

# Medical Education Student Manual

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## Introduction

Welcome to AMITA Health. We are glad to have you join us in our mission of providing quality patient care and service. As a student, you will be under the direction of AMITA Health staff, however, you will be representing the Ministry to our patients, families and visitors. We want to take this opportunity to inform you about our Mission, Vision, Values, Service Excellence program and relevant ministry policies.

Please read the orientation content, complete the materials and return them to the Nursing or Medical Education Department at your Ministry or host site. Sign-off and complete the content as instructed for each. Expectations of the students include signing in/out in of your designated area and assisting in providing excellent patient care.

Thank you for the care and support you will be providing to our patients, their families and our staff. We hope you enjoy working with us and welcome any suggestions that may help us continue to improve our services.

## History

AMITA Health is the largest faith-based health system based in Illinois. We offer more than 230 sites of care around the state, in communities large and small, so health care access is convenient. With 19 hospitals, dozens of physician offices and health centers, home care, hospice, behavioral health services and more, we care for people in all stages of life.

## Mission & Vision

AMITA Health's mission, values and vision draw on the heritages of both Alexian Brothers and Adventist to build a shared AMITA Health identity.

**Our mission statement** - *To extend the healing ministry of Jesus - demonstrates our organization's commitment to the faith-based care we provide our patients and their families; our aspirations for the future; and our guiding principles that we put into practice every day.*

**Our vision statement** - *AMITA Health will be a leader in faith-based health care in Chicago - speaks to our aspirations for serving our communities. In the statement, we make specific commitments for how we will achieve that aspiration:*

Provide wholistic care in a highly personal environment.

Partner with patients and families to achieve wellness for all those we are privileged to serve.

Be a system of outstanding quality with coordinated and comprehensive care.

## Values

**God Honoring:** Living respectfully in all human relationships.

**Justice:** Resources provided to all, especially the poor and vulnerable.

**Compassion:** To minister to others in their struggles.

**Integrity:** Authenticity and honesty in our words and actions.

**Dignity:** Treating all persons with respect, equality, and solidarity.

**A promise of Honesty**

We must be honest in our interactions with each other and with the people we serve, even in situations of conflict or emotional distress. Being truthful is essential in helping patients, residents and families make informed decisions about their health.

**A promise of Oneness**

Caring for others requires teamwork. Our ability to work together inspires confidence in the people and communities we serve. We must be unified in what we do.

**A promise to People**

People are the heart of Presence Health: those we care for and those who work for our organization. We value the unique gifts and perspectives each of us bring.

**A promise for Excellence**

In our mission to care for the well being of others, the standards we set must be of the highest quality. We commit to excellence in our daily work and genuinely believe there is always room to improve.



## Diversity Philosophy

AMITA Health is committed to diversity. Diversity is about inclusion of differences and the respectful involvement of all people, calling for the gifts from each person's culture, perspective and background. We believe that respecting, leveraging and celebrating the diversity of our workforce, our patients, residents and their families, and our communities create value. We practice inclusion because it's central to our mission and values and enables us to respond to the diverse needs of those we serve.

## Disruptive & Impaired Behavior

The purpose of a referral process for individuals, including physicians, who exhibit impaired and disruptive behavior, is to:

- Promote a care environment in which patients, staff and physicians are treated with respect.
- Identify and provide appropriate assistance to individuals with impaired and/or disruptive behavior, anger management problems and/or substance abuse/dependence issues.

It is the responsibility of all students to report disruptive and inappropriate behaviors, whatever the cause, which negatively impacts our ability to provide quality care. Anyone who observes or is subjected to inappropriate behaviors is responsible for communicating with their direct supervisor about the incident. The identity of the reporting individual will be kept confidential and not be disclosed. Situations involving physicians are to be reported to supervisors.

## Patient Rights

- All patients have the right to be involved in their own care and have their pain assessed and treated as efficiently as possible. (See enclosed re: Patient Rights and Responsibilities Statement).
- Patients have the right to privacy. Personal and medical information is confidential.
- Patients must be kept current on their medical conditions.
- Physicians must clearly explain the risks, benefits, and alternatives of any procedure, test or treatments.
- Patients must give permission for treatment and have the right to refuse any treatment.

