Conway Medical Center Traditional Volunteer Orientation Presentation

CMC
CONWAY MEDICAL CENTER
with Novant

1

CONWAY MEDICAL CENTER

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…..

2

2

CONWAY MEDICAL CENTER

CMC FACTS

- Opened in 1928; present building 1982
- President & Chief Executive Officer:
  - Mr. Brian Argo
- Licensed beds ~ 210 with 10 operating rooms
- Private Not for Profit Hospital - Accredited by DNV (Det Norske Veritaf Healthcare Inc.)
- Acute Rehabilitation – 12 bed inpatient unit 2021
- Provider Network Services > 40+ private offices
- Ambulatory Surgery Center – 4 operating rooms

3

3

CONWAY MEDICAL CENTER

- Governed by 16 member Board of Trustees
- Administrative Service Building 2007
- New Patient Tower ~ 2008
- The Pharmacy at CMC 2019
- Addition of 2 new OR rooms 2018
- Graduate Medical Education affiliation
  - Campbell University
- Duke affiliation specialties
- Novant Health affiliation 2023
- Godwin Healing Center 2024
- Employees 2000+ Volunteers 150 +
- Service Area:
  - Horry, Georgetown & Marion counties

4

4

CMC Volunteer Services

- Approximately 180 Volunteers serving in 30+ assignments in areas within Conway Medical Center entities, Provider Network Services, Mobile Mammography Van and the HEALTHREACH Van
- Volunteers & auxiliary volunteers donate approximately 40,000 hours/year

CONWAY MEDICAL CENTER

5

5

Entities

- Conway Medical Center
- Partner with Novant Health
- Partner with Duke
- Partner with Coastal Carolina University
- Provider Network Services
- HealthReach Mobile Van for health screening and education
- Mobile Mammography Van
- Out Patient Diagnostic Imaging Center
- Horry Medical Associates
- Partner of Friendship Medical
- Health Plaza South HWY 707

CONWAY MEDICAL CENTER

6

6

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.

CONWAY MEDICAL CENTER

7

7

CMC Auxiliary Volunteers

- CMC Auxiliary Formed in March 1982 with 50 members
- CMC Auxiliary became an independent 501C Corporation
  - 25 Auxiliary members. Active in the Foundation special events and other fundraising events.
  - Management of the CMC Auxiliary Gift Shop by the Auxiliary President

CONWAY MEDICAL CENTER

8

8

CONWAY MEDICAL CENTER

MISSION STATEMENT

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

VISION STATEMENT

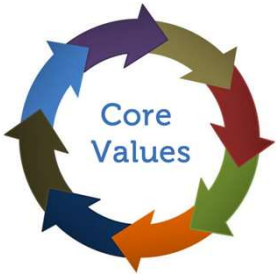
CMC will be the regional healthcare system of choice, by delivering high value service across a seamless continuum of care.

9

9

CONWAY MEDICAL CENTER

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

10

10

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.

11

11

CONWAY MEDICAL CENTER

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.

12

12

CONWAY MEDICAL CENTER

CMC FOUR PILLARS

- **Quality**: "We will achieve a Leapfrog Hospital Safety Grade of "A". This grade indicates to our patients and community that we truly are achieving the best possible outcomes in the safest environment. We must deliver the highest quality of care and safety to meet the needs and standards of our patients and community".
- **Patient Satisfaction: "**We will achieve the best HCAHPS scores and the highest Google ratings in our market. We will provide superior customer service that delights our patients and their families while making their lives easier along the way".
- **Employee Satisfaction:** "We will be recognized as the best place to work in Horry County and as one of the top places to work in South Carolina. Our culture matters. We will build and sustain, together, an equitable environment in which our employees can thrive both professionally and personally. We recognize that this is the key to outstanding patient experience".
- **Financial Sustainability:** "We must never take our focus off of the future. We must get comfortable with change and growth and embrace new and diverse ways to serve our patients and community. We will continue to make decisions today that will bring the best outcome for our staff and patients tomorrow".

13

13

CONWAY MEDICAL CENTER

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.

14

14

CONWAY MEDICAL CENTER

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

15

15

CONWAY MEDICAL CENTER

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

16

16

CONWAY MEDICAL CENTER

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.

17

17

CONWAY MEDICAL CENTER

You are part of the patient experience

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 your volunteer impression EXCELLENT!

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

18

18

CONWAY MEDICAL CENTER

Patient & Family Expectations - Environment

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

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

19

19

CONWAY MEDICAL CENTER

Volunteer Uniform

- Personal clothing and uniforms must be clean and neat.
- Volunteers are provided an official uniform top to wear which must be clean, neat and worn when on duty (there are a few exceptions of no uniform required).

Volunteer Uniform consists of:

- Jacket/vest or official CMC volunteer polo shirt. White or black sleeved shirt or official polo is the preference to be worn under jacket/vest.

