WakeMed Health & Hospitals

Volunteer Services Orientation
WELCOME…

WakeMed Health & Hospitals is dedicated to excellent patient care. We encourage the participation of interested and qualified individuals in volunteer service to the hospital.

After you have read through the education material please **complete** the following:

- Competency Assessment Test
  - You must score an 80% to successfully pass the test and complete your orientation requirement.

- Read/Sign WakeMed Health & Hospitals Confidentiality Agreement Form
Objective

To provide volunteer candidates with the information they need to be knowledgeable, effective and successful in their duties.

1. **WakeMed Mission, Vision, Values and Goals**
2. **Volunteer Services general operational information, organizational structure and policies and procedures**
3. **The Wake Way and Wake Way Every Time Behaviors**
4. **Policies and Procedures**
5. **Ethics & Confidentiality**
6. **Infection Prevention & Control**
7. **Patient Safety**
8. **Emergency Codes**
9. **Wheelchair Procedures**
• Donald R. Gintzig, President & CEO

• WakeMed Health & Hospitals is an 919-bed private, not-for-profit health care system based in Raleigh, North Carolina.
  – 8200+ employees system-wide
  – 1300+ volunteers system-wide

• Our system is accredited by The Joint Commission, which monitors and evaluates health care organizations according to the established state-of-the-art quality and safety standards.
Mission
To improve the health and well-being of our community with outstanding and compassionate care to all

Vision
To be the preferred partner for quality care and health through collaboration and transformation of care delivery

Values
- Foster trust and transparency
- Quality experiences
- Financial stewardship
- Leadership in safety, innovation and education
- Empower & partner with health care team
- Partner with others who value our culture

ASPIRATIONAL GOALS
- VALUE LEADER
  - Top 10 in US
  - Quality
  - Cost
- QUALITY
- CULTURE OF SAFETY
  - For patients, families, community & health care team
- EXTRAORDINARY TEAM
  - Recruit, retain and develop
- HEALTHY COMMUNITY
  - Healthiest capital county in US
- WAKE WAY
  - Every-time behaviors
- INNOVATION
  - Transformation of care and health improvement
- PREFERRED PARTNER
  - With physicians and others for best value
- FINANCIAL HEALTH
- HIGHEST ETHICS & STANDARDS
  - In all we do

THE WAKE WAY TO EXCELLENCE
WakeMed is committed to improving the health and well-being of our community by providing outstanding and compassionate care to all.
WakeMed will be the provider of choice and the preferred partner for quality health care and community health by:

• Collaborating with physicians, employees, volunteers and others to engage, educate and guide our community to take charge of their health and well-being.

• Transforming patient care delivery through high-quality, coordinated services for the best value.

• Ensuring we are the best minds and biggest hearts.
• We foster trust while demonstrating transparency, accountability, integrity and honesty in all that we do.
• We provide a quality experience to all we serve and ensure dignity and respect throughout the healing process.
• We are a leader in patient safety, innovation and education.
• We empower and respect physicians, nurses, volunteers and all members of our health care team while recognizing achievements and encouraging development.
• We ensure sound financial stewardship by operating a well-managed, goal-directed, fiscally responsible organization.
• We partner with others whose culture and values enhance our ability to improve the health of our community.
We will be the value leader in the region by providing outstanding outcomes, experience and safety, and affordability.

We will be a top ten health system in the country for quality.

We will foster a culture of safety for our patients, families, community and health care team.

We will be the health care employer of choice by attracting and retaining the most passionate and talented physicians and workforce while developing world-class leaders.

We will be a leader in making Wake County the healthiest capital county in the US.
We will demonstrate the Wake Way in everything we do.

We will be a leader in innovation to achieve transformative improvements in health and health care.

We will be the preferred partner for physicians and other providers seeking the best value for our patients and community.

We will achieve financial health in order to support all that we do.

We will demonstrate the highest ethical standards of integrity and corporate conduct.
Volunteer Services Mission Statement

Volunteer Services is committed to improving the health and well-being of our community by providing effective service programs to meet the identified support needs of WakeMed Health & Hospitals, providing desirable and fulfilling opportunities that contribute to patient and family centered care, and connecting individuals to the healthcare environment through the act of volunteering.

The director, Guest Retail & Volunteer Services, leads two departments that provide the organization and support for the provision of volunteer services system wide. The director is supported by a Volunteer Services manager, who oversees the Cary specialist and representative, as well as, the Raleigh specialist and representative.

