Welcome to Mayo Clinic Health System
Our Mission

To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

MAYO CLINIC
Our Vision

Mayo Clinic will provide an unparalleled experience as the most trusted partner for health care.
Our Primary Value

The needs of the patient come first.
Value Statements

- Respect
- Compassion
- Integrity
- Healing

- Teamwork
- Excellence
- Innovation
- Stewardship
Value Proposition

• Mayo Clinic has a **moral responsibility** to care for those who need **hope** and **healing**.

• We bring together teams of experts to provide **comprehensive care** and trusted answers, focused on the needs of each **individual**, to provide exactly the care each patient needs in a **seamless experience**.
Mayo Clinic Today

Key Messages

- Highest brand recognition in healthcare
- Teams of specialists working together
- In network provider for most insurance plans
- Majority of our patients are self-referred
Mayo Clinic Today

Key Messages

- Not for profit medical practice
- 4,000 physicians and 55,000 allied health staff
- Treat patients from all walks of life
- Over 1,000,000 patients treated every year
Mayo Clinic in Rochester, MN

America’s First Destination Medical Center

Mayo Clinic Health System

Mayo Clinic in Arizona

Mayo Clinic in Florida
Mayo Clinic in the Midwest

Pyramid of Care

Rochester
- As a Destination Center
- As a Regional Hub

MCHS Regions
- As a Regional Hub
- As a Community Provider

Complex Care
(Tertiary/Quaternary)

Intermediate Care
(Secondary)

Community Based Care
(Primary)

New Employee Orientation
Northwest Wisconsin Region
“5 sites”

- Northland
- Chippewa Valley
- Eau Claire (Luther Campus, Clairemont Campus & Express Care)
- Oakridge
- Red Cedar

Regional Hospital
Critical Access Hospital
**Northwest Wisconsin Region**

- ~ 430 Providers
  - 300 Physicians
  - 130 Advanced Clinical Practitioners
- 5 Hospitals
- 15 Clinic Locations
- Homecare, Hospice, Palliative Care
- Outpatient Pharmacy Services:
  - Retail (5), HME, Home IV
**Mission:**
To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

**Vision:**
Mayo Clinic will provide an unparalleled experience as the most trusted partner for health care.

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New Employee Orientation
Mayo Clinic Model of Care

Patient care

- Integrated, team approach
- Unhurried exam
- Physician responsibility for direction of care in partnership with local physician
- Highest quality with compassion and trust
- Respect for patient, family and local physician
Mayo Clinic Model of Care

Patient care

- Comprehensive and timely evaluation
- Advanced, innovated diagnostic and therapeutic technology and techniques
Mayo Clinic Model of Care

Our Environment

- Highest quality staff mentored in the Mayo culture
- Valued allied health staff with strong work ethic and devotion to Mayo
- Scholarly environment of research and education
Mayo Clinic Model of Care

Our Environment

- Physician leadership
- Integrated medical record
- Professional compensation
- Unique professional dress, decorum and facilities
Mayo Clinic Today

• Nothing is more important than Quality
• Quality is everyone’s responsibility
• We need to continually strive to improve
Areas of Focus Across Mayo Clinic

- Outpatient practice redesign
- Diffusion of proven care delivery models
- Expansion of affiliated provider networks
- Improving our culture of safety
Commitment to Safety

**System Competency**

- Standard practice guidelines
- Single practice
- Knowledge management
- Value creation

**Value and Self Care**

**Behavioral Competency**

Reduce Preventable Harm

- Commitment to Safety in a Fair and Just Culture
  - Clearly Defined Behaviors
  - Pay attention to detail
  - Communicate clearly
  - Have a questioning and receptive attitude
  - Handoff effectively
  - Support each other

Accountability for Behavior

New Employee Orientation

Includes all areas of Mayo: patient care and non-patient care
The New Employee’s Role in Quality

• Report concerns about patient safety or quality of care to:
  ▪ Your supervisor
  ▪ Your manager
  ▪ Your administrator
  ▪ The Compliance Hotline

• You have the right to contact Joint Commission without punishment if your concerns remain unresolved
  http://www.jointcommission.org/
Philanthropy – Development Department

• Vital to our mission and to our future

• More than 80 percent of benefactors are grateful patients

• Your dedication to quality patient care promotes philanthropy
Philanthropy – Development Department

• Examples of benefactor funded projects

  ▪ Healing Garden–Employee Giving - *Eau Claire*
  ▪ Clinic Expansion– *Osseo*
  ▪ Emergency Department- *Barron*
  ▪ Emergency Department and Urgent Care Expansion - *Menomonie*
Origins of the Clinic

“The prevention of disease today is one of the most important factors in the life of human endeavors.

