



## **Welcome to Norwegian American Hospital**



**Norwegian American Hospital  
1044 North Francisco Avenue  
Chicago, IL 60622**

**773-292-8200 main**

**Orientation Agency Nurses**

**2014**

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## **Brief History of Norwegian American Hospital**

### **1885**

The Norwegian Lutheran Tabitha Society of Chicago holds its first meeting.

### **1894**

O.M. Torrison, chairman of the hospital board, lays the cornerstone for the new hospital in June. Norwegian Lutheran Hospital is dedicated in October.

### **1917**

The hospital builds a 100-bed south wing for \$105,000 and changes its name to Norwegian American Hospital.

### **1929**

The original 50-bed hospital is razed, and the hospital builds a new 130-room structure.

### **1930**

A new five-story building is erected, bringing bed capacity to 300, including 75 rooms for private patients.

### **1958**

Dedication held for a five-story addition.

### **1962**

Norwegian American Hospital's School of Nursing, in existence since the hospital's founding, closes.

### **1984**

Level II Nursery completed, doubling the available space. Pediatrics renovated. New hospital logo adopted. Norwegian American Hospital celebrates its 90<sup>th</sup> year of medical care with a series of events commemorating its founding.

### **1986**

New Labor, Delivery and Recovery birthing suite is completed. Over 400 couples use it in the first year.

### **1997**

Dedication of new Professional Building with 60,000 square feet for doctors' offices, space for the new Women's Health Center and Physician Specialty Center, as well as the Everest Dialysis Center. Dedication of new Women's Health Center also takes place, which addresses a whole range of women's health care needs and services, including patient education, teenage pregnancy prevention and life cycle changes.

### **2006**

Leading edge Behavioral Medicine Unit is launched to serve the psychiatric health needs of patients and the community.

### **2009**

Governor Quinn visits Norwegian American Hospital – establishes state Public Health Advocate.

### **2010**

Welcome eight new family medicine residents in partnership with Erie Family Health Center, Northwestern McGraw Center for Graduate Medical Education and Northwestern University Feinberg School of Medicine – residency program first of its kind in Chicago and one of only a few in U.S.

**2011**

Norwegian American Hospital and Operation Walk Chicago join forces to provide free joint replacements to improve quality of life of disadvantaged patients, recognizing the need for health care in our country and helping those who suffer from joint diseases.

**2012**

Norwegian American Hospital Hired 10 new graduate RN's into the Nurse Residency Program

**2013**

Leapfrog survey shows that NAH exceeded the national average score for quality by 14 percent

**Norwegian Hospital Today**

Norwegian American Hospital is the fourth leading provider out of 59 area hospitals that provides high quality, charitable health care. It has served the residents of the near northwest side of Chicago for over 115 years. It is our mission to provide high quality and compassionate health care services by partnering with patients, their families, our employees, physicians and the communities we serve.

Today, Norwegian American Hospital is a 200-bed, acute care facility, offering a variety of health care programs and services including: inpatient and same day surgery, outpatient pharmacy, radiology department, All Kids health care program, cardiology department, corporate health program, intensive care unit, telemetry unit, pediatrics unit, emergency department, physician specialty center, and a comprehensive array of women's health care with an incorporated midwife program.

Norwegian American Hospital is a premier health care provider where the patient comes first. It is a family- and community-centered hospital. Each of our employees strives to provide every patient with consistent high standards of affordable care. Norwegian American Hospital promotes personal wellness and is passionate in its belief that the health of the community and the health of the individual are interrelated.

Norwegian American Hospital constantly monitors the health care needs of the community by participating in a variety of community events and partnering with community organizations. At these events, our medical staff engages the general public in conversation and is able to understand what their general needs and concerns are. In addition, our clinical staff constantly monitors health care trends and uses that information to develop new programs and services.

**Our Mission**

**Norwegian American Hospital** provides high quality and compassionate health care services by partnering with patients and their families, our employees, physicians and the communities we serve.

**Our Vision**

**Norwegian American Hospital** is the hospital of choice for our communities and our caregivers. We are the best in class for clinical care, customer service, employee engagement, access to care and stewardship.

