



Look of Assurance guideline updates

Background for Leaders

Since 2012, the Look of Assurance uniform program has unified the appearance of all team members in patient facing roles at IU Health facilities. A standard look and appearance for uniforms is part of assuring patients and families of our team's professionalism and expertise.

Based on feedback and suggestions, uniform program guidelines are being updated to give team members more flexibility and a wider range of options when deciding what to wear to, from and at work. These updates are not expected to have a negative impact on how patients, families and other customers view the professionalism of our uniformed team members.

Some updates are effective July 8, which you can begin communicating now. Other updates will be considered as part of the Look of Assurance Uniform Program Review starting this summer. Updates effective July 8 are as follows:

- **Socks and hosiery** – uniformed team members are required to wear socks/hosiery when working in all patient care areas, but any color of sock/hosiery is OK.
- **Shoes** – black, closed-toe, non-skid-sole shoes are still required, but logos on or embedded in shoes can be any color.
- **Logos embroidered on pants** – uniformed team members may wear logo or non-logo scrub pants in the designated color/style for their roles. The IU Health uniform vendor will sell out existing inventory of logo scrub pants and then restock with non-logo scrub pants.
- **Hospital-provided scrubs** – team members required to wear hospital-provided scrubs at work may wear casual attire (and do not have to wear ID badges) when entering and leaving IU Health facilities. All casual attire should be tasteful and appropriate for a work setting.
- **Certified RN hangtags** – certified nurses may begin wearing hangtags that specify "RN Certified" with manager verification and approval; hangtag ordering procedures are handled at the facility level.

Guidelines and uniform information posted on Pulse and the lookofassurance.com website will be updated to reflect these changes. Questions about the uniform program may be directed to uniforms@iuhealth.org.



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Frequently asked questions and answers

Why are these updates to the uniform guidelines being made now? Consistent feedback from team members across the state prompted leaders to revisit uniform program guidelines and look for opportunities to provide more flexibility. The changes being implemented now are fairly low-key and not immediately obvious to patients, families and other customers who have a direct interaction with our uniformed team members.

When do changes to the guidelines go into effect? Updates to guidelines effective July 8 pertain to sock color, shoe logo color, scrub pants logos and street clothes attire for those who wear hospital-provided scrubs at work.

What additional updates or changes are being considered? Look of Assurance guidelines will be further reviewed this summer and fall. The scope of the review is still being determined.

Is the uniform program, Dress & Decorum or another group taking suggestions for additional changes to the uniform guidelines or policies? How should those suggestions be forwarded to the right party? Share any feedback or suggestions with your Dress & Decorum Committee member or your leader. Leaders can contact their local Dress & Decorum Committee member or the Look of Assurance team at uniforms@iuhealth.org.

When can team members expect to hear more about other changes? Updates on the review process will be communicated throughout the year.

Will the cost of scrub pants change as a result of this update? If so, by how much? And when? The cost of IU Health scrub pants will drop slightly (\$2) on July 8 when the logo is no longer required.

If a team member currently has pants on backorder, can they cancel that order or get a refund/credit? Effective July 8, IU Health will cover the cost of the logo on current stock, and prices for team members will reflect the lower non-logo price. For pants currently on backorder that are shipped after July 8, the vendor will email team members a voucher worth the difference in price (\$2 per pair) that goes into effect on July 8. Vouchers may be used toward any purchase on the Look of Assurance website.



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Any questions about existing or pending uniform orders should be addressed to the uniform vendor customer service line at 800.414.8946.

Can team members buy any scrub pants at any uniform vendor now that logos aren't required? No. Scrub pants must be those specified in the Look of Assurance guidelines.

Can shoelaces be a different color too? No. The shoe must be all black with the exception of the logo. This change is in response to the difficulty of finding comfortable shoes with a black logo or no logo.

If patients or families ask, what is the difference between the red "RN" and "RN Certified" hangtags that nurses may be wearing? The addition of "Certified" to the RN hangtag is a professional distinction, indicating the RN has completed specialty training and/or testing in his or her area of expertise. All IU Health RNs are exemplary members of the patient care team; some RNs have pursued additional training and development beyond what is required for nursing licensure.

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