

- ❁ **Print the Answer Sheet only on Page 2**
- ❁ **Return the sheet to the Volunteer Office**
- ❁ **Thank you for staying compliant!**



2017 TJC Required Annual Training

PLEASE PRINT

PRINT NAME: _____ **Date:** _____

Primary Location: Covington Edgewood Florence
 Ft. Thomas Falmouth
 OTHER _____

Date of Birth: _____

Your Cell Phone Number: _____

Your Email Address: _____

- | | | |
|----------|----------|----------|
| 1 _____ | 17 _____ | 33 _____ |
| 2 _____ | 18 _____ | 34 _____ |
| 3 _____ | 19 _____ | 35 _____ |
| 4 _____ | 20 _____ | 36 _____ |
| 5 _____ | 21 _____ | 37 _____ |
| 6 _____ | 22 _____ | 38 _____ |
| 7 _____ | 23 _____ | 39 _____ |
| 8 _____ | 24 _____ | 40 _____ |
| 9 _____ | 25 _____ | 41 _____ |
| 10 _____ | 26 _____ | 42 _____ |
| 11 _____ | 27 _____ | 43 _____ |
| 12 _____ | 28 _____ | 44 _____ |
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| 15 _____ | 31 _____ | 47 _____ |
| 16 _____ | 32 _____ | 48 _____ |



St. Elizabeth
HEALTHCARE

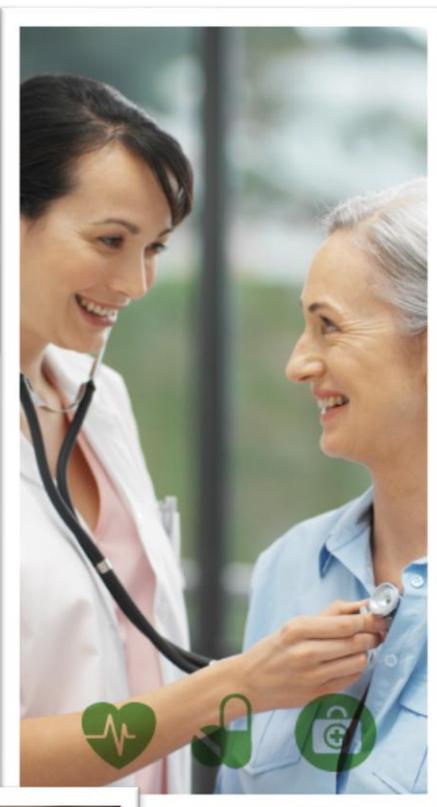


Update

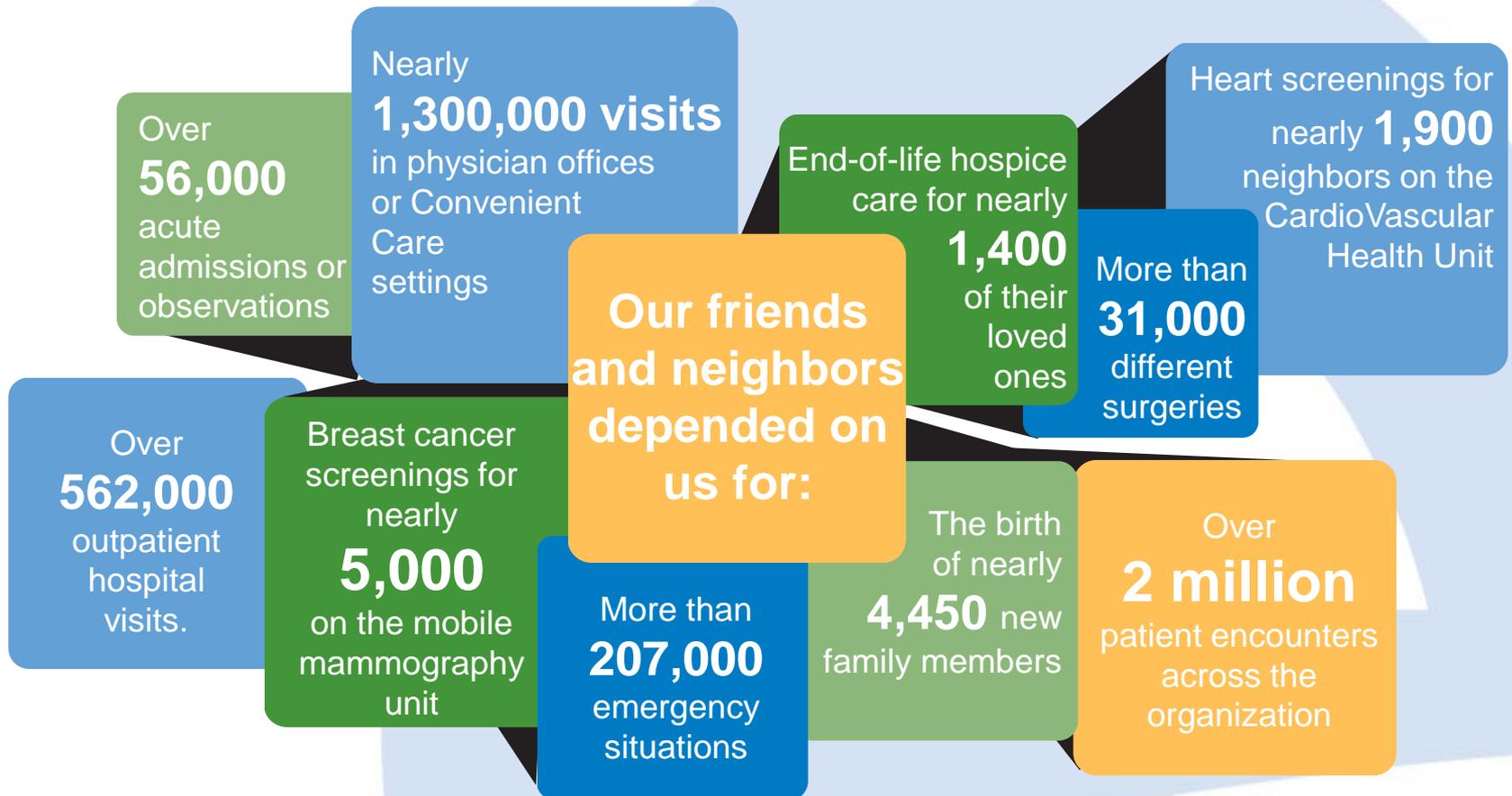
2017

St. Elizabeth is One of the Highest Quality Health Systems and is Pioneering Treatments

- First to offer the **world's** smallest pacemaker
- First to implant a fully dissolving heart stent
- First to perform outpatient knee replacement
- St. Elizabeth Physicians are the highest rated physicians in region
- Added SETEC training and simulation center
- Continued Mayo relationship



Year In Review



St. Elizabeth is Committed to Being the “Best Community Partner”: Community Investment Like None Other

- Provided \$104 million in community benefit in 2015
- Community Partners through Sports Medicine – provide 37 schools in Northern Kentucky with Athletic Trainers at all games at no cost to the school
- Major Partnerships – SUN Behavioral Health, YMCA, LiveWellNKY, American Heart Association, American Cancer Society
- Supported over 250 organizations throughout Northern Kentucky
- Community benefit dollars from out of state providers go primarily to programs in their state



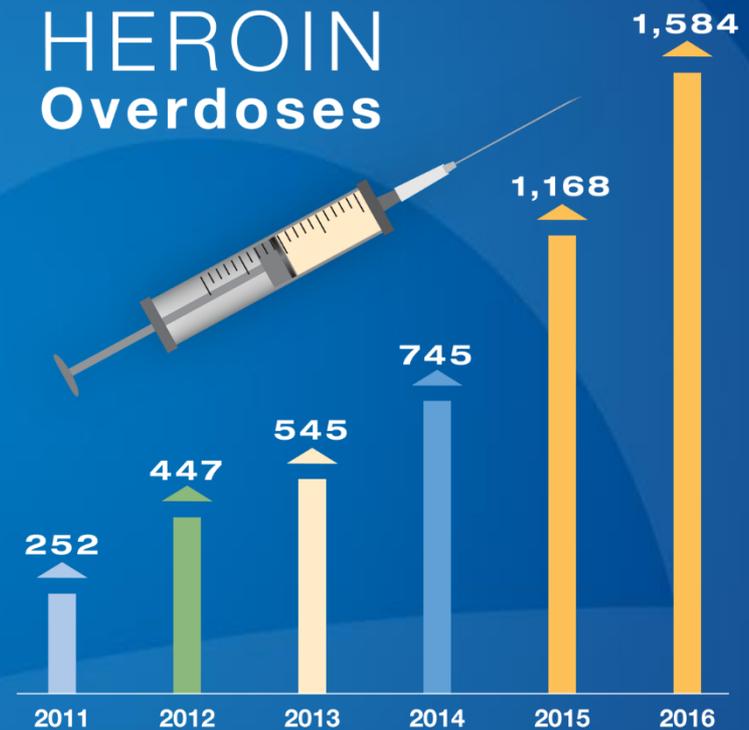
Disease Control and Prevention

At a time when drug abuse is increasing at an alarming rate with devastating consequences for individuals and their families, the community needs to come together to find solutions.

