

# Welcome to NM New Physician & APP Orientation Comprehensive Resource Guide

*Thank you for completing this course, we hope you found the content informational and helpful. This comprehensive resource guide includes links that will further support your Northwestern Medicine experience. Most of the referenced links are password protected and will not be accessible until your start date.*

*Please refer to the table of contents for the list of sessions and their page numbers. You can also click on the session title and it will take you directly to that page.*

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# Wellness Resources

*To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.*

## NM Wellness Resources

NM offers two comprehensive websites for wellness resources. The NMI site is password protected and can be accessed using your NM username and password. A simplified version is housed on our [Physician Forum](#) website and does not require a login.

- [Wellness Resources on NMI](#) (login required)
- [Wellness Resources on Physician Forum](#) (no login required)

## Additional Wellness Resources

- [Scholars of Wellness Resources on NMI](#) (login required)
- [Peer-to-Peer \(P2P\) Network Resources on NMI](#) (login required)

# Patient Engagement Resources

*To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.*

## General Links

- [Engagement Resources on NMI](#) (login required)
- [Published Reviews of Physicians and Medical Professionals](#) (no login required)

# Risk/NETS Resources

To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.

## General Links

- [NM Northwestern Event Tracking System \(NETS\) Reporting Guide](#) (login required)
- [NM Fair & Just Culture & Resources on What to Report Guide](#) (login required)
- [NM Clinical Guideline Policy for Decisional Capacity](#) (login required)
- [NM Policy for Disclosure of Unanticipated Outcomes and Patient Communication](#) (login required)
- [NM Policy for Risk Management Incident and Event Reporting](#) (login required)
- [NM Risk Management Hospital & Medical Group Contacts on NMI](#) (login required)

## Claims & Litigation Partners Contact Information

- **312-926-5566**
- This team is comprised of internal and external medical malpractice defense attorneys who handle:
  - Defense of Claims
    - Pre-suite claims – conduct investigation, determine compensability
    - Lawsuits – retain external defense counsel, continue managing claims internally
  - Advise practitioners
    - Assistance with credentialing or state licensure
    - Questions about insurance
- Scenarios for when to contact Claims & Litigation:
  - If you are contacted in any way by a law firm, lawyer, or investigator.
    - You are never obligated to talk to an outside attorney or investigator
    - Call as soon as possible as some situations do impose a deadline
  - If you receive a summons and complain
  - If you receive a subpoena for deposition
  - Any time that you want to talk to a lawyer about care provided at NM

# Pain Management Resources

To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.

## NM Pain Management Resources

NM offers two comprehensive web sites for pain management resources. The NMI site is password protected, and can be accessed using your NM username and password. A simplified version is housed on our [Physician Forum](#) web site and does not require a login.

- [Pain Management Resources on NMI](#) (login required)
- [Pain Management Resources on Physician Forum](#) (no login required)

## Additional NM Pain Management Resources

- [Chronic Opioid Therapy Toolkit](#) (login required)
- [Prescription Drug Monitoring Program Epic Tip Sheet](#) (login required)
- [Opioid Use Disorder Resources By Hospital Site](#) (login required)
- [CME Courses, Education and News](#) (login required)
- [Safe Opioid Prescribing General NM Guidance](#) (login required)

## NM Specialty-Specific Guides

- [Primary Care & Family Medicine](#) (login required)
- [Hospitalist Medicine](#) (login required)
- [Emergency Medicine](#) (login required)
- [General Surgery](#) (login required)
- [Orthopedic, Spine, Hand, and Plastic Surgery](#) (login required)
- [Other Specialties](#) (login required)

## External Resources

- [Illinois Helpline for Opioid and Other Substances](#)
- [CDC Tapering Opioids for Chronic Pain](#)
- [Illinois Environmental Protection Agency Medication and Sharps Disposal](#)

## 2023 Updates

The Medication Access and Training Expansion (MATE) Act, was included in the Omnibus Spending Bill of 2022 that passed into law on March 22, 2023. The legislation repealed the X-Waiver that was previously required for healthcare practitioners to prescribe Schedule III opioid buprenorphine as medication-assisted treatment for substance use disorder. This means that the X-waiver is no longer required to treat patients with opioid use disorder (OUD). OUD prescriptions, like all prescriptions, now only require a standard DEA registration number.

The law requires new or renewing DEA registrants to have completed at least eight hours of training on opioid or other substance use disorders. This is a one-time training requirement and will not be part of future license renewals. Review this [Physician Forum article](#) (no login required) for more information including a comprehensive list of courses that would fulfill these requirements.