20

20

Volunteer Uniform

- Dark dress slacks; preferably
  - Navy, Black;
  - Khaki (beige)or White slacks
- **- NO leggings, NO denim (blue jeans), NO HOODIES**
- Dress Capri's – (NOT SHORTS) for ladies – May – Oct
- Closed toed shoes ~ NO SANDALS

CONWAY MEDICAL CENTER

21

21

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

CONWAY MEDICAL CENTER

22

22

Your ID BADGE
The Lewis Blackman Act

- Volunteering?
- Wear it!
- Make it visible
- Wear it above your waist
- Patients have a right to know who is taking care of them
- 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

CONWAY MEDICAL CENTER

23

23

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 are posted and shared in patient care area for staff

CONWAY MEDICAL CENTER

24

24

CONWAY MEDICAL CENTER

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**: Involves every CMC staff member AND volunteer in Service Excellence

"CMC IS MY HOSPITAL"

25

25

CONWAY MEDICAL CENTER

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

Together we will succeed

26

26

CONWAY MEDICAL CENTER

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

27

27

CONWAY MEDICAL CENTER

Behavioral Expectations MISSION 56

- 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 patients & guests come FIRST
- Connect within 56 seconds

28

28

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

CONWAY MEDICAL CENTER

29

29

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

CONWAY MEDICAL CENTER

30

30

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

CONWAY MEDICAL CENTER

31

31

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

CONWAY MEDICAL CENTER

32

32

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

CONWAY MEDICAL CENTER

33

33

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

34

34

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 entity – build a positive customer relationship.
- Service Recovery is our opportunity to "turn it around" and acknowledge the customers' feelings.

CONWAY MEDICAL CENTER

35

35

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

CONWAY MEDICAL CENTER

36

36

CONWAY MEDICAL CENTER

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

37

37

CONWAY MEDICAL CENTER

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

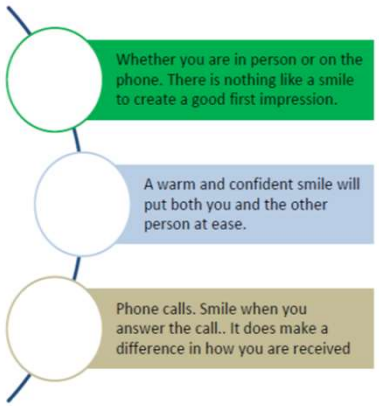
Sandy Espinal
843-347-8248
S.Espinal@cmc-sc.com
Customer Experience Coordinator

38

38

CONWAY MEDICAL CENTER

IT ALL STARTS WITH A SMILE



The 10/5 RULE

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

Good Morning!!

39

39

CONWAY MEDICAL CENTER

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.

40

40

CONWAY MEDICAL CENTER

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.

41

41

CONWAY MEDICAL CENTER

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.

42

42

CONWAY MEDICAL CENTER

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	

43

43

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

44

44

Cultural Communication

Establish a Relationship with Your Patients

- Ask about preferences before acting
- Pay attention to patient cues and follow their lead
- If they do not establish eye contact or refuse to shake your hand, a cultural custom or spiritual belief may be guiding their behavior
- Set the tone for your patient visits by asking questions:
- How would you like to be addressed? (*Remember to continue calling them by their preferred name.)*

45

45

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

CONWAY MEDICAL CENTER

46

46

Chapel

- Our Chapel at CMC 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.
- Spiritual Care is available upon request.

CONWAY MEDICAL CENTER

47

47

We Facilitate Spiritual Care

A spiritual 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

CONWAY MEDICAL CENTER

48

48

CONWAY MEDICAL CENTER

How to contact the Hospital Chaplain

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

ASCOM: 7686

Office: 843-234-6714

Voicemail Only: 843-347-8155

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

49

49

CONWAY MEDICAL CENTER

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**.

50

50

CONWAY MEDICAL CENTER

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.

51

51

CONWAY MEDICAL CENTER

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

52

52

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.

CONWAY MEDICAL CENTER

53

53

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.

CONWAY MEDICAL CENTER

54

54

What is TPO?

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

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!

CONWAY MEDICAL CENTER

55

55

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.

CONWAY MEDICAL CENTER

56

56

CONWAY MEDICAL CENTER

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.

57

57

CONWAY MEDICAL CENTER

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 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.**

58

58

CONWAY MEDICAL CENTER

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

59

59

CONWAY MEDICAL CENTER

Proper Disposal of Information

- We MUST handle and dispose of patient information carefully, such as using a shredder instead of throwing patient information away.
- If shredder is unavailable; disposal of health information is to be placed in secured confidential bins for proper disposal.

RULE OF THUMB….NEVER dispose of patient information in any open area trash bin. When in doubt, ASK.

60

60

Reporting Violations

CONWAY MEDICAL CENTER

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.

61

61

Remember to…..

CONWAY MEDICAL CENTER

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!

62

62

The Bottom Line

CONWAY MEDICAL CENTER

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

63

63

To Contact the CMC Privacy Officer:

CONWAY MEDICAL CENTER

Betsy Greene
Bgreene@cmc-sc.com

Assistant Director Health Information Management (HIM)

Privacy Officer

843-347-8394
internal extension 8394

64

64

CONWAY MEDICAL CENTER

CMC Corporate Compliance Program & YOU

Corporate Compliance is 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.

