WakeMed Health & Hospitals

Volunteer Services Orientation (New Volunteers)

Overview

Serving the community since 1961, WakeMed Health & Hospitals is the leading provider of health services in Wake County. With a mission to improve the health and well-being of our community, we are committed to providing outstanding and compassionate 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

Learning Objectives

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

1. WakeMed Mission, Vision, Values and Aspirational Goals
2. Volunteer Services Mission, General Information & Organizational Structure
3. The Wake Way and Wake Way Every Time Behaviors
4. Policies and Procedures
5. Recognizing Professional Boundaries
6. HIPAA Awareness at WakeMed
7. Corporate Compliance
8. Cultural Diversity
9. Infection Control
10. Bloodborne Pathogens
11. Patient Safety
12. Emergency Codes
13. Wheelchair Procedures



- WakeMed is a private, not-for-profit organization governed by a volunteer Board of Directors, consisting of 14 members representing our community. Led **by President & CEO Donald R. Gintzig** (pictured), the top priorities for the health system's diverse and talented leadership team are ensuring patient safety, enhancing the patient and family experience, and delivering high-quality, high-value care that is both affordable and accessible to everyone who calls our community home.

- WakeMed has three acute care hospitals, a physical rehabilitation hospital and a mental health hospital for a total of 973 beds. We also have four healthplexes with stand-alone, 24/7 emergency departments and a variety of outpatient services throughout the region. Our physician practices are home to more than 350 physicians representing nearly every specialty with multiple geographically spread locations.

  - Nearly 13,000 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.

WakeMed

WakeMed Health & Hospitals

Exceptional **People**. Exceptional **Care**.

Strategic Plan



Mission

WakeMed is committed to improving the health and well-being of our community by providing outstanding and compassionate care to all.

Vision

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.

Values

- 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.

ASPIRATIONAL GOALS

VALUE LEADER



Quality / Cost

We will be the value leader in the region by providing outstanding outcomes, experience and safety, and affordability.

QUALITY



Top 10 in US

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

CULTURE OF SAFETY



For patients, families, community & health care team

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

EXTRAORDINARY TEAM



Recruit, retain and develop

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.

HEALTHY COMMUNITY



Healthiest capital county in US

We will be a leader in making Wake County the healthiest capital county in the US.

ASPIRATIONAL GOALS

WAKE WAY



Every-time behaviors

We will demonstrate the Wake Way in everything we do.

INNOVATION



Transformation of care and health improvement

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

PREFERRED PARTNER



With physicians and others for best value

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

FINANCIAL HEALTH



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

HIGHEST ETHICS & STANDARDS



In all 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/North Hospital 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 Spurgeon, Director, Guest Retail & Volunteer Services

Jackie Kennedy, Manager, Volunteer Services

Raleigh Campus / Tel - 919-350-8293

Linda Harding, Volunteer Development Specialist

Pennie Graham, Volunteer Services Representative

Cary Hospital / Tel - 919-350-2363

Jennifer Gibbs, Volunteer Development Specialist

Suzanne Disher, 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:

- ✓ **All applicants** be willing and able to make a commitment to volunteer for a period of six months to one year. *Volunteers unable to fulfill this commitment can be deferred from the program for one year.

Completing the Application Process:

- ✓ **Orientation and Confidentiality Agreement (**Annual education compliance)

- ✓ **Tuberculosis (TB) Screening**
  - TB is transmitted by airborne particles in the air and is very contagious
  - All new volunteers will be required to show proof or have a Tuberculin Skin Test or Q-Gold (blood) test
  - 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.
  - Annual compliance

- ✓ **Verification of immunizations for Tdap/Tetanus, MMR and Varicella. Titer will be completed if unable to locate immunization records**

- ✓ **Flu verification – annual mandatory vaccine**

- ✓ **Background check (Adults and College only)**

- ✓ **Two Reference Checks**

Benefits & Discounts For Volunteers

- Newsletters
  - *Heartbeat*
  - *Microscope*
- Free parking
- Free adult uniforms
- Free fountain drink or coffee in Cafeterias at North, Cary and Raleigh hospitals. *Must have WM badge
- Recognition functions
- Verification letter of hours served (Must have fulfilled 6 volunteer commitment.)
- Tax deductions
- Experience
- Educational opportunities
- Free TB screening
- Free flu shots
- Heart Center Hotel discount
- 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 ensures we always keep our eyes on quality and the patient and family experience.

The Wake Way 2 Excellence

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.



