



Mobile Dental Clinic Student/Volunteer Orientation Packet

A Message from Our President

Welcome to Northwest Community Healthcare. We are glad that you have chosen to share your skills, experience and talents as a member of our team of healthcare professionals. Northwest Community Healthcare exists for just one reason: to improve the health of the communities we serve and to meet individuals' needs. Our strategy is to offer coordinated care integrating the entire range of healthcare services through a partnership between physicians, employees, business and the community. We continually strive to achieve the highest standard of responsiveness and respect for the patient and each other. We can accomplish this only by working together.

Beginning a new job/rotation is never easy, but we hope this Orientation Packet will help make your transition as smooth as possible. Please take time to review it, because it includes a great deal of important information about the organization. All members of our healthcare team are expected to meet certain performance standards, many of which are explained in this guide. Your department may also have specific job requirements, which will be explained to you by your preceptor. By performing your job in accordance with these standards, you can help us move toward our vision of being the preeminent health partner in the northwest community by providing the finest healthcare services at the lowest cost.

We're delighted to have you as part of our team!

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Scogna', with a long horizontal flourish extending to the right.

Steve Scogna
President and Chief Executive Officer

About Northwest Community Healthcare

In January 2021, Northwest Community Healthcare (NCH) joined NorthShore University HealthSystem. The NCH Arlington Heights campus features a 509-bed hospital with a Level II Trauma Center and Level III Neonatal Intensive Care Unit. Throughout the northwest suburbs, NCH has 23 doctor's offices; five immediate care centers; seven physical rehabilitation sites; and 13 lab locations. A comprehensive listing of physicians and programs can be found at nch.org.

Headquartered in Evanston, NorthShore is a fully integrated healthcare delivery system that includes six hospitals—Evanston, Glenbrook, Highland Park, Skokie, Swedish and now NCH. Together, the NorthShore system provides clinical excellence and community-focused care across Chicagoland. NorthShore consistently ranks as a Top 15 Major Teaching Hospital in the United States, with an established reputation for exceptional patient care and is a national pioneer in the implementation of advanced health information technology. More information, can be found at NorthShore.org and SwedishCovenant.org

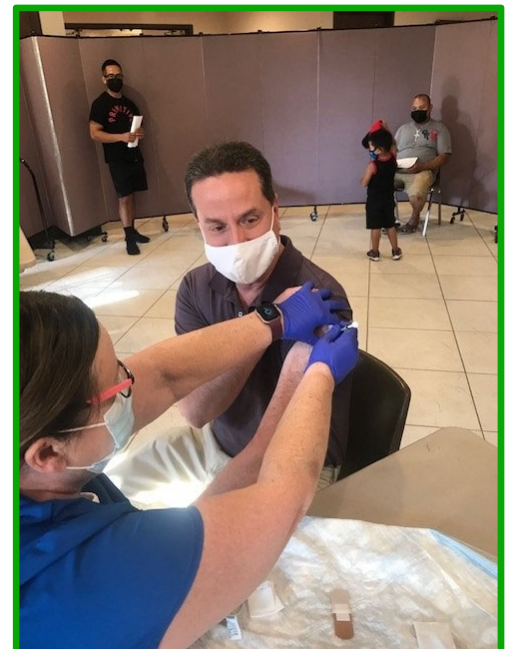
Our award-winning care has been recognized on a national level. Some of our top awards include:

- America's 250 Best Hospitals™ Award for four years in a row from Healthgrades® (2017–2020)
- Magnet® designation for nursing excellence, received consecutively since 2006
- The Joint Commission's Gold Seal of Approval® and Comprehensive Stroke Center designation

NCH by the numbers:

- 509 licensed beds
- 20,000+ hospital admissions
- 76,000+ Emergency Department visits (adult and pediatric)
- 350,000+ outpatient visits
- 17,000+ surgeries
- 2,700+ newborn deliveries
- 4,087 Employees
- 1,405 Medical Staff
- 1,149 Nurses
- 800 Volunteers
- 38,000 Home Care Visits
- 70 teams Animal-Assisted Therapy

Community Outreach NCH has a proud and longstanding tradition of outreach to the medically underserved within its northwest suburban service area. NCH feels it is a privilege to care not only for its patients, but for everyone who lives and works in the northwest suburbs. NCH maintains a Community Services Department that continuously assesses the current healthcare needs of the community by conducting Community Health Needs Assessments (CHNA). The Community Services Department utilizes hospital strengths alongside those of other well-established community partners to identify unmet community health needs and to develop strategic initiatives to address them. Working collaboratively allows NCH to better understand and reach the most vulnerable sectors of the community with the ultimate goal of improving the community's health status by ensuring everyone has access to care and by empowering individuals to make healthy life choices.