65

CONWAY MEDICAL CENTER

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 all staff have the information needed.
- **Ease of Communication** – We have the ability for staff to report concerns.
- **Enforcement** – We ensure disciplinary standards are imposed for non-compliance.
- **Auditing and Monitoring** – Involves ongoing review of potential areas of risk. Auditing & Monitoring is ongoing.

66

CONWAY MEDICAL CENTER

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: **(833) 221-0028**
- cmc-sc.ethicspoint.com
- 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 who will never be notified of your identity if you choose to be anonymous.
- Please know that your anonymity is protected at all times. A member of CMC Leadership team will respond to all Hotline messages promptly and inform the caller through the portal of any corrective action.

Jeff English, Compliance Officer
Chief Human Resources Officer
843-347-8112 or extension 8112

67

Staff/Patient Safety

68

CONWAY MEDICAL CENTER

Safety Management & Error Prevention

- Precautions
  - Washing Your Hands
- TB assessment / requirements
- Isolation Signage
- Wheelchair Safety

69

69

CONWAY MEDICAL CENTER

Hand Washing

- You Never Know What Someone 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**
- Hand sanitizing wipes have a minimum of 60% Alcohol

70

70

CONWAY MEDICAL CENTER

Recommended Practices for Volunteers

- Never enter isolation rooms / areas
- Volunteers should not transport 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.

71

71

CONWAY MEDICAL CENTER

CMC's Exposure Control Plan

- Explains how CMC complies with Bloodborne Pathogen Standard requirements.
- Describes risk categories, Standard Precautions, when/where exposure may occur, reporting and training procedures.
- Policies can be found on CMC Intranet – Policy Manager. (Refer to INF-001-0100-POL.)

Exposure Determination

- All job positions are reviewed for probability of work task exposure to blood, body fluids, or tissues.
- There are OSHA risk categories:
- Category 1 is at the highest level of risk for encountering materials that pose serious health risks. High chance of exposure to blood/body fluids and contracting infectious disease.
- Category 2 job poses less risk. – routine work requires no contact with blood/body fluids.
- Category 3 encounter fewer risks

CMC

72

CONWAY MEDICAL CENTER

RESPIRATORY PROTECTION PROGRAM

CMC's program was developed to comply with all federal and state respiratory protection regulations.

The Program includes a Tuberculosis Control Plan to protect staff from exposure to Tuberculosis.
(Refer to Policy Manager INF-9.1-PRO)

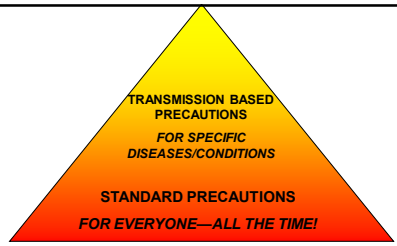
It is important that all staff know and comply with this program.

N95 Mask Training for Respiratory Protection is completed upon hire.
Volunteers do not enter isolation rooms and do not require N95 masking

CMC

73

" 2 Tier System"



STANDARD PRECAUTIONS: The 1st Tier
- According to the OSHA Bloodborne Pathogen Regulation, **every** person's body fluids are to be treated as if they were infected with the worst pathogen ("germs").
- This is so **YOU**, the healthcare worker, will protect yourself from diseases and infections.
- This is done by using task-appropriate PPE (personal protective equipment): gloves, gowns, masks, eye protection, and N-95 respirators, etc being familiar with disease transmission (how diseases are spread).

TRANSMISSION-BASED PRECAUTIONS: The 2nd Tier
- Sometimes while caring for our patients, we need additional protection (beyond Standard Precautions). These are called Transmission-based precautions.

Remember -- use STANDARD PRECAUTIONS for everyone. In situations where additional precautions are needed, you will use Standard PLUS Transmission based precautions!

74

Standard Precautions

- Previously called Universal Precautions: All blood and body fluids of all patients are treated as if infected.
- Treat everyone the same way! **This applies to ALL patients regardless of**:
  - age (birth to the end of life and everyone in the middle!)
  - appearance/socioeconomic status (a person who walks in the door wearing a 3-piece suit or a homeless person brought to the ER by EMS)
  - known medical history (be thankful if you know someone has Hepatitis or HIV because your next 3 patients may be positive, and you may not be aware of their histories)

75

Standard Precautions

How to use Standard Precautions:

- Use PPE based on degree of anticipated exposure
  - Gloves if contact with blood or body fluids is likely (starting IVs, dressing changes, etc.)
  - Gowns if soiling of clothes is likely (open draining wounds, diarrheal illness, etc.)
  - Eye/Face Protection if splashing or spraying is likely (suctioning, irrigation, etc.)
    - *Used PPE is to be disposed of into the regular trash system, unless **SUPERSATURATED** with blood*

76

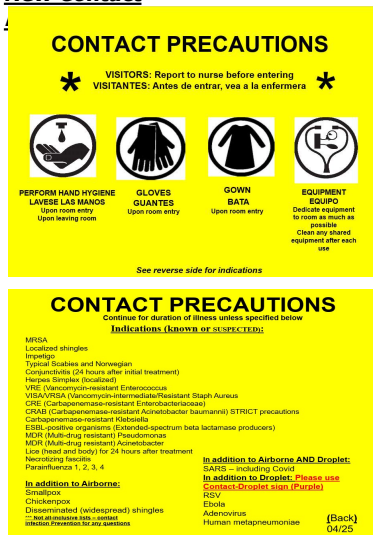
Transmission-Based Precautions

- Requires additional measures or barriers to interrupt the spread of "germs".
- 6 types of transmission-based precautions
  - Contact Precautions
  - Contact Enteric Precautions
  - Droplet Precautions
  - Airborne Precautions
  - Special Precautions
  - Contact/Droplet Precautions