DR. CHARLES MAYO"
"The best interests of the patient are the only interests to be considered.

DR. WILLIAM J. MAYO, 1914"
An Unparalleled Patient Experience

MAKE A DIFFERENCE
We Value Patient’s Feedback
What about…

- Communication throughout the visit
- Quality of the care received
- Convenience of appointments
- Staffs’ willingness to solve problems
- Teamwork
- Way-finding
- Environment
We are all the Patient Experience!
Patient Experience Definition

An unparalleled patient experience is the result of inspired and dedicated employees demonstrating excellence, compassion and respect by partnering with patients, family and colleagues to continuously improve the healthcare service experience.
Mayo Clinic Values

The Needs of the Patient Come First

Respect  Integrity  Healing  Teamwork  Excellence  Stewardship

Compassion  Innovation  Rich  Ties  E
The needs of the patient come first

MAYO CLINIC VALUES

Respect  Teamwork
Integrity  Innovation
Compassion  Excellence
Healing  Stewardship
### Essential Communication Behaviors

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<thead>
<tr>
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<th>Acknowledge</th>
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<td>Thank You</td>
<td>Improved health outcomes &amp; satisfaction</td>
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Service Recovery in Action

• Listen
• Acknowledge/Apologize
• Problem Solve
• Decide on Next Steps
• Follow Thru and Follow Up
"YOU are... the face, the heart, and the soul of Mayo Clinic."

DR. JOHN NOSEWORTHY

President & CEO
Mayo Clinic
Entrusted to Serve
Integrity and Compliance at Mayo Clinic

MAKE A DIFFERENCE
Integrity and Compliance Office

Mission

- To facilitate trust, transparency, and integrity for one Mayo Clinic thru compliance with law and Mayo’s Code of Conduct
Mayo Clinic Code of Conduct

- Ethics
- Confidential information and trade secrets
- Conflict of interest and outside activities
- Use of Mayo funds and Assets
- Dealing with suppliers and providers
- Books and records
- Political activity and contributions
- Safety, health, and environment
- Employee relations
Privacy - Key Takeaway Points

• Gossiping and snooping is a violation
• Avoid discussing health information in public areas
• Do not repeat information you hear at work in non-work conversations.
• Do not share that you saw someone at the Mayo.
• The stakes are high – actual and potential violations need to be reported
• HIPAA holds individuals, not just entities, accountable
Mayo Clinic Privacy Policy for Electronic Access to Protected Health Information

- Workforce staff with approved access to the EMR, may **view** their own EMR excluding notes marked “Confidential.”
  - If you don’t have access to the EMR, contact Health Information Management Services for copies.

- Workforce staff may **view** an *adult* family member’s/friend’s EMR only when a valid authorization exists in the record.

- Workforce staff are **prohibited** from viewing their *minor* child’s EMR unless they are the treating provider and document appropriately.
  - If parents want access to their minor child’s (0 – 12 years) record, they need to request proxy access for the portal.

- Workforce staff may **not** print, modify, document, schedule, or utilize inbox messaging functions for personal reasons within the EMR.
Compliance Resources for You

- Compliance and Privacy Officers
- Website with contacts, content and FAQs
- Compliance Hotline (Anonymous & Confidential)
Report a Concern or Raise a Question

- Supervisor
- Administrator
- HR Service Representative
- Physician Leader
- Local Compliance Officer
- Compliance Hotline
Model Professionalism

• **Model integrity** – know and set an example in behavior consistent with professionalism at Mayo Clinic

• **Raise your hand** – ask questions, seek clarification

• **Speak out** – talk to your colleagues, report concerns
Objectives

• HR’s Mission
• Mayo Clinic’s Core Competencies
• Review Allied Health Policy Manual
  ▪ Key policies
• Identify resources available to staff
Human Resources Mission

Function as one integrated, collaborative department to attract, develop, and retain the best people in support of the Mayo Clinic mission.
Work Atmosphere

- Teamwork
- Personal Responsibility
- Integrity
- Innovation
- Communication
- Trust → Empowerment