Mission, Vision and Cultural Values

Our Mission

We exist to improve the health of the communities we serve and to meet individuals healthcare needs.

Our Vision

We continue to build upon our Integrated System of Care to constantly deliver innovative exceptional and coordinated care for the patients and communities we serve.



CULTURAL VALUES

Our Beliefs

Compassion

We genuinely care about the well-being of people.

Commitment

We are committed to those we serve and their individual needs are at the center of all decisions.

Excellence

We are committed to exemplary service, clinical practice, quality and safety.

Integrity

We are good stewards in doing the right things in the right ways.

Collaborating

We leverage teamwork and partnerships to deliver optimal outcomes; treating everyone with dignity and respect.

Advancing Knowledge

We are dedicated to professional development and the process of applying and sharing knowledge.



SERVICE STANDARDS

Our Behaviors

Communication

We will listen carefully and interact with patients, their families, visitors and coworkers honestly, sincerely and politely.

Appearance

We will take pride in our personal appearance and in the physical appearance of all NCH facilities.

Respect

We will hold all patients, their families, visitors and coworkers in high regard and will be considerate and courteous at all times.

Education

We will educate those we serve, learn from our mistakes and proactively discover new ways to develop our skills.

Service and Safety

We will uphold our mission to provide safe, quality care and will strive to exceed expectations and deliver exceptional outcomes.

NCH requires all employees, physicians, students, and volunteers to adhere to the CARES Service Standards.

AIDET

AIDET is a simple acronym that represents a very positive way to communicate with people. By using AIDET, one consistent message is being delivered by all NCH team members.

Acknowledge

Make others feel welcome and comfortable

Introduce

Build confidence and trust

Duration

Manage and anticipate expectations of time

Explanation

Narrate what will happen

Thank You

Show your appreciation for the interaction

Acknowledge: Make people feel welcome and comfortable. Greet them with a smile and use their names, if known, to create a lasting impression.

Introduce: Politely introduce yourself to others. Tell them who you are, your job function and how you will help them.

Duration: Manage and anticipate expectations of time. Let others know if there is a delay and provide a realistic timeframe for anticipated wait times.

Explanation: Narrate what you are doing, how the process/procedure works, what to expect, etc.

Thank you: Show appreciation for the interaction. Thank the person for their patience, assistance, opportunity to serve or whatever is appropriate for the situation so the person feels valued and appreciated. Always ask, *“Is there anything else I can do for you?”*

Quality Customer Service

Dear Students and Volunteers:

I am asking for your help to make this organization the best it can be. We all need to work together to fulfill our mission and to achieve the highest level of customer satisfaction possible. To achieve our mission, the following performance standards have been developed for all employees to follow.

We strive to demonstrate respect and caring for one another, our physicians and our patients and their families. Everyone deserves excellent service and it is the key to sustaining our success. All have the opportunity to make a difference. I ask you to join me in making a commitment to service excellence!

Thank you for your support.

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Steve Scogna
President and Chief Executive Officer

NCH CARES Service Standards Tool Kit

COMMUNICATION: We will listen carefully and interact with patients, their families, visitors and co-workers honestly, sincerely and politely.

Expected Behaviors—I will...

- Use the principles of AIDET at all times.
- Communicate effectively and appropriately with people of all ages, languages and cultures.
- Keep conversations work related and noise levels low when in patient care areas.
- Remember, it's not only what you say, it's how you say it.

APPEARANCE: We will take pride in our personal appearance and in the physical appearance of the clinic.

Expected Behaviors—I will...

- Be attentive, approachable, alert and aware of my body language and non-verbal communications.
- Comply with the NCH and departmental dress code.
- Maintain an uncluttered and organized work space and keep all patient care areas neat and clean.

RESPECT: We will hold all patients, their families, visitors and co-workers in high regard and will be considerate and courteous at all times.

Expected Behaviors—I will...

- Acknowledge, greet and be courteous to patients, families, visitors and co-workers.
- Speak well of other students and NCH employees.
- Show your commitment by coming to work when scheduled.
- Demonstrate acceptance of cultural diversity

EDUCATION: We will educate those we serve, learn from our mistakes and proactively discover new ways to develop our skills.

Expected Behaviors—I will...

