

# Volunteer Training Manual

## South County Health

2020



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# South County Health

## Vision and Values

South County Health is the preeminent resource for health in Washington County, RI, and beyond. Supporting community-based initiatives that improve health, it encompasses four Joint Commission-accredited healthcare entities: **South County Hospital, South County Home Health, South County Medical Group, and South County Surgical Supply**. Together, they provide a continuum of care and comprehensive range of advanced inpatient, outpatient and home health services.

### Mission

A model health system – advancing high value health and wellness for our communities by delivering unparalleled quality, service and innovation.

### Vision

Most trusted health partner.

### Values

The values of South County Health reflect our responsibility to achieve health care excellence for our communities. We live the values by demonstrating them in all that we do.

#### *Caring:*

- Speaking with courtesy to everyone while looking at every situation through the patient's eyes.

#### *Respect:*

- Honoring the dignity of every person by making every effort to accept and appreciate others' differences.

#### *Integrity:*

- Holding patient information strictly confidential and handling sensitive situations with empathy.

#### *Partnership:*

- Working with team members to solve issues and looking for the best outcomes for patients and their families.

#### *Excellence:*

- Setting high standards for all interactions and striving to be better.

#### *Stewardship:*

- Using our talents and resources wisely.

***South County Hospital:***

*Founded in 1919*

- Licensed for 100 beds
- Staff of 1450
- Over 200 Volunteers
- Average daily census of 53
- Average length of stay 3 days

***South County Home Health:***

*Founded in 1905*

Caring for post-discharge patients, as well as people who 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



***South County Medical Group:***

*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
- Urgent Care
- Dermatology

***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
- Respiratory products
- Walkers and other ambulatory aids
- Wheelchairs and accessories
- Wound and skin care products

# 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 always scrutinizing the quality of the care we provide by participating in patient care initiatives, evaluating outcomes and processes, reviewing performance data and monitoring patient satisfaction both through independent third-party assessment and internally by our Quality Improvement Team.

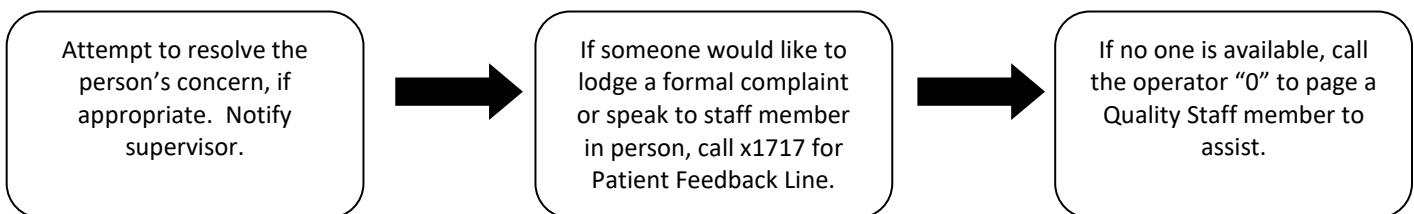
Every hospital in Rhode Island uses the independent firm **Press Ganey** to assess the quality of its care through satisfaction surveys. Questionnaires are mailed to individuals who have used our inpatient, outpatient, emergency department, or ambulatory surgery services and the data is reported to us four times a year. These reports allow us to evaluate our performance internally, as well as to compare ourselves to other state and regional hospitals. The survey addresses every aspect of patients' visits, from the quality of the food they were served to the helpfulness of hospital staff.

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

Our Quality Improvement Team reviews patient questionnaires to develop solutions to patient concerns. The Quality Improvement Team is guided by a committee that includes members of the Board of Trustees, the community, hospital physicians and nurses, managers and staff from virtually every hospital department. This forum allows us to address every aspect of patient service and satisfaction.

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.

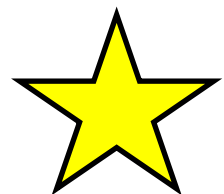
**Patient Complaint:** To assist a patient with a complaint that cannot be resolved by a volunteer, reach out to the Quality and Performance Improvement office.



