2016 Annual Training Review

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

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Return the sheet to the Volunteer Office
Thank you for staying compliant!
2016 TJC Required Annual Training

PLEASE PRINT

PRINT NAME: ___________________________ Date: _______________

Primary Location: ___Covington ___Edgewood ___Florence
___Ft. Thomas ___Falmouth ___Grant County

OTHER_____________________

Date of Birth: _________________________

Your Cell Phone Number: _________________________________

Your Email Address: _________________________________

1_______ 10_______ 19_______ 28_______ 37_______ 46_______
2_______ 11_______ 20_______ 29_______ 38_______ 47_______
3_______ 12_______ 21_______ 30_______ 39_______ 48_______
4_______ 13_______ 22_______ 31_______ 40_______ 49_______
5_______ 14_______ 23_______ 32_______ 50_______

6_______ 15_______ 24_______ 33_______ 51_______

7_______ 16_______ 25_______ 34_______ 52_______

8_______ 17_______ 26_______ 35_______

9_______ 18_______ 27_______ 36_______

Please fill in the blanks with your name, date, and contact information as required.
About St. Elizabeth …

• Largest employer in Northern Kentucky.
• Operates seven major facilities throughout Northern Kentucky – Covington, Edgewood, Falmouth, Florence, Ft. Thomas, Grant and Owen.
• Named the region’s only member of the Mayo Clinic Care Network
• Is comprised of more than:
  ✓ 7,800 Associates
  ✓ 1,200 Volunteers
  ✓ 1,200 Physicians
Who We Serve…

• More than **2 million patient encounters** across the organization.

• Our friends and neighbors depended on us for:
  - More than **204,000** emergency situations.
  - The birth of nearly **4,330** new family members.
  - **53,000** Inpatient Discharges.
  - **28,800** Inpatient and Outpatient Surgeries.
  - End-of-life hospice care for nearly **1,400** of their loved ones.
St. Elizabeth Physicians Play a Vital Role for Patients

- 442 Providers
- 1,553 Associates
- 38 Specialties & Services
- 117 Locations
- 1 Express Care, 4 Urgent Care
- Serving over 300,000 patients — or more than half of the NKY population!
- More than 1.3 million visits
- 52 SEP physicians were named “Top Docs” by Cincinnati Magazine
Celebrating our Volunteers

- 1253 volunteers in 2015, an increase of 3% over 2014
- 111,376 hours of service for a contribution valued at $2,259,820
- Volunteers serve in 125 departments
- 16 new volunteer positions created
- 348 new volunteers
New Developments in 2016

• Partnered with SUN (Solving Unmet Needs) Behavioral Health to build a new 197-bed, free-standing and comprehensive specialty hospital to expand and improve integrated inpatient behavioral healthcare services available in this region.

• Expansion of the St. Elizabeth Education and Training Center (SETEC) to include a 22,000 square foot state-of-the-art simulation center, opening Fall 2016.

• Purchased New Horizons Health System’s (NHHS) assets to create St. Elizabeth Owen to ensure the critical healthcare needs of the community continued to be met and strengthened.
New Strategic Plan: Our Vision

St. Elizabeth will lead Northern Kentucky to become one of the healthiest communities in America.
New Strategic Plan: Goals and Aspirations

**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, Associates to Work, and Volunteers to Volunteer**

- **Best Community Partner**
Enhancing the Patient Experience

Launched e-visits by St. Elizabeth Physicians and expanded urgent care services.

- 20+ conditions treated.
- Expanded to include Women’s Health providers.

Offered the first same day, outpatient knee replacement in the region.
Enhancing the Patient Experience

• **Partners in Care**

• Fully implemented patient-centered care model that fosters a partnership among the patient, patient’s family, loved ones and the healthcare team.

getwell:)network

• The GetWellNetwork was implemented throughout the system in 2016
  - This was made possible because of donations to the 2014-2016 associate Vision campaign.
St. Elizabeth in the Community

- Habitat for Humanity – built a new house with all work by St. Elizabeth associates
- Major Sponsor for the American Heart Association Heart Chase and Heart Mini
- Many Sponsorships and School support – funded over 130 organizations in 2015
- Partner in Fighting the Heroin Epidemic … and much more!

