ABOUT MARIANJOY REHABILITATION HOSPITAL

Marianjoy Rehabilitation Hospital is located in Wheaton, IL and offers 127 acute inpatient rehabilitation beds for adult and pediatric patients recovering from illness or injury who require medical and nursing care along with intensive therapy to regain their function and independence following an acute care hospitalization.

The hospital is a free-standing 170,000 square foot facility with a number of unique inpatient and outpatient rehabilitation offerings including specialty programs focused on the post-acute care treatment of stroke, spinal cord injury, brain injury, pediatrics and orthopaedic/musculoskeletal conditions. Patients are treated by specially trained physicians, nurses and therapists using the latest and most advanced rehabilitation technology available.
OUR MISSION, VISION, AND VALUES

OUR MISSION

• Northwestern Medicine is an integrated academic health system where Patients First is a core value.
• We are all caregivers or people who support caregivers.
• We are here to improve the health of our community.
• We have an essential relationship with the Northwestern University Feinberg School of Medicine.
• We integrate education and research to improve excellence.

YOU ARE CRITICAL TO ACHIEVING OUR MISSION.

OUR VISION

We aspire to be the destination of choice for people seeking quality healthcare and for those who provide, support and advance through leading-edge treatments and breakthrough discoveries.
OUR MISSION, VISION, AND VALUES

OUR CORE VALUES

All members of the Northwestern Memorial family believe in and practice these core values:

• **Patients First:** We put the patient first in all we do. No matter where in the hospital we work, we remember always that caring for the individual patient and his or her family is at the heart of our mission and our philosophy.

• **Integrity:** We adhere to an uncompromising code of ethics that emphasizes complete honesty, transparency and sincerity. Through our words and actions, we earn the complete trust of our patients and their families, our community and our coworkers. We seek to do the right thing, always and everywhere, in our day-to-day work and lives.

• **Excellence:** We continuously strive for excellence. We never stop learning and working to improve our skills, programs and services.

• **Teamwork:** We can only achieve our mission and goals by working together. Through the collective and coordinated efforts of our staff, we apply our diverse talents, backgrounds, ideas and experiences to create solutions and benefit patients. We value team success over individual success.
COMPLIANCE AND PRIVACY

CONFIDENTIALITY

All patient, employee, organization, physician and customer information must be:

• Accessed on a need to know basis. Information should be limited to the minimum amount needed to care for the patient or complete the business transaction.
• Disclosed only to authorized individuals or entities for the purpose of treatment, payment or healthcare operations.
• Recorded or shared for legitimate clinical or business reasons only. Names or any other identifiable information may not be used in verbal or written communications outside of the health system.
• No documents with PHI should be printed or copied and removed from the organization for any purpose.

Agency, contractors and students may only use computer equipment for which they have authorized use, and may access records in any database only by use of their own security access. Security access is also considered confidential information and should not be given to any unauthorized person as a means of obtaining confidential information.

Seeking to obtain and/or use, or discussing of confidential information with anyone other than an authorized person at a Northwestern Medicine facility or Marianjoy Rehabilitation Hospital for reasons other than legitimate business reasons is considered serious misconduct and is grounds for immediate separation from the experience at Marianjoy Rehabilitation Hospital.
COMPLIANCE AND PRIVACY

HIPAA PRIVACY:
The Compliance Office is responsible for oversight of the HIPAA Privacy Program. The Privacy Rule as a subpart of the Health Insurance Portability and Accountability Statute (HIPAA) requires healthcare providers to have comprehensive programs that address patient privacy.

Privacy Rule is how Protected Health Information (PHI)/medical information may be used or disclosed in providing a patient’s treatment. The Privacy Rule exists as a patient rights standard, which are: permitted disclosures for health care delivery and notification purposes, permitted disclosures to patient’s personal representative, and patient control over PHI accuracy, use, and disclosure, patient’s right to receive a copy of their medical record and right to request an amendment to one’s medical record.

CAREGIVER MISCONDUCT:
It is the responsibility of all to report suspected abuse or neglect of the patient to the Department Supervisor/Manager for direction and assistance with information gathering and/or reporting to the appropriate authorities. Patient Abuse can include abuse, neglect, or misappropriation of property exploitation, or human trafficking.

