

2009 Volunteer Training

Orientation and Annual Education Manual



Table of Contents

BayCare Health System Volunteer Resources	3
Volunteering is a Healthy Habit	4
BayCare Mission, Vision and Values.....	5
Quality Awareness	5
Corporate Responsibility Code of Conduct: “Doing The Right Thing”	6
Culture of Customer Service	6
Volunteer Responsibilities	7
Diversity	7
Absences.....	7
Business Solicitations.....	8
Patients’ Rights and Responsibilities	8
Name Badges, Dress Code and Personal Grooming	9
Harassment Policy	9
Volunteer Privacy and Security.....	9
Coaching/Counseling Policy for Volunteers.....	9
Age Specific Competency Behaviors.....	10
Confidentiality and HIPAA Role of Volunteers	11
Accident/Incident Reporting	12
Stroke Awareness: The “5 Suddens”	13
Emergency Procedures and Codes	14
Emergency Management: Natural Disaster, Mass Casualty	15
Proper Body Mechanics	15
General Volunteer Safety	16
Patient Identification Bracelets and Patient Safety	18
Infection Control	19
The Joint Commission.....	21

BayCare Health System Volunteer Resources

In 1997, **BayCare Health System** was formed by a board of community leaders, hospital administrators and physicians, to build a new foundation for the continued success for each of its community-based hospitals. There was a need for each hospital to combine financial resources, consolidate administrative functions and gain efficiencies through shared expertise.

That plan worked. What is known today as BayCare Health System is a joint operating agreement between three Community Health Alliances (CHAs). Each CHA uniquely focuses on the distinctive needs of their communities and taps into the regional system for improved quality, access and efficiencies.

The CHAs are:

- **Morton Plant Mease**, which includes Morton Plant Hospital in Clearwater, Morton Plant North Bay Hospital in New Port Richey, Mease Countryside Hospital in Safety Harbor and Mease Dunedin Hospital in Dunedin.
- **St. Anthony's Hospital**, which includes St. Anthony's Hospital in St. Petersburg.
- **St. Joseph's Hospitals and South Florida Baptist Hospital**, which includes St. Joseph's, St. Joseph's Children's, and St. Joseph's Women's hospitals in Tampa and South Florida Baptist Hospital in Plant City.
- **BayCare Regional Services**

Volunteer Resources is responsible for administering the in-service volunteer programs within BayCare. The auxiliaries are governed by their own Boards of Directors. They report directly to hospital administration and are responsible for fundraising and community outreach services.

Volunteering is a Healthy Habit

Volunteer Resources would like to thank you for the time you give to support our volunteer programs. Without each of you bringing your special talents to serve others, we would not be the preeminent, award-winning volunteer organization that we are today!

We all know there are lots of costly and cost free ways to recruit new volunteers. We've held recruitment fairs, bring a buddy luncheons, offered prizes, gone to speaking engagements, and even stood on our heads a time or two, but the single most effective way to bring in a new volunteer is **WORD OF MOUTH!** Help us spread the word by:

- **Mentioning** your volunteer assignment at least two times during any and all social events. Imagine the buzz it will cause!
- **Inviting** at least one friend to join you during your volunteer assignment each month! That would be twelve new people exposed to our programs each year! Just think! Even if only one or two ever decided to join us, it would be one or two more wonderful volunteers that we would never have seen without you.
- **Submitting** a short paragraph for publication in your local bulletin (civic, church, community, etc.) about how much you LOVE your volunteer assignment!
- **Bringing** your volunteer manager to a service/social group event, meeting or community gathering. Perhaps we could even speak to a group about the benefits of volunteering.

Volunteering IS a Healthy Habit...

A University of Michigan study showed that men who volunteer at least once each week live longer than men who do not. Individuals with heart problems who volunteer have reduced cholesterol levels, and they found that "Volunteering is a way of connecting with people, and those with social contacts live longer than those who are more isolated."