St. Elizabeth provided $112 million in community benefits and uncompensated care to NKY communities
New Community Partnerships

RC Durr YMCA

Live Well NKY

Health Innovation Center
Volunteer Christmas Week

- **December 12th-16th**
$10 Off Uniform Purchase thru Aug 1

Many Styles to choose from!

Stop by Volunteer Office to see samples and get an order form!

Special available until August 1st!
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 use pads to help “spread the word”

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[Image of a gift certificate]

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

St. Elizabeth Volunteer Services

Gift Certificate

This certificate is worth $25.00 and may be redeemed at any St. Elizabeth Healthcare Gift Shop.

Thank you!

“St. Elizabeth volunteers are passionate about their role in making a positive difference in the patient experience.”
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.
$8000 in Scholarships Awarded

St. Elizabeth Florence Auxiliary, Ft. Thomas Auxiliary and The Second Time Around Thrift Shop awarded eight $1,000 college scholarships to current graduating teen volunteers.

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.
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
- Forms in the Volunteer Offices
The money generated from normal hospital operations alone cannot support the level of care our community deserves.

Foundation makes sure St. Elizabeth is able to provide those services.

Builds a path between you and the care you depend on.

Was founded on strong community principles, with grass-roots values.

imagine what we can do together

For more information about the Foundation and how you can make a difference call 859-301-3920
Volunteer Self-Review and Survey

- **THANK YOU** for completing and returning!
- Will be reviewed individually
- Can expect follow-up within 2 months, if requested
- If not completed, needed by July 15

Updating Contact Information

- Cell Phone, Email, Emergency Contact
- **LET US KNOW!**
YOU are the Patient Experience
AIDET

Our tool for complete communication

**Acknowledge** – 10 feet away smile; 5 feet offer a greeting like Good Morning!

**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 ® is a registered trademark of Studer Group*
How does AIDET impact patients/guests?

**A**cknowledge - increases sense of security

**I**ntroduction - decreases anxiety

**D**uration - increases chance for successful encounter

**E**xplanation - increases quality of experience

**T**hank 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.

Mp3 Player and IPODs
Are PROHIBITED when volunteering. No earbuds.
Report **any** injury to your **supervisor** to complete a **Patient/Visitor 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 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.

Thank You!!
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
Thank You

For choosing to volunteer in healthcare!

• More laws, rules and regulations than most any other industry
• NOT EASY! All hold volunteers to high standards
• 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**
Emergency Codes – Code Blue

• 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

- 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.

To call a Rapid Response
Dial 2-2222
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**. Only staff involved respond.
The US Weather Service has issued a **Tornado watch**.

Conditions are favorable for a tornado or severe weather. Remain calm and alert for further information.
A tornado has been sighted in Boone, Campbell, Kenton or Grant Counties

• Return/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 should be moved to patient bathroom or corridor, closing all doors. Instruct visitors to take shelter away from windows.
• Cover patients with blankets
A Code Yellow is called when a large influx of patients is expected as a result of a man-made (like an airplane crash) or natural disaster (like a tornado).

Emergency Codes

Get direction from your supervisor
A **Code Orange** is called when a hazardous material spill has occurred.

- **S**ecure the area
- **P**rotect any people
- **I**nform—Call Security **12270**, area manager and the Safety Director
- **L**eave cleanup to trained personnel
Emergency Codes

• A Code Armstrong is called when a hostile situation exists and is reported to Security at 12270.

• Security will respond to the area announced.
Emergency Codes

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

• Weapons are prohibited on SEH property

• If you see an armed person call Security at **12270 immediately**.