All transmission-based precautions are <u>in addition to</u> Standard Precautions

77

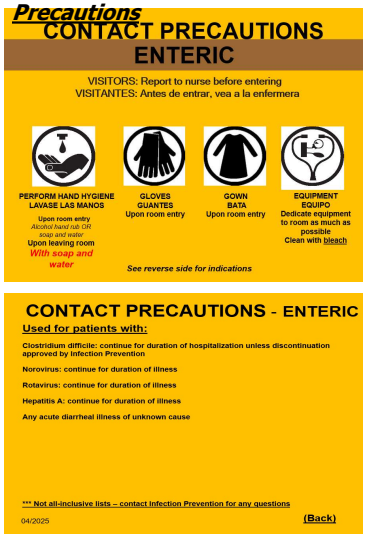
New Contact



Old Sign

78

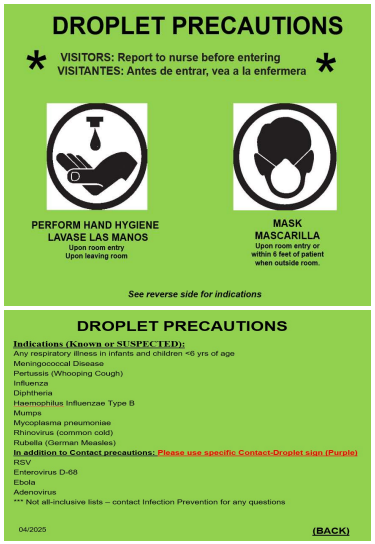
New Contact Enteric Precautions



Old Sign

79

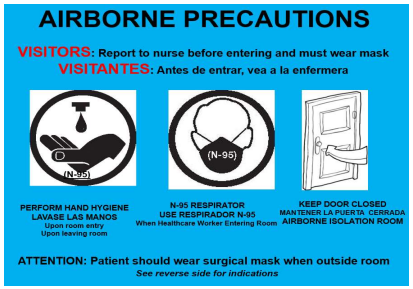
New Droplet Precautions

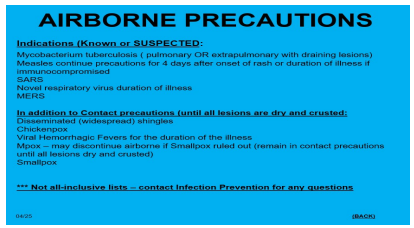


Old Sign

80

New Airborne Precautions

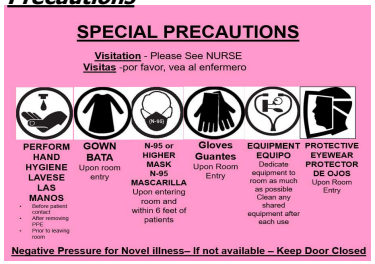


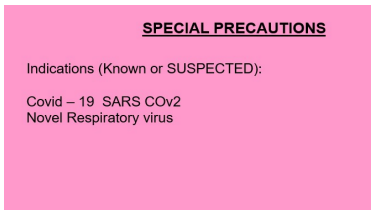


Old Sign

81

New Special Precautions – COVID Precautions





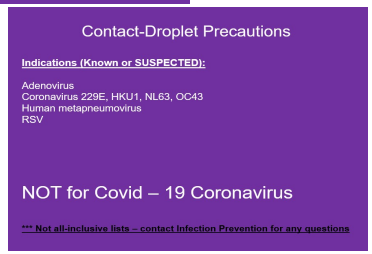
Old Sign

82

New Precaution Sign:

Use with confirmed or suspected

- RSV
- Adenovirus
- Human metapneumovirus
- Coronavirus 229E, HKU1, OC43



83

CONWAY MEDICAL CENTER

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

84

84

Red Rules

CONWAY MEDICAL CENTER

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

85

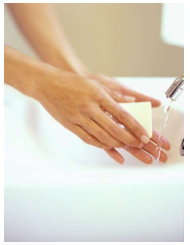
85

Red Rules

CONWAY MEDICAL CENTER

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

86

86

How to Report an Emergency in the Hospital

DIAL 5555

Immediately call the Emergency Operator at **"5555".** Your call will be answered immediately.

Do not call "0". You will be in queue with all other calls, and it may be several minutes before your call will be answered.

Refer to the back of your badge for important phone numbers.

For assistance with any emergent customer service issues.

87

HOSPITAL ALERTS - Plain Language

Conway Medical Center implemented Plain Language so that everyone (employees/volunteers/patients/visitors and vendors) would know what to do in the event of an emergency.

There are three types of ALERTS:

- **Facility Alert**: an emergency issue that affects the building.
- **Security Alert**: an event affecting the safety of employees, patients or visitors.
- **Medical Alert**: an event when someone is experiencing a medical emergency.

