



# Volunteer Orientation

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**Michelle Higgins, Director Community Services**  
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# Executive Leadership

## Leadership Team



**Ruby Brewer, RN, MSN,  
MBA**  
Senior Vice President  
Chief Quality Officer/  
Chief Nurse Officer



**Rob Hinyub, Jr., JD**  
General Counsel



**Richard Tanzella**  
President / Chief Executive Officer



**Raymond DeCorle, M.D.**  
Chief Medical Officer



**Chris Olsen**  
Chief Financial Officer

# Our Mission

**The East Jefferson General Hospital mission is to provide health, care, and education beyond extraordinary.**

# Our Vision

**East Jefferson General Hospital's vision is creating a culture of wellness.**

# Our Values

**We bring heart and soul. We're in it together. We give a little extra.**

# Quality

We commit to quality in everything that we do, through achievement and innovation, always contributing to excellent care and patient satisfaction.

# Integrity

We uphold the highest standards of behavior encompassing fairness, trust, respect, and ethical practices.

## **Collaboration**

Teamwork is the key to our success. Working together, we ensure everyone benefits from our collective wisdom.

## **Continual Improvement**

We embrace and encourage creativity and innovation, as well as on-going self-evaluation of our processes and outcomes.



# Compassion

By our thoughts, words, and deeds, we create and maintain a caring, compassionate environment.

# Stewardship

We are accountable to make wise use of time, skills, and resources.

# Our Service Statement

Providing care and comfort is our highest mission...

We pledge to our guests and each other:  
The finest in personal service  
Courtesy and respect  
A satisfying experience

# The Patient's Perspective

**“The care and well-being of our patients should drive every decision we make.”**

- Patient Satisfaction Surveys – the opportunity for our patients to give us feedback and help us improve
- Patient Information Packet – orient patients and family members to our facility and set the expectation of excellence
- Guest Services Department – assist with patient and family concerns
- Patient and Family Advisory Council – the VOICE of our patients and family members
- Team Members and Physicians – an advocate for the patient and their family
- Patient Centered Care – creating an organization focus on patient-centered care

# Patient Satisfaction

## HCAHPS

*(Hospital Consumer Assessment of Healthcare Providers and Systems)*

- Federally mandated survey creates valid comparisons across hospitals locally, regionally and nationally
- All adult inpatient stays (except for psych) are eligible to be surveyed
- Hospitals must use approved vendors for these surveys – EJGH uses Press Ganey, a nationally regarded healthcare research provider
- Publicly reported at [hospitalcompare.gov](https://www.hospitalcompare.gov)
- Scores effect the hospital's Medicare Payments – funds withheld for poor scores

# HCAHPS Categories

1. Communication with Nurses
2. Communication with Doctors
3. Responsiveness of staff to patients' needs
4. Management of Pain
5. Communication About Medicines
6. Discharge information
7. Environment – Cleanliness
8. Environment - Quietness
9. Patients' overall rating of the hospital
10. Willingness to recommend hospital
11. Post Discharge Care

# Value-Based Purchasing

- Hospitals will be paid for inpatient acute care services based on care **quality**, not just the **quantity** of the services they provide.
- Designed to promote better clinical outcomes for hospital patients as well as improve their experience of care during hospital stays.
- Scores based on:
  - Clinical Process of Care Measures - 70% of score
  - Patient Satisfaction Measures (HCAHPS) – 30% of score

# Focus on Service Excellence

It is our hope that through our efforts, patients, family members, and visitors will have a positive experience. The goal for every patient at East Jefferson General Hospital is excellence.

# Guest Services Center

Hours: M-F, 8am – 4:30pm

After hours – Administrative Representatives on Duty

Guest Services Liaisons

Patient Concierge Line – extension 3333 from the patient's room

Concierge Services for patients – newspapers, magazines, wheelchair assistance, guest computers

Interpreting Services

Valet Parking – Second floor, Hudson Garage



# Exceptional Patient Experience

## AIDET: 5 Fundamentals of Patient Communication

Acknowledge

Introduce

Duration

Explanation

Thank You

Use AIDET...  
Every Day  
Every Encounter

# HIPAA

Health Insurance Portability and  
Accountability Act

# HIPAA Privacy & HIPAA Security

- ◆ HIPAA" is an acronym for the Health Insurance Portability & Accountability Act of 1996, which is a federal law affecting all participants in the country's health care system and that includes EJGH.
- ◆ HIPAA Privacy regulations were required for compliance in April of 2003 to protect patient confidentiality.
- ◆ HIPAA Security regulations were required for compliance in April of 2005.