# Antimicrobial & Diagnostic Stewardship Program (ADSP) Resources

## General Links

- [Antimicrobial & Diagnostic Stewardship Program Resources](#)
- [Northwestern Medicine Antimicrobial Stewardship Team Contacts](#)

## NM Site-Specific Antimicrobial Resources

- [Northwestern Memorial](#)
- [Central DuPage](#)
- [Lake Forest](#)
- [Delnor](#)
- [Kishwaukee](#)
- [Valley West](#)
- [Marianjoy](#)
- [Huntley/McHenry/Woodstock](#)
- [Palos](#)
- [NM Ambulatory Care](#)
- [Non-Visit-Based Antibiotic Use](#)

# Clinical Documentation Integrity Resources

*To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.*

## General Links

- [Clinical Documentation Integrity \(CDI\) Resources on NMI](#) (login required)



# Patient Safety Resources

*To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.*

## General Links

- [NM Toolkit – Safety Resources on NMI](#) (login required)
- [NM Quality and Patient Safety on NMI](#) (login required)

# Care Coordination Resources

## Care Coordination Contacts

### **Ambulatory Care Team**

- Care Team Terminology: Care Coordination
- Director: Kelly Pigott 312.695.4554
- Central DuPage, Delnor, Kishwaukee, Valley West, Lake Forest, McHenry, Woodstock, and Huntley  
Manager: Kris Rochotte 224.271.6679
- Northwestern Memorial & Palos Manager: Ashley Kappmeyer 312.926.4112

### **Northwestern Medicine Central DuPage Hospital**

- Care Team Terminology: RN Case Managers, MSW Social Workers, RN Utilization Managers, MSW Complex Case Managers, Clinical Admission Nurses
- Director: Karen Barron 630.933.2879
- Lead: Janet VanVerst 630.933.6011
- Utilization Review/Social Work: Contact via Vocera by looking up under unit

### **Northwestern Medicine Delnor Hospital**

- Care Team Terminology: RN Case Managers, Utilization Management RNS, Clinical Admission Nurses, Social Workers, and Orthopedic Nurse Navigators
- Director: Jeannine Harvell 630.208.4486
- Unit Case Managers and Social Workers: Contact via Vocera by looking up unit case manager and social worker

## Care Coordination Contacts (continued)

### Northwestern Medicine McHenry Hospital

- Care Team Terminology: RN Case Manager, Social Workers
- Manager: Lynn Ford 815.759-.206
- Main Care Coordination Office: 815.759.4220
- Utilization Review/Bed Placement:
  - Care Team Terminology: RN case managers and quality utilization specialist
  - Bed Placement: 815.759.4299
  - Utilization Review Main Number: 815-759-4603

### Northwestern Memorial Hospital

- Care Team Terminology: Social Workers, LCSWs, LSWs
- Director Anna Steiger 312.926.9520
- Manager: Kourtne Williams 312.926.2063
- Unit/Clinic Social Workers: [Social Work \(NM Interactive\)](#) \*→ Unit and Clinic Assignments

*\*Please note, the link referenced above will become active upon your official start date.*

### Northwestern Medicine Huntley Hospital

- Care Team Terminology: RN Case Managers, Social Service Associates, ER Social Service Associates
- Care Coordination Manager: Teri Thomas 224.654.0484
- Utilization Review/Bed Placement Manager: Michelle Davis 224.654.0107
- Unit Care Coordination Staff: Spectralink phones

### Northwestern Medicine Kishwaukee Hospital

- Care Team Terminology: RN Case Managers, Social Workers, RN Utilization Managers, Clinical Admission Nurses/Bed Management
- Director: Colleen Emanuel 815.766.7083
- Lead: Lissa Brown 815.766.7993
- Unit Case Managers/Social Work: Contact via Vocera by looking up under unit

## Care Coordination Contacts (continued)

### Northwestern Medicine Lake Forest Hospital

- Care Team Terminology: RN Case Managers, RN Social Workers, RN Transitional Care
- Director: Jenny Prescia 847.535.6508
- Manager: Patti Gobel 847.535.6058
- Unit Case Managers: Contact via Vocera by looking up under unit and case management

### Northwestern Medicine Marianjoy Rehabilitation Hospital

- Care Team Terminology: RN Case Managers, Social Workers
- Director: Anne Lindstrom 630.933.6223
- Unit Case Managers and Social Workers: Look under Epic Care Teams for phone extension

### Northwestern Medicine Palos Hospital

- Care Team Terminology: RN Case Managers, Social Workers, Utilization Review Coordinators
- Manager of Social Service: Margaret Garbaciak 708.923.4841
- Unit Case Managers and Social workers: Look under Epic Care Teams for phone extension

### Northwestern Medicine Valley West Hospital

- Care Team Terminology: RN Case Managers, Social Workers, RN Utilization Managers, Clinical Admission Nurses/Bed Management
- Director: Colleen Emanuel 815.766.7083
- Lead: Lissa Brown 815.766.7993
- Unit Case Managers/Social Work: Contact via Vocera by looking up under unit

### Northwestern Medicine Woodstock Hospital

- Care Team Terminology: Psychosocial coordinators, Behavioral Health
- Unit Contact Phone Number: 815.334.5065
- Unit Nurse: 815.334.5051

# IS Resources

To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.

