

Conway Medical Center Traditional Volunteer Orientation Presentation



CMC
CONWAY MEDICAL CENTER

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WELCOME we are committed to COMPASSIONATE CARE and SERVICE EXCELLENCE

Here you will learn about:

*Who We Are ~ our Mission, Vision & Values
Service / Expectations / Recovery / AIDET /
Culture / Diversity / Chaplain Services
HIPAA / Corporate Compliance
Infection Prevention / Safety ~ Red Rules
Language Services / And more.....*

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CMC FACTS

- Opened in 1928; present building 1982
- President & Chief Executive Officer:
 - Mr. Bret Barr
- Licensed beds ~ 210
- Private Not for Profit Hospital
- Accredited by DNV
(Det Norske Veritas Healthcare Inc.)

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- Governed by 16 member Board of Trustees
- New Patient Tower ~ 2008
- New Administrative Service Building 2007
- New Cancer Center 2019
- New Pharmacy 2019
- Employees 1600+
- Volunteers 150 +
- Addition of 2 new OR rooms 2018
- Physician Network Services > 20 private offices
- Acute Inpatient Rehabilitation 2021
- Medical student affiliation Campbell University
- Duke affiliation specialties
- Service Area: Horry, Georgetown, & Marion counties

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CMC Volunteer Services

- Approximately 150 Volunteers serving in 30+ assignments in areas within Conway Medical Center entities, Physician Network Services, Mobile Mammography Van and the HEALTHREACH Van
- Volunteers & auxiliary volunteers donate approximately 40,000 hours/year

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Entities

- Conway Medical Center
- Physician Network Services
- HealthReach Mobile Van for health screening and education
- Mobile Mammography Van
- Out Patient Diagnostic Center
- Horry Medical Associates
- Partner of Friendship Medical

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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
 - 29 Auxiliary members. Active in the Foundation special events and other fund raising events.
 - Management of the CMC Auxiliary Gift Shop by the Auxiliary President
- Marjorie O'Grady, CMC Auxiliary President

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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

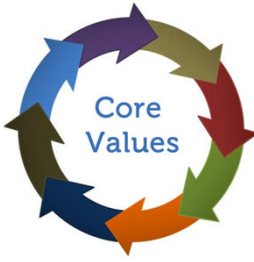
CMC will be the regional healthcare system of choice, by delivering high value service across a seamless continuum of care.

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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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CONWAY MEDICAL CENTER

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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Patient & Family Expectations Kindness ~ Empathy 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 - 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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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.

A moment of truth happens when a customer comes into contact with any aspect of the company, however remote, and forms an impression.

Make that impression EXCELLENT!

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

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Patient & Family Expectations - Environment

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

Example: Clean, shining floors, professional, well groomed staff

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Volunteer Uniform

- Solid color Dark or, Khaki or White slacks - NO leggings, NO denim, NO hoodies
- Capri's (NOT shorts) for ladies – May – Oct
- 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
 - 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.
- 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.
- References: H-4.3-C-POL Dress & Appearance Standards and CMC VOL 15 PRO Dress & Uniforms

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**Your 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



The CMC ID Badge is the property of Conway Medical Center. A fee will be assessed if not returned upon departure

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We have a Commitment to Excellence

**Press Ganey
Patient Satisfaction
Survey Process**

- Press Ganey conducts surveys with randomly selected patients after discharge
- Monthly and Quarterly Reports are 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 an A+

- Support your colleagues and work as a team to deliver A+ service ... never pass the buck or criticize
- Contribute innovative ideas
- Be accountable for service excellence every day
- Use every "moment of truth" interaction to influence the patient's experience
- Take ownership of excellence



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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

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
- Listen
- Treat people with respect and kindness

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Listening Skills

- Create a positive environment using non-verbal behaviors
- Your voice should be:
 - Easy to hear
 - Pleasant and warm, showing interest and enthusiasm
 - Courteous
- 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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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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Why patients praise ...

Because we:

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

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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Upset customers want to ...

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

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

Mother Teresa

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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.

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

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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 Experience Coordinator

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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 / ACKNOWLEDGE

Good Morning!!

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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.

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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.

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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.

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KEY WORDS

Key words NOT to say

- Can't, But, No, Policy
- You know how Corporate is
- It's not my job (problem)
- We're short-staffed
- No one told me you were here
- We can't get good help
- That's not my patient

Things to say instead

- "What we can do is..."
- "I can find the person who would best help you with that..."
- "I do apologize for the delay, let's get you settled."
- "What can I do for you right now?"