Core Competencies
Professional Conduct

• Professional Behavior
• Dependability
• Confidentiality
• Integrity
Professional Development

• Maintain and enhance professional competence
  - Internal
  - External (Tuition Assistance)
• Career mobility
Mayo Clinic’s Commitment to Quality

...seeks to continuously improve the processes and services which support patient care, education, and research.
Commitment to Safety in a Fair and Just Culture

Clearly Defined Behaviors

- Pay attention to detail
- Communicate clearly
- Have a questioning and receptive attitude
- Handoff effectively
- Support each other
Mutual Respect

- Foster mutual respect and supports Mayo’s commitment to diversity
  - Mutual Respect policy
  - Harassment policy
Mutual Respect Standards

- **Respect**
  - For patients, visitors, and coworkers at all times

- **Language**
  - Verbal, written, electronic
  - Courteous and professional with everyone at all times

- **Feedback**
  - Provide prompt, direct and constructive feedback

- **Behavior**
  - Appropriate treatment of everyone at all times

- **Confidentiality**
  - Protect the privacy, confidentiality of patients, employees, and business information

**Mayo Clinic Orientation**
Disrespectful Behavior

• Disrespectful behavior of any kind, ranging from subtle hints to overt acts is not acceptable. It may be a one time incident or pervasive bullying behavior.
Reporting

- Attempt to resolve with person involved
- Report to direct supervisor/director
- Report on Employee Intranet using Mutual Respect tab
- HR Service Partner will assist if needed
- A complete investigation is conducted
- Retaliation not tolerated
Sexual and Other Harassment

An unwelcome behavior or action of a sexual nature is sexual harassment when

- Made a term or condition of employment affecting an individual
- Used as the basis for employment decisions affecting the individual
- Interferes with one’s work performance or creates an intimidating, hostile or offensive work environment
Exercise

Yolanda, an information systems employee, is obviously interested in her colleague, Ranu. Ranu loves Yolanda’s attention, is flattered that she is attracted to him, and finds himself returning the attention. After a few months of this flirtation, Yolanda begins to send Ranu e-mail love messages, calling him at home, and seeking him out in the cafeteria for lunch. Her constant attention is making him uncomfortable, but he hesitates to say anything to her since he had initially returned the flattery. He will often go along with her attention, comments, and teasing. It is beginning to interfere with his ability to perform his job, and he’s thinking that he may quit and go for a position at another organization.
Additional Policies

• Social Media
• Dress and Decorum
• Equal Employment
Social Media Guidelines

• Center for Social Media

Key Policies

Mayo Clinic Orientation
Dress and Decorum

- Impacts patients' perceptions of Mayo Clinic
- Maintains our commitment to quality and excellence associated with Mayo Clinic tradition
- Maintains Mayo Clinic’s professional image
Hygiene

Not Appropriate

Dress & Decorum

Appropriate

Mayo Clinic Orientation
Footwear
Clinical Attire

Dress & Decorum

Mayo Clinic Orientation
Business Attire
Inappropriate Attire

Dress & Decorum

Mayo Clinic Orientation
Identification

Mayo Clinic Orientation
Equal Employment Opportunity

• Policy established to provide equal employment opportunity to all employees and applicants.

• All employees who apply for a promotion and/or transfer will be given equal consideration
  ▪ Promotions and/or transfers are determined on job-related qualifications and abilities without regard to any individuals age, race, religion, etc.

• All employees are responsible for conducting employment activities in support of and in compliance with this policy.

• Employees are encouraged to discuss any perceived discrimination issues with the Equal Opportunity Coordinator, HR Manager, or HR Service partner.
Who Are Your Resources?

Supervisor

Employee Service Center (ESC)

Intranet / For You Page
Patient Online Services Login

Have a question about your care? Need to make an appointment or have one planned? Just need to see your medical record?
For You – Find the HR Answers you Need

Our Knowledge Base empowers you to find HR answers faster and easier than ever.

How can we help you?

Self-Service >>
Timekeeping & Guides, Paycheck, PTO, Employee Self-Service & Guides, Update: Name, Address, Marital, [more]

Benefits >>
Medical, Dental, Life, Retirement, Pension Estimator, Reimbursement, Dependents, [more]

Education >>
My Learning & Guides, Dependent Scholarship Tool, Tuition Reimbursement, [more]

Employment >>
Appraisal, Job Postings & Guides, FTE Change, Leave of Absence, Trip Request, Travel & Concur, Talent Profile, Occupational Health, [more]

Family >>
Child Care, Employee Assistance Program, Wellness, Discounts/Leisure, [more]
Employee Assistance Program (EAP)

The Goal of Employee Assistance

To help you and your immediate family members deal with problems in your life before those problems jeopardize your health, family life or job performance.