BayCare Mission, Vision and Values

Mission

BayCare Health System will improve the health of all we serve through community-owned health care services that set the standard for high-quality, compassionate care.

Vision

Although the BayCare mission and values are identical for all three CHAs, their vision statements are different, reflecting the unique requirements of the communities they serve.

Values

The values of BayCare are trust, respect and dignity and reflect our responsibility to achieve health care excellence for our communities. We live the values by demonstrating them in all that we do.

- **Trust:** When we are in agreement with others, we build trust through open and honest discussion.
- **Respect:** Show others that their opinions are valued even when their opinions and needs are different than your own.
- **Dignity:** Demonstrate that the opinions and suggestions of others are valued by saying, “Thank you.”
- **Responsibility:** Be the owner of your decisions, actions and attitudes. Choose to be solution-focused and have a positive attitude.
- **Excellence:** A job is a self-portrait of the person who does it; autograph yours with excellence.

Quality Awareness

Our definition of quality starts with “serving the needs of the customer.” Quality philosophy includes Customer Needs, Process Focus and Continuous Improvement. Our volunteers provide a wealth of experience and information. Never hesitate to share ideas that can improve a process in your work area. This philosophy provides us with the opportunity for “continuous improvement.”

Six Sigma is a methodology for quality improvement that is a key component of BayCare’s quality culture. Six Sigma is both the method for working through process improvements and the tool for measurement and evaluation. Six Sigma teams work to eliminate waste (Lean), solve problems (Work-Out) and eliminate error or defects (DMAIC: Define, Measure, Analyze, Improve, Control).

Six Sigma teams focus on the voice of the customer by asking:

- What are the Customers saying they need?
- How can we most efficiently meet that need?

Corporate Responsibility Code of Conduct: “Doing the Right Thing”

Each volunteer is expected to adhere to high standards of competent and ethical behavior and to obey the law. Our Corporate Responsibility program gives us many avenues to express concerns and to seek guidance when questions arise. Volunteers are encouraged to report any compliance or corporate responsibility violations. You may report such issues to your supervisor in the department you serve, the Volunteer Department, or you may call the ANONYMOUS reporting line at 1-877-OUR-DUTY. In any event, you will be treated with dignity and respect and your concerns will be taken seriously.

The anonymous Compliance Line is available 24 hours a day, 7 days a week by calling 1-877-OUR-DUTY.

Culture of Customer Service

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

Question	Answer
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"> • Greet the patient/family/customer and tell them your name. • Make sure you are always wearing your name tag while on duty. • Look up and acknowledge visitors as soon as they enter your area. • Focus on the customer, offering assistance to ALL.
What are the 7 steps to positive presentation?	<ul style="list-style-type: none"> • Appear calm. • Make and maintain eye contact. • Focus on the person showing that you care. • Listen actively. • Show sincere interest and use a pleasant voice. • Project a professional image (including dress). • Don't discuss your own personal problems with patients/families/customers.
What is the 10/4 rule for friendliness?	10 feet away...make eye contact and smile 4 feet away...say hello
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"> • Using at least two patient identifiers (such as having patient state his/her name and then checking the armband) • When entering/leaving a patient's room, wash or sanitize your hands if you have touched the patient or their belongings (procedure covered in this training) • Tell the patient what you are doing and why you are there • Make sure that their needs are met and questions are answered <i>before</i> you leave • Respond to call lights and follow through on requests

Volunteer Responsibilities

As a volunteer, you have the responsibility to:

- Practice our values
- Understand and comply with the orientation materials
- Assure that you are fit for duty physically and mentally
- Uphold lawful standards, judgment and objectivity
- Operate safely and follow your service guidelines
- Report events not in keeping with our values
- Perform services without prejudice
- Maintain confidentiality, privacy and safety
- Comply with annual TB screening
- Participate in annual training for volunteers

Diversity

At BayCare, we believe in practicing our values of trust, respect, dignity, responsibility, and excellence. We embrace an inclusive environment that recognizes and appreciates individual differences. BayCare encourages diversity that reflects the communities we serve.