There are laws intended to protect clients in health care settings from abuse, neglect, or misappropriation of property. All patient allegations of verbal abuse or of intimidating or threatening behavior will be taken seriously. If you suspect caregiver misconduct, you should contact your supervisor and/or the patient’s physiatrist.
CORPORATE COMPLIANCE AND INTEGRITY

Each one of us has a role in creating and maintaining an ethical workplace. Here are some ways you can do your part:

• Know and uphold the Code of Ethics of your profession.
• Protect the health information of our patients and your colleagues as you would protect your own.
• Avoid situations where your personal interests could impact your decision making.
• Trust your instincts and ask questions if you are unsure or if something does not feel right.
• Report any concerns or violations of your professional Code of Ethics to your clinical instructor, or you may contact the NM Corporate Compliance and Integrity Team.

<table>
<thead>
<tr>
<th>CONTACTING YOUR CORPORATE COMPLIANCE AND INTEGRITY TEAM</th>
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<tbody>
<tr>
<td>Direct Phone: 630.909.8032</td>
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<tr>
<td>Confidential Hotline: 844.339.6271</td>
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<tr>
<td>Email: <a href="mailto:Corporate.integrity@nm.org">Corporate.integrity@nm.org</a></td>
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<tr>
<td>Online: NMI Corporate Compliance and Integrity Department page.</td>
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</table>
COMPLIANCE AND PRIVACY

NOTIFICATION OF SAFETY OR QUALITY CONCERNS TO THE JOINT COMMISSION:

Any time that an employee or student has a concern about the safety or quality of care provided, they may report these concerns to The Joint Commission (TJC). The mission of TJC is to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations.

There will be no disciplinary action taken if an employee or student reports a concern.

To contact The Joint Commission, go to the website: www.jointcommission.org
Northwestern Medicine is an integrated academic health system where the patient comes first. Our staff is dedicated to ensuring that each patient is treated with dignity and as an equal partner in care. We will care for you with skill, compassion and respect. You can help us make your healthcare experience safe by being an active, involved and informed partner with your healthcare team.

Northwestern Medicine is a community of caregivers who welcome, respect and serve all people without regard to age, race, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression and Vietnam or other veteran status.

Northwestern Medicine is committed to inclusive care, and will provide free aids and services to patients and their companions with disabilities, as well as free and confidential language services to patients and companions whose preferred language for healthcare communications is not English, to ensure effective communication regarding patient care. Ask a NM employee to assist in getting the appropriate resource.

Our patients have the right to:

- Access
- Respect and Dignity
- Coordination of Care
- Physical Comfort
- Emotional Support
- Information, Education and Communication
- Involvement of Family and Friends
- Transition and Continuity of Care
- Nurse Staffing and Staff Training
Pain Management is a basic patient right and also improves a patient’s ability to heal.

Patients are informed of their pain management rights in many ways. It is important to acknowledge the patients’ concerns about pain and to take action to improve the patient’s comfort through non-pharmacologic as well as pharmacologic interventions.

It is everyone’s responsibility to report a patients’ pain concerns to the appropriate unit nurse.
CULTURAL COMPETENCE

"Cultural Competence is the ongoing capacity of health systems and professionals to provide for diverse populations, high quality of care that is safe, family-and patient-centered, evidence based and equitable." - National Quality Forum

Considerations for cultural competence may include the following:

- Patient primary language or method of communication
- Culturally defined communication style
- Religious and spiritual beliefs and practices
- Dietary, daily self care and dress practices
- Sexual orientation, gender identity, and cultural gender roles
- Health practices or beliefs related to a person’s culture
HARASSMENT OR VIOLENCE IN THE WORKPLACE

Marianjoy supports a work environment that is free from all forms of harassment or intimidation based on age, race, creed, color, handicap, marital status, gender, national origin, ancestry, sexual orientation or any other prohibited basis of employment discrimination.

Marianjoy will not tolerate any acts or threats of violence including intimidation, verbal or physical harassment, verbal or physical assault, coercion or threatening behavior of any kind.

If you feel that you are experiencing or witnessing harassment, notify your clinical instructor immediately.
WORKPLACE HEALTH AND SAFETY

At Northwestern Medicine, the well-being of our patients, employees and students is of the utmost importance. We ask that you, as a student of the Northwestern Medicine family, engage in safe behaviors and promote injury and illness prevention efforts to advance the well-being of our workforce.

HEALTH AND SAFETY RISKS IN THE WORKPLACE

You have the right to know about the health and safety risks associated with working in the healthcare environment. Some of the risks include, but are not limited to, the following: back injuries from handling patients or materials, blood and body fluid exposures, slips, trips, falls, exposure to hazardous materials, and assaults.

