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An Affiliate of  UnityPoint Health

# Volunteer Handbook

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*This handbook is revised periodically. Updated versions are available on LCHC's website at [www.lchcia.com](http://www.lchcia.com) or in the Volunteer Services Department.*

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Dear Volunteer:

Welcome to Lucas County Health Center. I am very pleased that you have chosen to serve our organization.

Our staff is made up of competent, caring individuals, who have set high standards for themselves and their work. I believe that you will find the work environment at Lucas County Health Center supportive and rewarding.

Our mission, vision, and core values are located on the following page. You will want to adopt these values and learn our mission/vision as they form the basis of our operations at LCHC.

This handbook is designed to answer questions that you may have, and to help guide you in your daily service. You will, no doubt, have questions from time to time that may not be fully addressed in this handbook. We encourage you to discuss any concerns that you may have with your supervisor or the Volunteer Services Department staff.

Again, welcome to Lucas County Health Center.

Sincerely,

Brian Sims, CEO

## **Lucas County Health Center History**

In 1956, a group of citizens interested in developing a county hospital gathered 200 signatures in support of the project and placed the matter in the hands of the Lucas County Board of Supervisors. A public vote November 6, 1956, showed the public was firmly behind constructing a county hospital. The supervisors issued \$200,000 in bonds to begin the process.

The Lucas County Memorial Hospital Foundation, Incorporated formed and organized a drive to raise matching funds to comply with the Hill-Burton Act requirements. Foundation members Judge Harold Levis, John Woodman, F. B. Ryan, and John Baldrige were able to raise \$170,000 in private funds.

The first trustees – Delbert James, Arthur Keller, Oliver Kent, Fred Curtis, Dean Ferguson, Earl Wright, and Oran Garrett – met to decide how to pursue the construction of a modern hospital in Chariton. Months of attention to the smallest detail produced a hospital plan including 35 beds, 12 bassinets, and a modern surgical facility.

Construction, on what would become Lucas County Memorial Hospital, began in the fall of 1959. A grand opening was held May 1, 1961. A 48-bed addition was constructed in 1969 with a two-unit ambulance service added in 1970.

In 1985, Northridge Living Center was developed to meet the growing need for residential facilities for the elderly. The original Northridge Living Center provided 27 rooms for residents. Eight additional rooms were added in the spring of 2000.

In 1986, the Lucas County Memorial Hospital adopted the name of Lucas County Health Center.

In 1992, the Medical Office Building (6,570 square feet), Emergency/Outpatient Service expansion (13,821 square feet), diagnostic services, and mobile services dock expansion were completed.

## **Our Mission**

We will promote and enrich the health and wellbeing of those we serve.

## **Our Vision**

Guided by our core values, we will provide quality family-centered healthcare.

## **Our Core Values**

- **Stewardship** – We manage our talents and resources in a trustworthy and responsible way within the scope of our mission.
- **Excellence** – We surpass the ordinary and continually improve the delivery of quality services.
- **Dignity** – We recognize the uniqueness of each individual by promoting an atmosphere of trust, respect, compassion and cooperation.
- **Hospitality** – We create an environment where everyone feels welcome.
- **Integrity** – We hold ourselves to the highest standards of professionalism in the delivery of all services.
- **Teamwork** – We work together to achieve our mission.

# INTRODUCTION

The overall Volunteer Services policies of Lucas County Health Center (LCHC) are based upon the belief that qualified volunteers working in harmony to “promote and enrich the health and wellbeing of those we serve” are the most valuable asset the Health Center can possess. To this end, the Board and Administration of the Health Center have adopted the mission, vision, and values noted previously.

This handbook has been prepared for all volunteers of LCHC and outlines the general personnel policies and guidelines of the Health Center. This handbook supersedes and replaces all previously published handbooks, as well as policies covering the same subject matter as this handbook.

As a volunteer, you are responsible for reviewing these policies and procedures immediately when you receive them and for abiding by them. If you do not understand these policies and procedures, you should contact your supervisor or Volunteer Services for clarification.

This handbook cannot anticipate every situation or answer every question that may arise regarding your volunteer service. Please direct any questions that you may have about your service to your supervisor or to Volunteer Services.