## Culture of Accountability

Volunteers are encouraged to take personal accountability by:

- Recognizing their roles and responsibilities
- If you see something, say something
- Ask questions when you don't know the answer
- Following through with hospital policies and stay updated with any process changes



Falling Star on inpatient rooms and in ER means they're a **FALL RISK**.  
Remind patients to call for help instead of getting up



# Highly Reliable Organization

South County Hospital's #1 priority is safety! We are participating in the HRO program to improve the number of our safety events in order to keep our patient's safe.

A high reliability organization (HRO) is an organization that has succeeded in avoiding serious safety incidents in an environment where normal accidents can be expected due to risk factors and complexity. HRO is a program certification rolled out by the Hospital Association of RI (HARI).

In March of 2016, a group of leaders and staff from across Rhode Island met in a full day workshop to go over strategies to select Safety Behaviors and evidenced-based error prevention tools.

We selected the behaviors below in consultation with experts from other industries like aviation and nuclear power, where they have been successfully used to reduce errors and accidents. So these are our Safety Behaviors based on our data, selected by us to fit our culture.

Five simple Safety Behaviors with a few supporting tools under each that will help us reduce errors and prevent harm to our patients:

1. **Speak Up for Safety**
2. **Attention to Detail**
3. **Validate and Verify**
4. **Effective Communications**
5. **Stop in the Face of Uncertainty**

These five **SAVES** behaviors are the "big picture" expectations on how we can provide safer care to our patients. The rest of our training today will go into more detail on these expectations as well as the tools under each one designed to prevent errors.

Our volunteers provide a wealth of experience and information. Never hesitate to share ideas that can improve a process in your service area. **To report an anonymous safety concern, please call x1847 1-TIP.**

## 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**

# Communication Techniques

AIDET is a communication framework for healthcare professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient compliance, and improves clinical outcomes.

The acronym AIDET® stands for five communication behaviors: **Acknowledge, Introduce, Duration, Explanation, and Thank You.**

<b>A</b>	<b>ACKNOWLEDGE:</b>	Greet the patient by name. Make eye contact, smile, and acknowledge family or friends in the room.
<b>I</b>	<b>INTRODUCE:</b>	Introduce yourself with your name, skill set, professional certification, and experience.
<b>D</b>	<b>DURATION:</b>	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.
<b>E</b>	<b>EXPLANATION:</b>	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.
<b>T</b>	<b>THANK YOU:</b>	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.

## Patient Identification Communication

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

- Greet the patient and ask the patient to state his or her first and last name and date of birth. Never say, “Are you Mr. or Mrs. \_\_\_\_\_?”
- If patient is not wearing an ID bracelet at check-in, verify a 2<sup>nd</sup> patient identifier by asking their DOB.
- 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.

## STAR: Pay Attention to Detail

Trying to save time or rush through a task when things are busy may seem like the right thing to do. Yet this seemingly “safe” move may lead to unintentional errors.

That’s one reason why you should take a few seconds to focus on the details at hand using the **STAR** safety behavior: **Stop, Think, Act and Review**

Expectation STAR takes just a few seconds – actually less when it becomes a habit – and is a simple way for you to check your work or your task.

1. **Stop.** Pause to focus on the patient or task.
2. **Think.** What are you about to do? Plan your actions.
3. **Act.** Complete the task or action as planned.
4. **Review.** Make sure you get the expected or desired 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.**

### 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!

*Here is what a Repeat Back sounds like in a hospital setting:*

Sender (Volunteer): “I’m calling to let you know that Karen Smith is here for surgery.”

Receiver (Nurse): “Karen Smith for surgery. Thank you. Please bring her to room 12.”

Sender (Volunteer): “Room 12, no problem.”

Receiver (Nurse): “That’s correct.”

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”



# Patient Satisfaction & Customer Service

On a daily basis, volunteers offer our patients and visitors countless acts of caring and kindness. South County Hospital has always made patient & visitor satisfaction a high priority. Building *loyalty* takes customer satisfaction to an even higher level. Creating an environment of loyalty requires consistency in desired customer service behaviors. Some of these desired behaviors are shared in the grid below.