- Educate those we serve about what they will be experiencing in terms they understand and update them regularly.
- Seek new opportunities to learn and enhance your skills to deliver better outcomes.

SERVICE AND SAFETY: We will uphold our mission to provide safe, quality care and will strive to exceed expectations and deliver exceptional outcomes.

Expected Behaviors—I will...

- Be HIPAA compliant by respecting the confidentiality and privacy of patients, families, and visitors.
- Anticipate and respond to all customers' needs.
- Know how to respond and report any spills or safety concerns to the appropriate department.

Mobile Dental Clinic

The MDC Program was launched in 2003 and works in partnership with four local Townships: Elk Grove, Palatine, Wheeling, and Schaumburg. The clinic is a traveling, not-for-profit clinic that rotates to locations throughout these Townships providing preventative and restorative oral healthcare services. The mission of the clinic is to provide necessary dental care to community residents who do not have access due to financial barriers.



MDC Team

Direct patient care is provided by a full-time staff dentist, dental clinic program manager/dental hygienist, and a dental assistant, all of whom are employed by NCH. Additional patient care is provided by a part-time contract dentist, University of Illinois College of Dentistry students and volunteer dentists, hygienists and community members. This program provides students the opportunity and experience of delivering oral health services in a public health setting and volunteers an opportunity to give back to their community. General oversight of the program is through the NCH Community Services Department and a Dental Advisory Committee comprised of local oral health care professionals.



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Julie Lopez
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Bilingual-Spanish

(Not pictured: Jiao Cheng, DDS-Contract Dentist/UIC Preceptor
jiaomm@gmail.com (847) 894-7234 (Clinic) Bi-lingual Mandarin)

While the clinic travels to a different location each day (see page 10 for locations), the program also has a permanent office in the NCH Shared Services Center, where the Executive Director of Community Services can be reached as well.

NCH Mobile Dental Clinic Office
3040 Salt Creek Lane
Arlington Heights, IL 60005
(847) 618-5572 (P) (847) 618-4273

Karen Baker
Executive Director, Community Services & Advocacy
kbaker@nch.org
(847) 618-5570 (P)

Scope of Work

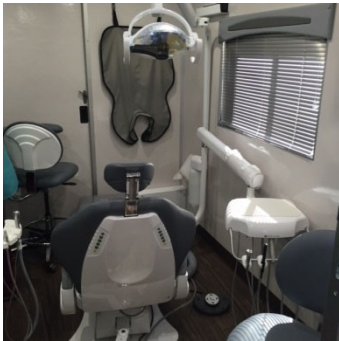
The MDC is unique in that its primary goal is to provide an oral health home to community members and not just address emergency situations. This emphasizes prevention and encourages patients to focus on good oral hygiene practices. The scope of work performed on the clinic includes:

- Oral Health Education
- Oral Cancer Screening
- Clinical
 - Preventive: prophylaxis, sealants, and fluoride treatment
 - Restorative treatment: amalgam, composite, crowns on a case by case basis
 - Oral Surgery: simple and complex
 - Periodontics: scaling and root plane
 - Dentures (on a limited basis)

Whenever a patient's needs exceed what can be provided on the MDC, the patient is referred to an oral health professional in the community or the areas dental schools.

The Clinic

- 2 Operatories
- Electronic office management system Dentrix for patient records, billing, recall, and scheduling
- Nomad portable x-ray unit and Dexis digital x-ray software
- Acteon intraoral cameras
- Fully equipped with hospital grade PPE and disinfectant
- Hospital grade HEPA filters in each op. and centrally located OSO-Pure U.V. air purifying system



MDC Hours

	Monday	Tuesday	Wednesday	Thursday	Friday
Staff/Students/ Volunteers	7:00am- 3:30pm	7:00am- 3:30pm	7:00am- 3:30pm	7:00am- 3:30pm	7:00am- 3:30pm
Patient Appointments (Approximately 4-6 per day per operatory)	7:30am- 3:00pm	7:30am- 3:00pm	7:30am- 3:00pm	7:30am- 3:00pm	7:30am- 3:00pm

A 1 hour lunch is scheduled each day.

Patients

To be eligible for services, patients must be residents of Elk Grove, Palatine, Schaumburg or Wheeling Townships, have an income at or below 200 percent of the federal poverty level or be on General Assistance or Medicaid. A \$30 co-pay may be charged for adult visits. Children’s services are always free. Patients need to be qualified by their township for eligibility to be seen at the NCH Mobile Dental Clinic.