## Policies Review

To maintain equitable and up-to-date Volunteer Services policies, these policies will be reviewed at least annually, but more frequently if circumstances justify such review. Responsibility of review lies with the Volunteer Services Department.

**This handbook is presented as a matter of information only. The Health Center reserves the right to add to, change, or eliminate any or all of the policies or procedures described at any time with or without notice. Likewise, the Health Center retains the right to interpret its policies and procedures and such interpretation will be binding on the Health Center’s volunteers.**

## Health Requirements

All Lucas County Health Center Volunteers have the following requirements for health documentation:

- 2 TB skin tests
- Flu Shot
- Basic Physical

We will discuss these options with you at your interview and how to complete this requirement.

Once you are active, active volunteers are required to get a flu shot annually. If you decline a flu shot you will be asked to wear a mask while providing service at the Health Center.

## Service by Adults

- Acceptance of an adult for volunteer service at Lucas County Health Center locations will depend upon the adult's ability to meet the requirements of the volunteer services program.
- After an interview, volunteer assignments are made according to interest, availability, and ability to fulfill requirements and designated hours.
- All adult volunteers will turn in an application, provide documentation of the health requirements, and complete an interview.
- All adult volunteers will complete orientation and safety training prior to starting service.
- **Annual updates are required for all adult volunteers for Safety Training, HIPAA Training, Customer Service and flu shots.**

## Service by Teens

- The minimum age for teen volunteers is fourteen (14).
- Acceptance of a teen for volunteer service at Lucas County Health Center will be contingent upon the teen's ability to comply with the requirements of the volunteer service program. After an interview, volunteer assignments are made according to interest, availability, and ability to fulfill requirements and designated hours.
- All teen volunteers will turn in an application, provide documentation of the health requirements, complete an interview and a signed parental consent form.
- All teen volunteers will complete an orientation and training session that includes safety, age-specific guidelines, and universal precautions.

## Volunteer Code of Conduct

- **Be Positive:** Display a **positive** image of Lucas County Health Center by demonstrating courteous and professional behavior toward patients, physicians, employees and visitors and by following the values of LCHC.
- **Be Sure:** Look into your heart and know that you really want to help others. Know your own limits.
- **Be Convinced:** Believe in the value of what you are doing.
- **Accept the Rule:** Don't criticize what you don't understand. There may be a good reason.
- **Speak Up:** Ask about things you don't understand.
- **Be Willing to Learn:** Training is essential to any job well done. Prepare for each assignment.
- **Keep on Learning:** Know all you can about your hospital and your assignment. Use your time wisely; don't interfere with others' performance.
- **Welcome Supervision:** Consult with supervisor when unclear on policy or action. You will do a better job and enjoy it more if you are doing what is expected of you.
- **Be Dependable:** Your word is your bond. Do what you have agreed to do. Don't make promises you can't or won't keep.
- **Be a Team Player:** Find a place for yourself ON THE TEAM. Constructive feedback will improve effectiveness.



# **GENERAL INFORMATION**

## **Name Badges**

Volunteers are required to wear and display their identification at all times during hours of work. Please wear it above the waist in a manner that can be easily seen by patients and visitors.

Lost badges are to be reported to the Volunteer Department immediately. Faded or broken badges should be turned in and will be replaced at no cost to the volunteer. Upon termination or resignation, badges must be returned to Volunteer Services.

## **Personal Appearance**

Everyone must observe a dress code and present themselves to others in a manner and dress that is both professional and conservative. We reserve the right to dismiss you if this is not followed.

### ***General Guidelines***

- Clothing should be clean and pressed.
- Soft-soled shoes (no sandals or open-toe shoes).
- Hair neat in appearance (no hats or large hair ornaments).
- Jewelry and makeup kept to a minimum
- No perfumes, aftershave, or cologne (some patients may be allergic)
- Name tag to be worn at chest level and visible at all times
- No shorts, sandals or slipper-type shoes, sweat pants or exercise clothes, biking apparel, leggings worn with tops shorter than skirt length, printed T-shirts and tank tops, or skirts more than 2 1/2 inches above the knee.

