

Fast Track Orientation Information Packet

Including Overviews of:
Organizational Culture
Performance Improvement
Infection Control & Prevention
Safety
Employee Health
Legal/Compliance

July 2026



NORTH MISSISSIPPI
HEALTH SERVICES

Welcome to North Mississippi Health Services

Welcome to the NMHS family!

This fast-track information packet will begin to prepare you for the important role you have with the organization. The contents are vital for meeting regulatory agency guidelines for day-to-day operations, policies, and procedures.

This fast-track packet may be supplemented in a variety of ways to complete your orientation experience in the coming days and may only be a part of your onboarding experience depending on your job status with NMHS.

Contact information is provided for each respective area, in the event you have additional question(s), at the conclusion of the packet.

Thank you in advance for your careful attention to the content of this information packet!

And again, welcome!





NORTH MISSISSIPPI
HEALTH SERVICES

STATEMENT of VALUES

MISSION

Why We Exist

To continuously improve the health of the people of our region

VISION

What We Want To Be

To be the provider of the best patient- and family-centered care and health services in America

VALUES

- **C**ompassion – Show sincere care and kindness for those I serve
- **A**ccountability – Take responsibility for my actions
- **R**espect – Treat everyone with dignity
- **E**xcellence – Achieve excellence through innovation, teamwork and doing my best
- **S**mile – Always be friendly

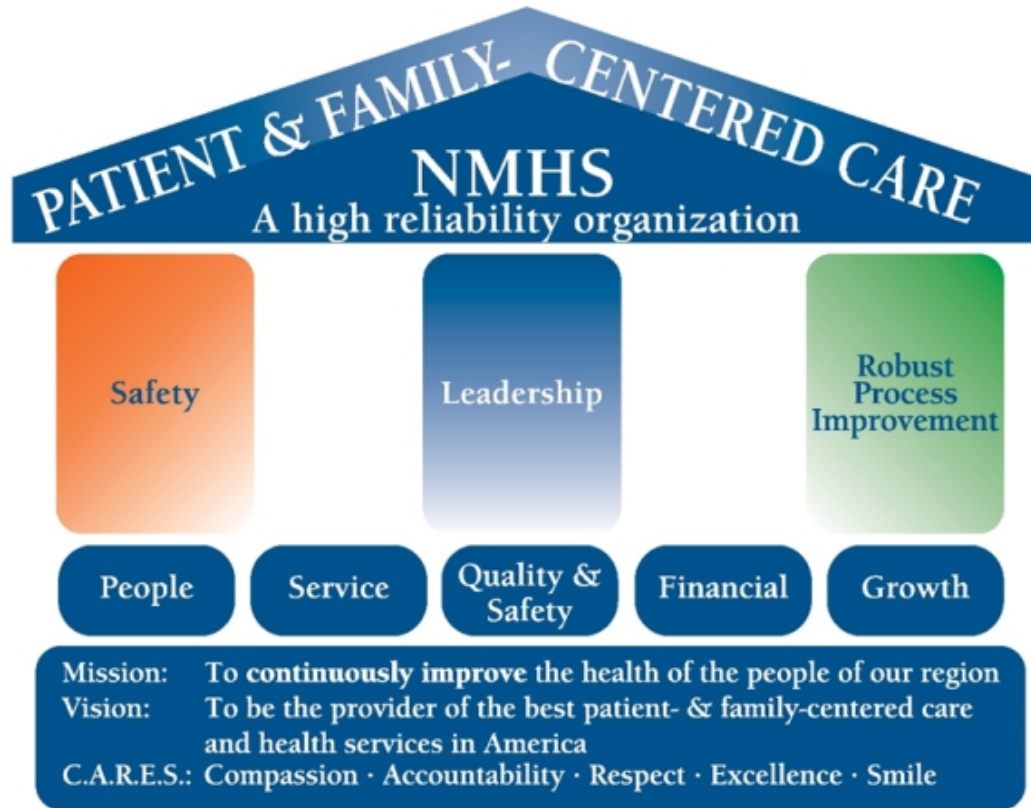
CRITICAL SUCCESS FACTORS

- **People** • Maintain high quality workforce
- **Service** • Improve customer service
- **Quality** • Improve prevention and health education services
 - Improve health outcomes
- **Financial** • Produce financial resources required to support mission and vision
- **Growth** • Expand access to health services

Welcome to NMHS!

Take a moment to review these cornerstone elements of our culture...
Our mission, vision, values, and critical success factors.

Organizational Performance



- The foundation of the organization is our Mission, Vision and Values.
- Critical Success Factors of People, Service, Quality & Safety, Financial, and Growth support the pillars of a High Reliability Organization: Leadership, Safety, and Robust Process Improvement
- The concepts of Patient and Family-Centered Care rest on our ability as an organization to fulfill all the elements that make up our corporate “home”.

North Mississippi High Reliability System



PLAN

- Recruit team. Identify roles and responsibilities. Set a timeline and meeting schedule.
- Draft an aim statement. Try to answer the questions located in the model.
- Describe the current context and process (brainstorm, go and see, SWOT analysis, flow chart).
- Describe the problem.
- Analyze causes (using tools such as control charts, fishbone, and flow charts).
- Develop alternatives (choose an alternative or a few alternatives that will help reach your objective).
- Develop an action plan (include resources and a timeline).

STUDY

- Use your aim statement and data to determine:
 - Did your plan result in an improvement?
 - Was the action worth the investment?
 - Do you see trends?
 - Were there unintended side effects?

Model for Improvement



DO

- Start implementing your action plan (pilot).
- Collect evaluation data as you go by using tools such as check sheet, flowchart or run charts.