Two 501(C)(3) volunteer organizations with boards of directors are associated with the Volunteer Services departments:

- The Volunteers at WakeMed Raleigh Campus (1966)
- The Volunteers at WakeMed Cary Hospital (1991)
Volunteer Services Department

Volunteer Services Staff
Chris Gage, Director, Guest Retail & Volunteer Services
Jackie Kennedy, Manager, Volunteer Services

Raleigh Campus - 919-350-8293 / Fax - 919-350-7798
Laura Riach, Volunteer Services Specialist
Catherine Allen, Volunteer Services Representative

Cary Hospital - 919-350-2363 / Fax - 919-350-2535
Angie Smith, Volunteer Services Specialist
Zee Graham, Volunteer Services Representative
Application Process

**Commitment:** Comprehensive testing, training and orientation are provided for each of our applicants. As a result we ask for a significant commitment from our volunteers. To join our team, we ask you to:

- **Adult and college applicants** - Be willing and able to make a commitment to volunteer for a period of six months to one year.
- **Junior applicants** – Be willing and able to make a commitment to volunteer a minimum of 3 months of service with a total of 25 hours.

*Volunteers unable to fulfill this commitment can be deferred from the program for one year.*

**Completing the Application Process:**

- **Orientation**
  - Annual education compliance
- **Two-step TB screening (PPD)**
  - TB is transmitted by airborne particles in the air and is very contagious
  - Positive test - Does not necessarily mean active, infectious TB; it means you were infected with TB, either currently or in the past. A positive test result may mean latent or non-infections TB. A chest x-ray and sputum smear and culture will be conducted. Chest x-ray will be done if no records are available.
  - WakeMed Occupational Health & Safety Services department must administer and read one test.
  - Annual compliance
- **Flu verification** – annual mandatory vaccine
- **Verification of immunizations**
  - Titer will be completed if unable to locate immunization records
Benefits & Discounts For Volunteers

• Newsletters
  – *Heartbeat*
  – *Microscope*

• Free parking

• Free adult uniforms

• Recognition functions

• School /Employment references
  *Must have fulfilled volunteer commitment:* Adult and College volunteers a minimum of six months up to one year. Junior Volunteers a minimum of 3 months of service with a total of 25 hours of service.

• Educational opportunities

• Tax deductions

• Experience

• Free TB screening

• Free flu shots

• Cholesterol / Lipid panel discount

• Heart Center Inn discount

• Healthworks discounts

• Community discounts – Click link below to view
  – www.wakemedemployeediscounts.com
The Wake Way

WakeMed Health & Hospitals is a proud place to work and volunteer.

“The Wake Way” is our culture and is a powerful, unspoken agreement we all have with one another that guides our behaviors and attitudes.

The Wake Way is the foundation of who we are and exemplifies how we treat one another, our patients, visitors and the communities we serve.

It is what sets us apart from other health care organizations and is the philosophy that ensure we keep our eyes on quality and the patient and family experience at all times.
The Purpose of The Wake Way 2 Excellence is to help us achieve our Strategic Plan’s aspirational goals.

- It is a unique process improvement method that will increase patient safety and quality while reducing costs.

- It is the culture and methodology that will help WakeMed become one of the top 10 health systems in the country, which is one of our aspirational goals.

- By doing so, we can help improve the health and wellbeing of our community, which is the reason WakeMed exists.
The Wake Way 2 Excellence

A Two-Part Approach

There are two components to the Wake Way 2 Excellence: BEHAVIORS and TENETS (process):

• **BEHAVIORS**: The Wake Way 2 Excellence behaviors are the every-time behaviors that all staff, physicians and volunteers will be expected to exhibit. Holding all staff, physicians and volunteers accountable to these every-time behaviors will help ensure all patients have an exceptional experience no matter where they are in the WakeMed system.

• **TENETS**: A tenet is a principle that is very important to a group. While this might be an unfamiliar term, we chose it so we can all learn what it means together. The Wake Way 2 Excellence tenets describe the processes we use to achieve our goals. The Wake Way 2 Excellence tenets are based on LEAN principles and other proven performance improvement techniques.
WakeWay 2 Excellence

**WW2E Tenets**

**Values**
- Patient & Family
- Mission
- Vision
- WW2E Behaviors

**ASPIRATIONAL GOALS**
- Value Leader
- Reliability
- Culture of Safety
- Extraordinary Team
- Healthy Community

**RESPECT FOR PEOPLE**
- **ELIMINATE WASTE**
- **TEAMWORK**
- Create Efficient Flow
- Wake Way 2 Excellence
- Create Just In Time Processes
- Commitment and Accountability
- Create Standard Work
- Communication

**THE WAKE WAY TO EXCELLENCE**

WakeMed
Wake Way Every-time Behaviors

The Wake Way Every-time Behaviors (WWETB) are directly related to WakeMed’s strategic plan aspirational goals and represent a key element of our Wake Way 2 Excellence work. The WWETB’s consist of four cornerstone behaviors: Respect for People, Communication, Teamwork and Commitment & Accountability.

By embracing and demonstrating these behaviors, we – as the WakeMed family – have the opportunity to strengthen our unique culture, pursue our aspirational goals and, most importantly, improve the care we deliver to our patients and their families.
I am WAKEMED

I am the Wake Way... Every Time.

I will...

- Demonstrate compassion and empathy.
- Value differences.
- Respect privacy and maintain dignity.

I will...

- Show pride in WakeMed and the work I do.
- Be a team player.
- Support a positive work environment.

I will...