We protect our employees and students from these risks by removing hazards once they have been identified, implementing engineering controls and putting administrative controls in place to prevent future injuries and harm.
### YOUR RIGHTS AND RESPONSIBILITIES REGARDING WORKPLACE HEALTH AND SAFETY

While at Marianjoy Rehabilitation Hospital, you have the following rights and responsibilities:

<table>
<thead>
<tr>
<th>YOU HAVE THE RIGHT TO:</th>
<th>YOU ARE RESPONSIBLE FOR:</th>
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<tbody>
<tr>
<td>Work in a safe environment</td>
<td>Following annual competency</td>
</tr>
<tr>
<td>Know what hazards exist in your workplace</td>
<td>Reporting any hazards or unsafe conditions to your sponsoring manager</td>
</tr>
<tr>
<td>See the results of any safety audits or environmental monitoring reports conducted in your department or work area</td>
<td>Wearing or using required protective equipment while working</td>
</tr>
<tr>
<td>Call Occupational Safety Health Administration (OSHA) without the fear of the organization retaliating against you</td>
<td>Reporting any workplace injury or illness and seeking medical treatment properly</td>
</tr>
<tr>
<td>Accompany an OSHA inspector during an inspection of your work area</td>
<td>Complying with all applicable OSHA and regulatory safety standards</td>
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</table>
ERGONOMICS

Ergonomics is the science of applying the characteristics of the person when designing a workstation or considering the tools needed to do the job. It is important that your workstation is set up in the most effective and safest way possible to prevent injury.

Workstation ergonomic evaluations can be performed by contacting your department manager or Occupational Health & Employee Safety.

A catalog of approved ergonomic equipment is available on the Occupational Health & Employee Safety department page of NM Interactive.

HAZARD COMMUNICATION

Employees and students have the “right to know” about hazards and risks associated with the chemicals/hazardous materials used within their department and in their work environment.

A hazardous material is any substance that can cause physical health problems when not handled safely. Common types of hazardous materials in the healthcare environment are:

- Flammables
- Corrosives
- Poisons/Toxins
- Reactives/Explosives
- Compressed Gas

The four ways employees and students can be exposed to hazardous materials in a healthcare setting are ingestion, skin absorption, inhalation and injection.

*Be sure that your patients — and you — avoid them.*
SAFETY DATA SHEETS

Safety Data Sheets (SDSs) are provided by the manufacturer and contain helpful information about the substance, including how to handle it in an emergency situation.

The Hazard Communication Standard requires new SDSs to be in a uniform format, and include section numbers, heading, and associated information.

HOW TO OBTAIN AN SDS

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<tr>
<td>1</td>
<td>Ask an NM employee or Corporate Health for assistance. Additionally, contact your therapy supervisor or page Nursing Supervisor Pager (630-680-5250) for next steps.</td>
</tr>
<tr>
<td>2</td>
<td>Should your role provide you with access to NMI, login appropriately and under the “Applications” tab, scroll down to “Safety &amp; Risk”.</td>
</tr>
<tr>
<td>3</td>
<td>Click on the ”Safety Data Sheets” tab. Once page populates, click the “Select Location” Button and choose “Marianjoy”.</td>
</tr>
<tr>
<td>4</td>
<td>In the search section, type the Product Name, Manufacturer Name or both, then click on “Search”.</td>
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</tbody>
</table>
## Protecting Yourself During a Hazardous Materials Spill

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Leave the area, closing the door behind you</td>
</tr>
</tbody>
</table>
| 2    | Dial the **emergency number** to report the spill/release:  
Marianjoy Campus  
630.909.7180 |
| 3    | Explain the incident details to the operator, including the spill/release location and name of the material |
| 4    | Stop people from entering the area until the response team arrives |
**SHARPS DISPOSAL & BIOHAZARDOUS WASTE**

**SHARPS DISPOSAL**
Activate all sharps safety features or mechanisms, prior to disposal in designated containers.

All sharps, including syringes with or without needles, scalpels, lancets and broken glass, must be disposed of in designated rigid containers.

All sharps containers should be secured or stabilized to prevent them from falling over.

Never attempt to recap, bend or break contaminated sharps.