ACT

- Reflect on plan and outcomes, then standardize.
- Communicate accomplishments to internal and external customers.
- Take steps to preserve your gains and sustain your accomplishments.
- Conduct additional PDSA cycle when needed.

Robust Process Improvement is more than just one action.

Please review the elements of our PI Model in the graphic:

- Plan
- Do
- Study
- Act

All NMHS employees are involved in PI. Your supervisor can tell you more about PI initiatives in your work area.

Hand Hygiene

The single most important method to prevent the spread of germs

Clean hands with soap, especially for diarrheal diseases and water or an alcohol-based hand rub (ABHR)

When/How do you appropriately clean/wash your hands?



Monitoring Hand Hygiene

- Data is collected and reported at the Infection Prevention Committee Meeting.
- Observers or “Secret Shoppers”:
 - Observe for compliance on entrance and exit of patient areas
 - Evaluate for barriers to hand hygiene to improve compliance
 - Submissions in Safety Solutions



Artificial Nails

- Artificial nails (acrylics, gels, silks, etc.) have been associated with healthcare-associated infections
 - Harbor higher microbial counts
 - Difficult to clean effectively
 - Increase infection transmission
- Nails must remain clean and trimmed
- For all direct care providers:
 - No longer than $\frac{1}{4}$ inch past tip of finger
 - No artificial nails, acrylic overlays, or any artificial substance



3 Types of Isolation

**Refer to CBT and organizational policies for details*

CONTACT PRECAUTIONS

Everyone must:

-  PERFORM HAND HYGIENE

Providers & staff must also use:

-  GOWN
-  GLOVES
-  DEDICATED OR DISPOSABLE EQUIPMENT

 NORTH MISSISSIPPI HEALTH SERVICES Reviewed 1/2025

DROPLET PRECAUTIONS

Everyone must:

-  WASH HANDS
-  MASK

Providers & staff:
Add standard precautions as needed

-  GOWN
-  GLOVES
-  EYE SHIELD

 NORTH MISSISSIPPI HEALTH SERVICES Reviewed 9/2025

AIRBORNE PRECAUTIONS

Everyone must:

-  WASH HANDS
-  DOOR CLOSED
-  REGULAR MASK

Providers & staff:

-  N95 MASK

Add standard precautions as needed

-  GOWN
-  GLOVES
-  EYE SHIELD

 NORTH MISSISSIPPI HEALTH SERVICES Reviewed 9/2025

It is your personal responsibility to use Standard Precautions for Hand Hygiene, *every patient, every time:*

- BEFORE and AFTER ANY patient contact
- BEFORE and AFTER glove use
- Any time the hands are VISIBLY soiled
- MOST IMPORTANT personal action we can take to prevent infection – both in clinical and support areas!



For Patient Care Areas...

Standard Precautions: Gowns

- **Blue** is used when there is potential for splashing of blood and/or body fluids.



- **Yellow** is used for general isolation.



For Patient Care Areas...

Standard Precautions: Gloves

- Nitrile gloves are used – make sure hands are completely dry before applying
- Must be changed between patients
- Must be changed between procedures



For Patient Care Areas...

Standard Precautions: Face Shields

- Used for the protection of the eyes, nose, and mouth
- Remember, it only takes a moment more to be safe!
Protect yourself from blood and body fluids.



Hand Hygiene and PPE

(personal protective equipment)

- Perform hand hygiene immediately after removing PPE
- If hands become visibly contaminated during PPE removal, wash hands before continuing to remove PPE
- Wash hands with soap and water or use an alcohol-based hand rub
- In rooms which have a sign “soap and water only”, you should only use soap and water, NOT liquid hand sanitizer

Negative Pressure Room Locations at any NMHS Site

- Refer to policy as to which rooms
- Portable HEPA available in other areas
- Respiratory Therapy must be contacted to set up all portable HEPA units
- At community hospitals, check with your Infection Preventionist



Approved Disinfectant Products



"Pink for Pumps"

Micro-kill: alcohol-based wipe
1-minute wet time
For: IV pumps



"Blue Bleach"

Germicidal wipe: bleach wipe
3-minute wet time
For: C-diff patient cleaning and disinfecting



"Go for Green"

Accelerated hydrogen peroxide wipe
1-minute wet time
For: **MOST** equipment and patient environment

Please dispose of your waste appropriately

Red
(Medical)



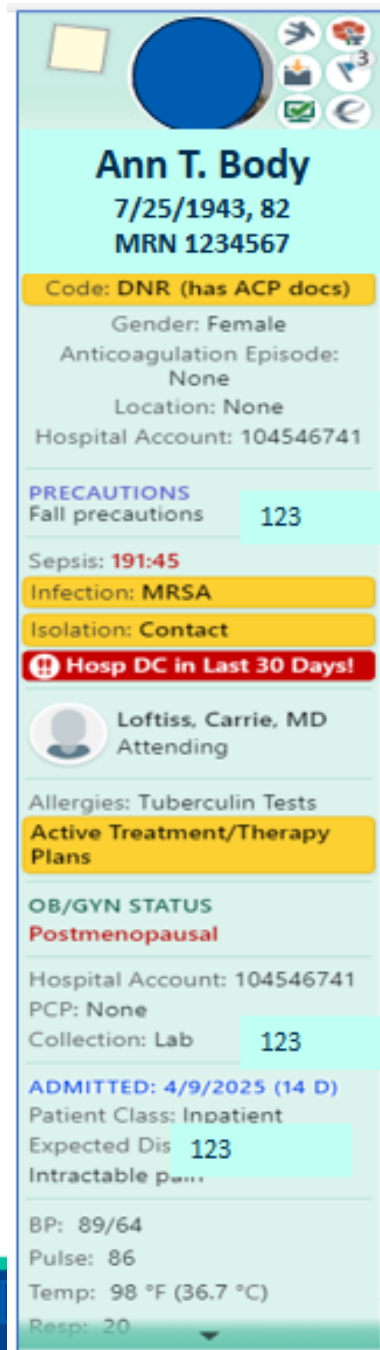
Blue
(Linen)



White
(General)



How Do I Know if the Patient is in Isolation?