Do NOT approach or attempt to disarm
Emergency Codes

Know what to do

• 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 12270 or call 911 when you can safely do so
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
• 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
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 Security at 12270 or hit a panic button.
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
An announcement that indicates a possible fire, smoke or condition exist that requires **IMMEDIATE ACTION**

- The location is announced with the code
- Edgewood announcements are made in the zone affected only
- All other locations – hospital wide
- When a fire alarm is activated, it signals Telephone Services and the Fire Department dispatcher
Emergency Codes – Code Red

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

**A** - **A**ctivate the nearest fire alarm. **A**llert all people in the area.

**C** - **C**ontain the fire and smoke. **C**lose all windows and doors to control air movement.

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

If you detect smoke and/or flames of any type, you must take immediate action.
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

Edgewood, Florence, Ft. Thomas, Covington & Grant Co. -
- Dial 2-2222
- Report a Code Red
- State your name and the location of the fire

Hospice & Outside Facilities
- Dial 911
- State your name & location of the fire
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

• Know how to use a fire extinguisher- it is your first defense in case of fire
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
Fire Extinguishers

Red ABC fire extinguishers are used in almost all areas throughout the hospitals, on A, B and C type fires.

<table>
<thead>
<tr>
<th>CLASSES OF FIRES</th>
<th>TYPES OF FIRES</th>
<th>PICTURE SYMBOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Wood, paper, cloth, trash &amp; other ordinary materials.</td>
<td>![A symbol]</td>
</tr>
<tr>
<td>B</td>
<td>Gasoline, oil, paint and other flammable liquids.</td>
<td>![B symbol]</td>
</tr>
<tr>
<td>C</td>
<td>May be used on fires involving live electrical equipment without danger to the operator.</td>
<td>![C symbol]</td>
</tr>
<tr>
<td>D</td>
<td>Combustible metals and combustible metal alloys.</td>
<td>![D symbol]</td>
</tr>
</tbody>
</table>

**Combustibles**

**Chemicals**

**Electric**

**Metals**
• **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

- This code represents the conclusion of most of the emergency situations.
Safety information flyers are posted in every department and are located on the bulletin board in the Volunteer Offices.

A “Badge Attachment” summarizing the Codes is available upon request.
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 Nurse

Red biohazard waste bags are used for infectious waste disposal

Yellow waste bags are used for chemical waste disposal
OSHA (Occupational Safety and Health Administration) has aligned its requirements to meet the *Globally Harmonized System or “GHS”*

- GHS was developed by the United Nations
- Makes communications about hazardous chemicals simpler and more consistent throughout the world.
Safety Data Sheets (can be found on the SEH intranet) and contain 16 sections of information such as:

- Make-up of product
- Hazard Statement
- Precautions to be taken when handling product
- Any protective equipment needed
- How to handle spills/exposures

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

Pictograms

Identity

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
Explosives, self-reactives, organic peroxides

Gases under pressure

Flammables, pyrophoric, Self-heating, emits flama gas, self-reactive, organic peroxides

oxidizers

Acute toxicity, fatal or toxic

Skin corrosion/burns, eye damage corrosive to metals

Carcinogen, mutagenicity, Repro toxicity

Irritant, skin sensitizer, acute toxicity, resp tract irritant,

Aquatic toxicity
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 day or two*

- Hospital policy requires you to have a physician complete a *Return to Volunteer form*

- Any Volunteer Office can provide you with the form
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

• **Soap and Water**
  – Wash with soap and water when hands are visibly dirty or contaminated with body substances, food, and after using the restroom.

  – When washing with soap and water, wet hands first, apply soap, rub hands together vigorously for at least 10-15 seconds, covering all surfaces, rinse, dry with disposable towel, using towel to turn off faucet, dispose of towel.
Hand Hygiene Options

• **Waterless Alcohol Antiseptic**
  – If hands are not visibly soiled, you may use the alcohol-based gel or foam for routine hand hygiene.
  
