

Welcome Faculty Members!

We enjoy having students at Edward Hospital and highly value the expertise you bring as a faculty member.

We want to do everything possible to foster an excellent learning experience for your students in our innovative, professional and empowering environment. At Edward, your primary resource person will be Margaret Cross. However, we encourage you to ask questions and interact regularly with our excellent nurses and other clinical staff members. Your unit clinical educator will be a very valuable resource.

As you know, Edward Hospital provides state-of-the-art care in a beautiful physical setting. Among our direct-care nurses, 78% are educated with a baccalaureate degree or higher in nursing, and 58% are certified in an area of specialty. We also have talented advanced practice nurses (Clinical Nurse Specialists and Nurse Practitioners), Case Managers and Clinical Nurse Educators. Edward nurses have conducted 66 research studies over the last five years.

Edward nurses and other staff members have earned many prestigious honors. In 2017, Edward was named to Becker's Hospital Review's List of 100 Great Community Hospitals and The Leapfrog Group's list of 2017 Top General Hospitals. We were designated as a Magnet® hospital by the American Nurses Credentialing Center in 2005, 2010, and 2014; and received the Lantern Award from the Emergency Nurses Association in 2011, 2014, and 2017. Edward was ranked #6 of 169 hospitals in Nurse.org's ranking of the Best Hospitals in Illinois for Nurses in 2017. Edward has achieved Joint Commission Disease Specific Certification in ten areas: Chronic Obstructive Pulmonary Disease, Diabetes, Heart Failure, Pneumonia, Pre-Term Labor, Spine Surgery, Stroke, Total Hip Replacement, Total Knee Replacement, and Ventricular Assist Device

Many of you have been here for previous clinical rotations, and we welcome you back. Welcome, also to those of you who are new. So that your students have a safe and productive clinical experience here, we ask that you review the following documents:

- Faculty Orientation Manual
- Corporate Orientation to Edward for Non-Employed Clinical Staff
- Orientation to the Nursing Division at Edward Hospital

After reviewing these documents with your students, please ask each student to sign a document to verify they have reviewed the documents and will abide by Edward's policies and procedures. You will also need to sign a form. Please return signed forms to Margaret Cross. Students are not permitted to begin clinical experiences until you submit the completed paperwork.

We know that you have the opportunity for clinical rotations in many excellent health care facilities, and we thank you for choosing Edward. We hope you find it as exciting as we do. Once again, welcome to Edward Hospital.

Sincerely,



Lynn Cochran, MS, RN
System VP Operations and Chief Nursing Officer

2018 Orientation Handbook

Welcome to Edward-Elmhurst Health. We are glad that you have joined us. This document is intended to provide you with the basic information you need to know about our company, culture and the policies that guide our work environment. In this document, you will find the basics on:

- Edward-Elmhurst Health
- Our GREAT Service Standard
- Healthy Driven Road to Zero Harm
- HR Policies & Procedures
- Essential Information such as Parking and ID Badges
- Diversity and Inclusion
- Emergency Preparedness
- Infection Control
- Risk Management
- Corporate Compliance, Information Privacy & Security
- Violence Prevention
- Stroke and Heart Failure Awareness

You are expected to have an understanding of these topics and to abide by Edward-Elmhurst Health policies and procedures.

If you have questions about any of these materials, please discuss them with the manager in your department or with Human Resources.

We look forward to working with you at Edward-Elmhurst Health!

Company Overview

Edward-Elmhurst Health, comprised of three hospitals and over 100 locations, is one of the largest healthcare systems serving the west and southwest suburbs of Chicagoland. We are driven to provide our more than 8,500 employees at over 100 locations the support they need as we expand our reach even further.

Our hospitals include:

- Edward Hospital (Naperville)
- Elmhurst Hospital (Elmhurst)
- Linden Oaks Hospital (Naperville)

Our ambulatory sites include:

- Primary Care offices (Family Practice and Internal Medicine)
- Specialty offices
- Immediate Care Centers (Addison, Bolingbrook, Hinsdale, Lombard, Naperville, Oak Park and Oswego)
- Walk-In Clinics (Jewel-Osco and some in family practice offices)

Our Mission, Vision and Values

Our **Mission** as a health care system is *advancing the health of our communities*.

Our **Vision** is to transforming the healthcare experience:

- Safe
- Seamless
- Personal

We are **DRIVEN** by our Values:

- **D**etermination
- **R**espect
- **I**ntegrity
- **V**ision
- **E**xcellence
- **N**urturing

G.R.E.AT Service Model

Our service standard is a simple communication tool that inspires a service-minded culture. We need to deliver a consistent patient experience across our system. Every patient. Every encounter. A great patient experience can only be achieved with a consistent communication method. That is why we created the G.R.E.A.T.™ service standard in 2015.

There are five components of every successful encounter. These components make up **G.R.E.A.T.™** **Greet. Relate. Explain. Ask. Thank.**

The **G.R.E.A.T.™** service standard allows us to align our mission/vision/values with our culture and helps enhance patient satisfaction, improve care quality, and create a more engaged staff.

Greet: Introduce yourself in a welcoming reassuring way.

The greeting addresses that all important first impression which immediately establishes how the patient feels they are going to be treated. And considering that patients are often anxious, stressed or frightened, a warm greeting goes a long way toward making our patients feel welcomed and comfortable.

Relate: Actively listen for needs and respond in an authentic, empathetic manner.

Before diving into the business side of things, try to connect on a personal level. It doesn't take long to build rapport by asking patients about their work, family, hobbies or favorite sports teams. And make sure to share something about yourself as well to personalize the experience.

Explain: Clarify your role and the situation/plans as clearly as possible.

Explaining things thoroughly and clearly can empower patients to overcome fear and anxiety and inspires them to be more involved in their care. Carefully explain any unfamiliar environments, complex processes, or even basic procedures to a patient or family member. Use easy to understand language and let them know how long things will take.

Ask: Inquire with open-ended questions to gauge understanding.

When something is obvious to us, we assume everyone else understands it clearly as well but patients come from various cultures, upbringings and educational backgrounds, so we can't assume we all perceive things the same way. Asking questions helps us understand whether our explanations have been understood which in turn helps patients take better care of themselves.

Thank: Show gratitude for the interaction and wish them well.

Thank your patients. Encourage them and let them know how much it really means to you that they trusted you with their care. This will reinforce their belief that they made the right choice.

HEALTHY DRIVEN ROAD TO ZERO HARM

Edward-Elmhurst Health is firmly committed to building a culture that ensures the safe, highly reliable outcome for every patient. We call it our Healthy Driven Road to Zero Harm. It means zero harm—*every patient, every time.*

High Reliability Organizations (HROs)

“Operate under very trying conditions all the time and yet manage to have fewer than their fair share of accidents.”

Managing the Unexpected (Weick & Sutcliffe)

To achieve safe, highly reliable outcomes, we must use the following principles to guide our work:

Error Prevention and Safety Toolkit

Behaviors	Error Prevention and Safety Tools
Pay Attention to Detail We focus our attention – always thinking before we act.	1. Do a self check using PAR (Pause/Act/Review).
Communicate Clearly We communicate so that information is heard correctly and understood. We provide effective handoffs of patients, projects and tasks.	1. Use 3-way communication (send, repeat or read back and confirm). 2. Ask clarifying questions. 3. Assure effective handoffs using SBAR (Situation/Background/Assessment/Recommendation).
Have a Questioning Attitude We ask questions – always asking whether conditions fit with what we know and checking with expert sources if they don't.	1. Question and confirm.
Speak Up for Safety We assertively and respectfully ensure that work is stopped when uncertain and unsafe conditions are identified.	1. Say "I have a safety concern."
Focus on the Team We always help others to do the right thing and expect that they will do the same for us.	1. Do cross checks with "I've got your back." 2. Provide peer feedback.

