Continuing Health Division
Clinical Affiliations Orientation Handbook

Contact Information for Clinical Affiliations

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About the Continuing Health Division

The Continuing Health division provides a continuum of programs and services including home care, hospice care, palliative care, outpatient rehab, skilled nursing facility partnerships, home infusion, and home medical equipment/respiratory therapy to help people live well at home.

Guided by a mission to help patients remain in their homes while addressing the needs of the whole person at every step of the journey, our division provides care for people with chronic, complex or terminal diseases, those recovering from illness, hospitalization or injury, and those who need support in maintaining a healthy lifestyle.
Continuing Health leverages the latest scientific evidence and technology to provide quality care solutions and health experiences. Resources are available to clinicians and clients that promote culturally competent care, such as interpreter services in over 200 languages. To ensure a consistent experience, all home visits are conducted using the Perfect Patient Encounter visit model.

Healthcare is everchanging, and as such, we never stop learning and growing. Our teams of lifelong learners share their innovative ideas to improve care delivery through Shared Governance, which elevates the voices of frontline clinicians, and brings about continually improved care for the patients we are privileged to serve.

Your clinical experience will be focused in either home health or hospice.

2023 Summary

- 24,000+ average daily census (greater than combined census for all hospitals)
- 65,000 Health at Home patient admit/year
- 16,980 RT/HME orders/year
- 180,000+ telemonitoring calls to patients/year
- 3,500,000 miles traveled

Hospice

Hospice care is a special kind of care that focuses on the quality of life for people who are experiencing an advanced, life-limiting illness and their caregivers. Via an interdisciplinary approach, our hospice teams demonstrate their dedication to our mission by expertly managing pain, as well as other symptoms and providing support to patients and families throughout their end-of-life journey.

Home Health Care

Home health care is skilled care delivered directly to a patient's home for the purpose of treating or managing an illness, injury, or medical condition. Services that may be covered include medical services such as skilled nursing, physical therapy, occupational therapy, and speech therapy, as well as non-medical services such as social services and home health aides. In 2019, we adopted the Age-Friendly Care Model, an essential set of evidence-based practices that promote positive outcomes for geriatric patients. Home health care also provides evidence-based disease-specific programs to enhance patient care.
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<td><strong>Cardiac</strong></td>
<td>The <strong>Helping Hearts at Home Program</strong> provides skilled nursing care, including assessments and patient teaching for managing a patient’s heart failure at home. Virtual assessments are also provided based on clinical acuity and clinical stage.</td>
<td>Patients with a primary heart failure diagnosis.</td>
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<tr>
<td><strong>Cardiac</strong></td>
<td>The <strong>Rapid Recovery Program</strong> provides skilled nursing care, including teaching, training, and skilled nursing assessments. Virtual assessments are provided based on clinical acuity.</td>
<td>Patients with a post-cardio/ thoracic surgery diagnosis.</td>
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<td><strong>Cardiac</strong></td>
<td>The <strong>LVAD Management Program</strong> provides skilled nursing care, including teaching, training, and skilled nursing assessments for managing a patient’s LVAD in the home.</td>
<td>Patients with an LVAD.</td>
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<td><strong>Respiratory</strong></td>
<td>The <strong>COPD Management Program</strong> provides skilled nursing and therapy care for teaching, training, and skilled assessments for managing a patient’s COPD in the home.</td>
<td>Patients with a primary diagnosis of COPD.</td>
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| **Wounds** | The Complex Wound Management Program utilizes home health care nurses, specially trained in wound management, who use their knowledge to mitigate patients’ risk for skin breakdown, improve wound management and leverage wound management technology and analytics. | Patients with complex wounds:  
- Stage 4 pressure ulcers  
- Wound VAC with bridging  
- Multiple arterial ulcers  
- Venous ulcer(s) |
| **Delirium** (WI only) | The **Hospital Elder Life Program (HELP) at Home** is designed to counter the effects of immobility on patients suffering from delirium and lessen the likelihood of the patient needing long-term care. | Patients at high risk of developing delirium. |
| **Falls** | The **Standing Strong Program** provides therapy and/or nursing care to assess and provide skilled risk assessments and home exercise programs. |  
- Has a history of falls  
- Has gait, balance and mobility issues and muscle weakness  
- Has a fear of falling  
- Has visual impairment  
- Has cognitive and neurological impairment  
- Home hazards |
| **Joint Replacement** | The **Total Joint/Ortho Program** provides skilled Physical Therapy evaluation and treatments. | Patients with pre- or post-surgical joint replacements: shoulder, knee, hip. |
| **Lymphedema** | The **Lymphedema Program** provides specialty trained therapists to assess and assist patients with home lymphedema management. | Patients with lymphedema and require skilled management. |
| **Vestibular Management** (WI only) | The **Vestibular Program** provides specially trained therapists perform the Epley Maneuver in the patient’s home, and devise home exercise programs for vestibular hypofunction. | Has vestibular disorders, including benign paroxysmal positional vertigo (BPPV). |
Site Addresses

Oak Brook – Corporate Office
2311 West 22nd Street, Suite 300
Oak Brook IL 60523

Central Branch
2000 Springer Drive
Lombard, IL 60148

Pharmacy, Infusion/Peds
1441 Branding Ave., Suite 310
Downers Grove, IL 60515
Other Clinical Experience Requirements

1) Student ID Badges are to be worn at all times

2) Clinical experience with Health at Home will be one day observation unless otherwise arranged

3) Dress Guidelines for Direct Patient Care Associates:
   - Hosiery or socks must be worn by associates visiting patient homes at all times.
   - For safety reasons, the following are considered unacceptable attire for all associates who come in contact with blood or body fluids: open-toed shoes, flip flops, sandals, canvas or other cloth shoes. Crocs or clogs may be worn.
   - Hair must be out of face and not able to fall into the field of work.
   - Jewelry
     - Jewelry is to be professional and kept to a minimum for patient and clinician safety.
     - Necklaces must be short and not able to fall in the field of work.
     - Earrings – subtle, small, no dangling.
     - Bracelets – must not fall in the field of work.
   - Exceptions to dress code in security areas (designated by manager and zip code)
     - Wear appropriate clothes for the environment.

4) Parking
   - Please see Branch Locations and park in the provided lot if meeting your assigned preceptor at that location.
   - If driving directly to a patient home, consult preceptor for acceptable parking options at each particular private home.

5) Meeting up with your Preceptor
   - You will be given the name and mobile phone number of your preceptor along with your assigned branch.
   - Please contact your preceptor prior to your observation day to set up a meeting time and place. If you are not able to contact them prior to the date of your observation experience, reach out to your school’s clinical instructor/coordinator or site Clinical Affiliations Liaison.

6) HIPAA
   - Health Insurance Portability & Accountability Act (HIPAA) & Confidentiality
   - Ensure that all patient specific information is kept private and confidential.
   - Do not make copies or print from the medical record.
   - A signed confidentiality agreement is required.
Joining the Team

New graduate hospice and home health nurses receive a robust, extended orientation where learning experiences are appropriately sequenced over several months and custom-tailored to meet their individual needs. New graduates also participate in the Advocate Health’s accredited New Graduate Nurse Residency program for additional support while transitioning from academia to a professional clinical practice.