



St. Elizabeth
HEALTHCARE

VOLUNTEER ANNUAL TRAINING

Level 5

MISSION

As a Catholic healthcare ministry, we provide comprehensive and compassionate care that improves the health of the people we serve.

VISION

St. Elizabeth will lead the communities we serve to be among the healthiest in the nation.

VALUES



INNOVATION

I seek better ways to perform my work, find creative solutions, and embrace change.

COLLABORATION

I understand that mutual respect and teamwork are critical to accomplishing goals. I work with others to achieve the best individual and collective outcomes.

ACCOUNTABILITY

I use resources efficiently, respond to others promptly, face challenges in a timely manner, and accept responsibility for my actions and decisions.

RESPECT

I respect the dignity and diversity of our associates, physicians, patients and community members. I promote trust, fairness and inclusiveness through honest and open communication.

EXCELLENCE

I believe in serving others by pursuing excellence in healthcare. I compassionately care for the mind, body and spirit of each patient.

2023-2025 STRATEGIC PLAN



HIPAA PRIVACY & SECURITY

PURPOSE OF HIPAA

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

- Its **purpose** - to establish nationwide protection of patient confidentiality, security of electronic systems, standards and requirements for electronic transmission of health information.
- The two parts of HIPAA are:
 1. **Privacy**
 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.

KEEP IT CONFIDENTIAL

What You Can 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.
- Place all notes or papers that include any PHI in a HIPAA bin or shedder before leaving.
- Do not let others look at your computer screen.
- **LOG OFF** whenever you leave your computer unattended.

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.**

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.**

REPORTING CONCERNS

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 all laws and regulations;
- 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.

COMMITTED TO BEING ETHICAL

You should report anything that seems unethical including:

- Violations of patient, organization or associate confidentiality; HIPAA breaches
- Any kind of discrimination or harassment.
- Dishonest communications, including lying and obtaining goods and services under false pretenses.
- 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 would rather not report the issue to a supervisor, call Sarah Huelsman, Director of HIPAA Privacy Officer, at (859) 301-6266.**
3. **You may want to report a situation without revealing your identity. For those concerns call the toll free Compliance Line at 1-877-815-2414.**

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.

NO RETALIATION POLICY

- SEH **forbids** retaliation against anyone who reports a concern in good faith.
- Making a good faith report will **not** put your volunteer position at risk. We protect every volunteer (and associate) who reports a concern in good faith.
- Anyone who retaliates in any way is subject to immediate discipline – up to and including termination.
- Report retaliation concerns immediately to your supervisor or the Corporate Compliance/HIPAA **Privacy Officer – Lisa Frey at (859) 301-5580.**

SUMMARY

COMPLIANCE

Compliance is **everyone's** responsibility

PREVENT

Adhere to all laws and ethical expectations to prevent non-compliance

DETECT & REPORT

If you detect potential non-compliance, report it

CORRECT

Correct all non-compliance to protect patients and all involved

HEALTH & SAFETY

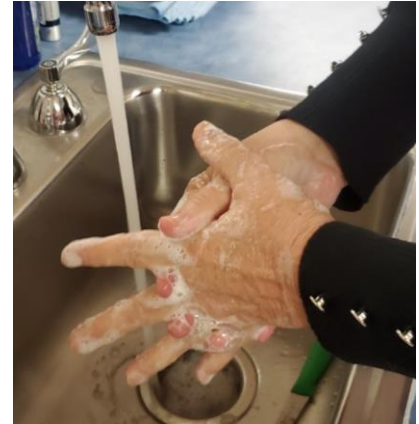
HAND HYGIENE

- One of the most important factors in preventing the spread of infection and is the most protective practice one can use - period.
- Remember to provide patients with opportunities to perform hand hygiene, like before eating.