Funding

The MDC is funded by Northwest Community Healthcare, Palatine-Elk Grove-Wheeling-Schaumburg Townships, NCH employees, grants, Medicaid reimbursement and patient co-pays. A program of this magnitude relies heavily on philanthropic donations. A tax deductible financial contribution of any amount is greatly appreciated and can be made by contacting the NCH Foundation at 847-618-4260 or foundation@nch.org

PPE

All students and clinical volunteers are required to bring their own N95 masks and face shield or eye covering. Non-clinical volunteers will be provided with face masks.

Clinic Locations

The clinic is moved by Advantage Ambulance to a different location each day. Refer to the calendar for daily locations.

Townships	
Elk Grove Township 600 Landmeier Road Elk Grove Village, IL 60007	Palatine Township 721 S. Quentin Road Palatine, IL 60067
Wheeling Township 1616 N. Arlington Heights Rd. Arlington Heights, IL 60004	Schaumburg Township 1 Illinois Boulevard Hoffman Estates , IL 60169
Schools	
John Jay Elementary 1835 W. Pheasant Trail Mt. Prospect, IL 60056	Robert Frost School 1308 S. Cypress Mt. Prospect, IL 60056
Rupley Elementary 305 E. Oakton St. Elk Grove Village, IL 60004	Admiral Byrd Elementary 265 Wellington Ave Elk Grove Village, IL 60007
Other	
East Park Apartments/PNRC 2272 Algonquin Parkway Rolling Meadows, IL 60008	

Appearance Standards

NCH Appearance Standards

We ask that all students and volunteers adhere to the following NCH standards:

Dress/Appearance

- Fingernails: Clean, trimmed, do not exceed ½ inch from fingertip
- Body Art/Tattoos: All must be covered during work hours
- Jewelry: Only jewelry that does not conflict with the ability to effectively provide direct patient care will be allowed.
- Piercings: Post earrings in earlobes only
- Hair: Neat, clean, natural style, no hair coloring outside natural shades
- Footwear: Hosiery or socks must be worn. Clean footwear that is safe for the work environment. No sandals.
- Hygiene: Daily bathing and oral hygiene, use of deodorant. No perfume or cologne
- Name Badges: All students should wear their UIC College of Dentistry name badge
- Scrubs: Clean scrubs without any holes or tears

Cell Phone Usage

- Use of personal cell phone during work hours for non-emergency, non-work related activities is prohibited.

Code of Conduct—A Note From the President and CEO

Dear Students and Volunteers,

For over four decades, Northwest Community Healthcare (“NCH”) has provided quality, compassionate healthcare services to the people of the northwest community. As an important part of this mission, we integrate ethical conduct standards and regulatory compliance into our approach to healthcare delivery and business management. The attached Code of Conduct is being provided to you to as a helpful resource that supports our care giving mission and the business integrity of NCH.

The purpose of the Code of Conduct (“Code”) is to provide guidance to ensure that our work is done in an ethical and legal manner. It emphasizes some of the most important laws and policies that we are expected to know and comply with as healthcare providers. It also identifies resources that can help answer questions about appropriate conduct in the work place. Please review it thoroughly. Adherence to its spirit, as well as its specific provisions, is critical to our future.

If you have questions regarding this Code or become aware of any situation or behavior that you believe violates any provisions of this Code or other policies, you should immediately consult your supervisor, a leadership team member, or the NCH Compliance Director. You may also call the NCH Compliance Line at 1-888-203-2523. You have my personal assurance there will be no retaliation for asking questions or raising concerns about the Code or for reporting possible improper conduct.

Each of you plays an important role in creating a culture within NCH that supports the Values and Guiding Principles that are essential to achieving our mission. As a healthcare team, we are dedicated to excellence as a basic performance standard. Therefore, we expect all of our employee’s actions to reflect the high standards set forth in this Code.

In your daily work experiences, if you encounter a situation or are considering a course of action that you are not sure is the right thing to do, please don’t struggle alone. Instead, discuss the situation with any of the resources referenced above. We trust you as a valuable member of our healthcare team and ask you to assist us in supporting the underlying values and guiding principles, which are critical to achieving our mission.

