

# General Information

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## MODULE 1

# Mission, Vision & Values

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**Mission:** To provide quality healthcare and foster health and wellness in our communities.

**Vision:** The preferred provider for high quality care, creating better health in our communities and recognized for excellence in all that we do.

**Values:**

- ❖ Patient First
- ❖ Respect
- ❖ Transparency
- ❖ Accountability
- ❖ Creativity
- ❖ Collaboration

# Evidence-Based Practice

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***Evidence-Based Practice is providing the best individualized patient care based on the most current research.***

Steps include identifying a condition, letting research guide our treatments, and changing internal processes to improve outcomes.

# Patient Harm Reporting

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Any adverse events, close calls or near misses that did or could cause harm, should be reported.

This includes hazardous or unsafe conditions that increase the chance of an adverse event occurring.

***All reports are routed to the Director of Patient Safety using the Fixit Ticket Report System, within 24 hours.***

Always include the persons involved, time, place, all pertinent facts about what happened, and what actions were taken.

Please contact your director if you need assistance with this.

# Module 1 Questions



1. Evidence Based Practice is providing the best individualized patient care based on the most current research.

Circle True or False on answer sheet

2. If there is an incident causing patient harm, the Director of Patient Safety is alerted with the Fixit System.

Circle True or False on answer sheet

# General Safety

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## MODULE 2

# Back Safety

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Back pain is due to the way we eat, sleep, sit, walk, lift and play sports. It's can also be due to poor posture, driving or riding, trauma, lack of exercise and poor nutrition.

Keep your back healthy by using the right moves:

- Bending: Correct posture, change positions frequently, bend down on one knee if necessary and ***keep the load close to your body.***
- Lifting: Firm footing, feet shoulder width apart, use your hips and legs (not your back), load close to body, tighten stomach muscles, knees bent, back in neutral position and chest forward.
- Pushing: Use both arms, elbows bent, tighten stomach muscles, stay close to load, and keep a straight back.

Improve your back health safety by knowing your limits, getting help when needed and exercising regularly.

# Electricity & Fall Safety

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The 5 primary hazards of electricity are: shocks, burns, arc-blast, explosions and fires.

Frayed cords, unsafe use of equipment and unsafe work practices are all causes of electrical accidents.

***All electrical apparatus must be approved by Maintenance (x8801) before use.***

Fall hazards can include wet floors, frayed carpets, cords, clutter, rushing and improper shoes.

# Hazardous Material Safety

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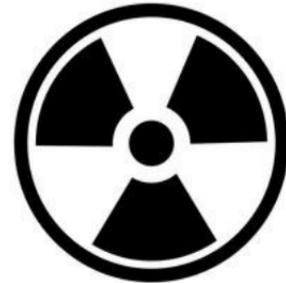
The Hazardous Chemical Information Act – a.k.a. the “Right to Know” law – requires work places to tell employees and volunteers about the effects of exposure to hazardous chemicals.

If you encounter a chemical spill, call the house supervisor and maintenance immediately. They can determine if clean-up can be done in-house or if Asheboro Fire Department help is needed.

# Radiation & MRI Safety

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- All radioactive materials and radiation-generating devices must be labeled with the universal symbol.
- Only properly trained personnel should handle materials or devices labeled as such.
- Be aware of radiation symbols on doors and equipment.
- If necessary, ask staff in Diagnostic Imaging about areas to avoid.
- All MRI departments are required by the Joint Commission and ACR to have clearly marked safety zones for patient and staff safety.
- Only patients and staff that have been trained, screened or are escorted, are allowed into zones III and IV.
- One of the main causes of accidents is the failure to realize that the magnet is ALWAYS on, even if the hospital loses power.



# Personal Safety

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- Wear your name badge.
- Be alert and continuously aware of your surroundings. If you see someone loitering, politely approach them in case they need directions. If not, make a mental note of their description and location and call security.
- Security is available 24 hours a day patrolling the building and parking deck. Call their extension x3110 or call the operator and have them paged.