HAND HYGIENE

- 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

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 , covering all surfaces, focusing on fingertips and fingernails
- Rinse under running water and dry with disposable towel; use towel to turn off faucet; dispose of towel

HAND HYGIENE OPTIONS

Waterless Alcohol Antiseptic – when hands are not soiled

- Apply adequate amount of facility provided alcohol hand rub to palm of one hand
- Rub hands together, covering all surfaces, focusing on the fingertips and fingernails, until 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:

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



SEASONAL INFLUENZA

- Highly contagious viral illness spread by coughing, sneezing, or contact with infected nasal secretions or contaminated surfaces.

*An annual Influenza Immunization (a flu shot) is **REQUIRED** for all SEH Volunteers, Associates and Physicians. Notice provided in September.*

SIGNS OF STROKE

BE FAST

Balance - Watch for sudden loss of balance.

Eye – Watch for sudden vision loss.

Face – Look for uneven smile.

Arm – Check if one arm is weak.

Speech – Listen for slurred speech.

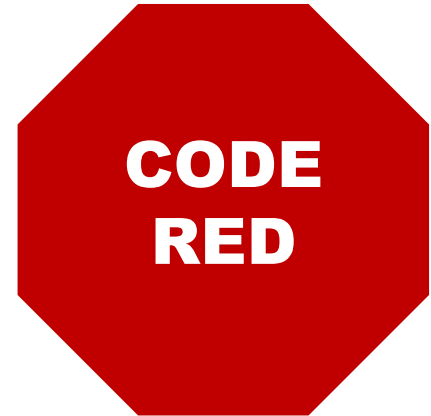
Time – Call 911 at the first sign

SAFETY

EMERGENCY CODES – CODE RED

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

- Pull the nearest fire alarm
- Outside Facilities
 - Dial 911
 - State your name and fire location



R.A.C.E.

- R -** Rescue / Relocate all people in immediate danger from the fire.
- A -** Activate the nearest fire alarm.
Alert all people in the area.
- C -** Confine/contain fire and smoke.
Close all windows and doors.
- E -** Extinguish the fire if possible.
Evacuate the area as instructed.
Escape the area.

FIRE SAFETY

Activate the nearest alarm

- Fire alarm pull stations near exits and stairwells.
- Never obstruct the view of fire alarm pulls or fire extinguishers
- When a fire alarm pull station is activated:
 - The fire alarm will sound
 - Fire doors will close. *Do not block emergency/exit doors.*
 - Strobe lights are activated.



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
- Assisting a person in immediate danger without risk to self



FIRE EXTINGUISHERS

Red ABC fire extinguishers are used in most areas throughout the hospitals for A, B and C type fires—not type D

A Type Fires = Combustibles

B Type Fires = Chemicals

C Type Fires = Electric

D Type Fire = Metals

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

USING THE EXTINGUISHER

P.A.S.S.



P – Pull pin.

Allows Discharge.

A – Aim at base of fire

Hit the base, hit the fuel. Don't aim at flames.

S – Squeeze handle

Release the pressure.

S – Sweep side to side

Side to side from 10 ft. away slowly moving forward

EMERGENCY CODES – CODE SILVER, ACTIVE SHOOTER

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.
- Don't argue; speak calmly and with respect.
- Call **911** when you can safely do so.

EMERGENCY CODES – CODE SILVER, ACTIVE SHOOTER

If you are off-site,

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

BOMB THREAT

Information Gathering

Person receiving the threat should record as much data as possible

- Exact words of caller and time
- Sex of caller
- Speech traits
- Location of device
- Detonation time & type
- Background noises if discernable
- Look at display and write down phone number on screen/ask for help to retrieve phone number when caller hangs up

Notification

Person receiving the threat informs the security department who notifies the operator to call the following:

- Call 22222. Offsite call 911.
- Local police & fire, administrator on call, Director of Plant Engineering
- Other administrative personnel

Security

- Notifies Nursing Supervisor who notifies all nursing units.

This information is not announced over the public address system.