Number of Babies Treated with **NAS** Increased Significantly.



HEROIN Overdoses



St. Elizabeth Emergency Departments
(Covington, Ft. Thomas, Edgewood, Florence and Grant)

St. Elizabeth Provides a Significant Economic Impact in Northern Kentucky



- Largest employer with more than 8,500 associates
- More than 80% of our associates and physicians live in NKY
- Total economic impact of more than \$2 billion
- St. Elizabeth and its associates contributed roughly \$80 million combined in local and state taxes, including sales tax and city and county payroll taxes



10%
of NKY economy

Goals and Aspirations

St. Elizabeth will lead Northern Kentucky to be one of the healthiest communities in the nation.

Strategic Goals and Aspirations



Healthy Community: Manage care and health of the population of Northern Kentucky and improve outcomes.



Highest Quality Care in the Region



Leading Patient Experience



**Best Place for Physicians to Practice,
Volunteers to Volunteer and Staff to Work**



Best Community Partner



St. Elizabeth
HEALTHCARE

Volunteer Services



News

2017

Save The Date!

Volunteer Christmas Week

- December 11th-15th



Volunteers Needed!!

- **YOU** are our best referral source!!
- Refer a new person; once they begin volunteering **YOU** get a \$25 gift certificate to the Gift Shop
- Please help to “spread the word”

No Cash Value. Valid for one year from the issued date.



St. Elizabeth
HEALTHCARE
Volunteer Services

Gift Certificate **\$25.00**

This gift certificate is worth _____ and may be redeemed at any St. Elizabeth Healthcare Gift Shop.

_____/_____/_____
Issued Date

Volunteer Referral Reward Certificate Recipient

Volunteer Referral Reward Certificate Issuer

This Certificate is in recognition of the referral of a new volunteer to the Volunteer Services program at St. Elizabeth Healthcare.

Thank You!

“St. Elizabeth volunteers are passionate about their role in making a positive difference in the patient experience.”

Pet Therapy Training this Fall!

Does your pet have what it takes to be a **THERAPY PET**?

Volunteer Services will be partnering with *Therapy Pets of Greater Cincinnati* (TPGC is a regional affiliate of *Pet Partners*) to host a **Pet Therapy Workshop** and **Testing** in the fall.

Look for more information in a few months or call the Volunteer Office with questions.





Culture of Caring

Volunteer Services is beginning a new opportunity for Volunteers to be part of the compassionate and caring culture at St. Elizabeth.

Culture of Caring Items are needed items requested by various departments for their patients. These items are primarily provided through donations by associates and others.

Please check the **Volunteer Voice** for the item of the month and bring your donation to any Volunteer Office.

June/July Item(s):

Care Sacks for NICU Parents

- small notebooks/pens to journal
- small packs of tissues
- small bottles of hand lotion
- chap stick
- gum/mints
- other items

\$7000 in Scholarships Awarded



Thanks to St. Elizabeth Florence Auxiliary, Ft. Thomas Auxiliary and The Second Time Around Thrift Shop, seven \$1,000 college scholarships to current graduating teen volunteers were awarded this spring.

Teen volunteers must accumulate a minimum of 100 hours of service by December 31st of their senior year and be actively volunteering at the time the scholarships are awarded.



You Can Support

Second Time Around Thrift Shop

- Located in Covington on Eastern Avenue near 20th St.
- Great bargains! Come and shop!
- Welcomes donations of gently used clothing, fashion accessories and small gift items
- Looking for independent individuals that like a bargain
- Volunteer just 1 shift per month
- All proceeds benefit St. Elizabeth

Join the Florence or Ft. Thomas Auxiliary

- Just \$15/year or \$150/Lifetime

On behalf of the St.
Elizabeth Foundation,

we thank you

for the generous gifts of
your time and talent.



The **St. Elizabeth Foundation**
was created in 1990

The **FOUNDATION** provides
funding to St. Elizabeth for
otherwise unaffordable
elements of projects and
programs through the
generosity of many.



Our Current Mission

- St. Elizabeth will be developing a **Cancer Institute** unlike any other in the region.
- *Our vision is a world class comprehensive **Cancer Institute** spanning the continuum: prevention, genetic screening, detection, tailored treatment plans with precision medicine, access to clinical trials with multidisciplinary teams focused on specific disease sites.*
- This **Cancer Institute** will have the potential to be *lifesaving for our family, friends and neighbors and transformative for our community for generations to come.*

Why a *Cancer Institute?*

Highest Annual Cancer Diagnosis in the Commonwealth (by county)

1. Jefferson County
2. Fayette County
3. **Kenton County**
4. Daviess County
5. Hardin County
6. **Boone County**
7. Warren County
8. **Campbell County**
9. Bullitt County
10. Madison County

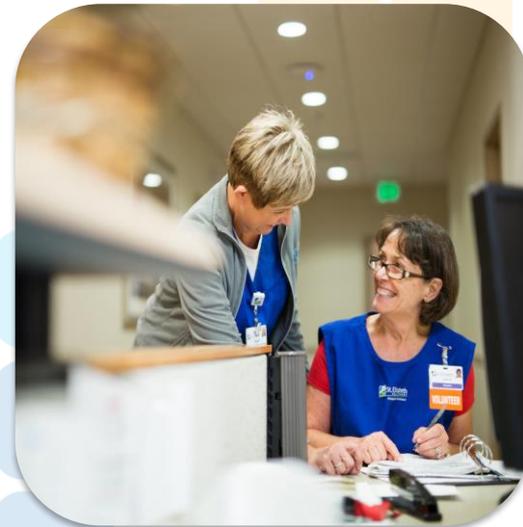
NATIONALLY



Generosity heals.

Inspired Giver

As a dedicated volunteer, your gift to St. Elizabeth qualifies you as an Inspired Giver, and we honor your generosity and your gifts of time and talent.



We invite you to choose a path
of sustained generosity.

- **One-time gifts**
 - Monetary and/or item donations.
- **Benefactor Club**
 - A gift of \$100 or more for at least three consecutive years.
- **Samaritan Society**
 - A gift of \$10,000 or more to through a multi-year pledge or a one-time donation.
- **Heritage Circle**
 - A lasting gift to St. Elizabeth Healthcare through your will or trust.

Thank you for your generosity.

Together we can
make a difference.

You will be mailed additional
information soon.



Announcements

Volunteer Self-Review and Survey

- **THANK YOU** for returning this **required** review
- Will be reviewed individually
- Can expect follow-up within 2 months, if requested

Updating Contact Information

- Cell Phone, Email, Emergency Contact
- **LET US KNOW!**

YOU
are the
Patient Experience
every time you
volunteer

AIDET

Our tool for complete communication

Acknowledge – Greet and smile

Introduction – Yourself and/or your service

Duration/Destination –

Provide a timeframe or directions

Explanation –

Give as much information as you can

Thank You – My pleasure to assist you!

AIDET

How does AIDET impact patients/guests?

Acknowledge- increases sense of security

Introduction- decreases anxiety

Duration- increases chance for successful encounter

Explanation- increases quality of experience

Thank You- increases satisfaction with encounter

Best Practice

Escort Guests to their Destination

- Nothing exceeds expectations than being escorted all or a portion of the way
- Not always possible
 - Provide clear direction – 3 steps at most
 - Do not point!
 - Can be misread – use open hand gesture if needed

I.D. Badge

Wear your badge
on your upper body
at **all** times when
volunteering.



- The I.D. badge identifies you as a member of the St. Elizabeth team.
- Must be returned if you cease volunteering.

Dress Code

- St. Elizabeth is a professional environment; the dress code for Volunteers and Associates reflects that expectation
- Volunteers are required to wear their uniform at all times when volunteering
 - Easy to identify
 - Professional appearance
 - Some specific exceptions



Dress Code

- **Slacks/Pants**

- Solid color dress or casual style
- Ankle length (NO capris or shorts)
- Not made of denim or nylon

- **Shirt/Tops** (if not uniform shirt)

- Dress or casual shirt or top is to be worn
- No T-shirts, hoodies or sweat shirts
- No sleeveless tops with the vest
- No shirts with writing or logos except St. Elizabeth



Personal Technology

Cell Phone Use

- Must be on vibrate or silent; customer service is **FIRST**
- If must take a call or text, excuse yourself and move out of ear shot. **Never** text in a patient room or in front of a guest.
- NOT to be used to check websites or play games



Tablets and IPADs

Tablets and IPADs are not to be used while volunteering unless specifically permitted by your Area Supervisor.

