CONWAY MEDICAL CENTER TRADITIONAL VOLUNTEER ORIENTATION PRESENTATION

WORKING TOGETHER

TO MAKE CMC THE BEST IT CAN BE

https://www.conwaymedicalcenter.com/volunteers-only/

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WELCOME we are committed to SERVICE EXCELLENCE

Here you will learn about:

- *Who We Are*
- *Mission, Vision & Values*
- *Service Expectations / Recovery*
- *Culture / Diversity*
- *Chaplain Services*
- *Language Services*
- *Corporate Compliance*
- *Hipaa*
- *Infection Prevention*
- *Safety ~ Red Rules*

And more…..

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CMC FACTS

- Opened in 1928; present building 1982
- Presient & Chief Executive Officer:
  - Mr.Bret Barr
- Licensed beds ~ 210
- Private Not for Profit Hospital
- Accredited by DNV

(Det Norske Veritaf Healthcare Inc.)

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- Governed by 16 member Board of Trustees
- New Patient Tower ~ 2008
- New Administrative Service Building 2007
- Employees 1600+
- Volunteers 200 +/-
- Addition of 2 new OR rooms 2018
- Conway Physician Group Practices
- Service Area: Horry, Georgetown, & Marion counties

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Entities

- Conway Medical Center
- Conway Physician's Group
- Kingston Nursing Center ~ Medstar Subacute Care
- HealthReach Mobile Screening and Education
- Horry Medical Associates

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Conway Medical Center Foundation

Mission

- The Conway Medical Center Foundation is a not-for-profit corporation established in 1988 as a charitable organization to provide support to Conway Medical Center in its effort to fulfill its mission and goals.
- The Foundation is dedicated to improving the quality of life of all individuals in the Conway Medical Center service area. The organization develops cooperation between the hospital staff and board, medical staff, the community, and other supporting organizations through educational and promotional activities.
- Resources for the Foundation derive from fund raising, donations, grants, and other sources where appropriate to assure long-term growth and development.

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CMC Auxiliary Volunteers

- CMC Auxiliary Formed in March 1982 with 50 members
- CMC Auxiliary became an independent 501C Corporation
  - 38 Auxiliary members. Active in the Kingston Golf Classic, Jewelry Sales, Book Sales and other fund raising events, CMC Auxiliary scholarships.
- Marjorie O'Grady, CMC Auxiliary President

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CMC Volunteer Services

- Volunteer services hired a paid director in 2004
- 200 Volunteers serving in 40+ assignments in areas within CMC, CPG, KNC and the HEALTHREACH VAN
- Volunteers & auxiliary volunteers donate approximately 40,000 hours/year

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MISSION STATEMENT

Conway Medical Center will improve the overall health of our communities by being a leader in health care.

VISION STATEMENT

CMC will be the regional healthcare system of choice, by delivering high value service across a seamless continuum of care.

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These VALUES have guided Conway Medical Center's mission since 1928, as an expression and intent of our original founders

Excellence
Compassion
Healing
Teamwork
Stewardship
Innovation
Integrity

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These VALUES have guided Conway Medical Center's mission since 1928, as an expression and intent of our original founders

Excellence

Deliver the best outcomes and highest quality service through dedicated effort of every team member.

Compassion

Treat all individuals with sensitivity, empathy, dignity, and respect.

Healing

Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs.

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Values

Teamwork

Value the contributions of all, blending the skills of individuals in unsurpassed collaboration and shared accountability.

Stewardship

Sustain and reinvest in our mission by wisely managing our human, natural and material resources.

Innovation

Inspire and energize the organizations, enhancing the lives of those we serve, through the creative ideas and unique talents of each individual.

Integrity

Take personal accountability for the highest standards of behavior, worthy of the trust our community places in us.

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PHILOSOPHY STATEMENT – VOLUNTEER SERVICES

- The purpose of the Conway Medical Center Volunteer Services is to provide qualified, well-trained volunteer personnel to supplement and extend the activities of the salaried staff
- To increase the effectiveness of CMC's human and physical resources
- To provide quality care and services to benefit patients and visitors.
- The program is designed to meet the needs and interests of both the volunteer and the Medical Center.
- CMC's Volunteer Services also furthers good relations between the Medical Center and the community by offering adults of the area the opportunity to serve others.

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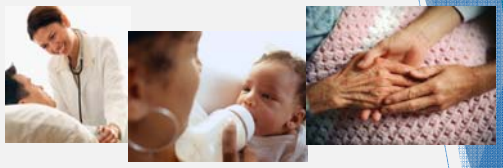
Kindness



"Sometimes when we are kind in small, barely detectable ways, it can change someone's life forever."

Margaret Cho

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Patient & Family Expectations - Reliability

Providing what was promised, dependably and accurately.

Examples: Taking your patient as soon as possible to their destination safely

Returning a phone call promptly

Delivering patient mail promptly

Delivery of flowers/gifts promptly

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Patient & Family Expectations - Empathy

Recognition and understanding of the beliefs, desires, and feelings of others … the ability to "put yourself in another's shoes."

Example: Listening attentively and reflecting that you understand a patient's or a colleague's concerns without personal comment.

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Patient & Family Expectations - Responsiveness

Acting quickly and effectively to meet customer needs.

Example: Seeing that a patient needs assistance and YOU ARE there to offer non clinical aide quickly

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Patient & Family Expectations - Environment

The environment reflects the care, quality and professionalism of the organization

Example: Clean, shining floors, magazines in the waiting room, professional, well groomed staff

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Volunteer Uniform

- Solid color Navy, Black, Khaki or White slacks - NO leggings, NO denim, NO HOODIES
- (capri's for ladies – May – Oct - NO SHORTS)
- Closed toed shoes ~ NO SANDALS
- LADIES:
  - RED polo, vest or jacket
  - Vest/Jacket: require white sleeved top under the Vest
- GENTLEMEN:
  - RED polo or jacket – Men
  - Jacket: require white top under Jacket

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Dress Code Specifics

- While on duty you are not allowed to have any facial body piercing – no nose rings, no ear gauges or tongue rings.
- Hair: Clean & Well groomed – Extreme hair trends distracting to the customer are prohibited. Examples include, but are not limited to: Mohawks, shaved emblems, purple, pink, blue or green dyed hair.
- Hosiery is not required and skirts are not to be shorter than three inches above the knee.
- Tattoos must be appropriate for a professional environment or otherwise must be covered. Visible facial and front of neck tattoos which create a distraction must be covered while on duty.
- Male volunteers must wear a collared shirt.

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Your Name Tag – ID BADGE
The Lewis Blackman Act

- Volunteering? Wear it!
- Make it visible
- Wear it above your waist
- No attachments such as pins or stickers
- No alterations are to be made to your ID badge
- A moment of truth happens when a customer comes into contact with any aspect of the company, however remote, and forms an impression

The CMC ID Badge is the property of Conway Medical Center

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You are this hospital

We have a stake in your attitude. We are judged by your performance. We are the care you give, the attention you pay, the courtesies you extend.

Evaluating Our Performance

Every job is a self-portrait of the person who did it. "Autograph your volunteering with excellence."

