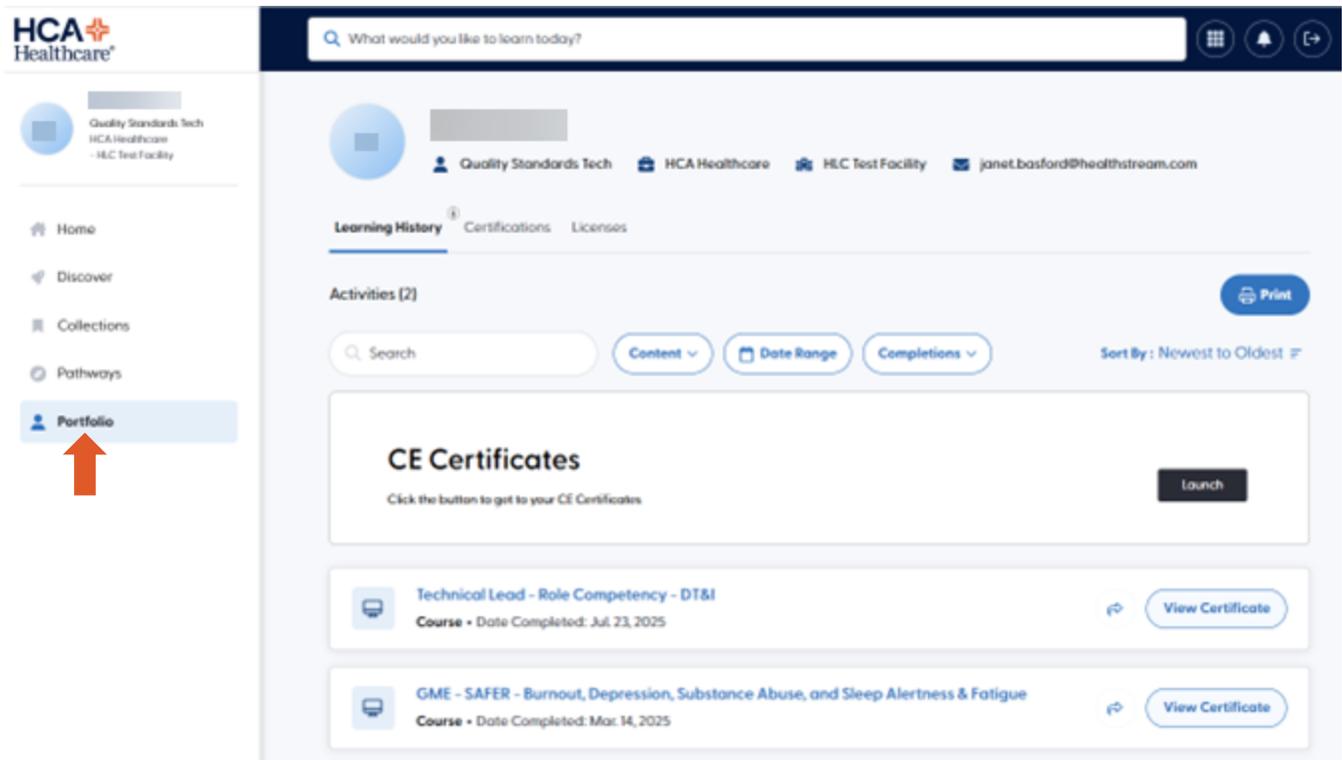
Checklist Unlocked: Recommendations, Tips, and Teach-Back

Tue. November 11th, 2025
11:00 am–11:40 am

[View Details](#) [Join Meeting](#)

Where do I find my transcript of completions?

Click **Portfolio**.



HCA Healthcare

Quality Standards Tech
HCA Healthcare
- HLC Test Facility

Home
Discover
Collections
Pathways
Portfolio

What would you like to learn today?