“Diversity” refers to valuing and benefiting from personal differences. These differences address many variables, including race, religion, color, gender, national origin, disability, sexual orientation, age, education, geographic origin and skill characteristics, as well as differences in ideas, thinking, academic disciplines, and perspectives.

BayCare believes in leading our communities in opportunities for qualified and diverse candidates. We advocate for, rather than discount individuals based on stereotypes or other generalizations about their backgrounds. BayCare’s Diversity Council was established to support programs and initiatives that further enhance our knowledge and understanding of diversity.

Absences

BayCare Health Care System expects consistent and reliable service from its volunteer support team. Please report for duty on time and stay for the period that is assigned. Volunteer dependability is essential to effective performance. Please remember that Volunteer Resources is unable to hold a position open for you when you are away more than thirty days.

Emergencies/Illness

In case of necessary absence due to illness or emergencies, volunteers must notify their Staffing/Service Chairman when applicable, or their assigned work area, as far in advance as possible. If the illness or emergency will create an extended absence, the Volunteer Office should also be notified.

Take pride in making your service run smoothly. Frequent or extended absences may be cause for re-evaluation of your volunteer commitment and possible discontinuance of service to the volunteer program.

It is often difficult to find a replacement for a last minute cancellation. Such absences can also cause problems for the hospital staff and patients.

Vacations

Please provide sufficient advance notice of planned vacations to your staffing/service chairman. It is also helpful to inform your assigned work area in the event that a substitute will not be replacing you. For vacations longer than three weeks, you should also notify the Volunteer Office.

Holidays

The Volunteer Office is closed on major holidays. However, volunteers who are available on those days are welcome to report to their assigned areas, or assist in other areas if their work area is closed for the holiday.

Business Solicitations

It is inappropriate to sell your crafts or do other types of business solicitations while you are volunteering.

Patients' Rights and Responsibilities

Patients have the right to be treated with courtesy and respect, to have their privacy protected, to know what services are available including translators. They also have the right to complain about any violation of patient rights, to the Agency for Health Care Administration (AHCA) as stated in Florida law and/or the Joint Commission using the complaint procedure of the facility.

Patients' rights and responsibilities documents are available in the Admitting Department and on all hospital floors.

Name Badges, Dress Code and Personal Grooming

Cleanliness and personal neatness are especially important in the healthcare setting. Volunteers must follow proper dress code; wear their uniform and name badge at all times. Name badges must not be defaced in any way. Stickers, pins or writing are not allowed on the badge. Shoes must be closed-toed, non-skid, and clean. Be mindful that strong odors of any kind (perfumes, after-shave, smoke, etc.) are unacceptable. In a healthcare environment, we must consider the sensitivities of those around us.

Volunteers must follow proper dress code, wear their uniform and name badge at all times.

Harassment Policy

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.”

Please refer to policy # 205 in the Team Resources Policy and Procedure manual for the complete policy.

Volunteer Privacy and Security

Please be advised that as you interact with patients and visitors, you should not share personal information. Unusual behavior should be reported to your supervisor immediately.

Coaching/Counseling Policy for Volunteers

BayCare has a positive discipline procedure in place for volunteers to ensure that they are treated with dignity while resolving work performance issues and to outline those situations that could lead to termination.

Please refer to policy # 905 in the Team Resources Policy and Procedure manual for the complete policy.