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We have a Commitment to Excellence

Press Ganey
Patient Satisfaction Survey Process

- Press Gainey conducts surveys with randomly selected patients after discharge
- Monthly and Quarterly Reports posted and shared on in patient care area for staff

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Service Excellence at CMC

Ratings:

- Excellent = A+ Service
- Very Good = B+ Service
- Good = B Service
- Fair = C-
- Poor = F

Goal: Earn an A+ for Service

- **Tactic**: Move scores from Good or Very Good to Excellent
- **Tactic**: Convert Satisfied Patients to Loyal Patients
- **Tactic**: Involve every CMC staff member AND volunteers in Service Excellence

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Your Role in Earning A+

- Use every "moment of truth" interaction to influence the patient's experience
- Take ownership of excellence
- Support your colleagues and work as a team to deliver A+ service

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Your Role in Earning an A+

- Support other departments … never pass the buck or criticize
- Contribute innovative ideas
- Be accountable for service excellence every day
- Treat every patient and family member as if they were your own

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Managing Expectations

- Set expectations that can be met
- Keep the patient and family informed
- If the situation changes, manage the change through empathy and information

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Behavioral Expectations

In Public Areas:

- Make eye contact and smile
- If someone looks lost, help them find their way ~ don't point and walk away
- Hold doors and yield to patients, visitors, wheelchairs, and stretchers
- Our guests come FIRST

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Behavioral Expectations

In Patient Rooms:

- Knock before entering
- Do not enter room if patient is being attended to by clinical staff unless invited
- Introduce yourself
- Call patients/family members by their last names, unless otherwise invited to do so
- Don't use sweetie, honey, darling

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Behavioral Expectations

Across the counter:

- Acknowledge customer's presence right away; even if you're on the phone
- Make eye contact and smile
- Use a welcoming greeting
- Be aware of your tone of voice
  - Snippy short attitudes are unacceptable

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Behavioral Expectations

In the community:

- You represent Conway Medical Center
- Maintain confidentiality
- Represent CMC proudly & professionally

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Always …

- Greet patients and visitors
- Help them navigate ~ take them to where they need to go by escort or by wheelchair – be the Wayfinder
- Remember why people are here
- Treat people like family
- Listen

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Listening Skills

- Create a positive environment using non-verbal behaviors
- Focus on the other person, not on what you want to say next
- Hear the entire message before you reply
- Be patient and sincere
- Don't be distracted by other conversations or activities

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Listening Skills / Communication

- When you listen with your head, you hear the facts.
- When you listen with your head and your heart, you hear the person…

55% is Body Language

38% is Voice Quality

7% is Words

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Voice Quality - The Voice of CMC What do you expect to hear?

When you answer the telephone:

- Identify yourself by name & department
- Learn how to transfer a telephone call
- Give callers the transfer number before transferring (do not give out room information).
- Handle transfers professionally
- Do not leave callers on hold for more than one minute

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You are a Voice of CMC

Your voice should be:

- Easy to hear
- Pleasant and warm, showing interest and enthusiasm
- Courteous

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Why patients praise …

Because we:

- Touched their lives
- Made a tough time easier
- Were compassionate
- Smiled and encouraged
- Went the extra mile

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Patients … Our Reason for Being

- Older adults are most understanding, most loyal, and most satisfied patients
- Baby Boomers have high expectations and will change loyalties quickly
- 44% of those surveyed have left because of arrogance or negative attitude
- Younger patients, women, and higher-income earners are more likely to leave because of poor service

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A little kindness goes a long way.

"Kind words can be short and easy to speak, but their echoes are truly endless."

Mother Teresa

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Why patients complain …

Because we:

- Didn't listen
- Didn't communicate
- Didn't respond
- Were rude or uncaring
- Forgot why we are here

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Service Recovery

- Unhappy customers are a fact of life
- Our customers may be patients, patients' family members, visitors, other staff, or physicians.
- How we respond to unhappy customers can make or break the hospital – customer relationship. Service Recovery is our opportunity to "turn it around" and acknowledge the customers' feelings.

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Cost of Lost Service

- Only 1 out of 27 disappointed customers will complain
- Each of the 27 disappointed customers tells an average of 10 other people about their bad experience. So, every complaint you hear represents 270 negative impressions.
- By the time you hear a complaint three times, it has been mentioned to an average of 810 people.

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Cost of Lost Service

It costs more to recruit new customers than to retain satisfied ones.

Unhappy customers tell people about it for 23 years

Happy customers tell people about it for 2 years

Most customers don't complain …

26 of 27 just go elsewhere

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Upset customers want to …

- Be taken seriously
- Be treated with respect
- Get immediate action
- Be listened to
- Find resolution

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How to Recover

When something goes wrong, take the time for service recovery. Managing service issues is the key to retaining customer loyalty.

- Apologize
- Take accountability
- Make it Right
- Under Promise and Over Deliver

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Managing The Upset Customer; Service Recovery

- Remain calm and in control
- Listen carefully
- View this as an opportunity
- Emphasize what can be done, not what can't be done
- Do what you say you will do

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Service Excellence … Everyone's Job

We make a living out of what we get. We make a life out of what we give."

Sir Winston Churchill

Sandy Espinal
843-347-8248
S.Espinal@cmc-sc.com
Customer Service Coordinator

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WHAT DO OUR PATIENTS WANT?

Patients Want…

To be treated with dignity and respect

Helpful staff who are easy to talk to

To be listened to carefully regarding health concerns

Their concerns to be taken seriously
A person who truly cares

IT ALL STARTS WITH A SMILE

Whether you are in person or on the phone. There is nothing like a smile to create a good first impression.

A warm and confident smile will put both you and the other person at ease.

Phone calls. Smile when you answer the call.. It does make a difference in how you are received

The 10/5 RULE

- 10 **FEET** = EYE CONTACT & SMILE
- 5 **FEET** = SPEAK / ACKKNOWLEDGE

Good Morning!!

STUDER GROUP AIDET®

- A • ACKNOWLEDGE
- I • INTRODUCE
- D • DURATION
- E • EXPLANATION
- T • THANK YOU

Remember, AIDET ® is not a speech! Think of AIDET ® as a communication framework.

A - ACKNOWLEDGE

In person, with your body:

- Smile!
- Make eye contact
- Acknowledge everyone with the patient
- Use open body language

I - INTRODUCE

Introduce Yourself

- Give your name
- State your department and Job Title
- Manage up any co-workers, department or physicians

Advantages of Managing Up

- Patient feels better about their next caregiver
- Patient is more at ease and less anxious
- Patient builds trust in our organization

WHAT IS MANAGING UP?

OTHER DEPARTMENTS			
Reinforces coordination of care and teamwork	Positions other departments well	Decreases patient anxiety and concern	Reduces complaints

CO-WORKERS			
The patient feels better about their next caregiver	The patient feels more at ease with the handoff	Coworker has a head start in winning confidence	Reduces complaints

SELF			
Reduces patient anxiety	Improves compliance	Improves clinical outcomes	Reduces complaints

The most important part of Managing Up is refraining from "managing down."