# Crisis Behavior

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Use S-T-A-M-P to recognize early warning signs that a person's behavior is getting out of control:

○ Staring and eye contact

○ Tone and volume of voice

○ Anxiety or agitation

○ Mumbling

○ Pacing

- Don't isolate yourself with a potential violent person.
- Remove yourself from the situation.
- Present a calm, caring attitude. Acknowledge the person's feelings.
- Don't match threats and don't give orders. Avoid behavior that may be interpreted as aggressive.
- Always keep an open path for exit.
- Don't handle a dangerous situation alone.
- Call security x3110 or x4444 for emergencies.

# Reporting Job Injuries

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***Document with Director of Volunteer Services before you leave for the day.***

Call or email Employee Health (EH) within 24 hours.

Submit completed “Occupational Injury Report” – found on RHINO and at the EH door (Floor M) – to Employee Health before next volunteer shift.

## Module 2 Questions



1. When lifting, you should:
  - a) Keep the load close to your body
  - b) Lift, turn and twist
  - c) Bend over and pull
  
2. If you are injured during your shift, the incident should be reported the same day to the Director of Volunteer Services.

Circle True or False on answer sheet
  
3. What are the signs that indicate a person may become violent?
  - a) Staring and eye contact
  - b) Tone and volume of voice
  - c) Anxiety or agitation
  - d) Mumbling
  - e) Pacing
  - f) All of the above
  
4. Any electrical apparatus brought into the hospital must be approved by Maintenance before use.

Circle True or False on answer sheet

# Patient Safety

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## MODULE 3

# National Patient Safety Goals

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*The National Patient Safety Goals for Hospital, Laboratory and Home Health Programs have been developed **primarily to improve patient safety.***

# Preventing Patient Falls

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Identification of patients at high risk for falls include:

- *Yellow wristband*
- *Non-skid footwear*
- *Fall precaution sign on door frame*
- *Sign over head of bed*

If a patient has been identified as being high risk for falls and is seen getting out of bed or walking without assistance, they should be assisted safely to a bed or chair. Then notify a nurse or nurse tech immediately.

# Patient Abuse

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Patients have a right to a safe environment in the hospital.

Any type of abuse of a patient by a healthcare provider is a breach of medical ethics and a violation of Randolph Health's policy on Professional Behavior and Standards. Certain violations of this policy – such as assault or sexual abuse – are also crimes that can result in imprisonment.

In order to protect our patients, criminal background checks are a part of the hiring process for Randolph Health employees.

The Joint Commission requires facilities do the following:

- Educate staff about signs and symptoms of abuse.
- Identify victims of abuse and refer to appropriate outside agencies.
- Maintain a list of agencies for referral.
- Report abuse and neglect according to state and local law.

# Identifying Signs of Abuse

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Volunteers may encounter any of the following signs of self-abuse or abuse by others when assisting patients:

- Evidence of alcohol or drug abuse
- Vague physical or psychological complaints
- Visible injury to any part of the face, neck or throat
- Observed emotional abuse or marital discord
- Support person(s) reluctant to leave the victim alone with medical staff
- Patient reports of abuse

Any alleged cases of suspected child, disabled adult, or elderly abuse must be reported to the Department of Social Services Adult/Child Protective Services. If assistance is needed with the referral, contact the Case Management Department

## Module 3 Questions



1. The main purpose of the National Patient Safety Goals is to improve patient safety?  
Circle True or False on answer sheet
  
2. Identification of patients at risk for falls include:
  - a) Yellow wristband
  - b) Sign on door frame and above bed
  - c) Non-skid footwear
  - d) All of the above

# Fire Safety

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## MODULE 4

# If you detect fire...

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***Call out, find and pull nearest fire alarm, and call x4444.***

Using a Fire Extinguisher

- Pull the pin
- Aim the nozzle at the base of the fire
- Squeeze the handle
- Sweep the extinguisher back and forth

# If you hear a fire alarm...

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- **All corridor traffic must stop!**
- Close all doors
- Keep visitors in your immediate area until “All Clear” announcement is made
- Do not allow anyone to use the elevator
- Assist staff as you are able in R-A-C-E
  - **Rescue** – removing anyone in immediate danger
  - **Alarm** – call out “Fire Alarm (location)”, pull nearest alarm box, call x4444 and report “Fire Alarm – Room #”
  - **Confine** – close doors and windows in area where fire is located
  - **Extinguish** – extinguish fire, if possible, with a fire extinguisher, otherwise evacuate