- Make safety my top priority.
- Conduct my work with the highest integrity and honor.
- Do my best work at all times.
- Help pursue Kaizen.

I will...

- Be welcoming, helpful and polite.
- Be an active and attentive listener.
- Help others learn and understand.

WakeMed
The Wake Way Every Time Behaviors

1. **Respect for People**
   - Value Differences
   - Demonstrate compassion & empathy
   - Respect privacy & maintain dignity

2. **Commitment & Accountability**
   - Make safety your top priority
   - Conduct work with the highest integrity & honor
   - Do your best work at all times
   - Help pursue Kaizen (performance improvement)

3. **Teamwork**
   - Be a team player
   - Support a positive work environment
   - Show pride in WakeMed and the work you do

4. **Communications**
   - Be welcoming, helpful & polite
   - Be an active & attentive listener
   - Help others learn & understand
The Wake Way Never Behaviors

• Accessing and/or discussing confidential information, such as a patient, employee or operational information unnecessarily.

• Inability to recognize and respect professional boundaries and personal space; behaving in a manner that is perceived as too familiar, too close or too friendly with patients, visitors, other staff, etc.

• Making seductive/sexual advances, comments or jokes.

• Making racial, ethical or socioeconomic slurs or jokes.

• Disagreements with staff in the presence of a patient/visitor.

• Arguing or speaking negatively about others in the presence of a patient or visitor.

• Using profanity or disrespectful language.

• Exhibiting or demonstrating temper tantrums, aggression or violence towards another

• Dismissing, disregarding or ignoring another person or their requests.

• Personal phone calls/texting in the presence of a patient or visitor.
Volunteer Policies & Procedures

As a volunteer, you become part of the hospital team. You are entitled to some of the benefits as well as subject to the same rules and regulations that govern the hospital staff.

Everyone is expected to comply with hospital and departmental policies, rules and code of ethics.

*Policies are available for you to view in full details online
Volunteer Policies & Procedures

ACCIDENTS
If you are injured or involved in an accident while on duty, report the incident immediately to a supervisor or Volunteer Services. Occupational Health & Safety Services can examine you and if necessary refer you to the emergency room or your physician. The volunteer’s primary insurance company must handle medical treatment for personal injury unless it is related to hospital negligence. Junior volunteers must have parental consent before being treated. Report any accident/incident you may be involved in to your supervisor and Volunteer Services regardless of how minor it may appear.

ANNUAL ORIENTATION EDUCATION
All volunteers are required to renew their education annually and successfully pass the competency assessment test.

ATTENDANCE
Volunteers are expected to report for duty as scheduled in order to provide uninterrupted service to patients, personnel, and visitors. If unable to volunteer, please notify your placement area and Volunteer Services.
Volunteer Policies & Procedures

BADGES
A volunteer ID badge will be provided without charge through Campus Police and Public Safety. Badges must be worn at all times while volunteering and be placed above the waist with picture showing. Please ensure your name and picture are visible. If lost, a replacement cost will be at your expense. Never wear your volunteer badge to the hospital, unless you are actively volunteering. Upon exit from WakeMed’s Volunteer Program, your badge must be returned to Volunteer Services.

BREAKS
As a volunteer, you are entitled to the same break and lunch times as employees: a 15-minute break if working a four-hour shift, and a 30-minute lunch break when working an eight-hour day.

CONFIDENTIALITY
Volunteers never divulge information of any kind about a patient’s treatment to anyone outside the hospital and should not discuss their personal problems with doctors or nurses. A confidentiality statement must be signed by each volunteer annually.
Volunteer Policies & Procedures

CORPORATE IMAGE AND APPEARANCE

Volunteers should always maintain a professional appearance. Volunteers are often the first impression of the hospital for visitors. A volunteer’s uniform and ID badge is to be worn while on duty.

Appropriate Attire while on Duty:
- Clothing must be clean, neat, pressed, and non-tattered.
- Clothes and shoes must be in good repair.
- Closed-toe shoes. Comfortable walking shoes with rubber soles and low heels are recommended.
- Wear black, khaki or dark colored professional casual pants. Exception: Some placement areas may require a specific dress code.
- Shirts and blouses designed with shirttails must be tucked-in unless the apparel is designed to be worn on the outside.
- Dresses/skirts must be a professional length.
- Hair must be clean, neat, dry, and well-groomed, as well as professional in style and color. Color must be one that is naturally occurring; i.e. colors such as blue, pink, orange, yellow, purple, etc. are unacceptable. If required for infection control standards, hair nets or other hair covering
- Cleanliness of body/good dental hygiene are to be observed at all times.
- Visible tattoos may not be offensive or excessive.
- Ear gauges are not allowed.
Volunteer Policies & Procedures