D - DURATION

DURATION

Duration is best communicated in specific time increments	*What if I am not sure how long it will take?*
• Inform the patient how long the appointment, test or procedure will take • Communicate how long the patient/customer will have to wait during each of the phases of your interaction • Explain when they should expect a call back with results or follow up actions	• If you cannot commit to a specific time, you should commit to a specific *time-interval* in which you will update the patient or customer on progress

THE ELEPHANT IN THE ROOM

"I'm right there in the room, and no one even acknowledges me."

Remember to acknowledge "the elephant in the room." If the clinic is incredibly busy, tell the patient and follow-up with timely updates.

E - EXPLANATION

Explain WHY are there

Explain WHAT will happen and what should they expect. ie: we are going over a little bump here

Remember, there is a difference between asking "Do you have any questions?" and "What questions do you have?"

T - THANK YOU

Show Appreciation

- **Thank patients/customers for waiting**
- **Thank patients for trusting us with their care**

Provide a Positive Closing

- **ASK, "Is there anything else I can do for you today?"**

Remember to make it your own...
with each patient, every time!

EXAMPLE

A	I	D	E	T
• Good morning. How may I help you? • *(SMILE AND MAKE EYE CONTACT)*	• My name is Maria and I will be helping you for today. Let me make sure your information correct.	• I know you are waiting patiently. I apologize that there is about a wait today from your scheduled time. If there is further delay, we will keep you informed.	• Please have a seat. The nurse will be calling you back as soon as they can. They are such a great team! Do you have any questions right now?	• Thank you in advance for your patience and again, my name is Maria, if you have any questions while you are in the waiting room, don't hesitate to let me now how I can assist you. Thank You.

THINGS TO BE AWARE OF

Our patients may be distracted, frightened, and in pain.

Fear and anxiety often manifests as anger.

Newer patients are still in a state of trust-building with us.

It is vital that they feel physically and emotionally safe coming to us for care. Not feeling safe and cared for can have significant impact on quality and clinical outcomes.

KEY WORDS

Key words NOT to say	*Things to say instead*
Can't, But, No, Policy	"What we can do is..."
You know how Corporate is	"I can find the person who would best help you with that..."
It's not my job (problem)	"I do apologize for the delay, let's get you settled."
We're short-staffed	"What can I do for you right now?"
No one told me you were here	
We can't get good help	
That's not my patient	

REMEMBER...

Routine care interactions which may not be considered significant by us may be of great importance to our patients

Remember too that just because you do this all day long it's not necessarily familiar or comfortable to the patient

Using AIDET® and key words adds to the feeling of empathy, reduces patient anxiety, helps build therapeutic relationships, and ultimately improves outcomes.

Cultural Diversity

- Cultural factors influence beliefs about illness and response to health care
- Learn about the patient populations we serve
- Access appropriate resources
- Be sensitive

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There are many cultural factors to be aware of:

- Country of Origin
- Preferred Language
- Communication Style
- Views on Health
- Family & Community Relationships
- Religion
- Dietary Preferences

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Cultural Diversity

- Start with self awareness
- Avoid stereotyping
- Don't assume anything
- Be careful not to tell ethnic, religious or sexual jokes
- Appreciate everyone with special qualities

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Obesity: Understanding, Awareness, and Sensitivity What is Obesity?

Conway Medical Center
Metabolic and Bariatric Surgery

- Obesity is a complex chronic disease that develops from an interaction of individual factors and the environment.
- It involves social, behavioral, cultural, physiologic, metabolic and genetic factors.

"Genetics loads the gun—
the environment pulls the trigger."

George Bray, 1996

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What Causes Obesity?

- Obesity occurs when a person consumes more calories from food than he or she burns.
- Imbalance between calories-in and calories-out may differ from one person to another.
- Factors may include:
  - Genetic (our individual make-up)
  - Hormones (digestive hormones)
  - Environment (larger portion sizes, more snacks, less active, TV, more electronic devices….)

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Co-morbid Conditions

- Almost 80% of obese adults have one of the following:
  - Diabetes
  - Dyslipidemia (high level of fat in blood)
  - Coronary Artery Disease (build up on our vessel walls), High blood pressure
  - Gallbladder Disease
  - Osteoarthritis (pain in bones)
  - Sleep Apnea (stop breathing for periods of time while sleeping)
- Almost 40% have two or more of the above conditions

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Consequences of Obesity for the Individual

- Negative self-image
- Discrimination (financial, social, employment)
- Depression
- Can be difficult to maintain personal hygiene
- Low respect from society
- Social rejection
- Poor quality in relationships

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Society Views

- Society sees the obese as second class citizens.
  They are called "lazy", "unsuccessful", and "overindulgent".
- Obese persons are blamed for their own condition.
- Fat people are OK to make fun of.
- Fat jokes and derogatory portraits of obese
  people in popular media are common.

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In Healthcare…

- Do not make assumptions based only on weight.
- People are of all shapes and sizes?
- Be sensitive to the needs and concerns of obese individuals?
- Approach with sensitivity.
- Recognize that obesity is the result of many factors
- Validate the patient's feelings / acknowledge their distress.

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In Healthcare…

OUR ROLE… *All volunteers who interact with the patient from the time they walk in the door need to…..*

- Support and provide encouragement
- Communicate effectively and listen
- Be Compassionate and convey empathy

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Take Action in Your Role…

- Avoid making remarks about patient size.
- NEVER ask a person how much they weigh.
- Be mindful and respectful when assessing equipment needs.
- Ask clinical staff for assistance if you cannot transport.
- Treat others as you wish to be treated or as you wish your family to be treated.
- Hold yourself and your peers accountable.
  - Be a patient advocate
  - Point out inappropriate comments to management

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Language Services at Conway Medical Center

Language Services

- Conway Medical Center provides professional medical Interpreters to limited-English-proficient and hearing-impaired patients. Interpreters facilitate communication between providers and patients, family and visitors.

On-site Spanish Interpreter

Jessica Armenta

- Monday thru Friday 8:00am to 4:30pm
- Office # 5467
- Ascom #7537

Over-the-Phone Interpreting Service

- Medical interpreter available in over 150 languages, 24/7
- Connect to an interpreter in 15 seconds or less, on average
- Efficient interpretation encounters improve efficiency and productivity

Video Remote Interpreting (VRI)

On demand access 24/7

Reduced wait time for ASL (American Sign Language) interpretation – seconds or minutes, rather than hours

Nationally certified (RID/NAD) (Registry of Interpreters for the Deaf / National Association of the Deaf) and where applicable, state licensed interpreters

Increase patient flow and decrease Average Length of Stay

Clear Message Interpreting Service

- ASL Interpreter may be called in for scheduled appointments
- If requested by the patient, or If deemed necessary by nursing staff or provider

Federal Law

Title VI of the Civil Rights Acts of 1964

- provides that not person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance.

Section 1557 of ACA

- prohibits discrimination on the grounds of race, color, national origin, sex, age, or disability in certain health programs and activities.

National origin has been interpreted to include all persons who are limited-English proficient

Prohibited

- Failing to inform Limited English Proficient patients of the right to receive free interpreter services
- Denying language services to the patient
- Use of children as interpreters
- Asking the patient to sign a consent form, verification of income, or any other form in English that he or she cannot read or understand.