<i>Question</i>	<i>Answer</i>
When someone appears lost or requests directions, what should you do?	Offer to personally escort whenever possible. Way-finding in hospitals can be very frustrating!
What are the important factors in greeting patients, visitors, customers and staff?	<ul style="list-style-type: none"> <li>• Greet the patient/family/visitor and tell them your name.</li> <li>• Make sure you are always wearing your name tag.</li> <li>• Look up and acknowledge visitors as soon as they enter your area.</li> <li>• Focus on the patient or visitor, offering assistance to ALL.</li> </ul>
What are the 7 steps to positive presentation?	<ul style="list-style-type: none"> <li>• Appear calm.</li> <li>• Make and maintain eye contact.</li> <li>• Focus on the person showing that you care.</li> <li>• Listen actively.</li> <li>• Show sincere interest and use a pleasant voice.</li> <li>• Project a professional image (including dress).</li> <li>• Don't discuss your own personal problems with or in front of patients/families/visitors.</li> </ul>
What is the 10/4 rule for greeting?	10 feet away: make eye contact and smile 4 feet away: say Hello
Communicating with our patients and visitors: The <b>AIDET</b> Communication Model	<ul style="list-style-type: none"> <li>• <b>A – Acknowledge</b></li> <li>• <b>I – Introduce</b></li> <li>• <b>D – Duration</b></li> <li>• <b>E – Explanation</b></li> <li>• <b>T – Thank You</b></li> </ul>
In Clinical areas, there are certain things we can do to instill confidence with our patients. What are they?	<ul style="list-style-type: none"> <li>• When checking in a patient, use two patient identifiers (name and DOB), before moving the patient to their appropriate service</li> <li>• When entering and leaving a patient's room, wash or sanitize your hands every time</li> <li>• Follow AIDET communication when entering a patient's room</li> <li>• When leaving a patient's room, ask them if there is anything else we can do for them</li> <li>• Respond to call lights and follow through on requests using <b>S.T.A.R.</b></li> </ul>

## Quiet Time Supports Healing

As part of our culture of customer service, all team members, including volunteers, play a large role in the effort to keep our hospital quiet. Be aware of your surroundings. Remember...quiet voices, quiet carts, quiet shoes, quiet hallway conversations, quiet equipment, and quiet volunteers. When you are in a patient care area, be as quiet as you can be.

*Reducing noise in patient care areas is our goal.*

*Remember...silent hospitals help healing.*

# Volunteer Responsibilities

## AS A VOLUNTEER, YOU HAVE THE RESPONSIBILITY TO:

- PRACTICE OUR VALUES
- UNDERSTAND AND COMPLY WITH OUR INFECTION PREVENTION POLICIES
- REPORT EVENTS NOT IN KEEPING WITH OUR POLICIES OR VALUES
- PERFORM SERVICES WITHOUT PREJUDICE
- MAINTAIN CONFIDENTIALITY, PRIVACY AND SAFETY
- COMPLY WITH ANNUAL FLU SHOT REQUIREMENTS
- PARTICIPATE IN ANNUAL TRAINING FOR VOLUNTEERS

## Time Commitment & Absences

South County Health expects consistent and reliable service from its volunteer team. Please respect your team leaders by showing up for your shift on time and stay for the period that is assigned. Volunteer dependability is essential to effective performance. Please provide advance notice of time off to your supervisor or department manager. It is also helpful to attempt to get a replacement volunteer to cover while you are away. Reach out to your supervisor for a list of replacement volunteers who are trained in your area.

Volunteer Services is a 7 day a week department, which means a staff member is available to assist you daily until 8 p.m. Surgical Services and other departments are closed on major holidays (below). However, volunteers with placement areas in the Emergency Room or inpatient areas who are available on holidays are welcome to report to their assigned areas.

*New Year's Day*  
*President's Day*  
*Memorial Day*

*Independence Day*  
*Labor Day*  
*Columbus Day*

*Thanksgiving*  
*Christmas Day*

## Name Badges & Dress Code

Cleanliness and personal neatness are especially important in the health care setting. Volunteers must follow proper dress code by wearing their uniform and ID name badge at all times. The badge must be worn at or above chest level and badges must not be defaced in any way. All clothing should be tailored to ensure that it is not too short or revealing. No denim or shorts. Shoes must be closed-toed and non-skid. In healthcare, we must consider the sensitivities of those around us. Be mindful that strong odors of any kind (perfumes, after-shave, smoke, etc.) are unacceptable. South County is a scent-free hospital.

For security purposes, when you have finished your volunteer career here, you will be required to turn in your volunteer ID name badge and uniform.