CORPORATE IMAGE AND APPEARANCE

**Inappropriate Attire While on Duty:**
- Soiled, spotted, wrinkled or stained clothing.
- No scrubs – Exception: Approved Volunteer Services designated areas only.
- T-shirts and *denim* clothing of blue jean color. Exception: Approved Volunteer Services designated areas only.
- Warm-up suits, sweatshirts/pants, shirts, hoodies.
- Transparent, see-through, low-cut or revealing clothing.
- Leggings without a long shirt or dress covering them. Top should be no shorter than 2 inches above top of knee.
- Shorts, skorts and capri pants (mid-calf in length).
- Hats or other head coverings except as required as part of a uniform or for religious purposes.
- Apparel with advertising for other businesses. (This does not include clothing with brand emblems, such as those with polo players, alligators, etc.. Those are acceptable).
- Visible pierced accessories other than maximum two (2) earrings per ear.
- Undergarments that are visible.
- Any apparel that poses obvious danger to self or others, such as open-toe or shoes with holes in clinical areas.
Volunteer Policies & Procedures

CORPORATE IMAGE AND APPEARANCE

Make-Up/Fragrances/Jewelry:
- Make-up must be conservative and tasteful.
- Jewelry must be appropriate and safe based on the working environment.
- Fingernails must be an appropriate length based on job responsibilities and polish must be neat and unchipped if worn.
- Artificial nails (acrylic, gel, silk, press-on, etc.) are not allowed for patient care volunteers due to infection control issues that have been confirmed by the Centers for Disease Control and Prevention. Food services personnel may not wear artificial nails, unless gloves are worn at all times.
- Due to the fact that many people are allergic to fragrances such as cologne, etc., Volunteers are asked not to wear strong scented fragrances.
Volunteer Policies & Procedures

DISCIPLINE & DISMISSAL
In order to protect the rights and safety of volunteers, employees, patients and others, it is necessary that each person adhere to certain rules/regulations and to conduct themselves in a professional manner. WakeMed reserves the right to apply the necessary corrective action upon the violation of rules and regulations. These include a verbal warning, a written reprimand, suspension, and dismissal. Dismissal may take place without prior warning in the case of a major violation.

FLU SHOTS
All staff and volunteers are required to receive a flu shot. If you have documented medical or religious reason you may submit a completed exemption request (form must be signed by your primary care physician) to Occupational Health. If a volunteer chooses to refuse the flu shot, he or she will be unable to continue to volunteer. Volunteers who are exempt to decline the flu shot will be required to wear a mask in patient care areas during flu season.
Volunteer Policies & Procedures

GRATUITIES AND GIFTS
Volunteers do not solicit or accept gifts, gratuities, tips or services from patients, visitors, or vendors. Donations should be directed to the WakeMed Foundation.

HARASSMENT
All employees and volunteers have the right to work in an environment free of discrimination. WakeMed disapproves of any form of harassment, abuse or intimidation of any kind because of an individual’s race, gender, gender identity/gender expression, sexual orientation, color, religion, age, national origin, genetics, disability or veteran status. WakeMed provides an inclusive work environment that promotes the valuing of differences, respect for everyone and cooperativeness among our diverse workforce.

WakeMed prohibits harassment of any form by supervisors, co-workers (including volunteers), patients, medical staff members, or visitors. If you believe that you have been the subject of harassment, report the alleged act immediately to your department or volunteer services staff member. Likewise, any volunteer found, after appropriate investigation, to have engaged in harassment will be subject to disciplinary action, up to and including dismissal.
ILLNESS / MEDICATIONS
If you are taking any type of medication that alters your behavior, or if you are experiencing clinical symptoms of illness, or if for any reason your ability to function normally is affected, please DO NOT plan to work. Notify your placement area and Volunteer Services.

INCIDENT REPORT
An incident is any unusual occurrence not consistent with the routine operation of the hospital. All incidents, regardless of their severity, are important and must be reported to the volunteer’s immediate supervisor.

INCLEMENT WEATHER
Inclement weather events: snow, ice or other weather related conditions occasionally prevent or delay your arrival to the hospital. You are encouraged to exercise discretion in evaluating the appropriateness of travel in inclement weather. If unable to report for service, contact your supervisor.
Volunteer Policies & Procedures

**LEAVE OF ABSENCE**
Volunteers requesting a leave of absence must contact Volunteer Services for approval. Leave of absence are approved for three months based on length of service. We are unable to promise to keep your position open during this time.

**LIABILITIES**
Volunteers are not covered by workman’s compensation insurance. WakeMed provides liability insurance for volunteers. Any volunteer working with the knowledge and approval of the Volunteer Services staff and who has been properly trained and who works within his/her defined scope of responsibility is covered.

**PERSONAL BELONGINGS**
The hospital cannot assume responsibility for items lost or stolen. Refrain from bringing personal valuables (cameras, large amounts of cash, etc.) while volunteering. Leave valuables at home or locked in your car.
Volunteer Policies & Procedures

PERSONAL TELEPHONE CALLS
We request that you handle personal business (visiting a patient, making phone calls, etc.) before or after you clock in or out. Limit personal calls to those that are necessary and make them as brief as possible.

RESIGNATION
Any volunteer wishing to resign is expected to give oral or written notice prior to leaving.