Engaging in any of the following actions may be grounds for immediate termination:

- Provoking, instigating or participating in a fight
- Possession of firearms, weapons or explosives (Excludes provisions under Florida Statutes, section 790-251.)
- Engaging in threatening or intimidating conduct towards a patient, team member, visitor or fellow volunteer
- Violation of patient rights
- Breach of confidentiality
- Theft or willful damage to hospital property
- Impairment of work performance due to consumption of alcohol or controlled substances
- Illegal possession, use or distribution or disposal of legal or illegal drugs
- Conviction of a felony
- Harassment, sexual or otherwise of another team member, patient, volunteer or other persons conducting business within our facilities
- Making false statements concerning any BayCare facility or an affiliate or its team members inside or outside the organization
- Bookmaking or gambling on company property
- Engaging in an activity which creates a conflict of interest between the organization and the volunteer
- Violation of the company's solicitation and distribution rules; and/or soliciting gifts, favors or money from patients
- Participating in or knowing of fraudulent activity and not reporting it to management

Age Specific Competency Behaviors

When caring for and talking with patients and caregivers, it is important to remember to always use clinical and psychosocial behaviors appropriate to their age and developmental level. For example, you would care for and talk to an adult patient differently than you would a young child.

General psychosocial behaviors we should practice are:

Introduce yourself to the patient and family to enhance rapport.

Maintain privacy by knocking on the door before entering the patient's room.

Confidentiality and HIPAA

Role of Volunteers

About HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that went into effect in April of 2003.

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:

Names	Address
Dates	Telephone or Fax Numbers
Social Security Numbers	Medical Record Numbers
Patient Account Numbers	Insurance Plan Numbers
Vehicle Numbers	License Numbers
Medical Equipment Numbers	Photographs
Fingerprints	Email Address
Internet Addresses	

HIPAA allows us to share patient information for **TPO** purposes:

- **Treatment** Providing care to patients
- **Payment** Getting paid for caring for patients
- **Operations** Normal business activities

If use of the information does not fall under one of the categories listed above you must have the patient's signed authorization, before sharing that information with anyone.

Under HIPAA there are fines and penalties for using, sharing, or disposing of patient information in the wrong way. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and can involve jail time.

Under HIPAA, patients have some new and some revised rights. We have a document called "Notice of Privacy Practices" to inform our patients about their rights.

Patients' Rights allow for patients to:

- Obtain a list of all inappropriate disclosures for the past six years
- Request to amend their medical record
- Request other communications such as asking to be notified of lab results only at work and not at home
- Review and request a copy of their medical record
- Request restrictions on the use or sharing of their information, such as choosing not to be listed in the hospital directory

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

We have to handle and dispose of patient information carefully, such as using a shredder or locked bin instead of just throwing patient information away. When in doubt, ASK.

Never dispose of patient information in any open area trash bin

*What you SEE here
What you HEAR here
Must REMAIN here
When you LEAVE here*

Reporting HIPAA Violations

It is every team member's responsibility to report violations. Whether someone received patient information improperly or shared patient information in the wrong way, everyone has a responsibility to report violations. When in doubt, ASK.

Your department supervisor or your volunteer department is a good place to begin for answers to your questions or for reporting issues and concerns. You can also call the anonymous hotline at 1-877-OUR-DUTY or 1-877-687-3889. This line is available 24 hours a day, seven days a week. BayCare's Privacy/Compliance department can be contacted at (727) 820-8024.

Accident/Incident Reporting

In the event of a volunteer accident or injury while on duty, it is the policy of BayCare to assist the volunteer with obtaining immediate medical evaluation and treatment.

(Refer to policy #906 in the Team Resources Policy and Procedures Manual for the complete policy).

Volunteer Accident Procedure

1. If necessary, seek medical assistance immediately.
2. Inform Department Supervisor and/or Volunteer Staff of event immediately or as soon as possible.
3. An event report form must be completed before leaving the premises. Forms can be found in every hospital department including Volunteer Resources. A team member will assist in completing the form.

New volunteers are given a copy of Policy #906, “Medical Evaluation Treatment for On Duty Volunteer Injury” at orientation. Volunteers may request a copy of this policy from their volunteer office.

To assure your safety, Volunteers MUST work within the guidelines of their service description.