**BIOHAZARDOUS WASTE**
Biohazardous waste (also known as “red bag” waste or potentially infectious medical waste [PIMW]), includes all items contaminated with blood or bloody body fluids that are not contained or may leak or drip.

These items should be segregated at the point-of-use and placed in a receptacle lined with a red bag. Think before you dispose of waste.

Containers for disposal are located in each soiled utility room.

Items such as coffee cups, packaging, paper towel waste, clean blue wrap, gloves, diapers and pizza boxes are not considered potentially infectious and should not be placed in the red bag waste containers.

Biohazardous waste must be placed in a red bag, red container or bag with a biohazard label.

Specimen transport bags (and any other bags with a biohazard symbol) are to be used only for transporting blood, specimens, or other hazardous materials.
IN ANY HEALTHCARE SETTING, EXPOSURE TO RADIATION IS POSSIBLE.

It is important to read warning labels or signs before entering unfamiliar departments or areas.

All areas and sources of radiation will be marked with the universal radiation symbol.

Do not enter these areas or handle their objects if you are unsure of the environment.

Contact your designated Radiation Safety Department or Radiation Safety Officer with any questions or concerns regarding radiation.

WAYS TO PROTECT YOURSELF FROM RADIATION EXPOSURE INCLUDE:

1) Limiting your time. Spend as little time as necessary around the radiation source.

2) Maximizing your distance. Stand as far away from the source as possible. Stay behind shielding during a procedure with the door closed (if possible). If you must hold a patient during a procedure or test, avoid direct exposure.

3) Using shielding, such as lead aprons, to avoid direct exposure to the radiation source.
If you are injured at your clinical site inform your instructor immediately.

Emergent or urgent medical care shall be provided, as appropriate and consistent with the capability and policies of the site.

You shall bear financial responsibility for charges associated with said treatment. Marianjoy Rehabilitation Hospital is not able to provide routine healthcare to students and requires that students maintain their own health insurance coverage.

Should you become too ill to report to your assigned area, you will be informed about whom to contact. Notification of illness or absence should be made as soon as possible before the start of the shift.

It is your responsibility not to expose staff or patients to communicable diseases.
HAND HYGIENE

HAND HYGIENE IS THE SINGLE MOST EFFECTIVE WAY TO PREVENT THE SPREAD OF INFECTION

- Hand hygiene includes using alcohol-based hand sanitizer or soap and water.
- To use alcohol-based hand sanitizer, rub one pump (1ml) of sanitizer on all surfaces of hands and nails, allowing it to dry on hands. Do not rinse or wipe off excess product.
- To wash hands, use vigorous friction with soap and water for at least 15 seconds then rinse and dry thoroughly. Use a paper towel to turn off the faucet.
- Artificial fingernails are strictly prohibited for all healthcare workers who have direct patient contact or contact with patient environments.

THE RESPIRATORY HYGIENE/COUGH ETIQUETTE PROGRAM

The Respiratory Hygiene/Cough Etiquette program, recommended by the Centers for Disease Control and Prevention, is in place throughout the hospital. The displays/kiosks contain tissues, alcohol hand wipes and masks to be used by our patients, visitors and staff to help prevent the spread of infections such as colds and flu. Patients, visitors and staff should:

- Encourage everyone to practice healthy habits, including hand hygiene.
- Cover nose and mouth with tissue when coughing or sneezing.
- Sneeze in the upper sleeve if tissue is not available.
- Wash hands, use alcohol hand gel or moist alcohol hand hygiene wipes after coughing or sneezing.
- Avoid touching eyes, nose or mouth.
- Do not go to work or school, run errands or visit people in the hospital when sick.
BLOODBORNE PATHOGENS STANDARD

Bloodborne Pathogens Standard is a regulatory document published by OSHA. These regulations require healthcare facilities to protect their workers from exposure to blood/body fluids through training, providing PPE and engineering controls, creating a safe work environment and providing a plan for management of accidental exposures to blood and body fluids.

ENGINEERING CONTROLS

Engineering controls are devices or controls that isolate or remove the bloodborne pathogens hazard from the workplace.

They can include:
- Sharps containers
- Spill kits
- Leak-proof containers
- Centrifuge covers/splash shields
- Needleless or blunt cannula systems
- Safety syringes or sharps with engineered sharp injury protection

SAFE WORK PRACTICES

Safe work practices are activities you can control to make the environment safe for everyone. Eating, drinking, applying cosmetics or manipulating contact lenses are activities that should only be performed in areas where there is no risk for contact with blood/body fluids.
**STANDARD PRECAUTIONS**

Standard Precautions is based on the premise that transmission of disease occurs when healthcare workers are exposed to persons with undiagnosed infectious diseases.