# HIPAA Privacy & HIPAA Security

HIPAA Privacy & Security Officer

Rob Hinyub - Compliance Department

Responsible to ensure..

Policies & procedures are documented to protect confidentiality, integrity, and availability of information systems and ePHI (electronic protected health information)

# HIPAA Privacy & HIPAA Security Relationship

There is a direct relationship between privacy and security:

Privacy is 'what' will be protected PHI (patient health information) and 'why' we protect PHI

Security is 'how' to protect ePHI (electronic patient health information)

Procedurally, physically & technically

# HIPAA Security Violations

Disciplinary actions, up to termination, if you are accessing or attempting to access ePHI (electronic protected health information) when not authorized or improper disclosure.

Complete the Volunteer Receipt of Understanding Form

# EJGH & Vendor Workstations or Electronic Media

Team Members/Volunteers are PROHIBITED from saving ePHI (electronic patient health information) on EJGH or Vendor workstation

(c: drive - hard drive) or electronic media (flash drives, zip drives, CD's, diskettes or other portable media)

# EJGH & Vendor Workstations or Electronic Media

- PROTECT ACCESS
  - Lock or log-off workstation when left unattended or when shift is complete.
  - When a common id/password is used by several members of the workforce (to share a device), log out of applications accessing ePHI (electronic patient health information) in addition to locking the workstation.



# EJGH & Vendor Workstations or Electronic Media

- PHYSICAL PROTECTION
  - Take reasonable pre-cautions to physically protect ePHI and business confidential information.
    - position display screens such that they cannot be readily viewed by others.
    - physically locate devices to minimize the risk of unauthorized access.

# Vendors

- Vendors are considered to be any outside worker. Some examples of vendors would be sales persons, computer or copier repair persons, etc.
- Vendors are required to obtain proper authorization upon entering the hospital (e.g. Vendor ID Badge which can be obtained from the Security Department - on the 1<sup>st</sup> floor

# What You Should Do To Be HIPAA Security/Privacy Compliant

- DON'T access data unless it is required to perform your job
  - DO protect devices (position screens, passwords, physically secure).
  - DO NOT download software (as they could have viruses that infect systems & data).
  - DO recognize hoax e-mails & don't open e-mail or attachments.
  - DO have anti-virus software on all devices you use.
  - DO report risks and security incidents.
- ◆ Report HIPAA security incidents as quickly as possible to a Volunteer Services Staff Member at 503-5548.

# Disposal of Documents Containing Confidential Information

Dispose of documents in blue recycle bins located within the department.

Always ask for assistance if not sure where to dispose properly.

# Confidential Ethics and Compliance Hotline

The EJGH Ethics Committee provides non-binding advisory opinions to assist in managing ethical issues concerning patient care. The committee reviews cases by request of physicians, patients, family members or surrogate or hospital staff members.

- Calls are taken by an independent company with operators trained in Hotline protocol
- Calls are never recorded or traced
- Caller anonymity and confidentiality will be protected to the limit of the law
- EJGH has a policy of non-retribution against anyone who calls the Hotline
- All information is thoroughly investigated

Toll Free Call 1-877-631-0016

# Policies & Procedures

## Infection Control

Standard Precautions (Universal Precautions)

Protects patient and healthcare worker

How Can You Protect Yourself?

**HANDWASHING**

Most effective

# Entering Patient Rooms

If you see these signs on a patient's door...

- Isolation
- Protective Precautions
- Always check at the Nurses Station

DO NOT enter a patient's room!

# Report of Accident or Injury

If you are ill or injured while volunteering, report to your supervisor immediately. You will be taken to Team Member Health or the Emergency Department as needed. Notify the Volunteer Department as soon as possible.

## Absence Due to Illness/Injury

Prior to returning, a doctor's release must be presented to our Team Member Health Nurse



# Attendance

Prompt arrival is crucial  
Departments rely on volunteers

# Scheduled Absences

If you know in advance . . .

Complete an Absence Report Form in the  
Volunteer Department

Notify your supervisor of planned absence in  
assigned area

# Unscheduled Absences

If unexpected circumstances prevent you from reporting to your assignment . . .

*Call the Volunteer Office at 503-5548*

Three consecutive absences, without notification, will be considered as a resignation from the program.