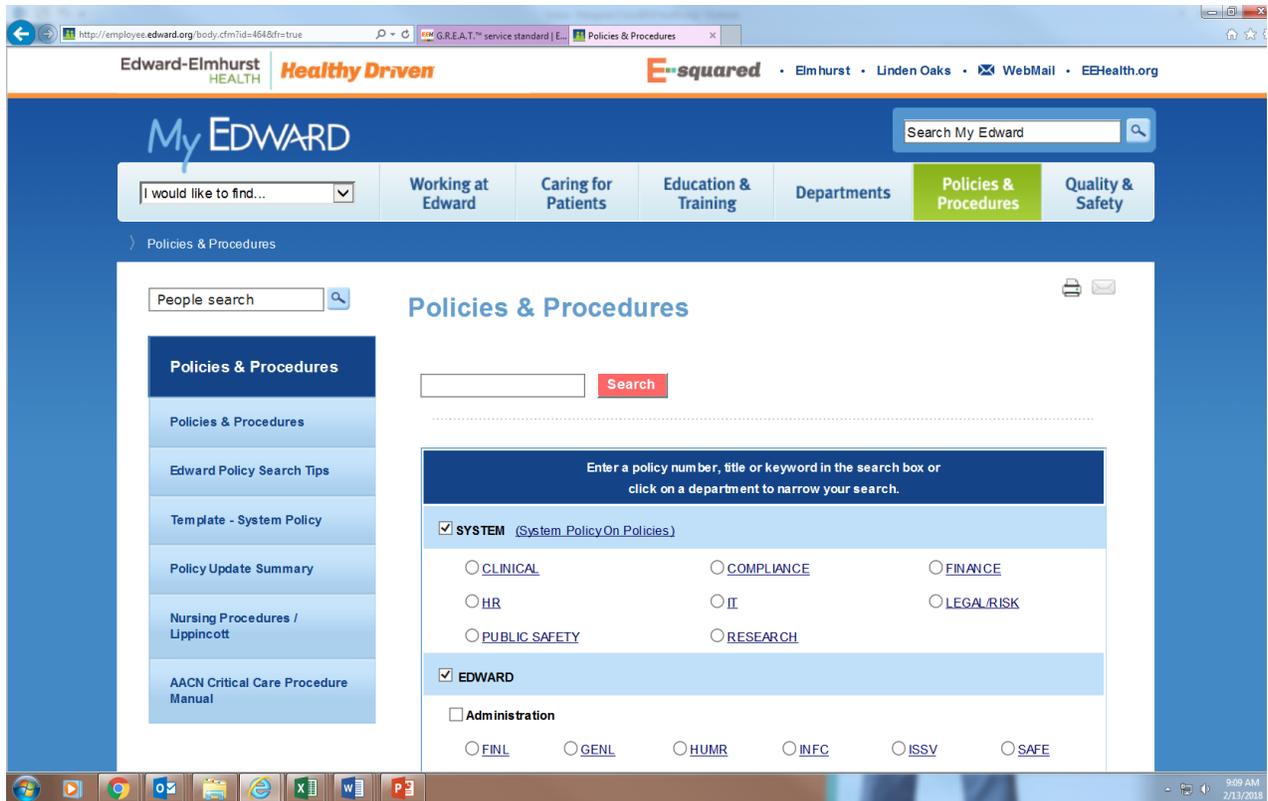
26

HR POLICIES & PROCEDURES

The policies and procedures of the System are not intended to imply a contract between you, the employee and Edward-Elmhurst Health. Both you and the System are free to terminate the relationship at any time and for any reason. This relationship cannot be modified by any policy or any person. The System reserves the right to modify, suspend and/or interpret the policies and procedures, in writing or otherwise at any time, as set forth whenever it deems such variances to be appropriate. Employees and non-employees (contractors, students, interns, etc) are subject to policy modifications as well as to new policies, whether or not you have been specifically informed of these changes.

HR Policies & Procedures can be found on the EEH intranet sites (*MyEdward* or *MyElmhurst*, depending on your location). A screen shot of *MyEdward* can be found below. You can find policies and procedures under the tab, or by using a key word search. If you have questions about HR Policies & Procedures, contact your immediate supervisor or human resources. However, the

interpretation of HR or the appropriate System leader is authoritative and neither you nor any manager or supervisor has the authority to modify the content of any of the above referenced documents.



ESSENTIAL INFORMATION

Smoking

Smoking is prohibited on all Edward-Elmhurst campuses. Workers must leave campus to smoke. Edward-Elmhurst strictly enforces a no smoking policy; failure to comply will result in removal from the property.

ID Badges

New hires, contractors, students and interns will be issued an ID badge and it must be worn at all times while working, must be visible to others, and is to be worn above the waist, typically at collar level.

Dress Code

Workplace attire and grooming must be neat, clean and appropriate for the work being performed and the setting in which the work is performed. Specific entities within the System have

established more specific guidelines based on the needs of their particular business; if such a policy exists, that policy is to be followed. Please consult with the manager of your area.

Parking

Consult with your manager on parking options at specific sites. At hospitals, parking is designated for employees, contractors, students, and volunteers in specific areas.

Solicitation/Distribution Restrictions

Solicitation and Distribution includes distribution of written material or verbal solicitation of others to join or contribute to any organization, fund, activity or cause, whether it be of an educational, commercial, political, religious or charitable nature (except an Authorized Activity), including but not limited to any request to sign a petition or other request of membership, support, contribution or sale of goods on behalf of any organization, fund, activity or cause.

Edward-Elmhurst Health prohibits the solicitation, distribution and posting of materials on or at System property by any employee or non-employee, except as may be permitted by this policy and in accordance with applicable regulations. Exceptions to this policy include charitable and company-sponsored activities supported by System management and in alignment with our vision and values.

Non-employees are prohibited from solicitation at all times and in all areas unless as part of an Authorized Activity as defined in the EEH policy. Non-employees are prohibited from distributing literature or materials at all times and in all areas including parking lots, cafeteria, etc.

DIVERSITY AND INCLUSION

Edward-Elmhurst Health's mission is *to advance the health of our communities by providing outstanding healthcare services*. We are *DRIVEN* to create a culture where employees of various races, ethnicities, religions, sexual-orientations, physical abilities, and socio-economic backgrounds are able to meet, share and learn in an accepting environment. By creating platforms and opportunities that allow us to come together, we can begin to know and understand each other. And through better understanding, we can effectively meet the needs of our diverse patients and deliver on our mission *to provide outstanding healthcare*.

Our *D.R.I.V.E.N* values of Determination, Respect, Integrity, Vision, Excellence and Nurturing form the foundation of our inclusive and diverse workplace. At EEH, we believe that in order to foster *Respect*, everyone should be treated with dignity. To deliver *Excellence*, patients must be at the center of the experience. Our patients are distinct and our work force should represent that diversity. And to focus on our *Vision*, we must foster a mindset that emphasizes collaboration. These values and others can only be met by encouraging a diverse and inclusive working environment for our employees. At EEH, we believe that a diverse workforce will nurture an

atmosphere of open discussion and diversity of thought, creating better outcomes for our patients.

It is our shared responsibility to take care of our patients and each other, to build an environment where each person is valued and can grow.

Our approach to diversity focuses on three main objectives:

1. Promoting an inclusive work environment, through training, education, and creating platforms for awareness and discussions.
2. Utilizing real data on our employees, patients and communities to identify and address health disparities.
3. Increasing representation of minorities in Governance and Management to reflect the communities we serve.

EMERGENCY PREPAREDNESS

To prepare for an emergency, you must be aware of reporting and response procedures. For emergencies call:

Edward Hospital **#66** (Edward Hospital phones)
Elmhurst Hospital **#66** (Elmhurst Hospital phones)
Linden Oaks Hospital **#66** (Linden Oaks Hospital phones)
Off-Site Business and Clinic Locations **911**

For any other non-emergency issues, after hour access and/or badge questions, please contact:
Edward Hospital Public Safety at extension **7-3399**
Elmhurst Public Safety at extension **15500**

Emergency Codes

There are a number of Emergency Codes that may be activated during the normal course of a day at. It is important to know and understand each code and how they may pertain to you and the area in which you are working.