***Volunteers must follow SCH Professional Appearance Policy, wear their uniform and name badge at all times.***

# Proper Body Mechanics

## Recognize the leading risk factors for back injury:

- Poor posture
- Poor physical condition
- Sedentary life style



## When you lift:

- Bend at your knees, not your waist
- Tighten your abdominal muscles to support your spine
- Keep the objects close to your body
- Use your leg muscles as you lift

*Volunteers do not lift or assist transfer of patients or heavy objects as part of their volunteer service.*

## Wheelchair Safety

### As a volunteer you may be asked to transport a patient or a visitor using a wheelchair.

The #1 safety measure when using a wheelchair is to make certain the brakes are applied before a patient gets into or out of a chair.

- Keep legs and lap covered properly
- Feet should be on footrests
- Keep blankets/sheets free from wheels
- Unlock wheelchair brakes to transport
- Enter and exit elevators with the large wheels first
- Approach ramps with caution
- Passenger must remain seated until brakes are locked
- Never leave a patient unattended in the chair
- If a chair needs repair, notify the Patient Information Desk staff for repairs
- Ask for help if you are in doubt of your ability to control chair safely

**Volunteers do not push bariatric patients for your safety.** A hospital team member must transport bariatric patients from one area to another.

*The #1 safety measure when using a wheelchair is to make certain the brakes are applied before a patient gets into or out of a chair.*

# Human Resources Policies

The organization is committed to a workplace that is free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability or any other basis protected by federal, state or local law. As is consistent with our values, discrimination and/or harassment of any kind will not be tolerated. Any report of such will be investigated immediately and confidentially and without retaliation of a report made in “good faith.”

Reference our Human Resource Policies, Bullying Behavior & Maintaining A Healthy Work Environment and Professional Conduct, both found on the SCH Intranet.

## Emergency Procedures and Codes

### *Code RED - Fire*

The first two to three minutes of a fire are critical. The RACE formula below will help you to respond effectively. Do not evacuate if the fire isn't called in your area. The hospital has fire doors and stops to contain each unit for safety.

- 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

**FOR ANY AND ALL  
EMERGENCIES, CALL  
X1511**

Take note of the FIRE EXITS and extinguishers nearest to your workstation. Assume every fire alert is real, and ask visitors or patients to remain in their area and DO NOT pass through fire doors until the ALL CLEAR is called.

You will receive an emergency badge to hang behind your volunteer ID badge when you begin volunteering. This badge identifies all emergency codes for your reference.

### **Elevator Safety & Emergencies**

If the loudspeaker announcement is generator testing, the elevator will reset during that time. It is best to wait a few minutes before bringing someone into the elevator.

If you are transporting a patient in the elevator and an emergency occurs, stop the elevator at the nearest location and immediately head towards the nearest nurses station.

*Never leave a patient unattended inside an elevator.  
Never attempt to exit an elevator that has stopped between floors.*

Any disaster—severe weather, mass casualty situation, etc.—is designated by Code Triage. Volunteer duties are suspended unless you are asked to assist in an area. The Volunteer Services staff at the Patient Information Desk will act as the command center for volunteer inquiries. **The main line is 788-1488 or 788-1489.**

# Infection Prevention & Control

## Terms

### *What is OSHA?*

The Occupational Safety and Health Administration's (OSHA) main goal is to promote safe work practices in an effort to minimize incidence of illness and injury experienced while at the facilities.

### *Standard Precautions*

The term "Standard Precautions" refers to a system of infection control practices, which assumes that every direct contact with blood and/or body fluids is potentially infectious.

### *Hand Hygiene*

The term hand hygiene refers to both hand washing and the use of organizational approved alcohol hand rubs. The Centers for Disease Control and Prevention (CDC) lists hospital acquired infections as one of the top 10 causes of sickness and death in the United States. Proper hand hygiene is the single most important method to prevent the spread of infection. Proper hand hygiene must be performed before and after each patient contact, prior to wearing gloves, and after removing gloves. You must wash your hands with soap and water before and after bathroom use, before and after eating, and when your hands are visibly soiled. Alcohol hand rubs may be used when hands are not visibly soiled.

*The best way to protect patients, family, friends, and yourself from infection is to perform proper hand hygiene often.*

### *Personal Protective Equipment: (PPE)*

Personal protective equipment is available in all patient care areas and clinical workstations. PPE includes items such as gloves, masks, gowns and eye shields. Volunteers should not enter areas requiring PPE unless instructed.