## **Attendance**

Dependability is the key to a successful volunteer. Reporting on time is important. If you are unable to come in, please contact the volunteer office and the department/person to which you are assigned. Please let us know of your absence as far in advance as possible.

## **Benefits**

Active volunteers receive the following benefits:

- Free parking in designated areas of the hospital/volunteer site.
- Annual flu shots at no charge.
- TB screening at no charge.
- Basic Physical at no charge.
- Participation in certain hospital receptions, open houses, picnics, parties and other events.
- Volunteers can request letters of recommendation.
- Free meal with service of 4 hours or more at the LCHC Bistro (cafeteria) or Gift Shop.
- Every year service awards are presented to Adult Volunteers at a special ceremony to recognize various levels of hours achieved and various levels of years served.

## **Confidentiality**

Confidentiality is required at all Lucas County Health Center stations. All information regarding patients, staff, volunteers, physicians and visitors is confidential. Volunteers are required to sign an annual Confidentiality Agreement acknowledging this. A violation of confidential information is a violation of health center ethics, and a volunteer may be dismissed immediately by Volunteer Services for such a violation.

## **Scheduling and Reporting Your Hours, and Counting Your Work**

The Volunteer Services Department is required to keep track of the number of hours given to the Health Center through volunteer service or observation. You may also be asked to count your work. Please follow the process appropriate for your station and your situation.

**Volunteers:**

There are several ways you can choose from to report your volunteer hours:

- A. Sign in and out in your volunteer office or designated area.
- B. Call your Volunteer Office (641-774-3226) from the hospital or from home. Leave a message with your name, the station you served in, the date and the number of hours.
- C. Email the Volunteer Services Department (kkennedy@lchcia.com) with your station, date, and hours served.
- D. Mail/Deliver your list of hours, dates of service, and station to the Volunteer Services Department at the health center (1200 N. 7<sup>th</sup> St., Chariton, IA 50049).
- E. *Please note that if you have been contacted to be put on a station calendar (i.e. gift shop, Ambassador, Homestead, Museum, etc.) you will not need to track hours as the Manager has a calendar with your hours served.*

**Dos and Don'ts**

Volunteers should perform only those duties to which they have been assigned and properly trained. When in doubt, ask questions about what to do.

**Personal Information**

Volunteers are required to inform the Volunteer Services Department of any change in personal information, such as a change in name, address, phone number, number of dependents, etc. within two weeks of the change.

**Supply Economy**

Supply economy means ordering and using only those amounts of supplies actually needed. It is important that all volunteers conscientiously order only those supplies required. Every effort should be made to conserve supplies by using the least amount that will satisfactorily perform the function.

**Drug and Alcohol Use**

Lucas County Health Center prohibits the use and/or abuse of drugs and alcohol in the workplace. All are expected to abide by the terms of this policy as a condition of being able to volunteer within the hospital. Anyone who is found to have violated its prohibitions is subject to disciplinary action, including suspension and/or discharge.

**Smoking**

Lucas County Health Center is a Tobacco Free Organization. No one is allowed to use tobacco products on campus, including parking lots and inside cars. The appearance of volunteers using tobacco products sends a message that is contrary to the promotion of health and wellness. As a health care institution, it is important that we educate and model healthy behaviors for the community and surrounding areas. Implementation of a smoke-free environment is evidence of our commitment to create and sustain a healthier community.

**Volunteer Placement and Relatives**

The placement of volunteers with immediate relatives within the same station is discouraged and will normally not be permitted. Immediate relatives within the same station will only be allowed when such individuals are scheduled on different shifts from one another and are not involved in the supervision of one another. In no case will an individual supervise an immediate relative. This placement must have final approval of the Volunteer Services, and the Director of the specific station.

**Employees as Volunteers**

Acceptance of an employee for volunteer services will be contingent upon the employee's ability to meet the requirements of the volunteer service program. Qualified employees may volunteer after working hours provided the volunteer positions they seek are in areas other than the ones in which they are employed. Employees who are retired from this facility may volunteer at any Lucas County Health Center station. However, the areas to which they are assigned must be at the discretion of Lucas County Health Center, the Station Coordinator, and Volunteer Services.