Vital WorkLife Solutions can help with a wide variety of issues, including but not limited to:

- Marital & relationship problems
- Depression, stress, & anxiety
- Drug & alcohol abuse
- Parenting & child concerns
- Anger
- Grief & Loss
- Interpersonal conflict - at work or home
- Legal & Financial problems
- Work/life balance

Vital WorkLife Solutions:
800-383-1908
Vital WorkLife EAP (www.vitalworklife.com)
“There are no inferior jobs in any organization. If it is done well and with dignity, it contributes to the function of everything around it and should be valued accordingly by all.

DR. CHARLES H. MAYO”
Everyone is Different, Everyone is Necessary
Thoughts on Diversity

“Within its walls, all classes of people, the poor as well as the rich, without regard to color or creed, shall be cared for without discrimination.

DR. WILLIAM J. MAYO, 1914

Mayo Clinic Orientation
Diversity and Inclusion

Mayo Clinic will be recognized by patients, employees, peer institutions, and the community as the leading model for diversity and inclusion.
Diversity and Inclusion Priorities

1. Caring with Awareness - Provide high quality, culturally appropriate care in a welcoming environment to all patients

2. Reflecting our Community - Increase the diversity of Mayo Clinic patient population

3. Welcoming of All - Improve inclusiveness and participation of diverse employees at all levels of the organization

4. Balancing Opportunities - Increase the proportion of women and minority students, faculty and administrators and staff where under represented

5. Developing Talent - Increase the proportion of women and minorities in senior leadership

6. Pursuing Health Equity - Identify and eliminate health disparities; become a national leader in the science and promotion of health equity
Thoughts on Diversity

“One of the signs of a truly educated people, and a broadly educated nation, is lack of prejudice.

DR. CHARLES H. MAYO, 1926

Mayo Clinic Orientation
Creating an Inclusive Work Place

Discover

Inclusion

Demonstrate

Champion

Speak up

Accountable

Reflect
Intersection of Diversity & Inclusion

• Changing demographics and language trends
• Quality, safety, and performance
• Accreditation standards
  ▪ National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS)
• Support needs of education and research
• Business imperative in competitive market
Today’s Champion of Diversity

“\nAt Mayo Clinic, the values we extend to all our colleagues and patients are those of inclusion, honor and respect. Anything less is not acceptable.

DR. JOHN H. NOSEWORTHY

DR. JOHN NOSEWORTHY
President &
CEO Mayo Clinic
Policies

Vision and Goals

Statement from the Director

Diversity and Inclusion Profile

Policies

Holy Days Scheduling Guidelines

Mayo Employee Resource Groups

Department Diversity Leaders

Diversity and Inclusion – What you Need to Know

A Guide: Promoting Diversity for Managers

Festival of Cultures

Annual Reports

Related Groups

Arizona

Rochester

Office of Diversity, College of Medicine (Education)

Office of Health Equity and Inclusion (Practice)

Office of Health Disparities Research (Research)

Conflicts of Conscience in Patient Care

- Allied Health
- Consulting/Voting Staff

Diversity

- Allied Health
- Voting/Consulting Staff

Equal Opportunity & Affirmative Action

- Allied Health
- Consulting/Voting Staff

Mutual Respect

- Allied Health
- Consulting/Voting Staff

Sexual Harassment

- Allied Health
- Consulting/voting staff

Guide to Inclusive Language

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Your Health, Security and Safety
Fire Safety – **It is OUR Responsibility**
Objectives

- As a result of this program the participant should be able to:
  - List the components of the fire triangle
  - Identify the R.A.C.E. procedure
  - Identify the P.A.S.S. procedure / Extinguishers
  - Recall the fire relocation and evacuation procedure
  - Recognize our Code Red procedure
The Fire Triangle – Fire Prevention

- To prevent fires you need to know what starts them
- Fuel, heat, and oxygen must come together and stay together for a fire to burn
- Prevent a fire by not allowing the three legs to come together
- Remove a leg and you put out the fire.
CODE RED

• Our alert code for fire is called Code Red

• You will hear this announcement:
  “Code Red – building name, floor, location, area”

• Code Red procedures are all the actions you need to take in case of a fire to keep yourself and everyone safe
Code Red Procedure
Employee Responsibilities

- Know where you are in relation to the alarm area
- Look for the Code Red maps in your work area (example on the left)
- Fire/Smoke Zones
Fire Response - R.A.C.E.