Upon activation of these emergencies, an announcement will be made throughout the entire facility with the type of alert, the event, and instructions for everyone on the main hospital campus.

88

HOSPITAL CODES

- Three color codes used so that families and visitors will not be alarmed and allow for controlled responses. These codes are as follow:

CODE BLUE = Medical Emergency

CODE ORANGE = Bomb Threat

CODE WHITE + description of person =

Missing Psychiatric Patient

89

FIRE

- Know the location of the fire alarm and extinguisher in your department.
- Never use an elevator during a fire.

- Fires or other emergencies may require evacuation of patients.
- Know your specific area evacuation route and Rally Point.
- If your facility is not equipped with a monitored fire detection system, you must call 911 in the event of a fire.
- If your facility is equipped with a monitored fire detection system, the system will automatically call the fire department.

90

Fire Safety & Evacuation Plan

Fire Evacuation Procedure if YOU find the fire

- **R**—**Rescue** any person in immediate danger from the fire

Any staff, patient, volunteer, or family member in/near the fire should be removed from danger.

- **A**—**Activate** the fire alarm system

Active the alarm system by immediately pulling the nearest pull station. Personnel should report to the area of the fire with firefighting equipment in hand.

- **C**—**Contain** the fire

After rescuing the patient from the room, the fire should be contained in the are it is in by closing door(s) and windows to that area.

- **E**—**Extinguish** or **Evacuate**, as necessary

If the fire is small and contained, like a fire in a trash can, extinguish the fire as quickly as possible, using the closest appropriate fire-fighting equipment. Evacuate for safety.

If the fire is not extinguishable, nursing should institute a partial evacuation to the nearest safe area behind fire walls/doors and notify Administration if not already aware of the situation.

91

91

Fire Safety & Evacuation Plan

Procedure if Patient or Co-worker is on Fire

Stop, drop and roll consist of 3 components:

- **STOP**—The fire victim must cease any movement.
- **DROP**—The fire victim must 'drop' to the ground, lying down if possible.
- **ROLL**—The fire victim must roll on the ground in an effort to extinguish the fire by depriving it of oxygen.

The effectiveness of stop, drop and roll may be further enhanced by combining it with other firefighting techniques, including the use of a fire extinguisher, dousing with water, or fire beating (blanket, rug, towel, etc.).

92

92

Fire Safety & Evacuation Plan

Fire Extinguishers

Fire extinguishers are located throughout the office and facility to extinguish and/or control a fire until the Fire Department arrives.

Types of Fires *(Extinguishers are rated for the type of fire they are made to extinguish)*

- **Type A Fire**
  Ordinary combustible materials such as wood, paper, etc.
- **Type B Fire**
  Flammable liquids such as gas, oil, grease, and other petroleum products
- **Type C Fire**
  Electrical fires

93

93

Fire Safety & Evacuation Plan

Procedure for Using Fire Extinguishers—**PASS**

- **P**—**Pull** the pin at the top of the extinguisher.
  The pin releases a locking mechanism and will allow you to discharge the extinguisher.
- **A**—**Aim** at the base of the fire, NOT the flames.
  This is important!!! In order to put out the fire, you must extinguish the fuel.
- **S**—**Squeeze** the lever slowly.
  This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
- **S**—**Sweep** from side to side.
  Using a sweeping motion, move the extinguisher back and forth until the fire is completely out.

Operate the extinguisher from a safe distance. Move towards the fire once it starts to diminish.

94

94

Fire Safety & Evacuation Plan

Fire Extinguishers

Type "A" Extinguisher

- Lasts about 1 minute
- Use on mattresses, upholstery, combustibles, liquids, wood, paper, trash, and/or persons on fire.
- Not effective on "grease" fires

Type "BC" Extinguisher

- May slow a Type A fire, but will not extinguish
- Hold by the black handle only (if not, could result in frostbite)
- Do not let the cone come in contact with the fire
- Use on kitchen and electrical fires—fuel, oil, gas, paint, grease, electrical equipment, fuse boxes, electrical wiring, and/or appliance

Type "ABC" Extinguisher

- Effective for ALL types of fire
- Holds 10lbs of non-toxic dry chemical
- Lasts 1 ½ minutes
- User should stand back 8-12 feet from the fire

95

95

RALLY POINT

Rally Point:

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

96

CONWAY MEDICAL CENTER

SECURITY ASSISTANCE AT THE HOSPITAL

Remember if you "See Something, Say Something". Call Security at 7555 and report anything suspicious. **At off sites; dial "911"**

This could include unattended packages, bags, someone loitering around an entrance or in the corridors.

Call the **Hospital Emergency Operator at "5555"** when you have a potentially violent situation or feel you or your coworkers are threatened and need assistance immediately. Ask them to page Security Assistance to the location.

97

CONWAY MEDICAL CENTER

HOSPITAL 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.

98

CONWAY MEDICAL CENTER

HOSPITAL INFANT/CHILD ABDUCTION

- Upon hearing the announcement, employees will search their departments and adjacent public areas for the infant/child.
- At least one employee will man the department's assigned exit (typically assigned and planned in advance).
- If your department is assigned a radio (and it is readily available), take it to your assigned exit and turn it to security department channel 2.
- Do not let <u>any</u> infant/child leave without being properly identified/cleared.
- Call the Emergency Operator at "5555" if someone meeting the description is found.