    • **It is 99.9% effective on unsoiled hands!**
  
    • When using the gel or foam, apply to palm of one hand and rub hands together, covering all surfaces until hands are **dry**.
  
    • **This takes about 15 seconds**
  
    – Gels or foams **should not** be used on hands soiled with organic material (such as grease, blood, body fluids, food residue) because they are 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:

1. Cough into your elbow or sleeve.
2. Cough into a tissue.
3. Turn your head away from others.
4. Throw tissues in trash.
5. Wash your hands.
Isolation

If you see one of these signs ... … 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
- The Centers for Medicare & Medicaid Services requires hospitals to report the percentage of employees, students, doctors AND volunteers that do or do not receive a flu shot and why.
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

• Use hand hygiene before and after contact with a patient and several times every shift if you do not have direct patient contact
• Report water leaks, water stains, damaged caulking, and mold growth
• Do not eat or drink in a patient care area
Protecting our Patients from Falls

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,
  - or
- 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 numbness or weakness 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 or Rapid Response (2-2222) if these 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.
What is Acute Coronary Syndrome (ACS)?

• Acute Coronary Syndrome is when a blockage of one or more of the coronary arteries occurs, resulting in decreased oxygen supply to the heart muscle.

• Usually called a Heart Attack.

• 600,000 people die of heart disease in the United States every year—that’s 1 in every 4 deaths.

• Every 25 seconds, an American will have a coronary event, and every minute, someone will die of one.
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 of ACS
(People may or may not experience any or all of these symptoms)

- Chest pressure, squeezing or fullness or discomfort
- Pain that travels down one or both arms
- Sudden heavy sweating

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

- Nausea
- Upper back pain
- Shortness of breath
- Jaw pain
Women may have different signs and symptoms of chest pain than men!

- 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.

Individuals may or may not experience any or all of these symptoms.
Early Heart Attack Care (EHAC) is designed to promote public awareness by:

• Knowing the signs and symptoms of heart attacks
• Know that signs and symptoms of heart attacks can start days to weeks before the actual attack
• If symptoms occur get evaluated by an emergency department
• Recognize and treat early symptoms to help prevent full-blown heart attacks
Acute Coronary Syndrome is a “Medical Emergency”

• It is your duty to recognize the symptoms of ACS and act upon it
• You are the first link in initiating a response

• If you are in a hospital call a Rapid Response or Code Blue
• St. Elizabeth hospitals dial 2-2222
• At an outpatient location or in the community call 911

“Extraordinary Heart Care”
What Can You Do?

!!COMMIT!!

1. Learn the early signs and symptoms of a heart attack
2. Share early heart attack care (EHAC) with others
3. Take the Oath

“Extraordinary Heart Care”
Early Heart Attack Care Oath

I understand that heart attacks have beginnings that may include chest discomfort, shortness of breath, shoulder and/or arm pain, and weakness. These may occur hours or weeks before the actual heart attack.

*I solemnly swear* that if it happens to me or anyone I know, I will call 9-1-1 or activate our Emergency Medical Service (2-2222).
Purpose of HIPAA

“HIPAA” stands for the Health Insurance Portability and Accountability Act.

- 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.
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.
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.
Associates/Volunteers may **NOT** use the St. Elizabeth Healthcare computer system 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.**
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
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.
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 by putting in a shredding container

NEVER throw PHI in a garbage can
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.
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.
Our Diversity Model

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

PeRsonal
LanguageE
Spiritual
Psychosocial
Generational
Cultural
Organizational
Some of the differences we observe in each other include:

- Gender
- Race
- Ethnicity
- Age
- Height
- Weight
- Physical & Mental Disabilities
- How we dress
Weight Bias in Healthcare

- Nearly 95% of obese persons 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?
As a Center of Excellence in Bariatric Surgery, St. Elizabeth strives to provide all associates and volunteers with sensitivity training concerning obesity.