### *Isolation Rooms*

Isolation rooms are identified by a special ISOLATION sign. Volunteers may NOT enter isolation rooms unless indicated as a trained competency within their volunteer service guideline.

*Isolation rooms are identified by a **STOP** sign. Volunteers may NOT enter isolation rooms unless cleared by Infection Prevention & Control.*

### *Spills*

Before cleaning up ANY spills, be sure to use standard precautions. Ask a team member for assistance if you have any questions regarding the identity of the spill. Data sheets with information on all chemicals in the hospital are available on the intranet, available through the PID staff or any employee.

### *Lab Specimens*

Specimens must be placed in a labeled, leak-proof plastic biohazard bag before transporting to the lab. Volunteers may NOT transport specimens that are IMPROPERLY sealed. **Do not wear gloves to transport a specimen from one area to another.**



## Effective Hand Washing

1. Wet your hands
2. Apply liquid soap
3. Work up lather
4. Rub all surfaces, especially fingers, fingernails and cuticles
5. Wash between fingers and over your wrists
6. Wash for approximately 10-15 seconds
7. Thoroughly rinse your hands with running water from the wrist to the fingertips
8. Dry hands with a paper towel
9. Use paper towel to turn off faucet

## Alcohol-Based Hand Rubs

1. Apply product to palm of one hand.
2. Rub hands together covering all surfaces of hands and fingers, paying close attention to fingernails, between fingers and the wrist area.
3. Rub until hands are dry.

## Seasonal Flu

Influenza is a contagious respiratory illness caused by influenza viruses. Symptoms include fever, headache, dry cough, runny/stuffy nose, muscle aches, tiredness and sore throat. Flu spreads by droplets caused when coughing/sneezing. Adults are able to infect others one day before getting symptoms and up to seven days after getting symptoms.

### ***Take these respiratory etiquette steps to protect your health and prevent the spread of the flu:***

1. Cover your nose and mouth with a tissue when you cough or sneeze. If a tissue is not available, cough into your sleeve.
2. Properly dispose of used tissues
3. Perform hand hygiene, especially after you cough or sneeze
4. Avoid touching your face
5. Do NOT report for volunteer service and limit contact with others if you come down with flu symptoms.

### ***Documents Required:***

- The flu vaccine is provided at no cost to volunteers and staff members.
- Proof of flu vaccine is required by **December 15th** of each year or upon start date during flu season.
- Volunteers who have not provided proof of flu vaccination OR a medically exempt certified form from their physician will be asked to take a leave of absence during flu season.

Volunteers who receive a flu shot outside of South County Health must provide Volunteer Services with approved documentation by December 15th or upon start date. ***This documentation would be one of the items listed below:***

1. A physician's note on a prescription pad or letterhead;
2. Copy of a consent form with name and date of vaccination, immunization record, etc.
3. Receipt for payment, showing the flu vaccination was given

# Confidentiality and HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects the privacy and security of patient information.

*The HIPAA law sets rules to protect patient information, or protected health information (PHI).*

HIPAA says any of the following information can be used to identify a patient therefore making it **PHI** (protected health information):

<i>Names</i>	<i>Numbers</i>	<i>Photographs</i>
<i>Address</i>	<i>Patient Account</i>	<i>Fingerprints</i>
<i>Date of Birth</i>	<i>Numbers</i>	<i>E-mail Address</i>
<i>Telephone or Fax</i>	<i>Insurance Plan</i>	<i>Internet Addresses</i>
<i>Numbers</i>	<i>Numbers</i>	<i>Admission Date</i>
<i>Social Security</i>	<i>License Numbers</i>	<i>Discharge Date</i>
<i>Number</i>	<i>Medical Equipment</i>	
<i>Medical Record</i>	<i>Numbers</i>	

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

**Patients and their families have a legal right to expect that confidentiality of information will be preserved.**

- ✓ Unlawful use or disclosure of information may expose you and the hospital to criminal liability.
- ✓ Any breach of confidentiality will result in the automatic dismissal of a volunteer.