Quality Standards Tech | HCA Healthcare | HLC Test Facility | janet.basford@healthstream.com

Learning History Certifications Licenses

Activities (2) Print

Search Content Date Range Completions Sort By: Newest to Oldest

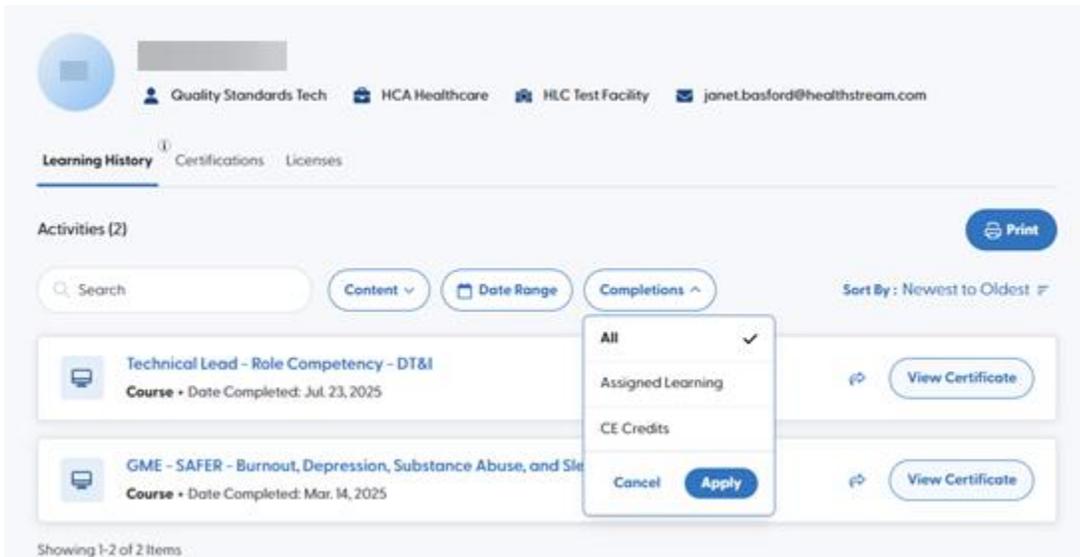
CE Certificates
Click the button to get to your CE Certificates Launch

Technical Lead - Role Competency - DT&I
Course • Date Completed: Jul. 23, 2025 View Certificate

GME - SAFER - Burnout, Depression, Substance Abuse, and Sleep Alertness & Fatigue
Course • Date Completed: Mar. 14, 2025 View Certificate

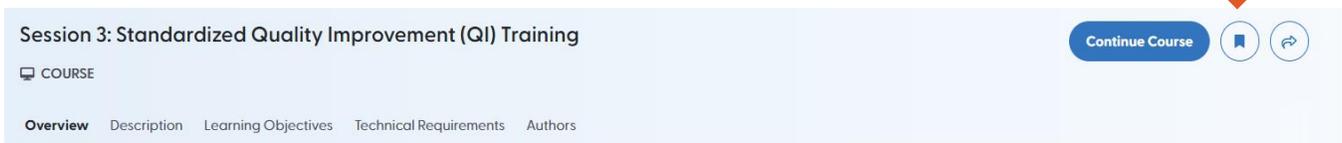
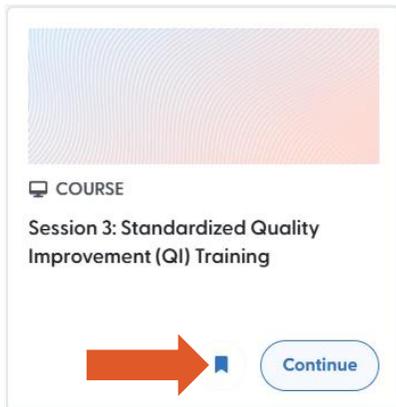
How do I show my CE credits on the Portfolio page?

Click **Completions**, **CE Credits**, and **Apply**.



How do I save (or bookmark) content that I would like to review later?

Click the Bookmark icon to add a bookmark to the content. This adds it to the **All Bookmarks** section of the **Collections** page. See the screenshots below for two locations where you can find the Bookmark icon.



How do I get help?

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- Contact the HCA Service Desk by calling 800-265-8422, [live chatting online](#), or [submitting a self-service ticket](#)