### **Equal Opportunity**

The Volunteer Services Department shall select and place volunteers based on ability and interest. Lucas County Health Center shall provide equal opportunity to all people in all aspects of volunteer relations without discrimination due to race, color, religious creed, sex, national origin, ancestry, marital status, age or qualified disability. It is the health center's policy to maintain a working environment free of sexual harassment and intimidation.

### **HIPAA Privacy & Security: Our Values and Ethics at Work**

HIPAA (Health Insurance Portability and Accountability Act) is a Federal regulation imposed on health care organizations including hospitals, home health agencies, physician offices, nursing homes, other providers, health plans and clearinghouses.

#### ***HIPAA Privacy Rule:***

- Gives patients a right to access their medical records and restrict (in some ways) who may access their health information.
- Requires organizations to train its workforce and to take measures to safeguard patient information in every form.
- Provides penalties for individuals and organizations who fail to keep patient information confidential. Criminal penalties under HIPAA: maximum of 10 years in jail and a \$250,000 fine for serious offenses. Civil penalties under HIPAA: maximum fine of \$25,000 per violation.

***HIPAA Security Rule:*** Pertains to electronic patient information and requires physical, technical and administrative safeguards.

***Protected Health Information (PHI):*** PHI is any patient information which identifies a patient directly or indirectly. PHI in any form (written, faxes, electronic, photographs/images, conversations, labels, monitor strips) must be protected.

***HIPAA Privacy Official and HIPAA Security Official:*** The Privacy Officer shall oversee all ongoing activities related to the development, implementation and maintenance of the practice/organization's privacy policies in accordance with applicable federal and state laws.

The Security Officer is responsible for the ongoing management of information security policies, procedures, and technical systems in order to maintain the confidentiality, integrity, and availability of all organizational healthcare information systems. Please consult your Volunteer Services office for names and phone numbers of the HIPAA Privacy Officer and the HIPAA Security Officer.

#### ***Privacy and Security Tips:***

- Do not look at PHI unless you need to know the information to do your job.
- Use the minimum amount of PHI necessary to perform your job duties.
- Do not use your work access privileges to access, view or print your own PHI or the PHI of your spouse, children, other family, friends or coworkers.
- Be conscious of who else may be listening when speaking with patients or family members. Lower your voice when appropriate or move to a more private location.
- Dispose of PHI by shredding it or placing it in a locked confidential storage container. Do not place PHI in the regular trash.
- Before giving out paperwork, make sure each page is for the correct patient.
- Patients (including you) should go to the Health Information Management (HIM) department to complete the required paperwork to obtain copies of their PHI. HIM employees will verify identity and legal rights to the information and release it as appropriate.

