

# Elliot Health System

## Education Module Part 1

# *Elliot Essentials*

- **I CARE** - the foundation of the Elliot mission, caring for people whether in a clinical or support role, all employees are responsible to work together as a team to fulfill the practice standards of their profession
  - **I – Inspire:** Being inspired each day, taking pride in the work I do, regardless of role
  - **C – Collaborate:** Supporting positive teamwork, being a reliable team member, supporting continuity of care
  - **A – Accountable:** In how I represent the Elliot in actions, attitude and attire
  - **R – Respect:** For my fellow team members as well as patients/clients served
  - **E – Ethical:** I am sincere, honest and trustworthy

**I SERVE** — The core of our organization and mission is to serve the community.

- **I – Introduce:** Identify who I am, what I am going to do, ask the person how they wish to be addressed
- **S – Smile and Set the Tone:** I set the tone for the interaction in a positive manner
- **E – Engage:** I am present in my interactions, and focused on the individual
- **R – Respect:** I respect the time, modesty and cultural needs of the individual
- **V – Verify:** I take the time to validate understanding of the individual, and clarify
- **E – Exceed Expectations:** I ask if I have meet or exceeded the needs of the individual; “Is there anything else I can do for you, I have the time?”

***I set the expectations for the person’s next encounter  
in the Elliot Health System***

**I INSPIRE** – This standard focuses on creating the environment that will nurture and sustain our culture. Assures the support of ***I Care*** and ***I Serve***.

- **I – Interactions:** “The Elliot Experience” is... Exceeding the expectations of our patients at the Elliot by creating an exceptional experience... One encounter at a time. Clear Communications that confirms understanding
- **I – Innovation:** Innovative ideas to improve work flow and service
- **N – Nurture:** Environment that nurtures I Care and I Serve
- **S – Share:** Willingness to mentor and support professional growth
- **P – Present:** Engaged and mindful in interactions
- **I – Imperatives :** We connect our work to support the Strategic Imperatives
- **R – Respect :** The goals and aspirations of my colleagues and patients
- **E – Empower:** I am empowered, and empower my colleagues

# The Elliot Essentials helps us create The Elliot Experience... One Encounter at a Time

*The full Elliot Essentials Policy is located on the  
Human Resources website on IKE.*

# Compliance

- EHS is committed to helping all our employees, staff physicians, and contractors to act in a way that preserves the trust and respect of the community that we serve.
- Our goal is to do the right thing.
- Doing the right thing means...
  - Having a working knowledge of the rules and regulations that apply to your role.
  - Being aware of EHS policies that apply to you.
  - Knowing how to get help with any questions.

# Compliance

- Let us know when there is a problem that you think needs to be fixed.
- How do you know when to report a problem?
  - *Does it break the law?*
  - *Does it violate an EHS policy?*
  - *Does it make you feel uneasy or nervous?*
- EHS strictly enforces a non-retaliation policy for reporting compliance problems.
  - *No adverse action will be taken against any individual who reports a problem in good faith.*

# HIPAA

HIPAA is an acronym for the Health Insurance Portability and Accountability Act of 1996 which requires health care organizations to protect patient health information or protected health information (PHI).



# What is Protected Health Information?

- **PHI** is all personal and health information specific to a patient and must be kept confidential.
- **PHI** can be oral, written or electronic.
- **Examples include:** name, address, DOB, telephone number, all other demographic information, billing information, claim data, and all other information in the medical record.

# Minimum Necessary Rules

- HIPAA requires that health care providers use and disclose only the information needed to perform duties.
- Anyone who discloses PHI must be authorized to do so and must understand when specific authorization or consent is required from the patient.

## How to Report a Problem or Ask Questions Relating to the Use and Disclosure of PHI

- Speak with your manager or supervisor.
- Contact the EHS Compliance Officer:

**EHS Director of Compliance  
Corporate Compliance and Privacy Officer  
(603) 663-2932**

- To report a problem anonymously, please call  
(603) 663-2970  
...or send a confidential message by clicking "Contact Us" on  
the Compliance page on IKE.