This means that the blood and body fluids of all patients are considered potentially infectious, such as containing hepatitis viruses or HIV.

Routine use of PPE, engineering controls, and safe work practices will prevent direct contact with blood, body fluids/substances, mucous membranes, non-intact skin and contaminated surfaces.

PPE is clothing or equipment that is worn to protect you from hazards when exposure to blood or body fluids is expected. Workplace PPE includes:

- **Gloves** that are worn whenever you expect contact with blood, body fluids or items contaminated with blood and/or body fluids. Gloves are not a substitute for hand hygiene.

- **Gowns** that are worn when contamination of clothing is expected.

- **Masks, respirators, eye protection goggles and/ or full-face shields** that are worn when splashing or aerosolization of blood or body fluids is anticipated.

- **Ambu bags**— used to prevent mucous membrane exposure during resuscitation.
MARIANJOY PATIENT SAFETY

FALL PREVENTION

The Marianjoy Fall Risk Assessment Tool is used to identify patients at risk to fall. When a patient is identified as At Risk to Fall, they will wear a yellow wristband.

A patient who has At Risk to Fall designation should always be in view of staff when the patient is in a wheelchair. The patient should be placed such that staff can observe and monitor patient on a frequent and regular basis, for example in a multipurpose room, in a designated area of the unit, or in a patient room in line of staff sight.

Based on patient’s status at a given time, patient’s nurse may require the patient to have a higher level of supervision in specific situations, direct handoff, or continuous visual monitoring.

The sliding door sign will show the yellow At Risk to Fall bar, or the yellow FR bar.

### Acute care units

- At Risk to Fall
- See Nurse
- Keep Door Closed
- Nothing By Mouth/NPO
- Daily Weight
- Manual BP
- Lift Device

### Subacute unit

- Stop
- See Nurse
- Keep Door Closed
- NPO
- DW
- M - B/P
- LD
FALL PREVENTION

The interdisciplinary team will use the following At Risk for Fall precautions:

• Keep patient room door open when the patient is on a bedside commode, on the toilet, or in the bathroom at the sink. Monitor patient on a continuous or frequent basis.
• When the patient is in a wheelchair, the patient should be placed such that staff can observe and monitor patient on a frequent and regular basis, for example in a multipurpose room, in a designated area of the unit, or in a patient room in line of staff sight. Patients may also be transferred to bed when appropriate.
• Ensure standard safety measures are in place (call light, phone, and other items within reach, night light, slippers, regular comfort rounding).
• Notify therapist or nurse when a patient has been taken to a fall risk area or to their room to ensure the patient’s safety
• Use a bed and wheelchair alarm and respond to alarms promptly
• Use safety measures such as reminder belts if appropriate
• Remind visitors to notify staff when they are leaving the patient
Marianjoy Patient Safety

Fall Prevention
Chair Alarms
When receiving and leaving a patient who is in a wheelchair that has a chair alarm, ensure the alarm is on and functioning. If the alarm is not functioning properly, request a replacement from the nurse.

If leaving the patient in their room, ensure the alarm is plugged into the wall. If the cord is missing or not plugged in the nursing staff will not know when the chair alarm rings.
Request assistance from nursing for any issues.
**Marianjoy Patient Safety**

Direct hand off is used with patients who need close supervision (eyes on patient at all times), due to an identified safety risk. They require a person-to-person hand-off. They will have a yellow “Direct Handoff” tag on their wheelchair.

Continuous visual monitoring (CVM) is one of Marianjoy’s patient safety tools. If a camera is in use monitoring the patient, you will see a sign on the patient’s door. Please ask the assigned nursing staff member if you have any questions. When you return a patient, take a patient from their room, or when you need privacy for care, notify the CVM Tech. The contact phone number is posted on the camera.
PATIENT RESTRAINTS

Restraint is defined as any manual method, physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, or body freely.

Northwestern Medicine and Marianjoy Rehabilitation Hospital implement restraints using safe techniques identified by hospital policies and procedures in accordance with law and regulation.

Nursing students do not apply or remove restraints.