WW2E Tenets + WW2E Behaviors

WakeWay 2 Excellence



WakeMed

Wake Way Every-time Behaviors

The Wake Way Every-time Behaviors (WWETB) are directly related to WakeMed's strategic plan of aspirational goals and represent a key element of our Wake Way 2 Excellence work. The WWETB's consist of the 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 and remain in the assignment in order to provide uninterrupted service to patients, personnel, and visitors. If unable to volunteer, please remove your name from your VicNet schedule or notify your placement area.

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. Please notify your placement area Volunteer Site Supervisor before leaving your assignment.

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 must be worn. 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, and be professional in style and color. If required for infection control standards, hair nets or other hair covering must be worn.
- Clean and odor free body and dental hygiene.
- 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.**
- **No T-shirts or denim clothing of blue jean color**. **Exception: Approved Volunteer Services designated areas only.**
- Warm-up suits, sweatshirts/sweatpants, 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

COVID

Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. Volunteers are required to follow current hospital policies to prevent the spread of COVID.

DISCIPLINE & DISMISSAL

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 warning in the case of a major violation.

FLU SHOTS

All staff and volunteers are required to receive a flu shot. If you have a 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 should not solicit, accept gifts, gratuities, tips or services from patients, visitors, or vendors. *If volunteers are unable to kindly refuse gratuities and gifts it should be directed to Volunteer Services.

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.

Volunteer Policies & Procedures

ILLNESS / MEDICATIONS

If you are taking any type of medication that alters your behavior, are experiencing clinical symptoms of illness, or if for any reason your ability to function normally is affected, please DO NOT plan to work. Please remove your name from your VicNet schedule or notify your placement area.

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, please remove your name from your VicNet schedule or notify your placement area.

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 (including Cell Phones)

We request that you handle personal calls before your sign in for your volunteer shift. Personal calls that must be answered should be done out of sight and the area staff made aware.

- 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. We appreciate a 2-week notice.

SIGN-IN & SIGN-OUT

For liability coverage, we must know when you arrive and when you leave the campus. Remember to sign in and out using the volunteer 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 – TUBERCULOSIS

New Volunteers will be required to have a TB test or show proof of one done within the last 12 months. Test can be done free of charge at WakeMed Occupational Health.

Established Volunteers will be required to complete a TB screening form 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?

We Are All Responsible!

HIPAA Awareness at WakeMed

All healthcare personnel have a legal obligation to protect patient information. In fact, with very few exceptions, essentially *all* patient information is considered highly confidential. In general, no employee or volunteer should look up patient information without a job-related reason or disclose patient information without proper authorization.

- Federal law requires our facility, employees, contractors and volunteers to keep certain health information secure, confidential, and private.
- Confidential information resides in medical records, computer systems, computer-generated reports, correspondence – electronic and hard copy, legal and business transactions, meetings, texts, emails and verbal conversations as well as other normal daily operations.
- **For our facility to be successfully compliant, all volunteers must know and understand their responsibilities with regards to privacy, security, and confidentiality.**



HIPAA Awareness at WakeMed

- **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)
- **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 Marketing & Communications may release information to the media. Any interviews or communication with the media must first be approved by Marketing & Communications.**
- **No pictures are to be taken of patients, etc. without Marketing & Communications approval.**



Personal Responsibilities to Protect Patient Privacy

- If patients speak to you about their conditions, you must remember they trust you to keep that information confidential, and you must not repeat that information to others.
- Personal health information is not to be used by you in any way or told to anyone including your own family, friends, other patients, patient visitors, or anyone else who may ask you about it.
  - A patient may request his/her own medical records by filling out an Authorization to Release Medical Records form and sending it to the medical records department.



Social Media - Responsible Use

Spell it out for me!

- Do not share patient information or photos without specific written authorization by the patient or authorized family representative. A consent form must be signed and put in the patient's chart.



Let's keep this between us

- Using or disclosing Personally Identifiable Information (PII) or Protected Health Information (PHI) is strictly prohibited.

Do not return fire!

- Do not harass, threaten, discriminate, harass patients, employees or anyone associated with WakeMed. You are also prohibited from vulgarity, threats or hostility toward any individual or protected class.



Avoid hazardous material

- Do not store patient information or photos on your personal cell phone or electronic devices – ever!