Code	Designates
Code Blue	Medical Emergency Response
Code Blue (Child)	Pediatric Medical Emergency
Code Tornado	Severe Weather (Tornado)
Code Gray	Bomb threat
Code Active Threat	Active Threat with a Weapon
Code Pink	Infant/Child Abduction

Code Adam	Missing VISITOR (child or adult)
Code Hazmat	Mass Patient Decontamination
Code Missing Person	Missing adult inpatient
Code Red	Fire
Code Evacuation	Evacuation/Relocation
Code Triage	Mass Casualty
Code Outage	System and/or Utility Failure
Code Support	Restraint Team
Code Command	Activate Emergency Operations Center
All Clear	Cancels Announced Code

Fire Safety (Code Red)

All staff need to be familiar with the RACE/PASS fire response procedures, location(s) of exits/areas of rescue assistance, fire alarm pull stations, and fire extinguishers for the location(s) they work in.

There are two types of fire responses based on the location you work.

Defend in Place

Employees who work at Edward Hospital, Elmhurst Memorial Hospital, Linden Oaks Hospital, and the Plainfield Emergency Department practice “Defend in Place”. Employees at these locations follow RACE/PASS, but may stay in the building by moving patients, staff, and visitors to a safe area (smoke compartment) away from the fire area. There are at least 2 smoke compartments for each patient care unit, and can be recognized by a set of fire doors that automatically close when the fire alarm sounds.

Evacuate Upon Alarm

Employees who work in clinics and business offices outside the hospital buildings practice “Evacuate Upon Alarm”. Employees at these locations follow RACE/PASS, but leave the building and meet in a designated meeting point away from the building.

Evacuation should only be used as a last resort in a fire in a multi-story patient care area. In the event a fire is too large and is affecting more than one smoke compartment, evacuation may be necessary.

To evacuate, follow the exit routes found on evacuation maps in your work area. Evacuation maps can be found adjacent to entries, exits, stairwells and elevators.

In business occupancies, such as clinics, the Education Center and the South Annex, building occupants are required to evacuate upon alarm. These buildings are not designed with smoke compartments and require a complete evacuation during a fire.

During an evacuation, remember the following:

- Prepare to immediately leave the building
- Close but DO NOT LOCK doors behind you
- Make sure all patients, visitors and staff are accounted for
- Use stairs, NOT elevators
- Wait until the Fire Department or Public Safety allows you to re-enter the building

RACE

R	Rescue patients, staff, and visitors from the area affected by fire/smoke and move to an area way from the fire.
A	Alarm building occupants by pulling the nearest fire alarm pull station and calling your locations Emergency Number.
C	Contain the smoke or fire by closing all doors, windows and other sources of airflow.
E	Extinguish the fire using the P.A.S.S. method, only if it can be done safely, or Evacuate .

PASS

P	Pull the fire extinguisher pin out of the handle.
A	Aim the fire extinguisher horn, hose, or nozzle at the base of the fire.
S	Squeeze the handle trigger.
S	Sweep the contents from side to side at the base of the fire until the fire is extinguished.

Active Threat with a Weapon Response

In the event there is a person(s) in the hospital using a weapon against staff/visitors/patients, an announcement will be made three times “Code Active Threat with a weapon” followed by a description and location of the incident. After the notification, employees will immediately follow the steps below:

RUN – HIDE - FIGHT

RUN – Immediately get out of the area and/or building

HIDE – Lock/barricade yourself behind a door and use available resources to fight should the person(s) with the weapon enter the room

FIGHT – If unable to RUN or HIDE and in immediate danger, act as aggressively as possible by fighting the assailant. Any object can be thrown and used to distract or incapacitate the assailant so that you can escape.

INFECTION CONTROL

In the course of work, you may be exposed to bloodborne pathogens, which are microorganisms that may be present in blood or bodily fluids. These can include but are not limited to:

- Hepatitis B-can cause Hepatitis
- Hepatitis C-a serious liver disease
- HIV-can cause AIDS, which compromises immunity

Bloodborne Pathogens are **NOT** easy to catch, even for healthcare workers.

You must have 'exposure' to blood or certain other body fluids that might contain the virus. This does not include sweat, which does not transmit these organisms, so casual contact cannot spread these diseases.

An exposure could be:

- Needle stick or cut with a used needle/scalpel
- Splash of blood/body fluid to eyes, nose, mouth
- Blood/body fluid getting into non-intact

In the event of an exposure, do the following:

1. If it is a needle stick or non-intact skin, clean the site. If it is a splash to the eyes or mucous membranes, flush with water.
2. Notify your supervisor or charge person.
3. Go immediately to Occupational Health. If it is after hours, please notify your charge person, and they will direct you.
 - You will receive a free, confidential evaluation, including any required testing or treatment.
 - It's important that you treat any exposure (or any on-the-job injury) seriously.
 - If you are exposed, do not wait until the end of your shift or the next day to be seen by Occupational Health.
 - The CDC (Centers for Disease Control) says that if your exposure was to a patient carrying the HIV virus, you need to receive treatment within **hours** of the exposure. If you wait a few days to be treated, it may be too late.
 - Fill out an RL6 Safety Event Report

It is important to practice **Standard Precautions** at all times with all patients. Standard Precautions include:

Hand Hygiene

Always follow these steps when performing hand hygiene:

- Wash hands when visibly dirty or contaminated with blood or other body fluids.
- Wash hands before eating or after using the restroom
- Wash hands when caring for patients with confirmed or suspected *Clostridium difficile* (C. dif) or with diarrheal illness.
- Wash hands with soap and water for at least 20 seconds

- Use hand sanitizer when hands are not visibly soiled
- Practice hand hygiene before and after every patient contact, before and after removing gloves, after removing PPE or something that may be contaminated, and before touching something clean (linens, supplies, etc).
- Use only health-care approved hand lotion in clinical areas (no lotions from home)
- Nails are kept short in clinical areas (less than ¼ inch from the fingertip) and nail polish must be fresh and not chipped. Artificial nails are not allowed.

Personal Protective Equipment (PPE)

- Wear gloves if you expect to contact blood, bodily fluids, mucous membranes or non-intact skin
- Wear a mask and/or eye protection if you anticipate splashing fluids
- Add additional PPE if needed

Disinfecting Equipment and Work Surfaces

- Clinical Staff uses Sanicloth wipes for disinfection (Bleach wipes for C. dif or diarrheal illness)
- Clean equipment after use on any patient
- Any surface or equipment soiled with blood or bodily fluid (even stool) must be cleaned and disinfected immediately.

Proper Food Storage

- Food and drink should be stored in designated staff refrigerators and break rooms only
- Do not eat or drink in clinical areas

Addressing Illnesses

- Stay home when you are sick

Use **Isolation Precautions** when interacting with patients with dangerous or highly contagious diseases.

Isolation precautions can include:

- Contact isolation-All staff and visitors must wear an isolation gown and gloves when entering a patient room
- Droplet isolation-All staff and visitors must wear an isolation mask when entering a patient room
- Airborne isolation-Patients must be placed in a negative pressure airborne isolation room. All staff must wear a N-95 respirator. These must be fitted before entering the patient room. Visitors must wear an isolation mask.



Isolation mask

When Isolation Precautions are used, the following steps must be taken:

No Admission to isolation room without proper personal protective equipment as listed and indicated on the isolation sign outside of the patient door.

Wear PPE before entry into the room. Upon leaving the room, remove and dispose and wash hands or use hand sanitizer.

Dedicate equipment and supplies or use disposables for isolation patients whenever possible. Please use disposable stethoscopes for patients in isolation precautions.

Any equipment or supplies removed from isolation room must be disinfected with SaniCloth. Please remember to use the bleach wipes for patients in Enteric/Contact plus isolation. Use the bleach wipes at Elmhurst hospital for those patients with a diarrheal illness.

Educate and reinforce isolation procedures with visitors.