## **Behavioral Expectations of Agency Nurses**

Norwegian American Hospital strives to make the learning environment as satisfying and rewarding as possible. As part of your experience, you are responsible for ensuring that you provide everyone you come in contact with your very best performance and behavior. Among other things, you are expected to:

### **Patient/Customer Satisfaction**

Treat all others with respect and courtesy.

Ensure that our patients are always your priority.

Recognize personal limitations and request assistance when needed to ensure quality, safety and patient satisfaction.

Listen carefully and show empathy and compassion.

Anticipate the needs of others and take action to fulfill those needs.

### **Teamwork**

Accept cultural differences and value the opinions or beliefs of others.

Bring questions or concerns to your instructor instead of participating in rumor.

Demonstrate flexibility and share your talents and skills with others.

### **Professionalism**

Follow through and keep your word.

Continually learn and develop skills in a safe and supervised manner.

Demonstrate concern for our Hospital environment, its cleanliness and the safety of others.

Support team or hospital decisions.

Be trustworthy and honest in all interactions.

Control emotions and calm others in stressful situations.

Project a positive attitude and a professional appearance.

Devote clinical time to learning and personal time to personal matters.

### **PROGRESSIVE PATIENT CARE PROBLEM RESOLUTION**

Agency nurses are expected to provide excellent nursing care within the scope of practice as a licensed registered professional nurse in the state of Illinois. In the event of a patient care concern, the route for intervention includes the charge nurse / physician that may include progressive notification to the manager/supervisor to ensure prompt problem resolution.

### **IDENTIFICATION BADGES**

Agency nurses are to wear their agency identification badge at all times. The badge will be required for entry into the Hospital and must be worn at all times. Your badge is very important to clearly identify who you are and your role at NAH.

### **AGENCY NURSE ORIENTATION PROGRAM**

Prior to start of working, agency nurses are responsible for reading this important orientation booklet. Agency nurses are to sign The Attestation of Completion and submit to NAH's staffing office / nursing supervisor prior to working. Any concerns or problems are to be managed with the agency prior to reporting for duty. Agency nurses are welcomed to schedule time to visit the assigned area to become acclimated with the clinical area.

### **INJURY / ILLNESS ON SITE**

It is the responsibility of all agency nurses to report to duty, fit for work and to report any illness or injury to their instructor which may prevent the safe and effective performance of their duties. Duty related illnesses or injuries are to be reported to the agency. The Report of Injury form must be completed within 24 hours. When an agency nurse sustains an injury at NAH, he/she is to report to the Emergency Department for treatment and/or an evaluation. The injured nurse will be seen as a patient/client seeking care with payment expected. Injured agency nurses are not to return to NAH until medically cleared by their physician. The affiliated agency is responsible for enforcement.

### **ENGLISH LANGUAGE**

To establish communication and language guidelines for the safe and efficient performance of job duties within all NAH facilities, it is the policy of NAH to provide an environment conducive to good communication between staff, patients and visitors. As the principle common language of our patients and staff, English is to be spoken and written by employees during the performance of job duties. The Hospital subscribes to a language translation service that is to be used in all circumstances of medical interpretation (unless the employee translator is deemed competent through a formal process). Agency nurses are encouraged to use this service for conversing with non-English speaking patients or visitors.

**Interpreter Services:** Dial "O".

### **PERSONAL APPEARANCE**

The appearance of nurses influence the impression that patient, visitors and other employees have of NAH. Therefore, it is essential that agency nurses maintain a professional image and appearance at all times. It is expected that all agency nurses will be in uniform Royal Blue top and bottom for inpatient areas (unless policy of the assigned clinical unit) that is modest, neat, clean, pressed and in good taste. In departments where street clothes are worn, clothing such as culottes, Bermuda shorts, shorts, hot pants, blue colored jeans, coveralls, jumpsuits, sweat suits/jogging suits, tee shirts, tank tops, tube tops or midriff baring tops are not allowed. Agency nurses must wear uniforms in departments where they are required and when providing patient care, must have closed toed shoes (high heels, beach, shower shoes and similar footwear are not permitted). Hosiery or socks must be worn at all times by employees who provide direct patient care.