The image shows a screenshot of a patient's Epic chart. At the top, there's a header with a blue circle icon and several small icons. Below this, the patient's name 'Ann T. Body' is displayed, followed by her date of birth '7/25/1943, 82' and MRN '1234567'. A yellow bar indicates 'Code: DNR (has ACP docs)'. Below this, patient demographics are listed: 'Gender: Female', 'Anticoagulation Episode: None', 'Location: None', and 'Hospital Account: 104546741'. A section titled 'PRECAUTIONS' shows 'Fall precautions' with a value of '123'. Below this, 'Sepsis: 191:45' is listed. A yellow bar indicates 'Infection: MRSA'. Another yellow bar indicates 'Isolation: Contact'. A red bar with a white cross icon indicates 'Hosp DC in Last 30 Days!'. Below this, the attending physician 'Loftiss, Carrie, MD' is listed. A section titled 'Allergies: Tuberculin Tests' is shown. A yellow bar indicates 'Active Treatment/Therapy Plans'. A section titled 'OB/GYN STATUS' shows 'Postmenopausal'. Below this, 'Hospital Account: 104546741', 'PCP: None', and 'Collection: Lab' with a value of '123' are listed. A section titled 'ADMITTED: 4/9/2025 (14 D)' shows 'Patient Class: Inpatient', 'Expected Dis' with a value of '123', and 'Intractable p...'. At the bottom, vital signs are listed: 'BP: 89/64', 'Pulse: 86', 'Temp: 98 °F (36.7 °C)', and 'Resp: 20'.

Ann T. Body
7/25/1943, 82
MRN 1234567

Code: DNR (has ACP docs)

Gender: Female
Anticoagulation Episode: None
Location: None
Hospital Account: 104546741

PRECAUTIONS
Fall precautions 123

Sepsis: 191:45
Infection: MRSA
Isolation: Contact
Hosp DC in Last 30 Days!

Loftiss, Carrie, MD
Attending

Allergies: Tuberculin Tests
Active Treatment/Therapy Plans

OB/GYN STATUS
Postmenopausal

Hospital Account: 104546741
PCP: None
Collection: Lab 123

ADMITTED: 4/9/2025 (14 D)
Patient Class: Inpatient
Expected Dis 123
Intractable p...

BP: 89/64
Pulse: 86
Temp: 98 °F (36.7 °C)
Resp: 20

Epic

Story board (left hand side of patient screen)

By clicking on the infections, you will learn when it was discovered last.

If you see a Hx of XXX – This means the patient will not need isolation unless they are symptomatic, but is designed to give you an indicator of past infection without having to dig too far

- Hand-off communication/reports



Webpage

Infection Prevention

Welcome to NMHS's Infection Prevention! Our PDF catalog with very important information, insight, and tips on how to keep yourself and your patients safe will appear below.

Hand Hygiene

- [How To Enter A Hand Hygiene Observation](#)
- [Hand Hygiene Audit](#)
- [Hand Hygiene @ Work](#)

General Information

- [What can I do to prevent Hospital Acquired C-Diff](#)
- [Prevent CAUTI](#)
- [Prevent CLABSI](#)
- [APIC Mask Wearing](#)
- [Approved Disinfectants](#)

CHG Treatment Guides

- [Treatment Instructions - Inpatient Services](#)
- [Treatment Instructions - Surgical Services](#)

Disinfection

- [Standards of Infection Prevention \(SGNA\)](#)

Isolation

- [Most Frequent Isolation Grid](#)
- [Types of Isolation](#)

Contact Information Summary

Infection PreventionI

Miki Gould, MHA, BS, MLT(ASCP), RN, CIC- System Assist. Director of IC 377-3784
Heather Bowen, RN, MSN, CPHQ- System Dir, Organizational Performance 377-2175

Infection Preventionist:

Madison Willingham –Policy & Procedure, Isolation & Reportables
Eric White – CAUTI, Ortho/Trauma Surgical Site Infections, Construction, Environment of Care
Toni Huddleston– Surgical Site Infections, Construction, HL Disinfection, Isolation, & Reportables, Construction, Environment of Care
Christina Jones – CLABSI, Blood Culture Contamination, MRSA, Cdiff, Isolation, & Reportables, Hand Hygiene, Construction, Environment of Care

Community Hospital Infection Preventionist:

Angie Lewis & Danielle Livingston – Northern Region (Hamilton, Iuka, West Point)
Amber McMahon– Baldwyn Nursing Facility
Karie Brown & Maggie Winter – Southern Region (Gilmore Amory, Eupora, Pontotoc)
Haley Adkins – South Marion

Safety

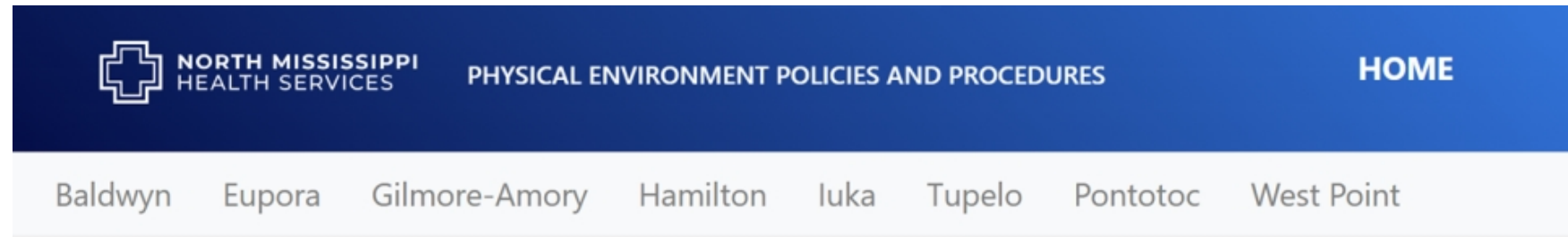
Thomas Walker 377.4283

Thanks for being part of our team!