Social Media - Responsible Use

Our name is our fame

- Volunteers may not use WakeMed's name in personal usernames, Facebook pages, blogs or sites

No Clones to Own

- WakeMed owns and retains all rights to all official WakeMed social media pages, sites or accounts
- Marketing & Communications must be an administrator on any social media site even if it's a private group



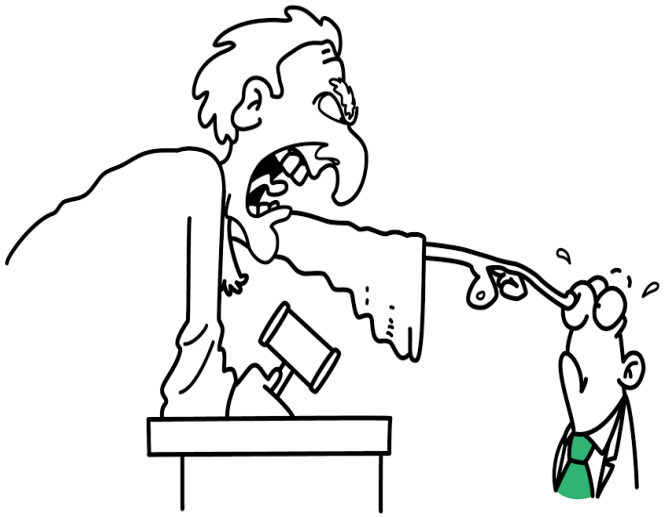
Penalties

- Breaches of patient confidentiality can carry civil and/or criminal penalties:
  - Monetary fines ranging from $100 to $1.5 million
  - Prison sentences can be given up to a maximum of 10 years
  - Reputational damage



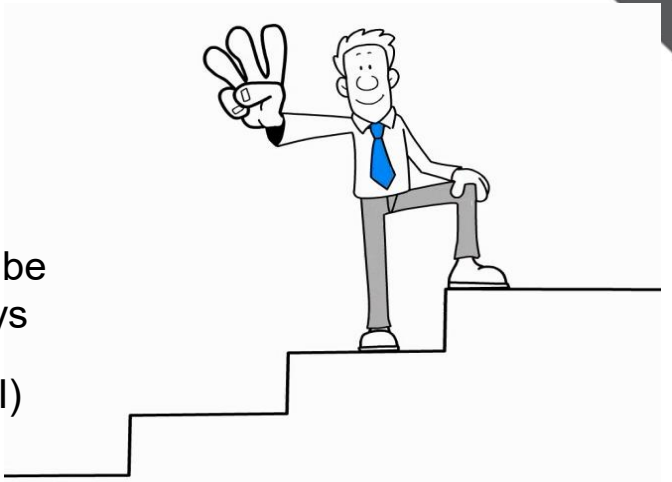
HIPAA Fines

- Recent Settlements:
  - Massachusetts General Hospital
    - $515,000 Settlement
    - Filming patients without consent
  - Brigham and Women's Hospital
    - $384,000 Settlement
    - Filming patients without consent
  - Boston Medical Center
    - $100,000 Settlement
    - Filming patients without consent



HIPAA & Social Media Awareness Key Takeaways

1. Treat patient information as if it were your own; keep it private
2. Protect documents that identify patients and their diagnoses from unauthorized access
3. Keep conversations about patients private
   - Be particularly mindful in public areas where you may be overheard, including cafeterias, elevators, and hallways
4. Using or disclosing Personally Identifiable Information (PII) or Protected Health Information (PHI) is strictly prohibited
5. Do not post patient information, their care, your opinions or work-related matters
6. Never speak on behalf of WakeMed - direct all queries to Marketing & Communication



Code of Ethics
WakeMed Corporate Compliance

The intent of our Code of Ethics is to safeguard the hospital's tradition of strong moral, ethical and legal standards of conduct.

- Everyone associated with a healthcare organization should exhibit ethical behavior in the workplace. This includes directors, trustees, allied personnel, medical staff, management leaders, clinical and non-clinical staff, volunteers, vendors and consultants. All should:
- Treat everyone in a courteous, fair and evenhanded way
- Never knowingly make false or misleading statements
- Maintain a healthy and safe work environment
- Display a caring attitude toward others
- Keep all information and records about patients confidential
- Keep the proprietary information of the institution confidential
- Obey federal, state and local laws and the policies and procedures of the organization

Code of Ethics
WakeMed Corporate Compliance



On occasion, the right thing to do may not be completely clear.

- When in doubt, ask yourself:
- Is it a fair and honest thing to do?
- Is it in the best interest of the organization and its patients?
- Would it be good to see the action or behavior described on the front page of the local newspaper?
- If the answer to any of these questions is "no," then the action should be reconsidered

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.