UNUSUAL OCCURRENCE REPORTING

Everyone can identify and report potential or actual risks to improve the quality of care at all Northwestern Medicine locations which includes Marianjoy Rehabilitation Hospital. If a serious event occurs and requires immediate attention or direction, notify your clinical instructor.

With your preceptor’s help, you may complete the Unusual Occurrence/Northwestern Event Tracking System (NETS) online form as soon as possible, but no later than the end of your work shift.
Dementia is a progressive and irreversible neurological disease that affects the physical, cognitive, behavioral and emotional domains of our patients. Dementia leads to the gradual loss of verbal and non-verbal abilities, which can make it difficult to communicate with our patients as well as determine their needs. The goal is to provide care based on what is person appropriate.

- Know and respect the identity of the person
- Provide a positive relationship

Although there are no treatments to reverse the progression of Dementia, strategies to support and sustain individuals with the disease exist. Successful management of Dementia must address the cognitive, physical, and behavioral and emotional symptoms of the disease.

**Strategies to Use with Patients with Dementia:**

- Approach slowly
- Offer your hand and make eye contact
- Call the person by their first name
- Respect personal space
- Give simple positive directions
- Wait for a response
- Use gestures
- Demonstrate
Northwestern Medicine Security Services are here to provide a safe environment for employees and patients. However, personal safety is also the responsibility of all Northwestern Medicine staff members, agency, contracted service or students. It is important to familiarize yourself with general NM safety and security information.

| Marianjoy Emergency Number            | 630.247.8420 |
| Marianjoy Non-Emergency Number        | 630.909.7170 |
| Marianjoy Security Office Location    | Outpatient Pavilion, Level One |
|                                        | Next to Pediatric Clinic |
| NM ID Badge Office at Marianjoy       | 630.909.7170 |
| NM Panic Buttons                      | Located under each nursing station desk as well as reception desks |
SECURITY AND FIRE SAFETY / PERSONAL SAFETY

- Remember, no matter where you are, it is important to secure personal belongings at all times.

- Always walk with a purpose and be aware of your surroundings.

- When leaving Marianjoy, please attempt to walk with others and walk in well lit areas.
| **R is for Rescue or Remove** | • First, assist staff, ambulatory patients, and visitors to a safe area away from the fire.  
• Next, assist semi-ambulatory patients.  
• Last, assist non-ambulatory patients. |
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<tr>
<td><strong>A is for Activate the Alarm</strong></td>
<td>• Even during a drill, you still need to actually pull the handle on the fire alarm box.</td>
</tr>
</tbody>
</table>
| **C is for Confine, Contain and Clear** | • **CLOSE THE DOOR** to confine the fire. This one action is the most important thing you can do to save lives.  
• **CALL EMERGENCY SERVICES.** Describe the event and location.  
• **CLEAR THE CORRIDORS** of all obstructions, linen hampers, and carts. Check the accessibility of all exits.  
• **DO NOT USE ELEVATORS** in the building where the fire is located. Elevators in other buildings may be used to transport equipment or evacuate bedridden patients. |
| **E is for Extinguish or Evacuate** | Bring all extinguishers to the site of the fire and wait for the arrival of the fire department. Use the P.A.S.S. method to extinguish the fire.  
  
  **P** = Pull  
  **A** = Aim  
  **S** = Squeeze  
  **S** = Sweep |
IDENTIFICATION AND APPEARANCE

IDENTIFICATION – NM ID BADGE
To ensure everyone’s safety, we ask that every student wear their proper NM provided ID badge.

ID badge must be worn above the waist and in such a way that it is not concealed by a coat, jacket or sweater, etc., and which allows for easy readability and identification of the student.

HAIR & PERSONAL GROOMING GUIDELINES
• All students are required to present a clean, well-groomed appearance at work. Personal grooming and hygiene are key elements of a professional image.
• Beards and mustaches must be neatly groomed.
• Fingernails should be trimmed, clean and neat, and should not interfere with job performance.
• Direct Patient Caregivers (those staff members that provide hands-on care at any time) are prohibited from wearing artificial nails, including acrylic, silk wraps or nail tips. Natural nails must be short and maintained in good condition. If polish is worn, clear nail polish that is not chipped or visibly worn is preferred in order to inspect the nails visually and assure that proper cleaning under the nails has occurred.
• Fragrances (cologne/perfume) should be subtle.
• Jewelry worn in pierced body parts (other than ears) may not be visible or detectable.
All Northwestern Medicine locations are committed to inspiring the confidence of patients, customers and our community through every aspect of our services, including presentation of professional appearance among students and employees. For this reason it is essential that all employees and students be neatly groomed, appropriately dressed and conduct themselves in a professional and courteous manner. For those in clinical care areas, appropriate scrubs will be communicated by clinical instructor.