Patient care staff is to report any noted medical or health care errors.

## National Patient Safety Goals (NPSG)

NPSG was developed because of Sentinel events. Every accredited facility must comply. All staff, students, and volunteers are expected to follow NPSG standards.

### Identify Patients Correctly

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medications and treatment. NEVER USE Room Number as identifier.

### Improve Staff Communication

Get important critical test results to the right staff person on time. (30 min)  
Facilitates timely appropriate treatment.

### Use Medicines Safely

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in an area where medicines and supplies are set up. List medication, strength, dilute, quantity, expiration date or time if < 24 hrs.

Take extra care with patients who take medicines to thin their blood. Education and monitoring needed. Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor. (Medication Reconciliation)

### **Prevent Infection**

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning. Use proven guidelines to prevent infections that are difficult to treat. Use proven guidelines to prevent infection of the blood from central lines. Use proven guidelines to prevent infection after surgery. Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

### **Identify Patient Safety Risks**

Find out which patients are at risk to commit suicide. A risk assessment is performed on admission.

### **Prevent Mistakes in Surgery**

Make sure that the correct surgery or procedure is done on the correct patient and at the correct place on the patient's body. Mark the correct place on the patient's body where the surgery or procedure is to be done. This process is completed by the Surgeon. Pause before the surgery to make sure that a mistake is not being made. A "time out" is performed with all members of the team before the surgery or procedure, to make sure that a mistake is not being made.

## **Corporate Responsibility/Integrity: Standards of Conduct**

Our standards of conduct have the AMITA Health values as their foundation. Each individual working at AMITA Health has an ethical obligation to support and uphold our Corporate Integrity Program. This means upholding the law and being truthful and honest in all business dealings with patients, vendors, third party payers and any other party with whom AMITA Health does business. We expect our workers to follow the intent, letter, and spirit of the law. Individuals must always also be familiar with AMITA Health's policies and procedures and Standards of Business Conduct and adhere to them.

## AMITA Health Compliance Line

AMITA Health carries out its healthcare ministry consistent with the Adventist Health System and Ascension Health Missions, Visions and Values. Integrity is one of AMITA Health's Core Values. The essence of integrity is a workplace in which we follow ethical and legal business practices.

The Standards of Conduct describe the behavior and conduct expected of AMITA Health employees; medical staff; Board and Board Committee members; and contractors. The Standards of Conduct are intended to help you respond to questions and situations you may encounter in your daily work. Please read it carefully and consider what it says.

No Standards of Conduct can anticipate every question or substitute for everyone's sense of honesty and integrity. If you have questions about the Standards of Conduct or come across any situation which you believe violates the Standards, you should consult your Supervisor, your Facility Compliance Officer or the Compliance Hotline at 855.477.8861 or [AMITAhealth.ethicspoint.com](http://AMITAhealth.ethicspoint.com). There will be no retaliation for asking questions or reporting possible compliance issues in good faith.

Our commitment to compliance begins and ends with each individual. Thank you for joining us in our shared commitment to the Standards of Conduct.

## Workplace Guidelines

### Drug-free Workplace

All AMITA Health Ministries require staff be drug- and alcohol-free while at work. All staff on Ministry property or representing the Ministry is prohibited from buying, possessing, selling, manufacturing, using, or distributing illegal drugs or alcohol, having prohibited drugs in their body, or being under the influence of alcohol.

This does not prohibit individuals from the lawful use and possession of prescribed medications. Individuals must consult with their health care providers about any medication's effect on their ability to work safely. Any individuals suspected of being under the influence of a substance will be relieved of their assignment and the incident will be reported for further action.

### Clinical Schedule

Each department has established a clinical schedule necessary to provide quality services to patients and those we serve. Students are required to work the assigned schedules and/or hours as directed by the department. Absenteeism may lead to an unsuccessful completion of your clinical experience. Students are expected not to leave their clinical area without the permission of the supervisor.