- **Integrity Helpline: 1-800-379-0279**
- **24/7, 365 by an independent third-party**
- **wakemed.alertline.com**
- **Anonymous and Safe**

WakeMed prohibits retaliation against any individual who, in good faith, reports a possible violation of policies or procedures

Diversity, Inclusion & Cultural Competency

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

Why Is Infection Prevention Important?

- Infections acquired during receiving healthcare led to:
  - Increased morbidity and mortality
  - Increased health care costs

- Prevention of Hospital Acquired Infections (HAI) is a top priority for Health and Human Services with hospital reimbursements linked to HAI reduction

Soap and Water or Alcohol-Based Hand Rub?

SOAP and WATER

You should use soap and water:

- Before and after eating
- After using the restroom
- When your hands are visibly dirty or after contact with blood or body fluids
- Before donning gloves and after glove removal
- When caring for patients with diarrhea
- When leaving a Special Enteric Precautions room

Special Enteric Precautions are used for patients with known or suspected infectious diarrhea.

Alcohol gel is ineffective in eliminating the spores associated with infectious diarrhea.

ALCOHOL GEL

You can use alcohol gel:

- Upon room entry & exit
- Before and after direct patient care if hands are not visibly soiled
- Before moving from a soiled area to a clean area on the same patient
- Before donning gloves and after glove removal
- After contacting surfaces in patient rooms such as bedside tables and blood pressure cuffs
- Before performing an aseptic task (e.g. placing a Foley) or handling invasive medical devices

Practicing hand hygiene is a simple and effective way to help prevent infections!



When using soap and water:

- *Wet hands, apply soap, and rub all surfaces of hands and fingers (including thumbs and fingernails)*
- *Wash hands for at least 15 seconds*
- *Rinse well and dry hands with a clean paper towel*
- *Turn off water with a paper towel to prevent your hands from being re-contaminated!*

When using a waterless, alcohol-based hand rub:

- *Apply one pump and rub into hands*
- *Rub all surfaces of hands and fingers (including thumbs and fingernails)*
- *Allow hands to air dry before touching anything*
- *Do **NOT** speed up drying by removing hand gel with a paper towel!*

**** Let's practice proper technique****

Infection Prevention & Control

If you feel sick, do not come to volunteer!

- Remove yourself from your schedule VicNet schedule or notify your placement area.

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



Bloodborne Pathogens

Risks You Need to Know:

- Human blood
- Bodily Fluids
- Tears and saliva
- Sweat
- Tissue and cell cultures
- Materials contaminated with blood and bodily fluids

Related Diseases

- **HIV** is the virus that leads to AIDS. HIV attacks the immune system; the virus cannot survive outside the body. Symptoms include fever, loss of appetite, weight loss, chronic fatigue, and skin rashes or lesions. Victims can develop cancer or deadly infections in later stages.
- **Hepatitis B** is carried in blood and bodily fluids. The virus can survive outside the body. Symptoms include fatigue, loss of appetite, nausea, pain, vomiting, and jaundice. An effective vaccination is available. The vaccination is a safe and effective way to prevent disease. It is offered to all potentially exposed employees. It is provided at no cost.
- **Hepatitis C** is a common bloodborne pathogen. In health care, most cases are the result of needle sticks. Symptoms can sometimes take years before recognized. Symptoms are like hepatitis B. There is no vaccine.

Bloodborne Pathogens

Workplace Transmission

- Contact with an infected person's blood or bodily fluids that contain blood
- Contact with other potentially infectious materials
- Contact with contaminated sharps/needles
- Entry through non-intact skin
- Entry through eyes, nose, and mouth

OSHA requires: a Bloodborne Pathogens standard, a written exposure control plan, hazard identification and protective measures, training for employees at risk, and the use of PPE.

The Exposure Control Plan must be reviewed and updated annually. It should reflect changes in technology, document use of safer medical devices, and safe work practices and engineering controls. The plan needs to list the selection and use of necessary PPE, housekeeping practice that can eliminate or minimize exposure. The proper handling of bio-waste along with information about signage, labels and training must also be included.

Bloodborne Pathogens

Standard Precautions / Exposure Control
Treat all blood and bodily fluids as if they are infected. Treat potentially contaminated materials as if they are infected. The goal is to avoid all direct contact. Standard precautions apply to all potential exposures.