SIGN-IN & SIGN-OUT
For liability coverage, we must know when you arrive and when you leave the campus. Remember to clock in and out using the PIN number assigned. Keeping track of your time is necessary for hospital statistics and verifying your hours of service for references, employment, college applications, etc...
Volunteer Policies & Procedures

SMOKING POLICY
All WakeMed facilities are tobacco free. The Tobacco Free policy applies to all employees, volunteers, patients, visitors, physicians, business partners….all individuals who come onto a WakeMed property or into a space leased & occupied by WakeMed.

SOLICITATION
Solicitation of any kind is against WakeMed’s policies.

TAX DEDUCTIONS
Mileage accrued in driving to and from your volunteer assignment is tax deductible. The cost of your volunteer uniform is also deductible.

TB
Prospective volunteers must complete two TB (tuberculosis) screenings prior to becoming a volunteer. TB screening is required annually.
Volunteer Policy & Procedures

General DOs & DON’Ts

DO familiarize yourself with the hospital so that you can give good directions.

DO arrive for work on time.

DO knock before entering a closed or partially closed door.

ALWAYS wait for doctor or nurse to finish talking to patient before entering the room.

DO perform any reasonable duties requested by hospital staff member.

DO ask questions when you are not sure about something.

DO NOT take responsibility you have NOT been authorized to assume.
Volunteer Policy & Procedures

General DOs & DON’Ts

DO NOT give a patient anything to eat or drink without checking with the nurse.

DO NOT enter the room of a patient in ISOLATION, unless trained to do so.

DO NOT divulge information seen, overheard, or otherwise witnessed while on duty.

DO NOT eat, drink, chew gum, or do crafts while on duty.

DO NOT discuss your personal problems with patients, families, doctors or nurses.

DO NOT offer personal medical advice.

DO NOT transport a patient in a stretcher/bed without staff assistance.
Recognizing Professional Boundaries

What are Professional Boundaries?

The definition of professional boundaries: the distance between staff/volunteer member’s power and a patient’s vulnerability

Boundary violations may or may not be serious. Below are three types:

- Boundary Crossing
- Boundary Violation
- Professional Misconduct
Recognizing Professional Boundaries

BOUNDARY CROSSING
These are brief occurrences that may be inadvertent, thoughtless or purposeful. Boundary crossing may seem harmless to both parties and may show kindness or caring but in some cases may show healthcare provider having control over the patient.

Examples of inappropriate boundary crossing:
• Visiting or calling patients after discharge when this is not within the individual’s scope of service responsibilities. This may create confusion as to when the caregiver/patient relationship ends.
• Accepting a gift from an appreciative patient or giving gifts to patients.

Examples of appropriate boundary crossing:
• Attending a former patient’s funeral
• Helping a friend or neighbor post hospital stay
• Providing resource information to assist patient or family after discharge

In these situations, it might be helpful to ask yourself the following questions:
• Am I treating this patient or family differently than I do other patients?
• Would I be comfortable if this gift/action was known to the public or my colleagues?
• Are my actions truly therapeutic for the patient, or am I acting in a manner to meet my personal needs?
Recognizing Professional Boundaries

BOUNDARY VIOLATION
This occurs when there is confusion between the needs of the caregiver and the needs of the patient. A boundary violation occurs when professional boundaries are crossed for reasons that are not even arguably therapeutic to the patient.

Examples of Boundary Violation:
• Sharing too much personal information, such as personal problems with the patient
  – The caregiver of a patient with Cystic Fibrosis shares their struggles with their own child with Cystic Fibrosis

• Disclosing patient’s personal information
  – Sharing with someone that their neighbor is a WakeMed patient is a direct HIPAA violation.

• Spending inappropriate amounts of time with patient/family
  – Visiting when not scheduled to volunteer or exchanging personal contact information.
Recognizing Professional Boundaries

PROFESSIONAL MISCONDUCT

Professional misconduct is a serious violation of the professional boundaries and is a breach of the patient’s trust.

Professional misconduct is an extreme form of boundary violation and includes behavior that is seductive, sexually demeaning, harassing or reasonably interpreted as sexual by the patient.

Examples of Professional Misconduct:

- Any sexual relations with a current patient is a felony
- Soliciting a date with a current patient or family member
- Having a romantic relationship while patient is under WakeMed Care.
Recognizing Professional Boundaries

At WakeMed……

Our first priority is patient, employee and volunteer safety and we recognize that most patient relationships are healthy.

It is most important to think about the perception of the patient and/or their family.

Ask these four questions:

• Is it therapeutic for patient?
• Is it in the patient’s best interest?
• Did it optimize or detract from care?
• Might my actions/behaviors be perceived as intrusive?
Ethics & Confidentiality

• HIPAA - The Health Information Portability & Accountability Act (HIPAA) regulates how a patient’s privacy is protected. This federal law became effective April 21, 2005 and ensures that all patient health information remain confidential.