Excessive absences, with notice, may be cause for removal from an assigned area, or active status.

# Substance Abuse

East Jefferson General Hospital will provide a safe, productive work environment.

It is prohibited to . . .

- be under the influence of drugs, or
- possess, sell or distribute drugs, or
- use other intoxicating substances while on the hospital's premises.

## **Drug Testing**

**- Post Accident**

**- For Cause**

# Sexual Harassment

Sexual harassment is against the law!

- Verbal Abuse
- Joking or kidding that is sexually oriented and considered unacceptable and offensive

For additional information, request a copy of the policy

- Report immediately
- Appropriate action will be taken

# Discipline

- Disregarding a patient's right to confidentiality
- Failure to comply with hospital policies, rules, regulations and procedures.
- Alcohol or drug abuse or dependency, or any health problem which prevents the volunteer from functioning in an assignment.
- Overstepping the role of a volunteer
- Rude or discourteous behavior toward a patient, visitor, team members, physician or another volunteer.
- Unsatisfactory attitude, work or appearance.
- Three consecutive absences without prior notification.
- Failure to comply with the Volunteer Commitment and Confidentiality Agreement.

- **Disciplinary Action process:**
  - Conference
  - Written Warning
  - Final Warning
  - Discharge

# The Joint Commission

- Is a voluntary, non-governmental organization that establishes standards for the operation of hospitals and nursing homes.
- Compliance with Joint Commission is recognized by the issuance of certificates of accreditation.
- Accreditation allows Medicare reimbursement

**Visits are unannounced!**

# EJGH HOSPITAL EMERGENCY CODES

<b>CODE RED</b>	<b>CALL 4111</b>	<b>FIRE</b>
<b>CODE BLUE</b>	<b>CALL 4333</b>	<b>CARDIOPULMONARY ARREST</b>
<b>CODE PINK</b>		<b>INFANT / CHILD ABDUCTION</b>
<b>CODE WHITE</b>		<b>SECURITY ALERT</b>
<b>CODE BLACK</b>		<b>BOMB THREAT</b>
<b>CODE YELLOW</b>		<b>SURGE - MASS CASUALTY</b>
<b>CODE YELLOW - DECON</b>		<b>SURGE MASS CASUALTY DECONTAMINATION REQUIRED</b>
<b>CODE ORANGE</b>		<b>HAZARDOUS MATERIALS INCIDENT OR SPILL</b>
<b>CODE ORANGE - DECON</b>		<b>HAZARDOUS MATERIALS INCIDENT OR SPILL - DECONTAMINATION REQUIRED</b>
<b>CODE GREY</b>		<b>SEVERE WEATHER</b>
<b>CODE GREEN</b>		<b>INTERNAL FLOOD</b>
<b>CODE SILVER</b>		<b>WEAPON IN FACILITY</b>
<b>CODE PURPLE</b>		<b>ELOPEMENT BY INVOLUNTARY OR INCOMPETENT PATIENT</b>

**R A C E: FIRE PREVENTION**

- R** - RESCUE & SECURE PEOPLE FROM DANGER
- A** - ALARM, PULL ALARM, CALL 4111
- C** - CONFINE FIRE, VENTILATION/CLOSE DOORS
- E** - EXTINGUISH FIRE

**P A S S: FIRE EXTINGUISHER USE**

- P** - PULL THE PIN
- A** - AIM AT BASE OF FIRE
- S** - SQUEEZE THE HANDLE
- S** - SWEEP SIDE TO SIDE

# RAPID RESPONSE TEAM



*For immediate attention to Medical Emergencies, dial*

# 4111

## East Jefferson General Hospital

*East Jefferson General Hospital, community owned,  
provides the highest quality, compassionate  
healthcare to the people we serve.*

[www.EJGH.org](http://www.EJGH.org)

EJGH

The Rapid Response Team (RRT) enables us to respond more quickly to changes in a patient's condition.

The team members at East Jefferson realize that friends and family members know their loved ones best. Your help in recognizing these medical emergencies is greatly appreciated and assists us in providing the highest possible level of care.