DIVERSITY

DIVERSITY STATEMENT

At St. Elizabeth, diversity, equity and inclusion are the driving spirits in everything we do for our patients, community and each other – connecting the compassionate care we deliver and healthy community we envision with an assurance of dignity and respect for all.

YOU ARE THE PATIENT EXPERIENCE

A.I.D.E.T

Our tool for complete communication:

Acknowledge – 10/5 Rule

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

A.I.D.E.T

How does A.I.D.E.T impact our 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

VOLUNTEER UPDATES

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 info pads to help spread the word



HIGH SCHOOL VOLUNTEER SCHOLARSHIPS

Volunteer Scholarships

St. Elizabeth Florence Auxiliary, Ft. Thomas Auxiliary and Edgewood Gift Shop awarded six \$1,000 college scholarships to current graduating teen volunteers.

High School Volunteers must accumulate a minimum of 100 hours of service by December 31st of their senior year.

Winners:

Elaine Chan, Kira Kent, Kathryn McLagan,
Morgan Shipp, Matthew Wyatt Sunday,
Kenzi Vennefron

St. Elizabeth Healthcare Scholarship

The St. Elizabeth Scholarship Program provides \$2,000 scholarships to Northern Kentucky and Southeastern Indiana high school seniors pursuing a degree in the healthcare field including public health, biochemistry, nursing, medicine, behavioral, occupational health, environmental health, quality, safety, or other health-related disciplines.

*23 of 25 recipients were St. Elizabeth
Volunteers or Service Interns!*

VOLUNTEER SURVEY

- Later this summer, we will be sending out our Volunteer Satisfaction Survey.
- The survey will be available online or on paper, per request.
- We are aiming for 100% participation!
- We look forward to reviewing your survey responses and, once again, documenting how St. Elizabeth is a Best Place for Volunteers to Volunteer!

SELF-REVIEW & CONTACT INFORMATION

Volunteer Self-Review:

- *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 and Email
- *LET US KNOW!*

DRESS CODE

Wear your badge:

- On your upper body
- At all times when volunteering at a St. Elizabeth site
- The I.D. badge identifies you as a member of the St. Elizabeth team.
- Must be returned if you cease volunteering.

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
- No T-shirts, hoodies or sweatshirts
- No sleeveless tops with the vest
- No shirts with writing or logos except St. Elizabeth

VOLUNTEER HEALTH

- You need to notify the Volunteer Office if you are:
 - Hospitalized;
 - Off for a medical reason;
 - Have any COVID-19 symptoms or are around someone COVID positive
 - Be 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 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."



TJC REVIEW

TJC REVIEW

Please get out your Review Sheet!

Make sure to print your name on the top.

TJC REVIEW

- 1. I am familiar with St. Elizabeth's Mission, Vision and ICARE Values.**
 - A. True**
 - B. False**

TJC REVIEW

2. The Joint Commission holds volunteers to the same standards as associates.
 - A. True
 - B. False

TJC REVIEW

3. If you see a friend from church standing at Registration in the Cancer Center, it is ok to call the church office and ask to put them on the prayer chain.
 - A. Yes
 - B. No

TJC REVIEW

- 4. 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

5. 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

- 6. 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

- 7. 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

8. If you do not volunteer in a patient care area, then hand hygiene and disinfecting your work area are not important.
- A. True
 - B. False

TJC REVIEW

9. 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

10. You should always wash hands with soap and water after using the restroom

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

- 11. Receiving an influenza vaccination, unless allergic, is an annual requirement for SEH volunteers, associates and physicians**
- A. True**
 - B. False**

- 12. 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.**

- 13. 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

- 14. St. Elizabeth Healthcare is committed to creating an environment of diversity, equity and inclusion. We are all in this together.**
- A. True**
 - B. False**

15. I know that I am the patient experience.

- A. True
- B. False

- 16. 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

17. 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

THANK YOU!

You have completed your 2023 Annual Training!

Please bring your TJC Answer Sheet to your Volunteer Office.