• A patient’s rights to privacy include: A right to access and amend their medical record, a right to obtain a copy of WakeMed’s Notice of Privacy Practices, a right to opt-out of the patient directory (this means that their name will not appear in the hospital patient census)
**Ethics & Confidentiality**

- **Acceptable Use Policy:** With some placements volunteers may be given a WakeMed e-mail account or have access to the Internet. WakeMed e-mail and the use of the Internet during volunteer shifts may only be utilized to assist in volunteer responsibilities, and must always be used in a responsible, respectful and professional manner.

- **Only Public Relations may release information to the media.** Any interviews or communication with the media must first be approved by Public Relations. No pictures are to be taken of patients, etc. without Public Relations approval.
Corporate Compliance

The intent of our Code of Conduct is to safeguard the hospital’s tradition of strong moral, ethical and legal standards of conduct. If you suspect violations of the WakeMed Corporate Compliance Policy and you are not comfortable discussing the issue with management please call the confidential hotline.

• CONFIDENTIAL HOTLINE:

1-800-379-0279

Callers can report concerns anonymously and without fear or retribution

YOU ARE RESPONSIBLE
Diversity, Inclusion & Cultural Competency

WakeMed supports diversity and inclusion by providing a respectful work environment that promotes the valuing of differences and cooperation.
Infection Prevention & Control

If you feel sick, do not come to volunteer!

- Hand washing:
  - Wet hands with warm water
  - Lather up with soap
  - Rub hands vigorously for at least 15 seconds
  - Rinse hands thoroughly from wrists toward finger tips
  - Towel dry with paper towel
  - Turn off water with dry paper towel
  - Dispose of towel in waste receptacle

- Always wash hands in the following situations:
  - Before and after eating
  - After personal use of toilet
  - Handling specimens
  - Coughing, sneezing, blowing or wiping nose
  - Handling equipment
Standard Precautions / Exposure Control

- Consider everything potentially contaminated.
- Practiced in every placement/workplace.
- Practiced on all patients and treats all blood and body fluids as infectious.
- Gloves, masks, gowns and other personal protective equipment are available.
Isolation Guidelines

- Protect you
- Protect our patients
- As a general rule volunteers do NOT enter isolation rooms

- However, volunteers who have completed specific training related to infection prevention and have demonstrated the use of PPE will be authorized to enter isolation rooms if they choose.

Personal Protective Equipment (PPE)

- Gloves
- Mask
- Safety glasses
- Scrubs
- Hair/shoe covers
- Steel-toed boots
- Gown
Hazardous Materials

- Hazardous materials are chemical or radiation based.
- Use of materials/substances that are hazardous vary from department to department. Manuals are located in Environmental Health, Safety Services and online.
- Safety Data Sheets (SDS Sheets): Central source of information about a hazardous chemical. The SDS is written by the manufacturer of the chemical and contains information on protective measures.

  * Always label secondary containers when moving a chemical.
  * Chemical spill management:
    
    - R  Rescue person in danger; move all persons out of the immediate area.
    - A  Avoid contact with the chemical.
    - F  Find the Safety Data Sheets (SDS On-Line).
    - T  Telephone the Communications Center Operator at 02222 or 919-350-2222. If it is a major spill, prepare to evacuate the department to a chemical safe area of refuge.
Safety Is #1 Priority!

WAKEMED PATIENT SAFETY STANDARDS

1. 100% Hand Hygiene
   • Gel in/out Every Encounter with a patient

2. 100% Patient Identification
   • Use two identifiers

3. Use “SBAR” to Communicate
   • Situation; Background; Assessment; Recommendation
   • Improves the effectiveness of communication among caregivers
   • Volunteers: repeat back instructions to be sure you have accurate information using the SBAR communication technique.

4. Engage Patients and Family
   • Explain the who, what, when and where

5. Be Aware and Observant
   • If you see something that looks wrong, speak up, even if you may be wrong

6. Report Errors and Near Misses to your Supervisor
Patient Identification

Accurate identification of patients is critical in preventing harm. Following the two patient identification process will prevent harm and protect our patients from experiencing needless errors.

What are the 2 patient identifiers?
- Patient’s Full Name (First Name, Last Name) and Date of Birth (DOB)

How do you complete patient identification?

If patient/family is able to participate:
- Compare patient’s full name and DOB as stated by patient/family; with full name and DOB on source document

If patient/family unable to participate and patient has patient identification band:
- Compare patient identification band containing patient’s full name and DOB; with full name and DOB on source document.

What are source documents?
- Physician order
- Medication administration record
- Laboratory/Radiology requisition
- Consent for procedure
- Epic work lists that include practitioner order, patient’s first and last name, and patient’s DOB
- Dietary tray ticket

We are all responsible. If you see anyone not properly identifying patient please remind them to do so. It is up to all of us to ensure patient safety. The service or procedure must stop until the patient is properly identified.
Safety Is #1 Priority!

NO PASS ZONE

• **What is the “No Pass Zone”**
  – Once a patient turns their call bell on, the area outside the room becomes a No-Pass Zone.
  – Any staff/volunteer passing through the No-Pass Zone should go into the patient’s room & offer assistance.
    • When answering a call bell, address patient by name and state the nurse/nurse aide will be with them shortly.