## WHEN TO NOTIFY *the Rapid Response Team*

Notify your nurse or activate the Rapid Response Team if you notice a serious change in your loved one's condition, such as:

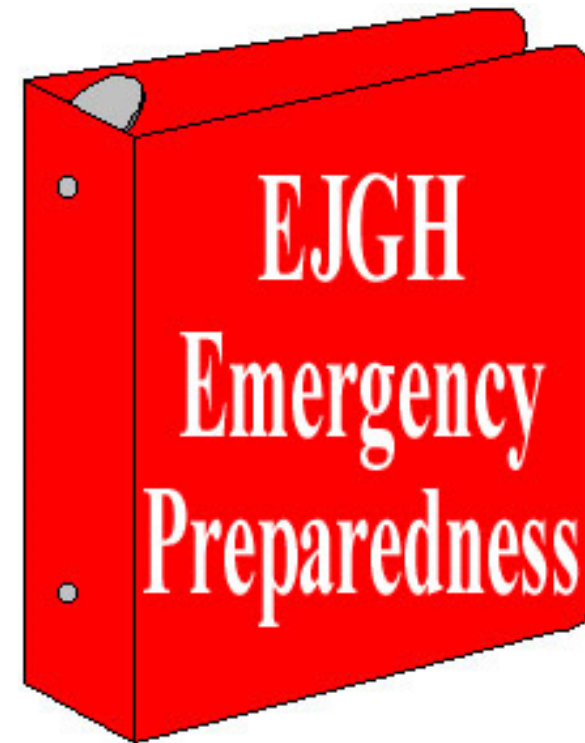
- **Difficulty breathing**
- **Bleeding**
- **Mental status changes or difficulty arousing**
- **Something is "just not right"**
- **Unrelieved concerns about a patient's medical condition**

## HOW TO ACCESS *the Rapid Response Team*

- **Dial 4111**  
on any hospital line. The Operator will ask you for caller identification, room number, patient name and patient concern. The Operator will then immediately notify the Rapid Response Team who will come to your assistance.



# Our Environment of Care



# Management of the Environment of Care Plans

Safety

Security

Hazardous Material and Waste

Emergency Preparedness

Life Safety

Equipment

Utilities

# Safety

## Safety hazards, incidents or accidents

Water on floor

Elevator malfunction

Visitor fall

Lost Items

Thefts

Vehicle Accidents

Vandalism

Trip Hazards

Burned out lights

Defective doors

Improper Lifting Techniques (Back Safety)

Report immediately to Safety & Security at extension 4059  
or the Volunteer Department

# Safety Management

## BACK SAFETY

### Four key elements of a SAFE LIFT

1. Hold Load Close to Your Body
2. Keep Back Straight
3. Bend at the Knees
4. To Turn PIVOT, Do Not Twist

### How do you lift a large or heavy item?

1. Split Load into Smaller Parts
2. Get Help, Use the BUDDY System

# Security Management

## Security in the Parking Garages

- Security Patrols - 24 / 7
- Security Escorts - 24 / 7
- Emergency Phones - 24 / 7
- JPSO Patrols

# Hazardous Waste & Materials

(Material Safety Data Sheets can also be found on Team Talk)

## LOCATION

Each Department

Safety / Security - Master Copy

Team Member Health - Master Copy

## PURPOSE

TM has “Right to Know” about hazardous materials they are working with or that are in the work environment

Provide information on use, handling, storage of hazardous materials

## SPILL CLEANUP

Within one (1) minute after spill is reported

# EJGH Fire Plan

- **Code Red**

**R.A.C.E.**

**R = Rescue**

**Secure patients from  
danger**

**A = Alarm**

**Pull alarm, Call 4111**

**C = Confine**

**Close doors to contain fire**

**E = Extinguish**

**Extinguish fire**

# Fire Action Plans

In the event of a fire, all volunteers will take direction from the unit/department supervisor or designee.

The unit/department supervisor or designee will go over their department specific plans with you when reviewing your orientation checklist on your first day.

## **Life Safety/Fire Extinguisher**

Plans Multi-purpose fire extinguishers

**P.A.S.S.**

- P = Pull the pin
  - Set extinguisher on floor then pull pin
  - DO NOT lean over extinguisher
- A = Aim at base of fire
- S = Squeeze the trigger
- S = Sweep from side to side



# Utility Failure

Loss of water, power and / or telephone

Water - EJ has a well

Power - Red outlets, emergency generator

Telephone – Satellite Phones

Medical Gases

Oxygen

Nitrogen

Nitrous Oxide

Elevator Malfunction

Failure of Utilities

Plans For Improvement

# Workplace Violence

If you hear a direct or implied threat, report to supervisor who then calls Security at extension 4059

If imminent danger to life, call 911, security, and then notify supervisor

# Parking Guidelines

- Volunteers park in the Canal Garage
- Please, DO NOT park below the 3rd floor
- DO NOT park in a reserved space
- DO NOT park near Cardiology/Respiratory or Emergency Entrances

# Wheelchairs



If you are assigned to a department/unit that requires you to escort by wheelchair, you must be trained by a staff member or experienced volunteer.