99

Mass Casualty

Announcement <u>in hospital</u>:
"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.

100

100

Hospital 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.

101

101

If you encounter a contaminated victim at the hospital…..

- 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 Hospital Emergency Operator at "5555" and have her page a Contamination and the location.

102

102

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.

103

103

Armed Subject @ Hospital

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
- 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
  - For all off site locations, follow facility specific protocol

104

104

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

CONWAY MEDICAL CENTER

105

105

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

CONWAY MEDICAL CENTER

106

106

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.

CONWAY MEDICAL CENTER

107

107

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

CONWAY MEDICAL CENTER

108

108

Hospital 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.

109

109

Hospital 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.

110

110

CONWAY MEDICAL CENTER

Nicotine Free Campus

- Since it is the CMC mission to improve the overall health of the community, we recognize that nicotine use or even the appearance of nicotine use at our facilities is contrary to that mission.
- Tobacco smoke is a dangerous pollutant that harms non-smokers and smokers alike.
- Additionally, smokeless tobacco and electronic delivery devices may convey an inaccurate message with their appearance and create confusion and concern for health risks to others.

HUMAN RESOURCES Policy
HR-4.3-E-POL
NICOTINE FREE ORGANIZATION

111

ALL CLEAR.....

At the conclusion of any emergency situation; the Hospital 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."**

For all off site locations, follow facility specific protocol

112

112

CONWAY MEDICAL CENTER

What to Do if You Are Injured while volunteering

- Report the injury to your supervisor/manager as soon as possible.
- Report to the Employee Health Nurse or Nursing Supervisor as soon as possible.
- Complete an Employee Occurrence Report found on the Intranet (EOR).

CMC

113

CONWAY MEDICAL CENTER

- 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 843-234-5486 or a supervisor immediately.

Employee Occurrence Report (EOR)

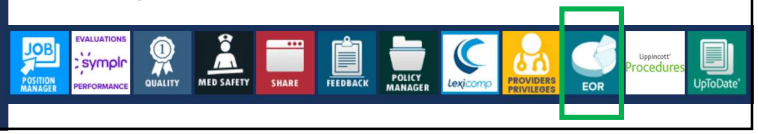
114

114

CONWAY MEDICAL CENTER

Employee Occurrence Report (EOR) must be completed by you and your supervisor.

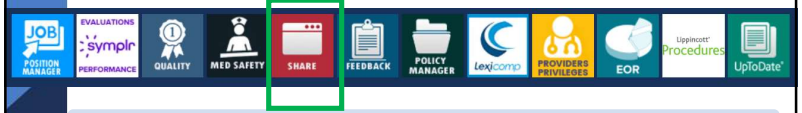
- To help prevent future accidents, work with your supervisor to complete an accident investigation.
- The EOR will be turned into the employee health nurse.
- The supervisor will forward the report of a patient or visitor injury to the Hospital's Risk Manager.



115

CONWAY MEDICAL CENTER

SHARE Reporting



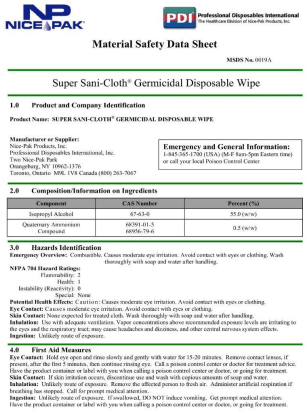
- **S**taff **H**elp **A**ll by **R**eporting **E**vents
- **SHARE** is our Safety Event reporting system and is located on CMC Intranet.
- Any situation that is inconsistent with **normal hospital operations** should be reported in SHARE. **This must be entered by an employee as volunteers do not have access to SHARE.**
- SHARE is **confidential** and **peer protected.** It is used for the purpose of performance improvement and to enhance patient/staff safety.
- Examples of things to report: Patient/Visitor Falls, Medication Variances, Events, Missed Orders, Order Entry Errors, Medical Device Events

CMC

116

CONWAY MEDICAL CENTER

Obtaining A Safety Data Sheet



NICE-PAK

PDI Professional Disposables International

Material Safety Data Sheet

MSDS No. 0019A

Super Sani-Cloth® Germicidal Disposable Wipe

1.0 Product and Company Identification

Product Name: SUPER SANI-CLOTH® GERMICIDAL DISPOSABLE WIPE

Manufacturer or Supplier:
Nice-Pak Products, Inc.
Professional Disposables International, Inc.
Two Nice-Pak Park
Orangeburg, NY 10962-1376
Toronto, Ontario M9L 1Y8 Canada (800) 263-7067

Emergency and General Information:
1-845-365-1700 (USA) (M-F 8am-5pm Eastern time)
or call your local Poison Control Center

2.0 Composition/Information on Ingredients

Component	CAS Number	Percent (%)
Isopropyl Alcohol	67-63-0	55.0 (w/w)
Quaternary Ammonium Compound	68391-01-5 68956-79-6	0.5 (w/w)

3.0 Hazards Identification

Emergency Overview: Combustible. Causes moderate eye irritation. Avoid contact with eyes or clothing. Wash thoroughly with soap and water after handling.