Volunteers Witnessing an Accident Procedure

1. If injured person is not responding, use the phone to call for help.
2. Seek medical assistance immediately. Do not try to lift or encourage the injured person to get up on his or her own.
3. Find a team member to assist immediately.
4. NEVER inform a person injured on our property that the hospital will pay for the cost of medical care. Risk Management will determine responsibility.

It is the Volunteer’s responsibility to report accidents or injuries immediately to a paid team member. It is critical that the event report form be filled out immediately unless the accident or injury warrants immediate medical attention. The volunteer, if able, or team member who completed the incident report, should also notify the volunteer office.

Stroke Awareness: The “5 Suddens”

Stroke Centers are hospitals that have committed to providing a high level of care to patients with stroke and TIA (transient ischemic attack); they are certified by Joint Commission after an on-site survey and are expected to meet high standards.

Symptoms of a stroke include the “Five Suddens”:

1. Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
2. Sudden confusion, trouble speaking or understanding.
3. Sudden trouble seeing in one or both eyes.
4. Sudden trouble walking, dizziness, loss of balance or coordination.
5. Sudden severe headache with no known cause.

Emergency Procedures and Codes

In our hospitals, all emergencies and codes are announced over the loudspeaker followed by the location of the emergency. At St. Joseph's, dial 66; at South Florida Baptist, dial 3-HELP (34357), and at our other facilities, use the RED EMERGENCY BUTTON on the telephone to report ALL CODES or any situation in which you feel there is imminent danger.

Code RED - Fire

The first two to three minutes of a fire are critical. The RACE formula below will help you to respond effectively.

- R - Rescue** persons in area
- A - Alarm:** red button on phone
- C - Confine** by closing all doors
- E - Evacuate and leave area**

Take note of the FIRE EXITS and extinguishers nearest to your workstation.

Take note of the FIRE EXITS and extinguishers nearest to your workstation. Assume every fire alert is real, and DO NOT begin an elevator trip when the fire alarm is sounding. Air vents in elevator shafts mimic a chimney and will draw smoke and flames, and electrical service may be compromised during a fire.

Code BLUE – Cardiopulmonary Arrest

Code Blue means that someone in the hospital has gone into cardiopulmonary arrest. We ask that you stay out of the response team's way, avoiding elevators and staying to the side of hallways and stairways.

Code PINK – Infant Abduction

In response to code pink, observe ALL people for unusual clothing or packages. Abductors could be dressed in a hospital or volunteer uniform.

Code BLACK – Bomb Threat

If you receive a telephone bomb threat, try to stay calm and do not excite others. If you have a phone equipped with caller ID, write down the phone number. If possible, ask the caller where the bomb is, type of bomb, description of bomb and when it will go off. Try to keep the caller on the phone, and have someone else call to report the emergency.

Look around your own work area for any unusual items that are out of place, but do not touch or move them. Do not use pagers, radios, or cell phones.

A good acronym to help you respond effectively during a bomb threat or code pink is RAVE.

- R - Respond** (Recognize code)
- A - Alarm** (Make sure everyone heard code)
- V - Visual Search** (Suspect all bags, containers; just look, don't touch)
- E - Evaluate** (Maintain status until "all clear" is announced)

An ALL CLEAR message will come over the loudspeaker when codes have been resolved. 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.

Emergency Management: Natural Disaster, Mass Casualty

The role of volunteers is dependent upon the type of disaster/mass casualty situation.

If the hospital itself is in harm's way (hurricane, etc.) volunteers ARE NOT to come into the facility. Volunteer duties are SUSPENDED until the facility is out of danger. In the case of very sudden severe weather, (tornado) a CODE BROWN will be called in all BayCare hospitals except, in St. Joseph Hospitals and John Knox of Tampa, the weather code is GREEN W. At South Florida Baptist the weather code is GREEN. Closing curtains and moving patients away from windows is the key task at hand. Volunteers not in patient care areas should move into a central area away from windows.