Personal Injury



Report **any** injury to your **supervisor** to complete a **Patient/Visitor/Volunteer Incident Report**

- Inform Volunteer Services
- Depending on the severity of the injury; will be asked to see your doctor or go to Emergency
- If injury is the result of negligence on the part of St. Elizabeth, your insurance will not be billed and cost will be covered by St. Elizabeth
- If injury is not the result of negligence, your insurance will be billed but you will not be asked to pay deductibles or co-insurance amounts

Volunteer Health



- You need to notify the Volunteer Office if you are:
 - ✓ hospitalized;
 - ✓ off for a medical reason; or
 - ✓ under medical care for an illness or condition that impacts health or safety

even if for a short time
- Hospital policy requires you to have a physician complete a ***Return to Volunteer form***
- Any Volunteer Office can provide you with the form

Volunteer Policy Reminders

- Act within the boundaries of your Volunteer position description, accepting the direction of the supervisor where you volunteer.
- Talk with Volunteer Services if you have concerns about your position, your supervisor or any other issues.
- Complete all required training and health testing annually. *In Fall 2017 – includes Flu Shots*

Volunteer Conduct

Volunteers may be dismissed for:

- Serious or intentional breach of confidentiality
- Misappropriation of funds
- Failure to comply with hospital policies as:
 - Abuse of alcohol or drugs
 - Violating the No Smoking policy
 - Discriminatory or inappropriate conduct
- Falsification of information given to the Volunteer Office



Volunteers...Enhancing St. Elizabeth.

"St. Elizabeth volunteers are passionate about their role in making a positive difference in the patient experience."





Required Review

2017

Thank You

**For choosing to
volunteer in
healthcare!**

St. Elizabeth volunteers are
p a s s i o n a t e
about their role in making a
p o s i t i v e
difference in the patient
e x p e r i e n c e .



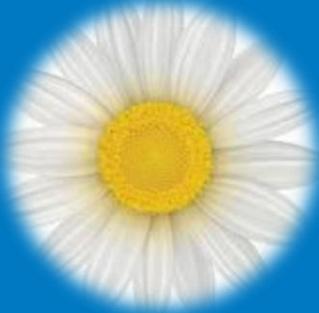
- More laws, rules and regulations than most any other industry
- To be applauded for accepting the challenge!



- **TJC** stands for **The Joint Commission**
- St. Elizabeth is accredited by **The Joint Commission (TJC)**
- TJC holds volunteers to the same standards as paid staff
- **TJC reason annual training is required**



St. Elizabeth
HEALTHCARE

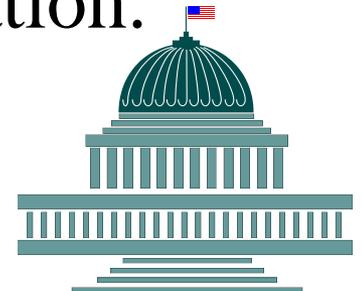


Confidentiality Refresher

Purpose of HIPAA

“**HIPAA**” stands for the **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct.

- Its purpose is to establish nationwide protection of patient confidentiality, security of electronic systems, and standards and requirements for electronic transmission of health information.
- The two parts of HIPAA are:
 - (1) **Privacy** and
 - (2) **Security**
- Healthcare providers are **required** to train their associates and **volunteers** on these regulations.



What is Protected Health Information (PHI)?

Protected Health Information (PHI) is any health information that may identify the patient, such as:

- Name
- Address
- Date of Birth
- Telephone Number
- Fax Number
- E-mail addresses
- Social Security Number
- Medical Record Number
- Health Plan Beneficiary Number
- Account Number
- Genetic Information
- Diagnosis
- Finger or voice prints
- Facial Photographs
- Age greater than 89
- Any other unique identifying number, characteristic, or code

HIPAA protects PHI in any form, whether verbal, electronic, paper, or computer storage.



Patient Rights

HIPAA requires SEH to provide patients access to our **Notice of Privacy Practices**.

The Notice is presented to each patient as registered. The notice informs patients of their right to:

- Obtain access to their PHI
- Request additional privacy protections
- Request an amendment to their PHI
- Receive an accounting of the uses and disclosures of their PHI
- Be notified if there is a breach of their PHI

Keep It Confidential

- We are required to treat everyone and everything we “see” while at St. Elizabeth as **confidential**.
- Patients are NOT just those in patient rooms.
- HIPAA rules apply in all situations – inpatient, outpatient, in waiting areas, on elevators and in lobbies

Privacy Policies – Access of PHI

- Associates/Volunteers may **NOT** use the St. Elizabeth Healthcare computer system (EPIC) to **access medical or financial records of themselves, their children, their spouse, their neighbors, their co-workers or anyone else**, without a business based reason to do so.
- **St. Elizabeth Healthcare takes violations of this policy very seriously.** If it is determined that an associate/volunteer has accessed PHI without a business-based reason to do so, **discipline will be issued.**

Keep It Confidential

- What You Do:
 - Cover or turn papers over so that persons nearby cannot read patient names or other information.
 - Be aware of those around you – do **not** talk with others about patients.
- Do not let others look at your computer screen
- LOG OFF whenever you leave your computer



Reasonable Safeguards

HIPAA **requires** us to use “reasonable safeguards” to protect our patients’ PHI. “Reasonable Safeguards” include:

- Do **NOT** discuss a patient with another associate or volunteer unless you are both involved in that patient’s care.
- When you do discuss patients, do so in a **private place**, when possible. If you need to speak in a public area, keep your voice down. Do not talk in the elevator or cafeteria or...
- Do **NOT** view the medical records of anyone who is not your assigned patient.

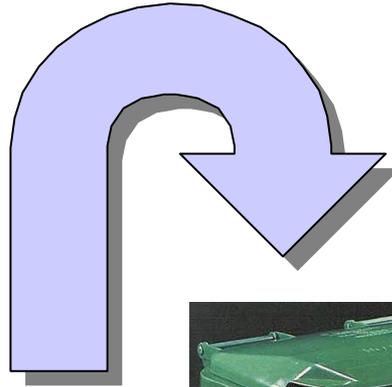
Reasonable Safeguards

Do **NOT** discuss **anything** with **anyone** that you have observed while volunteering that involves a patient outside of St. Elizabeth.

- Sharing with friends a situation with a patient that you saw when volunteering – even if you do not use any names.
- Mentioning to your parents/spouse friend/priest that you saw someone in the hospital – **that is a breach of confidentiality and a HIPAA violation.**

Dispose of PHI

Put in a shredding container



**Don't know
where one
is? ASK us!**

NEVER throw PHI in a garbage can

EPHI Access Auditing

- **All** St. Elizabeth Healthcare computer systems are subject to a regular audit review.
- The audit review may include:
 - ✓ EPHI that **you** have accessed.
 - ✓ Internet sites that **you** accessed.



HIPAA Penalties for Non-Compliance

Associate/Volunteer Discipline:

Violations by St. Elizabeth associates may result in disciplinary action, up to and including termination from employment or volunteering with St. Elizabeth Healthcare. You are personally responsible for the access of any information using your login.

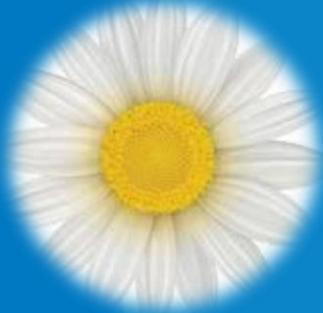


Severe civil and criminal penalties:

In addition, you can be subject to civil and criminal penalties imposed by the federal government including fines and prison.



St. Elizabeth
HEALTHCARE



Health Refresher

Hand Hygiene



- Simplest way to prevent the spread of infection and is the most protective practice one can use - **period**.
- Most hospital acquired infections can be prevented by thorough hand hygiene.

Hand Hygiene

- **Hand hygiene MUST be performed EVERY time you enter and exit a patient room.**
- Hand hygiene should be performed, no matter what your volunteer position, several times during your shift.
- Hand hygiene can be performed using soap and water or waterless alcohol antiseptic gel or foam.

Hand Hygiene Options

ALWAYS use Soap and Water

- After using the restroom
- Before eating
- When hands are visibly dirty or contaminated with body substances or food



Washing with Soap and Water

- Wet hands first then apply soap
- Rub hands together vigorously for at least 10-15 seconds; covering all surfaces up to wrists
- Rinse then dry with disposable towel; using towel to turn off faucet; dispose of towel

Hand Hygiene Options

Waterless Alcohol Antiseptic – when hands not soiled

- Apply foam or gel to palm of one hand and rub hands together
- Cover all surfaces up to wrist until hands are dry.
 - **This takes about 15 seconds**
- Should not be used on hands soiled with organic material (such as grease, blood, body fluids, food residue) because it is not effective.
- Alcohol antiseptic is available in every patient room and department and in many public areas.



