# Bon Secours Mercy Health Nursing
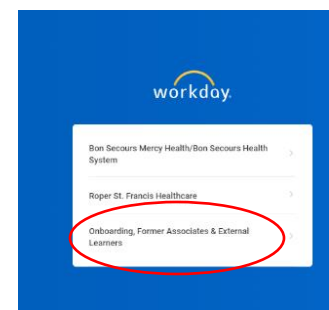### Innovation • Excellence • Faith • Professional Development

## Directions for Instructors using CBB for Clinical Rotations at BSMH Facilities

1. If you do not already have a CBB account, you will need to place an order for one using the Package Code provided to you or your clinical coordinator.
2. You will receive an email when your clinical coordinator assigns you to a clinical experience.
3. Log in to CBB
4. Navigate to Checklist to complete CBB requirements
5. Once CBB requirements are completed, the first BSMH checklist items will appear:
   a. BSMH Confidentiality and Security Agreement
   b. BSMH Student/Instructor Form:
      i. Social Security # (or VISA ID #)
      ii. School faculty ID #
      iii. Choose **"CBB Nursing Instructor"** from the drop-down menu
   c. BSMH COVID-19 Form: Manufacturer and date of vaccination
   d. BSMH COVID Upload: Upload an image of your vaccine card/record
6. **IMPORTANT!** You (or your clinical coordinator) must ACCEPT or REJECT each of the above items submitted by your students for their information to be sent to BSMH.
   a. Navigate to the Review Station or ProAdvantage Tracker to review student checklist submissions. Timely review is imperative!
   b. Once these are approved by you or Clinical Coordinator, the student information will integrate with our Workday (HR/LMS) system to create a student/instructor account. The student will receive instructions to log in via email. They must then log in to Workday to complete their learning modules.
7. When you complete your own checklist items, and they are approved by your clinical coordinator, you will receive 3 emails from BSMH (from the email address *easyservice@myworkday.com*). It is VERY important to read each of these emails as they will contain instructions and login information for Workday to complete your learning requirements.
8. Follow the instructions to log in to Workday to complete the learning modules. Be sure to select "Onboarding, Former Associates & External Learners" when you log in.



## Bridges™
### powered by CastleBranch

1/16/2024 LND

https://wd5.myworkday.com/wday/authgwy/easyservice/login.htmld?returnTo=%2feasyservice%2fd%2fhome.htmld

<mark>Your learning modules will not appear until 24-48 hours after your workday account is created.</mark>

These MUST be completed within 7 days and BEFORE the first day of clinicals. Approximate times are included below:

   a. BSMH Nursing Instructor Orientation (Completed Once)
      i. WD EPIC Inpatient Nurse eLearning Module (105 mins)
      ii. Student Clinical Orientation (30 mins)
      iii. BSMH Omnicell Patient Care in a Profiled Environment (Inpatient Areas) (45 mins)
      iv. BSMH Omnicell Anywhere RN Nurse Training Standalone (Inpatient Areas) (15 mins)
   b. BSMH Annual Nursing Instructor System Mandatory Training (Completed annually)
      i. 2024 New-Hire COVID-19 Attestation: Self-Monitoring of Symptoms (5 mins)
      ii. 2024 New-Hire Compliance Corporate Education (30 mins)
      iii. 2024 New-Hire HIPAA and PHI Training (50 mins)
      iv. 2024 New-Hire Code of Conduct Training (15 mins)

To access your learning modules in Workday, please select Learning and then My Learning
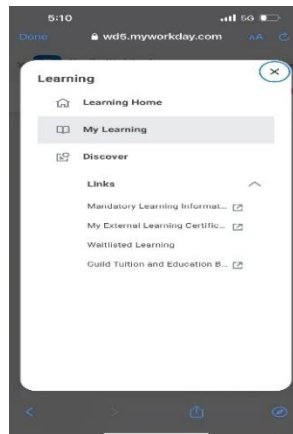


9. Once you have completed these learning modules, log back into CBB and navigate to your checklist to complete the 2nd set of BSMH Requirements:
   a. Workday Attestation (confirming your completion of the learning modules)
   b. Student and Instructor Agreement
   c. Instructor Expectations
   d. BSMH Flu Form: Manufacturer and date of vaccination
   e. BSMH Flu Upload: Upload an image of your vaccine card/record

Please Note: If it is not currently "Flu Season," you and your students may leave this item blank.