For more information, or to answer infection control questions, speak to your manager or use the following resources:

- Intranet (MyEdward/MyElmhurst)-Quality and Safety Tab-Infection Prevention-Infection Control
- Call the Infection Control Department

Nursing Responsibility for Initiating and Discontinuing Isolation

Initiating Isolation Precautions

Isolation precautions are implemented by nursing staff immediately upon identifying a patient with any of the following:

- New laboratory result for any disease/organism requiring isolation
- New diagnosis of any disease requiring isolation
- Symptoms consistent with any disease requiring isolation
- History of infection or colonization with any drug resistant organism
- Isolation precautions do not require a physician's order

Isolation Set-Up

Isolation cart and supplies can be obtained from Central Sterile Processing Dept. (Edward Hospital) or can be found in the isolation drawers (Elmhurst Hospital).

- Document isolation in Epic.
- Hang appropriate isolation sign outside room.
- Place Sani-Cloth, gloves, and masks (if needed) on top of cart.
- Place disposable stethoscope in patient's room

- For patients in Enteric/Contact Plus isolation, place small sign on hand sanitizer dispenser in patient's room

Discontinuing Isolation Precautions

Please refer to your hospital's Isolation policy for requirements to discontinue isolation. You may also consult Infection Control before discontinuing isolation.

RISK MANAGEMENT: PATIENT RIGHTS, CHAIN OF COMMAND AND REPORTING

Patient Rights

Inpatients are provided with a written copy of their patient rights in their patient handbook.

Outpatient departments have copies of the patient rights posted in their areas. Copies are available to outpatients at their request.

Refer to the patient handbook or the posted patient rights to review all of the patient rights and responsibilities.

Staff members provide patients with access to their rights and encourage patients and families to speak up about any questions or concerns that they have. This includes the patient's right to file a complaint.

Chain of Command

The first link in your chain is your resource person.

Edward Hospital's chain of command is to be used in the event a clinician or staff member perceives a threat to patient safety and ordinary channels of communication and decision making are unable to resolve the issue.

There is no retaliation for invoking the chain of command.

Reporting Errors and Near Misses

Information about an error can provide an opportunity to improve processes and enhance patient safety. Patients are informed of unanticipated outcomes.

Bring unusual events to the attention of the charge nurse, department lead, or unit manager.

Edward-Elmhurst Health is dedicated to conducting business honestly and ethically wherever Edward-Elmhurst Health operates. Edward-Elmhurst Health expects that you will follow the principles and rules when performing services on behalf of Edward. In addition to those described in other sections of this orientation guide, below are other key principle and rules from Edward-Elmhurst Health's Corporate Compliance Program that you need to comply with:

Standards of Conduct

Our Standards of Conduct ("Standards") are a critical component of our overall Compliance Program. The Standards provide guidance to assist individuals in carrying out the organization's daily activities within appropriate ethical and legal standards. The Standards shall be followed by all employees, contractors, physicians, Board members, Committee members, and individuals who work for or with Edward-Elmhurst Health. The Standards should be viewed as a valuable resource that assists these individuals in making ethical and professional business decisions.

All individuals must avoid situations in which their personal activities or relationships could create, or appear to create a conflict of interest, or make it difficult to objectively carry out job responsibilities or act in the best interest of Edward-Elmhurst Health.

On occasion, Edward-Elmhurst Health's patients, physicians, business partners, and vendors want to show Edward-Elmhurst Health's employees how much they are appreciated by providing gifts to them. Talk to your manager before you accept a gift from anyone.

Compliance with Law

You must strictly observe all laws and regulatory requirements that apply to Edward-Elmhurst Health.

Be familiar with the basic legal requirements that are relevant to your duties.

Ask your Edward-Elmhurst Health resource person if you require assistance in understanding your legal obligations.

Keep Accurate Records

Comply with Edward-Elmhurst Health and government requirements regarding record keeping. All records and reports must be prepared accurately and retained in accordance with Edward-Elmhurst Health policy.

All communications, whether within Edward-Elmhurst Health or to outside agencies or individuals, must be truthful.

You may not engage in any conduct that results in false, artificial, or misleading entries being made in any record.

Duty of Loyalty and Good Faith Dealing

You must exercise the utmost good faith in all transactions and arrangements touching upon your duties to Edward-Elmhurst Health and its property.

In your dealings with and on behalf of Edward-Elmhurst Health, you are held to a strict rule of honest and fair dealing between yourself and Edward-Elmhurst Health.

You should not attempt to influence any Edward-Elmhurst Health employee to use their position in such a way that a conflict might arise between the interest of Edward-Elmhurst Health and that of the individual.

You may not provide Edward-Elmhurst Health employees with any gifts, favors, perquisites or fringe benefits that might influence their decision making or actions affecting Edward-Elmhurst Health.

Confidentiality and Non-Disclosure

While at Edward-Elmhurst Health, you may have access to confidential information having a special and unique nature and value to Edward-Elmhurst Health. This may include, but is not limited to, information about patients, families; or employees; clinical policies, methods training and instruction manuals; financial information; trade secrets; systems, and other matters relating to the operations of Edward-Elmhurst Health's business.

At any time during or following your association with Edward-Elmhurst Health, you are not permitted to disclose, publish, divulge or use any such confidential information, except to carry out your duties while at Edward-Elmhurst Health or as otherwise permitted under your contract with Edward-Elmhurst Health.

Any unauthorized disclosures may be subject to legal action.

Coding and Billing for Services

You are required to exercise care in any written or oral statement made to any government agency or other payor.

Edward-Elmhurst Health will not tolerate false statements by its contractors to a government agency or other payor.

Deliberate or negligent misstatements to government agencies or other payors by contractors may result in contract termination, legal action, and criminal penalties.

Reporting Unethical Conduct

Laws such as the federal False Claims Act and the Illinois Whistleblower Reward and Protection Act help prevent waste, fraud and abuse against the federal and state governments. These laws encourage individuals to report the filing of false claims for services and allow individuals to sue an individual or business that has knowingly submitted false claims to the government.

All employees, patients, visitors, contractors, representatives, and affiliates have access to a Privacy and Compliance Help Line telephone number for anonymously reporting. The Help Line number is 1-877-769-9447.

The Help Line is operated by an independent third party. Reports to the Compliance Help Line are received by that independent party, and reported to Edward-Elmhurst Health's Corporate Compliance Department for immediate investigation and follow-up.

To preserve anonymity, reporting parties may follow-up directly with the Help Line to learn what has been done in response to their report.

No threats, harassment or retaliation will be made against any individual making a report in good faith.

What is included here cannot cover every situation you may encounter. When the best course of action is unclear, seek the guidance of your Edward-Elmhurst Health resource person, Edward-Elmhurst Health's Corporate Compliance Department, or call the Compliance Help Line.

Like all health care organizations, Edward-Elmhurst Health must keep patient information confidential. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that gives patients federal rights to gain access to their medical records and restrict who sees their health information.

Information Covered Under HIPAA

All patient information must be kept confidential, whether it is spoken, on paper or on the computer.

HIPAA not only covers a patient's health information, but also information related to payment for services.

Minimum Necessary Standard

HIPAA calls on health care workers to use the minimum amount of patient information they need to do their jobs efficiently and effectively.

Only access information that you need to know. Ask yourself:

Do I need this information to do my job and provide good patient care?

What is the least amount of information I need to do my job?

Access

Provide privacy when caring for patients (i.e., close the door, pull the curtain)

Speak quietly with patients and families so that others cannot hear

Use screen protectors or turn computer screens away from public view

Use fax cover sheet with privacy disclaimer

Verify the fax number prior to hitting the send button and on the fax transmittal sheet

Dispose of patient information only in designated containers or shredders

DO NOT

- Fax more than 10 pages to anyone
- Allow patient information to lie around unattended
- Talk about patients in public areas
- Leave information about a patient's health on an answering machine
- Talk about patients you see at work
- Access the PHI of yourself, family members, or friends unless you need it to do your job

Patient Rights

Patients have the right to control their own health information. This right is as important as their right to keep their information confidential.

Edward-Elmhurst Health's Notice of Privacy Practices is a document that is given to all patients at registration and describes patients' rights regarding that information. It also outlines how Edward-Elmhurst Health will use patient information.