Intranet Demo

- INTRA (inside) NET (network) – like the internet but only available internally - on NMHS computers
- Vast resource of information on every aspect of NMHS! Intranet pages for all community hospitals, corporate departments, all NMMC-Tupelo departments, and more!



**North Mississippi Health
Services
Physical Environment**



Safety on the Intranet



NORTH MISSISSIPPI
HEALTH SERVICES

PHYSICAL ENVIRONMENT POLICIES AND PROCEDURES

HOME

Baldwyn

Eupora

Gilmore-Amory

Hamilton

Iuka

Tupelo

Pontotoc

West Point

Click on the location to access information about Emergency Management, FEMA, Fire Prevention, Hazard Management, Inclement Weather Conditions, N95 Fit Testing Information, and Online Safety Data Sheets...among many additional safety resources!

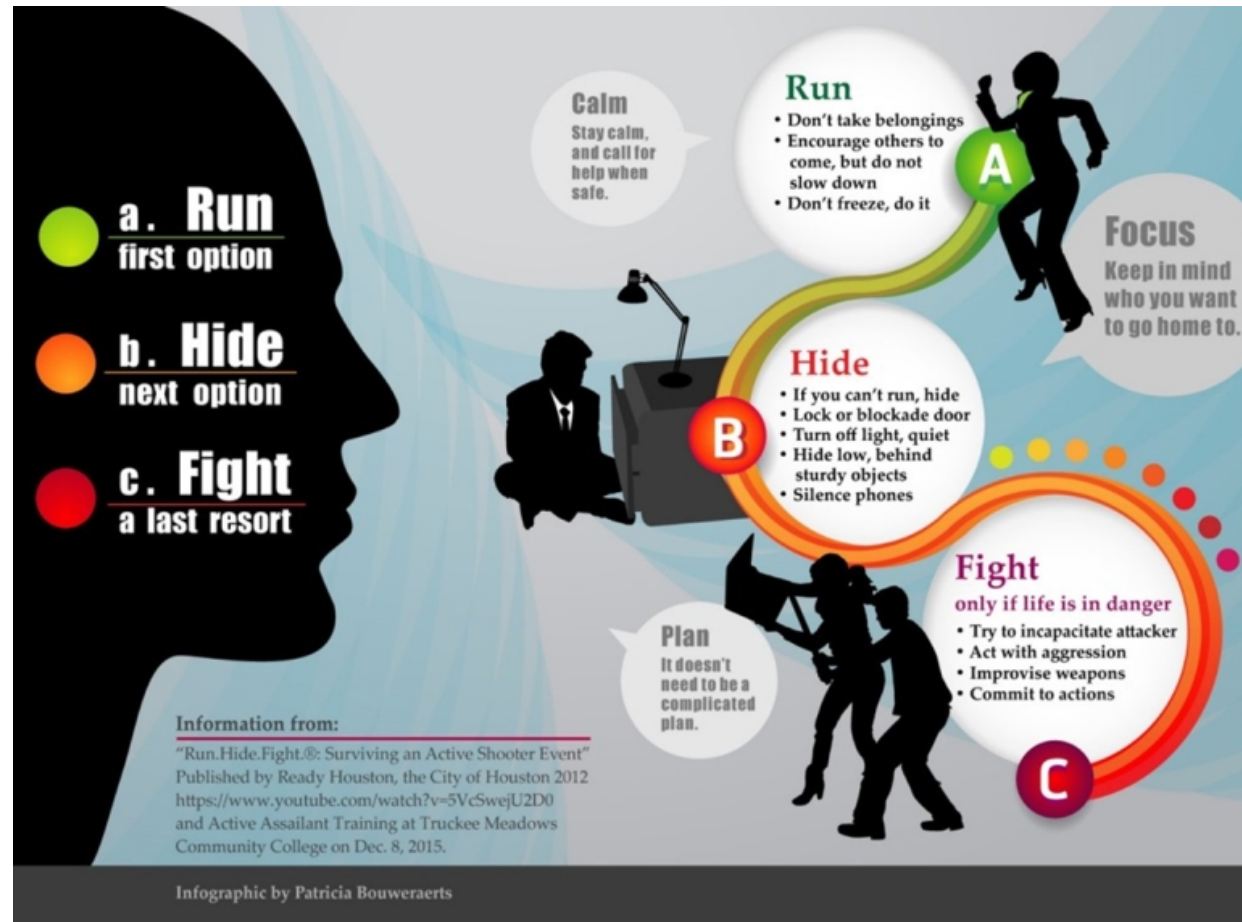
Codes at NMHS Facilities:

Review with your supervisor and ask questions about on how to use codes appropriately...