As the instructor, you or the clinical coordinator must *OVERRIDE – Complete* this item for the students to show as complete in ProAdvantage Tracker. The clinical coordinator must *OVERRIDE - Complete* this item for you.

10. **IMPORTANT!** ALL students and the instructor must fully complete all BSMH checklist items prior to entering the hospital for the first day of clinicals. It is the school's responsibility to ensure that all students are complete. Any students that have outstanding items must be removed from the experience.

11. You will receive 2 additional emails from BSMH *(IAMHome Notification Service "noreply@mercy.com")* with your login and password information for EPIC, our Electronic Health Record. ==*Remember, the log in for EPIC is different than the log in for Workday! *==

\*Wait until first day of clinical to change epic password onsite, **do not** attempt to change using this e-mail link:

In order to access the BSMH systems, please follow the directions below:

1. Retrieve Your Network Account User Name and Domain from the other email.

2. Go to the Password Change site: https://BSMHADFS.health-partners.org/adfs/portal/updatepassword/

12. Congratulations! You have completed all the requirements to facilitate clinicals at BSMH!

**Troubleshooting and Tips:**

✓ Not seeing emails from BSMH? Check your Junk or Spam email folders, of the e-mail you used to register in CBB.
✓ If you are also a BSMH employee, you will have 2 separate workday accounts, one for your BSMH role and one for your student role.
✓ If you cannot log into workday, call the helpdesk 1-833-691-4357– **you cannot use the "forgot password" function**
✓ If you are having issues with a workday module loading, first:
  o Use Google Chrome as the browser, if possible
  o Clear your cache in your browsing history
  o Close the module, and log in again

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If none of these actions help, then we recommend you call the BSMH Help Desk at 1-833-MY1HELP (1-833-691-4357).

Please ensure you tell them:

1. You are a CastleBranch Bridges Instructor
2. The exact name of the module you are having trouble with and what the issue is.

**Resources:**

- For technical issues with your CastleBranch Bridges account i.e., unable to sign a form or missing checklist items, please reach out to the email BSMH-Undergraduate-Nursing-Student-Resource@Mercy.com
- For Workday issues i.e., password resets, issues in the learning modules, or you do not have any learning modules on your workday account **after the 24-48 hour wait**, please call the BSMH IT help desk.
  **Call the BSMH Help Desk:** 1-833-MY1HELP (1-833-691-4357)

  Make sure you let them know these things:

1. You are a CastleBranch Bridges Instructor
2. You are unable to access Workday as an external learner with your security questions.

- If you have looked and are unable to find your workday email and all your checklist items have been approved in CBB, please email BSMH-Undergraduate-Nursing-Student-Resource@Mercy.com .

## Troubleshooting student document issues:

✓ Documents that are accepted by CBB include jpegs, pdfs, and png files, and must be less than 5 MB.
  o Instruct students to crop image to include only the card, often background images increase the file size and may cause uploading challenges.
✓ Students reporting difficulty completing a checklist item, may require you to "Reset" the item:

Steps to Reset Checklist Items:

- From Dashboard click on review documents ( far right)
- Change the status from pending to incomplete and hit filter
- On far left, type in students name and hit enter
- Click on requirement you wish to reset
- Hit reset under document view screen

- This will allow the open button on the requirement to repopulate (takes just a minute) for student to resubmit
- Student will need to correct their image and resubmit

## Resources available to help learn about CastleBranch Bridges (CBB):

a. https://login.castlebranch.com/login
b. CB Bridges University – Self-guided training videos



- CB Bridges Support: 888.723.4263 or email cbbridgescustomersupport@castlebranch.com

- CB Bridges Bon Secours Mercy Health User Guide – detailed instructions pertinent to scheduling clinical rotations for your undergraduate nursing students at a BSMH facility. ***All responsibilities below are covered in detail in this User Guide (UG).

> Questions or concerns? We are here for you!
>
> BSMH-Undergraduate-Nursing-Student-Resource@Mercy.com