- St. Elizabeth has furniture and hospital equipment such as wheelchairs designed to make obese patients and guests more comfortable.
- Know how to obtain the needed equipment when needed.
Center of Excellence for Bariatric

Treat all patients and guest with gentleness, tact and concern.

• Avoid making remarks about a guest or patient’s size
• Call for assistance as needed when aiding an obese patient or guest
  o Do not attempt to push a wheelchair if it puts you at risk or is too difficult – doing so will make the guest feel uncomfortable and could injure you
We are programmed by our 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.
- At St. Elizabeth we are called to respect and attempt to understand different cultures.
Language & Communication

• 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 has interpreters for patients

- 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.
Organizational Diversity

The diversity goal at St. Elizabeth Healthcare is to create an atmosphere in which there is an understanding and respect of all cultures, values, traditions and beliefs.

- 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.
Safe Environment
Safe Environment

• Are committed to providing a work environment free from threat or harm.
• There is a zero-tolerance policy for workplace violence, verbal and non-verbal threats, and related actions.

Refer to policy HR-ER-12 - “Prevention of Workplace Violence”
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

For additional guidelines, refer to policy HR-ER-12 - “Prevention of Workplace Violence”
Reporting

In all cases of Workplace Violence

• If you feel immediately threatened – call Security at 12270
• Notify your Manager/Supervisor.
• Never assume that someone else has reported it.
• The St. Elizabeth Workplace Violence Incident Report Form must be filled out
Security Department

- Security officers are dispatched from a central office to reach Security at any location call 12270
- The Security Department:
  - Investigates incidents such as thefts, vandalism, and accidents
  - Are the first responders to emergencies such as fires, bomb threats, and disasters
  - Provides special services such as escorts, battery jumps, key retrievals, and locking and unlocking doors
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.
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 feel your problem has not been resolved, or 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 anonymously. For those concerns call the toll free Compliance Line (number in phone directory).
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.
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
Abuse is

The willful infliction of:

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

Resulting in:

- physical harm
- mental anguish
- or deprivation of necessary goods and services
Abuse Takes Many Forms

**Emotional** - Verbal or nonverbal acts that inflict psychological pain, anguish or distress

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

**Neglect** - Physical or emotional denial of essential services
Abuse Takes Many Forms

**Self-Neglect** - The individual fails to provide for their own health & safety

**Sexual** - Sexual contact without consent

**Financial Exploitation** - Illegal or improper use of assets, funds or property
Difficult patient behaviors can contribute to occurrences of abuse.

- Associates/Volunteers need to always be professional
- Remain focused on providing care
- Discuss concerns with the nursing staff so that a plan can be developed
  - *Never* isolate or ignore the patient, as these are abusive actions
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
- The situation, by law, is then reported to the Office of Inspector General
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.
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
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.
Required TJC Review

Use the review sheet you printed out.

Make sure to print your name on the top.

Use letters for answers.
1. I know that I am the patient experience.

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

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

A. True
B. False
5. I am aware of St. Elizabeth’s Tobacco Free policy and abide by it.

A. True
B. False
6. In an active shooter event the key to a safe outcome is?

A. Knowledge and Preparedness
B. Remaining calm
C. Evaluating whether to Run, Hide or Fight
D. All of the above
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
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
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
10. If you find a serious hazardous material spill or leak you:

A. Secure the area
B. Notify the manager and Security
C. Leave the clean-up to trained personnel
D. All of the above
11. When noticing a patient or guest has a weapon, you dial Security at 1-2270 for a Code:

A. Blue
B. Armstrong
C. Silver
D. Pink
12. You should call Security whenever a hostile or violent situation exists and a Code Armstrong will be called.

A. True
B. False
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
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.
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
16. The red ABC extinguisher can be used on what types of fires?

A. Chemical
B. Electrical
C. Combustible
D. All of the above
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
18. A Safety Data Sheet (SDS) contains information about the hazards of a chemical and how to control them.