- Do not discuss what you overhear about a patient or share information gained in the course of work with your family, coworkers, or friends.
  - Do not discuss PHI with others who do not need the information to perform job duties such as those you encounter at Walmart, church, or grocery stores.
  - Do not discuss patients in public areas such as elevators, hallways, or cafeterias, where individuals outside the healthcare team may hear you.
  - Do not leave an individual without identification in a confidential or secure area. Offer assistance and ask for identification if necessary.
  - Do not leave patient records lying around where visitors or other unauthorized persons may view them. Keep them secure.
  - Keep PHI in folders, turn it face down or use a cover page.
  - Lock your office door if you leave it unattended.
  - Remove PHI from printers, fax and copy machines in a timely manner.
  - Do not post or write down your passwords. Never share your password.
  - Make your password something you can remember but difficult for others to guess. Do not include personal information others may know about you in your password (name, date of birth, spouse or children's names, pet names).
  - Log out of patient information systems when you leave your work area.
  - Turn patient information monitor screens away from public view.
  - If you need to email PHI to perform job duties, you must encrypt 100% of your messages containing PHI sent outside of Lucas County Health Center's network. You can encrypt any email message from your Lucas County Health Center email account by entering "zixsecure:" at the beginning of the subject line of your message.
  - Double check the "To" line before sending an email to verify correct recipient.
  - Verify you have entered the correct fax number before faxing PHI.
  - Use a fax cover sheet with appropriate confidentiality language.
  - Be mindful of your location when discussing PHI on a cell phone.
  - Avoid using speakerphones when discussing PHI.
  - Be careful about how much PHI you leave on home answering machines.
  - Keep laptops and other mobile devices secure at all times.
  - Always wear your identification/name badge where it is visible to others.
  - PHI on labels must be removed and placed in a locked confidential storage bin, or marked through with a black permanent marker or placed in hazardous waste container if appropriate.
  - If you are not involved in the care of the patient or the welfare of the family, remove yourself from the area of confidential patient discussions.
  - After asking their permission, put phone calls on hold to prevent overhearing background conversations about other patients.
  - Knock and pause before entering the patient's room.
  - Ask visitors to leave the room if the patient would like them to do so before discussing PHI.
  - Direct media inquiries to Public Relations or Administration.
  - Report potential violations to your Volunteer Services office, Privacy Officer or Security Officer.
  - If a government agent needs computer access to view PHI, you may cooperate only after seeing his or her ID. Let the agent know that Lucas County Health Center and you will cooperate, but that you first must contact the Department Manager, Risk manager, or Volunteer Manager.
  - Posting advertisements on bulletin boards for personal businesses, like selling candles or cosmetics, etc. is not permitted because the Lucas County Health Center facilities are charitable, tax-exempt organizations.
- Notice of Privacy Practices (NPP):** Provided during the patient's first visit, posted in the facility, and on the website. Outlines: how we may use and disclose PHI, rights regarding their PHI and how to access it, how to file a complaint or opt out of the facility directory, and how to request a list of those who have received their

PHI (Accounting of Disclosures), amendments, alternative means of communication (Confidential Communications), and restrictions.

**TPO (Treatment, Payment and Operations):** HIPAA permits us to share PHI for treatment, payment or operations (coding, billing, quality review, risk, etc.) without authorization from the patient.

**Authorization:** Lucas County Health Center must obtain a signed and dated authorization form from the patient before using or sharing PHI for reasons other than TPO unless the use or disclosure is mandated by law.

**Marketing:** In most cases, we may not use or disclose PHI to market or film or photograph a patient for marketing purposes without obtaining a valid signed and dated authorization form from the patient. If an outside entity is involved in filming, photographing or interviewing a patient, please work with the Public Relations department. Certain forms must be signed by the patient and by those filming, photographing, or interviewing the patient.

**Legal Personal Representatives:** Persons having the authority (under federal and state laws) such as Durable Power of Attorney with a healthcare designation or Health Care Surrogate or Court Order to act on behalf of a patient in making healthcare decisions have the same rights to access the patient's information unless the involvement of the personal representative would put the patient at risk.

**Legal Personal Representatives for Minors:** Parents, guardians, and others who have authority (under federal and state laws) to act on behalf of a minor in making healthcare decisions also may have access to the minor's health information as his/her personal representative unless the minor is emancipated.

**Discussing PHI with a Patient's Friends and Family:** HIPAA permits hospitals to share *information that is directly relevant to the level of involvement* of a family member, friend, or other person identified by a patient, in the patient's care or payment for health care.

- If the patient is present, or is otherwise available prior to the disclosure, and has the capacity to make health care decisions, you may discuss this information with the family or other persons if the patient agrees or, when given the opportunity, does not object.
- You may also share relevant information with the family and other persons if you can reasonably infer, based on professional judgment that the patient does not object.
- Even when the patient is not present or it is impracticable because of emergency circumstances or the patient's incapacity for us to ask the patient about discussing his/her care or payment with a family member or other person, you may share this information with the person when, in exercising professional judgment, you determine that doing so would be in the best interest of the patient.
- You may also disclose PHI as necessary to obtain payment for services provided. You may contact persons who are involved with the patient's care and payment for services other than the individual as necessary to obtain payment for health care services. You are required to reasonably limit the amount of information disclosed to the minimum necessary to process payment.

**Access is monitored:** Electronic access to PHI is monitored. Inappropriate access or sharing of PHI results in disciplinary action up to and including termination.