The R.A.C.E. procedure teaches you how to safely respond to a fire.

- R: Rescue... The Person in Danger
- A: Alarm... Pull the Fire Alarm
- C: Confine... The Fire (close doors & windows)
- E: Evacuate... or Extinguish
Fire Response Procedures – R.A.C.E.

• “R” stands for RESCUE
• First rescue anyone in immediate danger, including patients, staff or visitors
• Do not endanger yourself

Rescue is your top priority in a fire emergency!
Fire Response Procedures – R.A.C.E.

• “A” stands for ALARM.
  ▪ Know fire pull locations in your department

• If you suspect a fire
  ▪ First pull the fire alarm, then call 9-911
  ▪ Stay on the phone to answer any questions
Site Specific Emergency Numbers

- Each site location has an “internal emergency number” that goes directly to your local switchboard.
- Example: Luther Campus 8-3333
- Learn and memorize your site specific emergency number
Fire Response Procedures – R.A.C.E.

• “C” stands for CONFINE

• Close all doors, windows and chutes

• See that all hallways and exits are free of obstruction

• Monitor the elevators and exits to prevent people from entering the area of danger

  • DO NOT USE THE ELEVATORS
Fire Response Procedures – R.A.C.E.

• “E” stands for EVACUATE / EXTINGUISH

• Patient care staff will learn methods to safely move patients to a safe area
Evacuation/Relocation Procedures

- The first step in relocating patients and/or employees is to move through a labeled fire/smoke door to a safer area on the same floor.
- This is called horizontal relocation. Avoid dead-end routes.
Evacuation/Relocation Procedures

• When horizontal relocation is not possible, people will be moved down the enclosed fire escape stairwells
  ▪ This is vertical relocation
Evacuation/Relocation Procedures

• If vertical relocation is needed, only use fire escape stairwells

• Never use an elevator during relocation/evacuation unless directed by the fire department

  Why? Elevator shafts can act like a chimney, a place that draws in/up fire and smoke
Fire Response Procedures – R.A.C.E.

“E” stands for EVACUATE / EXTINGUISH.
PASS That Fire Extinguisher

P  **Pull** safety pin from extinguisher
A  **Aim** low and point nozzle at **base** of fire
S  **Squeeze** lever below handle
S  **Sweep** from side to side
Which extinguisher should I use?

- The appropriate extinguishers are placed where they are most likely to be needed
- Become familiar with the extinguishers in your department
Code Red Procedure
Employee Responsibilities

- You will know the fire danger is under control by an announcement of “All Clear”
- Do not use the elevators until the “All Clear” is announced
Where can I go for information?

- Employee intranet - Emergency Management
- Online/e-learning
- Safety Department
- Safety Coach
Let’s Review the Code Red Procedures

**RACE** stands for:

**PASS** stands for:

If you needed to **EVACUATE**, how would you do that?

Should you use the elevators?
NWWI Mayo Clinic Security Team
Security Personnel

- Director of Security, NWWI Region
- Administrative Application Specialist
- Security Operations Supervisor
- Security Specialist- Investigations and Training
- Security Specialist- Systems and Projects
- 5 Control Center Application Specialists
- 13 Security Officers including 1 Lead per shift
Security Officer Duties

• Provide a safe environment for patients, staff and visitors
• Assists all NWWI sites with security related issues
• Quarterly duress alarm testing and monthly fire extinguisher inspections.
• Provide security escorts for staff members
Crime Rate

The crime rate varies depending on the site you are located in. For example, the Luther Campus is located in the highest crime rate of Eau Claire.