How do I know if a patient in our facility is LEP? (Limited English Proficiency)

- The best way to find out how to communicate with the patient is to ASK!

Religion or Spirituality?

- *Spirituality* refers to our inner belief system. Our relationship to self, others and the God of one's understanding. It involves finding meaning and purpose in one's life and experiences. Everyone is a *Spiritual* being.
- *Religion* refers more to the externals of our belief system: Church, Prayers, Traditions, Rites, Rituals, etc. Not everyone is *Religious*.

When to call the Chaplain?

A Chaplain can offer spiritual care under the following circumstances:

- Support for the dying and their families
- Support for Fetal Demise / Infant Death
- Grief Support for Patients and Families
- Spiritual Crisis AND/OR Emotional Crisis
- Change in patients physical condition
- New and difficult Diagnosis
- Staff Support during and after crisis
- Ethical Decision-Making Process

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VISITING COMMUNITY MINISTERS AND/OR CLERGY

- Pastoral Services can arrange for a ministers or clergy member to visit patients and their families
- Can be a very comforting and long-term support for patients and family members
- May not have professional *clinical* training and could unintentionally cause harm to a patient, family member or Conway Medical Center.
- May attempt to proselytize or even dis-fellowship a very sick and vulnerable patient.

We Facilitate Pastoral Care

A pastoral care representative can help arrange for the following types of spiritual care:

- Anointing of the Sick
- Baptism
- Celebration of the Lord's Supper
- Lighting of Sabbath Candles
- Prayer of Dedication
- Prayer for Healing
- Recitation of MiSHeBerach (Prayer for Recovery)
- Sacraments of Reconciliation and the Holy Eucharist
- Specific customs relating to your faith tradition

Community Religious Traditions

WESTERN TRADITIONS

JUDAISM
CHRISTIANITY
CHRISTIAN SCIENCE
EASTERN ORTHODOX
JEHOVAH'S WITNESS
MORMONISM
PROTESTATISM
ROMAN CATHOLICISM
SEVENTH-DAY ADVENTISM
ISLAM (MUSLIM
SUNNI VS. SHIITE

EASTERN TRADITIONS

BUDDHISM
HINDUISM
SIKHISM

VARIED TRADITIONS

BAHA'I
NATIVE AMERIAN
RASTAFARIAN MOVEMENT
SANTERIA
VOODOO
WICCA

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Chapel

- Our Chapel is located on the first floor near the main visitor's lobby and is open 24 hours a day. Staff, Patients and Visitors of all faiths are welcome to visit, for prayer and quiet reflection.
- Blessing and Dedication services are held in the Chapel throughout the year. Patient Memorial Services are held annually in the Fall, to honor patients who have died at Conway Medical Center.

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How to contact a Chaplain

- **Daily:** Contact a Hospital Chaplain directly at (843) 455-2312; (843) 347-8155 or (843) 234-6714. Directors office is located next to the Chapel off the main lobby.

Staff

Rev. John Renfro, DMin, BCCi, FHPC

Staff Chaplain Patricia Douglass, SFCC, NACC

Volunteer Chaplains

CPE Interns

- **After Hours, Emergency Pager: 843-828-5092**

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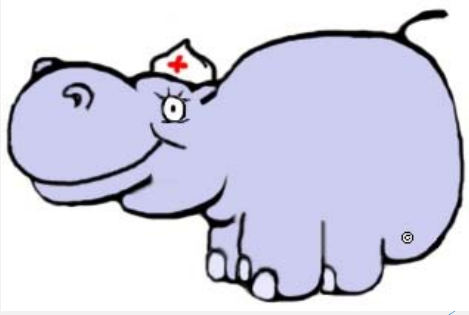
HIPAA



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CONWAY MEDICAL CENTER has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture. However, there is a law that sets a national standard to protect medical records and other personal health information. It is called the **Health Insurance Portability and Accountability Act** or HIPAA.

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What is HIPAA?

- HIPAA is a law passed by congress in 1996.
- HIPAA sets national standards for the protection of patient information, the compliance deadline was **April, 2003**.
- HIPAA applies to ALL health care providers: hospitals, physicians, insurance companies, labs, home care companies and surgery centers.
- HIPAA covers ALL forms of protected health information… oral, written and electronic.

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Why are we, as volunteers, involved with HIPAA training?

- It is everyone's responsibility to take the confidentiality of patient information seriously. Anytime volunteers come in contact with patient information (or any personal health information) written, spoken or electronically transmitted, they become involved with some facet of the HIPAA regulations! It is for this reason that the law requires awareness training for **all** healthcare personnel, including volunteers.

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What is **Protected Health Information (PHI)**?

- According to HIPAA **all** of the following information can be used to identify a patient:
- Addresses
- Dates
- Telephone or fax numbers
- Social Security Numbers
- Medical Records Numbers
- Patient Account Numbers
- Insurance Plan Numbers
- Vehicle Information
- License Numbers
- Medical Equipment Numbers
- Photographs
- Fingerprints
- Email addresses
- Internet addresses

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IIHI

- This information is referred to as **individually identifiable health information** (IIHI). Removing a patient name from a chart is no longer sufficient to **de-identify** the patient. HIPAA refers to this information as **protected health information** or **PHI**.
- Any health information that identifies someone or can be used to identify someone **MUST BE PROTECTED**.

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Sharing patient information

- HIPAA, under the Consent Rule, allows for the provider of care to use health information for **Treatment, Payment** and **Operations** **(TPO).**
- Before HIPAA it was common to use patient information for other purposes and to share more than the **minimum necessary** information. Now patients need to give prior authorization for the use of their health information for non-TPO purposes.
- Under the **Minimum Necessary Rule** volunteers should only have access to the information they need to fulfill their assigned duties.

11/16/2018

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What is **TPO**?

- HIPAA allows us to share patient information for:
- **Treatment ~** Providing care to patients
- **Payment ~** Getting paid for caring for patients
- **Operations ~** Normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.
- If use of the information does not fall under one of these categories **you must have the patient's signed authorization, before sharing that information with anyone!**

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If personal health information (PHI) is involved

And Ask Yourself ~ Does my sharing this information involve TPO for that patient?

(Treatment, Payment, Operations)

If the answer is NO ~Don't pass it along unless you have been authorized to do so!!
This includes information you may see or hear about hospitalized volunteers, friends and acquaintances. Sharing information for non-TPO purposes requires authorization from the patient involved.

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What are the consequences of not complying with the law?

- It has always been against hospital policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are now fines and penalties for this.
- We treat privacy seriously, which is why every volunteer and team member is required to sign a confidentiality form.
- A breach of privacy may result in termination.
- Wrongful and willful disclosure of health information carries fines and can involve jail time.

98

What is new with Patient Rights?