**Breach Notifications:** Hospitals must notify patients within 60 days if their unsecured patient information was acquired, accessed, used or disclosed inappropriately. The notice must describe what happened and what the organizations is doing to investigate the breach, how similar breaches will be prevented in the future, steps individuals can take to protect themselves and contact information. Patients will be able to sue and may be able to receive compensation for breaches. Breach investigations and notifications will be handled by the Privacy Officer and the Privacy Coordinators.

### **What is Your Responsibility?**

If you suspect a patient's privacy has been violated, or if a patient alleges his/her patient information has been accessed, used or disclosed inappropriately, immediately call the Privacy Officer.

## **Identification, Assessment and Reporting of Suspected or Alleged Abuse and Neglect**

Know the signs and symptoms of abuse. If you suspect abuse, you are responsible for reporting it to a staff member, as outlined in the Lucas County Health Center policy.

Some Types of Abuse / Neglect:

- Physical Abuse
- Elder Abuse
- Child Abuse
- Partner Abuse
- Psychological Abuse
- Self or Caretaker Neglect

### ***Signs of Abuse, Neglect, or Exploitation***

- \* Physical evidence does not match medical history
- \* Unexplained bruising and/or bruising at different stages of healing (dark and light colors of blue, green, brown, yellow)
- \* Appearance of previous fractures
- \* Forced or coerced sexual relations
- \* Fear of partner or caretaker
- \* Hunger, malnourishment, or dehydration
- \* Inappropriate and/or inadequate clothing, poor hygiene
- \* Mismanagement of money or property by caretaker
- \* Inadequate explanation of cause of injury

## EMTALA Compliance

EMTALA stands for Emergency Medical Treatment and Active Labor Act. It is the Federal law which requires hospitals that accept Medicare patients to evaluate and treat individuals presenting for a potential emergency medical condition regardless of their ability to pay.

- The hospital is required to medically screen, stabilize, and treat or transfer individuals who:
- Arrive on hospital property in an ambulance; or
- Request evaluation or treatment for a medical condition; or
- Have a request evaluation or treatment made on their behalf (e.g., police officer, friend or family member); or
- Would appear to a reasonable person to be in need of evaluation or treatment for an emergency medical condition (e.g. obvious injuries, unconscious).
- All individuals to whom EMTALA applies will be triaged and receive a medical screening exam.
- If individuals request directions to a specific location of the hospital (e.g. Outpatient Lab, Labor & Delivery, Radiology) direct them accordingly.
- If an individual indicates they are seeking evaluation and treatment of a potential emergency medical condition, direct them to the Emergency Department.
- If an individual appears to need evaluation or treatment for an emergency medical condition, but cannot or does not make such a request (e.g., unconscious or too emotionally distraught) then assess the individual's responsiveness. If the individual is unresponsive, follow the Code Blue procedure located on your "Hospital Emergency & Codes" badge. If the individual is responsive request assistance from the most accessible hospital staff member (e.g. business office personnel, security) to transport the individual to the Emergency Department.
- If you see someone in acute distress even if they say they are on their way to another hospital, they must be seen by our staff in our ED.
- Never tell an individual who may be seeking evaluation or treatment for a potential emergency medical condition to leave and go to another facility.
- If patients inquire about wait times encourage the patient to seek evaluation and treatment and direct the individual to the appropriate personnel (e.g. nurse, registration clerk).
- If patients inquire about the cost of care, reassure them that the hospital will provide emergency department care regardless of ability to pay; encourage the patient to seek evaluation and treatment; and direct the individual to the appropriate personnel to answer any questions (e.g. nurse, registration clerks, financial counselors, etc.).
- If you observe any individuals awaiting emergency department treatment whose condition appears significantly worse, who appear to be in acute distress, or who complain of or exhibit signs of an emergent condition (e.g. chest pain, obvious difficulty breathing, onset of slurred speech or other stroke symptoms), immediately notify ED nursing personnel.

## General Safety Information

### Ergonomics

#### *Protecting YOU from Work Injuries*

Good body mechanics is good back protection for YOU.