For other crime rates, you can go to Mylocalcrime.com
Contacting Your Security Team

- Security should be contacted for:
  - Workplace violence incidents or concerns
  - Criminal Activity
  - Suspicious people or activity
  - Card Access or Access Control issues
  - Any security related concerns or issues

- Contact Information
  - Main Security Line answered 24/7: 8-3994 / (715)838-3994
  - EMERGENCY: 9-911 (Police)
  - Internal Emergency/Overhead Paging 8-3333
Security Control Center
Security Control Center

- Monitor over 575 cameras throughout the region
- Monitor Access Control systems, including alarms and badge usage throughout the region
- Take incoming calls on the 8-3994 Security line
- Dispatch Security Officers to calls for service
How Security can help you…

• Provide Customer Service to Patients and Visitors
• Ensures a safe work environment for MCHS Employees
• Conduct reporting and follow up on various issues:
  – Theft Reports
  – Suspicious Activity/Persons
  – Disorderly Conduct Reports
  – Employee/Patient Threat Assessment
• Provide Training and Education for MCHS Departments
  – Example: Workplace Violence Awareness
  – Women’s Self-Defense
Culture of Security

Be **A**lert

Be **R**esponsible

& **C**ommunicate
Be Alert

• Awareness of surroundings
• Awareness of people out of place
Be Responsible

- Secure property & confidential information
- Doors, Filing cabinets, etc.
- Don’t bring highly valuable personal items to work
Be Responsible

• Personal responsibility
• Maintain confidentiality of assigned ID’s, passwords and all other access control devices including, but not limited to:
  • Cypher codes
  • Key
  • MCHS Access Identification Cards
  • PIN
Communicate

EMERGENCY: 9-911 (Police)
Emergency Overhead Announcements: 8-3333
Main Security Line – Eau Claire: 8-3994
(715) 838-3994
Barron Sheriff: (715) 537-3106
Menomonie Police: (715) 232-1283
Chippewa County Sheriff: (715) 726-7701
Infection Prevention and Control
Every Employee’s Responsibility
"It is unfortunate that so few appreciate from what small causes diseases come.

DR. CHARLES H. MAYO"
What You Need to Know

• Describe how diseases are spread by the Chain of Infection

• Identify your role in preventing the spread of disease in the work place

• Describe the importance of completing your annual required education
The Chain of Infection

- Infectious Agent
- Reservoir
- Portal of Exit
- Portal of Entry
- Mode of Transmission
- Susceptible Host
Primary Prevention – Stay Healthy

• Eat healthy
• Drink water
• Exercise
• Get proper rest
• Routine check ups
Primary Prevention – Stay Home When Sick

- Fever
- Persistent cough
- Diarrhea
- Vomiting
Primary Prevention – Stop Transmission at Work

• Hand hygiene
• Respiratory etiquette
• Disinfect your work area
• Immunizations
• Stay informed
How Can You Break the Chain?

Hand hygiene & disinfect your work area
Your Role – Hand Hygiene

• Soap and water
  ▪ Before eating
  ▪ After using the restroom
  ▪ When hands are visibly soiled

• Waterless alcohol-based hand rub
How Can You Break the Chain?

- Hand hygiene & disinfect your work area
- Hand hygiene & respiratory etiquette
Your Role – Follow Respiratory Etiquette

• Cover your cough or sneeze
• Perform hand hygiene
How Can You Break the Chain?

- Hand hygiene & disinfect your work area
- Hand hygiene & respiratory etiquette

New Employee Orientation
Your Role – Disinfect Your Work Area

- Establish a regular schedule for disinfecting your work area
- Follow your work area expectations
How Can You Break the Chain?

- Hand hygiene & disinfect your work area
- Hand hygiene & respiratory etiquette
- Hand hygiene & immunizations
- Hand hygiene & disinfect your work area
Your Role – Get Your Immunizations

- At risk of illness
- Vaccinated

U.R. Sick
Your Role – Stay Informed

- NWWI Regional Infection Prevention and Control (IPAC):
  - Blanche Bautch
  - Jeanne Fritts
  - Barb Jaderborg
  - Nicole Johnson
  - Deb Neitge
  - Kristin Radel
  - Sue Shea

- NWWI Regional email: EU_Infection Prevention and Control

- NWWI Regional Triage RN number: 715-464-2847

- Check out our website on the employee intranet: Infection Prevention and Control

- Complete your annual training
Summary

Stay healthy

Stay home when sick

Soap & Water
- Before eating
- After restroom
- Visible soil

Break the Chain
- Hand hygiene
- Respiratory etiquette
- Disinfect your work area
- Immunizations
- Stay informed

New Employee Orientation
Thank you and Welcome!

- You have completed the orientation presentation
- Please complete the posttest