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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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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

FACTORS:

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

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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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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

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How to contact a Chaplain

- **Daily:** Contact a Hospital Chaplain Monday - Friday during daytime business hours:

ASCOM: 7686

Office: 843-234-6714

Voicemail Only: 843-347-8155

Pager: 1-888-972-3296

- **Nursing Supervisor may assist as needed 843-234-7659**

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HIPAA - Training for Privacy & Information Security

- *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. Passed by congress in 1996.
- HIPAA sets national standards for the protection of patient information, the compliance deadline was **April, 2003**.

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Why are 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.
- 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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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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Giving Patients Control Over their Information

Only share patient information with other faculty and staff who need the information to do their job.

Avoid accessing a patient's record unless you need to do so for your job or you have written permission from the patient.

You are not allowed to access the record of your co-worker, spouse, or family member unless there is a signed authorization form in the patient's record.

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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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Helpful Reminders

Privacy Risks

- Conversations at nurses stations, front desks, semi-private rooms, hallways, etc.
- Documents or computer monitors in view. Printers accessible by public.
- Whiteboards with patient info.
- Faxing clinical information

Approaches to Reduce the Risk

- Lower voice, ask visitors to leave the room
- Turn monitors away or use filter screens, log off or lock systems, keep documents in folders. Keep printers in secure areas.
- Use initials, abbreviations, codes, etc.
- Make sure you enter the correct fax number. Always use a cover sheet.

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Helpful Reminders

Privacy Risks

- Emailing patients, or patient information
- Leaving messages for patients
- Disposal of document or electronic media containing patient information in regular trash.

Approaches to Reduce the Risk

- Use an alternative method for communicating patient information whenever possible. Avoid emailing patient information outside of CMC.
- Limit the information on the message
- Shred documents and dispose of electronic media appropriately.

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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 commitment to confidentiality form. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and can involve jail time.

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Notice of Privacy Practices (NPP)

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 are communicated to our patients through a document called **Notice of Privacy Practices (NPP)**.

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

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Proper Disposal of Information

We MUST 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.

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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.

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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!!!
Treatment, Payment, Operations

Patient information about fellow volunteers, neighbors and acquaintances IS 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!

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The Bottom Line

Consider the patient's perspective and give them control over how their information is used.

Avoid situations in which the patient would object to how their information was used or shared.

Implement appropriate security measures to maintain the integrity of patient data, ensure its availability, and keep it confidential.

Be familiar with CMC privacy & information security policies

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To Contact the CMC Privacy Officer:

BART HAAS
bhaas@cmc-sc.com

**Director Revenue Cycle &
Data Integration**

Privacy Officer

843-347-8204
internal extension 8204

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CMC Corporate Compliance Program & YOU

Established to ensure the organization operates in accordance with laws, regulations and certain established corporate policy.

It is designed to:

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

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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 Corporate Compliance Committee.
- **Polices and Procedures** – Describes operational compliance requirements & instructions.
- **Education & Training** – Ensures employees have the information needed.

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Your Role - Reporting

- Reporting Concerns
- The CMC Corporate Compliance Program offers you access to an anonymous Hotline that is available for you to call any time 24/7. If you are aware of any possible violations of our corporate compliance policies or even if you just suspect a violation or have a related concern please call: (888) 398-2633
- You may also call this number to ask questions or to clarify corporate compliance policies. Your questions will be received by an off-site third party who will forward your concerns to the CMC Compliance Officer. Your compliance officer will never be notified of your identity if you choose to be anonymous. Please know that your anonymity is protected at all times. We will respond to all Hotline messages promptly and inform the caller through the portal of any corrective action.

Thanks,

Compliance Officer
843-347-8114 or extension 8114

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Safety Management & Error Prevention

- Universal Precautions
 - Washing Your Hands
- Health requirements
- Isolation Signage
- Hospital Safety Codes
- No Pass Zone
- Wheelchair Safety

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Universal Precautions

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

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Hand Washing

- You Never Know What A Patient Might Have
- Utilize **Personal Protection Equipment = (PPE) ie: gloves/gown/eye protection**
- 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**
- Sanitizing wipes have a minimum of 60% Alcohol

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Recommended Practices for Volunteers

- Report TB exposures or signs & symptoms of exposure to your supervisor x5486 and report to the employee health nurse x8061
- Report any unsafe conditions to your supervisor x5486 or the safety director 843-234-8878
- Exercise caution when driving your auto to the hospital as the leading cause of injury and death is auto accidents

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Recommended Practices for Volunteers

- Never enter isolation rooms
- Volunteers should not transport blood or body fluid specimens nor clean up such spills
- Comply with your onboarding health assessment, testing and immunization requirements contained in your orientation packet
- Comply with annual training including any annual health requirements as directed by Employee Health standards.