- ❖ training information follows on next slide

# Wheelchair Training

There are different wheelchairs used for patients and guests at the hospital.

- **Regular patient wheelchairs**

- Ensure the wheelchair brakes are locked on both wheels before a patient/guest enters or exits the wheelchair.
- Ensure both footrests are in the UP position upon entry or exit.
- Lower footrests after patient/guest is seated.
- Always use both hands while transporting.
- Always back the wheelchair into an elevator so the guest is facing the front.
- Volunteers NEVER physically lift a patient/guest into or out of a wheelchair. Patient/guests should be able to rise easily out of the chair.
- For any individual who you feel you are unable to safely transport by wheelchair, should be transported by a qualified staff member to avoid injury to the patient/guest and/or volunteer.
- For assistance, call the Volunteer Office at 503-5548.
- If a wheelchair is not functioning properly or missing parts (footrests, etc.), remove it from service and bring to the Volunteer Office.



# Wheelchair Training cont.

- Staxi Guest Wheelchairs
  - These wheelchairs have a brake on the handle of the chair and may not be moved without someone pushing the patient/guest.
  - Release the handle brake ONLY after you stop moving or the patient will jolt forward.
  - There are blue, red, green and black Staxi Wheelchairs throughout the hospital.
  - The arms of these chairs may be lifted for better entry/exit into the chair.
  - Small footrests should always be lifted and placed back down when a patient/guest enters or exits the chair.
  - For any questions on these types of wheelchairs, please call the Volunteer Office at 503-5548.



Volunteers NEVER bring a patient/guest into any of the garages to go up or down the ramps. You may bring the patient/guest to the doorway inside the garage but they must walk to their vehicle the rest of the way. For further clarification, please call the Volunteer Office at 503-5548.

# Cultural Diversity

At East Jefferson General Hospital diversity is the inclusion of those qualities and characteristics that reflect the similarities and differences of our workforce and the community we serve.

# Volunteer Uniform

- Volunteers are required to wear their uniform each time they work in the hospital.
- Adult Volunteers wear black pants and a white shirt.
- Junior Volunteers wear khaki pants and a red polo style shirt.
- Shoes must be closed in and comfortable.
- Your nametag must be worn at all times when you are on assignment. Wear your nametag above your waist, preferably on your collar.
- If you lose or forget your name badge, a new one must be obtained from the Volunteer Department. If you volunteer on weekends or after hours, please report to Security.



# Volunteer of the Month

- Nominated by your department
- Introduction to the Leadership Team
- Announcement on the hospital's intranet website – *Teamtalk and the external website [www.ejgh.org](http://www.ejgh.org)*
- You and a guest will be invited to the Volunteer Awards Luncheon
- Parking spot on the 1<sup>st</sup> floor Canal Garage for the month
- Your photo will be placed on the Volunteer Recognition Wall located on the first floor in the hospital

# Holidays

- New Year's Eve
- New Year's Day
- Mardi Gras
- MLK Day
- Easter
- July 4th
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas

\*Double hours on these holidays

# Discounts

- Cafeteria Discount
- Wellness Center Discount  
(discounted membership is available)

# Benefits

- Annual Recognition Luncheon
- Holiday Party
- Volunteer Treat Weeks
- Free coffee, tea, cocoa in the Volunteer Lounge

# The Next Step...

- Report to the Volunteer Office on your assigned day and time.
- Lockers are available for you.
- We will show you how to “Sign-In”.
- You will be escorted to your assigned area.
- At the end of your shift, return to the Volunteer Office to sign out.

*NOTE:* If you are volunteering evening, weekend or off-site, please speak to an office staff member regarding your assignment.

# You may not volunteer if. . .

- We do not receive your personal references by your Start Date!
- You do not complete the medical clearance process.
- You are not in uniform.

## Final Paper Work

- Volunteer Agreement
- HIPAA/Confidentiality
- Post-Test forms
  - All forms must be returned to the Volunteer Office before you start volunteering.

# Advisory Committee



Our Volunteer Advisory Committee assists in the planning of volunteer events such as the Volunteer Recognition Luncheon, Holiday Party, Treat Weeks and more.