Sincerely,



Steve Scogna
President and Chief Executive Officer

Code of Conduct and Ethics

Brief Summary of Policy

Northwest Community Healthcare, including all of its subsidiaries and entities (NCH), is committed to delivering care in accordance with our mission and within a framework of integrity, honesty, and compliance. These rules and regulations apply to our relationships with patients, physicians, third-party payors, subcontractors, independent contractors, vendors, consultants, and other employees. It is the obligation of all NCH employees to familiarize themselves with this Code of Conduct and Ethics and hold themselves to a professional standard of excellence.

1. Standards

- a. It is the position of NCH that all persons working for or doing business with NCH entities will follow generally accepted legal and ethical standards and this Code.
- b. Communications made by NCH or by employees in performance of their jobs to all others shall be honest and accurate. Employees shall not knowingly make false or misleading statements.
- c. NCH complies with all federal, state and local laws and regulations, including but not limited to: Emergency Medical Treatment and Active Labor Act (“EMTALA”), False Claims Act, Anti-Kickback Statue, Stark Law and Centers for Medicare and Medicaid Services (“CMS”) coding and billing requirements.

2. Reporting Compliance Issues and Concerns

- a. Anyone aware of violations or suspected violations of laws, regulations, standards, the CMS Conditions of Participation, or NCH policies and procedures must report their concerns as soon as they become aware of the issue to a supervisor or member of management, Corporate Compliance, Legal Affairs, Human Resources or the Corporate Compliance Hotline.
- b. The NCH Corporate Compliance Hotline is toll-free, confidential, and always available at (888)203-2523.
- c. Calls are not recorded and are answered by an external vendor so callers can report concerns anonymously, without fear of retaliation and without revealing their identity.
- d. Callers can receive confidential updates on the status of the matters they report.
- e. When calling the Hotline provide a brief, factual account of the incident or concern that does not include finger-pointing, opinions or conclusions regarding the incident or concern.
- f. Violations of suspected violations may also be reported to the Director, Corporate Compliance at 847-618-5288 or the Compliance Analyst at 847-618-5287.

3. Anti-Retaliation

- a. Employees reporting, filing a complaint, raising a question about potential misconduct, agreeing to be a witness, or assisting an investigation, refusing to participate in suspected improper or wrongful activity, or exercising workplace rights protected by law, will not be subject to retaliation.
- b. Report of retaliation will be investigated, and employees found to be retaliating will be subject to the Corrective Action Policy.

4. Patient Care and Rights

- a. Patient care will be provided consistent with sound practices and in a holistic manner than recognizes the individual's personal values and belief systems impacting hi/her attitude toward and response to the care provided by NCH.
- b. Patient care will be provided in response to the patient's request and need within our capacity, mission and philosophy, and applicable laws and regulations.
- c. Patients and their surrogates, if applicable, have the right to reasonable, informed participation in decisions regarding patient care and treatment options, including the right to refuse treatment. Treatment of patients shall be consistent with proper informed consent as determined by Illinois law.
- d. All patients are treated with dignity and respect, regardless of their financial situation.
- e. All patients have the right to a safe environment of care, free from abuse, discrimination and neglect.
- f. NCH employees may not be a witness to a patients legal documents, except as permitted by other policy or applicable law.

5. Patient Information

- a. NCH collects patient information for treatment, payment and business purposes.
- b. Employees must be aware of the sensitive nature of this information and comply with the Privacy and Security standards outlined in the Health Insurance Portability and Accountability Act ("HIPPA") when creating, collecting, using, storing or disclosing protect health information ("PHI").
- c. Employees must not release or discuss our patient's PHI with others unless it is necessary to serve the patient or required by law.
- d. No NCH employee of physician has a right to access any patients PHI other than the amount this is minimally necessary to perform his/her job.

6. Information Security

- a. NCH is committed to providing appropriate information security safeguards for the protection of all confidential information.
- b. All employees, physicians, contractors, consultant, temporary and other workers at NCH and its subsidiaries are responsible for exercising good judgment regarding the appropriate use of information, electronic devices and network resource in accordance with NCH policies/standards and federal, state, and local laws and regulations.
- c. NCH is committed to ensuring that employee's access to PHI is properly authorized in compliance with applicable state and federal privacy and security regulations.
- d. NCH employees are responsible for ensuring that their behavior will maintain Information Technology (IT) physical, technical and administrative safeguards. Including but not limited to protecting passwords, protecting computing and storage devices, maintain the security of sensitive data and not accessing information to which the employee is not authorized.

7. Diversity and Equal Employment Opportunity

- a. NCH is committed to providing an equal opportunity work environment where everyone is treated with fairness, dignity and respect.
- b. NCH will comply with all laws, regulations and policies related to non-discriminate, including those related to individuals with disabilities.