• **Goal:**
  – Improve patients perceptions.
  – Decrease call bell response wait times.
  – Increase patient safety.
Safety Is #1 Priority!

NO PASS ZONE

- **What we know:**
  - Patients come to the hospital expecting quality care.
  - Patients equate quality care with responsiveness and courtesy.
  - Staff are accustomed to the noise of alarms and call lights.
  - Patients are anxious about alarms and call lights.

- **How can we as volunteers help?**
  - Be present at all times.
  - Assist those who are “lost”.
  - Operate your day like you are in a “no pass zone”.
Safety Is #1 Priority!

PERSONAL SAFETY

1. Be aware of your surroundings. Follow safety guidelines when driving on campus and in the parking decks.

2. Know how to get help when needed:
   - Campus Police Emergency: 03333 - inside hospital or 919-350-3333 - outside hospital
   - Campus Policy non-urgent: 08171 - inside hospital or 919-350-8171 - outside hospital
   - Medical Emergency: 02222 - inside hospital or 919-350-2222 - outside hospital

3. Know the emergency codes, understand what to do and what your role is.

4. Be aware of others in your areas of responsibilities and as you move throughout the buildings.

5. Report all unsafe conditions and injuries when on duty.
Campus Police & Public Safety

- Available 7 days a week, 24 hours a day
- Lost & found
- Crime prevention
- Transportation service - dial 08171 - inside hospital or 919-350-8171 - outside hospital
- In an emergency - dial 03333 - inside hospital or 919-350-3333 - outside hospital
- Security sensitive areas include Women & Children Services, parking lots, Emergency Departments and Pharmacies
Patient Safety On Falls Prevention

How do you know when a patient is at risk for Falling?
ALL patients are assessed for falls risks upon admission.

The patient is wearing a yellow armband.

A yellow star on the universal door sign outside of the patient's room with a check mark, means a patient is at risk for falling.

A striped yellow star on the universal door sign outside of the patient’s room door with a check mark, means the patient has already fallen during this admission.
For any patient at falls risk, take precautions to prevent falls

- If you see a patient trying to get out of bed (especially one with a yellow wrist band or yellow star on the door) stay with the patient and call a nurse.

- Check on the patient more frequently.

- Get help for patient transfers.

- Keep belongings within reach.

- Assist patient to toilet. (Note: Volunteers should call a nurse to assist the patient.)

- If you transport a patient back to his/her room, let the nurse know the patient is back.
Ergonomics/Body Mechanic

- Volunteers should always follow hospital safety rules by applying good body mechanics.
- Assess before lifting and get help if too heavy.
- Always grasp items firmly when lifting. Lift using your leg muscles and keep feet shoulder width apart. This will protect your back.
- Carry items close to your center of gravity (close to your body) and never twist.
- Set objects being carried down by using leg muscles. Do not bend over at the waist. Bend with your knees or squat when lifting items.
- Remember, if you need help lifting ask for assistance.

Volunteers should never attempt to lift a patient!
Emergency Codes

- Emergency codes are announced on the overhead paging system. The next slides will give you general instructions about what to do when you hear them.

  - The four phases required for an effective Emergency Preparedness Program are:
    - Risk Assessment
    - Planning
    - Response
    - Recovery
Life Safety: Dial 02222

Fire, Smoke Or Smell Of Something Burning

*Overhead Announcements:*
  If No Confirmed Fire: “Fire Alert In [Location]”
  If Confirmed Fire: “Confirmed Fire In [Location]”

**Fire**

- **Procedure**
  - **R**escue all persons in danger
  - **A**larm others.
  - **C**ontain the fire by closing all doors and windows.
  - **E**xtinguish fire. Evacuate if necessary.

- **Evacuation may be:**
  - Horizontal
  - Vertical
  - Outside

- **Fire extinguisher proper operation:**
  - Pull the pin
  - **A**im hose at base of fire
  - Squeeze the handle
  - Sweep from side to side at base of fire

- **Fire alarm manual pull stations are located by each exterior exit door and exit stairwell doors.**
Life Safety: Dial 02222
Fire in Oxygen Enriched Environment

In the event of fire or smoke in an area where oxygen is in use, respond using ECAR procedure.

• Extinguish the fire by using a blanket or water.
• Contain the fire by turning off the oxygen and closing the doors
• Activate the alarm and call the emergency number.
• Rescue persons from danger; move to a fire safe area of refuge
Code Blue: Dial 02222
Medical Emergency

Listen to the location

– WakeMed emergency response team will respond to this event.

– Stand out of the way and clear elevators and passageways.

– If you see a patient or a visitor having a medical emergency, dial 02222.
What is Stroke?

A stroke happens when blood flow to the brain is interrupted by a blocked (clot) or burst blood vessel.
What if I see a visitor or employee with symptoms of a Stroke?

Think **FAST**!

