

General Information

MODULE 1

Mission, Vision & Values

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

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

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 Incident Reporting 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.

Performance Improvement

Performance improvement – ways to improve safety and quality of care – is EVERYONE’S responsibility.

Speak up when you notice situations (like spills), equipment (like broken wheelchairs), or processes that may not be safe for patients or staff. Contact Environmental Services, Maintenance, or the Volunteer Services office depending on the incident.

If one of our wheelchairs falls into disrepair, please roll to the Maintenance Department hallway with a note explaining the problem when convenient. Let the Volunteer Services office know as soon as possible so we’ll know one of our chairs is out of commission.

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. Broken wheelchairs should be taken to the Maintenance when convenient.

Circle True or False on answer sheet

3. If there is an incident causing patient harm, the Director of Patient Safety is alerted with an Incident Report.

Circle True or False on answer sheet

General Safety

MODULE 2

Back Safety

Back pain is due to the way we eat, sleep, sit, walk, lift and play sports. It 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

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.

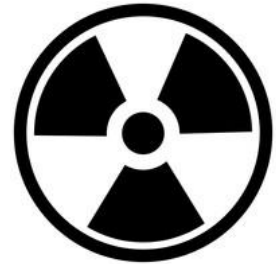
Hazardous Material Safety

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

- 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.



Reporting Job Injuries

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.

Personal Safety

- 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 x5176 or call the operator and have them paged.

In-Person Emergencies

If a visitor OR employee comes to you having a medical emergency, call x4444 and state “Rapid Response” and the location. The House Supervisor will come to your location, assess the situation, and escort the person to the Emergency Department as warranted.

Don’t call the ED yourself or tell the person having the emergency to call the ED.

Crisis Behavior

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 potentially 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.

Threats & Lockdowns (pt 1)

When an internal or external situation that threatens the workplace happens, a lockdown may be called.

An Internal Threat is already inside the facility and movement of people may expose them to increased risk. Internal threats include communication of threats and/or physical altercations and visible weapons.

During an External Threat, staff and visitors should be discouraged from leaving the facility until the threat is eliminated. Civil unrest is an example of an external threat.

Threats & Lockdowns (pt. 2)

During a Department or Facility Lockdown and when possible, volunteer should help staff by:

- Remaining with or near any patients or visitors.
- Closing all nearby patient rooms, offices and doors.
- Maintaining a visual of the situation, if possible, until assistance arrives.
- Watch for and report any suspicious activity and unsafe situations.
- Contact switchboard or security of any suspicious activity or individuals.

Also during a Facility Lockdown, all exterior doors are locked, prohibiting anyone from entering. Entrance or exit is only through the ED Triage entrance. *Volunteers should remain in place until the situation is cleared.*

Module 2 Questions



1. If an employee collapses near you, call x4444 and state your location.
Circle True or False on answer sheet
2. 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
3. During a facility lockdown, volunteers should clock-out and head home.
Circle True or False on answer sheet

Patient Safety

MODULE 3

National Patient Safety Goals

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

Preventing Patient Falls

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***

Patients identified as being high risk for falls should not be out of bed or walking without assistance. If seen, assist them safely to a bed or chair and notify a nurse or nurse tech immediately.

Patient Abuse

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

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

MODULE 4

If you detect fire...

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...

- **All corridor traffic must stop!** This includes ALL volunteers regardless of where you are, and regardless of whether you are on your own or escorting/transporting someone.
- 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

MODULE 5

EMTALA

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)

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)

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 to the emergency department and requests medical evaluation regardless if they can pay for services.

Circle True or False on answer sheet



Cultural Diversity

MODULE 6

Cultural Diversity Values

- *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

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***.

Interpretation Services

Randolph Health offers interpretation services to meet the needs of our patients and visitors through:

- In house Spanish interpreters
- The MARTTI System (a video interpretation system for multiple languages, including sign language). The MARTTI System machines are in the ED, Outpatient Center, and inpatient units on the 3rd & 4th floors.
- The Language Access Network is an over-the-phone service at 1.844.739.2090.

Module 6 Questions



1. Cultural diversity means:
 - a) To accept and appreciate different people
 - b) Understand our fellow volunteers and coworkers and work as a team
 - c) Working together as a team
 - d) Acknowledging 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



Harassment

MODULE 7

What is harassment?

- Harassment can include:
 - Sexual advances or requests for sexual favors
 - Harassment based on race, religion, creed, national origin, ancestry, sex, pregnancy, gender (including sexual orientation and gender identity), age, physical or mental disability, citizenship, genetic information, past, current or prospective service in the uniformed services, or any other characteristic protected under federal, state or local law.
- ***Conduct of harasser is unwelcome and uncomfortable***
- Sexual harassment 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

- Review the harassment policy in the Blue Book
- Know what harassment means
- Do not harass co-workers
- 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

MODULE 8

Breaking the Chain

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

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)

- 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)

- 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. Which precaution applies to ALL patients?
 - a) Contact precautions
 - b) Airborne precautions
 - c) Standard precautions
 - d) Droplet precautions

2. Volunteers should not enter precaution rooms.

Circle True or False on answer sheet

HIPAA and Corporate Compliance

MODULE 9

What is HIPAA?

- 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?

- 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

- 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

- 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

MODULE 10

For Volunteers...

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.

Make a Difference

If appropriate to your service area, keep patient support persons updated.

Say, “Thank you.” Smile and make eye contact.

Actively listen when being addressed.

Be aware that the perception from a patient, visitor, family member, fellow volunteer or staff member is influenced by the way we conduct ourselves as individuals.

Exhibit professional courtesy to co-workers.

Assume personal responsibility to resolve a problem or complaint.

Confidentiality

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

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

Knock and identify yourself before entering a room

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, call 336.629.8886 or email.

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

Attendance & Assignments

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.

Visitors & Security

If a visitor asks to speak to a staff person, ask if they have an appointment:

- If the visitor answers “yes”, ask for the name of staff person and time of appointment. Call the staff person and ask whether they will come to your location or want you to escort the patient to their location. **Vendors MUST check-in at kiosk.**

If the visitor answers “no” or doesn’t have a staff person’s name:

- Ask for the reason of visit.
- If a vendor, offer to take their materials to forward to the person they had requested.
- If a visitor, escort to the waiting area in front of SPU and inform them you will send someone shortly.
- Inform Beth Pierce at the SPU desk and ask her to call x8882.
- If necessary, go to the Quality Management offices and let someone know the situation, including the visitor/patient’s name and the nature of the visit. Return to the SPU desk.
- Beth will continue to notify Quality or call Security as necessary.

Absences

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 or 336.629.8886 as soon as possible. If no answer, 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. If a visitor has an appointment, it's okay to escort them without calling the staff person to confirm.

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



15,751 hours in 2024!