CODE RED	Fire
CODE BLUE	Patient Resuscitation
CODE GREEN	Emergency Disaster
CODE YELLOW	Hazardous Spill
CODE BLACK	Bomb Threat
EMERGENCY SECURITY ALERT	Active Aggressor
CODE SECURE	Security Notification
CODE ADAM	Infant/Child abduction
CODE GRAY	Inclement Weather

Emergency Security Alert

Also know as “Active Aggressor” - Review the plan below and know how to *run, hide & fight!*



Facility Fire Plan

-Code Red-

Dial 60 and RACE for On-site

Dial 911 for off-site:

- Rescue
- Alarm
- Contain
- Extinguish



Fire Prevention Provisions

- Comprehensive written facility fire plan
- Inspection and testing of fire systems is routine
- Required *fire safety ratings are* on all draperies, furniture, decorations, wastebaskets, etc.
- Fire drills – 1 per shift, per quarter
- Lateral evacuation, *defend in place philosophy*
- Annual educational requirement for all employees on this topic

Emergency Management

-Code Green-

- Level 1
 - Which is the stand-by level and is dealt with only by those staff members already on duty
 - Command post forms / NIMS compliance
- Level 2
 - Which establishes the Labor Pool for nursing in the Nursing Coordinator's office and is a liaison with the command post
- Level 3
 - Which is the most extreme level requiring all hospital personnel to be available for duty and involves outside agencies (Red Cross, HAZMAT Team, National Guard)

Bomb Threat Procedure

- Keep the caller talking while alerting someone nearby
- Notify Administration, Director of Security and Director of Safety
- Let the caller know that detonation will cause injury or death to patients and families



Hazardous Materials and Waste

- Comprehensive written plan available
- SDS (Safety Data Sheets) – ask your supervisor about any onsite concerns
- Container labeling required
- Identifying/having a working knowledge of hazardous workplace chemicals is essential
- Annual education provided



HCS Pictograms and Hazards

Health Hazard  • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity	Flame  • Flammables • Pyrophorics • Self-Heating • Emits Flammable Gas • Self-Reactives • Organic Peroxides	Exclamation Mark  • Irritant (skin and eye) • Skin Sensitizer • Acute Toxicity (harmful) • Narcotic Effects • Respiratory Tract Irritant • Hazardous to Ozone Layer (Non-Mandatory)
Gas Cylinder  • Gases Under Pressure	Corrosion  • Skin Corrosion/ Burns • Eye Damage • Corrosive to Metals	Exploding Bomb  • Explosives • Self-Reactives • Organic Peroxides
Flame Over Circle  • Oxidizers	Environment (Non-Mandatory)  • Aquatic Toxicity	Skull and Crossbones  • Acute Toxicity (fatal or toxic)



Hazard Communication Standard Pictogram

Know your symbols!

Example:

Safety Data Sheet (SDS) section 1



SAFETY DATA SHEET

Issuing Date January 5, 2015

Revision Date June 12, 2015

Revision Number 1

1. IDENTIFICATION OF THE SUBSTANCE/PREPARATION AND OF THE COMPANY/UNDERTAKING

Product identifier

Product Name Clorox® Regular-Bleach,

Other means of identification

EPA Registration Number 5813-100

Recommended use of the chemical and restrictions on use

Recommended use Household disinfecting, sanitizing, and laundry bleach

Uses advised against No information available

Details of the supplier of the safety data sheet

Supplier Address

The Clorox Company
1221 Broadway
Oakland, CA 94612

Phone: 1-510-271-7000

Emergency telephone number

Emergency Phone Numbers

For Medical Emergencies, call: 1-800-446-1014
For Transportation Emergencies, call Chemtrec: 1-800-424-9300

Example:

Safety Data Sheet (SDS) section 2

2. HAZARDS IDENTIFICATION

Classification

This chemical is considered hazardous by the 2012 OSHA Hazard Communication Standard (29 CFR 1910.1200).

Skin corrosion/irritation	Category 1
Serious eye damage/eye irritation	Category 1

GHS Label elements, including precautionary statements

Emergency Overview

Signal word	Danger
Hazard Statements Causes severe skin burns and eye damage Causes serious eye damage	
	
Appearance	Clear, pale yellow
Physical State	Thin liquid
Odor	Bleach

Precautionary Statements - Prevention

Wash face, hands and any exposed skin thoroughly after handling.
Wear protective gloves, protective clothing, face protection, and eye protection such as safety glasses.

Precautionary Statements - Response

Immediately call a poison center or doctor.
If swallowed: Rinse mouth. Do NOT induce vomiting.
If on skin (or hair): Take off immediately all contaminated clothing. Rinse skin with water.
Wash contaminated clothing before reuse.
If inhaled: Remove person to fresh air and keep comfortable for breathing.
Specific treatment (see supplemental first aid instructions on this label).
If in eyes: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

Example:

Safety Data Sheet (SDS) Section 3

4. FIRST AID MEASURES

First aid measures

General Advice

Call a poison control center or doctor immediately for treatment advice. Show this safety data sheet to the doctor in attendance.

Eye Contact

Hold eye open and rinse slowly and gently with water for 15 - 20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a poison control center or doctor for treatment advice.

Skin Contact

Take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. Call a poison control center or doctor for treatment advice.

Inhalation

Move to fresh air. If breathing is affected, call a doctor.

Ingestion

Have person sip a glassful of water if able to swallow. Do not induce vomiting unless told to do so by a poison control center or doctor. Do not give anything by mouth to an unconscious person. Call a poison control center or doctor immediately for treatment advice.

Protection of First-aiders

Avoid contact with skin, eyes, and clothing. Use personal protective equipment as required. Wear personal protective clothing (see section 8).

Most important symptoms and effects, both acute and delayed

Most Important Symptoms and Effects

Burning of eyes and skin.

Indication of any immediate medical attention and special treatment needed

Notes to Physician

Treat symptomatically. Probable mucosal damage may contraindicate the use of gastric lavage.

Chemical Spill Response

- Know your chemicals!
- Ask questions before any action is ever needed!