Edward-Elmhurst Health's Notice of Privacy Practices is available on our Web site (www.eehealth.org) and is also posted prominently throughout our facilities. A patient's rights include:

- To receive a copy of Edward-Elmhurst Health's Notice of Privacy Practices for review.
- To request restrictions on disclosures of PHI for treatment, payment, and health care operations. You do not have to agree to any restrictions; please ask for guidance from your resource person if a patient requests a restriction.
- To receive an accounting of disclosures made that are not for treatment, payment, or health care operations. Any requests for an accounting of disclosure should be directed to the medical records department. In addition, certain disclosures of a patient's information by Edward-Elmhurst Health may need to be documented in the patient record. Your resource person can guide you on when you should document a disclosure.
- To inspect, request, and receive a copy of their own health information. Any such requests should be directed to the medical records department. Edward-Elmhurst Health does not typically allow an inpatient to see their record unless the patient's attending physician approves. Contact your resource person if an inpatient requests to inspect their own record.
- To request to append incorrect or incomplete information in medical record. Any requests of this nature should be directed to the medical records department.
- To request confidential communications – your resource person will let you know what requests can be accommodated and how to document those requests that Edward-Elmhurst Health agrees to.
- To complain about privacy violations. Patients should be directed to the manager, or to call the Privacy and Compliance HelpLine at 1-877-769-3447.

Use and Disclosure of Patient Information

Health care providers are permitted to use and disclose patient information for the following purposes:

- Treatment, payment, and health care operations
- Other reasons with the patient's permission
- As required by law

Penalties for Violating HIPAA

All breaches should be reported to your supervisor and to the Corporate Compliance Department.

At Edward-Elmhurst Health, violations may result in termination of your contract or legal action.

The civil and criminal penalties may be substantial depending on the severity of the violations.

HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT ("HITECH")

Effective September 23, 2009, HITECH required specific breach notification requirements. Breaches are violations of HIPAA Privacy Regulation that pose a significant risk of harm to the individual. Notice must be provided without reasonable delay (no more than 60 days from date of discovery) to individuals for unsecured protected health information. If breach involves more than 500 residents of a state or jurisdiction, notice must be provided to media outlet and the Secretary of Department of Health and Human Services (HHS). If less than 500 individuals, a log must be maintained and information should be provided to HHS within 60 days of the end of the calendar year. The Chief Compliance & Privacy Officer will ensure the notifications are sent to the appropriate parties.

Your responsibility includes reporting to your manager any of the following (list is not all inclusive):

- **Misdirected faxes (e.g. restaurants, non-medical staff providers, private residence)**
- **Verbal or written disclosures with individuals who do not have a “need to know”**
- **Unauthorized access to systems or applications**
- **Providing information to the wrong patient (e.g. discharge summary)**

INFORMATION SYSTEM SECURITY (HIPAA SECURITY)

If you are granted access to an Edward-Elmhurst Health information system, the following rules apply:

HIPAA Security is the counterpart of HIPAA Privacy that emphasizes the importance of keeping electronic information secure in order to maintain privacy.

There are people and organizations who will attempt to access PHI without authorization. You should know the methods for identifying and guarding against these attacks.

To protect PHI:

Don't open e-mail attachments (unless you know who sent it and what they sent).

Don't download software from the Internet. ISS will install any software that is needed on Edward-Elmhurst Health computers.

Don't disclose log-in information in response to an e-mail request.

Do report any suspicious computer behavior to the ISS Help Desk, ext. 73346. This includes virus alerts, unusual graphics, and frequent computer crashes.

Passwords are a necessary method of protecting information.

- Do use strong passwords. For example:
 - *Weak password: edward*
 - *Strong password: Edward246*
- Do make passwords memorable.
- Do always log out.
- Don't reuse old passwords.
- Don't share log-in sessions.
- Don't write down passwords.
- Do report suspicious activity to the ISS Help Desk, ext. 73346.
- Secure physical devices and media from loss or theft. This includes "memory sticks" or "jump drives," media, security cards, and laptops.
- Restrict the use of workstations. Only those with proper identification should use workstations. Report suspicious behavior.

You are prohibited from accessing the confidential record of any patient, including your own and that of your family members, except as is allowed through following formal medical record procedures.

Being contracted staff at Edward-Elmhurst Health does not give you any greater access privileges than are afforded to any other patient at Edward-Elmhurst Health.

Inappropriate access of confidential information including but not limited to patient medical records, employee files, and financial records will result in termination of your contract and/or legal action.

To report a potential violation or a concern, contact your resource person, the department manager, or call the Corporate Compliance HelpLine: 1-877-769-3447.

VIOLENCE PREVENTION

Workplace violence is any act or threat of physical violence, harassment, intimidation or other threatening or disruptive behavior. It ranges from verbal abuse to physical assaults to homicide. Healthcare workers are victims of workplace violence at twice the rate of the general workforce.

Violence does not occur spontaneously. It's the final stage of 4 behavioral and emotional response stages an individual may go through. Awareness of your personal feelings and the responses of others is critical to ensure the safety of yourself and others.

Stage 1-Normal Stress and Anxiety

Individuals are rational and in control of their emotions but show signs of stress/anxiety

Stage 2-Rising Anxiety

Signs may include rapid heart rate, confusion or inability to problem solve, high pitched voice or quiver, nervous habits (finger/foot tapping)

Stage 3-Severe Stress & Anxiety

Signs may include disruptive behavior, shouting, swearing, arguing, threats, clenched fists, pacing, fixed stare, throwing objects, indications of drunkenness or substance abuse.

Stage 4-Acute Crisis

Signs include out of control cognitive, emotional and behavioral levels, being unresponsive to verbal intervention, fear, uncontrollable crying, violent behavior (kicking, punching, biting, scratching, slapping).

Recognition of any of these stages of behavior is the first step in managing a crisis.

Clinical risk factors may be:

- Intoxication
- Pain
- History of Violence
- Cognitive Impairment
- Forensic patient
- Psychiatric condition

Environmental risk factors may be:

- Long wait times
- Room temperature
- Noise level
- Unsecured furniture
- Absence of security systems such as cameras or panic alarms

Personal risk factors may be:

- Tone of voice or choice of words
- Body language, position in the room, proximity to patient
- Hair, jewelry
- Medical equipment (scissors, pens, sharp objects)
- Accessories (lanyards, stethoscopes)

Using the GREAT model can help de-escalate a potentially violent situation. For example:

- GREET: ask permission to enter the patient room, smile and make eye contact
- RELATE: listen and use empathetic statements such as “please let me know what is bothering you”

- **EXPLAIN:** Clarify your role and explain the plans as clearly as possible. For example: “We need to check your vital signs to ensure you are feeling better”
- **ASK:** use open-ended questions such as “how can we correct this problem”?
- **THANK:** show gratitude such as “thank you for waiting” or positive statements such as “I hope you are feeling better”

Avoid the following:

- Sarcastic or condescending tone
- Minimizing what the person says
- Making promises that can’t be kept
- Becoming defensive
- Blaming others or saying “it’s not my job”

If GREAT techniques are not successful, limit setting may help gain control of a situation:

- Use phrases such as:
- “Please sit down. I don’t want to involve security but I may have to if you can’t control yourself”
- “I know you need help. Please give me a moment to get to your room before pushing the call button again”
- “I am trying to help you, but I can’t help if you continue to yell at me”

Reporting Workplace Violence

Workplace violence is not tolerated and is not part of your job. Report incidents to your Supervisor and through the Safety Event reporting system (found on *MyEdward*) to help raise awareness and prevent future incidents.

STROKE AND HEART FAILURE AWARENESS

All healthcare employees should know the warning signs of both strokes and heart and how to respond to either scenario.

Strokes Strike **FAST**:

- **F= Face:** The patient’s smile may be uneven or one side of his/her face droops
- **A= Arm:** The patient may have weakness or paralysis on one side
- **S= Speech:** The patient’s speech may be slurred
- **T= Time:** If you observe any of these signs, call the nurse immediately

What you need to know about heart disease:

- Chest pain and shortness of breath can be symptoms of many different conditions, including heart failure, pneumonia and other cardiac and respiratory conditions. Some of these conditions can be serious and life threatening.