### Orientation

All students must complete an organizational and departmental orientation.

### Team Communication and Collaboration

Teamwork is an everyday part of your role at AMITA Health and it is important to be an effective, respectful, and contributing team member. Team members may or may not have similar training and backgrounds, but they tend to balance each other by utilizing each other's strengths and recognizing their weaknesses. Team members work

together and function as interrelated parts of the whole team, communicate with each other, and coordinate work activities and share responsibilities.

### **Dress Code**

When you work here, you are a representative of the Ministry. We are judged not only by the service we render and our actions toward patients but also by our personal appearance. The Ministry dress policy is to present staff to patients and visitors in apparel that is clean and neat. ID badges are to be displayed above the waist. Individuals are expected to maintain good personal hygiene. Artificial nails are prohibited for all students providing bedside care. Hats and caps while working are not allowed unless for religious reasons.

### **Harassment Policy**

The Ministry is committed to maintaining a work environment free of harassment. In keeping with this commitment, we will not tolerate harassment by anyone, including administration, physicians, directors, supervisors, co-workers, vendors, clients, contractors, patients, or other visitors of the Ministry.

Individuals who believe they may have been subjected to or witnessed harassment or intimidation should immediately contact your Ministry Director of Human Resources.

It is unacceptable for any individual to experience retaliation for reporting, assisting or cooperating in an investigation of a harassment complaint. All complaints are promptly and confidentially investigated. Any staff under investigation for alleged harassment or found to have harassed others, will not be allowed to continue to work until the investigation is complete.

### **No-solicitation and No-distribution Policy**

Students are not permitted to sell, solicit, or distribute goods or literature on AMITA Health premises unless authorized or approved by the office of the ministry CEO in consultation with Human Resources.

### **Personal Business, Mail, and Telephone Calls**

Limit the use of hospital provided and personal electronic devices primarily for official business but you may make and receive personnel communications, telephone calls and text necessary and in the interest of AMITA Health. In addition, personal mail may not be received through the AMITA Health mail service.

### **Personal Gifts and Gratuities**

You have a responsibility to serve all patients and visitors equally. Therefore, all students are prohibited from accepting gifts or tips from patients, visitors, or vendors. Whenever gifts or gratuities are offered in appreciation for services, they should be graciously declined and the persons offering them referred to the Ministry Foundation.

### **Removal of Health Property**

It is absolutely prohibited to remove any property belonging to the Ministry, such as food, medicine, scrubs, clothing, towels, soap, equipment, etc., without proper authorization.

### **Security of Work Areas and Lockers**

To maintain a secure work area, it is everyone's responsibility to keep his or her locker clean at Ministries where lockers are available. Most lockers are shared. You are prohibited from storing any illegal drugs, drugs that are not used for prescribed purposes or in prescribed dosages, alcoholic beverages, or weapons in a locker.



Lockers are the property of the Ministry and are provided as a convenience to students. The Ministry reserves the right to search lockers at any time.

### Smoking

AMITA Health is Smoke-Free. This policy applies to all tobacco products including cigarettes, cigars, pipes, vapes, herbal tobacco products and chewing tobacco, none of which will be sold at any facility owned, leased or operated by AMITA Health.

### Service Excellence

AMITA Health is very proud of our Service Excellence initiative. This initiative reflects the mission of compassionately responding to human need, as well as the AMITA Health values. Service Excellence encourages us to treat each person as an individual worthy of dignity and respect. It enables us to achieve our goal of being the facility of choice for patients to receive care, staff to work and physicians to practice.

## General Information

### Accidents and Injuries on the Job

Any individual injured on the job, no matter how minor, must report the incident to his/her immediate supervisor at the Ministry as soon as possible.

### Identification Badge

Students are always expected to wear their identification badges. Badges should always be clearly visible except when prohibited due to personal protective equipment. Everyone is responsible for displaying his or her identification badge while on duty at the Ministry.

