Our Vision

South County Health

“To forge extraordinary connections with our community that support health at every stage of life”

Volunteer Mission

“Guided by the Hospital’s values, it is the mission of every South County Hospital Volunteer to provide the highest level of support, assistance, and compassion to all patients, staff, and visitors”
Our Values

• Caring
• Respect
• Integrity
• Collaboration
• Excellence
South County Health

1. South County Hospital
2. South County Medical Group
3. South County Surgical Supply
4. South County Home Health
South County Hospital

Annually (Fiscal 2014)

• 22,000 Emergency Room visits
• 11,000 Urgent Care visits
• 2,900 Orthopedic cases
• 3,300 Endoscopies
• 640 Births
• 410,000 Lab Tests
• 19,000 Mammograms
• 3,100 MRI’s

Primary Service Area
South Kingstown, Narragansett, Charlestown, Westerly

• Predominantly English speaking
• Language line available through Telecommunications
South County Medical Group

The **South County Medical Group** is a comprehensive network of expert specialists and primary care healthcare providers.

The group, created to provide a continuum of care for patients, currently includes specialists in Behavioral Health, Cardiology, General Surgery, Hospitalists, Infectious Disease (including the Lyme Disease Clinic), Obstetrics & Gynecology, Oncology/Hematology, Podiatry, Primary Care—Family & Internal Medicine, and Urgent Care.
South County Surgical Supply, a retail provider of medical equipment, offers a comprehensive line of the latest in-home healthcare supplies and durable medical equipment.

Products and services include: Bathroom safety equipment, Bedroom equipment and supplies, Lactation products and services, Mastectomy products, Orthopedic products, Ostomy products, Oxygen, Rehabilitative products and services, Respiratory products and services, Self-diagnostics, Walkers and other ambulatory aids, Wheelchairs and accessories, Wound and skin care products

Located in the Salt Pond Shopping Center
South County Home Health

Founded in 1905

Caring for post-discharge patients, as well as people whose health needs require home visits

- 168 Staff members
  - Registered nurses
  - Certified nurse assistants
  - Physical, occupational and speech therapists,
  - Medical social workers
- Nutritionists
- 84,100 home care visits in 2014
Quality & Patient Safety

South County Health is dedicated to providing the highest quality care in a setting mindful of your safety and privacy.

We are honored to be continually ranked #1 in patient satisfaction in the state of Rhode Island!

To make our organization better, we measure patient feedback and track our progress as we improve. This philosophy encourages you, as a team member and volunteer, to look for opportunities for improvement.

To assist a patient with a complaint that cannot be solved by a volunteer, reach out to the Quality and Performance Improvement office.
Highly Reliable Organization

HRO is a program certification rolled out by the Hospital Association of RI (HARI).

- Daily Safety Huddles
- Reporting Improvement Opportunities
- Communication Tools
Communication Tools

RHODE ISLAND SAVES LIVES

Speak up for safety
Cross check and coach
ARCC it up to escalate concerns

Attention to detail
Self check using STAR

Validate and verify
Have a questioning attitude

Effective communications
3-way repeat-back/read-backs
with clarifying questions
Sbar to handoff patients and information

Stop in the face of uncertainty

South County Health
Highly Reliable Organization

Self-Check Using STAR

**Stop**  Pause for 1 to 2 seconds to focus our attention on the task at hand

**Think**  Consider the action you’re about to take

**Act**  Concentrate and carry out the task

**Review**  Check to make sure that the task was done correctly and that you got the correct result

STOP is the most important step. It gives your brain a chance to catch up with what your hands are getting ready to do.
Highly Reliable Organization

3- Way Communication

**Sender initiates** communication using Receiver’s Name. Sender provides a request or information to Receiver in a clear and concise format.

**Receiver acknowledges** receipt by a repeat-back of the request or information.

**Sender acknowledges the accuracy** of the repeat-back by saying, *That’s correct!* If not correct, Sender repeats the communication.

*A Safety Phrase:* “Let me repeat that back...”

*Train our ears to listen for “That’s Correct!” – it’s a codeword for “we understand each other”*
**Highly Reliable Organization**

**Patient Identification Communication**

When checking in a patient or visiting on a unit, use the following guidelines to identify a patient:

- While greeting a patient at a check-in desk, greet the patient and ask the patient to state his or her first and last name. *Never say, “Are you Mr. or Mrs._______?”*

- When on a unit, if patient is not wearing an ID bracelet at check-in, verify a 2nd patient identifier by asking their DOB. *Report to a manager right away.*

- If the patient is wearing ID bracelet, verify with the bracelet by asking them to read the name on the bracelet. *Notify a nurse immediately if there is a discrepancy.*

- *Never* remove a patient’s identification bracelet. ID bracelets will not be removed until the patient is outside the hospital.
Volunteer Services Department

- Customer Service
- Hospital Holidays
- Schedule & Time Commitment
- Dress Code
- Cell Phone Policy
Q: When someone appears lost or asks for directions, what should you do?

A: Offer to personally escort whenever possible. Way-finding in hospitals can be very frustrating!
Patient Satisfaction & Customer Service

Q: What is the 10/4 rule for friendliness?