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Spills Can Cause Serious Injuries

- 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
- 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. immediately notify housekeeping Ascom phone: 7641, 7642, 7600 or 7653

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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

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Proper Lifting



- Ask Hospital Staff to help you.
- Do not lift patients.
- Know your limits and don't exceed them; get assistance

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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


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Supervisors Report of Employee Occurrence (SREO)

- **Immediately Report Any Incident or Accident**
- Investigations Help Prevent Recurrence
- Hospital Has Insurance On Volunteers
- Conway Medical Center urges any volunteer who is injured while volunteering at CMC to immediately report the injury to the director of volunteers x5486 or a supervisor immediately.



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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 supervisor will forward the report of a patient or visitor injury to the Hospital's Risk Manager.

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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)
- Contact & Droplet Precautions (orange & green)

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ISOLATION SIGNAGE – do not enter

CONTACT PRECAUTIONS

VISITORS MUST REPORT TO NURSING STATION BEFORE ENTERING.

SPECIAL ENTERIC

- ✓ PERFORM HAND HYGIENE before entering room and wash hands with soap and water before leaving room.
- ✓ WEAR GLOVES when entering room or cubicle.
- ✓ WEAR GOWN when entering room or cubicle.
- ✓ Use patient-dedicated or single-use disposable shared equipment or clean and disinfect shared equipment (BP cuff, thermometers) between patients.

PRECAUCIONES DE CONTACTO

Los visitantes deben presentarse primero al puesto de enfermería antes de entrar. Lávese las manos con agua y jabón. Póngase guantes al entrar al cuarto.

DROPLET PRECAUTIONS

Visitors must report to Nursing Station before entering.

- ✓ Perform hand hygiene before entering and before leaving room
- ✓ Wear mask when entering room
Visitors and health care workers
- ✓ Dietary may not enter
No debe entrar el dietista

PRECAUCIONES DE GOTAS DIMINUTAS

Los visitantes deben presentarse primero al puesto de enfermería antes de entrar. Lávese las manos. Póngase máscara al entrar al cuarto. No debe entrar el dietista.

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ISOLATION SIGNAGE – do not enter

AIRBORNE INFECTION ISOLATION PRECAUTIONS

Visitors must report to Nursing Station before entering.

- ✓ Perform hand hygiene before entering and before leaving room
- ✓ Wear N95 respirator when entering room
Visitors see nurse for instruction on proper use.
- ✓ Keep door closed
- ✓ Dietary may not enter
No debe entrar el dietista

PRECAUCIONES AMBIENTALES

Los visitantes deben presentarse primero al puesto de enfermería antes de entrar. Lávese las manos. Póngase máscara N95 confíto al entrar al cuarto. Mantenga la puerta cerrada. No debe entrar el dietista.

CONTACT PRECAUTIONS

Visitors must report to Nursing Station before entering.

- ✓ Perform hand hygiene before entering and before leaving room
- ✓ Wear gloves when entering room or cubicle, and when touching patient's intact skin, surfaces, or articles in close proximity. Remove gloves before leaving patient room.
- ✓ Wear gown if anticipating that clothing will touch patient items or potentially contaminated environmental surfaces. Remove gown before leaving patient room.
- ✓ Use patient-dedicated or single-use disposable shared equipment or clean and disinfect shared equipment (BP cuff, thermometers) between patients

PRECAUCIONES DE CONTACTO

Los visitantes deben presentarse primero al puesto de enfermería antes de entrar. Lávese las manos. Póngase guantes al entrar al cuarto.

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ISOLATION SIGNAGE – do not enter

CONTACT & DROPLET PRECAUTIONS FOR STAFF & VISITORS

PRECAUCIONES DE CONTACTO Y GOTAS

VISITORS MUST REPORT TO THE NURSING STATION BEFORE ENTERING
VISITANTES DEBEN PRESENTARSE PRIMERO A LA ESTACIÓN DE ENFERMERÍA ANTES DE ENTRAR

- ✓ PERFORM HAND HYGIENE before entering and before leaving room
REALIZAR HIGIENE DE MANOS antes de entrar y antes de salir de la habitación
- ✓ WEAR MASK & PROTECTIVE EYEWEAR when entering room
Wear N-95 and use Negative Pressure Room with Aerosol Generating Procedures
USAR MÁSCARA AL PROTECTOR DE OJOS al entrar a la habitación
- ✓ WEAR GOWN & GLOVES when entering room
USAR GUANTES E BATA al entrar en la habitación
- ✓ USE PATIENT-DEDICATED or single-use disposable shared equipment or clean and disinfect shared equipment (BP cuff, thermometers) between patients.
USAR EQUIPO DEDICADO AL PACIENTE o equipo compartido limpio y desinfectado los recursos compartidos (esfigmomanómetro de pulso, termómetros) entre pacientes.