Cough Etiquette

To control the spread of respiratory infections:

- Cough into your elbow or sleeve-best
- Cough into a tissue
- Turn your head away from others
- Throw tissues in trash
- Wash your hands



Isolation

If you see
one of
these
signs ...



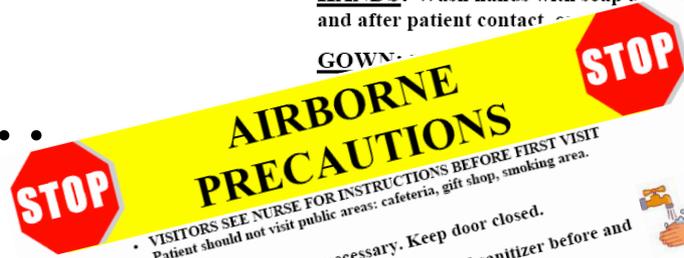
- VISITORS SEE NURSE FOR INSTRUCTIONS BEFORE FIRST VISIT
- Patient should not visit public areas: cafeteria, gift shop, smoking area.

ROOM: Private room recommended.

GLOVES: Must be worn to enter room.

HANDS: Wash hands with soap and water before and after patient contact.

GOWN: Gown must be worn to enter room.



- VISITORS SEE NURSE FOR INSTRUCTIONS BEFORE FIRST VISIT
- Patient should not visit public areas: cafeteria, gift shop, smoking area.

ROOM: Negative pressure room necessary. Keep door closed.

HANDS: Wash hands with soap and water or hand sanitizer before and after patient contact, or after contact with surfaces.

COUGH ETIQUETTE: Teach patient to cover mouth with tissues when coughing. Throw away tissue after use.

MASK: N95 Respirator or PAPR must be worn by staff to enter room. (Wear a surgical mask-no respirator required.)

TRANSPORT: Mask the patient. Assist patient with hand hygiene before leaving the room.

EQUIPMENT: Disinfect before use on another patient, or return to SPD for processing.



- VISITORS SEE NURSE FOR INSTRUCTIONS BEFORE FIRST VISIT
- Patient should not visit public areas: cafeteria, gift shop, smoking area.

ROOM: Private room.

HANDS: Wash hands with soap and water or hand sanitizer before and after patient contact, or after contact with surfaces.

ETIQUETTE: Teach patient to cover mouth with tissues when coughing. Throw away tissue after use.

MASK: Mask the patient. Assist patient with hand hygiene before use on another patient, or return to SPD for processing.



... **DO NOT ENTER!**

Seasonal Influenza

- Highly contagious viral illness spread by coughing, sneezing, or contact with infected nasal secretions or contaminated surfaces
- All persons 6 months and older should be immunized
- Immunized SEH physicians, associates and volunteers protect patients, visitors and their own families

**In 2017 Influenza immunization
(a flu shot) will be REQUIRED
for all SEH Volunteers,
Associates and Physicians.**



Zika Virus Infection

- First human cases of Zika were detected in 1952
- Zika virus infection during pregnancy can cause serious birth defects
- Illness is:
 - Usually mild with symptoms lasting several days to a week
 - Severe disease requiring hospitalization is uncommon
 - Fatalities are very rare

TB - Tuberculosis

- Caused by germs that spread from persons to person through the air
- Germs enter the air when a person with TB coughs, sneezes, speaks or sings and can stay in the air for several hours
- If not treated, a person with TB can die
- Annual TB testing of all healthcare workers and volunteers is required by the State of Kentucky

Reminders

- Report water leaks, water stains, damaged caulking, and mold growth
- Do not eat or drink in a patient care area
- Use gloves when using purple lid wipes to disinfect wheelchairs or other surfaces – surface should remain wet for 2 minutes
- Use hand hygiene before and after contact with a patient and several times every shift if you do not have direct patient contact

Provide Appropriate Emergency Medical Care

The Emergency Medical Treatment and Active Labor Act (EMTALA) requires all Medicare participating hospitals with a dedicated emergency department to:

- Provide an appropriate medical screening examination to any individual requesting such examination;
- Determine if the individual has an emergency medical condition; and
- If the person has such a condition;
 - ✓ Stabilize that condition; or appropriately transfer the patient to another hospital.

Protecting our Patients from Falls

IS EVERYONE'S RESPONSIBILITY

Three key steps:

- ✓ Be aware of environmental causes
- ✓ Notice when a patient is at risk
- ✓ **TAKE ACTION** to prevent the fall



Be Alert to Environmental Causes

- ✓ Poor lighting/bulbs burned out
- ✓ Loose handrail
- ✓ Leaking, dripping faucets
- ✓ Water or food spills on floor
- ✓ Cluttered room or common area
- ✓ Wheels on beds/chairs not locked
- ✓ Bed in high position
- ✓ Cords/wires in the way
- ✓ Loose floor tiles
- ✓ Trash on the floor



Be Alert to Patients at Risk of Falling

Watch for a yellow arm band

- **The patient will have a yellow arm band**
 - ✓ **If they are admitted as a result of a fall**
 - ✓ **If they have fallen in the hospital.**

ALERT!!!

Patient Has Fallen
Yellow Arm Band



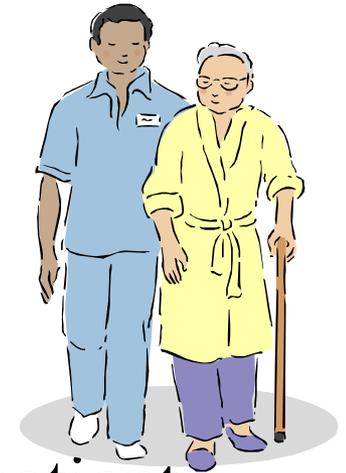
Everyone should be on alert for patients at risk.

Take Action!

If you see a patient having difficulty getting out of bed or walking, say....

“Please sit down and I will get a nurse or an aide to help you.”

Then use the call light. Please stay with the patient until the nurse or aide come.



- ✓ Don't be afraid to tell nursing that you think a patient might be at risk for falling and ask them to intervene.
- ✓ Keeping our patients safe takes all of our eyes and ears and effort.

Signs and Symptoms of Stroke

For a Brain Attack think F-A-S-T



F=face drooping, especially one side

A=arm numbness or weakness, especially one side of body

S=speech slurred or difficulty speaking or understanding

T=time to call 911 when occur suddenly or are accompanied by:
the loss of vision, the loss of balance with dizziness or the worst
headache of your life, with no known cause, both sudden and
severe.

Stroke is a Medical Emergency

- St. Elizabeth Edgewood, Florence and Ft. Thomas are certified by The Joint Commission as **Primary Stroke Centers**
- St. Elizabeth Covington and Grant are certified **Acute Stroke Ready** by The Joint Commission

We provide the highest level of care for our stroke patients

If you see warning signs of a stroke in someone at St. Elizabeth, call 2-2222; Off site call 911



Heart Attacks have “Beginnings”

- “Beginnings” can occur days or weeks before a heart attack takes place.
- The “beginnings” occur in over 50% of patients.
- If recognized in time, these “beginnings” can be treated before the heart is damaged!
- Damage to the heart can begin 2 hours prior to a heart attack.
- 85% of heart damage occurs within the first two hours of a heart attack.

BEFORE HEART DAMAGE OCCURS

!!TAKE ACTION!!

Recognizing Symptoms

- Chest pressure, squeezing or fullness or discomfort
- Pain that travels down one or both arms
- Sudden heavy sweating
- Nausea
- Upper back pain
- Shortness of breath
- Jaw pain

Sudden dizziness or light headedness, unusual unexplained fatigue and/or anxiety; may be combined with one or more of these symptoms

People may or may not experience any or all of these symptoms

Recognizing Symptoms in Women

- Nausea/Vomiting
- Jaw/Arm/Upper back pain
- Chest discomfort/pressure
- Shortness of breath
- Syncope
- Sudden dizziness
- Unexplained or extreme fatigue



Women's symptoms may be more subtle than men's and may include some that are less common

People may or may not experience any or all of these symptoms

Early Heart Attack Care (EHAC)

Early Heart Attack Care (EHAC) is awareness that:

- Signs and symptoms of heart attacks can start days to weeks before the actual attack
- Recognizing and treating early symptoms to help prevent full-blown heart attacks
- If symptoms occur, do not wait, get evaluated by an emergency department – CALL 911

I promise to educate friends and family on these steps and their importance

Heart Attack is a Medical Emergency

**If you notice one or more of the warning signs of a heart attack in someone at St. Elizabeth, call 2-2222
Off site call 911**

You are the first link – don't wait.