**Volunteers will discuss information only in private spaces and not in elevators, hallways, cafeteria, lobbies, waiting rooms, parking lots, or other public space in the hospital or elsewhere.**

- ✓ All issues of concern will be shared only with the appropriate staff.
- ✓ Volunteers may *not* have access to patient's charts.

**HIPAA says we must protect patient information on computers by:**

- Properly signing on with user IDs and passwords
- Log off or lock the computer before leaving the workstation
- Keeping user IDs and passwords confidential
- Never dispose of patient information in any open area trash bin.

### *Examples of HIPAA infractions:*

- ✓ My neighbor found out that a friend of ours was admitted in the hospital where I volunteer. Looking in the computer or on the printed census for purposes of inquiring on this friend (using your volunteer status to gain information).
- ✓ Telling a friend, relative or co-worker that a mutual friend is in the hospital or came in for a doctor's visit.
- ✓ Looking up information or sharing information on a friend, relative, celebrity or co-worker when it is NOT needed for your service function.

### Volunteers MUST Remember To...

- **STOP** and ask yourself: Should I be sharing this information?
- **Think** of patient information about fellow volunteers, neighbors and acquaintances as protected information that is not for sharing!
- **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 facilities.
- **Report** all abuses.

## Reporting

An “event” of any unusual occurrence, adverse reaction, negative response, or untoward (unfortunate) event involving a patient, visitor, employee or any deviation from approved policy and procedure or adopted standard which could or did result in injury, **MUST BE REPORTED.**

### *Report any unsafe conditions, patient or visitor complaints or volunteer injuries to the Volunteer Manager:*

- ✓ 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.

# 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, including South County Health.

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, which is kept at the volunteer station in your placement area.

## Volunteer Services Calendar 2019-20

<b>Important Dates:</b>	
October	<b>Annual Training – TBD (offered online and in person)</b>
November	<b>Happy Thanksgiving – Hospital Holiday on 22<sup>nd</sup></b>
December	<b>Volunteer Recognition Dinner on 5<sup>th</sup></b> <b>Happy Holidays – Hospital Holiday on 25<sup>th</sup></b>
January	<b>Happy New Year – Hospital Holiday on 1<sup>st</sup></b>
February	<b>Happy President’s Day – Hospital Holiday on 17<sup>th</sup></b>
March	<b>Stay home and relax – Wash your hands too!</b>
April	<b>National Volunteer Recognition Week 19<sup>th</sup> – 25<sup>th</sup></b>
May	<b>Happy Memorial Day – Hospital Holiday on 25<sup>th</sup></b>
June	<b>Summer Volunteer Program begins</b>
July	<b>Independence Day! – Hospital Holiday on 4<sup>th</sup></b>
August	<b>Ice Cream Social</b>
September	<b>Happy Labor Day – Hospital Holiday on 7<sup>th</sup></b>

## VOLUNTEER SERVICES POSITION DESCRIPTION & COMPETENCIES

*To be completed upon acceptance to the volunteer program and on a tri-annual basis during your volunteer time at SCH.*

Printed Volunteer Name: \_\_\_\_\_ Date: \_\_\_\_\_

POSITION DESCRIPTION	
<b>POSITION</b>	<input type="checkbox"/> PX Volunteer <input type="checkbox"/> PID Volunteer <input type="checkbox"/> Auxiliary Volunteer <input type="checkbox"/> Clerical Volunteer <input type="checkbox"/> Comfort Cart Volunteer <input type="checkbox"/> Lobby Greeter <input type="checkbox"/> ED Volunteer <input type="checkbox"/> Surgical Services Volunteer <input type="checkbox"/> Pet Therapy <input type="checkbox"/> Reiki      Other: _____
<b>SUPERVISOR</b>	Nurse Manager, Clinical Leader or Coordinator <i>*Call this person to report change in schedule or to report an event</i>
<b>JOB SUMMARY</b>	The volunteer will provide friendly assistance by welcoming patients into the unit, offering comfort items and assist staff in non-clinical tasks.
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Sincere interest in working in a hospital setting</li> <li>• Ability to self-direct and recognize when to refer questions and concerns to appropriate staff</li> <li>• Good physical health with ability to stand or walk for sustained periods of time</li> <li>• Successful completion of training checklist</li> <li>• Must understand and adhere to hospital policies, including:               <ul style="list-style-type: none"> <li>○ Hospital Values</li> <li>○ <b>AIDET</b> Patient Communication</li> <li>○ Patient ID Procedures</li> <li>○ HIPAA Policies and Procedures</li> <li>○ Hand Hygiene Policy (Foam in &amp; out)</li> <li>○ Wheelchair Guidelines</li> </ul> </li> </ul>
<b>RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Provide directions or assistance with obtaining transport</li> <li>• Provide comfort items to patients and visitors</li> <li>• Rounding on patients to provide comfort items and assist with resolving non-clinical concerns. <b>See position specific Training Checklist for your area for daily duties.</b></li> <li>• Turn over rooms according to nursing requests</li> </ul>
<b>RESTRICTIONS</b>	<ul style="list-style-type: none"> <li>• May not enter isolation rooms</li> <li>• May not physically assist a patient out of bed/chair or to/in bathroom</li> <li>• May not transport bariatric patients</li> <li>• May not position, turn, <b>feed</b> or provide any direct patient care at any time</li> <li>• Other: _____ Date Revised: _____</li> </ul>