### Inquiries from the Media

All inquiries from the media seeking information about patients, facilities, incidents, etc. must be referred to the Marketing & Public Relations Department. Under no circumstance may staff disclose any information to anyone from newspapers, radio, television, or other sources without prior Marketing & Public Relations approval.

### Parking

Parking is provided by each Ministry. We suggest you keep vehicle doors locked. Any incidents should be reported to Security immediately. The Ministry shall not be responsible or liable for any thefts, accidents, damage, etc., that may occur in the Ministry parking lots. All staff is to follow established parking procedures and park in the appropriate areas. Please check with your supervisor for appropriate parking areas. Staff that fail to follow these procedures will be ticketed.

## Environment of Care

### Safety and Security

AMITA Health is committed to providing a safe and healthy work environment and will comply with all applicable safety laws, regulations, and rules. All personnel must assist with the compliance of safety rules and procedures.

Safe working conditions and safe habits are essential to the successful operation of the Ministry. Everyone should be alert to unsafe conditions, such as wet or slippery floors, defective or broken equipment, etc. Such conditions should be reported promptly to his or her supervisor. Additionally, students must perform in a safe manner, including following all applicable safety procedures, using appropriate safety equipment, and using common sense to protect themselves and fellow staff from injury.

Each Ministry employs a fully staffed Security Department. When there is a security threat, theft or any kind of security incident in your work area or if you feel threatened by anyone, notify your supervisor and call Security immediately. The priority is to maintain the safety of everyone. Get a name and phone number of any witnesses if the situation warrants and it is appropriate and safe to do so.

### What numbers do we call in the event of an Emergency

Location	Emergency Response Number
AMITA Health Holy Family Medical Center Des Plaines	Emergency Number - 8888
AMITA Health Resurrection Medical Center Chicago	Emergency Number - 8888
AMITA Health Saint Francis Hospital Evanston	Emergency Number - 8888
AMITA Health Saint Joseph Hospital Chicago	Emergency Number - 8888
AMITA Health Saints Mary and Elizabeth Medical Center Chicago	Emergency Number - 8888
AMITA Health Saint Joseph Medical Center Joliet	Emergency Number - 3434
AMITA Health Saint Mary's Hospital Kankakee	Emergency Number - 71
AMITA Health Mercy Medical Center Aurora	Emergency Number - 1111
AMITA Health Saint Joseph Hospital Elgin	Emergency Number - 333
*All Off-Sites Dial 911*	*All Off-Sites Dial 911*

### What numbers do we call in the event of an Emergency?

Emergency Number – 911	Emergency Number - 555
Alexian Brothers Medical Center	Adventist Medical Center, Hinsdale
St. Alexius Medical Center	Adventist Medical Center, Bolingbrook
Alexian Brothers Behavioral Health Hospital	Adventist Medical Center, Glen Oaks
Alexian Brothers Rehabilitation Hospital	Adventist Medical Center, La Grange
Alexian Brothers Hospice Residence	
All off-site locations not listed (police dispatcher will answer)	
*All Off-Sites Dial 911*	*All Off-Sites Dial 911*

### **Latex Allergy**

Health care workers are at high risk for developing latex sensitivity and allergy. Latex-allergic contact is characterized by an itchy, oozing rash like poison ivy that develops 24-48 hours after exposure. The rash develops at the areas of latex contact. Individuals with these symptoms should wear latex-free gloves. All non-sterile gloves in the Ministry are now latex and powder free to reduce the chances of developing latex sensitivity. Special latex-free products are available to care for those patients who are latex sensitive.

### **Hand Hygiene and Infection Control**

By your School's Education Affiliation Agreement, you have been thoroughly instructed in Infections Control and hand hygiene. If you believe you have not received adequate instruction, notify your supervisor immediately.

Each AMITA Health ministry has many Infection Prevention and Control practices that focus on the prevention and spread of infections. In addition, many procedures performed in the delivery of patient care require special infection control techniques. It is your responsibility to become familiar with your department-specific infection control policies and procedures.