## Module 4 Questions



1. The four steps of the RACE fire response plan are Rescue, Alarm, Confine, and Extinguish  
Circle True or False on answer sheet
2. The three steps involved in reporting a fire are calling out, pulling the nearest fire alarm and calling x4444.  
Circle True or False on answer sheet
3. When the fire alarms sounds, all corridor traffic must stop including staff, volunteers, and visitors.  
Circle True or False on answer sheet

# Patient Rights

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## MODULE 5

# EMTALA

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EMTALA is the Emergency Medical Treatment and Active Labor Act.

***Any person requesting assistance for a potential emergency medical condition will receive a screening, performed by a qualified provider, to determine whether an emergency exists regardless if they can pay.***

Persons with emergency medical conditions will be treated and their condition stabilized without regard of ability to pay for services.

# Advance Directives (pt. 1)

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There are two (2) types of Advance Directives:

- An Advance Directive Regarding A Natural Death, commonly called “Living Will”, and,
- Health Care Power of Attorney.

Advance Directives (AD) come into force when the person who has executed the AD loses their decision making capacity.

As long as the person has cognitive ability, they are their own medical decision maker even though they may have an AD in place.

# Advanced Directives (pt. 2)

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***The Spiritual Care staff is responsible for reviewing advance directives with interested patients from 9:00 – 4:00 weekdays.***

If a patient desires Advance Directives information, a referral is ordered.

Chaplains respond to referrals within 24 hours of request.

The following are NOT Advance Directives:

- DNR: Do Not Resuscitate form
- MOST: Medical Order for Scope of Treatment form from and signed by an MD, PA or NP, and patient or patient representative
- Durable Power of Attorney
- Last Will and Testament

## Module 5 Questions



1. Who at Randolph Health is responsible for reviewing Advance Directives?
  - a) Any Randolph Health employee
  - b) Spiritual Care staff
  - c) Security Personnel
  
2. EMTALA applies to any person who walks in the emergency department and requests medical evaluation regardless if they can pay for services.

Circle True or False on answer sheet

# Cultural Diversity

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## MODULE 6

# Cultural Diversity Values

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- *If someone looks Hispanic/Latino, DON'T assume they only speak Spanish.*
- *Accepting and appreciating differences among people.*
- *Understanding our fellow volunteers and coworkers.*
- *Working together as a team.*
- *Acknowledging the strengths and weaknesses of each person.*

# Communication Differences

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Depending on the culture, a person might favor or be offended by:

- Eye contact
- Gestures
- Certain tones and volume of your voice
- Standing too close or too far away

Watch and listen to the other person for clues and tailor your responses if possible. If you accidentally offend someone, apologize.

It's impossible to know social customs of every culture but everyone should be treated with ***fairness and respect***.

## Module 6 Questions



1. Cultural diversity means:
  - a) To accept and appreciate different people
  - b) Understand our coworkers and work as a team
  - c) Working together as a team
  - d) Acknowledge the strengths and weaknesses of each person
  - e) All of the above
  
2. Which of the following communication approaches does NOT differ across different cultures?
  - a) Loud tone of voice
  - b) Maintain eye contact
  - c) Treating others with fairness and respect
  - d) Gesturing
  
3. I should assume people who look Hispanic or Latino only speak Spanish.  
Circle True or False on answer sheet

# Sexual Harassment

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## MODULE 7

# What is sexual harassment?

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- Sexual advances
- Requests for sexual favors
- ***Conduct of harasser is sexual in nature and unwelcome***
- Sexual harassment in work places can include actions that imply “Quid Pro Quo” or create a hostile environment.
- Supervisors are prohibited from firing, demoting or causing difficulties for anyone who complains of harassment or who supports the complaints.