Fingernails should be clean and neatly trimmed; natural fingernails for nurses should not be longer than ¼ (one quarter) of an inch long beyond the end of the fingertip. Artificial fingernails and/or extenders are not allowed by nurses.

### **SMOKING**

In accordance with the regulations of the City of Chicago, the State of Illinois and the Joint Commission, the entire Hospital campus is a no smoking area. Smoking materials are not to be sold on the Hospital premises. The designated smoking area is located across the street from the Hospital on Thomas Street (landscaped area). Violations of smoking restrictions by employees should be reported to the Public Safety Department, Fire/Safety Chairperson. A report of the violation will be forwarded to the nurse's agency. Violations may subject the agency nurse from working at NAH.

### **PROFESSIONAL ETHICS/PATIENT CONFIDENTIALITY AND LEGAL REQUIREMENTS (HEALTH INFORMATION PRIVACY, HIPAA)**

Professional ethics require that patient confidentiality be maintained at all times. All patient information, including data maintained in the Hospital's computerized systems, is confidential information and is to be accessed and/or disclosed only by designated personnel according to the following strictly enforced policy:

- 1.) Agency nurses must not discuss any patient, a patient's condition, or a patient's personal affairs with anyone other than persons involved in that patient's care responsibilities. This policy is strictly enforced for all patients, including employees of the hospital who may have been treated at Norwegian American Hospital as a patient.
- 2.) Information regarding a patient's condition may be provided to the designated immediate family members only.
- 3.) Requests for information from the news media (newspapers, radio, television, etc.) should be referred to the charge nurse.

### **NO LOITERING POLICY**

As an agency nurse, you are not permitted to loiter on Hospital premises prior to starting clinical work or to remain after completing your shift.

### **NO SOLICITATION/DISTRIBUTION POLICY**

Solicitation is the oral invitation or encouragement of membership in a group or organization or conversations seeking contributions to organizations or persuasion to purchase merchandise that is for sale. Distribution is the passing out of flyers or other information not relating to NAH business. Solicitation or distribution not authorized by Hospital Leadership is not permitted.

Solicitation of any kind or distribution of leaflets during clinical time or in patient care or work areas is not permitted for any purpose at any time.

Agency nurses are not permitted to borrow money or to accept payment or gifts of any kind or to solicit payments or gifts from patients or family members. Breach of these policies constitutes grounds for termination from affiliation with NAH.

### **PERSONAL TELEPHONE CALLS**

Incoming personal telephone calls must be restricted to emergency situations only in order to keep our switchboard open. Outgoing personal calls may not be made during working times or on Hospital phones. Use of cell phones during work time, including text messaging, except for NAH business, is prohibited.

### **HOSPITAL RULES AND CODE OF CONDUCT**

NAH strives to maintain the highest standards and aspires to deliver the highest quality of care to its patients and their families. As an affiliated, Norwegian American Hospital is counting on you to operate with integrity when interacting with patients, their families, supervisors, subordinates, coworkers, and members of the community.

As such, it is the responsibility of agency nurses to work and act within the scope of policies and rules established by NAH. The listed infractions are considered violations of the rules and code of conduct for NAH. *There may be instances where an agency nurse has to be removed from the premises for certain policy violations, at which time the nurse is terminated from working at NAH.* Some violations may subject an agency nurse to immediate termination depending on the severity of the offense. The following are grounds for termination of clinical experience:

1. Violation of departmental or Hospital rules or policies.
2. Refusal to obey a manager's directive (i.e., insubordination).
3. Theft or misappropriation of NAH property or of the possessions of patients, visitors or fellow employees irrespective of the value of the item.
4. Unauthorized modification, access, destruction or disclosure, of sensitive or confidential information or data, including, but not limited to, protected health information (PHI) of NAH patients.
5. Violating the confidentiality of the patient-physician relationship, or compromising a patient's right to privacy by unauthorized reading or discussion of patient treatment, financial or other individually identifiable health information.
6. Forging, altering or falsifying any NAH document or information.