8. Harassment and Workplace Violence

- a. Each NCH employee has the right to work in an environment free of harassment and violence.
- b. Degrading or humiliating jokes, slurs, intimidation, or other harassing conduct is not acceptable in the

- workplace. Sexual harassment is strictly prohibited.
- c. NCH prohibits employees from possessing firearms, other weapons, explosive devices, or other dangerous materials on NCH premises.
 - d. Employees who observe or experience any form of harassment or violence should report the incident immediately.

9. Health and Safety

- a. All NCH facilities must comply with all government regulations and with NCH policies that promote the protection of workplace health and safety.
- b. It is important to advise management of any workplace incident or injury or any situation presenting a danger of damage or injury so that timely corrective action may be taken to resolve the issue.

10. Personal Use of NCH Resources

- a. It is the responsibility of each employee to preserve NCH assets including employee time, materials, supplies, equipment and information.
- b. NCH assets are to be maintained for business related purposes.

11. Environmental Compliance

- a. It is NCH policy to comply with all environmental laws and regulations and operate each NCH facility with the necessary permit, approvals, and controls.
- b. Employees must diligently follow the proper procedures with respect to handling and disposal of hazardous waste, including medical waste.

12. Accuracy, Retention and Disposal of Documents and Records

- a. Each employee is responsible for the integrity and accuracy of NCH's documents and records (medical and business), not only to comply with regulatory requirements but to also ensure that records are available to defend NCH business practices and actions.
- b. No one may alter or falsify information on any record or document.

13. Social Media

- a. As with other types of communication, employees and volunteers are expected to protect NCH's reputation, culture and values when participating in social media.

IT Security Reminders

- Do not leave your computer or patient records unattended.
- **Do not access** the medical records of family, friends or neighbors unless it is part of your job duties.
- Speak quietly when discussing patients in public areas where information can be overheard.
- Be responsible with any materials containing PHI. Dispose of patient information only in designated containers or shredders.
- **Do not post** patient information of any kind on social media sites, e.g. Facebook, Twitter, etc.
- Do not send text messages containing PHI to anyone. Only use the Epic apps Haiku or Canto for secure messaging.
- Report all questions or concerns to privacy@nch.org or the Anonymous Hotline 888-203-2523. When reporting an incident or concern provide a brief, factual account of the incident or concern and do not include finger-pointing, opinions or conclusions regarding the incident or concern.

Responding to Allegations of Abuse or Harassment

Policy Statement

It is the policy of NCH to promptly investigate any allegations of abuse, take steps to protect the safety of patients during the investigation, protect the reporter from any retaliation, and train all staff in the detection and reporting of such suspected abuse. NCH patients, visitors, medical staff, employees and contractors have the right to be free from harm at NCH. NCH General Counsel shall oversee and comply with requirements to report abuse to state and local authorities.

Procedure

1. Report any allegation to Risk Management
 - a. Any administrator, agent, employee or medical staff member or any other person who is aware of an allegation of abuse, harassment or harm to a patient, employee, medical staff member, or other person on the premises or in the care of NCH, shall promptly report or cause a report to be made, to Risk Compliance 847-618-4444.
 - b. Risk Management will immediately notify the General Counsel upon receiving a report of alleged abuse.
 - c. Staff need not ascertain if an allegation is credible or take any further steps prior to reporting.
2. Prompt Investigation
 - a. Risk Management shall promptly lead an internal investigation, and notify the General Counsel whether the allegation is deemed credible.
 - b. Measures to ensure the alleged victim's safety shall be taken during the pendency of the investigation.
 - c. Suspected violators may be removed from further patient contact during the review pursuant to *Corrective Action Policy*.
3. Written Documentation of Findings
 - a. The findings of the investigation must be documented, filed in the office of Enterprise Risk Partners, and made available to the Illinois Department of Public Health (IDPH) upon request.
4. Report if Substantiated
 - a. upon receipt of such a report of a credible or substantiated allegation, at the direction of the CEO or General Counsel, incidents of abuse shall be reported to IDPH within 24 hours.
 - b. One report per incident is sufficient regardless of multiple internal reports.
 - c. The report shall include:
 - i. Name, age and condition of the patient, including evidence of any previous injuries or disabilities;
 - ii. Name and address of the hospital; and
 - iii. Any other information helpful in establishing the cause of the reported abuse and identity of person believed to have caused the abuse.
 - d. Identifiable information is to be kept confidential by IDPH.