- Adjust the height of your chair to achieve proper posture.
- Your ear, shoulder, and hip should be in a straight line.
- Sit with your head and neck in an upright position, even when on the telephone.
- Do ask for help. Most back injuries occur because volunteers do not request additional lifting help.
- Do lift with your legs, not your back. Keep your body straight with the item that you are lifting.
- Do not twist or turn your body while lifting.
- Think about using carts, patient rollers, and lifts. Do not put unnecessary strain on yourself. Plan ahead for the assigned job.

### Slips, Trips, Falls and Other Accidents

There is no such thing as an unimportant accident. Any accident is a danger signal that an unsafe condition or working habit exists. Report **any** accident to the department employee manager, team member, or station coordinator, as appropriate, immediately. Also notify the Volunteer Services office. Your prompt action may help save someone from painful or serious injury.

### ***Housekeeping practices:***

Wet floors may enter the work place unexpectedly because of plugged drains, spills and leaks. Wet floors are also a natural result of certain housekeeping, food service, and maintenance activities. STOP and...

- Notify housekeeping for assistance.
- Mark the area with a wet floor sign.

### ***Watch your step:***

- Problem areas to be especially careful around are entranceway carpets and tile, liquid soap on restroom floors, painted/waxed floors, metal doorsills and steps, plastic carpet protectors, and darkroom floors.
- The parking lot where motor oil or ice is present can cause the ground to be very slick.

### ***Work surfaces and walkways and stairs:***

- Keep floor area free from clutter.
- Wear appropriate shoes for your job.
- Pick up pencils, paperclips and other objects that might cause a slip.
- Beware of telephone and electrical cords lying across floors.
- Use handrails on stairways and take one step at a time.
- Avoid obstructing your vision with large loads.
- Don't hurry, especially around corners.
- Report out-of-order lights promptly.

### **Wheelchairs - W/C - Transporting Patients**

Always use good body mechanics when using a wheelchair. Good body mechanics include: keeping your back straight; keeping your body close to the wheelchair when moving it; bending at the knees to lock/unlock the brakes; and bending at the knees to adjust footrests.

#### Staxi Chairs:

- Always enter and exit the chair from the side.
- The patient cannot use a staxi chair independently.
- Raise the arm on the side the patient wishes to enter the staxi chair.
- To remain in coat rack for volunteer use or in same day surgery area for cataracts.

#### Regular Wheelchairs:

- Always flip foot pedals up so the patient does not trip while they are entering and exiting the chair.
- Always watch for any clothing/tubing/purses/etc.. And, keep them away from the wheels so they do not get caught.
- If you remove the legs from any wheelchair remember to put them back on when you are finished with the wheelchair.
- Should be found at front desk (if no wheelchairs we will need to do a "Wheelchair round up", because we never know where they may have been left).

#### All Wheelchairs:

- Wipe down all wheelchairs with the wipes at the volunteer desk after use.
- Do not let children play in wheelchairs
- And always feel free to contact Darcy Juline at ext. 3204 with any questions regarding wheelchairs

### **Safe Medical Devices Act**

If you realize a piece of equipment is not working properly, contact a supervisor who will remove the equipment, tag it "Do Not Use" and take care of the patient immediately. Any item used for patient care is considered equipment including, but not limited to, wheelchairs, outlets, call buttons, medical devices and machinery.

### **Healthcare-Associated Infection (HAI) & Risk Management**

**HAI Defined:** Healthcare-associated infection (HAI) is an infection that develops after contact with the healthcare system. HAI can be very costly, in terms of:

- Patient life and health
- Healthcare dollars



**HAI Causes:** HAIs may be caused by bacteria, viruses, fungi, or parasites. These “germs” may come from:

- Environmental sources (dust, etc.)
- Patients
- Staff members
- Hospital visitors

**HAI Best Practices:** Best practices for preventing HAI are related to:

1. Hand hygiene
2. Environmental hygiene
3. Antibiotic use
4. Airborne pathogens
5. Bloodborne pathogens
6. Personal responsibility

### ***Hand Hygiene: When and What***

**The single most important factor for preventing the spread of infection is proper hand hygiene.**

Hands should be washed or decontaminated **before** and **after** each direct patient contact. This includes every time you enter and exit a patient’s room. Hand hygiene should also occur after gloves are removed.