A: 10 feet away: Make eye contact & smile
4 feet away: Say hello
Q: What is the best way to communicate with our patients and visitors?

A: The AIDET Communication Model:
Patient Satisfaction & Customer Service

ACKNOWLEDGE:
Greet the patient by name. Make eye contact, smile, and acknowledge family or friends in the room.

INTRODUCE:
Introduce yourself with your name, skill set, professional certification, and experience.

DURATION:
Give an accurate time expectation for tests, physician arrival, and identify next steps. When this is not possible, give a time in which you will update the patient on progress.

EXPLANATION:
Explain step-by-step what to expect next, answer questions, and let the patient know how to contact you, such as a nurse call button.

THANK YOU:
Thank the patient and/or family. You might express gratitude to them for choosing your hospital or for their communication and cooperation. Thank family members for being there to support the patient.
Volunteer Services Department

Hospital Holidays

- New Year's Day
- President's Day
- Memorial Day
- Christmas Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Independence Day
Volunteer Services Department

Name Badges & Dress Code

- Cleanliness and personal neatness are especially important in the health care setting.
- Volunteers must wear their uniform and ID name badge at all times.
- No denim or shorts.
- Shoes must be closed-toed and non-skid.
- Be mindful that strong odors of any kind (perfumes, after-shave, smoke, etc.) are unacceptable. South County is a scent-free hospital.
Emergency Procedures & Codes

**Code RED - Fire**

**R** - Rescue persons in area  
**A** - Alarm use pull station  
**C** - Confine by closing all doors (fire doors will automatically close)  
**E** - Extinguish or Evacuate

**DO NOT** pass through fire doors until the ALL CLEAR is called.

Emergency Report Line  
X 1511
Parking Policy

• Volunteers can park in any lot

• Helicopter Lot
  ✓ If you are in the Helicopter Lot, it is your responsibility to move your car when there is an announcement of a helicopter landing.
Smoking Policy

The use of tobacco products is **prohibited** on hospital campuses and property owned or leased by South County Health.

The retail sale of tobacco products, by any means, is **prohibited** on hospital property.
Infection Prevention
Clean your hands

Hand Washing is the #1 way to keep our patients and staff safe from harm.

Using Soap & Water
Wet hands, apply soap, vigorously lather all surfaces of hands for 20 seconds, rinse, pat dry, use towel to turn off faucet.

- At the start of your shift
- Before and after eating
- After using the restroom
- Before and after eating
- After exposure to a patient with possible virus
- When hands are visibly soiled
Hand Hygiene, because we care

Our policy is to **Foam In! Foam Out!** of every area and/or Patient Room
Respiratory Hygiene & Cough Etiquette

• Cover nose and mouth
• Cover your cough using the inside of your elbow.
• *Cough in your SLEEVE!*
• After wiping your nose with a tissue dispose of the tissue and clean your hands
Isolation Precautions for Volunteers

When a patient is suspected of having or is diagnosed with an infectious disease that may spread to others, the patient is placed on isolation precautions:

- An isolation precaution sign will be posted outside the door of the patient’s room
- Always check for any signs before entering patient’s room
- Volunteers are NOT allowed in Isolation Rooms
Confidentiality & HIPAA

HIPAA allows us to share patient information for treatment, payment or operations (TPO) purposes:

- **Treatment**: Providing care to patients
- **Payment**: Getting paid for caring for patients
- **Operations**: Normal business activities
Volunteers MUST Remember To...

• **STOP** and ask yourself: Should I be sharing this information?
• **Dispose** of patient information by placing in appropriate shredding bins – never in an open wastebasket.
• **Turn** computer screen off if you leave the station for any reason.
• **Never** discuss any patient information in hallways, elevators, or outside of the hospital.
• **Report** all abuses.
Event Reporting

Report any unsafe conditions, patient or visitor complaints or volunteer injuries to the Volunteer Manager or your placement supervisor:

✓ Reports include accidents, injuries, and anything unusual that occurs on the hospital premises to a volunteer, patient, employee or visitor.

✓ Read and understand the SCH Confidentiality Statement, signed upon acceptance to the Volunteer Program.

✓ Do the right thing – When you become aware of or observe something you believe to be improper, report!

✓ If you would like to anonymously report a safety concern, you may leave a message at x1847 – 1TIP
The Joint Commission

*South County Hospital is accredited by The Joint Commission*

**Who is The Joint Commission?**

An independent, not-for-profit organization, The Joint Commission accredits and certifies more than 19,000 health care organizations and programs in the United States.

Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meeting certain performance standards.

**Volunteer Expectations:** As a volunteer it is important that you understand you could be approached by individuals from this or another agency during their inspections. You may be asked specific questions regarding your volunteer position and you should feel free to access a copy of your training materials that we provided for you, which is kept at the Patient Information Desk.
Thank you for participating in our Volunteer Training

To complete this step:

Click on the link for a short quiz and a confirmation will be sent to the Volunteer Services Department.

Thank you in advance for your service.

Welcome!