Fire & Safety

In case of a fire or other emergency, please exit the clinic call 911 from your cell phone. Escort any patients out of the clinic and move to a safe area.

Radiation Safety

Basic Principles of Radiation Protection:

Individuals may keep their occupational exposure to radiation As Low As Reasonable Achievable (ALARA) by following the three basic principles:

- Time: The shorter the time interval that one is exposed to the radiation source, the less the amount of radiation that will be absorbed.
- Distance: Radiation exposure and distance are inversely related. The intensity of radiation decreases by the square of the distance from the source.
- Shielding: The type of shielding device recommended depends on radioactive source. Lead is the most commonly used shielding material in the hospital. The use of lead shielding has both advantages and disadvantages; in practice, it is cumbersome to work around but it may be a constant reminder to limit the radiation exposure.

Radiation Safety Information:

- Radiation Oncology Department at 847-618-6560 (Monday-Friday, 8 a.m.- 4 p.m.)

Infection Prevention

Northwest Community Healthcare has an Infection Prevention & Control (IP&C) Program designed to protect patients, employees, volunteers, and visitors. The goal of this program is to prevent the acquisition of healthcare-associated infections.

NCH has two Infection Prevention Practitioners available at either 847-618-4368 or at 847-618-4382. You can call any of the Infection Prevention staff if you have a question related to infection prevention.

Standard Precautions

The Centers for Disease Control & Prevention define *Standard Precautions* are the minimum of infection prevention practices that apply to all patient care, regardless of whether or not infection status is confirmed or suspected.

All NCH care providers entering a patient care area, (i.e. patient room, bay) must adhere to standard precautions. Standard precautions include the following:

- Hand hygiene

- The use of personal protective equipment (i.e. gloves, gown, mask)
- Safe injection practices
- Safe handling of potentially contaminated equipment or surfaces in the patient environment
- Respiratory hygiene/cough etiquette

Infectious agents such as the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV) can be present in the blood and other body fluids of people who appear to be perfectly healthy. Routine screening every patient for a potentially infectious disease would be impossible to do. Consequently, we must treat every patient as if they are infected and exercise proper caution.

1. Hand Hygiene

Cleaning your hands, either with alcohol-based hand rub or by washing with soap and water, is the single most important thing that you can do to prevent the spread of infection.

Hand hygiene must be performed at the following times:

- Before and after any patient contact, including contact with the patient's environment
- After removal of gloves
- After contact with blood/body fluids or when hands are visibly soiled
- Before clean or sterile invasive procedures
- After use of restroom (toilet) facilities

2. Personal Protective Equipment (PPE)

PPE refers to wearable items that protect you from exposure to or contact with potentially infectious materials. PPE includes gloves, gowns, face masks, respirators, goggles, and face shields. Choosing PPE depends largely on the nature of the interaction you have with a patient and the potential for exposure to blood, body fluids, or other potentially infectious agents. PPE may be worn during venipuncture, specimen collection, dental procedures, arterial punctures, handling linen or articles soiled with body fluids, processing of specimens, when applying pressure to a bleeding site, when handling or transporting potentially infectious medical waste, and during suctioning, among other activities.

Gloves are used to enhance the barrier provided by intact skin. They must be worn when:

- Touching blood/body fluids, mucous membranes or non-intact skin of any patient
- Handling items/surfaces soiled with blood/body fluids
- Performing venipuncture or other vascular access procedures

Gloves must be changed between patients!

Gowns must be worn to protect clothing during procedures that are likely to cause soiling or splashing from blood or risky body fluids.

Face protection, such as masks, goggles, and face shields must be worn to protect mucous membranes of the mouth, nose, & eyes. You should don these types of PPE for the following:

- During any procedure when splattering of blood/risky body fluids may occur
- Where aerosolization of blood/risky body fluids is likely (i.e. all dental procedures)

3. Safe Injection Practices

Needles and other sharp instruments must be disposed of in a puncture resistant container. Needles must not be bent or broken. Do not attempt to recap a needle! Safe injection practices not only help to protect NCH employees, but our patients as well. Never reuse a single syringe, with or without the same needle, to administer medication to multiple patients.

- Never re-insert a used syringe, with or without the same needle, into the same medication vial or solution container (i.e. a saline bag) to obtain more medication for a single patient and then use that vial or solution container for different patients
- Do not prepare medications in close proximity to contaminated supplies or equipment

4. Safe Handling of Contaminated Equipment and Surfaces

NCH has many policies and procedures that relate to the cleaning and disinfection of patient care equipment, medical devices, and environmental surfaces. Infection Prevention and Environmental Services work together to ensure that we match the appropriate cleaning agent to the device or surface that needs to be cleaned.