### **Language**

Students will be respectful of and responsive to patients' cultural and linguistic needs, as well as needs arising from a disability. Students shall take reasonable steps to provide meaningful access to everyone with LEP or a disability that results in a communication challenge for such individual to be served or to assist such individual who may be encountered in any of AMITA's programs and activities. Such steps shall include the provision of free, accurate and timely language and communication assistance services that protect the privacy and independence of the patient. If a patient or visitor needs language services, contact your supervisor.

### **Victims of Violence, Abuse, and Neglect**

In accordance with State and Federal requirements, patients will be screened for victimization of violence, abuse and neglect. Notify your supervisor should you identify any type of abuse and neglect occurred with all patients, customers, and families.

## HIPAA

By your School's Education Affiliation Agreement, you have been thoroughly instructed in Protected Health Information (PHI) and patient confidentiality. If you believe you have not received adequate instruction, notify your supervisor immediately. Potential violations should be reported to your supervisor or the confidential compliance line. Students who are responsible for violations may be removed from their assignments or prosecuted.

Confidential Compliance Line: 1.855.477.8861

### HIPAA Summary

When going about your duties at AMITA Health, make sure to:

- Be privacy focused.
- Know and follow the HIPAA Privacy Policies and AMITA Health privacy procedures.
- Understand the importance of privacy to our organization and our patients – and to keep yourself safe from civil or criminal prosecution.
- Be sensitive to the patient's privacy needs and rights.
- Avoid getting casual about privacy and confidentiality.

Confidentiality and protecting PHI is everyone's job!



## CONFIDENTIALITY STATEMENT

I understand that, in the course of my work with AMITA Health and its affiliates, I am responsible for maintaining the confidentiality of any patient (“protected health information”), business, or employee information to which I may have access. I understand that the use and disclosure of confidential information is governed by specific laws, policies and procedures. I am responsible for knowing and following those policies and procedures that are necessary for the performance of my duties at AMITA Health. If I am unsure of any policy guidelines, I will contact my supervisor for further direction.

### PROTECTED HEALTH INFORMATION

I understand that specific policies and procedures have been developed for the proper use and disclosure of protected health information. I am aware that, unless specifically identified as part of my job responsibilities at AMITA Health, I am not authorized to view or discuss any protected health information. I also am responsible for using and disclosing patient information in a discrete manner, in appropriate locations and only with authorized individuals. Any violation of these confidentiality requirements will be reviewed carefully by AMITA Health and, if substantiated, may result in disciplinary action and/or termination in accordance with AMITA Health policies and procedures.

### COMPUTER SYSTEMS

I understand that in the course of my work with AMITA Health, I may need to use the network computer system in order to fulfill my duties for AMITA Health. If this is required, I understand that the User ID (“login”) and password assigned to me are unique and identify me to the network computer system. All network entries that I make will reference my identity, and I am fully responsible for all such entries. Accordingly, I will keep my User ID and password confidential and will not reveal them to anyone. I will sign off the network before leaving my terminal. I will contact Information Services immediately if I believe the confidentiality of my User ID and password has been compromised. I further understand that information on the network is strictly confidential, and I will only use it to perform my duties for AMITA Health. I understand that anyone who knowingly attempts to access the system with another person’s User ID and password may be subject to disciplinary action.

### COMPUTER SOFTWARE CODE OF ETHICS

I understand that AMITA Health licenses the use of computer software from a variety of third parties. I also understand that the software developer customarily maintains a copyright to the software and, unless expressly authorized to do so, AMITA Health and its employees/agents have no right to make copies of the software, except for backup or archival purposes. I therefore agree to use software on AMITA Health computers in strict compliance with AMITA Health policies. I also agree that I will not provide software to third parties. Furthermore, I will notify my supervisor or Information Services immediately about any misuse of software or violations of the software policy.

I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THIS CONFIDENTIALITY STATEMENT AND AGREE TO ABIDE BY ITS TERMS.

Printed name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