- If a patient experiences chest pain and/or shortness of breath, please contact the patient's nurse immediately!

CONFIDENTIALITY

EEH is a health care facility abiding by a policy of confidentiality. You are serving as a representative of the healthcare system and we expect you to conduct yourself in a professional manner and consider all information that you may hear directly or indirectly concerning a patient or staff member to be confidential.

Any person disregarding this policy is subject to immediate dismissal from the job site and ultimately from the system. Confidentiality means keeping all information about patients and employees private and sharing information with others on a "need to know basis".

You cannot discuss with or reveal patient or employee information to:

- Your immediate family, relatives, friends, neighbors, etc.
- One patient about another patient
- Visitors to the hospital
- Representatives of news media (Print/T.V./Radio)
- Any insurance company, lawyers, or other business unless authorized by the patient, subpoena or court order

WELCOME

We are happy that you have joined our team. Do understand that this document is not all-inclusive of information that you will need to perform your function. Each department will provide specific training and guidance as necessary, and in accordance with any regulatory body.

If you have any questions, please do not hesitate to contact the manager in your department or Human Resources, and they can guide you to an answer.

As part of our health care system, we encourage you to understand that you are here to care for yourself, for each other, and our patients. Our business is care-giving, and we support one another. If we see or hear anything that needs attention, we must question, report, and collaborate in order to provide the best possible outcomes.

Welcome to Edward-Elmhurst Health.

NURSING DIVISION ORIENTATION TO EDWARD HOSPITAL

Edward Nursing Vision and Model of Care

Our nursing vision is “Clinical Excellence and Patient Safety through Caring Relationships.” We believe this expresses a strong focus on patient outcomes and patient safety and reinforces our relationship-based model of care. To ensure we are moving toward this vision, we have established goals in the areas of nursing quality outcomes, nursing turnover, number of BSN and certified nurses, compliance with the National Patient Safety Goals, and patient, employee, and physician satisfaction. Measuring performance helps us make changes in an effective and efficient way. One of the most important steps to moving forward is to know where you stand now. Data are reported quarterly and posted in the form of a scorecard. Be sure to look for the Nursing Scorecard on your unit.

Five caring concepts, derived from Sharon Dingman’s work on Relationship-Based Care, provide guidance for all nursing staff. We ask that you also use these techniques. The caring concepts are:

- Introduce yourself and explain your role
- Call the patient by his or her preferred name
- Use touch appropriately
- Sit at the bedside for five minutes at the start of shift to plan care for the day
- Reinforce the Edward value.

Students and faculty are part of the patient’s experience and exposure to Edward Hospital. What you do and say creates a perception of Edward, which the patient leaves with and communicates to others. The expectation is that everyone welcomes patients and visitors, introduces themselves by name, their role and what they will be doing, and escorts them to their destination or finds someone who can escort them when necessary. Nursing students and faculty must always introduce themselves by name and tell patients, visitors and staff that they are students. Students and faculty must wear badges that clearly indicate their student or faculty status.

Customer perception can be positive or negative based on telephone contact. Everybody at Edward greets the caller, states “Edward”, their department and name and offers assistance with a “smile” in their voice. Everybody at Edward also cleans up. Everyone is encouraged to pick up items off the floor and clean up spills.

Edward has a vigorous shared leadership structure at the unit and hospital levels. This ensures that the nurses’ voices are heard and that they shape their practice. You are welcome to participate in shared leadership council meetings.

To ensure the best clinical rotation experience for your students and the direct care nurse, the Edward Hospital Professional Development Council asks that you please discuss the following with your students:

- Come early – we don’t want you miss the critical information being handed-off during report

- Ask questions – you can't learn unless you understand
- Get involved – in EVERY aspect of the patient's care
- Be open – every experience (despite how insignificant they may seem) helps to mold the nurse you will become

Getting Started: Key Activities to Complete Prior to Clinical Rotation

Edward Contact

- Margaret Cross at: Margaret.Cross@eehealth.org or 630-527-3934
- Please refer to our clinical rotations website for all up to date forms and information: <https://www.eehealth.org/nursing/clinical-rotations>

Computer Use

- Faculty requesting Epic Access should contact Margaret Cross.
 - Faculty may receive RN access in order to pass medication with their students.
 - Students will receive view only access.
- In order to provide Epic access for students, faculty must provide the specific information listed below. The information will be used to verify user identity by telephone in the event technical support is contacted. The ISS Department requires 2 weeks to complete the project.
- Therefore, please send the following information to Margaret as early as possible using the Edward Hospital Clinical Data Form **located on the website**:
 - Student
 1. First and last name
 2. Address
 3. Date of Birth
 4. Expected year of graduation – student only
 - Faculty
 1. First and last name
 2. Address
 3. Date of Birth
 4. Mother's maiden name
 - Dates students will be at Edward
 - Primary unit location
 - Faculty E-mail address
- When access has been provided, the faculty member will receive the students' User IDs via e-mail.
- Faculty members are responsible for training the students.
- All students and faculty (new and returning) must sign a code of compliance form annually
 - **Code of compliance forms** can be found on the webpage and submitted directly to the Edward Information System Department via the instructions on the webpage.

- Forms MUST be submitted on or before the student's orientation day. Epic IDs will expire within 24 hours. Access IDs cannot be turned back on until forms are submitted to the IS department.

Student ID Badges

Edward Security will dispense Student ID badges. ID badges are used to access locked doors to clean/dirty utility rooms on certain nursing units. These badges will be turned on and off at the start/end of the clinical rotation.

If you would like your students to have access to these areas, please submit an email request to Margaret Cross at least one week prior to the first day of your clinical rotation.

Faculty will be responsible for picking up the badges at the start of the clinical rotation and dropping them off at security at the end of the rotation. Faculty will be charged \$10 for each lost/non returned badge.

Medication Administration

- The hospital is equipped with Pyxis machines on all inpatient units for the dispensing of the majority of the patients' routine medications including narcotics.
- If your students will be passing medications, you will require Pyxis access. Pyxis access will not be provided for each individual student.
- Prior to obtaining Pyxis access faculty must:
 - Have an Epic user ID
 - Complete the Pyxis tutorial

Room Reservation

To reserve classroom space for pre or post conferences, please contact the EEHealth help desk at 630-527-3346.

Student Orientation

- Please review with your students the student orientation manual located on the website.
- Ask each of your students to sign the document -located on the website (Student signature form) indicating that they have reviewed the documents and will abide by Edward's policies and procedures.
- Please scan and email signature statement forms to Margaret.Cross@eehealth.org

Observation/Special Requests

- Please send requests for observation areas **at least four weeks prior** to the start of clinical to Margaret Cross at Margaret.Cross@eehealth.org
- Please send an electronic copy of the rotation schedule **at least one week** prior to the students starting the rotation to Margaret Cross at Margaret.Cross@eehealth.org including:
 - Name of unit
 - Date
 - Name of student

- Faculty name & contact information
- Level of student
- Area of study
- **Two goals for the observation**
- Notification of observation approval will be sent via e-mail.

On The Nursing Unit

Making Assignments

We encourage the faculty member to consult with the charge nurse before making assignments. Please give student assignments to the Clinical Leader or unit charge nurse by 0630 for the day shift and 1430 for the evening shift. This will help in making staff assignments and will expedite the best learning experiences and environments for the students.

Communicating with the RN and Other Members of the Team

Nursing students are expected to receive shift report when coming on duty and are to report off to the nurse when leaving the unit for any reason. Students are expected to clearly communicate to the RN the type of care they will be providing for each patient, such as morning care, medication administration, procedures, etc.

Patient Safety

To maintain safety and protection of our patients, Edward Hospital uses security codes in different areas of the hospital. Please reinforce the necessity of security codes in the hospital setting with your students. If a code is required, students may ask for assistance from the nursing staff.