Per NM Dress Code Policy (for staff not required to wear scrubs):

### Appropriate Attire
- Suits
- Dress slacks
- Casual dress pants (dockers, chinos, khakis, etc.)
- Skirts and dress culottes, casual dresses
- Dress shirts/blouses (collared, jewel neck, etc.) and sports shirts
- Sweaters/vests
- Sports coats, blazers
- Dress and casual shoes (loafers, bucks, docksiders, low-heeled shoes, etc.)

### Inappropriate Attire (continued)
- Sleeveless or spaghetti strap shirts, blouses or tops without a jacket
- Blouses, shirts and sweaters which do not cover the shoulders, back or stomach
- Shorts/mini-skirts
- Work out wear (sweatshirts, sweatpants, jog wear)
- Open-toed shoes or sandals, or tennis shoes
- Shoes in which the style or height interferes with job performance or safety (e.g. heels should not be higher than 3 inches)
- Clothes with slogans, graphics, sayings (except the NMH approved logo), or offensive wording
- Hats

### Inappropriate Attire
- Any jean or denim-styled pants (of any color)
- Leggings, stretch pants
- T-shirts not worn as undergarments
PHONES, SMOKING, INTOXICANTS

PHONE/ELECTRONICS
Personal cell phones should be turned off or on vibrate. Personal cell phones or electronics may not be used to photograph, video, or record patients.

SMOKING REGULATIONS
All NM facilities are Smoke-Free. This includes buildings and all surrounding outside areas. Smoking restrictions are established for your safety and in the best interest of patient care.

ALCOHOL AND CONTROLLED SUBSTANCES
Marianjoy prohibits the use and/or possession, sale, purchase, manufacture, distribution or dispensation of intoxicants, including alcohol or controlled substances other than over-the-counter drugs or lawfully prescribed drugs on the premises during work hours including break times.
GIFTS AND SOLICITATION

GRATUITIES/GIFTS FROM PATIENTS

Flowers, food, or other modest perishable gift items may be shared with your department. Cash or cash equivalents (e.g., gift cards, tickets to events, etc.) should not be accepted. If a patient indicates a desire to give a monetary gift, please direct the patient to contact the Northwestern Medicine Foundation.

NO-SOLICITATION POLICY

Students may not solicit or engage in the distribution of unauthorized literature, pamphlets, forms, cards, or any other material anywhere on property leased or owned by Marianjoy Rehabilitation Hospital during their working time.

Office e-mail, interoffice mail, voicemail, and other resources and technologies for communication may be used for business-related purposes only.
AIDET

We embrace 5 Service Fundamentals as a framework for staff to communicate with patients and their families as well as with each other.

Remember **AIDET – Acknowledge, Introduce, Duration, Explanation and Thank You**

**Acknowledge**

Goal: Establish trust by demonstrating empathy.

**Introduce**

Goal: Reduce anxiety by sharing with the patient the skill set and experience of those who will be caring for them.

**Duration**

Goal: Reduce anxiety by establishing time expectation.

**Explanation**

Goal: Enlist the patient in the care plan.

**Thank You**

Goal: Thank the patient and family for trusting us and letting us care for them.
### NMI Incident Reporting - NETS Tool

#### Applications

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#### NETS Patient/Visitor Report

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*Log-in to NMI is required*
NMI INCIDENT REPORTING - NETS TOOL:
REPORTING THE UNUSUAL OCCURRENCE

Any event that it is not consistent with the routine care of patients.

Any event that adversely affects or threatens the health, life, or comfort, of the patient.

Any event or situation related to medical diagnosis, procedure, equipment, product, medication or other patient care process which has resulted in an injury to a patient or visitor.

This includes significant complications of treatment or unexpected outcomes.

NETS is the application used to report patient and visitor incidents. It is not used to report employee incidents.
IN CONCLUSION

Thank you for your commitment to excellence and our mission of Patients First!

If you need any assistance, please contact your clinical instructor or

Kathryn Williamson-Link
Director, Nursing Professional Practice and Development
Kathryn.Williamson-Link@nm.org
630.909.8026

THANK YOU!!!