In mass casualty situations where the hospital is RECEIVING large numbers of victims, volunteers may be called into duty. Key roles include runners and transporters. Those already in the hospital when a CODE GREEN (Mass Casualty Disaster) is called should report directly to the Volunteer Office for deployment (Work Pool at South Florida Baptist). Additional volunteers may be called in if needed. Make sure to wear your uniform and name badge if coming in from home.

“0” for Security

Security should be called if you see questionable people within the facility or observe any security issue.

To access Security within our hospitals, dial “0” on any telephone and alert the operator to inform Security or have Security respond as required.

Proper Body Mechanics

Recognize the leading risk factors for back injury:

- Poor posture
- Poor physical condition
- Sedentary life style



When you lift:

- Bend 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/move patients or heavy objects as part of their volunteer service. Change your posture to fit the task. Remaining in the same posture for extended periods of time leads to discomfort.

General Volunteer Safety

General Guidelines:

- Walk, DON'T RUN!
- Wear shoes with NON-SKID soles.
- LOOK FOR AND REPORT slippery or wet areas to Environmental Services.
- DO NOT leave drawers open.
- REPORT broken equipment, such as wheelchairs, immediately to Facility Services.
- Volunteers do not transport patients with IV fluids infusing and/or oxygen therapy tanks or transport a patient with a running IV or oxygen tank except if a team member is present.

Elevator Emergencies & Safety

If you are transporting a patient and an emergency occurs, stop the elevator at the nearest unit and immediately call for employee assistance.

Never leave a patient unattended inside an elevator.

Never attempt to exit an elevator that has stopped between floors.

Electrical Safety

Use these general guidelines:

- DO NOT touch anything electrical with wet hands
- DO NOT place electrical cords near heat or water
- DO NOT use extension cords

Radioactive Material

Volunteers NEVER HANDLE RADIOACTIVE MATERIAL or enter areas where there is radioactive material being used.

Workplace Violence

Workplace violence is defined as any physical assault, threatening behavior, or verbal abuse occurring in any location where an employee/volunteer performs any work-related duty.

BayCare Health System will assure a safe environment for patients, visitors, physicians and team members by implementing an effective intervention and response program. Security should be notified

if there is an immediate threat of danger or you may hit the red emergency button (at St. Joseph's dial 66) and call the appropriate emergency code.

Florida Right To Know Law

The Florida Right to Know Law was passed in 1985 to ensure that employees and volunteers are given information concerning the nature of toxic substances with which they are working. One provision of the Florida Right to Know Law is Material Safety Data Sheets which contain information regarding:

- Identity of the chemical
- Name, address, phone number of company making the chemical
- Hazardous ingredients, chemical ID and common names
- The chemical's physical and chemical characteristics
- Recommended safe exposure limits
- Effects of overexposure
- Specific safety precautions

Your Material Safety Data Sheets are located on the Intranet and can be accessed by asking your supervisor.

Wheelchair Safety

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 or bring it to Facilities Services
- Ask for help if you are in doubt of your ability to control chair safely

Volunteers do not lift patients. A hospital team member must move patients from the bed to the chair and from the chair to the bed.

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.

Patient Identification Bracelets and Patient Safety

To ensure safe and appropriate patient care, EVERY patient MUST have an identification bracelet.

WHITE Paper Bracelets = Outpatients

WHITE Plastic Bracelets = Inpatients

In addition to these inpatient or outpatient bracelets, if a special circumstance exists the patients will wear the following color armband:

RED Bracelet = Allergy Alert

GREEN Bracelet = Elopement Risk

YELLOW Bracelet = Do Not Resuscitate

PURPLE Bracelet = Fall Risk

If you see a patient with a **PURPLE** Bracelet walking in the hallway, notify the nursing unit immediately.

Patient Identification

Use the following guidelines to identify a patient:

- Greet the patient and ask the patient to state his or her name and date of birth. Never say, "Are you Mr. or Mrs. _____?"
- Verify name and date of birth by checking the patient's ID bracelet.
- If the patient is unable to say his/her name, check the patient's ID bracelet against the chart label. 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.