Then, safety first...

- Evaluate and contain the spill
- Attend to any first aid needs
- Notify the Director of Safety, Environmental Services Director, and Facilities Director
- Remain at scene until the Response Team arrives



Clinical Equipment Management

- Be aware of proper equipment function
- When a device does not operate properly replace it, taking into consideration the needs of the patient
- Report equipment malfunctions through the *WorxIQ work order system* or call **Biomed at 662-377-3032**
- If the equipment is portable, you can deliver it to Biomedical Services Clinical Division at NMMC Tupelo
- The Biomedical Services Department will return the equipment to the owner facility/department along with notification of repair

Secure Environment

- Security will be involved in the following type of incidents:
Contact 662-377-3064 for site specific details
- Missing Patients
- Loss, Theft or Vandalism
- Vehicular Accidents
- Threats to Persons or Facility
- Disruptive Patients, Employees or Visitors
- Fires or Disaster Management
- Forensic Patient Management



Facility Operations Work Request

Health Services: Submitted through WorxIQ or telephone

- NMMC-Tupelo 377-3022
 - Baldwin
 - FMC
 - Home Care
- NMMC – Eupora (ext.303) 258-6221
- NMMC Gilmore-Amory 256-6288
- NMMC – Hamilton (205) 921-6365*
- NMMC - Iuka 423-4514
- NMMC - Pontotoc 488-7673
- NMMC - West Point 495-2326



**All Other Area Codes - 662*

Electrical Safety

- No extension cords allowed
- Limited use of power strips & not allowed in patient care areas
- No heaters in patient care areas
- No personal heating items (candle warmers, crock pots, personal coffee makers, sandwich press, etc.)

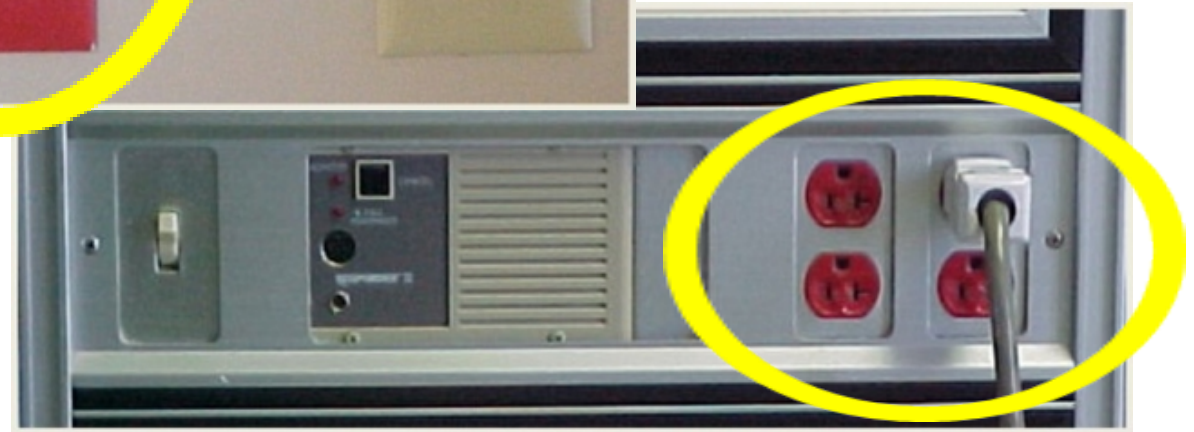
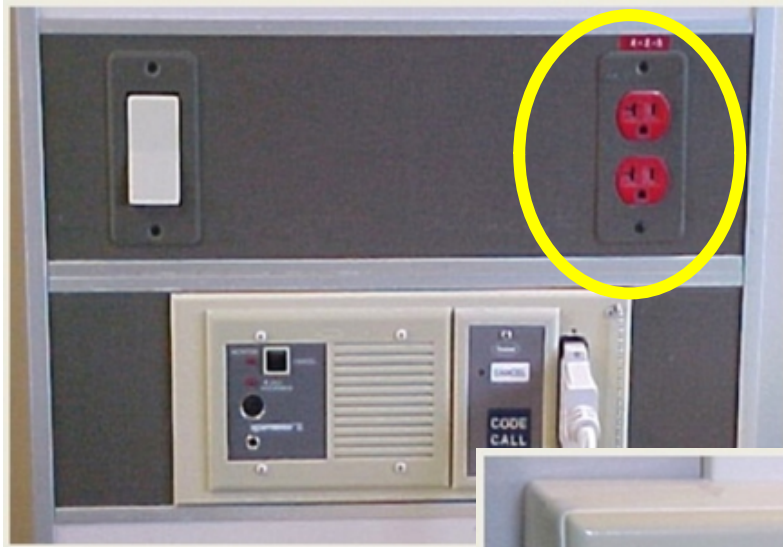


Red Receptacles

Those electrical and/or switch covers designating electrical circuits which are on emergency power. Do not block access or plug in non-essential items.



Patient Room Receptacles & Switches



Radiation Hazards (if applicable)

Radiation causes microscopic damage to living tissue which can result in skin burns at high exposures (known as "tissue effects") and statistically elevated risks of cancer at low exposures



Thyroid collar



Protective apron



Protective eyewear

Shielding apron should be .25 mm thick lead equivalent.

Magnetic Dangers



These metal items were taken into an area where a strong magnetic field existed in the equipment. What you see are items drawn into machines when they were turned on.