Several nursing units now utilize a security system for medication and supply room entrance. Faculty may obtain an identification badge for themselves and students to be used for entry if needed by contacting Margaret Cross.

Documentation

The hospital uses military time for all documentation.

Most of the units have computerized documentation. Students are given view only access and are not allowed to chart in the electronic medical record. Patient Care Flow sheets are available for student training purposes and can be found on the Edward Intranet/caring for patients/inpatient downtime forms.

Special Needs

A Mother's Room is available for breast pumping. If a nursing student needs to use the room, the faculty member should contact the Lactation Department at 630-527-3238 for information on accessing the room.

Parking

Please enforce the parking restrictions in place at Edward Hospital. Parking decks are intended for patients, visitors and staff with permits. Students and faculty are to park in the employee parking lots B and C for day shift clinical. After 1400, students and faculty may park in the North Parking Garage on the roof or the floor below. Cars parked illegally will be ticketed and may be towed.

Educational Opportunities

Throughout the year Edward Hospital offers several opportunities for staff education including Lunch-n-Learns, Nursing Grand Rounds, Cardiology Grand Rounds and unit based in-services. Nursing students are always welcome to attend any of the sessions. Schedules can be obtained by contacting Margaret Cross at extension 73934 or search the Education Calendar located on the Edward Hospital Intranet.

Many of these opportunities provide breakfast, lunch or snack for the attendees. *Estimating the amount of food is difficult and is based on average attendance of previous events. Students are welcome to attend but we do ask for them to bring their own lunch or snack. If at the conclusion of the session, food remains, students will be invited to partake in the refreshments provided.*

Performance Improvement

In 2008, the Centers for Medicare & Medicaid Services (CMS) publicized new Medicare and Medicaid reimbursement policies directed toward selected hospital-acquired conditions (HACs). Conditions were identified that have Medicare payment implications if acquired during an inpatient stay. Some examples include: pressure ulcers, falls, catheter associated urinary tract infections and vascular associated infection. To address these HACs, Edward Hospital has formed performance improvement teams to review our existing practice and make recommendations for improvement, based on evidence based practice. Please familiarize yourself with Edward procedures located: Edward Intranet/caring for patients/guidelines and protocols. Here you will find references to Central Line Bundle, Foley catheter protocol, wound, skin and ostomy care and much more. Information and updates will be provided as new care standards are developed.

Edward Hospital utilizes a CHG (chlorhexidine) bathing protocol. Daily CHG bathing is an evidence-based practice used to reduce the risk of hospital acquired infections, such as MRSA and CLABSI. CHG is an antiseptic agent available in a liquid solution. It is added to a patient's basin bath. Disposable washcloths are used rather regular cotton washcloths due to CHG interaction with cotton. Only Provon moisturizing hand and body lotion can be used following a bath. All supplies are located on the units. Additional information is included with this manual as a separate handout.

Policies and Procedures

- Restraints
Periodic training is required (defined as every two years at Edward Hospital), for any individual who applies or removes restraints. The student manual includes information regarding

restraint definitions, restraint alternatives and risks associated with restraint use. Please contact the school to determine if the students have attended a restraint presentation (including a return demonstration) in the application of and removal of restraints. If not, supplies can be obtained from Margaret Cross so you may conduct training with a return demonstration from each student. This will need to be completed prior to the first clinical day.

- Bathroom Door Locks

In January 2011, Illinois General Assembly passed regulation referred to as Seth's Law, in reaction to the death of a young individual who expired when emergent help was delayed due to a locked bathroom door. The law states that hospitals shall have policies and procedures for readily gaining access to a locked bathroom in a patient's room. In response, Edward removed locks from all bathrooms in inpatient rooms.

Clinical Procedures not allowed by students

Due to system constraints and regulatory competency requirements some clinical procedures are not allowed to be completed by students. These procedures include:

- Perform blood glucose monitoring
- Start peripheral IVs
- Administer blood or blood products – students may assist with obtaining vital signs but are not allowed to perform the double check verification or hang blood product
- Accept verbal or telephone physician orders
- Accept critical lab results
- OB specific: Remove an infant from the mother/father presence without an Edward employee present

It is an expectation that clinical faculty know the limitations of their student's practice during clinical and communicate such limitations with the Edward RN.

Skills

It is expected that clinical faculty be competent with basic clinical skills. Please ask the unit clinical nurse educator for a unit specific skills checklist. If you feel additional review of skills is needed, notify Margaret Cross or the unit clinical educator. The Edward Hospital Policy associated with the competency is located on the checklist as well. Policies can be accessed on the Edward Intranet under the Policies and Procedures tab.

Edward is pleased to introduce their state of the art Simulation Center located on the 2nd floor of the Education Building.

Please contact Amanda Hunt - Manager Simulation and Training at Amanda.Hunt@EEHealth.org or (630) 527-3945 to book a Simulation Training Session with your students. Rates listed below.

	Up to 2 hours	Up to 4hours	Over 4 hours
MedSurg/Pediatric Room	\$580	\$1,160	\$2,320
OB Room	\$780	\$1,560	\$3,120
ICU/Trauma Room	\$655	\$1,310	\$2,620
Large Debriefing Room	\$250	\$500	\$1,000
Small Debriefing Room	\$175	\$350	\$700
Entire Simulation Center	\$3,020	\$6,040	\$12,080
Available Simulators			
SimMan 3G Essential Bleeding			
ALS Manikin			
SimMom			
Automatic Delivery Module			
SimBaby			
SimJr			
SimNewB			

Additional Items

*Task Trainers	\$60/hr
Scenario Development/Programing	\$75/hr
**Student BLS Training	\$40/person

Notes:

1. Rates include Audiovisual equipment owned by Edward
2. Rates include room, simulator, miscellaneous equipment, and simulation operations specialist.
 - Simulation operations specialists perform set up, simulator operation, and clean up.
 - (Additional fee for Moulage)
 - Simulation faculty oversees the scenario and conducts debriefing and is available for an additional fee.
3. Room Rental includes the use of 1 simulator. Rental of the entire Simulation Center includes the use of 4 simulators. Additional simulators available for additional fee
4. Rates assume contract with school for clinical experience and school liability insurance.
5. Additional standardized patient fees may be required for various scenarios.
6. Rates effective 2018 - 2019

* includes set up/clean up time

* *BLS does not include books

New Faculty

Faculty members new to Edward are required to attend an orientation day on their assigned unit to become familiar with the unit routine, policies and procedures. Arrangements can be made through the unit clinical educator.

Evaluation of Clinical Experiences at Edward

We are always striving to improve student clinical experiences and appreciate receiving feedback from faculty and students. To that end, we have included a copy of the evaluation form and we ask that your students complete the form at the end of their clinical rotation. Please send the completed evaluation forms to Margaret Cross in Clinical Education. Don't hesitate to contact Margaret or the unit educator if there are any immediate concerns.

**Edward Hospital
Nursing Student Clinical Rotation Evaluation**

Thank you for spending time with us here at Edward Hospital. We are interested in your feedback on your clinical rotation. Please complete this evaluation so that we can continue to improve clinical experiences for students.

