

Visual NOD (Name, Occupation, Duty) The Person Behind the Mask

What is Visual NOD?

Visual NOD is a way to augment NOD (Name, Occupation, Duty) while wearing personal protective equipment (PPE).

Since the implementation of Continuous Masking, all healthcare workers are required to wear a surgical/procedure mask when involved in direct patient care. This prevents patients from seeing or knowing their healthcare providers, and can make it difficult for patients to recognize their healthcare providers on subsequent interactions. Wearing PPE makes it difficult for patients to know who is on their care team and what each person does.



Similarly to NOD, the goal of Visual NOD is to decrease anxiety and enhance patients' understanding of their care and care providers, and improve their experience. With the help of Visual NOD, patients will know their care team and what each care provider's role is – even though the provider's face is covered.

Why is there a need for a Visual NOD?

The COVID-19 Inpatient Hospital Experience survey (which was created by Calgary Zone Patient & Family Centred Care, Integrated Quality Management, and Primary Data Support and is being administered to patients who were admitted to a Calgary hospital due to COVID-19) has found that patients had difficulty recognizing staff due to PPE.



10 out of 43 patients felt that the quality of care they received was affected due to being on isolation and staff needing to don PPE

Here are some of the things patients said:

- “It was hard to recognize the nurses and who you were talking to.”
- “It might be a thoughtful idea to have the nursing staff show their face through the door before they put on their masks and come into the isolation room. That way I know who they are.”
- “The doctors and nurses...were completely gowned and you never got to see a face.”

If you prefer to not create a Visual NOD, please use your AHS ID badge.

- Attach your AHS photo ID badge to your shirt in a visible spot (e.g., upper chest near your shoulder).
- The goal is that patients see a photo of your face so they can understand who their healthcare providers are and each providers' role, whether you use your AHS photo ID badge or create a Visual NOD.

How to take your photo using your smartphone

- Wear appropriate, non-revealing clothing
- Find a place with good lighting to take your photo
- Avoid using zoom, this degrades the quality of images
- Do not use filters
- Using the photo editor on your smartphone, crop the photo to resemble a more square shaped. Or crop the extra spaces (above your head and below the chest area as the PDF only allows square shaped photos)
- If you already have a photo, consider using an image that best represents yourself at work

Infection Prevention and Control

Staff should use basic cleaning principles for items used and removed from isolation rooms. Items used in an isolation room shall be cleaned per instructions below:

While remaining in PPE:

- Placed your item/photo on isolation cart, in area labelled 'Dirty'
- Leave photo clip in designated area inside patients room
- While still in room, perform hand hygiene and doff PPE as per protocol
- Perform hand hygiene and don clean gloves
- Clean your Visual NOD with disinfectant wipe. Use second wipe if needed
- Place clean, wet item on 'Clean' area of isolation cart and allow to air dry
- Wipe down cart: from 'Clean' area to 'Dirty' area
- Allow cart to air dry

Visual NOD Tips

- At each patient or family interaction, introduce yourself with
 - Your name
 - Your role
 - Why you are there
 - E.g., "Hi Mr. Jones! My name is Sarah, I'm one of the nurses here. I'm here to give you your medication."

- Be present; make eye contact (if culturally appropriate) and smile
- Use the patient's last name unless invited to use their first name
- Write your name on the Patient Bedside Whiteboard as appropriate
- Wear your Visual NOD in a visible location

Frequently Asked Questions

- I am having difficulty using the PDF file
 - ➔ Send an email to pfcc.calzone@ahs.ca and someone can walk you through the steps
- I don't have a laminator and/or coloured printer, what should I do?
 - ➔ Send your completed Visual NOD PDF form to pfcc.calzone@ahs.ca
 - ➔ In your email, include your contact information and address (contact person, site/facility, department, and unit number)
 - ➔ Your laminated Visual NOD will be mailed to you via inter-office mail

Resources

- NOD Guideline, Patient Family Centred Care Calgary Zone - <https://insite.albertahealthservices.ca/main/assets/tms/iqmc/tms-iqmc-pfcc-psd-name-occupation-duty-nametags.pdf>
- NOD one-pager, Patient Family Centred Care Calgary Zone - <https://insite.albertahealthservices.ca/Main/assets/tms/iqmc/tms-iqmc-pfcc-poster-nod-nametaq.pdf>

Cleaning your Visual NOD after use in an Isolation Room

Staff should use basic cleaning principles for items used and removed from isolation rooms.
Items used in an isolation room shall be cleaned per instructions below

While remaining in PPE:

Place your Visual NOD on Iso. cart (or other designated area), in area labelled '**DIRTY**'

Leave photo 'clip' in designated area **inside** patients room

While still in room, perform hand hygiene and **Doff** PPE as per protocol

Perform hand hygiene and **don clean gloves**

Clean Visual NOD with disinfectant wipe. Use second wipe if needed.

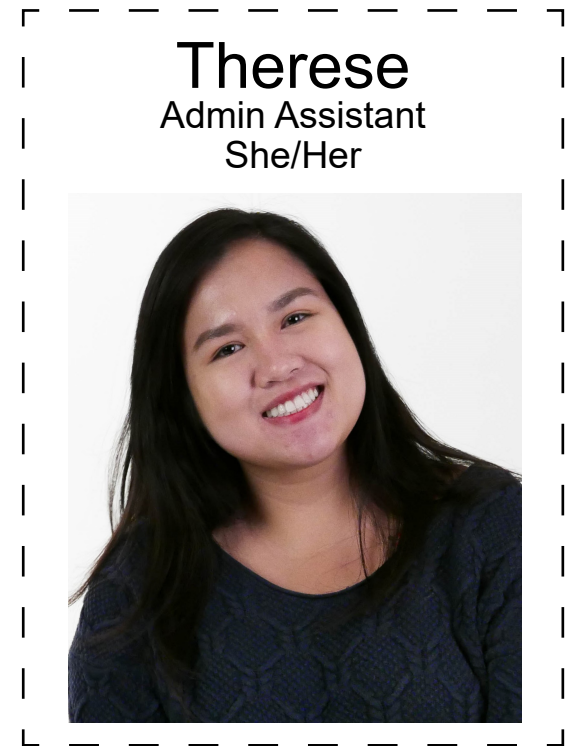
Place clean, wet item on '**CLEAN**' area of Iso. cart and allow to air dry

Wipe down cart: from 'clean' area to 'dirty' area

Allow cart to air dry

How to use the interactive PDF

1. Open this file with Adobe Acrobat
2. Make sure you click “Enable all features” if it pops up
3. Adding text: Click on any of the textboxes
 - first box: your preferred name (required)
 - second box: your occupation (required)
 - third box: your pronouns (optional)
4. Adding image: click on the camera icon
 - Click ‘browse’
 - Find the image file you want to use
 - Click ‘open’, and click ‘ok’
 - If you choose the wrong file and want to upload a new image:
 - Click the image
 - Click “clear image”
 - Click “browse” and find the image file you want to use
5. When you are done filling all the fields. Save the file by:
 - Click file
 - Click ‘save as’ and rename to a new file to a location you can easily find



How to create your Visual NOD tag

1. After filling all the text fields and adding your image, print this PDF file (page 6 of this document)
2. Laminate
3. Cut around the broken lines
4. Attach the visual NOD to your PPE using a binder clip or paper clip.