**CODE OF CONDUCT - Continued**

7. Engaging in any conduct which is disruptive or damaging to NAH or reflects adversely on employees, patients or visitors, whether on the job or off.
8. Unauthorized use, possession, or sale of drugs, alcohol or other controlled substance on NAH property or premises, or failure to comply with the Drug and Alcohol Free Workplace policy, including failure or refusal to submit to a required drug and alcohol screen.
9. Unauthorized possession or concealing of firearms or other weapons on NAH premises at any time.
10. Fighting with, attacking, threatening, intimidating, or interfering with employees, patients, managers, or other individuals at any time.
11. Jeopardizing the health or safety of patients or employees for any reason.
12. Knowingly setting off a false alarm.
13. Sleeping while on duty.
14. Performing or participating in the electronic recording or monitoring on any meeting, discussion or conversation involving one or more NAH employees, unless express permission has been granted in advance by all person participating in the meeting, discussion or conversation.
15. Retaliating or threatening to retaliate against anyone who reports misconduct or policy violations.
16. Being an accessory, conspiring, or attempting to commit any of the above offenses.
17. Use of profane, obscene or threatening language towards patients, employees, managers or others. This includes derogatory ethnic name-calling or offensive references to ethnic background.
18. Misuse or removal from the premises, without proper authority or approval, of NAH records or confidential information of any nature, including, but not limited to, protected health information of any property of NAH, its employees, patients or visitors.
19. Using another person's identification badge, or permitting another to use one's identification badge, name tag.
20. Horseplay, scuffling, running or throwing things, distracting the attention of others, or engaging in other such conduct contrary to the Mission and Core Values of NAH.
21. Gambling of any kind on premises.
22. The making or publishing of statements that are in any way malicious in their intent concerning any employee, manager or NAH.
23. Abuse, misuse, or deliberate destruction or defacement of NAH property or the property of other employees, patients or visitors.

24. Conducting any unauthorized outside business on NAH premises.

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### **CODE OF CONDUCT - Continued**

25. Creating or contributing to unsanitary conditions or throwing refuse or objects on the floor or out the window.

26. Misuse of clinical time by wasting time or loitering on any NAH property.

27. Smoking in unauthorized locations.

28. Disregard of common safety practices or unauthorized operation of machines, tools or equipment, violating any established safety rules or practices, or engaging in conduct that creates or tends to create a safety hazard.

29. Being subject to accidents resulting in personal injury or injury to others.

30. Abuse of parking privileges, including violation of parking rules (see Parking Policy).

31. Soliciting gratuities from patients or visitors or failure to report gratuities, including gifts.

32. Fraternalization or other unprofessional interaction with patients, visitors or other employees.

33. Neglect or intentional violation of medical procedures.

34. Violation of any NAH policy.

### **HARASSMENT**

The Hospital prohibits harassment of any kind in this site.

Harassment can be based on a variety of factors which are protected under the law. This includes harassment against an individual because of his or her sex, age, race, national origin, citizenship, religion or disability. Sexual harassment is defined as unwanted or unwelcome conduct of a sexual nature. It is often characterized by sexual advances, requests for sexual favors, and the display of sexually subjective objects or pictures, telling sexually oriented jokes, or making sexually oriented comments.

### **PUBLIC SAFETY**

The Hospital Public Safety Department is staffed by uniformed officers who assure the security and safety of patients, visitors, employees, and Hospital property.

As an agency nurse, you are a vital part of the hospital's public-safety program. You should always:

- 1.) Report any suspicious incident or person to the Public Safety Department.
- 2.) Wear your identification badge.
- 3.) Lock doors when leaving a normally locked area.
- 4.) Cooperate with the package inspection policy.
- 5.) Obey all Hospital policies and parking regulations and cooperate with instructions given by a Public Safety officer.

## **INFECTION CONTROL**

Keeping hands clean is one of the best ways to prevent the spread of infection and illness. NAH has hand hygiene apparatus throughout all patient care areas. Follow recommended hand hygiene practices to prevent and control for the spread of infections.

Agency nurses are to be test-fit for special respirators needed to care for patients on airborne precautions.

Agency nurses are to read the posted placards for patients in contact precautions in order to identify the care needed when differentiating contact precautions and special C. difficile contact precautions. Additional information is included on special C. difficile contact precautions.