St. Elizabeth Healthcare is a certified Chest Pain Center through the Society of Cardiovascular Care



St. Elizabeth

HEALTHCARE



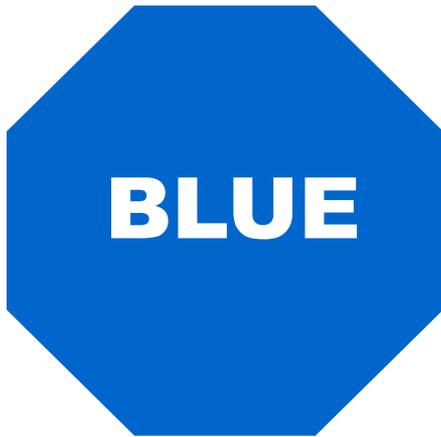
Safety

Emergency Codes

For **all** emergency situations within one of the hospitals, you need to:

- Dial 2-2222
- Provide the operator with
 - Your location
 - A description of the emergency
 - Your name

Emergency Codes – Code Blue



To call a
Code Blue
Dial **2-2222**

- Occurs when a medical emergency such as a **cardiac or respiratory arrest** has occurred somewhere in the hospital.
- Dial 2-2222 to call a Code Blue within the hospitals. Non-hospital sites call 911
- Team is notified through a pager system. Code is **not** announced.

Emergency Codes – Rapid Response



To call a
Rapid Response
Dial **2-2222**

- Occurs when a medical emergency such as a **stroke or a serious fall** has occurred somewhere in the hospital.
- Dial 2-2222 to call a Rapid Response within the hospitals. Non-hospital sites call 911
- Team is notified through a pager system. Code is **not** announced.

Emergency Codes – Code Pink



CODE PINK

- When you hear a **Code Pink** announced, it means an Infant /Child abduction has been confirmed.
- If you have any information call Security at **12270** *immediately*.
- Protections in place include locked infant units and infant/mother bracelet alarms

Emergency Codes



**TORNADO
WATCH**

- The US Weather Service has issued a **Tornado watch**
- Conditions are favorable for a tornado or severe weather.
- Keep patients and guests updated.
- Remain calm and alert for further information.

Emergency Codes

A tornado has been sighted in Boone, Campbell, Kenton or Grant Counties



**TORNADO
WARNING**

**Issued by the
US Weather
Service when
a tornado is
sighted**

- Return to/stay in your area
- Close doors, blinds and drapes
- Move to area of safety as designated in your Disaster Plan – ask staff.
- In patient care areas, ambulatory patients and guests move to patient bathroom
- Cover patients with blankets
- Guests seek shelter in lower level hallway away from windows

Emergency Codes – Code Yellow

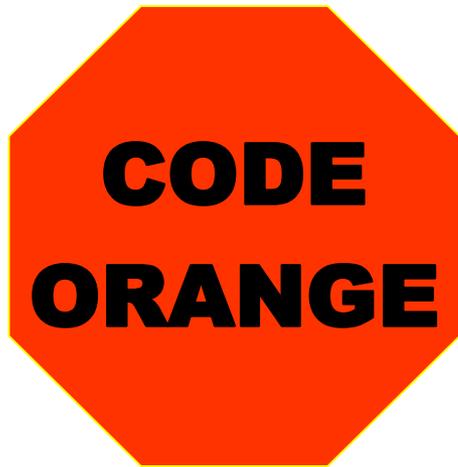
**CODE
YELLOW**



- A Code Yellow is called when a large influx of patients is expected due to a man - made (like an airplane crash) or natural disaster (like a tornado).
- Get direction from your supervisor

Emergency Codes – Code Orange

A **Code Orange** is called when a hazardous material spill has occurred.



Secure the area

Protect people in area from exposure

Inform others of the spill, call **2-2222**

Leave cleanup to trained personnel

Emergency Codes

When information is received from any source that an explosive may be or is in SEH.

- Call **2-2222**. If off-site call 911
- Share as much data as you were able to gather including:
 - ✓ Exact words of the caller
 - ✓ Sex of the caller
 - ✓ Location, detonation time
 - ✓ Any background noise



Emergency Codes – Code Armstrong

- A **Code Armstrong** is called when a hostile situation exists

- Call **2-2222** to report



**CODE
ARMSTRONG**

- Security will respond to the area announced.

Emergency Codes – Code Silver

A **Code Silver** is called when an armed person is sighted.



- Weapons are prohibited on SEH property
- If you see an armed person call **2-2222** *immediately*.

**Do NOT approach
or attempt to
disarm**

Emergency Codes – Active Shooter



**The key to a safe
outcome is
*Knowledge and
Preparedness***

- Remain Calm
- Evaluate the situation and determine if you should:
 - ✓ Run
 - ✓ Hide
 - ✓ Fight

IF YOU ARE APPROACHED BY AN AGGRESSIVE INDIVIDUAL BUT “DO NOT” SEE A WEAPON

- Remain calm
- Be aware of your posture, gestures, tone of voice, speed of speech.
- Keep communication simple, supportive, positive and direct.
- Use de-escalation techniques when speaking.
- ✓ Don't argue; speak calmly and with respect.
- Call Security at **2-2222** or call 911 when you can safely do so

CODE SILVER/ACTIVE SHOOTER NOT IN YOUR AREA IN A HOSPITAL

When the Telephone Operator announces Code Silver

- Remain calm and “Shelter in Place”
- Stay away from the area where the incident is occurring
- Shut the doors to your unit or area
- Stay away from doors and windows
- Grab anything that can be used as a weapon, such as a fire extinguisher
- Assist patients/guests with barricading themselves in a room – if possible push the beds up against the doors and lock the wheels or use any heavy object

CODE SILVER/ACTIVE SHOOTER NOT IN YOUR AREA IN A HOSPITAL

- Barricade yourself safely in a room
- Turn off all lights, and silence cell phones and pagers
- Remain in hiding until you hear the All Clear or are ordered to do so by Police or Security
- If you are ordered to move by the Police, do so in an orderly manner with your hands visible and above your head

CODE SILVER/ACTIVE SHOOTER “IN YOUR AREA” IN A HOSPITAL

If you see an armed individual in your area or the Telephone Operator announces Code Silver/Active Shooter in your area

RUN

- Remain calm and save yourself first, you cannot help others if you are wounded
- If you can safely evacuate patients, visitors, and yourself, then do so by using the closest stairwell
- Do not stop because others will not go
- Leave personal belongings behind
- If you are able, call 2-2222 or hit a panic button

CODE SILVER/ACTIVE SHOOTER “IN YOUR AREA” IN A HOSPITAL

HIDE

- If you cannot safely evacuate, then Shelter in Place
- Grab anything that can be used as a weapon, such as a fire extinguisher
- Barricade yourself in a room – if possible push the beds up against the doors and lock the wheels or use any heavy object
- Stay away from doors and windows
- Turn off all lights and silence cell phones and pagers
- Remain in hiding until you hear the All Clear or are ordered to do so by Police or Security
- If you are ordered to move by the Police, do so in an orderly manner with your hands visible and above your head

SHOULD YOU BE CONFRONTED BY AN ARMED ASSAILANT

FIGHT

- **FIGHT AS A LAST RESORT**

- If you must fight do so in an aggressive manner, your life may depend on it
- Use anything you can find as a weapon – spray them with a fire extinguisher, throw things at them, do whatever you can to disable them



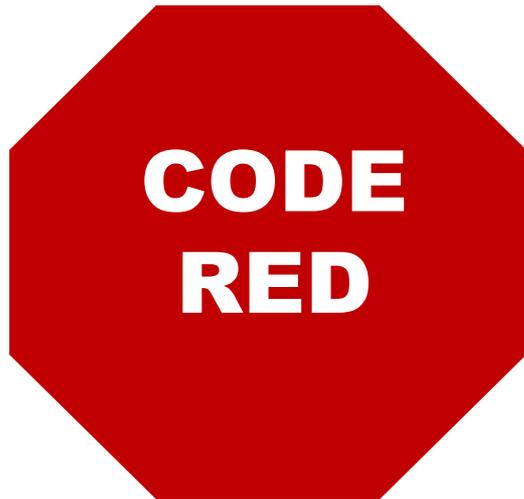
ACTIVE SHOOTERS AT OFF SITE LOCATIONS

- **Run** – leave the building if you can safely do so and respond to your designated assembly point
- **Hide** – barricade yourself in a room by locking the doors and placing large pieces of furniture in front of door, turn off lights, and silence cell phones and pagers
- **Fight** – only do this as a last resort to save your life. If you must fight do so aggressively and use anything you have available as a weapon - i.e. fire extinguisher, letter opener

Call 911 as soon as you are able

Emergency Codes – Code Red

If you detect smoke and/or flames of any type you must take **IMMEDIATE ACTION**



- Pull the nearest fire alarm
- Call **2-2222**
- Report a Code Red
- Give your name and the location of the fire
- Off-site – call 911

R.A.C.E.