Sharps
Prevent needle sticks with needleless equipment or special devices. Look for sharps less likely to cause needle sticks. Dispose of all sharps in proper containers. Don't shear, break, bend, or remove needles. Don't recap needles unless you use a mechanical device. Don't reach into a container that might contain sharps. Use a strainer to hold sharps when cleaning. Don't clean up broken glass with your hands.

PPE – Personal Protective Equipment
Consists of gloves, face and eye protection, protective clothing, inspecting PPE before use, and removing PPE after use.

Personal Hygiene
Wash with soap and water immediately after any exposure. Wash thoroughly after removing PPE. Flush eyes, nose, or mouth after exposure. Don't eat or drink in possible exposure areas. Don't keep food or drinks near potentially infectious materials.

Bloodborne Pathogens

Safe Work Practices

Take special care when you collect, handle, store, or transport blood or other potentially infectious materials. Don't use your mouth to pipette blood or other potentially infectious materials. Transport sharps and other potentially contaminated items in closed, leak-proof containers. Do not open, empty, or clean reusable containers by hand.

Labels and Signs

Labels that include the universal biohazard symbol and the word "Biohazard" must be attached to:

- Containers of regulated bio-waste
- Refrigerators or freezers containing blood or other potentially infectious materials
- Containers used to store, transport, or ship these materials

Housekeeping

Use standard precautions when cleaning. Wear appropriate PPE. Clean and decontaminate all equipment and surfaces. Remove and replace protective coverings. Clean and decontaminate reusable bins, pails, and cans. Dispose of contaminated cleaning materials properly.

Laundry

Use standard precautions. Wear assigned PPE. Bag contaminated laundry. Use leak-proof bags for wet laundry.

Bloodborne Pathogens

Regulated Medical Wastes

Medical waste consists of:

- Liquid or semi-liquid blood or other potentially infectious materials
- Contaminated items that would release infectious materials when compressed
- Contaminated sharps
- Pathological or microbiological waste

Exposure Incidents

An exposure incident is direct contact with blood, bodily fluid, or other potentially infectious material. Wash thoroughly after any direct exposure. Report any exposure incident right away. You will be offered a blood test and medical evaluation.

Bloodborne Pathogen Resources (OSHA) Requirements

An accessible copy of the regulatory text of the Bloodborne Pathogens Standard CFR 101-130 and an explanation of its contents is available at the North Carolina Department of Labor website. Environmental Health and Safety maintains a print copy of the standard. Staff may contact Environmental Health & Safety Officers at EnvHealthSafety@wakemed.org.

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 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
   - **S**ituation; **B**ackground; **A**ssessment; **R**ecommendation
   - 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 a 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 patient's 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

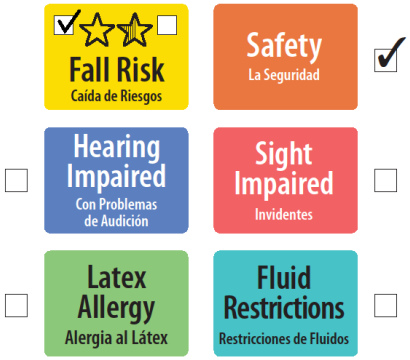
- Available 7 days a week, 24 hours a day
- Lost & found
- Crime prevention
- Transportation service - dial 08171 - inside hospital, or 919-350-8171 - outside hospital
- In an emergency - dial 03333 - inside hospital, or 919-350-3333 - outside hospital
- Security sensitive areas include Women & Children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

Patient Safety On Falls Prevention

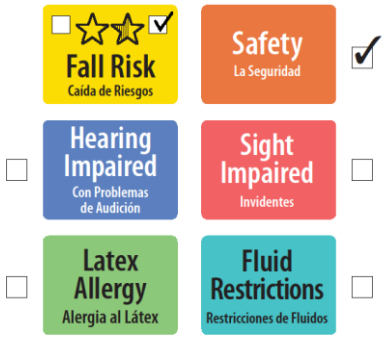
How do you know when a patient is at risk for falling?
ALL patients are assessed for falls risks upon admission.



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 <u>has already fallen</u> 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 (RACE):**
  - **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 (PASS):**
  - **P**ull the pin.
  - **A**im hose at base of fire.
  - **S**queeze the handle.
  - **S**weep 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.

- **E**xtinguish the fire by using a blanket or water.
- **C**ontain the fire by turning off the oxygen and closing the doors.
- **A**ctivate the alarm and call the emergency number.
- **R**escue persons from danger; move to a fire safe area of refuge.