A. True
B. False
19. OSHA’s Hazard Communication Standard is being aligned with the Globally Harmonized System for Classification and Labeling of Chemicals (GHS).

A. True
B. False
20. The Globally Harmonized System (GHS) will make communications about hazardous chemicals simpler and more consistent throughout the world.

A. True
B. False
21. Which of the following is a component of a chemical label:

A. Hazard Statement
B. Price
C. Both A & B
22. 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 if for a day or two) you are required to have physician complete Return to Volunteer form.

A. True
B. False
23. Prevention of hospital associated infections is best accomplished by performing hand hygiene before and after patient contact.

A. True
B. False
24. 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
25. Tuberculosis (TB) is a disease caused by germs that are spread from person to person through the air.

A. True
B. False
26. It is okay to enter a patient room marked “Isolation” or “Precautions” when you are volunteering.

A. True
B. False
27. CMS (Center for Medicare and Medicaid Services) requires hospitals to report the percentage of employees, students, doctors AND volunteers that do or do not receive a flu shot and why.

A. True
B. False
28. 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.
29. Signs of stroke include sudden onset of face and/or arm numbness or weakness especially on one side of the body, sudden slurring of speech or difficulty speaking or understanding.

A. True

B. False
30. If you believe someone inside St. Elizabeth is having a stroke, you should call a Rapid Response by dialing 2-2222.

A. True
B. False
31. If you observe a patient with the signs and symptoms of ACS at Edgewood, Florence, Ft. Thomas, Covington or Grant County you call 2-2222.

A. True

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

A. True
B. False
33. I understand that I am responsible for knowing the signs and symptoms of ACS and what actions to take. I will take the Early Heart Attack Oath:

I understand that heart attacks have beginnings that may include chest discomfort, shortness of breath, shoulder and/or arm pain, and weakness. These may occur hours or weeks before the actual heart attack. I solemnly swear that if it happens to me or anyone I know, I will call 911 or activate our Emergency Medical Service.

A. Yes

B. No
34. If you overhear a nurse reporting to a doctor about a friend of yours who is a patient, can you share that information with your spouse or parent?

A. Yes  
B. No
35. You can look yourself up in Epic because, after all, it is your own personal information.

A. Yes
B. No
36. HIPAA violations by St. Elizabeth associates may result in disciplinary action up to and including termination from employment or volunteering.

A. True
B. False
37. The diversity goal at St. Elizabeth Healthcare is to create an atmosphere in which there is an understanding and respect of all cultures, values, traditions and beliefs.

A. True
B. False
<table>
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<tr>
<th>A. True</th>
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38. Studies have documented weight bias in healthcare against patients that suffer from the disease of obesity.
39. It is important to be mindful and respectful when assessing needs for obese patients.

A. True
B. False
40. Does St. Elizabeth provide language services to the hearing disabled as well as people with Limited English Proficiency?

A. Yes
B. No
41. 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
42. 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
43. 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
44. You are required, by law, to report witnessed, suspected or alleged abuse.

A. True
B. False
45. A verbal or nonverbal act that inflicts psychological pain, anguish or distress is what type of abuse?

A. Neglect  
B. Physical abuse  
C. Emotional abuse  
D. Sexual abuse
46. If a patient is being difficult and you notice that staff ignore the patient, this is understandable and is not considered abuse.

A. True
B. False
Any associate or volunteer who identifies actual or suspected abuse or neglect must immediately report this suspected, alleged or actual abuse or neglect to the nurse supervisor assigned to care for the patient. By law, this must be properly reported.

A. True
B. False
48. Workplace violence is defined as?

A. Physical assault
B. Threatening behavior
C. Verbal abuse
D. All of the above
49. St. Elizabeth has a policy that prohibits workplace violence.

A. True
B. False
50. 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
51. The Ethics Committee makes decisions for the patient, family and healthcare team.

A. True
B. False
52. 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 2016!

_leaf_ Please return your TJC Answer Sheet to the Volunteer Office.