- Under HIPAA, patients have a right to know how their health information may be used or disclosed, and that they have certain privacy rights. These rights, some new and some revised, are communicated to our patients through a document called **Notice of Privacy Practices (NPP).**
- **NEW rights** allow patients to:
- Obtain a list of who we have shared their health information with 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

99

REVISED rights allow patients to:

- Review and copy their medical record
- Request restrictions on the use or sharing of their information, such as **"opting out" of the hospital directory.**
- Before HIPAA, it was not uncommon for patient's private information to be given to other companies for the purpose of **marketing products** or services. Now, HIPAA states you must get the patient's signed authorization before doing this.

100

Providing for the security of patient information

- HIPAA says we must protect all patient information on computers by:
- Properly signing-on with individual IDs and passwords
- Signing-off of computers if walking away from the desk
- Keeping IDs and passwords CONFIDENTIAL
- Protecting computer screens from unwanted viewing
- Do not use personal electronic devices to electronically transmit information.

101

Through Proper Disposal of Information

- We have to handle and dispose of patient information carefully, such as using a **shredder** instead of throwing patient information away. The procedure for the proper disposal of health information will be part of service-specific training!
- RULE OF THUMB....NEVER dispose of patient information in any open area trash bin. When in doubt, ASK.

102

With the use of e-mail & fax

- HIPAA says we must protect all patient information transmitted electronically.
- Volunteers involved with these tasks will receive special training.
- Volunteers are NOT authorized to work in the patient electronic medical record.
- Do not use personal electronic devices to electronically transmit information.

11/16/2018

103

Reporting Violations

- It is EVERYONE's responsibility to report violations, or wrong doings. 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 / liaison or your Volunteer Director is a good place to start for answers to your questions ...or for reporting issues.

104

Remember to.....

- **ALWAYS STOP**, and ask yourself, should I be sharing this patient information?
- If it doesn't pertain to **TPO**, don't discuss it!!!
- Think of patient information about fellow volunteers, neighbors and acquaintances as **protected information, not for sharing!!!**
- Dispose of patient information by placing in appropriate shredding bins...**never in an open waste basket**.
- Turn **computer screens off** if you leave the station for any reason.
- **Report all abuses... enforcing the regulations is everyone's responsibility!**

105

Health Information Director can be contacted at

BART HAAS
bhaas@cmc-sc.com
Director Health Information Management
Privacy Officer
843-347-8204 internal extension 8204

106

Corporate Compliance & YOU!

Corporate Compliance Program

Established to ensure the organization operates in accordance with laws and regulations.

It is designed to:

- PREVENT unethical or illegal business conduct.
- DETECT when unethical or illegal business conduct has occurred.
- CORRECT any such conduct.

11/16/2018

Compliance Program Elements

- **Code of Conduct** – it is the foundation document of our corporate compliance program.
- **Corporate Compliance Office(r)** – Develops implements, operates and oversees the program – assisted by the CCC.
- **Polices and Procedures** – Describes operational compliance requirements & instructions.
- **Education & Training** – Ensures employees have the information needed.

11/16/2018

Compliance Program Elements Continued

- **Ease of Communication** – ability of staff to report concerns.
- **Enforcement** – ensure disciplinary standards are imposed for non-compliance.
- **Auditing and Monitoring** – Involves ongoing review of potential areas of risk.

11/16/2018

What Can Go Wrong?

- All sorts of Data issues. PHI (Protected Health Information)
- False Claims Act
- Healthcare Fraud and abuse.

11/16/2018

Who Monitors Corporate Compliance Programs?

- The Department of Health and Human Services Office of the Inspector General
- The US Department of Justice
- The Federal Bureau of Investigation
- The Center for Medicaid and Medicare Services
- State Medicaid Fraud Units
- Office of Civil Rights

11/16/2018

Your role – CMC Code of Conduct

- Patient Promise: Safe, Respectful, Confidential, Rights, Quality Care.
- All Policies and Procedures
- Conflict of Interest
- Environmental Laws
- Gifts Policy - individual versus dept
- Data Security – your passwords and cards
- Facility Access and Security

11/16/2018

Your Role - Reporting

- Responsibility to report any suspected violation (gut feeling area of concern) of law, regulation or policy.
- Ways to Report:
  - Reports may be made to a supervisor or Department Director
  - Corporate Compliance Officer – Matt Securro, VP, Human Resources 843-347-8112
  - Executive Administrator
  - Anonymous reports - Hotline
- You may not be retaliated against for making a good faith report.

11/16/2018

HOTLINE

TOLL FREE

COMPLIANCE HOTLINE

1-888-398-2633

OPERATED BY AN INDEPENDENT COMPANY

24 HOURS A DAY, 7 DAYS A WEEK

SPANISH LINE AVAILABLE

11/16/2018

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SAFETY COACH

What Is the Safety Coach Program?

A program that encourages safe work practices to build a culture of doing things

the *Right* Way,

the *Safe* Way,

Every Day.

Why Do People Do Unsafe Acts?

- It Won't Happen To Me
- Safety Is Not My Job
- Safety Is Boring
- PPE Is Uncomfortable
- I Just Forgot
- Lack Of Training

Have You Heard Any Of These Excuses?

How It Works

Give a card to someone doing the *Right* thing

This encourages positive reinforcement and the likelihood they will continue to do the *Right* thing and set the example for others to follow.

Before you know it, everyone is doing the right thing, the safe way, every day.

Thank someone for……

Cleaning Up a Spill

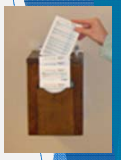
Wearing the Right PPE

Doing proper Hand Hygiene

Doing proper Lifting Techniques

Doing proper Sharps Disposal

The Safety Coach Program Drastically Decreases the Rate of Work Related Injuries! Safety Coach's Role



- Encourage Safe Work Practices
- Conduct safety observation
- Acknowledge others outside of your department as well
- Turn in safety observation card to Drop Boxes
- Get lucky & win a Safety Coach Prize!

How To Complete A Safety Coach Observation Card

Please Print Clearly

- Front Side Of Card, Your Name, Badge # & Department
- Check Yes or No for Safe or Unsafe
- If Task Done Unsafe, Do Not Record Person's Name
- If Task Done Safely, Record Person's Name And Badge #
- Record your Name and Badge #
- Thank Person for doing a GREAT JOB!

Your Safety Coach Observations

DO Make a Difference!

Safety Management & Error Prevention

- Universal Precautions
  - Washing Your Hands
- TB testing requirements
- Isolation Signage
- RED RULES
- Electrical Safety
- SDS
- SREO /SHARE / FEEDBACK
- Lifting
- Codes / Fire Safety
- No Pass Zone
- Wheelchair Safety

122

Universal Precautions

- Means that all employees and volunteers treat All Blood & Body fluids as they were infected with AIDS , HIV or Hepatitis B.

123

Wash Your Hands!