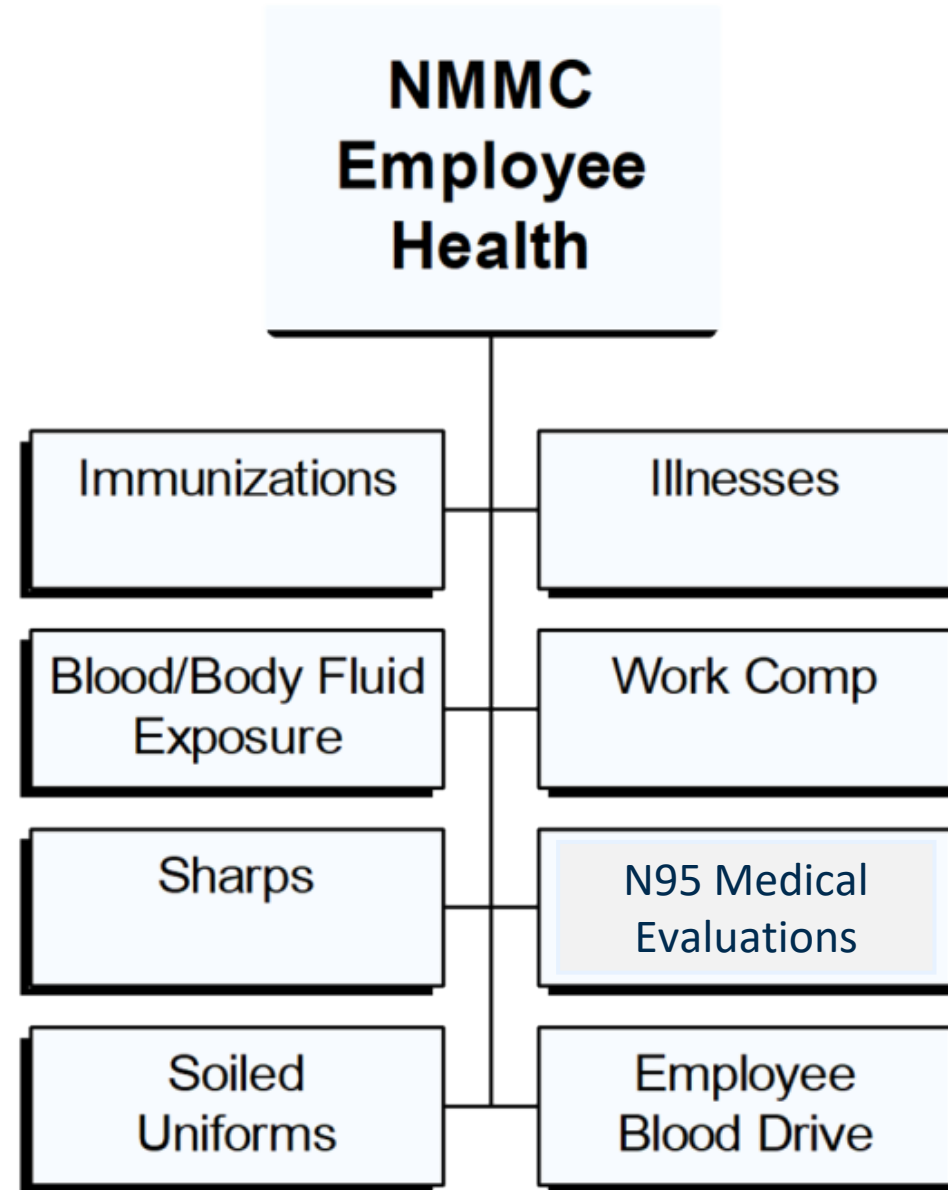
Imagine the possible damage to a human being who was placed inside these machines for testing when this occurs...

Employee Health



- Health Evaluations
- Maintains health records of employees
- Assists in infection prevention
- Conducts Criminal History Performs Record Checks
- Provides Occupational Safety & Health Administration
- Adheres to guidelines set by Center for Disease Control

Employee Health
Services and Reference
Points for Any
Questions...



Immunizations/Injections Available

- Tuberculin Skin Test
- Measles, Mumps, Rubella Vaccine
- Tetanus/Diphtheria (TDaP)
- Hepatitis A Vaccine
- Hepatitis B Vaccine
- Chicken Pox Vaccine
- Influenza Vaccine
- Covid-19



Employee Illness Guidelines

- Staff who become ill while on duty should leave work immediately.
- Follow EH contagious illness guidelines.
- Reference EH website for specific contagious illness CDC healthcare worker recommendations.
- Notify your company per usual process.



Worker Compensation

- NMHS is covered under the Mississippi and Alabama Worker Compensation Acts and is self insured. Coverage applies to employees only.
- Non- employees should complete a Safety Solution.
- All safety hazards will be addressed accordingly.
- Follow your companies usual process for on the job injuries.



Needle Stick & Prevention Act

(OSHA April 2001)

- Employers must select and implement appropriate engineering controls to reduce or eliminate employee exposure
- Employees responsible for direct patient care must be involved in evaluating all new safety devices
- Product Evaluation Committee continually updates new safety devices as they are available
- Process includes a confidential *sharps injury log* that must be maintained

Post Exposure Evaluation

- First Aid
- **Immediately** notify Employee Health
Page EH Nurse after hours by dialing 662-377-3000
- Complete Employee Occurrence Report
- Employee/Patient evaluation
- Confidential process
- Follow Up Testing may include HIV, Hepatitis B, Hepatitis C, RPR, Tetanus/Diphtheria, HBIG, Hepatitis B Vaccine, HIV Prophylactic medications
- EH Website



N95 Medical Evaluations

- Medical Evaluations are required prior to fit testing.
- Positive responses on the medical evaluation demonstrates the need for a follow-up medical examination by a physician or other licensed health care professional.
- Medical evaluations are only required initially unless there is a change in medical history.