Patient Restraints

Occasionally when caring for patients, restraints are used to prevent the patient from hurting himself/herself or others.

The volunteers are not to handle patient restraints in any way.

Victims of Abuse: Reporting

Team members have a responsibility to report cases of abuse, suspected abuse, neglect or exploitation involving minors or vulnerable adults.

*If reporting is required, notify your immediate supervisor and call: 1-800-96-ABUSE
(1-800-962-2873)*

Infection Control

What is OSHA?

OSHA's (Occupational Safety and Health Administration) main goal is to promote safe work practices in an effort to minimize incidence of illness and injury experienced while on the job. The term hand hygiene refers to both hand washing and the use of organizational approved alcohol hand rubs.

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 Centers for Disease Control and Prevention (CDC) lists hospital acquired infections as one of the top ten causes of sickness and death in the United States. Hand hygiene is the single most important method to prevent the spread of infection. 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 after smoking, before and after bathroom use, before and after eating, 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.

Procedure for 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 about 10-15 seconds
7. Thoroughly rinse your hands with water running from the wrist to the fingertips
8. Dry hands with a paper towel
9. Use paper towel to turn off faucet

When using organizational approved 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.

Flu

Influenza is a contagious respiratory illness caused by influenza viruses. Symptoms include fever, headache, dry cough, runny/stuffy nose, muscle aches, tiredness, sore throat, nausea, vomiting and diarrhea. 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.

Key facts about the Flu:

- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your nose and mouth with a tissue when coughing or sneezing and discard in an appropriate container.

The “flu shot” is an inactive or killed virus vaccine. This vaccine is provided at no cost to volunteers and team members.

Personal Protective Equipment: PPE

PPE or personal protective equipment is available in all patient care areas and clinical workstations. **PPE boxes include items such as gloves, masks, gowns, and eye shields.**

Bio-Medical Waste

Bio-medical waste is considered any solid or liquid waste that may present a threat of infection to humans. Biomedical waste shall be identified and segregated from other solid waste at the point of origin. Community members are given the opportunity to bring in their used needles (sharps) for safe disposal. Direct them to the Emergency Room for disposal.

Biomedical waste will be placed in RED BAGS. Volunteers do not pick up or handle red bags or used sharps containers.

Isolation Rooms

Isolation rooms are identified by a special ISOLATION sign. Volunteers may NOT enter isolation rooms under any circumstances. Exceptions occur at St. Joseph's.

Isolation rooms are identified by a special ISOLATION sign.

Mycobacterium Tuberculosis (TB)

Tuberculosis (TB) is a microorganism that can be transmitted from person to person by airborne droplets that are expelled when an untreated person breathes, coughs, laughs or sneezes. Symptoms include: unexplained productive cough lasting more than two weeks, fever, night sweats and chills, loss of appetite, weight loss, bloody sputum, fatigue and chest pain.

The Centers for Disease Control recommends a mandatory TB skin test on all health care workers. The health care system requires all active volunteers to have a TB skin test performed annually.

Spills

Before cleaning up ANY spills, be sure to use standard precautions. Ask for the assistance of a staff member if you have any questions regarding the identity of the spill.

Lab Specimens

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

Artificial Nails

Artificial nails have been found to contribute to the spread of infection. The Centers for Disease Control (CDC) and the Joint Commission recommend that those having direct contact with patients do not wear any type of artificial nails (including extenders, wraps, gels, or acrylics).

Artificial nails have been found to contribute to the spread of infection.

The Joint Commission

The Joint Commission is one of the organizations BayCare uses for accreditation. Surveys are conducted on an unannounced basis, at least once in a three year period. The purpose of the survey is to ensure that participating healthcare facilities comply with a high standard of quality care. If you have quality of care or safety concerns, alert Volunteer Staff for immediate assistance or you may contact the Joint Commission directly at www.jointcommission.org.