R - **R**escue / **R**elocate all people in immediate danger from the fire.

A - **A**ctivate the nearest fire **a**larm. **A**lert all people in the area.

C - **C**ontain the fire and smoke.
Close all windows and doors.

E - **E**xtinguish the fire if possible.
Evacuate the area as instructed.

Fire Alarm

Activate the nearest alarm

- Fire alarm pull stations near exits and stairwells.
- When a fire alarm pull station is activated...
 - The fire alarm will sound
 - Fire doors will close
- Never obstruct the view of fire alarm pulls or fire extinguishers



Fighting Fires

Before you consider fighting a fire...

- Determine whether the fire is small and not spreading
- Confirm you have a safe path to exit
- Your first defense in a fire is the fire extinguisher



Fire Extinguishers

Red ABC fire

extinguishers are used in almost all areas throughout the hospitals for A, B and C type fires—not type D



CLASSES OF FIRES	TYPES OF FIRES	PICTURE SYMBOL
A Combustibles	Wood, paper, cloth, trash & other ordinary materials.	
B Chemicals	Gasoline, oil, paint and other flammable liquids.	
C Electric	May be used on fires involving live electrical equipment without danger to the operator.	
D Metals	Combustible metals and combustible metal alloys.	

To Use the Extinguisher

PASS

- **P** – Pull the pin
- **A** – Aim nozzle at base of fire
- **S** – Squeeze the handle
- **S** – Sweep out the fire from side to side



Stand 10 feet
away

Code Red Exercise

- **Code Red Exercise** or Fire Drills occur unannounced and require full participation
- If unsure, this is the time to ask questions
- **Can we use elevators?**
 - Edgewood fire alarms are activated by department/area. Fire alarm only rings where the problem occurs. Ex: If a fire alarm is activated on the 5th floor, the elevator will not work on the 5th floor but is active on the other floors.
 - At all other facilities, there is a general alarm and elevators are not used.



Emergency Codes – All Clear



- This code represents the conclusion of most of the emergency situations.
- Not announced after a Code Blue or Rapid Response.

Biohazard Waste

- **Biohazard symbol** indicates item contains or soiled with blood or body fluids
- Also referred to as “Infectious Wastes”
- If a concern arises regarding exposure to blood or other potentially infectious materials (OPIM), immediately contact your supervisor and the Employee Health



Red biohazard waste bags are used for infectious waste disposal



Yellow waste bags are used for chemo waste only

Hazard Communication Plan

- OSHA (Occupational Safety and Health Administration) has adopted the *Globally Harmonized System or “GHS”*, developed by the United Nations
- Makes communications about hazardous chemicals simpler and more consistent throughout the world.
- Brings greater hazard awareness.



Safety Data Sheets or SDS

Safety Data Sheets (can be found on the SEH intranet) and contain information such as:

- Make-up of product
- Hazard Information
- Precautions to be taken when handling product
- Any protective equipment needed
- How to handle spills/exposures – first aid measures

In the US there are about 650,000 products that require a Safety Data Sheet

Hazard Label

Identity

Pictograms

Signal Word

Hazard Statements

Precautionary statements

Manufacturer or Distributor

FLAMMABLE MATERIAL
Hazardous Components: Ethyl Alcohol (64-17-5); Methanol (67-56-1)

DANGER



Highly flammable liquid and vapor. Causes severe skin burns and eye damage. May be harmful if inhaled. May cause respiratory irritation and drowsiness or dizziness. May cause cancer. May damage fertility or the unborn child. Very toxic to aquatic life.

Prevention Avoid breathing dust, fume, gas, mist, vapors and/or spray. Wear protective gloves, clothing, and eye/face protection. Wash thoroughly after handling. Do not handle until all safety precautions have been read and understood. Ground and/or bond container and receiving equipment. Keep away from heat, sparks, open flames and/or hot surfaces - No smoking. Use explosion-proof electrical, ventilating and/or lighting equipment. Use only non-sparking tools. Avoid release to the environment.

Response IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical advice/attention. IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water/shower. If skin irritation occurs: Get medical advice/attention. IF INHALED: Remove victim to fresh air and keep at rest in a position comfortable for breathing. In case of fire: Use appropriate media for extinction.

Storage/Disposal Dispose of content and/or container in accordance with local, regional, national, and/or international regulations. Store in a well-ventilated place. Keep container tightly closed. Store locked up.

2 percent of this product consists of an ingredient of unknown toxicity.

Industrial Data Systems 709 Nissan Drive Smyrna, TN 37167
Emergency: 800-555-5555



St. Elizabeth
HEALTHCARE



Safe Environment

Workplace Violence

- Is defined as any physical assault, threatening behavior, harassment or verbal abuse occurring in the workplace
- Be aware that violence toward associates/volunteers could come from multiple sources
 - Visitors
 - Associates/Volunteers
 - Patients

Common Signs

Stay alert for these common signs of Workplace Violence

- Pacing
- Suspicious of the environment
- Changes in posture
- Changes in tone of voice
- Irritability
- Restlessness



Steps

- Be on guard for behaviors that could indicate the potential for violent behavior
- Communicate calmly, clearly and respectfully
- Keep 1.5 to 3 feet of therapeutic space between you and the violent individual
- Never approach a subject with a weapon
- If you feel *immediately* threatened – call 2-2222
- Always report any acts of Workplace Violence to your Supervisor

Security and Sensitive Areas

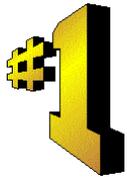
- Identify people before opening doors in areas such as Emergency, Mother/infant and all locked units, know to whom you are granting access
- When accessing secure areas, make sure door closes securely behind you. This will not allow access by someone else.
- Secure areas are equipped with panic alarms

Security

Call Security immediately to report:

- Suspicious people
- Vandalism
- Assault
- Theft/missing property
- Disturbances
- Any other event you consider security related

Contact Security
Call 1-2270



Number one security problem is unattended or unsecured property like purses!





St. Elizabeth
HEALTHCARE



Identifying and Reporting Abuse

Every Hospital Associate is REQUIRED to know:

1. The definition and signs of abuse
2. **Kentucky Law requires you to report any instance where it is believed or someone has alleged that abuse has occurred**
3. How to report abuse
4. That patients who are exhibiting difficult behavior are more likely to be abused
5. That experiencing personal 'Burnout' can contribute to abuse occurring

Definition of Abuse

The willful infliction of:

- injury
- unreasonable confinement
- intimidation
- and/ or punishment



Resulting in:

- physical harm
- mental anguish
- or deprivation of necessary goods and services

Forms of Abuse

Verbal – the use of oral, written or gestured language that willfully includes derogatory terms to or about person



Physical- physical force resulting in injury impairment or pain, or the threat of such force

Mental – the use of behaviors intended to humiliate, harass, punish or deprive the person and produce fear

Forms of Abuse



Neglect - physical pain, mental anguish or emotional denial of essential services by a caregiver

Self-Neglect- the individual fails to provide for own health and safety

Sexual- Sexual contact without consent



Misappropriation of Property - the deliberate misplacement, exploitation or wrongful use of a patient's property without consent

Abuse

Signs of Abuse may include:

- Tension between caregiver and patient
- Agitation, apathy, withdrawal
- Dirty, unbathed, foul odors
- Inadequate/improper clothing
- Untreated medical issues
- Dehydration and/or malnutrition

Difficult patient behaviors can contribute to occurrences of abuse.

- Don't take it personal – remain professional
- Attack the problem, not the person
- Discuss concerns with team members and develop a plan
 - *Never* isolate or ignore the patient, as these are abusive actions

Reporting Abuse

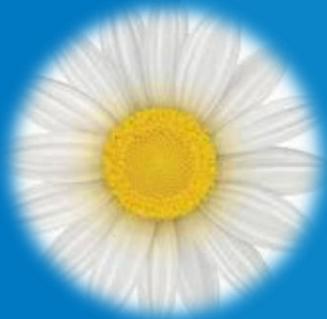
If you witness abuse OR **suspect or hear of alleged abuse**, you are **required by law** to:

- **Report the situation immediately to the unit supervisor/patient nurse or Volunteer Services**
- The supervisor then contacts Social Services or the Skilled Nursing Unit Administrator who will report it
- The situation, by law, is then reported to the Cabinet for Health and Family Services

The important thing to remember is that you must report any suspected, witnessed or allegation of abuse IMMEDIATELY.