## **SAFETY - FIRE - DISASTER PROGRAMS**

The agency nurse is responsible for his/her own safety and that of others. Most accidents can be prevented. Agency nurses are responsible for the Risk Management Program in the Hospital by reporting any hazard that may be observed to the charge nurse.

The following constitute potential dangers:

- 1.) Spilled liquids
- 2.) Broken glass
- 3.) Defective equipment
- 4.) Litter on floors and steps
- 5.) Smoking in restricted areas

Fires are particularly dangerous in a hospital environment where there are many non-ambulatory patients and oxygen and other flammables are in use.

In the event of fire, your reasoned response is critical.

- 1.) Fire alarm boxes are located throughout the Hospital. Learn the location of fire alarm boxes in your work area. If you detect a fire, pull the nearest fire alarm. Seconds count, do not hesitate.
- 2.) Close all windows and doors in the vicinity of the fire.
- 3.) Dial extension 4222 give your name and the exact location of the fire.
- 4.) Remove patients from immediate danger.
- 5.) Learn the location of firefighting equipment and the types of equipment for different types of fires and how to use them.
- 6.) Attempt to fight the fire with portable extinguishers.
- 7.) Always keep calm, talk quietly, act quickly but walk, don't run.

In the event there is a disaster, it is important to know your role and the portion of the disaster plan that pertains to your assigned unit.

Fire and Disaster manuals are available to you in your assigned area. Periodic drills are conducted to assure that you can perform effectively in the event of a disaster.

## **FIRE SAFETY - continued**

### **RACER**

**R**= Rescue anyone in immediate danger.  
**A**= Alarm. Activate the fire alarm and call ext. 4222.  
**C**= Contain the smoke / fire closing all doors to rooms.  
**E**= Extinguish the fire if your safety can be assured.  
**R**= Relocate.

### **PASS**

**P**= Pull the pin.  
**A**= Aim at the base of the fire.  
**S**= Squeeze the trigger.  
**S**= Sweeping motion.

## **NORWEGIAN AMERICAN HOSPITAL CODES**

**Code Black:** Severe Weather  
**Code Blue:** Cardiac/Respiratory Arrest, Medical Emergency, and Response to fall  
**Code Gray:** Security Assistance  
**Code Green:** Utility Failure  
**Code Orange:** Hazardous Material Release  
**Code Pink:** Child/Infant Abduction  
**Code Purple:** Evacuation  
**Code Red:** Fire, Smoke or Smell of Something Burning  
**Code X:** Active Shooter

**Code TRIAGE-STANDBY:** Disaster Plan Activation-Standby  
**Code TRIAGE:** Disaster Plan Activation  
**Code ALL CLEAR:** Problem Resolved

### **PERSONAL PROPERTY**

The Hospital is not responsible for loss, theft, or damage to personal property including automobiles, articles of clothing and other valuables. NAH is not able to provide lockers for agency nurses. Hence, agency nurses should travel light when reporting for duty. Theft should be reported immediately to the charge nurse or nursing supervisor. If you find an item, please turn it in to the Public Safety Department.

### **PARKING**

It is the Hospital's policy to provide adequate parking for its medical staff, employees, patients, visitors and students. Agency nurses are permitted to park in the employee lots. Parking in lots designated for patients and visitors will subject the nurse from termination from working at NAH.

### **ACCESS INFORMATION**

Meditech is the electronic health information system and Omnicell is the medication dispensing system use by NAH. The staffing office coordinator or nursing supervisor will provide access / user ID information.

### **DINING OPTIONS**

#### **Cafeteria**

A full-service cafeteria is located on the second floor of the hospital. It is open to visitors and staff seven days a week. Items available include: hot entrées, deli sandwiches, soup, salads, hot and cold beverages, and snacks.

#### **Hours of Operation**

Monday – Friday 6:30 a.m. – 6 p.m.

Saturday, Sunday and Holidays 6:30 a.m. – 9 a.m. and 11:30 a.m. – 2 p.m.

## **Subway Restaurant**

Located on the first floor of the hospital in the Lobby, across from the inpatient pharmacy.

#### **Hours of Operation**

Monday – Sunday 7 am – 7 p.m.

04-02-2014

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