NFPA 704 Hazard Ratings:
Flammability: 2
Health: 1
Instability (Reactivity): 0
Special: None

Potential Health Effects: Caution: Causes moderate eye irritation. Avoid contact with eyes or clothing.
Eye Contact: Causes moderate eye irritation. Avoid contact with eyes or clothing.
Skin Contact: None expected for treated cloth. Wash thoroughly with soap and water after handling.
Inhalation: Use with adequate ventilation. Vapor concentrations above recommended exposure levels are irritating to the eyes and the respiratory tract; may cause headaches and dizziness, and other central nervous system effects.
Ingestion: Unlikely route of exposure.

4.0 First Aid Measures

Eye Contact: Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a poison control center or doctor for treatment advice. Have the product container or label with you when calling a poison control center or doctor, or going for treatment.
Skin Contact: If skin irritation occurs, discontinue use and wash with copious amounts of soap and water.
Inhalation: Unlikely route of exposure. Remove the affected person to fresh air. Administer artificial respiration if breathing has stopped. Call for prompt medical attention.
Ingestion: Unlikely route of exposure. If swallowed, DO NOT induce vomiting. Get prompt medical attention. Have the product container or label with you when calling a poison control center or doctor, or going for treatment.

Safety Data sheets are required documents for every hazardous chemical in the facility

These sheets contain information about the chemical, PPE that is required and first aid if you should be overcome by the fumes of the chemical.

CMC uses FAX ON DEMAND to obtain Safety Data Sheets service issues For Assistance with any customer service issues

CMC

117

CONWAY MEDICAL CENTER

Hazardous Product Data-Fax On Demand

- Fax on Demand is available 24/7.
- Simply call **1-800-451-8346.**
- Information they will need is:
  - Product name and number
  - Manufacturer's name
  - UPC Code
  - Fax number where the info can be faxed to you.

CMC

118

CONWAY MEDICAL CENTER

Oxygen

Must be transported via a **secure method**: rack on a stretcher or a roll around hand carrier; Volunteer must have two hands on a wheelchair and not trying to pull along an O2 container. Lap size O2 transport is permissible for a volunteer

Even though the hospital is a nicotine free facility, **NO SMOKING** signs must be displayed on the tank;

No more than 12 cylinders can be stored in any location;

If you see a related problem, report it so it can be fixed.

CMC

119

CONWAY MEDICAL CENTER

Utilities

- POWER: Conway Medical Center has two backup generators. If the electrical power is interrupted, there will be a three second outage; and the generators will restore **ALL** electricity within the hospital and selected power in other areas like the administrative services building (ASB). In the event of a power outage, the generators will start and the power will transfer within 10 seconds. ASB and other areas with emergency generators will have limited power for Life Safety (egress lighting) and red/emergency receptacles.

- Any utility failure should be reported to the Maintenance Department as soon as possible for repairs to be made by calling hospital at 843-347-7111 extension 4747. or 8116, 8157.

CMC

120

CONWAY MEDICAL CENTER

UTILITIES

- If any electrical equipment is not operating properly, take it out of use immediately – tag it so no one else will use it and report it as soon as possible. REMEMBER to include your name and an exact location of the equipment.
- Employees who care for patients with oxygen need to know where the Oxygen Shut Off Valves are located and be prepared to shut off oxygen during a fire situation. . **ONLY Respiratory Therapy and/or Nursing Supervisor** is permitted to shut off medical gases in any scenario.

121

CONWAY MEDICAL CENTER

SAFE MEDICAL DEVICE ACT AND REPORTING PROCEDURES

- A Hospital staff member or Medical Staff member who becomes aware of a medical device event shall immediately remove the device from the patient (if possible) and secure it
  - secure the device by shutting off power to the device, unplugging, and if battery powered, the power switch should be moved to the "off" position
- No changes should be made to the device (i.e., all settings should remain the same and no accessories should be removed)
- The device shall be locked in an unoccupied space
- The Staff Member shall complete an Equipment Repair Form, GNA-43-FRM, (accessible via the CMC Intranet) and attach it to the device
- Complete a SHARE report
- Notify VP of Quality or designee
  - The VP of Quality or his/her designee will take any other appropriate action after examination of the device

For additional information, please refer to policy:
Medical Device Event Reporting ADM-2.19.4-PRO

122

CONWAY MEDICAL CENTER

CLINICAL TECHNOLOGY DEPARTMENT

- Role of Clinical Technology Department: maintain, service and manage all patient related medical devices, both therapeutic and diagnostic, to achieve the safest most reliable device stature.
- What do the inspection stickers mean?
  - Clinical Equipment ID (CEID)- uniquely assigned number/code assigned to identify a specific piece of equipment

  - Trimedx Preventative Maintenance (PM) Sticker- reflects the month and year equipment is due to have routine maintenance

  - Trimedx Inventory Validation Sticker – verifies equipment has been inventoried during the year indicated on the sticker