5. Respiratory Hygiene / Cough Etiquette

In some cases, infection prevention measures can be implemented at the point of entry to the hospital. To prevent transmission of influenza and other respiratory infections in NCH, respiratory hygiene/cough etiquette is implemented in patient care waiting areas and other areas where patients and visitors commonly gather.

The following measures are employed when following respiratory hygiene/cough etiquette:

- Covering the nose/mouth with a tissue when coughing or sneezing
- Using tissues to contain respiratory secretions and disposing of them in the nearest waste receptacle after use
- Performing hand hygiene after having contact with respiratory secretions and/or objects that are contaminated with respiratory secretions

Exposures to Blood Borne Pathogens

Report all exposures regardless of your antibody status to Hepatitis B or previous vaccination with Hepatitis B vaccine to Employee Health Services.

1. An exposure is sustained if an employee suffers:
 - A laceration or puncture with a sharp instrument that is contaminated with blood/body fluid
 - A human bite
 - Blood/body fluid contamination of an open wound
 - Oral ingestion of blood/risky body fluids
 - Mucous membrane or conjunctival contact with the blood or risky body fluids of another person
2. **Immediately** wash the affected area with soap and water. Obtain the name of the exposure source (the patient) and report the exposure to your Supervisor and then proceed immediately to the Hospital's Employee Health Service (EHS) or Emergency Dept. if EHS is closed.

3. When reporting to Employee Health Services (EHS) or the Emergency Department (ED), the employee must bring the Needle Stick/Body Fluid Exposure Report Form with them.

Hepatitis B Virus (HBV) Vaccination

- All unvaccinated employees who could potentially have blood/body fluid contact or sharp contaminated instrument contact should be vaccinated against HBV
- The HBV Vaccine is available free of charge, to any employee who may have blood/body fluid contact and/or sharp contaminated instrument contact during the performance of job duties
- The vaccine is administered in the Employee Health Service department and after hours in the ER located on the first floor of the Hospital
- The Employee Health Service department is open Monday through Friday, 7:30 a.m.—4:00 p.m.

The HBV vaccine should produce antibodies in greater than 90% of all persons who receive all three shots appropriately administered with minimal side effects. A sore arm is the most frequently reported side effect. Protect yourself from the potential morbidity/mortality caused by HBV and get vaccinated!

Tuberculosis (TB) at NCH

There is a continuing concern about the increase in the numbers of reported TB cases in the U.S. TB is spread from person to person through the air. When a person with infectious TB coughs or sneezes, droplet nuclei containing *Mycobacterium tuberculosis* are expelled into the air. These droplet nuclei can remain suspended in the air. Another person, who inhales the air containing these droplet nuclei, may become infected with TB.

There is a difference between having TB infection and TB disease. A person who is infected has a positive TB skin test but no symptoms of TB. This person has an increased risk of developing TB disease, but is not infectious to others unless active TB disease develops and the person becomes sick with symptoms.

A person who has active TB disease has symptoms and a positive sputum sample (AFB) for *M. tuberculosis*. An individual with active untreated TB disease is infectious to others. Common signs and symptoms of TB include an abnormal chest x-ray, persistent productive cough, chills, fever, night sweats, bloody sputum, fatigue, and weight loss.

It is important to always wear an N-95 Respirator PPE when performing aerosol-generating procedures and that you are properly fit-tested and given education and training on proper usage of the mask. Anyone with direct patient contact should be tested for TB on at least an annual basis. Monitoring includes a TB skin test. However, if a person has had a previously positive TB skin test, they will have to complete a surveillance questionnaire about their health instead.

Quality Customer Service

Dear Students and Volunteers:

I am asking for your help to make this organization the best it can be. We all need to work together to fulfill our mission and to achieve the highest level of customer satisfaction possible. To achieve our mission, the following performance standards have been developed for all employees to follow.

We strive to demonstrate respect and caring for one another, our physicians and our patients and their families. Everyone deserves excellent service and it is the key to sustaining our success. All have the opportunity to make a difference. I ask you to join me in making a commitment to service excellence!

Thank you for your support.

A handwritten signature in black ink, appearing to read 'Steve Scogna', with a long horizontal flourish extending to the right.

Steve Scogna
President and Chief Executive Officer