- Wipes Must Have A Minimum Of 60% Alcohol
- When hand washing sing……Row-Row-Your-Boat & Pressure to ensure cleanliness

124

Hand Washing

- You Never Know What A Patient Might Have
- Utilize **Personal Protection Equipment = (PPE) ie: gloves/gown**
- Most People Catch A Cold Or Flu By Direct Contact With Others
- Washing Your Hands Ensures A Low Probability of YOU Being Infected
- Single Most Important Thing A Person Can Do To Reduce The Chance of Being Infected By Another Persons Illness…..**Wash your hands**

125

Recommended Practices for Volunteers

- Report TB exposures or signs & symptoms of exposure to your supervisor x5486 and report to the employee health nurse x8061
- On large spills leave housekeeping duties to housekeeping, but you can isolate the spill by using barricades and placing yellow pads over the spill. Never walk by a spill hazard.
- Report any unsafe conditions to your supervisor x5486 or the safety director x8175
- Exercise caution when driving your auto to the hospital as the leading cause of injury and death is auto accidents

126

Recommended Practices for Volunteers

- Never enter isolation rooms
- Never transport blood or body fluid specimens, nor clean up such spills
- **Practice Universal Precautions** and place yellow over-the-spill mats on any liquid in the hallways, patient rooms, etc. and immediately notify housekeeping Ascom phone: 7641, 7642, 7600 or 7653
- Comply with your onboarding 2 step TB testing and orientation packet
- Comply with annual training including and annual TB test is required.

127

Transmission-based Precautions (isolation) Volunteers DO NOT enter Isolation Rooms

- **Special Enteric Precautions (brown sign)**
- **Droplet Precautions (orange sign)**
- **Airborne Precautions (pink sign)**
- **Contact Precautions (green sign)**

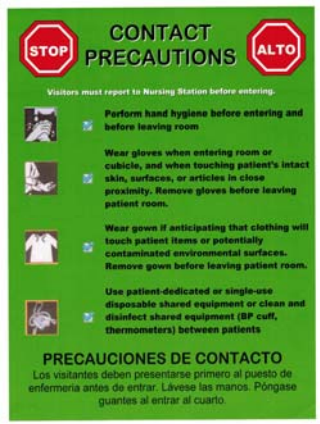
128

Volunteers DO NOT ENTER

129

ISOLATION DOOR SIGNAGE

ISOLATION DOOR SIGNAGE



Red Rules

SAFETY MANAGEMENT & ERROR PREVENTION

- SAFETY IS ONE OUR MOST IMPORTANT PRIORITIES
- **RED RULES** outlines behavior based expectations & HUMAN error prevention techniques as tools
- Use prevention tools & techniques
- You aide in creating a safe culture at CMC

132

Red Rules

- Communicate effectively
  - Be personally responsible for effective communication
  - Identify self, department and purpose
- Take time out for Details
  - Attend carefully to important details
  - Use S.T.A.R. - A self checking technique to reduce errors: **Stop, Think, Act, Review**

RAISE THE RED FLAG

133

Red Rules

- Commit to Safety – be fully accountable for safety of yourself & all internal & external customers
  - Adhere to Red Rules
  - Stop when unsure
  - Seek clarification & assistance
    - **Verify Patient Identity Using Two Identifiers**
  - Arm band - Request patient to speak their name
  - Compare arm band and name to patient documentation

134

Red Rules

HAND WASHING IS PART OF RED RULES

- **ALWAYS** Wash Your Hands or Use Hand Sanitizer BEFORE and AFTER After EVERY Patient Contact

SAFETY IS EVERYONE'S RESPONSIBILITY

135

Electrical Safety

- Report Unsafe electrical conditions to your supervisor and to Maintenance x8116
- Inspect all electrical cords for damage or cracks before each use
- Use only electrical appliances that have grounded 3 wire plug-ins
- A slight burning smell or a cord that is very hot to touch is a key indicator of defective equipment
- Remember water and electricity do not mix

136

Safety Data Sheets

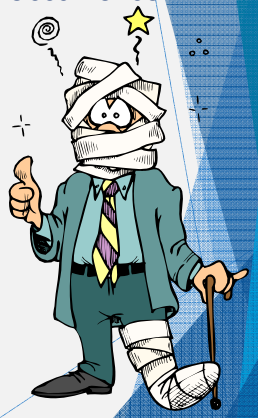
- A **Safety Data Sheet (SDS)** contains written information about the chemical and the possible hazards.
- Conway Medical Center is required to maintain a SDS on all chemicals used in the hospital.
- Master file of all SDS is maintained in the Emergency Department x8138.

137

Fax-On-Demand is available by dialing 1-800-451-8346 and give them the name of the chemical. The SDS will be sent to the closest fax machine.

138

Supervisors
Report Of Employee
Occurrence



- Immediately Report Any Incident or Accident
- Investigations Help Prevent Recurrence
- Hospital Has Insurance On Each Volunteer

139

Reporting Accidents

- Conway Medical Center urges any volunteer who is injured while volunteering at CMC, CPG or KNC to immediately report the injury to the director of volunteers x5486 or a supervisor immediately.

140

Reporting Compliments or Complaints

- Conway Medical Center urges any volunteer who receives a compliment or a complaint to share the information with the Department Manager, Customer Service Coordinator or the Director of Volunteer Services.
- If there is an issue a member of Management may address immediately.
- This information may be entered into our FEEDBACK database for follow up by a staff member.

141

- A **Supervisors Report of Employee Occurrence (SREO)** must be completed by you and your supervisor.
- To help prevent future accidents, work with your supervisor to complete an accident investigation.
- The SREO will be turned into the employee health nurse the day of the injury by the supervisor.
- The supervisor will forward the report of a patient or visitor injury to the Hospital's Risk Manager the day of the injury,

142

Spills

A Cause Of Serious Injuries at Conway Medical Center

- Treat Any Spill As Dangerous Unless you Know what it is
- Stop & Take Action
- Spills Stations are throughout the Entire Hospital
- Any one can place Absorbent YELLOW Pad on Spills, Barricade & Notify
- Large Spills - Place Pop-up Safety Cone @ Spill & Notify Housekeeping
- Report any spills requiring housekeeping assistance

143

Reporting Accidents

- Accidents with injury to patients and visitors should be immediately reported to your supervisor. The hospital's Risk Manager will be notified. Prompt reporting of an accident ensures that quick medical care can be provided if necessary.
- A **SHARE** report can be found on the CMC intranet and must be submitted electronically by a staff member.
- **SHARE** = Staff Help All by Reporting Events

144

Respirators

- Volunteers ARE NOT placed in a position that requires a Respirator

145

Proper Lifting

- Ask Hospital Staff to help you.
- Do not lift patients.
- Know your limits and don't exceed them; get assistance.
  - Bend your knees and not your back.
  - Let your legs do the lifting.
  - Do not rotate back & hips, turn as a unit.