**F** = Face: ask the person to smile

**A** = Arm: ask the person to raise both arms

**S** = Speech: ask the person to say a simple sentence

**T** = Time: Dial **02222** for Code Blue
What is Early Heart Attack Care (EHAC)?

The Early Heart Attack Care (EHAC) program is designed to educate the public to the early warning signs of a heart attack.

- Heart attack is the number one killer of the adult population in the United States.

- 85% of heart damage occurs within the first two hours of a heart attack.

- What can you do if you encounter a patient, visitor, family member or staff showing early heart attack symptoms?
  - Encourage them to seek immediate medical assistance, no matter how mild their symptoms may seem
  - Enlist family members to help you
  - Be personal and persistent. Sit and talk – don’t walk away
  - Assist the individual to the Emergency Room if inside the hospital
  - Call 911 if outside the hospital

What are The Early Symptoms?

- **Specific Heart Attack Symptoms**
  - Chest discomfort
  - Chest pressure
  - Chest ache
  - Chest burning
  - Chest fullness

- **Non-Specific Heart Attack Symptoms**
  - Weakness
  - Sweating
  - Nausea
  - Dizziness

These symptoms may indicate the onset of a heart attack. Early recognition and response can save lives!
Security Emergency Code: Dial 03333

MISSING INFANT

– Overhead announcement: “Code Pink + Staff + Immediately conduct a search of your departments”.

– Secure entrances/exits.

– Communicate with Campus Police if you observe suspicious activity.

BOMB THREAT

– Overhead announcement: “Security Alert + Type of Threat + Descriptor + Location”.

– Remain in your work area while professionals search the area.

ARMED INTRUDER / SHOOTER / HOSTAGE SITUATION / THREAT OF VIOLENCE

– Overhead announcement: “Security Alert + Restricted access in + Location”.
Facility Alerts: Dial 03333

UTILITY SYSTEM FAILURE
- Overhead announcement: "Utilities Impairment: + details such as Nurse Call System not working. Please go to downtime procedures."
- Malfunction
- Cyber Terrorism
- Utilities: Water and Electrical
- Emergency Power Activates in 10-20 seconds

INFORMATION TECHNOLOGY FAILURE
- Overhead announcement: “Information Technology Impairment: + details such as HMED System down. Staff, please go to downtime procedures.”

MEDICAL EQUIPMENT FAILURE
- Overhead announcement: “Medical System Interruption: + type of equipment + location. Staff, please go to downtime procedures.”
Facility Alerts: Dial 03333

MEDICAL DECONTAMINATION
- Overhead announcement: “Facility Alert + Medical Decontamination + Descriptor (biological, chemical, nuclear or unknown) + Location”.

- WakeMed has an emergency response team that responds to this event including a trained decontamination team.

EVACUATION/RELOCATION
- Overhead announcement: “Facility Alert + Evacuation/Relocation + Descriptor + Location”.

MASS CASUALTY
- Overhead announcement: “Facility Alert + Mass Casualty + Descriptor + Location”.

WEATHER
Overhead Announcements

TRAUMA
Raleigh Campus only

* Special precautions being taken in the Emergency Department to care for seriously ill or injured patients.
  
  • Do not go to the ED unless instructed.

RED DIVERSION

* Patients in need of emergency care will be routed to other area hospitals because the Emergency Department is at full capacity.

* Traumas will still be seen in the Emergency Department.
Wheelchair Procedures

- Knock before entering a room.
- Display identification, introduce yourself.
- Explain to the patient where you are taking them.
- Protect patient’s modesty and comfort.
- Immobilize the wheelchair by locking the brakes.
- Nursing will assist patient into the wheelchair on a patient care floor. Ask for assistance if needed.
- Place footrest down and put the patient’s feet on the footrest before transporting.
- Remind the patient to place elbows inside the chair and hands in lap.
- Keep IV tubing from dangling outside of the wheelchair.
- Take special care when transporting a patient on oxygen. Consider tubing, secure tank and never turn oxygen tank off (except in case of fire)
Wheelchair Procedures

• Now you are ready to proceed!
  – Travel at slower than normal speeds
  – Back down ramps
  – Back into elevators
  – Stay close to right side of hall
  – Observe mirrors at intersections
• Use proper body mechanics
• Wash hands before and after transporting patients
Orientation Summary

Thank you for reviewing WakeMed Volunteer Services Orientation Education.

Please complete the Competency Assessment Test and Read/Sign WakeMed Health & Hospitals Confidentiality Agreement.

CLICK the link below for your hospital location. You must score an 80% to pass the test.

Raleigh & North Hospital, Corporate & Business Center, Clayton & Raleigh Medical Park

Begin Competency Assessment Test & Confidentiality Agreement

Cary Hospital, All Healthplexes, WPP Physician Practices & YMCA

Begin Competency Assessment Test & Confidentiality Agreement

We look forward to having you on the WakeMed team.

If you are interested in signing up for a tour of the hospital or have any questions about this information.

Please contact Volunteer Services
Raleigh Campus: 919-350-8293
Cary Hospital: 919-350-2363