St. Elizabeth
HEALTHCARE



Reporting Concerns

Committed to Being Ethical

You should report anything that seems unethical including:

- Any kind of discrimination or harassment.
- Dishonest communications, including lying and obtaining goods and services under false pretenses.
- Violations of patient, organization or associate confidentiality.
- Theft or misuse of our organization's supplies, equipment, money, or labor for personal use.

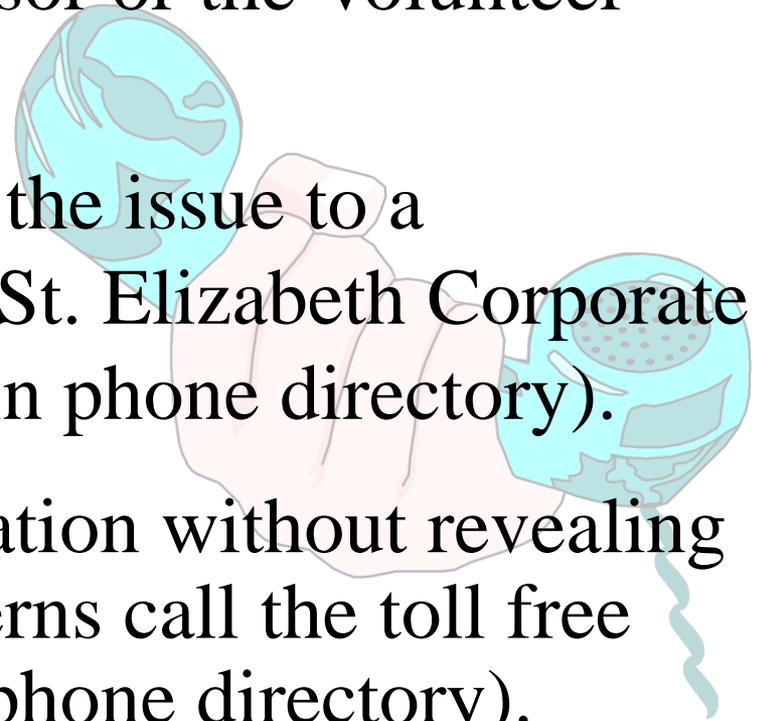
Corporate Compliance Program

The Corporate Compliance Program requires each of us to know what is expected of us. We all should:

- Be aware of and obey relevant laws and rules;
- Ask questions when we are unsure of what the right action or decision might be;
- Speak up when we discover something that doesn't seem quite right; and
- Support others' efforts to do the same.

How to Report Concerns

1. Contact the supervisor in the area where you volunteer. If the supervisor is unable to solve the problem, contact their supervisor or the Volunteer Services staff.
2. If you would rather not report the issue to a supervisor, call Lisa Frey, the St. Elizabeth Corporate Compliance Officer (number in phone directory).
3. You may want to report a situation without revealing your identity. For those concerns call the toll free Compliance Line (number in phone directory).



The Compliance Line

- The Compliance Line is a toll-free 24-hour hotline.
- The number is **1-877-815-2414** (listed in phone directory).
- Operators from an outside company make a complete report of your issue and send it to our Corporate Compliance Officer to resolve.
- All calls are confidential. You do not need to give your name if you would prefer not to.
- Our Compliance Line does not use Caller ID and does not try to trace calls.





St. Elizabeth
HEALTHCARE



Ethics Committee

Ethics Consultations

- Usually called when there is confusion and/or disagreement about how to proceed in a difficult clinical situation.
- Most commonly, these conflicts arise over end-of-life care and mother/baby complications.



How Ethics Committees Help

An Ethics Committee consult includes:

- Listening to patients, families, physicians, and clinical associates
- Identifying the conflicting bioethical issues
- Supporting all through the process to resolve complicated, stressful patient care situations

Hospital Ethics Committees do not make decisions.

- **This is a common misconception about their role.**
- **Final decisions are made by the patient, family and the health care team.**

Our Faith-Based Heritage

St. Elizabeth Healthcare follows the United States Conference of Catholic Bishops'



Ethical and Religious Directives for Catholic Health Care Services.

A copy of these directives can be found:

- On the website: nccbuscc.org/bishops/directives.htm
- With the manager in the area where you volunteer

Ethics Committee

Any patient, family member, physician or associate can contact the Ethics Committee:

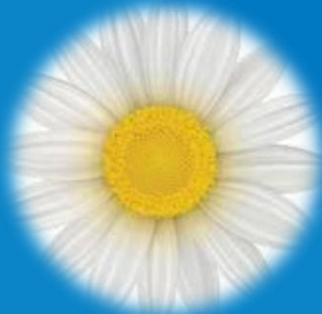


- to **ask questions** or seek consultation on ethical and/or moral questions that arise.
- to **have a discussion** about ethical and/or moral issues or concerns.
- to **seek help** to deal with a conflict with patient/family issues regarding care or treatment decisions.



St. Elizabeth

HEALTHCARE



Diversity

Our Diversity Model

Embracing
diversity
revolves
around
RESPECT.
Respect for
all our
similarities
and
differences.

PeRsonal
LanguagE
Spiritual
Psychosocial
GEnerationaL
Cultural
OrganizaTional

Language & Communication

- Communication goes beyond just the words we share, including our body language.
- The inability to communicate easily will increase the level of frustration for the speaker and the listener.
- An important factor affecting communication is your awareness of people who have Limited English Proficiency (LEP).
- The same law that directs us to provide an interpreter to the deaf also directs us to do so for those with LEP?

St. Elizabeth provides Interpreters

- Telephone Interpreters
- In-person interpreters
- Translations of written documents into language other than English.
- Sign Language Interpreters – available for the deaf and hard-of-hearing.



**Contact information
is in every
department.**

Discrimination is Prohibited

Healthcare programs that receive Federal assistance are prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

Obesity Facts

- More than 2 in 3 adults are considered to be overweight or obese
- More than 1 in 3 adults are considered to be obese.
- More than 1 in 20 adults are considered to have extreme obesity.
- Obesity is a complex, **chronic disease** that develops from an interaction of genotype and the environment.

Weight Bias in Healthcare

- Nearly 95% with the disease of obesity feel like they have been discriminated against
- Ask yourself:
 - Am I comfortable with people of all shapes and sizes?
 - Am I sensitive to the concerns of obese individuals?

How might you feel if...

- you are in the hospital and the gown is too small?
- you overheard someone asking for the “big wheelchair?”
- you are worried that the chair in the hospital waiting room would not hold your weight?

Culture

- Culture guides day-to-day behaviors and helps us to interpret other people's actions.
- Today, one in four Americans is a member of a racial or ethnic minority group and by 2070, one in two Americans will be.
- In a multicultural environment like St. Elizabeth, there are many different cultures operating simultaneously.
- As a result, the chances of a misunderstanding increase the more we interact with each other.
- At St. Elizabeth we are called to respect and attempt to understand different cultures.



Organizational Diversity

- We are all unique and have our own values, beliefs and practices.
- We recognize that everyone's culture is unique and special.
- We are called to treat everyone with respect and care — It is the universal language.





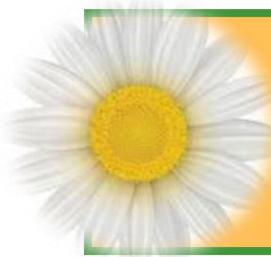
St. Elizabeth
HEALTHCARE

Volunteer Services



The TJC Review

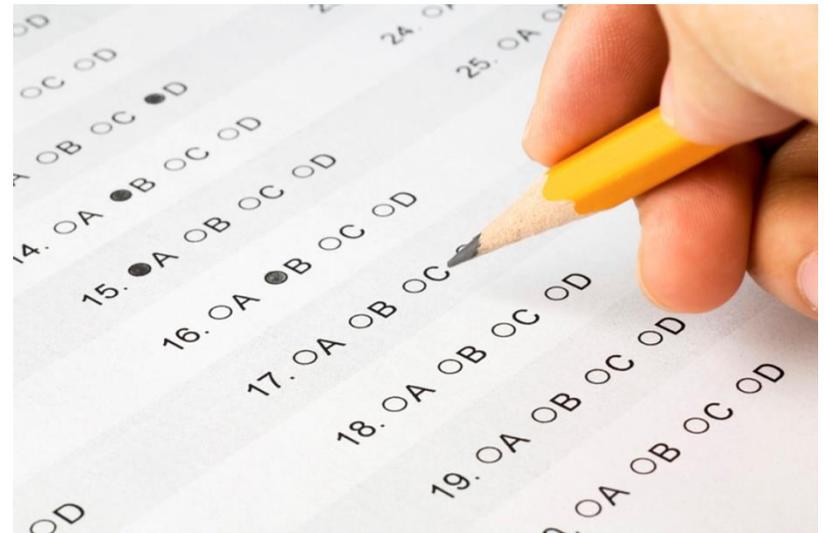
2017



Required TJC Review

Please get out your
Review Sheet
that you printed!