146

PLAIN LANGUAGE

HOW TO REPORT AN EMERGENCY

- Immediately call the Emergency (Switchboard) Operator at "5555". Your call will be answered immediately.
- Do not call "0". You will be in que with all other calls and it may be several minutes before your call will be answered.
- Refer to your badge buddy for emergency information and important phone numbers.
- If you lose your badge buddy, contact Human Resources for a new one. (x8112)

147

PLAIN LANGUAGE

TO REPORT AN EMERGENCY CALL 5555

IDENTIFY TYPE OF EVENT + LOCATION

Operator announces 3 consecutive times

*** Activates Incident Command**

EMERGENCY CODES

BLUE = Medical Emergency

ORANGE = Bomb Threat*

WHITE + description **= Missing Psychiatric Patient**

148

PLAIN LANGUAGE

TO REPORT AN EMERGENCY CALL 5555

IDENTIFY TYPE OF EVENT + LOCATION

- **FACILITY ALERT FIRE**
- **FACILITY ALERT TORNADO**
- **FACILITY ALERT MASS CASUALTY ***
- **FACILITY ALERT CONTAMINATION***
- **FACILITY ALERT TECHNOLOGY INTERUPTION**

149

PLAIN LANGUAGE

TO REPORT AN EMERGENCY CALL 5555

IDENTIFY TYPE OF EVENT + LOCATION

- **SECURITY ALERT BOMB THREAT**
- **SECURITY ALERT ACTIVE SHOOTER***
- **SECURITY ALERT ARMED SUBJECT CONTROLLED ACCESS***
- **SECURITY ALERT SECURITY ASSISTANCE***
- **SECURITY ALERT MISSING ADULT/CHILD/INFANT**
- **SECURITY ALERT MISSING PSYCHIATRIC PATIENT**

150

PLAIN LANGUAGE

MEDICAL EMERGENCY "Code Blue"

Announcement:
"Medical Alert + Code Blue + Location"

- When it is noted that someone is experiencing a medical emergency of any kind, Call "5555" and inform the Emergency Operator that you have a medical emergency and the location.
- An Advanced Life Support team will immediately respond to the location and administer the care that is necessary.

151

PLAIN LANGUAGE

Bomb Threat

Announcement: Security Alert "Code Orange"

- Employees are to search their departments and the adjacent public areas. When the search is completed a post it note should be placed on the door or cabinet. If there is time for a second search, by another employee an "X" should be placed on the post it note.
- If anything suspicious is found, do not move, lift, or shake. Call Security immediately.
- Await further instructions from Incident Command.

152

PLAIN LANGUAGE

Missing Psychiatric Patient

Announcement: Security Alert "Code White"

- Code White is a code used when a committed patient is attempting to leave the hospital.
- The Operator will announce Code White and a description of the missing psychiatric patient.
- Employees will search their departments and adjacent public areas for the wandering patient.
- KNC employees should observe KNC entrances and outside areas surrounding their facility.

153

PLAIN LANGUAGE

Missing Psychiatric Patient cont….

- If you see this patient,
  - Do not approach them or attempt to get them to return to their room.
  - Call the Emergency Operator (5555) and notify them of the location of the patient.
- The operator will use the hand held radio to relay this information to Security and the nursing units so that appropriate staff can assist the patient back to their room.

154

PLAIN LANGUAGE

RAPID RESPONSE

Announcement: None

- Rapid Response is called when a patient experiences early signs of clinical deterioration to prevent them from having a respiratory or cardiac arrest.
- The Emergency Operator is called at "5555" and reports that a rapid response is needed and the location.
- This is not paged overhead. The operator will make a special notification through beepers to have the appropriate personnel respond.
- Volunteers are to step aside to allow staff to perform their clinical duties.

155

PLAIN LANGUAGE

Fire

Announcement:
"Facility Alert + Fire Detector + location"

- Know the location of your fire alarm and extinguisher in your department.
- Never use an elevator during a fire.
- Fires or other emergencies can require evacuation of patients; therefore, know your evacuation route and Rally Point.

156

Rally Point

- A Rally Point is a specific place outside the facility where employees & patients meet after evacuation to determine if everyone is accounted for.
- Every department has a Rally Point. **The volunteer rally point at the main hospital building is out the front lobby doors to the parking lot on your left closest to Singleton Ridge Road.** All volunteers in off site locations should be instructed by a manager at the site in which they volunteer.
- Check with your manager in off site locations to know your Rally Point.
- A volunteers responsibility is to leave immediately via the closest safe exit.

157

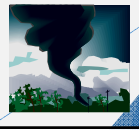
PLAIN LANGUAGE

Tornado

Announcement:

"Facility Alert + Tornado Warning. A weather alert has been issued for the immediate area. Please remain in the building.

- Stay informed of the local weather if at all possible.
- Close all blinds and be prepared. Patients will be moved away from windows.
- Close all doors



158

PLAIN LANGUAGE

Mass Casualty

Announcement:

"Facility Alert + Mass Casualty Incident (Internal or External)"

- Mass Casualty is used to denote that we are receiving a increase number of victims into our Emergency Department. Which means that our staffing and supply needs may exceed our available **resources.**
- This is announced as **Mass Casualty - Internal**, if the disaster has occurred inside the facility and will be arriving to the Emergency Department quickly.
- If it is announced as **Mass Casualty - External**, the disaster has occurred outside the facility and the victims are being brought to the Emergency Department via EMS which allows us time to prepare.

159

PLAIN LANGUAGE Codes

Contamination

Announcement:

"Facility Alert + Decontamination needed + location (if known). Please avoid this area."

- Our greatest risk during a hazardous chemical spill is the contamination of our facility or campus.
- CMC has a Decon Team that is trained to respond and provide the decontamination that is required

160

Recognition of a Contaminated Patient…..

- Hopefully a contaminated victim would enter through the Emergency Room.
- They could become contaminated by a chemical inside our facility
- Some obvious signs of contamination would be:
  - >Discolored clothing.
  - > Foul Odor.
  - > Liquid or Gel on skin or clothing.
  - > Complaining of burning or pain.

161

If you encounter a contaminated victim…..

- Get the victim outside where there is better ventilation; remain upwind if possible
- Stay a minimum of 10 feet from the victim, escort the victim to the fixed decon room outside the ambulance entrance.
- Notify the Emergency Operator at "5555" and have her page a Contamination and the location.

162

What are Hot Zones?

- Hot Zones will be marked with tape to denote areas of chemical contamination or hostage situations.
- Do not enter these areas unless properly trained or told to do so.
- During a lockdown the gate guard would inform the incoming employee of the location of a hot zone and where you should park.
- Information will also be posted on the hospital Intranet if the event lasts for an extended period of time.

163

PLAIN LANGUAGE

Armed Subject

Announcement:

"Security Alert + A threatening situation exists in XYZ

All persons should immediately move away from this location

- Upon recognition of a gunman or armed subject of any kind **Avoid, Deny, Defend**

164

Three Minutes…..

- Once notified, Law Enforcement will respond to an Active Shooter as quickly as possible
- Response time averages about three minutes
- Your immediate actions should be focused on maximizing your personal safety until Law Enforcement is able to stop the threat

165

Armed Subject

- **Avoid starts with your state of mind**
  - **Pay attention to your surroundings.**
  - **Have an exit plan.**
  - **Move away from the source of the threat as quickly as possible.**
  - **The more distance and barriers between you and the threat, the better**

166

Armed Subject

- **Defend when getting away is difficult or maybe even impossible.**
  - **Keep distance between you and the source.**
  - **Create barriers to prevent or slow down a threat from getting to you.**
  - **Turn the lights off.**
  - **Remain out of sight and quiet by hiding behind large objects and silencing your phone.**

167

Armed Subject

- **Deny because you have the right to protect yourself.**
  - **If you cannot Avoid or Deny be prepared to defend yourself.**
  - **Be aggressive and committed to your actions.**
  - **Do not fight fairly. THIS IS ABOUT SURVIVAL.**

168

Armed Subject

- **CALL 911 When you are in a safe area.**
- **Inform the 911 Operator that this is an active shooter situation.**

169

PLAIN LANGUAGE

Controlled Access (Lockdown)

Announcement:
"Facility Alert + Controlled Access + location (if known). Please avoid this area."