Code Blue: Dial 02222
Medical Emergency

Listen to the location

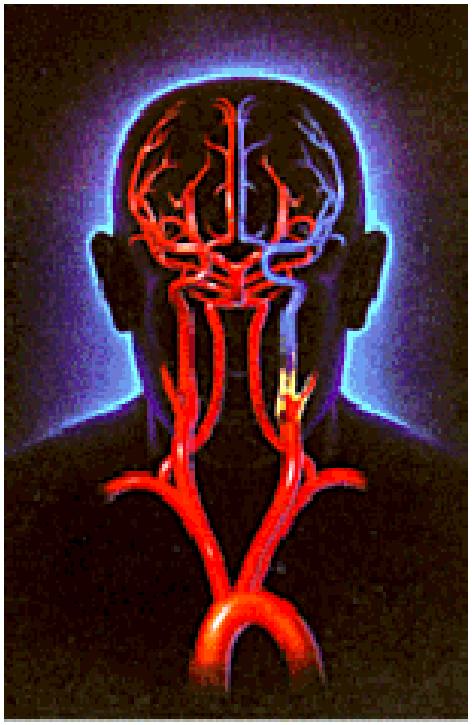
- WakeMed emergency response team will respond to this event.
- Stand out of the way and clear elevators and passageways.
- If you see a patient or a visitor having a medical emergency, dial 02222.

Code Medic: Dial 02222

Medical Emergency for Adults Person in Need of Medical Attention (who are not patients)

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 visitor, WakeMed staff, family members and persons here for outpatient testing or appointments 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 ?

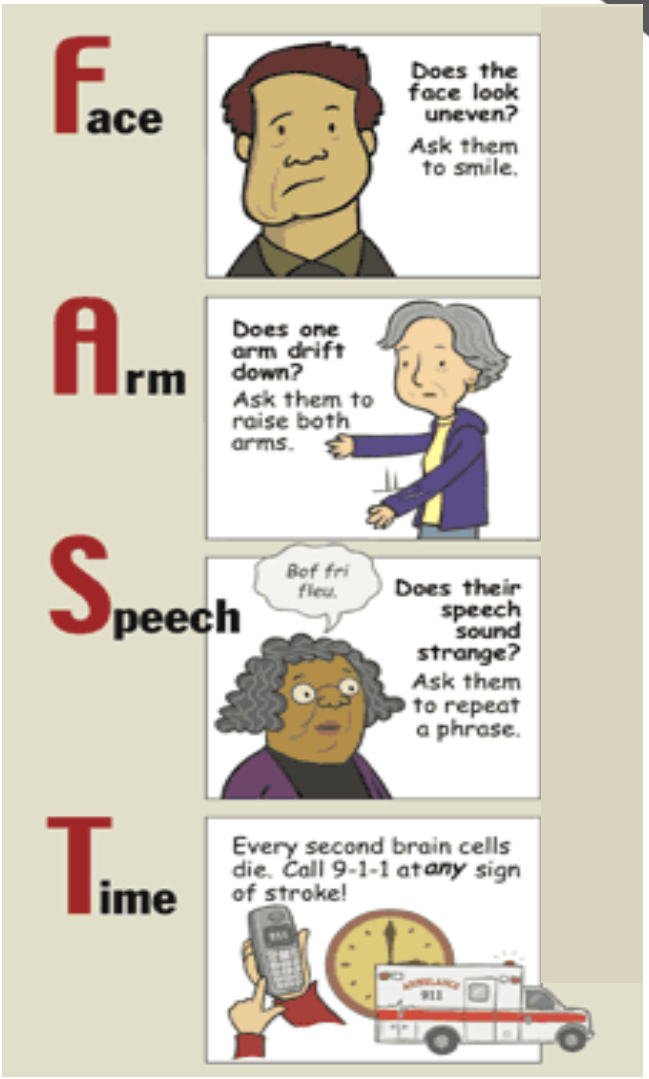
Think *FAST* !

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 announcement: “Facility Alert + Instruction + Weather + Descriptor (National Weather Service Statement) + Location”.

Overhead Announcements

TRAUMA
Raleigh Campus and Cary Hospital 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

- **Volunteers should not use a wheelchair until they have been trained by their area site supervisor.**



- Knock before entering a room.
- Display identification and 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

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

Raleigh, Wendell, Corporate & Business Center

Begin Competency Assessment Test

Cary Hospital, North Hospital, Brier Creek & Garner

Begin Competency Assessment Test