*Make sure to print
your name on
the top.*



TJC Review

1. I know that I am the patient experience.

A. True

B. False

TJC Review

2. AIDET is a communication tool that stands for:

- A. Arrive; Identify; Deliver; Edit; Terminate**
- B. Acknowledge; Introduce; Duration; Explain; Thank**
- C. Announce; Initiate; Decide; Educate; Terminate**

TJC Review

3. I understand that we have a Dress Code and I am required to abide by it.

A. True

B. False

TJC Review

4. You are expected to wear your Volunteer I.D. badge on your upper body whenever you are volunteering.

- A. True**
- B. False**

TJC Review

5. I am aware of St. Elizabeth's Tobacco Free policy and abide by it.

A. True

B. False

TJC Review

- 6. In an active shooter event the key to a safe outcome is?**
- A. Purely luck**
 - B. Looking the shooter in the eye**
 - C. Knowledge and preparedness**
 - D. All of the above**

TJC Review

- 7. If a Code Silver-Active Shooter is announced outside of your area in a hospital, what should you do?**
- A. Stay away from the area of the shooter**
 - B. Turn off lights, cell phones and pagers**
 - C. Shut doors and shelter in place**
 - D. All of the above**

TJC Review

8. If a Code Silver-Active Shooter is announced in your area in the hospital, you should:

- A. Save yourself first, you cannot help someone if you are wounded**
- B. Evacuate if you can safely do so**
- C. Grab anything that can be used as a weapon**
- D. Barricade yourself in a room and push a bed or heavy object against the door**
- E. All of the above**

TJC Review

- 9. If you make the determination that you must fight an armed assailant, you should:**
- A. Use anything you can as a weapon**
 - B. Fight as if your life depended on it**
 - C. Both A & B**
 - D. None of the above**

TJC Review

10. You need to report water leaks, water stains, damaged caulking mold growth.

A. True

B. False

TJC Review

11. When noticing a patient or guest has a weapon, you dial 2-2222 for a Code:

- A. Armstrong**
- B. Silver**
- C. Yellow**
- D. Pink**

TJC Review

12. You should call 2-2222 whenever a hostile or violent situation exists and a Code Armstrong will be called.

A. True

B. False

TJC Review

13. Any volunteer who detects smoke and/or flames of any type must take immediate actions and follow the plan R.A.C.E.

A. True

B. False

TJC Review

14. If there is a fire in your area, what do you do?

- A. Call the operator and move everyone downstairs**
- B. Yell fire and allow people to go to another area**
- C. Rescue anyone in danger, activate the alarm, contain the fire if possible, and extinguish the fire or evacuate.**
- D. Call Security and put out the fire.**

TJC Review

15. The PASS concept stands for:

- A. Medication administration procedures**
- B. The steps to take in using a fire extinguisher correctly**
- C. Safer driving technique on 2 lane roads**

TJC Review

16. The red ABC fire extinguisher can be used on what types of fires?

- A. Chemical**
- B. Electrical**
- C. Combustible**
- D. All of the above**

TJC Review

17. The biohazard symbol indicates that the item contains or is soiled with blood, body fluids or other potentially infectious materials.

- A. True**
- B. False**

TJC Review

18. A Safety Data Sheet (SDS) contains information about the hazards of a chemical and how to control them.

A. True

B. False

TJC Review

19. OSHA's Hazard Communication Standard has been aligned with the Globally Harmonized System for Classification and Labeling of Chemicals (GHS).

- A. True**
- B. False**

TJC Review

20. Which of the following is a component of a chemical label:

- A. Hazard Statement**
- B. Price**
- C. Both A & B**

TJC Review

21. If you are hospitalized, off for a medical reason, or under medical care for an illness or condition that impacts your health or safety (even for a short time), you are required to have your physician complete a *Return to Volunteer* form.

A. True

B. False

TJC Review

22. Prevention of hospital associated infections is best accomplished by performing hand hygiene before and after patient contact.

- A. True**
- B. False**

TJC Review

23. Alcohol foams and gels are effective for hand hygiene on unsoiled hands but are NOT effective on hands visibly dirty or contaminated with body substances, food, or after using the restroom.

- A. True**
- B. False**

TJC Review

24. It is okay to enter a patient room marked “Isolation” or “Precautions” when you are volunteering.

A. True

B. False

TJC Review

25. Receiving an influenza vaccination, unless allergic, will be required in fall 2017.

A. True

B. False

TJC Review

- 26. You observe that a patient who is walking down the hall alone appears unsteady and confused. You should:**
- A. You do not need to do anything. The yellow armband means she is OK.**
 - B. Pay no attention. You are not a nurse, so this doesn't have anything to do with you.**
 - C. Stay with the patient and call for a nurse or a Nurse Assistant.**

TJC Review

27. Preventing falls is the responsibility of:

- A. Nurses**
- B. Transporters**
- C. Volunteers**
- D. Phlebotomists**
- E. Every member of the St. Elizabeth team**

TJC Review

28. Which of the following is a symptom of stroke?

- A. Facial droop**
- B. Arm weakness**
- C. Slurred speech or difficulty speaking**
- D. All of the above**

TJC Review

29. If you believe someone inside St. Elizabeth is having a stroke, you should call 2-2222.

A. True

B. False

TJC Review

30. If you observe anyone with the signs/symptoms of a heart attack inside the hospital you call 2-2222.

- A. True**
- B. False**

TJC Review

31. Heart attacks can have ‘beginnings’ which can occur hours or weeks before the actual heart attack.

- A. True**
- B. False**

TJC Review

- 32. Which of the following describes the function of the Notice of Privacy Practices offered to all patients?**
- A. Lets patients know what the Health System is doing to protect their PHI**
 - B. Informs patients about their privacy rights.**
 - C. Explains to patients how they can exercise their privacy rights.**
 - D. All of the above.**

TJC Review

33. You can look yourself up in Epic because, after all, it is your own personal information.

- A. Yes**
- B. No**

TJC Review

34. HIPAA violations by St. Elizabeth associates/volunteers may result in disciplinary action up to and including termination from employment or volunteering.

- A. True**
- B. False**

TJC Review

35. We are required by law to provide an interpreter to patients with limited English proficiency and to those who are deaf.

- A. True**
- B. False**

TJC Review

36. Studies have documented weight bias in healthcare against patients that suffer from the disease of obesity.

- A. True**
- B. False**

TJC Review

37. Obesity is a complex, multifactorial chronic disease.

- A. True**
- B. False**

TJC Review

38. St. Elizabeth is committed to being ethical in every way. If you think something isn't right, we want you to communicate your concerns.

- A. True**
- B. False**

TJC Review

39. If you have a concern to report, you may contact:

- A. St. Elizabeth's Corporate Compliance Officer**
- B. The Compliance Hotline**
- C. Your supervisor**
- D. Volunteer Office Staff**
- E. All of the Above**

TJC Review

40. The toll free Report Line is open 24 hours a day, 7 days a week and is totally confidential for the caller.

A. True

B. False

TJC Review

41. You are required, by law, to report witnessed, suspected or alleged abuse.

A. True

B. False

TJC Review

42. Behaviors that intend to humiliate, punish or produce fear are what type of abuse?

- A. Neglect**
- B. Physical abuse**
- C. Mental abuse**
- D. Sexual abuse**

TJC Review

43. Improper use of physical restraints, rough handling during caregiving, force-feeding and shaking are all examples of what type of abuse?

- A. Self-neglect**
- B. Misappropriation of property**
- C. Verbal abuse**
- D. Physical abuse**

TJC Review

44. Workplace violence is defined as?

- A. Physical assault**
- B. Threatening behavior**
- C. Verbal abuse**
- D. All of the above**

TJC Review

45. Which of the following are types of workplace violence?

- A. Verbal Abuse**
- B. Physical abuse or assault**
- C. Stalking**
- D. Harassment**
- E. All of the above**

TJC Review

46. If you are a victim of workplace violence, you need to immediately report it to your supervisor or if necessary Security.

A. True

B. False

TJC Review

47. The Ethics Committee makes decisions for the patient, family and healthcare team.

A. True

B. False

TJC Review

48. The St. Elizabeth Ethics Committee is guided by the Ethical and Religious Directives for Catholic Health Care Services.

- A. True**
- B. False**

Thank You!

- 🌻 **You have completed your Annual Training for 2017!**
- 🌻 **Please return your TJC Answer Sheet to the Volunteer Office**