- Controlled Access, previously referred to as a lockdown, may vary based on the need. In certain situations (Contamination, External Disasters, Violence, etc.) a controlled access of the building and roadways may be required to protect the safety of the employees, patients, visitors and volunteers. In other situations it may be necessary to control access to the hospital or the Emergency Department.

170

Controlled Access cont..

- If there is a controlled access to a certain department (ED or MCHS) you could enter this area with your employee code, but DO NOT allow others to enter. They MUST use their own code or not be allowed access.
- During a controlled access employees must enter thru Cypress Circle between the Administrative Building and Hospital Bed Tower.
- Make sure you always carry your ID badge home with you. Never leave it on your desk or in a locker.

171

PLAIN LANGUAGE

Security Assistance

Announcement:
"Security Alert +Security Assistance + Location"

- Remember if you "See Something, Say Something", Call Security at 7555 and report anything suspicious. This includes unattended packages, bags, someone loitering around an entrance or in the corridors.
- Call the Emergency Operator at "5555" when you have a potentially violent situation or feel you or your coworkers are threatened and need assistance immediately. Ask her to page Security Assistance to the location.

172

PLAIN LANGUAGE

Missing Patient

Announcement:
"Security Alert + Missing Patient + Description. Staff to cover assigned exits. Call "5555" if someone meeting this description is found."

- Dial the Emergency Operator at "5555" if you note that a patient is missing, give a detailed description such as: 56 year old white male, 5'9" tall, wearing a hospital gown).
- Employees should search their departments and adjacent public areas for the missing patient.
- Everyone should be on the look out for anyone meeting this description.
- Call "5555" the emergency operator if someone meeting this description is found.

173

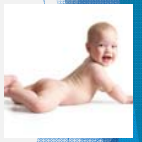
PLAIN LANGUAGE

Infant/Child Abduction

Announcement:
"Security Alert + Missing Infant/Child + Staff to cover assigned exits. Stop anyone with an infant/child. Call "5555" if located."

Infant means the patient does not walk and will be carried or concealed in a bag or box.

Child means the patient can walk, but may be carried.



174

Infant/Child Abduction cont….

- Upon hearing the announcement, employees will search their departments and adjacent public areas for the infant/child.
- KNC employees should observe KNC entrances and outside areas surrounding their facility.
- At least one employee will man the department's assigned exit.
- If your department is assigned a radio (and it is readily available), take it to your assigned exit and turn it to channel 2 for Security.
- Do not let any infant/child leave without being properly identified.
- Call the Emergency Operator at "5555" if someone meeting the description is found.

175

PLAIN LANGUAGE

ALL CLEAR……

At the conclusion of any emergency situation; the Emergency Operator will make an announcement to include the type of incident + all clear. This will be announced three times.

For example: **"Facility Alert + Fire Detector + All Clear; Facility Alert + Fire Detector + All Clear; Facility Alert + Fire Detector + All Clear."**

176

NO PASS ZONE

It is everyone's responsibility to assist our patients

If you are on the nursing floors and a call light in the hall is on……DO NOT WALK BY……

YOUR ACTION SHOULD BE:

- Knock on Patients door
- Enter Room
- Use hand sanitizer
- Say Hello, my name is_____, I am a volunteer here at Conway Medical. Is there something I can help you with?

11/16/2018 177

NO PASS ZONE

It is everyone's responsibility to assist our patients

Scripted responses:

- I would be happy to help you
- Let me find your nurse to assist you
- I just spoke to your nurse, they will be here in about (number of minutes) to help you.
- Thank you for allowing me to help you.
- Before I go, is there anything else I can do for you?
- Smile, Say Goodbye, Use Hand Sanitizer, exit

11/16/2018 178

NO PASS ZONE

It is everyone's responsibility to assist our patients

DO's

- Help patient with call light, telephone, bedside table, chair…
- Help get personal items such as a blanket, pillow, towel, washcloth, slippers, toiletries…
- Place pens, pencils, books magazines in reach
- Help them make or answer phone calls
- Help turn TV on/off or change channel
- Help turn lights on/off

11/16/2018 179

NO PASS ZONE

It is everyone's responsibility to assist our patients

DON'T

- Don't Answer questions about tests, treatments or medications
- Don't raise or lower bed or assist a patient in/out of bed
- Don't enter isolation room
- Don't turn off alarms, IV pumps or machines
- Don't' give the patient food or drinks without talking to the nurse first

11/16/2018 180

Wheelchair Safety

- **Do not transport a patient exceeding 250 lbs.**
  - Tactfully ask clinical staff to complete the transport to not embarrass the patient, visitor or yourself.
- Volunteers do not transport **patients with an IV**
- Volunteers do not transport patients with a **pull along Oxygen container**. O2 must be in proper carrier.
- Be Properly Trained Before Using a WheelChair

11/16/2018 181

Wheelchair Safety

- Think "Brakes On " when getting the patient in and out of the wheelchair
- Always have foot rests in proper position
  - Up for entry/exit
  - Down and in use while pushing
- Push slow and keep to the right
- Avoid short, abrupt stops
- Maintain awareness of proximity to walls and doorways to avoid hand pinch points

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Wheelchair Safety

- Exercise caution, especially at intersections, use the mirrors to view around corners
- Back into elevators & exit going forward
- Back thru doorways, use the auto door openers when available, most door actuators have a time delay
- Avoid public elevators with patients
- Set brakes before releasing control of chair
- Avoid use of public elevators

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Security

- Security Officers can be reached via beeper 381-6826 seven days a week 24 hours a day.
- Hospital personnel must wear photo ID badges at all times
- Maintain personal valuables under lock & key
- Preferably do not bring valuables while volunteering as lockers are NOT provided for all volunteers
- Immediately report any incident to security
  - x 5555

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Volunteer Services Department Resources

https://www.conwaymedicalcenter.com/volunteers-only/

- Electronic version of Orientation Presentation
- Volunteer Services Department forms for volunteers
- Instructions for electronic time keeping
- Leave of Absence Form
- Policies and Procedures
- CMC Volunteer Services Handbook
- CMC General Handbook
- Parking Map

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Words to Remember

"The secret of joy in work is contained in one word: **EXCELLENCE.**

To know how to do something well is to enjoy it."

Pearl S. Buck

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Make it a rule of Life……never to regret
And never to look back.

Thank you for being a volunteer with
Conway Medical Center!
IT IS A CHOICE

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This concludes the orientation presentation. Please read, sign and return all forms in your packet including the post tests; return them to the Director of Volunteers.
Make your appointments for PPD (TB) testing

WORKING TOGETHER
TO MAKE CMC THE BEST IT CAN BE

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