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## VOLUNTEER SERVICES POSITION DESCRIPTION & COMPETENCIES

*Please initial each item as an acknowledgement of observing each competency.*

SKILLS & COMPETENCIES		REVIEW DATE
<b>GREETING PATIENTS &amp; VISITORS</b>	<ul style="list-style-type: none"> <li>• Smile and say hello to everyone, introduce yourself if appropriate</li> <li>• Offer wayfinding assistance</li> <li>• When appropriate, walk a visitor or patient to their destination</li> <li>• Know where most visited departments are located</li> </ul>	
<b>PATIENT COMMUNICATION &amp; PATIENT ID</b>	<ul style="list-style-type: none"> <li>• Use and understand AIDET communication</li> <li>• When assisting a patient at a check-in desk, ask for two patient identifiers (name, DOB)</li> <li>• When you encounter an inpatient, check patient ID band by asking them to read their name to you, use S.T.A.R.</li> </ul>	
<b>PATIENT ROUNDING OR DATA COLLECTION</b>	<ul style="list-style-type: none"> <li>• Use AIDET when entering inpatient room</li> <li>• Offer comfort items:               <ul style="list-style-type: none"> <li>✓ Magazines or books</li> <li>✓ Quiet Kit</li> <li>✓ Warm blanket</li> <li>✓ Towelettes</li> <li>✓ iPad – Sign out required</li> <li>✓ Crossword or coloring books</li> </ul> </li> <li>• Tidy up room:               <ul style="list-style-type: none"> <li>✓ Refill water pitcher (RN approval of food and beverage)</li> <li>✓ Ask to get rid of trash</li> <li>✓ Organize personal items</li> <li>✓ Nurse fan fold on bed</li> <li>✓ Call housekeeping if necessary, x1447</li> </ul> </li> <li>• Safety Check:               <ul style="list-style-type: none"> <li>✓ Move any floor obstacles</li> <li>✓ Remind fall patients to <b>Call, Not Fall</b></li> <li>✓ Make sure call button is within reach</li> </ul> </li> <li>• Stock linen, refreshments or blanket warmer to assist staff</li> </ul>	
<b>WHEELCHAIR TRANSPORT</b>	<ul style="list-style-type: none"> <li>• Let patient know what to expect during transport</li> <li>• Adjust foot pedals/<b>brakes on</b> prior to patient getting in/out of wheelchair</li> <li>• Be aware of corners and use mirrors to avoid collisions</li> <li>• Avoid uneven floor spaces and going too fast</li> </ul>	
<b>EMERGENCY PREPAREDNESS</b>	<ul style="list-style-type: none"> <li>• Know R.A.C.E</li> <li>• Be aware of how to evacuate your area</li> <li>• Check with supervisor of expectations when a code is called</li> </ul>	
<b>POSITION SPECIFIC TRAINING</b>	<ul style="list-style-type: none"> <li>• Volunteer Orientation &amp; Web Quiz</li> <li>• Training checklist for daily duties, if applicable</li> <li>• 1:1 Training with volunteer trainer or supervisor</li> <li>• Annual Volunteer Training &amp; Tri-annual evaluation</li> </ul>	

Volunteer Mentor/Manager: \_\_\_\_\_

Date: \_\_\_\_\_