Current CDC guidelines recommend:

- Wash hands with soap and water for at least 20 seconds when visibly soiled.
- Use alcohol-based hand rubs for routine decontamination of hands between patient contacts, when hands are not visibly soiled.

**Remember:** To protect yourself and patients, perform proper hand hygiene:

1. **Before** and **after** patient contact
2. **Before** eating or drinking, or **before** feeding patients
3. **Before** invasive procedures
4. **After** using the restroom
5. **After** contact with non-intact skin, body fluids, secretions or excretions
6. **After** removing gloves

Let patients and families see you perform hand hygiene!

### ***Environmental Hygiene***

For good environmental hygiene:

- Maintain a clean environment. There should be no visible dust or soiling.
- Clean, Disinfect, or sterilize medical equipment after each use.
- Dispose safely of clinical sharps and waste.
- Launder used and infected linens safely and effectively.
- Follow appropriate guidelines for kitchen and food hygiene.
- Maintain an adequate pest-control program.

### **Emergency Warnings**

From time to time warnings will be announced over the public-address system. Employees should become familiar with their duties upon hearing the following:

- Code Blue – Indicates patient distress situation. Clinical personnel required to report.
- Code Mash – External Disaster
- Code Red -- Fire
- Tornado Watch – weather conditions favorable for development of a tornado
- Tornado Warning – tornadic activity in Lucas county, take cover
- Dr. Strong – Indicates situation requiring immediate attention. Report to the department identified when hearing this page overhead.

For easy access, all units and departments possess copies of the emergency plans.

## Customer Service

### No Point Policy

When we see anyone who appears to need assistance reaching their destination:

- We will immediately approach
- Use AIDET
- Determine the person's destination
- Escort the person to the destination
- If we observe ANYONE pointing out a direction, we will remind the employee of the No Point Policy and ESCORT the person to their destination.

### 10 & 5 Rule

The 10 & 5 Rule is a visual manifestation of the organization's commitment to excellent service by everyone.

At 10 Feet:

- Make eye contact, smile, and/or nod to those you encounter

At 5 Feet:

- Deliver a verbal "Hello"
- Is this an opportunity? Does something look wrong? Do they look lost? Can I see a gap?
  - NO. Move on.
  - YES. Approach the individual(s); introduce yourself and ask how you can help.

**Managing Up** is to foster unity by positioning yourself, another person or another department in a positive light to our patients, visitors and fellow employees. An important part of Managing Up is refraining from "managing down."

Reinforces coordination of care and teamwork

Positions other departments well

Decreases patient anxiety and concern

Reduces complaints

The patient feels better about their next caregiver

The patient feels more at ease with the handoff

Co-worker has a head start in winning confidence

Reduces complaints

Reduces patient anxiety

Improves compliance

Improves clinical outcomes

Reduces complaints

## AIDET

**When we are communicating with our patients, we are often seeing them during a high-stress period of their lives. Patients may feel anxious, vulnerable, scared, nervous, uncertain and are less able to concentrate.**

AIDET allows us to build trust very quickly with our patients. When we Manage others Up, along with AIDET, we are able to help pass that established trust along to the other caregiver, placing them at an advantage.

### A - ACKNOWLEDGE

- Let your patients/families know you are expecting them, that you know them
- Decrease patient's anxiety and make them feel comfortable
- Show respect when entering a room

### I - INTRODUCE

- Manage yourself and others up
- Job title
- Certification/Licensure
- Years of experience/number of procedures you have done
- Special training

### D - DURATION

- How long will this take?
- How long will the initial assessment/preparation take?
- How long will the exam/test take?
- How long will I wait here after the procedure?
- When will I be with my family again?
- When can I expect the results?

### E - EXPLANATION

- Narrate care - what you will be doing and why
- What can I expect during the procedure?
- What is the plan for the future?

### T - THANK YOU

- Let patients know that you enjoyed caring for them
- Thank patients and families for allowing you to care for them/their loved one
- Thank them for choosing Lucas County Health Center for their care

### Results of Using AIDET:

- Increased trust
- Empathy
- Decreased patient anxiety
- Increased patient acceptance of the care plan/plan of care
- Better clinical outcomes
- Patient engagement and satisfaction

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