# Patient Rights & Responsibilities

## All patients have the right to:

- ✓ Be treated with respect, dignity, and consideration.
- ✓ Be informed fully and participate actively in medical decision-making.
- ✓ Be provided language interpretation services at no cost, including sign language services for deaf or hard of hearing patients.
- ✓ Receive visitors of their choice, including a spouse, same-sex domestic partner, another family member, or a friend.
- ✓ Receive care without regard to age, race, ethnicity, national origin, citizenship, language, religion, gender identity or expression, sexual orientation, marital status, veteran status, educational background, socioeconomic status, source of payment for care, physical or intellectual disability, genetics, or any other classes protected by law.
- ✓ File a grievance and be informed of any actions taken.

*For more information, please refer to the “EHS Patient Rights and Responsibilities” pamphlet available in all patient care areas.*

# Patient Right to Privacy

- Protecting the privacy of our patients is the responsibility of **EVERYBODY AT EHS**
- We respect the confidentiality of patient information in all forms, including...
  - Spoken information and conversations
  - Written documentation, notes, and orders
  - Electronic records and data
  - Billing and financial information
- **Any access to patient information is permitted only as required to do your job.**

# Patient Right to Privacy

- Without a valid, job-related purpose, you must never access or disclose health or payment information belonging to...
  - You or your spouse, children, and other family members...
  - Your neighbors...
  - Your friends...
  - Your co-workers...
  - Celebrities or “VIPs”...
  - *...or any other EHS patient, unless you have a legitimate, job-related reason.*
- All electronic access to EHS clinical information systems is monitored for compliance.

# How to Safeguard Privacy

- ☐ Do not place confidential info in regular trash or unlocked recycling bins. Shred documents when no longer needed.
  - ☐ Do not leave unsecured patient info in plain sight. Be diligent about restricting patient info from public eyes, including computer monitors.
  - ☐ Do not take patient information home with you. Never leave a laptop, electronic device, or paper records in an unattended vehicle.
  - ☐ Do not copy electronic patient data to an unsecured CD or USB drive.
  - ☐ Do not share your electronic password with anybody. Be careful to log-off a computer workstation before leaving the area.
  - ☐ Be aware of your surroundings. Use caution before discussing patient info in public areas like elevators, hallways, and waiting rooms.
  - ☐ Be alert for “red flag” warning signs that confidential info is being misused (for example: medical identity theft, insurance fraud).
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- **It is important to report all privacy complaints and/or electronic security breaches, so that EHS can respond appropriately.**

When in doubt, ask for help!

*Speak with your manager / supervisor, or  
contact the EHS Compliance Department*

# Patients with Limited English Proficiency

▶ **THIS IS THE LAW – YOU MAY **NOT** TELL A PATIENT TO BRING OWN INTERPRETER**

• **There is an EHS policy:**

***Communicating with Hearing, Speech-Impaired and Limited English Proficient Persons***

***Contact your immediate supervisor if you have questions***



# Mandatory Reporting

- As a healthcare organization, we are required to report suspected child or elder abuse
- Contact your supervisor or Social Services if you suspect abuse

# Hand Hygiene is...

- ❖ The **MOST** important thing you can do to keep patients and yourself safe from germs.
- ❖ Soap & Water: Use friction for 15 seconds, rinse, use paper towels to shut off faucet, and dry hands
  - ❖ **When hands are visibly soiled**
- ❖ Alcohol Hand Gel: Use a squirt of hand gel and briskly rub your hands together for 10-15 seconds

NOTE: Hand gel is not effective against *Clostridium difficile* - use soap & water



# Hand Hygiene is...

the single most important thing you can do to prevent infections! Clean YOUR hands:

- Before & after eating -or touching food
- After coughing, sneezing, blowing nose
- When your hands are dirty
- After using the bathroom

# Cleaning and Disinfection

- ❖ Cavi-Wipes and Sani Cloths
- ❖ DisPatch Wipes and Bleach Wipes for C. diff
  - ❖ Wear gloves, thoroughly wipe surface with disinfectant to clean, then wipe again to disinfect
  - ❖ Clean and disinfect “*frequently-touched surfaces*”
  - ❖ Clean and disinfect *reusable* items before reuse on another patient
  - ❖ Dispose of *single-use* items



## Next steps:

- Complete the quiz for Part 1
- Begin Part 2