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Red Rules

- **RED RULES** outlines behavior based expectations & HUMAN error prevention techniques as tools
- Communicate effectively
 - Be personally responsible for effective communication
 - Identify self, department and purpose
- Take time out for Details
 - Carefully attend to important details
 - Use S.T.A.R. - A self checking technique to reduce errors: **Stop, Think, Act, Review**

RAISE THE RED FLAG

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Red Rules

Seek clarification & assistance

Verify Patient Identity Using Two Identifiers

- Arm band - Request patient to speak their name and Date of Birth
- Compare arm band and name to patient documentation

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Red Rules

HAND WASHING IS PART OF
RED RULES

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



SAFETY IS
EVERYONE'S RESPONSIBILITY

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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.

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**Fax-On-Demand is
available by dialing
1-800-451-8346**

**Give the name of the
chemical.
The SDS will be sent to
the closest fax machine.**



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**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

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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.

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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.



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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.
- 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.

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**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

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**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 INTERRUPTION

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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.



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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.

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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



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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.

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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
- 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.

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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.



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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.

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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**

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Armed Subject

- **Call Emergency Operator at 5555 report incident and location. Operator will make necessary announcements**
- **CALL 911 When you are in a safe area if he/she saw an actual weapon**
 - **Inform the 911 Operator that this is an active shooter situation**

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Three Minutes.....

- Once notified, Law Enforcement will respond to an Active Shooter as quickly as possible
- Your immediate actions should be focused on maximizing your personal safety until Law Enforcement is able to stop the threat
- Instructions will come via paging system and/or from Law Enforcement

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Armed Subject

- **Avoid/RUN** starts with your state of mind
 - Pay attention to your surrounding
- 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

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Armed Subject

- **Defend/HIDE** 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

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Armed Subject

- **Deny/FIGHT** 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.

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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.

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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 North Tower.
- Make sure you always carry your ID badge home with you. Never leave it behind.

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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.

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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.

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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.



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Infant/Child Abduction cont....

- Upon hearing the announcement, employees and volunteers will search their departments and adjacent public areas for the infant/child.
- 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.

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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."**

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Wheelchair Safety

Please review: CMC VOL 22 PRO Wheelchair Procedures for Volunteers

- Volunteers are very responsive to aide in patient wheelchair transport.

RESTRICTIONS:

- Volunteers should not transport a **patient exceeding approximately 250 lbs.** Paid staff need to take these transports.
- Volunteers should not transport **patients with an IV**
- Volunteers should not transport patients with a **pull along Oxygen container.** O2 must be in proper carrier. Cylinders should not be placed in patients lap or leaning on a foot rest of a wheelchair
- Volunteers should not assist patients in/out of vehicles
- Volunteers should not take patients to the parking lot
 - Volunteers will politely ask clinical staff to complete the transport to not embarrass the patient, visitor, other staff member or oneself.

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7/19/2022

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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. I noticed your call light is on. Is there something I can help you with?

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Scripted suggested 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

7/19/2022

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DO's

- Help patient with call light, telephone, bedside table, chair...
- Help get personal items such as a blanket, pillow, towel, washcloth, slippers, toiletries...in reach
- 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

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

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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

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Over-the-Phone Interpreting Service

- Medical interpreter available in over 150 languages, 24/7
- Located on all nursing units
- 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**

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Security

- Security Officers can be reached via phone 843-347-7555 seven days a week 24 hours a day.
- Preferably do not bring valuables while volunteering
- Maintain personal valuables under lock & key
- Immediately report any emergent incident to Security
 - Dial x 5555 from any hospital telephone

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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

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 and sign all forms in your packet including the post tests; Call the Director of Volunteers at 843-234-5486 to schedule your health assessment appointment with CMC Employee Health nurse.

On the day of your health assessment appointment; drop off all your orientation forms to the Volunteer Services Director once you have returned your orientation documents.

*WORKING TOGETHER
to improve the overall health
of our communities by being a
leader in health care*

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Volunteer Online Doc's

Electronic version of Orientation Presentation
Volunteer Services Department forms for volunteers
Instructions for electronic time keeping
Policies and Procedures reflective of volunteers
CMC Volunteer Services Handbook
CMC General Handbook
Parking Map
Other documents as needed

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

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