## NM Information Services Technical Support

- For urgent issues affecting patient care, call the NM Service Center at **312-926-4357**.  
**(Press 3 for non-Epic help)**
- For non-urgent issues, [submit a ticket online](#) (login required).

## Epic Support Services

**To contact Epic Support Service (available 24/7), call 312-926-4357. Press 2 for Epic help, then press 1 to speak with a member of the Epic Support Service Team.**

The team is available 24/7 to assist with:

- Epic issues and how-to questions
- Dragon, Duo, Haiku and Canto
- Remote access to NM applications
- Password Resets

Virtual appointments are available from 7 am to 7 pm Monday through Saturday to assist you in personalizing your Epic workspace.

- Chart Review, navigators, and navigation
- Notewriter macros, speed buttons, default Note templates, SmartPhrases, Smartlists, and SmartLinks
- Orders (Preference Lists, SmartSets, and Order Sets, creating Order Panels)
- In Basket and communications

## Information Services Resource Page

- [Review a variety of tip sheets](#) to assist with email setup, remote access, Citrix applications, multifactor authentication and many other IS applications (login required).

# Restraint Education Resources

To access links to pages and documents on the health system intranet, [NM Interactive](#) (NMI), you will need your NM username and password, which you will receive via email on your start date.

## Restraint Education

### Restraints are:

- implemented when deemed necessary to protect the physical safety of patients, staff members, or others AND only when less restrictive measures have been considered and/or attempted and found ineffective
- limited to clinically justified situations and the least restrictive, safest, and most effective method
- removed at the earliest time possible
- not used for coercion, discipline, convenience, or retaliation by staff

### Restraint Definitions:

- Violent restraints: (aka self-destructive or behavior) – used in emergency situations when a patient’s behavior presents an immediate and serious danger to the safety of the patient and/or others.
- Non-violent restraints – used for patients who require restraints to address a serious patient safety concern.
- Chemical restraints: a drug or medication used to manage the patient’s behavior or restrict the patient’s freedom of movement and is NOT a standard treatment for the patient’s medical or psychological condition. *NM does not support the administration of pharmacological agents for the sole purpose of physically incapacitating an individual*
- Seclusion: involuntary confinement of a patient alone in a room or area from which the patient is prevented from leaving. *Note: Some NM facilities do not support the use of seclusion.*

*Note: Differentiating between non-violent and violent restraints is based on intent, not the type of restraint material.*

**Restraint examples:** mitts, soft belt, vests, wrist restraints, ankle restraints, 5-point violent mechanical restraint, physical hold, physical escort

**What is not a restraint:** self-release belts, postural support devices that can be released by the patient, postural support devices used for patient positioning during a procedure, orthopedic devices, helmets

## Restraint Education (continued)

### Restraint orders:

- A provider primarily responsible for the patient's ongoing care must order the use of restraints. *If the attending is not the physician ordering the restraints, the physician and/or qualified staff initiating the order will notify the attending physician in a timely manner of the restraint order.*
- Standing orders, PRN orders, or orders for trial release are prohibited.
- *If the restraint is discontinued before the provider arrives for the evaluation, the provider must still complete and document an evaluation of the patient.*

### Orders for Violent Restraints:

- Provider must **evaluate the individual in person within 1 hour** of initial restraint application (often referred to as a face: face) and document the evaluation
  - ***The provider face to face documentation must include:***
    - ***Evaluation of the patient's immediate situation***
    - ***The patient's reaction to the interventions attempted***
    - ***The patient's medical and behavioral condition***
    - ***The need to continue or terminate the restraint/seclusion***
- Violent restraints must be **re-ordered:**
  - ***Every 4 hours*** for patients who are 18+ years of age
  - ***Every 2 hours*** for children and adolescents 9 to 17 years of age
  - ***Every 1 hour*** for children under 9 years of age

*Note: Violent restraint orders may be re-ordered according to the time limits for a maximum of **24 hours**, at which point the provider must **re-evaluate the individual in-person before another order is written.***

### Orders for Non-Violent Restraints:

- Provider must evaluate the individual in person within 24 hours of initial restraint application and document the evaluation.

***CMS and Joint Commission require that providers have a working knowledge of the hospital policy for restraint use. Please familiarize yourself with the local policy for the hospital(s) you work at.***