# Volunteer Responsibility

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- Review the sexual harassment policy
- Know what sexual harassment means
- Do not harass co-workers
- Complete the sexual harassment education module annually
- If you're a victim:
  - ***Confront the harasser directly***
  - ***Tell the harasser their conduct is unwelcome and must stop***
  - ***File a complaint***
  - ***If harassment does not stop, report to the Director of Volunteer Services or Human Resources***

## Module 7 Questions



1. Sexual Harassment occurs when the conduct of the harasser is sexual in nature and unwelcome.

Circle True or False on answer sheet

2. If you feel you have been harassed, it is your responsibility to confront the harasser, tell them their conduct is unwelcome and must stop, and file a complaint.

Circle True or False on answer sheet

# Infection Prevention

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## MODULE 8

# Breaking the Chain

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Elements of the Chain of Infection are:

- Infectious Agent (organisms)
- Source (reservoir)
- Portal of Exit
- Mode of Transmission
- Portal of Entry
- Susceptible Host

***The weakest link, and the easiest to break, is the Mode of Transmission.***

# Patient Precautions

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***Standard Precautions are used for ALL patients to prevent infection.***

Transmission-Based Precautions are used to prevent the spread of other infectious or drug resistant organisms, and include:

- Contact Precautions,
- Droplet Precautions, and
- Airborne Precautions.

***Volunteers should never enter rooms marked as precaution rooms.***

# Hand Hygiene (Washing)

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- Turn on the water (warm water)
- Wet your hands
- Dispense soap into your hands (no bar soap for healthcare workers).
- Work up lather and use friction to clean surface of hands (between fingers, back and front of hands, thumbs, and under fingernails) for at least 20 seconds
- Rinse well, keeping hands directed down
- Dry hands thoroughly starting with fingertips, progressing to wrists
- Use paper towel to turn off faucet
- When wearing gloves, clean hands before putting them on

# Hand Hygiene (Sanitizer)

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- Alcohol based hand gels may be substituted for hand-washing with soap and water when hands are not visibly soiled
- When using alcohol-based hand sanitizer:
  - Put product on hands and rub hands together
  - Rub all surfaces until hands feel dry
  - This should take around 20 seconds
- When wearing gloves, clean hands before putting them on

## Module 8 Questions



1. Infection control focuses on breaking the chain of infection by focusing on which link?
  - a) Infectious agent
  - b) Source
  - c) Mode of transmission
  - d) Susceptible host
  
2. Which precaution applies to ALL patients?
  - a) Contact precautions
  - b) Airborne precautions
  - c) Standard precaution
  - d) Droplet precautions
  
3. Volunteers should not enter precaution rooms.

Circle True or False on answer sheet

# HIPAA and Corporate Compliance

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## MODULE 9

# What is HIPAA?

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- HIPAA is the Health Insurance Portability and Accountability Act, passed in 1996.
- It demands use of Protected Health Information (PHI) ONLY when:
  - ***Treating patients***
  - ***Obtaining payment for treatment***
  - ***Improving healthcare operations***
- PHI includes:
  - Demographic: name, address, phone/fax, email, next of kin, date of birth, photograph
  - Financial: employer, social security number, medical record number, insurance
  - Clinical: patient charts and bill, reason for visit, test results, surgery or treatment performed, diagnosis

# What is Corporate Compliance?

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- A commitment to an ethical way of conducting business.
- A system for doing the right thing.
- Purposes for a Corporate Compliance program include:
  - To protect patients and improve their quality of care
  - To demonstrate Randolph Health's commitment in promoting good corporate conduct
  - To assist in identifying and preventing criminal and unethical conduct
  - To create a centralized source of information on health care regulations

# Compliance & Reporting

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- Never share your password, PIN, door access codes or your ID badge
- Don't share the fact that a patient – regardless of family member or friend – is receiving care at Randolph Health. Because you're a volunteer at the hospital, you could be in violation of HIPAA. The patient can share their own information. Our smaller towns and communities make us especially vulnerable. We know a lot of our neighbors!
- And not sharing includes posting on social media like Facebook.
- To report a suspected compliance or privacy issue, contact Randolph Health's Corporate Compliance/Privacy Officer at 336.633.7771 or the Compliance Help Line at 336.633.7724.