- Service request on medical equipment or to report a malfunctioning piece of Medical Equipment Serviced by Clinical Technology please set up a Service-Now Login using the link provided under Trimedx on the CMC Homepage or call (833)267-5302
- CMC extensions are as follows: Director: 8159. Other extensions: 8580; 6762; 6786; 1408

123

CONWAY MEDICAL CENTER

SPILLS

- Treat any spill as dangerous unless you positively know what was spilled
- Stop and take action
- Spills stations are located throughout the entire facility
- Anyone can place absorbent YELLOW pad on Spills
- Large Spills - Place pop-up safety cone at spill and notify Housekeeping
- Report any spills requiring housekeeping assistance

124

CONWAY MEDICAL CENTER

Proper Lifting

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

125

125

Workplace Violence will NOT be tolerated

GREEN COULD BE MEAN

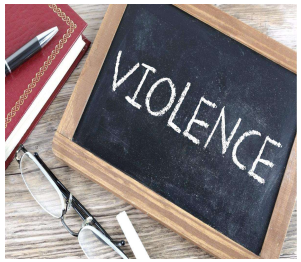
Volunteers

DON'T INTERVENE

126

126

FLAGGING OF POTENTIAL VIOLENT OR VIOLENT PATIENTS



IN AN ATTEMPT TO MAKE THE WORKPLACE SAFER. CONWAY MEDICAL CENTER HAS PUT INTO PLACE THE FLAGGING OF POTENTIAL VIOLENT OR VIOLENT PATIENTS.

THIS CONSISTS OF THE SCREENING OF ALL PATIENTS USING THE MODIFIED OBSERVATION ASSESSMENT TOOL (MOAS).

127

EXAMPLES OF IDENFIERS – volunteers do not intervene with patients who have these identifiers

- SHIELD on door or window

- BLANKET will travel with patient

128

COMMONLY ASKED QUESTIONS

1. ARE THE BLANKETS AND SHIELDS REUSABLE?
   - The blankets are not reusable. The patient can take the blanket with them when they leave. The shields are reusable.
2. WHERE DO THE SHIELDS AND BLANKETS COME FROM?
   - Nursing unit departments will order their own.
3. WHAT IF THE PATIENT ASKS WHY DO THEY HAVE A GREEN BLANKET?
   - Clinical staff can tell them that the blankets are for them to take home. Evaluate the situation in what you want to tell them.
4. DOES THE FLAG FOLLOW THE PATIENT FROM ENCOUNTER TO ENCOUNTER?
   - Yes, The flag will follow the patient to each encounter. If you see a shield on the door or window you will know there is an issue. Don't intervene.
5. DOES THE FLAG EVER COME OFF?
   - Each patient who is flagged will be reviewed by the workplace violence committee. If the incident was due to an illness, for example a UTI, the committee will remove the flag. If the patient had no episode of violence in the last visit, the committee will potentially remove the flag.

129

CONWAY MEDICAL CENTER

Volunteer Wheelchair Safety

Please review: CMC VOL 22 PRO Wheelchair Procedures for Volunteers

- **Volunteers are very responsive to aide in patient wheelchair transport at the Hospital.**

RESTRICTIONS:

- Volunteers should not transport a **patient who is morbidly obese**. Paid staff need to take these transports.
- Volunteers should not transport **patients with an pull along IV**
- Volunteers do 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 footrest of a wheelchair
- Volunteers do not assist patients **in/out of vehicles**
- Volunteers do 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.

10/2/2026 130

130

CONWAY MEDICAL CENTER

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

10/2/2026 131

131

CONWAY MEDICAL CENTER

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

10/2/2026 132

132

CONWAY MEDICAL CENTER

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 drink without talking to the nurse first

133

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 at Conway Medical Center
Spanish Interpreter

Jessica Armenta

- Monday thru Friday 8:00am to 4:30pm
- Office # 843-234-5467
- Ascom #7537

134

CONWAY MEDICAL CENTER

Over-the-Phone Interpreting Service or Video Remote Interpreting (VRI)

- Medical interpreter available in over 150 languages, 24/7 the "blue phone" is located on all nursing units & Hospice House
- A Cyracom Ipad is available on nursing units.
- Connect to an interpreter in 15 seconds or less, on average
- Efficient interpretation encounters improve efficiency and productivity

On demand access 24/7

135

CONWAY MEDICAL CENTER

Access to Feed Back

From the Conway Medical Center Intranet

- **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 so the information may be entered into our FEEDBACK database by a staff member for follow up. (not all volunteers have intranet access.

136

CONWAY MEDICAL CENTER

Access to Policy Manager

From the Conway Medical Center Intranet

All volunteer policies are located on Policy Manager and a hard copy in the Volunteer Service Center and Directors office.

If you need assistance obtaining a policy in the system, contact your supervisor as not all volunteers have intranet access.

Policy Manager has the following Policies and Procedures:

- Administrative Policies
- Exposure Control Plan
- Environment of Care Policies
- Emergency Management Policies
- Infection Control Policies
- Exposure Control Policies

CMC

137

CONWAY MEDICAL CENTER

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.

On the day of your health assessment appointment; drop off all your orientation forms to the Volunteer Services Director.

You will take your health assessment documents with you to your appointment in Employee Health Office.

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

138

138