Part A

For the items below, please choose the response that best matches your experience:

1 – Strongly Disagree 2 – Disagree 3 – Agree 4 – Strongly Agree

1.	As a student, I felt welcome on the unit	1	2	3	4
2.	The nurses on the unit were available to answer my questions	1	2	3	4
3.	The nursing care I observed on the unit was of high quality	1	2	3	4
4.	As a result of this experience, I feel more confident in providing nursing care	1	2	3	4
5.	I was able to meet my learning objectives through my experience on this unit	1	2	3	4
6.	I would like to have the opportunity for additional clinical rotations at Edward Hospital	1	2	3	4
7.	I would recommend Edward Hospital for other students	1	2	3	4
8.	I am considering employment at Edward Hospital	1	2	3	4

9. Please tell us why you would or would not consider employment at Edward:

10. What nurse or nurses impressed you and why? Please be specific:

11. What aspects of your experience could we improve?

12. Please share additional comments here. (Use reverse side if needed)

Part B

Please provide this information about you:

Your college _____

Your anticipated graduation date _____

The Edward Unit and date of your clinical experience _____

Edward Hospital Nursing Student Clinical Opportunities

Unit	Volumes	Description	Clinical Experiences Available
Emergency Services Division			
Employee Health 1 st Floor- Emergency/Surgical Wing	Average 13,800 visits/year or 265/week (7 exam rooms)	Provide screening of prospective and current employees of Edward Hospital and wellness services such as influenza and Tdap vaccinations	Special Request
Occupational Health 1 st Floor- Emergency/Surgical Wing	Average 16,500 visits/year or 318/week (7 exam rooms)	Provide occupational health services for prospective or current employees requiring screening for companies for which a contract for this service is held. Treatment also provided to employees with work-related injuries or adverse health consequences.	Special Request
Adult and Pediatric Emergency Dept. 1 st Floor- Emergency/Surgical Wing	46 beds, includes 10 Peds ED beds	Care of adult and pediatric patients presenting with emergent, urgent, and non-urgent medical and trauma conditions. The two EDs had combined visits of 70,000 for the last year	Special Request
Heart Hospital			
Cardiac Rehab Ground Floor- Heart Hospital	Average 75 classes per week at Edward, Yorkville & Fitness Center	Cardiopulmonary inpatients and outpatients who are at risk for or have experienced a cardiac or pulmonary event. Visits for the last year were 33,529 or 644 patients per week	Special Request
Cardiac Telemetry 2/8 (CTU 2/8) 2 nd and 8 th Floor- Heart Hospital	56 beds	Provide care to patients with a cardiac medical, interventional and surgical diagnosis. The Center for Cardiac Health provides out-patient services for those patients with a cardiac diagnosis.	Full Rotation
Cardiac Telemetry (CTU 7) 7 th Floor- Heart Hospital	28 beds	Provide care to telemetry patients with cardiac, neurological, neuro interventional, neurosurgical, surgical oncology and vascular diagnoses	Full-Rotation
Interventional Suites	150 cases/week	Invasive, diagnostic, and therapeutic	Special

Unit	Volumes	Description	Clinical Experiences Available
2 nd Floor Heart Hospital		services to inpatients and outpatients for cardiac, invasive radiology, and neuro intervention. Over 15,000 procedures last year.	Request
Cardiac Neuro ICU (CNICU) 6 th Floor- Heart Hospital	22	Provide care for critically ill medical or surgical patients with cardiac disease (e.g., MI, CABG, valve surgery), neurovascular disease, craniotomies, strokes and neurointervention	Full Rotation
Women & Children Division			
L&D 1 st Floor- Main Hospital	16 LDR 3 c-section suites 3 bay recovery 5 bay triage room	Provide care to laboring mothers, high risk antepartum patients and infants. Last year, there were 3,169 deliveries.	Full Rotation
M/B 1 st Floor- South Building	37 beds	Provide care to mothers and their newborn infants	Full Rotation
NICU- 2 nd Floor Main Hospital	11 Level II beds 12 Level III beds	Level III NICU providing care to newborns with a variety of illnesses	Special Request
Peds 1 st Floor- Emergency/Surgical Wing	10 beds	Provide care to diverse population of pediatric patients	Special Request
PICU 1 st Floor- Emergency/Surgical Wing	6 beds	Provide care to critically ill pediatric patients.	Special Request
Medical Surgical/Critical Care Division			
Cardiac Telemetry 3 (CTU 3)	28 beds	Provide care to medical patients, telemetry patients, behavioral health patients as well as stroke patients	
Medical /Oncology 2 nd Floor Main Hospital	32 beds	Provide care to oncology and other medical patients	Full Rotation
Surgical Care Unit 3 rd Floor Main Hospital	32 beds	Provide care for diverse medical and surgical patients	Full Rotation

Unit	Volumes	Description	Clinical Experiences Available
Pulmonary Medical Unit (PMU) 5 th Floor Main Hospital	31 beds	Provide care primarily to medical patients	Full Rotation
Orthopedic Center 3rd Floor – South Building	36 beds	Provide care to patients requiring medical intervention or surgery for orthopedic and spinal disorders.	Full Rotation
ICU 4th Floor- South Building	24 beds	Provide care for complex, critically ill medical or surgical patients (e.g. mechanical ventilation, hemodynamic monitoring, vasopressor support, multiple trauma) and patients requiring frequent monitoring	Special Request
Surgical Services Division			
Perioperative Services 2 nd Floor- Emergency/Surgical Wing	31 beds	Prepare patients for surgery the day it is scheduled. Provide care for ambulatory patients requiring pre and post procedure care, interventional or diagnostic procedure, medications or transfusions.	Special Request
Endoscopy 2 nd Floor- Emergency/Surgical Wing	21 pre and post procedure beds, 6 procedure rooms	Provide care for inpatients and outpatients requiring diagnostic or therapeutic endoscopic services. 6,821 cases last year.	Special Request
Operating Room 2 nd Floor- Emergency/ Surgical Wing	18 ORs open, 2 minor procedure rooms 11 preop bays	Provide care to all patients requiring surgical care. 14,803 cases last year. (Does not include CVOR).	Special Request
PACU 2 nd Floor- Emergency/ Surgical Wing	25 bays	Care for patients immediately post-surgery until condition is stable and consciousness regained	Special Request
PAT	Over 500 phone assessments per week	Prepare patients for surgery, endoscopy, and radiology procedures via phone interview	Special Request
Other			
Cancer Center	681 visits/week – Naperville 248 visits/week - Plainfield	Provide care to medical oncology outpatients	Special Request

Unit	Volumes	Description	Clinical Experiences Available
Diabetic Center	25 patients per week	Provide education to outpatients with diabetes; newly diagnosed Type I and Type II, gestational diabetes, insulin administration, insulin pump therapy and continuous glucose monitoring.	Special Request

Linden Oaks Hospital Nursing Student Clinical Opportunities

Unit	# of Beds	Description	Clinical Experiences Available
Special Intensity Unit	8 beds	High Acuity patients (Same as adult but with more acute symptomatology)	Specialty Experience as part of a Full Rotation
Adult	25 beds	General Psychiatry-Mood Disorder, Anxiety Disorders, Psychosis, Bi-Polar Disorders.	Full Rotation
Geriatric/ Generations	20 beds	Two tracts on unit, one tract for geriatric patients with dementia associated illness and the second tract for older adults suffering from depression and other psychiatric disorders	Full Rotation
Adolescent	29 beds	General Psychiatry-Anxiety, ADHD, Mood Disorders, Psychosis, Conduct Disorders	Full Rotation
Eating Disorders Program	14 beds	Diagnosis of Anorexia Nervosa, Bulimia Nervosa or Eating Disorder NOS. All patient require medically supervised refeeding	Full Rotation
Chemical Dependency Unit	12 beds	Treats Alcohol, Opioid and Other Drug Dependencies. All patients exhibit acute withdrawal symptoms	Full Rotation
Outpatient/ Partial Hospitalization Program	Average over 100 patients per/day	Adult & Adolescent Mental Health, Adult & Adolescent Chemical Dependency, Anxiety Services, Dual Diagnosis (Mental Health and Chemical Dependency), Eating Disorder Program, Self-Injury Program	Specialty Experience as part of a Full Rotation

Unit	# of Beds	Description	Clinical Experiences Available
		Adolescent Expressions Outpatient injury program	Special Request
Assessment and Referral Center (ARC)	Assessments as scheduled or walk-ins	Psychiatric Crisis Assessments for Linden Oaks and Edward Hospital	Specialty Experience as part of a Full Rotation
Psych Liaison	Edward Hospital with LOH Nurse	Rounding on Edward patients with mental health needs	Specialty Experience as part of a Full Rotation
Additional Learning Opportunities Immersion/Capstone Rotation	N/A	Able to accommodate nursing students in their capstone/immersion experience who are interested in pursuing psychiatric mental health nursing as their specialty. Goal is for placement into the psychiatric nurse residency program at LOH following graduation to transition into practice	