N95 Fit Testing

- Fit testing is required initially and repeated annually.
- Fit testing must be conducted whenever respirator design or facial changes occur that could affect the fit of the respirator.
- NMHS approved masks: 3M 1860, 1860s, 1870, CPAR, PAPR
- Annual fit testing will be based on discipline.

NMHS Legal Services:

Bruce J. Toppin, J.D., M.H.A.

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WEBSITE: <http://iwww.nmhs.net/ogc/>

What is PHI?

- Protected (Personal) Health Information (PHI) is individually identifiable information in any form or medium that relates to the past, present, or future physical or mental health or condition of a patient.
- Data elements include:
 - DOB Date of Birth
 - SS# Social Security Number
 - DOS Date of Service (of procedure or treatment)
 - Address
- Can be Written, Verbal, or Electronic

TPO

- Medical records should only be accessed for three (3) reasons:
 - Treatment
 - Payment
 - Operations

Don't be curious about information you do not need access to as a part of your job!

“Minimum Necessary”

- Privacy Rule – reasonable efforts to limit the use or disclosure of, and request for PHI, to the *minimum necessary* to accomplish the intended purpose
- Staff’s access to records is limited to the patient(s) they are actively treating

NMHS Penalties

- Privacy Officer may terminate computer access codes and/or may require remedial training for violations
- HR follow-up may result in disciplinary action up to, and including, termination
- Can also include civil/monetary penalties and even criminal penalties

Top 10 Times PHI is tempting to access for the *wrong reason or misuse...*

Checking on...

- Spouse, ex-spouse, or soon-to-be ex-spouse
- Family member or soon-to-be ex-family member
- Family records – You and your kids
- Co-workers
- Friends & neighbors
- The “church member” everyone knows
- Social media “friends” & cell phone “text buddies”

Misusing by...

- Sending a text with PHI or MD orders
- Leaving your computer unsecured or sharing your code/password
- Including other inappropriate information or comments in emails

Rule of Thumb...

- When faced with a compliance or ethical decision, ask yourself:
 - Is it legal?
 - Does it comply w/ NMHS policy?
 - Is it consistent with our Mission, Vision, and Values?
 - Could it harm patients, employees, MDs, and/or visitors?
 - Am I being fair and honest?

If you know it's wrong, Don't Do It!

If you're not sure... Ask Before You Act!

Primary Areas of Compliance Focus

- Quality/Patient Care – Hospital & Clinic Settings
- Physician Relationships
- Vendor Relationships
- Clinical Documentation, Coding, Billing, and Reimbursement
- Conflict of Interest
- Emergency Department
- Patient Privacy

Contact Information

- NMHS Compliance Hotline (888) 246-2808
- Chief Compliance Officer (662) 377-4148
- General Counsel/Privacy Officer (662) 377-4229
- Employment Services (662) 377-3061
- Compliance Liaisons
Clinic Community Hospital & Supervisors

NMHS allows
No Retaliation &
No Intimidation

of anyone who reports a
compliance issue of any kind!

Why Do We Care?

✓ Right Thing

✓ Right Time

✓ Every Time

**Even when no one else is
looking...**

Contact Information Summary

Infection Control

Miki Gould, MHA, BS, MLT(ASCP), RN, CIC- System Assist. Director of IC 377-3784
Heather Bowen, RN, MSN, CPHQ- System Dir, Organizational Performance 377-2175

Infection Preventionist:

Madison Willingham –Policy & Procedure, Isolation & Reportables
Eric White – CAUTI, Ortho/Trauma Surgical Site Infections, Construction, Environment of Care
Toni Huddleston– Surgical Site Infections, Construction, HL Disinfection, Isolation, & Reportables, Construction, Environment of Care
Christina Jones – CLABSI, Blood Culture Contamination, MRSA, Cdiff, Isolation, & Reportables, Hand Hygiene, Construction, Environment of Care

Community Hospital Infection Preventionist:

Angie Lewis & Danielle Livingston – Northern Region (Hamilton, Iuka, West Point)
Amber McMahon– Baldwyn Nursing Facility
Karie Brown & Maggie Winter – Southern Region (Gilmore Amory, Eupora, Pontotoc)
Haley Adkins – South Marion

Safety

Thomas Walker 377.4283

Contact Information Summary

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Gilmore-Amory
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Iuka
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Pontotoc
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HUMAN RESOURCES

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Employee Relations Team
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Compensation Team
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Talent Acquisition Team
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NMHS Network Access

You have likely received an e-mail from rasautomation@nmhs.net by now in your personal e-mail account you provided to your HR Recruiter.

This e-mail is encrypted because the content includes your confidential log-in information. To access your log-in information, when prompted, please type in your personal e-mail address and create a password—DO NOT use your password for your e-mail account! Follow the directions as they appear.

You MUST access an NMHS network computer to log-in with your credentials given through Azure, listed as follows.

Directions to Register with Azure:

1. Go to: <https://passwordreset.microsoftonline.com/>
2. Sign in with the username and temporary password (UserName: **27137** and Password: **f2yEm7gh**)
3. **Note:** Password requirements (Upper Case, Lower Case, Number, at least 8 characters, No Special Characters)
4. Once you login you will be prompted to enter your temporary password once again and then enter your new password of your choice. Take care to remember this password because you will use it to access all computer systems and applications at NMHS.
5. You will be prompted to enter more information, Click Next.
6. Select Authentication Phone, select your Country and enter your phone number to register your account. Choose either Text or Call and click next. After testing authentication number click next.
7. Select the method of 2 factor authentication which you like best and click save.

If there are any issues logging into your account, please contact the helpdesk at 662-377-2240.



Thank you
for reviewing this

Fast Track Orientation
Information Packet!