# Conflicts and Ethics

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- A conflict of interest arises when an influence to choose one alternative over another could affect the performance of your role in an organization.
- One example would be a potential for financial gain. It's one of many incentives that can lead to bias in a subjective activity and can be subtle and unrecognized by the people involved.
- An ethical issue occurs when a choice becomes self-serving rather than serving the best interest of others and the choice results in a moral compromise.

## Module 9 Questions



1. What are the only reasons that protected patient data is accessed?
  - a) Treating a patient
  - b) Obtaining payment for treatment
  - c) Improving health care operations
  - d) All of the above
2. What is PHI (protected health information)?
  - a) Demographic: name, address, phone/fax, email, next of kin, date of birth, photographs
  - b) Financial: employer, social security number, medical record number, insurance
  - c) Clinical: patient chart, patient bill, reason for visit, test results, surgery performed, diagnosis
  - d) All of the above
3. What is compliance?
  - a) A system for doing the right thing
  - b) A commitment to an ethical way of conducting business
  - c) Both A and B
4. It's okay to post on Facebook that your best friend is in the hospital.

Circle True or False on answer sheet

# Volunteer Reminders

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MODULE 10

# For Volunteers...

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Everyone's role – volunteer, staff, administrative or medical – is to serve the needs of our patients and community. The following reminder slides are specific to your role as a volunteer in that service – and may be a brief review of the most important content viewed earlier.

# Confidentiality

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Volunteers are held to the same high standards of confidentiality as other members of the Randolph Health medical and administrative staff.

***We are all bound by a legal and ethical obligation to protect the privacy of patients.***

# Professionalism

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Volunteers should be professional. Everyone – from staff and patients to visitors and vendors – are treated with respect and dignity.

Be aware of your body language and expressions.

Do not use off-color humor or jokes others could construe as offensive.

***Leave your biases and political or cultural philosophies at home.***

If you have a complaint or suggestion, bring it to Jill Cofer, Director of Volunteer Services at the offices on M level. You can also email [jill.cofer@randolphhealth.org](mailto:jill.cofer@randolphhealth.org) or call 336.629.8886.

***“Appropriate dress” means no jeans or shorts and closed-toe shoes for safety.***

Volunteers should wear their Randolph Health lanyard with name badge whenever “on duty”. And volunteers should not wear colognes, after shave or fragrances lotions.

# Attendance & Assignments

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Randolph Health volunteers are a vital part of the day-to-day operation of the hospital. Your “work” commitment is as important as any paid employee’s.

Schedules, shifts, and assignments will continue to evolve as the needs of the hospital units and departments change, and as more activity is allowed.

If you need a break or a change of assignment, please let us know. We’ll make every effort to find a better match. Needs are changing quickly and new areas identified each week.

# Absences

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That being said, if you are unable to come in for your shift, ***you should make every effort to find a substitute.*** If you need a list of fellow volunteers to call, let us know.

True emergencies happen...otherwise, plan ahead. If you have an appointment scheduled in a few weeks, work on a substitute now. Make arrangements with the other volunteers in your area.

If unable to find a substitute, call 336.629.8889 as soon as possible. (x8889 is forwarded to Jill's x8886.) If no-one answers the phone because we're away from our desks or on the phone, leave a voice mail message.

The first time you don't show and don't notify, we'll call in hopes it was a simple mix-up. Subsequent absences may result in a temporary substitute being brought in, a permanent change to your schedule, or you being asked to resign your assignment.

Regardless of your "assignment" – whether in support of a medical unit or in an ancillary area – you being here matters!

## Module 10 Questions



1. Blue jeans and sandals are appropriate work attire.

Circle True or False on answer sheet

2. Currently, volunteers must wear face masks unless eating or drinking.

Circle True or False on answer sheet

3. Biases and personal philosophies should be left at home.

Circle True or False on answer sheet

4. Volunteers should make every effort to procure a substitute if unable to work their scheduled shift.

Circle True or False on answer sheet



It can't be said enough... Thank you for your time...your talent...and your caring!